

# Memorandum



DATE April 22, 2010

TO Honorable Members of the Quality of Life Committee: Pauline Medrano (Chair), Vonciel Jones Hill (Vice Chair), Carolyn R. Davis, Angela Hunt, Sheffie Kadane, David A. Neumann, Steve Salazar

SUBJECT 2-1-1 Connecting People and Services Briefing

On Monday, April 26, 2010, you will be briefed on the 2-1-1 Connecting People and Services presentation by Martha Blaine, Executive Director of the Community Council of Greater Dallas and Debby Thornton, Director of 2-1-1 Texas – Dallas Region. The briefing material is attached for your review.

If you have questions or need additional information, please let me know.

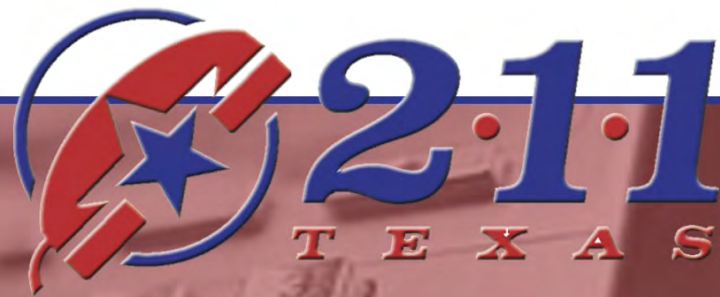


Forest E. Turner  
Assistant City Manager

cc: Honorable Mayor and Members of the City Council  
Mary K. Suhm, City Manager  
Deborah A. Watkins, City Secretary  
Thomas P. Perkins, Jr., City Attorney  
Craig D. Kinton, City Auditor  
Judge C. Victor Lander, Judiciary  
Ryan S. Evans, First Assistant City Manager  
A.C. Gonzalez, Assistant City Manager  
Jill A. Jordan, P.E., Assistant City Manager  
Jeanne Chipperfield, Chief Financial Officer  
Frank Librio, Public Information Office  
Helena Stevens-Thompson, Assistant to the City Manager



COMMUNITY  
COUNCIL  
of GREATER DALLAS



# *Connecting People and Services*

2-1-1 Texas North Central Texas Region -- Dallas



# WHERE DO YOU CALL?

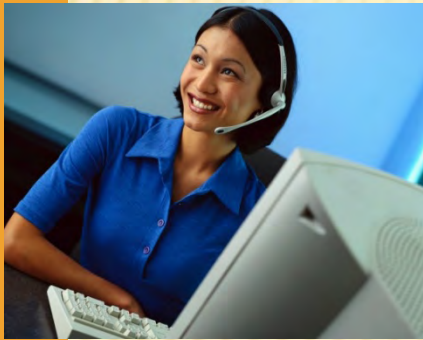
- ✘ Where does Hilda Molina call to find a community food pantry near her home?
- ✘ Where does Emily Smith call to find out how she can help in the search of Elizabeth Smart?
- ✘ Where does D/FW Airport call to find out about available options for distressed passengers?
- ✘ Where do you call to help find resources for one of your clients?

# 2-1-1 OF COURSE!



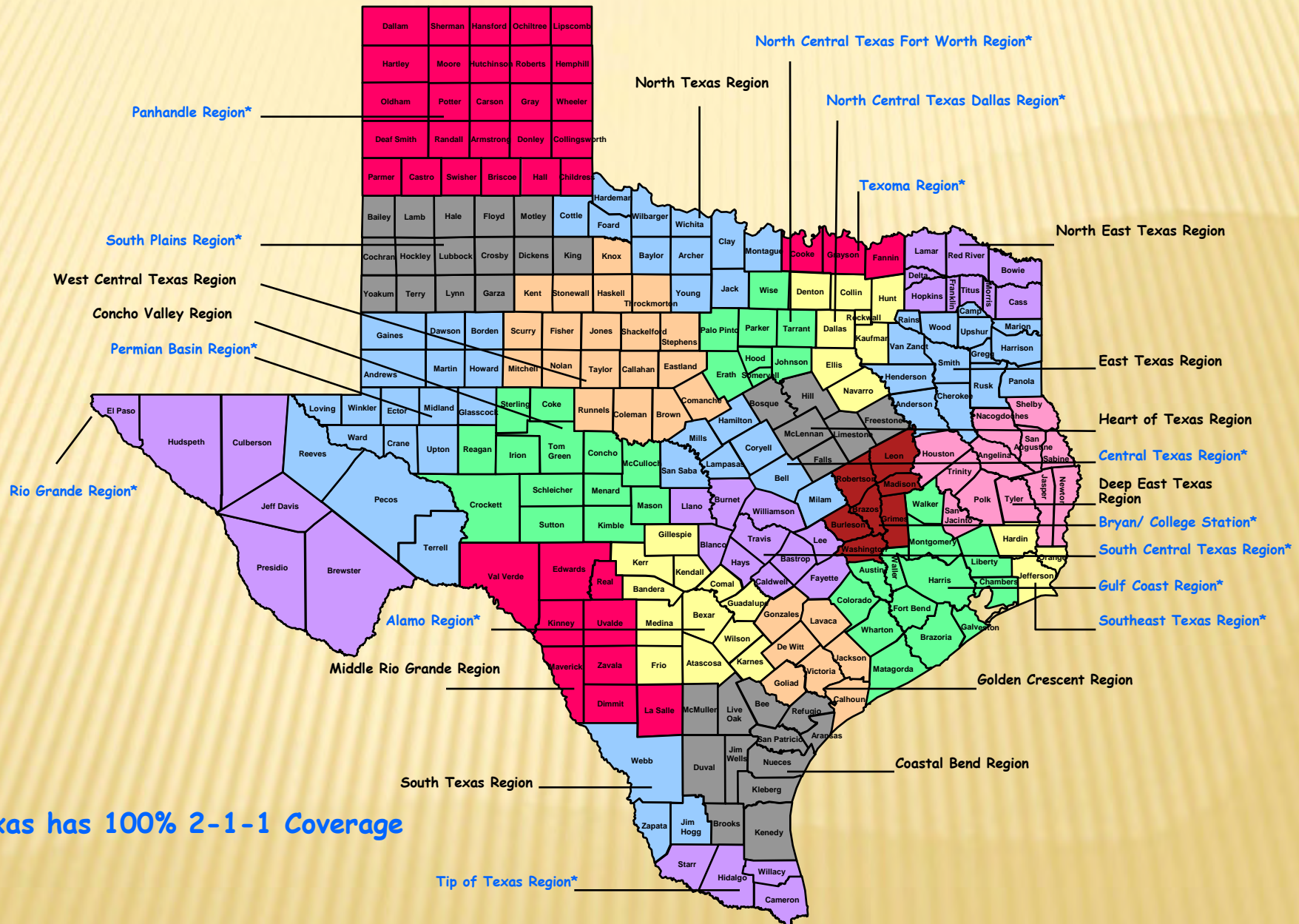
- ✘ Hilda Molina called Connecticut 2-1-1
- ✘ Emily Smith telephoned Salt Lake City 2-1-1
- ✘ David Wilson contacted Atlanta 2-1-1
- ✘ 2-1-1 Texas InfoLine at the Community Council of Greater Dallas

# 2-1-1 NATIONWIDE



- ✘ 2-1-1 serves over 241 million Americans (more than 80% of population) covering all or part of 46 states, plus Washington, D.C. and Puerto Rico.
- ✘ More than 28% of the population of Canada have access to 2-1-1.
- ✘ These numbers increase every few weeks.
- ✘ Pending legislation for government support of 2-1-1 nationally.

# 25 AIC PARTNERS FOR STATEWIDE COVERAGE



\*Texas has 100% 2-1-1 Coverage

# WHAT IS 2-1-1?

- ✘ 2-1-1 is a national abbreviated dialing code for free access to health and human services information and referral
- ✘ People who call 2-1-1 in Texas will be connected directly to their regional Area Information Center (AIC)
- ✘ Regionally, Community Council of Greater Dallas is the AIC, serving Collin, Denton, Dallas, Ellis, Hunt, Rockwall, Kaufman, and Navarro Counties

# WHAT IS 2-1-1?

- ✘ 2-1-1 is available 24 hours a day, 7 days a week, 365 days a year.
- ✘ Answered by professionally trained, certified 2-1-1 Specialists.
- ✘ Calls are answered locally.



# 2-1-1 BENEFITS

- ✘ Easy to remember 3-digit dialing code
- ✘ Always on! 24/7
- ✘ Multi-lingual and TTY/TDD
- ✘ Eliminates confusion about “where to call” for health and human services
- ✘ Provides accurate information to the public
- ✘ Gives Human Resource Management and employees one number to call when in question or crisis
- ✘ Comprehensive database with regional resources and statewide with online access
- ✘ Eliminates inappropriate 9-1-1 calls
- ✘ Statistical reports identify community needs and gaps in services
- ✘ Provides Homeland Security and Disaster support

# WHAT ARE THE NEEDS?

## Dallas County

Utility Assistance

Food

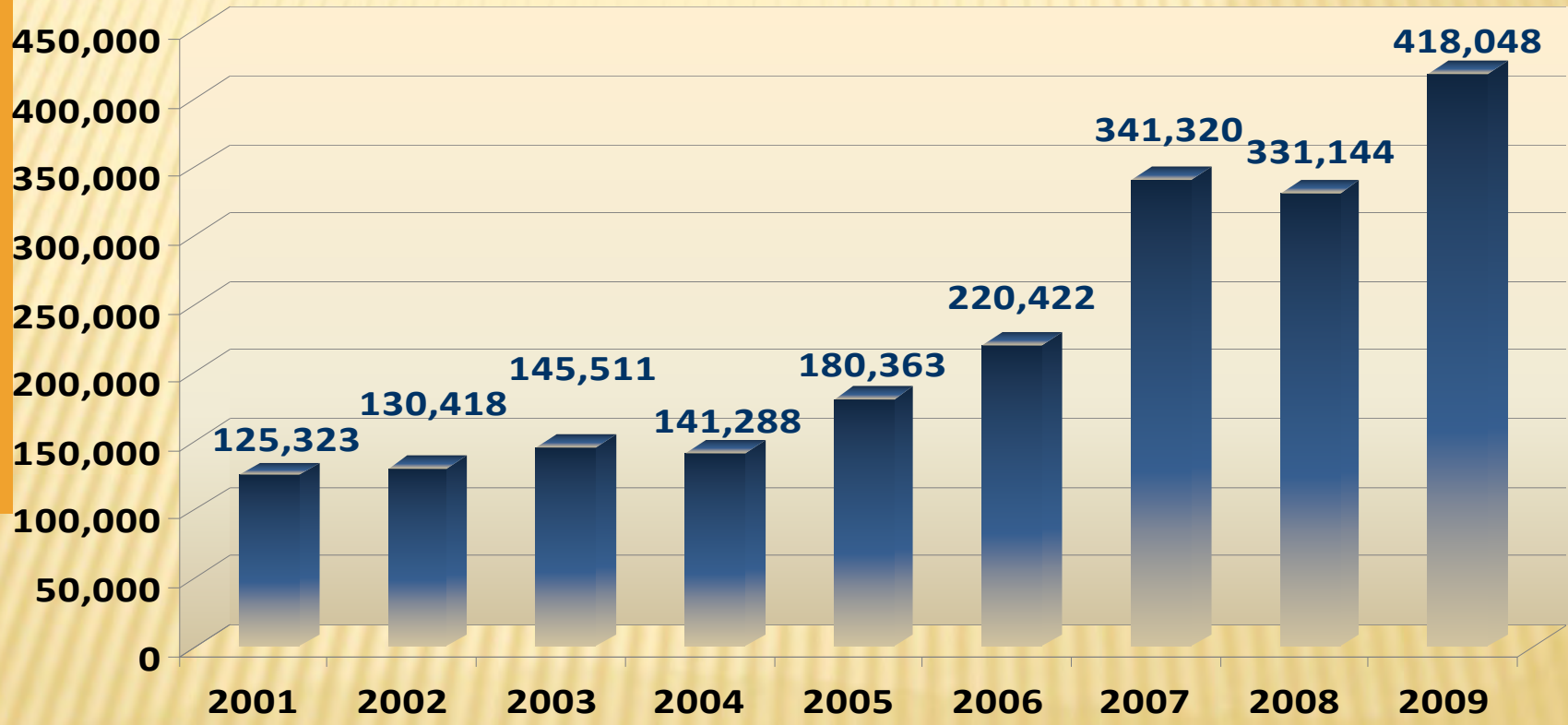
Rental Assistance/Shelter

Affordable Housing

✘ Medical Assistance



# Calls To 2-1-1 By Year



# DALLAS COUNTY TOP TEN NEEDS

	2009 Requests	% Change 2008
Electric Bill Payment Assistance	108,421	15%
Rent Payment Assistance	74,806	13%
Food Pantries	45,099	20%
Water Bill Payment Assistance	15,934	9%
Gas Bill Payment Assistance	12,764	-18%
Food Stamp Applications	12,528	0%
Homeless Shelters	7,625	41%
Housing Authorities	6,646	34%
Transitional Housing/Shelter	6,279	15%
Medicaid Applications	6,17	-20%

# STATEWIDE ROLE OF 2-1-1 TEXAS



- **Disaster and Emergency Management Support**

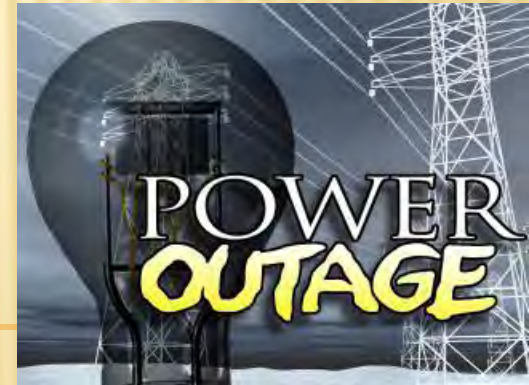


- **Homeland Security Support**



- Provide Basic Information and Referral

# 2-1-1 Citizens Link to Critical Information



*2-1-1 is Texas' public communications link for assistance in disaster response and homeland security preparedness*

# 2-1-1 TEXAS

## Homeland Security & Disaster Response Assistance

- ✘ Authorized Information Dissemination to Public
- ✘ Rumor Control – Accurate Information
- ✘ Regional and Community Response
- ✘ Disaster Response Support
- ✘ Crisis Intervention and Human Services Coordination
- ✘ Volunteer and Donation Coordination

**[We] encourage states to establish a 2-1-1 telephone system from which victims can get shelter information, where [Disaster Response Centers] are, what the hours are, locations and telephone numbers."**

**-- FEMA, 2005 Hurricane Season After-Action Report**

# 2-1-1 COMMUNITY RESOURCES LOCAL DISASTER CAPABILITIES



## 2-1-1 AIC

### Technology & Support Capabilities

#### Needs of the Community

- Disaster I&R
  - Preventive
  - Response
  - Relief
  - Recovery
  - Mitigation
- Basic Needs
  - Shelter
  - Water
  - Food
  - Clothing
- Emotional
  - Emergency
  - Stabilization
  - On-going
- Medical
  - Emergency
  - Directions
  - Information
- Special Needs
  - Children
  - Elderly
  - Handicapped
- Spiritual/Religious

- 24/7/365 Service
- State-wide 2-1-1 access
- Scalable Telephone Stations
- Auto-Call Distribution System
- Off-site capability
- Multi County Health & Human Services database
- Multi County Community Info. Center
- Links to specialized I&R's
- Call Data Collection capability (Document Need)

#### Resource Examples

- 311
- 911
- COG
- Chaplains
- County
- FEMA
- Fire, Police & Sheriff
- Food Bank
- Interfaith
- Medical
  - City
  - County
  - Federal
  - Private
  - State
- Military Resources
  - Active Duty
  - Retired
- Red Cross
- Salvation Army
- Specialized I&R
  - AAA
  - Battered Women's Shelter
  - Rape Crisis Center
- TDMHMR
- TDSHS
- Other resources by region



# QUESTIONS



# CONTACT



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