

211 Santa Clara County

a program of United Way Silicon Valley

*Disaster Response/Recovery
Daily Needs & How City/Town Staff Can Benefit*

*Cities Association of Santa Clara County
May 12, 2011*



211 for everyday needs and in times of disaster



During disaster response and disaster recovery, 211 receives public information directly from the County Emergency Operations Center

When 211 receives information...

We update:

- 211 disaster database
- 211 call center

Call center has 170+ language capacity

Answered by a live person

- 211 website www.211scc.org



One Call...Many Resources

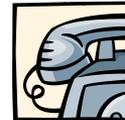
**My house was damaged.
Where do I start?**



**I Don't Know
Where to Turn**



**Which roads are closed
due to the disaster?**



**I Want to
Donate**



**211 Santa Clara
County,
How may
I help you?**



**Yes, I have the
information
you need**

**Just One Call to Receive
Multiple Referrals**

**Water &
Food**

**Evacuation
Routes**

**Crisis
Hotline**

**Emergency
Shelters**

General Message to the Public

If you, or someone you know, need help with issues such as housing, health care, senior services, child care, legal aid or if you just don't know where to turn, call 211.

In times of disaster response and recovery, call 211 for evacuation, shelter, water, school closures and other information.



Together, we'll find options.

How can 211 assist cities?

Helps to reduce the number of inappropriate 911
and non-emergency police calls

From Morgan Hill PD:

- Reporting party called advising she had been staying at the women's shelter and they told her she was no longer welcome there and had to move her belongings out by 5pm that day. She was at an AA meeting when she received the notification and had nowhere else to go.
- Reporting party called stating his neighbors behind him had video taped his dog and turned the tape over to his HOA in reference to his dog barking. This action created an on going neighbor dispute.

Encourage dispatchers to let callers know that they can call 211

How can 211 assist cities?

Helps to reduce the number of inappropriate 911 calls

- Reporting party who is a cancer patient had been staying at a local hotel but was out of money and needed a place to stay. She also had no way to get back and forth to her medical appointments.
- Reporting party called asking who he could surrender a dog to that belonged to a family member that had recently passed away. He had no one who could take care of the animal.

Encourage dispatchers to let callers know that they can call 211

How can 211 assist cities?

Where do residents get flu shots and whooping cough vaccinations?
Subsidized housing & summer meals?

- We receive vaccine information directly from Public Health
- 211 has many housing resources, to assist with landlord/tenant issues, evictions, rental/deposit assistance, and homeless individuals needing help
- Summer meal locations often change. 211 receives information directly from Second Harvest Food Bank.

Encourage front desk staff to
Simply refer residents to 211

How can 211 assist cities?

Police, fire and other public safety officers can carry the 211 cards

- Milpitas Fire has 211 cards in all fire rigs and fire stations
- Several Police Chiefs have distributed 211 cards to their officers
- Parks and recreation, and public works staff may also benefit, if they interface with the public at large

Are there any additional ways in which 211 may be of assistance to you?

THANK YOU to the supporters of 211 Santa Clara County
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United Way Silicon Valley

FIRST 5 Santa Clara County

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City of Mountain View

City of Santa Clara

City of Campbell

City of Cupertino

City of Gilroy

City of Monte Sereno

City of Saratoga

Town of Los Gatos

Town of Los Altos Hills

The **mission** of 211 SCC

is to provide the communities of/within Santa Clara County with comprehensive and innovative information and referral services that empower people to lead self-sufficient and enriched lives.



Which 211 materials would you like to receive?

There's a clipboard--just write your name & circle what you'd like

