



2-1-1 in Oregon

Update 2008

Presentation to APCO/NENA/911

Emergency Responders in Oregon

Quick Primer for New Folks

2-1-1: the easy-to-remember, hard-to-forget telephone number for people who need information and referral about health and human services.

***"2-1-1 is to social services
what 9-1-1 is to
emergency services."***

2-1-1 Infrastructure

- 2-1-1 is usually *not* part of government
- 2-1-1 is often supported by United Way
- 2-1-1 is usually built on existing helplines
- 2-1-1 is best provided at the local level
- 2-1-1 is driven by national standards and is designed to operate 24/7/365
- 2-1-1 is currently partly available to 80% of US residents and 42% of Oregonians

History... June 2006

- The 2003 "Calling for 211 Act" had died; the 2005 "Calling for 211 Act" was stuck in committee
- In Oregon, Portland metro residents could dial 2-1-1 via their landlines
- Hurricanes Katrina/Rita brought national attention to a new, pivotal role for 2-1-1

Since then...

- The 2007 "Calling for 211 Act" is about to quietly pass away
- In Oregon, three new counties will begin providing 2-1-1 on January 1, 2009
- In Portland, 2-1-1 call volume increased by 37% in November 2008 compared with November 2007.

And Next...?

- The United Way of America has made 211 its #1 public policy priority in 2009
- The Oregon Legislature will be asked to fund 2-1-1 development and service
- OR 211 and 211 *info* are collaborating to expand capacity of both organizations
- Interest is growing across Oregon

Trial By Fire:

**How 2-1-1's Regional Response to the
2007 Southern California Wildfires
Underscored the Need for a Statewide Network**



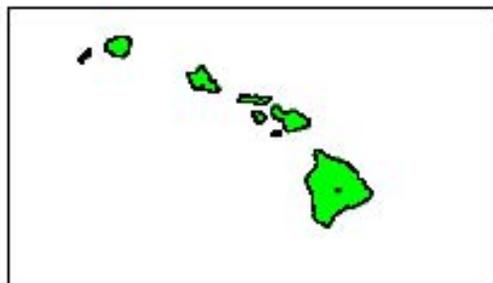
% of Population Covered* by 2-1-1 in each State



78% Overall Coverage



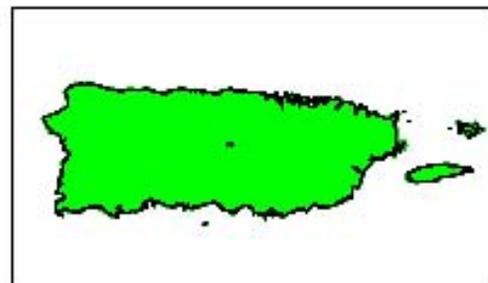
* Includes DC & Puerto Rico



Hawaii



Alaska



Puerto Rico



2-1-1 in disasters

“The 2-1-1 service was an invaluable resource during the firestorm in that it freed up calls from 9-1-1.

We could give information on repopulated neighborhoods to the 2-1-1 operators. We saw 9-1-1 calls diminish over time because of that.”

Bill Gore
Undersheriff
San Diego County



• Katrina and Rita

- Over 200,000 calls taken by Texas 2-1-1
- NE Louisiana 2-1-1 call center went from 9,000 calls in 2004 to 111,000 calls from September-December 2005
- 2-1-1 available in New Orleans after 9-1-1 service went down

• San Diego Wildfires

- Handled 130,000 in five days
- Referral number for Reverse 9-1-1 evacuation calls
- Critical support to evacuate and shelter 500,000 families

• 9/11

- Over 400 hotlines created in NYC – CT had 2-1-1
- Connecticut and NJ 2-1-1 still taking calls after 6 years



What Does 2-1-1 Cost?

National analysis confirms the
average cost to operate a fully
developed statewide 2-1-1 service

=

\$1 per capita per year



OR211: How Do We Raise \$1 per Capita?

- ❖ Seeking state funding to support expansion across state
- ❖ Securing private funding to support local development and statewide coordination
- ❖ Local partners pursuing local funding
- ❖ Federal Calling for 2-1-1 Act
The United Way of America identified funding for 2-1-1 as its top public policy priority for the 111th Congress



OR211 State Funding Options

- ❖ **Emergency Response Capacity and Planning**
 - \$800,000/biennium (2.3 cents per capita)
- ❖ **Basic Statewide Service (Mon-Fri 8-5)**
 - \$2.5 million/biennium (31 cents per capita)
- ❖ **Comprehensive Statewide Service (24/7/365)**
 - \$4.5 million/biennium (60 cents per capita)



Questions?

Comments?

Concerns?

For More Information...

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