

# Update: Oregon 211info Offers Information for People with Disabilities

New indicators make it easier to find accessible services

## Problem:

- According to the State Independent Living Council survey, 24% of people with disabilities in Oregon could not find a general health professional and 30% could not find a mental health professional that met their needs. They reported barriers such as inaccessible office spaces, inaccessible transportation, and lack of disability knowledge of health care professionals. People in rural areas often report even more problems finding accessible health services.
- 211info offers the public a database of more than 2,500 health and social service organizations, with over 4,000 agency sites covering all 36 Oregon counties.
- As part of its commitment to reaching all Oregonians, 211info provides space to report accessibility features of the services listed.
- However, the accessibility indicators in their database were very general and did not offer meaningful information. Individuals with disabilities would find it difficult to know whether an agency could accommodate their needs. Also, many agency sites in the database (64%) did not report accessibility indicators.

## Approach:

### New indicators

In 2022, the Oregon Office on Disability and Health worked with 211info to replace the existing accessibility fields with new indicators. With our Advisory Council, we developed a set of 8 indicators that fit into the existing 211info framework and were more meaningful to people with disabilities:

**Wheelchair access: full**  
**Wheelchair access: partial**  
**Accessible parking: private lot**  
**Accessible parking: nearby public/street**

**Accessible restrooms**  
**Virtual service options**  
**Staff trained in disability awareness**  
**Alternative communication formats**

We also partnered with Blue Path at Disability Action Center Northwest and the Northwest ADA Center to create a guide for agencies in the database to self-report accessibility features using the new indicators. With 211info, we developed outreach communications and instructions for agencies to update their accessibility information in the database.



In 2023, 211info pilot tested the new accessibility fields, self-report guide, and agency update process. The pilot area aligned with our Linkage Demonstration Project, targeting the 267 agencies in five counties of rural southwest Oregon included in the 211info database. Following this pilot, we reviewed lessons learned, made adjustments, and 211info rolled out the process statewide over the past two years.

Aims of this project are to increase the number of agencies that report accessibility features. It also improves the usability of accessibility information that is available to the public.



Crisis Hotlines



Housing &amp; Shelter



Utility Assistance



Child Care &amp; Parenting



Food

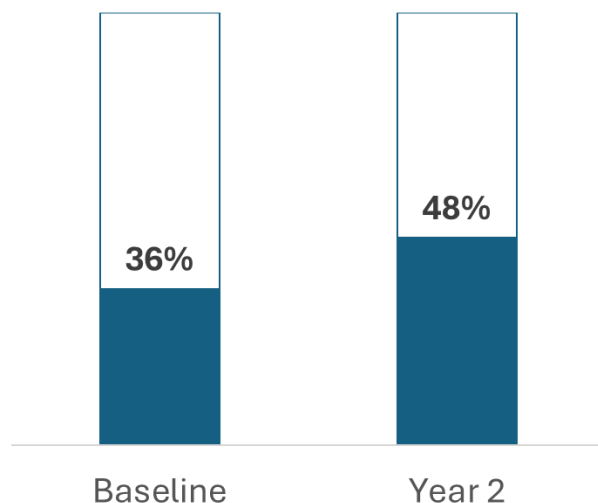


Basic Needs

## Results:

- Before the project, 36% (1578/4363) of all sites in Oregon provided indicators to 211info and the indicators used were not useful for many people with disabilities.
- Two years into the project, 48% of all sites in Oregon provided indicators to 211info and the indicators gave more meaningful information.
- Sites in all 36 Oregon counties provided updated accessibility data. This offers new accessibility information about services across urban, rural, and frontier areas.

### The proportion of sites providing accessibility information **INCREASED**



## Highlights

Among the 1977 sites reporting accessibility data:

- **95%** of sites report on wheelchair accessibility of their agency space. 21% report full accessibility, 74% report partial accessibility.
- **36%** of sites report accessible parking. 7% report on-street parking, 19% report private lot, 10% both.
- **31%** report accessible restrooms
- **15%** report alternative communication formats
- **16%** report virtual service options
- **16%** report staff trained in disability awareness

## Impact

- 211info is a widely used service, with 391,154 contacts in 2024.
- 28.3% of Oregon adults have disabilities, so **we estimate that 110,697 of 211info contacts have disabilities.** Greater accessibility information from such a widely used service creates population impact.
- There are 211 systems across the country. We share this project to increase reach beyond Oregon.