

Since the Implementation of 2-1-1

Introduction

Program I

Program II

Program III

Program IV

Program V

Program VI

Program VII

Conclusion

Benefit to Community

- **Cooperative Relations with 9-1-1 Communication Centers**
- **During and following small and large scale disasters, 2-1-1 Call Centers can be a single point of access for public information**
- **Attacks on September 11, 2001 and Gulf Hurricanes, 2-1-1 Call Centers assisted persons throughout the United States**
- **Highly skilled and knowledgeable staff are in place and ready to disseminate information and answer caller's questions**
- **Positioned to assist with public information in event of flu outbreaks**

