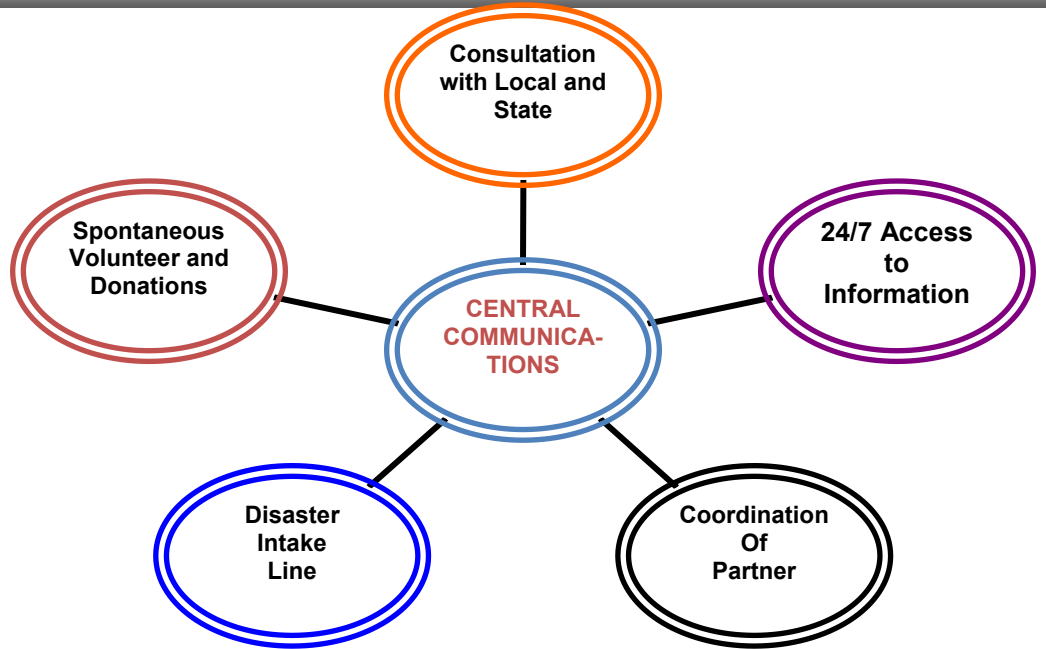


"2-1-1 is an essential service for our local and statewide residents every day of the year, and even more critical to support our emergency personnel in the event of a natural or man-made disaster."



United Way 2-1-1's Role in Disaster



In 2011, more than 85% of the state of Missouri was struck by some sort of natural disaster...

... United Way 2-1-1 played a critical role in each:

- New Year's Eve Tornado in St. Louis City/County
- Snowmageddon across the state
- Good Friday Tornado in St. Louis County
- Joplin Multi-Vortex Tornado
- Flooding across the state
- Extreme temperatures across the region

Joplin Response Highlights for 2-1-1:

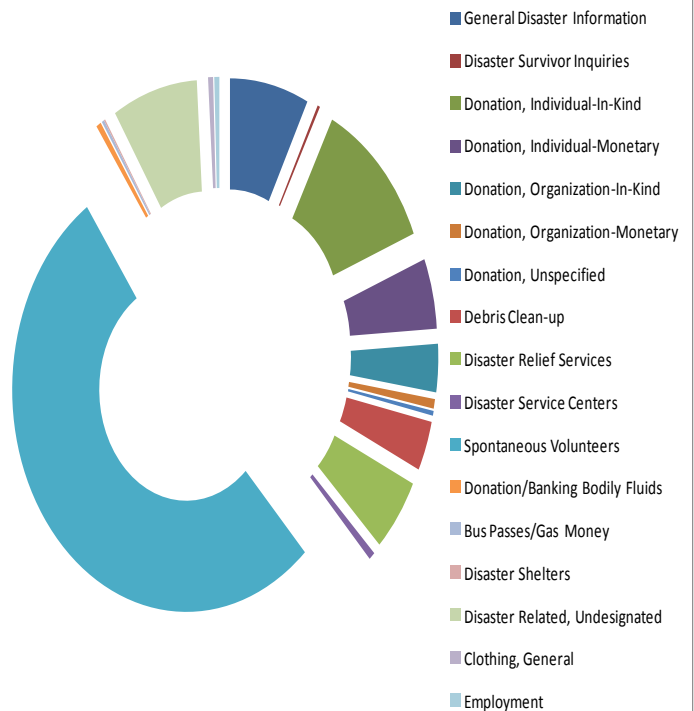
- Received commendation from FEMA and SEMA
- Issued over 20k voice calls to survivors at state's request
- St. Louis received over 12,026 disaster related calls between 5/22 and 6/1 compared to 2,076 during same period 2010
- Mobilized more than 20k volunteers through an online-volunteer project portal
- Partnered with United Way of Southeast Missouri, AmeriCorps St. Louis and Rebuild Joplin for coordinated response

Joplin Response: In Retrospect

2-1-1 Kansas City and 2-1-1 St. Louis responded immediately to the Joplin Tornado. St. Louis had the largest response effort because Joplin is a part of the region serviced by St. Louis. Efforts were made by both Centers to support the response and continued recovery efforts to-date.

Both United Way of Greater Kansas City and United Way of Greater St. Louis supported survivor inquiries, volunteer needs, donations management and monetary donations. St. Louis deployed individuals to Joplin and to Jefferson City to sit at the state-level EOC in the immediate aftermath of the storm while working around the clock to support the response and recovery effort alongside United Way SEMO, Red Cross, SEMA and FEMA.

2-1-1 Kansas City (859)



2-1-1 St. Louis (13, 758)



- 2-1-1 Called Them
- General Disaster Information
- Phone Number Request
- FEMA Disaster Assistance Tele-Registration
- Disaster Survivor Inquiries
- Bedding / Linen / Small Kitchen Appliances / Furniture
- Disaster Related Goods Donations Management
- General Clothing Provision
- Personal Grooming Supplies
- Food Banks/Food Distribution Warehouses / Drinking Water
- Building Condemnation/Demolition
- Disaster Related Debris Removal / Clean Up
- Disaster Recovery Centers
- Disaster Relief Services
- Disaster Related Case Management
- Spontaneous Volunteer Management
- Medical Reserve Corps
- Community Clinics / Mobile Healthcare
- Tetanus Immunizations
- General Counseling / post disaster Crisis Hotlines
- Disaster Specific Home Repair
- Disaster Specific Rent Assist

Lessons Learned from Our Response



- 2-1-1's duality of focus and response in and out of times of emergency is visible, critical and "the" voice for communicating with the general public for response / recovery efforts
- Reliance on local partners is critical as both 2-1-1's are centralized in different areas of the state
- Local partner United Ways must be the face on the ground to the media with 2-1-1's support
- Resources to/from 2-1-1 have to be vetted before they are provided to the general public; in addition, they must still meet the 2-1-1 inclusion/exclusion criteria—Facebook and Twitter are not considered viable sources
- Yes, it is true...2-1-1 may not have the answer, but will work to get one or point callers in the right direction
- Coordinated response with state and local emergency managers = success!