

March 18, 2020

Dear Joint Special Committee on Coronavirus Response,

In early February, 211info was asked by the Oregon Health Authority to provide general COVID-19 information and referral work to Oregonians. Call volume prior to Oregon's first presumptive case announcement on February 28 was in the range of 10-20 calls per day, and since then 211info has seen daily averages doubling every few days. This week we're averaging close to 1,000 incoming calls per day. With that in mind, we thought it would be beneficial for the Joint Special Committee on Coronavirus Response to see both a chart that shows the growth in call volume as well as an example of the daily reports 211info sends to OHA.

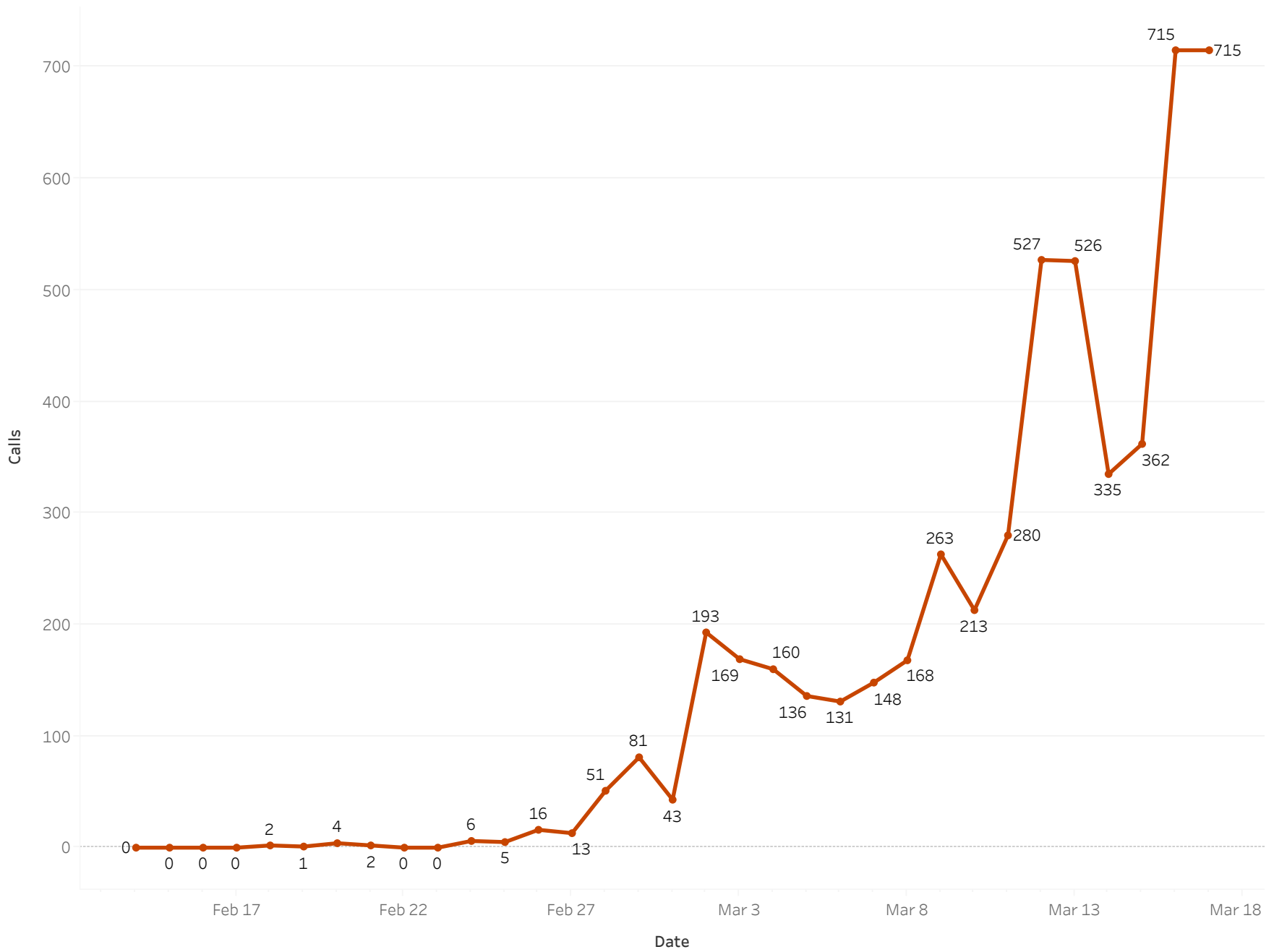
The 211info team is holding up well, and determined to meet the challenge. It's an amazing group of folks, at the front lines and across the leadership team. In order to respond quickly to the growing crisis this past week, the team has recruited and onboarded 15 new staff to help provide Oregonians with the up-to-date information they need. At this juncture, based on OHA discussions, we envision this increased demand and infrastructure staying in place until July 31, 2020.

We welcome this work and see it as one of our primary roles for the state of Oregon. If you are interested in receiving additional information on our work with the state in response to the coronavirus pandemic, please let us know.

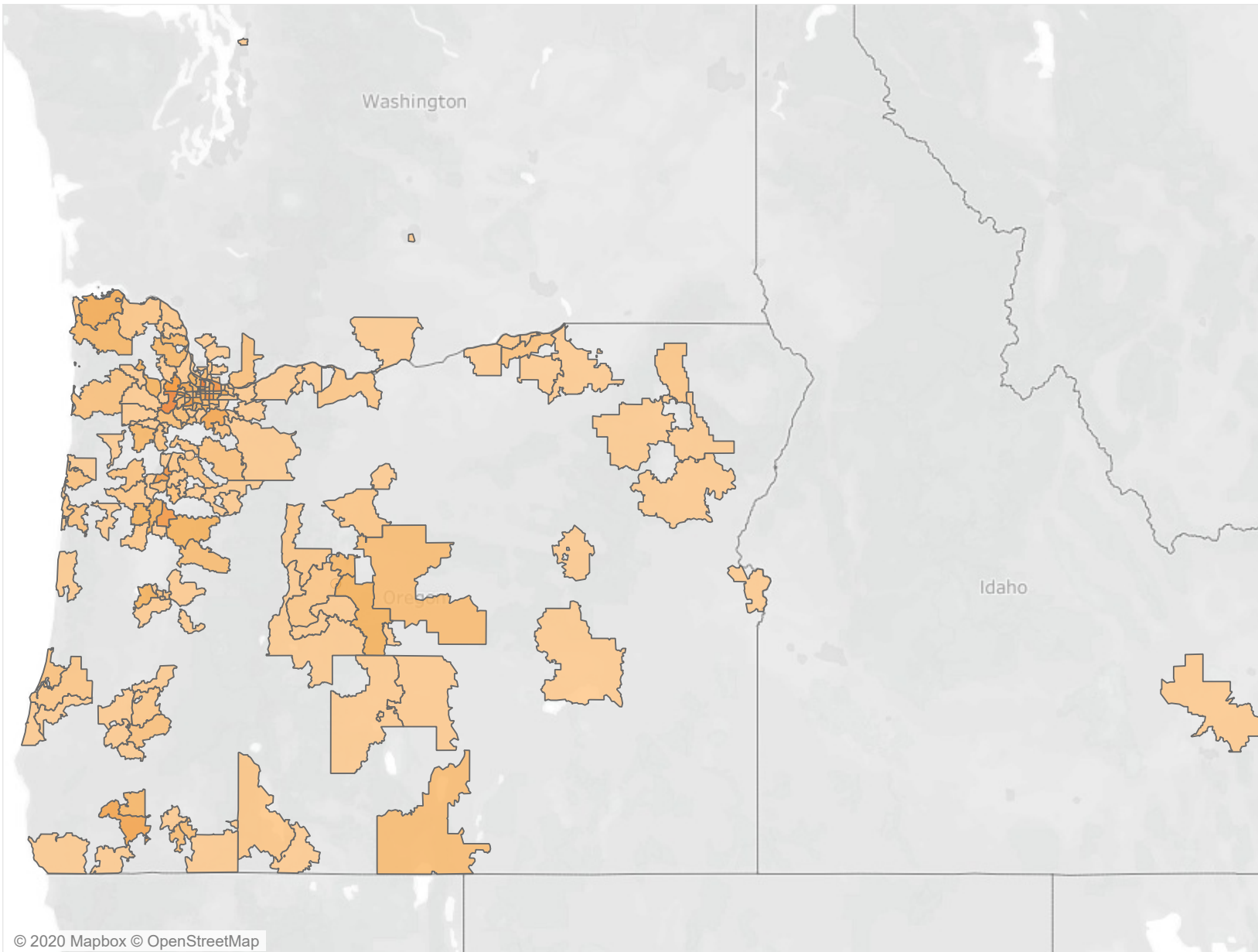
Thank you,

Dan Herman, MBA
Chief Executive Officer
211info

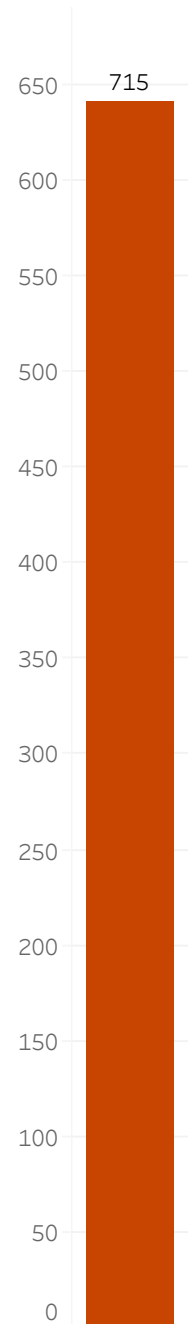
Total Daily Calls



Call Density by ZIP Code



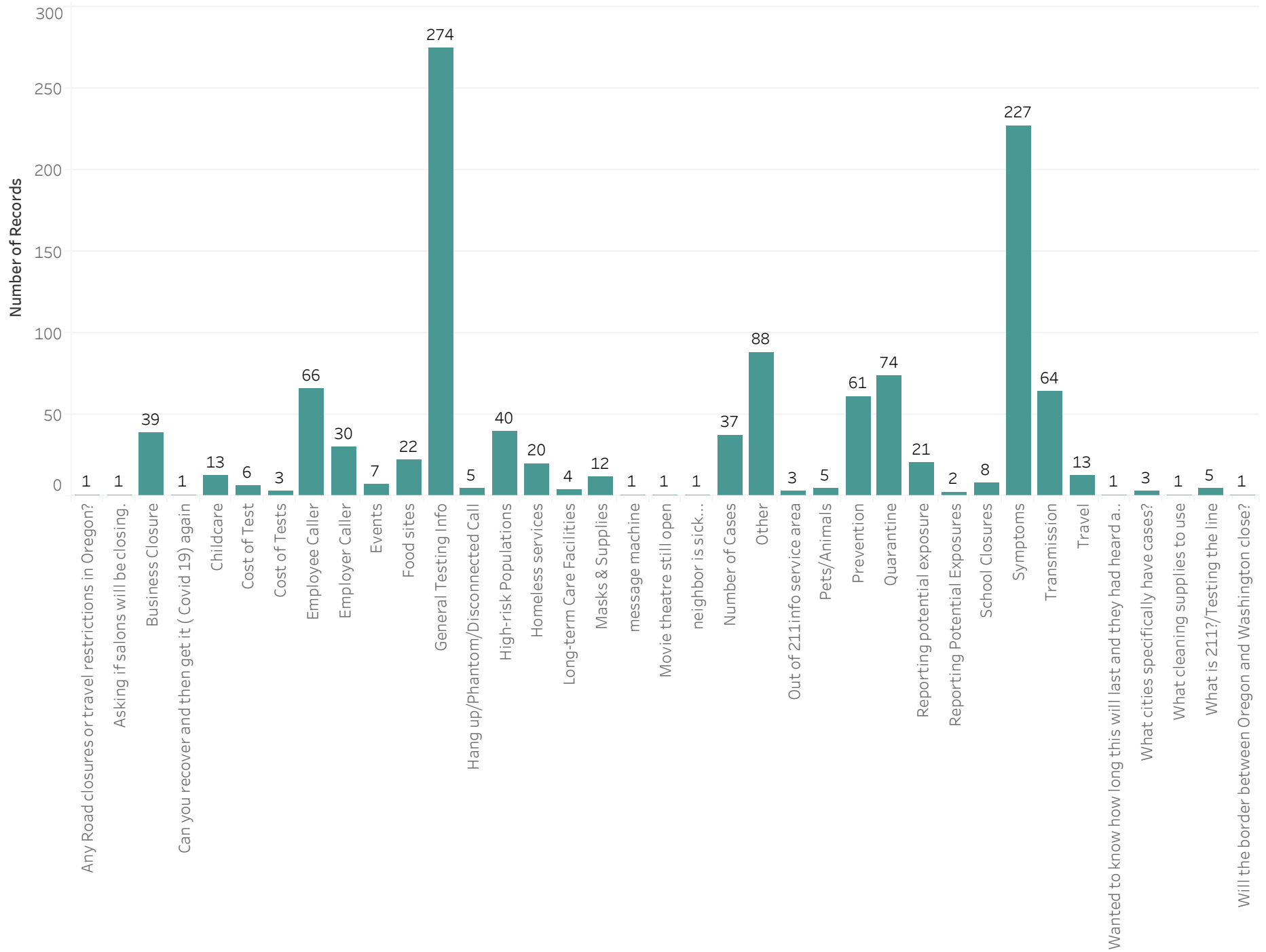
Total Calls



Number of Records



Reason for Call



Languages Requested

Spanish Call In House: 2
Interpreter calls: 2(Spanish)

Other Questions/Topics

- A Healthcare Staffing Agency Wanted To Know If They Could Help Oha By Assisting With Taking Calls.
- Are People In Yamhill County Going To Be Under Enforced Quarantine?
- Asking About When Are Salon Closing Down?
- Asking Specifically How Long Does It Take To Receive Test Results After Being Tested.
- Automated Callback. I Didn't Leave A Vm This Time Per Supervisor's Instructions.
- Business Expressing Reduced Cost Signage Help To Oha
- Call Went To Vm. I Left A Message.
- Called Did A Test A A Mobile Testing Site In Jackson County, Called To Check On Results
- Caller Experiencing typical C-19 symptoms and new Eye Symptoms Fluids, Yellow Discharge, No Redness, Very Dry. Doctor advised testing.
- Caller Has A Restaurant In Cannon Beach. Needing Information On How To Set Up His Restaurant For Take Out. Clatsop County Said Call 211.
- Caller Immune Compromised.wanted To Know Exact Location Of Current Case In Benton County. Benton Co. Health Referred To 211, Refer Back
- Caller In Corvallis Has Construction Going On In Her Home. Requested Info On Keeping Things Clean, Referred To Benton County Health.
- Caller Is Requesting Testing Sites. Referred To Lincoln County Health
- Caller Needs Access To Food In Vancouver For Someone Who Has Been Advised To Quarantine.
- Caller Requested How To Deal With A Potential Case Camped Outside Of Office. First Individual Wanted Emt Care, Then Refused. Refer To Oha
- Caller Requests Basic Information.
- leaving Urgent Care. Urgent Care Did Not Provide Instruction For Care At Home. Referred Back Urgent Car
- Caller Requests Specific Testing Locations. Referred To Pcp.
- Caller Wanted To Know When The Restaurant Closure Went Into Effect Because Of A Restaurant That Is Open In Their Area.
- Caller Wanted To Report A Non-essential Business For Holding An In Person Poker Tournament Tonight
- Caller Wanted To Report That They Are Not Offering To Test People In Yamhill County.
- Caller Wants To Donate Craft-made Surgical Masks.
- Caller Was In A Motel, Wanted To Get A Motel/hotel Voucher
- Caller Was Looking For Information On Where Masks Could Be Donated. Referred To Multnomah County Health.
- Caller Wondering About Safety Of C-pap Machines
- Caller Works On A Reservation, Was Told To Stay Home Due To Cold, Had Questions About Rights/benefits, Referred To Boli
- can The Terrorists Weaponize The Coronovirus?
- Chain Letter/email Regarding How To Tell Or How To Prevent Covid-19
- Child Care Provider Offering Emergency Care, Emailed R&R
- Child Care Provider Wanting To Report They're Still Open.
- Cleaning Products, Emergency Supplies
- Complaint About Business Still Being Open
- Covid-19 Cleaning And Disinfecting Companies And/or Steps For Medical Offices
- Dr Wanting To Talk To Dr At Health Dept.
- Drs Office Wanting To List Us As A Resource For A Letter To All Their Patients.
- Financial Assistance Resources
- Financial Programs From The National Government For Those Laid Off Due To The Virus.
- Gathering Information To Help Their Client.
- Has Been Exposed To The Virus But Does Not Have Any Symptoms.
- Heard The State Was Going To Help Out People With Motel Vouchers.
- How Frequently High Trafficked Areas Should Be Cleaned
- How Long Will We Be Quarentined.
- I Was Sick Last December, Could It Be Covid-19
- If Company Should Shut Down If They Take Appointments Under 10 People?
- Job Protections For Employees
- Massage Therapist Asking About Protocols During Covid_19
- Medical Appointments
- Motel Vouchers
- Needs Energy Assistance Due To Job Being Closed Per Covid 19
- Paying Bills
- Places To Ask For Help With Rent , Vwater , Light , From The News For People Losing Money From Closing Down Businesses.
- Preparing Food
- Primary Care
- Question About Rent Assisstance/eviction Situation
- Question About University Dorms/frat Houses And Potential For Exposure
- Refund Heard On Social Media
- Rent
- Rent And Utilities Due To Temporary Loss Of Employment Per Covid-19 Business Shut Downs.
- Rent Assistance Due To Losing Restaurant Job
- Rent Assistance Due To Loss Of Job
- Rent Due To Leave From Work
- Rent Help Due To No Income, Temporarily Shut Down Of Employment.
- Rent Relief In Sw Wa
- Restaurant Owner Wanting To Know More About Restrictions Affecting His Business.
- Said She Called The Local Health Aththority For Her County (the 10 Digit Number) And Pressed 1 For A Call Back And Then Got A Call Back From
- Said That She Already Had Her Question Answered By Clackamas Health
- See Note In Record.
- Senior Wondering About The Safety Of Dental Office And Possible Exposure.
- Should My Elderly Family Member Eat Food That Is Take Out?
- Small Business Relief Funds.
- Urgent Care Receiving A Lot Of Calls From People Saying Multnomah County Is Promising They Can Have A Free Test Which Isn't True
- Vocational School Student Is Being Forced To Attend Classes, Caller Wanted To Know If That Was Allowed
- Walmart Is Not Providing Wipes At The Entrance And Wont Be Doing It. Caller I Spoke To Spoke With 5 Different Managers
- Wanted To Suggest That The Stores Have One Day Out Of The Week To Buy Gorcery To Feel Ssfe.
- Wanting Info For The State Of Washington, Normally In Our Service Area But We Don't Have The Info In Relation To Covid-19 In Said Area
- Wants To Know About About trump Assistance?
- Wants To Know Where To Sign Up For Text Updates.
- Was Told To Call 211 For Test Results
- Was Wondering If Salons And Tattoo Plasce Are Or Will Be Closing Down As Well. ?
- What Programs Are Setup For People Experincing Homelessness During Covid-19
- When Are The Low Income Families Receiving The \$1000 Dollars Being Mentined By The Federal Government?
- When Will The State Start Helping Pay Rent Because Of The Covid 19
- Where Can I Be Tested? I Have No Pcp. Refrred To Local Health Dept.
- Where Can I Go Online To Get Oregon-specific Virus Information?
- Why Did Lakwview Call An Emergency Town Hall Meeting?
- Will Martial Law Be Called In Seattle Or Oregon?