

1 AN ACT concerning human services.

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

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

6 Section 5. Definition. In this Act:

7 "Board" means the Human Services 211 Collaboration Board.

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

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

11 Section 10. Human Services 211 Collaboration Board.

12 (a) The Human Services 211 Collaboration Board is
13 established to implement a statewide non-emergency telephone
14 number that will provide human services information
15 concerning the availability of governmental and non-profit
16 services and provide referrals to human services agencies.
17 The Board shall consist of 8 members appointed by the
18 Governor. The Governor shall appoint one representative of
19 each of the following Offices and Departments as a member of
20 the Board: the Office of the Governor, the Department of
21 Human Services, the Department of Public Aid, the Department
22 of Public Health, the Department of Children and Family
23 Services, the Department on Aging, the Department of
24 Employment Security, and the Illinois Commerce Commission.
25 The Governor shall designate one of the members as
26 Chairperson. Members of the Board shall serve 3-year terms
27 and may be reappointed to serve additional terms.

28 (b) The Board shall establish standards consistent with
29 the standards established by the National 211 Collaborative
30 and the Alliance of Information and Referral Systems for

1 providing information about and referrals to human services
2 agencies to 211 callers. The standards shall prescribe the
3 technology or manner of delivering 211 calls and shall not
4 exceed any requirements for 211 systems set by the Federal
5 Communications Commission.

6 Section 15. Pilot project.

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

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

16 The criteria shall:

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

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

24 (3) Require 211 providers to submit evidence of
25 their ability to match the financial support granted by
26 the State. The 211 provider's match shall not be less
27 than 50% of the grant. No more than 25% of the match may
28 be from in-kind support.

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

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

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