

REVENUE: No revenue impact

FISCAL: No fiscal impact

Action: Do Pass as Amended and Be Printed Engrossed and Rescind the Subsequent Referral to the Committee on Ways and Means

Vote: 8 - 0 - 0

Yeas: Frederick, Greenlick, Harker, Parrish, Thompson, Weidner, Gilliam, Tomei

Nays: 0

Exc.: 0

Prepared By: Jennifer Kellar, Administrator

Meeting Dates: 3/14, 4/4

WHAT THE MEASURE DOES: Modifies Oregon 2-1-1 system telephone number to consist of a single call center; to utilize a shared statewide resource database containing information regarding health and human services and services after an emergency. Specifies 2-1-1 system facilitator maintains information gathering by designated information centers. Directs system facilitator to establish standards to solicit, review and evaluate potential designated regional information center applicants. Directs Oregon Emergency Management (OEM) to provide grants for round-the-clock 2-1-1 service.

ISSUES DISCUSSED:

- Review of annual 2-1-1 *info* connections for health and community services via telephone and website
- Review of average monthly 2-1-1 *info* responses
- Proponents indicate 2-1-1 *info* is initial contact for people seeking assistance or direction to needed community resources
- Proponents indicate 2-1-1 *info* assists in bridging gap between community population and government, non-profit and faith-based organizations providing services
- Need to ensure coordination of efforts and leverage investments to maximize efficiency of system
- Discussion regarding utilization of 2-1-1 back-up system
- Discussion regarding bilingual 2-1-1 *info* services and alternative communication service methods
- Relaying of 2-1-1 *info* usage examples

EFFECT OF COMMITTEE AMENDMENT: Modifies placement of terms “emergency” and “health and human services” throughout the measure. Deletes requirement that Office of Emergency Management review and either approve or reject the applicants selected by the 2-1-1 system facilitator to be designated regional information centers.

BACKGROUND: 2-1-1 is the abbreviated dialing code assigned by the Federal Communications Commission for consumer access and linkage to community information about and referral services to local health and human services and services after an emergency. October of 2000, a collaboration of organizations began building an integrated statewide system to provide 2-1-1 telephone access to trained information and referral specialists. The 2-1-1 telephone number is available in nine Oregon counties (Clackamas, Washington, Lane, Lincoln, Multnomah, Deschutes, Crook, Jefferson and Yamhill) and four Washington counties (Clark, Cowlitz, Skamania and Wahkiakum).

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This summary has not been adopted or officially endorsed by action of the committee.