

Board of Supervisors Resolution  
Resolution recognizing and congratulating )  
**2-1-1 Monterey County** a public service program )  
on its tenth anniversary of services to the community )

**Whereas**, since February 11, 2009 **2-1-1 Monterey County** has provided a high-quality information and referral service, free of charge to all residents of Monterey County, available 24/7 in any language desired; and,

**Whereas**, the purpose of **2-1-1 Monterey County** is to help all residents navigate and identify from the comprehensive 2-1-1 database of community services available in Monterey County those services that would best serve their needs with up-to-date and useful information needed to access those services; and,

**Whereas**, 2-1-1 Monterey County has provided assistance to over 133,000 individual contacts who were seeking assistance from governmental and non-profit community-based organizations during the ten years of operations by providing over 300,000 referrals; and,

**Whereas**, during times of crisis and emergencies, **2-1-1 Monterey County** has coordinated response efforts with the Monterey County Office of Emergency Services to meet the needs of the community; and,

**Whereas**, with over 600 agencies that manage 2,654 programs available to the public kept in the 2-1-1 database, **2-1-1 Monterey County** systematically verified their information to ensure that the public receives the most accurate information available; and,

**Whereas**, that all **2-1-1 Monterey County** Contact Specialists and support staff are nationally certified and meet the highest standard of customers service in information and referral services and undergo rigorous training and evaluations on a continuous basis including real life mutual aid disaster responses with allied 2-1-1 agencies throughout the United States that were experiencing hurricanes, wildland fires, flooding events and mass shootings; and,

**Whereas**, 2-1-1 is an easy to remember and easy to use 3-digit phone number, **2-1-1 Monterey County** has been the first contact for people experiencing personal crisis; Contact Specialists were able to quickly and compassionately connected them with the appropriate crisis counselors, never leaving them alone until they were safely in conversation with the counselor.

**Now, therefore, be it resolved** that the Monterey County Board of Supervisors, on behalf of the County and all citizens thereof, hereby recognize and congratulate United Way Monterey County on the occasion of its tenth anniversary of public service and express our sincere thanks and appreciation for its tireless commitment to improving lives in Monterey County.

**Passed and adopted** on this 5<sup>th</sup> day of February, 2019.