

Department of Legislative Services
Maryland General Assembly
2023 Session

FISCAL AND POLICY NOTE
First Reader

Senate Bill 890
Finance

(Senators Zucker and Augustine)

Maryland Department of Health - 2-1-1 Maryland - Oversight

This bill alters the definition of “Health and Human Services Referral System” to mean a coordinated system for health and human service resources accessible to all State residents through 2-1-1 and other designated technology systems. The bill repeals the requirements that the Maryland Department of Health (MDH), in consultation with 2-1-1 Maryland, (1) evaluate the performance of each 2-1-1 Maryland call center and (2) 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 MDH. The bill also makes conforming changes.

Fiscal Summary

State Effect: Any change in State activities does not materially affect State finances.

Local Effect: None.

Small Business Effect: None.

Analysis

Current Law: The Health and Human Services Referral System is a telephone service that automatically connects an individual dialing the digits 2-1-1 to an established information and referral answering point. MDH oversees the 2-1-1 Maryland call centers and operation of the Health and Human Services Referral System in the State. MDH, in consultation with 2-1-1 Maryland, (1) maintains public information available from State agencies, programs, and departments that provide health and human services; (2) supports projects and activities that further 2-1-1 Maryland development; (3) examines and make

recommendations to maximize the use of information technology in making 2-1-1 services available throughout the State; (4) evaluates the performance of each call center; (5) makes recommendations to 2-1-1 Maryland regarding the quality of service provided or the performance of call centers; and (6) makes recommendations regarding corrective action to be taken by a call center. By December 31 each year, MDH must report to the Governor and the General Assembly on these activities.

Additional Comments: 2-1-1 Maryland is a private, nonprofit organization that maintains an information and referral service network that is available to Maryland residents via telephone and Internet. 2-1-1 Maryland offers guidance 24 hours a day and seven days a week regarding access to health, crisis, and social services.

Additional Information

Prior Introductions: Similar legislation has not been introduced within the last three years.

Designated Cross File: HB 340 (Delegate Cullison) - Health and Government Operations.

Information Source(s): Maryland Department of Health; Department of Human Services; Department of Legislative Services

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js/jc

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