

2-1-1 System Roles in Disaster

2-1-1 is recognized by local municipalities, agencies and FEMA as the primary source of information regarding human services resources for victims of crisis. As a member of the countywide disaster response network 2-1-1 San Bernardino County's primary mission during times of disaster is to maximize community access to critical resources.

It is essential to understand that 2-1-1 does not replace or threaten any of the existing disaster preparedness infrastructures. What it does do is offer another layer of possibilities to the existing response system. 2-1-1 is a combination of information management, easy access for the public, live call specialists and connection to a comprehensive web of services and service providers.

The following is an initial look at potential functions of 2-1-1 in San Bernardino County during and following a disaster.

1. **Manage and track available resources** – see the list at the end of this paper for a list of resource categories that the 2-1-1 database can maintain. As with other resources in the database, the disaster resources must be updated annually.
2. **Manage and track requests for resources** – have a back-up plan for augment the number of information and referral (I&R) call specialist available to answer the telephones. When 2-1-1 was used following the September 11 events, the use of 2-1-1 system was 90% higher than use of 1-800 numbers. Call volume could easily increase by 100%. Connecticut 2-1-1 system trained Department of Social Service workers as back-up telephone support. Their center had adequate telephone hardware capacity to handle the increased volume of calls.
3. **Provide comfort and assurance** – people will need a place to call. Call specialists need to be prepared to listen to a variety of needs, many times just the need for people to connect with someone. The 2-1-1 system offers an easy-to-remember telephone number that invites people to call.
4. **Volunteer management** – because 2-1-1 and the Hands On Inland Empire network are housed next door to each other, both programs of Inland Empire United Way in coordination with Desert Communities United Way and Mojave Valley United Way, there is already excellent communication and coordination between 2-1-1 and volunteer management. The incidence of spontaneous volunteerism is enormous following a disaster. We are working to build volunteer management teams that will be prepared in multiple areas of the county to manage unaffiliated and affiliated volunteers. 2-1-1 becomes an easy link for people wanting to volunteer to know where to go to help.
5. **Donation management (both financial and in-kind)** – Behind spontaneous volunteerism comes spontaneous donations. Recommendations from United Way of America (UWA): If there is an organization that has been designated in the municipal

emergency management plan, have a memorandum of understanding in place with those organizations about appropriate donation management referrals. United Way of America is drafting a training to outline models for financial donation management. American Red Cross and Salvation Army will probably run their own media donation campaigns, but a community-wide campaign for funds may need to occur to make sure that the community has the funds necessary to recover. The information and referral center could be the financial information provider or it could even take telephone donations via credit card on behalf of the entity designated in a community to manage the donations. In-kind donation management is usually written into the Office of Emergency Management (OEM) plan. Follow those instructions. If it is not, the information and referral center may ultimately end up handling those calls.

Try to use the local food bank (member of Second Harvest network) for all packaged food donations. If the community has a Gifts-In-Kind Program member, that organization may have the capacity to manage the spontaneous donations. Rule of thumb: most disaster victims do not need large quantities of donated clothing; please try to discourage these donations. American Red Cross will not accept used clothing or furniture, only new. The Salvation Army reserves the right to re-sell them in their thrift stores. Consider offering these organizations access to the 2-1-1 system to answer the phones, access their tracking systems, follow specific protocols for screening referrals to the Volunteers Center or Gifts-In-Kind Program. There are many ways to create a partnership with these key community partners.

6. **Information for coordination of services** – the 2-1-1 center will know who is providing what kind of services, when and for whom. This information becomes a critical piece to locating victims, providing comprehensive relief and recovery services. This information will be provided at meetings, on the Internet and in pamphlets at needed.
7. **Rumor control** – this may become an essential piece following a bioterrorism act. Stick to the facts,” get to the bottom of questionable information, and do not give out any unverified information. We are working currently with the County OES and cities like Ontario and Rancho Cucamonga to build the channels of communication so that 2-1-1 can operate as an extension for the Public Information Officers and the role that they play during crisis situations.
8. **Evacuation/traffic issues** – the information and referral center will get calls about evacuation routes or highway closings. We will work to maintain the latest information to respond competently to public requests for such information.
9. **Travelers’ aid** – persons may become stranded in the community as a result of the disaster. If possible, use the normal system to respond to the travelers needs. If overwhelmed, contact nontraditional agencies and seek assistance on behalf of the travelers.
10. **Displaced pet location** – although there are not many such agencies providing this kind of service in San Bernardino County, many agencies step up during a disaster and

offer to fill this role. 2-1-1 is the easy way to announce this service and to connect those who need it to it.

11. **Information for corporations** – as a United Way, the staff at IEUW already have a relationship with many corporations that can and might, if asked, play a role during disaster.
12. **Burial assistance** – many communities have limited resources available for families. If there has been a large-scale disaster resulting in a high number of deaths, there may be a need for these types of services. Coordinating those organizations that can assist in payment, as well as delivery of services will be a possible role.
13. **Missing persons tracking** – this category is up for discussion. A large-scale disaster, like the September 11 event, may create a need for this service. It was determined that within the domestic defense process it was not assigned to any specific agency or entity to perform this service.

Below is a list of the 2-1-1 taxonomy terms for disaster resources.

Business Disaster Loans (TH-290.175-10)
Community Disaster Education (TH-170.200-15)
Community Disaster Service Centers/Hotlines (TH-290.180-15)
Crop Disaster Financial Aid Programs (BD-260.030-13)
Disaster Claims Information for Nonprofits (TH-290.165)
Disaster Control Programs (TH-180.160)
Disaster Donations Coordination (TH-290.170)
Disaster Donations Hotlines (TH-290.170-16)
Disaster Donations Matching Services (TH-290.170-18)
Disaster Donations Staging Areas (TH-290.170-20)
Disaster Equipment and Supplies (TH-170.160)
Disaster Food Stamps (TH-260.645-17)
Disaster Kits (TH-170.170)
Disaster Loans (TH-290.175)
Disaster Management Organizations (TH-150)
Disaster Medical Assistance Teams (TH-230.635-20)
Disaster Mitigation (TH-180)
Disaster Mitigation Relocation Programs (TH-180.170)
Disaster Mitigation Volunteer Opportunities (PX-190.170)
Disaster Preparedness (TH-170)
Disaster Preparedness Information (TH-170.180)
Disaster Preparedness Partnerships (TH-170.190)
Disaster Preparedness Volunteer Opportunities (PX-190.180)
Disaster Recovery Centers (TH-290.180-18)
Disaster Recovery Services (TH-290)
Disaster Recovery Services Volunteer Opportunities (PX-190.190)
Disaster Related Bereavement Support Groups (PH-500.100-18)
Disaster Related Case Management (TH-290.178)
Disaster Related Climate Control Equipment (TH-170.160-30)
Disaster Related Commodity Replacement/Rental (TH-290.179)
Disaster Related Consumer Fraud Reporting (FN-170.147-18)
Disaster Related Goods Donations Management (TH-290.170-26)
Disaster Related Monetary Fund Management (TH-290.170-30)

Disaster Relief Services (TH-260)
Disaster Relief Services Volunteer Opportunities (PX-190.200)
Disaster Relief/Recovery Organizations (TH-150.170)
Disaster Response Services (TH-230)
Disaster Service Centers/Hotlines (TH-290.180)
Disaster Services (TH)
Disaster Services for Animals (TH-260.160)
Disaster Specific Home Repairs (TH-290.650-15)
Disaster Specific Permitting Programs (TH-290.650-17)
Disaster Specific Rent Assistance (TH-290.650-20)
Disaster Warnings (TH-210)
Disaster Welfare Inquiries (TH-260.180)
Disaster/Emergency Services Volunteer Opportunities (PX-190)
Federal Disaster Field Offices (TH-150.250-20)
FEMA Disaster Assistance Tele-Registration (TH-290.180-20)
Foreign Disaster Information (TL-365.200-20)
Foreign Disaster Relief (TL-365.200-25)
Foreign Disaster Services (TL-365.200)
Foreign Disaster Welfare Inquiries (TL-365.200-30)
General Disaster Information (TH-260.250)
General Disaster Preparedness Information (TH-170.180-25)
Government Disaster Insurance Programs (TH-180.250)
Organizational Disaster Training (TH-170.200-65)
Personal Disaster Loans (TH-290.175-65)
Post Disaster Cash Grants (TH-290.635)
Post Disaster Child Care (TH-260.640)
Post Disaster Cleanup (TH-290.640)
Post Disaster Cleanup Crews (TH-290.640-60)
Post Disaster Cleanup Tools/Supplies (TH-290.640-65)
Post Disaster Crisis Counseling (TH-260.650-60)
Post Disaster Crisis Hotlines (TH-260.650-65)
Post Disaster Damage Reporting Hotlines (TH-290.650-60)
Post Disaster Emergency Medical Care (TH-230.635)
Post Disaster Family Adoption Programs (TH-290.645)
Post Disaster Food Services (TH-260.645)
Post Disaster Home Checks (TH-230.640)
Post Disaster Housing Assistance (TH-290.650)
Post Disaster Housing Databanks/Referrals (TH-290.650-65)
Post Disaster Legal Counseling Services (TH-290.680)
Post Disaster Mental Health Advisories (TH-260.650-70)
Post Disaster Mental Health Services (TH-260.650)
Post Disaster Mortality Management (TH-230.650)
Post Disaster Public Works Inspections (TH-230.660)
Post Disaster Rebuilding Assistance (TH-290.650-68)
Post Disaster Safety Inspection/Evaluation (TH-260.655)
Post Disaster Shelter Services (TH-260.660)
Post Disaster Transportation Information (TH-260.150-73)
Pre-Disaster Donations Collection/Storage (TH-170.650)
Red Cross Disaster Service Centers (TH-290.180-70)
Safety/Disaster Education Volunteer Opportunities (PX-190.800)
Temporary Post Disaster Transportation (TH-260.900)
Utility/Private Industry Disaster Planning Bodies (TH-150.950)