

April 17, 2007

Every hour of every day, someone in the United States needs essential services, from finding an after school program to securing adequate care for a child or an aging parent. Faced with a dramatic increase in the number of agencies and help lines, people often don't know where to turn. In many cases, people end up going without these necessary services because they do not know where to start.

Dialing 2-1-1 helps people find and give help.

Nevada 2-1-1 was launched February 2006 in Nevada and now covers 99.5% of the state; however we need your support to help communicate the Nevada 2-1-1 message to Nevadans as it depends heavily upon your assistance.

2-1-1 is an easy to remember telephone number that, where available, connects people with important community services and volunteer opportunities. It's a vital service offering free information that Nevadans should not be without.

More than 60,000 people to date have been helped by Nevada 2-1-1, a health and human services help line that connects callers with essential services and referrals, which began taking calls in Nevada one year ago on February 13, 2006. Nevada 2-1-1 at launch was available in 39 percent of the state; now 2-1-1 has expanded throughout Nevada and is available to residents in 99.5 percent of the state, with call center hours Monday - Friday from 8 a.m. – Midnight and Saturday – Sunday from 8 a.m. – 4 p.m.

In fact, just this month, Senator Hillary Rodham-Clinton held a press conference calling for support from government officials and the introduction of legislation in both the house and Senate to focus attention on and help fund "The Calling for 2-1-1 Act."

The mission of 2-1-1 is to provide Nevadans access to the following types of services:

- **Basic Human Services:** food banks, clothing closets, shelters, rent assistance, utility assistance.
- **Physical and Mental Health Resources:** health insurance programs, Medicaid and Medicare, maternal health, Children's Health Insurance Program, medical information lines, crisis intervention services, support groups, counseling, drug and alcohol intervention and rehabilitation.
- **Employment Support Services:** financial assistance, job training, transportation assistance, education programs.
- **Support for Seniors and Persons with Disabilities:** adult day care, congregate meals, Meals on Wheels, respite care, home health care, transportation, homemaker services.
- **Programs for Children, Youth and Families:** childcare, after school programs, Head Start, family resource centers, summer camps and recreation programs, mentoring, tutoring, protective services.
- **Volunteer Opportunities and Donations**
- **Support for Community Crisis or Disaster Recovery:** 2-1-1 systems in other states have proven valuable in disaster relief efforts in other

communities. Nevada 2-1-1's capabilities in this area will be developed as funding allows.

Nevada 2-1-1 strengthens Nevada's communities by uniting the people in your area who want to help with those who need help. 2-1-1 is not a substitute for 9-1-1 (emergency services), 4-1-1 (telephone directory assistance) or other specialized hotlines or automated recordings. Those with hearing/speech impairments may access 2-1-1 services by calling 7-1-1. Translation services in over 150 languages are available to those calling 2-1-1.

2-1-1 is spearheaded nationally by United Way of America and the Alliance of Information and Referral Systems (AIRS). In July 2000, the Federal Communications Commission (FCC) established 2-1-1 as the nationwide number for non-emergency information and referrals.

As of January 2007, 65% of the U.S. population has access to 2-1-1, with more systems going live each month.

The initial planning and development of this essential service was made possible through funding from the State of Nevada with the support of Nevada Senator Dina Titus and Assemblywoman Debbie Smith.

As an influential member of the state of Nevada, you can help assist Nevada 2-1-1 in our efforts by getting the word across by the following initiatives:

- Disseminating this information to all of your constituents and organizational supporters
- Listing Nevada 2-1-1 link on your county website
- United Way can provide collateral posters, brochures, etc. upon request
- Call 1-888-PASS-211 to encourage members of Congress to co-sponsor "The Calling for 2-1-1 Act," bi-partisan legislation that would provide federal funding for 2-1-1

For more information, please visit our website: [www.nevada211.org](http://www.nevada211.org) and you can view the PSA at <http://www.nevada211.org/sup.php?id=27>. I look forward to hearing from you soon on this issue.

Sincerely,

Dan Goulet  
President & CEO  
United Way of Southern Nevada  
the Sierra  
(702) 734.2273

Karen Barsell  
President & CEO  
United Way of Northern Nevada &  
(775) 333-8264