

## **OREGON STATE LEGISLATION CREATING 211 SYSTEM**

Chapter 526 Oregon Laws 2005 AN ACT HB 3443

Relating to 2-1-1 telephone number; creating new provisions; amending ORS 401.270; appropriating money; and declaring an emergency.

**Be It Enacted by the People of the State of Oregon:**

**SECTION 1. The Legislative Assembly finds that:**

**(1) The implementation of a single, easy-to-use telephone number, 2-1-1, will benefit the residents of this state by providing easier access to available health and human services and services after an emergency, by reducing inefficiencies in connecting people with desired service providers and by reducing duplication of efforts.**

**(2) In a time of reduced resources for the provision of health and human services, establishing a cost-effective means to continue to inform the public about available services is a priority.**

**(3) An integrated statewide system of local information and referral service providers will build upon an already existing network of experienced service providers without the necessity of creating a new agency or department.**

**SECTION 2. Sections 3 to 9 of this 2005 Act are added to and made a part of ORS1.260 to 401.325.**

**SECTION 3. As used in sections 3 to 9 of this 2005 Act:**

**(1) "2-1-1" means the abbreviated dialing code assigned by the Federal Communications Commission for consumer access to community information and referral services.**

**(2) "2-1-1 service" means a telephone service that provides information about and referral to health and human services and services after an emergency.**

**(3) "2-1-1 service area" means an area in the state of Oregon where a 2-1-1 service provider provides 2-1-1 services.**

**(4) "2-1-1 service provider" means a public or nonprofit agency or organization that provides 2-1-1 services.**

**(5) "2-1-1 system facilitator" means an Oregon nonprofit organization that is devoted to creating a statewide 2-1-1 system.**

**SECTION 4. 2-1-1 is created as the official state dialing code for public referral to and information about health and human services and services after an emergency.**

**SECTION 5. (1) Subject to subsection (3) of this section, the Office of Emergency Management shall enter into a contract with a 2-1-1 system facilitator to design, implement and support a statewide 2-1-1 system.**

**(2) The contract shall ensure that the 2-1-1 system facilitator:**

**(a) Creates a structure for a statewide 2-1-1 resources database that:**

- (A) Meets standards for information and referral systems databases established by a nationally recognized corporation devoted to improving access to services through a mechanism of information and referral; and**
  - (B) Will be integrated with local resources databases maintained by approved 2-1-1 service providers;**
  - (b) Develops a statewide resources database for the 2-1-1 system; and**
  - (c) Maintains public information provided by state agencies and programs that provide health and human services for access by 2-1-1 service providers.**
- (3) In awarding the contract under subsection (1) of this section, the office shall ensure that the 2-1-1 system facilitator has the funds and the financial capacity to carry out the terms of the contract and that the contract is cost-neutral to the office.**

**SECTION 6. (1) The 2-1-1 system facilitator shall recommend 2-1-1 service providers to the Office of Emergency Management based on the following criteria:**

- (a) The ability of the proposed 2-1-1 service provider to meet the national 2-1-1 standards recommended by a nationally recognized corporation devoted to improving access to services through a mechanism of information and referral;**
  - (b) The financial stability of the proposed 2-1-1 service provider;**
  - (c) The community support for the proposed 2-1-1 service provider;**
  - (d) The relationships of the proposed 2-1-1 service provider with other information and referral services; and**
  - (e) Other criteria that the 2-1-1 system facilitator deems appropriate.**
- (2) The office shall approve 2-1-1 service providers based on the recommendations of the 2-1-1 system facilitator. Only a 2-1-1 service provider approved by the office may provide 2-1-1 services.**

**SECTION 7. Before a state agency that provides health and human services establishes a new public information hotline, the state agency shall consult with the Office of Emergency Management about using the 2-1-1 system to provide public access to the information.**

**SECTION 8. (1) The Office of Emergency Management may accept contributions of moneys and assistance from the federal government or its agencies or from any other source, public or private, and agree to conditions placed on the moneys not inconsistent with the purpose of establishing a statewide 2-1-1 system.**

**(2) The office may, from contributions of moneys received under subsection (1) of this section:**

- (a) Provide grants to approved 2-1-1 service providers for the design, development, and implementation of 2-1-1 for their 2-1-1 service areas;**
- (b) Provide grants to approved 2-1-1 service providers to enable the provision of 2-1-1 services on an ongoing basis; and**
- (c) Provide grants to approved 2-1-1 service providers to enable the provision of 2-1-1 services 24 hours a day, seven days a week.**

**SECTION 9. The 2-1-1 Account is established in the State Treasury, separate and distinct from the General Fund. All moneys received by the Office of Emergency Management for the 2-1-1 system under section 8 of this 2005 Act shall be deposited into the account and are continuously appropriated to the Office of Emergency Management to be used only for the implementation and support of the 2-1-1 system.**

**SECTION 10.** ORS 401.270 is amended to read:

401.270. The Director of the Office of Emergency Management shall be responsible for coordinating and facilitating emergency planning, preparedness, response and recovery activities with the state and local emergency services agencies and organizations, and shall, with the approval of the Superintendent of State Police or as directed by the Governor:

(1) Make rules that are necessary and proper for the administration and implementation of

ORS 401.015 to 401.105, 401.260 to 401.325, 401.355 to 401.580 and 401.706;

(2) Coordinate the activities of all public and private organizations specifically related to providing emergency services within this state;

(3) Maintain a cooperative liaison with emergency management agencies and organizations of local governments, other states and the federal government;

(4) Have such additional authority, duties and responsibilities authorized by ORS 401.015 to 401.105, 401.260 to 401.325 and 401.355 to 401.580 or as may be directed by the Governor;

(5) Administer grants relating to emergency program management, [*and*] emergency services for the state **and the statewide 2-1-1 system as provided in section 8 of this 2005 Act;**

(6) Provide for and staff a State Emergency Operations Center to aid the Governor and the

Office of Emergency Management in the performance of duties under ORS 401.015 to 401.105,

401.260 to 401.325, 401.355 to 401.580 and 401.706;

(7) Serve as the Governor's authorized representative for coordination of certain response activities and managing the recovery process;

(8) Establish training and professional standards for local emergency program management personnel;

(9) Establish task forces and advisory groups to assist the office in achieving mandated responsibilities; and

(10) Enforce compliance requirements of federal and state agencies for receiving funds and conducting designated emergency functions.

**(11) Oversee the design, implementation and support of a statewide 2-1-1 system as provided under section 5 of this 2005 Act.**

**SECTION 11. This 2005 Act being necessary for the immediate preservation of the public peace, health and safety, an emergency is declared to exist, and this 2005 Act takes effect on its passage.**

Approved by the Governor July 15, 2005

Filed in the office of Secretary of State July 15, 2005

Effective date July 15, 2005