

## Department of Planning and Budget 2022 Fiscal Impact Statement

**1. Bill Number:** HB50-ER

<b>House of Origin</b>	<input type="checkbox"/> Introduced	<input type="checkbox"/> Substitute	<input type="checkbox"/> Engrossed
<b>Second House</b>	<input type="checkbox"/> In Committee	<input type="checkbox"/> Substitute	<input checked="" type="checkbox"/> Enrolled

**2. Patron:** Fariss

**3. Committee:** Passed Both Houses

**4. Title:** Infant relinquishment laws; DSS to establish hotline to make information available to public.

**5. Summary:** Directs the Department of Social Services to establish a toll-free 24-hour hotline to make information about the Commonwealth's safe haven laws that provide for relinquishment of an infant, infant relinquishment locations, and support and resources available for parents available to the public and shall make information about the hotline, including the toll-free number that may be used to contact the hotline, available in its website. The bill also directs the Department to undertake a campaign to increase public awareness of the Commonwealth's laws providing for relinquishment of an infant and the hotline established pursuant to the bill.

**6. Budget Amendment Necessary:** Yes.

**7. Fiscal Impact Estimates:** Final. See Item 8.

**7a. Expenditure Impact:**

<i>Fiscal Year</i>	<i>Dollars</i>	<i>Fund</i>
2023	\$150,000	General Fund
2024	\$100,000	General Fund
2025	\$100,000	General Fund
2026	\$100,000	General Fund
2027	\$100,000	General Fund
2028	\$100,000	General Fund
2029	\$100,000	General Fund

**8. Fiscal Implications:** This legislation requires the Department of Social Services (DSS) to undertake a campaign to increase public awareness of the Commonwealth's safe haven laws and to develop a 24-hour hotline, which will be able to provide information about the Commonwealth's safe haven laws, infant relinquishment locations, and available support and resources for parents.

To accomplish the bill's requirements, DSS could either utilize the existing "2-1-1 Virginia" hotline infrastructure or develop a separate stand-alone hotline.

### **Utilize Existing 2-1-1 Virginia Infrastructure**

DSS maintains a contract with a vendor to provide a 24-hour 365 day toll-free phone line routed directly to “2-1-1 Virginia” to provide information and referrals for individuals inquiring about community services throughout the state. The 2-1-1 Virginia service also maintains a Central Directory accessible to the general public both online and through a toll-free number, provides toll-free/live chat functionality in both English and Spanish, and maintains live chat and text functionality with 24/7 availability.

By utilizing 2-1-1 Virginia as the 24-hour hotline, DSS would be able to leverage existing investments to support the provisions of the amended legislation. The agency is able to modify the 2-1-1 Virginia contract to include a dedicated toll-free number routing to 2-1-1, the provision of information related to the safe haven laws, infant relinquishment locations, and resources for parents available to the public. It is estimated that this modification would increase the annual contract cost by approximately \$100,000 in fiscal year (FY) 2023 and each year thereafter.

### **Develop a Stand-Alone Hotline**

Alternatively, the agency could develop a stand-alone hotline and contract with a vendor to provide information and resources related to the safe haven laws and infant relinquishment locations. The cost of a contract to maintain and staff a stand-alone safe haven hotline is estimated to be approximately \$500,000 annually. The estimate is based on the vendor requiring one call center staff person 24/7 and 365 to handle the related incoming calls, systems, training and materials costs, and assumed overhead costs. These costs support more robust services than the provisions of the amended legislation require, but actual costs are included as reference. DSS estimates that a new contract could be established by January 2023 and the estimated funding needed to support this option is \$250,000 in FY 2023 and \$500,000 in FY 2024 and each year thereafter.

### **Marketing Campaign**

Funding would also be needed to develop and execute a safe haven public awareness campaign. Based on a previous child abuse and neglect public awareness campaign, DSS estimates that it will cost approximately \$50,000 to develop messaging, social media ads, and print materials. It is assumed that the public awareness campaign would be one-time in FY 2023.

### **Total Costs**

It is assumed that existing infrastructure will be used implement the requirements of this legislation; therefore, total costs are estimated to be \$150,000 general fund in FY 2023 and \$100,000 general fund in FY 2024 and each year thereafter using the existing 2-1-1 Virginia infrastructure.

**9. Specific Agency or Political Subdivisions Affected:** Department of Social Services

**10. Technical Amendment Necessary:** No.

**11. Other Comments:** None.