

**Second Regular Session
Seventy-second General Assembly
STATE OF COLORADO**

INTRODUCED

LLS NO. 20-0762.01 Brita Darling x2241

HOUSE BILL 20-1197

HOUSE SPONSORSHIP

Snyder and Rich, Bird, Cutter, Exum, Landgraf, Larson, Liston, Soper

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Bridges,

House Committees

Public Health Care & Human Services
Appropriations

Senate Committees

A BILL FOR AN ACT

101 **CONCERNING THE STATEWIDE COMMUNICATION SYSTEM FOR**
102 **REFERRAL TO ESSENTIAL SERVICES, AND, IN CONNECTION**
103 **THEREWITH, MAKING AN APPROPRIATION.**

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>.)

The bill amends with relocated provisions the human services referral service authorized by the Colorado 2-1-1 collaborative to provide assistance through the dissemination of information to residents of Colorado about applicable programs and services provided by government, private, nonprofit, and faith-based organizations and local

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.

communities regarding emergency shelter and food, as well as human services programs.

The bill requires the department of human services (department) to award an annual grant of \$200,000 to the Colorado 2-1-1 collaborative for human services referral services and specifies the purposes for which the Colorado 2-1-1 collaborative and human services referral service provider may use the grant money.

The bill requires the Colorado 2-1-1 collaborative to provide one or more specific duties described in the bill. Human services referral services include, in part, providing statewide referral services; enabling referrals through telephone, text, chat, and e-mail; providing trained professionals to perform problem assessments and service navigation; and providing information regarding vital services, such as food and shelter.

The bill requires annual reporting by the department to certain committees of the general assembly.

The bill includes an appropriation to the department of \$200,000 for the 2020-21 state fiscal year for the Colorado 2-1-1 collaborative.

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

2 **SECTION 1.** In Colorado Revised Statutes, **amend with**
3 **relocated provisions** part 2 of article 11 of title 29 as follows:

4 **PART 2**

5 **HUMAN SERVICES REFERRAL SERVICE**

6 **29-11-201. Legislative declaration.** The general assembly hereby
7 finds and declares that obtaining access to appropriate community-based
8 organizations and governmental agencies providing for human services
9 is a critical first step for many individuals and families of Colorado to
10 receiving the help and assistance they need. In 2000, in recognition of the
11 need to promote effective access to human services, the federal
12 communications commission reserved the three-digit telephone number
13 of 2-1-1 for access to community health and human services information.
14 The public utilities commission approved the use of a 2-1-1 number for
15 Colorado in October of 2002. ~~and while four pilot sites are operating in~~
16 ~~specified counties, there is a need for service in all counties of this state.~~

1 THE PUBLIC UTILITIES COMMISSION ASSIGNED THE 2-1-1 DIAL CODE TO THE
2 COLORADO 2-1-1 COLLABORATIVE. The 2-1-1 human services referral
3 service is dedicated to providing individuals and families with referral
4 information to obtain nonemergency services such as food assistance,
5 shelter, job assistance, and low-cost health care, for those in need. Due to
6 the importance of the human services referral system and the need to
7 assure that this system is enabled in all areas of the state of Colorado, the
8 general assembly hereby finds and declares that ~~the human~~ THE 2-1-1
9 HUMAN services referral service providers should receive protection of
10 immunity that is similar to the protection afforded to the 9-1-1 emergency
11 service.

12 **29-11-202. Definitions.** For purposes of this part 2, unless the
13 context otherwise requires:

14 (1) "Colorado 2-1-1 collaborative" means the group authorized by
15 the public utilities commission to establish the provision of human
16 services referral services in the state of Colorado.

17 (2) "DEPARTMENT" MEANS THE DEPARTMENT OF HUMAN SERVICES
18 CREATED IN SECTION 26-1-105.

19 ~~(2)~~(3) "Human services referral service provider" means ~~a service~~
20 AN ENTITY that is authorized by the Colorado 2-1-1 collaborative to
21 provide health and human services referral information.

22 **29-11-203. Human services referral service - creation -**
23 **contract - duties - funding.** (1) THE DEPARTMENT SHALL PROVIDE AN
24 ANNUAL GRANT TO THE COLORADO 2-1-1 COLLABORATIVE TO PROVIDE
25 HUMAN SERVICES REFERRAL SERVICES TO RESIDENTS OF COLORADO
26 THROUGH THE DISSEMINATION OF INFORMATION ABOUT APPLICABLE
27 PROGRAMS AND SERVICES PROVIDED BY GOVERNMENTAL, NONPROFIT, AND

1 FAITH-BASED ORGANIZATIONS AND BY LOCAL COMMUNITIES. THE ANNUAL
2 GRANT IS FOR THE DEVELOPMENT, IMPLEMENTATION, OPERATION, AND
3 SUPPORT OF THE STATEWIDE HUMAN SERVICES REFERRAL SERVICE.

4 (2) ONE OR MORE OF THE FOLLOWING HUMAN SERVICES REFERRAL
5 SERVICES SHALL BE PROVIDED THROUGH THE COLORADO 2-1-1
6 COLLABORATIVE:

7 (a) A STATEWIDE REFERRAL SYSTEM THAT SERVES AND IS
8 AVAILABLE TO ALL CONSTITUENTS IN COLORADO, PROVIDING
9 BORDER-TO-BORDER COVERAGE THAT IS, AT A MINIMUM:

10 (I) STAFFED IN ACCORDANCE WITH THE OPERATIONAL HOURS OF
11 STATE GOVERNMENT OFFICES IN ORDER TO OFFER LIVE RESOURCES; AND

12 (II) AVAILABLE FOR SELF-SERVICE TWENTY-FOUR HOURS PER DAY,
13 SEVEN DAYS PER WEEK;

14 (b) PUBLIC ACCESS VIA A WEBSITE TO A COMPREHENSIVE
15 DATABASE OF NONEMERGENCY HEALTH AND HUMAN SERVICES PROGRAMS
16 AND SERVICES PROVIDED BY GOVERNMENTAL, NONPROFIT, AND
17 FAITH-BASED ORGANIZATIONS AND BY LOCAL COMMUNITIES THAT ARE
18 AVAILABLE TO RESIDENTS OF COLORADO;

19 (c) PUBLIC ACCESS TO THE STATEWIDE HUMAN SERVICES REFERRAL
20 SERVICE VIA TELEPHONE, TEXT, CHAT, AND E-MAIL;

21 (d) HELP TO COLORADANS IN FINDING VITAL SERVICES SUCH AS
22 EMERGENCY SHELTER, FOOD, AND RENTAL AND UTILITY ASSISTANCE; AND

23 (e) ACCESS TO TRAINED PROFESSIONALS TO PERFORM PROBLEM
24 ASSESSMENTS AND SERVICE NAVIGATION FROM EVERYDAY CONCERNS TO
25 MAJOR LIFE-CHANGING EVENTS, AND TO COLLECT INFORMATION FROM THE
26 CLIENT TO BETTER UNDERSTAND THE CLIENT'S SITUATION AND TO OFFER
27 APPROPRIATE REFERRALS TO AGENCIES THAT MAY HELP.

1 (3) THE COLORADO 2-1-1 COLLABORATIVE SHALL USE GRANT
2 MONEY AWARDED PURSUANT TO THIS SECTION FOR PLANNING, TRAINING,
3 STAFFING, TECHNOLOGY, ACCREDITATION, AND SYSTEM EVALUATION AND
4 FOR COLLECTING, ORGANIZING, AND MAINTAINING INFORMATION FROM
5 STATE AGENCIES, DEPARTMENTS, AND PROGRAMS THAT PROVIDE HUMAN
6 SERVICES FOR ACCESS BY THE HUMAN SERVICES REFERRAL SERVICE
7 PROVIDER.

8 (4) BEGINNING IN THE 2020-21 FISCAL YEAR, THE GENERAL
9 ASSEMBLY SHALL ANNUALLY APPROPRIATE TWO HUNDRED THOUSAND
10 DOLLARS FOR THE PROVISION OF SERVICES TO COLORADANS AS DESCRIBED
11 IN THIS PART 2.

12 **29-11-204. Reporting.** NOTWITHSTANDING SECTION 24-1-136
13 (11)(a)(I), THE DEPARTMENT SHALL REPORT ANNUALLY TO THE PUBLIC
14 HEALTH CARE AND HUMAN SERVICES COMMITTEE OF THE HOUSE OF
15 REPRESENTATIVES, OR ITS SUCCESSOR COMMITTEE, AND THE HEALTH AND
16 HUMAN SERVICES COMMITTEE OF THE SENATE, OR ITS SUCCESSOR
17 COMMITTEE, CONCERNING THE IMPLEMENTATION AND THE IMPACTS OF
18 THE HUMAN SERVICES REFERRAL SERVICE.

19 **29-11-205. [Formerly 29-11-203] Human services referral**
20 **service - immunity.** (1) ~~No~~ THE Colorado 2-1-1 collaborative, human
21 services referral service provider, or employee, agent, or financial
22 supporter thereof ~~shall be~~ IS NOT liable to any person or entity for any
23 damages in a civil action for injuries, death, or loss to person or property
24 incurred as a result of any act or omission of the Colorado 2-1-1
25 collaborative, human services referral service provider, or any employee
26 or agent thereof in connection with developing, adopting, authorizing,
27 implementing, maintaining, enhancing, or operating a referral service

1 unless such damage or injury was intentionally caused by or resulted from
2 gross negligence of the Colorado 2-1-1 collaborative, human services
3 referral service provider, employee, agent, or financial supporter in
4 connection with the provision of human services referral service.

5 (2) ~~No~~ THE Colorado 2-1-1 collaborative, human services referral
6 service provider or employee, agent, or financial supporter thereof ~~shall~~
7 ~~be~~ IS NOT liable to any person or entity for infringement or invasion of the
8 right of privacy of any person caused or claimed to have been caused,
9 directly or indirectly, by any act or omission in connection with the
10 provision of human service referral information to any person or entity
11 unless the infringement or invasion of the right of privacy arose out of the
12 gross negligence or other wrongful and intentional act of the Colorado
13 2-1-1 collaborative, human services referral service provider, employee,
14 agent, or financial supporter thereof.

15 **SECTION 2. Appropriation.** For the 2020-21 state fiscal year,
16 \$200,000 is appropriated to the department of human services. This
17 appropriation is from the general fund. To implement this act, the
18 department may use this appropriation for the human services referral
19 service established pursuant to part 2 of article 11 of title 29, C.R.S.

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