

## ONE HUNDRED FIRST LEGISLATURE

## FIRST SESSION

## LEGISLATIVE RESOLUTION 248

Introduced by Cook, 13.

WHEREAS, information and referral (I&R) services provide the active process of linking the citizens of Nebraska who have a need or problem with the most appropriate services that can address that need or problem; and

WHEREAS, quality I&R services are key entry points to the entire health and human services delivery system; and

WHEREAS, in 2000, the Federal Communications Commission reserved the 2-1-1 dialing code for community information and referral services, which was intended to provide an easy-to-remember and universally recognizable number that would enable a critical connection between individuals and families in need and the appropriate community-based organizations and government agencies, especially during times of disaster and health emergencies; and

WHEREAS, Nebraska is currently served by a number of I&R services, including 2-1-1 programs, aging I&R services, aging and disability resource centers, child care resource and referral services, military family centers, Answers 4 Families, and other specialty I&R services, and informed individuals are better equipped to make decisions when they understand the variety of services available; and

WHEREAS, during these challenging economic times, citizens of Nebraska are in need of easy access to health and human services information and referral services more so now than at any other time. There is an increased need for information on items such as the Earned Income Tax Credit (EITC) and the digital television conversion and information on mortgages and foreclosures and the H1N1 virus (Swine Flu).

WHEREAS, Nebraska 2-1-1 telephone service, hosted by United Way of the Midlands, was established on February 11, 2004, as a 24-hour telephone information and referral service for Nebraskans using the easy to remember 2-1-1 dialing code for access; and

WHEREAS, [www.ne211.org](http://www.ne211.org) internet service, hosted by the University of Nebraska Public Policy Center, was established in February 2005 to provide Nebraskans enhanced online access to needed health and human services; and

WHEREAS, access to information about services provides individuals with lower-cost and safer options for managing needs and is likely to reduce confusion, frustration, and inaccessibility of such services.

NOW, THEREFORE, BE IT RESOLVED BY THE MEMBERS OF THE ONE HUNDRED FIRST LEGISLATURE OF NEBRASKA, FIRST SESSION:

1. That the Legislature designates the week of September 6 through September 12, 2009, as Information and Referral Services Week to raise public awareness about the existence and importance of information and referral services for all Nebraskans and to more effectively target these services to reach those most in need.

2. That a copy of this resolution be sent to the United

Way of the Midlands and to the Department of Health and Human  
Services.