



**Connect.
Inform.
Empower.**

ABOUT ME



Joshua Brown

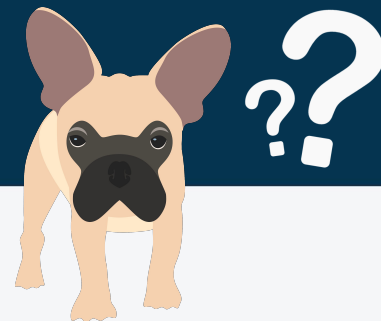
Eastern Oregon Community Engagement
Coordinator, 211info

Pronouns: He / Him / His

Email: joshua.brown@211info.org

Phone: 458 228 4497

What is 211?



Authorized by the FCC in 2000, 211 is an 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

988 - Suicide and Crisis Lifeline



STAFF PROFILE:



150-PERSON WORKFORCE

**BILINGUAL STAFF AND ACCESS TO
INTERPRETER LINE**

**ACTIVE LISTENING AND
COMPASSIONATE SUPPORT**

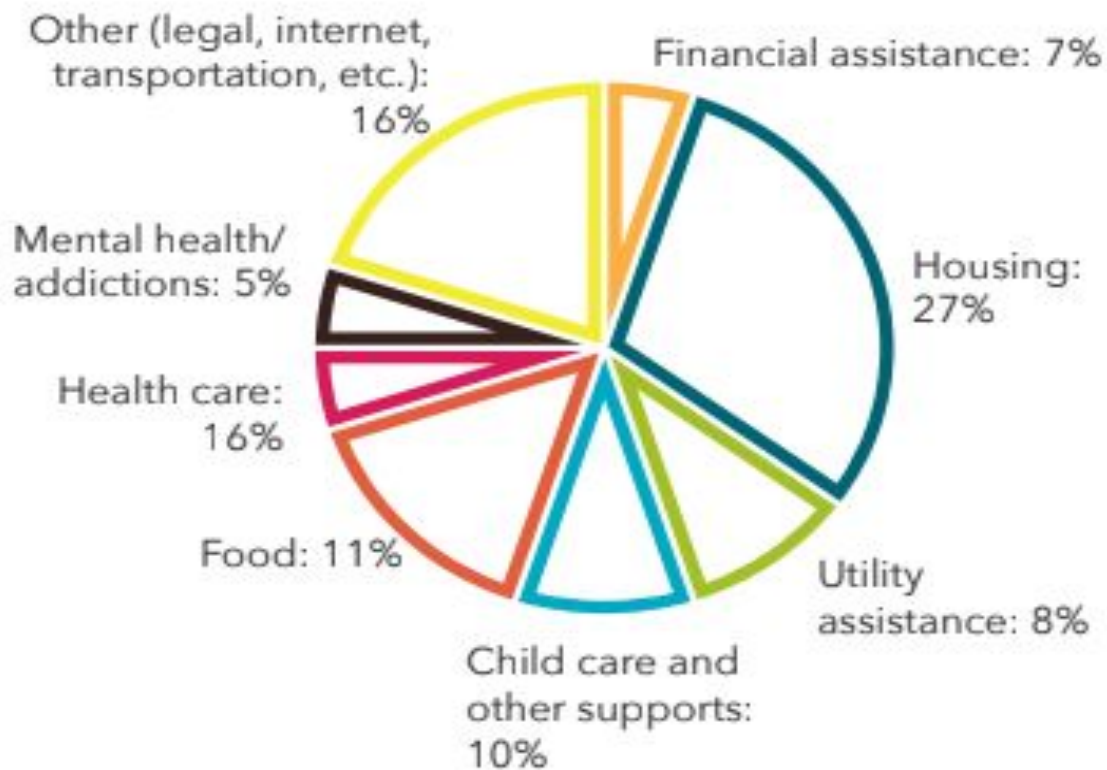


**EQUITY-FOCUSED AND TRAUMA-
INFORMED PRACTICES**

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



Top requested needs



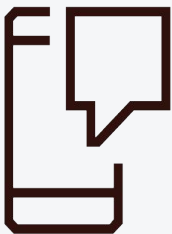
How to contact 211



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



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*



Our Capabilities



**Contact
Center**



**Resource
Database**



**Community
Engagement**



**Data &
Reporting**



Child Care
Referrals



SNAP/Food Access
Advocate



Maternal & Child
Health



Foster Parent
Support



Coordinated
Entry/Housing



Emergency
Services



Pesticide
Reporting



Seasonal Programs

Emergency Projects

- COVID-19 and Vaccine Information
- Statewide Severe Weather
- Multnomah County Severe Weather
- Flooding/Snow/Sandbags
- Southern/Central Oregon and Columbia River Gorge fires
- Pesticide Reporting hotline
- 2019 Measles Outbreak
- Federal Government Shutdown
- Salem Water
- Flu On-call simulation/yearly national preparation for pandemic
- Ebola
- H1N1
- Portland Metals Emissions
- Radon
- NE Killingsworth Industrial Fire
- Hurricanes Irma and Matthew
- Lane County power outages
- Gypsy Moth Eradication
- 2017 Eclipse hotline
- Tsunami Debris hotline

Resource Database



99%
Annual
Updates



2,500+
Agencies

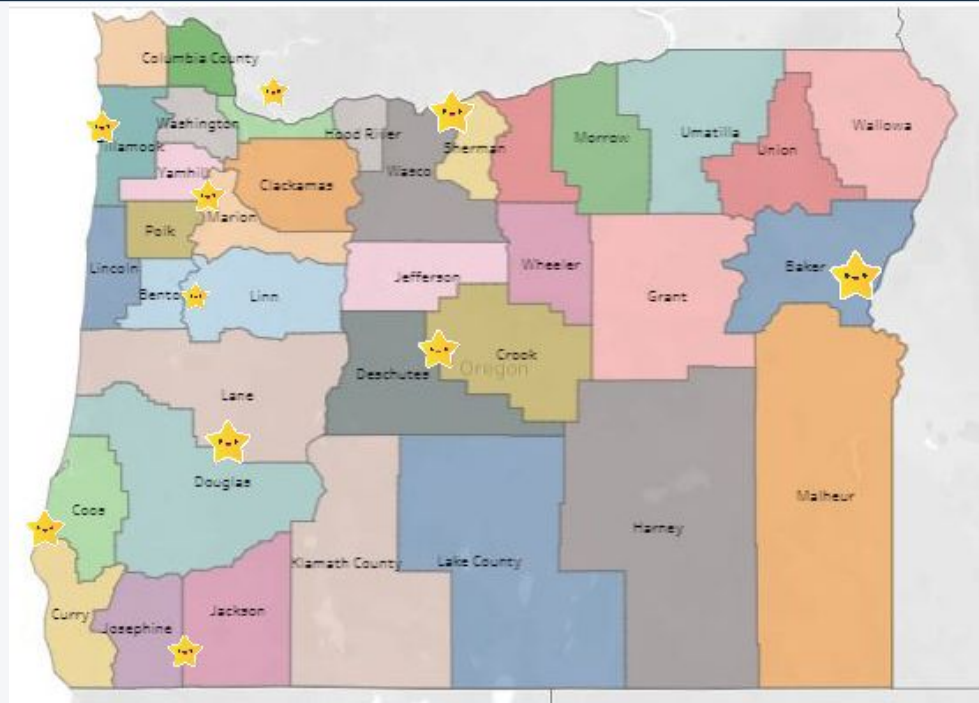


29,500+
Resources



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

help@211info.org

in



f



@211info on social media platforms

