

## 2013-J425

LEGISLATIVE RESOLUTION memorializing Governor Andrew M. Cuomo to proclaim Monday, February 11, 2013, as 2-1-1 Day in the State of New York

WHEREAS, It is the sense of this Legislative Body to recognize and commend those illustrious programs that serve to assist in safeguarding the security and welfare of their neighbors and community; and

WHEREAS, Attendant to such concern, and in full accord with its long-standing traditions, this Legislative Body is justly proud to memorialize Governor Andrew M. Cuomo to proclaim Monday, February 11, 2013, as 2-1-1 Day in the State of New York; and

WHEREAS, 2-1-1 is an easy to remember number to call when people need help or access to human services; and

WHEREAS, 2-1-1 was set aside by the Federal Communications Commission in 2000 for health and human services information and referral; and

WHEREAS, The New York State Public Service Commission awarded the right to use the 2-1-1 number to 2-1-1 New York, a subsidiary corporation of United Way of New York State, resulting in 2-1-1 services provided collaboratively by local United Ways, the City of New York, and private non-profit members of the NYS Alliance of Information and Referral Systems; and

WHEREAS, With approximately 1.5 million not-for-profit organizations in the United States, plus scores of local, state and federal government agencies, finding help can be intimidating and confusing; furthermore, people who want to give help often don't know where to begin; and

WHEREAS, 2-1-1 regional call centers are nationally accredited and staffed by trained specialists who assess callers' needs, provide information and refer them to the help they need; and

WHEREAS, 2-1-1 is free and accessible to everyone in over 200 languages; information is also available on regional websites with comprehensive databases that include government and not-for-profit services; and

WHEREAS, 2-1-1 services are provided by seven regional call centers to over 93% of the state's population; and

WHEREAS, In 2011, over 2.87 million 2-1-1 calls were handled along with 11.6 million hits to the regional websites; top requests were for consumer services, basic needs, and income support and employment; and WHEREAS, While initially developed with day-to-day human services in mind, 2-1-1 in New York State (and across the country) has proven to be an asset in disaster response and long-term recovery, relieving 911 and other government agencies from a flood of non emergency calls; and WHEREAS, Examples of recent 2-1-1 disaster responses include Super Storm Sandy, Hurricane Irene/Tropical Storm Lee, snow storms in Western New York, flooding in the Southern Tier and Hudson Valley, the plane crash and hepatitis outreach in Western New York, and the community center shooting in Binghamton; and WHEREAS, In response to Super Storm Sandy, 2-1-1 handled over 25,000 disaster related calls on Long Island and in the Hudson Valley, with another 152,000 handled by 2-1-1 at 311, and 1.85 million disaster searches on regional websites; top requests were for help with food, power outages, shelter, disaster financial assistance, and structural clean-up; and WHEREAS, It is the sense of this Legislative Body that when programs of such noble aims and accomplishments are brought to our attention, they should be celebrated and recognized by all the citizens of this great Empire State; now, therefore, be it

RESOLVED, That this Legislative Body pause in its deliberations to memorialize Governor Andrew M. Cuomo to proclaim Monday, February 11, 2013, as 2-1-1 Day in the State of New York; and be it further RESOLVED, That a copy of this Resolution, suitably engrossed, be transmitted to The Honorable Andrew M. Cuomo, Governor of the State of New York.