

1 STATE OF OKLAHOMA

2 1st Session of the 52nd Legislature (2009)

3 HOUSE CONCURRENT
4 RESOLUTION 1017

By: Peters

5
6 AS INTRODUCED

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

10
11 WHEREAS, 2-1-1 is an easy-to-remember telephone number that
12 connects callers to information about critical health and human
13 services available in their community; and

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

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

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

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 hours a day, to ensure
12 complete and accurate informational databases, and to reach rural
13 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

1 Department of Health and Human Services that will provide 2-1-1 call
2 centers with the funds necessary to meet their specific needs.

3 THAT a copy of this resolution be distributed to each member of
4 the Oklahoma Congressional Delegation.

5

6 52-1-7402 KB 03/27/09

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24