

JOSEPH PRESTON, JR., MEMBER  
PENNSYLVANIA HOUSE OF REPRESENTATIVES



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House of Representatives  
COMMONWEALTH OF PENNSYLVANIA  
HARRISBURG

**MEMO**

**DATE:** February 28, 2011

**SUBJECT:** Cosponsor of Legislation - PA 2-1-1 Telephone Service Implementation Act

**TO:** All House Members

**FROM:** Rep. Joseph Preston, Jr.

In the near future, I will be re-introducing legislation that would create the Pennsylvania 2-1-1 Telephone Service Implementation Act.

The 2-1-1 abbreviated dialing code is a universally recognized number that connects individuals and families in need with an appropriate community based organization or government agency that can assist them with their particular problem. The code came into national prominence during the events of September 11, 2001 when an estimated 14,000 calls were handled in the New York area. Those calls included 5,000 people who offered help and 9,000 who requested assistance.

While extremely useful in a crisis, the greatest importance of 2-1-1 is for response to everyday inquiries about needs such as unemployment compensation, health care and health care coverage, nursing homes, and daycare.

Under my legislation, 2-1-1 would pay for itself through further consolidation of existing information and referral lines already operated by the Commonwealth. In 2005, the commonwealth reported a savings of \$2.2 million through the consolidation of seven help-line telephone services offered by four different state departments. In particular, the Health and Human Services Call Center located in Wormleysburg, PA (in operation since August 1, 2005) saved taxpayers \$2.2 million after one year, indicating the savings amounted to a 45% reduction in help-line operating costs.

This legislation is similar to my previous 2-1-1 bill (HB 2121, Printer's Number 2958) from the 2009/10 legislative session.

Previous co-sponsors include the following Members:  
GODSHALL, BELFANTI, BRENNAN, BROWN, BUXTON, DEASY, FABRIZIO, FRANKEL, HENNESSEY, KORTZ, KULA, MAHONEY, MILLARD, MIRABITO, PALLONE, QUINN, READSHAW, SAINATO, SOLOBAY, SONNEY AND WHITE

If you would like to co-sponsor this legislation, please contact my office at 783-1017 or email Tim Scott at [tscott@pahouse.net](mailto:tscott@pahouse.net).