

## MEMORANDUM

DATE: June 16, 2008

TO: All Members of the Delaware State Senate  
and House of Representatives

FROM: Ms. Daniese McMullin-Powell  
Chairperson  
State Council for Persons with Disabilities

RE: H.B. 441 [2-1-1]

The State Council for Persons with Disabilities (SCPD) has reviewed H.B. 441 which revises the proposed operation of the 2-1-1 Helpline from 24 hours per day, 7 days per week to 10.5 hours per day, 5 days per week. In addition, this Bill will permit the 2-1-1 Helpline to seek funding from sources outside the State operating budget in order to initiate service as a 2-1-1 information and referral system for governmental and non-profit assistance. SCPD endorses the proposed legislation for the following reasons:

- 2-1-1 is a free, easy to remember phone number that people can call to be connected to a person trained to help them assess their needs and put them in touch with community services appropriate to meet their needs.
- The trained information and referral specialists are able to help callers understand their issues and sort through eligibility criteria and available community services.
- Compilation of a thorough database of available programs and agencies that provide comprehensive community services.
- Reduction of misdirected calls, prevention of caller frustration and reduction of inappropriate calls to 911.

Thank you for your consideration and please contact SCPD if you have any questions regarding our position or comments on the proposed legislation.

cc: The Honorable Ruth Ann Minner  
Governor's Advisory Council for Exceptional Citizens  
Developmental Disabilities Council