

Chapter 67

(Senate Bill 719)

AN ACT concerning

~~Maryland Department of Health~~ **2-1-1 Maryland – Mental Health Services
Phone Call Program
(The Thomas Bloom Raskin Act)**

FOR the purpose of requiring the Maryland Department of Health, in consultation with 2-1-1 Maryland, to make certain recommendations relating to the establishment of a certain opt-in mental health services phone call program; authorizing the Governor to include in the annual budget bill an appropriation to the Department to carry out certain provisions of this Act; and generally relating to 2-1-1 Maryland and mental health services.

BY repealing and reenacting, with amendments,
Article – Health – General
Section 24-1204
Annotated Code of Maryland
(2019 Replacement Volume and 2020 Supplement)

SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF MARYLAND,
That the Laws of Maryland read as follows:

Article – Health – General

24-1204.

- (a) The Department shall, in consultation with 2-1-1 Maryland, as appropriate:
 - (1) Maintain public information available from State agencies, programs, and departments that provide health and human services;
 - (2) Support projects and activities that further the development of 2-1-1 Maryland;
 - (3) Examine and make recommendations to maximize the use of information technology in making 2-1-1 services available throughout the State;
 - (4) Evaluate the performance of each 2-1-1 Maryland call center;
 - (5) Make recommendations to 2-1-1 Maryland regarding the quality of service provided by call centers or the performance of call centers when issues related to service quality and performance are presented to the Department; [and]

(6) Make recommendations regarding corrective action to be taken by a call center, as appropriate; AND

(7) MAKE RECOMMENDATIONS TO 2-1-1 MARYLAND REGARDING THE ESTABLISHMENT OF AN OPT-IN MENTAL HEALTH SERVICES PHONE CALL PROGRAM THAT:

(I) REQUIRES A CALL CENTER TO CALL INDIVIDUALS WHO HAVE OPTED IN TO THE MENTAL HEALTH SERVICES PHONE CALL PROGRAM ON A PERIODIC BASIS, AS DETERMINED BY 2-1-1 MARYLAND; AND

(II) ATTEMPTS TO CONNECT INDIVIDUALS TO A PROVIDER OF MENTAL HEALTH SERVICES IF THE INDIVIDUAL REQUESTS TO SPEAK TO A MENTAL HEALTH PROVIDER DURING A CALL WITH 2-1-1 MARYLAND.

(B) THE GOVERNOR MAY INCLUDE IN THE ANNUAL BUDGET BILL AN APPROPRIATION TO THE DEPARTMENT IN AN AMOUNT SUFFICIENT TO CARRY OUT SUBSECTION (A)(7) OF THIS SECTION.

~~(C)~~ **(C)** On or before December 31, 2005, and every year thereafter, the Department, in consultation with 2-1-1 Maryland, shall report to the Governor and, subject to § 2-1257 of the State Government Article, to the General Assembly on the activities performed under subsection (a) of this section.

SECTION 2. AND BE IT FURTHER ENACTED, That this Act shall take effect ~~October~~ July 1, 2021.

Approved by the Governor, April 13, 2021.