

2010 -- S 2238

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STATE OF RHODE ISLAND

IN GENERAL ASSEMBLY

JANUARY SESSION, A.D. 2010

SENATE RESOLUTION

COMMEMORATING "NATIONAL 2-1-1 DAY" ON FEBRUARY 11TH, 2010

Introduced By: Senator Juan M. Pichardo

Date Introduced: February 11, 2010

Referred To: Recommended for Immediate Consideration

1 WHEREAS, By dialing 2-1-1, people from Rhode Island to California can access free
2 and confidential social services offered by approximately 720 health and human services
3 providers, government agencies, and community-based organizations. This informational and
4 referral line is available in 175 languages and dialects, 24 hours a day, seven days a week,
5 throughout the year; and

6 WHEREAS, In Rhode Island, 2-1-1 information referral specialists have access to more
7 than 4,000 agencies and organizations, enabling them to help everyone get access to information
8 on the state's health and human services; and

9 WHEREAS, Due to the economic downturn in 2008, United Way 2-1-1 in Rhode Island
10 reported a dramatic increase in the number of calls from those seeking rent or mortgage
11 assistance, paying utility bills, and assistance related to a job loss; and

12 WHEREAS, Information and referral specialists in Rhode Island also address calls
13 regarding shelter and meal sites, substance abuse and gambling, dental and health care, and
14 elderly care; and

15 WHEREAS, Between January and December of 2009, United Way 2-1-1 in Rhode Island
16 received 122,218 calls, up 20 percent from 2008; and

17 WHEREAS, The community as a whole benefits from 2-1-1 because the service helps
18 people connect with the information they need when they need it most. This service is private,
19 confidential, and provides an easy, visible, and non-judgmental entry point for people who need
20 to turn outside their families for help; and

1 WHEREAS, United Way 2-1-1 in Rhode Island increases efficiency by helping callers
2 clearly define their needs and pointing them to the best places to seek help. This relieves some of
3 the burden on service providers by reducing the number of calls from people who either are not
4 eligible for their services or who are seeking services they do not provide; and

5 WHEREAS, United Way 2-1-1 plays an important role during natural disasters or other
6 state crises, with support coming from other state's 2-1-1 call centers if Rhode Island's call center
7 is unable to maintain operation; and

8 WHEREAS, Now, more than ever, it is vitally important that Rhode Islanders realize
9 there is help and United Way 2-1-1 can be their guide; now, therefore be it

10 RESOLVED, That this Senate of the State of Rhode Island and Providence Plantations
11 hereby declares February 11th of 2010 to be "United Way 2-1-1 Day" in the State of Rhode
12 Island; and be it further

13 RESOLVED, That the Secretary of State be and he hereby is authorized and directed to
14 transmit a duly certified copy of this resolution to the United Way of Rhode Island.

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