

HB 2119 -2 STAFF MEASURE SUMMARY

House Committee On Human Services

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Meeting Dates: 2/24, 3/24

WHAT THE MEASURE DOES:

Transfers the duties, functions and powers over the 211 system from the Office of Emergency Management to the Department of Human Services.

Directs the Department of Human Services to consult with the Oregon Health Authority to administer and manage the 211 system.

ISSUES DISCUSSED:

EFFECT OF AMENDMENT:

-2 Transfers the duties, functions and powers relating to the 2-1-1 system to the Department of Human Services.

Repeals the contract between the Office of Emergency Management and the 2-1-1 system facilitator. Dissolves the 2-1-1 Account in the State Treasury.

BACKGROUND:

In the United States, dialing “211” provides individuals and families in need with a shortcut through health and human service agency phone numbers. By dialing 211, those in need of assistance can be referred, and sometimes connected, to appropriate agencies and community organizations. Dialing 211 helps direct callers to services for: basic human needs resources, physical and mental health resources, work support, access to services in non-English languages, support for older Americans and persons with disabilities, children, youth and family support, and suicide prevention (Consumer and Governmental Affairs Bureau, Federal Communications Commission).

In 2005, the responsibility for a federally funded 2-1-1 system was placed with the Oregon Office of Emergency Management, but federal funds were never made available and the Oregon Office of Emergency Management never administered the system. Oregon's 2-1-1 system is operated by 211info, a nonprofit organization, since 2004.

The Oregon Department of Human Services (ODHS) reports that it has several contracts with 211info so that they can connect Oregonians with resources and assist them in accessing information about ODHS programs.

House Bill 2119 seeks to transfer responsibility for the administration of the 2-1-1 system to ODHS.