

5692-S

Sponsor(s): Senate Committee on Children & Family Services & Corrections (originally sponsored by Senators Carlson, Hargrove, Esser, Parlette, Kohl-Welles, McAuliffe and Rasmussen)

Brief Description: Establishing a 211 network.

**SB 5692-S.E - DIGEST**

(AS OF SENATE 2ND READING 3/17/03)

Declares that 211 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 nonnatural disaster.

Provides that, before a state agency or department that provides health and human services establishes a new public information telephone line or hotline, the state agency or department shall consult with WIN 211 about using the 211 system to provide public access to the information.

Declares that only a service provider approved by WIN 211 may provide 211 telephone services. WIN 211 shall approve 211 service providers, after considering the following: (1) The ability of the proposed 211 service provider to meet the national 211 standards recommended by the alliance of information and referral systems and adopted by the national 211 collaborative on May 5, 2000;

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

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

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

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

Declares that activities eligible for assistance from the 211 account and other legislative appropriations include, but are not limited to: (1) Creating a structure for a statewide 211 resources data base that will meet the alliance for information and referral systems standards for information and referral systems data bases and that will be integrated with local resources data bases maintained by approved 211 service providers;

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

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

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

(5) Providing grants to approved 211 service providers to enable them to provide 211 service on an ongoing basis; and

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