Ohio 2-1-1 and Disaster Relief
2-1-1 Overview

- 2-1-1 is an easy-to-remember three-digit telephone number serving as a gateway to health and human services 24 hours a day, every day of the year.

- Services are free to the public, multi-lingual and confidential. Accredited by Alliance of Information Referral Systems (AIRS). Certified staff.

- 2-1-1 centers may also provide help via chat, text and in-person.

- 93%-94% of the US population has access to 2-1-1 services in their area.
2-1-1 National Coverage

- Coverage is through a network of more than 200 2-1-1 centers
- 50% directly operated by United Ways; additional 25% funded by UWs
2-1-1 Nationwide Needs

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- More than 26 million website visits
- More than 13 million requests for help nationwide
- More than 2 million connections related to physical or mental health
- More than 3.9 million connections to housing or utilities assistance
- More than 1.3 million connections to food assistance
- More than 295,000 connections to education resources
Northeast Ohio

• 2006 & 2013 Floods

• 2-1-1 worked closely with their local EMA, Red Cross and VOAD to assist during both relief and recovery efforts

• 2-1-1 was named the primary point of contact by the Lake Co. Mayors & City Managers Association for non-emergency flood information

• 2-1-1 provided referrals to emergency shelters and community meal to those with urgent needs during the initial relief efforts.

• 2-1-1 connected callers with agencies that were assisting with financial assistance (furnace and hot water tank replacement/repair, etc.), and provided information on how to connect with FEMA during the recovery phase

• 2-1-1 connected callers with the volunteers from the Lake County VOAD to have their needs assessed for things like basement clean-up
Northwest Ohio

• **Unsafe Drinking Water**
  
  • 2-1-1 worked closely with their local EMA, Red Cross and the Area Office on Aging to track callers’ needs for water
  
  • 2-1-1 screened callers to determine if they could get to a water distribution site or if they were homebound and needed water delivered and provided referrals appropriately
  
  • 2-1-1 and also acted as rumor control about the situation, providing relevant facts and updates to callers
  
  • 2-1-1 developed and managed a spreadsheet to track all callers and their needs, as well as anyone who called and was interested in volunteering
  
  • 2-1-1 continues to work with the EMA and Red Cross every summer since to plan and prepare in case this happens again
Central Ohio

- 2012 Derecho Wind Storm in Licking and Knox

  - 2-1-1 partnered with the local EMA is response to the disaster. EMA & 9-1-1 gave out the 2-1-1 number as the number to call for non-emergency questions. Pathways 2-1-1 shared information we were gathering from callers including rumor control

  - 2-1-1 took calls for the Red Cross as their phones were knocked out during the storm. 2-1-1 also took calls for Licking EMA for a short period while their phone lines were down

  - 2-1-1 partnered with ham radio operators in Licking and Knox for information on ice and rumor control

  - There was a daily joint press conference on the radio to share information with the community. It also gave 2-1-1 a chance to interact with the utility companies. We were able to pass along the addresses of homes that still didn’t have power.
For More Information

Ohio AIRS  http://ohioairs.org/
National AIRS  https://www.airs.org
United Way Worldwide 2-1-1  http://www.211.org/