

# Enrolled House Bill 3375

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

CHAPTER .....

## AN ACT

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

### Be It Enacted by the People of the State of Oregon:

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

403.400. The Legislative Assembly finds that:

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

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

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

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

403.405. As used in ORS 403.405 to 403.435:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Passed by House April 14, 2011**

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Ramona Kenady Line, Chief Clerk of House

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Bruce Hanna, Speaker of House

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Arnie Roblan, Speaker of House

**Passed by Senate May 17, 2011**

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Peter Courtney, President of Senate

**Received by Governor:**

.....M.,....., 2011

**Approved:**

.....M.,....., 2011

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John Kitzhaber, Governor

**Filed in Office of Secretary of State:**

.....M.,....., 2011

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Kate Brown, Secretary of State