

Statewide 2-1-1 System Legislative Report

This report is to fulfill the request for the Department of Public Health and Human Services to submit a report to the legislative clearinghouse every two years, to describe efforts undertaken by the 2-1-1 Community Coalition. The coalition was created in statute to assist DPHHS to put in place a statewide 2-1-1 calling system to provide public information on and referral to local resources related to disaster emergency, safety, health, or human services topics.

The Department coordinated a group of local 2-1-1 call center providers between 2005 and 2007. The group created a report with recommendations that was presented to the 2007 Legislature. The 2007 Legislature took no action to fund the project, but did not change or repeal the relevant statute (all of Part 7, 53-1 MCA deals with 2-1-1). While the DPHHS has not continued to work on 2-1-1 activities since that time, individual call centers continue to serve various parts of the state. The web link below will give you a picture of the current activity and coverage across Montana by call centers.

<http://www.montana211.org/index.php>

The Department has not been contacted by anyone (call centers, the public, providers) about additional work on 2-1-1 since the 2007 report was submitted.