

**I MINA'TRENTAI SAIS NA LIHESLATURAN GUÅHAN
RESOLUTIONS**

Resolution No.	Sponsor	Title	Date Intro	Date of Presentation	Date Adopted	Date Referred	Referred to	PUBLIC HEARING DATE	DATE AUTHOR REPORT FILED	NOTES
234-36 (COR)	Telena Cruz Nelson Tina Rose Muña Barnes Clynton E. Ridgell Amanda L. Shelton V. Anthony Ada James C. Moylan Jose "Pedro" Terlaje Christopher M. Dueñas Therese M. Terlaje Frank Blas Jr. Sabina Flores Perez	Relative to expressing the utmost support of I Mina'trentai Sais Na Liheslaturan Guåhan (the 36th Guam Legislature) for the passage of S. 3284, the "Veterans Assistance Helpline Act of 2021," introduced by the Honorable Jaclyn Rosen in the United States on November 30, 2021, which seeks to permanently establish a toll-free telephone helpline for veterans to use in order to quickly obtain information and assistance with all services from the U.S. Department of Veterans Affairs.	12/22/21 8:31 a.m.		1/28/22	12/22/21 4:19 p.m.	Author	1/19/22 5:00 p.m.	1/25/22 2:22 p.m.	

I MINA'TRENTAI SAIS NA LIHESLATURAN GUÅHAN
2021 (FIRST) Regular Session

Resolution No. 234-36 (COR)

As amended on the Floor.

Introduced by:

Telena Cruz Nelson
Tina Rose Muña Barnes
Clynton E. Ridgell
Amanda L. Shelton
V. Anthony Ada
James C. Moylan
Jose "Pedo" Terlaje
Christopher M. Dueñas
Therese M. Terlaje
Frank Blas, Jr.
Sabina Flores Perez
Mary Camacho Torres
Joanne Brown
Joe S. San Agustin
Telo T. Taitague

Relative to expressing the utmost support of *I Mina'trentai Sais Na Liheslaturan Guåhan* (the 36th Guam Legislature) for the passage of S. 3284, the "Veterans Assistance Helpline Act of 2021," introduced by the Honorable Jaclyn Rosen in the United States on November 30, 2021, which seeks to permanently establish a toll-free telephone helpline for veterans to use in order to quickly obtain information and assistance with all services from the U.S. Department of Veterans Affairs.

1 **BE IT RESOLVED BY *I MINA'TRENTAI SAIS NA LIHESLATURAN***
2 ***GUÅHAN*:**

3 **WHEREAS, S. 3284, known as the "Veterans Assistance Helpline Act of 2021,"**
4 **was introduced in the United States Senate on November 30, 2021 by Senator Jacklyn**
5 **Rosen of Nevada, and referred to the Committee on Veterans' Affairs; and**

1 **WHEREAS**, the intent of the “Veterans Assistance Helpline Act of 2021” is to
2 require the U.S. Secretary of Veterans Affairs to establish a toll-free telephone helpline
3 for veterans and other eligible individuals to use to obtain information about the benefits
4 and services provided by the U.S. Department of Veterans Affairs (VA), and for other
5 purposes; and

6 **WHEREAS**, the proposed legislation would also direct the U.S. Department of
7 Veterans Affairs, in coordination with the Federal Communications Commission
8 (FCC), to conduct a study to assess the feasibility and advisability of designating a
9 dialing code for veterans to access the toll-free telephone helpline; and work towards
10 deploying a simple, easy to remember dialing code to use to immediately connect to all
11 of the U.S. Department of Veterans Affairs resources; and

12 **WHEREAS**, S. 3284, the “Veterans Assistance Helpline Act of 2021,” would
13 also facilitate more user-friendly access to obtaining information and services over the
14 phone, communicating with a “live individual” rather than an automated recording, and
15 ensuring quality of service to efficiently expedite and streamline access to support
16 resources; and

17 **WHEREAS**, the Federal Communications Commission (FCC) is overseen by
18 Congress and regulates interstate and international communications by radio, television,
19 wire, satellite, and cable in all fifty (50) states, the District of Columbia, and U.S.
20 territories; and is the federal agency responsible for implementing and enforcing
21 America’s communications laws and regulations; and

22 **WHEREAS**, toll-free numbers are telephone numbers with distinct three (3)-
23 digit codes that can be dialed from landlines with no charge to the individual placing
24 the call; and such toll-free numbers allow callers to reach individuals out of the service
25 area without being charged a long-distance fee for the call; and

26 **WHEREAS**, *I Mina'trentai Sais Na Liheslaturan Guåhan* (the 36th Guam
27 Legislature) finds that the proposed legislation, S. 3284, the “Veterans Assistance

1 Helpline Act of 2021,” would greatly benefit veterans seeing that many veterans do not
2 have access to wireless or internet capabilities to online services, which hinders their
3 opportunity to avail themselves to the assistance, accommodations, and the necessary
4 benefits and services; and

5 **WHEREAS**, Senator Rosen’s proposed measure, the “Veterans Assistance
6 Helpline Act of 2021,” would allow veterans to easily seek help and access all the
7 critical services that the U.S. Department of Veterans Affairs provides; and through the
8 toll-free telephone helpline, veterans can access important services and get connected
9 to the proper entity within the VA, without having to call multiple phone numbers; and

10 **WHEREAS**, *I Mina'trentai Sais Na Liheslaturan Guåhan* further finds that
11 many Guam veterans have served and protected our nation and our island, and the
12 proposed legislation, S. 3284, the “Veterans Assistance Helpline Act of 2021,” will
13 provide veterans with a simple way to navigate the U.S. Department of Veterans Affairs
14 services and resources they deserve and have rightfully earned; and

15 **WHEREAS**, the “Veterans Assistance Helpline Act of 2021” ensures that all
16 veterans across the nation will have access to an easy to remember, quick, three (3) digit
17 code to dial in for assistance to resources and services provided by the U.S. Department
18 of Veterans Affairs free of charge; and veteran callers can access the toll-free telephone
19 number from across the country, internationally and locally; and

20 **WHEREAS**, long-distance calls have been a financial burden for many
21 individuals, including international or stateside calls, and most individuals utilize long
22 distance calling cards, and there are others who do not have long distance calling options
23 with their landline phone service. Due to differences in time zones, individuals can
24 accumulate fees or be charged excessively; and

25 **WHEREAS**, Guam veterans make calls to the Guam Veterans Affairs Office
26 concerning their benefits and services, and sometimes their inquiries are redirected to
27 the federal U.S. Department of Veterans Affairs. The majority of Guam veterans are

1 retired and on a fixed income, and they do not anticipate the charges of their long-
2 distance call; and with the “Veterans Assistance Helpline Act of 2021,” the intent is to
3 avoid unnecessary charges and provide veteran callers with a free and convenient way
4 to stay connected to the U.S. Department of Veterans Affairs global network of
5 resources and services; and

6 **WHEREAS**, the “Veterans Assistance Helpline Act of 2021,” also extends to an
7 individual acting on behalf of a veteran or an individual eligible to receive a benefit or
8 service administered by the U.S. Department of Veterans Affairs; and

9 **WHEREAS**, *I Mina'trentai Sais Na Liheslaturan Guåhan* supports the passage
10 of S. 3284, the “Veterans Assistance Helpline Act of 2021”; and where some veterans
11 are experiencing homelessness and do not have access to telephone services, a toll-free
12 telephone helpline can help them. With the assistance of the Guam Veterans Affairs
13 Office, they can provide assistance to these veterans by allowing the veterans the use
14 their office telephone lines; *I Mina'trentai Sais Na Liheslaturan Guåhan* further
15 supports the proposed measure to ensure credibility, portability, and veterans care
16 satisfaction of the services provided by the U.S. Department of Veterans Affairs; now
17 therefore, be it

18 **RESOLVED**, that *I Mina'trentai Sais Na Liheslaturan Guåhan* does hereby, on
19 behalf of the people of Guam, express the utmost support for the passage of S. 3284,
20 the “Veterans Assistance Helpline Act of 2021,” which seeks to permanently establish
21 a toll-free telephone helpline for veterans to use in order to quickly obtain information
22 and assistance with all services from the U.S. Department of Veterans Affairs; and be
23 it further

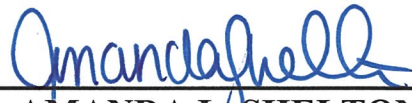
24 **RESOLVED**, that the Speaker certify, and the Legislative Secretary attest to, the
25 adoption hereof, and that copies of the same be thereafter transmitted to the Honorable
26 Joseph Biden, President of the United States; to the Honorable Kamala Harris, Vice
27 President of the United States; to the Honorable Michael F.Q. San Nicolas, Guam’s

- 1 Delegate to the United States House of Representatives; to the Honorable Jacklyn
- 2 Rosen, United States Senate; to Tim Aguon, Director of the Guam Veterans Affairs
- 3 Office; and to the Honorable Lourdes A. Leon Guerrero, *I Maga'hågan Guåhan*.

DULY AND REGULARLY ADOPTED BY *I MINA'TRENTAI SAIS NA LIHESLATURAN GUÅHAN* ON THE 28TH DAY OF JANUARY 2022.



THERESE M. TERLAJE
Speaker



AMANDA L. SHELTON
Legislative Secretary