

IC 8-1-19.5

Chapter 19.5. Telephone 211 Dialing Code Services for Accessing Human Services Information

IC 8-1-19.5-1**"211"**

Sec. 1. As used in this chapter, "211" means the abbreviated dialing code designated by the Federal Communications Commission for telephone service providing access to human services information and referrals.

As added by P.L.60-2004, SEC.1.

IC 8-1-19.5-2**"211 service area"**

Sec. 2. As used in this chapter, "211 service area" means a geographic area in Indiana that is designated by the commission as an area within which a recognized 211 service provider is authorized to provide 211 services.

As added by P.L.60-2004, SEC.1.

IC 8-1-19.5-3**"211 services"**

Sec. 3. As used in this chapter, "211 services" means information and referral services provided through the use of 211 and intended to promote and provide access to human services.

As added by P.L.60-2004, SEC.1.

IC 8-1-19.5-4**"Account"**

Sec. 4. As used in this chapter, "account" refers to the 211 services account established by section 11 of this chapter.

As added by P.L.60-2004, SEC.1.

IC 8-1-19.5-5**"Commission"**

Sec. 5. As used in this chapter, "commission" refers to the Indiana utility regulatory commission created by IC 8-1-1-2.

As added by P.L.60-2004, SEC.1.

IC 8-1-19.5-6**"Human services"**

Sec. 6. As used in this chapter, "human services" means services provided by government or nonprofit organizations to ensure the health and well-being of Indiana citizens. The term includes services designed to:

- (1) provide relief or assistance after a natural or nonnatural disaster; and
- (2) assist parents with stress issues.

As added by P.L.60-2004, SEC.1. Amended by P.L.94-2010, SEC.2.

IC 8-1-19.5-7

"Person"

Sec. 7. As used in this chapter, "person" means an individual, a firm, a partnership, a corporation, or a limited liability company.
As added by P.L.60-2004, SEC.1.

IC 8-1-19.5-8

"Recognized 211 service provider"

Sec. 8. As used in this chapter, "recognized 211 service provider" means an organization recognized by the commission as an appropriate administrator and authorized user of the 211 dialing code in a 211 service area.
As added by P.L.60-2004, SEC.1.

IC 8-1-19.5-9

State policy encouraging use of 211; human services agencies to consult 211 service provider before establishing hotline; disseminating 211 information

Sec. 9. (a) It is the policy of the state to encourage the orderly and efficient use of 211 to:

- (1) provide access to human services; and
- (2) collect needed information about human services and the delivery of human services in Indiana.

(b) A state agency or department that provides human services may not establish a public telephone line or hotline to provide information or referrals unless the agency or department first:

- (1) consults with the recognized 211 service provider in the area to be served by the telephone line or hotline about using 211 to provide access to the information or referrals; and
- (2) notifies the commission of the consultation described in subdivision (1).

(c) A person may not disseminate information to the public about the availability of 211 or 211 services in an area of Indiana except in accordance with:

- (1) a rule adopted by the commission under IC 4-22-2; or
- (2) an order issued by the commission in a specific proceeding.

As added by P.L.60-2004, SEC.1.

IC 8-1-19.5-9.5

211 service providers and parental stress

Sec. 9.5. A recognized 211 service provider shall provide assistance with parental stress issues if requested by a person calling 211.

As added by P.L.94-2010, SEC.3.

IC 8-1-19.5-10

211 service provider's immunity from civil liability; exception for willful or wanton misconduct

Sec. 10. A recognized 211 service provider and its employees, directors, officers, and agents are not liable to any person in a civil

action for injuries or loss to persons or property as a result of an act or omission of the recognized 211 service provider, or its employees, directors, officers, or agents, in connection with:

- (1) developing, adopting, implementing, maintaining, or operating a 211 system;
- (2) making 211 available for use by the public; or
- (3) providing 211 services;

except for injuries or loss resulting from the willful or wanton misconduct of the 211 service provider or its employees, directors, officers, or agents.

As added by P.L.60-2004, SEC.1.

IC 8-1-19.5-11

211 services account; establishment; administration by commission; annual plan for expenditures; permissible expenditures

Sec. 11. (a) The 211 services account is established in the state general fund to make 211 services available throughout Indiana. The account shall be administered by the commission.

(b) The account consists of the following:

- (1) Money appropriated to the account by the general assembly.
- (2) Funds received from the federal government for the support of 211 services in Indiana.
- (3) Investment earnings, including interest, on money in the account.
- (4) Money from any other source, including gifts and grants.

(c) Money in the account is continuously appropriated for the purposes of this section.

(d) The commission shall annually prepare a plan for the expenditure of the money in the account. The plan must be reviewed by the state budget committee before the commission may make expenditures from the fund.

(e) Money in the account may be spent for the following purposes:

- (1) The creation of a structure for a statewide 211 resources data base that:
 - (A) meets the Alliance for Information Referral Systems standards for information and referral systems data bases; and
 - (B) is integrated with a local resources data base maintained by a recognized 211 service provider.

Permissible expenditures under this subdivision include expenditures for planning, training, accreditation, and system evaluation.

(2) The development and implementation of a statewide 211 resources data base described in subdivision (1). Permissible expenditures under this subdivision include expenditures for planning, training, accreditation, and system evaluation.

(3) Collecting, organizing, and maintaining information from state agencies, departments, and programs that provide human

services, for access by a recognized 211 service provider.

(4) Providing grants to a recognized 211 service provider for any of the following purposes:

(A) The design, development, and implementation of 211 services in a recognized 211 service provider's 211 service area. Funds provided under this subdivision may be used for planning, public awareness, training, accreditation, and evaluation.

(B) The provision of 211 services on an ongoing basis after the design, development, and implementation of 211 services in a recognized 211 service provider's 211 service area.

(C) The provision of 211 services on a twenty-four (24) hour per day, seven (7) day per week basis.

(f) The expenses of administering the account shall be paid from money in the account.

(g) The treasurer of state shall invest the money in the account not currently needed to meet the obligations of the account in the same manner as other public money may be invested.

(h) Money that is in the account under subsection (b)(2) through (b)(4) at the end of a state fiscal year does not revert to the state general fund.

As added by P.L.60-2004, SEC.1. Amended by P.L.2-2005, SEC.24.

IC 8-1-19.5-12

Annual report from commission to general assembly

Sec. 12. (a) The commission shall, after June 30 and before November 1 of each year, report to the general assembly on the following:

(1) The total amount of money deposited in the account during the most recent state fiscal year.

(2) The amount of funds, if any, received from the federal government during the most recent state fiscal year for the support of 211 services in Indiana. The information provided under this subdivision must include the amount of any matching funds, broken down by source, contributed by any source to secure the federal funds.

(3) The amount of money, if any, disbursed from the account for the following:

(A) The creation of a structure for a statewide 211 resources data base described in section 11(e)(1) of this chapter.

(B) The development and implementation of a statewide 211 resources data base described in section 11(e)(1) of this chapter.

(C) Collecting, organizing, and maintaining information from state agencies, departments, and programs that provide human services, for access by a recognized 211 service provider.

The information provided under this subdivision must identify any recognized 211 service provider or other organization that received funds for the purposes set forth in this subdivision.

(4) The amount of money, if any, disbursed from the account as grants to a recognized 211 service provider for any of the purposes described in section 11(e)(4) of this chapter. The information provided under this subdivision must identify the recognized 211 service provider that received the grant and the amount and purpose of the grant received.

(5) The expenses incurred by the commission in complying with this chapter during the most recent state fiscal year.

(6) The projected budget required by the commission to comply with this chapter during the current state fiscal year.

(b) The report required under this section must be in an electronic format under IC 5-14-6.

As added by P.L.60-2004, SEC.1. Amended by P.L.2-2005, SEC.25.

IC 8-1-19.5-13

Authority to adopt rules

Sec. 13. The commission may adopt rules under IC 4-22-2 to implement this chapter.

As added by P.L.60-2004, SEC.1.