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A MEMORIAL

REQUESTING A STUDY OF THE FEASIBILITY OF IMPLEMENTING A  
COORDINATED 211 HELPLINE PILOT PROJECT IN BERNALILLO COUNTY.

WHEREAS, 211 is an easy-to-remember telephone number  
assigned by the federal communications commission to provide  
quick and easy access to information about health and human  
services; and

WHEREAS, a 211 helpline is a proven strategy for  
connecting families with needed services; and

WHEREAS, there are current and emerging information and  
referral programs operating in New Mexico, including the  
SHARE New Mexico web site, united way of New Mexico 211 call  
centers, the university of New Mexico center for development  
and disability information network, the children, youth and  
families department child care resource and referral and some  
municipal 311 helplines; and

WHEREAS, increased coordination and information sharing  
among these programs to provide New Mexicans access to  
services through a 211 helpline would be beneficial in  
establishing an effective community information system; and

WHEREAS, effective programs must have highly trained  
information specialists who can relate to community members  
in their respective languages and provide personalized,  
culturally relevant, accurate and current resource and

1 referral information; and

2 WHEREAS, several areas in New Mexico need improved  
3 access to information about health and human services; and

4 WHEREAS, implementation of a coordinated pilot program  
5 could assist 211 helplines to effectively guide families with  
6 young children to the needed information and resources in  
7 New Mexico's diverse communities; and

8 WHEREAS, implementation of a pilot program within an  
9 area such as Bernalillo county could demonstrate the need and  
10 approach to the establishment of a statewide community  
11 information system;

12 NOW, THEREFORE, BE IT RESOLVED BY THE SENATE OF THE  
13 STATE OF NEW MEXICO that the interim legislative health and  
14 human services committee be requested to study the  
15 feasibility of implementing a coordinated 211 helpline pilot  
16 program in Bernalillo county to provide information about  
17 health and human services to assist families with young  
18 children and with prenatal needs; and

19 BE IT FURTHER RESOLVED that copies of this memorial be  
20 transmitted to the chair of the legislative health and human  
21 services committee and the members of the Bernalillo county  
22 board of county commissioners. \_\_\_\_\_

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