

HOUSE OF REPRESENTATIVES STAFF ANALYSIS

BILL #: HM 1107 Relating to 211 Telephone Service
SPONSOR(S): McInvale
TIED BILLS: **IDEN./SIM. BILLS:**

REFERENCE	ACTION	ANALYST	STAFF DIRECTOR
1) Business Regulation	36 Y, 0 N	Holt	Liepshutz
2) Procedures			
3)			
4)			
5)			

SUMMARY ANALYSIS

House Memorial 1107 encourages the Congress of the United States to pass the Calling for 2-1-1 Act of 2003. On July 21, 2000, the Federal Communications Commission (FCC) adopted Order No. FCC 00-256, in CC Docket No. 92-105, relating to the 2-1-1 dialing code. The FCC reserved 2-1-1 dialing code for community information and referral services. The 2-1-1 code is intended to be an easy-to-remember and universally-recognizable number that would enable a critical connection between individuals and families in need and the appropriate community-based organizations and government agencies. Dialing 2-1-1 helps the elderly, the disabled, those who do not speak English, those who are having a personal crisis, the illiterate, or those who are new to their communities, among others, by providing referrals to and information about health and human services organizations and agencies.

The memorial does not appear to have a fiscal impact on state or local government.

FULL ANALYSIS

I. SUBSTANTIVE ANALYSIS

A. DOES THE BILL:

- | | | | |
|--------------------------------------|------------------------------|-----------------------------|---|
| 1. Reduce government? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | N/A <input checked="" type="checkbox"/> |
| 2. Lower taxes? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | N/A <input checked="" type="checkbox"/> |
| 3. Expand individual freedom? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | N/A <input checked="" type="checkbox"/> |
| 4. Increase personal responsibility? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | N/A <input checked="" type="checkbox"/> |
| 5. Empower families? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | N/A <input checked="" type="checkbox"/> |

For any principle that received a "no" above, please explain:

B. EFFECT OF PROPOSED CHANGES:

On September 17, 2003 S. 1630 and HR 3111 (108th Cong., 1st Sess.) were introduced in the United States Senate and House of Representatives. The bills are entitled Calling for 2-1-1 Act of 2003. S. 1630 has been read twice and referred to the Committee on Commerce, Science, and Transportation. Calling for 2-1-1 Act of 2003 (Introduced in House). HR 3111 has been referred to the Subcommittee on Telecommunications and the Internet. The bills are to facilitate nationwide availability of 2-1-1 telephone service for information and referral on human services, and for other purposes.

During the 2002 legislative session, SB 1256 was passed, creating s. 408.918, F.S. This statute provides for a comprehensive health and human services access system. As part of the health and human services access system, the bill gave the Agency for Health Care Administration (AHCA) the ability to certify various agencies as providers of 211 services in the Florida Network.

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According to the FCC, 2-1-1 works a bit like 9-1-1. Calls to 2-1-1 are routed by the local telephone company to a local or regional calling center. The 2-1-1 center's referral specialists question callers, access databases of resources available from private and public health and human service agencies, match the callers' needs to available resources and link or refer them directly to an agency or organization that can help.

Currently the following states provide 2-1-1 referral services: Alabama, Connecticut, Florida, Georgia, Idaho, Louisiana, Michigan, Minnesota, Nebraska, New Jersey, New Mexico, North Carolina, South Carolina, South Dakota, Tennessee, Texas, Utah, and Wisconsin. Other states are in various phases of implementation.

This memorial requests Congress to pass Calling for 2-1-1 Act of 2003 legislation to provide to facilitate nationwide availability of 2-1-1 telephone service for information and referrals on human services issues.

C. SECTION DIRECTORY:

II. FISCAL ANALYSIS & ECONOMIC IMPACT STATEMENT

A. FISCAL IMPACT ON STATE GOVERNMENT:

1. Revenues:

2. Expenditures:

B. FISCAL IMPACT ON LOCAL GOVERNMENTS:

1. Revenues:

None.

2. Expenditures:

A state may be awarded a grant under the federal legislation. However, the federal investment will be leveraged in states with a minimum of 50% matching funds from state and local government and private sources such as corporate, foundation, and United Way dollars.

C. DIRECT ECONOMIC IMPACT ON PRIVATE SECTOR:

None.

D. FISCAL COMMENTS:

None.

III. COMMENTS

A. CONSTITUTIONAL ISSUES:

1. Applicability of Municipality/County Mandates Provision:

None.

2. Other:

None

B. RULE-MAKING AUTHORITY:

None.

C. DRAFTING ISSUES OR OTHER COMMENTS:

None.

IV. AMENDMENTS/COMMITTEE SUBSTITUTE CHANGES