

# ABOUT ME

**Cara Kangas, CRS-DC**

Director of Partnerships

[cara.kangas@211info.org](mailto:cara.kangas@211info.org)

503-416-2632

Pronouns: she/her



# 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

# Why use 211?



## STAFF PROFILE:



140-PERSON WORKFORCE

BILINGUAL STAFF AND ACCESS TO INTERPRETER LINE

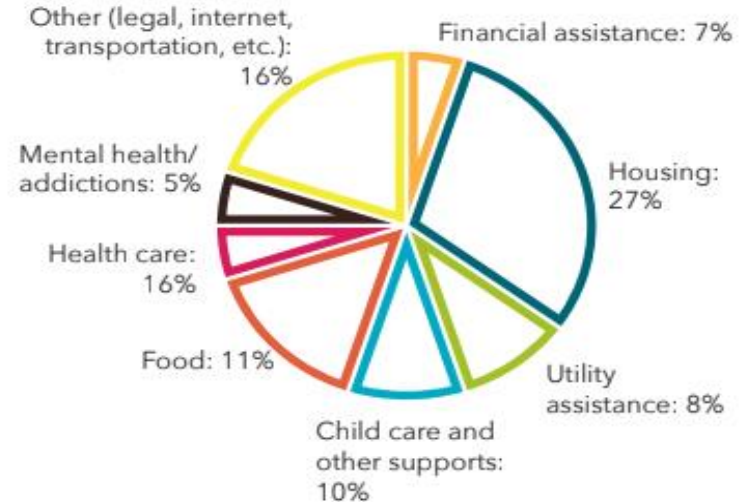
ACTIVE LISTENING AND COMPASSIONATE SUPPORT



EQUITY-FOCUSED AND TRAUMA-INFORMED PRACTICES

*"You found more information in five minutes than I had tracked down in two days."*

## Top requested needs



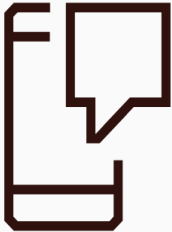
# How to contact 211



## 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](mailto:help@211info.org)



## SEARCH

online at [211info.org](https://211info.org)



## DOWNLOAD

our app

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

*Program hours vary based on program*

# Emergency Management Ramp Up Capabilities



- 24/7 operations
- Cloud based infrastructure
- Nationwide partnerships
- Staff trained in FEMA  
National Incident  
Management Systems  
(NIMS)

**211info is a partner in emergency response, providing reliable and accessible information during rapidly changing conditions. Our work supports emergency planning and response, with a central point of contact during severe weather, wildfires, flooding and public health emergencies.**

**We share public safety information and emergency shelter updates through social media, our website and contact center.**

# 211info provides a central source of information on topics

Emergency transportation  
volunteering

Evacuation routes  
Emergency shelter

Food & potable water

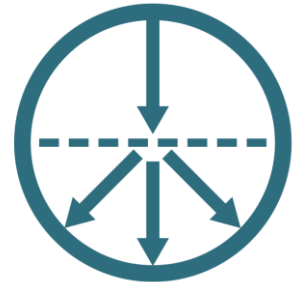
Medical assistance  
Transportation

Replacing vital documents  
information

Donations and

Animal shelter

Scam/legal

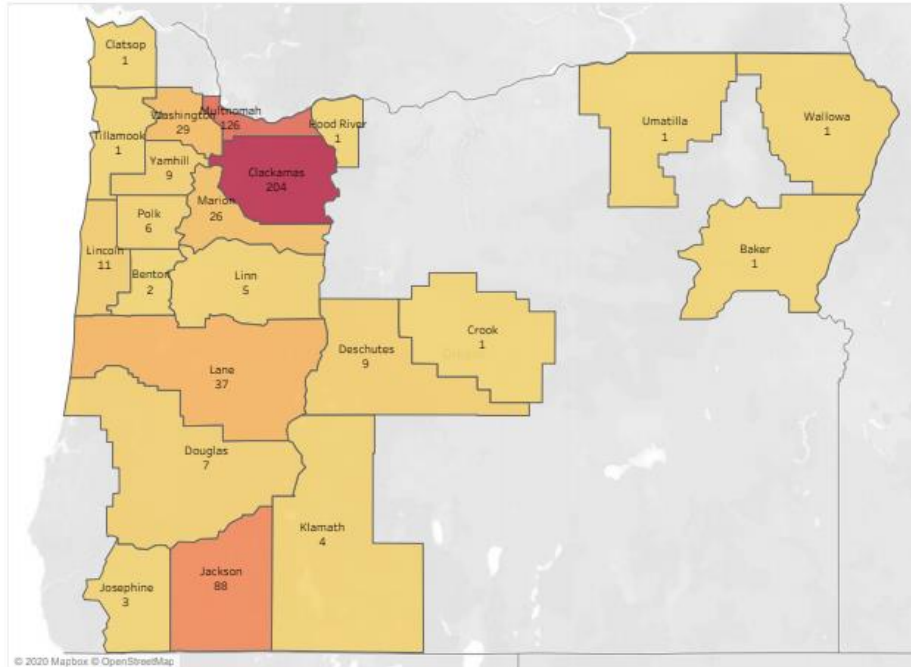


# Wildfire Contact Data

## 2020 Wildfire Data

September 10–11

Contacts by County



Total  
Contacts

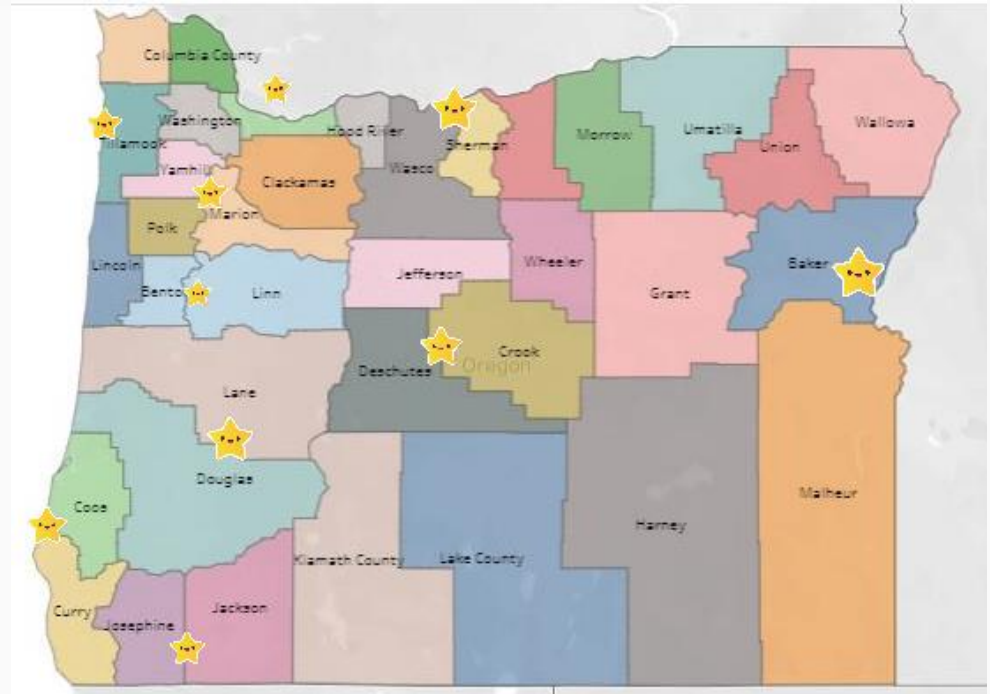


- 2,734 wildfire calls received since September
- Top requested needs
  - Hotel/motel vouchers
  - Evacuation orders
  - General financial assistance
- Top counties
  - Jackson
  - Clackamas
  - Multnomah
- Languages
  - Spanish
  - Vietnamese
  - Russian

# Community Engagement



- Locally based bilingual Community Engagement Coordinators
  - Conduct outreach presentations
  - Attend community meetings
  - Work with social service providers to ensure our database meets local needs
- Access to multilingual marketing materials







**THANK YOU!**

**CONNECT WITH US!**

[211info.org](https://211info.org)

[help@211info.org](mailto:help@211info.org)



**@211info on social media platforms**