

**Lead Agency:** Commission on  
**Program Offer Type:** Existing Operating  
**Related Programs:**

**Program Contact:** Josh Todd

**Program Characteristics:**

**Executive Summary**

211info connects Multnomah County residents with the community services they need. 211info's vision is to make the 211 phone number a trusted and necessary component of society and ensure that 211info's core of information is dynamic and comprehensive. In the last twelve months, 211info handled 49,135 calls from Multnomah County residents, roughly 6.9% of the county's population. In other areas served by 211, the average saturation rate (%of population calling 211) was 1.5%.

**Program Description**

211info is a robust information hub built upon a 25-year history of getting people the answers they need. The 211info database houses more than 4,200 community resources including details about agencies and services. In addition to responding to calls for service, 211 provides the opportunity for people to search for assistance online and provides outreach to potential callers letting them know about the 211 resource. 211info coordinates with specialized services such as Multnomah County Aging and Disability Services, Portland Women's Crisis Line, Oregon Partnership, City/County I&R and other specialized help lines to ensure callers reach the most appropriate service for their need and to eliminate duplication. Specific activities include:

- 1) Answer calls Monday—Friday, 8 am—6 pm for Multnomah County residents who dial 211 or 503.222.5555.
- 2) Follow up with 2% of callers to determine if the service was effective and to identify if needs were met.
- 3) Manage an accurate, updated and indexed resource database.
- 4) Provide public access to the database on the Internet.
- 5) Track requests for service, referrals, demographic information.
- 6) Produce reports reflecting requests for service.

211info helps Multnomah County residents by:

- Providing intervention and coordination of services that meet basic needs
- Ensuring care for vulnerable members of the community
- Assisting in obtaining permanent and livable housing
- Providing access to income and food to every member of our community

211 is a nationally proven, standards-driven method of connecting people with help. 211info is the only nationally accredited provider of information and referral in Oregon. By dialing 211, callers are connected with a live, trained call center specialist who will assess the caller's situation, provide an understanding of resource offerings that fit a full spectrum of needs and assist in the identification of available public and private alternatives. 211info helps people in precarious situations find a path towards meaningful solutions.

**Performance Measures**

Measure Type	Primary Measure	Previous Year Actual (FY08-09)	Current Year Purchased (FY09-10)	Current Year Estimate (FY09-10)	Next Year Offer (FY10-11)
Output	Low-income callers speak with live I & R Specialist to discuss needs	45,089	50,000	50,000	50,000
Outcome	Low-income callers receive accurate information on community resources	82.0%	75.0%	75.0%	75.0%
Outcome	Low-income callers increase their knowledge of how to access services	78.0%	75.0%	75.0%	75.0%
Quality	Callers report satisfaction with 211	98.0%	90.0%	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
Program Expenses	2010	2010	2011	2011
Contracts	\$50,000	\$0	\$48,720	\$0
Total GF/non-GF:	<b>\$50,000</b>	<b>\$0</b>	<b>\$48,720</b>	<b>\$0</b>
Program Total:	<b>\$50,000</b>		<b>\$48,720</b>	
Program FTE	0.00	0.00	0.00	0.00
<b>Program Revenues</b>				
Total Revenue:	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

## 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:** #10010, 211 Info

211info has expanded its mission to build 211 for all of Oregon.

211info created a volunteer program to expand ability to respond to calls. Currently, the agency has 22 volunteers and interns.

211info has selected new software, ReferNET and will be migrating the database from its current software to the new software by August 2010.