

**CHAPTER 1**  
**General Provisions**

- Article 1**    **2-1-1 Service**  
**Resolution No. 2006-22, December 18, 2006**
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**Resolution No. 2010-\_\_\_\_, \_\_\_\_\_, 2010**

## ARTICLE 1

### 2-1-1 Service

*Resolution 2006-22*

*December 18, 2006*

WHEREAS, 2-1-1 for Southeast Colorado provides free telephone calls and a website for persons to access health and human services as well as volunteer opportunities; and

WHEREAS, the County of Otero, Colorado, is within Colorado Region 7 of the 2-1-1 for Southeast Colorado service area; and

WHEREAS, 2-1-1 for Southeast Colorado is expanding to provide service in all eleven counties in Region 7; and

WHEREAS, the needs of the citizens of Otero County are to be assisted through the services of 2-1-1 for Southeast Colorado; and

WHEREAS, the residents of Otero County will be assisted by the 2-1-1 calling service when it goes live in our area;

NOW, THEREFORE, BE IT RESOLVED by the Board of Commissioners of the County of Otero, Colorado, that:

1. 2-1-1 is a valuable service for the residents of Southeast Colorado.
2. 2-1-1 is a free service that will provide the residents of Otero County with information, opportunities and assistance that might not have been available in the past.
3. A representative of Otero County will be appointed by the County Commissioners to work with the 2-1-1 for Southeast Colorado Advisory Council to further the efforts of 2-1-1 to provide quality service for County residents.

#### **Background:**

2-1-1 is an easy to remember telephone number that, where available, connects people with important community services and volunteer opportunities. The implementation of 2-1-1 is being spearheaded by United Ways and comprehensive and specialized information and referral agencies in states and local communities. United Way of America (UWA) and the Appliance for Information and Referral Systems (AIRS) strongly support federal funding so that every American has access to this essential service.

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

While services that are offered through 2-1-1 vary from community to community, 2-1-1 provides callers with information about and referrals to human services for everyday needs and in times of crisis. For example, 2-1-1 can offer access to the following types of services:

- **Basic Human Needs Resources:** food banks, clothing, shelters, rent assistance, utility assistance.
- **Physical and Mental Health Resources:** medical information lines, crisis intervention services, support groups, counseling, drug and alcohol intervention, rehabilitation, health insurance programs, Medicaid and Medicare, maternal health, children's health insurance programs.
- **Employment Support:** unemployment benefits, financial assistance, job training, transportation assistance, education programs.
- **Support for Older Americans and Persons With Disabilities:** home health care, adult day care, congregate meals, Meals on Wheels, respite care, transportation, and homemaker services.
- **Support for Children, Youth and Families:** quality childcare, Success by 6, after-school programs, Head Start, family resource centers, summer camps and recreation programs, mentoring, tutoring, protective services.
- Volunteer Opportunities and Donations.

### What is 2-1-1?

2-1-1 is an easy to remember telephone number that connects callers to information about critical health and human services available in their community.

2-1-1 reaches approximately 165 million people (over 55% of the total U.S. population) in 38 states and the District of Columbia. Yet, millions of Americans still need to be connected.

America needs 2-1-1 to be accessible nationwide. As the number of organizations providing specialized services is on the rise, people find it frustrating and confusing to access community services. 2-1-1 provides a one-stop service for vital information.

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## ARTICLE 2

### Code Numbering System

*Resolution No. 2010-\_\_\_\_\_  
\_\_\_\_\_, 2010*

THE CHAPTER AND SECTION NUMBERING SYSTEM USED IN THIS CODIFICATION IS SPECIFICALLY FOR THE CONVENIENCE AND SIMPLICITY OF THE USER IN TERMS OF USING THIS CODE. THE CHAPTER AND SECTION NUMBERING SYSTEM USED IN THIS CODIFICATION MAY OR MAY NOT BE THE SAME OR MAY OR MAY NOT CORRESPOND WITH THE ORIGINAL RESOLUTIONS, ORDINANCES, INTERGOVERNMENTAL AGREEMENTS AND OTHER DOCUMENTS THAT ARE REPRESENTED IN THIS CODE. IF ACCURATE CHAPTER AND SECTION NUMBERS ARE NECESSARY, THE USER OF THIS CODE SHOULD CHECK THE ACTUAL, ORIGINAL DOCUMENT IN QUESTION, AS ANY CONFLICT IN THE NUMBERING SYSTEM BETWEEN THE ORIGINAL DOCUMENT AND THIS CODE WILL BE RESOLVED BY REFERENCE TO THE ORIGINAL DOCUMENT.