
SUBSTITUTE SENATE BILL 5692

State of Washington

58th Legislature

2003 Regular Session

By Senate Committee on Children & Family Services & Corrections
(originally sponsored by Senators Carlson, Hargrove, Esser, Parlette,
Kohl-Welles, McAuliffe and Rasmussen)

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 disaster-related information will benefit the citizens of the state
9 of Washington by providing easier access to available health and human
10 services, by reducing inefficiencies in connecting people with the
11 desired service providers, and by reducing duplication of efforts. The
12 legislature further finds in a time of reduced resources for providing
13 health and human services that establishing a cost-effective means to
14 continue to provide information to the public about available services
15 is important. The legislature further finds that an integrated
16 statewide system of local information and referral service providers
17 will build upon an already existing network of experienced service
18 providers without the necessity of creating a new agency, department,
19 or system to provide 211 services. The legislature further finds that

1 no funds should be appropriated by the legislature to a 211 system
2 under this act without receiving documentation that a 211 system will
3 provide savings to the state.

4 NEW SECTION. **Sec. 2.** 211 SYSTEM. 211 is created as the official
5 state dialing code for public access to information and referral for
6 health and human services and disaster-related information.

7 NEW SECTION. **Sec. 3.** DEFINITIONS. The definitions in this
8 section apply throughout this chapter unless the context clearly
9 requires otherwise.

10 (1) "Department" means the department of social and health
11 services.

12 (2) "WIN 211" means the Washington information network 211, a
13 501(c)(3) corporation incorporated in the state of Washington.

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

16 (4) "211 service area" means an area of the state of Washington
17 identified by WIN 211 as an area in which an approved 211 service
18 provider will provide 211 services.

19 (5) "Secretary" means the secretary of the department.

20 (6) "211" means the abbreviated dialing code assigned by the
21 federal communications commission on July 21, 2000, for consumer access
22 to community information and referral services.

23 NEW SECTION. **Sec. 4.** NEW INFORMATION SERVICES. Before
24 establishing a new public information telephone line or hotline, a
25 state agency or department that provides health and human services
26 shall consult with WIN 211 about using the 211 system to provide access
27 for the public to the information to be made available.

28 NEW SECTION. **Sec. 5.** 211 SERVICES. Only an approved service
29 provider may provide 211 telephone services. WIN 211 shall approve 211
30 service providers, after considering the following:

31 (1) The ability of the proposed 211 service provider to meet the
32 national 211 standards recommended by the alliance of information and
33 referral systems and adopted by the national 211 collaborative on May
34 5, 2000;

- 1 (2) The financial stability and health of the proposed 211 service
- 2 provider;
- 3 (3) The community support for the proposed 211 service provider;
- 4 (4) The relationships with other information and referral services;
- 5 and
- 6 (5) Such other criteria as WIN 211 deems appropriate.

7 NEW SECTION. **Sec. 6.** 211 ACCOUNT. The 211 account is created in
8 the state treasury. Moneys in the account may be spent only after
9 appropriation. The 211 account shall include revenue from the sources
10 established by this chapter, appropriations by the legislature, private
11 contributions, and all other sources. Expenditures from the 211
12 account shall be used only for the implementation and support of the
13 211 system.

14 NEW SECTION. **Sec. 7.** USE OF MONEYS FOR PROJECTS AND ACTIVITIES IN
15 SUPPORT OF 211--ELIGIBLE ACTIVITIES. (1) The department shall use
16 moneys from the 211 account and other legislative appropriations
17 specific to this chapter to contract with WIN 211 to study, design,
18 implement, and support a statewide 211 system.

19 (2) Activities eligible for assistance from the 211 account and
20 other legislative appropriations include, but are not limited to:

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

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

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

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

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

35 (f) Providing grants to approved 211 service providers to enable

1 the provision of 211 services on a twenty-four-hour per day seven-day
2 a week basis.

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

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

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

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

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

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