

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 shall consist of 16 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 appoint one representative of each of the
26 following organizations to the Board: the United Way of
27 Illinois, the Illinois Alliance of Information and Referral
28 Systems, and the Illinois Telecommunications Association. The
29 Governor shall appoint one representative of each of the
30 following non-profit human services agencies: Catholic

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

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

15 Section 15. Pilot project.

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

25 The criteria shall:

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 shall not be less
3 than 50% of the grant. No more than 25% of the match may
4 be from in-kind support.

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

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