



United Way's 2-1-1 Hudson Valley



ROLE DURING A DISASTER



2-1-1's Value During Emergencies

- 2-1-1's value is a readily accessible number capable of connecting citizens with needed services and has the means of aggregating resources and enhancing post-disaster assistance
 - 2-1-1 has conclusively demonstrated a significant contribution in times of an emergency including
 - Expanding capacity of the emergency response system
 - Managing unmet needs
 - Reassuring and assisting callers
 - Mobilizing and managing volunteers
 - Serving as intake for service providers
 - Sustaining critical connection to citizens
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2-1-1 Supports Emergencies

- Hurricane Irene
 - Flu related calls
 - Katrina related calls
 - 9/11 related calls
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2010 Snowstorm (February 25th)



1,800+ weather-related calls over 3 days

2-1-1's Role During an Emergency

- Specifically, in the event of an emergency, 2-1-1 will connect callers to real-time disaster related services including but not limited to:
 - Road Closures
 - Shelters/Disaster response centers
 - Food
 - Clothing
 - Volunteer Opportunities
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2-1-1's Capacity During Emergencies

- During a call surge, as a result of an emergency, United Way employees who have been trained will be deployed to provide support
 - Through a pre-existing agreement with the Volunteer Center serving Westchester and Putnam, volunteers will be called in and provided appropriate training to answer disaster related calls
 - 2-1-1's physical plant is equipped with 20 extra stations that include computers & telephones to manage call surges during times of a disaster and/or emergencies
 - Back-up generator with capacity to support all essentials in the entire building
 - 2-1-1 mobile response team
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2-1-1 Database & Telephone System

- VOIP which can utilize analog systems for optimal flexibility
 - Global-wide system capabilities
 - Remote location accessibility
 - Back-up support for other call centers
 - Allows reverse calling for telephone blasts
 - Example: Through our collaboration with the Office of Emergency Management's Special Needs Registry, 2-1-1 is capable of sending a reverse call to registered individuals
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Volunteer Vetting and Rumor Control

- Volunteer screening for incident-specific skills
 - Provide information related to disaster response centers
 - Provide information with regard to monetary and supply donations
 - Provide Health and Safety Information
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2-1-1's Long Term Recovery Role

- Disaster Recovery Guide
 - Engage in routine compilation, maintenance and distribution of disaster-assistance guides during times of both declared and non-declared disasters; FEMA expectation of local 2-1-1's website www.hudson211.org



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2-1-1 Contact Information

- Pat Anderson, Outreach and Emergency Management 2-1-1 Director
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Burning building? Call 911

Burning question?

Call 2-1-1
