



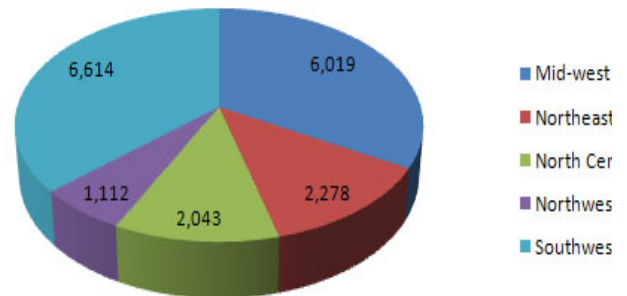
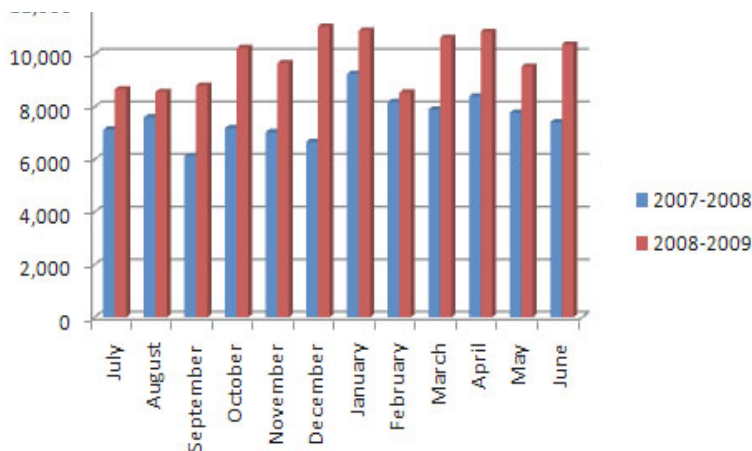
Get Connected. Get Answers.

Last year

more than 100,000 people turned to us for referrals to food, shelter, foreclosure assistance, and much more.



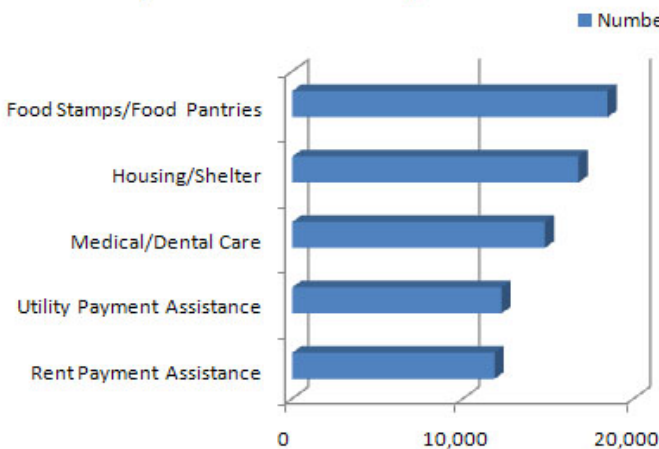
25% increase in call volume last year.



Mid-west : Polk, Marion, Linn, Benton, Lincoln
 Northeast: Morrow, Umatilla, Union, Baker, Wallowa, Grant Harney, Malheur
 North Central: Hood River, Wasco, Sherman, Gilliam, Wheeler, Klamath, Lake
 Northwest: Clatsop, Columbia, Tillamook
 Southwest: Lane, Douglas, Coos, Curry, Josephine, Jackson

18,066 calls in July 2008-June 2009 that tried to dial 2-1-1 in counties that did not have service.

Top Caller Needs July 2008-June 2009



A caller dialed 2-1-1...

hoping to get information about low-cost housing...

the 211info I&R Specialist...

assisted the caller with a Housing Connections search and the caller was excited to report that she had rented an apartment from the listings that were sent to her by 211info.

The caller's response...

“2-1-1 was a lifesaver”



Community Partner