

Essential Partner During Crisis

In 2020:

- 2.5-fold increase in contacts; doubled staff; resource database health is 99%
- Partner organizations leaned in with tech, database and outreach help
- \$1 million in CARES funding = more staffing, expanded hours through Dec. 31

211info's work:

- 25 new projects due to coronavirus, wildfires
- Continued specialty contracts for childcare, foster families, SNAP access, veterans, shelter, and maternal and child health

Who is calling?

- Covid calls: Early on, people asked about symptoms, testing, masks, quarantine, and child care. Within weeks, calls focused on housing, financial help and reopening guidelines.
- Wildfire calls: Evacuation and air quality calls, and now also recovery calls--housing, financial support, food, mental health
- Recovery: Financial, health and family stressors will continue into 2021

Local emergency response:

Statewide emergency manager and new locally based community engagement coordinators immediately started coordinating our work with local emergency responders.

What's next?

Thank you for the CARES Act funding through Dec. 31--it expanded 211info's reach and depth of service. We hope to maintain relationships and service levels during the long recovery process.

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