



SOUTH CAROLINA REVENUE AND FISCAL AFFAIRS OFFICE

STATEMENT OF ESTIMATED FISCAL IMPACT

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This fiscal impact statement is produced in compliance with the South Carolina Code of Laws and House and Senate rules. The focus of the analysis is on governmental expenditure and revenue impacts and may not provide a comprehensive summary of the legislation.

Bill Number:	S. 0697	Amended by Senate Banking and Insurance on February 11, 2026
Subject:	211 Network	
Requestor:	Senate Banking and Insurance	
RFA Analyst(s):	Vesely	
Impact Date:	February 19, 2026 - Updated for Additional Agency Response	

Fiscal Impact Summary

This bill as amended transfers responsibility of the South Carolina 211 Network, created within the Budget and Control Board (B&CB), to the Department of Consumer Affairs (Consumer Affairs). This bill specifies that the South Carolina 211 Network is to serve as the single point of coordination of information and referral for health and human services. Consumer Affairs shall contract with the state's established 211 lead entity for continuation of services. Using information from the 211 lead entity, Consumer Affairs shall report annually on 211 calls.

The established 211 lead entity is United Way of South Carolina. Currently, the United Way operates the 211 Network for South Carolina through a temporary partnership with United Way of North Carolina, which ends June 30, 2026. Once this contract ends, United Way expects to operate the 211 Network without a live call center, but with text and online chat responses available for 211 inquiries. Based on discussions between Consumer Affairs, United Way, and vendors, Consumer Affairs anticipates that if a call center is operated, the cost will be approximately \$1,200,000. However, this will depend on appropriations, and the agency will request \$1,200,000 in General Fund appropriations beginning in FY 2026-27 in order to contract with a vendor to operate the call center network.

This bill has been updated to reflect an additional response from the Department of Consumer Affairs.

Explanation of Fiscal Impact

Updated for Additional Agency Response on February 19, 2026 Amended by Senate Banking and Insurance on February 11, 2026 State Expenditure

This bill as amended transfers responsibility of the South Carolina 211 Network, created within the B&CB, to Consumer Affairs. This bill specifies that the South Carolina 211 Network is to serve as the single point of coordination of information and referral for health and human services. Consumer Affairs shall contract with the state's established 211 lead entity for continuation of services. Using information from the 211 lead entity, Consumer Affairs shall report annually on 211 calls.

The South Carolina 211 Network was originally established by Act 339 of 2002 under the B&CB. According to the Public Employee Benefit Authority (PEBA), when the B&CB was dissolved, Act 278 of 2012 nominally gave the responsibility to PEBA, which was later determined to be an error. The United Way has maintained the 211 Network since the dissolution of the B&CB. During Hurricane Helene, Consumer Affairs reports that United Way's in-house call center was unable to handle the volume of calls for the 211 Network. Currently, the United Way operates the 211 Network for South Carolina through a temporary partnership with United Way of North Carolina, which ends June 30, 2026. Once this contract ends, United Way expects to operate the 211 Network without a live call center, but with text and online chat responses available for 211 inquiries. Based on discussions between Consumer Affairs, United Way, and vendors, Consumer Affairs anticipates that if a call center is operated, the cost will be approximately \$1,200,000. However, this will depend on appropriations, and the agency will request \$1,200,000 in General Fund appropriations beginning in FY 2026-27 in order to contract with a vendor to operate the call center network.

State Revenue

N/A

Local Expenditure

N/A

Local Revenue

N/A



Frank A. Rainwater, Executive Director