



## Legislation Text

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**File #: 990267, Version: 1**

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SUBSTITUTE 1

ALD. D'AMATO

Substitute resolution relating to designation of a 211 telephone number for access to non-emergency health and human service information and referrals.

- Analysis -

This resolution directs the Intergovernmental Relations Division - Department of Administration to seek and secure, from the State of Wisconsin Public Service Commission, designation of 211 as a 3-digit access number for use throughout the State of Wisconsin for non-emergency health and human service informational and referral phone calls.

Whereas, For the past 2 years, the Metropolitan Milwaukee 211 Stakeholders Council has been involved in planning for the use of 211 as a 3-digit access number for use throughout the State of Wisconsin for non-emergency information and referral phone calls for health and human services; and

Whereas, A broad cross-section of individuals and agencies has been involved in this initiative, including state officials, county governments, municipalities, United Way of Greater Milwaukee, representatives of local hotlines and other organizations; and

Whereas, The designation and availability of 211 in the City of Milwaukee will assist individuals and families attempting to navigate complex health and social service systems working to address homelessness, hunger, unemployment, substance abuse and other social issues; and

Whereas, The need has increased for easily accessible, accurate and current information about community support services, as a result of the implementation of welfare-to-work initiatives; and

Whereas, A 211 system in other cities has reduced non-emergency phone calls to 911 lines, thereby freeing up that line for actual emergencies; and

Whereas, A 211 system will consolidate a number of existing social-service hotlines, resulting in increased efficiency because of the elimination of duplicative services, including staff and printed materials; and

Whereas, The Community Development Block Grant Policy Committee has recommended that \$50,000 in Community Development Block Grant funds be allocated for this project; and

Whereas, In the metropolitan Milwaukee area, the proposed 211 System will be operated by the Milwaukee Council on Alcoholism and Drug Dependence (MCADD), which has 29 years of experience operating HELPLINE and other hotlines; and

Whereas, The 211 System will be owned by the community and governed by the 211 Stakeholders Council, which has representatives from the City of Milwaukee, Milwaukee County, the State of Wisconsin, the United Way and other area agencies; and

Whereas, The projected start-up date for the 211 System is August 1999, if authorization and designation for the 211 number is granted by the Public Service Commission; now, therefore, be it

Resolved, By the Common Council of the City of Milwaukee, that the Intergovernmental Relations Division - Department of Administration is authorized and directed to seek and secure, from the State of Wisconsin Public Service Commission, designation of 211 as a 3-digit access number for use throughout the State of Wisconsin for non-emergency health and human service informational and referral phone calls.

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5/17/99