

May 15, 2024

Honorable Representative Marvin L Abney, Chair
House Finance Committee
Rhode Island State House
Providence RI 02908

Testimony in support of Bill 7693

Dear Chair Abney and members of the House Finance Committee,

I am writing to share my testimony about the vital resource that 211 is for our community. Since the beginning of the pandemic, I have started working with United Way, where my role involves taking 211 calls. Each call I receive is crucial, and I make it a point to attentively listen to the callers and provide them with the appropriate referrals.

I am grateful for the outreach efforts of United Way with various agencies, as it enables me to offer vital information and resources to those in need. In turn, I collect demographics and information so 211 can keep up to date with the community.

I can attest that the many calls I take, callers value and appreciate the work 211 agents provide. These callers really are some of the most vulnerable in Rhode Island. The work we do is significant, and I can personally attest to the gratitude expressed by many callers who have been provided with assistance. The past few years have been challenging for the people of Rhode Island, and thanks to the dedicated staff at 211, callers have been able to access a wide range of help, including food pantries, LIHEAP, rental assistance, and even support for gambling addiction. Please support Bill 7693

Thank you

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