

Increasing Access to Critical Services by:

Maintaining Current 2-1-1 Service and Infrastructure
Enhancing Disaster Response

2-1-1 is a phone number and website that anyone across the state can access 24 hours a day, 7 days a week, 365 days a year, to talk to a specialist for help related to every day needs or in time of natural disaster. 2-1-1 is completely confidential and available in 180 languages. In 2018, 2-1-1 received 1.8 million phone calls, 897,625 million web visits (exclusive of NYC), and just under 9,000 text-based contacts. In addition, 2-1-1 has many advantages including:

- ◆ Public private partnership. Six years of Legislative investment totaling \$7,487,950 has leveraged \$20,384,756 in local support (United Way, local governments, grants, contracts, etc.)
- ◆ The most comprehensive health and human services database of services like no other resource in the state with more than 29,000 agencies and organizations that provide 69,000 programs and services.
- ◆ Partner with state and local government.
 - ◆ Assisting Medicaid Redesign (DSRIP) Process. 2-1-1 is participating regionally in DSRIP, from providing an enhanced comprehensive directory of services, to providing client intake and screening and coordinating discharge planning and follow-up calls. In several counties, 2-1-1 is working with health care providers and transportation/mobility managers to meet patients' transportation needs for follow-up appointments. 2-1-1 can also provide assistance by phone or text-message with assessing needs and connecting people with services.
- ◆ Mobilize in times of disaster and recovery.
 - ◆ During the rescue phase, 2-1-1 is able to assess the needs of the caller to determine if a transfer to 911 is warranted, provide correct information on shelters, transportation, road closures, etc., and track unmet needs, thereby informing response and recovery decisions, resource allocation and engagement of assistance from outside parties.
 - ◆ During the response and recovery phase, 2-1-1 is able to provide referrals for basic needs – food, clothing, housing, ice, muck-out information, fans, de-humidifiers other items needed for clean-up; as well as referrals for mental health services.



United Way
of New York State

2020-21 Budget Requests

- ⇒ \$1.5 million to maintain current service and infrastructure, improve points of access to services, continue collecting and analyzing data, and increase outreach and public awareness.
- ⇒ \$500,000 to build infrastructure specifically for disaster response.