



BUILDING BRIDGES

CONNECTING 9-1-1 TO THE HEART OF THE COMMUNITY

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WHAT ARE WE GOING TO TALK ABOUT?

How to leverage community resources like North Carolina 2-1-1.

Strategies to form effective community partnerships.

Developing risk reduction committees.

Understanding the morale benefits of community outreach.





UNDERSTANDING NC 2-1-1

- If you need help finding resources in your community and don't know where to turn, NC 211 is the place to start. United Way's NC 211 is an information and referral service that connects North Carolinians to verified resources for basic needs, such as housing and utility assistance, food, healthcare, transportation, and more.
- Anyone in North Carolina can make a free and confidential call to 2-1-1 (or 888-892-1162). A trained Community Resource Specialist will listen, identify needs, and connect callers to local resources that fit their situation. Available in most languages, NC 211 is open 24 hours a day, 7 days a week, 365 days a year. For those unable to make a phone call, the search tool on nc211.org provides detailed and verified information on resources across the state.



PARTNERING WITH LOCAL ORGANIZATIONS

- Career Fairs
- Community Resource Officers
- Training other agencies about 9-1-1
- Community Events
- Education outreach
- Family Justice Center
- Refugee assistance
- What else???





RISK REDUCTION COMMITTEES

Bringing multiple agencies together to address recurring community safety challenges.



Gather your people (agencies)

- Hospital Staff
- Fire Departments
- Police
- EMS
- 9-1-1
- Agencies that help the unsheltered
- GC Stop (overdose prevention)
- Red Cross
- Food Banks
- Emergency Management



Determine risks in your community

- Overdose and Substance Abuse
- Domestic Violence
- Suicide and Mental Health
- Disaster Preparedness
- Community Resilience
- Youth and Safety
- Elderly and Vulnerable Safety
- Traffic Safety and Vehicle Crashes



MORALE

The impact of community engagement on employee morale



CONCLUSION AND TAKE AWAYS





THANK YOU!

"Coming together is a beginning, staying together is progress, and working together is success."

— Henry Ford

"Connection is why we're here; it is what gives purpose and meaning to our lives."

— Brené Brown

"The greatness of a community is most accurately measured by the compassionate actions of its members."

— Coretta Scott King

"Alone, we can do so little; Together we can do so much."

— Helen Keller