

2-1-1 RESPONDS TO URGENT NEEDS



2-1-1 assists in times of disaster and widespread need

FACT

2-1-1 partnered with local VOAD and emergency management agencies to respond to highly localized flash flooding and other natural disasters in Pennsylvania.

During highly localized, but damaging flash flooding in the fall of 2018, PA 2-1-1 partnered with PEMA and local VOADs to gather damage assessment information needed to make the case for assistance and registered 69 callers into Crisis Cleanup. When the history-making snowstorm hit Erie in December 2017, PA 2-1-1 responded to 1,264 requests for help and were able to screen callers for eligibility for Team Rubicon snow shoveling services.¹

FACT

2-1-1 stood up a statewide text response to support employees impacted by the partial federal government shutdown who did not know when they would receive their next paycheck.

In January 2019, 187 individuals subscribed to text resource alerts which were pushed out by PA 2-1-1 daily to help connect people to help and identify their options to balance household needs. 237 people who identified themselves as impacted by the shutdown contacted 2-1-1 directly for assistance with food, utilities, housing payments, child care or transportation. United Way and 2-1-1 worked together to assemble a list of resources on a mobile-responsive web page, and more than 1,000 unique users accessed it.¹

FACT

PA 2-1-1 is part of a national network of contact centers who we can call upon to help Pennsylvania respond to large-scale regional or statewide disasters.

Pennsylvania 2-1-1 contact centers have come to the aid of other 2-1-1s in locations such as Florida to help in times of high need such as hurricane response through both phone and text support. During Hurricane Irma, several PA 2-1-1 centers were activated to help Floridians. 2-1-1s in the United States regularly provide assistance across state lines to respond to flooding, wildfires, hurricanes, and even man-made disasters such as the September 11 attack.

PLEASE VOTE TO INCLUDE FUNDING FOR PENNSYLVANIA'S 2-1-1 SYSTEM IN THE STATE BUDGET TO SUPPORT 2-1-1'S CAPACITY TO HELP OUR COMMUNITIES IN TIMES OF DISASTER OR GREAT NEED.

WHAT IS 2-1-1?

Every hour of every day, people need essential human services. Through 2-1-1 people connect to a wide range of services from disaster relief to utility assistance, senior citizen programs, emergency food, job counseling, youth programs and much more. The information provided comes from the 2-1-1 statewide resource database. The common software also records information about consumer contacts and needs. PA 2-1-1 is the single-most comprehensive source of assistance and volunteer information covering all sectors of service both private and public.

2-1-1 IN PENNSYLVANIA

2-1-1 is a health and human services referral line that has been established nationwide for the past 20 years. Last year, more than 200,000 Pennsylvanians contacted PA 2-1-1 for help on a range of issues. These are veterans, victims of drug and alcohol addiction, seniors, and job seekers, among many others. Currently, PA 2-1-1 receives a majority of its funding from the Pennsylvania United Way network, but also receives investments from state government and private entities.

2-1-1 strives to be a public-private partnership for information and referral via all communication channels.

For the past two fiscal years, Pennsylvania committed \$750,000 to 2-1-1. We urge the state to continue to partner with United Way to grow the 2-1-1 service. We are asking for a \$1.5 million annual investment to build the 2-1-1 network and increase the consistency of services across the state. With this continued investment, PA 2-1-1 can enhance its current capacity to help more residents on their path to self-sufficiency, and provide data to drive human service planning and policy improvements.

United Way and PA 2-1-1 hope to increase efficiency and effectiveness by partnering to eliminate silos for state information and referral functions, currently housed in multiple state agencies. PA 2-1-1 has partnered with state government on a couple initiatives, but plan to continue to build our partnership to provide information and referral services, as well as to provide data to all community based organizations, health care providers and others who have an interest in addressing social determinants of health. PA 2-1-1 has also been activated during disaster response to help with public information, rumor control, volunteer and donation coordination as well as non-emergency contacts. We can continue to build capacity within the 2-1-1 system to further our partnership with PEMA and FEMA to have a disaster relief strategy in place, so 2-1-1 can be used as an information line and leave 9-1-1 open for emergencies.

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To find out more about how you can help:

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