



**NEW YORK STATE
DIVISION OF HOMELAND SECURITY AND EMERGENCY SERVICES**

Andrew M. Cuomo, Governor

Jerome M. Hauer, Commissioner

October 27, 2012

Ms. Susan K. Hager
President
United Way of New York State
800 Troy-Schenectady Road, 2nd Floor
Latham, New York 12110-2424

Dear Ms. Hager:

I am writing to request that the 2-1-1 program assist New York State and its local governments by providing necessary information to the public while we prepare for the potential impacts of Hurricane Sandy.

2-1-1 has proven itself to be a timely and effective program, providing important referrals and essential information to those in need. I am aware that the 2-1-1 program is also working effectively to assist Catholic Charities to identify individuals for possible referral to the Disaster Case Management Program implemented after Hurricane Irene and Tropical Storm Lee. By fulfilling its duties, 2-1-1 is providing essential governmental services to New York residents that would otherwise need to be performed by State and local agencies.

Because of the potential impacts of Hurricane Sandy, I am requesting that 2-1-1 provide the following services to the New York State Division of Homeland Security (DHSES):

- Deliver information and referral services to New York residents/workers in the event of a disaster. Such information may include, but is not limited to, information such as available shelters, local assistance center locations, mental health resources, and food banks.
- Collect information and maintain a database of offers of donated goods and services; and of those wishing to volunteer.
- Conduct trend analysis for tracking community needs and provide unmet needs reports.
- Provide information to DHSES on the types and volume of calls being received and on any prevailing trends in questions or misinformation.

DHSES, through the State Office of Emergency Management will provide 2-1-1 with situational awareness information and other relevant information related to disaster response and recovery activities. Further, as Chairman of the New York State Disaster Preparedness Commission (DPC), I am requesting that the American Red Cross, a DPC member, provide 2-1-1 with the locations of emergency shelters and specific information on services available within those shelters. DHSES will assist 2-1-1 in requesting federal reimbursement for all costs associated with the activation of their call centers.

Thank you in advance for your assistance.

Sincerely,



Jerome M. Hauer
Commissioner

cc: Elizabeth Hood, Chair, 2-1-1 New York Board of Directors