

Priority: Basic Needs

Lead Agency: Commission on

Program Offer Type: Innovative/New Program

Program Contact: Janet Hawkins

Related Programs:

Program Characteristics: One-Time-Only Request

Executive Summary

211info connects Multnomah County residents with critical services that they need during times of personal emergency, allowing them to meet their basic needs. 211info does not have the capacity to answer all the calls it receives. This project will allow 2-1-1 to serve more people.

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 trained Information & Referral Specialist who refers them to the best resources available for their needs. This includes referring certain callers to Multnomah County Aging & Disability Services; Portland Women's Crisis Line; Oregon Partnership; City/County I&R; and other specialized helplines.

Program activities:

- Answer calls from Multnomah County residents who dial 2-1-1 or 222-5555
- Follow up with a percentage of callers to determine if they got the help they needed
- Manage an accurate, up-to-date and indexed resource database
- Provide public access to the database on the Internet
- Obtain and track inquirer requests for service, referrals and (when appropriate) demographic information; produce reports regarding requests for services and referral activity

Program Justification

This offer strengthens the community's capacity to serve to individuals and families who are seeking available social services and basic needs resources, by providing:

- Intervention & coordination of services that meet basic needs
- Care for vulnerable members of the community
- Assistance in obtaining permanent and livable housing
- Access to income and food to every member of our community

2-1-1 is a nationally-proven, standards- and ethics-driven method of connecting people with help. 211info is the only nationally accredited provider of information and referral in Oregon. A national cost-benefit analysis conducted by the University of Texas estimated a net value to society of a national 2-1-1 system approaching \$130 million in the first year alone, and a conservative estimate of \$1.1 billion over ten years.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY06-07)	Current Year Purchased (FY07-08)	Current Year Estimate (FY07-08)	Next Year Offer (FY08-09)
Output	Low-income callers speak with live I&R Specialist to discuss needs	0	0	0	40,000
Outcome	Low-income callers receive accurate information on community resources	0.0%	0.0%	0.0%	75.0%
Output	Low-income callers increase their knowledge of how to access services	0.0%	0.0%	0.0%	75.0%
Quality	Callers report satisfaction with 211	0.0%	0.0%	0.0%	90.0%

Performance Measure - Description

The indicators reflect similar measurements currently reported to the United Way of the Columbia-Willamette. In addition, they reflect requirements identified in the national Standards for Information & Referral Service. Meeting these requirements is mandatory for I&R organizations to attain national accreditation During 2007, 211info received 41,690 calls from county residents.

Legal/Contractual Obligation

ORS 401.286 creates 2-1-1 as the official state dialing code for public referral to and information about health and human services and services after an emergency, and designates the state Office of Emergency Management as the managing agency.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2008	2008	2009	2009
Contracts	\$0	\$0	\$25,000	\$0
Subtotal: Direct Exps:	\$0	\$0	\$25,000	\$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	\$25,000	\$0
Program Total:	\$0		\$25,000	
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

With operating costs of approximately \$1 per capita for 24/7/365 comprehensive 2-1-1 coverage, the amount identified in this request secures 36 cents per capita allowing for effective but scaled-back 2-1-1 service.

In addition, \$70,000 is being requested from the City of Portland. \$140,309 is committed from the United Way of the Columbia-Willamette. \$10,000 is revenue generated by 211info through fees for service.

Significant Program Changes

Last year this program was:

This is a new program offer.