



ARIZONA STATE SENATE
Fifty-Fourth Legislature, First Regular Session

FACT SHEET FOR S.B. 1011

appropriation; DES; information; referral service

Purpose

Appropriates \$1,500,000 from the state General Fund in FY 2020 to the Department of Economic Security (DES) for a statewide information and referral service.

Background

In 2000, the Federal Communications Commission designated [2-1-1](#) as a three-digit telephone information and referral (I&R) system. The 2-1-1 system callers with information and referrals to various health and human services resources in their communities, including: 1) food and clothing banks; 2) shelters; 3) physical and mental health resources; 4) work support; 5) children, youth and family support; and 6) rent and utility assistance.

S.B. 1011 appropriates \$1,500,000 from the state General Fund in FY 2020 to DES.

Provisions

1. Appropriates \$1,500,000 from the state General Fund in FY 2020 to DES for a statewide information and referral service for health care, community, human and governmental services.
2. Allows DES to provide the statewide information and referral service directly or through contract with a private entity.
3. Requires an entity that provides the statewide information and referral service to employ a 2-1-1 three-digit dialing access and be accredited through a national alliance relating to I&R systems.
4. Becomes effective on the general effective date.

Prepared by Senate Research
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CRS/AB/kja