

# 211info

# Winter Preparedness

*We are the trusted leader and partner in advancing well-being for all through equitable access to local community services.*



Connect.  
Inform.  
Empower.



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# 211: Dialing 3 numbers connects to help

- **FCC authorized hotline:** recognizable & easy to remember
- **Resource hub:** connecting people to health & human services
- **211info:** private nonprofit managing Oregon 211 system

**Mission:** Empower communities by helping people identify, navigate, and connect with the local resources they need.

# How 211 Incident Response Works

## EMERGENCY INCIDENT OCCURS



**211info  
Activates**

### Within 4 Hours

- Increase staffing
- Incident call prioritization
- Update website
- Call tracking begins
- Staff trained on incident

Callers receive updated info & support from a **live person 24/7**

211info remains in heightened stance for duration of incident

### Post Activation

- Data reports for partners
- Ongoing recovery support
- Ongoing messaging support