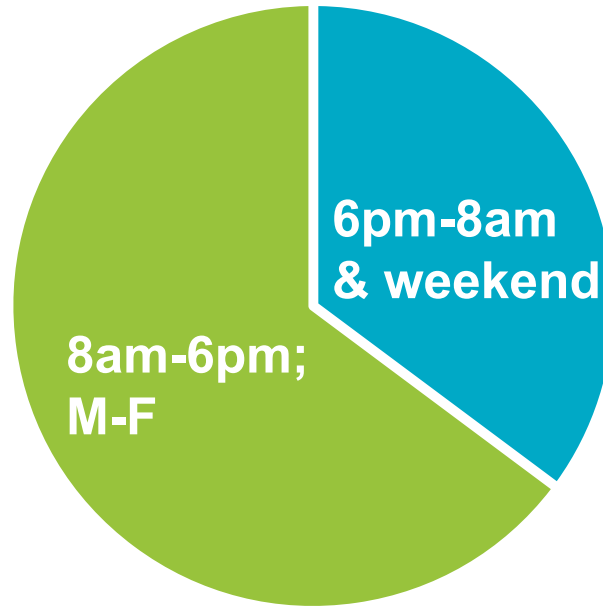


Oregonians need
local coordinators
and 24/7 access
to basic service
navigation via phone,
text and email

Contacts Dialing 211



- Current business hours: 268,877 (65%)
- After-hours: 146,028 (35%)

More than a third of calls to 211info are attempted after hours

81% of other 211 centers nationwide provide 24/7 service





24/7
staffing in
Contact
Center



Additional capacity
for Resource
Database staff



8 local
coordinators

Requested State Investment: \$3.2M

24/7 Service Expansion	Local Coordinators
\$1,821,691	\$1,335,766

Local coordinators build stronger connections with emergency services, health and human service providers, early learning and housing programs



24/7

4.67 FTE for contact center to answer calls/texts/emails 24/7

8 FTE for community based coordinators around the state



1 FTE for resource database staff

Data analysis and reporting that provides regional and demographic service need trends





Economic efficiencies for the state and an essential public utility that is 24/7



Cost-effective for state agency partners, service providers and their customers seeking 24/7 assistance



Meets needs of working families who can't access information during traditional business hours

Communities experiencing emergencies receive around-the-clock responsive and accurate information



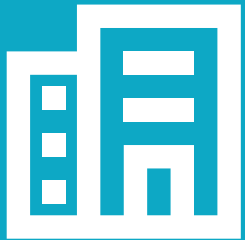
211info coordinators live in the communities they serve, this increases the ability to quickly update records to ensure they are client-centric, accurate and represent real-time availability

Community-based partner for local emergency coordination activities



On-the-ground coordinators build trust and relationships in rural and underserved areas, creating stronger database and holistic cross-sector collaboration

Increases regional ability to make data informed decisions about programming and resource allocation



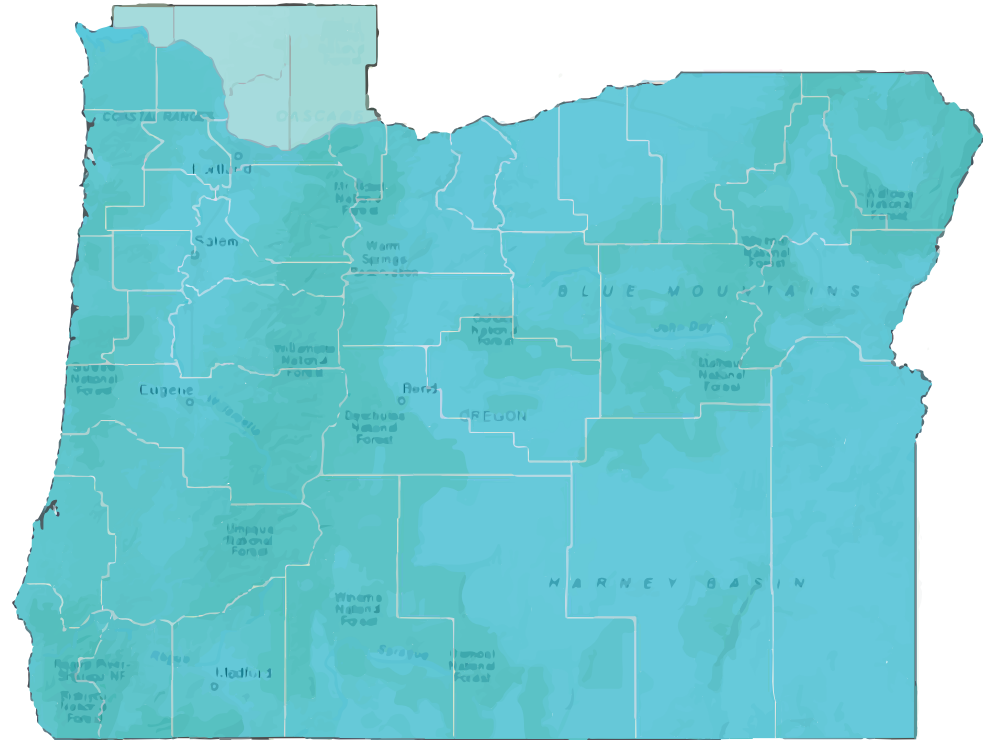
Streamlines the efforts of clinical and education sector partners to make referrals to Social Determinants of Health, Equity, and Education. Provides framework for coordinated entry and navigation assistance

Footprint

Top Requested Needs



- Housing (34%)**
- Utility Assistance (11%)**
- Individual, Family and Community Support (e.g., Child Care) (10%)**
- Food/Meals (10%)**
- All Other Needs, 27%**





214,754
calls received

Our 4 capabilities:

contact center, resource database, data reporting and outreach / social media



26,168
app, texts, emails

211info's mission is to be the central hub that empowers communities by helping people identify, navigate and connection with the local resources they need

Launched 211 service in 2004. In 2013, completed expansion to all 36 Oregon counties. Expanded from phone-based referrals to include text, email, searchable online database and mobile app. Accredited by the Alliance of Information & Referral Systems (AIRS). 65 staff, many bilingual; all have access to interpreter service with 240 languages

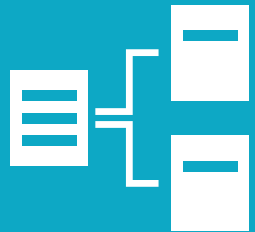


348,290
web visits



Contact center

Certified specialists, many bilingual
High consumer satisfaction ratings
Equity-focused and trauma-informed practices
AHC navigation



Resource database

Existing community partnerships
30,000 records meeting AIRS standards
Integrated with community systems



Data reporting

Sweet spot; growing function for 211info

Outreach

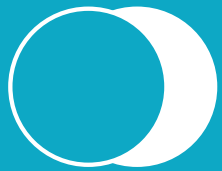
Social media platforms
Community-based coordinators

Emergency Response

Key role in wildfires, disease outbreaks, floods, tsunami and other disasters

2019: State contact center for measles information

2018: Portland Scrapyard Fire information on evacuations, shelter, health FAQs



2017: Oregon Eclipse Hotline information on traffic, fires, safety, where to view eclipse

2017: Eagle Creek Fire evacuation information, shelters, etc.

Southern Oregon outreach: Community-based coordinator built relationships and strengthened 211info database by making presentations, participating in Early Learning, health networks, emergency planning, and other community partnerships

Child Care program: Parent educators provide referrals to child care programs that meet needs of parents and guardians and referrals to other community resources such as food, support groups, kindergarten readiness and health care

Examples:

In 2018, one of 211info's parent educators received calls one day from parents in Deschutes and Tillamook counties who had been offered jobs but couldn't accept them until they located child care during non traditional hours and that accepted their Employment Related Day Care payments. The parent educator emailed each of them a list of local child care providers that met their needs, along with information on how to identify a high-quality child care provider

Oregon Eclipse Hotline: 211info partnered with Oregon Health Authority, Oregon Department of Transportation, Oregon Office of Emergency Management, Oregon Parks and Recreation and the Central Oregon Emergency Information Network to assist with a million visitors during the state's peak wildfire season. 211info opened for extended hours to answer questions about where and how to safely view the eclipse, emergency preparedness, traffic, road closures and other real-time information

In December, a Umatilla County resident left this message for a supervisor: "I called in inquiring about food stamps. You have an agent there, his name is Will. In a time of despairing life, this man was caring, compassionate, and he had the information I needed. This is the type of caring person we need"



Dan Herman,
211info, CEO

Ciara Doyle,
211info, Director of Contact Center
and Programs

Susan Fischer-Maki,
AllCare Health, Health and
Education Manager

