

**2-1-1 is an easy to remember phone number that connects individuals with resources in their community.**

With dozens of non-profit organizations serving Yamhill County, plus dozens of government agencies, finding help can be confusing and intimidating. Yamhill 2-1-1 is staffed by trained information and referral specialists who quickly assess the caller's needs and refer them to the help they seek. It's simple to remember, accessible to everyone at no cost, and available 8:00 a.m. – 6:00 p.m., Monday – Friday with translation available for over 100 languages.

**2-1-1 allows people to get help or give help.**

2-1-1 offers information on a broad range of services, including health services, food banks, after-school programs, affordable housing, childcare, education, elderly care, rent assistance, and literacy and job training. Referral specialists at 2-1-1 also link volunteers and donors to locations where their gifts may be most needed and matched with their interests.

**2-1-1 benefits our community.**

Because there are so many agencies and programs, the human services system is often confusing and time consuming for people seeking to get or give help. That causes not only frustration for everyone involved, but creates additional costs and inefficiencies. Misdirected and unnecessary calls use up scarce personnel and organizational resources. 2-1-1 saves time ( and that equals money) and enhances the human services experience for those needing assistance.

**2-1-1 enhances public safety and crisis recovery.**

From hurricanes and floods to incidents involving hazardous materials and potentially even terrorism, 2-1-1 call centers are the logical platform for building in emergency response communication capacity. In the wake of hurricanes Katrina and Rita, hundreds of thousands of gulf coast residents called 2-1-1 with many needs including shelter, medical, food and water, construction materials, mental health, and questions about the availability of, and application process for, federal, state, and nonprofit assistance. The 9-1-1 responders referred emergency calls to 2-1-1, freeing up 9-1-1 operators for life-and-death situations.

**2-1-1 is a private-public partnership**

Yamhill 2-1-1 is operated, and initial funding 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.

**2-1-1 is a planning tool.**

Yamhill 2-1-1 acts as an ongoing needs assessment. Tabulation of the number and type of help calls received can reveal changes in community health and well-being. This localized data helps agencies to better manage their programs and respond to changing needs.

