

PROCLAMATION

Presented by San Diego County Board of Supervisors

Supervisor Cox

HONORING 2-1-1 San Diego

WHEREAS, the health, safety and well-being of residents is of primary concern for the County of San Diego and on July 13, 2010, the San Diego County Board of Supervisors adopted the *Live Well San Diego* initiative to achieve the County's vision of safe, healthy and thriving communities; and

WHEREAS, the *Live Well San Diego* initiative is about uniting all sectors—business, schools, military and veteran's organizations, community- and faith-based organizations, and all levels of government—in order to bring about positive change; and

WHEREAS, 2-1-1 San Diego is a resource and information hub that connects people with community, health and disaster services, these range from substance abuse treatment to care for a child or aging parent, reporting graffiti, food assistance, housing or financial assistance, and are provided through a 24/7 stigma-free confidential phone service and searchable online database; and

WHEREAS, 2-1-1 San Diego provides live highly-trained representatives offering services in more than 200 languages to navigate clients through their situation, assess their needs and match them to the best and closest resource in their community in a timely, compassionate and efficient manner; and

WHEREAS, 2-1-1- San Diego is changing the culture from within by providing healthy food options for staff, wellness courses, a self-care room designated for mental health breaks, and a breastfeeding room for lactating mothers which received the 2012 Breastfeeding Friendly Workplace award from the San Diego County Breastfeeding Coalition; and

WHEREAS, 2-1-1- San Diego operates under the County's Emergency Plan as a partner of the Office of Emergency Services utilizing 2-1-1 as a hotline for the general public during a disaster, providing up-to-the-minute information about shelters, evacuation routes, road closures, volunteering easing the burden on 9-1-1 whose dispatchers must respond to those in immediate danger; and

WHEREAS, 2-1-1 San Diego offers the Courage to Call service for the many veterans, active duty, guard and reserve members and their families who make up a large segment of the County of San Diego and who often feel the most difficult problem is not knowing where to turn when help is needed; and

WHEREAS, 2-1-1 San Diego regularly serves as a vital community information site for County sponsored events, service not only as a site for information on their community events calendar but also as a location to register for events; and

WHEREAS, 2-1-1 San Diego is an active member of the Live Well San Diego Central Region Leadership Team and through this collaboration has created a Live Well San Diego Interactive Resource Mapping Tool for the zip

code areas of 92102, 92105, 92114, 92115 in order to increase the access to health and social services within these Central Region communities.

Whereas, 2-1-1 San Diego provides trainings to various community agencies and County departments on using the Live Well San Diego Interactive Resource Mapping Tool in order to help staff more easily identify essential services located in the neighborhoods in which their clients/residents reside.

WHEREAS, 2-1-1 San Diego is an active member of the Live Well San Diego South Region Building Better Systems subcommittee. 2-1-1 San Diego helped create and launch the Referral Pathway Tool for Home Visitation Programs for at risk pregnant women and young children to get the first best referral. They created a virtual home on the home page of their website for services to be easily accessible to clients and for agencies to readily update information.

WHEREAS, 2-1-1 San Diego is committed to continuing to advance *Live Well San Diego* into the future, and is embracing strategies of this initiative in ways illustrated here:

- **Building a Better Service Delivery System** by continuing to work in coordination with the County in emergency response and communications at the time of an event, increasing client access to health and social services through the use of the interactive resource mapping tool and by providing staff from community-based agencies and County offices with trainings on utilizing this tool as an easy way to help residents and clients locate essential services in their neighborhoods.
- **Supporting Positive Choices** by providing information and referrals to programs and services, such as smoking cessation programs, immunizations sites, breast health information, etc., that support residents in making positive choices towards better health and wellness and by establishing organizational initiatives that support employee health and wellness in the workplace.

BE IT PROCLAIMED by Supervisor Cox and all members of the San Diego Board of Supervisors on this 29th day of April 2014 that they commend **2-1-1 San Diego** for its outstanding service, leadership, and commitment to the health and wellness of county residents, and do hereby declare this day to be the **“2-1-1 San Diego LIVE WELL SAN DIEGO DAY.”**