

# State of Vermont House of Representatives



Montpelier, Vermont

## Concurrent House Resolution

H.C.R. 25

Offered by House Committee on Human Services

House concurrent resolution recognizing the vital role of Vermont 211 on its 20th anniversary and recognizing February 11, 2025 as National 211 Day in Vermont

*Whereas*, United Ways of Vermont operates Vermont 211, a nationally accredited health and human services helpline that provides a 24-7 statewide information and referral service, and

*Whereas*, Vermont 211 provides streamlined easy access to over 1,000 community-based agencies, offering 2,900 programs and 10,800 services via phone, text, email, and website, and

*Whereas*, a team of 11 trained, empathetic Community Resource Specialists is employed at Vermont 211, and it is available to help Vermonters assess their needs in a safe and confidential manner, and

*Whereas*, Vermont 211 received over 57,000 contacts via phone calls, texts, and emails in 2024, resulting in over 12,500 referrals for programs and services, and

*Whereas*, the most commonly requested services were for basic needs such as access to housing, food, and utilities, and Vermont 211 helps to maintain the integrity of the 911 system as a responder to nonemergency calls, and

*Whereas*, the Department for Children and Families receives invaluable support from Vermont 211 through the management of after-hours general assistance calls, and

*Whereas*, Vermont 211 works with Vermont Emergency Management Services in the course of regional, statewide, and national emergencies such as flooding and pandemics, and

*Whereas*, the member organizations of the Food Security Roadmap Coalition value Vermont 211 as an essential partner and an essential tool for the provision of robust services, and

*Whereas*, Vermont 211 is celebrating 20 years of service as an essential community resource, *now therefore be it*

### ***Resolved by the Senate and House of Representatives:***

That the General Assembly recognizes the vital role of Vermont 211 on its 20th anniversary and recognizes February 11, 2025 as National 211 Day in Vermont, *and be it further*

***Resolved:*** That the Secretary of State be directed to send a copy of this resolution to Vermont 211.