

1                   **UTAH 211 REFERRAL INFORMATION NETWORK**

2                                   2013 GENERAL SESSION

3                                   STATE OF UTAH

4                                   **Chief Sponsor: Todd Weiler**

5                                   House Sponsor: Ronda Rudd Menlove

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7 **LONG TITLE**

8 **General Description:**

9                   This bill creates the Utah 211 Referral Information Network.

10 **Highlighted Provisions:**

11                   This bill:

- 12                   ▶ defines terms;
- 13                   ▶ requires the Department of Human Services to designate an approved 211 service  
14 provider;
- 15                   ▶ outlines the duties of the approved 211 service provider;
- 16                   ▶ requires state and local governments to provide the approved 211 service provider  
17 with information about health and human services available throughout the state;
- 18                   ▶ permits state and local governments to contract with the approved 211 service  
19 provider for specialized projects; and
- 20                   ▶ grants the approved 211 service provider, its employees, directors, officers, and  
21 information specialists immunity from civil suit, except in cases of willful or  
22 wanton misconduct.

23 **Money Appropriated in this Bill:**

24                   None

25 **Other Special Clauses:**

26                   None

27 **Utah Code Sections Affected:**

28 ENACTS:

29                   **62A-17-101**, Utah Code Annotated 1953

- 30           **62A-17-102**, Utah Code Annotated 1953
- 31           **62A-17-103**, Utah Code Annotated 1953
- 32           **62A-17-104**, Utah Code Annotated 1953
- 33           **62A-17-105**, Utah Code Annotated 1953
- 34           **62A-17-106**, Utah Code Annotated 1953



36 *Be it enacted by the Legislature of the state of Utah:*

37           Section 1. Section **62A-17-101** is enacted to read:

38                           **CHAPTER 17. UTAH REFERRAL INFORMATION NETWORK**

39           **62A-17-101. Title.**

40           This chapter is known as "Utah Referral Information Network."

41           Section 2. Section **62A-17-102** is enacted to read:

42           **62A-17-102. Definitions.**

43           As used in this chapter:

44           (1) "211" means the abbreviated dialing code assigned by the Federal Communications  
45 Commission for consumer access to community information and referral services.

46           (2) "Approved 211 service provider" means a public or nonprofit agency or  
47 organization designated by the department to provide 211 services.

48           (3) (a) "Utah 211" means an information and referral system that:

49           (i) maintains a database of:

50           (A) providers of health and human services; and

51           (B) volunteer opportunities and coordinators throughout the state;

52           (ii) assists individuals, families, and communities at no cost in identifying,  
53 understanding, and accessing the providers of health and human services; and

54           (iii) works collaboratively with state agencies, local governments, community-based  
55 organizations, not-for-profit organizations, organizations active in disaster relief, and  
56 faith-based organizations.

57           (b) "Utah 211" does not mean service provided by 911 and first responders.

58 Section 3. Section **62A-17-103** is enacted to read:

59 **62A-17-103. Designated approved 211 service provider -- Department**  
60 **responsibilities.**

61 (1) The department shall designate an approved 211 service provider to provide  
62 information to Utah citizens about health and human services available in the citizen's  
63 community.

64 (2) Only a service provider approved by the department may provide 211 telephone  
65 services in this state.

66 (3) The department shall approve a 211 service provider after considering the  
67 following:

68 (a) the ability of the proposed 211 service provider to meet the national 211 standards  
69 recommended by the Alliance of Information and Referral Systems;

70 (b) the financial stability of the proposed 211 service provider;

71 (c) the community support for the proposed 211 service provider;

72 (d) the relationship between the proposed 211 service provider and other information  
73 and referral services; and

74 (e) other criteria as the department considers appropriate.

75 (4) The department shall coordinate with the approved 211 service provider and:

76 (a) other state and local agencies to ensure the joint development and maintenance of a  
77 statewide information database for use by the approved 211 service provider; and

78 (b) other interested parties, including public, private, and non-profit transportation  
79 operators, who shall form a work group and issue a report to the Health and Human Services  
80 Interim Committee by November 15, 2013 that addresses the following issues:

81 (i) an assessment of transportation needs for individuals with disabilities, the elderly,  
82 and other receiving services from the department;

83 (ii) an assessment of available services and current transportation providers throughout  
84 Utah;

85 (iii) identification of opportunities to achieve efficiency in service delivery, including

86 the viability of a single dispatch system; and

87 (iv) priorities for implementation of efficiency, based on resources and feasibility.

88 Section 4. Section **62A-17-104** is enacted to read:

89 **62A-17-104. Utah 211 created -- Responsibilities.**

90 (1) The designated 211 service provider described in Section 62A-17-102 shall be  
91 known as Utah 211.

92 (2) Utah 211 shall, as appropriations allow:

93 (a) by 2014:

94 (i) provide the services described in this Subsection (2) 24 hours a day, seven days a  
95 week;

96 (ii) abide by the key standards for 211 programs, as specified in the Standards for  
97 Professional Information and Referral Requirements for Alliance of Information Systems  
98 Accreditation and Operating 211 systems; and

99 (iii) be a point of entry for disaster-related information and referral;

100 (b) track types of calls received and referrals made;

101 (c) develop, coordinate, and implement a statewide information and referral system  
102 that integrates existing community-based structures with state and local agencies;

103 (d) provide information relating to:

104 (i) health and human services; and

105 (ii) volunteer opportunities;

106 (e) create an online, searchable database to provide information to the public about the  
107 health and human services provided by public or private entities throughout the state, and  
108 ensure that:

109 (i) the material on the searchable database is indexed:

110 (A) geographically to inform an individual about the health and human services

111 provided in the area where the individual lives; and

112 (B) by type of service provided; and

113 (ii) the searchable database contains links to the Internet sites of any local provider of

114 health and human services, if possible, and include:

115 (A) the name, address, and phone number of organizations providing health and human  
116 services in a county; and

117 (B) a description of the type of services provided;

118 (f) be responsible, in collaboration with state agencies, for raising community  
119 awareness about available health and human services; and

120 (g) host meetings on a quarterly basis until calendar year 2014, and on a biannual basis  
121 beginning in 2014, to seek input and guidance from state agencies, local governments,  
122 community-based organizations, not-for-profit organizations, and faith-based organizations.

123 Section 5. Section **62A-17-105** is enacted to read:

124 **62A-17-105. Other state agencies and local governments.**

125 (1) A state agency or local government institution that provides health and human  
126 services, or a public or private entity receiving state-appropriated funds to provide health and  
127 human services, shall provide Utah 211 with information, in a form determined by Utah 211,  
128 about the services the agency or entity provides for inclusion in the statewide information and  
129 referral system.

130 (2) A state agency or local government institution that provides health and human  
131 services may not establish a new public telephone line or hotline, other than an emergency first  
132 responder hotline, to provide information or referrals unless the agency or institution first:

133 (a) consults with Utah 211 about using the existing 211 to provide access to the  
134 information or referrals; and

135 (b) assesses whether a new line or the existing 211 program would be more cost  
136 effective.

137 (3) Nothing in this section prohibits a state agency or local government institution from  
138 starting a public telephone line or hotline in an emergency situation.

139 (4) State agencies, local governments, community-based organizations, not-for-profit  
140 organizations, faith-based organizations, and businesses that engage in providing human  
141 services may contract with Utah 211 to provide specialized projects, including:

142           (a) public health campaigns;

143           (b) seasonal community services; and

144           (c) expanded point of entry services.

145           Section 6. Section **62A-17-106** is enacted to read:

146           **62A-17-106. Immunity from liability.**

147           (1) Except as provided in Subsection (2), Utah 211, its employees, directors, officers,  
148 and information specialists are not liable to any person in a civil action for injury or loss as a  
149 result of an act or omission of Utah 211, its employees, directors, officers, or information  
150 specialists, in connection with:

151           (a) developing, adopting, implementing, maintaining, or operating the Utah 211  
152 system;

153           (b) making Utah 211 available for use by the public; or

154           (c) providing 211 services.

155           (2) Utah 211, its employees, directors, officers, and information specialists shall be  
156 liable to any person in a civil action for an injury or loss resulting from willful or wanton  
157 misconduct.