

## ABOUT ME

**Cara Kangas, CRS-DC**

Director of Partnerships

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503-416-2632

Pronouns: she/her

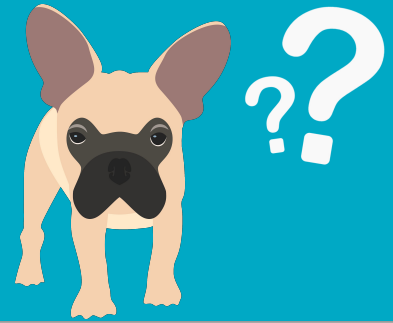


A woman with dark curly hair, wearing a white shirt, is shown in profile from the chest up, looking down at a smartphone she is holding with both hands. The background is a blurred indoor setting, possibly a public space or office. The text is overlaid on the left side of the image.

# Mission statement:

211info empowers Oregon and Southwest Washington communities by helping people identify, navigate and connect with the local resources they need.

# What is 211?



Easy-to-remember and universally recognizable number that enables a critical connection between individuals and families in need and the appropriate community-based organizations and government agencies.

Similar to:

- 311 – Government and Non-Emergency Info
- 411 – Directory Assistance
- 511 – Traffic & Weather
- 611 – Telephone Customer Support
- 711 – Telecommunication Relay Service
- 811 – Call Before You Dig
- 911 – Emergency Services

# Why use 211?



## STAFF PROFILE:



140-PERSON WORKFORCE

BILINGUAL STAFF AND ACCESS TO INTERPRETER LINE

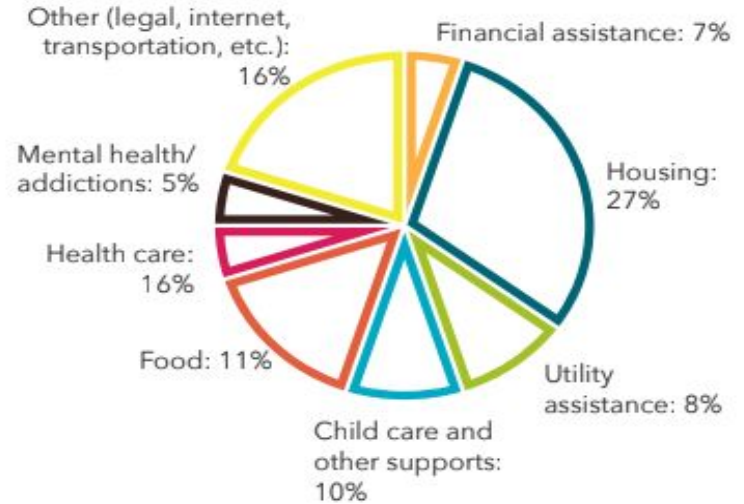
ACTIVE LISTENING AND COMPASSIONATE SUPPORT



EQUITY-FOCUSED AND TRAUMA-INFORMED PRACTICES

*"You found more information in five minutes than I had tracked down in two days."*

## Top requested needs



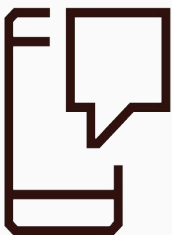
# How to contact 211



## CALL

211 or 1-866-698-6155

**TTY: Dial 711 and  
1-866-698-6155**



## TEXT

your zip code to 898211 (TXT211)

## EMAIL

help@211info.org



## SEARCH

online at [211info.org](https://211info.org)



## DOWNLOAD

our app

*Language interpreters available by phone; text and email in English and Spanish*

*Program hours vary based on program*

# Resource Database



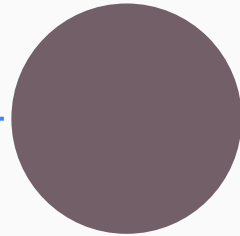
99%

Annual Updates



2,500+

Agencies



29,500+

Resources

