

1 AN ACT concerning human services.

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 non-emergency telephone number
14 that will provide human services information concerning the
15 availability of governmental and non-profit services and
16 provide referrals to human services agencies, which may
17 include referral to an appropriate web site. The Board shall
18 consist of 8 members appointed by the Governor. The Governor
19 shall appoint one representative of each of the following
20 Offices and Departments as a member of the Board: the Office
21 of the Governor, the Department of Human Services, the
22 Department of Public Aid, the Department of Public Health,
23 the Department of Children and Family Services, the
24 Department on Aging, the Department of Employment Security,
25 and the Illinois Commerce Commission. The Governor shall
26 designate one of the members as Chairperson. Members of the
27 Board shall serve 3-year terms and may be reappointed to
28 serve additional terms.

29 (b) The Board shall establish standards consistent with
30 the standards established by the National 211 Collaborative

1 and the Alliance of Information and Referral Systems for
2 providing information about and referrals to human services
3 agencies to 211 callers. The standards shall prescribe the
4 technology or manner of delivering 211 calls and shall not
5 exceed any requirements for 211 systems set by the Federal
6 Communications Commission. The standards shall be consistent
7 with the Americans with Disabilities Act, ensuring
8 accessibility for users of Teletypewriters for the Deaf
9 (TTY).

10 Section 15. Pilot project.

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

18 (b) The Board shall establish eligibility criteria for
19 the grants awarded under this Section.

20 The criteria shall:

21 (1) Require 211 providers to submit a request for
22 proposal to the Board based upon the standards adopted by
23 the Board.

24 (2) Require 211 providers to submit signed, written
25 documentation of agreements with other human services
26 providers and local governmental agencies reflecting
27 collaboration within the calling area.

28 (3) Require 211 providers to submit evidence of
29 their ability to provide funding.

30 The Board shall award the grants based upon a 211
31 provider's documented ability to serve the selected calling
32 area with high quality general information and referral
33 services at a competitive cost.

1 Section 20. Reports. The Board shall annually report to
2 the Department of Human Services, the Governor, and the
3 General Assembly on the use of 211 services in Illinois.

4 Section 99. Effective date. This Act takes effect upon
5 becoming law.