

STATE OF MAINE

—
**IN THE YEAR OF OUR LORD
TWO THOUSAND NINETEEN**
—

**JOINT RESOLUTION RECOGNIZING FEBRUARY AS 2-1-1
MONTH**

WHEREAS, 2-1-1 Maine is a comprehensive statewide directory of more than 8,000 health and human services available in the State; and

WHEREAS, in order to promote the 2-1-1 Maine health and human services and emergency preparedness helpline, which provides Maine citizens free and confidential referrals to needed resources, we recognize February 2019 as 2-1-1 Month; and

WHEREAS, 2-1-1 Maine helps to identify existing gaps in health and human services; and

WHEREAS, throughout the State, 2-1-1 Maine provides around-the-clock service through efficient and effective responses to questions arising from the growing complexities and needs in health, financial and human services; and

WHEREAS, 2-1-1 Maine provides emergency operations during times of natural and other disasters, including providing accurate and timely information for preparations and longer-term referrals for follow-up services, as evidenced by its role in supporting the Maine Emergency Management Agency during the agency's responses to the 2016 drought and the October 2017 wind storm, as well as its support of seasonal needs such as warming and cooling centers; and

WHEREAS, during this past year, 2-1-1 Maine has directed over 7,300 Maine citizens to heating and utility assistance services, which may have prevented people from contacting the wrong agency for a federal Low-Income Home Energy Assistance Program benefit, prevented utility shutoffs and saved people from spending winter nights without fuel; and

WHEREAS, since 2006, 2-1-1 Maine call specialists have assisted with more than 700,000 requests to locate health and human services information, fielding over 38,500 calls and over 4,000 text messages and e-mails in 2018 from people looking for help for themselves or someone they know; and

WHEREAS, 2-1-1 Maine handles a number of specialized services, including the opiate helpline and the gambling helpline, and is also a resource for finding information about such needs as tax preparation and mental health services; now, therefore, be it

RESOLVED: That We, the Members of the One Hundred and Twenty-ninth Legislature now assembled in the First Regular Session, on behalf of the people we represent, take this opportunity to recognize February 2019 as 2-1-1 Month.