

# 211info: Eliminating the Maze



## About Us

**211info is a nonprofit that connects the people of Oregon and Southwest Washington to the community services they need.**

2-1-1, the easy-to-remember telephone number, provides a quick and direct route to health and community services. Without 2-1-1, finding community services is like navigating a maze with many dead ends and wrong turns.

Last year, over 100,000 people relied on 211info for free and confidential referrals to food, shelter, legal services, housing and foreclosure assistance, utility assistance, health care, and much more.

## Information Hub

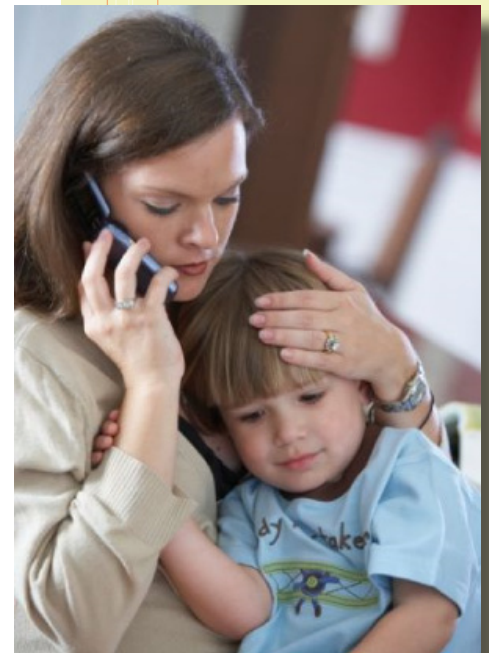
211info is a robust information hub built upon a 25-year history of getting people the answers they need. We manage a database of more than 4,200 community resources and offer expertise unlike any in the region.

### Dial 2-1-1

By dialing 2-1-1, the FCC-designated phone number, callers are connected with a live, rigorously trained call center specialist who will assess the 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.

### Visit [www.211info.org](http://www.211info.org)

211info.org gives the public access to the same comprehensively researched community resources our call center specialists utilize and area service providers are able to update their records instantly, keeping the public abreast of their latest organizational developments.



*"A woman, who had never had financial problems before, called asking about mortgage foreclosure prevention counseling. She and her husband have had some medical expenses, and now she can't find a job. To pay their mortgage, they have emptied their retirement accounts and dipped into their children's college fund. The caller was approached by a "consultant" who told her that for \$1,000, she would work to get their loan modified. The caller was a little suspicious, and she called 2-1-1. We referred her to legitimate -- and free -- foreclosure prevention counseling agencies. She was able to avoid fraud and further financial ruin."*

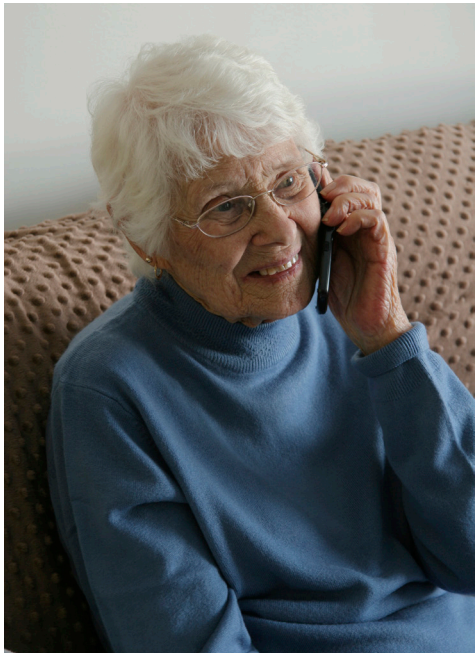
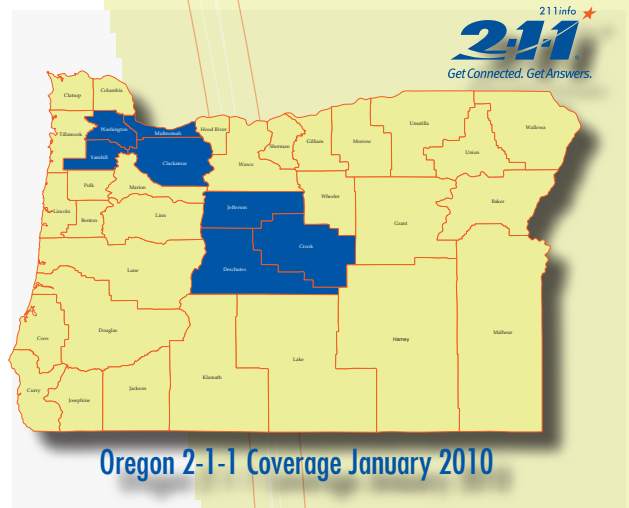
*~ Deborah, 211info Call Center Specialist*

## Statewide Expansion

211info's service currently extends to nearly half of Oregon's population. **2-1-1 covers seven counties in Oregon and four counties in Southwest Washington, helping the whole community service system operate more efficiently.**

In times of emergency, with 2-1-1 ready to serve as a source of up-to-date, authoritative information, 9-1-1 dispatchers are able to focus on life-threatening situations. 2-1-1 allows human service professionals -- such as case managers, hospital staff, therapists and clergy -- to quickly identify services available for their clients, so they can focus more of their time on achieving organizational goals. And, 2-1-1 helps nonprofit and government agencies work more efficiently by preparing 2-1-1 callers for success, explaining program qualification requirements and exploring creative problem-solving.

**211info is leading Oregon's expansion efforts to join 28 other states that provide statewide 2-1-1 coverage.**



*"I called 2-1-1 looking for a new place to live. I received a 30-day eviction notice... my landlords were divorcing and had put their rental house up for sale. My husband was undergoing cancer treatments, and we have three children at home, one in a wheelchair. We had been paying our rent on time, but didn't have a lease agreement with the landlords. We didn't have enough money to pay apartment applications, let alone a first and last month's rent, and I wanted to keep my kids in their same school."*

*"2-1-1 was able to refer us to people who are helping with everything from the legal issues to ensuring that my husband and children have shelter and assistance."*

*~ 211info Caller*

211info also manages:



**HousingConnections.org**



*In strategic partnership with:*

