



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

HEALTH



•Maternal and child health: Women and children's health; family planning; preconception, pregnancy, immunizations and vaccinations

- Lifestyle change programs: Southwest Washington pre-diabetes and hypertension programs
- Screenwise: Breast and cervical cancer screenings and related topics for Oregonians
- Komen: Transportation and food support for low-income patients who must travel for breast cancer treatment
- Pesticide line: Reporting and FAQs for the Department of Agriculture

FAMILY



•Parenting supports: Parent education, child behavior and development information and resources

- Child care resource and referral: Culturally responsive child care resources that support family needs
- Foster parent line: 24/7 guidance and information for Oregon foster parents
- Provider line: Direct access to referral information for professionals in clinical settings
- TANF and ERDC: Access to DHS programs; connect TANF and TADVS participants to support services

HOUSING



•Shelter placement: 24/7 placements in family shelters in specific counties

- Severe weather: Extended hours for shelter referrals and transportation options during severe weather
- Ticket Home: Transportation program coordination for reuniting homeless people with their families
- SSVF: Supportive Services for Veteran Families conducts in-depth interviews and provides referrals for veterans experiencing homelessness

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