

**STATE OF MAINE**

---

**IN THE YEAR OF OUR LORD**

**TWO THOUSAND TWENTY-FOUR**

---

**JOINT RESOLUTION RECOGNIZING FEBRUARY 2024 AS 211  
MAINE MONTH**

**WHEREAS**, 211 Maine is a Maine-based health and human services and emergency preparedness and response helpline that provides Maine people free and confidential referrals to needed resources; and

**WHEREAS**, 211 Maine provides around-the-clock service statewide, offering efficient and effective responses to questions arising from the growing complexities in health, financial and human services and the needs of Maine people from people employed in Maine, including interpreters for multilanguage users; and

**WHEREAS**, since 2006, 211 Maine call specialists have assisted with requests for information regarding topics ranging from substance use and recovery services to housing support and food resources, and in 2023 fielded over 77,000 calls, text messages and e-mails from people looking for help for themselves or someone they know; and

**WHEREAS**, 211 Maine provides emergency operations support during times of natural and other disasters, including assisting the Department of Defense, Veterans and Emergency Management, Maine Emergency Management Agency by fielding calls from those affected by windstorms and floods, collecting data regarding incidence severity and locations of need and directing people to local warming shelters and cooling centers; and

**WHEREAS**, during this past year, 211 Maine provided over 11,000 referrals for heating and utility assistance services, helping individuals find appropriate assistance programs, which may have prevented their contacting the wrong agency for heating assistance, prevented utility shut-offs and saved people from spending winter nights without fuel; and

**WHEREAS**, 211 Maine handles a number of specialized services and partnerships, including serving as the centralized access point for the Help Me Grow Maine program, which helps families with children from birth to 8 years of age to access needed services, providing the opiate helpline and the gambling helpline and serving as a resource for finding information about needs such as tax preparation, mental health services and browntail moth caterpillar prevention, mitigation and treatment; and

**WHEREAS**, 211 Maine provides a powerful example of how the government and nonprofit and private sectors can work together to improve the quality of life of the people of Maine; now, therefore, be it

**RESOLVED:** That We, the Members of the One Hundred and Thirty-first Legislature now assembled in the Second Regular Session, on behalf of the people we represent, take this opportunity to recognize February 2024 as 211 Maine Month.