

SSB 5692 - S AMD 207
By Senator Carlson

ADOPTED 03/17/2003

1 Strike everything after the enacting clause and insert the
2 following:

3 "NEW SECTION. **Sec. 1.** FINDINGS. The legislature finds that the
4 implementation of a single easy to use telephone number, 211, for
5 public access to information and referral for health and human services
6 and information about access to services after a natural or nonnatural
7 disaster will benefit the citizens of the state of Washington by
8 providing easier access to available health and human services, by
9 reducing inefficiencies in connecting people with the desired service
10 providers, and by reducing duplication of efforts. The legislature
11 further finds in a time of reduced resources for providing health and
12 human services that establishing a cost-effective means to continue to
13 provide information to the public about available services is
14 important. The legislature further finds that an integrated statewide
15 system of local information and referral service providers will build
16 upon an already existing network of experienced service providers
17 without the necessity of creating a new agency, department, or system
18 to provide 211 services. The legislature further finds that no funds
19 should be appropriated by the legislature to a 211 system under this
20 act without receiving documentation that a 211 system will provide
21 savings to the state.

22 NEW SECTION. **Sec. 2.** 211 SYSTEM. 211 is created as the official
23 state dialing code for public access to information and referral for
24 health and human services and information about access to services
25 after a natural or nonnatural disaster.

26 NEW SECTION. **Sec. 3.** DEFINITIONS. The definitions in this

1 section apply throughout this chapter unless the context clearly
2 requires otherwise.

3 (1) "Department" means the department of social and health
4 services.

5 (2) "WIN 211" means the Washington information network 211, a
6 501(c)(3) corporation incorporated in the state of Washington.

7 (3) "Approved 211 service provider" means a public or nonprofit
8 agency or organization designated by WIN 211 to provide 211 services.

9 (4) "211 service area" means an area of the state of Washington
10 identified by WIN 211 as an area in which an approved 211 service
11 provider will provide 211 services.

12 (5) "211" means the abbreviated dialing code assigned by the
13 federal communications commission on July 21, 2000, for consumer access
14 to community information and referral services.

15 NEW SECTION. **Sec. 4.** NEW INFORMATION SERVICES. Before a state
16 agency or department that provides health and human services
17 establishes a new public information telephone line or hotline, the
18 state agency or department shall consult with WIN 211 about using the
19 211 system to provide public access to the information.

20 NEW SECTION. **Sec. 5.** 211 SERVICES. Only a service provider
21 approved by WIN 211 may provide 211 telephone services. WIN 211 shall
22 approve 211 service providers, after considering the following:

23 (1) The ability of the proposed 211 service provider to meet the
24 national 211 standards recommended by the alliance of information and
25 referral systems and adopted by the national 211 collaborative on May
26 5, 2000;

27 (2) The financial stability and health of the proposed 211 service
28 provider;

29 (3) The community support for the proposed 211 service provider;

30 (4) The relationships with other information and referral services;

31 and

32 (5) Such other criteria as WIN 211 deems appropriate.

33 NEW SECTION. **Sec. 6.** 211 ACCOUNT. The 211 account is created in
34 the state treasury. Moneys in the account may be spent only after
35 appropriation. The 211 account shall include any funding for this

1 purpose appropriated by the legislature, private contributions, and all
2 other sources. Expenditures from the 211 account shall be used only
3 for the implementation and support of the 211 system.

4 NEW SECTION. **Sec. 7.** USE OF MONEYS FOR PROJECTS AND ACTIVITIES IN
5 SUPPORT OF 211--ELIGIBLE ACTIVITIES. (1) WIN 211 shall study, design,
6 implement, and support a statewide 211 system.

7 (2) Activities eligible for assistance from the 211 account
8 include, but are not limited to:

9 (a) Creating a structure for a statewide 211 resources data base
10 that will meet the alliance for information and referral systems
11 standards for information and referral systems data bases and that will
12 be integrated with local resources data bases maintained by approved
13 211 service providers;

14 (b) Developing a statewide resources data base for the 211 system;

15 (c) Maintaining public information available from state agencies,
16 departments, and programs that provide health and human services for
17 access by 211 service providers;

18 (d) Providing grants to approved 211 service providers for the
19 design, development, and implementation of 211 for its 211 service
20 area;

21 (e) Providing grants to approved 211 service providers to enable
22 211 service providers to provide 211 service on an ongoing basis; and

23 (f) Providing grants to approved 211 service providers to enable
24 the provision of 211 services on a twenty-four-hour per day seven-day
25 a week basis.

26 NEW SECTION. **Sec. 8.** REPORTING. WIN 211 shall provide an annual
27 report to the legislature and the department beginning July 1, 2004.

28 NEW SECTION. **Sec. 9.** CAPTIONS NOT LAW. Captions used in this
29 chapter are not part of the law.

30 NEW SECTION. **Sec. 10.** SEVERABILITY. If any provision of this act
31 or its application to any person or circumstance is held invalid, the
32 remainder of the act or the application of the provision to other
33 persons or circumstances is not affected.

1 NEW SECTION. **Sec. 11.** EFFECTIVE DATE. This act is necessary for
2 the immediate preservation of the public peace, health, or safety, or
3 support of the state government and its existing public institutions,
4 and takes effect July 1, 2003.

5 NEW SECTION. **Sec. 12.** Sections 1 through 11 of this act
6 constitute a new chapter in Title 43 RCW."

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7 On page 1, line 2 of the title, after "referral;" strike the
8 remainder of the title and insert "adding a new chapter to Title 43
9 RCW; providing an effective date; and declaring an emergency."

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