

**A-Engrossed  
House Bill 3443**

Ordered by the House May 25  
Including House Amendments dated May 25

Sponsored by Representative MARCH; Representatives ANDERSON, NELSON, WIRTH (at the request of United Way of the Columbia-Willamette, Oregon 211)

**SUMMARY**

The following summary is not prepared by the sponsors of the measure and is not a part of the body thereof subject to consideration by the Legislative Assembly. It is an editor's brief statement of the essential features of the measure.

Creates 2-1-1 as statewide telephone number for access to health and human services and services after emergency. Directs Office of Emergency Management to [*establish 2-1-1 system*] **enter into contract with 2-1-1 system facilitator to design, implement and support statewide 2-1-1 system. Prescribes duties of facilitator.**

**Continuously appropriates moneys from 2-1-1 Account to Office of Emergency Management for implementation and support of system.**

[*Appropriates moneys to Office of Emergency Management to establish statewide 2-1-1 system.*]  
Declares emergency, effective [*July 1, 2005*] **on passage.**

**A BILL FOR AN ACT**

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

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

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

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

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

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

16 **SECTION 2. Sections 3 to 9 of this 2005 Act are added to and made a part of ORS 401.260**  
17 **to 401.325.**

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

19 (1) **"2-1-1" means the abbreviated dialing code assigned by the Federal Communications**  
20 **Commission for consumer access to community information and referral services.**

21 (2) **"2-1-1 service" means a telephone service that provides information about and referral**  
22 **to health and human services and services after an emergency.**

23 (3) **"2-1-1 service area" means an area in the state of Oregon where a 2-1-1 service pro-**  
24 **vider provides 2-1-1 services.**

**NOTE:** Matter in **boldfaced** type in an amended section is new; matter [*italic and bracketed*] is existing law to be omitted. New sections are in **boldfaced** type.

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

3 (5) "2-1-1 system facilitator" means an Oregon nonprofit organization that is devoted to  
4 creating a statewide 2-1-1 system.

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

7 **SECTION 5.** (1) The Office of Emergency Management shall enter into a contract with a  
8 2-1-1 system facilitator to design, implement and support a statewide 2-1-1 system.

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

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

11 (A) Meets standards for information and referral systems databases established by a  
12 nationally recognized corporation devoted to improving access to services through a mech-  
13 anism of information and referral; and

14 (B) Will be integrated with local resources databases maintained by approved 2-1-1 ser-  
15 vice providers;

16 (b) Develops a statewide resources database for the 2-1-1 system; and

17 (c) Maintains public information provided by state agencies and programs that provide  
18 health and human services for access by 2-1-1 service providers.

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

21 (a) The ability of the proposed 2-1-1 service provider to meet the national 2-1-1 standards  
22 recommended by a nationally recognized corporation devoted to improving access to services  
23 through a mechanism of information and referral;

24 (b) The financial stability of the proposed 2-1-1 service provider;

25 (c) The community support for the proposed 2-1-1 service provider;

26 (d) The relationships of the proposed 2-1-1 service provider with other information and  
27 referral services; and

28 (e) Other criteria that the 2-1-1 system facilitator deems appropriate.

29 (2) The office shall approve 2-1-1 service providers based on the recommendations of the  
30 2-1-1 system facilitator. Only a 2-1-1 service provider approved by the office may provide 2-1-1  
31 services.

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

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

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

41 (a) Provide grants to approved 2-1-1 service providers for the design, development, and  
42 implementation of 2-1-1 for their 2-1-1 service areas;

43 (b) Provide grants to approved 2-1-1 service providers to enable the provision of 2-1-1  
44 services on an ongoing basis; and

45 (c) Provide grants to approved 2-1-1 service providers to enable the provision of 2-1-1

1 services 24 hours a day, seven days a week.

2 **SECTION 9.** The 2-1-1 Account is established in the State Treasury, separate and distinct  
3 from the General Fund. All moneys received by the Office of Emergency Management for the  
4 2-1-1 system under section 8 of this 2005 Act shall be deposited into the account and are  
5 continuously appropriated to the Office of Emergency Management to be used only for the  
6 implementation and support of the 2-1-1 system.

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

8 401.270. The Director of the Office of Emergency Management shall be responsible for coordi-  
9 nating and facilitating emergency planning, preparedness, response and recovery activities with the  
10 state and local emergency services agencies and organizations, and shall, with the approval of the  
11 Superintendent of State Police or as directed by the Governor:

12 (1) Make rules that are necessary and proper for the administration and implementation of ORS  
13 401.015 to 401.105, 401.260 to 401.325, 401.355 to 401.580 and 401.706;

14 (2) Coordinate the activities of all public and private organizations specifically related to pro-  
15 viding emergency services within this state;

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

18 (4) Have such additional authority, duties and responsibilities authorized by ORS 401.015 to  
19 401.105, 401.260 to 401.325 and 401.355 to 401.580 or as may be directed by the Governor;

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

22 (6) Provide for and staff a State Emergency Operations Center to aid the Governor and the Of-  
23 fice of Emergency Management in the performance of duties under ORS 401.015 to 401.105, 401.260  
24 to 401.325, 401.355 to 401.580 and 401.706;

25 (7) Serve as the Governor's authorized representative for coordination of certain response ac-  
26 tivities and managing the recovery process;

27 (8) Establish training and professional standards for local emergency program management per-  
28 sonnel;

29 (9) Establish task forces and advisory groups to assist the office in achieving mandated respon-  
30 sibilities; and

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

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

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

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