

1 ENGROSSED HOUSE  
2 CONCURRENT  
3 RESOLUTION NO. 1017

By: Peters of the House

and

Anderson of the Senate

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8 A Concurrent Resolution urging the Congress of the  
9 United States to support the Calling for 2-1-1 Act;  
and directing distribution.

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12 WHEREAS, 2-1-1 is an easy-to-remember telephone number that  
13 connects callers to information about critical health and human  
14 services available in their community; and

15 WHEREAS, services that are offered through 2-1-1 vary from  
16 community to community but every 2-1-1 provides callers with  
17 information about and referrals to human services for everyday needs  
18 and in times of crisis; and

19 WHEREAS, primarily through private and state funding, 2-1-1 is  
20 available to approximately seventy-six percent (76%) of the United  
21 States population, with two hundred forty active 2-1-1 systems in  
22 forty-seven states; and

23 WHEREAS, 2-1-1 call centers nationwide received 14,187,192 calls  
24 in 2008, which was a forty-four percent (44%) increase over the

1 number of calls made in 2007 which was, in turn, a twenty-one  
2 percent (21%) increase over the number of calls made in 2006; and

3 WHEREAS, due to the economic downturn in 2008, 2-1-1 call  
4 centers reported a dramatic increase in the number of calls by those  
5 seeking rental or mortgage assistance, paying utility bills, and  
6 assistance related to job loss; and

7 WHEREAS, because of the expanding reach and increased visibility  
8 of 2-1-1, many 2-1-1 call centers are experiencing a lack of  
9 resources that are needed for adequate telecommunications  
10 infrastructure, to provide appropriate staffing levels and staff  
11 training, to maintain services twenty-four (24) hours a day, to  
12 ensure complete and accurate informational databases, and to reach  
13 rural populations; and

14 WHEREAS, the Calling for 2-1-1 Act has been introduced in the  
15 Congress of the United States, which, if passed, would provide the  
16 needed financial support to 2-1-1 calling centers by authorizing  
17 funds through the United States Department of Health and Human  
18 Services to help implement and sustain 2-1-1 nationwide.

19 NOW, THEREFORE, BE IT RESOLVED BY THE HOUSE OF REPRESENTATIVES  
20 OF THE 1ST SESSION OF THE 52ND OKLAHOMA LEGISLATURE, THE SENATE  
21 CONCURRING THEREIN:

22 THAT the Oklahoma Legislature urges the Congress of the United  
23 States to support the federal Calling for 2-1-1 Act which will  
24 establish a matching grant program administered by the United States

