

Chapter 17 Utah Referral Information Network

62A-17-101 Title.

This chapter is known as "Utah Referral Information Network."

Enacted by Chapter 24, 2013 General Session

62A-17-102 Definitions.

As used in this chapter:

- (1) "211" means the abbreviated dialing code assigned by the Federal Communications Commission for consumer access to community information and referral services.
- (2) "Approved 211 service provider" means a public or nonprofit agency or organization designated by the department to provide 211 services.
- (3)
 - (a) "Utah 211" means an information and referral system that:
 - (i) maintains a database of:
 - (A) providers of health and human services; and
 - (B) volunteer opportunities and coordinators throughout the state;
 - (ii) assists individuals, families, and communities at no cost in identifying, understanding, and accessing the providers of health and human services; and
 - (iii) works collaboratively with state agencies, local governments, community-based organizations, not-for-profit organizations, organizations active in disaster relief, and faith-based organizations.
 - (b) "Utah 211" does not mean service provided by 911 and first responders.

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62A-17-103 Designated approved 211 service provider -- Department responsibilities.

- (1) The department shall designate an approved 211 service provider to provide information to Utah citizens about health and human services available in the citizen's community.
- (2) Only a service provider approved by the department may provide 211 telephone services in this state.
- (3) The department shall approve a 211 service provider after considering the following:
 - (a) the ability of the proposed 211 service provider to meet the national 211 standards recommended by the Alliance of Information and Referral Systems;
 - (b) the financial stability of the proposed 211 service provider;
 - (c) the community support for the proposed 211 service provider;
 - (d) the relationship between the proposed 211 service provider and other information and referral services; and
 - (e) other criteria as the department considers appropriate.
- (4) The department shall coordinate with the approved 211 service provider and:
 - (a) other state and local agencies to ensure the joint development and maintenance of a statewide information database for use by the approved 211 service provider; and
 - (b) other interested parties, including public, private, and non-profit transportation operators, who shall form a work group and issue a report to the Health and Human Services Interim Committee by November 15, 2013 that addresses the following issues:

- (i) an assessment of transportation needs for individuals with disabilities, the elderly, and other receiving services from the department;
- (ii) an assessment of available services and current transportation providers throughout Utah;
- (iii) identification of opportunities to achieve efficiency in service delivery, including the viability of a single dispatch system; and
- (iv) priorities for implementation of efficiency, based on resources and feasibility.

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62A-17-104 Utah 211 created -- Responsibilities.

- (1) The designated 211 service provider described in Section 62A-17-102 shall be known as Utah 211.
- (2) Utah 211 shall, as appropriations allow:
 - (a) by 2014:
 - (i) provide the services described in this Subsection (2) 24 hours a day, seven days a week;
 - (ii) abide by the key standards for 211 programs, as specified in the Standards for Professional Information and Referral Requirements for Alliance of Information Systems Accreditation and Operating 211 systems; and
 - (iii) be a point of entry for disaster-related information and referral;
 - (b) track types of calls received and referrals made;
 - (c) develop, coordinate, and implement a statewide information and referral system that integrates existing community-based structures with state and local agencies;
 - (d) provide information relating to:
 - (i) health and human services; and
 - (ii) volunteer opportunities;
 - (e) create an online, searchable database to provide information to the public about the health and human services provided by public or private entities throughout the state, and ensure that:
 - (i) the material on the searchable database is indexed:
 - (A) geographically to inform an individual about the health and human services provided in the area where the individual lives; and
 - (B) by type of service provided; and
 - (ii) the searchable database contains links to the Internet sites of any local provider of health and human services, if possible, and include:
 - (A) the name, address, and phone number of organizations providing health and human services in a county; and
 - (B) a description of the type of services provided;
 - (f) be responsible, in collaboration with state agencies, for raising community awareness about available health and human services; and
 - (g) host meetings on a quarterly basis until calendar year 2014, and on a biannual basis beginning in 2014, to seek input and guidance from state agencies, local governments, community-based organizations, not-for-profit organizations, and faith-based organizations.

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62A-17-105 Other state agencies and local governments.

- (1) A state agency or local government institution that provides health and human services, or a public or private entity receiving state-appropriated funds to provide health and human services,

- shall provide Utah 211 with information, in a form determined by Utah 211, about the services the agency or entity provides for inclusion in the statewide information and referral system.
- (2) A state agency or local government institution that provides health and human services may not establish a new public telephone line or hotline, other than an emergency first responder hotline, to provide information or referrals unless the agency or institution first:
 - (a) consults with Utah 211 about using the existing 211 to provide access to the information or referrals; and
 - (b) assesses whether a new line or the existing 211 program would be more cost effective.
 - (3) Nothing in this section prohibits a state agency or local government institution from starting a public telephone line or hotline in an emergency situation.
 - (4) State agencies, local governments, community-based organizations, not-for-profit organizations, faith-based organizations, and businesses that engage in providing human services may contract with Utah 211 to provide specialized projects, including:
 - (a) public health campaigns;
 - (b) seasonal community services; and
 - (c) expanded point of entry services.

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62A-17-106 Immunity from liability.

- (1) Except as provided in Subsection (2), Utah 211, its employees, directors, officers, and information specialists are not liable to any person in a civil action for injury or loss as a result of an act or omission of Utah 211, its employees, directors, officers, or information specialists, in connection with:
 - (a) developing, adopting, implementing, maintaining, or operating the Utah 211 system;
 - (b) making Utah 211 available for use by the public; or
 - (c) providing 211 services.
- (2) Utah 211, its employees, directors, officers, and information specialists shall be liable to any person in a civil action for an injury or loss resulting from willful or wanton misconduct.

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