

2013 SENATE HUMAN SERVICES

SB 2205

2013 SENATE STANDING COMMITTEE MINUTES

Senate Human Services Committee Red River Room, State Capitol

SB 2205

1/29/13

Recording Job Number: 17899

Conference Committee

Committee Clerk Signature



Explanation or reason for introduction of bill/resolution:

To provide an appropriation to the office of management and budget for a grant for administering 2-1-1 services.

Minutes:

Attached testimony

Senator Dever calls the hearing to order on SB 2205.

Senator J. Lee introduces the bill to the committee and stresses its importance.

(0:1:10 - 0:04:54) Dave Sprynczynatyk, North Dakota Adjutant General and serves as the Director of Emergency Services for the state, provides neutral testimony. During the current biennium, the agency will have contributed approximately \$88,000 to the 2-1-1 service across the state. Of that, approximately \$15,000 came through the National Guard. The other funding that was provided in the current biennium came through the Emergency Services side of the agency. After the 2011 flood, there was need to ensure that there was statewide service available. As they look to the next biennium, the agency has approximately \$67,000 that will be made available to support the National Guard/other military members and their families, and (working with FirstLink) to make sure there is a registry available for all of the vulnerable population so that they can have easy access and quick response.

Brief discussion between Chairman Lee and Mr. Sprynczynatyk about 2-1-1 being available for veterans as well.

(0:06:14) Senator Larsen inquires how these calls get directed if someone calls 9-1-1.

Mr. Sprynczynatyk states that the call can be redirected when it is beyond their capability of helping.

(0:07:17) Senator Dever asks if the funding his agency provides is federal.

Mr. Sprynczynatyk states that the money that they have provided and are going to provide is federal money. They have not used any general fund money nor are they projecting to in the next biennium.

(0:09:00) Cindy Miller, Executive Director of FirstLink, testifies in support of the bill. See attached testimony #1.

(0:15:33) Chairman Lee asks Ms. Miller how many calls FirstLink took during the flood events.

Ms. Miller states that in 2009 they had over 55,000 calls separate just during the flood time. The call volume in Ward County is still very significant.

(0:16:00 - 0:17:30) Discussion between Chairman Lee and Ms. Miller regarding the funding they received from the federal government to upgrade their technology in order to step in and help cover emergencies.

Chairman Lee compliments the various state departments who collected funds to make sure things kept going when times were tough.

No further testimony in favor or opposition.

(0:19:17) Kris Storbeck, Substance Abuse Treatment Administrator for the Department of Human Services, provides information on how the department has used the 2-1-1 services. See attached testimony #2.

(0:20:20) Chairman Lee asks if 2-1-1 is printed on the back of lottery tickets in regards to compulsive gambling.

Ms. Miller steps back up to the podium and states that the back of lottery tickets read, "If gambling is no longer fun, dial 2-1-1."

(0:20:55) Senator Dever thinks they need to have some kind of perspective on how much of their budget is represented if they are going to be considering funding \$325,000.

Ms. Miller states that their current budget is around \$560,000 a year to operate 24 hours a day across the entire state. They get about \$170,000 from United Way and Cass-Clay, about \$40,000 from contracts, donors, and other donations, as well as assistance from various departments in the state.

Senator Dever asks if there has been state funding.

Chairman Lee explains that the state provided funding 2 years ago but it was significantly less than the request because some things were taken out. Chairman Lee asks Ms. Miller to get the history of this for the committee.

Chairman Lee asks what will happen to the service if they don't get adequate state funding.

Ms. Miller states there board would have to meet and make some decisions. The risk of losing it is there.

No further questions or testimony.

Chairman Lee closes the hearing but quickly re-opens it when someone else rises to speak.

(0:23:10) Micki Savelkoul, Suicide Prevention Program director for the Department of Health, provides information to the committee. See attached testimony #3.

(0:26:44) Chairman Lee asks if she can tell the committee the number of calls the National Suicide Prevention Hotline took from ND.

Ms. Savelkoul defers to Ms. Miller to answer. Ms. Miller states that 1,400 is number of calls they took on both 2-1-1 and the National Suicide Prevention Hotline. She will email the broken down numbers to the committee.

(0:27:15) Senator Anderson asks if the callback program is in addition to the 2-1-1 service.

Ms. Savelkoul explains that the callback program is a new pilot program that is funded through state general funds for suicide prevention.

No further questions or testimony.

The hearing is closed.

Additional testimony submitted. See attachments #4-6.

2013 SENATE STANDING COMMITTEE MINUTES

Senate Human Services Committee
Red River Room, State Capitol

SB 2205
2/5/13

Recording Job Number: 18281

Conference Committee

Committee Clerk Signature



Explanation or reason for introduction of bill/resolution:

To provide an appropriation to the office of management and budget for a grant for administering 2-1-1 services.

Minutes:

You may make reference to "attached testimony."

Committee discussion on SB 2205:

Senator Dever moves Do Pass with referral to Appropriations.

Senator Larsen seconded.

Roll Call Vote: 5-0, motion passes.

Senator Dever is the carrier.

Date: 2/5/13
 Roll Call Vote #: 1

**2013 SENATE STANDING COMMITTEE
 ROLL CALL VOTES
 BILL/RESOLUTION NO. 2205**

Senate Human Services Committee

Check here for Conference Committee

Legislative Council Amendment Number _____

Action Taken: Do Pass Do Not Pass Amended Adopt Amendment
 Rerefer to Appropriations Reconsider

Motion Made By Sen. Dever Seconded By Sen. Larsen

Senators	Yes	No	Senator	Yes	No
Chariman Judy Lee	✓		Senator Tyler Axness	✓	
Vice Chairman Oley Larsen	✓				
Senator Dick Dever	✓				
Senator Howard Anderson, Jr.	✓				

Total (Yes) 5 No 0

Absent 0

Floor Assignment Sen. Dever

If the vote is on an amendment, briefly indicate intent:

REPORT OF STANDING COMMITTEE

SB 2205: Human Services Committee (Sen. J. Lee, Chairman) recommends DO PASS and BE REREFERRED to the Appropriations Committee (5 YEAS, 0 NAYS, 0 ABSENT AND NOT VOTING). SB 2205 was rereferred to the Appropriations Committee.

2013 SENATE APPROPRIATIONS

SB 2205

2013 SENATE STANDING COMMITTEE MINUTES

Senate Appropriations Committee Harvest Room, State Capitol

SB 2205
02-11-2013
Job # 18668

Conference Committee

Committee Clerk Signature 

Explanation or reason for introduction of bill/resolution:

A BILL for an Act to provide an appropriation to the office of management and budget for a grant for administering 2-1-1 services.

Minutes:

See attached testimony

Chairman Holmberg called the committee to order on Monday, February 11, 2013 at 10:30 am in regards to SB 2205. All committee members were present except Vice Chairman Grindberg and Senator Mathern. Lori Laschkewitsch and Tammy R. Dolan from OMB and Brady Larson from Legislative Council were present.

Senator Judy Lee, District 13, introduced SB 2205 and provided testimony from Cindy Miller, Executive Director of FirstLink, attachment #1, stating the purpose of 2-1-1. This is to ensure people have access to 24 hour information and referral about nonprofit human service and emergency resources as well as listening and support.

(Other attachments provided by Sen. J. Lee on behalf of others: #2 Brian Kalk, Public Service Commission; #3 FirstLink National 2-1-1 Awareness Day; #4 Arland H. Rasmussen, West Fargo Police Dept.; and #5 Packet of letters in support of SB 2205.)

The United Way in Cass County and Clay County in MN provides the funds for this program. There has to be some money on marketing so people know about this program. State funding has been received from the ND Dept of Health, Human Services, and Adjutant General's office, and other United Way's around the state but this current state support will end at the end of June 2013. The state support is important because, if we eliminate it, we would be the only state without 2-1-1 service.

Today (2-11) is national 2-1-1 awareness day. (7.19)

Vice Chairman Bowman: This is a grant and ends in 2015. Do you see it as a continuing appropriation after 2015?

Senator J. Lee: It should be a continuing appropriation and it should have been drafted that way. Cass County will make sure their contribution stays in place. This should be an ongoing appropriation and should not be a grant. We need to have it long term.

Senator Warner: It seems there is a quantum leap between mental health information and suicide prevention. Is there a point where you transfer out of this system to a regular psychiatrist, when it stops being a public service and when it becomes a medical thing?

Sen. J. Lee: The folks that are trained to handle suicide calls do not do treatment. They learn how to chat with them and they will connect them with a mental health professional that will actually do the counseling that is needed. It means that it might interrupt the process for someone who is moving toward suicide if they can reduce the crisis level from that call. Part of that information referral is connecting someone who does have a behavior issue or mental health crises with those professionals who can best help them.

Senator Kilzer: I don't see this particular item listed on the 30 OARS that the health dept. has. Is this in addition to a line in their budget that's already in existence?

Sen. J. Lee: I believe there is a line. All this particular bill does is to maintain the state support that we have had this last biennium. It isn't anyplace else. I looked at how we could best address this because so many different agencies and departments are connected with 2-1-1 in one way or another. It seems to me OMB would have been a good spot, but the health department, I believe, has a line item about suicide calls.

Senator Kilzer: How do you arrive at the figure of 325,000? Is that in the present budget?

Sen. J. Lee: If you take all the various places from which support came, this is the shortfall compared to what is available in the governor's budget today. It's one lump sum; it combines the various places that provided funding last time in one way or another.

Senator Wanzek: Has there ever been any discussions with 2-1-1 to look at how we fund 911?

Sen. J. Lee: I would be delighted if there was some ongoing source that you decided was appropriate. It is a very active and engaged board that works with FirstLink with this program finding revenues and resources, and they have not talked about a different source coming from the state, but you might have a better idea.

Senator Gary Lee: If I call into 911, and I should have called 2-1-1 is there any link between the two in terms of referral of that call?

Sen. J. Lee: They do not duplicate one another. 911 is to call police and ambulance. This is not having anybody go out to do anything. This is referral, crisis conversations, so they are not the same. This could be a tool for the local ambulance service.

Chairman Holmberg: We will not be passing this bill out today. The hearing was closed on 2205.

Testimony attached # 6 - Payments to First Link 2-1-1 submitted by OMB.

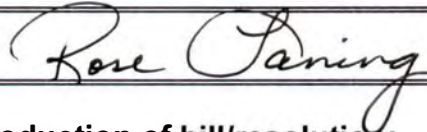
2013 SENATE STANDING COMMITTEE MINUTES

Senate Appropriations Committee Harvest Room, State Capitol

SB 2205 subcommittee
February 13, 2013
Job # 18907

Conference Committee

Committee Clerk Signature



Explanation or reason for introduction of bill/resolution:

A BILL for an Act to provide an appropriation to the office of management and budget for a grant for administering 2-1-1 services.

Minutes:

Testimony attached # 1

Legislative Council - Becky J. Keller

OMB - Lori Laschkewitsch

Senator Kilzer opened the hearing on SB 2205. **Senator Grindberg** and **Senator Mathern** were present.

Senator Kilzer wanted to hear a bit more about past testimony.

Lori Laschkewitsch explained attachment #1 - Payment to First Link 2-1-1.

Senator Kilzer asked if the gambling money allocated for 211 services is in statute.

Lori Laschkewitsch replied that there are provisions in statute that allocate money for Gamblers Anonymous.

The money in the adjutant general and the Human services was not specified in the budget.

The Health Dept. was for the Applied Suicide Intervention Skills Training - a general fund grant.

Senator Kilzer asked if there is money in the present Health Dept. budget.

Lori Laschkewitsch said there is money in the Health Dept. budget and is very likely this program would be a recipient again. The grant applications don't start until the biennium and it will be dependent upon who applies.

Senator Kilzer said there is \$700,000 in present biennium. How much in next?

Lori Laschkewitsch responded it will be \$700,000 again.

Senator Mathern asked if 2-1-1 is budgeting in a manner to get the \$325,000 and the potential grant.

Lori Laschkewitsch said, based on Senator Judy Lee's testimony, the \$325,000 amount was based on the amount of state dollars they had for this biennium. We appropriated \$150,000 in the DHS budget as ongoing for the 13-15 biennium.

Senator Kilzer and the Adjutant General said they'd only get 16,800?

Lori Laschkewitsch The reason they got the additional funding for 2011-13 was based on some of the emergencies like flooding. Those criteria fit to use the 2-1-1 for people who needed assistance during the flood. That money can't always be used.

Senator Kilzer Prior to present biennium, we don't know much about their funding except what is in the testimony, is that right?

Lori Laschkewitsch said that was correct.

She then mentioned that in the bill, the funding is being appropriated to OMB. It would be better to appropriate it to Human Services but Human Services is already giving a grant to 2-1-1.

Senator Kilzer I'd like to see it there. We can go ahead and make that amendment.

Senator Kilzer closed the hearing on SB 2205.

2013 SENATE STANDING COMMITTEE MINUTES

Senate Appropriations Committee

Harvest Room, State Capitol

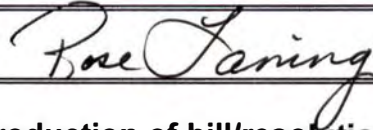
SB 2205 subcommittee

February 21, 2013

Job # 19308

Conference Committee

Committee Clerk Signature



Explanation or reason for introduction of bill/resolution:

A BILL for an Act to provide an appropriation to the office of management and budget for a grant for administering 2-1-1 services.

Minutes:

Testimony attached # 1-2

Legislative Council - Becky J. Keller

OMB - Lori Laschkewitsch

Senator Kilzer opened the hearing on SB 2205. Senators Grindberg and Warner were present.

Senator Kilzer - We have before us an amendment which replaces OMB with DHS on line 6.

Senator Grindberg moved the amendment.

Lori Laschkewitsch, OMB - I believe that Senator Judy Lee felt it should go to Human Services, so they have \$150,000 currently in their budget.

Senator Kilzer - Okay, that was going to be the next thing that we took up after we put this amendment on.

Senator Kilzer .02001 amendment - voice vote carried and amendment adopted.

Senator Kilzer - My next subject on this bill is the other funding that is coming that will be used for this purpose.

Lori Laschkewitsch - This shows funding in the adjutant generals budget. The reason is that there could be other funding. (Attached #1)

Senator Kilzer - Was this in the 2013-15, is that the amount that was requested?

Lori Laschkewitsch - We just continued the funding that was in the 2011-13 budget.

Senator Kilzer - Did they request an increase?

Lori Laschkewitsch - No they did not.

Senator Grindberg - My fingerprints are all over this from 2 years ago. It was the hodge podge to try and identify the funding. It was the adjutant general's budget and then we directed human services to find some money. The health department didn't do a very good job finding any money so we took some of the adjutant general's money and made it work. I'm a supporter of the 211, what kind of convinced me is a CNN story that happened right after that horrific tornado in Missouri a year or 2 ago and the Governor standing at the podium saying it was 211 that made the response time and the effectiveness of helping those injured. (5:25)

Senator Kilzer - Before we act I would like to go through the line item on the Health Department and explain the \$162,000 and then not \$162,000 for the upcoming biennium.

Lori Laschkewitsch - The Health Department is funding under the assistant grant and the reason that it doesn't show funding for the 2013-15 biennium is it isn't something that is granted ahead of time. Once the budget is completed agencies can apply for the grants in the 2013-15 biennium. (6:20)

Senator Kilzer - If they do get the \$162,000, that wouldn't decrease the request of \$325,000 would it?

Lori Laschkewitsch - They're unrelated as it stands today. We put this money specifically in the agencies budget for 211 this time so that will continue as opposed to last biennium where everybody was kind of scurrying and scrounging trying to find money to support 211.

Senator Warner - You have 233,979 written on bottom which corresponds exactly with the dollar amount of an amendment that Senator Mathern had prepared that I don't think was ever offered. Can you explain what that number is?

Lori Laschkewitsch - I believe the reason that was scribbled on there is just because I had made a photo copy for you and it was on there but I believe the question had been asked as to what the difference in the current funding was the \$174,000 as compared to the \$325,000 of the bill. So I had done the math and that is what I ended up on that handout.

Senator Warner - Did Senator Mathern distribute a .02002 amendment? (attached #2)

Senator Kilzer - Brenda, can you explain to us, I think it was, there is a figure of \$700,000 some place related to suicide prevention in the Health Department, can you step up to the microphone and tell us about the Health Department?

Brenda Weisz, Director of Accounting, Dept. of Health - We do have \$700,000 for grants in suicide prevention. (Gave an update on budget line) As Lori had mentioned depending on the outcome of the legislative session, we do have that \$700,000 continued from this biennium for suicide prevention granting and that the opportunity would be there again to work with First Link and we do provide them the funding for prevention grant

activities and the opportunity would present itself again in the upcoming biennium depending on the outcome of the legislative session.

Senator Warner - Is any money that you have in the Health Department used for treatment?

Brenda Weisz - No treatment, just referral service.

Senator Kilzer - My thought would be to keep the level of funding at the present biennium and that would be to substitute the request in this bill with the \$234,000.

Senator Warner - The best I understand that is what Senator Mathern's amendment does.

Senator Warner moved to rescind the first amendment and add the Mathern amendment 13.0444.02002

Seconded by Senator Grindberg.

A roll call vote was taken. Yea: 3 Nays: 0

Senator Grindberg moved Do Pass as Amended.

Seconded by Senator Warner.

A roll call vote was taken. Yea: 3 Nays: 0

2013 SENATE STANDING COMMITTEE MINUTES

Senate Appropriations Committee
Harvest Room, State Capitol

SB 2205
02-21-2013
Job # 19368

Conference Committee

Committee Clerk Signature



Explanation or reason for introduction of bill/resolution:

A BILL for a grant to administer 2-1-1 funds (Do Pass as Amended)

Minutes:

See attached testimony

Chairman Holmberg called the committee to order on Thursday, February 21, 2013. All committee members were present except Senator Mathern.

Becky J. Keller-Legislative Council
Sheila Peterson -OMB

Senator Kilzer: 2205 is the suicide prevention line, the 2-1-1- or First Link, those are all the names that mean basically the same thing. This is the bill Judy lee testified on, she was the only testifier on it. The amendment should be numbered .02002
Testimony attached # 1. That's just a technical correction over to Human Services. the other amendment is the price tag. That's what we are more concerned with . The request was for \$325,000.00 and after doing a little realistic math we changed that to \$233,979.00 and that brings it to the same level as the present biennium is, the First Link funding will receive that same amount in the next biennium that they had received in this biennium.

I would move the amendment #13.0444.02002. 2nd by Senator Erbele.

Vice Chairman Grindberg Discussion. All in favor say aye. Motion carries.

Senator Kilzer: On the bill itself, on the second hand out, Testimony attached # 2 - First link 2-1-1- Services you can see that on the left is the present biennium and on the right is the upcoming biennium and you can see the similarities and the differences in the funding. One thing that is not listed on here, the Health Department gave \$162,000 to the present biennium and it is anticipated they will also give \$162,000 in the upcoming biennium. They have a total of around \$700,000 in grants

to be distributed and they have several suicide clients that they give money to among which is the First Link. As you can see the Adjutant General had \$88,000 and that was because of the flooding and things, and they have a base of \$16,800 and that's the emergency criteria but if there is if anything happens that could be increased.

Senator Kilzer moved a Do Pass as Amended on SB 2205. 2nd by Senator Robinson.

Vice Chairman Grindberg : Discussion. Hearing none, call the roll on a Do Pass as Amended on SB 2205.

A Roll Call vote was taken. Yea: 12; Nay: 0; Absent: 1.

Senator Kilzer will carry the bill.

The hearing was closed on SB 2205.

13.0444.02002
Title.04000

Prepared by the Legislative Council staff for
Senator Mathern
February 14, 2013

2/21/13
RM

PROPOSED AMENDMENTS TO SENATE BILL NO. 2205

Page 1, line 1, replace "office of management and budget" with "department of human services"

Page 1, line 1, after the second "for" insert "providing"

Page 1, line 5, replace "\$325,000" with "\$233,979"

Page 1, line 6, replace "office of management and budget" with "department of human services"

Renumber accordingly

Date: 2-21-13

Roll Call Vote # 1

2013 SENATE STANDING COMMITTEE
ROLL CALL VOTES

BILL/RESOLUTION NO. 2205

Senate Appropriations Committee

Check here for Conference Committee

Legislative Council Amendment Number 13.0444.02002

Action Taken _____

Motion Made By Kilzer Seconded By Erbele

Senators	Yes	No	Senator	Yes	No
Chairman Ray Holmberg			Senator Tim Mathern		
Co-Vice Chairman Bill Bowman			Senator David O'Connell		
Co-Vice Chair Tony Grindberg			Senator Larry Robinson		
Senator Ralph Kilzer			Senator John Warner		
Senator Karen Krebsbach					
Senator Robert Erbele					
Senator Terry Wanzek					
Senator Ron Carlisle					
Senator Gary Lee					

Total (Yes) _____ No _____

Absent _____

Floor Assignment _____

If the vote is on an amendment, briefly indicate intent:

*Voice Vote
Carried*

Date: 2-21-13

Roll Call Vote # 2

2013 SENATE STANDING COMMITTEE
ROLL CALL VOTES

BILL/RESOLUTION NO. 2205

Senate Appropriations Committee

Check here for Conference Committee

Legislative Council Amendment Number _____

Action Taken DO Pass As Amended

Motion Made By Kilzer Seconded By Robinson

Senators	Yes	No	Senator	Yes	No
Chairman Ray Holmberg	✓		Senator Tim Mathern	A	
Co-Vice Chairman Bill Bowman	✓		Senator David O'Connell	✓	
Co-Vice Chair Tony Grindberg	✓		Senator Larry Robinson	✓	
Senator Ralph Kilzer	✓		Senator John Warner	4	
Senator Karen Krebsbach	✓				
Senator Robert Erbele	✓				
Senator Terry Wanzek	✓				
Senator Ron Carlisle	✓				
Senator Gary Lee	✓				

Total (Yes) 12 No 0

Absent 1

Floor Assignment Kilzer

If the vote is on an amendment, briefly indicate intent:

REPORT OF STANDING COMMITTEE

SB 2205: Appropriations Committee (Sen. Holmberg, Chairman) recommends **AMENDMENTS AS FOLLOWS** and when so amended, recommends **DO PASS** (12 YEAS, 0 NAYS, 1 ABSENT AND NOT VOTING). SB 2205 was placed on the Sixth order on the calendar.

Page 1, line 1, replace "office of management and budget" with "department of human services"

Page 1, line 1, after the second "for" insert "providing"

Page 1, line 5, replace "\$325,000" with "\$233,979"

Page 1, line 6, replace "office of management and budget" with "department of human services"

Renumber accordingly

2013 HOUSE HUMAN SERVICES

SB 2205

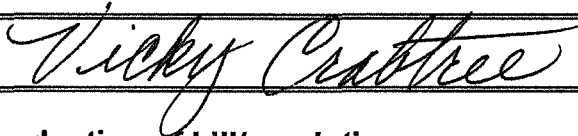
2013 HOUSE STANDING COMMITTEE MINUTES

House Human Services Committee Fort Union Room, State Capitol

SB 2205
March 26, 2013
Job #20479

Conference Committee

Committee Clerk Signature



Explanation or reason for introduction of bill/resolution:

To provide an appropriation to the DHS for providing a grant for administering 2-1-1 services.

Minutes:

See Testimonies #1 and 2

Chairman Weisz opened the hearing on SB 2205.

Sen. Judy Lee: From District 13 in West Fargo introduced and sponsored the bill. I'm familiar with the services of 2-1-1 and a strong supporter of what they do. They provide information and referral services and remarkable in disaster assistance through floods. The 2-1-1 service has been able to direct people to the sources they need. They have suicide call responders. The original bill was \$325,000 and then Senate Appropriations got a hold of this and got information from OMB which dealt with only what was appropriated and not additional dollars that was provided by other sources. Actually the \$233,979 is not the number it takes to hold even with what we provided last time. If we don't fund this on a statewide basis, 2-1-1 will no longer continue to be a statewide service.

4:54

Cindy Miller: Executive Director of FirstLink testified in support of the bill. (See Testimony #1)

14:20

Chairman Weisz: Do you have a breakdown of your funding sources since 2012?

Miller: I can get that for you. We get \$170,000 a year from the United Way of Cass Clay and then the others are the services through different state departments or through contracts and agencies we have contracts with.

Chairman Weisz: Why is the funding going away from the department?

Miller: We've never had it. We added on an enhance piece. We have had to add on more data base people. We are getting more calls. We have more expenses now.

Chairman Weisz: You indicated that the funding from the department is going away.

Miller: We don't have a contract with them for next year.

Rep. Porter: I would like to see a regular income statement with revenue in and expenses out, the total number of employees and the location and how many employees are part of the operation and how does the partnership work with the national hotline? Is that a revenue producer for you or is it something you have decided to align yourself with?

Miller: We get \$3,000 a year to be part of the National Suicide Prevention Life Line. It is not revenue producing by any means.

Rep. Porter: How many total employees are part of the operation?

Miller: We have 8 full time and 10 part time and we run 24/7.

Rep. Mooney: How do you manage with 24/7 with the limited staff that you have?

Miller: We are busy. We have been doing this for 40 some years so I think we do it well.

Rep. Mooney: Do they work by remote or have to come into the office?

Miller: They have to be on site.

Rep. Mooney: You also contract with other counties?

Miller: Some counties we have disaster assistance specifically for us. FEMA always refer people to 2-1-1 when there is a disaster.

Rep. Mooney: The suicide hotline here is the only one?

Miller: No, there is a national prevention suicide hotline is the 1-800 number. We ask people to call that number.

Rep. Silbernagel: Are you finding the increased calls coming generally across the state or from one area versus another.

Miller: Ward County when they had disasters, but generally across the state.

Vice-Chair Hofstad: You talked about various contacts with social service to provide crisis support after hours. Can you tell me what programs the social services have and the ones you have?

Miller: We have six contracts with other agencies. (Inaudible) crisis center, CVIC from Grand Forks, UND counseling center, NDSU counseling center, Southeast Human Service Center, Region IV which is on the edge of Minnesota. We answer after hours, weekends and holidays for them.

Vice-Chair Hofstad: Are those callers referred back to the human service centers?

Miller: Yes, unless a crisis at the moment. Some people want us to transfer every call to make sure that everything is ok. Southeast lets us handle all calls except if they are suicidal.

24:16

Brian Kalk: Public Service Commission Chairman: Testified in support of the bill. (See Testimony #2)

NO OPPOSITION

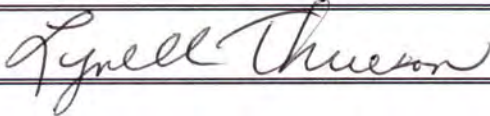
Chairman Weisz closed the hearing on SB 2205.

2013 HOUSE STANDING COMMITTEE MINUTES

House Human Services Committee
Fort Union Room, State Capitol

SB 2205
March 26, 2013
Job 20518

Conference Committee



Explanation or reason for introduction of bill/resolution:

Minutes:

Chairman Weisz: Discussion on SB 2205.

Representative Mooney: I move to bring SB 2205 back to the original status that it was and that they say they are losing the funding. Seconded by Representative Oversen.

Representative Porter: I am going to resist the amendment and support the bill in its present form so that it's a unified approach from the Senate and the House and the funding for the program. This is a necessary program and given our stake inside of it that we've got the number.

Chairman Weisz: They dropped it because they hadn't taken into account that additional one time grant of \$100,000 that they received from the department. They were only looking at the normal funding that they were going to replace.

A Voice vote taken was taken. Motion failed.

Representative Porter: I move a Do Pass and Re-refer to Appropriations SB 2205. Seconded by Representative Silbernagel.

A Do Pass Roll call vote on Engrossed SB 2205 and Re-referred to Appropriations: Yes = 12, No = 0, Absent = 1. Carrier: Representative Anderson.

Date: 3-26-13
Roll Call Vote #: 1

2013 HOUSE STANDING COMMITTEE
ROLL CALL VOTES
BILL/RESOLUTION NO. 2205

House Human Services Committee

Check here for Conference Committee

Legislative Council Amendment Number _____

Action Taken: Do Pass Do Not Pass Amended Adopt Amendment
 Rerefer to Appropriations Reconsider

Motion Made By Rep. Mooney Seconded By Rep. Oversen

Representatives	Yes	No	Representatives	Yes	No
CHAIRMAN WEISZ			REP. MOONEY		
VICE-CHAIRMAN HOFSTAD			REP. MUSCHA		
REP. ANDERSON			REP. OVERSEN		
REP. DAMSCHEN					
REP. FEHR					
REP. KIEFERT					
REP. LANING					
REP. LOOYSEN					
REP. PORTER					
REP. SILBERNAGEL					

Total (Yes) _____ No _____

Absent _____

Floor Assignment _____

If the vote is on an amendment, briefly indicate intent:

Bring the appropriation back to \$325,000

Voice Vote Motion Failed

Date: 3-26-13
Roll Call Vote #: 2

2013 HOUSE STANDING COMMITTEE
ROLL CALL VOTES
BILL/RESOLUTION NO. 2205

House Human Services Committee

Check here for Conference Committee

Legislative Council Amendment Number _____

Action Taken: Do Pass Do Not Pass Amended Adopt Amendment

Rerefer to Appropriations Reconsider

Motion Made By Rep Porter Seconded By Silbernagel

Representatives	Yes	No	Representatives	Yes	No
CHAIRMAN WEISZ	✓	✓	REP. MOONEY	✓	✓
VICE-CHAIRMAN HOFSTAD	✓	✓	REP. MUSCHA	✓	✓
REP. ANDERSON	✓	✓	REP. OVERSEN	✓	✓
REP. DAMSCHEN	✓	✓			
REP. FEHR	✓	✓			
REP. KIEFERT	✓	✓			
REP. LANING	✓	✓			
REP. LOOYSEN	✓	✓			
REP. PORTER	✓	✓			
REP. SILBERNAGEL	✓	✓			

Total (Yes) 12 No 0

Absent 1

Floor Assignment Rep. Anderson

If the vote is on an amendment, briefly indicate intent:

REPORT OF STANDING COMMITTEE

SB 2205, as engrossed: Human Services Committee (Rep. Weisz, Chairman) recommends DO PASS and BE REREFERRED to the Appropriations Committee (12 YEAS, 0 NAYS, 1 ABSENT AND NOT VOTING). Engrossed SB 2205 was rereferred to the Appropriations Committee.

2013 HOUSE APPROPRIATIONS

SB 2205

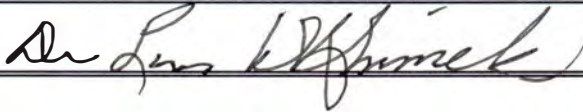
2013 HOUSE STANDING COMMITTEE MINUTES

House Appropriations Committee Roughrider Room, State Capitol

SB 2205
4/2/13
Job # 20772

Conference Committee

Committee Clerk Signature



Explanation or reason for introduction of bill/resolution:

A BILL for an Act to provide an appropriation to the department of human services for providing a grant for administering 2-1-1 services.

Minutes:

Handout #1

Chairman Delzer called the committee back to order.

Rep. Robin Weisz, District 14: Introduced the bill. Appropriated \$233,979 to FirstLink. First Link is the 211 service that is provided by First Link and it is a statewide service. They had been receiving funding from both Department of Health Human Services for \$233,979 and that funding is going away. It was not part of the ongoing budget. I have letters here from virtually everybody saying they do a good job.

01:40

Chairman Delzer: Did you ask where the money came from to pay for it?

Rep. Weisz: (See handout #1) A lot of it was being funded by Cass County. They're based in Fargo, and they're contracting with Cass County currently for services. In 2012, they lost \$21,000. from the services they provided. They do fundraisers, United Way gives those funds. Went over the handout. The PFC, EMS, Insurance Commissioner all were in support but nobody was stepping up to the plate.

Chairman Delzer: Was the health department there?

Rep. Weisz: They were noticeably absent.

Chairman Delzer: We'll have to check, there may still be some funding still in the budget for these.

Rep. Weisz: That could be correct. Your committee felt based on all the testimony they are providing a statewide service that I think we do need to provide funding. Money came versus the Minot flood they are still receiving calls.

Chairman Delzer: Did you ask how long we've been doing the 2-1-1?

Rep. Weisz: It was 2005 or 2007 that MHA said they would no longer be able to perform those services. FirstLink was asked to take it on, and they've been doing it ever since.

Chairman Delzer: Will you leave us a copy of their budget. Questions by the committee?

Rep. Nelson: When FirstLink went statewide, they didn't have the revenue stream to do that with did they?

Rep. Weisz: They initially got \$170,000 grant from DHS or DOH to help that go forward. Went over the handout again.

Chairman Delzer: That would be federal money?

Rep. Weisz: It doesn't break it down. The adjutant General's dropped by roughly \$72,000. DHS stays the same. The Health Departments \$162,000 disappears completely.

OMB Tammy Dolan confirmed that.

Chairman Delzer: Why did OMB pull the money out of the health department?

Dolan: The \$162,000 that had been received is a grant that the organization applied for and received. Within the health department there is a \$700,000 appropriation item for suicide grants, and FirstLink can apply for it, but it is competitive so there is no guarantee they would receive it. That is why they show a zero right now.

Rep. Skarphol; who received in this biennium from that funding source? Is that general funding?

Dolan: I can get that information for you.

Chairman Delzer: Rep. Weisz were you aware of any of these?

Rep. Weisz: I was aware that there was a \$700,000 for suicide grants. That is why we have this bill because it was for stable funding. At this point they do not have the funding yet the state agencies are saying we want 211 services. They can go back to just doing county wide 211.

8:40

Chairman Delzer: Didn't we pass another bill on suicide lately on the floor?

Rep. Williams: Regardless of what were those federal pass-through dollars that they were using in the past?

Dolan: I know in the case of the Adjutant General the funds were from a federal grant they had received. They were available in the current biennium; they do not anticipate they will be available in the second biennium because funding is being reduced. DHS looks like

\$150,000 was from the general fund and \$7,200 was other funds; I am guessing that was federal dollars but I am not certain of that.

Chairman Delzer: Did you have any questions about their timing, the use of this 2-1-1? How many total calls come in?

Rep. Weisz: It's used 24/7/365 days a year. I believe there were 39,623 callers during the last year. They answered 1416 calls just related to suicides. It was from 51 counties in ND. We did not ask about the time of day that calls come in. They also take emergency calls after hours for SE Human Service Center so that when they close for the day they answer the calls and they direct those persons to whatever source they need to go to. They provide services for suicide, counseling, reference, and refer them to the correct area, such as the police.

Chairman Delzer: Do they get any of the quit line calls?

Rep. Weisz: I assume they would just send them on because that is an 800 number.

Rep. Hawken: If people would like to learn more about it they can go on line at www.myfirstlink.org has history and lots of information. 13:00

Chairman Delzer: Who does advertising for 2-1-1? It is on big time right now.

Rep. Weisz: It's not generally FirstLink, it's an agency trying to promote its use.

Chairman Delzer: At one point we were using lottery money for gaming addiction and some other things. Are they putting any money into 211?

Dolan: Not to my knowledge, but I can check on that.

Rep. Brandenburg: Who's paying for that?

Chairman Delzer: I would imagine it's probably being spent by the lottery commission for the ads for those because it is dealing strictly with gaming.

Rep. Grande: Part of the gaming tax goes to Gamblers Anonymous and for the advertising and such. I think this 2-1-1 is probably PSAs.

Chairman Delzer: I don't think they were PSAs.

Rep. Weisz: Individual agencies may mention the service they are using.

Rep. Brandenburg: The general fund shouldn't be paying for Gamblers Anonymous; it should be coming out of Gaming money.

Chairman Delzer: Most of that is but we need that list from you Tammy Dolan. I'm pretty sure we did some addiction counseling out of that, too. Further questions?

2013 HOUSE STANDING COMMITTEE MINUTES

House Appropriations Committee
Roughrider Room, State Capitol

SB 2205
4/5/13
Job 20941

Conference Committee

Committee Clerk Signature

Mary Brucker

Explanation or reason for introduction of bill/resolution:

A Bill for an Act to provide an appropriation to the department of human services for providing a grant for administering 2-1-1 services.

Minutes:

Attached amendments 13.0444.04001

Chairman Delzer: This bill would appropriate \$233,979 to DHS for providing a grant to an organization for administering statewide 2-1-1 services. We found out that the adjutant general used to have \$88,000 of federal and it going down to \$16,000, human services still has \$157,000 in it, and the health department had \$162,000.

Rep. Bellew: The human services money is \$150,000 out of the general fund and \$7,000 for federal funds. The health department was all federal funds. They didn't get that money back.

Chairman Delzer: When you say federal, it was a competitive federal grant or was this a grant that went out to all states to start that?

Lori Laschkewitsch, OMB: The health department has \$700,000 of general funds for suicide grants and they 2-1-1 services in the current biennium had received \$162,000 of that.

Chairman Delzer: They could still apply for this grant from that \$700,000?

Lori Laschkewitsch: That's correct. The reason it is not committed to 2-1-1 is because those get committed after the start of the biennium so it is very likely they may get that again but they need to apply for it.

Chairman Delzer: If they did that they would get that \$162,000 plus probably apply for that grant for whatever they wanted on top of that? Giving them this money would not preclude them from applying for that health department grant?

Lori Laschkewitsch: That is correct. That is why this was amended down from \$325,000 in the original appropriation in anticipation of them probably receiving this \$162,000 grant.

Chairman Delzer: That isn't \$162,000; it's only \$102,000. Do you know where the \$88,000 is that was in the adjutant general's money that will now only be \$16,000?

Lori Laschkewitsch: That was in the adjutant general money and it was disaster flood money so it could only been utilized because there had been a disaster so that money wouldn't be available to them in the 2013-15 biennium unless there is a disaster or flooding again. It was only one time funding.

Rep. Skarphol: I had those numbers written down, but for the department of human services I had written down last time was \$157,200 and \$150,000 was general fund and I have \$152,200 this time.

Lori Laschkewitsch: \$157,200.

Rep. Skarphol: The grant from the health department was \$162,000 but they are showing it as zero. That's the \$700,000 you talked about that they could conceivably get again?

Lori Laschkewitsch: They could conceivably get the \$162,000 again if they applied for it.

Chairman Delzer: Can you tell us where the \$700,000 went from the current biennium?

Lori Laschkewitsch: I could but it is a very lengthy list.

Chairman Delzer: Is that whole list on there? I guess we have that; it was distributed at the last discussion on this bill. What are your wishes?

Rep. Skarphol: If they can go back to health and get \$162,000, the only difference between last biennium and this is the difference in the money from the adjutant general. There is \$71,900 so why would we put \$233,000 in here is their need is \$71,900? I would hope we would reduce that number.

Rep. Nelson: One of the handouts we got shows a loss of \$21,475 in 2012 year to date.

Chairman Delzer: I believe Rep. Hawken referenced that. If we change this to \$100,000, it would probably give them the coverage plus another \$21,000 or \$22,000.

Rep. Hawken: This group now does almost the entire state. They have an inordinate number of calls for suicide prevention and for a number of other things. They do it on a shoestring and with a ton of volunteers. This is preventive. If we fund an organization that does what 2-1-1 does, people don't end up in the hospital where they cost us more. It's an amazing service for the state of North Dakota for very little money. At some point you need to invest in programs that do good things. It saves lives and it's a minuscule amount of money.

Chairman Delzer: The essence is that they've done this through the flood service; we're trying to get to the amount of money they need to continue on. Everyone agrees that the 2-1-1 is a fine set up.

Rep. Bellew: Does the 2-1-1 line get any gambling money?

Chairman Delzer: That was funded by the department of human services.

Lori Laschkewitsch: \$7,200 of the gambling money goes to 2-1-1.

Chairman Delzer: How much do human services get of the gambling money?

Lori Laschkewitsch: \$400,000.

Chairman Delzer: \$7,000 goes there so where does the rest of the money go?

Lori Laschkewitsch: It's for the counseling services they provide.

Chairman Delzer: What are your wishes?

Rep. Skarphol: Made a motion to reduce the number to \$125,000.

Rep. Pollert: Seconded.

Rep. Skarphol: That more than doubles the loss reflected here. It takes them through the biennium and hopefully they won't have the issues they did last biennium.

Chairman Delzer: We would hope the health department would fund the \$162,000 as a minimum.

VOICE VOTE: MOTION CARRIES.

Rep. Pollert: Made a motion for a Do Pass as Amended.

Rep. Holman: Seconded.

**ROLL CALL VOTE: 19 YES 2 NO 1 ABSENT
MOTION CARRIED FOR DO PASS AS AMENDED.**

Rep. Glasheim will carry this bill.

Rep. Skarphol: I would request that I be notified as to the amount of the grant they get from the health department. Maybe the entire committee would like that too. I would like to know if they get that \$162,000 or if they give them \$112,000 to offset the increase we gave them.

Chairman Delzer: Lori and Becky, can you make note of that? Can we pass that request on to the health department not with the essence of it but how much of that grant they get?

VK
 4/8/13

PROPOSED AMENDMENTS TO ENGROSSED SENATE BILL NO. 2205

Page 1, line 5, replace "\$233,979" with "\$125,000"

Re-number accordingly

STATEMENT OF PURPOSE OF AMENDMENT:

Senate Bill No. 2205 - Department of Human Services - House Action

	Executive Budget	Senate Version	House Changes	House Version
Grant for 2-1-1 services		\$233,979	(\$108,979)	\$125,000
Total all funds	\$0	\$233,979	(\$108,979)	\$125,000
Less estimated income	0	0	0	0
General fund	\$0	\$233,979	(\$108,979)	\$125,000
FTE	0.00	0.00	0.00	0.00

Department No. 325 - Department of Human Services - Detail of House Changes

	Reduces Funding for Grant ¹	Total House Changes
Grant for 2-1-1 services	(\$108,979)	(\$108,979)
Total all funds	(\$108,979)	(\$108,979)
Less estimated income	0	0
General fund	(\$108,979)	(\$108,979)
FTE	0.00	0.00

¹ Funding is reduced from \$233,879 for a grant to an organization for administering statewide 2-1-1 services.

Date: 4/5/13
Roll Call Vote #: 1

2013 HOUSE STANDING COMMITTEE
ROLL CALL VOTES
BILL/RESOLUTION NO. 2205

House Appropriations Committee

Check here for Conference Committee

Legislative Council Amendment Number _____

Action Taken: Do Pass Do Not Pass Amended Adopt Amendment
 Rerefer to Appropriations Reconsider

Motion Made By Rep. Skarphol Seconded By Rep. Pollert

Representatives	Yes	No	Representatives	Yes	No
Chairman Delzer			Rep. Streyle		
Vice Chairman Kempenich			Rep. Thoreson		
Rep. Bellew			Rep. Wieland		
Rep. Brandenburg					
Rep. Dosch					
Rep. Grande			Rep. Boe		
Rep. Hawken			Rep. Glassheim		
Rep. Kreidt			Rep. Guggisberg		
Rep. Martinson			Rep. Holman		
Rep. Monson			Rep. Williams		
Rep. Nelson					
Rep. Pollert					
Rep. Sanford					
Rep. Skarphol					

Total Yes _____ No _____

Absent _____

Floor Assignment _____

If the vote is on an amendment, briefly indicate intent:

reduce to \$125,000

voice vote carries

Date: 4/5/13
Roll Call Vote #: 2

2013 HOUSE STANDING COMMITTEE
ROLL CALL VOTES
BILL/RESOLUTION NO. 2205

House Appropriations Committee

Check here for Conference Committee

Legislative Council Amendment Number 13.0404.04001

Action Taken: Do Pass Do Not Pass Amended Adopt Amendment
 Rerefer to Appropriations Reconsider

Motion Made By Rep. Pollert Seconded By Rep. Holman

Representatives	Yes	No	Representatives	Yes	No
Chairman Delzer	X		Rep. Streyle		X
Vice Chairman Kempenich	X		Rep. Thoreson	X	
Rep. Bellew	X		Rep. Wieland	X	
Rep. Brandenburg	X				
Rep. Dosch		X			
Rep. Grande	X		Rep. Boe		
Rep. Hawken	X		Rep. Glassheim	X	
Rep. Kreidt	X		Rep. Guggisberg	X	
Rep. Martinson	X		Rep. Holman	X	
Rep. Monson	X		Rep. Williams	X	
Rep. Nelson	X				
Rep. Pollert	X				
Rep. Sanford	X				
Rep. Skarphol	X				

Total Yes 19 No 2

Absent 1

Floor Assignment Rep. Glassheim

If the vote is on an amendment, briefly indicate intent:

REPORT OF STANDING COMMITTEE

SB 2205, as engrossed: Appropriations Committee (Rep. Delzer, Chairman) recommends **AMENDMENTS AS FOLLOWS** and when so amended, recommends **DO PASS** (19 YEAS, 2 NAYS, 1 ABSENT AND NOT VOTING). Engrossed SB 2205 was placed on the Sixth order on the calendar.

Page 1, line 5, replace "\$233,979" with "\$125,000"

Re-number accordingly

STATEMENT OF PURPOSE OF AMENDMENT:

Senate Bill No. 2205 - Department of Human Services - House Action

	Executive Budget	Senate Version	House Changes	House Version
Grant for 2-1-1 services		\$233,979	(\$108,979)	\$125,000
Total all funds	\$0	\$233,979	(\$108,979)	\$125,000
Less estimated income	0	0	0	0
General fund	\$0	\$233,979	(\$108,979)	\$125,000
FTE	0.00	0.00	0.00	0.00

Department No. 325 - Department of Human Services - Detail of House Changes

	Reduces Funding for Grant ¹	Total House Changes
Grant for 2-1-1 services	(\$108,979)	(\$108,979)
Total all funds	(\$108,979)	(\$108,979)
Less estimated income	0	0
General fund	(\$108,979)	(\$108,979)
FTE	0.00	0.00

¹ Funding is reduced from \$233,879 for a grant to an organization for administering statewide 2-1-1 services.

2013 CONFERENCE COMMITTEE

SB 2205

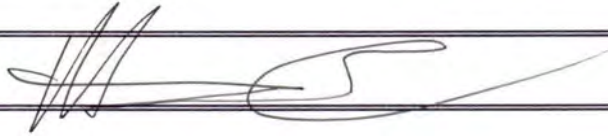
2013 SENATE STANDING COMMITTEE MINUTES

Senate Human Services Committee
Red River Room, State Capitol

SB 2205
4/16/13
21178

Conference Committee

Committee Clerk Signature



Explanation or reason for introduction of bill/resolution:

To provide an appropriation to the office of management and budget for a grant for administering 2-1-1 services.

Minutes:

You may make reference to "attached testimony."

Sen. J. Lee, Sen. Dever, Sen. Axness are present
Rep. Weisz, Rep. Kiefert, Rep. Oversen are present

Sen. J. Lee opens the Conference Committee for SB 2205

Rep. Weiz discusses funding for SB 2205, if there is no grant.

There is a discussion about the grant funding.

There is a discussion of what agency to put 2-1-1 under.

Sen. Dever asks for clarification on the funding.

Sen. Dever asks which version was introduced.

There is a discussion on who is funding 2-1-1.

There is a discussion about how to move forward and rescheduling the conference Committee.

Sen. J Lee closes the conference committee.

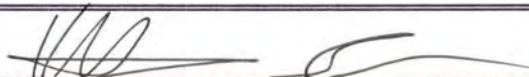
2013 SENATE STANDING COMMITTEE MINUTES

Senate Human Services Committee
Red River Room, State Capitol

SB 2205
4/17/13
21213

Conference Committee

Committee Clerk Signature



Explanation or reason for introduction of bill/resolution:

To provide an appropriation to the office of management and budget for a grant for administering 2-1-1 services.

Minutes:

You may make reference to "attached testimony."

Sen. J. Lee , Sen. Dever, Sen. Axness
Rep. Weisz, Rep. Kiefert, Rep. Oversen.

Sen. J. lee opens the conference committee on SB 2205

Sen. J. Lee discusses about 2-1-1 and a message from **Arvy Smith from the department of health**. Attachment #1

Arvy Smith is recognized. **Rep. Weisz** asks for clarification on the grants and funding. **Rep. Weisz** asks what of the \$700,000 is used for. **Sen. J. lee** asks for clarification of the \$700,000 how it's spent. **Arvy Smith** provides additional information for the committee see attachment #2 and #3.

Sen. J. Lee states that it should be general fund and states it's an important program.

Rep. Weisz shares has his opinion on SB 2205

There is discussion who is and who doesn't pay for 2-1-1.

There is a discussion on the \$150,000 of the funding that is coming DHS general funds.

There is a discussion how to move forward with SB 2205

There is discussion about United Way Cass County donating money for 2-1-1 and funding the program.

Sen. J lee discusses talks about all the services throughout the state that use 2-1-1

Senate Human Services Committee
SB 2205
4/17/13
Page 2

Sen. J lee closes the conference committee SB 2205

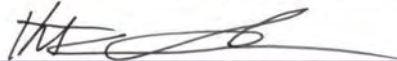
2013 SENATE STANDING COMMITTEE MINUTES

Senate Human Services Committee
Red River Room, State Capitol

SB 2205
4/25/13
21510

Conference Committee

Committee Clerk Signature



Explanation or reason for introduction of bill/resolution:

To provide an appropriation to the office of management and budget for a grant for administering 2-1-1 services.

Minutes:

"Attached testimony."

Sens. J Lee, Dever, Axness are present
Reps Weisz, Kiefert, Oversen are present

Sen. J Lee. Opens the committee conference for SB 2205

Rep. Weisz discusses proposed amendments **attachment #1.**

Sen. J. Lee discusses the funding.

There is a discussion on which version would be amended.

Sen. Dever asks about suicide prevention services.

Rep. Weisz discusses **attachment #2** and suicide prevention.

There is a discussion who would take ownership of 2-1-1

Sen. J. Lee discusses the public services commission and 2-1-1

Sen. Dever asks for clarification on funding.

Sen. J. Lee asks the committee if there is any consideration on language Arvy Smith proposed. Attachment #3

Rep. Weisz motions House amendments and amend

Rep. Kiefert seconds

Senate Human Services Committee

SB 2205

4/25/13

Page 2

6 yes

0 no

0 absent

Motion Carries

Senator Carrier Sen. J. Lee

House Carrier Rep. Weisz

Sen. J. closes the conference committee SB 2205

13.0444.04002
Title.06000

Prepared by the Legislative Council staff for
Representative Weisz
April 24, 2013

FW
4-25-13

PROPOSED AMENDMENTS TO ENGROSSED SENATE BILL NO. 2205

That the House recede from its amendments as printed on pages 1209 and 1210 of the Senate Journal and pages 1269 and 1270 of the House Journal and that Engrossed Senate Bill No. 2205 be amended as follows:

Page 1, line 5, replace "\$233,979" with "\$285,000"

Page 1, line 7, after "services" insert "that include suicide prevention services"

Renumber accordingly

Date 4-25-13

Roll Call Vote # 1

**2013 SENATE CONFERENCE COMMITTEE
ROLL CALL VOTES**

BILL/RESOLUTION NO. 2805 as (re) engrossed

Senate Human Services Committee

- Action Taken**
- SENATE accede to House Amendments
 - SENATE accede to House Amendments and further amend
 - HOUSE recede from House amendments
 - HOUSE recede from House amendments and amend as follows
 - Unable to agree**, recommends that the committee be discharged and a new committee be appointed

Motion Made by: Rep Weisz Seconded by: Rep Kiefert

Senators	4/16	4/17	4/25	Yes	No	Representatives	4/16	4/17	4/25	Yes	No
Sen. J. Lee	✓	✓	✓	X		Rep. Weisz	✓	✓	✓	X	
Sen. Dever	✓	✓	✓	X		Rep. Kiefert	✓	✓	✓	X	
Sen. Axness	✓	✓	✓	X		Rep. Oversen	✓	✓	✓	X	
Total Senate Vote						Total Rep. Vote					

Vote Count Yes: 6 No: 0 Absent: —

Senate Carrier Sen J. Lee House Carrier Rep Weisz

LC Number 13.0444 . 04002 of amendment

LC Number _____ of engrossment

REPORT OF CONFERENCE COMMITTEE

SB 2205, as engrossed: Your conference committee (Sens. J. Lee, Dever, Axness and Reps. Weisz, Kiefert, Oversen) recommends that the **HOUSE RECEDE** from the House amendments as printed on SJ pages 1209-1210, adopt amendments as follows, and place SB 2205 on the Seventh order:

That the House recede from its amendments as printed on pages 1209 and 1210 of the Senate Journal and pages 1269 and 1270 of the House Journal and that Engrossed Senate Bill No. 2205 be amended as follows:

Page 1, line 5, replace "\$233,979" with "\$285,000"

Page 1, line 7, after "services" insert "that include suicide prevention services"

Renumber accordingly

Engrossed SB 2205 was placed on the Seventh order of business on the calendar.

2013 TESTIMONY

SB 2205



What services does FirstLink offer?

FirstLink operates North Dakota's 2-1-1 Helpline and is the only call center to answer the National Suicide Prevention Lifeline in North Dakota.

24 hours a day FirstLink provides:

Listening and support- a nonjudgmental, supportive, listening ear
Information and referral- about nonprofit/government human service resources and volunteer opportunities

Common referral topics include, but are not limited to:

- Abuse/Assault
- Addictions
- Disabilities
- Disasters
- Education
- Emergency Shelters
- Financial Assistance
- Health Care
- Mental Health
- Military/Veteran Support
- Substance Abuse
- Support Groups
- Volunteer Opportunities

Who needs FirstLink?

- All people...anytime, anywhere in North Dakota.
- People seeking information and community resources.
- People who are experiencing financial hardship.
- People with mental health concerns.
- People from rural communities where fewer resources may be available.
- People from large communities where many resources may be available.

FirstLink makes a difference: (Statistics from 2012)

- FirstLink 2-1-1 deescalated hundreds of callers who were suicidal and needed a safe place to call to collaborate on a safety plan.
- These calls saved North Dakota law enforcement, fire departments, dispatch centers, and EMT's hundreds of hours of time. By calling FirstLink, these departments were not called to dispatch help for welfare checks or spend time deescalating citizens.
- FirstLink 2-1-1 gives social services agencies a place for their clients to call for listening and support on evenings and weekends.
- FirstLink 2-1-1 gave shelter and financial information to help keep citizens safe and off the streets.
- FirstLink 2-1-1 gave out over 18,700 resources.
- FirstLink 2-1-1 gave hope to 39,623 callers who needed assistance.
- FirstLink received 1,416 calls related to suicide on all phone lines.
- FirstLink received calls from 51 North Dakota counties in 2012.

FirstLink's funding sources:

One of FirstLink's main funding sources has been through the United Way of Cass-Clay. They have and will continue to support FirstLink's 2-1-1 Helpline, Suicide Lifeline and suicide support services for the Cass-Clay communities. In the past, 2-1-1 statewide funding has been received from the North Dakota Department of Health, North Dakota Department of Human Services, North Dakota Adjutant General's office, funders, donors, and other United Ways from across the state. The current state support ends June 30, 2013. The demand for services provided by FirstLink to North Dakota residents continues to increase, while funding decreases.

Why should the state invest in FirstLink 2-1-1?

North Dakota's 2-1-1 statewide service is in jeopardy without state funding. 2-1-1 is a free, easy to remember three digit phone number that is available 24/7 to the ENTIRE state of North Dakota. Now is the time to invest in FirstLink. This will ensure all citizens have the ability to talk with a nonjudgmental person who can provide information on services available to them. FirstLink is also connected to the National Suicide Prevention Lifeline. All FirstLink staff are trained in suicide intervention skills. FirstLink is the only call center in the state of North Dakota which takes calls on this designated suicide lifeline. This national network assures that no call for help goes unanswered.

FirstLink History

FirstLink's original helpline was incorporated in 1971 to ensure people have 24 hour listening, support, information, and referral about nonprofit human service resources. In 2010, the Public Service Commission designated FirstLink as the 2-1-1 provider for the entire state of North Dakota. FirstLink had previously subcontracted with Mental Health America North Dakota (MHAND) to take 2-1-1 calls for Cass County, North Dakota.

FirstLink's mission is to assist people in identifying, accessing, and making effective use of community and volunteer resources.



Chairman Lee and members of the Senate Human Services Committee. I am Cindy Miller, Executive Director of FirstLink. I am here today to ask you to support SB #2205 requesting \$325,000 in funding for the upcoming biennium for the purpose of supporting and maintaining FirstLink's 2-1-1 helpline service statewide.

FirstLink's Helpline was incorporated in 1971 and continues to ensure people have access to 24 hour information and referral about nonprofit human service and emergency resources as well as listening and support. The Public Service Commissioners designated FirstLink the 2-1-1 provider for the entire state of North Dakota in 2010. (Previously we answered 2-1-1 calls for Cass County only.) When concerned groups gathered, to discuss funding and awareness of 2-1-1, the stories we heard about the importance of continuing 2-1-1 was overwhelming. These agencies stepped up and told us over and over again how essential 2-1-1 service is to the citizens of North Dakota. Whether someone has a gambling problem, you are facing a disaster in your community, you are feeling suicidal, you need to register your drug prescription information with the North Dakota Insurance Department, you need military, veteran and family support, or Crime Victim notification from North Dakota SAVIN, FirstLink is working to help all of these state departments.

This is why I am here today! This service is our mission and passion and has been for over 40 years. FirstLink is a highly qualified 2-1-1 call center. With certifications in American Association of Suicidology (AAS), Alliance of Information and Referral Systems (AIRS), and all staff are trained in Applied Suicide Intervention Skills Training (ASIST). 90% of the United States can dial 2-1-1 and be connected with a local call center. This is a life long resource, that we are blessed to have in North Dakota.

It seems everyone is concerned about something these days. We are filled with thoughts – about losing our homes, jobs, retirement packages, freedom, and natural disasters. However, since FirstLink 2-1-1 is here 24 hours a day, 7 days a week, 365 days a year to provide resources and referrals to callers, we have the ability to make getting help much easier. When it comes to disaster services, FirstLink has contracts with local counties and cities to assist them during disasters. FirstLink has the ability to assist as needed in disasters through contracts and through 2-1-1. FirstLink 2-1-1 can assist callers who have experienced a disaster and are in need of resources and referrals to help them get through such difficult times. Year round, FirstLink understands that when basic needs are met, people are better able to

cope with disaster. Therefore, by providing referrals for basic needs and by empowering callers, FirstLink 2-1-1 helps strengthen the resilience of our state. We can also help connect volunteers with opportunities to serve during disasters and year round.

Who needs FirstLink?

All people...anywhere in North Dakota anytime!

People who need resources and referrals

People who need help during times of crisis

People who are negatively impacted by the economy

People with mental health issues

People from rural communities where fewer resources may be available

People from large communities where many resources are available

Where does FirstLink 2-1-1 currently receive most of its funding?

FirstLink's main funding source has been through the United Way of Cass-Clay. They have and will continue to support FirstLink's 2-1-1 Helpline, Suicide Lifeline, and suicide services for the Cass-Clay communities. FirstLink has contracts with Cass County, Clay County, and the Cities of Fargo, Moorhead and West Fargo to provide disaster services. They also have contracts with various human service agencies to provide crisis support after hours. Currently 2-1-1 statewide funding has been received from the North Dakota Department of Health, North Dakota Department of Human Services, the Adjutant General's Office, and other United Ways from across the state. But this current state support is done June 30, 2013. The demand for services provided by FirstLink to North Dakota residents continues to increase, while funding is not secured for the next biennium. .

Why should the state invest in FirstLink 2-1-1?

North Dakota's 2-1-1 statewide service is in jeopardy without state funding.

Now is the time to invest in FirstLink 2-1-1. This will assure that all citizens have information about services available to them, including disaster preparation and relief services.

At the moment North Dakota's 2-1-1 service also benefits from FirstLink's partnership with the National Suicide Prevention Lifeline 1-800-273-8255 (TALK). At FirstLink all call specialists that answer 2-1-1 also answer the National Suicide Prevention Lifeline. Therefore, FirstLink 2-1-1 call specialists are not only trained in information and referral, but also in crisis and suicide prevention. FirstLink has found this training to be significantly beneficial since 2-1-1 callers can suddenly admit they are having suicidal thoughts. FirstLink is the only call center in the state of North Dakota that takes calls in this network. The national network assures that no call for help goes unanswered.

In 2012: FirstLink deescalated hundred's of callers who were suicidal and needed a safe place to call to collaborate on a safety plan. These calls saved North Dakota law enforcement, fire departments, dispatch centers, and EMT's hundred's of hours of time. By calling FirstLink these departments did not need to dispatch help for welfare checks, or spend time deescalating citizens.

FirstLink answered 1,416 calls related to suicide on all phone lines.

FirstLink also contracted to provide significant flood relief support services.

FirstLink 2-1-1 gives social service agencies a place for their clients to call for crisis support on evenings and weekends.

FirstLink 2-1-1 gave shelter and financial information to help keep citizens safe and off of the streets.

FirstLink 2-1-1 made over 18,700 referrals.

FirstLink 2-1-1 gave hope to 39,623 callers who needed assistance.

FirstLink 2-1-1 answered calls from 51 counties in North Dakota.

An African proverb tells us, "If you want to go fast, go alone. If you want to go far, go together."

Together we can go far...because HOPE DOES BEGIN HERE with FirstLink 2-1-1 helpline. It doesn't matter who you are or where you live, with the state support of SB 2205, all North Dakota residents can get help and hope. Large cities, rural areas, we are there for everyone, night and day. There are letters of support in your packets, and brochures with more details about FirstLink 2-1-1. Chairman Lee, thank you for the opportunity to appear before your committee today. If you have any questions I will be happy to respond.

Cindy Miller

FirstLink Executive Director

(701)-293-6462

cindym@myfirstlink.org

DIAL THE

DISABILITY
UTILITY ASSISTANCE
RENTAL ASSISTANCE
PASS IT ON
211
SUPPORT
PARENTING

WE ARE
STANDING
BY
24
HOURS
A
DAY
7
DAYS
A
WEEK
WE'LL
BE
HERE
SUBSTANCE ABUSE

FOOD
BANKS
GRIEF
ASSAULT
ABUSE
HEALTH
CARE
HEALTH
CARE

VOLUNTEER OPPORTUNITIES
GAMBLING
EMPLOYMENT
UNITED WAY
MEDICAL ASSISTANCE
FRIEND
DISASTER
SUICIDE
YOUTH

DO IT
ABOUT
THERE
IS
HELP
RELATIONSHIPS
ADDITION
FINANCIAL ASSISTANCE
EMERGENCY
SHELTER
COUNSELING
MENTAL
HEALTH

SOMETHING
TRANSPORTATION
RECREATION
SUPPORT
GROUPS

WHEN TIMES
ARE ROUGH
DURING TIMES
OF CRISIS



HELPLINE



2-1-1 Helpline

FirstLink strives to be the first point of contact for information and referral, listening and support, and military/veteran support.

FirstLink's 2-1-1 Helpline is a free service available 24/7 to the public. Call Specialists offer supportive, non-judgmental listening ears and provide information about your community resources. To reach the helpline, dial 2-1-1 or 701-235-7335 (SEEK). The resources can also be accessed online at www.myfirstlink.org.

FirstLink also provides unique suicide services, including Suicide Survivors' Support Group, Suicide Education Outreach, Applied Suicide Intervention Skills Training (ASIST), and answers calls on the National Suicide Prevention Lifeline (NSPL).

If you or someone you know are having thoughts of suicide dial 1-800-273-8255 (TALK) to reach the National Suicide Prevention Lifeline 24 hours a day. FirstLink is the only NSPL call center in North Dakota.

Volunteer Opportunities

Behind the ideas and efforts of building a better world, volunteers fuel a movement of compassion and connection. FirstLink acts as the vital link between volunteers and organizations needing volunteers. The Volunteer Center provides easy access to a wide range of volunteer opportunities at nonprofit organizations and local government agencies. FirstLink also provides training, resources, and assistance to agencies, businesses, schools, and others who work with volunteers. To volunteer go to www.myfirstlink.org or call 2-1-1.



#



Get Connected. Get Answers.

**A free helpline answered
24 hours a day.**

- Listening & Support
2-1-1 provides a supportive, non-judgmental listening ear.
- Information & Referral
FirstLink's database contains primarily nonprofit human service resources in North Dakota and Clay County, Minnesota.

**Individuals are welcome to call
about a variety of needs including,
but not limited to:**

- Addictions
- Disasters
- Emergency Shelters
- Financial Assistance
- Food Assistance
- Military Support
- Support Groups
- Volunteer Opportunities



www.myfirstlink.org

PO Box 447

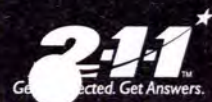
Fargo, ND 58107-0447

Helpline: dial 2-1-1
or 701-235-7335 (SEEK)

Suicide Lifeline: 1-800-273-8255 (TALK)

Fax: 701-235-2476

Funded in part by:



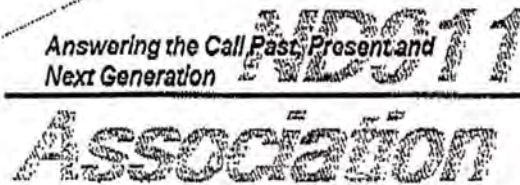
2013-01-25 13:33

Stark DES

4567602 >>

7012352476 P 2/2

#1



TO: Cindy Miller
From: North Dakota 911 Association
Subject: SB2250 Support
Date: January 25, 2013

Ms. Miller,

I am writing in support of SB2205 on behalf of the North Dakota 911 Association. This funding will provide FirstLink the resources to operate 2-1-1 services in the state of North Dakota. Our state has benefited greatly from this essential service. Through this program, those in need are rapidly connected with appropriate services. It is my belief that the partnership between FirstLink and the North Dakota 911 Association can reduce calls into a 911 public safety answering point. FirstLink may refer to our 911 centers as needed, and help deescalate many callers so 911 services are not needed. In addition to referral and information, 2-1-1 also helps those who need listening and support, especially during a disaster.

This letter of support is being sent in hopes that it will ensure FirstLink can continue to provide these much needed and necessary services.

Please grant a "do pass" to SB2205.

Sincerely,

Bill Fahlsing
President
ND911 Association

#1



North Dakota Insurance Department

Adam W. Hamm, Commissioner

January 25, 2013

Sen. Judy Lee, Chairman
Human Services Committee
North Dakota State Capital
600 E. Boulevard Ave.
Bismarck, ND 58505

Dear Senator Lee:

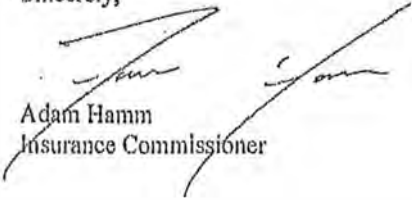
Since March 2010, a group of state agencies and nonprofits have worked together to keep 211 going statewide after an announcement that its funding would not last. Now the legislature has the opportunity to revive this vital service long-term.

211 is an important statewide resource. It provided essential services to North Dakotans on behalf of the Insurance Department during the last four Medicare Part D annual enrollment periods. Over 3,500 beneficiaries called 211 in between 2009 and 2012 to take advantage of the convenient service. By handling those calls, 211 enabled our Department to help even more North Dakotans during one of our busiest times of the year.

211 is an important portal into many government services, and it deserves support from our legislature. I encourage you to pass SB2205 for the citizens of North Dakota.

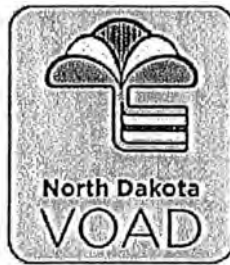
Thank you for your consideration.

Sincerely,



Adam Hamm
Insurance Commissioner

#1



ND Volunteers Organizations

Active in Disaster Members:

Adventist Community Services

American Red Cross

Catholic Charities ND

Christian Reformed World Relief

Church World Service

Church of Jesus Christ of Latter Day Saints

Civil Air Patrol

FirstLink/2-1-1

Headwaters/Maridian Services

Legal Services of ND

Lutheran Disaster Response

Mental Health America ND

NECHAMA Jewish Response to Disaster

ND Community Action Partnership

ND Emergency Management Association

ND League of Cities

ND Psychological Association

Presbyterian Church USA

RSVP+ of ND

Red River Radio Amateurs

Souris Valley United Way

The Salvation Army

TouchGlobal Evangelical Free Church of America

United Church of Christ

United Methodist Disaster Response

Associate Members:

FEMA Region VIII

ND Dept. of Emergency Services

ND Dept. of Health

ND Dept. of Human Services

NDSU Dept. of Emergency Management

NDSU Extension Service

The ND Volunteer Organizations Active in Disaster (NDVOAD) writes in support of SB#2205. This funding will provide FirstLink the resources to operate 2-1-1 services in the state of North Dakota. Our state has benefited greatly from this essential service. Through this program, those in need are rapidly connected with appropriate services. In addition to referral and information statewide, 2-1-1 also help's those who need listening and support.

During times of disaster 2-1-1 is a vital link to provide comfort and support to those affected by disaster and to assist with the dissemination of information during the disaster response and recovery phases.

The continuation of 2-1-1 services in our state is essential to help provide support and resources to those in need.

Please grant a "do pass" to SB#2205

On behalf of the ND VOAD Membership

Beth Dewald

Chair NDVOAD

#1

Judy Miller

From: Mathern, Tim <tmathern@nd.gov>
Sent: Monday, January 21, 2013 10:43 AM
To: Cindy Miller
Cc: LaFrancois, Greg; Lee, Judy E.; Hoffner, Dawn; Axness, Tyler
Subject: SB2205

Cindy Miller
Executive Director
First Link

I write in support of SB2205 directing an appropriation of \$325,000 to the office of management and budget for the purpose of providing a grant for administering statewide 2-1-1 services.

Our goal as a legislature to support 211 when we first got involved was to assist our citizens and organizations to efficiently connect services and people. Thank you for continuing this service when Mental Health America was no longer able to sustain it.

While some of the support has been private donations there is a great public need that this service meets. Additional public investment is appropriate. The amount in this bill is modest and well within the means of the resources available to the legislature this biennium.

First Link is a critical service for citizens across the state. Many social service agencies have limited resources to market their services. A properly funded 211 service is important to bridge this gap.

Be assured of my support for SB2205 and please look to me for help in committee deliberations.

Senator Tim Mathern
510 4th St S
Fargo ND 58103
tmathern@nd.gov

#1



MHAND is a private, non-profit 501(c)(3) agency

Susan Rae Helgeland
Executive Director

January 21, 2013

Cindy Miller, Executive Director
FirstLink, Inc.
4357 13th Ave S. #107
Fargo, ND 58103

Dear Cindy,

Mental Health America of North Dakota (MHAND) strongly supports SB # 2205, to fund the ND 2-1-1 program through FirstLink, Inc.

MHAND has been an active 501(c)3 for over 60 years. MHAND's mission is *to promote mental health through education, advocacy, understanding and access to quality care for all individuals.*

The 2-1-1 program is a significant help to MHAND in the implementation of our mission. A 24/7 referral, crisis and supportive listening helpline program for people with behavioral health (mental illness and substance use) issues, and their family members, is vital to connect individuals with the services they need.

Sincerely,

Susan Rae Helgeland, MS
Executive Director



www.mhand.org

Bismarck - 523 North 4th Street - PO Box 4106 - Bismarck, ND 58502-4106 • Phone (701) 255-3692 • Fax: (701) 255-2411
Fargo - 112 North University, Suite 316 - Fargo, ND 58102 • Phone (701) 237-5871 • Fax (701) 237-0562

#1

Benefit Specialists

Experienced • Customized • Solutions

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Fargo ND 58106

Phone: 701.492.7372
Fax: 208.445.2288

Email: rick@benefitspecialists.biz

To whom it may concern,
I would urge all members of the ND State Legislature to vote yes on SB#2205. This money is needed to help fund the First Link 2-1-1 statewide network. They do very important work in the area of suicide prevention. Again I would urge you to consider this bill with a high priority.



Richard Greener

RG/mh

#1

January 21, 2013

Dear Legislator:

I am writing this letter in support of SB #2205 and 2-1-1.

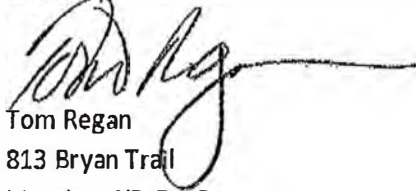
I first learned about 2-1-1 when I was executive director of Missouri Slope Areawide (Bismarck-Mandan) United Way (MSAUW)—in fact, at the time 2-1-1 was endorsed by United Way of America. During my tenure, MSAUW provided funds to operate 2-1-1 in North Dakota, but not enough to fully support it.

I feel that 2-1-1 is a convenient and vital service for the citizens of North Dakota. By dialling just three easy-to-remember numbers, one can tap into a wealth of information about human services: health care, housing, transportation, senior services, addiction services, and more. My wife and I have used 2-1-1 on several occasions.

I also know that 2-1-1 is a valuable resource in suicide prevention in the state. 2-1-1 operators are specially trained to take calls from people who are at risk. Sometimes people who are lonely and depressed just need someone to talk to.

The 2-1-1 service in North Dakota needs to grow and it should be promoted so that more people learn about it. I totally support 2-1-1 and I urge you to pass SB #2205.

Sincerely,



Tom Regan
813 Bryan Trail
Mandan, ND 58554
701-400-8844

#1

Cindy Miller

From: LaFrancois, Greg <Greg.LaFrancois@uhsinc.com>
Sent: Monday, January 21, 2013 4:46 PM
To: Cindy Miller
Subject: Letter of Support

Cindy Miller
Executive Director
First Link

I write in support of SB2205 which will provide FirstLink the resources to operate 2-1-1 services in the state of North Dakota. Our state has benefited greatly from this essential service. Through this program, those in need are rapidly connected with appropriate services. In addition to referral and information, 2-1-1 also helps those who need listening and support. They refer to our establishment, and help many find appropriate services. By way of example, last year they answered 1,416 calls that were suicide related and 39,623 calls on all phone lines.

The continuation of 2-1-1 services in our state is essential to help provide support and resources to those in need.

Please grant a "do pass" to SB#2205.

Greg LaFrancois
Chief Executive Officer
Prairie St. John's Hospital

#1

January 21, 2013

To Whom It May Concern:

I am writing on behalf of bill SB#2205 to help fund FirstLink's 2-1-1 statewide service. As a grief counselor who serves a variety of people in both rural and urban areas of North Dakota, I have found this service to be instrumental in serving the people of North Dakota by providing access to health and human service information that one may not otherwise be able to find.

I have used it as important referral resource for my clients in need of both basic needs and social support. The 2-1-1 program is important in making people self sufficient and helping them to build both the confidence and skills to overcome life's difficulties.

I call on FirstLink often to aid in finding resources for my clients and have their staff speak to a group of my clients to go over some of the benefits that the FirstLink 2-1-1 service provides. Often times, clients comment that it is a wonderful and necessary service and they wish they had known sooner about this centralized resource.

I also have been a call specialist in the past for FirstLink. I can tell you this service can mean the difference between prevention and escalation of social problems. The call specialists are trained in a way to listen, provide support and referral – this in turn gives people both a direction and hope.

This is one resource of the state that can affect everyone, and in my opinion, an investment in the people of the great state of North Dakota. please help fund it through the SB #2205 bill.

Sincerely,



Carrie Stenseth, MS, LPC, CT

SB 2205

SENATE HUMAN SERVICES COMMITTEE

SENATOR JUDY LEE, CHAIR

Chairwoman Lee and members of the Senate Human Services Committee, for the record my name is Kris Storbeck. I am the Substance Abuse Treatment Administrator for the North Dakota Department of Human Services. I am here to provide you with information on how the Department has used 2-1-1 services.

There are three areas that the Department of Human Services uses the services of 2-1-1. The first is to provide information and referral for the Compulsive Gambling Program. Secondly, 2-1-1 was utilized for information and referral during the Immediate Services Phase of the Crisis Counseling Program for the recent Presidential-declared flood disaster. Finally, 2-1-1 handles general mental health and substance abuse information and referral calls.

Thank you and I would be happy to answer any questions.

** 2-1-1 was used for the Immediate Services portion of the Crisis Counseling Program (the first 60 days). After that, during the Regular Services portion of the program, Lutheran Disaster Response, the contracted provider of crisis counseling services, handled calls directly.*

Testimony
Senate Bill 2205
Senate Human Services Committee
Tuesday, January 29, 2013: 10:30 a.m.
North Dakota Department of Health

Good morning, Madam Chair and members of the Senate Human Services Committee. My name is Micki Savelkoul and I am the Suicide Prevention Program director for the North Dakota Department of Health. I am here today to provide information about services 2-1-1 provides for the Department of Health in relation to Senate Bill 2205.

In the 2011-2013 biennium, the Department of Health and FirstLink have worked on several projects together. In addition to operating 2-1-1, FirstLink is the organization that operates the National Suicide Prevention Lifeline (NSPL). The Department of Health provides funding to First Link for two additional projects: Applied Suicide Intervention Skills Training (ASIST) and the NSPL call back program.

FirstLink has two incoming phone lines designated specifically for the NSPL. Calls to these lines take priority over calls to 2-1-1. Calls to 2-1-1 are answered in the order that they come in or in a phone "queue," which may result in a long wait time or an abandoned call. Because suicidal callers are potentially being placed in a queue or waiting on hold when calling 2-1-1, the Department of Health promotes the National Suicide Prevention Lifeline as a resource for suicidal callers rather than 2-1-1.

ASIST is an educational program designed to teach people about recognizing the warning signs of suicide, how to talk to someone about suicide and how to refer them for help. FirstLink has conducted ASIST in two locations in North Dakota. FirstLink has also worked with two of our new ASIST trainers who are American Indian, and offered ASIST on the tribal college campuses within North Dakota. Firstlink mentored the new trainers and provided guidance in conducting the ASIST classes. FirstLink also coordinated bringing the ASIST train-the-trainer model to North Dakota where 24 new ASIST trainers in North Dakota were trained on the model. FirstLink again mentored the new trainers and assisted in setting up trainings needed for them to become fully credentialed.

In 2012 FirstLink began offering a call back program. Through that program, people who called the NSPL were asked if they would like additional support over the next 6 to 8 weeks by receiving calls from a staff member at FirstLink. These calls provide listening and support, assistance with or referral to community resources, developing healthy coping skills and a healthy support system. The call back program has also been offered to a few hospitals and clinics within the state as a resource for patients who may be admitted with suicidal ideation, but not in imminent risk, that are agreeable to additional support once discharged from the hospital.

The 2-1-1 hotline may provide services to the Department of Health's Suicide Prevention Program by providing referrals to community agencies. They may also provide suicide intervention when a suicidal caller calls 2-1-1 instead of the National Suicide Prevention Lifeline.

This completes my testimony. I would be happy to answer any questions you may have.



Public Service Commission

State of North Dakota

COMMISSIONERS

Brian P. Kalk
Randy Christmann
Julie Fedorchak

Executive Secretary
Darrell Nitschke

600 East Boulevard, Dept. 408
Bismarck, North Dakota 58505-0480
Web: www.psc.nd.gov
E-mail: ndpsc@nd.gov
Phone: 701-328-2400
ND Toll Free: 1-877-245-6685
Fax: 701-328-2410
TDD: 800-366-6888 or 711

January 29, 2013

Honorable Judy Lee, Chairman
Human Services Committee
North Dakota Senate
600 East Boulevard Avenue
Bismarck, ND 58505

Re: Senate Bill 2205

Dear Chairman Lee:

I am writing to strongly support funding for statewide 2-1-1 service. In my years with the Public Service Commission, the importance of statewide 2-1-1 service is clear.

The Public Service Commission designated FirstLink as North Dakota's 2-1-1 provider in March 2010 (a copy of the Commission's order is attached). As you can see from the history summarized in the Order, sufficient funding is crucial to any effort to provide 2-1-1 service to North Dakota residents.

Thank you for your consideration of the proposal to fund a statewide 2-1-1 program. I ask for your favorable action on SB 2205. If you have any questions, please do not hesitate to call or e-mail.

Best regards,

A handwritten signature in black ink, appearing to read "B.P. Kalk".

Brian P. Kalk
Chairman

c:w/encl

Senator Oley Larsen, Vice Chairman
Senator Tyler Axness
Senator Dick Dever
Senator Howard C. Anderson, Jr.

#4

STATE OF NORTH DAKOTA
PUBLIC SERVICE COMMISSION

FirstLink
211 Designation
Application

Case No. PU-09-713

ORDER DESIGNATING STATEWIDE 211 DIALING CODE USER

March 18, 2010

The Federal Communications Commission (FCC) has designated the 211 dialing code to provide direct access to organizations providing community information and referral services that are currently not available through the 911 emergency code or the 311 police non-emergency code.

On September 24, 2003, the Commission designated the Mental Health Association in North Dakota (MHAND), as the user of the 211 dialing code statewide in North Dakota.

On March 7, 2007, the Commission authorized MHAND to subcontract 211 operations in North Dakota. MHAND subcontracted with FirstLink for the provision of 211 in Cass County.

In its October 30, 2009 letter, MHAND notified the Commission that, due to lack of economic support, it must relinquish its designation as the 211 dialing code user.

On November 2, 2009, the Commission received a letter stating that effective October 30, 2009, FirstLink will temporarily provide statewide 211 operations for North Dakota until a decision is made about 211's future. FirstLink subsequently indicated it would provide statewide 211 operations until March 15, 2010.

On November 23, 2009, FirstLink filed a letter requesting designation as the 211 dialing code user for North Dakota.

On November 25, 2009, the Commission issued a Notice of Opportunity for Hearing providing until January 8, 2010 for comments and requests for hearing. No comments or requests for hearing were received.

On January 14 and January 25, 2010, FirstLink filed affidavits of Cindy Miller, Executive Director of FirstLink, in support of the application. The January 25 affidavit stated that FirstLink is no longer interested in a statewide 211 designation due to a lack of stable long-term funding for the entire state. However, FirstLink would like to be the designated user of the 211 dialing code in Cass County.

On February 10, 2010, the Commission authorized FirstLink to use the 211 dialing code in Cass County.

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#4

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2. Is FirstLink's intended use of the 211 dial code in North Dakota consistent with the FCC intended use of that code?
3. Is it in the public interest for the Commission to authorize FirstLink statewide use of the 211 dialing code, effective when FirstLink's 211 services are sufficiently funded?

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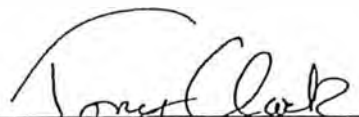
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FirstLink's intended use of the 211 dial code in Cass County is consistent with the FCC intended use of that code and should be designated for such use. It is in the public interest for the Commission to authorize FirstLink statewide use of the 211 dialing code.

Order

FirstLink is authorized to use the 211 dialing code in North Dakota for access to community information and referral services.

PUBLIC SERVICE COMMISSION



 Tony Clark
 Commissioner

Absent

 Kevin Cramer
 Chairman



 Brian P. Kalk
 Commissioner



NORTH DAKOTA EMERGENCY MANAGEMENT ASSOCIATION

Mary Senger
President
Burleigh County Emergency Management
221 N 5th Street
Bismarck, ND 58501
701-222-6727
msenger@nd.gov

Brett Lambrecht
1st Vice President
Richland County Emergency Management
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Jill Pedersen
Past President
Pembina County Emergency Management
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jmpedersen@nd.gov

Rick Robinson
State Representative
ND DES
PO Box 5511
Bismarck, ND 58502-5511
701-328-8106
rrobinson@nd.gov

Website: <http://www.ndema.org>
Facebook: NDEMAssoc
Twitter: NDEMAssoc

January 28, 2013

RE: SUPPORT SB2205

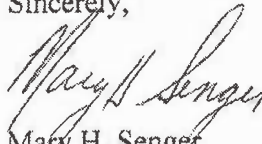
The North Dakota Emergency Management Association supports the amendment to SB 2205 to fund First Link 2-1-1.

Our membership's daily job is planning and responding to emergency situations. First Link is an asset to many of our communities during times of emergency as well as day-to-day situations.

First Link is an asset to the State of North Dakota and our North Dakota Emergency Management Association membership.

The Board of Directors encourages you to support the amendment to SB 2205 to maintain funding for this organization.

Sincerely,



Mary H. Senger
President



January 29, 2013

Cindy Miller
Executive Director
First Link
4357 13 Ave S
Fargo, ND 58103

Re: SB2205

Dear Cindy

It is my pleasure to write a letter of support for the services of 2-1-1. As the Program Director of Lutheran Social Services Gamblers Choice, we greatly appreciate the service of 2-1-1 across the state. Compulsive gamblers who are feeling desperate, alone and potentially suicidal have a safe and supportive place to call for information or just a listening ear.

We are grateful that a caller from anywhere in the state can be referred, through your extensive data base, for assistance which may include support groups, professional mental health counselors, financial advisors or treatment programs. In some cases, it has been wonderful to know a caller has connected personally with an individual who has experienced the same difficulties, but has now found recovery.

Please support funding for 2-1-1 on a statewide basis so that all who are struggling, for whatever reason, may find a qualified listener who can direct them in their search for healing.

Sincerely,

A handwritten signature in cursive script that reads "Lisa Vig, LAC, NCGC".

Lisa Vig, LAC, NCGC
Program Director
Lutheran Social Services Gamblers Choice



2-1-13
#1

Chairman Holmberg and members of the Senate Appropriations Committee. I am Cindy Miller, Executive Director of FirstLink. I am here today to ask you to support SB #2205 requesting \$325,000 in funding for the upcoming biennium for the purpose of supporting and maintaining 2-1-1 service statewide.

FirstLink's Helpline was incorporated in 1971 and continues to ensure people have access to 24 hour information and referral about nonprofit human service and emergency resources as well as listening and support. Previously, FirstLink subcontracted with MHAND to take 2-1-1 calls for Cass County. But the end of October 2009 we received a call stating MHAND was closing their doors October 31, 2009. They wanted to know if we could continue the 2-1-1 statewide service. Our board believed in the importance of 2-1-1 and knew that to restart a program would be extremely challenging and detrimental to people in North Dakota who rely on the service. So we decided to do whatever it took to continue 2-1-1 service statewide... at least temporarily. We realized that this would mean more calls, and more updating of our database would be needed. We are only as good as the information we give callers.

Then the Public Service Commissioners with concerned groups gathered, the stories we heard about the importance of continuing 2-1-1 was amazing. They stepped up and told us over and over again how essential 2-1-1 service is to the citizens of North Dakota.

This is why I am here today! This service is our mission and passion and has been for over 40 years. FirstLink is a highly qualified 2-1-1 call center. With certifications in American Association of Suicidology (AAS), Alliance of Information and Referral Systems (AIRS), and all staff are trained in Applied Suicide Intervention Skills Training (ASIST).

It seems everyone is concerned and worried about something these days. We are filled with fears – about losing our homes, jobs, retirement packages, freedom, and natural disasters. However, since FirstLink 2-1-1 is here 24 hours a day, 7 days a week, 365 days a year to provide resources and referrals to callers, we have the ability to make getting help much easier.

Did you know that on the back of the lottery tickets it says, “If gambling is no longer fun, dial 2-1-1”?

Did you know the military encourages military personnel and their families to call? FirstLink 2-1-1?

Did you know that the North Dakota Insurance Department uses FirstLink 2-1-1 to help them with their annual drug prescription registration process?

Did you know that the ND SAVIN program uses FirstLink 2-1-1 for 24 hour information about victim services?

Did you know that the North Dakota Department of Health is utilizing FirstLink 2-1-1 to assist with the suicide support follow up program across the state?

Did you know that FEMA and the Adjutant General’s Office both refer people during disasters to call FirstLink 2-1-1?

These are just a few of the many ways the state utilizes FirstLink to accomplish their programs. We are there 24 hours a day to do the work for so many.

When it comes to disaster services, FirstLink has contracts with several local counties and cities to assist them during disasters. In 2009 they coordinated over 100,000 volunteers and answered over 50,000 calls on a volunteer flood hotline related to disaster preparation and clean-up. FirstLink has the ability to assist as needed in disasters through contracts and through 2-1-1. FirstLink 2-1-1 can assist callers who have experienced a disaster and are in need of resources and referrals to help them get through such difficult times. Year round, FirstLink understands that when basic needs are met, people are better able to cope with disaster. Therefore, by providing referrals for basic needs and by empowering callers, FirstLink 2-1-1 helps strengthen the resilience of our community.

To be more specific about our services, FirstLink 2-1-1 is a free helpline answered 24 hours a day providing:

Listening, support, information and referral about human service resources.

Common 2-1-1 referrals include, but are not limited to:

Disasters

Emergency Shelters

Financial Assistance

Military/Veteran Support

Support Groups

Addictions

Disability Support

Volunteer Opportunities

Who needs FirstLink?

All people...anywhere in North Dakota anytime!

People who need resources and referrals

People who need help during times of crisis

People who are negatively impacted by the economy

People with mental health issues

People from rural communities where fewer resources may be available

People from large communities where many resources are available

Where does FirstLink 2-1-1 currently receive most of its funding?

FirstLink's main funding source has been through the United Way of Cass-Clay. They have and will continue to support FirstLink's 2-1-1 Helpline, Suicide Lifeline, and suicide support services. FirstLink has contracts with Cass County, Clay County, and the Cities of Fargo, Moorhead and West Fargo to provide disaster services. FirstLink also has contracts with various human service agencies to provide crisis support after hours.

Currently 2-1-1 statewide funding has been received from the North Dakota Department of Health, North Dakota Department of Human Services, the Adjutants General's office, and other United Ways from across the state. The current state support is done June 30, 2013. The demand for services provided by FirstLink to North Dakota residents continues to increase, while funding is pending.

Why should the state invest in FirstLink 2-1-1?

North Dakota's 2-1-1 statewide service is in jeopardy without state funding.

2-1-1 is a free, easy to remember three digit number that is available 24/7 to the ENTIRE state of North Dakota. Now is the time to invest in FirstLink 2-1-1. This will assure that all citizens have information about services available to them, including disaster preparation and relief services.

At the moment North Dakota's 2-1-1 service also benefits from FirstLink's partnership with the National Suicide Prevention Lifeline 1-800-273-8255 (TALK). At FirstLink all call specialists that answer 2-1-1 also answer the suicide lifeline. Therefore, FirstLink 2-1-1 call specialists are not only trained in information and referral, but also in crisis and suicide prevention. FirstLink has found this training to be significantly beneficial since 2-1-1 callers can very easily turning to suicidal callers. FirstLink is the only call center in the state of North Dakota that takes calls on this designated national suicide lifeline. The national network assures that no call for help goes unanswered.

In 2012:

FirstLink deescalated hundred's of callers who were suicidal and needed a safe place to call to collaborate on a safety plan. These calls saved North Dakota law enforcement, fire departments, dispatch centers, and EMT's hundred's of hours of time. By calling FirstLink these departments did not need to dispatch help for welfare checks, or spend time deescalating citizens.

FirstLink contracted to provide significant flood relief services.


FirstLink 2-1-1 gives social service agencies a place for their clients to call for crisis support on evenings and weekends.

FirstLink 2-1-1 gave shelter and financial information to help keep citizens safe and off of the streets.

FirstLink 2-1-1 gave hope to 39,623 callers who needed assistance.

FirstLink answered 1,416 calls related to suicide on all phone lines.

FirstLink 2-1-1 answered calls from 51 counties in North Dakota.



It doesn't matter who you are or where you live with financial assistance by the state, all North Dakota residents will be able to get help and support. Large cities, rural areas, we are there for everyone, night and day.

There are letters of support that Senator Lee has received.

Chairman Holmberg, thank you for the opportunity to appear before your committee today. If any of you have any questions I will be happy to respond.

Cindy Miller

First Link Executive Director

(701)-293-6462

cindym@myfirstlink.org





Public Service Commission
State of North Dakota

2-11-13
#2

COMMISSIONERS

Brian P. Kalk
Randy Christmann
Julie Fedorchak

Executive Secretary
Darrell Nitschke

600 East Boulevard, Dept. 408
Bismarck, North Dakota 58505-0480
Web: www.psc.nd.gov
E-mail: ndpsc@nd.gov
Phone: 701-328-2400
ND Toll Free: 1-877-245-6685
Fax: 701-328-2410
TDD: 800-366-6888 or 711

January 29, 2013

Honorable Judy Lee, Chairman
Human Services Committee
North Dakota Senate
600 East Boulevard Avenue
Bismarck, ND 58505

Re: Senate Bill 2205

Dear Chairman Lee:

I am writing to strongly support funding for statewide 2-1-1 service. In my years with the Public Service Commission, the importance of statewide 2-1-1 service is clear.

The Public Service Commission designated FirstLink as North Dakota's 2-1-1 provider in March 2010 (a copy of the Commission's order is attached). As you can see from the history summarized in the Order, sufficient funding is crucial to any effort to provide 2-1-1 service to North Dakota residents.

Thank you for your consideration of the proposal to fund a statewide 2-1-1 program. I ask for your favorable action on SB 2205. If you have any questions, please do not hesitate to call or e-mail.

Best regards,


Brian P. Kalk
Chairman

c:w/encl

Senator Oley Larsen, Vice Chairman
Senator Tyler Axness
Senator Dick Dever
Senator Howard C. Anderson, Jr.

2

STATE OF NORTH DAKOTA
PUBLIC SERVICE COMMISSION

**FirstLink
211 Designation
Application**

Case No. PU-09-713

ORDER DESIGNATING STATEWIDE 211 DIALING CODE USER

March 18, 2010

The Federal Communications Commission (FCC) has designated the 211 dialing code to provide direct access to organizations providing community information and referral services that are currently not available through the 911 emergency code or the 311 police non-emergency code.

On September 24, 2003, the Commission designated the Mental Health Association in North Dakota (MHAND), as the user of the 211 dialing code statewide in North Dakota.

On March 7, 2007, the Commission authorized MHAND to subcontract 211 operations in North Dakota. MHAND subcontracted with FirstLink for the provision of 211 in Cass County.

In its October 30, 2009 letter, MHAND notified the Commission that, due to lack of economic support, it must relinquish its designation as the 211 dialing code user.

On November 2, 2009, the Commission received a letter stating that effective October 30, 2009, FirstLink will temporarily provide statewide 211 operations for North Dakota until a decision is made about 211's future. FirstLink subsequently indicated it would provide statewide 211 operations until March 15, 2010.

On November 23, 2009, FirstLink filed a letter requesting designation as the 211 dialing code user for North Dakota.

On November 25, 2009, the Commission issued a Notice of Opportunity for Hearing providing until January 8, 2010 for comments and requests for hearing. No comments or requests for hearing were received.

On January 14 and January 25, 2010, FirstLink filed affidavits of Cindy Miller, Executive Director of FirstLink, in support of the application. The January 25 affidavit stated that FirstLink is no longer interested in a statewide 211 designation due to a lack of stable long-term funding for the entire state. However, FirstLink would like to be the designated user of the 211 dialing code in Cass County.

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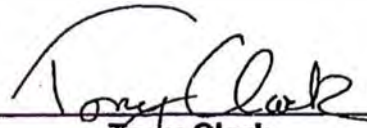
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PUBLIC SERVICE COMMISSION



Tony Clark
Commissioner

Absent

Kevin Cramer
Chairman



Brian P. Kalk
Commissioner



2-11-13
#3

February 11th is National 2-1-1 Awareness Day

FirstLink's helplines are one of the state's best and most valuable resources, yet I am surprised by how many people do not know about them. Across the nation, February 11th is 2-1-1 Awareness Day! When you read on to learn more about FirstLink's 2-1-1 Helpline, please pay it forward by telling someone in your circle of friends, neighbors, or colleagues about it. The 2-1-1 helplines like the 411, 511, 811, or 911 helplines can be a great resource for you!

REFERRALS

February 11th (2/11) is the official "2-1-1 Awareness Day" in recognition of the free, easy to remember phone number that connects North Dakota residents and Clay County residents to essential community information and services such as basic needs, disaster assistance, military support, disability support, support groups, victim services, rent and mortgage assistance, food and shelter, transportation, childcare, senior care, volunteer opportunities, and much more. FirstLink's call center maintains a comprehensive database of health and human services from across the state. Residents can also search the database online at www.myfirstlink.org. In 2012, FirstLink handled 39,623 calls and made thousands of referrals. Typically, callers may receive several referrals because an individual may need multiple services. For example, someone may dial 2-1-1 for housing assistance, but in talking through their situation with the call specialist also require substance abuse services, and transportation.

CALL SPECIALISTS

If you dial 2-1-1 on your phone, you will be connected to a highly trained call specialist who will talk through your needs, explore the options and programs that are available, and refer you to services that best fit your needs. The helpline isn't only for those in desperate situations. Call specialists can assist with inquiries such as locating support groups in your area and finding volunteer opportunities that you may not have known about. FirstLink call specialists also will provide a nonjudgmental ear for listening and support.

SUICIDE/CRISIS/INTERVENTION

FirstLink also handles suicide and crisis calls on the National Suicide Prevention Lifeline (1-800-273-8255) and are fully accredited by the American Association of Suicidology (AAS) and the Alliance of Information and Referral Systems (AIRS). In 2012, FirstLink answered 1,416 calls that were suicide related.

3

SERVICE AREA

2-1-1 service has been in North Dakota since February 11, 2004. FirstLink has been answering helplines for over 40 years, and has been answering 2-1-1 calls for all of North Dakota and Clay County, Minnesota since 2010. (FirstLink previously answered 2-1-1 calls for Cass and Clay counties only, while another agency answered for the rest of the state until 2010 when FirstLink took over 2-1-1 for the entire state of North Dakota and continued its service for Clay County, Minnesota.) 2-1-1 service is available to approximately 90% of the United States and has proven to be an invaluable resource in the aftermath of disasters too. 2-1-1 is a lifelong resource everyone needs to be aware of, no matter where you live. (See attached map.)

2-1-1 is available 24 hours a day, 7 days a week, every day of the year. If you or someone you know needs help, dial 2-1-1. In addition, consider posting a link on your company's intranet or display 2-1-1 materials so your employees, colleagues, and customers can benefit from this essential service if they are ever in need.

SUPPORTERS OF FIRSTLINK

FirstLink has been supported by various departments from the State of North Dakota, United Ways from across the state, several cities and counties, foundations and donors.

FirstLink is HERE FOR YOU on February 11th just like we are 365 days a year. When a person dials 2-1-1, their call will be answered by call specialists who will ask a series of questions to determine what services, information or resources are needed to help the caller.

Remember 2-1-1 is the number to call to get help or to give help (volunteer).

CONTACT INFORMATION

FirstLink's direct number to the helpline is 701-235-7335(SEEK) or simply dial 2-1-1. You may also search the resources on their website www.myfirstlink.org.



2-11-13
#4

POLICE DEPARTMENT
Arland H. Rasmussen
Chief of Police

January 30th, 2013

To Whom It May Concern,

The West Fargo Police Department has been associated with First Link for over 10 years and have seen the services they provide extremely beneficial.

First Link provides training in our schools and referral service to ANYONE in the State of North Dakota through 211. They have also been extremely important in coordinating volunteers during the floods Fargo and Moorhead experienced in past years.

First Link is a key part of our Child Abduction Response Team (CART) and is part of the reason our law enforcement agencies have nationally recognized.

First Link is a VERY valuable resource for our area and all of North Dakota. It is there when times are tough and help is needed the most.

Respectfully,

Arland H. Rasmussen

*Arland H. Rasmussen
Chief of Police*

800 4 Avenue East, Suite 2 ▪ West Fargo, ND 58078 ▪ 701-433-5500 ▪ Fax: 701-433-5508

Tip Line: 701-241-5777

www.westfargopolice.com

Law Enforcement is a Community Effort

4

Miller

2-11-13
#5

From: Mathern, Tim <tmathern@nd.gov>
Sent: Monday, January 21, 2013 10:43 AM
To: Cindy Miller
Cc: LaFrancois, Greg; Lee, Judy E.; Hoffner, Dawn; Axness, Tyler
Subject: SB2205

Cindy Miller
Executive Director
First Link

I write in support of SB2205 directing an appropriation of \$325,000 to the office of management and budget for the purpose of providing a grant for administering statewide 2-1-1 services.

Our goal as a legislature to support 211 when we first got involved was to assist our citizens and organizations to efficiently connect services and people. Thank you for continuing this service when Mental Health America was no longer able to sustain it.

While some of the support has been private donations there is a great public need that this service meets. Additional public investment is appropriate. The amount in this bill is modest and well within the means of the resources available to the legislature this biennium.

First Link is a critical service for citizens across the state. Many social service agencies have limited resources to market their services. A properly funded 211 service is important to bridge this gap.

Be assured of my support for SB2205 and please look to me for help in committee deliberations.

Senator Tim Mathern
104th St S
 Fargo ND 58103
tmathern@nd.gov

Susan Rae Helgeland
Executive Director



January 21, 2013

Cindy Miller, Executive Director
FirstLink, Inc.
4357 13th Ave S. #107
Fargo, ND 58103

Dear Cindy,

Mental Health America of North Dakota (MHAND) strongly supports SB # 2205, to fund the ND 2-1-1 program through FirstLink, Inc.

MHAND has been an active 501(c)3 for over 60 years. MHAND's mission is *to promote mental health through education, advocacy, understanding and access to quality care for all individuals.*

The 2-1-1 program is a significant help to MHAND in the implementation of our mission. A 24/7 referral, crisis and supportive listening helpline program for people with behavioral health (mental illness and substance use) issues, and their family members, is vital to connect individuals with the services they need.

Sincerely,

A handwritten signature in black ink, appearing to read 'Susan Rae Helgeland', written over a white background.

Susan Rae Helgeland, MS
Executive Director



www.mhand.org

Bismarck - 523 North 4th Street - PO Box 4106 - Bismarck, ND 58502-4106 • Phone (701) 255-3692 • Fax (701) 255-2411
Fargo - 112 North University, Suite 316 - Fargo, ND 58102 • Phone (701) 237-5871 • Fax (701) 237-0562



NORTH DAKOTA EMERGENCY MANAGEMENT ASSOCIATION

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President
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msenger@nd.gov

Brett Lambrecht
1st Vice President
Richland County Emergency Management
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Karen Kempert
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Jerry Bergquist
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Jill Pedersen
Past President
Pembina County Emergency Management
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701-265-4849
jmpedersen@nd.gov

Rick Robinson
State Representative
ND DES
Box 5511
Bismarck, ND 58502-5511
701-222-8106
rrobinson@nd.gov

January 28, 2013

RE: SUPPORT SB2205

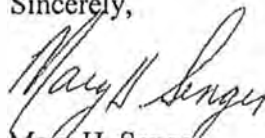
The North Dakota Emergency Management Association supports the amendment to SB 2205 to fund First Link 2-1-1.

Our membership's daily job is planning and responding to emergency situations. First Link is an asset to many of our communities during times of emergency as well as day-to-day situations.

First Link is an asset to the State of North Dakota and our North Dakota Emergency Management Association membership.

The Board of Directors encourages you to support the amendment to SB 2205 to maintain funding for this organization.

Sincerely,



Mary H. Senger
President

Website: <http://www.ndema.org>
Facebook: NDEMAssoc
Twitter: NDEMAssoc



January 29, 2013

Cindy Miller
Executive Director
First Link
4357 13 Ave S
Fargo, ND 58103

Re: SB2205

Dear Cindy

It is my pleasure to write a letter of support for the services of 2-1-1. As the Program Director of Lutheran Social Services Gamblers Choice, we greatly appreciate the service of 2-1-1 across the state. Compulsive gamblers who are feeling desperate, alone and potentially suicidal have a safe and supportive place to call for information or just a listening ear.

We are grateful that a caller from anywhere in the state can be referred, through your extensive data base, for assistance which may include support groups, professional mental health counselors, financial advisors or treatment programs. In some cases, it has been wonderful to know a caller has connected personally with an individual who has experienced the same difficulties, but has now found recovery.

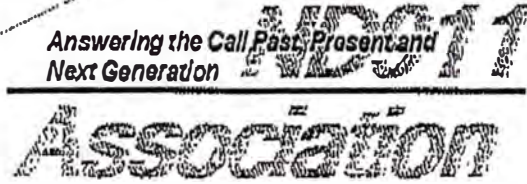
Please support funding for 2-1-1 on a statewide basis so that all who are struggling, for whatever reason, may find a qualified listener who can direct them in their search for healing.

Sincerely,

A handwritten signature in black ink that reads "Lisa Vig, LAC, NCGC".

Lisa Vig, LAC, NCGC
Program Director
Lutheran Social Services Gamblers Choice





TO: Cindy Miller
From: North Dakota 911 Association
Subject: SB2250 Support
Date: January 25, 2013

Ms. Miller,

I am writing in support of SB2205 on behalf of the North Dakota 911 Association. This funding will provide FirstLink the resources to operate 2-1-1 services in the state of North Dakota. Our state has benefited greatly from this essential service. Through this program, those in need are rapidly connected with appropriate services. It is my belief that the partnership between FirstLink and the North Dakota 911 Association can reduce calls into a 911 public safety answering point. FirstLink may refer to our 911 centers as needed, and help deescalate many callers so 911 services are not needed. In addition to referral and information, 2-1-1 also helps those who need listening and support, especially during a disaster.

This letter of support is being sent in hopes that it will ensure FirstLink can continue to provide these much needed and necessary services.

Please grant a "do pass" to SB2205.

Sincerely,

Bill Fahlsing
President
ND911 Association



North Dakota Insurance Department

Adam W. Hamm, Commissioner

January 25, 2013

Sen. Judy Lee, Chairman
Human Services Committee
North Dakota State Capital
600 E. Boulevard Ave.
Bismarck, ND 58505

Dear Senator Lee:

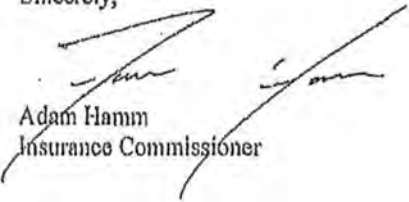
Since March 2010, a group of state agencies and nonprofits have worked together to keep 211 going statewide after an announcement that its funding would not last. Now the legislature has the opportunity to revive this vital service long-term.

211 is an important statewide resource. It provided essential services to North Dakotans on behalf of the Insurance Department during the last four Medicare Part D annual enrollment periods. Over 3,500 beneficiaries called 211 in between 2009 and 2012 to take advantage of the convenient service. By handling those calls, 211 enabled our Department to help even more North Dakotans during one of our busiest times of the year.

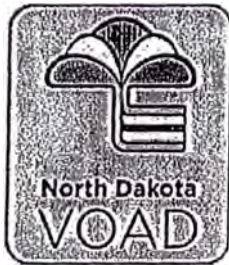
211 is an important portal into many government services, and it deserves support from our legislature. I encourage you to pass SB2205 for the citizens of North Dakota.

Thank you for your consideration.

Sincerely,



Adam Hamm
Insurance Commissioner



ND Volunteers Organizations

Active In Disaster Members:

Adventist Community Services

American Red Cross

Catholic Charities ND

Christian Reformed World Relief

Church World Service

Church of Jesus Christ of Latter Day Saints

Civil Air Patrol

FirstLink/2-1-1

Headwaters/Maridian Services

Legal Services of ND

Lutheran Disaster Response

Mental Health America ND

NECHAMA Jewish Response to Disaster

ND Community Action Partnership

ND Emergency Management Association

ND League of Cities

ND Psychological Association

Presbyterian Church USA

RSVP+ of ND

Red River Radio Amateurs

Souris Valley United Way

The Salvation Army

TouchGlobal Evangelical Free Church of America

United Church of Christ

United Methodist Disaster Response

Associate Members:

FEMA Region VIII

ND Dept. of Emergency Services

ND Dept. of Health

ND Dept. of Human Services

NDSU Dept. of Emergency Management

NDSU Extension Service

The ND Volunteer Organizations Active in Disaster (NDVOAD) writes in support of SB#2205. This funding will provide FirstLink the resources to operate 2-1-1 services in the state of North Dakota. Our state has benefited greatly from this essential service. Through this program, those in need are rapidly connected with appropriate services. In addition to referral and information statewide, 2-1-1 also help's those who need listening and support.

During times of disaster 2-1-1 is a vital link to provide comfort and support to those affected by disaster and to assist with the dissemination of information during the disaster response and recovery phases.

The continuation of 2-1-1 services in our state is essential to help provide support and resources to those in need.

Please grant a "do pass" to SB#2205

On behalf of the ND VOAD Membership

Beth Dewald

Chair NDVOAD

dy Miller

From: LaFrancois, Greg <Greg.LaFrancois@uhsinc.com>
Sent: Monday, January 21, 2013 4:46 PM
To: Cindy Miller
Subject: Letter of Support

Cindy Miller
Executive Director
First Link

I write in support of SB2205 which will provide FirstLink the resources to operate 2-1-1 services in the state of North Dakota. Our state has benefited greatly from this essential service. Through this program, those in need are rapidly connected with appropriate services. In addition to referral and information, 2-1-1 also helps those who need listening and support. They refer to our establishment, and help many find appropriate services. By way of example, last year they answered 1,416 calls that were suicide related and 39,623 calls on all phone lines.

The continuation of 2-1-1 services in our state is essential to help provide support and resources to those in need.

Please grant a "do pass" to SB#2205

Greg LaFrancois
Chief Executive Officer
Prairie St. John's Hospital



Benefit Specialists

Experienced • Customized • Solutions

P. O. Box 10006
Fargo ND 58106

Phone: 701.492.7372
Fax: 208.445.2288

Email: rick@benefitspecialists.biz

To whom it may concern,

I would urge all members of the ND State Legislature to vote yes on SB#2205. This money is needed to help fund the First Link 2-1-1 statewide network. They do very important work in the area of suicide prevention. Again I would urge you to consider this bill with a high priority.

Richard Greener

RG/mh

January 21, 2013

Dear Legislator:

I am writing this letter in support of SB #2205 and 2-1-1.

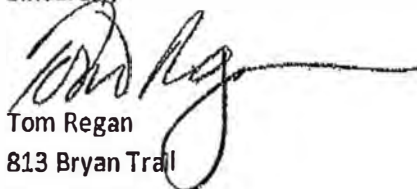
I first learned about 2-1-1 when I was executive director of Missouri Slope Areawide (Bismarck-Mandan) United Way (MSAUW)—in fact, at the time 2-1-1 was endorsed by United Way of America. During my tenure, MSAUW provided funds to operate 2-1-1 in North Dakota, but not enough to fully support it.

I feel that 2-1-1 is a convenient and vital service for the citizens of North Dakota. By dialing just three easy-to-remember numbers, one can tap into a wealth of information about human services: health care, housing, transportation, senior services, addiction services, and more. My wife and I have used 2-1-1 on several occasions.

I also know that 2-1-1 is a valuable resource in suicide prevention in the state. 2-1-1 operators are specially trained to take calls from people who are at risk. Sometimes people who are lonely and depressed just need someone to talk to.

The 2-1-1 service in North Dakota needs to grow and it should be promoted so that more people learn about it. I totally support 2-1-1 and I urge you to pass SB #2205.

Sincerely,



Tom Regan
813 Bryan Trail
Mandan, ND 58554
701-400-8844

January 21, 2013

To Whom It May Concern:

I am writing on behalf of bill SB#2205 to help fund FirstLink's 2-1-1 statewide service. As a grief counselor who serves a variety of people in both rural and urban areas of North Dakota, I have found this service to be instrumental in serving the people of North Dakota by providing access to health and human service information that one may not otherwise be able to find.

I have used it as important referral resource for my clients in need of both basic needs and social support. The 2-1-1 program is important in making people self sufficient and helping them to build both the confidence and skills to overcome life's difficulties.

I call on FirstLink often to aid in finding resources for my clients and have their staff speak to a group of my clients to go over some of the benefits that the FirstLink 2-1-1 service provides. Often times, clients comment that it is a wonderful and necessary service and they wish they had known sooner about this centralized resource.

I also have been a call specialist in the past for FirstLink. I can tell you this service can mean the difference between prevention and escalation of social problems. The call specialists are trained in a way to listen, provide support and referral – this in turn gives people both a direction and hope.

This is one resource of the state that can affect everyone, and in my opinion, an investment in the people of the great state of North Dakota. please help fund it through the SB #2205 bill.

Sincerely,



Carrie Stenseth, MS, LPC, CT

2-11-13
#16

10

First Link 2-1-1 Services

Grant

Agency	2011-13			2013-15		
	General	Other	Total	General	Other	Total
Adjutant General	0	88,700	88,700	0	16,800	16,800
DHS	150,000	7,200	157,200	150,000	7,200	157,200
Health Department*	162,079	0	162,079	0	0	0
Total	\$ 312,079	\$ 95,900	407,979	\$ 150,000	\$ 24,000	174,000

ASIST (Applied Suicide Intervention Skills Training)

* \$700,000 included in 2013-15 Budget for Suicide Grants. The \$162,079 grant may be continued into the 2013-15 biennium dependant on successful outcomes.

SB 2205 appropriates \$325,000 to OMB for a grant administering 2-1-1 services.

First Link 2-1-1 Services

Grant

Agency	2011-13			2013-15		
	General	Other	Total	General	Other	Total
Adjutant General	0	88,700	88,700	0	16,800	16,800
DHS	150,000	7,200	157,200	150,000	7,200	157,200
Health Department*	162,079	0	162,079	0	0	0
Total	\$ 312,079	\$ 95,900	407,979	\$ 150,000	\$ 24,000	174,000

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SB 2205 appropriates \$325,000 to OMB for a grant administering 2-1-1 services.

*Lori Laschkeitsch #1
SB 2205
2-13-13*

2-2-13
#1

Paymer First Link 2-1-1

#1

First Link 2-1-1 Services

Grant

Agency	2011-13			2013-15			Grant
	General	Other	Total	General	Other	Total	
Adjutant General	0	88,700	88,700	0	16,800	16,800	
DHS	150,000	7,200	157,200	150,000	7,200	157,200	
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SB 2205 appropriates \$325,000 to OMB for a grant administering 2-1-1 services.

233,979

13.0444.02002
Title.

Prepared by the Legislative Council staff for
Senator Mathern

February 14, 2013

2

PROPOSED AMENDMENTS TO SENATE BILL NO. 2205

Page 1, line 1, replace "office of management and budget" with "department of human services"

Page 1, line 5, replace "\$325,000" with "\$233,979"

Page 1, line 6, replace "office of management and budget" with "department of human services"

Renumber accordingly

13.0444.02002
Title.

Adopted 3-0

Prepared by the Legislative Council staff for
Senator Mathern

February 14, 2013

2-21-13

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Page 1, line 1, replace "office of management and budget" with "department of human services"

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Renumber accordingly

First Link 2-1-1 Services

Grant

Agency	2011-13			2013-15			
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SB 2205 appropriates \$325,000 to OMB for a grant administering 2-1-1 services.

233,979

2

2-01-13



#1

Chairman Weisz and members of the House Human Services Committee,

I am Cindy Miller, Executive Director of FirstLink. I am here today to ask you to support SB #2205 requesting \$325,000 in funding for the upcoming biennium for the purpose of supporting and maintaining 2-1-1 service statewide.

FirstLink's Helpline was incorporated in 1971 and continues to ensure people have access to 24 hour information and referral about nonprofit human service and emergency resources as well as listening and support. Previously, FirstLink subcontracted with MHAND to take 2-1-1 calls for Cass County. But the end of October 2009 we received a call stating MHAND would no longer be taking 2-1-1 calls. They wanted to know if we could continue the 2-1-1 statewide service in the next few days. Our board believed in the importance of 2-1-1 and knew that to restart a program would be extremely challenging and detrimental to people in North Dakota who rely on the service. So we decided to do whatever it took to continue 2-1-1 service statewide... at least temporarily. We realized that this would mean more calls, and more updating of our database would be needed, which would mean more expenses.

Then the Public Service Commissioners with concerned groups and state departments gathered, the stories we heard about the importance of continuing 2-1-1 was amazing. They stepped up and told us over and over again how essential 2-1-1 service is to the citizens of North Dakota.

This is why I am here today! This service is our mission and passion and has been for over 40 years. FirstLink is a highly qualified 2-1-1 call center. With certifications in American Association of Suicidology (AAS), Alliance of Information and Referral Systems (AIRS), and all staff are trained in Applied Suicide Intervention Skills Training (ASIST).

It seems everyone is concerned about something these days. We are filled with fears – about losing our homes, jobs, retirement packages, freedom, and natural disasters. However, since FirstLink 2-1-1 is here 24 hours a day, 7 days a week, 365 days a year to provide resources and referrals to callers, we have the ability to make getting help much easier.

Did you know that on the back of the lottery tickets it says, “If gambling is no longer fun, dial 2-1-1”?

Did you know the military encourages military personnel and their families to call FirstLink 2-1-1?

Did you know that the North Dakota Insurance Department uses FirstLink 2-1-1 to help them with their annual drug prescription registration process?

Did you know that the ND SAVIN program uses FirstLink 2-1-1 for 24 hour information about victim services?

Did you know that the North Dakota Department of Health is utilizing FirstLink 2-1-1 to assist with the suicide support follow up program across the state?

Did you know that FEMA and the Adjutant General's Office both refer people during disasters to call FirstLink 2-1-1?

These are just a few of the many ways the state utilizes FirstLink to accomplish their programs. We are there 24 hours a day to do the work for so many, yet we do not have secure funding.

When it comes to disaster services, FirstLink has contracts with several local counties and cities to assist them during disasters. In 2009 they coordinated over 100,000 volunteers and answered over 50,000 calls on a volunteer flood hotline related to disaster preparation and clean-up. FirstLink has the ability to assist as needed in disasters through contracts and through 2-1-1. FirstLink 2-1-1 can assist callers who have experienced a disaster and are in need of resources and referrals to help them get through such difficult times. Year round, FirstLink understands that when basic needs are met, people are better able to cope with disaster. Therefore, by providing referrals for basic needs and by empowering callers, FirstLink 2-1-1 helps strengthen the resilience of our state.

To be more specific about our services, FirstLink 2-1-1 is a free helpline answered 24 hours a day providing:

Listening, support, information and referral about human service resources.

Common 2-1-1 referrals include, but are not limited to:

Disasters

Emergency Shelters

Financial Assistance

Military/Veteran Support

Support Groups

Addictions

Disability Support

Volunteer Opportunities

Who needs FirstLink?

All people...anywhere in North Dakota anytime!

People who need resources and referrals

People who need help during times of crisis

People who are negatively impacted by the economy

People with mental health issues

People from rural communities where fewer resources may be available

People from large communities where many resources are available

Where does FirstLink 2-1-1 currently receive most of its funding?

Over the years FirstLink's main funding source has been through the United Way of Cass-Clay. They have and will continue to support FirstLink's 2-1-1 Helpline, Suicide Lifeline, and suicide services for the Cass-Clay communities. FirstLink has contracts with Cass County, Clay County, and the Cities of Fargo, Moorhead and West Fargo to provide disaster services. They also have contracts with various human service agencies to provide crisis support after hours. Currently 2-1-1 statewide funding has been received from the North Dakota Department of Health, North Dakota Department of Human Services, the Adjutant General's Office, and other United Ways from across the state. But this current state support is done June 30, 2013. The demand for services provided by FirstLink to North Dakota residents continues to increase, while funding is not secured for the next biennium. The original bill requested \$325,000, but currently states \$233,979 to support FirstLink's 2-1-1 services. We received \$233,979

last biennium and an extra \$120,000 the last week of June 2010 (which was the previous biennium) to help cover the losses we expected in this current biennium. So when they were looking at the past support we received last biennium they did not add the amount we received that last week of June 2010. We received \$100,000 from the North Dakota Department of Human Services and an extra \$20,000 from the Adjutant General's Office. We are hoping you will still grant us the \$325,000.

Why should the state invest in FirstLink 2-1-1?

North Dakota's 2-1-1 statewide service is in jeopardy without state funding.

2-1-1 is a free, easy to remember three digit number that is available 24/7 to the ENTIRE state of North Dakota. Now is the time to invest in FirstLink 2-1-1. This will assure that all citizens have information about services available to them, including disaster preparation and relief services.

At the moment North Dakota's 2-1-1 service also benefits from FirstLink's partnership with the National Suicide Prevention Lifeline 1-800-273-8255 (TALK). At FirstLink all call specialists that answer 2-1-1 also answer the suicide lifeline. Therefore, FirstLink 2-1-1 call specialists are not only trained in information and referral, but also in crisis and suicide prevention. FirstLink has found this training to be significantly beneficial since 2-1-1 callers can very easily turn into suicidal callers. FirstLink is the only call center in the state of North Dakota that takes calls on this designated national suicide lifeline. The national network assures that no call for help goes unanswered.

In 2012:

FirstLink deescalated hundred's of callers who were suicidal and needed a safe place to call to collaborate on a safety plan. These calls saved North Dakota law enforcement, fire departments, dispatch centers, and EMT's hundred's of hours of time. By calling FirstLink these departments did not need to dispatch help for welfare checks, or spend time deescalating citizens.

FirstLink contracted to provide significant flood relief services.

FirstLink 2-1-1 gives social service agencies a place for their clients to call for crisis support on evenings and weekends.

FirstLink 2-1-1 gave shelter and financial information to help keep citizens safe and off of the streets.

FirstLink 2-1-1 gave hope to 39,623 callers who needed assistance.

FirstLink answered 1,416 calls related to suicide on all phone lines.

FirstLink 2-1-1 answered calls from 51 counties in North Dakota.

It doesn't matter who you are or where you live with financial assistance by the state, all North Dakota residents will be able to get help and support. Large cities, rural areas, we are there for everyone, night and day.

There are letters of support attached also in your packets.

Chairman Weisz, thank you for the opportunity to appear before your committee today.

If any of you have any questions I will be happy to respond.

Cindy Miller

First Link Executive Director

(701)-293-6462

cindym@myfirstlink.org



Public Service Commission
State of North Dakota

COMMISSIONERS

Brian P. Kalk
Randy Christmann
Julie Fedorchak

Executive Secretary
Darrell Nitschke

600 East Boulevard, Dept. 408
Bismarck, North Dakota 58505-0480
Web: www.psc.nd.gov
E-mail: ndpsc@nd.gov
Phone: 701-328-2400
ND Toll Free: 1-877-245-6685
Fax: 701-328-2410
TDD: 800-366-6888 or 711

January 29, 2013

Honorable Judy Lee, Chairman
Human Services Committee
North Dakota Senate
600 East Boulevard Avenue
Bismarck, ND 58505

Re: Senate Bill 2205

Dear Chairman Lee:

I am writing to strongly support funding for statewide 2-1-1 service. In my years with the Public Service Commission, the importance of statewide 2-1-1 service is clear.

The Public Service Commission designated FirstLink as North Dakota's 2-1-1 provider in March 2010 (a copy of the Commission's order is attached). As you can see from the history summarized in the Order, sufficient funding is crucial to any effort to provide 2-1-1 service to North Dakota residents.

Thank you for your consideration of the proposal to fund a statewide 2-1-1 program. I ask for your favorable action on SB 2205. If you have any questions, please do not hesitate to call or e-mail.

Best regards,

Brian P. Kalk
Chairman

c:w/encl

Senator Oley Larsen, Vice Chairman
Senator Tyler Axness
Senator Dick Dever
Senator Howard C. Anderson, Jr.

3 LA-63-2205 Filed: 1/29/2013 Pages: 3
Letter to Committee Chair regarding support of
SB-2205

STATE OF NORTH DAKOTA
PUBLIC SERVICE COMMISSION

**FirstLink
211 Designation
Application**

Case No. PU-09-713

ORDER DESIGNATING STATEWIDE 211 DIALING CODE USER

March 18, 2010

The Federal Communications Commission (FCC) has designated the 211 dialing code to provide direct access to organizations providing community information and referral services that are currently not available through the 911 emergency code or the 311 police non-emergency code.

On September 24, 2003, the Commission designated the Mental Health Association in North Dakota (MHAND), as the user of the 211 dialing code statewide in North Dakota.

On March 7, 2007, the Commission authorized MHAND to subcontract 211 operations in North Dakota. MHAND subcontracted with FirstLink for the provision of 211 in Cass County.

In its October 30, 2009 letter, MHAND notified the Commission that, due to lack of economic support, it must relinquish its designation as the 211 dialing code user.

On November 2, 2009, the Commission received a letter stating that effective October 30, 2009, FirstLink will temporarily provide statewide 211 operations for North Dakota until a decision is made about 211's future. FirstLink subsequently indicated it would provide statewide 211 operations until March 15, 2010.

On November 23, 2009, FirstLink filed a letter requesting designation as the 211 dialing code user for North Dakota.

On November 25, 2009, the Commission issued a Notice of Opportunity for Hearing providing until January 8, 2010 for comments and requests for hearing. No comments or requests for hearing were received.

On January 14 and January 25, 2010, FirstLink filed affidavits of Cindy Miller, Executive Director of FirstLink, in support of the application. The January 25 affidavit stated that FirstLink is no longer interested in a statewide 211 designation due to a lack of stable long-term funding for the entire state. However, FirstLink would like to be the designated user of the 211 dialing code in Cass County.

On February 10, 2010, the Commission authorized FirstLink to use the 211 dialing code in Cass County.

On February 19, 2010, a meeting of stakeholders was held to assess support for statewide 211 services going forward.

On February 19, 2010, the Commission issued a Notice of Intent to Reopen Proceeding because it had reason to believe that conditions of fact had changed and public interest required the reopening of the proceeding. The Notice listed the following issues:

1. Is any other entity interested in designation as the user of the 211 dial code in North Dakota?
2. Is FirstLink's intended use of the 211 dial code in North Dakota consistent with the FCC intended use of that code?
3. Is it in the public interest for the Commission to authorize FirstLink statewide use of the 211 dialing code, effective when FirstLink's 211 services are sufficiently funded?

On March 4, 2010, another meeting of stakeholders was held to assess support for statewide 211 services.

On March 11, 2010, FirstLink filed an affidavit of Cindy Miller supporting the application and requesting that the Commission authorize FirstLink as the statewide user of the 211 dialing code.

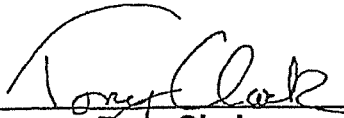
FirstLink's intended use of the 211 dialing code is to create and maintain a database of programs and services, and then to disseminate this information to individuals that dial the 211 code. FirstLink employs trained call specialists to answer information, referral, crisis, listening and support calls. FirstLink is certified in Alliance of Information and Referral Systems and has been a call center for many years.

FirstLink's intended use of the 211 dial code in Cass County is consistent with the FCC intended use of that code and should be designated for such use. It is in the public interest for the Commission to authorize FirstLink statewide use of the 211 dialing code.

Order

FirstLink is authorized to use the 211 dialing code in North Dakota for access to community information and referral services.

PUBLIC SERVICE COMMISSION


Tony Clark
Commissioner

Absent
Kevin Cramer
Chairman


Brian P. Kalk
Commissioner



NORTH DAKOTA EMERGENCY MANAGEMENT ASSOCIATION

Mary Senger
President
Burlleigh County Emergency Management
221 N 5th Street
Bismarck, ND 58501
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msenger@nd.gov

Brett Lambrecht
1st Vice President
Richland County Emergency Management
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Karen Kempert
2nd Vice President
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Jerry Bergquist
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Rick Robinson
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ND DES
PO Box 5511
Bismarck, ND 58502-5511
701-328-8106
rrobinson@nd.gov

Website: <http://www.ndema.org>
Facebook: NDEMAssoc
Twitter: NDEMAssoc

January 28, 2013

RE: SUPPORT SB2205

The North Dakota Emergency Management Association supports the amendment to SB 2205 to fund First Link 2-1-1.

Our membership's daily job is planning and responding to emergency situations. First Link is an asset to many of our communities during times of emergency as well as day-to-day situations.

First Link is an asset to the State of North Dakota and our North Dakota Emergency Management Association membership.

The Board of Directors encourages you to support the amendment to SB 2205 to maintain funding for this organization.

Sincerely,

Mary H. Senger
President

Cindy Miller

From: Mathern, Tim <tmathern@nd.gov>
Sent: Monday, January 21, 2013 10:43 AM
To: Cindy Miller
Cc: LaFrancois, Greg; Lee, Judy E.; Hoffner, Dawn; Axness, Tyler
Subject: SB2205

Cindy Miller
Executive Director
First Link

I write in support of SB2205 directing an appropriation of \$325,000 to the office of management and budget for the purpose of providing a grant for administering statewide 2-1-1 services.

Our goal as a legislature to support 211 when we first got involved was to assist our citizens and organizations to efficiently connect services and people. Thank you for continuing this service when Mental Health America was no longer able to sustain it.

While some of the support has been private donations there is a great public need that this service meets. Additional public investment is appropriate. The amount in this bill is modest and well within the means of the resources available to the legislature this biennium.

First Link is a critical service for citizens across the state. Many social service agencies have limited resources to market their services. A properly funded 211 service is important to bridge this gap.

Be assured of my support for SB2205 and please look to me for help in committee deliberations.

Senator Tim Mathern
510 4th St S
Fargo ND 58103
tmathern@nd.gov

Susan Rae Helgeland
Executive Director



MHAND is a private, non-profit 501(c)(3) agency.

January 21, 2013

Cindy Miller, Executive Director
FirstLink, Inc.
4357 13th Ave S, #107
Fargo, ND 58103

Dear Cindy,

Mental Health America of North Dakota (MHAND) strongly supports SB # 2205, to fund the ND 2-1-1 program through FirstLink, Inc.

MHAND has been an active 501(c)3 for over 60 years. MHAND's mission is *to promote mental health through education, advocacy, understanding and access to quality care for all individuals.*

The 2-1-1 program is a significant help to MHAND in the implementation of our mission. A 24/7 referral, crisis and supportive listening helpline program for people with behavioral health (mental illness and substance use) issues, and their family members, is vital to connect individuals with the services they need.

Sincerely,

A handwritten signature in black ink, appearing to read 'Susan Rae Helgeland', is written over a horizontal line.

Susan Rae Helgeland, MS
Executive Director



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Fargo - 112 North University, Suite 316 - Fargo, ND 58102 • Phone (701) 237-5871 • Fax (701) 237-0562



POLICE DEPARTMENT
Arland H. Rasmussen
Chief of Police

January 30th, 2013

To Whom It May Concern,

The West Fargo Police Department has been associated with First Link for over 10 years and have seen the services they provide extremely beneficial.

First Link provides training in our schools and referral service to ANYONE in the State of North Dakota through 211. They have also been extremely important in coordinating volunteers during the floods Fargo and Moorhead experienced in past years.

First Link is a key part of our Child Abduction Response Team (CART) and is part of the reason our law enforcement agencies have nationally recognized.

First Link is a VERY valuable resource for our area and all of North Dakota. It is there when times are tough and help is needed the most.

Respectfully,

Arland H. Rasmussen

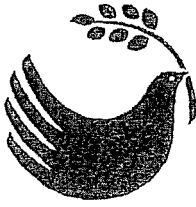
*Arland H. Rasmussen
Chief of Police*

800 4 Avenue East, Suite 2 ▪ West Fargo, ND 58078 ▪ 701-433-5500 ▪ Fax: 701-433-5508

Tip Line: 701-241-5777

www.westfargopolice.com

Law Enforcement is a Community Effort



Lutheran
Social Services
of North Dakota

January 29, 2013

Cindy Miller
Executive Director
First Link
4357 13 Ave S
Fargo, ND 58103

Re: SB2205

Dear Cindy

It is my pleasure to write a letter of support for the services of 2-1-1. As the Program Director of Lutheran Social Services Gamblers Choice, we greatly appreciate the service of 2-1-1 across the state. Compulsive gamblers who are feeling desperate, alone and potentially suicidal have a safe and supportive place to call for information or just a listening ear.

We are grateful that a caller from anywhere in the state can be referred, through your extensive data base, for assistance which may include support groups, professional mental health counselors, financial advisors or treatment programs. In some cases, it has been wonderful to know a caller has connected personally with an individual who has experienced the same difficulties, but has now found recovery.

Please support funding for 2-1-1 on a statewide basis so that all who are struggling, for whatever reason, may find a qualified listener who can direct them in their search for healing.

Sincerely,

Lisa Vig, LAC, NCGC
Program Director
Lutheran Social Services Gamblers Choice

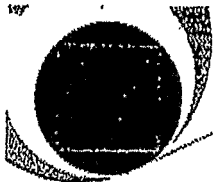


2013-01-25 13:33

Stark DES

4567602 >>

7012352476 P 2/2



Answering the Call Past, Present and
Next Generation

ND911
Association

TO: Cindy Miller
From: North Dakota 911 Association
Subject: SB2250 Support
Date: January 25, 2013

Ms. Miller,

I am writing in support of SB2205 on behalf of the North Dakota 911 Association. This funding will provide FirstLink the resources to operate 2-1-1 services in the state of North Dakota. Our state has benefited greatly from this essential service. Through this program, those in need are rapidly connected with appropriate services. It is my belief that the partnership between FirstLink and the North Dakota 911 Association can reduce calls into a 911 public safety answering point. FirstLink may refer to our 911 centers as needed, and help deescalate many callers so 911 services are not needed. In addition to referral and information, 2-1-1 also helps those who need listening and support, especially during a disaster.

This letter of support is being sent in hopes that it will ensure FirstLink can continue to provide these much needed and necessary services.

Please grant a "do pass" to SB2205.

Sincerely,

Bill Fahlsing
President
ND911 Association



North Dakota
Insurance Department
Adam W. Hamm, Commissioner

January 25, 2013

Sen. Judy Lee, Chairman
Human Services Committee
North Dakota State Capital
600 E. Boulevard Ave.
Bismarck, ND 58505

Dear Senator Lee:

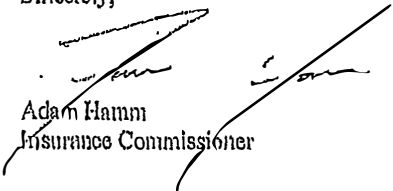
Since March 2010, a group of state agencies and nonprofits have worked together to keep 211 going statewide after an announcement that its funding would not last. Now the legislature has the opportunity to revive this vital service long-term.

211 is an important statewide resource. It provided essential services to North Dakotans on behalf of the Insurance Department during the last four Medicare Part D annual enrollment periods. Over 3,500 beneficiaries called 211 in between 2009 and 2012 to take advantage of the convenient service. By handling those calls, 211 enabled our Department to help even more North Dakotans during one of our busiest times of the year.

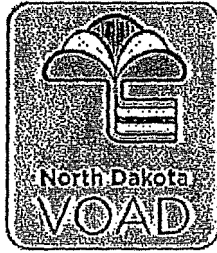
211 is an important portal into many government services, and it deserves support from our legislature. I encourage you to pass SB2205 for the citizens of North Dakota.

Thank you for your consideration.

Sincerely,



Adam Hamm
Insurance Commissioner



ND Volunteers Organizations

Active in Disaster Members:

Adventist Community Services

American Red Cross

Catholic Charities ND

Christian Reformed World Relief

Church World Service

Church of Jesus Christ of Latter Day Saints

Civil Air Patrol

FirstLink/2-1-1

Headwaters/Maridian Services

Legal Services of ND

Lutheran Disaster Response

Mental Health America ND

NECHAMA Jewish Response to Disaster

ND Community Action Partnership

ND Emergency Management Association

ND League of Cities

ND Psychological Association

Presbyterian Church USA

RSVP+ of ND

Red River Radio Amateurs

Souris Valley United Way

The Salvation Army

TouchGlobal Evangelical Free Church of America

United Church of Christ

United Methodist Disaster Response

Associate Members:

FEMA Region VIII

ND Dept. of Emergency Services

ND Dept. of Health

ND Dept. of Human Services

NDSU Dept. of Emergency Management

NDSU Extension Service

The ND Volunteer Organizations Active in Disaster (NDVOAD) writes in support of SB#2205. This funding will provide FirstLink the resources to operate 2-1-1 services in the state of North Dakota. Our state has benefited greatly from this essential service. Through this program, those in need are rapidly connected with appropriate services. In addition to referral and information statewide, 2-1-1 also helps those who need listening and support.

During times of disaster 2-1-1 is a vital link to provide comfort and support to those affected by disaster and to assist with the dissemination of information during the disaster response and recovery phases.

The continuation of 2-1-1 services in our state is essential to help provide support and resources to those in need.

Please grant a "do pass" to SB#2205

On behalf of the ND VOAD Membership

Beth Dewald

Chair NDVOAD

dy Miller

From: LaFrancois, Greg <Greg.LaFrancois@uhsinc.com>
Sent: Monday, January 21, 2013 4:46 PM
To: Cindy Miller
Subject: Letter of Support

Cindy Miller
Executive Director
First Link

I write in support of SB2205 which will provide FirstLink the resources to operate 2-1-1 services in the state of North Dakota. Our state has benefited greatly from this essential service. Through this program, those in need are rapidly connected with appropriate services. In addition to referral and information, 2-1-1 also helps those who need listening and support. They refer to our establishment, and help many find appropriate services. By way of example, last year they answered 1,416 calls that were suicide related and 39,623 calls on all phone lines.

The continuation of 2-1-1 services in our state is essential to help provide support and resources to those in need.

Please grant a "do pass" to SB#2205.

Greg LaFrancois
Chief Executive Officer
Prairie St. John's Hospital

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P. O. Box 10006
Fargo ND 58106

Phone: 701.492.7372
Fax: 208.445.2288

Email: rick@benefitspecialists.biz

To whom it may concern,

I would urge all members of the ND State Legislature to vote yes on SB#2205. This money is needed to help fund the First Link 2-1-1 statewide network. They do very important work in the area of suicide prevention. Again I would urge you to consider this bill with a high priority.



Richard Greener

RG/mh

January 21, 2013

Dear Legislator:

I am writing this letter in support of SB #2205 and 2-1-1.

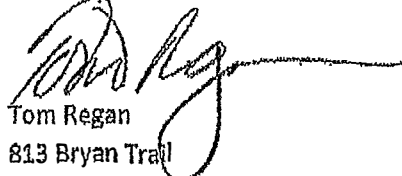
I first learned about 2-1-1 when I was executive director of Missouri Slope Areawide (Bismarck-Mandan) United Way (MSAUW)—in fact, at the time 2-1-1 was endorsed by United Way of America. During my tenure, MSAUW provided funds to operate 2-1-1 in North Dakota, but not enough to fully support it.

I feel that 2-1-1 is a convenient and vital service for the citizens of North Dakota. By dialing just three easy-to-remember numbers, one can tap into a wealth of information about human services: health care, housing, transportation, senior services, addiction services, and more. My wife and I have used 2-1-1 on several occasions.

I also know that 2-1-1 is a valuable resource in suicide prevention in the state. 2-1-1 operators are specially trained to take calls from people who are at risk. Sometimes people who are lonely and depressed just need someone to talk to.

The 2-1-1 service in North Dakota needs to grow and it should be promoted so that more people learn about it. I totally support 2-1-1 and I urge you to pass SB #2205.

Sincerely,



Tom Regan
813 Bryan Trail
Mandan, ND 58554
701-400-8844

January 21, 2013

To Whom It May Concern:

I am writing on behalf of bill SB#2205 to help fund FirstLink's 2-1-1 statewide service. As a grief counselor who serves a variety of people in both rural and urban areas of North Dakota, I have found this service to be instrumental in serving the people of North Dakota by providing access to health and human service information that one may not otherwise be able to find.

I have used it as important referral resource for my clients in need of both basic needs and social support. The 2-1-1 program is important in making people self sufficient and helping them to build both the confidence and skills to overcome life's difficulties.

I call on FirstLink often to aid in finding resources for my clients and have their staff speak to a group of my clients to go over some of the benefits that the FirstLink 2-1-1 service provides. Often times, clients comment that it is a wonderful and necessary service and they wish they had known sooner about this centralized resource.

I also have been a call specialist in the past for FirstLink. I can tell you this service can mean the difference between prevention and escalation of social problems. The call specialists are trained in a way to listen, provide support and referral—this in turn gives people both a direction and hope.

This is one resource of the state that can affect everyone, and in my opinion, an investment in the people of the great state of North Dakota. please help fund it through the SB #2205 bill.

Sincerely,



Carrie Stenseth, MS, LPC, CT



What services does FirstLink offer?

FirstLink operates North Dakota's 2-1-1 Helpline and is the only call center to answer the National Suicide Prevention Lifeline in North Dakota.

24 hours a day FirstLink provides:

Listening and support- a nonjudgmental, supportive, listening ear
Information and referral- about nonprofit/government human service resources and volunteer opportunities

Common referral topics include, but are not limited to:

- Abuse/Assault
- Addictions
- Disabilities
- Disasters
- Education
- Emergency Shelters
- Financial Assistance
- Health Care
- Mental Health
- Military/Veteran Support
- Substance Abuse
- Support Groups
- Volunteer Opportunities

Who needs FirstLink?

- All people...anytime, anywhere in North Dakota.
- People seeking information and community resources.
- People who are experiencing financial hardship.
- People with mental health concerns.
- People from rural communities where fewer resources may be available.
- People from large communities where many resources may be available.



FirstLink makes a difference: (Statistics from 2012)

- FirstLink 2-1-1 deescalated hundreds of callers who were suicidal and needed a safe place to call to collaborate on a safety plan.
- These calls saved North Dakota law enforcement, fire departments, dispatch centers, and EMT's hundreds of hours of time. By calling FirstLink, these departments were not called to dispatch help for welfare checks or spend time deescalating citizens.
- FirstLink 2-1-1 gives social services agencies a place for their clients to call for listening and support on evenings and weekends.
- FirstLink 2-1-1 gave shelter and financial information to help keep citizens safe and off the streets.
- FirstLink 2-1-1 gave out over 18,700 resources.
- FirstLink 2-1-1 gave hope to 39,623 callers who needed assistance.
- FirstLink received 1,416 calls related to suicide on all phone lines.
- FirstLink received calls from 51 North Dakota counties in 2012.

FirstLink's funding sources:

One of FirstLink's main funding sources has been through the United Way of Cass-Clay. They have and will continue to support FirstLink's 2-1-1 Helpline, Suicide Lifeline and suicide support services for the Cass-Clay communities. In the past, 2-1-1 statewide funding has been received from the North Dakota Department of Health, North Dakota Department of Human Services, North Dakota Adjutant General's office, funders, donors, and other United Ways from across the state. The current state support ends June 30, 2013. The demand for services provided by FirstLink to North Dakota residents continues to increase, while funding decreases.

Why should the state invest in FirstLink 2-1-1?

North Dakota's 2-1-1 statewide service is in jeopardy without state funding. 2-1-1 is a free, easy to remember three digit phone number that is available 24/7 to the ENTIRE state of North Dakota. Now is the time to invest in FirstLink. This will ensure all citizens have the ability to talk with a nonjudgmental person who can provide information on services available to them. FirstLink is also connected to the National Suicide Prevention Lifeline. All FirstLink staff are trained in suicide intervention skills. FirstLink is the only call center in the state of North Dakota which takes calls on this designated suicide lifeline. This national network assures that no call for help goes unanswered.

FirstLink History

FirstLink's original helpline was incorporated in 1971 to ensure people have 24 hour listening, support, information, and referral about nonprofit human service resources. In 2010, the Public Service Commission designated FirstLink as the 2-1-1 provider for the entire state of North Dakota. FirstLink had previously subcontracted with Mental Health America North Dakota (MHAND) to take 2-1-1 calls for Cass County, North Dakota.

FirstLink's mission is to assist people in identifying, accessing, and making effective use of community and volunteer resources.



Public Service Commission

State of North Dakota

#2

COMMISSIONERS

Brian P. Kalk
Randy Christmann
Julie Fedorchak

Executive Secretary
Darrell Nitschke

600 East Boulevard, Dept. 408
Bismarck, North Dakota 58505-0480
Web: www.psc.nd.gov
E-mail: ndpsc@nd.gov
Phone: 701-328-2400
ND Toll Free: 1-877-245-6685
Fax: 701-328-2410
TDD: 800-366-6888 or 711

March 26, 2013

Representative Robin Weisz, Chairman
House Human Services Committee
600 East Boulevard Avenue
Bismarck, ND 58505

Re: Senate Bill 2205

Dear Chairman Weisz:

I am writing to strongly support funding for statewide 2-1-1 service. In my years with the Public Service Commission, the importance of statewide 2-1-1 service is clear.

The Public Service Commission designated FirstLink as North Dakota's 2-1-1 provider in March 2010 (a copy of the Commission's order is attached). As you can see from the history summarized in the Order, sufficient funding is crucial to any effort to provide 2-1-1 service to North Dakota residents.

Thank you for your consideration of the proposal to fund a statewide 2-1-1 program. I ask for your favorable action on SB 2205. If you have any questions, please do not hesitate to call or e-mail.

Best regards,

Brian P. Kalk
Chairman

c:w/encl

Representative Curt Hofstad, Vice Chairman
Representative Dick Anderson
Representative Chuck Damschen
Representative Alan Fehr
Representative Dwight Kiefert
Representative Vernon R. Laning
Representative Alex Looyen

Representative Gail Mooney
Representative Naomi Muscha
Representative Kylie Oversen
Representative Todd Porter
Representative Peter F. Silbernagel

STATE OF NORTH DAKOTA
PUBLIC SERVICE COMMISSION

**FirstLink
211 Designation
Application**

Case No. PU-09-713

ORDER DESIGNATING STATEWIDE 211 DIALING CODE USER

March 18, 2010

The Federal Communications Commission (FCC) has designated the 211 dialing code to provide direct access to organizations providing community information and referral services that are currently not available through the 911 emergency code or the 311 police non-emergency code.

On September 24, 2003, the Commission designated the Mental Health Association in North Dakota (MHAND), as the user of the 211 dialing code statewide in North Dakota.

On March 7, 2007, the Commission authorized MHAND to subcontract 211 operations in North Dakota. MHAND subcontracted with FirstLink for the provision of 211 in Cass County.

In its October 30, 2009 letter, MHAND notified the Commission that, due to lack of economic support, it must relinquish its designation as the 211 dialing code user.

On November 2, 2009, the Commission received a letter stating that effective October 30, 2009, FirstLink will temporarily provide statewide 211 operations for North Dakota until a decision is made about 211's future. FirstLink subsequently indicated it would provide statewide 211 operations until March 15, 2010.

On November 23, 2009, FirstLink filed a letter requesting designation as the 211 dialing code user for North Dakota.

On November 25, 2009, the Commission issued a Notice of Opportunity for Hearing providing until January 8, 2010 for comments and requests for hearing. No comments or requests for hearing were received.

On January 14 and January 25, 2010, FirstLink filed affidavits of Cindy Miller, Executive Director of FirstLink, in support of the application. The January 25 affidavit stated that FirstLink is no longer interested in a statewide 211 designation due to a lack of stable long-term funding for the entire state. However, FirstLink would like to be the designated user of the 211 dialing code in Cass County.

On February 10, 2010, the Commission authorized FirstLink to use the 211 dialing code in Cass County.

On February 19, 2010, a meeting of stakeholders was held to assess support for statewide 211 services going forward.

On February 19, 2010, the Commission issued a Notice of Intent to Reopen Proceeding because it had reason to believe that conditions of fact had changed and public interest required the reopening of the proceeding. The Notice listed the following issues:

1. Is any other entity interested in designation as the user of the 211 dial code in North Dakota?
2. Is FirstLink's intended use of the 211 dial code in North Dakota consistent with the FCC intended use of that code?
3. Is it in the public interest for the Commission to authorize FirstLink statewide use of the 211 dialing code, effective when FirstLink's 211 services are sufficiently funded?

On March 4, 2010, another meeting of stakeholders was held to assess support for statewide 211 services.

On March 11, 2010, FirstLink filed an affidavit of Cindy Miller supporting the application and requesting that the Commission authorize FirstLink as the statewide user of the 211 dialing code.

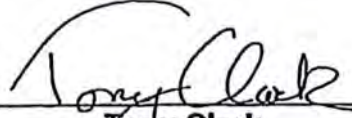
FirstLink's intended use of the 211 dialing code is to create and maintain a database of programs and services, and then to disseminate this information to individuals that dial the 211 code. FirstLink employs trained call specialists to answer information, referral, crisis, listening and support calls. FirstLink is certified in Alliance of Information and Referral Systems and has been a call center for many years.

FirstLink's intended use of the 211 dial code in Cass County is consistent with the FCC intended use of that code and should be designated for such use. It is in the public interest for the Commission to authorize FirstLink statewide use of the 211 dialing code.

Order

FirstLink is authorized to use the 211 dialing code in North Dakota for access to community information and referral services.

PUBLIC SERVICE COMMISSION


Tony Clark
Commissioner

Absent
Kevin Cramer
Chairman


Brian P. Kalk
Commissioner

Full Appropriations

Handout
 SB 2205
 April 2, 2013 Re: SB 2205
 2 pages

FirstLink
 Income Statement
 For the Twelve Months Ending December 31, 2012
 Information & Crisis Services
 Unaudited

Account Number	Description	Current Period This Year	Year to Date This Year
Income			
3050	Program Service Fees	\$510.00	\$18,979.80
3100	State Contracts/Fees	8,500.00	11,000.00
3150	Agency (Government) Contract/Fee	16,471.70	267,484.43
3200	Publication Sales - Program	0.00	0.00
3250	Interest Income	26.15	509.36
3300	Earned Revenues - Others	0.00	4,023.31
3350	United Way	14,070.00	170,398.29
3400	Sponsorship	0.00	2,000.00
3450	Ind/Business Contribution	3,375.00	9,733.76
3500	Foundation/Trust Grants	0.00	33,500.00
3525	Fundraisers	0.00	0.00
3527	Fundraisers - Year End Appeal	0.00	0.00
3528	Fundraisers - Walk of Hope	0.00	1,686.00
3529	Fundraisers - Special Event	0.00	0.00
	Total Income	42,952.85	519,314.95
Expenses			
5000	Payroll	21,022.95	319,065.23
5050	Payroll Taxes	2,158.61	26,460.07
5100	Medical Plan Premiums	2,240.72	30,877.26
5150	Worker's Comp Insurance	0.00	458.96
5200	Advertising	0.00	82.50
5250	Board Meetings-Lunches, Dinners	341.19	850.77
5300	Books/Subscriptions/Reference	0.00	361.48
5350	Dues - Organizational Memberships	1,746.26	17,336.26
5400	Employee Recruitment Fees	0.00	609.84
5425	Professional Fees	696.37	17,941.13
5450	Postage Meter Rental	156.50	313.72
5475	Lease/Rental Expense	0.00	157.22
5500	Equipment Maintenance Supplies	0.00	0.00
5525	Copier Lease	368.99	6,014.44
5600	Insurance - D&O Liability	0.00	1,791.75
5650	Insurance - General Liability	131.06	1,641.28
5700	Office Rent	839.50	10,023.25
5750	Postage	169.55	4,071.91
5800	Printing & Copying	271.02	2,581.98
5900	Telephone	1,442.75	13,318.52
5950	Training Seminars & Workshops	55.43	64,825.19
6000	Travel	213.94	4,822.05
6100	Special Events	0.00	44.14
6150	Office Supplies	343.88	4,287.81
6200	Computer Supplies	0.00	709.47
6210	Technology	0.00	2,209.10
6250	Other Supplies	37.50	432.31
6300	Volunteer Recognition	0.00	196.60
6350	Miscellaneous	33.69	474.09
6400	Marketing	33.75	1,887.52
6450	Fundraising	0.00	258.75
6453	Fundraising - Walk of Hope	0.00	345.34
6550	Bank Charges	51.54	523.52
6600	Depreciation	484.76	5,817.14
	Total Expenses	32,839.96	540,790.60
	Net Profit or (Loss)	10,112.89	(21,475.65)

I rec'd this from OMB!

First Link 2-1-1 Services

Grant

Agency	2011-13			2013-15		
	General	Other	Total	General	Other	Total
Adjutant General	0	88,700	88,700	0	16,800	16,800
DHS	150,000	7,200	157,200	150,000	7,200	157,200
Health Department*	162,079	0	162,079	0	0	0
Total	\$ 312,079	\$ 95,900	407,979	\$ 150,000	\$ 24,000	174,000

ASIST (Applied Suicide Intervention Skills Training)

* \$700,000 included in 2013-15 Budget for Suicide Grants. The \$162,079 grant may be continued into the 2013-15 biennium dependant on successful outcomes.

SB 2205 appropriates \$325,000 to OMB for a grant administering 2-1-1 services.

*Health Grant?
possible funding will require us to hire staff for their specific program(s)*

We have 8 FT staff that includes AND 10 PT call specialists

- 1 Exec. director
- 1 Helpline director
- 1 Volunteer Center director
- 1 NE FT Call Specialist
- 1 Training + Education
- 2 Database Specialists
- 1 Volunteer Center Specialists

They ALL answer calls.

PROPOSED AMENDMENTS TO ENGROSSED SENATE BILL NO. 2205

Page 1, line 5, replace "\$233,979" with "\$125,000"

Renumber accordingly

STATEMENT OF PURPOSE OF AMENDMENT:

Senate Bill No. 2205 - Department of Human Services - House Action

	Executive Budget	Senate Version	House Changes	House Version
Grant for 2-1-1 services		\$233,979	(\$108,979)	\$125,000
Total all funds	\$0	\$233,979	(\$108,979)	\$125,000
Less estimated income	0	0	0	0
General fund	\$0	\$233,979	(\$108,979)	\$125,000
FTE	0.00	0.00	0.00	0.00

Department No. 325 - Department of Human Services - Detail of House Changes

	Reduces Funding for Grant ¹	Total House Changes
Grant for 2-1-1 services	(\$108,979)	(\$108,979)
Total all funds	(\$108,979)	(\$108,979)
Less estimated income	0	0
General fund	(\$108,979)	(\$108,979)
FTE	0.00	0.00

¹ Funding is reduced from \$233,879 for a grant to an organization for administering statewide 2-1-1 services.



Smith, Arvy J.

From: Smith, Arvy J.
Sent: Wednesday, April 17, 2013 2:23 PM
To: Weisz, Robin L.
Subject: RE: 2205

In 2009-2011 biennium (last biennium) we had a federal grant. First Link (who runs 2-1-1 and also the national suicide hotline) did not receive any of those grant dollars from us; the federal grant was very restrictive.

In the 2011-2013, current biennium, we were not awarded the federal grant so the 2011 Legislative Assembly provided us \$700,000 general funding for suicide. In the current biennium we did give First Link a grant (from that general fund money) to do specific projects related to the national suicide hotline. First Link will be able to apply for specific projects related to the national suicide hotline from our general funding in the 2013-15 biennium.

We are not in favor of using suicide funding to operate 2-1-1. We continue our stand that 2-1-1 is not an appropriate number for a suicide hotline as a caller in crisis could be placed in a queue waiting for a response.

Somewhere along the line someone must have heard the word "grant" and assumed that was a federal grant. I also know that there was confusion on the Senate floor when SB 2205 was presented that seemed to indicate that we had a federal grant for this.

From: Weisz, Robin L.
Sent: Wednesday, April 17, 2013 2:10 PM
To: Smith, Arvy J.
Subject: 2205

Arvy
My understanding was that the money you gave to first link last biennium was part of a federal suicide grant and that there was supposedly 700000 available in the upcoming biennium .
Robin

{ 1st Link can apply for specific projects grants from \$700K of gen. funds.

*Health '11-13
14K - training
60K - call back training
81K - more assist funding - training
5430 - native Am. training*

*DHS
\$150K general
'13-15 - \$150K in 1012*

2011-2013 Suicide Grants Obligated Thus Far

Account	Subrecipient Name	11-13 NGA Amount
712050	Altru Health System	12,283
712050	Coal Country Community Health Center	36,820
712050	Community Action Partnership, Inc.	5,000
712050	FirstLink	162,079
712050	Hatton Public Schools	5,000
712050	Mayors Community Crisis Coalition	8,550
712050	Mental Health America of North Dakota	28,545
712050	Mercy Hospital Valley City	8,435
712050	North Valley Career Tech Center	8,000
712050	Northern Lights Youth Services, Inc.	15,294
712050	Sakakawea Medical Center	26,750
712050	Sanford Health	7,000
712050	Sanford Medical Center	34,371
712050	South East Education Cooperative	39,000
712050	South Heart Public School	8,000
712050	The Village Family Service Center	4,562
712050	University of Mary	7,479
712050	Valley Community Health Centers	11,078
712050	Valley Health & WIC	10,000
712050	West River Health Services	7,946
712050 Total		446,192
712070	Minot State University	64,790
712070	University of North Dakota	67,591
712070 Total		132,381
712090	Boys & Girls Club of the Three Affiliated Tribes	20,319
712090 Total		20,319
712125	Central Valley Health District	16,815
712125	Fargo Cass Public Health	10,000
712125	First District Health Unit	5,000
712125	Lake Region District Health Unit	10,000
712125	Richland County Health Department	5,000
712125	Upper Missouri District Health Unit	5,000
712125 Total		51,815
722001	North Dakota Dept of Corrections	1,300
722001 Total		1,300
Grand Total		652,007

712050 Grants to Associations including First Link	69%
712070 Grants to Colleges	20%
712090 Grants to Tribes	3%
712125 Grants to Local Public Health Units	8%

The Department of Health Suicide Prevention Program currently does not fund 2-1-1 for services. The Suicide Prevention Program currently does not use 2-1-1 as a resource for suicidal callers, instead the National Suicide Prevention Lifeline (NSPL) 1.800.273.8255 is promoted and advertised due to the sometimes emergent nature of suicidal thoughts for the following reasons:

1. FirstLink has two incoming phone lines designated specifically for NSPL calls and these calls take first priority in the order that calls are answered.
2. Due to staffing, there is a potential that if a call comes in on the NSPL line, a caller on the 2-1-1 line would be put on hold to answer the Lifeline call or staff will ask the caller on 2-1-1 if it's okay to call back at a later time.
3. If a caller who may be suicidal calls 2-1-1 the call is still answered by appropriately trained staff, but because there is no way to identify that call as potentially being an emergency and the call is answered in the order that they come in or in a phone "queue" which may result in a long wait time or an abandoned call.

Because of callers with suicidal thoughts potentially being placed in queue, we recommend using and promoting the 1-800-273-TALK (8255) for callers experiencing suicidal thoughts.

2-1-1 may indirectly provide services to the Suicide Prevention Program by

- Provide referrals to community agencies on a National Lifeline call.
- Provide suicide intervention when a suicidal caller calls 2-1-1 instead of the National Suicide Prevention Lifeline.
- In providing call back services the call specialist may refer the caller to local community resources for the callers and on-going support in the same manner a call to 2-1-1 would do.

Although, as stated above that we do not fund or promote 2-1-1 for services specifically we do continue to work with FirstLink which is the organization in Fargo that runs both the Lifeline and 2-1-1.

Below is a list of funding provided to First link in the last biennium:

- **FirstLink- ASIST (Applied Suicide Intervention Skills Training)**
Amount Awarded: \$14,334 (July 1, 2011-June 30, 2012)
Description of the Project: The Department of Health funded FirstLink to conduct two ASIST trainings. ASIST is a two day gatekeeper training. A gatekeeper is anyone who is able to intervene when someone may be experiencing suicidal thoughts. ASIST is on the National Best Practice Registry that the Suicide Prevention Resource Center maintains. FirstLink conducted two trainings, and trained 44 people in these trainings.
- **FirstLink-Suicide Lifeline call back program-**
Amount Awarded: \$60,520 (May 15, 2012-June 30, 2013, although there are plans to continue this project in the 2013-2015 biennium)
Description of the Project: FirstLink will provide a callback service to callers using the National Suicide Prevention Lifeline. Once callers call the lifeline they will be asked if they would like to have someone follow up with the call specialist. The specialist will follow the caller for up to eight weeks, consisting of weekly calls for the first four weeks,

and a phone call every other week in the last four weeks of the program, connecting the caller with resources within their area to prevent a suicide attempt, and prevent a hospitalization. FirstLink will also provide “listening and support” to the participants in the call back program.

FirstLink will also expand the call back service to hospitals and clinics to provide an easily accessible referral source.

In 2011, FirstLink answered calls from 1,100 people in North Dakota experiencing suicidal thoughts. We anticipate 20% or 220 people that called the lifeline will participate in the call back service. It is undetermined how many referrals will come from the clinics and hospitals. From initial conversations hospital and clinics are excited to have an easily accessible referral source for patients with suicidal thoughts.

- **FirstLink-Applied Suicide Intervention Skills Training for Trainers (ASIST T4T)- Amount Awarded:** \$81,795 (May 15, 2012-June 30, 2013)

Description of the Project: FirstLink was provided funding to assist in developing a network of ASIST trainers. This particular ASIST program will begin with a train the trainer component for 24 North Dakotans. Funding includes the cost paid to Livingworks to bring the train the trainer program to North Dakota. Each of the 24 participants will be required to complete three ASIST trainings within the next year. FirstLink, who employs two Master ASIST trainers will mentor and coach the new ASIST trainers and will monitor progress of the ASIST trainings.

This project has the potential to produce 36 ASIST trainings with 20 people each which has the potential to train 720 people across North Dakota. As of January 25, 2013 there have been 173 participants trained in ASIST by the new trainers.

- **FirstLink:** \$5,430 (April 15, 2012-December 31, 2012)

Description of the Project: The Department of Health funded two people, one from Spirit Lake and one from Fort Berthold to attend the ASIST T4T (Applied Suicide Intervention Skills Training for trainers). FirstLink was also contracted with to mentor the new ASIST trainers. Firstlink is an agency that has two master ASIST trainers that can assist with developing skills in new ASIST trainers as well as assist in retaining the new trainers. Upon receiving the training, they are conducting an ASIST training at each of the five tribal colleges throughout the state. The Department of Health worked closely with the North Dakota Indian Affairs Commission, and both programs have contributed funding to this project. The training is to be free to participants. We are hoping by bringing a best practice program at no-cost to the reservations we are able to reduce barriers and increase suicide prevention gatekeepers.

The two trainers have conducted four trainings as of this date, on four of the tribal college campuses.

13.0444.04002
Title.

Prepared by the Legislative Council staff for
Representative Weisz
April 24, 2013



PROPOSED AMENDMENTS TO ENGROSSED SENATE BILL NO. 2205

That the House recede from its amendments as printed on pages 1209 and 1210 of the Senate Journal and pages 1269 and 1270 of the House Journal and that Engrossed Senate Bill No. 2205 be amended as follows:

Page 1, line 5, replace "\$233,979" with "\$285,000"

Page 1, line 7, after "services" insert "that include suicide prevention services"

Re-number accordingly

#2

2011-2013 Suicide Grants Obligated Thus Far

Account	Subrecipient Name	11-13 NGA Amount
712050	Altru Health System	12,283
712050	Coal Country Community Health Center	36,820
712050	Community Action Partnership, Inc.	5,000
712050	FirstLink	162,079
712050	Hatton Public Schools	5,000
712050	Mayors Community Crisis Coalition	8,550
712050	Mental Health America of North Dakota	28,545
712050	Mercy Hospital Valley City	8,435
712050	North Valley Career Tech Center	8,000
712050	Northern Lights Youth Services, Inc.	15,294
712050	Sakakawea Medical Center	26,750
712050	Sanford Health	7,000
712050	Sanford Medical Center	34,371
712050	South East Education Cooperative	39,000
712050	South Heart Public School	8,000
712050	The Village Family Service Center	4,562
712050	University of Mary	7,479
712050	Valley Community Health Centers	11,078
712050	Valley Health & WIC	10,000
712050	West River Health Services	7,946
712050 Total		446,192
712070	Minot State University	64,790
712070	University of North Dakota	67,591
712070 Total		132,381
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Smith, Arvy J.

To: Smith, Arvy J.
Subject: FW: SB 2205 2-1-1 proposal from DoH

Our stand on providing suicide funding to 2-1-1 is that it doesn't fit because suicide callers would be placed in a queue rather than receive immediate response and this is not appropriate for suicide callers in crisis. However, First Link (the entity who answers 2-1-1) is also North Dakota's designated national suicide prevention lifeline call center. We understand that First Link receives a very small amount from the national suicide hotline for answering those calls. The DoH would be open to providing \$50,000 of our suicide general funding to First Link for answering the national suicide hotline calls so their other funding does not have to subsidize this effort. This could be accomplished by adding the following language to SB 2205 or SB 2004:

It is the intent of the sixty-third legislative assembly that \$50,000 of the funding provided for suicide prevention in the department of health budget for the 2013-15 biennium contained in senate bill 2004 be provided to North Dakota's designated national suicide prevention lifeline call center for responding to calls received on the lifeline.

The DoH currently provides \$162,079 to First Link for specific suicide activities such as Applied Suicide Intervention Skills Training (ASIST) and a callback service to check on callers who agree to follow up contact. The DoH is evaluating the success of these activities since they are new but will likely consider these types of activities for 2013-15 funding. In addition, First Link is applying for a federal grant for the call back program and if successful in receiving the federal grant to fund that activity we would not provide state funding for that program. We are opposed however, to providing suicide funding for general operations of 2-1-1 because callers are placed in a queue. Some language that could be added to either SB 2205 or SB 2004 to provide assurance that First Link will be considered for suicide prevention funding could be as follows:

It is the intent of the sixty-third legislative assembly that \$160,000 of the funding provided for suicide prevention in the department of health budget for the 2013-15 biennium contained in senate bill 2004 be provided to North Dakota's designated national suicide prevention lifeline call center for suicide prevention projects. If North Dakota's national suicide prevention lifeline call center receives federal assistance for suicide prevention projects the amount of federal assistance received will be reduced from the \$160,000 to be provided.