

## PRESS RELEASE

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### United Way 2-1-1 Assists with Tropical Storm Irene Prep and Recovery

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Before, during and after Tropical Storm Irene barreled through Connecticut, United Way 2-1-1 was on hand to provide support to the state and to Connecticut's residents. 2-1-1 participated in the state's emergency response to the storm and kept Connecticut residents connected to the most up-to-date information on emergency preparations, shelters, food resources, power outages and more. United Way 2-1-1's efforts included:

- Handling nearly 4,400 hurricane related calls and responding to over 6,700 requests for services. Callers sought access to disaster services, municipal emergency services, food pantries, utilities and shelter.
- Registering over 6,500 storm-related inquiries on [www.211ct.org](http://www.211ct.org) before, during and after the storm. Most often downloaded were 2-1-1 eLibrary papers on [hurricanes](#), [emergency preparedness](#), [flooding](#) and [power outages](#).
- Maintaining a 24 hour presence at the states' Emergency Operations Center (EOC). As the storm approached, leadership at the ECO asked United Way 2-1-1 to collect and post online all the available storm services and changing conditions, including municipal emergency services, Red Cross shelters, food, road closures and more.
- Collecting more than 1,400 storm damage surveys after the storm at that request of the Governor. This information was used to help document the state's application for a federal FEMA disaster declaration for individuals.
- Collecting information from SNAP recipients who were seeking reimbursement for spoiled food after the storm.
- Mailing letters to 2,400 licensed child care facilities in Connecticut before and after the storm on behalf of the state Department of Public Health providing guidance on preparing for emergencies and possible evacuation and information on food safety, drinking water and generator use.

2-1-1 services in states across the country regularly mobilize for emergencies to provide information dissemination rumor control and access to needed services in cooperation with state and local emergency responders. Connecticut's United Way 2-1-1 is proud to assist our state and its residents stay connected to important information and resources during emergencies and everyday of the year.

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#### About United Way of Connecticut

The mission of United Way of Connecticut is to help meet the needs of Connecticut residents by providing information, education, and connection to services. United Way of Connecticut furthers its mission by providing 24/7 toll-free information and referral through United Way 2-1-1, specialized services in child care, child development and disabilities and HUSKY health insurance and by collaborating with local United Ways and Connecticut state agencies and elected officials.