

1 AN ACT concerning human services referrals.

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 consists of 16 members appointed by the Governor.  
18 The Governor must appoint one representative of each of the  
19 following Offices and Departments as a member of the Board:  
20 the Office of the Governor, the Department of Human Services,  
21 the Department of Public Aid, the Department of Public  
22 Health, the Department of Children and Family Services, the  
23 Department on Aging, the Department of Employment Security,  
24 and the Illinois Commerce Commission. The Governor must  
25 appoint one representative of each of the following  
26 organizations to the Board: the United Way of Illinois, the  
27 Illinois Alliance of Information and Referral Systems, and  
28 the Illinois Telecommunications Association. The Governor  
29 must appoint one representative of each of the following  
30 non-profit human services agencies: Catholic Charities,

1 Jewish Federation/Jewish United Fund of Metropolitan Chicago,  
2 Lutheran Social Services of Illinois, Voices for Illinois  
3 Children, and Work Welfare and Families. The Governor shall  
4 designate one of the members as Chairperson. Members of the  
5 Board shall serve 3-year terms and may be reappointed to  
6 serve additional terms.

7 (b) The Board must establish practical standards based  
8 on the standards established by the National 211  
9 Collaborative and the Alliance of Information and Referral  
10 Systems for providing information about and referrals to  
11 human services agencies to 211 callers. The standards must  
12 prescribe the technology or manner of delivering 211 calls  
13 and may not exceed any requirements for 211 systems set by  
14 the Federal Communications System.

15 Section 15. Pilot project.

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

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

25 The criteria must:

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

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

33 (3) Require 211 providers to submit evidence of

1           their ability to match the financial support granted by  
2           the State. The 211 provider's match may not be less than  
3           50% of the State's support. No more than 25% of the  
4           match may from in-kind support.

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

9           (c) The grants must be awarded and the pilot programs  
10          must be operational on or before July 1, 2002.

11          Section 20. Reports. The Board must annually report to  
12          the Illinois Commerce Commission, the Governor, and the  
13          General Assembly on the use of 211 services in Illinois.

14          Section 99. Effective date. This Act takes effect on  
15          July 1, 2001.