

211info ★
2-1-1

**Connect.
Inform.
Empower.**



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COMMUNITY ENGAGEMENT
COORDINATOR

Hood River/Wasco/Sherman/Morrow/Gilliam
Counties

she/her/hers

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Who is 211info?

Mission

- Empower communities by helping people identify, navigate, and connect with the local resources they need

Oregon-based Private Nonprofit

- Managing the OR & SW WA 211 system

What is 211?

211

Information & Referral

311

Govt & Non-Emergency

411

Directory Assistance

511

Traffic & Weather

611

Phone Provider Support

711

TDD & Relay Support

811

Call Before You Dig

911

Emergency Service

988

Suicide & Crisis Lifeline

What is 211?

211

Information & Referral

- Food
- Housing & Shelter
- Utility Assistance
- Health Care
- Transportation
- Legal Services

988

Suicide & Crisis Lifeline

- Suicidal Thoughts
- Mental Health Crisis
- Substance Use Crisis
- Emotional Distress
- Veterans Crisis

911

Emergency Service

- Fire
- Medical Emergency
- Crime
- Abduction
- Domestic Violence
- Impaired Driving

Why use 211info?

ACCESS

- Free & confidential
- Multilingual staff
- Compassionate & empathetic
- Staff live throughout OR & WA

PEOPLE

- Reduces stress on 911
- Access to interpreter line
- Active listening & specialized training
- Equity-focused & trauma-informed

TRAINING



How to contact 211info?



Dial 211

866-698-6155



Text

zip code to 898211



Email

help@211info.org



Visit

211info.org

Language interpreters available by phone. Text and email in English and Spanish. Hours vary by program.

What 211info offers



Contact
Center



Resource
Database



Community
Engagement



Data &
Reporting



Programs



Child Care Referrals



SNAP/Food Access Advocate



Maternal & Child Health



Foster/Resource Parent Support



Housing & Shelter



Disaster Services



Public Health



Coordination Center



Resource Database



25,000+

Resources



2,500+

Agencies



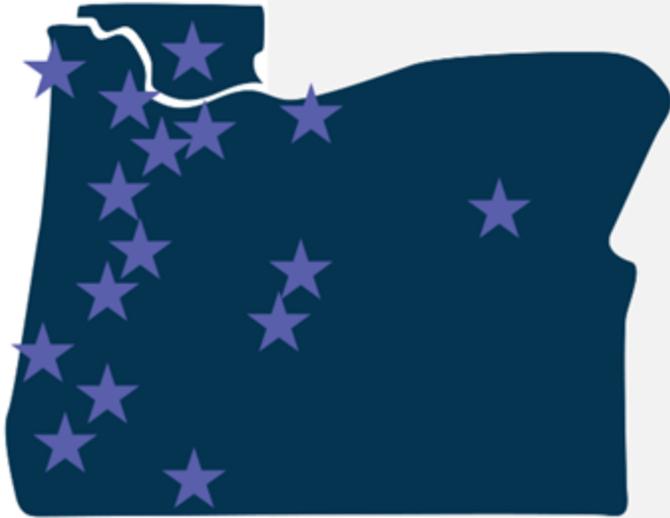
95%

Annual Updates



Outreach & Engagement

BUILDING LOCAL RELATIONSHIPS



- **Locally based:** live and work in the community
- Community engagement coordinators (CECs) & specialty programs staff
- General & targeted community outreach
- Collaboration with providers to maintain accurate & up-to-date local resources



Data & Reporting

IDENTIFY SERVICE TRENDS & GAPS

- Public data dashboard
- Consumer needs & demographics data
- Aggregated custom reports
- Confidential & anonymous



Top 5 Requested Needs 2024

185,468



Housing

47,466



Utility Assistance

28,932



Food & Meals

21,052



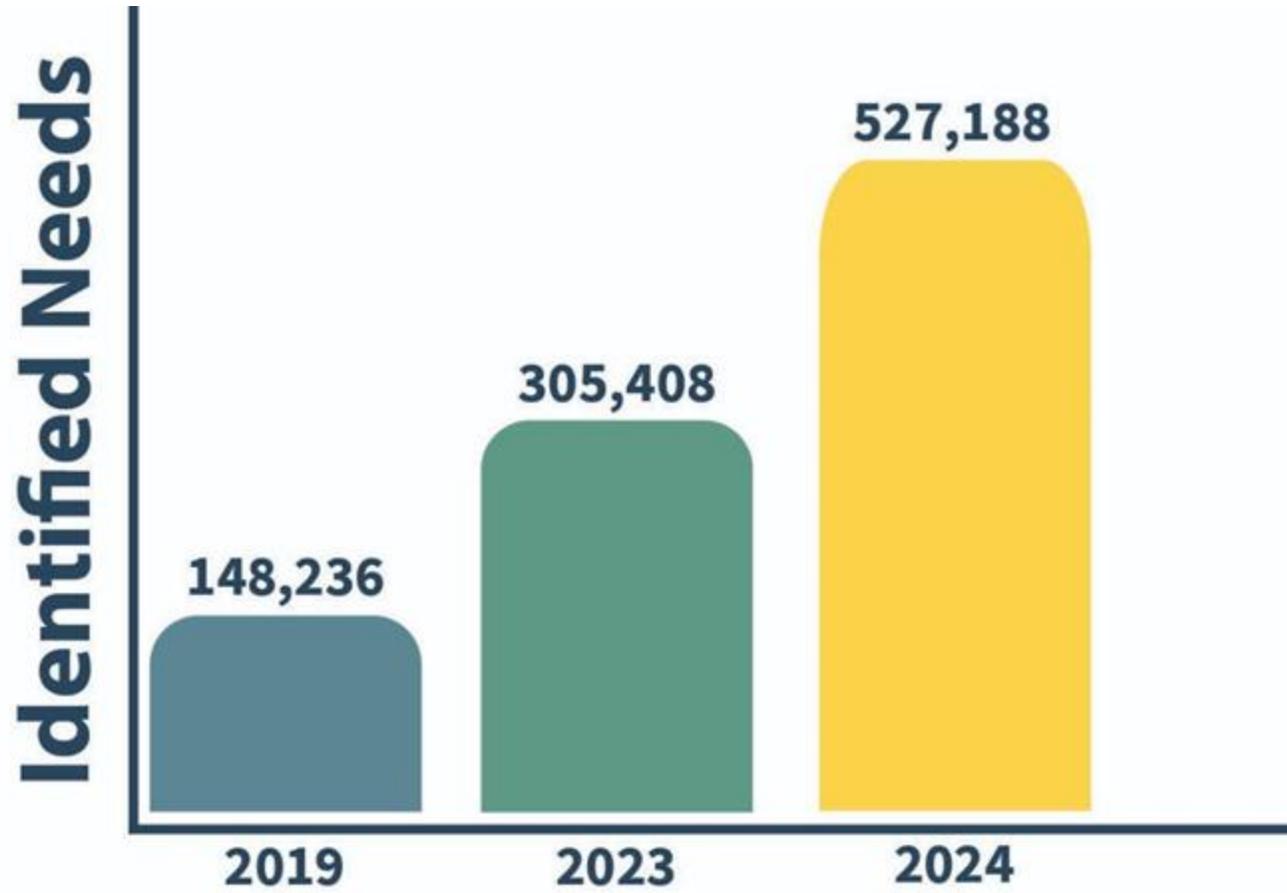
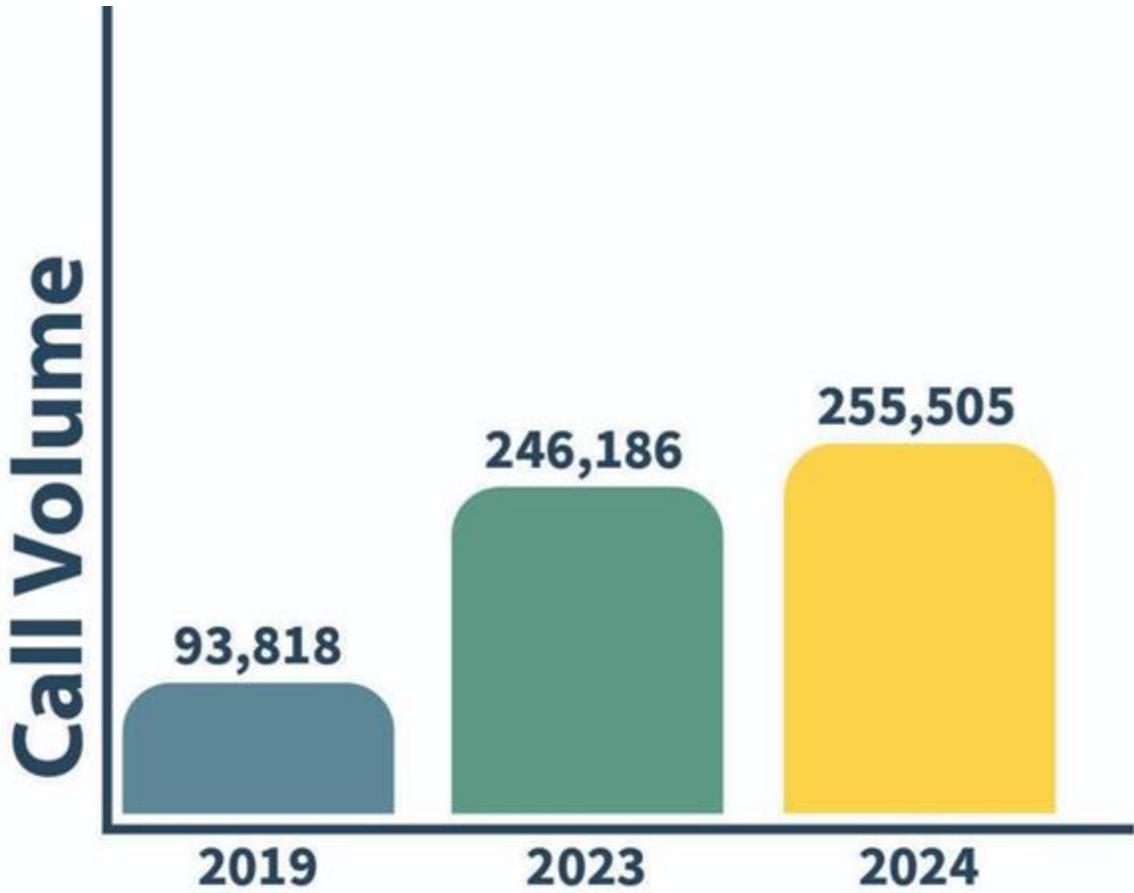
Health Care

16,386



Indiv., Family & Community Support

Calls & Needs Increasing



Note: Numbers represent calls to 211 only. Does not include text, email, app, website, or specialty lines.

By the Numbers: Utility Assistance

Utility Assistance Requests



Utility Assistance Unmet Needs



Tri-County Utility
Assistance Page

211info.org/utility-assistance

Thank you!

211info.org



@211info on social



FEEDBACK