

Frequently Asked Questions

What type of questions does 2-1-1 answer?

I just received a shut off notice, what do I do? I can't pay my rent, who can I call for help? Can you provide me with the number for child care providers in my area? I need to go to the doctor but don't have insurance, what do I do? 2-1-1 receives calls about all kinds of health and human services issues and community resources.

Does 2-1-1 work from my phone?

2-1-1 should work from any residential and most cell phones in Yamhill County. If you experience a problem connecting when you dial 2-1-1, please let us know. You can also dial the toll-free number 1-866-698-6153 to reach a 2-1-1 specialist. Calls are confidential, anonymous, and free.

Make sure 2-1-1 works from you office phones. Dial 2-1-1. If it doesn't work from your location, contact your internal PBX administrator and ask that the number be unlocked on your system. It's usually a quick and simple change. If you have questions, contact 2-1-1 Info at (503) 226-3099 or e-mail to contact@211info.org

When is 2-1-1 available?

2-1-1 is answered by live call specialists from 8:00 a.m. to 6:00 p.m., Monday through Friday. Outside of those hours you can leave a message to be returned during standard hours.

How do you handle non-English speaking callers?

2-1-1 has bi-lingual (Spanish) call specialists on staff. It also has the ability to conference in telephone interpreters for help in more than 100 languages.

How is 2-1-1 funded?

Initial funding is provided through a partnership between United Way of the Mid-Willamette Valley and the Yamhill County Commission on Children and Families. Efforts seeking state support are underway and the *Calling for 2-1-1* Act seeks to authorize federal funding to develop and sustain 2-1-1 programs across the nation. The goal is to broaden the funding base to a minimum of four partners to ensure long-term sustainability.

What about people who want to help?

2-1-1 regularly receives calls from people wanting to volunteer. Call specialists direct callers who are interested in helping to HandsOn Mid-Willamette Valley, United Way's volunteer action center, to connect them with programs that align with their specific interests and skills.

Is 2-1-1 available in other communities?

2-1-1 is available to more than 80% of the U.S. population at this time. In Oregon, 2-1-1 has been available for several years in Clackamas, Multnomah and Washington Counties. 2-1-1 recently launched in Deschutes County and efforts are underway to bring 2-1-1 to all parts of the state.



Yamhill 2-1-1 is a partnership between
Yamhill County Commission on Children and Families and
United Way of the Mid-Willamette Valley.

www.yamhill211.org

