



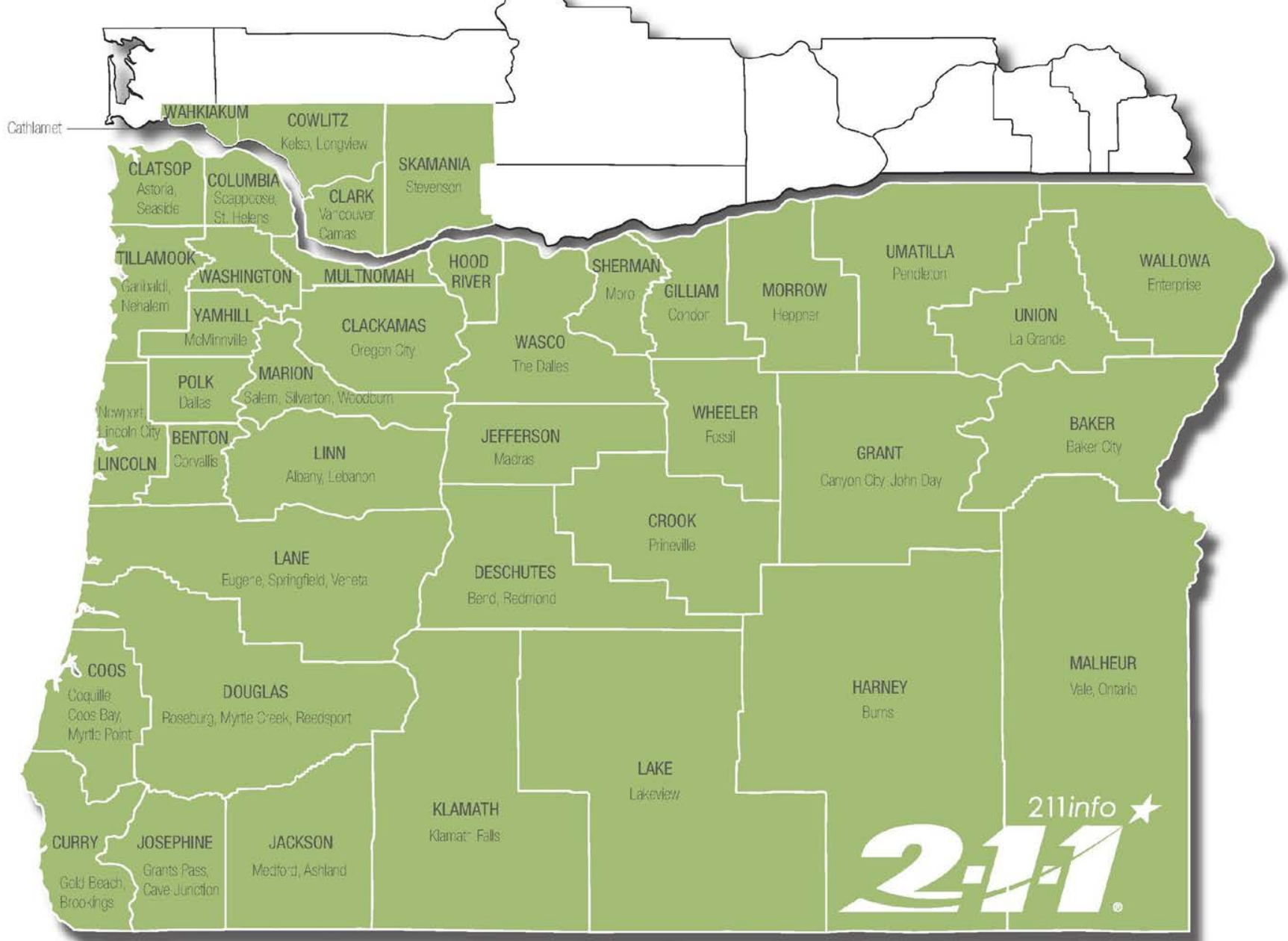
Connecting
Informing
Empowering



Quick Dial Numbers

- **211 – Health and Social Services**
- **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**





211info ★
2-1-1

COVERAGE MAP

Resources at your fingertips

Free, live and confidential



DIAL

211

Call Center Monday-Friday

Phone: 8am – 6pm * Text: 9am – 5pm

TEXT

zip code to
898211

SEARCH

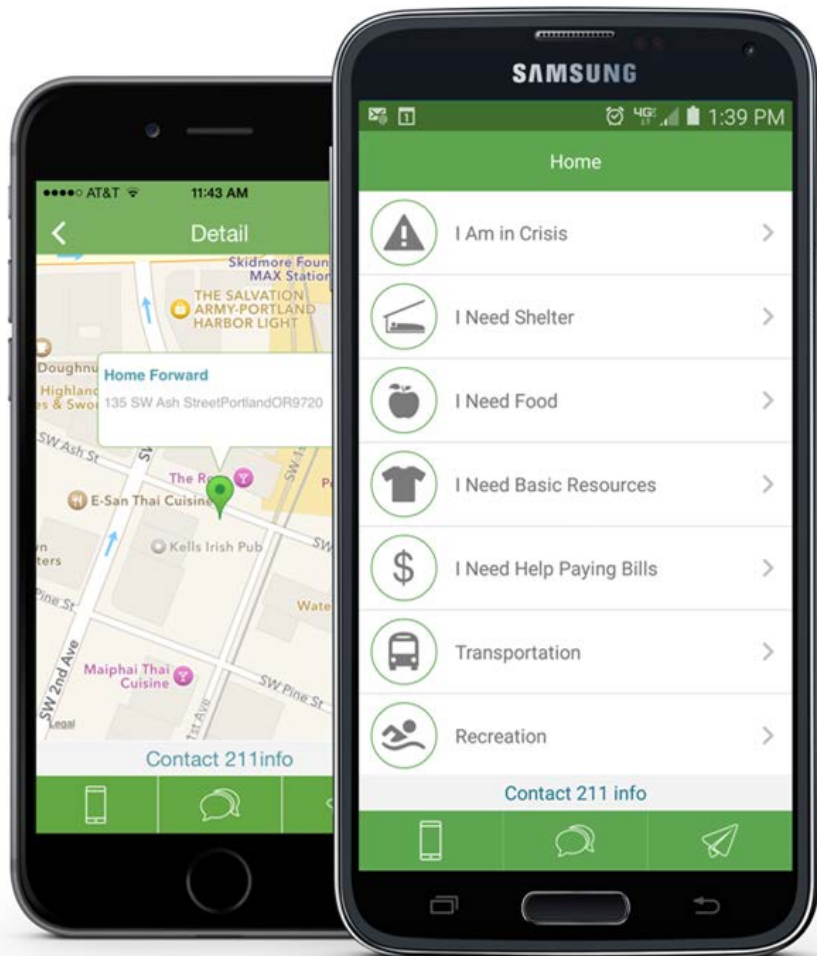
211info.org

EMAIL

help@211info.org

211info goes mobile

Free app for iPhone and Android smartphones



KEY FEATURES

- Free and easy to use
- Hundreds of health and community services listed
- View maps of resources near you
- One-touch connection to call, text or email friendly 211info staff

Search
"211info"



211info by the numbers

Fiscal Year July 2017 - June 2018



124,754

Calls Received



348,290

Web Visits



12,357

Mobile App
Searches



11,167

Texts and Emails

496,559

TOTAL CONTACTS

How robust?

2,600+



AGENCIES

29,500+



RESOURCES

What are the needs?

Top 5 needs of callers contacting 211info

1.



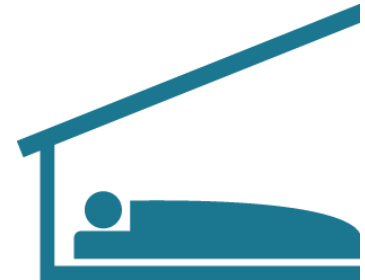
RENT PAYMENT
ASSISTANCE

2.



ELECTRIC
PAYMENT
ASSISTANCE

3.



COMMUNITY
SHELTERS

4.



CHILD CARE

5.



FOOD
PANTRIES



Community Information Specialists

I&R staff provide empathy and compassion

- **Reliable and trusted sources**
- **Clear direction**
- **Bilingual staff and language line access**
- **Creative problem solving**
- **Service escalation when necessary**
- **Accredited by the Alliance of Information and Referral Systems (AIRS)**

Demographic Questions

Collect information on needs of community, eligibility screening, connect to specialty programs

- Zip code, city, county
- Age and gender identity
- Race /Ethnicity
- Number of people in the household/family unit
- Children age(s), pregnancy
- Monthly Household Income (gross, before taxes)
- Have you served or serving in the US Military or a Military Dependent?
- Currently experiencing homelessness

We also identify if callers are receiving the following programs to offer application information for caller(s) who may be eligible:

SNAP, TANF, ERDC, WIC, Health Insurance

Robust and accurate database

Real-time updates to resource listings

BABY BLUES CONNECTION

Portland, OR 97292

<http://www.babybluesconnection.org>
info@babybluesconnection.org

[view map](#)

Multnomah County
3 miles from you

[\(Show Details\)](#)

PREGNANCY AND POSTPARTUM SUPPORT RESOURCES

angie@babybluesconnection.org

(800) 557-8375 Toll free

[hide details](#)

[print service details](#)

[send to phone or email](#)

[view parent agency](#)

Service description: Provides support and information to women and men experiencing any kind of perinatal mood disorder, their families, and professionals serving this population. Services include phone support, parent-parent support groups in multiple locations, support groups for mothers and fathers experiencing postpartum depression and anxiety, partner support, and resource packets emailed/mailed at no cost.

Intake procedure: Call or visit website for more information

Fees: None

Eligibility: Women, men, and non-biological parents experiencing any kind of perinatal mood disorder(s), their family members, and professionals who serve this population.

Service hours: No standard hours. Message line: 24 hours per day / 7 days per week. See website for support group meeting times and locations.

Languages: English, Spanish

Area served: Clackamas, Clark, Multnomah, and Washington Counties

Services: Parent Support Groups, Parent Support Groups for Perinatal/Postpartum Depression, Perinatal/Postpartum Depression Counseling, Specialized Information and Referral for Perinatal/Postpartum Depression, Talklines/Warmlines for Perinatal/Postpartum Depression

[hide](#)

[print](#)

[send to phone or email](#)

[view parent agency](#)

To request changes or report errors: support@211info.org

Specialty Programs

An extra layer of support and guidance

**Child Care
Referrals**

**Foster Parent
Support**

**SNAP/Food
Access
Specialist**



**Maternal and
Child Health**

**Screenwise:
*Breast and
Cervical Cancer
Program***



**Coordinated
Entry**

**Emergency
Services**

Maternal and Child Health

For pregnant and postpartum women and children 0-19



- Serves the state of Oregon
- Bilingual specialists and access to language interpretation
- Information, referrals and support for:
 - Children's health programs (including physical and mental health and drug and alcohol treatment)
 - Prenatal care
 - Postpartum support (including depression and infant care)
 - WIC, breastfeeding support
 - Basic needs (formula, diapers, clothing, cribs, car seats)
 - Home visiting programs

Reproductive and Sexual Health

For all ages and genders

- Serves the state of Oregon
- Bilingual specialists and access to language interpretation
- Information, referrals and support for:
 - Pregnancy testing and options counseling
 - Fertility services
 - STD & HIV testing and treatment
 - Contraceptives, vasectomy/tubal ligation
 - Pap/annual exams
 - HPV vaccines

Child Care Referrals

Free child care referrals for parents & caregivers



- **Serves the state of Oregon**
- **In partnership with:**
 - **Oregon Department of Education Early Learning Division**
 - **Oregon Department of Human Services**
 - **Local Child Care Resource and Referrals (CCR&Rs)**
- **Confidential referrals for child care providers based on location, child care type, hours, ages served, language(s) spoken, and more**
- **Referrals can be given over the phone, via email or text**
- **Provides information about quality child care**
- **Extended hours (M-F 7am-11pm and Sa/Su 8am-8pm)**



Foster Parent Support

A 24/7 support line for DHS Foster Parents



- In partnership with Oregon DHS Child Welfare
- Focused on after-hours times when certifiers/caseworkers are not available
- Able to directly connect with on-call DHS workers and triage crisis calls
- Provides general parenting, behavioral/development information and referrals to community resources

Seasonal Programs

Responding to community needs year round

Fall

- **School Supplies/Backpack Drives**

Winter

- **Holiday Assistance**
- **Severe Weather Shelter**

Spring

- **Kindergarten Registration**
- **Tax Preparation Assistance**

Summer

- **Farmers Market SNAP sites**
- **Cooling Shelters**



Energy & Water Assistance

Energy | Water



211info provides updates about Portland-area energy assistance funding on a regular basis. See the latest updates below, dial 2-1-1 24/7, or text your zip code to 888211 Monday-Friday 9am-5pm for the latest information. For a complete list of all Oregon and Southwest Washington energy resources, visit our [search engine](#).

Multnomah County Energy Assistance

Last update: Monday, March 4, 2019

Agencies

El Programa Hispano Católico

Appointments available? **YES**

El Programa Hispano Católico opens its energy line Monday-Friday from 9am-4pm until capacity is reached for Pacific Power customers. Please call 503-489-6842 and leave a message with your first and last name and a working phone number. Please speak slowly and clearly.-

Human Solutions

Appointments available? **YES**

Human Solutions will be accepting walk ins Monday-Friday, starting Monday, February 25, 2019 from 9am-11:45am and 1pm-3:45pm until capacity is reached for Pacific Power and NW Natural Gas customers. Walk ins will be accepted at 124 NE 181st Avenue, Portland OR, 97230. Please bring photo ID's for all household members age 18 and older, social security numbers for all household members, proof of income for everyone in the household receiving income for the last 30 days and current utility bill. Also bring Social Security Income and/or Disability award letter for 2019 if applicable and EBT cards if you are receiving cash assistance. Same day appointments are not guaranteed.

Impact NW

Appointments available? **YES**

Impact NW accepts walk ins every Monday-Thursday from 9am-4pm until capacity is reached for NW Natural Gas and heating fuel (oil and propane) customers. Walk ins will be accepted at 10055 E Burnside Street, Portland OR, 97216. Please bring your current bill, photo ID for all household members age 18 and older, social security cards for all household members who have one and proof of income for all household members for the last 30 days.

IRCO Africa House

Appointments available? **NO**

IRCO Asian Family Center

Appointments available? **NO**

Not accepting appointments

Latino Network

Appointments available? **NO**

Native American Youth and Family Center (NAYA)

Appointments available? **YES**

NAYA will open its energy line Wednesday, March 6, 2019 from 10am-10:15am for PGE, Pacific Power, NW Natural Gas and heating fuel (oil, wood, propane) customers. Please call (503) 972-2463 and leave a message with your first and last name, a working phone number, social security number, and the utility company you wish to seek assistance with. Please speak slowly and clearly.

Multnomah County

Shelter information provided below is in partnership with Multnomah County and the Joint Office of Homeless Services

Donations & Volunteering

To sign up to receive email alerts when severe weather is called in Multnomah County, click [here](#).

To sign up and receive text alerts when severe weather is called in Multnomah County, text the word PDXSHELTER to 898211

To review transportation options when severe weather is called in Multnomah County, dial 2-1-1

The criteria used to determine a Severe Weather Notice in Multnomah County and the corresponding opening of emergency warming centers are:

Temperatures forecast at 25°F or below OR

Forecasts predict at least an inch of snow in most areas OR

Overnight temperatures forecast at 32°F or below, with at least an inch of driving rain OR

Other conditions, including severe wind chills or extreme temperature fluctuations

COLD WEATHER ADVISORY SHELTERS:

Union Gospel Mission

15 NW Third Avenue, Portland 97233

Intake: Walk in

Hours: Tuesday, March 5, 2019 9pm-5:30am

Serves: Age 18 and older. No pets allowed. Only service animals will be permitted. No capacity for large, bulky items.

WINTER SHELTERS:

Walnut Park Winter Shelter

5329 NE Martin Luther King Junior, Portland OR 97211

Intake: Reserve a spot by either calling 503-280-4700 Monday-Friday 8am-4pm or walking in to the Transition Projects Day Center Monday-Friday 7am-7pm, Saturday/Sunday/holidays 8:15am-4pm (650 NW Irving Street)

Hours: 5pm-7:30am, 7 days per week

Serves: Age 18 and older. Priority for individuals age 55 and older, adults with disabilities, and veterans. Well behaved pets allowed.

North Portland Winter Shelter at Portsmouth Church

4775 N Lombard Avenue, Portland OR 97203

Intake: Call or [visit website](#) to get on the roster. 503-490-0285. Please do not call the church.

Hours: Monday-Saturday 8pm-7am, Sunday 9pm-7am

Serves: Age 18 and older. Pets allowed with a leash, carrier, good behavior.

Rose City Park United Methodist Church Winter Shelter

5830 NE Alameda Street, Portland OR 97213

Intake: Call or [visit website](#) to get on the roster. 503-490-0285. Please do not call the church.

Hours: 8pm-7am, 7 days per week.

Serves: Age 18 and older. Pets allowed with a leash, carrier, good behavior.

Family Winter Shelter

NW Portland, 97209

Intake: Call 211 to be screened for intake eligibility.

Hours: Intake line: 9am-9pm, 7 days per week. Intake: appointments vary by availability but occur from 6:30pm-11pm. Shelter: 7 days per week 6:30pm-7:30am December-April

Serves: Homeless families (children and parent(s)/legal guardian(s), not extended family) and individuals in their 3rd trimester of pregnancy who are sleeping outside or in a vehicle.

Assistance animals permitted with documentation.

Data and Reporting



Our in-house Data Team compiles and analyzes information that supports the social determinants of health. Reports focus on consumers: age, zip code, family size, gender, race and ethnicity, income, health insurance status; social service trends: ongoing and emergent needs broken down by demographic and geographic groups; and consumer feedback.

211info collects confidential consumer data that is aggregated into data reports. Below is our interactive data dashboard, where you can make a custom report based on dates and location. If you have a custom data request that is not covered by this dashboard, please contact us at reports@211info.org.

Total Contacts by Region Community Needs Demographics



What are the needs in your community?

Customize this dashboard:

Month/Year

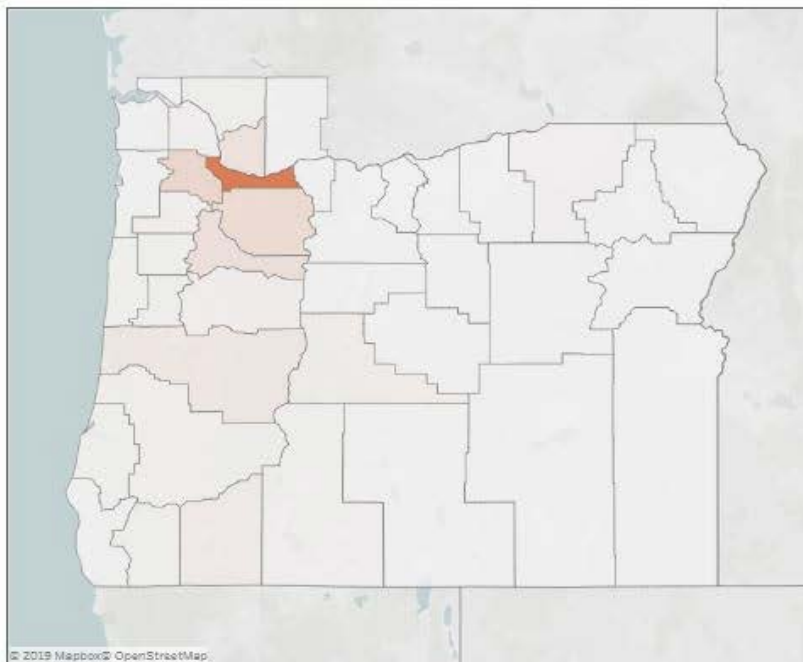
[All]

State

[All]

County

[All]



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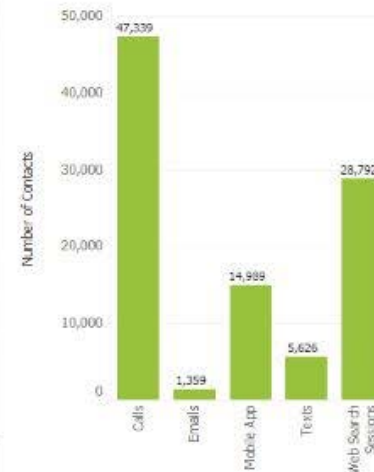
County View

Total Contacts

98,105

Total Identified Needs

158,557



About this page: ?

Reports

Find out who's calling in your region

- **211info.org/reports**
 - **Top 10 services requested**
 - **Demographic information of contacts**
 - **What referrals were made**
 - **Potential service gaps**

Thank you!



www.211info.org

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Instagram: 211info

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