



## 96TH GENERAL ASSEMBLY

### State of Illinois

2009 and 2010

SB1922

Introduced 2/20/2009, by Sen. Susan Garrett

#### SYNOPSIS AS INTRODUCED:

New Act  
30 ILCS 105/5.719 new

Creates the 2-1-1 Service Act. Sets forth the findings of the General Assembly. Provides that "2-1-1" is created as the official State dialing code for public access to information and referral for health and human services and information about access to services after a natural or non-natural disaster. Contains provisions concerning the designation of a lead entity for 2-1-1. Contains provisions concerning the establishment or prohibition of new information services by specified parties. Contains provisions concerning 2-1-1 services, including the promotion of 2-1-1. Requires participants in 2-1-1 service to meet certain guidelines. Contains provisions concerning the liability of 2-1-1 providers. Amends the State Finance Act to create the 2-1-1 Account Fund in the State treasury to hold moneys from specified sources. Contains provisions concerning the use of moneys for projects and activities in support of 2-1-1-eligible activities. Provides that the lead entity shall provide an annual report to the General Assembly and the Illinois Commerce Commission beginning in calendar year 2010. Contains a severability clause.

LRB096 11138 MJR 21505 b

FISCAL NOTE ACT  
MAY APPLY

A BILL FOR

1 AN ACT concerning information referral.

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 2-1-1  
5 Service Act.

6 Section 5. Findings. The General Assembly finds that the  
7 implementation of a single, easy to use telephone number,  
8 2-1-1, for public access to information and referral for health  
9 and human services and information about access to services  
10 after a natural or non-natural disaster will benefit the  
11 citizens of this State by providing easier access to available  
12 health and human services, by reducing inefficiencies in  
13 connecting people with the desired service providers, and by  
14 reducing duplication of efforts.

15 Section 10. Definitions. As used in this Act:

16 "Commission" means the Illinois Commerce Commission.

17 "2-1-1" means the abbreviated dialing code assigned by the  
18 Federal Communications Commission on July 21, 2000, for  
19 consumer access to community information and referral  
20 services.

21 "Lead entity" means the non-profit or other organization to  
22 be designated by the Commission to manage use of the 2-1-1

1 dialing code for the purpose of providing the public access to  
2 information about health and human services.

3 "Approved 2-1-1 service provider" means a public or  
4 nonprofit agency or other organization designated by the lead  
5 entity to provide 2-1-1 services.

6 "2-1-1 service area" means an area of Illinois identified  
7 by the lead entity as an area within which a recognized 2-1-1  
8 service provider is authorized to provide 2-1-1 services.

9 "2-1-1 services" means information and referral services  
10 provided through the use of 2-1-1 and intended to promote and  
11 provide access to human services, and to aid in disaster  
12 response and recovery.

13 "Recognized 2-1-1 service provider" means an organization  
14 recognized by the lead entity as an appropriate administrator  
15 and authorized user of the 2-1-1 dialing code in a 2-1-1  
16 service area.

17 "Human services" means services provided by government,  
18 nonprofit, or faith-based organizations to ensure the health  
19 and well-being of Illinois residents. "Human services"  
20 includes services designed to provide relief or assistance  
21 after a natural or non-natural disaster.

22 Section 15. 2-1-1 System. "2-1-1" is created as the  
23 official State dialing code for public access to information  
24 and referral for health and human services and information  
25 about access to services after a natural or non-natural

1 disaster.

2 Section 20. Designation of lead entity for 2-1-1.

3 (a) The Commission is authorized to identify and designate  
4 an independent lead entity to provide governance and oversight,  
5 including to study, design, implement, support, and coordinate  
6 a State-wide 2-1-1 system. The independent lead entity shall be  
7 a 501(c)(3) organization.

8 (b) Qualifications for designation of the lead entity shall  
9 include:

10 (1) a public or private governance structure with  
11 representation from State entity and non-governmental  
12 entity stakeholders with shared decision-making authority;

13 (2) demonstrated expertise or experience, or both, in  
14 planning for a State-wide information and referral system;  
15 and

16 (3) demonstrated support from community partners,  
17 including, but not limited to, existing information and  
18 referral services, United Ways, and the Illinois  
19 Association for Information and Referral.

20 (c) The lead entity shall encourage the orderly and  
21 efficient use of 2-1-1 to:

22 (1) provide access to human services; and

23 (2) collect needed information about human services  
24 and the delivery of human services in Illinois.

25 (d) The lead entity shall provide periodic reports on

1 activities, accomplishments, and other issues to the  
2 Commission to ensure accountability and transparency.

3 Section 25. New information services. A State agency or  
4 department that provides human services may not establish a  
5 public telephone line or hotline to provide information or  
6 referrals unless the agency or department first consults with  
7 the lead entity and the recognized 2-1-1 service provider in  
8 the area to be served by the telephone line or hotline about  
9 using 2-1-1 to provide access to the information or referrals.

10 Section 30. 2-1-1 services. Only a service provider  
11 approved by the lead entity may provide 2-1-1 telephone  
12 services. The lead entity shall approve 2-1-1 service  
13 providers, after considering all of the following:

14 (1) the ability of the proposed 2-1-1 service provider  
15 to meet the national 2-1-1 standards recommended by the  
16 Alliance of Information and Referral Systems;

17 (2) the financial stability and health of the proposed  
18 2-1-1 service provider;

19 (3) the community support for the proposed 2-1-1  
20 service provider;

21 (4) the relationships with other information and  
22 referral services; and

23 (5) any other criteria as the lead entity deems  
24 appropriate.

1           Section 35. Promotion of 2-1-1. A person or organization  
2 may not disseminate information to the public about the  
3 availability of 2-1-1 or 2-1-1 services in an area of the State  
4 except in accordance with rules established by the lead entity.

5           Section 40. Participation in 2-1-1. For the purpose of  
6 maintaining an accurate and current database necessary to  
7 provide 2-1-1 services, agencies and organizations receiving  
8 State funding to provide human services shall be required to  
9 submit updated information on their programs and services a  
10 minimum of one time per year to the recognized 2-1-1 service  
11 provider in the 2-1-1 service area where the agency or  
12 organization provides services, beginning one year after 2-1-1  
13 service becomes available in an area where the human service  
14 agency provides services to the public.

15           Section 45. Liability of 2-1-1 providers. A recognized  
16 2-1-1 service provider and its employees, directors, officers,  
17 and agents are not liable to any person in a civil action for  
18 injuries or loss to persons or property as a result of an act  
19 or omission of the recognized 2-1-1 service provider, or its  
20 employees, directors, officers, or agents, in connection with:

21                   (1) developing, adopting, implementing, maintaining,  
22                   or operating a 2-1-1 system;

23                   (2) making 2-1-1 available for use by the public; or

1           (3) providing 2-1-1 services;  
2       except for injuries or loss resulting from the willful or  
3       wanton misconduct of the 2-1-1 service provider or its  
4       employees, directors, officers, or agents.

5           Section 50. 2-1-1 Account Fund. The 2-1-1 Account Fund is  
6       created as a special fund in the State treasury. Moneys in the  
7       Fund may be spent only pursuant to appropriation to the  
8       Commission for grants to the lead entity to use pursuant to  
9       Section 55 of this Act. The 2-1-1 Account Fund consists of the  
10      following:

11           (1) Money appropriated to the Fund by the General  
12      Assembly.

13           (2) Funds received from the federal government for the  
14      support of 2-1-1 services in this State.

15           (3) Earnings attributable to money in the Fund.

16           (4) Money received from any other source for deposit  
17      into the Fund, including gifts and grants.

18           Section 55. Use of moneys for projects and activities in  
19      support of 2-1-1-eligible activities.

20           (a) The lead entity shall study, design, implement,  
21      support, coordinate, and evaluate a State-wide 2-1-1 system.

22           (b) Activities eligible for assistance from the 2-1-1  
23      Account Fund include, but are not limited to:

24           (1) Creating a structure for a State-wide 2-1-1

1 resources database that will meet the Alliance for  
2 Information and Referral Systems standards for information  
3 and referral systems databases and that will be integrated  
4 with local resources databases maintained by approved  
5 2-1-1 service providers.

6 (2) Developing a State-wide resources database for the  
7 2-1-1 system.

8 (3) Maintaining public information available from  
9 State agencies, departments, and programs that provide  
10 health and human services for access by 2-1-1 service  
11 providers.

12 (4) Providing grants to approved 2-1-1 service  
13 providers to design, develop, and implement 2-1-1 for its  
14 2-1-1 service area.

15 (5) Providing grants to approved 2-1-1 service  
16 providers to enable 2-1-1 service providers to provide and  
17 evaluate 2-1-1 service delivery on an ongoing basis.

18 (6) Providing grants to approved 2-1-1 service  
19 providers to enable the provision of 2-1-1 services on a  
20 24-hours per-day, 7-days per-week basis.

21 Section 60. Annual reports. The lead entity shall provide  
22 an annual report to the General Assembly and the Commission  
23 beginning in calendar year 2010.

24 Section 90. The State Finance Act is amended by adding



1 Section 5.719 as follows:

2 (30 ILCS 105/5.719 new)

3 Sec. 5.719. The 2-1-1 Account Fund.

4 Section 97. Severability. The provisions of this Act are  
5 severable under Section 1.31 of the Statute on Statutes.