

Memorandum



DATE February 18, 2010

TO Members of the Budget, Finance & Audit Committee:
Jerry R. Allen, Chair, Ann Margolin, Vice-Chair, Vonciel Jones Hill, Angela Hunt, Delia D. Jasso, Ron Natinsky, David A. Neumann

SUBJECT 211 Community Council Briefing

The Budget, Finance & Audit Committee's February 22, 2010 agenda includes the Subject briefing. Ms. Martha Blaine, Executive Director, of the Community Council of Greater Dallas will brief the Committee. Her briefing materials are attached.

Should you require additional information, please let me know.



David K. Cook
Chief Financial Officer

Attachment

C: Honorable Mayor & Members of the City Council
Mary K. Suhm, City Manager
Deborah A. Watkins, City Secretary
Tom Perkins, City Attorney
Craig Kinton, City Auditor
Ryan S. Evans, First Assistant City Manager
A. C. Gonzalez, Assistant City Manager
Jill A. Jordan, P.E., Assistant City Manager
Forest E. Turner, Assistant 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
- ✘ Don Williams contacted Atlanta 2-1-1
- ✘ 2-1-1 Texas InfoLine at the Community Council of Greater Dallas

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

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



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.

STATEWIDE ROLE OF 2-1-1 TEXAS



- **Disaster and Emergency Management Support**



- **Homeland Security Support**



- Provide Basic Information and Referral

2-1-1 COMMUNITY RESOURCES LOCAL DISASTER CAPABILITIES



2-1-1 AIC

Technology & Support Capabilities

Needs of the Community

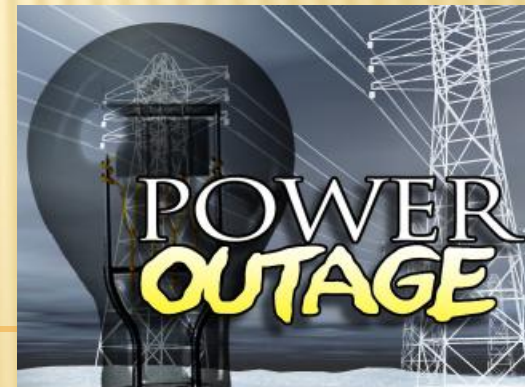
- Disaster I&R
 - Preventive
 - Response
 - Relief
 - Recovery
 - Mitigation
- Basic Needs
 - Shelter
 - Water
 - Food
 - Clothing
- Emotional
 - Emergency
 - Stabilization
 - On-going
- Medical
 - Emergency
 - Directions
 - Information
- Special Needs
 - Children
 - Elderly
 - Handicapped
- Spiritual/Religious

- 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

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

QUESTIONS



CONTACT



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