

*211 info*

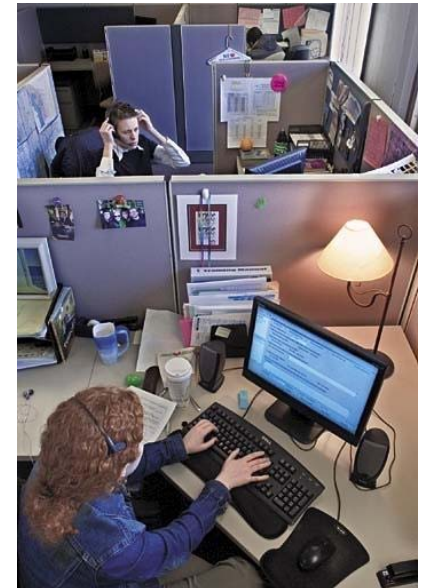
# 2007-2008 ANNUAL REPORT

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**211 info**

621 SW Alder, Suite 810  
Portland, OR 97205  
Administrative Line: 503-226-3099  
Fax Line: 503-499-4302  
E-mail: [contact@211info.org](mailto:contact@211info.org)  
Website: [www.211info.org](http://www.211info.org)



**Who do you call...**

...when your children are hungry and you have no food?  
 ...when your spouse has an alcohol problem and you need a support group?  
 ...when you need to get a flu shot or find a low-cost clinic?



211 info answered nearly 100,000 questions like this last year. Our Annual Report shares some of those successes, but it's also our way of thanking the organizations and people in this community that made it happen.

United Way of the Columbia-Willamette  
 Clackamas County Social Services  
 Community Action in Washington County  
 Oregon Department of Human Services  
 Portland Bureau of Housing & Community Development  
 Washington County  
 Washington State Military Department  
 Multnomah County Department of Human Services  
 Clark County Department of Community Services  
 Oregon Department of Consumer & Business Services  
 The Bill & Melinda Gates Foundation  
 Oregon Department of Education  
 National Network of Libraries of Medicine  
 Portland Schools Foundation  
 Region X, Office of Women's Health  
 Oregon Health & Science University  
 Washington Mutual Foundation  
 Oregon 211  
 Washington Information Network 211

Who do you call when you need help? Because of the generosity of our partners, you can call the programs of 211 info.



Jeri Shumate  
 Executive Director

**211 info Board of Directors 2007-2008**

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 One Economy Corporation

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 Principle Management Analyst  
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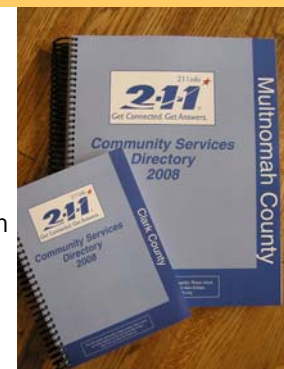


**211info**  
**Statements of Financial Position**  
**June 30, 2007 and 2006**

	2007	2006
<b>Assets</b>		
<b>Current Assets</b>		
Cash	7,716	70,656
Grants receivable	197,642	73,597
Prepaid	17,020	15,972
<b>Total Current Assets</b>	<b>222,378</b>	160,225
<b>Property and Equipment - Net</b>	<b>118,937</b>	52,085
<b>Total Assets</b>	<b>341,315</b>	212,310
<b>Liabilities and Net Assets</b>		
<b>Current Liabilities</b>		
Line of credit	24,251	25,000
Accounts payable	539	12,963
Accrued payroll and related liabilities	12,700	9,104
Accrued vacation	31,554	27,656
Current portion of capital lease	2,836	3,529
Deferred revenue	--	3,000
<b>Total Current Liabilities</b>	<b>71,880</b>	81,252
<b>Long-term Portion of Capital Lease</b>	<b>15,620</b>	2,702
<b>Total Liabilities</b>	<b>87,500</b>	83,954
<b>Net Assets</b>		
Unrestricted		
Undesignated	134,878	76,271
Investment in fixed assets	118,937	52,085
<b>Total Net Assets</b>	<b>253,815</b>	128,356
<b>Total Liabilities and Net Assets</b>	<b>341,315</b>	212,310

## 2-1-1 Community Information & Referral

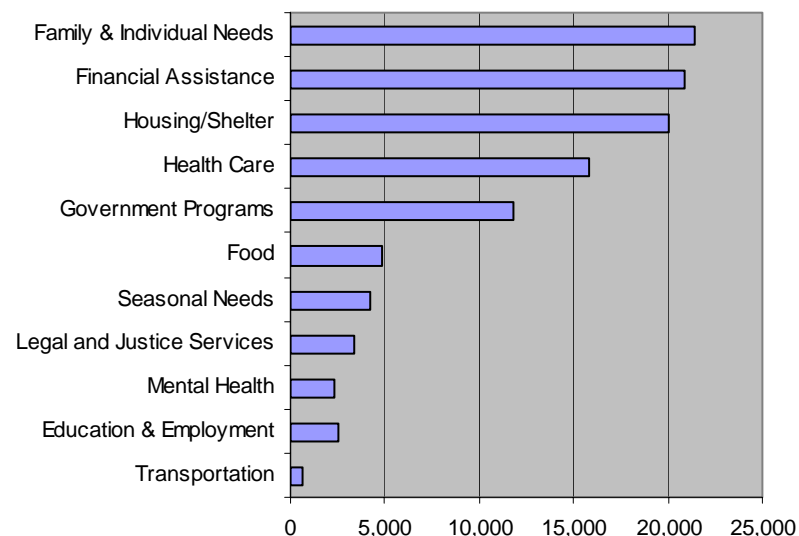
2-1-1 continues to serve as the headliner program of all helplines offered at 211info. In addition to hosting their own unique dial-in numbers, the Oregon SafeNet and Housing Connections programs (see following pages) know their callers can access their specialized services even when using the easy-to-remember number 2-1-1.



During 2007-2008 the agency expanded its **211 Regional Partners' Training & Professional Development Series** offering a total of seven community-based trainings for front-line workers. Most sessions were filled to capacity (80 participants) and plans are to offer additional sessions in the coming year.

Finally, 2-1-1 published four versions of its annual 2008 Community Services Directory targeted to community social service providers. A fresh cover and an expanded keyword list were created to improve the books' usefulness to community social service providers.

**Caller's Needs July 2007-June 2008**





1-800-723-3638 (SAFENET)



Oregon SafeNet continues to provide top quality referrals for women's and children's health to all Oregonians. This year SafeNet expanded its outreach and went digital, too.

SafeNet received a grant from the Office of Women's Health, Region X, to develop a website. The website at [www.oregonsafenet.org](http://www.oregonsafenet.org) went live on February 5, 2008 and provides visitors with straight-forward information about women's and children's health, food stamps, WIC, and personal safety. Shortly after launching, the website received an "elder-friendly" certification by Elders in Action.

The National Network of Libraries of Medicine provided a grant to support SafeNet outreach across the state. Communities in Baker City, Madras, Ashland and elsewhere learned how to use on-line resources such as NNLM's MedLine Plus and SafeNet's own new website.



SafeNet took on the responsibility of referring callers to the state's Breast & Cervical Cancer Program in February. This important program connects lower-income people with screenings and treatment, often resulting in earlier diagnoses and improved outcomes.

When the housing market began to decline in early 2008, Oregon SafeNet received a contract from the Department of Consumer and Business Services to refer callers to Foreclosure Prevention services. The contract is helping SafeNet expand and enhance the database of resources available to help meet this need.

Tri-Met buses sported colorful banners displaying fresh fruit and vegetables during 2008 letting people know that food stamps can help them access healthy food. Readers were directed to call the Oregon SafeNet telephone number or to visit [www.oregonhelps.org](http://www.oregonhelps.org), an on-line eligibility estimator for dozens of government programs.



Find available, affordable and accessible housing online

Housing Connections is an innovative housing locator service that connects people with affordable, accessible and special needs housing in the Portland-Vancouver metropolitan area. The website includes listings of available private market and subsidized housing.

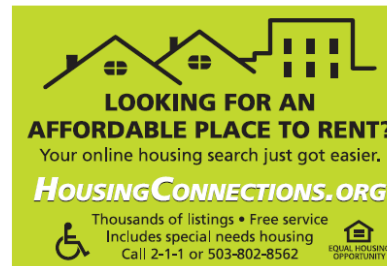
Since 2004, Portland's Bureau of Housing and Community Development has contracted with 211info to provide phone assistance for renters and landlords and to support outreach efforts.



By linking 2-1-1 with Housing Connections, callers in need of housing and housing services also receive help with other needs they may have. It is estimated that 22% of the calls answered at 211info in 2007 were related to housing—repair, shelter, transitional housing, and low-cost housing.

The Housing Connections helpline receives an average of 400-500 calls per month. The website has seen an increase in searches, from 4,028 per week in 2005 to 5,156 per week in 2007.

In 2007, Housing Connections joined the American Lung Association of Oregon's smoke-free housing campaign by providing listings of smoke-free properties. In late 2008, Housing Connections will launch updates to its search features for accessible housing, allowing renters with disabilities to search for specific features such as: roll-in shower, grab bars, accessible flooring surfaces and more.



Outreach for Housing Connections includes hands-on training and presentations for housing consumers, service providers, schools, hospitals, and business associations across the metro region. Marketing campaigns include ads on Tri-Met and

C-Tran buses, local community newspapers, and links from various non-profit and public agency websites.