

112TH CONGRESS
1ST SESSION

S. RES. 241

Expressing support for the designation of November 16, 2011, as National Information and Referral Services Day.

IN THE SENATE OF THE UNITED STATES

JULY 27, 2011

Mr. MENENDEZ (for himself, Mrs. MURRAY, Mr. SANDERS, Mr. BLUMENTHAL, Mr. JOHANNES, and Mr. NELSON of Nebraska) submitted the following resolution; which was referred to the Committee on Health, Education, Labor, and Pensions

NOVEMBER 15, 2011

Committee discharged; considered and agreed to

RESOLUTION

Expressing support for the designation of November 16, 2011, as National Information and Referral Services Day.

Whereas information and referral services link the consumer who has a need or problem with the most appropriate service to address that need or solve that problem;

Whereas quality information and referral services are the keystone point of entry to the entire human services structure delivery system;

Whereas information and referral services have been recognized in Federal legislation for more than 35 years since the 1973 reauthorization of the Older Americans Act of

1965 (42 U.S.C. 3001 et seq.), and the subsequent establishment of the national Eldercare Locator and the development of Aging and Disability Resource Centers;

Whereas, as of the date of agreement to this resolution, the United States is served by information and referral through 2-1-1 programs, aging information and referral services, Aging and Disability Resource Centers, child care resource and referral services, military family centers, and other specialty information and referral services;

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

Whereas, in 1997, the national 2-1-1 initiative began 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 serve as a vital connection between individuals and families in need, and appropriate community-based organizations and government agencies, on a regular basis and in times of disaster;

Whereas the Alliance of Information and Referral Systems has been providing professional standards and credentialing programs for those operating information and referral 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 services and 2-1-1 have increased across the United States due to the economic crisis: Now, therefore, be it

1 *Resolved*, That the Senate—

2 (1) expresses support for the designation of No-
3 vember 16, 2011, as National Information and Re-
4 ferral Services Day—

5 (A) to raise public awareness about the ex-
6 istence and importance of information and re-
7 ferral services available to all people in the
8 United States; and

9 (B) to more effectively target those serv-
10 ices to reach individuals most in need;

11 (2) encourages activities in communities across
12 the United States involving schools, nonprofit orga-
13 nizations, businesses, and other entities to ensure in-
14 formation and referral services are part of everyday
15 life in addition to emergency preparedness programs;
16 and

17 (3) reaffirms the importance of clear and con-
18 sistent professional standards to govern every aspect
19 of quality information and referral services.

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