

111TH CONGRESS
1ST SESSION

H. RES. 187

Expressing support for the designation of May 7 as National Information and Referral Services Day.

IN THE HOUSE OF REPRESENTATIVES

FEBRUARY 24, 2009

Mr. TERRY submitted the following resolution; which was referred to the Committee on Energy and Commerce

RESOLUTION

Expressing support for the designation of May 7 as National Information and Referral Services Day.

Whereas information and referral (I&R) services link the consumer with a need or problem with the most appropriate service that can address that need or solve that problem;

Whereas quality I&R services are the keystone point of entry to the entire human services structure delivery system;

Whereas I&R services have been recognized in Federal legislation for more than 35 years since the 1973 reauthorization of the Older Americans Act of 1965 and subsequently included the establishment of the national Eldercare Locator and the development of the Aging and Disability Resource Center;

Whereas the United States is currently served by information and referral through 2–1–1 programs, aging I&R services, Aging and Disability Resource Centers, child care resource and referral services, military family centers, and other specialty I&R services;

Whereas informed individuals who understand the variety of services available are better equipped to make decisions;

Whereas in 1997, the National 2–1–1 Initiative was established with the United Way of Metropolitan Atlanta, creating the first 24-hour telephone information and referral service using the easy-to-remember 2–1–1 dialing code for access;

Whereas in 2000, the Federal Communications Commission reserved the 2–1–1 dialing code for community information and referral services, intended as an easy-to-remember and universally recognizable number that would act as a vital connection between individuals and families in need and appropriate community-based organizations and Government agencies, including in times of disaster;

Whereas the Alliance of Information and Referral Systems has been providing professional standards and credentialing programs for those operating I&R services;

Whereas expanding access to information about and referrals to services provides individuals with lower-cost and safer options for managing their needs, and is likely to reduce confusion, frustration, and inaccessibility to services; and

Whereas requests for assistance through Information and Referral and 2–1–1's have increased across the country due to the economic crisis: Now, therefore, be it

1 *Resolved*, That the House of Representatives—

1 (1) expresses support for the designation of a
2 National Information and Referral Services Day to
3 raise public awareness about the existence and im-
4 portance of information and referral services avail-
5 able to all Americans and to more effectively target
6 these services to reach those most in need;

7 (2) supports activities in communities across
8 the Nation involving schools, nonprofit organiza-
9 tions, businesses, and other entities to ensure infor-
10 mation and referral services are part of everyday
11 life, including emergency preparedness; and

12 (3) reaffirms the importance of clear and con-
13 sistent professional standards to govern every aspect
14 of quality information and referral services.

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