General Assembly

Raised Bill No. 5488

February Session, 2026

LCO No. **2657**

Referred to Committee on HUMAN SERVICES

Introduced by:
(HS)

AN ACT ESTABLISHING A TASK FORCE TO STUDY EXPANDING THE 2-1-1 INFOLINE PROGRAM.

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

Section 1. (*Effective from passage*) (a) There is established a task force to study expanding services provided by the 2-1-1 Infoline program operated by the United Way of Connecticut. Such study shall include, but need not be limited to, state funding necessary to expand services of the program.

(b) The task force shall consist of the following members:

(1) Two representatives of the United Way of Connecticut, appointed by the speaker of the House of Representatives;

(2) Two representatives of advocacy organizations who serve clients who have benefited or may benefit from services provided by the 2-1-1 Infoline program, appointed by the president pro tempore of the Senate;

(3) One appointed by the majority leader of the House of Representatives;

(4) One appointed by the majority leader of the Senate;

(5) One appointed by the minority leader of the House of Representatives;

(6) One appointed by the minority leader of the Senate;

(7) A representative appointed by the Senate and House chairpersons of the joint standing committee of the General Assembly having cognizance of matters relating to human services;

(8) A representative appointed by the Senate and House ranking members of the joint standing committee of the General Assembly having cognizance of matters relating to human services;

(9) The Commissioner of Social Services, or the commissioner's designee;

(10) The Commissioner of Housing, or the commissioner's designee; and

(11) The Commissioner of Early Childhood, or the commissioner's designee.

(c) Any member of the task force appointed under subdivision (1), (2), (3), (4), (5), (6), (7) or (8) of subsection (b) of this section may be a member of the General Assembly.

(d) All initial appointments to the task force shall be made not later than thirty days after the effective date of this section. Any vacancy shall be filled by the appointing authority.

(e) The speaker of the House of Representatives and the president pro tempore of the Senate shall select the chairpersons of the task force from among the members of the task force. Such chairpersons shall schedule the first meeting of the task force, which shall be held not later than sixty days after the effective date of this section.

41 (f) The administrative staff of the joint standing committee of the
42 General Assembly having cognizance of matters relating to human
43 services shall serve as administrative staff of the task force.

44 (g) Not later than January 1, 2027, the task force shall submit a report
45 on its findings and recommendations to the joint standing committees
46 of the General Assembly having cognizance of matters relating to
47 appropriations and the budgets of state agencies and human services, in
48 accordance with the provisions of section 11-4a of the general statutes.
49 The report shall include, but need not be limited to, (1) state costs to
50 expand staff of the 2-1-1 Infoline program by twenty per cent, and (2)
51 strategies to reduce wait times for callers to the Infoline to five minutes
52 or less. The task force shall terminate on the date that it submits such
53 report or January 1, 2027, whichever is later.

This act shall take effect as follows and shall amend the following sections:		
Section 1	*from passage*	New section

Statement of Purpose:

To establish a task force to study expanding services offered by the 2-1-1 Infoline program.

[Proposed deletions are enclosed in brackets. Proposed additions are indicated by underline, except that when the entire text of a bill or resolution or a section of a bill or resolution is new, it is not underlined.]