

STATE OF MAINE

IN THE YEAR OF OUR LORD

TWO THOUSAND TWENTY-TWO

**JOINT RESOLUTION RECOGNIZING FEBRUARY 2022 AS 211
MONTH**

WHEREAS, in order to promote 211 Maine, a Maine-based health and human services and emergency preparedness and response helpline that provides Maine people free and confidential referrals to needed resources, we recognize February 2022 as 211 Month; 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 more than 800,000 requests for information regarding topics ranging from housing support to substance use and recovery services to transportation, in 2021 fielding more than 93,000 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 the coronavirus, travel advisories and the latest information on testing, and, since launching the support role, has fielded over 90,000 contacts; and

WHEREAS, during this past year, 211 Maine directed over 11,000 Maine people to heating and electric utility assistance services, which may have prevented their contacting the wrong agency for heating assistance, prevented utility shutoffs 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 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, a collaborative effort of the United Ways of Maine, the Department of Health and Human Services and The Opportunity Alliance, 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 Thirtieth Legislature now assembled in the Second Regular Session, on behalf of the people we represent, take this opportunity to recognize February 2022 as 211 Month.