

**Lead Agency:** County Human Services

**Program Contact:** Mary Li

**Program Offer Type:** Existing Operating

**Related Programs:**

**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 12 months 211info received 67,000 calls from Multnomah County residents. During that time, 211info had the capacity to assist 48,910 residents, which is about 73% of those asking for assistance.

**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 4,500 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 (FY09-10)	Current Year Purchased (FY10-11)	Current Year Estimate (FY10-11)	Next Year Offer (FY11-12)
Output	Low-income callers speak w/live I & R Specialist to discuss needs	50,000	50,000	48,910	50,000
Outcome	Low-income callers receive accurate information on community resources	75.0%	75.0%	96.0%	85.0%
Outcome	Low-income callers increase their knowledge of how to access services	75.0%	75.0%	94.0%	75.0%
Quality	Callers report satisfaction with 211	90.0%	90.0%	98.0%	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). The agency is undergoing reaccreditation in 2011 slated to be complete by the end of the fiscal year.

### 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
<b>Program Expenses</b>	2011	2011	2012	2012
Contracts	\$0	\$0	\$48,462	\$0
Total GF/non-GF:	<b>\$0</b>	<b>\$0</b>	<b>\$48,462</b>	<b>\$0</b>
Program Total:	<b>\$0</b>		<b>\$48,462</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

\$48,462 - County General Fund

### Significant Program Changes

✔ Significantly Changed

**Last year this program was:** #10010A, 211 Info

In Fiscal Year 2011 this program was budgeted in Multnomah County Commission on Children, Families and Community (CCFC), Program Offer # 10010A - 211 Info. The agency launched a new website and migrated data to a new software program.