



May 28, 2019

Joint Committee on Ways and Means  
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**OCCYSHN**  
Oregon Center for Children and  
Youth with Special Health Needs

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Dear Co-Chair Johnson, Co-Chair Rayfield, and Co-Chair Steiner Hayward,

On behalf of the Oregon Center for Children and Youth with Special Health Needs (OCCYSHN) and the Oregon Family to Family Health Information Center (OR F2F HIC), we urge you to support and pass HB 2650 which will fund 211info. This important bill will allow for a 24/7 contact center and accelerate its impact by utilizing regionally-based Community Engagement Coordinators.

This funding—\$3.2 million for the biennium—would give all Oregonians, regardless of where they live in the state, access to highly trained 211info specialists via phone, text and email at all hours, every day of the year. This bill meets the needs of working families who can't access information during traditional business hours and strengthens communities by providing details on a wide range of resources. We depend upon 211info to link families of children and youth with special health needs to our agency and the specialized resources we provide.

211info is also a reliable partner in disaster response. It supports emergency services during wildfires, severe weather, floods, industrial accidents and other disaster. During disease outbreaks, including measles, pertussis and meningitis, 211info supports public health response by answering questions and providing referrals for consumers via phone call, text, email, mobile app, online database and a robust social media platform. Oregon families of children and youth

Currently, more than a third of 211info's contacts are turned away because they dial 211 outside its business hours of 8am-6pm weekdays. Expanded service hours will better serve the state contractors who need 24/7 service for their constituents; enable closer alignment with 911, mental health and domestic violence supports; and provide a framework for coordinated entry programs and other innovations.

OCCYSHN and the OR F2F HIC greatly value our partnership with 211info and strongly supports extending 211info's service hours. We look forward to a close collaboration with 211 in the next year and years to come.

Sincerely,

[Signed electronically]

Tamara Bakewell  
Family Involvement Manager

[Signed electronically]

Alison Martin, PhD  
Assessment and Evaluation Manager