

WHEREAS, almost every hour of everyday, someone in Santa Clara County searches for services, from substance abuse treatment to services for an aging parent, and unfortunately, many non-emergency inquires tie up 911 emergency services; and

WHEREAS, beginning February 11, 2007, the 2-1-1 service was made available 24 hours a day from all land lines in the county for individuals seeking information in situations which are not life-threatening; cell phone carriers now provide access to 2-1-1, and a powerful search engine for 2-1-1's service database is available online, all of which relieves the burden on the 911 service; and

WHEREAS, in Santa Clara County, more than 1,700 community agencies provide health and human service programs, and 2-1-1 provides free access to information about community, health and disaster services; and

WHEREAS, 2-1-1 callers receive personalized information from a live phone Resource Specialist who can answer questions about a variety of nonprofit and government services and agencies, including where to go to volunteer or donate to a favorite cause; and

WHEREAS, in times of disaster, 2-1-1 will be mobilized as the central point for disseminating public information, and after the danger has passed, 2-1-1 is designed to help victims secure recovery assistance and enlist volunteers in the recovery process; and

WHEREAS, Santa Clara County is committed to recognizing and honoring those individuals who dedicate themselves to the best ideals of public service, including the staff members of United Way Silicon Valley's 2-1-1 Santa Clara County program;

NOW, THEREFORE, BE IT RESOLVED that the Board of Supervisors of the County of Santa Clara County, State of California, does hereby proclaim from this date forward, every February 11th to be

2-1-1 Santa Clara County Day

PASSED AND ADOPTED this Tenth Day of February, 2009.

Donald F. Gage
Supervisor, District One

Liz Kniss, President
Board of Supervisors

George Shirakawa
Supervisor, District Two

Dave Cortese
Supervisor, District Three

Ken Yeager
Supervisor, District Four

Attest: Maria Marinos
Clerk, Board of Supervisors