

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.

Enacted by Chapter 24, 2013 General Session