

Second Regular Session
Seventy-third General Assembly
STATE OF COLORADO

INTRODUCED

LLS NO. 22-0935.01 Pierce Lively x2059

HOUSE BILL 22-1315

HOUSE SPONSORSHIP

Snyder and Rich,

SENATE SPONSORSHIP

Hansen and Priola,

House Committees

Transportation & Local Government

Senate Committees

A BILL FOR AN ACT

101 CONCERNING A STATEWIDE COMMUNICATION SYSTEM FOR REFERRAL
102 TO ESSENTIAL SERVICES, AND, IN CONNECTION THEREWITH,
103 REQUIRING GENERAL FUND APPROPRIATIONS TO BE MADE TO
104 THE DEPARTMENT OF HUMAN SERVICES FOR THE ISSUANCE OF
105 ANNUAL GRANTS TO HELP FUND THE SYSTEM.

Bill Summary

(Note: This summary applies to this bill as introduced and does not reflect any amendments that may be subsequently adopted. If this bill passes third reading in the house of introduction, a bill summary that applies to the reengrossed version of this bill will be available at <http://leg.colorado.gov>.)

For the 2021-22 fiscal year and each fiscal year thereafter, the bill requires the general assembly to annually appropriate \$2 million from the

Shading denotes HOUSE amendment. Double underlining denotes SENATE amendment.
Capital letters or bold & italic numbers indicate new material to be added to existing statute.
Dashes through the words indicate deletions from existing statute.

general fund to the department of human services (department) for the issuance of annual grants to the Colorado 2-1-1 collaborative. For the 2021-22 fiscal year, the bill requires the general assembly to appropriate \$3 million from the general fund to the department for the issuance of a grant to the Colorado 2-1-1 collaborative for technological upgrades.

1 *Be it enacted by the General Assembly of the State of Colorado:*

2 **SECTION 1. Legislative declaration.** (1) The general assembly
3 hereby finds and declares that:

4 (a) The Colorado 2-1-1 collaborative is a safe and trusted service
5 that receives more than one hundred thousand requests for help each year
6 and connects individuals to over seven thousand essential resources and
7 services in their own communities;

8 (b) 2-1-1 is an easy to remember number that allows trained
9 professionals to provide confidential, multilingual support by guiding
10 people to services and solutions available by phone, text, live chat, e-mail,
11 or in-person in some communities;

12 (c) The Colorado 2-1-1 collaborative has the largest, most
13 up-to-date, centralized database of health and human services resources
14 in the rocky mountain region, including child care, access to food, legal
15 services, medical services, rental assistance, and utility support;

16 (d) When the Marshall fire affected communities at the close of
17 2021, Colorado 2-1-1 collaborative staff mobilized quickly to add
18 fire-specific resources to the Colorado 2-1-1 collaborative database and
19 have been supporting individuals and families with immediate needs,
20 including housing options, long-term housing planning, transportation,
21 mental health counseling, and food access; and

22 (e) With additional funding, the Colorado 2-1-1 collaborative can
23 expand its hours of operation, offer statewide chat and text services, allow

1 onsite or walk-in navigation at multiple locations, and promote the
2 Colorado 2-1-1 collaborative through a public awareness campaign.

3 **SECTION 2.** In Colorado Revised Statutes, 29-11-203, **add** (4),
4 (5), and (6) as follows:

5 **29-11-203. Human services referral service - immunity - grant**
6 **- report - repeal.** (4) (a) FOR THE 2021-22 FISCAL YEAR AND EACH
7 FISCAL YEAR THEREAFTER, THE GENERAL ASSEMBLY SHALL ANNUALLY
8 APPROPRIATE TWO MILLION DOLLARS FROM THE GENERAL FUND TO THE
9 DEPARTMENT FOR THE ISSUANCE OF ANNUAL GRANTS TO THE COLORADO
10 2-1-1 COLLABORATIVE FOR OPERATIONAL EXPENSES INCLUDING, BUT NOT
11 LIMITED TO:

12 (I) IMPLEMENTING A QUALITY CONTROL PROGRAM TO ENSURE A
13 HIGH LEVEL OF CALLER SATISFACTION;

14 (II) IMPLEMENTING DATA COLLECTION QUALITY CONTROL TO
15 ENSURE A HIGH LEVEL OF ACCURACY IN COLLECTING CALLER
16 INFORMATION AND IDENTIFYING CALLER NEEDS;

17 (III) PROVIDING SERVICES IN OVER THREE HUNDRED LANGUAGES;

18 (IV) RESEARCHING AND CURATING THE COLORADO 2-1-1
19 COLLABORATIVE DATABASE OF COMMUNITY-BASED ORGANIZATION
20 RESOURCES; AND

21 (V) DISPATCHING AND SCHEDULING RIDE SHARE RIDES FOR
22 CALLERS IN NEED OF TRANSPORTATION.

23 (b) FOR THE 2021-22 FISCAL YEAR, THE GENERAL ASSEMBLY
24 SHALL APPROPRIATE THREE MILLION DOLLARS FROM THE GENERAL FUND
25 TO THE DEPARTMENT FOR THE ISSUANCE OF A GRANT TO THE COLORADO
26 2-1-1 COLLABORATIVE TO FUND NECESSARY STATEWIDE TECHNOLOGICAL
27 SYSTEM UPGRADES INCLUDING ENHANCING MESSAGING AND ROUTING OF

1 CALLS BY PROVIDING TEXTING FEATURE UPGRADES ACROSS COLORADO.

2 (c) ANY MONEY APPROPRIATED TO THE DEPARTMENT FOR A FISCAL
3 YEAR PURSUANT TO THIS SUBSECTION (4) THAT IS NOT EXPENDED BEFORE
4 THE FISCAL YEAR ENDS IS FURTHER APPROPRIATED TO THE DEPARTMENT
5 FOR THE SUBSEQUENT FISCAL YEAR FOR THE SAME PURPOSE.

6 (5) TO QUALIFY FOR THE GRANTS AWARDED BY THE DEPARTMENT
7 PURSUANT TO SUBSECTION (4) OF THIS SECTION, THE COLORADO 2-1-1
8 COLLABORATIVE MUST SERVE AS A STATEWIDE COMMUNICATION SYSTEM,
9 HOST MULTIPLE CALL CENTERS ACROSS THE STATE, AND PROVIDE
10 REFERRALS TO ONE OR MORE OF THE FOLLOWING:

11 (a) HOUSING, INCLUDING SHELTERS AND TRANSITIONAL SERVICES;

12 (b) RENT AND UTILITY ASSISTANCE SERVICES;

13 (c) INCOME SUPPORT AND ASSISTANCE SERVICES;

14 (d) CHILDCARE SERVICES;

15 (e) FOOD SERVICES;

16 (f) INDIVIDUAL, FAMILY, AND COMMUNITY SUPPORT SERVICES;

17 (g) TRANSPORTATION SERVICES;

18 (h) CLOTHING, PERSONAL, AND HOUSEHOLD NEEDS SERVICES;

19 (i) HEALTH-CARE SERVICES;

20 (j) MENTAL HEALTH AND SUBSTANCE USE DISORDERS SERVICES;

21 (k) EMPLOYMENT SERVICES;

22 (l) EDUCATION SERVICES;

23 (m) MEDICAL CLINICS SERVICES;

24 (n) DENTAL CLINICS SERVICES;

25 (o) OTHER GOVERNMENT AND ECONOMIC SERVICES; AND

26 (p) DISASTER SERVICES.

27 (6) ON OR BEFORE DECEMBER 31, 2022, AND ON OR BEFORE

1 DECEMBER 31 OF EACH YEAR THEREAFTER, AND NOTWITHSTANDING THE
2 REQUIREMENT IN SECTION 24-1-136 (11)(a)(I), FOR AS LONG AS ANNUAL
3 GRANTS ARE MADE PURSUANT TO SUBSECTION (4)(a) OF THIS SECTION, THE
4 DEPARTMENT SHALL SUBMIT A SUMMARIZED REPORT TO THE HEALTH AND
5 HUMAN SERVICES COMMITTEE OF THE SENATE AND THE PUBLIC AND
6 BEHAVIORAL HEALTH AND HUMAN SERVICES COMMITTEE OF THE HOUSE OF
7 REPRESENTATIVES, OR ANY SUCCESSOR COMMITTEES, ON THE GRANTS
8 ISSUED PURSUANT TO THIS SECTION.

9 **SECTION 3. Safety clause.** The general assembly hereby finds,
10 determines, and declares that this act is necessary for the immediate
11 preservation of the public peace, health, or safety.