



General Assembly

January Session, 2025

Proposed Bill No. 164

LCO No. 214



Referred to Committee on HUMAN SERVICES

Introduced by:

SEN. CICARELLA, 34th Dist.

AN ACT ESTABLISHING A TASK FORCE TO STUDY EXPANDING SERVICES PROVIDED BY THE 2-1-1 INFOLINE PROGRAM OPERATED BY THE UNITED WAY OF CONNECTICUT.

Be it enacted by the Senate and House of Representatives in General Assembly convened:

- 1 That title 17b of the general statutes be amended to establish a task
- 2 force to study and make recommendations concerning the 2-1-1 Infoline
- 3 program operated by the United Way of Connecticut, including, but not
- 4 limited to, state support needed to: (1) Expand the program's staff by
- 5 twenty per cent to handle an increase in call volume, (2) reduce call wait
- 6 times for services to five minutes or less, and (3) file a report on such
- 7 study and recommendations with the joint standing committee of the
- 8 General Assembly having cognizance of matters relating to human
- 9 services not later than July 1, 2026.

Statement of Purpose:

To establish a task force to make recommendations on expanding and improving services offered by the 2-1-1 Infoline program operated by the United Way of Connecticut with state support.