



Legislative Council Staff

Nonpartisan Services for Colorado's Legislature

Fiscal Note

Drafting Number:	LLS 21-0880	Date:	April 22, 2021
Prime Sponsors:	Sen. Kolker; Zenzinger Rep. Amabile; Van Beber	Bill Status:	Senate HHS
		Fiscal Analyst:	Aaron Carpenter 303-866-4918 Aaron.Carpenter@state.co.us

Bill Topic: **2-1-1 STATEWIDE HUMAN SERVICES REFERRAL SYSTEM**

Summary of Fiscal Impact:	<input type="checkbox"/> State Revenue	<input type="checkbox"/> TABOR Refund
	<input checked="" type="checkbox"/> State Expenditure	<input checked="" type="checkbox"/> Local Government
	<input type="checkbox"/> State Transfer	<input type="checkbox"/> Statutory Public Entity

The bill requires the Colorado 2-1-1 to provide referrals to behavioral health services and requires the state to partner with Colorado 2-1-1 to conduct targeted outreach for the hotline. It increases state expenditures until FY 2023-24.

Appropriation Summary: For FY 2020-21, the bill includes an appropriation of \$1.0 million to the Department of Human Services. In addition, for FY 2021-22, the bill requires an appropriation to the Department of Labor and Employment.

Fiscal Note Status: This fiscal note reflects the introduced bill.

**Table 1
State Fiscal Impacts Under SB 21-239**

		Current Year FY 2020-21	Budget Year FY 2021-22	Out Year FY 2022-23
Revenue			-	-
Expenditures	General Fund	\$42,443	\$953,824	\$985,263
	Centrally Appropriated	\$339	\$9,063	\$9,063
	Total Expenditures	\$42,782	\$962,887	\$994,326
	Total FTE	0.1 FTE	0.5 FTE	0.5 FTE
Transfers			-	-
TABOR Refund			-	-

Summary of Legislation

The bill requires the Colorado 2-1-1 Collaborative to provide referrals to behavioral health services and provide assistance to find other public resources for unemployed individuals. The Office of Behavioral Health (OBH) within the Department of Human Services (DHS) must contract with the Colorado 2-1-1 Collaborative to ensure specialized personnel are hired that can assist in referring individuals to behavioral health services. The OBH must collaborate with the Colorado 2-1-1 to engage in targeted marketing and outreach to traditionally underserved communities. The OBH must report to the General Assembly the impact of the communication system on behavioral health referrals by January 30, 2023. The bill appropriates \$1.0 million to the DHS to provide these services.

In addition to the OBH, the Colorado 2-1-1 must collaborate with the Colorado Department of Labor and Employment (CDLE) to conduct outreach and marketing to individuals unemployed through an email and text campaign. CDLE must also update their web page to include the Colorado 2-1-1 phone number and links to its website.

These requirements repeal on July 1, 2023.

Background

The Colorado 2-1-1 Collaborative consists of eight organizations that support six centers that serve specific regions of the state. The collaborative employs trained information and referral specialists to assist individuals in finding answers about available community services. This includes assistance in paying rental and utility bills, food and clothing banks, mental health assistance, GED and English as second language classes, to name a few. According to their website, Colorado 2-1-1 has a database that holds information about more than 11,000 services across the state. Colorado 2-1-1 can be accessed by the phone, text, live chats, or through their website at <https://www.211colorado.org>.

State Expenditures

The bill will increase General Fund expenditures by \$42,782 in the current FY 2020-21, \$962,676 in FY 2021-22, and \$994,326 in FY 2022-23 in the DHS and the CDLE, as shown in Table 2 and described below.

Table 2
Expenditures Under SB 21-239

Cost Components	FY 2020-21 <i>Current Year</i>	FY 2021-22	FY 2022-23
Department of Human Services			
Personal Services	\$3,743	\$44,908	\$44,908
Operating Expenses	-	\$675	\$675
Capital Outlay Costs	\$6,200	-	-
Outreach	\$25,000	\$225,000	\$250,000
Grant to Colorado 211	\$7,500	\$677,500	\$685,000
Centrally Appropriated Costs ¹	\$339	\$9,063	\$9,063
FTE – Personal Services	0.1 FTE	0.5 FTE	0.5 FTE
DHS Subtotal	\$42,782	\$957,146	\$989,646
Department of Labor and Employment			
Texting Reminders	-	\$5,530	\$4,680
IT Modifications	-	\$211	-
CDLE Subtotal	-	\$5,741	\$4,680
Total	\$42,782	\$962,887	\$994,326
Total FTE	0.1 FTE	0.5 FTE	0.5 FTE

¹ Centrally appropriated costs are not included in the bill's appropriation.

Department of Human Services. The bill increases expenditures in the DHS by \$42,782 in FY 2020-21, \$957,146 in FY 2021-22, and \$989,646 in FY 2022-23, as described below.

- *Staffing costs.* The DHS required 0.5 FTE to oversee the program, including contracting, data collection, and reporting. Staff costs include personal services, operating expenses, and capital outlay costs. First-year costs assume a May 1, 2021, start date and are prorated for the General Fund pay date shift.
- *Grant to Colorado 211.* The fiscal note estimates that grants to the Colorado 211 will be \$7,500 in FY 2020-21, \$677,500 in FY 2021-22, and \$685,000 in FY 2022-23. Grants will cover costs for specially trained staff.
- *Targeted Marketing.* The fiscal note estimates that a targeted campaign will cost \$250,000 per year to update marketing materials and run targeted digital ads.

Department of Labor and Employment. The bill will increase expenditures in the CDLE to send text messages to individuals who are unemployed. The fiscal note assumes that 553,000 messages will be sent in FY 2021-22 and 468,000 in FY 2022-23 at \$0.01 a message. In addition, costs will increase to update the department's website and the UI+ application with Colorado 2-1-1 information. This work is estimated to cost an average of \$42 per hour for 5 hours of work.

Government services. To the extent the bill increases the utilization of government services, state expenditures will increase. The fiscal note assumes that any increased use of government services that requires additional resources will be addressed through the annual budget process.

Centrally appropriated costs. Pursuant to a Joint Budget Committee policy, certain costs associated with this bill are addressed through the annual budget process and centrally appropriated in the Long Bill or supplemental appropriations bills, rather than in this bill. These costs, which include employee insurance and supplemental employee retirement payments, are estimated to be \$339 in the current FY 2020-21 and \$9,063 in FY 2021-22 through FY 2022-23.

Local Government

Similar to the state, to the extent the bill increases the utilization of local government services, expenditures in those governments will increase.

Effective Date

The bill takes effect upon signature of the Governor, or upon becoming law without his signature.

State Appropriations

For the current FY 2020-21, the bill includes a \$1.0 million General Fund appropriation to the Department of Human Services. This appropriation may be spent through the end of FY 2021-22.

In addition, for FY 2021-22, the bill requires a General Fund appropriation of \$5,741 to the Department of Labor and Employment.

State and Local Government Contacts

Human Services

Labor