

Priority: Basic Needs

Lead Agency: Commission on

Program Offer Type: Innovative/New Program

Program Contact: Janet Hawkins

Related Programs:

Program Characteristics:

Executive Summary

211info provides information and referral to Multnomah County residents, connecting them with critical services that people need during times of personal and community emergency. This increases not only their ability to meet their own basic needs but increases their personal safety and also strengthens first responders' capacity to effectively focus on emergency response activities.

Program Description

211info coordinates with social service, nonprofit and government agencies to link Multnomah County residents with help. Callers dial an easy-to-remember telephone number (2-1-1) and speak with a certified Information & Referral Specialist who refers them to the best resources available for their needs. This includes referring callers to key specialized lines such as Aging & Disability, Mental Health, 9-1-1, Domestic Violence, and the City/County I&R line. Callers are also encouraged to access 211info's database on the web and, when appropriate, to visit the OregonHelps! website to determine eligibility for government assistance.

211info staff spoke with more than 60,000 Multnomah County residents last year. Each contact is documented and is a source for providing reliable information about community needs. This data can help decision-makers and planners maximize their resources most effectively. The organization maintains an up-to-date database of detailed information about more than 4,000 social services.

Program Justification

2-1-1 is a nationally-proven method of connecting people with help. 211info is the only nationally accredited provider of information and referral in Oregon. Because 211info contracts with other jurisdictions and helplines, it is a cost-effective way to provide a critical tool by which help can be disseminated to Multnomah County residents. 211info follows up with a percentage of all callers to determine whether they received the help they needed. 211info also provides regular dashboard reports about trends it observes in needs and requests for assistance.

211info supports City/County I&R by referring callers to this service when appropriate. More than 85% of the listings in 211info's database are nongovernmental services. In partnership with CCI&R Multnomah County residents have access to the full range of governmental and social services.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY05-06)	Current Year Purchased (FY06-07)	Current Year Estimate (FY06-07)	Next Year Offer (FY07-08)
Output	Number of calls answered	0	0	0	55,000
Outcome	Callers report learning about new options	0.0%	0.0%	0.0%	75.0%
Quality	Callers report being treated courteously by 211info staff	0.0%	0.0%	0.0%	95.0%

Performance Measure - Description

OUTPUT: 211info anticipates over 75,000 inbound calls from Multnomah County residents. With this program offer, 211info will answer approximately 73% of those calls within two minutes.

OUTCOME: This data has not previously been collected. Information will be collected using caller survey sampling data.

QUALITY: This data has not previously been collected for Multnomah County residents.

Legal/Contractual Obligation**Revenue/Expense Detail**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2007	2007	2008	2008
Contracts	\$0	\$0	\$42,000	\$0
Subtotal: Direct Exps:	\$0	\$0	\$42,000	\$0
Administration	\$0	\$0	\$0	\$0
Program Support	\$0	\$0	\$0	\$0
Subtotal: Other Exps:	\$0	\$0	\$0	\$0
Total GF/non-GF:	\$0	\$0	\$42,000	\$0
Program Total:	\$0		\$42,000	
Program FTE	0.00	0.00	0.00	0.00
Program Revenues				
Program Revenue for Admin	\$0	\$0	\$0	\$0
Total Revenue:	\$0	\$0	\$0	\$0

Explanation of Revenues

This program (Multnomah County calls) is currently 15% funded by United Way of the Columbia-Willamette and otherwise remains unfunded. County funding would provide approximately 33 cents per capita, with a total cost of approximately \$1 per capita to provide comprehensive 211 coverage. Other jurisdictions (State of Washington, Washington County, Clackamas County) provide funding for calls from their areas.

Significant Program Changes

Last year this program was: #10058, 211 Information & Referral

211info received accreditation from the national Alliance of Information & Referral Systems in May 2006, and is the only accredited information and referral in Oregon.

This offer assures that 211info is more available for emergency response by expanding normal hours of availability and providing the capacity to ramp up to 24/7/365 in the event of a federally declared disaster. This capacity was demonstrated during 2005 when 211info provided critical information and referral services to Hurricane Katrina evacuees arriving in Oregon.

Currently service is available to Multnomah County residents on two in-bound lines (a ten-digit line remains operational for callers unable to dial 2-1-1). The 2-1-1 line is available Monday-Friday 9:00 am - 5:00 pm. The ten-digit line is available daily 7:00 am to 8:00 pm. If this offer is declined, service will be available on both lines Monday-Friday 9:00 am - 4:00 pm only (a further reduction over current service availability).