Core Services

Our high-quality customer service and innovative technology are focused on our four core competencies:

- Resource database of 42,000 programs operated by 3,000 agencies
- Contact center with certified information and referral specialists
- Regionally based community engagement coordinators and social media outreach
- Data analytics and trends reporting on demographic information, resource needs and referrals, using statewide, regional or zip-code specific data sets

Innovation

211info values ongoing innovation, particularly in systems alignment initiatives and technology:

- 211info database integration facilitates collective-impact initiatives in Oregon and Southwest Washington
- Technological innovations include geospatial mapping, texting and a mobile app, with more projects under way

Special Programs

<table>
<thead>
<tr>
<th>HEALTH</th>
<th>FAMILY</th>
<th>HOUSING</th>
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<tbody>
<tr>
<td>• Maternal and child health: Women and children’s health; family planning; preconception, pregnancy, immunizations and vaccinations</td>
<td>• Parenting supports: Parent education, child behavior and development information and resources</td>
<td>• Shelter placement: 24/7 placements in family shelters in specific counties</td>
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<td>• Lifestyle change programs: Southwest Washington pre-diabetes and hypertension programs</td>
<td>• Child care resource and referral: Culturally responsive child care resources that support family needs</td>
<td>• Severe weather: Extended hours for shelter referrals and transportation options during severe weather</td>
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<td>• Screenwise: Breast and cervical cancer screenings and related topics for Oregonians</td>
<td>• Foster parent line: 24/7 guidance and information for Oregon foster parents</td>
<td>• Ticket Home: Transportation program coordination for reuniting homeless people with their families</td>
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<td>• Komen: Transportation and food support for low-income patients who must travel for breast cancer treatment</td>
<td>• Provider line: Direct access to referral information for professionals in clinical settings</td>
<td>• SSVF: Supportive Services for Veteran Families conducts in-depth interviews and provides referrals for veterans experiencing homelessness</td>
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<td>• Pesticide line: Reporting and FAQs for the Department of Agriculture</td>
<td>• TANF and ERDC: Access to DHS programs; connect TANF and TADVS participants to support services</td>
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DISASTER RESPONSE

- Emergency Services: Real-time information during emergencies and disaster response, in partnership with cities, counties and state agencies

CONTRACT SERVICES

- 211info has the infrastructure to disseminate information to Oregonians via telephones, social media and other communication tools, which serves government and other organizations.

FOOD ASSISTANCE

- SNAP specialist: Advocacy and problem-solving for Oregonians with access issues related to food resources