



## Maintaining Current 2-1-1 Service

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:

- 2-1-1 is a successful public private partnership. Thanks to ongoing Legislative support, 2-1-1 is now available statewide, 24 hours a day, 7 days a week, 365 days a year. Six years of Legislative investment totaling \$7,487,950 has leveraged \$20,384,756 in local support (United Way, local governments, grants, contracts, etc).
- 2-1-1 maintains a database of services like no other resource in the state. Databases of services across the state include information on more than 29,000 agencies and organizations that provide 69,000 programs and services.
- 2-1-1 provides critical connectivity to services. 2-1-1 is the gateway that connects those needing assistance to essential service (providing information about basic needs, income supports, job training, services for displaced workers, child care, early developmental screening, early learning opportunities, literacy, etc.).
- 2-1-1 helps local and state issues. For example, 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.

### 2020-21 Budget Requests

\$1.5 million to:

- Maintain current level of services (24/7/365) and provide seasonal resources for additional staffing needs during the tax season;
- Continuously improve infrastructure and points of access to 2-1-1 services;
- Collect, manage and analyze data;
- Provide outreach and public awareness; and
- Ensure that the system is ready in times of emergency.



## Enhancing Disaster Response

While initially developed to access human services day-to-day, 2-1-1 has proven critical in disaster response and long-term recovery. During times of disaster, 2-1-1 becomes the link to information, referral, assistance and crisis support as well as a conduit for current information. Specifically:

- **2-1-1 can mobilize in times of disaster.**
  - 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.
- **2-1-1 provides critical assistance to counties.** Across the state 2-1-1 has 39 agreements with county and municipal Offices of Emergency Management (20 written and 19 informal), and 16 agreements in progress.
- **2-1-1 can help coordinate and leverage services during times of disaster.** Information collected by 2-1-1 can be utilized for coordination of services by community providers, including Red Cross, Salvation Army, Catholic Charities and other disaster service providers.
- **2-1-1 can help coordinate and leverage services in recovery.** Beyond the immediate disaster, 2-1-1 is available to provide assistance to community residents beyond the emergency when other health and human services needs may arise.
- **2-1-1 can collect data on unmet needs.** During a disaster, in addition to direct referrals, 2-1-1 is able to provide a real-time summary of caller needs and unmet needs.

### 2020-21 Budget Requests

\$500,000 to build infrastructure specifically for disaster response and enhance 2-1-1's ability to respond in a timely and efficient manner.