

# Welcome to 211 Tampa Bay Cares, Inc.

## Role in Disaster

*Creating Connections Between People and Resources*

OUR FUNDERS:



© 2007 All Rights Reserved/2-1-1 Tampa Bay Cares, Inc.

**2-1-1 Tampa Bay Cares, Inc.**

# **Mission**

***Creating Connections Between  
People and Resources***

## What is 2-1-1?

2-1-1 is a FREE three-digit phone number for around the clock information and referral and crisis intervention services.

It provides a critical connection between individuals and families in need and the necessary, appropriate services provided by community-based organizations and government agencies.

2-1-1 Tampa Bay Cares provides 2-1-1 service to Pinellas, Hernando and Citrus Counties.



## Why Do We Need 2-1-1?

In the 2000 the Federal Communication Commission (FCC) set aside the three digit telephone number 2-1-1 throughout the U.S. to provide easy access to a broad variety of local community information.

- **24 hours a day/7 days a week**
- **Our services are free of charge**
- **Your confidentiality is protected**
- **No name identification is needed**
- **Live operator service**
- **Multi-lingual capabilities**
- **TTD/TTY Access**
- **\*For 3-digit blocked access, dial 727-210-4211**

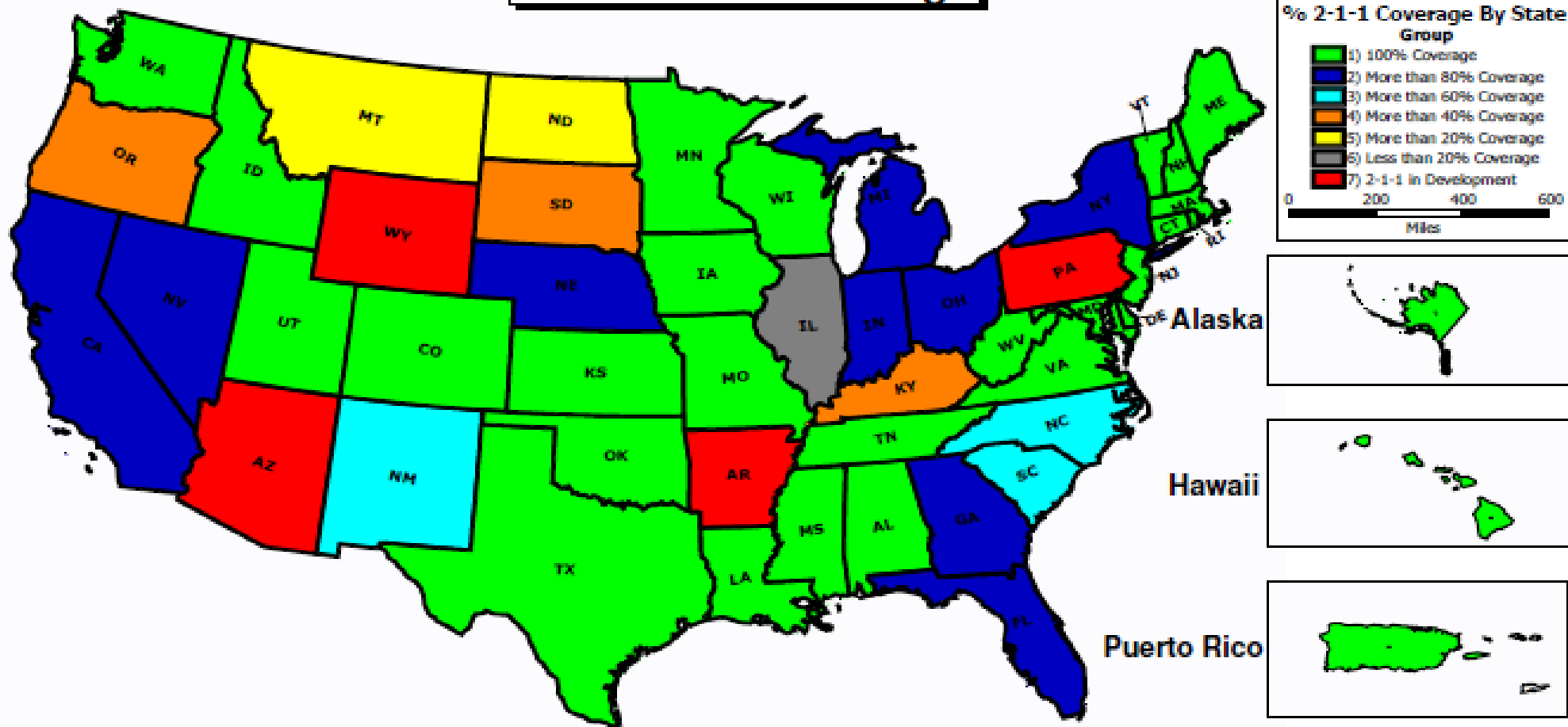
## 2-1-1 Pinellas

- 2-1-1 Pinellas – began in 2001
- Information and Referrals
- Crisis Intervention
- Over 90,000 calls per year
- Cell Phone/Digital Phone Access
- Pre-recorded Information Boxes
- Online Database

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



**81% Overall Coverage**



## 2-1-1 Connections To Services

- Support for Children, Youth and Families
- Physical and Mental Health Services
- Support for Senior Citizens & Persons with Disabilities
- Food, Shelter, and Clothing
- Financial Assistance
- Mentoring and Tutoring
- Prescription Assistance
- Back to School and Youth Camp Information
- Holiday Information
- Disaster Recovery Assistance



## 2-1-1 TBC Mission for Disaster/Emergency

2-1-1 TBC is recognized by Government as the primary source of information regarding human services resources for victims of major disasters in Pinellas, Citrus and Hernando Counties.

As a member of the countywide disaster recovery network 2-1-1 TBC's primary mission during times of disaster is to maximize community access to critical resources.

We will do so by adapting our normal information gathering and service delivery procedures to meet the circumstances of specific disasters.



## 2-1-1 TBC's Role

Pre and post disaster 2-1-1's focus expands to referrals for emergency information, to operational service providers and to disaster-specific services provided by the community.

2-1-1 will provide:

- Current and accurate disaster information and assistance,
- Maintained access to the 2-1-1 number,
- Website access to disaster related information and assistance,
- Maintained connection with local service providers regarding services available.

During the recovery phase of a disaster, 2-1-1 will provide information & referral and crisis intervention services on health and human service issues as well as information & referral for volunteer and donation opportunities in Pinellas, Hernando and Citrus Counties.

# Four Stages of Disaster

## Stage One: Preparedness/Mitigation

During this stage, callers may be in need of the following:

- Evacuation Routes
- Emergency Shelters including Special Needs and Pet-Friendly Shelters
- Special Needs Transportation
- Emergency Supplies such as plywood, sand bags, water, generators, etc.

## Four Stages of Disaster

### Stage Two: Response

Traditionally, the response during and immediately following a disaster or other widespread emergency would fall to governmental (i.e.: local, state and federal Offices of Emergency Management, FEMA, Homeland Security) and agencies like the American Red Cross and Salvation Army who have long-rooted missions in disaster services. The role of the local I&R services is usually minimal.



# Four Stages of Disaster

## Stage Three: Relief

It is in this stage that the community will begin to recover from the disaster and the services of the 2-1-1 Tampa Bay Cares will be most needed.

- Disaster Recovery Centers
- Food, Water, Tarps, Ice
- Temporary Housing
- Volunteer/Donation Opportunities
- FEMA/SBA information
- Crisis Intervention

This stage could last from a few days to months, depending on the type of Disaster/Emergency and the impact to the Community.



## Four Stages of Disaster

### Stage Four: Recovery

During this stage, which may be from a few weeks to a few years post disaster changes in the community will become more apparent. Response agencies may move out, leaving the community to begin the re-building process.

Needs of callers will change from a more immediate nature to long-term issues such as rebuilding homes, relocation, loss of employment, etc.

# Disaster Recovery Leadership Network

## What is the DRLN?

Network of organizations that have clear emergency management functions or are a major funder of health and human service programs in Pinellas County.

Established by the Health and Human Services Coordinating Council (HHSCC) to work with community partners to develop plans for the provision of health and human services after a disaster.

Provides direction and guidance for the preparedness and response activities, and serves as the central decision making point to establish health and human service priorities and resource allocation.

## Representatives include:

- funding agencies
- government bodies
- the school board
- critical health and human services agencies (2-1-1, Red Cross, Salvation Army, etc.)

## 2-1-1 TBC Communications

### **The Public/2-1-1**

The public is expected to contact 2-1-1 as soon after a disaster as they are able to use a computer or telephone. 2-1-1 TBC is the major source of information regarding human services resources on a daily basis, and certainly will remain so after a disaster.

### **Health & Human Service Agencies**

Health and human service agencies will be asked to provide information about their status as soon as possible after a disaster. Agency Status Reports will be used to collect this agency information. The information will flow through 2-1-1 TBC, and will be shared with the DRLN Recovery Managers and Emergency Management.

### **Recovery Management Center/2-1-1 Leadership**

The DRLN has appointed key staff members to staff a Recovery Management Center. The Recovery Managers will work closely with 2-1-1 TBC Leadership to: receive information on agency status; coordinate the management of the agency resources to maximize service availability; and coordinate with Emergency Management ESF 8 desk about services being provided, assistance needed, and other critical issues.



## 2-1-1 TBC's Role

- Shared in real-time EM disaster information between the Pinellas County Citizens Information Center and 2-1-1
- Answer calls from and provide I & R (Information & Referral) to the general public
- Field initial calls from local non-profits regarding operational status and capacity
- Disseminate information to Emergency Management, DRLN partners and Recovery Managers



**Questions?**

*Get Connected. Get Answers*

**Stephanie Walker**  
**Training, Outreach & Disaster Manager**  
**Phone: 727-210-4237**  
**Email: [stephaniew@211tampabay.org](mailto:stephaniew@211tampabay.org)**

**Thank you!**