

Priority: Basic Needs
Program Offer Type: Existing Operating
Related Programs:

Lead Agency: Commission on
Program Contact: Janet Hawkins

Program Characteristics:

Executive Summary

211info connects Multnomah County residents with critical health and human services 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, the majority of which originate from Multnomah County. 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 help lines. 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
- Track inquirer requests for service, referrals and (when appropriate) demographic information; produce reports regarding requests for services/referral activity

Program Justification

This offer supports the following Basic Living Needs strategies:

- Provide intervention & coordination of services that meet basic needs
- Ensure care for vulnerable members of the community
- Assist in obtaining permanent and livable housing
- Provide 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 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 (FY07-08)	Current Year Purchased (FY08-09)	Current Year Estimate (FY08-09)	Next Year Offer (FY09-10)
Output	Low-income callers speak with live I & R Specialist to discuss needs	0	25,000	28,000	50,000
Outcome	Low-income callers receive accurate information on community resources	0.0%	0.0%	75.0%	75.0%
Output	Low-income callers increase their knowledge of how to access services	0.0%	0.0%	75.0%	75.0%
Quality	Callers report satisfaction with 211	0.0%	0.0%	90.0%	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 (211info was accredited in May 2006).

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
	2009	2009	2010	2010
Program Expenses				
Contracts	\$0	\$0	\$50,000	\$0
Subtotal: Direct Exps:	\$0	\$0	\$50,000	\$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	\$50,000	\$0
Program Total:	\$0		\$50,000	
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 in this request secures a total of 33¢ per capita allowing for effective, but scaled-back 2-1-1 service. In addition to this request, \$70,800 is being requested from the City of Portland; \$140,309 is committed from the United Way of the Columbia-Willamette; \$10,000 in revenue will be generated by 211info through fees for service.

A federal Appropriations Request, if approved, would generate an additional \$85,500 (12¢ per capita). The federal Calling for 2-1-1 Act, if approved, could generate an additional \$348,000 (49¢ per capita). No funding is anticipated from the State of Oregon during this period.

Significant Program Changes

Last year this program was:

Call volume in November 2008 increased by 42% over the previous year and has remained higher than average ever since.

2-1-1 is now working with the State of Oregon to provide referrals to organizations helping with foreclosure prevention.