



Whole Person Care, One Click Away

Improving Lives Through the Arizona
SDOH Closed Loop Referral System

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History

1979: 2-1-1 was founded

2017: Acquired by Solari

2019: Due to funding challenges, live-answer was deactivated

March 2020: At the request of the Governor, 2-1-1 live-answer was reactivated to provide COVID-19 services

July 2020: 2-1-1 extended hours to provide 24/7 service to the community

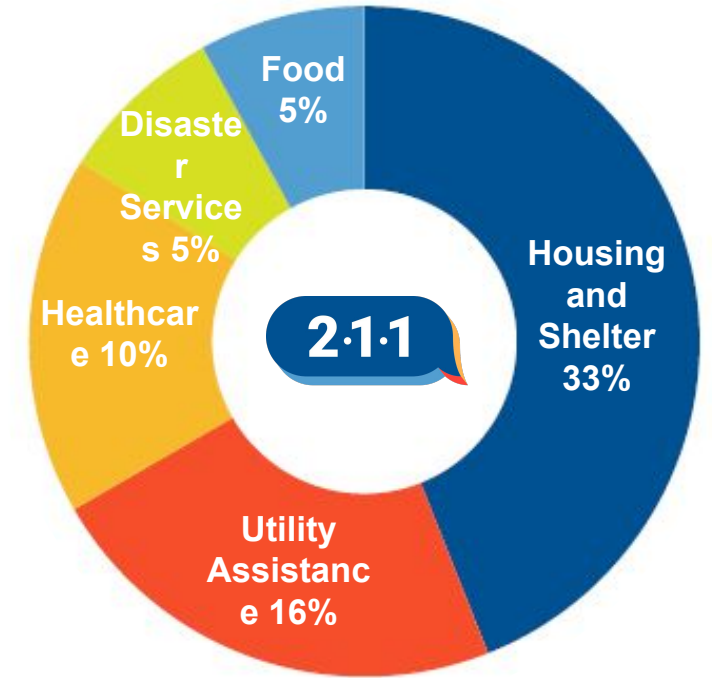
Our Impact

24/7/365 Availability

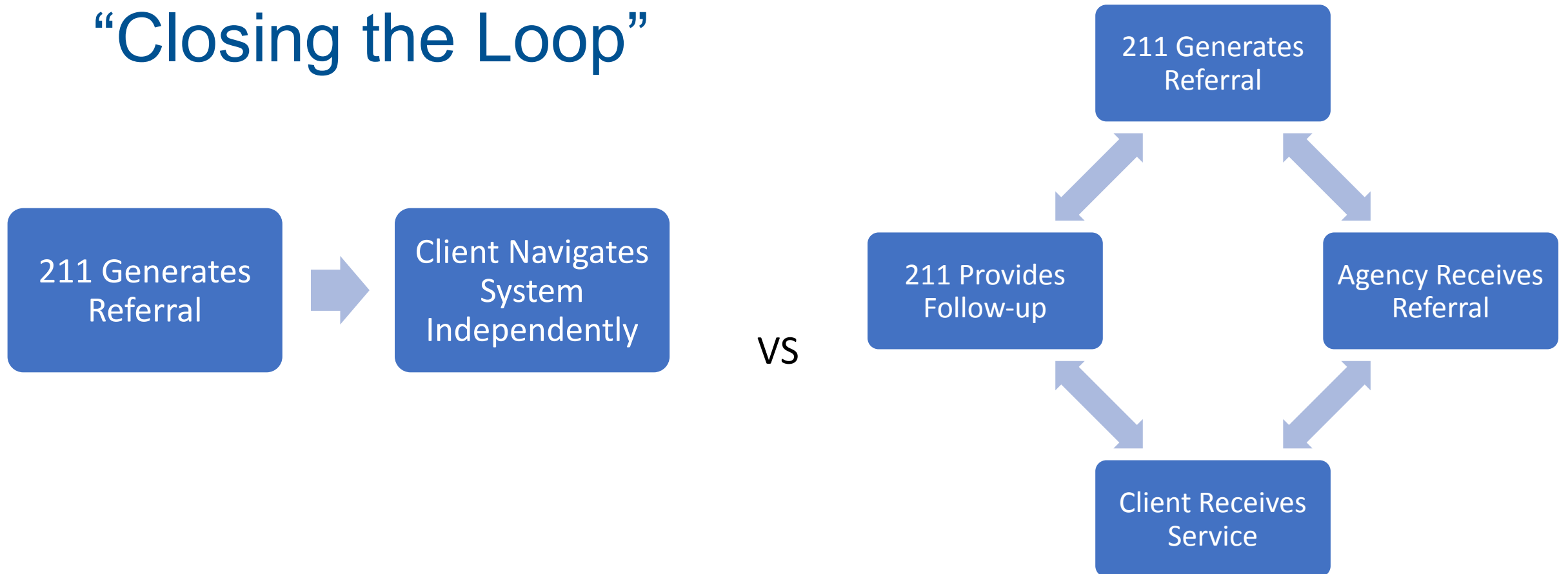
500,000 Calls to Annually

Serving All 15 Counties

Over 50% of calls are related to housing instability



“Closing the Loop”

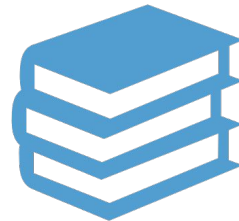


- Closing the loop on a referral involves the agency the client was referred to using the same system as the referring agency.

2-1-1 Objectives for CLRS



Goal: A single record to create and respond to referrals.



Enhance story telling of work already happening.



Improve partners working together with available resources.

Maximizing the CLRS

The CLRS software will become the backbone of 2-1-1.



Increased visibility of referral outcomes



Increased capacity



Improved service provision



Enhanced business relationships