

104TH GENERAL ASSEMBLY

State of Illinois

2025 and 2026

HB2774

Introduced 2/6/2025, by Rep. Barbara Hernandez

SYNOPSIS AS INTRODUCED:

20 ILCS 1310/1

from Ch. 40, par. 2401

20 ILCS 1310/3a new

Amends the Domestic Violence Shelters Act. Provides that the Department of Human Services shall be responsible for the provision of a single, easy to use telephone number for public access to information and referral for domestic violence services. Authorizes the Department to identify and enter into a contract with a lead entity to provide governance and oversight, including the ability to design, implement, support, and coordinate a State-wide Domestic Violence Hotline system. Provides that the lead entity must: (i) have the ability to provide statewide, toll-free, 24-hour, 7 day-a-week, multi-lingual, confidential referral services to victims and perpetrators of domestic violence and information to people calling on behalf of a victim, including friends or family of the domestic violence victim and first responders such as the police; (ii) have a record of providing effective, victim-centered referral services to victims of domestic violence for at least 2 years prior to the effective date of the amendatory Act; (iii) be an Illinois 501(c)(3) non-profit agency or organization; (iv) provide the most up-to-date technology to increase access to domestic violence services for the deaf and hard of hearing; and (v) have other specified qualifications. Requires the lead entity to provide periodic programmatic and fiscal reports on activities, accomplishments, and other issues to the Department. Requires the Department to ensure, prior to awarding a contract, that the Domestic Violence Hotline lead entity has the organizational capacity to carry out the terms of the contract.

LRB104 06910 KTG 16946 b

1 AN ACT concerning State government.

2 **Be it enacted by the People of the State of Illinois,**
3 **represented in the General Assembly:**

4 Section 5. The Domestic Violence Shelters Act is amended
5 by changing Section 1 and by adding Section 3a as follows:

6 (20 ILCS 1310/1) (from Ch. 40, par. 2401)

7 Sec. 1. The terms used in this Act shall have the following
8 meanings ascribed to them:

9 "Department" means the Department of Human Services.

10 ~~(a)~~ "Domestic violence" means attempting to cause or
11 causing abuse of a family or household member or high-risk
12 adult with disabilities, or attempting to cause or causing
13 neglect or exploitation of a high-risk adult with disabilities
14 which threatens the adult's health and safety, as defined in
15 Section 103 of the Illinois Domestic Violence Act of 1986.

16 "Domestic Violence services" means information and
17 referral services provided through the use of the Domestic
18 Violence Hotline and intended to promote and provide access to
19 domestic violence services.

20 ~~(b)~~ "Family or household member" means a spouse, person
21 living as a spouse, parent, or other adult person related by
22 consanguinity or affinity, who is residing or has resided with
23 the person committing domestic violence. "Family or household

1 member" includes a high-risk adult with disabilities who
2 resides with or receives care from any person who has the
3 responsibility for a high-risk adult as a result of a family
4 relationship or who has assumed responsibility for all or a
5 portion of the care of an adult with disabilities voluntarily,
6 by express or implied contract, or by court order.

7 "Lead entity" means an Illinois 501(c)(3) non-profit
8 agency or organization designated by the Department to manage
9 use of the Domestic Violence Hotline for the purpose of
10 providing the public access to information about domestic
11 violence services.

12 ~~(e)~~ "Shelter" means a facility including, but not limited
13 to, a facility providing temporary residential facilities to
14 family or household members who are victims of domestic
15 violence and their children and to high-risk adults with
16 disabilities.

17 ~~(d)~~ "High-risk adult with disabilities" means a person
18 aged 18 or over whose physical or mental disability impairs
19 his or her ability to seek or obtain protection from abuse,
20 neglect, or exploitation.

21 (Source: P.A. 86-542.)

22 (20 ILCS 1310/3a new)

23 Sec. 3a. Domestic Violence Hotline.

24 (a) The Department of Human Services shall be responsible
25 for the provision of a single, easy to use telephone number for

1 public access to information and referral for domestic
2 violence services. Subject to subsection (e), the Department
3 is authorized to identify and enter into a contract with a lead
4 entity to provide governance and oversight, including the
5 ability to design, implement, support, and coordinate a
6 State-wide Domestic Violence Hotline system.

7 (b) Qualifications for identification of the lead entity
8 shall include:

9 (1) Ability to provide statewide, toll-free, 24-hour,
10 7 day-a-week, multi-lingual, confidential referral
11 services to victims and perpetrators of domestic violence
12 and information to people calling on behalf of a victim,
13 including friends or family of the domestic violence
14 victim and first responders such as the police.

15 (2) Has a record of providing effective,
16 victim-centered referral services to victims of domestic
17 violence for at least 2 years prior to the effective date
18 of this amendatory Act of the 104th General Assembly.

19 (3) Has provided 40 hours of training in domestic
20 violence to all of its direct staff and volunteers. Staff
21 trained after July 1, 2004, must be trained by a site
22 approved by the Illinois Certified Domestic Violence
23 Professionals.

24 (4) Must be an Illinois 501(c)(3) non-profit agency or
25 organization.

26 (5) Ability to provide an independent audit at the

1 time of application.

2 (6) Provides 24-hour telephone accessibility by
3 personnel trained in domestic violence without requiring
4 the victim to make a second phone call or wait for a return
5 phone call.

6 (7) Provides victims' access and direct referrals to
7 the Department's funded domestic violence providers via a
8 three-way phone linkage.

9 (8) Has adequate staffing to make referrals to
10 domestic violence service agencies, identify
11 non-traditional domestic violence services, provide safety
12 planning or tips, and help victims explore service options
13 including for those living in remote areas of the State
14 and for those for whom English is not their primary
15 language.

16 (9) Provides the most up-to-date technology to
17 increase access to domestic violence services for the deaf
18 and hard of hearing.

19 (10) Demonstrated expertise or experience, or both, in
20 planning for a statewide information and referral system.

21 (c) The lead entity shall encourage the orderly and
22 efficient use of the Domestic Violence Hotline to:

23 (1) provide access to referrals for domestic violence
24 services 24/7; and

25 (2) collect needed information about the demand for
26 and delivery of domestic violence services across

1 Illinois.

2 (d) The lead entity shall provide periodic programmatic
3 and fiscal reports on activities, accomplishments, and other
4 issues to the Department.

5 (e) In awarding the contract under subsection (a), the
6 Department shall ensure that the Domestic Violence Hotline
7 lead entity has the organizational capacity to carry out the
8 terms of the contract.