

211info
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211info goes mobile with new app for iPhone and Android *A free and easy way to find health and community services while on the go*

Portland, OR: Sometimes life throws you a curveball and you need a hand up. Things can feel overwhelming at that point and you don't know where to start in order to regain solid footing. 211info just made it easier to get back on your feet – no matter where you are in Oregon.

Today, the statewide nonprofit information and referral agency, announced the release of their new free mobile app for the iPhone and Android platforms. Developed in partnership with the Oregon Department of Human Services, the app allows users to find a variety of health and community services near them based on their present location.

“We understand the smartphone is a digital lifeline for many of our callers,” said Dan Herman, CEO of 211info, “so this is a direction we’ve been wanting to go in for quite some time. We can’t thank the Oregon Department of Human Services enough for helping us bring this to fruition.”

Users can download the app for free from the Apple App Store or Google Play. With location services enabled on their smartphone, users will then be able to find services near them using geospatial technology. The app provides users with a category menu from which they can search such topics as temporary housing, food pantries, legal assistance, parenting programs, prenatal care, mental health support, foster youth services, and many more. Results are then given in both mapped and list form.

“The goal is to make it easier for young people to get connected to community services that can help with basic needs,” said Adrea Korthase, Young Adult Program Coordinator for the Department of Human Services. “Smartphones are a constant part of the lives of young people whether they have a cell plan or are using them as wifi enabled devices. The connectivity and resources of 211info will hopefully give people, especially young people, an even more efficient path to the services they need.”

For times when there might not be requested services near the user, the app provides one-touch connection to the 211info call center either by calling, texting or emailing. The user can then communicate directly with one of the friendly specialists on staff, who can work with the user to find other options to meet their needs.

211info worked with the mobile application development company Apptology, the software development firm Vistalogic, and the information and referral software developer RTM Designs to build the new app.

About 211info: As a statewide nonprofit in Oregon, 211info provides free information and referral, Monday to Friday, 8am-6pm, either by phone, text or email. People look to 211info to help them navigate the health and community services landscape, and to provide them with contact information, eligibility requirements, and general guidance about how these services can help. With roughly 3,000 agencies in its database providing over 42,000 programs, 211info is everyone's front door to nonprofit, government and faith-based services.

In 2011, the organization participated in the award-winning documentary *American Winter*. 211info was used as an entry point by the filmmakers to capture the emotional stories of families who were once middle class but are now struggling to make ends meet.

About Oregon Department of Human Services: The Department of Human Services (DHS) is Oregon's principal agency for helping Oregonians achieve wellbeing and independence through opportunities that protect, empower, respect choice and preserve dignity, especially for those who are least able to help themselves. DHS provides direct services to more than 1 million Oregonians each year. These services provide a key safety net for those in our society who are most vulnerable or who are at a difficult place in their life.

About Apptology: Apptology is a mobile application development and mobile marketing company located in Sacramento, California. They offer a comprehensive suite of iPhone, iPad, Android app development solutions for the mobile applications industry.

About Vistalogic: Vistalogic, Inc. is a software development and consulting firm dedicated to helping people successfully navigate today's complex information landscape through intelligently designed technology. They work with public agencies, nonprofits, and other assistance organizations that require innovative operational workflow and data collection solutions in order to enable efficient day-to-day operations, faster and more well informed decision making and more effective allocation of resources.

About RTM Designs: Since 1996, RTM Designs has been building products specifically for organizations providing human service information and assistance to the community through call centers or the Internet. Their clients include 2-1-1 call centers, aging resource networks, crisis intervention centers, child welfare organizations, and many other specialized call/assistance centers throughout North America.

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