

WHAT IS 211?

211 helps Oregonians identify, navigate, and connect with local health and social services, 24 hours a day, 365 days a year. Contacting 211 connects to live agents who offer confidential support and live translation services in over 240 languages. Agents can also facilitate warm-transfers to emergency and crisis lines, ensuring seamless transitions for callers. 211 helps people find the help they need.

BY THE NUMBERS 2023

CONTACT DATA



156,084

Calls



10,867

Texts



2,545

Emails



222,117

Web Searches

Total Contacts: 391,154

DATABASE STATISTICS



25,493

Resources in database



2,524

Partner agencies in database



10,635

Hours spent updating database

TOP 5 NEEDS

135,055



Housing & Shelter

32,819



Utility Assistance

25,124



Food & Meals

20,215



Health Care

20,082



Consumer & Public Safety

Total Identified Needs: 663,570

HOW WE HELP

Contact Center

- Expertise in family, health, housing/shelter & basic needs
- Quick activation for emergency response
- Highly trained & compassionate staff
- 33% of staff speak more than one language

Community Outreach

- Staff live in the regions they serve
- Build local relationships & community-informed networks
- Social media reaches wide audience
- Direct messaging to community via contact center

Data Analytics

- Unique source of consumer demographics & social service needs
- Customized reporting identifies service gaps
- Trend reports inform stakeholders

Resource Database

- Most substantive & curated list of social services in Oregon
- Records continually updated to reflect most accurate info
- Culturally specific programs

Special Programs

- SNAP access
- Shelter waitlists
- Emergency incident response
- CCO coordination center
- Child care referrals
- Material and child health
- Foster parent support
- And many more!