

1 **JOINT RESOLUTION SUPPORTING**
2 **STATEWIDE GOVERNMENT 211 SYSTEM**
3 **INFORMATION DIRECTORY**

4 2008 GENERAL SESSION

5 STATE OF UTAH

6 **Chief Sponsor: Eric K. Hutchings**

7 Senate Sponsor: Peter C. Knudson

8
9 **LONG TITLE**

10 **General Description:**

11 This joint resolution of the Legislature supports expanded 211 information services.

12 **Highlighted Provisions:**

13 This resolution:

14 ▶ recognizes the key role the 211 information call system plays in connecting citizens
15 to the information they need; and

16 ▶ supports expanded 211 services to provide citizens with increased resources to
17 connect them to government and community services.

18 **Special Clauses:**

19 None

20
21 *Be it resolved by the Legislature of the state of Utah:*

22 WHEREAS, connecting citizens to the information they need in an efficient and timely
23 manner is vital for government to remain responsive to citizens;

24 WHEREAS, the national 211 information system reaches approximately 196 million
25 people, in large part due to the ease of using the three digit, readily accessible number to
26 connect citizens to needed services;

27 WHEREAS, following the September 11, 2001 terrorist attacks, the 211 system in



28 Connecticut was widely praised for providing critical post-attack assistance to its citizens;

29 WHEREAS, since then, the 211 system has played a key role in assisting many citizens
30 in communities struck by natural disasters;

31 WHEREAS, in the wake of these disasters, the Federal Emergency Management
32 Agency encouraged states "to establish a 211 telephone system from which victims can get
33 shelter information, where [Disaster Response Centers] are, what the hours are, locations and
34 telephone numbers";

35 WHEREAS, 211 systems across the nation provide a variety of other contact
36 information, including tax preparation services, credit counseling, and job training programs;

37 WHEREAS, in January 2007, both houses of Congress reintroduced the Calling for 211
38 Act, which would provide financial assistance to designated 211 state entities with a 50% state
39 match;

40 WHEREAS, currently, Utah's 211 system serves primarily as a health and human
41 services-related resource for information regarding emergency food pantries, health care, child
42 care, youth resources, support groups, tax preparation, legal aid, utilities, and behavioral and
43 substance abuse assistance;

44 WHEREAS, if expanded, Utah's 211 system could connect Utahns to many more
45 services and become the destination for citizens seeking government and community services;
46 and

47 WHEREAS, an expanded 211 system would greatly simplify citizens' efforts to find the
48 services they need:

49 NOW, THEREFORE, BE IT RESOLVED that the Legislature of the state of Utah
50 supports expanded 211 services to provide citizens with increased resources to connect them to
51 a wider array of government and community services.

52 BE IT FURTHER RESOLVED that a copy of this resolution be sent to the United Way,
53 the Utah Food Bank Services, and to each department in Utah state government.

Fiscal Note

**H.J.R. 11 - Joint Resolution Supporting Statewide Government 211 System
Information Directory**
2008 General Session
State of Utah

State Impact

Enactment of this bill will not require additional appropriations.

Individual, Business and/or Local Impact

Enactment of this bill likely will not result in direct, measurable costs and/or benefits for individuals, businesses, or local governments.
