



Connecting
Informing
Empowering

ABOUT ME

Cara Kangas, CRS-DC

Director of Partnerships

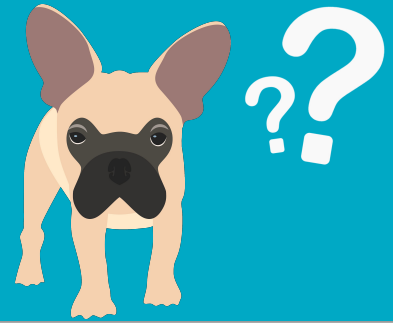
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503-416-2632

Pronouns: she/her



What is 211?



Easy-to-remember and universally recognizable number that enables a critical connection between individuals and families in need and the appropriate community-based organizations and government agencies.

Similar to:

- 311 – Government and Non-Emergency Info
- 411 – Directory Assistance
- 511 – Traffic & Weather
- 611 – Telephone Customer Support
- 711 – Telecommunication Relay Service
- 811 – Call Before You Dig
- 911 – Emergency Services

Why use 211?



STAFF PROFILE:



150-PERSON WORKFORCE

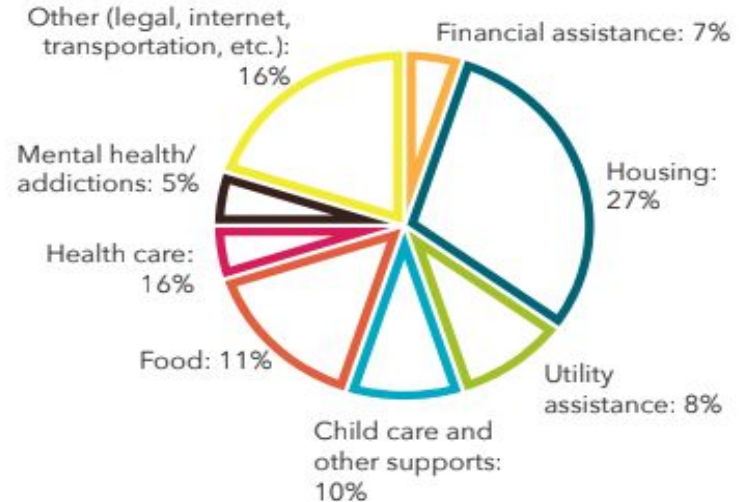
BILINGUAL STAFF AND ACCESS TO INTERPRETER LINE

ACTIVE LISTENING AND COMPASSIONATE SUPPORT



EQUITY-FOCUSED AND TRAUMA-INFORMED PRACTICES

Top requested needs



"You found more information in five minutes than I had tracked down in two days."

How to contact 211



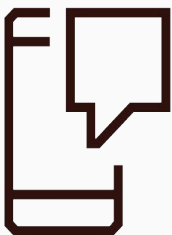
CALL

211 or 1-866-698-6155
TTY: Dial 711 and
1-866-698-6155



SEARCH

online at 211info.org



TEXT

your zip code to 898211 (TXT211)

EMAIL

help@211info.org



DOWNLOAD

our app

Language interpreters available by phone; text and email in English and Spanish

Program hours vary based on program

Our Capabilities



**Contact
Center**



**Resource
Database**



**Data &
Reporting**



**Community
Engagement**



Child Care Referrals



SNAP/Food Access Advocate



Foster Parent Support



Maternal & Child Health



Coordinated Entry/Housing



Emergency Services



Pesticide Reporting



Seasonal Programs

Resource Database



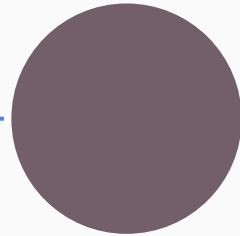
99%

Annual Updates



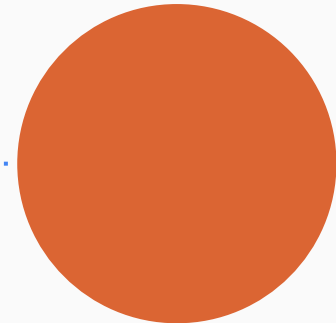
2,500+

Agencies

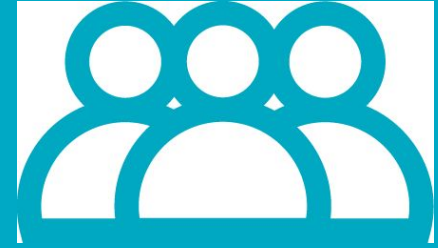


29,500+

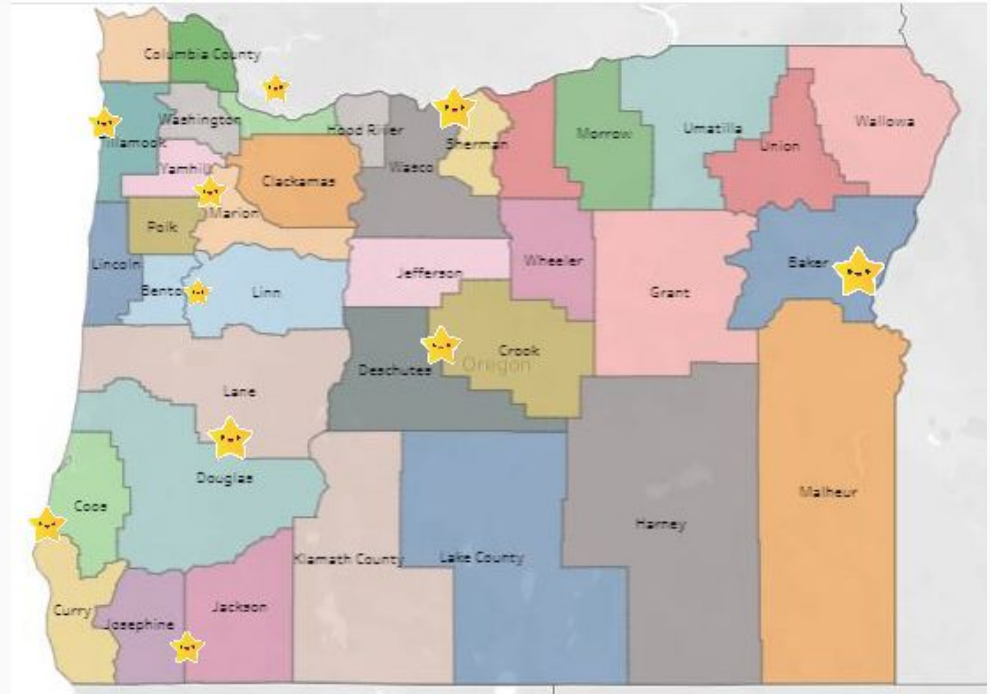
Resources

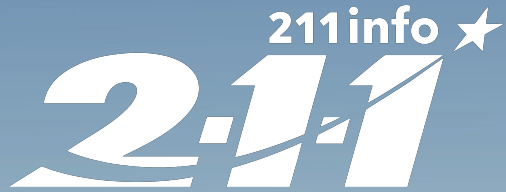


Community Engagement



- Locally based bilingual Community Engagement Coordinators
 - Conduct outreach presentations
 - Attend community meetings
 - Work with social service providers to ensure our database meets local needs
- Access to multilingual marketing materials





THANK YOU!

CONNECT WITH US!

211info.org

help@211info.org



@211info on social media platforms

Emergency Management Ramp Up Capabilities



- **24/7 operations**
- **Cloud based infrastructure**
- **Nationwide partnerships**
- **Staff trained in Emergency Management National Management Systems (NIMS)**

211info is a partner in emergency response, providing reliable and accessible information during rapidly changing conditions. Our work supports emergency planning and response, with a central point of contact during severe weather, wildfires, flooding and public health emergencies.

We share public safety information and emergency shelter updates through social media, our website and contact center.

211info provides a central source for information

Emergency transportation

Evacuation routes

Food & potable water

Medical assistance

Replacing vital documents

Financial assistance

Donations and volunteering

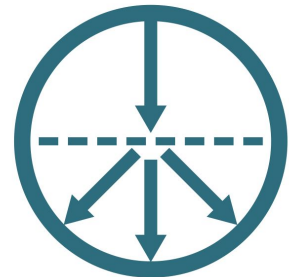
Emergency shelter

Animal Shelter

Transportation

Scam/legal information

Executive Orders

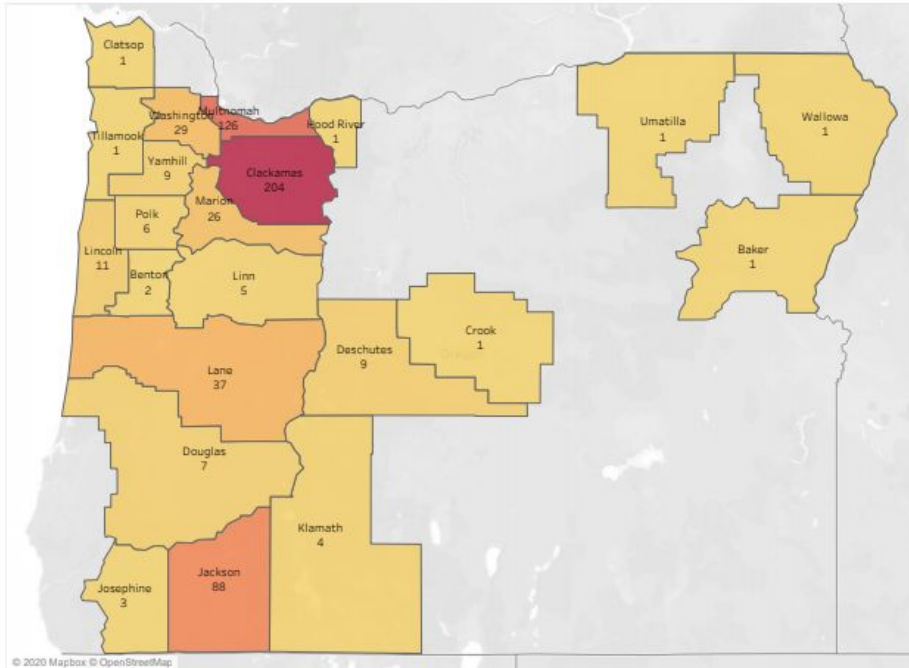


Wildfire Contacts - September 10-11, 2020

2020 Wildfire Data

September 10-11

Contacts by County



Total
Contacts

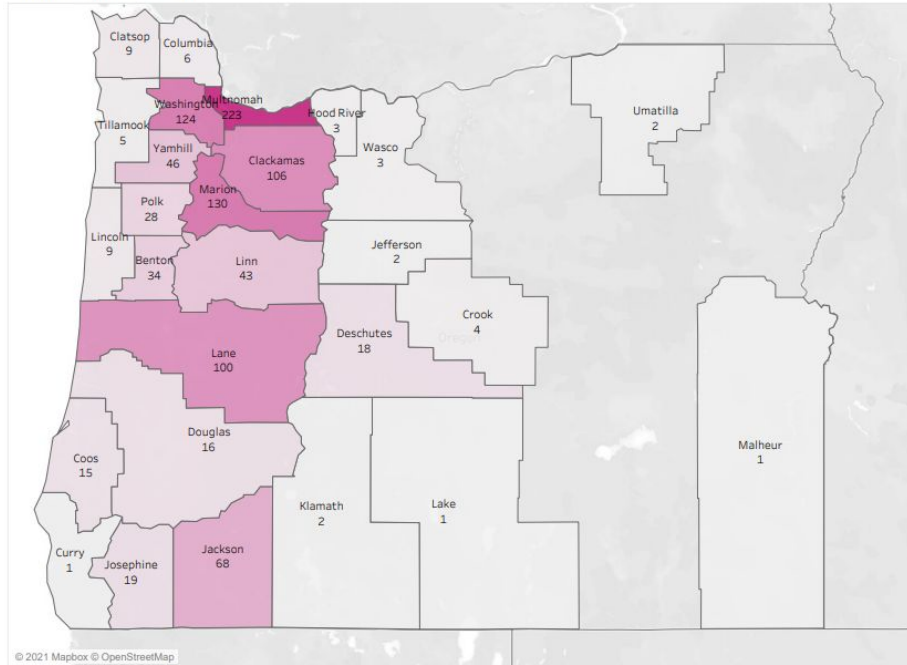


- 2,466 wildfire calls received in September and October
- Disaster related services
- Fire/air quality advisories
- Shelter, housing, and homeless services
- Clothing, food, and transportation
- Aging & Disability
- Governmental program assistance

COVID-19 Vaccine Contacts - February 9, 2021

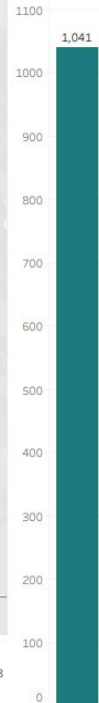
211info Covid-19 Vaccine Report

Contacts per ZIP Code



02/09/2021

Total
Contacts



- Where can I get vaccinated?
- Am I eligible?
- Referrals to LPHAs
- Wrap-around services
- General COVID-19 FAQs