

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

**REENGROSSED**

*This Version Includes All Amendments  
Adopted in the House of Introduction*

LLS NO. 20-0762.01 Brita Darling x2241

**HOUSE BILL 20-1197**

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**HOUSE SPONSORSHIP**

**Snyder and Rich**, Bird, Cutter, Exum, Landgraf, Larson, Liston, Soper, Arndt, Becker, Buentello, Caraveo, Duran, Garnett, Gonzales-Gutierrez, Gray, Herod, Hooton, Jackson, Jaquez Lewis, Kennedy, Kipp, Kraft-Tharp, Lontine, McCluskie, Michaelson Jenet, Mullica, Sirota, Titone, Valdez A., Valdez D., Weissman, Young

**SENATE SPONSORSHIP**

**Bridges**,

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**House Committees**

Public Health Care & Human Services  
Appropriations

**Senate Committees**

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**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.**

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**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.*

HOUSE  
3rd Reading Unamended  
June 10, 2020

HOUSE  
Amended 2nd Reading  
June 9, 2020

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.

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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 that:

4 (a) On March 27, 2020, the federal government enacted the  
5 "CARES Act", Pub.L. 116-136, 134 Stat. 281 (2020), from which  
6 Colorado received approximately \$1,674,000,000 from the federal  
7 coronavirus relief fund to use for necessary expenditures incurred due to  
8 the current COVID-19 public health emergency;

9 (b) On May 18, 2020, the Colorado governor issued Executive  
10 Order 2020 D 070, transferring \$70,000,000 from the state "CARES Act"  
11 fund to the state general fund for eligible expenditures;

12 (c) The expenditure in the bill is considered an allowable use  
13 under the federal "CARES Act" and is necessary to respond to the  
14 COVID-19 public health emergency; and

15 (d) The expenditure in the bill was not accounted for in the  
16 Colorado state budget most recently approved as of March 27, 2020, and

1 all of the expenses will be incurred on or before December 30, 2020.

2 (2) The general assembly further finds that in the wake of the  
3 COVID-19 pandemic more individuals than ever before are in need of  
4 referrals to and assistance from health and human services for basic needs  
5 along with supports associated with COVID-19, which include but are not  
6 limited to referrals regarding equity, access, or discrimination concerning  
7 employment and health access, as well as information on COVID-19 test  
8 site locations.

9 (3) The Colorado 2-1-1 collaborative currently operates call  
10 centers within the state as the human services referral services provider  
11 and is in the best position to offer the necessary additional referral and  
12 intake services to respond to the COVID-19 public health crisis.

13 **SECTION 2.** In Colorado Revised Statutes, **amend** ■ ■ part  
14 2 of article 11 of title 29 as follows:

15 PART 2

16 HUMAN SERVICES REFERRAL SERVICE

17 **29-11-201. Legislative declaration.** The general assembly hereby  
18 finds and declares that obtaining access to appropriate community-based  
19 organizations and governmental agencies providing for human services  
20 is a critical first step for many individuals and families of Colorado to  
21 receiving the help and assistance they need. In 2000, in recognition of the  
22 need to promote effective access to human services, the federal  
23 communications commission reserved the three-digit telephone number  
24 of 2-1-1 for access to community health and human services information.  
25 The public utilities commission approved the use of a 2-1-1 number for  
26 Colorado in October of 2002. ~~and while four pilot sites are operating in~~  
27 ~~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

23 **29-11-203. Human services referral service - immunity - grant**  
24 **- repeal.** (1) ~~No~~ THE Colorado 2-1-1 collaborative, human services  
25 referral service provider, or employee, agent, or financial supporter  
26 thereof ~~shall be~~ IS NOT liable to any person or entity for any damages in  
27 a civil action for injuries, death, or loss to person or property incurred as

1 a result of any act or omission of the Colorado 2-1-1 collaborative, human  
2 services referral service provider, or any employee or agent thereof in  
3 connection with developing, adopting, authorizing, implementing,  
4 maintaining, enhancing, or operating a referral service unless such  
5 damage or injury was intentionally caused by or resulted from gross  
6 negligence of the Colorado 2-1-1 collaborative, human services referral  
7 service provider, employee, agent, or financial supporter in connection  
8 with the provision of human services referral service.

9 (2) ~~No~~ THE COLORADO 2-1-1 collaborative, human services referral  
10 service provider or employee, agent, or financial supporter thereof ~~shall~~  
11 ~~be~~ IS NOT liable to any person or entity for infringement or invasion of the  
12 right of privacy of any person caused or claimed to have been caused,  
13 directly or indirectly, by any act or omission in connection with the  
14 provision of human service referral information to any person or entity  
15 unless the infringement or invasion of the right of privacy arose out of the  
16 gross negligence or other wrongful and intentional act of the Colorado  
17 2-1-1 collaborative, human services referral service provider, employee,  
18 agent, or financial supporter thereof.

19 (3) (a) THE COLORADO 2-1-1 COLLABORATIVE SHALL PROVIDE  
20 NECESSARY HUMAN SERVICES REFERRAL SERVICES IN THE STATE THROUGH  
21 DECEMBER 30, 2020, RELATING TO THE COVID-19 PUBLIC HEALTH  
22 EMERGENCY, INCLUDING INFORMATION ON COVID-19 TEST SITE  
23 LOCATIONS AND REFERRALS REGARDING EQUITY, ACCESS, OR  
24 DISCRIMINATION CONCERNING EMPLOYMENT AND HEALTH ACCESS, AS  
25 WELL AS OTHER NECESSARY REFERRALS AND INTAKE SERVICES DUE TO  
26 THE PRESENCE OF COVID-19 IN THE STATE.

27 (b) THE GENERAL ASSEMBLY SHALL APPROPRIATE FROM THE

1 CARES SUBFUND IN THE GENERAL FUND TO THE DEPARTMENT FIVE  
2 HUNDRED THOUSAND DOLLARS FOR A GRANT TO THE COLORADO 2-1-1  
3 COLLABORATIVE TO PROVIDE NECESSARY REFERRAL AND INTAKE SERVICES  
4 DUE TO THE COVID-19 PUBLIC HEALTH EMERGENCY, AS DESCRIBED IN  
5 SUBSECTION (3)(a) OF THIS SECTION, INCURRED THROUGH DECEMBER 30,  
6 2020.

7 (c) THIS SUBSECTION (3) IS REPEALED, EFFECTIVE JULY 1, 2021.

8 **SECTION 3. Appropriation.** For the 2019-20 state fiscal year,  
9 \$500,000 is appropriated to the department of human services. This  
10 appropriation is from the care subfund in the general fund. To implement  
11 this act, the department may use this appropriation for a grant to the  
12 Colorado 2-1-1 collaborative for eligible services. Any money  
13 appropriated in this section not expended prior to July 1, 2020, is further  
14 appropriated to the department for the period from July 1, 2020, through  
15 December 30, 2020.

16 **SECTION 4. Safety clause.** The general assembly hereby finds,  
17 determines, and declares that this act is necessary for the immediate  
18 preservation of the public peace, health, or safety.