
SENATE BILL 5692

State of Washington

58th Legislature

2003 Regular Session

By Senators Carlson, Hargrove, Esser, Parlette, Kohl-Welles,
McAuliffe and Rasmussen

Read first time 02/06/2003. Referred to Committee on Children &
Family Services & Corrections.

1 AN ACT Relating to health and human services and information
2 referral; adding a new chapter to Title 70 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 of paramount importance. The legislature further finds that an
16 integrated statewide system of local information and referral service
17 providers will build upon an already existing network of experienced
18 service providers without the necessity of creating a new agency,
19 department, or system to provide 211 services.

1 NEW SECTION. **Sec. 2.** 211 PROGRAM. There is created within the
2 department the 211 program to carry out the purposes of this chapter.

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

6 (1) "Department" means the employment security department.

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

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

11 (4) "211 service area" means an area of the state of Washington
12 identified by WIN 211 as an area in which an approved 211 service
13 provider will provide 211 services.

14 (5) "Commissioner" means the commissioner of the department or the
15 commissioner's designee.

16 (6) "211" means the abbreviated dialing code assigned by the
17 federal communications commission on July 21, 2000, for consumer access
18 to community information and referral services.

19 NEW SECTION. **Sec. 4.** 211 ACCOUNT. The 211 account is created in
20 the state treasury. Moneys in the account may be spent only after
21 appropriation. The 211 account shall include revenue from the sources
22 established by this chapter, appropriations by the legislature, private
23 contributions, and all other sources. Expenditures from the 211
24 account shall be used only for the implementation and support of the
25 211 system.

26 NEW SECTION. **Sec. 5.** USE OF MONEYS FOR PROJECTS AND ACTIVITIES IN
27 SUPPORT OF 211--ELIGIBLE ACTIVITIES. (1) The department shall use
28 moneys from the 211 account and other legislative appropriations to
29 finance in whole or in part the study, design, implementation, and
30 support of a statewide 211 system.

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

33 (a) Creating a structure for a statewide 211 resources data base
34 that will meet the alliance for information and referral systems

1 standards for information and referral systems data bases and that will
2 be integrated with local resources data bases maintained by approved
3 211 service providers;

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

5 (c) Enhancing the access Washington resource data base maintained
6 by the corrections clearinghouse division of the department to support
7 the 211 system;

8 (d) Maintaining public information available from state agencies,
9 departments, and programs that provide health and human services for
10 access by 211 service providers;

11 (e) Providing grants to approved 211 service providers for the
12 design, development, and implementation of 211 for its 211 service
13 area;

14 (f) Providing grants to approved 211 service providers to enable
15 them to provide 211 service on an ongoing basis; and

16 (g) Providing grants to approved 211 service providers to enable
17 the provision of 211 services on a twenty-four-hour per day seven-day
18 a week basis.

19 NEW SECTION. **Sec. 6.** HEALTH AND HUMAN SERVICES INFORMATION
20 REPORTING. A health and human services agency or a public or private
21 entity receiving state-appropriated funds to provide health and human
22 services shall provide the commissioner with information about the
23 health and human services provided by the agency or entity for
24 inclusion in the statewide 211 resources data base. The agency or
25 entity shall provide the information in a form determined by the
26 commissioner and shall update the information at least quarterly.

27 NEW SECTION. **Sec. 7.** NEW INFORMATION SERVICES. Before
28 establishing a new public information telephone line or hotline, a
29 state agency or department that provides health and human services
30 shall consult with the commissioner about using the 211 system to
31 provide access for the public to the information to be made available.

32 NEW SECTION. **Sec. 8.** RULE-MAKING AUTHORITY. The department may
33 adopt rules pursuant to chapter 34.05 RCW, regarding grants, and the
34 requirement for eligible recipients, consistent with this chapter.

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

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

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

11 NEW SECTION. **Sec. 12.** Sections 1 through 11 of this act
12 constitute a new chapter in Title 70 RCW.

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