

OFFICE OF FISCAL ANALYSIS

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<http://www.cga.ct.gov/ofa>

sHB-6856

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

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

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.

what is currently being provided and the contracts. For example, the housing crisis line, supported by the Department of Housing, is only 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.