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FISCAL IMPACT REPORT

SPONSOR Padilla ORIGINAL DATE 03/04/15
 LAST UPDATED _____ HB _____

SHORT TITLE Study 211 Helpline in Bernalillo SM 106

ANALYST Dunbar

APPROPRIATION (dollars in thousands)

Appropriation		Recurring or Nonrecurring	Fund Affected
FY15	FY16		
	NA		

(Parenthesis () Indicate Expenditure Decreases)

SOURCES OF INFORMATION

Responses Received From

- Children Youth and Families Department (CYFD)
- Department of Health (DOH)
- General Services Department (GSD)

SUMMARY

Synopsis of Bill

Senate Memorial 106 calls for the interim Legislative Health and Human Services Committee to study the feasibility of implementing a coordinated 211 helpline pilot program in Bernalillo county to provide information about health and human services and to assist families with young children and with parental needs.

FISCAL IMPLICATIONS

None Identified.requests

SIGNIFICANT ISSUES

The study proposed in SM 106 examines the possibility of coordinating a complex system with multiple information and referral programs operating in New Mexico and Bernalillo County. These programs include the SHARE New Mexico web site, United Way of New Mexico 211 call centers, the University of New Mexico center for development and disability information network, the Children, Youth and Families Department child care resource and referral system, the Nurse Advice Line, and some municipal 311 helplines.

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DOH notes that United Way 2-1-1 provides free information and referrals to health and human services, government agencies, and community-based organizations in Bernalillo County. United Way 2-1-1 is a comprehensive source for providing information, better connecting our community, and increasing self-sufficiency. By providing appropriate referrals to available human services, United Way 2-1-1 enables individuals, children and families to access resources within the community (<http://www.uwcnm.org/211>).

The statewide, 24- hour Nurse Advice Line is staffed by registered nurses in New Mexico. It coordinates with the statewide behavioral health entity, social services, and local community resources. The Nurse Advice line aligns the system with developing local and state emergency management activities and public health anti-terrorism activities. It also creates a database to assist with community health initiatives. (<http://www.nurseadvice.org/>)

CYFD notes that the 211 helpline, used by United Way of Metropolitan Atlanta in 1997, functions as a combination switchboard operator (directing the caller to resources or services in their area) and research library (answering questions and providing information and referrals).

In some areas, such as the Coastal Bend of Texas, 211 also serves as the number to call for people requiring evacuation assistance in the event of a pending disaster. These 211 centers have been instrumental in providing information to communities before and after local disasters.

BD/je/aml