

## NEWS RELEASE



*Suzanne P. Gant, Director*

***For Immediate Release#1***

*Date: March 16, 2016*

*Time: 10:30 a.m.*

### **SC 2-1-1 Begins Taking Long-term Flood Recovery Calls**

Colleton, SC – Individuals in need of long-term disaster recovery case management are another step closer in the process. South Carolina 2-1-1 Information and Referral (SC 2-1-1) has begun Disaster Case Management Intake. Victims of the October 2015 Flood still in need of assistance are now able to dial 2-1-1 and get their information entered into the disaster case management coordinated system. Hearts & Hands Disaster Recovery, a 501c3 nonprofit organization will be the main provider of Disaster Case Management services throughout the state. All residents in need of flood recovery will be assigned to that agency for long term recovery assistance.

When flood victims previously called 2-1-1, they were referred to organizations providing assistances in their communities. “Those needing help were given a list of available resources that were known at the time,” states Richard LaPratt, Vice President of Contact Center Services at United Way Association of South Carolina. “Now we are able to get them in the system. With a disaster of this magnitude, it will still take some time for long-term recovery groups to begin the disaster case management process, but flood victims should know that they have not been forgotten,” LaPratt adds.

SC 2-1-1 is not the agency providing disaster case management services, but is an avenue for entering the system. Everyone who enters the system may not be eligible for disaster case management services. Victims of the October 2015 Flood still in need of help can dial 2-1-1, select their language, and select option “7” when prompted to be connected to an intake specialist. Please be prepared to supply your ***First Name, Middle Initial (if applicable)*** and ***Last Name***, along with ***Date of Birth, FEMA Disaster #, Disaster Address, Primary/Alternate Telephone Number*** and ***# in Household***.

SC 2-1-1 is a service of United Way Association of South Carolina. The disaster case management intake service was made possible through a grant from the South Carolina Department of Employment and Workforce.

***The United Way Association of South Carolina's mission is to create long-lasting opportunities to advance the common good for all in the areas of education, financial stability, and health. For more information, visit [www.UWASC.org](http://www.UWASC.org).***