

AN ACT concerning human services.

Be it enacted by the People of the State of Illinois,
represented in the General Assembly:

Section 1. Short title. This Act may be cited as the
Human Services 211 Collaboration Board Act.

Section 5. Definition. In this Act:

"Board" means the Human Services 211 Collaboration Board.

"Calling area" means a 3-digit area code.

"In-kind support" means non-cash goods or services
received at an established fair market value.

Section 10. Human Services 211 Collaboration Board.

(a) The Human Services 211 Collaboration Board is
established to implement a non-emergency telephone number
that will provide human services information concerning the
availability of governmental and non-profit services and
provide referrals to human services agencies, which may
include referral to an appropriate web site. The Board shall
consist of 8 members appointed by the Governor. The Governor
shall appoint one representative of each of the following
Offices and Departments as a member of the Board: the Office
of the Governor, the Department of Human Services, the
Department of Public Aid, the Department of Public Health,
the Department of Children and Family Services, the
Department on Aging, the Department of Employment Security,
and the Illinois Commerce Commission. The Governor shall
designate one of the members as Chairperson. Members of the
Board shall serve 3-year terms and may be reappointed to
serve additional terms.

(b) The Board shall establish standards consistent with
the standards established by the National 211 Collaborative

and the Alliance of Information and Referral Systems for providing information about and referrals to human services agencies to 211 callers. The standards shall prescribe the technology or manner of delivering 211 calls and shall not exceed any requirements for 211 systems set by the Federal Communications Commission. The standards shall be consistent with the Americans with Disabilities Act, ensuring accessibility for users of Teletypewriters for the Deaf (TTY).

Section 15. Pilot project.

(a) The Board shall establish a pilot project to implement 211 as a human services information and referral number. The Board may award not less than 3 and not more than 6 grants to calling areas in various geographical areas of the State in order to establish pilot 211 systems. A calling area may not be awarded more than one grant under this Section.

(b) The Board shall establish eligibility criteria for the grants awarded under this Section.

The criteria shall:

(1) Require 211 providers to submit a request for proposal to the Board based upon the standards adopted by the Board.

(2) Require 211 providers to submit signed, written documentation of agreements with other human services providers and local governmental agencies reflecting collaboration within the calling area.

(3) Require 211 providers to submit evidence of their ability to provide funding.

The Board shall award the grants based upon a 211 provider's documented ability to serve the selected calling area with high quality general information and referral services at a competitive cost.

Section 20. Reports. The Board shall annually report to the Department of Human Services, the Governor, and the General Assembly on the use of 211 services in Illinois.

Section 99. Effective date. This Act takes effect upon becoming law.