

Cara Kangas, CRS-DC

Director of Partnerships
cara.kangas@211info.org
503-416-2632

Pronouns: she/her

Will Hamel

Resource Manager
william.hamel@211info.org

Pronouns: he/his



What is 211?



Easy-to-remember and universally recognizable number that enables a critical connection between individuals and families in need and the appropriate community-based organizations and government agencies.

Similar to:

- 311 – Government and Non-Emergency Info
- 411 – Directory Assistance
- 511 – Traffic & Weather
- 611 – Telephone Customer Support
- 711 – Telecommunication Relay Service
- 811 – Call Before You Dig
- 911 – Emergency Services

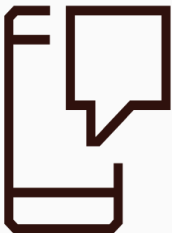
How to contact 211



CALL

211 or 1-866-698-6155

**TTY: Dial 711 and
1-866-698-6155**



TEXT

your zip code to 898211 (TXT211)

EMAIL

help@211info.org



SEARCH

online at 211info.org



DOWNLOAD

our app

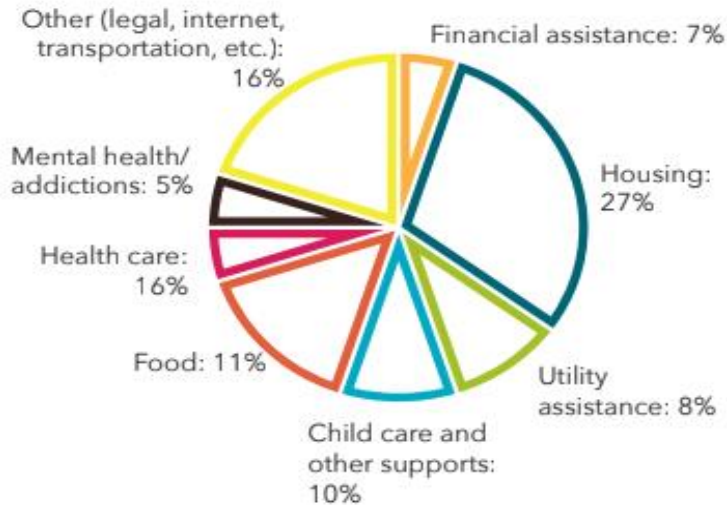
Language interpreters available by phone; text and email in English and Spanish

Program hours vary based on program

Why use 211?



Top requested needs



- EITC awareness since 2016
 - Increase the number of Oregonians who access EITC benefits and free tax preparation
 - Outbound messaging
 - Referrals to tax preparation resources
 - Social media and newsletters
- Partnership with CASH Oregon
- Over 8,200 referrals to tax preparation assistance programs
- Involvement in EITC Workgroup
 - Provide feedback on how our callers are filing taxes and accessing tax assistance
 - Raising awareness through social media