



Connecting  
Informing  
Empowering

## ABOUT ME

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Director of Contact Center and Programs  
211info

Pronouns: she/her/hers

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D: 503.416.2704



A woman with dark curly hair, wearing a white t-shirt, is shown in profile from the chest up. She is holding a smartphone in her hands and looking at the screen. The background is a blurred indoor setting, possibly a public space or office, with other people and structures visible in the distance.

# Mission statement:

211info empowers Oregon and Southwest Washington communities by helping people identify, navigate and connect with the local resources they need.

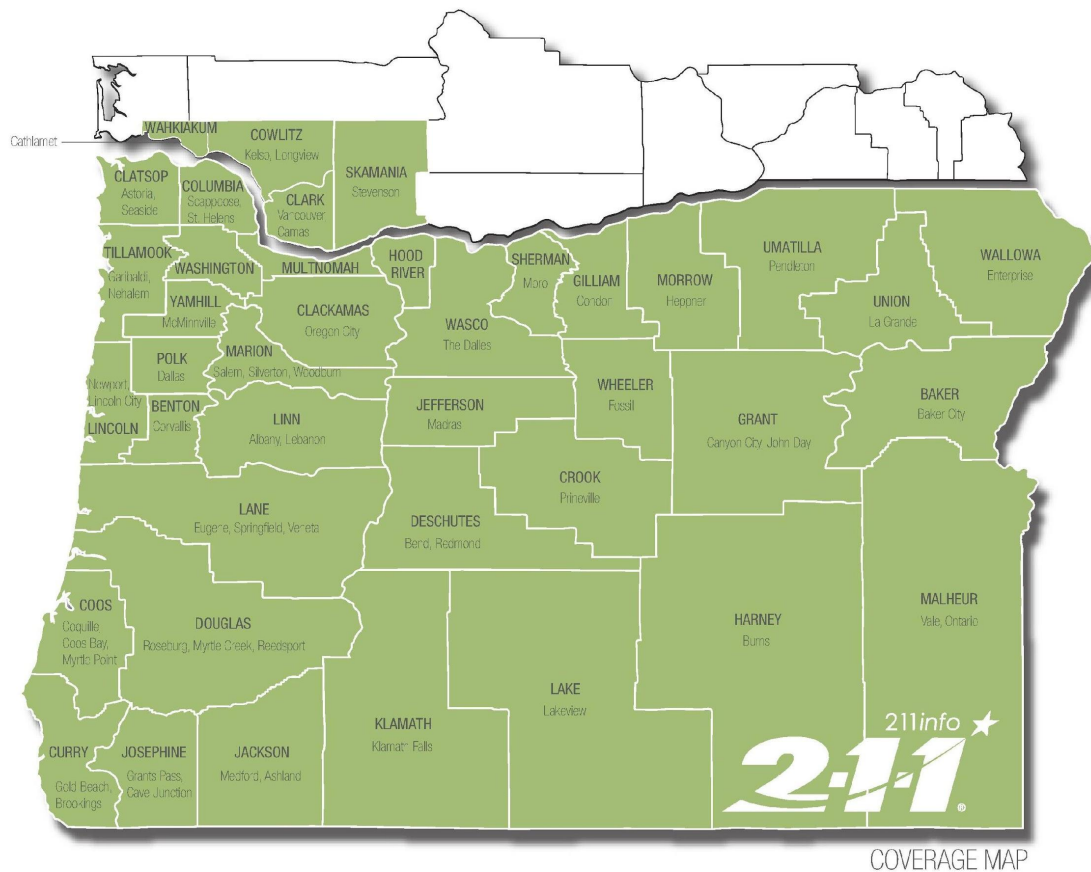
# What is 211?



Easy-to-remember and universally recognizable number that enables a critical connection between individuals and families in need and the appropriate community-based organizations and government agencies.

Similar to:

- 311 – Government and Non-Emergency Info
- 411 – Directory Assistance
- 511 – Traffic & Weather
- 611 – Telephone Customer Support
- 711 – Telecommunication Relay Service
- 811 – Call Before You Dig
- 911 – Emergency Services



AREA SERVED

# How to contact



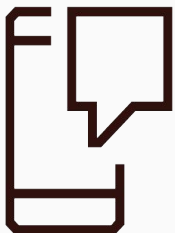
## CALL

211 or 1-866-698-6155



## SEARCH

online at [211info.org](https://211info.org)



## TEXT

your zip code to 898211 (TXT211)

## EMAIL

[help@211info.org](mailto:help@211info.org)



## DOWNLOAD

our app

# Our Capabilities



**Contact  
Center**



**Resource  
Database**



**Data &  
Reporting**



**Community  
Engagement**



## Contact Center

“

I WANTED TO COMPLIMENT JIM ON ALL THE NUMBERS HE GAVE ME. HE WAS VERY PATIENT WITH ME AND WAITED FOR ME TO CATCH UP WHILE I WAS WRITING NUMBERS DOWN. HE GAVE ME A LOT OF INFORMATION AND I APPRECIATE HOW POLITE HE WAS ON THE PHONE... THANK YOU!

-UMATILLA COUNTY CALLER



”

Empathy & Problem Solving

Language Capabilities

AIRS Certified



**211info Core Community Information Center Specialists**

# Resource Database



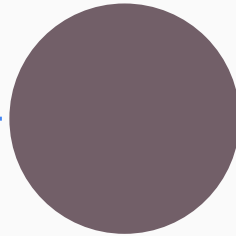
**90+%**

Annual Updates



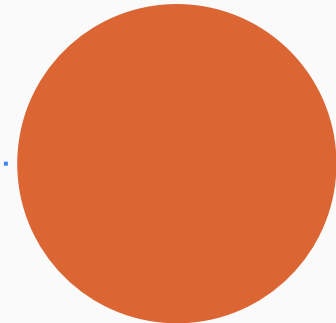
**2,600+**

Agencies



**29,500+**

Resources





Accessible online and  
mobile app.

# COMMUNITY ALLIANCE OF TENANTS

Confidential Address Portland, OR 97213

Multnomah County

78 miles from you

<http://www.oregoncat.org>

[info@oregoncat.org](mailto:info@oregoncat.org)

LEGAL SERVICES

RENTERS' RIGHTS HOTLINE

[503-288-0130](tel:503-288-0130) Hotline

 [\(close details on COMMUNITY ALLIANCE OF TENANTS\)](#)

[print](#) [text/email](#) [view parent agency](#)

**Service description:** A tenant-facilitated tenant membership organization providing information on renters' rights and landlord obligations, empowering tenants to advocate for affordable, stable, and safe rental homes. Provides information on environmental health in rental homes, such as mold and bed bugs. Coordinates legislative campaigns, tenant organizing, renters' rights forums, and a renters' rights hotline.

**Intake procedure:** Call for information. When leaving a message, provide name, number, city, membership status, brief description of issue and best times to be reached during service hours. All information disclosed remains confidential. Due to the high volume of calls, there can be a delay in response time.

**Fees:** Residents of Hotline funded areas of Multnomah, Washington, Marion, Jackson or Coos counties will receive service from hotline when they call in. Oregon residents outside of these areas must become a member to receive service using online form. Membership dues are sliding scale starting at \$10 per year for low-income tenants and \$100 for organizations. May volunteer 2 hours of time in exchange for dues.

**Eligibility:** Priority given to members first then Multnomah, Washington, Marion, Jackson, and Coos County residents. Emergency cases from funded areas (Multnomah, Washington, Marion, Jackson and Coos Counties) are prioritized.

**Service hours:** Monday/Wednesday/Friday/Saturday 1pm-5pm, Tuesday 6pm-8pm

**Documents:** None

**Languages:** English, Spanish, Vietnamese, interpretation by arrangement

**Area served:** State of Oregon

**Services:** Housing Advocacy Groups, Mold Pollution Information, Pest Information for Housing Issues, Tenant Associations, Tenant Rights Information/Counseling

# Data & Reporting



Collect demographics and track needs

Live reporting dashboard on  
[211info.org/reporting](https://211info.org/reporting)





## What are the needs in your community?

Customize this dashboard:

Month/Year



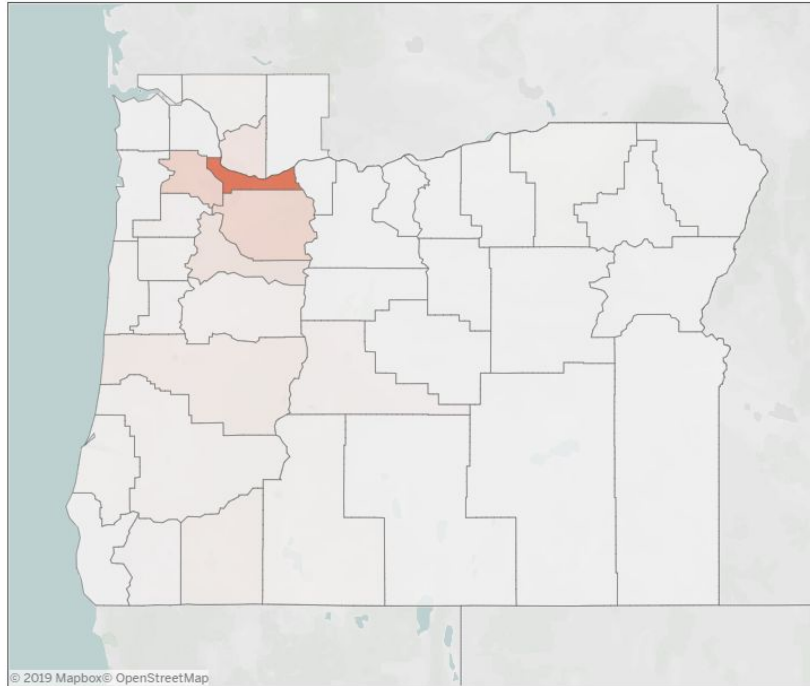
(Multiple values)

State

(All)

County

(All)



© 2019 Mapbox® OpenStreetMap

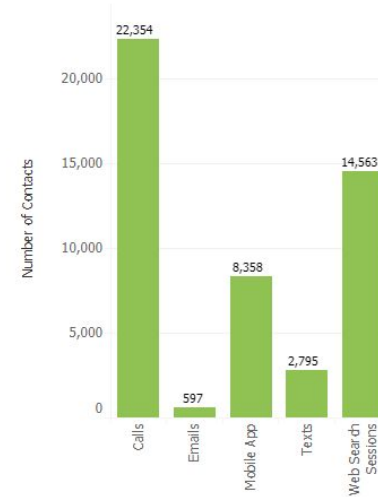
County View

Total Contacts

48,667

Total Identified Needs

77,482

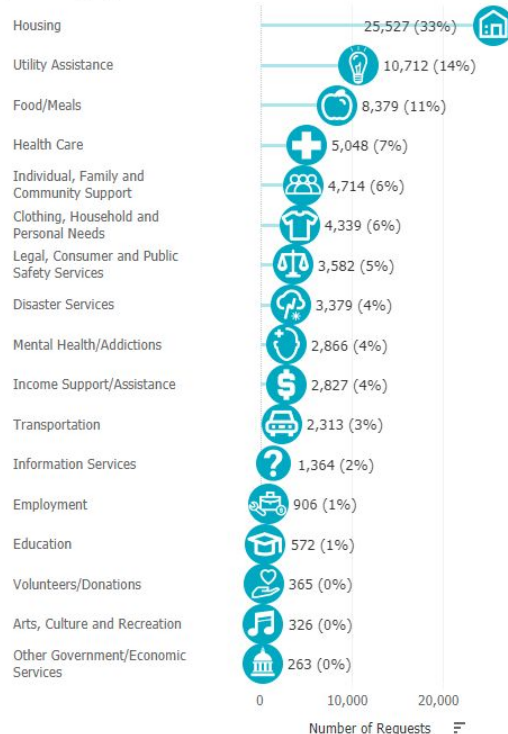


About this page: ?

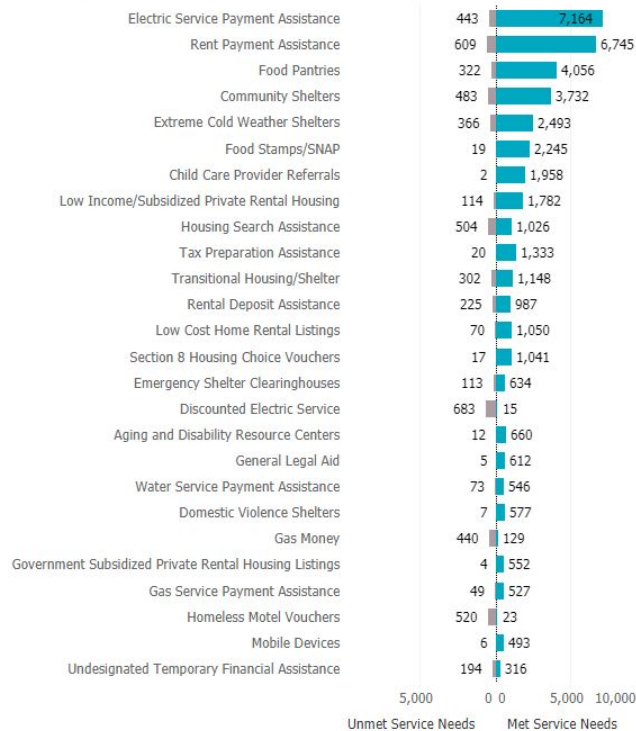
Select need category for detail service requests

(All)

### Need Category



### Top Service Requests - All Needs

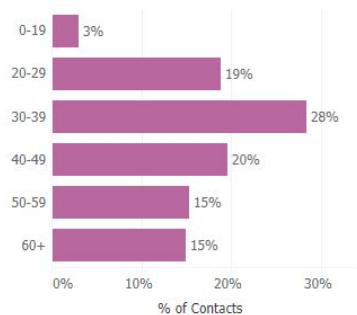


What are the needs in your community?

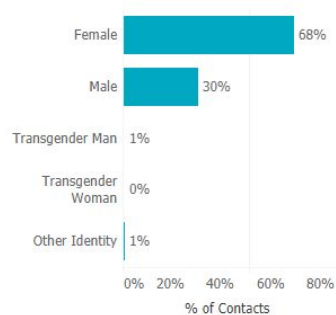
County: All, State: All, Dates: January 2019, February 2019, March 2019

About this page: ?

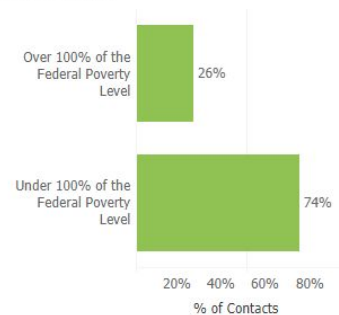
### Age Groups



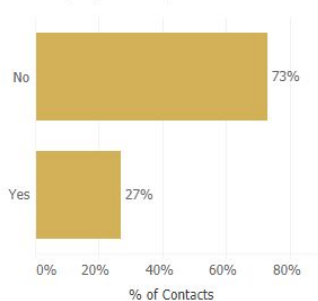
### Gender Identity



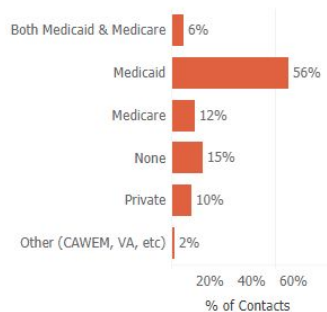
### Monthly Income



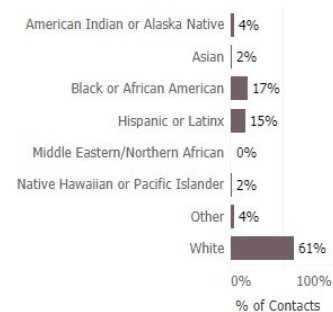
### Are you currently experiencing homelessness?



### Health Insurance Status



### Race/Ethnicity Identity by Group





Child Care  
Referrals



SNAP/Food  
Access Advocate



Foster Parent  
Support



Maternal & Child  
Health



Coordinated  
Entry/Housing



Emergency  
Services



Pesticide  
Reporting



**Seasonal  
Programs**

# 211info Child Care



- Serves the state of Oregon
- In partnership with:
  - Oregon Department of Education Early Learning Division
  - Oregon Department of Human Services
  - Local Child Care Resource and Referrals (CCR&Rs)
- Confidential referrals for child care providers based on location, child care type, hours, ages served, language(s) spoken, and more
- Referrals can be given over the phone, via email or text
- Provides information about quality child care
- Extended hours (M-F 7am-11pm and Sa/Su 8am-8pm)



# 211info SNAP Advocate



- In partnership with Oregon Department of Human Services, we keep food resource information up-to-date and have an in-house SNAP (food stamps) Advocate who can help people overcome barriers to accessing food stamps.
- 1,000 different food programs including food pantries, farmers markets, community gardens, fresh food distribution and summer food programs for youth.

# 211info Foster Parent Support

A family of three is hiking away from the camera on a paved mountain trail. The hiker on the left is wearing a black jacket, black leggings, and a large orange backpack. The child in the middle is wearing a bright red hooded jacket and dark pants. The hiker on the right is wearing a blue and green plaid shirt, grey pants, and a blue beanie, and is using a trekking pole. The trail is surrounded by dense green forest and tall evergreen trees. In the background, misty mountains are visible under an overcast sky. A small wooden sign is posted on the right side of the trail.

- Serves the state of Oregon
- 24/7
- 211info supports foster parents in times of crisis and offers general behavioral/parenting information and community resources.

*"This was the first time I've used 211 and it was a great experience. You are clearly great at your job and make people feel supported. Thank you!"*

— 211info foster parent caller



# 211info Maternal & Child Health

- Serves the state of Oregon
- Bilingual specialists and access to language interpretation
- Information, referrals and support for:
  - Children's health programs (including physical and mental health and drug and alcohol treatment)
  - Prenatal care
  - Postpartum support (including depression and infant care)
  - WIC, breastfeeding support
  - Basic needs (formula, diapers, clothing, cribs, car seats)
  - Home visiting programs
  - Reproductive and Sexual Health (pregnancy testing, options counseling, STD/I & HIV testing, pap/annual exams, etc)



# 211info Homeless Services

- Coordinated entry is a process developed to ensure that all people experiencing a housing crisis have fair and equal access and are quickly identified, assessed for, referred, and connected to housing and assistance based on their strengths and needs.
- Can refer to coordinated entry for each community. For homeless families in Multnomah county, we have a Homeless Services team who conducts the vulnerability assessment over the phone.
- Shelter waitlist management and intake for Gresham Women's Shelter & two family shelters in Multnomah county.
- Statewide Severe Weather listings.

# 211info Emergency Response



# 211info Pesticide Line



# Jan - Mar 2019



# 22

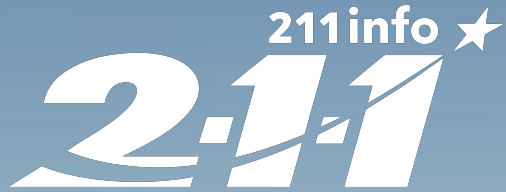
calls

## Themes

RoundUp  
Neighbors  
Apartment/tenant rights  
Regulation/General Questions  
Forestry Notifications  
Bees  
Mental Health

## Resources

Pesticide Analytical Response Center (PARC)  
National Pesticide Information Center (NPIC)  
Oregon Department of Forestry (ODF)  
Community Alliance of Tenants (CAT)  
Legal Aid Services  
Fair Housing Council  
County Crisis Lines



**THANK YOU!**

## CONNECT WITH US!

211info.org - newsletter signup

support@211info.org



@211info on social media  
platforms