



House of Representatives

General Assembly

File No. 479

January Session, 2023

Substitute House Bill No. 6856

House of Representatives, April 6, 2023

The Committee on Human Services reported through REP. GILCHREST of the 18th Dist., Chairperson of the Committee on the part of the House, that the substitute bill ought to pass.

AN ACT CONCERNING THE 2-1-1 INFOLINE SYSTEM.

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. (NEW) (*Effective July 1, 2023*) The Secretary of the Office of
2 Policy and Management shall (1) designate a staff person within the
3 Office of Policy and Management to coordinate all state agency
4 contracts with the 2-1-1 Infoline system operated by the United Way of
5 Connecticut, and (2) allocate sufficient state funding to ensure the 2-1-1
6 Infoline system operates twenty-four hours a day, seven days a week to
7 provide support and referrals to persons using the system.

This act shall take effect as follows and shall amend the following sections:

Section 1	<i>July 1, 2023</i>	New section
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HS Joint Favorable Subst.

The following Fiscal Impact Statement and Bill Analysis are prepared for the benefit of the members of the General Assembly, solely for purposes of information, summarization and explanation and do not represent the intent of the General Assembly or either chamber thereof for any purpose. In general, fiscal impacts are based upon a variety of informational sources, including the analyst's professional knowledge. Whenever applicable, agency data is consulted as part of the analysis, however final products do not necessarily reflect an assessment from any specific department.

OFA Fiscal Note

State Impact:

Agency Affected	Fund-Effect	FY 24 \$	FY 25 \$
Policy & Mgmt., Off.	GF - Cost	Potential Significant	Potential Significant
Policy & Mgmt., Off.	GF - Cost	130,100	131,600
State Comptroller - Fringe Benefits ¹	GF - Cost	54,800	56,200

Note: GF=General Fund

Municipal Impact: None

Explanation

The bill requires the Office of Policy and Management (OPM) to: (1) allocate state funding to ensure the 2-1-1 Infoline system operates 24 hours a day, seven days a week, and (2) designate a staff person to coordinate agency contracts with the 2-1-1 Infoline system. This results in a cost of \$130,100 in FY 24 and \$131,600 in FY 25 (and annually thereafter) to OPM for a Program Manager to assess, analyze, and establish contract specifications, and \$54,800 in FY 24 and \$56,200 in FY 25 to the Office of the State Comptroller for associated fringe benefits.

The bill also results in a potentially significant cost to OPM beginning in FY 24 to fund levels of service beyond what is currently provided by the 2-1-1 Infoline system. The extent of the cost will be dependent on what is currently being provided and the contracts. For example, the housing crisis line, supported by the Department of Housing, is only

¹The fringe benefit costs for most state employees are budgeted centrally in accounts administered by the Comptroller. The estimated active employee fringe benefit cost associated with most personnel changes is 42.82% of payroll in FY 24.

operating from 8:00 a.m. to 4:00 p.m. Contracts would have to be negotiated to support the housing crisis line from 4:00 p.m. to 8:00 a.m., which could result in a cost of up to \$1 million for this line alone.

The Out Years

The annualized ongoing fiscal impact identified above would continue into the future subject to inflation.

OLR Bill Analysis

sHB 6856

AN ACT CONCERNING THE 2-1-1 INFOLINE SYSTEM.

SUMMARY

This bill requires the Office of Policy and Management (OPM) secretary to allocate sufficient state funding to ensure the 2-1-1 Infoline system operates 24 hours a day, seven days a week to provide support and referrals. (The bill does not establish what amount of funds would be sufficient to accomplish this.) The United Way of Connecticut operates the 2-1-1 Infoline system as an information and referral service for health and human services.

The bill also requires the OPM secretary to designate an OPM staff person to coordinate agency contracts with the 2-1-1 Infoline system.

EFFECTIVE DATE: July 1, 2023

COMMITTEE ACTION

Human Services Committee

Joint Favorable Substitute

Yea 21 Nay 0 (03/23/2023)