

BY: Senator MAYER

COMMEMORATING the 20th Anniversary of 2-1-1
Backgrounder of United Way of Westchester and Putnam

WHEREAS, It is the custom of this Legislative Body to recognize that the quality and character of life in the communities across New York State are reflective of the concerned and dedicated efforts of those organizations and individuals who would devote themselves to the welfare of the community and its citizenry; and

WHEREAS, Attendant to such concern and in full accord with its long-standing traditions, this Legislative Body is justly proud to commemorate the 20th Anniversary of 2-1-1 Backgrounder of United Way of Westchester and Putnam; and

WHEREAS, The United Way's 2-1-1 Backgrounder helpline is a free and confidential national program which is a significant component in serving not only Westchester and Putnam counties but also all of New York State; furthermore, this invaluable service is available in all 50 states, the District of Columbia, Puerto Rico, and Canada; and

WHEREAS, An easy-to-remember phone number dedicated to assisting individuals in crisis or in need of guidance to obtain programs and services, which are available for individuals and families, United Way's 2-1-1 Backgrounder serves to improve lives and to make a positive impact in the local community through collaboration with other organizations, resolving numerous problems within the community; and

WHEREAS, Throughout its distinguished history, United Way's 2-1-1 Backgrounder has connected millions of individuals within the region to local and national resources for housing, food, healthcare, childcare, education, employment, transportation, counseling, and much more; in 2023, more than 2.6 million New Yorkers appealed to this resource, which consists of more than 25,000 programs and services, for assistance; and

WHEREAS, Based in White Plains, New York, the United Way's 2-1-1 Backgrounder Call Center serves approximately 6,000,000 New Yorkers across the Hudson Valley, Long Island, and Adirondack Regions; an impressive 80% of the hundreds of thousands of calls are answered within only 30 seconds, following the guidelines of the Alliance of Information and Referral Systems (AIRS) certification standards; and

WHEREAS, United Way's 2-1-1 Backgrounder tirelessly serves the interests of the people of this Empire State, offering information on health and human services, referral, assessment, and crisis support as well as working with community partners and local governments to ensure outcomes are accomplished and impact is being made; help is provided during times of disaster, including the COVID-19 pandemic, Hurricanes Sandy and Ida, and other emergencies; and

WHEREAS, For two decades, United Way's 2-1-1 Backgrounder has been

dedicated to the strength and well-being of families throughout the region; since its inception, this vital agency has provided professional counseling and community services, which empower individuals and families to deal more effectively with their challenges, enhancing the quality of their lives; and

WHEREAS, Today, United Way's 2-1-1 Backgrounder continues to work in partnership with the compassionate strength of local agencies and businesses to help promote greater welfare for all in the tri-county region; and

WHEREAS, The success of United Way's 2-1-1 Backgrounder is in direct correlation to the efforts of its highly trained and empathetic staff members, whose involvement is, and always has been, characterized by an impressive commitment, an unbridled enthusiasm, and an uncompromising standard of excellence in all endeavors on behalf of the organization and the community it serves; and

WHEREAS, This auspicious occasion presents an opportunity for this Legislative Body to recognize and pay tribute to 2-1-1 Backgrounder of United Way of Westchester and Putnam; and

WHEREAS, It is the sense of this Legislative Body that those organizations which enhance the well-being and vitality of their community and have shown a long and sustained commitment to excellence certainly have earned the recognition and applause of all the citizens of this great Empire State; now, therefore, be it

RESOLVED, That this Legislative Body pause in its deliberations to commemorate the 20th Anniversary of 2-1-1 Backgrounder of United Way of Westchester and Putnam; and be it further

RESOLVED, That a copy of this Resolution, suitably engrossed, be transmitted to 2-1-1 Backgrounder of United Way of Westchester and Putnam.