

1 AN ACT concerning State government.

2 **Be it enacted by the People of the State of Illinois,**  
3 **represented in the General Assembly:**

4 Section 5. The 2-1-1 Service Act is amended by changing  
5 Sections 5, 10, 20, 30, 45, 55, and 60 as follows:

6 (20 ILCS 1335/5)

7 Sec. 5. Findings. The General Assembly finds that the  
8 implementation of a single, easy to use telephone number,  
9 2-1-1, for public access to information and referral for  
10 health and human services and information about access to  
11 services after a natural or non-natural disaster will benefit  
12 the residents ~~citizens~~ of this State by providing easier  
13 access to available health and human services, by reducing  
14 inefficiencies in connecting people with the desired service  
15 providers, and by reducing duplication of efforts.

16 (Source: P.A. 96-599, eff. 1-1-10.)

17 (20 ILCS 1335/10)

18 Sec. 10. Definitions. As used in this Act:

19 "2-1-1" means the abbreviated dialing code assigned by the  
20 Federal Communications Commission on July 21, 2000, for  
21 consumer access to community information and referral  
22 services.

1 "Department" means the Department of Human Services.

2 "Lead entity" means an Illinois 501(c)(3) non-profit  
3 agency or organization designated by the Department to manage  
4 use of the 2-1-1 dialing code for the purpose of providing the  
5 public access to information about health and human services.

6 "Approved 2-1-1 service provider" means a public or  
7 nonprofit agency or other organization designated by the lead  
8 entity to provide 2-1-1 services and to be an authorized user  
9 of the 2-1-1 dialing code in a 2-1-1 service area.

10 "2-1-1 service area" means an area of Illinois identified  
11 by the lead entity as an area within which an approved ~~a~~  
12 ~~recognized~~ 2-1-1 service provider is authorized to provide  
13 2-1-1 services.

14 "2-1-1 services" means information and referral services  
15 provided through the use of 2-1-1 and intended to promote and  
16 provide access to human services, and to aid in disaster  
17 response and recovery.

18 ~~"Recognized 2 1 1 service provider" means an organization~~  
19 ~~recognized by the lead entity as an appropriate administrator~~  
20 ~~and authorized user of the 2-1-1 dialing code in a 2-1-1~~  
21 ~~service area.~~

22 "Human services" means services provided by government,  
23 nonprofit, or other designated ~~faith-based~~ organizations to  
24 ensure the health and well-being of Illinois residents. "Human  
25 services" includes services designed to provide relief or  
26 assistance after a natural or non-natural disaster.

1 ~~"Pay telephone" means any coin, coinless, or credit card~~  
2 ~~reader telephone, provided that the end user pays or arranges~~  
3 ~~to pay for exchange and interexchange, intraMSA, and interMSA~~  
4 ~~calls from such instrument on an individual call basis.~~

5 ~~"Private branch exchange" or "PBX" means a private~~  
6 ~~telephone system and associated equipment located on the~~  
7 ~~user's property that provides communications between stations~~  
8 ~~and external networks.~~

9 "Telecommunications carrier" has the same meaning ascribed  
10 to that term in Section 13-202 of the Public Utilities Act.

11 (Source: P.A. 96-599, eff. 1-1-10.)

12 (20 ILCS 1335/20)

13 Sec. 20. Designation of lead entity for 2-1-1.

14 (a) Subject to subsection (e) of this Section, the  
15 Department is authorized to identify, designate, and enter  
16 into a contract with a lead entity to provide governance and  
17 oversight, including the ability to design, implement,  
18 support, and coordinate a State-wide 2-1-1 system.

19 (b) Qualifications for designation of the lead entity  
20 shall include:

21 (1) a public or private governance structure with  
22 representation from and active collaboration with State  
23 health and human service departments, specifically the  
24 Department, the Department of Healthcare and Family  
25 Services, the Department on Aging, the Department of Human

1 Rights, the Department of Public Health, the Illinois  
2 Emergency Management Agency, the Illinois Commerce  
3 Commission, and non-governmental entity stakeholders;  
4 non-governmental entity stakeholders shall constitute a  
5 minimum of two-thirds of the representatives;

6 (2) demonstrated expertise or experience, or both, in  
7 planning, supporting, and overseeing administration of ~~for~~  
8 a State-wide information and referral system; ~~and~~

9 (3) demonstrated support from community partners,  
10 including local 2-1-1 service providers;

11 (4) demonstrated expertise in providing access to  
12 health and human services; and

13 (5) a demonstrated track record of securing  
14 diversified funding sources, and evidence of existing  
15 diversified funding sources, in order to support  
16 sustainable operation of 2-1-1.

17 (c) The lead entity shall encourage the orderly and  
18 efficient use of 2-1-1 to:

19 (1) provide referrals and access to human services;  
20 and

21 (2) collect needed information about the demand for  
22 ~~human services~~ and ~~the~~ delivery of human services in  
23 Illinois.

24 (d) The lead entity shall establish standards consistent  
25 with prevailing national standards established for providing  
26 information about and referrals to human services agencies to

1 2-1-1 callers. The standards shall prescribe the technology or  
2 manner of delivering 2-1-1 calls and shall not exceed any  
3 requirements for 2-1-1 systems set by the Federal  
4 Communications Commission. The standards shall be consistent  
5 with the Americans with Disabilities Act, ensuring  
6 accessibility for users of Teletypewriters for the Deaf (TTY).

7 (e) ~~(d)~~ The lead entity shall provide periodic  
8 programmatic and fiscal reports on activities,  
9 accomplishments, and other issues to the Department, as  
10 outlined in Section 60.

11 (f) ~~(e)~~ In awarding the contract under subsection (a) of  
12 this Section, the Department shall ensure that the 2-1-1 lead  
13 entity has the organizational capacity to carry out the terms  
14 of the contract and that the contract is cost-neutral to the  
15 Department.

16 (Source: P.A. 96-599, eff. 1-1-10.)

17 (20 ILCS 1335/30)

18 Sec. 30. 2-1-1 services. Only a service provider approved  
19 by the lead entity may provide 2-1-1 ~~telephone~~ services. The  
20 lead entity shall approve 2-1-1 service providers, after  
21 considering all of the following, and such approval shall be  
22 contingent upon 2-1-1 service providers continuing to meet  
23 minimum qualifications as determined by the lead entity:

24 (1) the ability of the proposed 2-1-1 service provider  
25 to meet the prevailing national 2-1-1 standards and

1 receive and retain accreditation; ~~recommended by the~~  
2 ~~Alliance of Information and Referral Systems;~~

3 (2) the financial stability and health of the proposed  
4 2-1-1 service provider;

5 (3) the community support for the proposed 2-1-1  
6 service provider;

7 (4) the relationships with other information and  
8 referral services; and

9 (5) any other criteria as the lead entity deems  
10 appropriate.

11 The lead entity may remove an approved 2-1-1 service  
12 provider for failure to meet minimum qualifications, or for  
13 failure to perform activities required in this Act or its  
14 contract with the lead entity.

15 (Source: P.A. 96-599, eff. 1-1-10.)

16 (20 ILCS 1335/45)

17 Sec. 45. Liability of 2-1-1 providers or  
18 telecommunications carriers. An approved ~~A recognized~~ 2-1-1  
19 service provider or telecommunications carrier and its  
20 employees, directors, officers, and agents are not liable to  
21 any person in a civil action for injuries or loss to persons or  
22 property as a result of an act, omission, or delay of the  
23 approved ~~recognized~~ 2-1-1 service provider or  
24 telecommunications carrier, and its employees, directors,  
25 officers, or agents, in connection with:

1 (1) developing, adopting, implementing, maintaining,  
2 or operating a 2-1-1 system;

3 (2) making 2-1-1 available for use by the public; or

4 (3) providing 2-1-1 services;

5 except for injuries or loss resulting from the willful or  
6 wanton misconduct of the 2-1-1 service provider or  
7 telecommunications carrier and its employees, directors,  
8 officers, or agents.

9 (Source: P.A. 96-599, eff. 1-1-10.)

10 (20 ILCS 1335/55)

11 Sec. 55. Use of moneys for projects and activities in  
12 support of 2-1-1-eligible activities.

13 (a) The lead entity shall study, design, implement,  
14 support, coordinate, and evaluate a State-wide 2-1-1 system.

15 (b) Activities eligible for assistance from the 2-1-1  
16 Account Fund include, but are not limited to:

17 (1) Creating a structure for a State-wide 2-1-1  
18 resources database that will meet prevailing national ~~the~~  
19 ~~Alliance for Information and Referral Systems~~ standards  
20 for information and referral systems databases and that  
21 will be integrated with local resources databases  
22 maintained by approved 2-1-1 service providers.

23 (2) Developing a State-wide resources database for the  
24 2-1-1 system.

25 (3) Maintaining public information available from

1 State agencies, departments, and programs that provide  
2 health and human services for access by 2-1-1 service  
3 providers.

4 (4) Providing grants to approved 2-1-1 service  
5 providers to design, develop, and implement 2-1-1 for  
6 their ~~its~~ 2-1-1 service areas area.

7 (5) Providing grants to approved 2-1-1 service  
8 providers to enable 2-1-1 service providers to provide and  
9 evaluate 2-1-1 service delivery on an ongoing basis.

10 (6) Providing grants to approved 2-1-1 service  
11 providers to enable the provision of 2-1-1 services on a  
12 24-hours per-day, 7-days per-week basis.

13 (Source: P.A. 96-599, eff. 1-1-10.)

14 (20 ILCS 1335/60)

15 Sec. 60. Annual reports. The lead entity shall provide an  
16 initial report to the Department within 6 months after the  
17 effective date of this amendatory Act of the 104th General  
18 Assembly. Thereafter, the lead entity shall provide a report  
19 to the Department on a regular basis as required in its  
20 contract with the Department, at minimum annually. The report  
21 shall include, at minimum, information on the following:

22 (1) Call volume and interactions. The total number of  
23 inquiries, including calls, chats, texts, or web  
24 inquiries, along with trends in monthly, quarterly, and  
25 annual call volumes, and average response times for

1 handling inquiries.

2 (2) Caller demographics. The demographic information  
3 of callers, including age, gender, and location, and any  
4 other relevant identifiers, highlighting any notable  
5 shifts or patterns in demographic data over time.

6 (3) Reasons for contact. A breakdown of inquiries by  
7 category or type of referral request, including the demand  
8 for, and need for, human services.

9 (4) Referrals made and service outcomes. The total  
10 number of referrals made, specifying the programs or  
11 services to which clients were referred.

12 (5) Service referral gaps. The total number of  
13 requests for services or programs for which referral to an  
14 existing service provider is not able to be made,  
15 including description of services requested.

16 (6) Service providers and coverage rates. The  
17 percentage of statewide coverage reached, noting any  
18 regions that lack adequate coverage.

19 (7) Trends and comparisons. Year-over-year trends of  
20 the data outlined in paragraphs (1) through (6).

21 ~~The lead entity shall provide an annual report to the General~~  
22 ~~Assembly and the Department beginning in calendar year 2010.~~

23 (Source: P.A. 96-599, eff. 1-1-10.)

24 Section 10. The Human Services 2-1-1 Collaboration Board  
25 Act is amended by changing Section 90 as follows:

1 (20 ILCS 3956/90)

2 (For Act repeal see Section 90)

3 Sec. 90. Repealer. This Act is repealed on July 1, 2025.

4 ~~upon designation by the Secretary of Human Services that a~~

5 ~~lead entity is under contract with the Department of Human~~

6 ~~Services to carry out the provisions of the 2 1 1 Service Act.~~

7 ~~The Secretary shall designate that a lead entity is under~~

8 ~~contract with the Department of Human Services to carry out~~

9 ~~the provisions of the 2 1 1 Service Act by filing a statement~~

10 ~~with the Index Department of the Secretary of State.~~

11 (Source: P.A. 96-599, eff. 1-1-10.)

12 Section 99. Effective date. This Act takes effect upon

13 becoming law.