



Sen. Adriane Johnson

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10400SB2194sam001

LRB104 11986 KTG 24568 a

1 AMENDMENT TO SENATE BILL 2194

2 AMENDMENT NO. \_\_\_\_\_. Amend Senate Bill 2194 by replacing  
3 everything after the enacting clause with the following:

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.)

1 (20 ILCS 1335/10)

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

3 "2-1-1" means the abbreviated dialing code assigned by the  
4 Federal Communications Commission on July 21, 2000, for  
5 consumer access to community information and referral  
6 services.

7 "Department" means the Department of Human Services.

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

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

16 "2-1-1 service area" means an area of Illinois identified  
17 by the lead entity as an area within which an approved ~~a~~  
18 ~~recognized~~ 2-1-1 service provider is authorized to provide  
19 2-1-1 services.

20 "2-1-1 services" means information and referral services  
21 provided through the use of 2-1-1 and intended to promote and  
22 provide access to human services, and to aid in disaster  
23 response and recovery.

24 ~~"Recognized 2-1-1 service provider" means an organization~~  
25 ~~recognized by the lead entity as an appropriate administrator~~

1 ~~and authorized user of the 2-1-1 dialing code in a 2-1-1~~  
2 ~~service area.~~

3 "Human services" means services provided by government,  
4 nonprofit, or other designated ~~faith-based~~ organizations to  
5 ensure the health and well-being of Illinois residents. "Human  
6 services" includes services designed to provide relief or  
7 assistance after a natural or non-natural disaster.

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

12 ~~"Private branch exchange" or "PBX" means a private~~  
13 ~~telephone system and associated equipment located on the~~  
14 ~~user's property that provides communications between stations~~  
15 ~~and external networks.~~

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

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

19 (20 ILCS 1335/20)

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

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

1 (b) Qualifications for designation of the lead entity  
2 shall include:

3 (1) a public or private governance structure with  
4 representation from and active collaboration with State  
5 health and human service departments, specifically the  
6 Department, the Department of Healthcare and Family  
7 Services, the Department on Aging, the Department of Human  
8 Rights, the Department of Public Health, the Illinois  
9 Emergency Management Agency, the Illinois Commerce  
10 Commission, and non-governmental entity stakeholders;  
11 non-governmental entity stakeholders shall constitute a  
12 minimum of two-thirds of the representatives;

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

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

18 (4) demonstrated expertise in providing access to  
19 health and human services; and

20 (5) a demonstrated track record of securing  
21 diversified funding sources, and evidence of existing  
22 diversified funding sources, in order to support  
23 sustainable operation of 2-1-1.

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

26 (1) provide referrals and access to human services;

1 and

2 (2) collect needed information about the demand for  
3 ~~human services~~ and ~~the~~ delivery of human services in  
4 Illinois.

5 (d) The lead entity shall establish standards consistent  
6 with prevailing national standards established for providing  
7 information about and referrals to human services agencies to  
8 2-1-1 callers. The standards shall prescribe the technology or  
9 manner of delivering 2-1-1 calls and shall not exceed any  
10 requirements for 2-1-1 systems set by the Federal  
11 Communications Commission. The standards shall be consistent  
12 with the Americans with Disabilities Act, ensuring  
13 accessibility for users of Teletypewriters for the Deaf (TTY).

14 (e) ~~(d)~~ The lead entity shall provide periodic  
15 programmatic and fiscal reports on activities,  
16 accomplishments, and other issues to the Department, as  
17 outlined in Section 60.

18 (f) ~~(e)~~ In awarding the contract under subsection (a) of  
19 this Section, the Department shall ensure that the 2-1-1 lead  
20 entity has the organizational capacity to carry out the terms  
21 of the contract and that the contract is cost-neutral to the  
22 Department.

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

24 (20 ILCS 1335/30)

25 Sec. 30. 2-1-1 services. Only a service provider approved

1 by the lead entity may provide 2-1-1 ~~telephone~~ services. The  
2 lead entity shall approve 2-1-1 service providers, after  
3 considering all of the following, and such approval shall be  
4 contingent upon 2-1-1 service providers continuing to meet  
5 minimum qualifications as determined by the lead entity:

6 (1) the ability of the proposed 2-1-1 service provider  
7 to meet the prevailing national 2-1-1 standards and  
8 receive and retain accreditation; ~~recommended by the~~  
9 Alliance of Information and Referral Systems;

10 (2) the financial stability and health of the proposed  
11 2-1-1 service provider;

12 (3) the community support for the proposed 2-1-1  
13 service provider;

14 (4) the relationships with other information and  
15 referral services; and

16 (5) any other criteria as the lead entity deems  
17 appropriate.

18 The lead entity may remove an approved 2-1-1 service  
19 provider for failure to meet minimum qualifications, or for  
20 failure to perform activities required in this Act or its  
21 contract with the lead entity.

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

23 (20 ILCS 1335/45)

24 Sec. 45. Liability of 2-1-1 providers or  
25 telecommunications carriers. An approved ~~A recognized~~ 2-1-1

1 service provider or telecommunications carrier and its  
2 employees, directors, officers, and agents are not liable to  
3 any person in a civil action for injuries or loss to persons or  
4 property as a result of an act, omission, or delay of the  
5 approved ~~recognized~~ 2-1-1 service provider or  
6 telecommunications carrier, and its employees, directors,  
7 officers, or agents, in connection with:

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

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

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

12 except for injuries or loss resulting from the willful or  
13 wanton misconduct of the 2-1-1 service provider or  
14 telecommunications carrier and its employees, directors,  
15 officers, or agents.

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

17 (20 ILCS 1335/55)

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

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

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

24 (1) Creating a structure for a State-wide 2-1-1  
25 resources database that will meet prevailing national ~~the~~

1 ~~Alliance for Information and Referral Systems~~ standards  
2 for information and referral systems databases and that  
3 will be integrated with local resources databases  
4 maintained by approved 2-1-1 service providers.

5 (2) Developing a State-wide resources database for the  
6 2-1-1 system.

7 (3) Maintaining public information available from  
8 State agencies, departments, and programs that provide  
9 health and human services for access by 2-1-1 service  
10 providers.

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

14 (5) Providing grants to approved 2-1-1 service  
15 providers to enable 2-1-1 service providers to provide and  
16 evaluate 2-1-1 service delivery on an ongoing basis.

17 (6) Providing grants to approved 2-1-1 service  
18 providers to enable the provision of 2-1-1 services on a  
19 24-hours per-day, 7-days per-week basis.

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

21 (20 ILCS 1335/60)

22 Sec. 60. Annual reports. The lead entity shall provide an  
23 initial report to the Department within 6 months after the  
24 effective date of this amendatory Act of the 104th General  
25 Assembly. Thereafter, the lead entity shall provide a report

1 to the Department on a regular basis as required in its  
2 contract with the Department, at minimum annually. The report  
3 shall include, at minimum, information on the following:

4 (1) Call volume and interactions. The total number of  
5 inquiries, including calls, chats, texts, or web  
6 inquiries, along with trends in monthly, quarterly, and  
7 annual call volumes, and average response times for  
8 handling inquiries.

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

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

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

19 (5) Service referral gaps. The total number of  
20 requests for services or programs for which referral to an  
21 existing service provider is not able to be made,  
22 including description of services requested.

23 (6) Service providers and coverage rates. The  
24 percentage of statewide coverage reached, noting any  
25 regions that lack adequate coverage.

26 (7) Trends and comparisons. Year-over-year trends of

1           the data outlined in paragraphs (1) through (6).  
2     ~~The lead entity shall provide an annual report to the General~~  
3     ~~Assembly and the Department beginning in calendar year 2010.~~  
4     (Source: P.A. 96-599, eff. 1-1-10.)

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

7           (20 ILCS 3956/90)

8           (For Act repeal see Section 90)

9           Sec. 90. Repealer. This Act is repealed on July 1, 2025.  
10     ~~upon designation by the Secretary of Human Services that a~~  
11     ~~lead entity is under contract with the Department of Human~~  
12     ~~Services to carry out the provisions of the 2 1 1 Service Act.~~  
13     ~~The Secretary shall designate that a lead entity is under~~  
14     ~~contract with the Department of Human Services to carry out~~  
15     ~~the provisions of the 2 1 1 Service Act by filing a statement~~  
16     ~~with the Index Department of the Secretary of State.~~  
17     (Source: P.A. 96-599, eff. 1-1-10.)

18           Section 99. Effective date. This Act takes effect upon  
19     becoming law."