

CHAPTER 360

GOVERNMENT - STATE

HOUSE BILL 22-1315

BY REPRESENTATIVE(S) Snyder and Rich, Amabile, Bacon, Bernett, Bird, Boesenecker, Carver, Exum, Froelich, Herod, Hooton, Jodeh, Lindsay, Lontine, McCluskie, Ricks, Valdez A., Valdez D., Young, Garnett;
also SENATOR(S) Hansen and Priola, Bridges, Buckner, Fields, Gonzales, Hinrichsen, Kolker, Lee, Moreno, Pettersen.

AN ACT

CONCERNING A STATEWIDE COMMUNICATION SYSTEM FOR REFERRAL TO ESSENTIAL SERVICES, AND, IN CONNECTION THEREWITH, REQUIRING GENERAL FUND APPROPRIATIONS TO BE MADE TO THE DEPARTMENT OF HUMAN SERVICES FOR THE ISSUANCE OF ANNUAL GRANTS TO HELP FUND THE SYSTEM AND MAKING AN APPROPRIATION.

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

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

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

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

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

(d) When the Marshall fire affected communities at the close of 2021, Colorado 2-1-1 collaborative staff mobilized quickly to add fire-specific resources to the Colorado 2-1-1 collaborative database and have been supporting individuals and

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families with immediate needs, including housing options, long-term housing planning, transportation, mental health counseling, and food access; and

(e) With additional funding, the Colorado 2-1-1 collaborative can expand its hours of operation, offer statewide chat and text services, allow onsite or walk-in navigation at multiple locations, and promote the Colorado 2-1-1 collaborative through a public awareness campaign.

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

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

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

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

(III) PROVIDING SERVICES IN OVER THREE HUNDRED LANGUAGES;

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

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

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

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

(a) HOUSING, INCLUDING SHELTERS AND TRANSITIONAL SERVICES;

(b) RENT AND UTILITY ASSISTANCE SERVICES;

(c) INCOME SUPPORT AND ASSISTANCE SERVICES;

(d) CHILDCARE SERVICES;

- (e) FOOD SERVICES;
- (f) INDIVIDUAL, FAMILY, AND COMMUNITY SUPPORT SERVICES;
- (g) TRANSPORTATION SERVICES;
- (h) CLOTHING, PERSONAL, AND HOUSEHOLD NEEDS SERVICES;
- (i) HEALTH-CARE SERVICES;
- (j) MENTAL HEALTH AND SUBSTANCE USE DISORDERS SERVICES;
- (k) EMPLOYMENT SERVICES;
- (l) EDUCATION SERVICES;
- (m) MEDICAL CLINICS SERVICES;
- (n) DENTAL CLINICS SERVICES;
- (o) OTHER GOVERNMENT AND ECONOMIC SERVICES; AND
- (p) DISASTER SERVICES.

(6) ON OR BEFORE DECEMBER 31, 2022, AND ON OR BEFORE DECEMBER 31 OF EACH YEAR THEREAFTER, AND NOTWITHSTANDING THE REQUIREMENT IN SECTION 24-1-136 (11)(a)(I), FOR AS LONG AS ANNUAL GRANTS ARE MADE PURSUANT TO SUBSECTION (4)(a) OF THIS SECTION, THE DEPARTMENT SHALL SUBMIT A SUMMARIZED REPORT TO THE HEALTH AND HUMAN SERVICES COMMITTEE OF THE SENATE AND THE PUBLIC AND BEHAVIORAL HEALTH AND HUMAN SERVICES COMMITTEE OF THE HOUSE OF REPRESENTATIVES, OR ANY SUCCESSOR COMMITTEES, ON THE GRANTS ISSUED PURSUANT TO THIS SECTION.

SECTION 3. Appropriation. For the 2021-22 state fiscal year, \$1,000,000 is appropriated to the department of human services for use by administration and finance. This appropriation is from the general fund. To implement this act, administration and finance may use this appropriation for grants for operational expenses related to the Colorado 2-1-1 collaborative. Any money appropriated in this section not expended prior to July 1, 2022, is further appropriated to administration and finance for the 2022-23 state fiscal year for the same purpose.

SECTION 4. Appropriation. (1) For the 2022-23 state fiscal year, \$1,055,645 is appropriated to the department of human services for use by administration and finance. This appropriation is from the general fund. Any money appropriated in this section not expended prior to July 1, 2023, is further appropriated to administration and finance for the 2023-24 state fiscal year for the same purpose. To implement this act, administration and finance may use this appropriation as follows:

- (a) \$55,645 for the Colorado 2-1-1 collaborative, which amount is based on an assumption that the department will require an additional 0.9 FTE; and

(b) \$1,000,000 for grants for operational expenses related to the Colorado 2-1-1 collaborative.

SECTION 5. Safety clause. The general assembly hereby finds, determines, and declares that this act is necessary for the immediate preservation of the public peace, health, or safety.

Approved: June 3, 2022