

108TH CONGRESS  
1ST SESSION

# S. 1630

To facilitate nationwide availability of 2–1–1 telephone service for information and referral on human services, and for other purposes.

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## IN THE SENATE OF THE UNITED STATES

SEPTEMBER 17, 2003

Mrs. CLINTON (for herself, Mrs. DOLE, Ms. CANTWELL, Mr. BENNETT, Mr. BINGAMAN, Mrs. MURRAY, and Ms. LANDRIEU) introduced the following bill; which was read twice and referred to the Committee on Commerce, Science, and Transportation

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## A BILL

To facilitate nationwide availability of 2–1–1 telephone service for information and referral on human services, and for other purposes.

1       *Be it enacted by the Senate and House of Representa-*  
2       *tives of the United States of America in Congress assembled,*

3       **SECTION 1. SHORT TITLE.**

4       This Act may be cited as the “Calling for 2–1–1 Act  
5 of 2003”.

6       **SEC. 2. FINDINGS.**

7       Congress makes the following findings:

8               (1) The Federal Communications Commission  
9       has assigned 2–1–1 as the national telephone num-

1 ber for telephone service for information and referral  
2 on human services, declaring that 2-1-1 best satis-  
3 fies the public interest in allotting the limited re-  
4 source of this abbreviated number. In 2005, the  
5 Commission will assess the widespread utilization of  
6 the 2-1-1 telephone number and evaluate whether  
7 to continue the assignment of that telephone number  
8 for that service.

9 (2) The number “2-1-1” is an easy-to-remem-  
10 ber telephone number that facilitates critical connec-  
11 tions between individuals and families seeking serv-  
12 ices, volunteer opportunities, or both and appro-  
13 priate human service agencies, including community-  
14 based and faith-based organizations and government  
15 agencies.

16 (3) There are more than 820,000 nonprofit or-  
17 ganizations in the United States. Individuals and  
18 families often find it difficult to navigate through a  
19 complex and ever-growing maze of human service  
20 agencies and programs, spending inordinate  
21 amounts of time trying to identify an agency or pro-  
22 gram that provides a service that may be imme-  
23 diately or urgently required and often abandoning  
24 the search from frustration or a lack of quality in-  
25 formation.

1           (4) At the Federal, State, and local levels, gov-  
2           ernment funding supports well-intentioned programs  
3           that are not fully utilized because of a lack of access  
4           to and information on such programs by the public.  
5           Program administrators have indicated that there is  
6           a need for a simple way to connect those eligible for  
7           programs with available program resources. 2-1-1  
8           telephone service will reduce the number of inappro-  
9           priate calls to government offices by directing con-  
10          sumers to the appropriate human services agency,  
11          resulting in a more effective use of government serv-  
12          ices.

13          (5) Many families need information on govern-  
14          ment and not-for-profit services that address domes-  
15          tic violence, support adequate and stable housing, al-  
16          leviate hunger, and provide for high-quality day  
17          care, afterschool activities, summer activities, job  
18          training and assistance, elder care, and disaster re-  
19          covery.

20          (6) Individuals often need support, services, or  
21          both when suffering emotional distress, having suici-  
22          dal thoughts or behavior, contemplating violence, or  
23          using drugs or alcohol.

24          (7) Americans desire to volunteer and become  
25          involved in their communities. This desire, together

1 with a desire to donate to organizations which pro-  
2 vide human services, are among the reasons to con-  
3 tact a center which provides information and referral  
4 on volunteer opportunities and human services.

5 (8) Following the September 11, 2001, terrorist  
6 attacks, an estimated 400 telephone hotlines were  
7 established in New York, New York, for various  
8 funds and services, creating a confusing network for  
9 victims and volunteers to navigate. A Comptroller  
10 General report on charitable aid following the ter-  
11 rorist attacks found that “families of victims gen-  
12 erally believed they had to navigate a maze of service  
13 providers in the early months” and that “good infor-  
14 mation about and easy access to available assistance  
15 could help survivors in the recovery process”.

16 (9) The 107th Congress recognized the impor-  
17 tance of 2–1–1 telephone service in community pre-  
18 paredness and response by including use of that tele-  
19 phone number for public information as an allowable  
20 use of funds under grants for preparedness and re-  
21 sponse to bioterrorism and other public health emer-  
22 gencies under section 319C–1 of the Public Health  
23 Service Act (42 U.S.C. 247d–3a), as added by sec-  
24 tion 131 of the Public Health Security and Bioter-

1 terrorism Preparedness and Response Act of 2002  
2 (Public Law 107–188).

3 (10) While 20 percent of the population has ac-  
4 cess to 2–1–1 telephone service in 21 States, inad-  
5 adequate funding prevents access to that telephone  
6 service throughout each of the States. 2–1–1 tele-  
7 phone service is currently available statewide only in  
8 Connecticut and Hawaii.

9 (11) Rapid deployment nationwide of 2–1–1  
10 telephone service as a means of access to informa-  
11 tion about and referral on human services requires  
12 collaboration among State governments, comprehen-  
13 sive and specialized information and referral centers,  
14 human service organizations and service providers,  
15 emergency management and homeland security offi-  
16 cials, telephone companies, and other relevant enti-  
17 ties.

18 (12) 2–1–1 telephone service facilitates the  
19 availability of a single repository where comprehen-  
20 sive data on all community services is collected,  
21 maintained, and updated regularly, reducing costs  
22 and duplication of efforts. The reliable data provided  
23 through 2–1–1 telephone service helps to better as-  
24 sess the needs of our communities and to imme-  
25 diately mobilize resources toward those needs.

1 **SEC. 3. GRANTS TO FACILITATE NATIONWIDE AVAIL-**  
2 **ABILITY OF 2-1-1 SERVICE FOR INFORMA-**  
3 **TION AND REFERRAL ON HUMAN SERVICES.**

4 (a) **GRANTS REQUIRED.**—The Secretary of Com-  
5 merce shall award a grant to each State to carry out a  
6 program for the purpose of making available throughout  
7 such State 2-1-1 telephone service for information and  
8 referral on human services.

9 (b) **GRANT TO BE AVAILABLE FOR EACH STATE.**—  
10 In awarding grants under this section, the Secretary shall  
11 develop a formula for allocating grant amounts among the  
12 States so that a grant may be awarded to each State seek-  
13 ing a grant.

14 (c) **REQUIREMENT ON SHARE OF ACTIVITIES.**—

15 (1) **REQUIREMENT.**—A State may not be  
16 awarded a grant under this section unless the State  
17 ensures that at least 50 percent of the resources of  
18 the program funded by the grant will be derived  
19 from other sources.

20 (2) **IN-KIND CONTRIBUTIONS.**—The require-  
21 ment in paragraph (1) may be satisfied by in-kind  
22 contributions of goods or services.

23 (d) **LEAD ENTITY.**—

24 (1) **IN GENERAL.**—A State seeking a grant  
25 under this section shall carry out this section

1 through a lead entity meeting the requirements of  
 2 this subsection.

3 (2) 2–1–1 COLLABORATIVE.—An entity shall be  
 4 treated as the 2–1–1 Collaborative for a State under  
 5 this subsection if the entity—

6 (A) exists for such purpose under State  
 7 law;

8 (B) exists for such purpose by order of the  
 9 State public utility commission; or

10 (C) is a collaborative entity established by  
 11 the State for such purpose from among rep-  
 12 resentatives of—

13 (i) an informal existing 2–1–1 state-  
 14 wide collaborative, if any, in the State;

15 (ii) State agencies;

16 (iii) community-based organizations;

17 (iv) faith-based organizations;

18 (v) not-for-profit organizations;

19 (vi) comprehensive and specialized in-  
 20 formation and referral providers, including  
 21 current 2–1–1 call centers;

22 (vii) foundations; and

23 (viii) businesses.

24 (3) REQUIREMENTS FOR PREEXISTING LEAD  
 25 ENTITIES.—An entity described by subparagraph

1 (A) or (B) of paragraph (2) may be treated as a  
2 lead entity under this subsection only if such entity  
3 collaborates, to the extent practicable, with the orga-  
4 nizations and entities listed in subparagraph (C) of  
5 that paragraph.

6 (e) APPLICATION.—

7 (1) IN GENERAL.—The lead entity on behalf of  
8 each State seeking a grant under this section shall  
9 submit to the Secretary an application therefor in  
10 such form as the Secretary shall require.

11 (2) INFORMATION.—An application on behalf of  
12 a State under this subsection shall contain informa-  
13 tion as follows:

14 (A) Information on the program to be car-  
15 ried out by the lead entity of the State in order  
16 to plan to make available throughout the State  
17 2–1–1 telephone service for information and re-  
18 ferral on human services, including information  
19 on the manner in which the lead entity will de-  
20 velop, sustain, and evaluate the program.

21 (B) Information on the sources of re-  
22 sources for the program for purposes of meet-  
23 ing the requirement in subsection (c).

1           (C) Any additional information that the  
2           Secretary may require for purposes of this sec-  
3           tion.

4           (f) SUBGRANTS.—

5           (1) AUTHORITY.—In carrying out a program to  
6           make 2–1–1 telephone service available throughout a  
7           State at no charge to the caller, the lead entity of  
8           the State may make subgrants to such persons or  
9           entities as the lead entity considers appropriate for  
10          purposes of the program, including subgrants to pro-  
11          vide funds—

12                   (A) for the provision of 2–1–1 telephone  
13                   service;

14                   (B) for the operation and maintenance of  
15                   2–1–1 call centers; and

16                   (C) for such other purposes as the 2–1–1  
17                   Collaborative considers appropriate for purposes  
18                   of the program, including planning, public  
19                   awareness, training, accreditation, and evalua-  
20                   tion.

21          (2) CONSIDERATIONS.—In awarding a subgrant  
22          under this subsection, a lead entity shall consider—

23                   (A) the ability of the person or entity seek-  
24                   ing the subgrant to carry out activities or pro-  
25                   vide services consistent with the program;

1 (B) the extent to which the award of the  
 2 subgrant will facilitate equitable geographic dis-  
 3 tribution of subgrants under this section to en-  
 4 sure that rural communities have access to 2-  
 5 1-1 telephone service; and

6 (C) the extent to which the recipient of the  
 7 subgrant will establish and maintain cooperative  
 8 relationships with specialized information and  
 9 referral centers, crisis centers, 9-1-1 call cen-  
 10 ters, and 3-1-1 call centers, if applicable.

11 (g) USE OF GRANT AND SUBGRANT AMOUNTS.—

12 (1) IN GENERAL.—Amounts awarded as grants  
 13 or subgrants under this section shall be used solely  
 14 to make available 2-1-1 telephone service for com-  
 15 munity information and referral on human services,  
 16 including telephone connections between families and  
 17 individuals seeking such services and the providers  
 18 of such services.

19 (2) PARTICULAR MATTERS.—In making 2-1-1  
 20 telephone service available, the recipient of a grant  
 21 or subgrant shall, to the maximum extent prac-  
 22 ticable—

23 (A) abide by the Key Standards for 2-1-  
 24 1 Centers as specified in the Standards for Pro-  
 25 fessional Information and Referral Require-

1           ments for Alliance of Information Referral Sys-  
2           tems (AIRS) Accreditation and Operating 2-1-  
3           1 Systems; and

4           (B) collaborate with human service organi-  
5           zations, whether public or private, to provide an  
6           exhaustive database of services with which to  
7           provide information or referral to individuals  
8           utilizing 2-1-1 telephone service.

9           (3) USE OF FUNDS.—Amounts of a subgrant  
10          under subsection (e) may be used by grantees for  
11          Statewide and regional planning, start-up costs (in-  
12          cluding costs of software and hardware upgrades  
13          and telecommunications costs), training, accredita-  
14          tion, public awareness, evaluation of activities, and  
15          the provision of 2-1-1 telephone service.

16          (h) REQUIREMENT ON ALLOCATION OF GRANT  
17          AMOUNTS.—Of the amounts awarded under this section,  
18          an aggregate of not less than 10 percent shall be allocated  
19          for evaluation, training, and technical assistance, and for  
20          management and administration of subgrants awarded  
21          under this section.

22          (i) REPORTS.—The lead entity of each State awarded  
23          a grant under this section for a fiscal year shall submit  
24          to the Secretary, not later than 60 days after the end of

1 such fiscal year, a report on the program funded by the  
2 grant. Each report shall—

3 (1) describe the program funding by the grant;

4 and

5 (2) assess the effectiveness of the program in  
6 making available throughout such State 2–1–1 tele-  
7 phone service for information and referral on human  
8 services in accordance with the provisions of this  
9 section.

10 (j) DEFINITIONS.—In this section:

11 (1) HUMAN SERVICES.—The term “human  
12 services” means services as follows:

13 (A) Services that assist individuals in be-  
14 coming more self-sufficient, in preventing de-  
15 pendency, and in strengthening family relation-  
16 ships.

17 (B) Services that support personal and so-  
18 cial development.

19 (C) Services that help ensure the health  
20 and well-being of individuals, families, and com-  
21 munities.

22 (2) INFORMATION AND REFERRAL CENTER.—  
23 The term “information and referral center” means  
24 a center that—

1 (A) maintains a database of providers of  
2 human services in a State or locality;

3 (B) assists individuals, families, and com-  
4 munities in identifying, understanding, and ac-  
5 cessing the providers of human services and the  
6 human services offered by the providers of such  
7 services; and

8 (C) tracks types of calls referred and re-  
9 ceived to document the demands for services.

10 (3) STATE.—The term “State” means the sev-  
11 eral States, the District of Columbia, the Common-  
12 wealth of Puerto Rico, the Virgin Islands, Guam,  
13 American Samoa, and the Commonwealth of the  
14 Northern Mariana Islands.

15 **SEC. 4. AUTHORIZATION OF APPROPRIATIONS.**

16 (a) IN GENERAL.—There are authorized to be appro-  
17 priated to carry out this Act amounts as follows:

18 (1) For fiscal year 2004, \$200,000,000.

19 (2) For each of fiscal years 2005 through 2009,  
20 such sums as may be necessary.

21 (b) AVAILABILITY.—Amounts appropriated pursuant  
22 to the authorization of appropriations in subsection (a)  
23 shall remain available until expended.

○