

1 SENATE MEMORIAL 106

2 **52ND LEGISLATURE - STATE OF NEW MEXICO - FIRST SESSION, 2015**

3 INTRODUCED BY

4 Michael Padilla

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10 A MEMORIAL

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

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

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

20 WHEREAS, there are current and emerging information and  
21 referral programs operating in New Mexico, including the SHARE  
22 New Mexico web site, united way of New Mexico 211 call centers,  
23 the university of New Mexico center for development and  
24 disability information network, the children, youth and  
25 families department child care resource and referral and some

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1 municipal 311 helplines; and

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

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

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

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

17 WHEREAS, implementation of a pilot program within an area  
18 such as Bernalillo county could demonstrate the need and  
19 approach to the establishment of a statewide community  
20 information system;

21 NOW, THEREFORE, BE IT RESOLVED BY THE SENATE OF THE STATE  
22 OF NEW MEXICO that the interim legislative health and human  
23 services committee be requested to study the feasibility of  
24 implementing a coordinated 211 helpline pilot program in  
25 Bernalillo county to provide information about health and human

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1 services to assist families with young children and with  
2 prenatal needs; and

3 BE IT FURTHER RESOLVED that copies of this memorial be  
4 transmitted to the chair of the legislative health and human  
5 services committee and the members of the Bernalillo county  
6 board of county commissioners.