

## Chris O'Brien

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**From:** heidi ross <heidiross511@gmail.com>  
**Sent:** Thursday, April 24, 2025 11:42 AM  
**To:** House Finance Committee  
**Subject:** Support for H5234 United Way 211 funding

Dear House Finance Committee Members,

Please pass H5234 for the following reasons:

- 1) social workers, like myself, often call 211 for up-to-date resources, refer doctors on behalf of their patients, inform pharmacists who have panicked patients that need a trusted place to call, refer and or call with patients/clients, refer colleagues and students, etc. to this invaluable 24-hour support system
- 2) having a simple number to call that is 24/7 also cuts down on mental health crises as people can be listened to by well-trained staff, and given some hope
- 3) people need a place to call that is reliable, easy and informed, 211 also has many resources that are shared daily, at no cost to the public
- 4) nonprofits are taking great hits now, our communities are suffering and are sure to face more life and death situations as the days progress, we need this safety net, no question about it

Information and prevention is something we cannot afford to lose, the cost will be much greater if we don't support this bill.

Thank you so much, especially during such trying times,

Heidi Ross, BSW, MA  
Providence