

Adopted Rejected

# COMMITTEE REPORT

YES: 9  
NO: 0

## MR. SPEAKER:

Your Committee on Small Business and Economic Development, to which was referred House Bill 1159, has had the same under consideration and begs leave to report the same back to the House with the recommendation that said bill **be amended** as follows:

- 1 Delete the title and insert the following:
- 2 A BILL FOR AN ACT to amend the Indiana Code concerning
- 3 utilities.
- 4 Delete everything after the enacting clause and insert the following:
- 5 SECTION 1. IC 8-1-19.5-6.3 IS ADDED TO THE INDIANA
- 6 CODE AS A **NEW** SECTION TO READ AS FOLLOWS
- 7 [EFFECTIVE UPON PASSAGE]: **Sec. 6.3. As used in this chapter,**
- 8 **"information and referral services" means services or programs**
- 9 **that:**
- 10 **(1) maintain information about human services;**
- 11 **(2) link individuals who need humans services with**
- 12 **appropriate human service providers; and**
- 13 **(3) supply descriptive information about the human services**
- 14 **providers.**
- 15 **The term includes information and assistance providers and**
- 16 **resource and referral agencies.**

1 SECTION 2. IC 8-1-19.5-9 IS AMENDED TO READ AS  
 2 FOLLOWS [EFFECTIVE UPON PASSAGE]: Sec. 9. (a) It is the  
 3 policy of the state to encourage the orderly and efficient use of 211 to:

- 4 (1) provide access to human services; and  
 5 (2) collect needed information about human services and the  
 6 delivery of human services in Indiana.

7 (b) A state agency or department that provides human services may  
 8 not establish a public telephone line or hotline to provide information  
 9 or referrals unless the agency or department first:

- 10 (1) consults with the recognized 211 service provider in the area  
 11 to be served by the telephone line or hotline ~~about to determine~~  
 12 **whether** using 211 to provide access to the information or  
 13 referrals **is the most cost effective method of delivery**; and  
 14 (2) notifies the commission of the consultation **and**  
 15 **determination** described in subdivision (1).

16 **If the state agency or department determines that 211 is the most**  
 17 **cost effective way to provide access to information and referral**  
 18 **services, the recognized 211 service provider with which the state**  
 19 **agency or department consulted under subdivision (1) has the right**  
 20 **of first refusal to provide 211 services for the state agency or**  
 21 **department.**

22 (c) A person may not disseminate information to the public about  
 23 the availability of 211 or 211 services in an area of Indiana except in  
 24 accordance with:

- 25 (1) a rule adopted by the commission under IC 4-22-2; or  
 26 (2) an order issued by the commission in a specific proceeding.

27 **(d) A state agency or department that uses a recognized 211**  
 28 **service provider to provide access to information and referral**  
 29 **services shall enter into an agreement with the recognized 211**  
 30 **service provider concerning the provision of access to information**  
 31 **and referral services. An agreement under this subsection must**  
 32 **establish the terms and amount of compensation from the 211**  
 33 **services account to the recognized 211 service provider.**

34 SECTION 3. IC 8-1-19.5-11, AS AMENDED BY P.L.2-2005,  
 35 SECTION 24, IS AMENDED TO READ AS FOLLOWS [EFFECTIVE  
 36 UPON PASSAGE]: Sec. 11. (a) The 211 services account is  
 37 established in the state general fund to make 211 services available  
 38 throughout Indiana. The account shall be administered by the

1 commission.

2 (b) The account consists of the following:

3 (1) Money appropriated to the account by the general assembly.

4 (2) Funds received from the federal government for the support  
5 of 211 services in Indiana.

6 (3) Investment earnings, including interest, on money in the  
7 account.

8 (4) Money from any other source, including gifts and grants.

9 (c) Money in the account is continuously appropriated for the  
10 purposes of this section.

11 (d) The commission shall annually prepare a plan for the  
12 expenditure of the money in the account. The plan must be reviewed by  
13 the state budget committee before the commission may make  
14 expenditures from the fund.

15 (e) Money in the account may be spent for the following purposes:

16 (1) The creation of a structure for a statewide 211 resources data  
17 base that:

18 (A) meets the Alliance ~~for~~ **of** Information **and** Referral  
19 Systems standards for information and referral systems data  
20 bases; and

21 (B) is integrated with a local resources data base maintained  
22 by a recognized 211 service provider.

23 Permissible expenditures under this subdivision include  
24 expenditures for planning, training, accreditation, and system  
25 evaluation.

26 (2) The development and implementation of a statewide 211  
27 resources data base described in subdivision (1). Permissible  
28 expenditures under this subdivision include expenditures for  
29 planning, training, accreditation, and system evaluation.

30 (3) Collecting, organizing, and maintaining information from state  
31 agencies, departments, and programs that provide human  
32 services, for access by a recognized 211 service provider.

33 (4) Providing grants **or other compensation** to a recognized 211  
34 service provider for any of the following purposes:

35 (A) The design, development, and implementation of 211  
36 services in a recognized 211 service provider's 211 service  
37 area. Funds provided under this subdivision may be used for  
38 planning, public awareness, training, accreditation, and

1 evaluation.

2 (B) The provision of 211 services on an ongoing basis after the  
3 design, development, and implementation of 211 services in  
4 a recognized 211 service provider's 211 service area.

5 (C) The provision of 211 services on a twenty-four (24) hour  
6 per day, seven (7) day per week basis.

7 (f) The expenses of administering the account shall be paid from  
8 money in the account.

9 (g) The treasurer of state shall invest the money in the account not  
10 currently needed to meet the obligations of the account in the same  
11 manner as other public money may be invested.

12 (h) Money that is in the account under subsection (b)(2) through  
13 (b)(4) at the end of a state fiscal year does not revert to the state general  
14 fund.

15 SECTION 4. IC 8-1-19.5-12, AS AMENDED BY P.L.2-2005,  
16 SECTION 25, IS AMENDED TO READ AS FOLLOWS [EFFECTIVE  
17 UPON PASSAGE]: Sec. 12. (a) The commission shall, after June 30  
18 and before November 1 of each year, report to the general assembly on  
19 the following:

20 (1) The total amount of money deposited in the account during the  
21 most recent state fiscal year.

22 (2) The amount of funds, if any, received from the federal  
23 government during the most recent state fiscal year for the  
24 support of 211 services in Indiana. The information provided  
25 under this subdivision must include the amount of any matching  
26 funds, broken down by source, contributed by any source to  
27 secure the federal funds.

28 (3) The amount of money, if any, disbursed from the account for  
29 the following:

30 (A) The creation of a structure for a statewide 211 resources  
31 data base described in section 11(e)(1) of this chapter.

32 (B) The development and implementation of a statewide 211  
33 resources data base described in section 11(e)(1) of this  
34 chapter.

35 (C) Collecting, organizing, and maintaining information from  
36 state agencies, departments, and programs that provide human  
37 services, for access by a recognized 211 service provider.

38 The information provided under this subdivision must identify

- 1 any recognized 211 service provider or other organization that  
 2 received funds for the purposes set forth in this subdivision.
- 3 (4) The amount of money, if any, disbursed from the account as  
 4 grants **or compensation** to a recognized 211 service provider for  
 5 any of the purposes described in section 11(e)(4) of this chapter.  
 6 The information provided under this subdivision must identify the  
 7 recognized 211 service provider that received the grant and the  
 8 amount and purpose of the grant **or compensation** received.
- 9 (5) The expenses incurred by the commission in complying with  
 10 this chapter during the most recent state fiscal year.
- 11 (6) The projected budget required by the commission to comply  
 12 with this chapter during the current state fiscal year.
- 13 **(7) In consultation with the office of management and budget,  
 14 the cost effectiveness of using 211.**
- 15 (b) The report required under this section must be in an electronic  
 16 format under IC 5-14-6.
- 17 SECTION 5. [EFFECTIVE UPON PASSAGE] **(a) The definitions  
 18 in IC 8-1-19.5 apply throughout this SECTION.**
- 19 **(b) As used in this SECTION, "information and referral  
 20 services" includes the following:**
- 21 **(1) Toll free telephone lines.**  
 22 **(2) Human services data bases.**  
 23 **(3) Human services resource directories.**
- 24 **(c) The office of management and budget shall coordinate a  
 25 study with the following agencies to identify all information and  
 26 referral services for the state:**
- 27 **(1) The department of workforce development.**  
 28 **(2) The family and social services administration.**  
 29 **(3) The Indiana state department of health.**  
 30 **(4) The Indiana criminal justice institute.**  
 31 **(5) The department of child services.**  
 32 **(6) The Indiana department of homeland security.**  
 33 **(7) The Indiana department of veterans' affairs.**  
 34 **(8) The governor's planning council for people with  
 35 disabilities.**  
 36 **(9) The housing and community development authority.**  
 37 **(10) The office of faith based and community initiatives.**  
 38 **(11) The office of community and rural affairs.**

1           **(12) Any other agency whose participation the office of**  
2           **management and budget determines would further the**  
3           **purposes of this SECTION and IC 8-1-19.5.**

4           **(d) Not later than December 31, 2008, the office of management**  
5           **and budget shall report the results of the study conducted under**  
6           **subsection (c) to the following:**

7                 **(1) The commission.**

8                 **(2) Recognized 211 service providers.**

9                 **(3) The general assembly, in an electronic format under**  
10                **IC 5-14-6.**

11           **(e) The report under subsection (d) must do the following:**

12                **(1) Summarize the purpose, scope, effectiveness, cost, and**  
13                **funding for each information and referral service. Each**  
14                **summary under this subdivision must document the**  
15                **following:**

16                    **(A) The objectives of the information and referral service.**

17                    **(B) The operational standards under which the**  
18                    **information and referral service operates.**

19                    **(C) The percentage of human services providers associated**  
20                    **with the information and referral service that meet**  
21                    **standards developed by the Alliance of Information and**  
22                    **Referral System (AIRS).**

23                    **(D) The units of service provided by human services**  
24                    **providers associated with the information and referral**  
25                    **service during the most recent applicable reporting period.**  
26                    **Documentation under this clause must describe the method**  
27                    **by which units of service are calculated.**

28                    **(E) The costs of providing the information and referral**  
29                    **service, including the following:**

30                         **(i) Staffing.**

31                         **(ii) Data bases.**

32                         **(iii) Technology.**

33                         **(iv) Telecommunication and marketing costs associated**  
34                         **with a separate toll free line, human services data base,**  
35                         **or human services resource directory.**

36                    **(F) Sources of federal and state funding and other state**  
37                    **resources used to provide human services and information**  
38                    **and referral services.**

1           **(2) Identify potential cost savings and service improvements**  
2           **to the state through information and referral services,**  
3           **including the use of 211 and 211 services.**  
4           **(f) This SECTION expires January 1, 2009.**  
5           **SECTION 6. An emergency is declared for this act.**  
            (Reference is to HB 1159 as introduced.)

**and when so amended that said bill do pass.**

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Representative Orentlicher