

# 211info Service Expansion

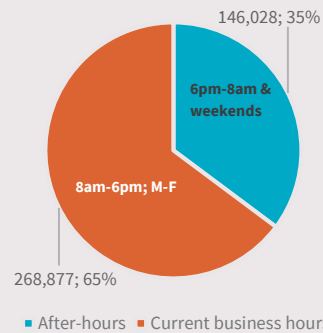
**Oregonians need local coordinators and expanded access to basic service navigation via phone, text and email**

Annual Investment \$1,578,728  
Monthly Investment \$131,560

| 24/7 Service Expansion   | Local Coordinators       |
|--------------------------|--------------------------|
| \$75,903<br>(Per month)  | \$55,657<br>(Per month)  |
| \$910,845<br>(12 months) | \$667,883<br>(12 months) |

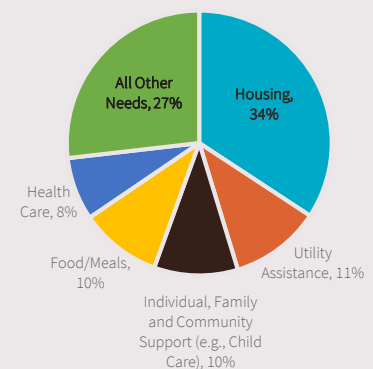
- 4.67 FTE for contact center staff to answer calls/texts/emails
- 8 FTE for community-based coordinators around the state
- 1 FTE for resource database staff
- Data analysis and reporting that provides regional and demographic service need trends

Contacts Dialing 211



More than 1/3 of contacts dial 2-1-1 after current business hours and thus do not receive help from 211info

Top Requested Needs



**81% of other 211 centers nationwide provide 24/7 service**

## Benefits of expanded hours

- Aligns with Childcare Resource and Referral service hours (weekdays 7am-11pm, weekends 8am-8pm)
- Meets needs of working families who can't access information during traditional business hours
- People in crisis are transferred to programs that provide 911, shelters, mental health and domestic violence supports
- Cost-effective for state agency partners, service providers and their customers seeking assistance
- Scenario 2 also provides 3.5 resource database specialists to maximize the work of local coordinators in rural and underserved communities

## Benefits of local coordinators

- 211info coordinators live in the communities they serve
- On-the-ground coordinators build trust and relationships in rural and underserved areas, creating stronger database and holistic cross-sector collaboration
- Local staff provide framework for coordinated entry and navigation assistance