

59 (1) The department shall designate an approved 211 service provider to provide
 60 information to Utah citizens about health and human services available in the citizen's
 61 community.

62 (2) Only a service provider approved by the department may provide 211 telephone
 63 services in this state.

64 (3) The department shall approve a 211 service provider after considering the
 65 following:

66 (a) the ability of the proposed 211 service provider to meet the national 211 standards
 67 recommended by the Alliance of Information and Referral Systems;

68 (b) the financial stability of the proposed 211 service provider;

69 (c) the community support for the proposed 211 service provider;

70 (d) the relationship between the proposed 211 service provider and other information
 71 and referral services; and

72 (e) other criteria as the department considers appropriate.

73 (4) The department shall coordinate ~~§~~ :

73a (a) ~~§~~ with the approved 211 service provider and other
 74 state and local agencies to ensure the joint development and maintenance of a statewide
 75 information database for use by the approved 211 service provider ~~§~~ [] ; and

75a (b) public transportation providers and human services transportation services, and
 75b ensure that by 2014, Utah 211 serves as a single contact point to coordinate efforts, calls, and
 75c dispatch. ~~§~~

76 Section 4. Section **62A-17-104** is enacted to read:

77 **62A-17-104. Utah 211 created -- Responsibilities.**

78 (1) The designated 211 service provider described in Section 62A-17-102 shall be
 79 known as Utah 211.

80 (2) Utah 211 shall, as appropriations allow:

81 (a) by 2014:

82 (i) provide the services described in this Subsection (2) 24 hours a day, seven days a
 83 week;

84 (ii) abide by the key standards for 211 programs, as specified in the Standards for
 85 Professional Information and Referral Requirements for Alliance of Information Systems
 86 Accreditation and Operating 211 systems; and

87 (iii) be the point of entry for disaster-related information and referral;

88 (b) track types of calls received and referrals made;

89 (c) develop, coordinate, and implement a statewide information and referral system