

Ohio 2-1-1 and Disaster Relief



2-1-1 Overview

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- 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.



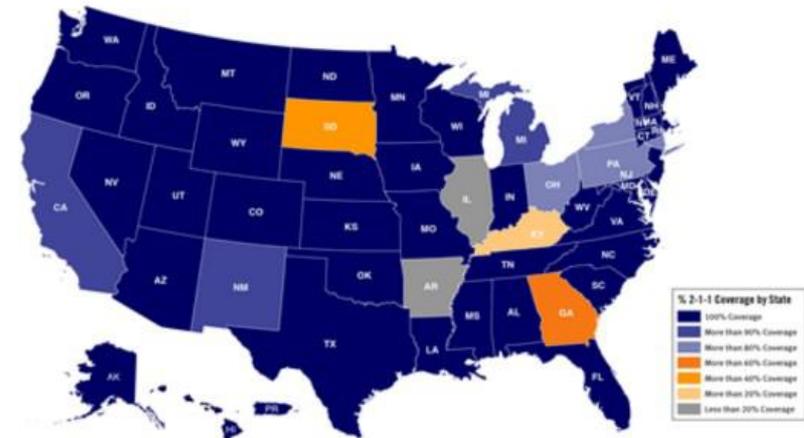
2-1-1 National Coverage

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

92.6% Overall Coverage

% of Population Covered* by 2-1-1 in Each State



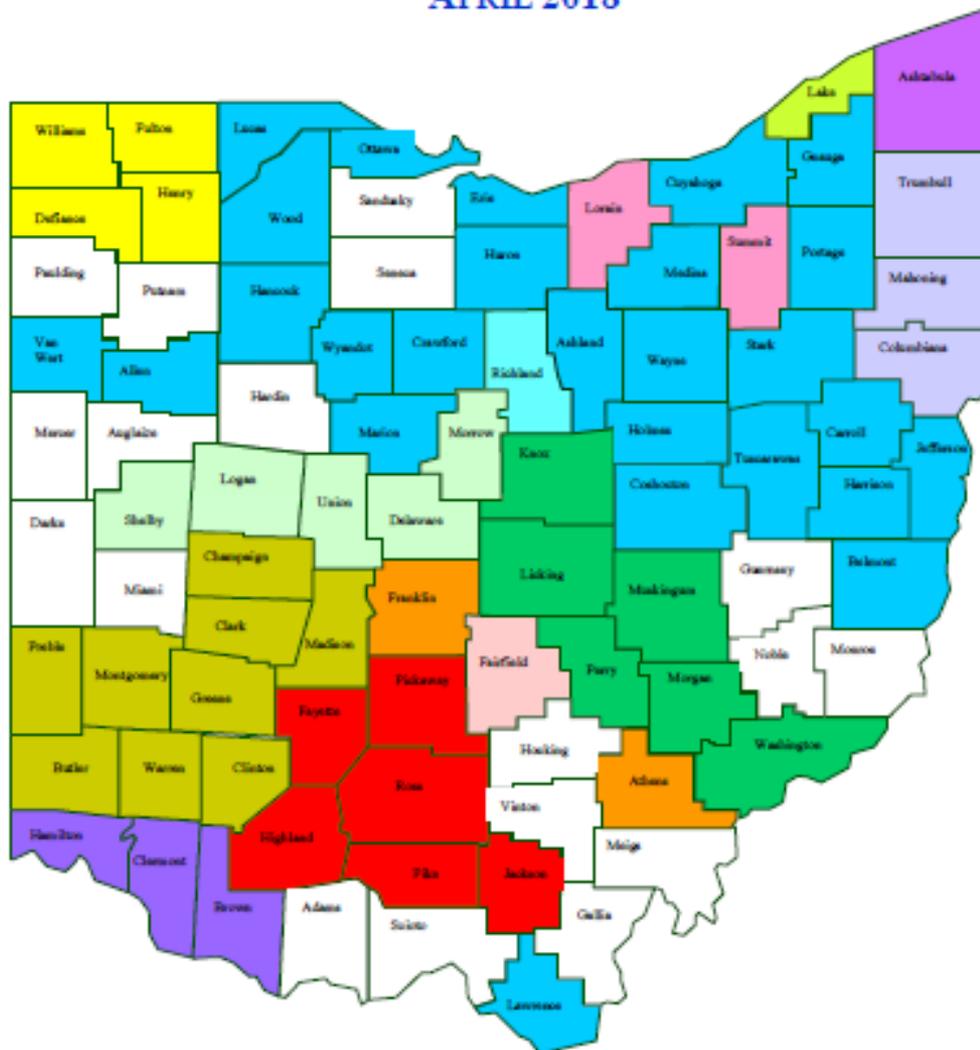
*Coverage is defined as populations with landline telephone access to 2-1-1 dialing codes.
Population based on 2010 Census

Data published by 211: February 2012
Map produced by United Way Worldwide: February 2012



2-1-1 Ohio Coverage

OHIO 2-1-1 CALL CENTER COVERAGE APRIL 2018

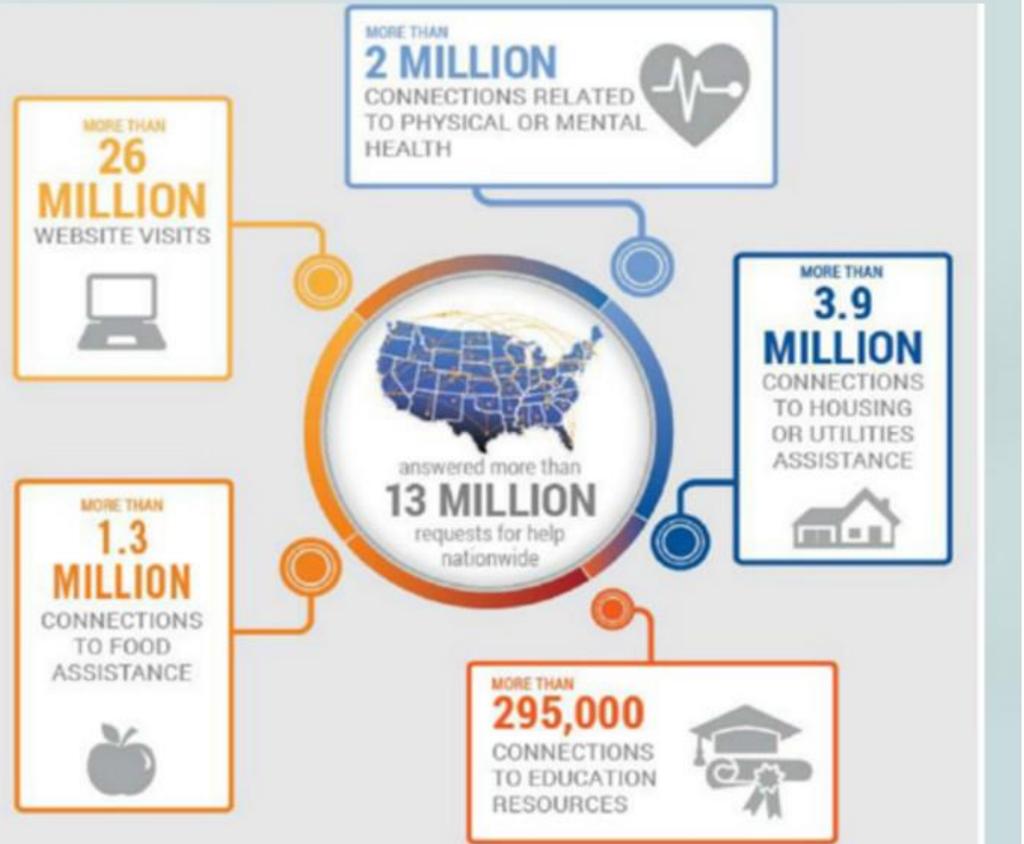


Ohio AIRS 2-1-1 Call Center Services	
	Family Services of Northwest Ohio (Napoleon)
	United Way of Greater Cleveland (Cleveland)
	Info Line Inc. (Akron)
	LifeLine Inc. (Painesville)
	Ashtabula County Community Action Agency (Ashtabula)
	Help Network of Northeast Ohio (Youngstown)
	First Call 2-1-1 (Mansfield)
	Helpline of Delaware and Morrow County (Delaware)
	Pathways of Central Ohio (Newark)
	Fairfield County 2-1-1 (Lancaster)
	HandsOn Central Ohio (Columbus)
	Scioto Paint Valley Mental Health Center (Chillicothe)
	United Way of Greater Dayton Area Helpink (Dayton)
	United Way of Greater Cincinnati (Cincinnati)



2-1-1 Nationwide Needs

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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 in 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/>

