

STAND. COM. REP. NO.

2206

Honolulu, Hawaii

FEB 17

, 2006

RE: S.B. No. 2920

Honorable Robert Bunda
President of the Senate
Twenty-Third State Legislature
Regular Session of 2006
State of Hawaii

Sir:

Your Committees on Transportation and Government Operations
and Human Services, to which was referred S.B. No. 2920 entitled:

"A BILL FOR AN ACT RELATING TO THE ALOHA UNITED WAY 211
SERVICES,"

beg leave to report as follows:

The purpose of this measure is to make a grant to the Aloha
United Way 211, and require all state and county agencies and
private providers of services receiving government contracts to
participate in the 211 information system.

Your Committees received testimony in support of this measure
from the State Civil Defense, Aloha United Way, and one
individual.

Aloha United Way 211 is a 24/7 information and referral
service that is available statewide. Dialing 2-1-1 immediately
provides callers access to a specialist, who directs callers to
more than four thousand programs and services as appropriate to
their needs. Although the 211 program is operating, public
awareness is limited and services need to be upgraded and
expanded.

Your Committees find that the easy-to-remember 211 dialing
code will provide direct access to organizations providing
community information and referral services, such as housing and
rental assistance, legal assistance, counseling, and hospice
services, that are not currently available through the 911
emergency code.

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The State Civil Defense testified that the 211 number provided a vital service during the 2004 Manoa flood disaster and other emergencies.

In order to expand its 211 program, the Aloha United Way will: (1) conduct major public awareness campaigns, reaching out to the public through employers, schools, and agencies; (2) increase agency participation in the 211 database; and (3) increase the 211 center's quality, capacity, and disaster response capabilities, to include technology upgrades, training, and evaluation systems.

As affirmed by the records of votes of the members of your Committees on Transportation and Government Operations and Human Services that are attached to this report, your Committees are in accord with the intent and purpose of S.B. No. 2920 and recommend that it pass Second Reading and be referred to the Committee on Ways and Means.

Respectfully submitted on
behalf of the members of the
Committees on Transportation
and Government Operations and
Human Services,

Suzanne Chun Oakland

SUZANNE CHUN OAKLAND, Chair

Lorraine R. Inouye

LORRAINE R. INOUE, Chair



