

118TH CONGRESS  
1ST SESSION

# S. 1729

To facilitate nationwide accessibility and coordination of 211 services and 988 services in order to provide information and referral to all residents and visitors in the United States for mental health emergencies, homelessness needs, other social and human services needs, and for other purposes.

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## IN THE SENATE OF THE UNITED STATES

MAY 18, 2023

Mr. CASEY (for himself, Mr. MORAN, Mrs. GILLIBRAND, Ms. MURKOWSKI, Mr. MURPHY, Mr. MERKLEY, Mr. SANDERS, Mr. KELLY, Mr. MENENDEZ, Mr. BLUMENTHAL, Ms. HIRONO, Mr. BOOKER, Ms. DUCKWORTH, and Ms. WARREN) introduced the following bill; which was read twice and referred to the Committee on Health, Education, Labor, and Pensions

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# A BILL

To facilitate nationwide accessibility and coordination of 211 services and 988 services in order to provide information and referral to all residents and visitors in the United States for mental health emergencies, homelessness needs, other social and human services needs, and for other purposes.

1       *Be it enacted by the Senate and House of Representa-*  
2       *tives of the United States of America in Congress assembled,*

1   **SECTION 1. SHORT TITLE.**

2       This Act may be cited as the “Human-services Emer-  
3   gency Logistic Program Act of 2023” or the “HELP Act  
4   of 2023”.

5   **SEC. 2. PURPOSES.**

6       The purposes of this Act are as follows:

7           (1) To strengthen the existing 211 services and  
8       to coordinate 211 and 988 services in States  
9       throughout the Nation.

10          (2) To increase the availability, reliability, and  
11       responsiveness of 211 and 988 services, and improve  
12       information and referral through 211 and 988 serv-  
13       ices, across the country, 24 hours a day, 365 days  
14       a year.

15          (3) To reduce the use of 911 services for cir-  
16       cumstances not related to law enforcement, fire, or  
17       medical emergencies.

18          (4) To more efficiently connect individuals with  
19       mental health services and other needed human serv-  
20       ices.

21          (5) To reduce the arrests, incarcerations, and  
22       violent interactions between law enforcement and in-  
23       dividuals that sometimes occur from inappropriate  
24       911 emergency referrals.

1   **SEC. 3. ALLOTMENTS TO STRENGTHEN NATIONWIDE AC-**  
2                   **CESSIBILITY AND COORDINATION OF 211 AND**  
3                   **988 SERVICES FOR INFORMATION AND RE-**  
4                   **FERRAL FOR HUMAN SERVICES AND MENTAL**  
5                   **HEALTH NEEDS.**

6       (a) IN GENERAL.—Out of amounts appropriated  
7 under section 4(a) that remain after application of section  
8 4(b), the Secretary of Health and Human Services (re-  
9 ferred to in this Act as the “Secretary”), acting through  
10 the Human Services National Board, shall make an allot-  
11 ment to each State, in accordance with the formula devel-  
12 oped under subsection (b), to carry out a program for the  
13 purposes of—

14                  (1) ensuring 211 and 988 services are directly  
15 accessible to all individuals in each State;

16                  (2) ensuring capacity within each State for 988  
17 services through the operational support of State  
18 designated crisis centers within the National Suicide  
19 Prevention Lifeline Network;

20                  (3) strengthening the reliability, accessibility,  
21 and responsiveness of methods of communication  
22 through 211 and 988 services, in order to provide  
23 information and referrals with respect to human  
24 services provided through the respective 211 or 988  
25 services, including mental health emergency re-  
26 sources and suicide prevention resources provided

1       through 988 services, homelessness resources, do-  
2       mestic violence resources, resources to identify and  
3       address child, adult, and elder abuse and exploi-  
4       tation, caregiver and child care resources, and other  
5       human service needs provided through 211 services;  
6       and

7                 (4) reducing law enforcement interactions with  
8       people with disabilities and individuals experiencing  
9       human-services or mental health needs, and increas-  
10      ing the capacity to divert calls from 911 or police  
11      departments to mental health and human services  
12      responders, as appropriate.

13                 (b) ALLOTMENTS TO STATES.—

14                 (1) IN GENERAL.—For purposes of making al-  
15      lotments under this section, the Secretary shall de-  
16      velop a formula for determining the allotment  
17      amounts for each State. Such formula shall be based  
18      on population, population density, poverty rate, and  
19      other evidence-based predictive data related to the  
20      needs of the State for, and access to, mental health  
21      and other human services. Allotments made under  
22      this section, and the services provided through such  
23      allotments, shall not supplant funding otherwise  
24      made available to the State for such purposes, or

1       services otherwise provided by the State for such  
2       purposes.

3                 (2) NON-FEDERAL CONTRIBUTIONS.—A State  
4       may not be eligible for an allotment under this sec-  
5       tion unless the State ensures that at least 25 per-  
6       cent of the resources of the program funded by the  
7       State allotment will be derived from non-Federal  
8       sources, which may include in-kind contributions of  
9       goods or services.

10                (3) REQUIREMENT REGARDING STATE ALLOT-  
11       MENT AMOUNTS.—Of the amounts allotted to a  
12       State under this section, not more than 15 percent  
13       shall be allocated for evaluation, training, and tech-  
14       nical assistance, and for management and adminis-  
15       tration of subgrants awarded under this section.

16                (4) ADMINISTRATIVE COSTS.—From the allot-  
17       ment made to a State under this subsection, the  
18       State Human Services Collaborative may retain the  
19       greater of  $\frac{1}{2}$  of 1 percent of such allotment or  
20       \$50,000, for administrative costs.

21               (c) HUMAN SERVICES NATIONAL BOARD.—

22                (1) IN GENERAL.—The Secretary shall establish  
23       a Human Services National Board for purposes of—

- 1                             (A) managing and allocating funds under  
2                             this section, including making allotments to  
3                             States;
- 4                             (B) reviewing State plans for implementing  
5                             and maintaining 211 systems and coordinating  
6                             the 211 and 988 systems;
- 7                             (C) evaluating State 211 and 988 systems,  
8                             including with respect to capacity for answering  
9                             and responding to calls; and
- 10                           (D) evaluating the coordination and col-  
11                             laboration among 211, 988, and 911 services  
12                             and other emergency and call center systems.

13                           (2) MEMBERSHIP.—

14                           (A) IN GENERAL.—The Human Services  
15                             National Board shall be comprised of not fewer  
16                             than 19 members selected by the Secretary in  
17                             accordance with subparagraph (B), of which 11  
18                             shall be permanent members, and 8 shall serve  
19                             3-year, rotating terms.

20                           (B) MEMBERS.—

21                           (i) PERMANENT MEMBERS.—The 11  
22                             permanent members shall be comprised of  
23                             one representative from each of—

24                           (I) the Alliance of Information  
25                             and Referral Systems;

1                                 (II) United Way Worldwide;

2                                 (III) the National Council on

3                                 Independent Living;

4                                 (IV) the National Association of

5                                 Area Agencies on Aging;

6                                 (V) the Bazelon Center for Men-

7                                 tal Health Law;

8                                 (VI) the Leadership Conference

9                                 on Civil and Human Rights;

10                                 (VII) the National Alliance to

11                                 End Homelessness;

12                                 (VIII) the Fraternal Order of

13                                 Police;

14                                 (IX) the National Suicide Pre-

15                                 vention Lifeline;

16                                 (X) the National Domestic Vio-

17                                 lence Hotline; and

18                                 (XI) the National Emergency

19                                 Number Association.

20                                 (ii) ROTATING MEMBERS.—The 8 ro-

21                                 tating members shall be selected by the

22                                 Secretary, with input from stakeholders

23                                 and advocates, and shall include—

- 1                             (I) 1 representative of a faith-  
2                             based organization dedicated to pro-  
3                             viding human services;
- 4                             (II) 1 representative of an orga-  
5                             nization dedicated to ensuring racial  
6                             and ethnic equity;
- 7                             (III) 1 representative of a dis-  
8                             ability organization operated by a ma-  
9                             jority of people with disabilities;
- 10                          (IV) 1 representative of an orga-  
11                          nization representing older adults;
- 12                          (V) 1 representative of an organi-  
13                          zation representing Tribal and Native  
14                          peoples;
- 15                          (VI) 1 representative of an orga-  
16                          nization representing LGBTQ+ popu-  
17                          lations;
- 18                          (VII) 1 representative of a sec-  
19                          ular organization dedicated to pro-  
20                          viding human services; and
- 21                          (VIII) 1 representative of a law  
22                          enforcement labor or representative  
23                          organization.
- 24                          (iii) ADDITIONAL ROTATING MEM-  
25                          BERS.—In addition to the members ap-

1                   pointed under clauses (i) and (ii), the Sec-  
2                   retary may appoint to the Human Services  
3                   National Board up to 4 additional rotating  
4                   members to represent specific populations  
5                   or issues. Each such member shall serve a  
6                   3-year term.

7                   (iv) EX OFFICIO MEMBERS.—Ex offi-  
8                   cio members of the Human Services Na-  
9                   tional Board shall include 1 representative  
10                  from each of—

11                  (I) the Department of Health  
12                  and Human Services;

13                  (II) the Department of Edu-  
14                  cation;

15                  (III) the Department of Home-  
16                  land Security;

17                  (IV) the Department of Housing  
18                  and Urban Development;

19                  (V) the Department of Com-  
20                  merce; and

21                  (VI) the Department of Labor.

22                  (3) FISCAL AGENT.—The Office of the Sec-  
23                  retary of Health and Human Services shall be the  
24                  fiscal agent of the Human Services National Board.

25                  (4) CHAIR AND VICE CHAIR.—

1                             (A) CHAIR SELECTION.—The Chair of the  
2                             Human Services National Board shall be se-  
3                             lected by the Human Services National Board  
4                             members, from among the permanent members  
5                             described in paragraph (2)(B)(i), and shall  
6                             serve a 5-year term.

7                             (B) VICE CHAIR SELECTION.—The Vice  
8                             Chair shall be selected by the Human Services  
9                             National Board members, from among the ro-  
10                          tating members described in paragraph  
11                          (2)(B)(ii), and shall serve a 3-year term.

12                         (d) STATE OVERSIGHT ENTITIES.—

13                         (1) HUMAN SERVICES COLLABORATIVES.—

14                         (A) IN GENERAL.—A State seeking an al-  
15                          lotment under this section, not later than 3  
16                          months after receiving an allotment, shall ap-  
17                          point a lead entity (referred to in this section  
18                          as a “Human Services Collaborative”) for pur-  
19                          poses of meeting the requirements of this sub-  
20                          section.

21                         (B) HUMAN SERVICES COLLABORATIVE.—  
22                         A State lead entity shall be treated as the State  
23                         Human Services Collaborative under this sub-  
24                         section if the entity—

- 1                             (i)(I) is a State entity or an independently incorporated nonprofit organization serving as the lead implementing agency coordinating and managing State and regional projects and operations for 211 in the State—
- 7                             (aa) under State law; or
- 8                             (bb) by order of the State public utility commission;
- 10                            (II) collaborates, to the extent practicable, with the entities listed in clause 11 (ii); and
- 13                            (III) collaborates with the Administrator of the National Suicide Prevention 14 Lifeline to coordinate 988 operations with 15 211 operations in the State; or
- 17                            (ii) is a collaborative entity established 18 by the State for such purpose from among 19 representatives of—
- 20                            (I) an informal, existing 211 statewide collaborative in the State;
- 22                            (II) crisis centers within the National 23 Suicide Prevention Lifeline Network operating in the State;
- 24                            (III) State agencies;

1                             (IV) community-based organizations, including—  
2

3                                 (aa) organizations representing older adults;

4                                 (bb) organizations representing people with disabilities;

5                                 (cc) where appropriate, organizations representing Native  
6                                 peoples and Tribal nations;

7                                 (dd) organizations representing people with mental  
8                                 health disabilities; and

9                                 (ee) organizations led by  
10                                 Black people, indigenous people,  
11                                 or people of color working to end  
12                                 racism;

13                             (V) faith-based organizations  
14                                 dedicated to providing human services;

15                             (VI) nonprofit organizations providing human services;

16                             (VII) comprehensive and specialized information and referral providers, including area agencies on

1 aging, aging and disability resource  
2 centers, and 211 and 988 call centers;

3 (VIII) State and regional foundations;

4 (IX) businesses headquartered in,  
5 or with significant presence in, the  
6 State; and

7 (X) law enforcement labor or rep-  
8 resentative organizations representing  
9 rank and file officers.

10 (2) HUMAN SERVICES STATE OVERSIGHT COUN-  
11 CIL.—

12 (A) IN GENERAL.—Each State receiving  
13 an allotment under this section shall establish a  
14 Human Services State Oversight Council (re-  
15 ferred to in this section as a “Council”) to pro-  
16 vide guidance and oversight of the 211 and 988  
17 systems to the State Human Services Collabo-  
18 rative.

19 (B) MEMBERS.—

20 (i) IN GENERAL.—Each Council shall  
21 be comprised of not more than 25 stake-  
22 holders and service providers appointed by  
23 the governor of the State for staggered 3-  
24 year terms, including—

- 1                                     (I) at least 3 representatives of  
2                                     human service providers;  
3                                     (II) at least 2 older adults;  
4                                     (III) at least 3 people with dis-  
5                                     abilities;  
6                                     (IV) at least 3 additional people  
7                                     with mental health disabilities;  
8                                     (V) at least 1 individual with a  
9                                     child under 18 years of age;  
10                                    (VI) at least 1 individual caring  
11                                     for an older adult;  
12                                    (VII) at least 1 individual pro-  
13                                     viding support for a relative with a  
14                                     disability;  
15                                    (VIII) at least 3 individuals who  
16                                     are members of a family that receives  
17                                     means tested Federal benefits, such as  
18                                     temporary assistance for needy fami-  
19                                     lies under part A of title IV of the So-  
20                                     cial Security Act (42 U.S.C. 601 et  
21                                     seq.), the supplemental nutrition as-  
22                                     sistance program established under  
23                                     the Food and Nutrition Act of 2008  
24                                     (7 U.S.C. 2011 et seq.), or the supple-  
25                                     mental security income program es-

1                                  tablished under title XVI of the Social  
2                                  Security Act (42 U.S.C. 1381 et seq.);

3                                  (IX) at least 1 business rep-  
4                                  resentative; and

5                                  (X) at least 1 representative of a  
6                                  law enforcement labor or representa-  
7                                  tive organization.

8                                  (ii) CONFLICTS OF INTEREST.—No  
9                                  Council member may be an employee of an  
10                                 entity that receives a subgrant from the  
11                                 State Human Services Collaborative.

12                                (iii) CHAIR AND VICE CHAIR.—With  
13                                 respect to each Council, the Council shall  
14                                 select from among its members a Chair,  
15                                 who shall be a recipient of human services,  
16                                 and a Vice Chair, who shall be a provider  
17                                 of human services or a business represent-  
18                                 ative.

19                                (C) DUTIES.—Each Council shall be re-  
20                                 sponsible for—

21                                (i) reviewing the annual State applica-  
22                                 tion to the Human Services National  
23                                 Board;

24                                (ii) reviewing the annual Human  
25                                 Services Collaborative budget;

- 1                             (iii) identifying topics for, and ensur-  
2                             ing an evaluation of, the State 211 and  
3                             988 services, consistent with subsection  
4                             (h)(2);  
5                             (iv) monitoring the State 211 and 988  
6                             services to ensure that such services are  
7                             racially equitable; and  
8                             (v) making recommendations to in-  
9                             crease the awareness and effectiveness of  
10                             211 and 988 services in all parts and com-  
11                             munities of the State.

12                         (e) APPLICATION.—The Human Services Collabo-  
13                         rative of a State, on behalf of each State seeking an alloca-  
14                         tion under this section, acting under the direction of the  
15                         State governor, shall submit an annual application to the  
16                         Human Services National Board for such an allocation,  
17                         at such time, in such manner, and containing such infor-  
18                         mation as the Secretary may require, including the fol-  
19                         lowing:

20                         (1) A description of how the Human Services  
21                         Collaborative will—  
22                             (A) ensure that every resident of the State  
23                         with phone or internet service can connect to  
24                         the 211 and 988 services at no charge;

1                                 (B) make available, throughout the State,  
2                                 211 and 988 service information and referral  
3                                 with respect to human services, including infor-  
4                                 mation about the manner in which the Human  
5                                 Services Collaborative will develop, sustain, and  
6                                 evaluate the State's 211 and 988 services and  
7                                 ensure sufficient State capacity for answering  
8                                 and responding to calls to 211 and 988;

9                                 (C) coordinate with 911 systems and law  
10                                 enforcement agencies to divert calls to mental  
11                                 health and human services responders who can  
12                                 assist individuals and link individuals with vol-  
13                                 untary, community-based services, as appro-  
14                                 priate; and

15                                 (D) use annual 211 and 988 operational  
16                                 data to inform the Collaborative's approach to  
17                                 assessing the program and establishing over-  
18                                 sight metrics.

19                                 (2) Information on the sources of funding and  
20                                 other resources for the State 211 and 988 services  
21                                 for purposes of meeting the requirements under sub-  
22                                 section (b)(2).

23                                 (3) Information describing how the Human  
24                                 Services Collaborative will provide to all individuals  
25                                 in the State, to the extent practicable, a statewide

1 database available via the internet, that will allow  
2 such individuals to search for programs or services  
3 that are available from mental health and human  
4 services providers in the State.

5 (4) Assurances that all activities and informa-  
6 tion provided by the 211 and 988 services and all  
7 entities receiving subgrants pursuant to this section  
8 will be directly accessible according to the Americans  
9 with Disabilities Act of 1990 (42 U.S.C. 12101 et  
10 seq.), section 508 of the Rehabilitation Act of 1973  
11 (29 U.S.C. 794d), and part 1194 of title 36, Code  
12 of Federal Regulations (or any successor regula-  
13 tions).

14 (5) Any additional information the Secretary  
15 may require.

16 (f) SUBGRANTS.—

17 (1) AUTHORITY.—For purposes of carrying out  
18 a program in a State, the State Human Services  
19 Collaborative may make subgrants to such entities  
20 as the Collaborative determines appropriate, which  
21 may include subgrants to provide funds—

22 (A) for the provision of 211 and 988 serv-  
23 ices;

24 (B) for the operation and maintenance of  
25 211 and 988 call centers;

- 1                         (C) for the collection and display of information in the statewide database;
- 2                         (D) for increasing public awareness of 211 and 988 services in the State in collaboration with 911 services and other emergency call centers;
- 3                         (E) for coordination of the State's 211 and 988 services, including the collection, accessibility, and display of information through a national data platform;
- 4                         (F) to conduct statewide and regional planning for 211 and 988 services;
- 5                         (G) for start-up costs of extending 211 and 988 services to unserved areas, including costs of software and hardware upgrades and telecommunications and internet costs;
- 6                         (H) to ensure that 211 and 988 services are directly accessible, consistent with the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.), section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d), and part 1194 of title 36, Code of Federal Regulations (or any successor regulations);
- 7                         (I) for staffing;
- 8                         (J) for training;

- 1   (K) for activities related to accreditation;
- 2   (L) for the evaluation of State 211 and
- 3   988 activities and capacity;
- 4   (M) for internet hosting and site develop-
- 5   ment and maintenance for a statewide data-
- 6   base;
- 7   (N) for cloud-based data and messaging
- 8   capacity;
- 9   (O) to encourage coordination and collabora-
- 10   ration of 211 and 988 services within the State
- 11   and ensure coordination and collaboration with
- 12   local 911 Public Safety Answering Points;
- 13   (P) to integrate or share resources and
- 14   service-level data with national platforms hosted
- 15   by the Human Services National Board;
- 16   (Q) to prepare and submit State and na-
- 17   tional reporting requirements and other activi-
- 18   ties approved by the Human Services State
- 19   Oversight Council;
- 20   (R) to provide stipends and travel reim-
- 21   bursement for individuals with disabilities and
- 22   their family members for costs associated with
- 23   serving on the Human Services State Oversight
- 24   Council; or

1                         (S) to carry out other activities approved  
2                         by the Human Services National Board on be-  
3                         half of the Secretary.

4                         (2) CONSIDERATIONS.—In awarding a subgrant  
5                         under this subsection, a lead entity shall consider—

6                                 (A) the ability of the entity seeking the  
7                         subgrant to carry out activities or provide serv-  
8                         ices consistent with this Act;

9                                 (B) the extent to which the award of the  
10                         subgrant will facilitate equitable geographic dis-  
11                         tribution of subgrants under this section to en-  
12                         sure that rural communities have access to 211  
13                         and 988 services; and

14                                 (C) the extent to which the recipient of the  
15                         subgrant will establish and maintain cooperative  
16                         relationships with specialized information and  
17                         referral centers, including Child Care Resource  
18                         and Referral Agencies, crisis centers, referral  
19                         agencies for aging or disability services, 911  
20                         call centers, 311 call centers, and other call  
21                         centers, as applicable.

22                         (3) PREFERENCE.—In awarding a subgrant  
23                         under this subsection, a lead entity shall give pref-  
24                         erence to organizations that work with people with

1       disabilities who are Black, Indigenous, or other peo-  
2       ple of color.

3           (g) USE OF STATE ALLOTMENT AND SUBGRANT  
4 AMOUNTS.—

5               (1) IN GENERAL.—Amounts awarded as State  
6       allotments or subgrants under this section shall be  
7       used solely for either or both of the following pur-  
8       poses:

9                   (A) To make available 211 and 988 serv-  
10       ices to all individuals in a State via voice, short  
11       message service or other messaging, internet, or  
12       other telecommunication methods.

13                   (B) For community information and refer-  
14       ral with respect to human services, among indi-  
15       viduals, families, and agencies seeking such  
16       services and the providers of such services.

17               (2) REQUIREMENTS.—In making 211 and 988  
18       services available, the recipient of a State allotment  
19       or subgrant shall, to the maximum extent prac-  
20       ticable—

21                   (A) abide by the Key Standards for 211  
22       Centers as specified in the Standards and Qual-  
23       ity Indicators for Professional Information and  
24       Referral published by the Alliance of Informa-  
25       tion and Referral Systems for 211 services;

1                         (B) abide by the clinical standards and  
2                         guidelines specified by the Administrator of the  
3                         National Suicide Prevention Lifeline for 988  
4                         crisis centers that are part of the National Sui-  
5                         cide Prevention Lifeline Network; and

6                         (C) collaborate with public and private  
7                         human services organizations and existing na-  
8                         tional, regional, and local information and re-  
9                         ferral systems to provide an exhaustive and  
10                         comprehensive database of services from which  
11                         to provide information or referrals to individ-  
12                         uals using the 211 and 988 services.

13                         (3) USE OF SUBGRANT FUNDS.—Amounts  
14                         awarded through a subgrant under subsection (f)  
15                         may be used by the subgrant recipient for the pur-  
16                         poses described in subsection (f)(1).

17                         (h) REPORTS AND EVALUATIONS.—

18                         (1) ANNUAL REPORTS.—The State Human  
19                         Services Collaborative of each State receiving an al-  
20                         lotment under this section shall submit to the  
21                         Human Services National Board, not later than 60  
22                         days after the end of each fiscal year in which such  
23                         allotment is made, a report on the program funded  
24                         by the State allotment. Each report shall—

- 1                         (A) describe the activities or services funded  
2                         by the State allotment;
- 3                         (B) assess the effectiveness of such activities and services in making available, to all residents of the State, 211 and 988 services for emergency mental health services and information and referrals with respect to human services in accordance with the provisions of this section;
- 4                         (C) assess the effectiveness of collaboration with human services resource and referral entities and service providers;
- 5                         (D) include the percentage of calls to 911 or to police that were diverted to mental health and other human services responders; and
- 6                         (E) describe the services to which individuals were linked through the 211 and 988 services and any efforts to track outcomes.

7                         (2) EVALUATION.—Each State Human Services Collaborative shall award a contract to an independent entity to conduct an evaluation of the State 211 and 988 systems biennially. The evaluation shall address—

8                         (A) any barriers to access to the State 211 and 988 services for residents and visitors;

1                         (B) the effectiveness of the State 211 and  
2                         988 services at connecting residents to needed  
3                         human services;

4                         (C) the effectiveness of collaborations  
5                         among 211 and 988 partners;

6                         (D) the effects of the State 211 and 988  
7                         services on 911 law enforcement, fire, and med-  
8                         ical emergency services;

9                         (E) the comprehensiveness of the informa-  
10                         tion in the State 211 and 988 database;

11                         (F) public awareness of the State 211 and  
12                         988 services;

13                         (G) user satisfaction with the State 211  
14                         and 988 services; and

15                         (H) other topics identified by the Human  
16                         Services State Oversight Councils.

17                         (i) DEFINITIONS.—In this section:

18                         (1) 211 SERVICE.—The term “211 service”  
19                         means providing residents with information and re-  
20                         ferrals, via voice telephone, text telephone, short  
21                         message service, text, internet phone, or other tele-  
22                         communication methods, with respect to health and  
23                         human services and other provider agencies.

24                         (2) 988 SERVICE.—The term “988 service”  
25                         means the provision of mental health or suicide cri-

1       sis support and resources through the universal tele-  
2       phone number within the United States designated  
3       for the purpose of the national suicide prevention  
4       and mental health crisis hotline system operating  
5       through the National Suicide Prevention Lifeline.

6                 (3) HUMAN SERVICES.—The term “human  
7       services” means services that—

- 8                         (A) assist individuals in becoming more  
9       self-sufficient, in preventing dependency, and in  
10      strengthening family relationships;
- 11                         (B) address social determinants of health;
- 12                         (C) support personal and social develop-  
13      ment; or
- 14                         (D) help ensure the health and well-being  
15      of individuals, families, and communities.

16                 (4) INDIAN TRIBE; TRIBAL ORGANIZATION.—  
17       The terms “Indian tribe” and “tribal organization”  
18       have the meanings given such terms in section 4 of  
19       the Indian Self-Determination and Education Assist-  
20      ance Act (25 U.S.C. 5304).

21                 (5) OLDER ADULT.—The term “older adult”  
22       has the meaning given the term “older individual”  
23       in section 102 of the Older Americans Act of 1965  
24      (42 U.S.C. 3002).

1                             (6) STATE.—The term “State” means the sev-  
2     eral States, the District of Columbia, the Common-  
3     wealth of Puerto Rico, the United States Virgin Is-  
4     lands, Guam, American Samoa, and the Common-  
5     wealth of the Northern Mariana Islands, or an In-  
6     dian tribe or tribal organization.

7     **SEC. 4. AUTHORIZATION OF APPROPRIATIONS.**

8                             (a) IN GENERAL.—There are authorized to be appro-  
9     priated to carry out this Act—

10                            (1) \$550,000,000 for each of fiscal years 2024  
11     and 2025, of which, each such fiscal year,  
12     \$350,000,000 shall be allocated for 211 services and  
13     \$200,000,000 shall be allocated for 988 services;  
14     and

15                            (2) \$450,000,000 for each of fiscal years 2026  
16     through 2030, of which, each such fiscal year,  
17     \$300,000,000 shall be allocated for 211 services and  
18     \$150,000,000 shall be allocated for 988 services.

19                            (b) RESERVATION.—Of the amount appropriated  
20     under this section for a fiscal year, the Human Services  
21     National Board may reserve ½ of 1 percent for adminis-  
22     trative and national coordinating activities.

23                            (c) AVAILABILITY.—Amounts appropriated pursuant  
24     to this section shall remain available until expended.

