

**A-Engrossed**  
**House Bill 3375**

Ordered by the House April 6  
Including House Amendments dated April 6

Sponsored by Representatives TOMEI, THOMPSON; Representatives BAILEY, BOONE, BREWER, CANNON, DEMBROW, DOHERTY, FREDERICK, FREEMAN, GREENLICK, HARKER, HOYLE, KENNEMER, KOTEK, KRIEGER, MCLANE, NATHANSON, READ, WAND, WEIDNER, WHISNANT, Senators BATES, BOQUIST, MONNES ANDERSON, MONROE, SHIELDS, TELFER

**SUMMARY**

The following summary is not prepared by the sponsors of the measure and is not a part of the body thereof subject to consideration by the Legislative Assembly. It is an editor's brief statement of the essential features of the measure.

Modifies provisions for development and maintenance of telephone service that provides referral information regarding *[health and human services and]* services after emergency **and health and human services**.

**A BILL FOR AN ACT**

1  
2 Relating to 2-1-1 telephone number; creating new provisions; and amending ORS 403.400, 403.405,  
3 403.415, 403.420 and 403.430.

4 **Be It Enacted by the People of the State of Oregon:**

5 **SECTION 1.** ORS 403.400 is amended to read:

6 403.400. The Legislative Assembly finds that:

7 (1) The implementation of a single, easy-to-use telephone number, 2-1-1, will benefit the residents  
8 of this state by providing easier access to available *[health and human services and]* services after  
9 an emergency **and health and human services**, by reducing inefficiencies in connecting people with  
10 desired service providers and by reducing duplication of efforts.

11 (2) In a time of reduced resources for the provision of health and human services, establishing  
12 a cost-effective means to continue to inform the public about available services is a priority.

13 (3) An integrated statewide system of local information *[and referral service providers will build*  
14 *upon an already existing network of experienced service providers without the necessity of creating a*  
15 *new agency or department]* **consists of a single call center, utilizing a shared statewide re-**  
16 **sources database that contains information regarding services after an emergency and**  
17 **health and human services input by designated regional information centers.**

18 **SECTION 2.** ORS 403.405 is amended to read:

19 403.405. As used in ORS 403.405 to 403.435:

20 (1) "2-1-1" means the abbreviated dialing code assigned by the Federal Communications Com-  
21 mission for consumer access to community information and referral services.

22 (2) "2-1-1 service" means a telephone service that provides information about and referral to  
23 *[health and human services and]* services after an emergency **and health and human services**.

24 [(3) "2-1-1 service area" means an area in the state of Oregon where a 2-1-1 service provider pro-  
25 vides 2-1-1 services.]

26 [(4) "2-1-1 service provider" means a public or nonprofit agency or organization that provides 2-1-1

**NOTE:** Matter in **boldfaced** type in an amended section is new; matter *[italic and bracketed]* is existing law to be omitted.  
New sections are in **boldfaced** type.

1 *services.]*

2 [(5)] (3) “2-1-1 system facilitator” means an Oregon nonprofit organization that is devoted to  
3 creating a statewide 2-1-1 system.

4 **SECTION 3.** ORS 403.415 is amended to read:

5 403.415. (1) Subject to subsection (3) of this section, the Office of Emergency Management shall  
6 enter into a contract with a 2-1-1 system facilitator to design, implement and support a statewide  
7 2-1-1 system.

8 (2) The contract shall ensure that the 2-1-1 system facilitator[:]

9 [(a) *Creates a structure for a statewide 2-1-1 resources database that:*]

10 [(A) *Meets standards for information and referral systems databases established by a nationally*  
11 *recognized corporation devoted to improving access to services through a mechanism of information and*  
12 *referral; and]*

13 [(B) *Will be integrated with local resources databases maintained by approved 2-1-1 service pro-*  
14 *viders;]*

15 [(b) *Develops a statewide resources database for the 2-1-1 system; and]*

16 [(c) *Maintains public information provided by state agencies and programs that provide health and*  
17 *human services for access by 2-1-1 service providers.]* **develops and maintains a statewide re-**  
18 **sources database that contains information regarding services after an emergency and**  
19 **health and human services input by designated regional information centers.**

20 (3) In awarding the contract under subsection (1) of this section, the office shall ensure that the  
21 2-1-1 system facilitator has the funds and the financial capacity to carry out the terms of the con-  
22 tract and that the contract is cost-neutral to the office.

23 **SECTION 4.** ORS 403.420 is amended to read:

24 403.420. [(1) *The 2-1-1 system facilitator shall recommend 2-1-1 service providers to the Office of*  
25 *Emergency Management based on the following criteria:]*

26 [(a) *The ability of the proposed 2-1-1 service provider to meet the national 2-1-1 standards recom-*  
27 *ended by a nationally recognized corporation devoted to improving access to services through a*  
28 *mechanism of information and referral;]*

29 [(b) *The financial stability of the proposed 2-1-1 service provider;]*

30 [(c) *The community support for the proposed 2-1-1 service provider;]*

31 [(d) *The relationships of the proposed 2-1-1 service provider with other information and referral*  
32 *services; and]*

33 [(e) *Other criteria that the 2-1-1 system facilitator deems appropriate.]*

34 [(2)] (1) [*The office shall approve 2-1-1 service providers based on the recommendations of the 2-1-1*  
35 *system facilitator. Only a 2-1-1 service provider approved by the office may provide 2-1-1 services.]* **The**  
36 **2-1-1 system facilitator shall establish standards for, and solicit, review and evaluate appli-**  
37 **cants to be, designated regional information centers.**

38 (2) **A designated regional information center shall collect, input and maintain regional**  
39 **resource information regarding services after an emergency and health and human services**  
40 **for inclusion in the statewide resources database maintained by the 2-1-1 system facilitator.**

41 **SECTION 5.** ORS 403.430 is amended to read:

42 403.430. (1) The Office of Emergency Management may accept contributions of moneys and as-  
43 sistance from the federal government or its agencies or from any other source, public or private,  
44 and agree to conditions placed on the moneys not inconsistent with the purpose of establishing a  
45 statewide 2-1-1 system.

1 (2) The office may, from contributions of moneys received under subsection (1) of this section,  
2 **provide grants to the 2-1-1 system facilitator to enable the provision of 2-1-1 service 24 hours**  
3 **per day, seven days per week. [:]**

4 [(a) Provide grants to approved 2-1-1 service providers for the design, development, and implemen-  
5 tation of 2-1-1 for their 2-1-1 service areas;]

6 [(b) Provide grants to approved 2-1-1 service providers to enable the provision of 2-1-1 services on  
7 an ongoing basis; and]

8 [(c) provide grants to approved 2-1-1 service providers to enable the provision of 2-1-1 services 24  
9 hours a day, seven days a week.]

10 **SECTION 6. ORS 403.400 and section 7 of this 2011 Act are added to and made a part of**  
11 **ORS 403.405 to 403.435.**

12 **SECTION 7. Upon written request of the 2-1-1 system facilitator, telecommunications**  
13 **service providers shall enable 2-1-1 for customers accessing telecommunications services**  
14 **through local exchange service, cellular service or other wired or wireless means.**

15 **SECTION 8. Sections 6 and 7 of this 2011 Act and the amendments to ORS 403.400,**  
16 **403.405, 403.415, 403.420 and 403.430 by sections 1 to 5 of this 2011 Act apply to the 2-1-1 sys-**  
17 **tem on and after the effective date of this 2011 Act.**

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