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ENGROSSED SUBSTITUTE HOUSE BILL 1787

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State of Washington

58th Legislature

2003 Regular Session

By House Committee on Children & Family Services (originally sponsored by Representatives Pettigrew, Boldt, Moeller, Miloscia, Jarrett, Priest, Dickerson and Santos)

READ FIRST TIME 03/05/03.

1 AN ACT Relating to health and human services and information  
2 referral; adding a new chapter to Title 43 RCW; providing an effective  
3 date; and declaring an emergency.

4 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF WASHINGTON:

5 NEW SECTION. **Sec. 1.** FINDINGS. The legislature finds that the  
6 implementation of a single easy to use telephone number, 211, for  
7 public access to information and referral for health and human services  
8 and information about access to services after a natural or nonnatural  
9 disaster will benefit the citizens of the state of Washington by  
10 providing easier access to available health and human services, by  
11 reducing inefficiencies in connecting people with the desired service  
12 providers, and by reducing duplication of efforts. The legislature  
13 further finds in a time of reduced resources for providing health and  
14 human services that establishing a cost-effective means to continue to  
15 provide information to the public about available services is  
16 important. The legislature further finds that an integrated statewide  
17 system of local information and referral service providers will build

1 upon an already existing network of experienced service providers  
2 without the necessity of creating a new agency, department, or system  
3 to provide 211 services. The legislature further finds that no funds  
4 should be appropriated by the legislature to a 211 system under this  
5 act without receiving documentation that a 211 system will provide  
6 savings to the state.

7 NEW SECTION. **Sec. 2.** 211 SYSTEM. 211 is created as the official  
8 state dialing code for public access to information and referral for  
9 health and human services and information about access to services  
10 after a natural or nonnatural disaster.

11 NEW SECTION. **Sec. 3.** DEFINITIONS. The definitions in this  
12 section apply throughout this chapter unless the context clearly  
13 requires otherwise.

14 (1) "Department" means the department of social and health  
15 services.

16 (2) "WIN 211" means the Washington information network 211, a  
17 501(c)(3) corporation incorporated in the state of Washington.

18 (3) "Approved 211 service provider" means a public or nonprofit  
19 agency or organization designated by WIN 211 to provide 211 services.

20 (4) "211 service area" means an area of the state of Washington  
21 identified by WIN 211 as an area in which an approved 211 service  
22 provider will provide 211 services.

23 (5) "211" means the abbreviated dialing code assigned by the  
24 federal communications commission on July 21, 2000, for consumer access  
25 to community information and referral services.

26 NEW SECTION. **Sec. 4.** NEW INFORMATION SERVICES. Before a state  
27 agency or department that provides health and human services  
28 establishes a new public information telephone line or hotline, the  
29 state agency or department shall consult with WIN 211 about using the  
30 211 system to provide public access to the information.

31 NEW SECTION. **Sec. 5.** 211 SERVICES. Only a service provider  
32 approved by WIN 211 may provide 211 telephone services. WIN 211 shall  
33 approve 211 service providers, after considering the following:

- 1 (1) The ability of the proposed 211 service provider to meet the  
2 national 211 standards recommended by the alliance of information and  
3 referral systems and adopted by the national 211 collaborative on May  
4 5, 2000;
- 5 (2) The financial stability and health of the proposed 211 service  
6 provider;
- 7 (3) The community support for the proposed 211 service provider;
- 8 (4) The relationships with other information and referral services;
- 9 and
- 10 (5) Such other criteria as WIN 211 deems appropriate.

11 NEW SECTION. **Sec. 6.** 211 ACCOUNT. The 211 account is created in  
12 the state treasury. Moneys in the account may be spent only after  
13 appropriation. The 211 account shall include any funding for this  
14 purpose appropriated by the legislature, private contributions, and all  
15 other sources. Expenditures from the 211 account shall be used only  
16 for the implementation and support of the 211 system.

17 NEW SECTION. **Sec. 7.** USE OF MONEYS FOR PROJECTS AND ACTIVITIES IN  
18 SUPPORT OF 211--ELIGIBLE ACTIVITIES. (1) WIN 211 shall study, design,  
19 implement, and support a statewide 211 system.

20 (2) Activities eligible for assistance from the 211 account  
21 include, but are not limited to:

22 (a) Creating a structure for a statewide 211 resources data base  
23 that will meet the alliance for information and referral systems  
24 standards for information and referral systems data bases and that will  
25 be integrated with local resources data bases maintained by approved  
26 211 service providers;

27 (b) Developing a statewide resources data base for the 211 system;

28 (c) Maintaining public information available from state agencies,  
29 departments, and programs that provide health and human services for  
30 access by 211 service providers;

31 (d) Providing grants to approved 211 service providers for the  
32 design, development, and implementation of 211 for its 211 service  
33 area;

34 (e) Providing grants to approved 211 service providers to enable  
35 211 service providers to provide 211 service on an ongoing basis; and

1 (f) Providing grants to approved 211 service providers to enable  
2 the provision of 211 services on a twenty-four-hour per day seven-day  
3 a week basis.

4 NEW SECTION. **Sec. 8.** REPORTING. WIN 211 shall provide an annual  
5 report to the legislature and the department beginning July 1, 2004.

6 NEW SECTION. **Sec. 9.** CAPTIONS NOT LAW. Captions used in this  
7 chapter are not part of the law.

8 NEW SECTION. **Sec. 10.** SEVERABILITY. If any provision of this act  
9 or its application to any person or circumstance is held invalid, the  
10 remainder of the act or the application of the provision to other  
11 persons or circumstances is not affected.

12 NEW SECTION. **Sec. 11.** EFFECTIVE DATE. This act is necessary for  
13 the immediate preservation of the public peace, health, or safety, or  
14 support of the state government and its existing public institutions,  
15 and takes effect July 1, 2003.

16 NEW SECTION. **Sec. 12.** Sections 1 through 11 of this act  
17 constitute a new chapter in Title 43 RCW.

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