

STATE OF MAINE

IN THE YEAR OF OUR LORD

TWO THOUSAND TWENTY-THREE

**JOINT RESOLUTION RECOGNIZING FEBRUARY 2023 AS 211
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

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 2022 fielding over 85,000 calls, text messages and e-mails from people looking for help; and

WHEREAS, 211 Maine has supported the Maine Center for Disease Control and Prevention and the people of Maine by fielding general questions about COVID-19 since the beginning of the COVID-19 pandemic, including questions regarding how people can best protect themselves, the common symptoms of COVID-19, travel advisories and the latest information on testing, and in this support role has fielded over 97,000 contacts; and

WHEREAS, during this past year, 211 Maine directed over 20,000 Maine people to heating and electric utility assistance services, 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 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 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 First Regular Session, on behalf of the people we represent, take this opportunity to recognize February 2023 as 211 Month.