



211info Emergency Management Support

Overview:

211info is a community based non profit organization that offers centralized information and referral for Oregonians in need of social services. We operate a 24/7 general call center to connect people with service providers in their area who may be able to address their needs. Additionally we have specific lines and programs to help support more targeted communities, for example statewide Childcare and foster/resource parent lines.

Emergency Response:

During community emergencies or natural disasters, 211info may be requested by local or state partners to receive calls from the public relating to a given situation. In preparation and through the duration of these events, agencies provide curated information to 211info that needs to be conveyed to the public, such as the location of evacuation centers, resources to assist disaster victims, post-disaster clean up, etc. 211info has responded to emergency situations regarding wildfires, severe ice storms, large residential/neighborhood fires, environmental disasters, just to name a few.

When there is an emergency event, we can offer a call center to route incoming community calls; providing support and information to the community as well as freeing EMS phone services. A trained 211 agent will answer and provide the caller with accurate information relevant to the event, next steps where applicable and a compassionate voice. 211info is able to support calls in English and Spanish, and is able to connect to translators for over 230 languages.

Additional Capabilities:

- Update our phone system to put the emergency situation at the front of the line
- Options to use either” 211” or a unique 10 digit or 1-800 number
- Including a text line in the communications support plan
- Rapid website stand up
- Management and maintenance of waitlists
- Provide reports to give insight to who is utilizing this service and the nature of their concerns
- We are always open to discussing other ways we are able to best serve our communities! Reach out with any additional questions or needs you may have.

For additional information or to discuss how 211 can support your Emergency Operations Plans, contact:

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