

# WELCOME! Community Action Advisory Board Meeting

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- This meeting is being recorded.
- Please identify yourself when talking so we can capture accurate minutes.
- Those attending in person please make sure to speak loudly so virtual attendees can hear you.
- “Chat” function is not available due to public disclosure rules.

- **Closed Captioning now available**



- Turn on Webex Assistant and follow the prompts to turn on closed captioning

- **Lock participant videos in Webex**

- Lock up to 6 participants to see them regardless of who is speaking
  - Each person can customize their own set of pinned participants
  - Hover over the thumbnail location you want to lock a participant to
  - Click on More  and select *Lock a participant to this location*
  - Select the participant from the list you want to lock in that position



# Agenda Items

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- Approval of July 2022 Minutes (action)
  - Treasurer Alishia Topper, Chair
- City of Vancouver Affordable Housing Fund and Homeless Services Updates (information)
  - Samantha Whitley, City of Vancouver
  - Jamie Spinelli, Board Member and City of Vancouver staff
- Stipends for Board Participation SB5793 Update (information)
  - Amy Roark, Board Member
- July 2021-June 2022 Outcomes Report
  - Rebecca Royce, Clark County Community Services



# CNA Task Force Creation (action)

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- Timeline: October 2022 through May 2024
- 10-12 total members
  - Up to 5 CAAB members can participate
    - 1 member to be chair of task force to provide updates to full board
  - Requesting 5-7 community member volunteers to bring an equity lens to the CNA and the process
    - Email will go out – please share
- Meeting frequency will vary, averaging monthly
  - Schedule and meeting date/time will be determined by Task Force members



# CNA Task Force Creation (continued)

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- Member Role

- Provide feedback on the draft Survey of Needs using an equity lens to improve access and understanding of the survey.
- Assist county staff to engage community members through forums to collect qualitative information for the CNA.
- Engage partner agencies, businesses, and faith communities to participate in the collection of qualitative and quantitative data (surveys, forums, etc).
- Provide feedback to staff on the draft CNA report.
- CAAB member participants to provide updates to the CAAB on the progress of the CNA.
- Inform community members about the CNA upon completion.





**Connect.  
Inform.  
Empower.**

# ABOUT ME

**Cara Kangas, CRS-DC**

Director of Partnerships

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503-416-2632

Pronouns: she/her



# 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:



**150-PERSON WORKFORCE**

**BILINGUAL STAFF AND ACCESS TO INTERPRETER LINE**

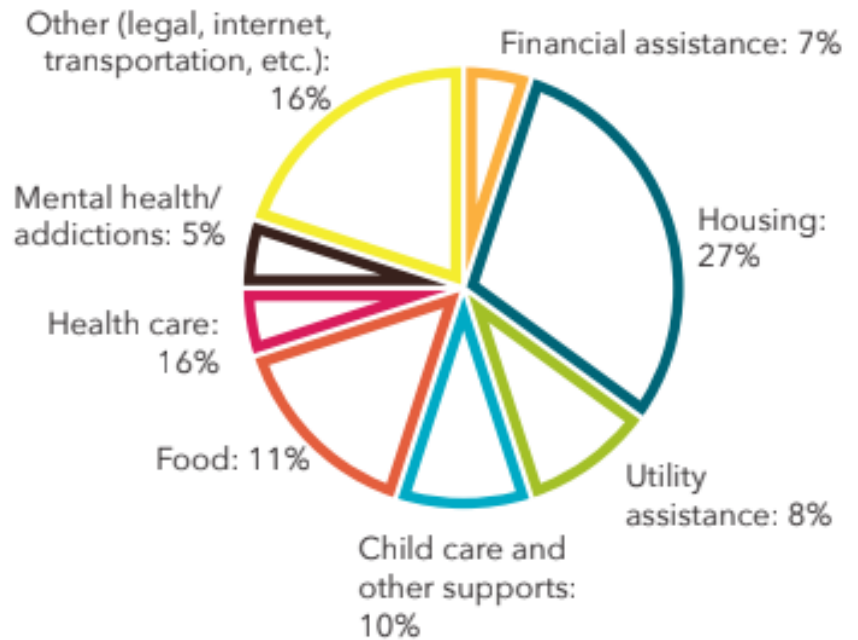
**ACTIVE LISTENING AND COMPASSIONATE SUPPORT**



**EQUITY-FOCUSED AND TRAUMA-INFORMED PRACTICES**

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

## Top requested needs





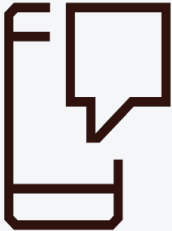
# How to contact 211



## 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*



# Our Capabilities



**Contact  
Center**



**Resource  
Database**



**Community  
Engagement**



**Data &  
Reporting**



Child Care Referrals



SNAP/Food Access Advocate



Maternal & Child Health



Foster Parent Support



Coordinated Entry/Housing



Emergency Services



Pesticide Reporting



Seasonal Programs

# Resource Database



**99%**  
**Annual  
Updates**



**2,500+**  
**Agencies**

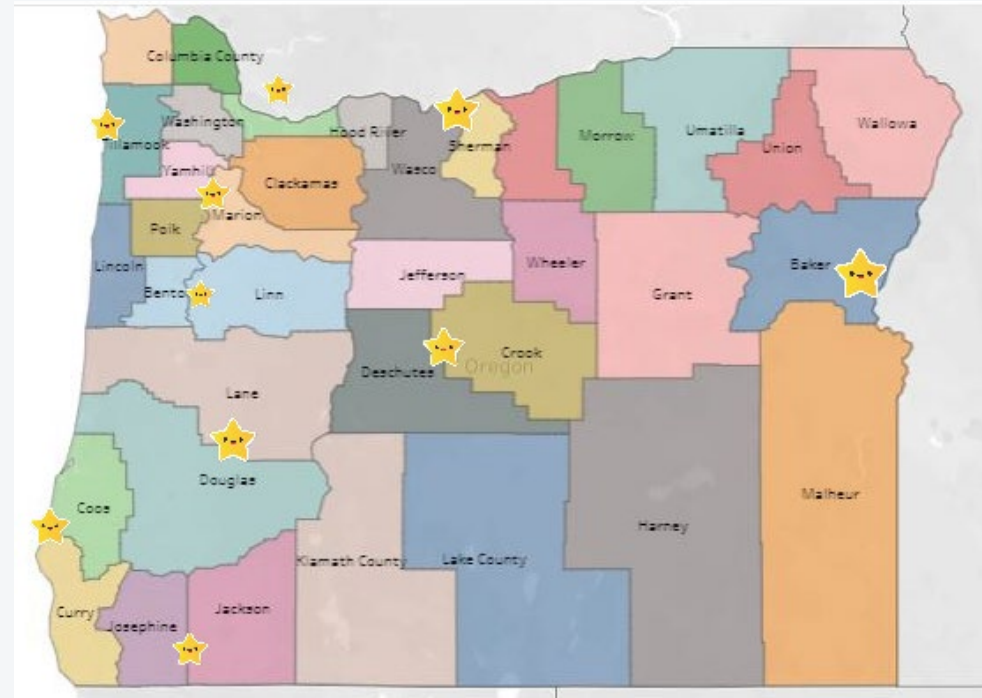


**29,500+**  
**Resources**



# Community Engagement

- Locally based bilingual Community Engagement Coordinators
  - Conduct outreach presentations
  - Attend community meetings
  - Work with social service providers to ensure our database meets local needs
- Access to multilingual marketing materials



# THANK YOU!



## CONNECT WITH US!

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

[help@211info.org](mailto:help@211info.org)



@211info on social media platforms



# January Meeting (information)

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- Scheduling Preferences
  - 1 full day: 9am-4pm, January 4th
  - 2 ½ days: January 4<sup>th</sup> 9-12 and 1 additional day, TBD
- Training Requests
  - Document Recording Fee Overview
  - Homeless Crisis Response System Overview
  - ROMA Overview
  - Other recommendations?



# Agenda Items

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- Legislative Advocacy Committee Update (information)
  - Treasurer Alishia Topper, Chair
- Open Forum (up to 3 minutes)
- Other Business

***Next CAAB Meeting:***

***November 2, 2022, starting at 9am***

