

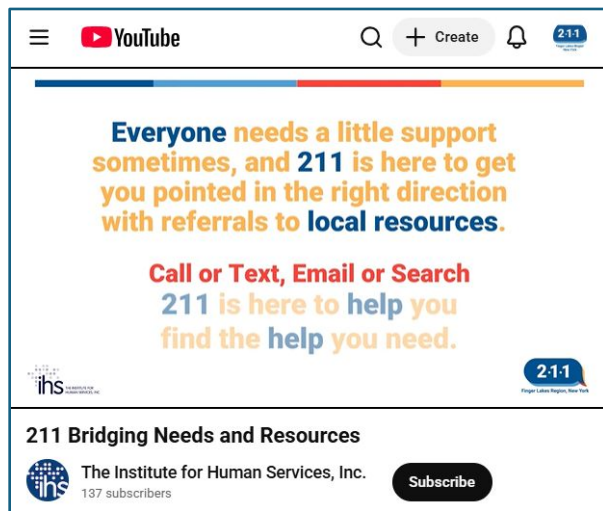
UNYICN Integrated Care Learning Collaborative

Update February 18, 2026

GetHelpNY

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HAPPY 211 DAY!



To celebrate the 211 holiday on February 11th, IHS published a 10-minute narrated video to their YouTube channel. The video is an introduction and overview for info-seekers to 211 Helpline's information and referral services.

Visit [bit.ly/Happy211Day](https://www.youtube.com/watch?v=_vI9EVBnFLA)

Full link:

https://www.youtube.com/watch?v=_vI9EVBnFLA

GetHelpNY Awareness Survey



- **Met with Emma from Brockport Research Institute on 2/3 to finalize survey questions**
- **Plan for survey link to go live early March through April**
- **Assess survey engagement mid-April to decide if another month of collection is needed**
- **Goal: 30 surveys per county**

Community outreach



- Spreading awareness and understanding of the GetHelpNY automated texting program through presentations to local organizations, agencies, and directly to the individual
- Presentations are modified to suit the audience
- Email me at hultsr@ihsnet.org to request a presentation for your group

2026 Presentations



Text. Talk. Heal.
Powered by 211 Helpline.
Data rates may apply.

- **Jan 23: Incredible Voice self-advocacy group**
 - The ARC of Allegany and Steuben
 - 4 staff and 20 self-advocates attended
 - Thank you to Kristen Babbitt for inviting me!
- **Feb 2: CCA, Victim Services Dept.**
 - 14 staff working in Allegany, Livingston and other counties
 - Thank you to Amy Cobb for setting this up!
- **Feb 3: Canisteo-Valley Community Outreach Committee (CCOC)**
 - 24 individuals representing local non-profits and businesses in the area.
 - Thank you for the invite, Valerie Whitehall!

GetHelpNY Utilization – What Happened?



- Reporting was showing zero referrals being given
- IHS dug into utilization data to understand what was happening
- Text messages UP, Referrals FLAT, a deference to the “UNSURE” options
- Reformatted intake language and prompts, eliminating all UNSURE options to improve the user experience and increase accuracy of utilization data.
- Changes took effect in January and will result in more accurate data for 2026

GHNY Utilization 2025 (SOR counties)

COUNTY	Type	Jan	Feb	Mar	Apr	May	Jun	Aug	Sep	Oct	Nov	Dec	Grand Total									
Allegany	Incoming											6	6									
	Outgoing											13	13									
Allegany Total												19	19									
Chemung	Incoming		6	9		5		5	5			1	31									
	Outgoing		9	15		11		8	6				49									
Chemung Total												15	24	16		13	11		1	80		
Livingston	Incoming					47	1						48									
	Outgoing					109	1						110									
Livingston Total														156	2					158		
Monroe	Incoming						5		4	7			16									
	Outgoing						8		7	9			24									
Monroe Total															13		11	16		40		
Steuben	Incoming	6	8		5	33			4	1	1	7	65									
	Outgoing	16	12		7	68			7	1		12	123									
Steuben Total												22	20		12	101		11	2	1	19	188
<i>SOR Totals</i>		22	35	24	12	273	15	13	33	18	1	39	485									

GHNY Utilization 2025 (all counties)

COUNTY	Jan	Feb	Mar	Apr	May	Jun	Aug	Sep	Oct	Nov	Dec	Grand Total
Allegany Total											19	19
Broome Total											6	6
Cattaraugus Total						190						190
Chemung Total		15	24		16		13	11			1	80
Kings Total									7	13	2	22
Lancaster Total						1						1
Livingston Total					156	2						158
Monroe Total						13		11	16			40
Seneca Total					16			10				26
Steuben Total	22	20		12	101			11	2	1	19	188
Tompkins Total											16	16
Wyoming Total				7	80	62		4	3	2		158
SOR Totals	22	35	24	12	273	15	13	33	18	1	39	485
Grand Total	22	35	24	19	369	268	13	47	28	16	63	904



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