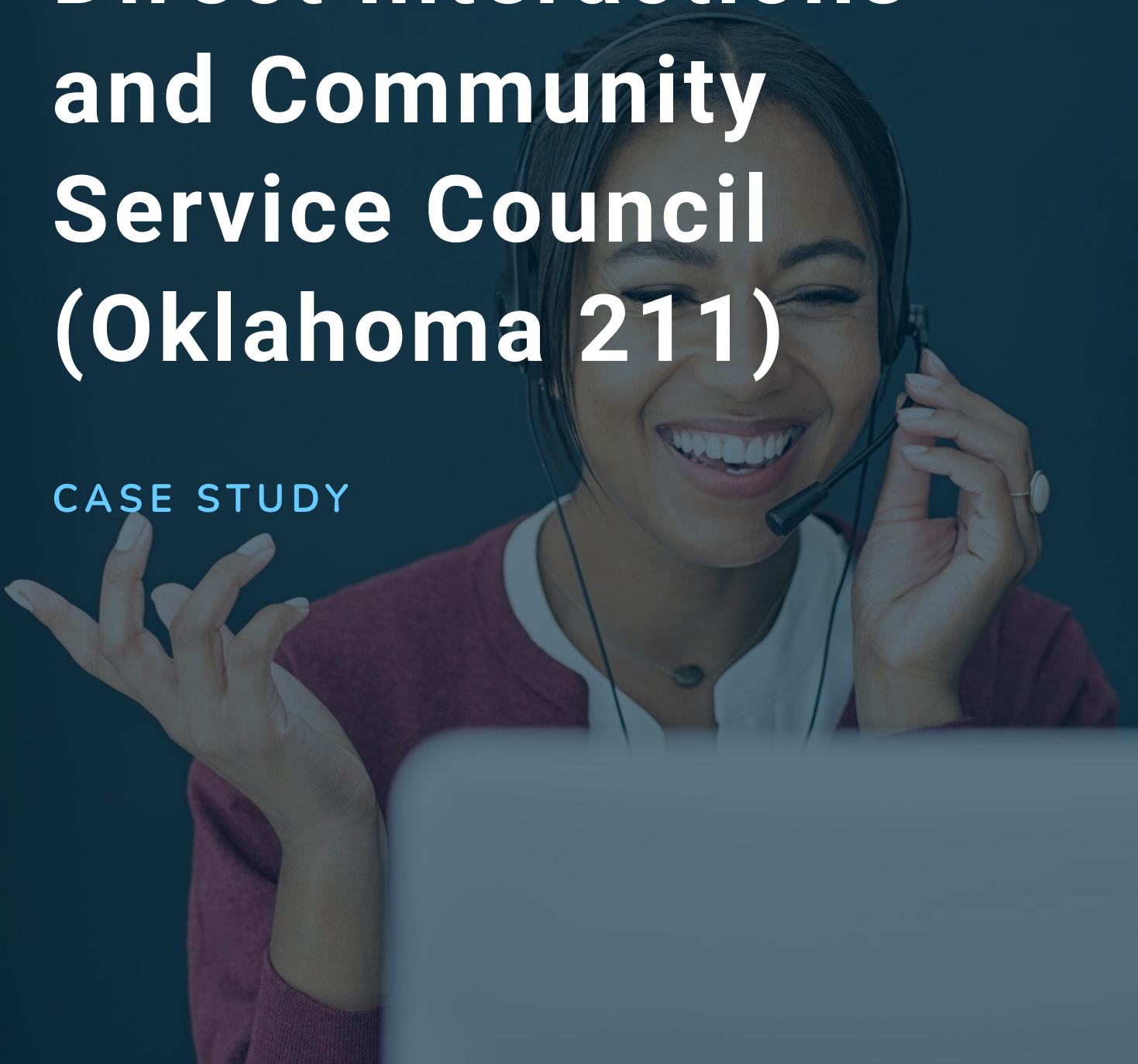




Direct Interactions and Community Service Council (Oklahoma 211)

CASE STUDY



Direct Interactions

866.773.3622
www.directinteractions.com

Community Service Council

918.585.5551
www.csctulsa.org

Background

In 2021, the Community Service Council celebrated their 80th anniversary of improving the lives of Oklahomans through research, planning, coordinated action, and implementation. They have collaborated to provide support to Oklahomans in the areas of social service, education, and health. Their goal is to provide consistent support to individuals and families in their community.



Benefits Gained by Community Service Council (Oklahoma 211)



Handle call surges by
utilizing Direct Interactions
professional staff



Provide additional
services to Oklahomans



Additional revenue to fund
Community Service Council
programs



The ability to expand
service hours to 24/7

Challenges with Existing Services

- Struggle with both staffing I&R services beyond business hours for traditional 211 offerings
- Expanding to support Oklahomans moving to the insurance marketplace
- As most 211s, CSC is looking for additional sources of funding to improve the services they provide

Direct Interactions Solutions

- Nationwide network of over 1000 talented agents
- Can scale to provide service 24/7 and on weekends
- Train agents to support Oklahomans
- Partnership program: Direct Interactions identifies RFPs and works closely with 211s to complete the RFP in a revenue-share arrangement

CSC and DI Success

- Provided additional evening and weekend coverage with trained agents within one week
- Additional revenue gained to fund Oklahoma 211 programs
- Expertise and confidence built to pursue larger statewide HHS call center opportunities



Direct Interactions 211 Partnership: How It Works

211 or Direct Interactions identifies opportunities through RFPs or through relationships with state and local governments

Direct Interactions prepares the RFP response and submits to the applicable 211 for approval and submittal

All pricing is discussed and agreed to by 211 and Direct Interactions

Direct Interactions provides the work-from-home support representatives to handle calls

Take Your 211 Support To the Next Level with Direct Interactions

Direct Interactions builds call centers focused on social responsibility and delivering outstanding, compassionate service. Our skilled and empathetic agents have experience helping 211's meet changing demands, and delivering results for various state agencies including HHS and departments of labor. A partnership between 211 and Direct Interactions can deliver increased revenue and exposure for 211 and better outcomes for state agencies and their constituents all while creating local jobs for people who have a good reason to work from home.

211's can leverage their relationships and preferred contracting statuses with state government agencies.

Direct Interactions can deliver technology and personnel to ensure the project is a success.

"Your state is spending millions of dollars on call center services. Doesn't it make sense to drive these calls through 211 and their partnership with Direct Interactions?" - Jonas Nicholson

Direct Interactions is a proud member of AIRS



Community Service Council Testimonial

"The Community Service Council (Tulsa, Ok 211) needed additional resources to handle calls during the day and to cover the after-hour call volume. We specifically needed to eliminate the abandoned calls and improve the client experience.

We selected Direct Interactions (DI) as our partner, and we couldn't have been more pleased. We were even more excited when DI approached us with their concept to go after other funding sources for CSC. With DI doing the heavy lifting we have multiple RFPs submitted for various programs and are awaiting the award notifications.

Because of this partnership we are expanding our mission in supporting OK residents while at the same time the DI call center team allows us to better focus on our core 211 efforts."

- Michael Coonfield, Director of Strategic Operations

