

STATE OF MAINE

IN THE YEAR OF OUR LORD

TWO THOUSAND TWENTY-FIVE

**JOINT RESOLUTION RECOGNIZING FEBRUARY 2025 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 from people employed in Maine to questions arising from the growing complexities in health, financial and human services and the needs of Maine people, and offers interpreter services to those whose first language is not English; 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, in 2024 fielding over 75,000 calls, text messages and e-mails from people looking for help for themselves or someone they know, amounting to over 271,000 minutes of service; 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, fielding calls from those impacted by windstorms and floods, collecting critical data and helping people find winter warming shelters or cooling centers; and

WHEREAS, this past year, 211 Maine directly distributed over \$208,000 in emergency heating assistance, potentially preventing utility shut-offs and keeping people from spending winter nights in the cold; and

WHEREAS, 211 Maine handles a number of specialized services and partnerships, including the opiate helpline and the gambling helpline and serving as the centralized access point for the Help Me Grow Maine program, helping families with children from birth to 8 years of age get connected to needed services, and is also a resource for finding information about needs such as COVID-19 advice, tax preparation 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-second Legislature now assembled in the First Regular Session, on behalf of the people we represent, take this opportunity to recognize February 2025 as 211 Maine Month.