

AN ACT concerning State government.

**Be it enacted by the People of the State of Illinois,  
represented in the General Assembly:**

Section 5. The 2-1-1 Service Act is amended by changing Sections 5, 10, 20, 30, 45, 55, and 60 as follows:

(20 ILCS 1335/5)

Sec. 5. Findings. The General Assembly finds that the implementation of a single, easy to use telephone number, 2-1-1, for public access to information and referral for health and human services and information about access to services after a natural or non-natural disaster will benefit the residents ~~citizens~~ of this State by providing easier access to available health and human services, by reducing inefficiencies in connecting people with the desired service providers, and by reducing duplication of efforts.

(Source: P.A. 96-599, eff. 1-1-10.)

(20 ILCS 1335/10)

Sec. 10. Definitions. As used in this Act:

"2-1-1" means the abbreviated dialing code assigned by the Federal Communications Commission on July 21, 2000, for consumer access to community information and referral services.

"Department" means the Department of Human Services.

"Lead entity" means an Illinois 501(c)(3) non-profit agency or organization designated by the Department to manage use of the 2-1-1 dialing code for the purpose of providing the public access to information about health and human services.

"Approved 2-1-1 service provider" means a public or nonprofit agency or other organization designated by the lead entity to provide 2-1-1 services and to be an authorized user of the 2-1-1 dialing code in a 2-1-1 service area.

"2-1-1 service area" means an area of Illinois identified by the lead entity as an area within which an approved ~~a recognized~~ 2-1-1 service provider is authorized to provide 2-1-1 services.

"2-1-1 services" means information and referral services provided through the use of 2-1-1 and intended to promote and provide access to human services, and to aid in disaster response and recovery.

~~"Recognized 2 1 1 service provider" means an organization recognized by the lead entity as an appropriate administrator and authorized user of the 2-1-1 dialing code in a 2-1-1 service area.~~

"Human services" means services provided by government, nonprofit, or other designated ~~faith-based~~ organizations to ensure the health and well-being of Illinois residents. "Human services" includes services designed to provide relief or assistance after a natural or non-natural disaster.

~~"Pay telephone" means any coin, coinless, or credit card reader telephone, provided that the end user pays or arranges to pay for exchange and interexchange, intraMSA, and interMSA calls from such instrument on an individual call basis.~~

~~"Private branch exchange" or "PBX" means a private telephone system and associated equipment located on the user's property that provides communications between stations and external networks.~~

"Telecommunications carrier" has the same meaning ascribed to that term in Section 13-202 of the Public Utilities Act.

(Source: P.A. 96-599, eff. 1-1-10.)

(20 ILCS 1335/20)

Sec. 20. Designation of lead entity for 2-1-1.

(a) Subject to subsection (e) of this Section, the Department is authorized to identify, designate, and enter into a contract with a lead entity to provide governance and oversight, including the ability to design, implement, support, and coordinate a State-wide 2-1-1 system.

(b) Qualifications for designation of the lead entity shall include:

(1) a public or private governance structure with representation from and active collaboration with State health and human service departments, specifically the Department, the Department of Healthcare and Family Services, the Department on Aging, the Department of Human

Rights, the Department of Public Health, the Illinois Emergency Management Agency, the Illinois Commerce Commission, and non-governmental entity stakeholders; non-governmental entity stakeholders shall constitute a minimum of two-thirds of the representatives;

(2) demonstrated expertise or experience, or both, in planning, supporting, and overseeing administration of ~~for~~ a State-wide information and referral system; ~~and~~

(3) demonstrated support from community partners, including local 2-1-1 service providers; ~~and~~

(4) demonstrated expertise in providing access to health and human services; and

(5) a demonstrated track record of securing diversified funding sources, and evidence of existing diversified funding sources, in order to support sustainable operation of 2-1-1.

(c) The lead entity shall encourage the orderly and efficient use of 2-1-1 to:

(1) provide referrals and access to human services; and

(2) collect needed information about the demand for ~~human services~~ and ~~the~~ delivery of human services in Illinois.

(d) The lead entity shall establish standards consistent with prevailing national standards established for providing information about and referrals to human services agencies to

2-1-1 callers. The standards shall prescribe the technology or manner of delivering 2-1-1 calls and shall not exceed any requirements for 2-1-1 systems set by the Federal Communications Commission. The standards shall be consistent with the Americans with Disabilities Act, ensuring accessibility for users of Teletypewriters for the Deaf (TTY).

(e) ~~(d)~~ The lead entity shall provide periodic programmatic and fiscal reports on activities, accomplishments, and other issues to the Department, as outlined in Section 60.

(f) ~~(e)~~ In awarding the contract under subsection (a) of this Section, the Department shall ensure that the 2-1-1 lead entity has the organizational capacity to carry out the terms of the contract and that the contract is cost-neutral to the Department.

(Source: P.A. 96-599, eff. 1-1-10.)

(20 ILCS 1335/30)

Sec. 30. 2-1-1 services. Only a service provider approved by the lead entity may provide 2-1-1 ~~telephone~~ services. The lead entity shall approve 2-1-1 service providers, after considering all of the following, and such approval shall be contingent upon 2-1-1 service providers continuing to meet minimum qualifications as determined by the lead entity:

(1) the ability of the proposed 2-1-1 service provider to meet the prevailing national 2-1-1 standards and

receive and retain accreditation; ~~recommended by the Alliance of Information and Referral Systems;~~

(2) the financial stability and health of the proposed 2-1-1 service provider;

(3) the community support for the proposed 2-1-1 service provider;

(4) the relationships with other information and referral services; and

(5) any other criteria as the lead entity deems appropriate.

The lead entity may remove an approved 2-1-1 service provider for failure to meet minimum qualifications, or for failure to perform activities required in this Act or its contract with the lead entity.

(Source: P.A. 96-599, eff. 1-1-10.)

(20 ILCS 1335/45)

Sec. 45. Liability of 2-1-1 providers or telecommunications carriers. An approved ~~A recognized~~ 2-1-1 service provider or telecommunications carrier and its employees, directors, officers, and agents are not liable to any person in a civil action for injuries or loss to persons or property as a result of an act, omission, or delay of the approved ~~recognized~~ 2-1-1 service provider or telecommunications carrier, and its employees, directors, officers, or agents, in connection with:

(1) developing, adopting, implementing, maintaining, or operating a 2-1-1 system;

(2) making 2-1-1 available for use by the public; or

(3) providing 2-1-1 services;

except for injuries or loss resulting from the willful or wanton misconduct of the 2-1-1 service provider or telecommunications carrier and its employees, directors, officers, or agents.

(Source: P.A. 96-599, eff. 1-1-10.)

(20 ILCS 1335/55)

Sec. 55. Use of moneys for projects and activities in support of 2-1-1-eligible activities.

(a) The lead entity shall study, design, implement, support, coordinate, and evaluate a State-wide 2-1-1 system.

(b) Activities eligible for assistance from the 2-1-1 Account Fund include, but are not limited to:

(1) Creating a structure for a State-wide 2-1-1 resources database that will meet prevailing national ~~the Alliance for Information and Referral Systems~~ standards for information and referral systems databases and that will be integrated with local resources databases maintained by approved 2-1-1 service providers.

(2) Developing a State-wide resources database for the 2-1-1 system.

(3) Maintaining public information available from

State agencies, departments, and programs that provide health and human services for access by 2-1-1 service providers.

(4) Providing grants to approved 2-1-1 service providers to design, develop, and implement 2-1-1 for their ~~its~~ 2-1-1 service areas ~~area~~.

(5) Providing grants to approved 2-1-1 service providers to enable 2-1-1 service providers to provide and evaluate 2-1-1 service delivery on an ongoing basis.

(6) Providing grants to approved 2-1-1 service providers to enable the provision of 2-1-1 services on a 24-hours per-day, 7-days per-week basis.

(Source: P.A. 96-599, eff. 1-1-10.)

(20 ILCS 1335/60)

Sec. 60. Annual reports. The lead entity shall provide an initial report to the Department within 6 months after the effective date of this amendatory Act of the 104th General Assembly. Thereafter, the lead entity shall provide a report to the Department on a regular basis as required in its contract with the Department, at minimum annually. The report shall include, at minimum, information on the following:

(1) Call volume and interactions. The total number of inquiries, including calls, chats, texts, or web inquiries, along with trends in monthly, quarterly, and annual call volumes, and average response times for



handling inquiries.

(2) Caller demographics. The demographic information of callers, including age, gender, and location, and any other relevant identifiers, highlighting any notable shifts or patterns in demographic data over time.

(3) Reasons for contact. A breakdown of inquiries by category or type of referral request, including the demand for, and need for, human services.

(4) Referrals made and service outcomes. The total number of referrals made, specifying the programs or services to which clients were referred.

(5) Service referral gaps. The total number of requests for services or programs for which referral to an existing service provider is not able to be made, including description of services requested.

(6) Service providers and coverage rates. The percentage of statewide coverage reached, noting any regions that lack adequate coverage.

(7) Trends and comparisons. Year-over-year trends of the data outlined in paragraphs (1) through (6).

~~The lead entity shall provide an annual report to the General Assembly and the Department beginning in calendar year 2010.~~

(Source: P.A. 96-599, eff. 1-1-10.)

Section 10. The Human Services 2-1-1 Collaboration Board Act is amended by changing Section 90 as follows:

(20 ILCS 3956/90)

(For Act repeal see Section 90)

Sec. 90. Repealer. This Act is repealed on July 1, 2025.  
~~upon designation by the Secretary of Human Services that a~~  
~~lead entity is under contract with the Department of Human~~  
~~Services to carry out the provisions of the 2 1 1 Service Act.~~  
~~The Secretary shall designate that a lead entity is under~~  
~~contract with the Department of Human Services to carry out~~  
~~the provisions of the 2 1 1 Service Act by filing a statement~~  
~~with the Index Department of the Secretary of State.~~

(Source: P.A. 96-599, eff. 1-1-10.)

Section 99. Effective date. This Act takes effect upon becoming law.