

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 Human Services 211 Collaboration Board Act
5 is amended by changing Section 10 and by adding Section 10.5 as
6 follows:

7 (20 ILCS 3956/10)

8 Sec. 10. Human Services 211 Collaboration Board.

9 (a) The Human Services 211 Collaboration Board is
10 established to implement a non-emergency telephone number that
11 will provide human services information concerning the
12 availability of governmental and non-profit services and
13 provide referrals to human services agencies, which may include
14 referral to an appropriate web site. The Board shall consist of
15 9 ~~8~~ members appointed by the Governor. The Governor shall
16 appoint one representative of each of the following Offices and
17 Departments as a member of the Board: the Office of the
18 Governor, the Department of Human Services, the Department of
19 Public Aid, the Department of Public Health, the Department of
20 Children and Family Services, the Department on Aging, the
21 Department of Employment Security, the Department of Human
22 Rights, and the Illinois Commerce Commission. The Governor
23 shall designate one of the members as Chairperson. Members of
24 the Board shall serve 3-year terms and may be reappointed to
25 serve additional terms.

26 (b) The Board shall establish standards consistent with the
27 standards established by the National 211 Collaborative and the
28 Alliance of Information and Referral Systems for providing
29 information about and referrals to human services agencies to
30 211 callers. The standards shall prescribe the technology or
31 manner of delivering 211 calls and shall not exceed any
32 requirements for 211 systems set by the Federal Communications

1 Commission. The standards shall be consistent with the
2 Americans with Disabilities Act, ensuring accessibility for
3 users of Teletypewriters for the Deaf (TTY).

4 (Source: P.A. 93-613, eff. 11-18-03.)

5 (20 ILCS 3956/10.5 new)

6 Sec. 10.5. Advisory panel. The Human Services 211
7 Collaborative Board advisory panel is created to advise the
8 Board on the implementation and administration of this Act.

9 The panel shall consist of members appointed by the
10 Governor. The Governor shall appoint one representative of each
11 of the following Offices and Departments as a member of the
12 advisory panel: the Office of the Governor, the Department of
13 Human Services, the Department of Public Aid, the Department of
14 Public Health, the Department of Children and Family Services,
15 the Department on Aging, the Department of Employment Security,
16 the Department of Human Rights, and the Illinois Commerce
17 Commission. The Governor shall appoint one representative of
18 each of the following organizations to the advisory panel: the
19 United Way of Illinois, the Illinois Alliance of Information
20 and Referral Systems, and the Illinois Telecommunications
21 Association. The Governor shall appoint one representative of
22 each of the following non-profit human services agencies:
23 Catholic Charities, Jewish Federation/Jewish United Fund of
24 Metropolitan Chicago, Lutheran Social Services of Illinois,
25 Voices for Illinois Children, the American Red Cross, and Work,
26 Welfare and Families. The Governor shall designate one of the
27 members as chairperson. Members of the advisory panel shall
28 serve 3-year terms and may be reappointed to serve additional
29 terms.