



**Legislative Council Staff**

*Nonpartisan Services for Colorado's Legislature*

---

**Final Fiscal Note**

---

**Drafting Number:** LLS 21-0880 **Date:** September 20, 2021  
**Prime Sponsors:** Sen. Kolker; Zenzinger **Bill Status:** Signed into Law  
Rep. Amabile; Van Beber **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 in FY 2021-22.

---

**Appropriation Summary:** For FY 2020-21, the bill includes an appropriation of \$1,000,000 to the Department of Human Services. For FY 2021-22, the bill includes an appropriation of \$5,741 to the Department of Labor and Employment.

---

**Fiscal Note Status:** This fiscal note reflects the enacted bill.

---

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

	<b>Budget Year</b> <b>FY 2021-22</b>	<b>Out Year</b> <b>FY 2022-23</b>
<b>Revenue</b>	-	-
<b>Expenditures</b>		
General Fund	\$997,017	-
Centrally Appropriated	\$8,724	-
<b>Total Expenditures</b>	<b>\$1,005,741</b>	-
<b>Total FTE</b>	<b>0.5 FTE</b>	-
<b>Transfers</b>	-	-
<b>TABOR Refund</b>	-	-

---

## **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 on the impact of the communication system on behavioral health referrals at its SMART Act hearing during the 2023 legislative session. The bill appropriates \$1,000,000 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 unemployed individuals 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.

The funding and collaborative requirements repeal on July 1, 2022.

## **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 \$1,005,741 and 0.5 FTE in FY 2021-22 only in the DHS and the CDLE, as shown in Table 2 and described below.

**Table 2  
Expenditures Under SB 21-239**

<b>Cost Components</b>	<b>Budget Year FY 2021-22</b>	<b>Out Year FY 2022-23</b>
<b>Department of Human Services</b>		
Personal Services	\$41,166	-
Operating Expenses	\$675	-
Capital Outlay Costs	\$6,200	-
Outreach	\$250,000	-
Grant to Colorado 211	\$693,235	-
Centrally Appropriated Costs <sup>1</sup>	\$8,724	-
FTE – Personal Services	0.5 FTE	-
<b>DHS Subtotal</b>	<b>\$1,000,000</b>	<b>-</b>
<b>Department of Labor and Employment</b>		
Texting Reminders	\$5,530	-
IT Modifications	\$211	-
<b>CDLE Subtotal</b>	<b>\$5,741</b>	<b>-</b>
<b>Total</b>	<b>\$1,005,741</b>	<b>-</b>
<b>Total FTE</b>	<b>0.5 FTE</b>	<b>-</b>

<sup>1</sup> Centrally appropriated costs are not included in the bill's appropriation.

**Department of Human Services.** The bill increases expenditures in the DHS by \$1,000,000 in FY 2021-22, as described below.

- *Staffing costs.* The DHS requires 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 July 1, 2021, start date and are prorated for the General Fund pay date shift. Workload will also increase in FY 2022-23 to provide information to the General Assembly through the SMART Act process.
- *Grant to Colorado 211.* The fiscal note estimates that grants to the Colorado 211 will be \$693,235 in FY 2021-22. Grants will cover costs for specially trained staff.
- *Targeted Marketing.* The fiscal note estimates that a targeted campaign will cost \$250,000 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 at \$0.01 a message. In addition, costs will increase to update the department's website and the MyUI+ 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 \$8,724 in FY 2021-22.

## **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**

This bill was signed into law by the Governor and took effect on June 18, 2021.

## **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.

For FY 2021-22, the bill includes a General Fund appropriation of \$5,741 to the Department of Labor and Employment.

## **State and Local Government Contacts**

Human Services

Labor