



March 7, 2019

House Committee on Veterans and Emergency Services
The Honorable Chair Paul Evans
Vice-Chairs Rick Lewis and Mark Meek

Chair Evans and Members of the Committee,

On behalf of AllCare Health CCO, I urge you to support and pass HB 2650, funding for 211info to serve Oregonians with a 24/7 contact center and accelerate its impact with regionally based Community Engagement Coordinators.

I can tell you that my organization, AllCare Health CCO, that we very much appreciated the services that 211info provides to our OHP members and southern Oregon communities as a whole.

The support that 211info gives to AllCare regarding emergency preparedness is twofold:

- 1.) Empowering members to connect with resources after an emergency to put their lives back together, such as where to get copies of critical documents and where to find temporary benefits.
- 2.) Providing a centralized number during an emergency to know what to do. When we had a brutal heat wave a couple years ago, as the local southern Oregon coordinator, I created a list of shelters, libraries, and water parks where people could find relief. This was shared among all regional social service agencies and was on 211info's database.

This is just small part of the many different ways 211 helps our members and our community.

The requested funding—\$3.2 million for the biennium—would give everyone access to highly trained 211info specialists via phone, text and email at all hours, every day of the year. This bill meets the needs of working families who can't access information during traditional business hours and strengthens communities by providing details on a wide range of resources.

Locally based community engagement coordinators build trust and relationships in rural and underserved areas, creating a stronger resource database and facilitating cross-sector collaborations.

AllCare Health very much values our partnership with 211info and strongly supports extending 211info's service hours to benefit residents of our communities. We urge you to fully fund 211info's funding request.

Thank you very much for your consideration.

Sincerely,

Carrie Prechtel
Community Engagement Manager
AllCare Health