

**ALISSA KENY-GUYER**  
**STATE REPRESENTATIVE**  
DISTRICT 46



**HOUSE OF REPRESENTATIVES**  
**900 COURT ST NE**  
**SALEM, OR 97301**

Joint Committee on Ways and Means  
900 NE Court St. NE,  
Salem, OR 97301

Dear Co-Chair Johnson, Co-Chair Steiner Hayward and Co-Chair Rayfield,

We urge you to support \$1.58 million in funding for 211info to expand its statewide service establishing a 24/7 contact center and creating eight regionally based Community Engagement Coordinators.

211info is a trusted, efficient and compassionate source of referrals for Oregonians seeking government and nonprofit services. Consumers turn to 211info for free and confidential help finding food, housing, heat, parenting, health care, legal and educational resources and much more.

Investing in 211info creates a sustainable, reliable partner in disaster response. 211info is a critical support to emergency services during wildfires, severe weather, floods, industrial accidents and other disasters. During disease outbreaks such as measles, pertussis and meningitis, 211info supports a public health response by answering questions and providing referrals for consumers via phone call, text, email, mobile app, online database and a robust social media platform.

Currently, *over a third of 211info's contacts are turned away* because they dial 211 outside of its business hours of 8am-6pm weekdays. The requested funding would give Oregonians access to highly trained 211info specialists via phone, text, and email at all hours, every day of the year. This is especially impactful for working families who can't access information during traditional business hours.

Expanded service hours will better serve the state contractors who need 24/7 service for their constituents, enable closer alignment with 911, mental health and domestic violence supports, and provide a framework for coordinated entry programs and other innovations. 211info will leverage the additional service hours through more comprehensive data analytics, which provide trends reporting, demographic data and needs identification. This information is critical for government policy makers and nonprofit providers.

The proposed increase in funding would also provide eight locally based community engagement coordinators, six of whom would be placed in rural and underserved areas. By living in the communities they serve, these coordinators build trust and relationships, create a stronger resource database, facilitate cross-sector collaborations, and assist in local resource and emergency coordination.



We strongly value the services 211info provides throughout the state, and we support extending 211info's service hours and adding community engagement coordinators throughout the state. We urge you to fully fund 211info's funding request.

Thank you very much for your consideration.

Sincerely,