



March 14, 2023

House Committee on Human Services and Early Childhood  
900 Court St. NE, H272  
Salem, OR 97301

Dear Chair Reynolds, and Members of the House Committee on Human Services and Early Childhood,

211info is a trusted, efficient and compassionate source of referrals for Oregonians seeking government and nonprofit services. Consumers turn to 211info for free and confidential help finding food, housing, heat, parenting, health care, legal and educational resources and much more. Over the last four years, 211info has engaged in the implementation and growth of the Connect Oregon program—a closed loop referral, community information exchange (CIE) that coordinates health care and social service providers around the state, in partnership with Kaiser Permanente, Unite Us, CCOs and others.

211info supports HB 3303, creating a Community Information Exchange Board to review and establish best practices for CIE programs operating in Oregon. We especially appreciate the requirement to study barriers to participation for, and the burdens placed upon, community-based organizations (CBOs) that partner with CIE programs. CBOs and other service providers are integral to the success of CIEs in improving social and health outcomes for Oregonians.

We also appreciate that the bill allows for a conversation around the privacy and security of data captured in these systems and are hopeful that this conversation will align with other state and privacy protections.

211info supports HB 3303 and encourages the House Committee on Human Services and both chambers of the Legislature pass the bill. Thank you for your consideration of this legislation. 211info stands ready to provide any additional information or data that helps facilitate this process outlined in HB 3303.

Respectfully,

A handwritten signature in black ink, appearing to read "Dan Herman".

Dan Herman  
CEO  
211info