

# SENATE BILL 1068

01

4lr1484  
CF HB 1141

---

By: **Senator Kagan**

Introduced and read first time: February 2, 2024

Assigned to: Education, Energy, and the Environment

---

Committee Report: Favorable with amendments

Senate action: Adopted

Read second time: March 2, 2024

---

## CHAPTER \_\_\_\_\_

1 AN ACT concerning

2 ~~Human Services 2-1-1 and 3-1-1 Systems Nonemergency Information and~~  
3 ~~Referrals~~  
4 Department of Information Technology – Evaluation and Development of a  
5 3-1-1 Portal Using Artificial Intelligence

6 FOR the purpose of ~~establishing the Maryland 2-1-1 and 3-1-1 Board to take certain~~  
7 ~~actions relating to the establishment of a statewide 3-1-1 system and county 3-1-1~~  
8 ~~systems and the integration of the 2-1-1 system into a statewide 2-1-1 and 3-1-1~~  
9 ~~system; establishing a statewide 3-1-1 system under the Department of Human~~  
10 ~~Services to provide certain nonemergency information and referrals, subject to~~  
11 ~~certain requirements; requiring a county to be responsible for certain costs and~~  
12 ~~expenses associated with a county 3-1-1 system; stating the intent of the General~~  
13 Assembly that the Department of Information Technology evaluate the feasibility of  
14 creating a 3-1-1 portal utilizing artificial intelligence and that the Department  
15 prioritize the creation of the portal if feasible; and generally relating to ~~2-1-1 and~~  
16 ~~3-1-1 systems and nonemergency information and referrals~~ artificial intelligence  
17 and the 3-1-1 system.

18 ~~BY transferring~~

19 ~~Article Health General~~

20 ~~Section 24-1203, 24-1204, and 24-1205~~

21 ~~Annotated Code of Maryland~~

22 ~~(2023 Replacement Volume)~~

23 ~~to be~~

24 ~~Article Human Services~~

---

EXPLANATION: CAPITALS INDICATE MATTER ADDED TO EXISTING LAW.

[Brackets] indicate matter deleted from existing law.

Underlining indicates amendments to bill.

~~Strike out~~ indicates matter stricken from the bill by amendment or deleted from the law by amendment.



1 ~~Section 2-603, 2-603.1, and 2-603.2, respectively~~  
 2 ~~Annotated Code of Maryland~~  
 3 ~~(2019 Replacement Volume and 2023 Supplement)~~

4 ~~BY repealing~~  
 5 ~~Article — Health — General~~  
 6 ~~Section 24-1201 and 24-1202 and the subtitle “Subtitle 12. Health and Human~~  
 7 ~~Services Referral System”~~  
 8 ~~Annotated Code of Maryland~~  
 9 ~~(2023 Replacement Volume)~~

10 ~~BY repealing and reenacting, without amendments,~~  
 11 ~~Article — State Finance and Procurement~~  
 12 ~~Section 14-301(a) and (l)~~  
 13 ~~Annotated Code of Maryland~~  
 14 ~~(2021 Replacement Volume and 2023 Supplement)~~

15 ~~BY repealing and reenacting, without amendments,~~  
 16 ~~Article — Public Safety~~  
 17 ~~Section 1-301(a), (o), (t), and (u)~~  
 18 ~~Annotated Code of Maryland~~  
 19 ~~(2022 Replacement Volume and 2023 Supplement)~~

20 ~~BY adding to~~  
 21 ~~Article — Human Services~~  
 22 ~~Section 2-601, 2-602, and 2-604 through 2-613 to be under the new subtitle~~  
 23 ~~“Subtitle 6. 2-1-1 and 3-1-1 Systems”~~  
 24 ~~Annotated Code of Maryland~~  
 25 ~~(2019 Replacement Volume and 2023 Supplement)~~

26 ~~BY repealing and reenacting, with amendments,~~  
 27 ~~Article — Human Services~~  
 28 ~~Section 2-603, 2-603.1, and 2-603.2~~  
 29 ~~Annotated Code of Maryland~~  
 30 ~~(2019 Replacement Volume and 2023 Supplement)~~  
 31 ~~(As enacted by Section 1 of this Act)~~

32 SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF MARYLAND,  
 33 That ~~Section(s) 24-1203, 24-1204, and 24-1205 of Article — Health — General of the~~  
 34 ~~Annotated Code of Maryland be transferred to be Section(s) 2-603, 2-603.1, and 2-603.2,~~  
 35 ~~respectively, of Article — Human Services of the Annotated Code of Maryland.~~

36 ~~SECTION 2. AND BE IT FURTHER ENACTED, That the Laws of Maryland read~~  
 37 ~~as follows:~~

38 ~~Article — Health — General~~

1 ~~[Subtitle 12. Health and Human Services Referral System.]~~

2 ~~[24-1201.]~~

3 (a) ~~In this subtitle the following words have the meanings indicated.~~

4 (b) ~~“Health and Human Services Referral System” means telephone service that~~  
5 ~~automatically connects an individual dialing the digits 2-1-1 to an established information~~  
6 ~~and referral answering point.~~

7 (c) ~~“2-1-1” means the abbreviated dialing code assigned by the Federal~~  
8 ~~Communications Commission for consumer access to community information and referral~~  
9 ~~services.~~

10 (d) ~~“2-1-1 Maryland” means the Maryland Information Network, 2-1-1~~  
11 ~~Maryland, a 501(c)(3) corporation in the State.~~

12 (e) ~~“2-1-1 Maryland call center” means a nonprofit agency or organization~~  
13 ~~designated by 2-1-1 Maryland to provide 2-1-1 services.]~~

14 ~~[24-1202.]~~

15 (a) ~~The General Assembly:~~

16 (1) ~~Recognizes the importance of a statewide information and referral~~  
17 ~~system for health and human services;~~

18 (2) ~~Recognizes that an integrated telephone system would provide a single~~  
19 ~~source for information and referral to health and human services, community~~  
20 ~~preparedness, and crisis information and could be accessed toll free from anywhere in~~  
21 ~~Maryland, 24 hours a day, 365 days a year;~~

22 (3) ~~Acknowledges that the three-digit number, 2-1-1, is a nationally~~  
23 ~~recognized and applied telephone number which may be used for information and referral~~  
24 ~~and eliminates delays caused by lack of familiarity with health and human services~~  
25 ~~numbers and by understandable confusion in circumstances of crisis; and~~

26 (4) ~~Recognizes a demonstrated need for an easy to remember, easy to use~~  
27 ~~telephone number that will enable individuals in need to be directed to available~~  
28 ~~community resources.~~

29 (b) ~~The purpose of this subtitle is to establish the three-digit number, 2-1-1, as~~  
30 ~~the primary information and referral telephone number for health and human services in~~  
31 ~~the State.]~~

32 ~~Article—State Finance and Procurement~~

1 ~~14-301.~~

2 (a) ~~In this subtitle the following words have the meanings indicated.~~

3 (1) ~~“Socially disadvantaged individual” means an individual who has been~~  
 4 ~~subjected to racial or ethnic prejudice or cultural bias within American society because of~~  
 5 ~~membership in a group and without regard to individual qualities. Social disadvantage~~  
 6 ~~must stem from circumstances beyond the control of the individual.~~

7 ~~Article — Public Safety~~

8 ~~1-301.~~

9 (a) ~~In this subtitle the following words have the meanings indicated.~~

10 (e) ~~“9-1-1 specialist” means an employee of a county public safety answering~~  
 11 ~~point, or an employee working in a county public safety answering point, whose duties and~~  
 12 ~~responsibilities include:~~

13 (1) ~~receiving and processing 9-1-1 requests for emergency services;~~

14 (2) ~~other support functions directly related to 9-1-1 requests for~~  
 15 ~~emergency services; or~~

16 (3) ~~dispatching law enforcement officers, fire rescue services, emergency~~  
 17 ~~medical services, and other public safety services to the scene of an emergency.~~

18 (f) ~~“Public safety agency” means:~~

19 (1) ~~a functional division of a public agency that provides fire fighting,~~  
 20 ~~police, medical, or other emergency services; or~~

21 (2) ~~a private entity that provides fire fighting, police, medical, or other~~  
 22 ~~emergency services on a voluntary basis.~~

23 (u) ~~“Public safety answering point” means a communications facility that:~~

24 (1) ~~is operated on a 24-hour basis;~~

25 (2) ~~first receives 9-1-1 requests for emergency services in a 9-1-1 service~~  
 26 ~~area; and~~

27 (3) ~~as appropriate:~~

28 (i) ~~dispatches public safety services directly;~~

1 ~~(ii) transmits incident data to appropriate public safety agencies~~  
 2 ~~within the State for the dispatch of public safety services; or~~

3 ~~(iii) transfers 9-1-1 requests for emergency services or transmits~~  
 4 ~~incident data to:~~

5 ~~1. an appropriate federal emergency communication center~~  
 6 ~~responsible for the delivery of public safety services on a federal campus or federal~~  
 7 ~~reservation; or~~

8 ~~2. an appropriate public safety answering point located~~  
 9 ~~within or outside the State.~~

10 ~~Article Human Services~~

11 ~~SUBTITLE 6. 2-1-1 AND 3-1-1 SYSTEMS.~~

12 ~~2-601.~~

13 ~~(A) IN THIS SUBTITLE THE FOLLOWING WORDS HAVE THE MEANINGS~~  
 14 ~~INDICATED:~~

15 ~~(B) "BOARD" MEANS THE MARYLAND 2-1-1 AND 3-1-1 BOARD.~~

16 ~~(C) (1) "COUNTY 3-1-1 SYSTEM" MEANS A SERVICE THAT:~~

17 ~~(i) IS ESTABLISHED UNDER § 2-610 OF THIS SUBTITLE AS AN~~  
 18 ~~ALTERNATIVE TO THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM FOR 3-1-1 CALLS~~  
 19 ~~PLACED IN THE COUNTY;~~

20 ~~(ii) MEETS THE REQUIREMENTS ESTABLISHED UNDER THIS~~  
 21 ~~SUBTITLE; AND~~

22 ~~(iii) AUTOMATICALLY CONNECTS AN INDIVIDUAL DIALING THE~~  
 23 ~~DIGITS 3-1-1 TO AN ESTABLISHED NONEMERGENCY ANSWERING POINT.~~

24 ~~(2) "COUNTY 3-1-1 SYSTEM" INCLUDES:~~

25 ~~(i) EQUIPMENT FOR:~~

26 ~~1. CONNECTING AND OUTSWITCHING 3-1-1 CALLS~~  
 27 ~~WITHIN A TELEPHONE CENTRAL OFFICE; AND~~

28 ~~2. ANY OTHER TECHNOLOGICAL ADVANCEMENTS THAT~~  
 29 ~~THE BOARD AND THE DEPARTMENT REQUIRE;~~

1 ~~(H) TRUNKING FACILITIES FROM A TELEPHONE CENTRAL~~  
2 ~~OFFICE TO A NONEMERGENCY ANSWERING POINT;~~

3 ~~(H) EQUIPMENT TO CONNECT 3-1-1 CALLS TO THE~~  
4 ~~APPROPRIATE STATE OR LOCAL AGENCIES, PROGRAMS, OR DEPARTMENTS; AND~~

5 ~~(IV) EQUIPMENT TO CONNECT 3-1-1 CALLS TO THE STATEWIDE~~  
6 ~~2-1-1 AND 3-1-1 SYSTEM, AS APPROPRIATE.~~

7 ~~(D) "CUSTOMER SERVICE SPECIALIST" MEANS AN EMPLOYEE OF A~~  
8 ~~NONEMERGENCY ANSWERING POINT WHOSE DUTIES AND RESPONSIBILITIES~~  
9 ~~INCLUDE:~~

10 ~~(1) RECEIVING AND PROCESSING 2-1-1 AND 3-1-1 REQUESTS FOR~~  
11 ~~NONEMERGENCY SERVICES, RESOURCES, REFERRALS, AND INFORMATION;~~

12 ~~(2) OTHER SUPPORT FUNCTIONS DIRECTLY RELATED TO 2-1-1 AND~~  
13 ~~3-1-1 REQUESTS FOR NONEMERGENCY SERVICES, RESOURCES, REFERRALS, AND~~  
14 ~~INFORMATION;~~

15 ~~(3) TRANSMITTING QUESTIONS AND CONCERNS TO APPROPRIATE~~  
16 ~~STATE OR LOCAL AGENCIES, PROGRAMS, OR DEPARTMENTS; OR~~

17 ~~(4) TRANSFERRING REQUESTS FOR EMERGENCY SERVICES OR~~  
18 ~~TRANSMITTING INCIDENT DATA TO THE 9-1-1 AND 9-8-8 SERVICES.~~

19 ~~(E) "KNOWLEDGE MANAGER" MEANS AN EMPLOYEE OF THE STATEWIDE~~  
20 ~~2-1-1 AND 3-1-1 SYSTEM OR A COUNTY 3-1-1 SYSTEM THAT PROVIDES SUPPORT BY:~~

21 ~~(1) VERIFYING AND PROCESSING INFORMATION FOR DISTRIBUTION~~  
22 ~~BY THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM OR A COUNTY 3-1-1 SYSTEM;~~

23 ~~(2) ESTABLISHING CHANNELS FOR THE RECEIPT OF INFORMATION:~~

24 ~~(I) FROM COUNTIES TO THE STATEWIDE 2-1-1 AND 3-1-1~~  
25 ~~SYSTEM OR A COUNTY 3-1-1 SYSTEM; AND~~

26 ~~(II) FROM THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM TO~~  
27 ~~COUNTIES; AND~~

28 ~~(3) PROVIDING INFORMATION TO BE USED BY THE STATEWIDE 2-1-1~~  
29 ~~AND 3-1-1 SYSTEM OR A COUNTY 3-1-1 SYSTEM.~~

1 ~~(F) "9-1-1 SPECIALIST" HAS THE MEANING STATED IN § 1-301 OF THE~~  
2 ~~PUBLIC SAFETY ARTICLE.~~

3 ~~(G) "NONEMERGENCY ANSWERING POINT" MEANS A COMMUNICATIONS~~  
4 ~~FACILITY THAT:~~

5 ~~(1) OPERATES THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM OR A~~  
6 ~~COUNTY 3-1-1 SYSTEM;~~

7 ~~(2) FIRST RECEIVES 2-1-1 AND 3-1-1 REQUESTS FOR INFORMATION~~  
8 ~~ABOUT NONEMERGENCY SERVICES, RESOURCES, REFERRALS, AND INFORMATION;~~  
9 ~~AND~~

10 ~~(3) AS APPROPRIATE:~~

11 ~~(I) DIRECTLY PROVIDES NONEMERGENCY INFORMATION~~  
12 ~~ABOUT GOVERNMENT AND COMMUNITY SERVICES, RESOURCES, REFERRALS, AND~~  
13 ~~INFORMATION;~~

14 ~~(II) TRANSMITS QUESTIONS AND CONCERNS TO BE RESOLVED~~  
15 ~~BY STATE OR LOCAL AGENCIES, PROGRAMS, DEPARTMENTS, OR COMMUNITY~~  
16 ~~RESOURCES; OR~~

17 ~~(III) TRANSFERS REQUESTS FOR EMERGENCY SERVICES OR~~  
18 ~~TRANSMITS INCIDENT DATA TO:~~

19 ~~1. AN APPROPRIATE PUBLIC SAFETY ANSWERING POINT~~  
20 ~~LOCATED WITHIN OR OUTSIDE THE STATE; OR~~

21 ~~2. AN APPROPRIATE FEDERAL EMERGENCY~~  
22 ~~COMMUNICATION CENTER RESPONSIBLE FOR THE DELIVERY OF PUBLIC SAFETY~~  
23 ~~SERVICES ON A FEDERAL CAMPUS OR FEDERAL RESERVATION.~~

24 ~~(H) "PUBLIC SAFETY ANSWERING POINT" HAS THE MEANING STATED IN §~~  
25 ~~1-301 OF THE PUBLIC SAFETY ARTICLE.~~

26 ~~(I) "SOCIALY DISADVANTAGED INDIVIDUAL" HAS THE MEANING STATED~~  
27 ~~IN § 14-301 OF THE STATE FINANCE AND PROCUREMENT ARTICLE.~~

28 ~~(J) (1) "STATEWIDE 2-1-1 AND 3-1-1 SYSTEM" MEANS A TELEPHONE~~  
29 ~~SERVICE THAT:~~

30 ~~(I) MEETS THE REQUIREMENTS ESTABLISHED UNDER THIS~~  
31 ~~SUBTITLE; AND~~

~~(H) AUTOMATICALLY CONNECTS AN INDIVIDUAL DIALING THE DIGITS 2-1-1 OR 3-1-1 TO AN ESTABLISHED NONEMERGENCY ANSWERING POINT.~~

~~(2) "STATEWIDE 2-1-1 AND 3-1-1 SYSTEM" INCLUDES:~~

~~(I) EQUIPMENT FOR:~~

~~1. CONNECTING AND OUTSWITCHING 2-1-1 AND 3-1-1 CALLS WITHIN A TELEPHONE CENTRAL OFFICE; AND~~

~~2. ANY OTHER TECHNOLOGICAL ADVANCEMENTS THAT THE BOARD AND THE DEPARTMENT REQUIRE;~~

~~(H) TRUNKING FACILITIES FROM A TELEPHONE CENTRAL OFFICE TO A NONEMERGENCY ANSWERING POINT; AND~~

~~(H) EQUIPMENT TO CONNECT 2-1-1 AND 3-1-1 CALLS TO THE APPROPRIATE STATE OR LOCAL AGENCIES, PROGRAMS, OR DEPARTMENTS.~~

~~(3) "STATEWIDE 2-1-1 AND 3-1-1 SYSTEM" DOES NOT INCLUDE A COUNTY 3-1-1 SYSTEM ESTABLISHED UNDER § 2-610 OF THIS SUBTITLE.~~

~~(K) "3-1-1" MEANS THE ABBREVIATED DIALING CODE ASSIGNED BY THE FEDERAL COMMUNICATIONS COMMISSION FOR CONSUMER ACCESS TO NONEMERGENCY POLICE AND OTHER GOVERNMENT SERVICES.~~

~~(L) "2-1-1" MEANS THE ABBREVIATED DIALING CODE ASSIGNED BY THE FEDERAL COMMUNICATIONS COMMISSION FOR CONSUMER ACCESS TO COMMUNITY INFORMATION AND REFERRAL SERVICES.~~

~~(M) "2-1-1 MARYLAND" MEANS THE MARYLAND INFORMATION NETWORK, 2-1-1 MARYLAND, A 501(C)(3) CORPORATION IN THE STATE.~~

~~2-602.~~

~~(A) THE GENERAL ASSEMBLY:~~

~~(1) RECOGNIZES THE IMPORTANCE OF A STATEWIDE SYSTEM FOR NONEMERGENCY SERVICES, RESOURCES, AND INFORMATION TO REDUCE THE NUMBER OF NONEMERGENCY REQUESTS FOR ASSISTANCE TO THE EMERGENCY 9-1-1 SYSTEM UNDER TITLE 1, SUBTITLE 3 OF THE PUBLIC SAFETY ARTICLE;~~



1           ~~(2) RECOGNIZES THAT A STATEWIDE INTEGRATED TELEPHONE~~  
2 ~~SYSTEM FOR BOTH 2-1-1 AND 3-1-1 SERVICES, STAFFED BY CUSTOMER SERVICE~~  
3 ~~SPECIALISTS TRAINED IN RESPONDING TO BOTH 2-1-1 AND 3-1-1 REQUESTS,~~  
4 ~~WOULD PROVIDE A SINGLE SOURCE FOR NONEMERGENCY INFORMATION AND~~  
5 ~~REFERRAL TO STATE OR LOCAL AGENCIES, PROGRAMS, AND DEPARTMENTS;~~

6           ~~(3) ACKNOWLEDGES THAT 2-1-1 AND 3-1-1 ARE NATIONALLY~~  
7 ~~RECOGNIZED AND APPLIED TELEPHONE NUMBERS THAT MAY BE USED FOR~~  
8 ~~INFORMATION AND REFERRAL AND ELIMINATE DELAYS CAUSED BY A LACK OF~~  
9 ~~FAMILIARITY WITH THE CONTACT INFORMATION FOR STATE OR LOCAL AGENCIES,~~  
10 ~~PROGRAMS, AND DEPARTMENTS AND BY UNDERSTANDABLE CONFUSION; AND~~

11           ~~(4) RECOGNIZES A DEMONSTRATED NEED FOR AN~~  
12 ~~EASY TO REMEMBER, EASY TO USE TELEPHONE NUMBER THAT WILL ENABLE~~  
13 ~~INDIVIDUALS IN NEED TO RECEIVE NONEMERGENCY SERVICES, RESOURCES,~~  
14 ~~REFERRALS, AND INFORMATION.~~

15           ~~(B) THIS SUBTITLE:~~

16           ~~(1) ESTABLISHES 3-1-1 AS A STATEWIDE INFORMATION AND~~  
17 ~~REFERRAL TELEPHONE NUMBER FOR NONEMERGENCY SERVICES, RESOURCES, AND~~  
18 ~~INFORMATION; AND~~

19           ~~(2) INTEGRATES 3-1-1 AND THE EXISTING 2-1-1 SYSTEM INTO A~~  
20 ~~UNIFIED STATEWIDE 2-1-1 AND 3-1-1 SYSTEM.~~

21 ~~2-603.~~

22           ~~(a) THIS SECTION DOES NOT APPLY TO:~~

23           ~~(1) A COUNTY 3-1-1 SYSTEM; OR~~

24           ~~(2) A NONEMERGENCY ANSWERING POINT USED EXCLUSIVELY AS~~  
25 ~~PART OF A COUNTY 3-1-1 SYSTEM.~~

26           ~~(B) Except as provided in subsection [(c)] (D) of this section, an agency or~~  
27 ~~organization shall be approved by 2-1-1 Maryland as a [2-1-1 Maryland call center]~~  
28 ~~NONEMERGENCY ANSWERING POINT in order to provide 2-1-1 AND 3-1-1 services [in~~  
29 ~~the State].~~

30           ~~[(b)] (C) When approving a [2-1-1 service provider] NONEMERGENCY~~  
31 ~~ANSWERING POINT, 2-1-1 Maryland shall consider:~~

1 ~~(1) the ability of the proposed [2-1-1 service provider] NONEMERGENCY~~  
 2 ~~ANSWERING POINT to meet the national 2-1-1 standards recommended by:~~

3 ~~(i) the Alliance of Information and Referral Systems and adopted by~~  
 4 ~~the National 2-1-1 Collaborative; or~~

5 ~~(ii) an equivalent entity;~~

6 ~~(2) the financial stability of the proposed [2-1-1 service provider]~~  
 7 ~~NONEMERGENCY ANSWERING POINT;~~

8 ~~(3) any community support for the proposed [2-1-1 service provider]~~  
 9 ~~NONEMERGENCY ANSWERING POINT;~~

10 ~~(4) any experience that the proposed [2-1-1 service provider]~~  
 11 ~~NONEMERGENCY ANSWERING POINT has with other information and referral services;~~

12 ~~(5) the degree to which the county in which the proposed [call center]~~  
 13 ~~NONEMERGENCY ANSWERING POINT is to be located has dedicated substantial resources~~  
 14 ~~to the establishment of a single telephone source for [non-emergency] NONEMERGENCY~~  
 15 ~~inquiries regarding county services; and~~

16 ~~(6) any other criteria that 2-1-1 Maryland considers appropriate.~~

17 ~~[(c)] (D) If a unit of the State that provides health and human services~~  
 18 ~~establishes a public information telephone line or hotline, the unit shall consult with~~  
 19 ~~2-1-1 Maryland about using the STATEWIDE 2-1-1 AND 3-1-1 system to provide public~~  
 20 ~~access to information.~~

21 ~~[2-603.1.]~~

22 ~~[(a)] (E) The Department shall, in consultation with 2-1-1 Maryland, as~~  
 23 ~~appropriate:~~

24 ~~(1) maintain public information available from State agencies, programs,~~  
 25 ~~and departments that provide health and human services;~~

26 ~~(2) [support projects and activities that further the development of 2-1-1~~  
 27 ~~Maryland;~~

28 ~~(3)] examine and make recommendations to maximize the use of~~  
 29 ~~information technology in making 2-1-1 AND 3-1-1 services available throughout the~~  
 30 ~~State;~~

31 ~~[(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;~~

~~(6) make recommendations regarding corrective action to be taken by a call center, as appropriate;] and~~

~~[(7)] (3) 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] NONEMERGENCY ANSWERING POINT 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] CONNECTS individuals to [a provider of mental health services] 9-8-8 if the individual requests to speak to a mental health provider during a call with 2-1-1 Maryland.~~

~~[(b)] (F) The Governor may include in the annual budget bill an appropriation to the Department in an amount sufficient to carry out subsection [(a)(7)] (E)(3) of this section.~~

~~[(e) 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.]~~

~~[2-603.2.]~~

~~(G) Funding for the Department's implementation of this subtitle is subject to:~~

~~(1) the availability of appropriated funds; and~~

~~(2) audit by the Office of Legislative Audits under § 2-1220 of the State Government Article.~~

~~2-604.~~

~~(A) THERE IS A MARYLAND 2-1-1 AND 3-1-1 BOARD IN THE DEPARTMENT.~~

~~(B) (1) THE BOARD CONSISTS OF THE FOLLOWING MEMBERS:~~

~~(i) THE SECRETARY, OR THE SECRETARY'S DESIGNEE;~~

1 ~~(H) THE SECRETARY OF INFORMATION TECHNOLOGY, OR THE~~  
2 ~~SECRETARY'S DESIGNEE;~~

3 ~~(HH) THE SECRETARY OF AGING, OR THE SECRETARY'S~~  
4 ~~DESIGNEE;~~

5 ~~(IV) THE SECRETARY OF DISABILITIES, OR THE SECRETARY'S~~  
6 ~~DESIGNEE;~~

7 ~~(V) THE SECRETARY OF HEALTH, OR THE SECRETARY'S~~  
8 ~~DESIGNEE;~~

9 ~~(VI) THE SECRETARY OF BUDGET AND MANAGEMENT, OR THE~~  
10 ~~SECRETARY'S DESIGNEE;~~

11 ~~(VII) THE SECRETARY OF GENERAL SERVICES, OR THE~~  
12 ~~SECRETARY'S DESIGNEE;~~

13 ~~(VIII) THE SECRETARY OF EMERGENCY MANAGEMENT, OR THE~~  
14 ~~SECRETARY'S DESIGNEE;~~

15 ~~(IX) THE DIRECTOR OF COMMUNICATIONS FROM THE OFFICE~~  
16 ~~OF THE GOVERNOR, OR THE DIRECTOR'S DESIGNEE;~~

17 ~~(X) TWO MEMBERS OF THE GENERAL PUBLIC, JOINTLY~~  
18 ~~APPOINTED BY THE SPEAKER OF THE HOUSE AND THE PRESIDENT OF THE SENATE;~~

19 ~~(XI) TWO REPRESENTATIVES FROM THE MARYLAND~~  
20 ~~ASSOCIATION OF COUNTIES, APPOINTED BY THE EXECUTIVE DIRECTOR OF THE~~  
21 ~~MARYLAND ASSOCIATION OF COUNTIES;~~

22 ~~(XII) ONE REPRESENTATIVE OF A 501(C)(3) NONPROFIT~~  
23 ~~ORGANIZATION, APPOINTED BY MARYLAND NONPROFITS;~~

24 ~~(XIII) ONE REPRESENTATIVE FROM THE MARYLAND MUNICIPAL~~  
25 ~~LEAGUE, APPOINTED BY THE EXECUTIVE DIRECTOR OF THE MARYLAND~~  
26 ~~MUNICIPAL LEAGUE;~~

27 ~~(XIV) THE CHIEF EXECUTIVE OFFICER OF 2-1-1 MARYLAND, OR~~  
28 ~~THE CHIEF EXECUTIVE OFFICER'S DESIGNEE; AND~~

29 ~~(XV) THE FOLLOWING MEMBERS APPOINTED BY THE GOVERNOR:~~

1 ~~1. ONE REPRESENTATIVE FROM THE~~  
2 ~~TELECOMMUNICATIONS INDUSTRY;~~

3 ~~2. ONE REPRESENTATIVE FROM THE CYBERSECURITY~~  
4 ~~INDUSTRY, PARTICULARLY IN THE FIELD OF COMMUNICATION NETWORKS;~~

5 ~~3. ONE REPRESENTATIVE FROM A PUBLIC SAFETY~~  
6 ~~ANSWERING POINT THAT IS LOCATED IN AN URBAN AREA OF THE STATE; AND~~

7 ~~4. ONE REPRESENTATIVE FROM A PUBLIC SAFETY~~  
8 ~~ANSWERING POINT THAT IS LOCATED IN A RURAL AREA OF THE STATE.~~

9 ~~(2) (i) ONE OF THE REPRESENTATIVES APPOINTED UNDER~~  
10 ~~PARAGRAPH (1)(XV) 3 OR 4 OF THIS SUBSECTION SHALL BE A RESIDENT OF A COUNTY~~  
11 ~~THAT RECEIVED 3 1 1 SERVICES ON OR BEFORE JULY 1, 2024.~~

12 ~~(ii) ONE OF THE REPRESENTATIVES APPOINTED UNDER~~  
13 ~~PARAGRAPH (1)(XI) OF THIS SUBSECTION SHALL REPRESENT A COUNTY THAT~~  
14 ~~RECEIVED 3 1 1 SERVICES ON OR BEFORE JULY 1, 2024.~~

15 ~~(c) (1) THE TERM OF A MEMBER IS 4 YEARS.~~

16 ~~(2) THE TERMS OF THE MEMBERS ARE STAGGERED AS REQUIRED BY~~  
17 ~~THE TERMS PROVIDED FOR MEMBERS OF THE BOARD ON JULY 1, 2024.~~

18 ~~(3) AT THE END OF A TERM, A MEMBER CONTINUES TO SERVE UNTIL~~  
19 ~~A SUCCESSOR IS APPOINTED AND QUALIFIES.~~

20 ~~(4) IF A VACANCY OCCURS AFTER A TERM HAS BEGUN, THE VACANCY~~  
21 ~~PROMPTLY SHALL BE FILLED FOR THE UNEXPIRED TERM IN THE SAME MANNER AS~~  
22 ~~IS REQUIRED FOR APPOINTMENT UNDER SUBSECTION (B) OF THIS SECTION.~~

23 ~~(d) (1) SUBJECT TO PARAGRAPH (2) OF THIS SUBSECTION, THE BOARD~~  
24 ~~SHALL PROMPTLY MEET TO ELECT A CHAIR AND A VICE CHAIR FROM AMONG ITS~~  
25 ~~MEMBERS BY MAJORITY VOTE.~~

26 ~~(2) IF THE CHAIR OR VICE CHAIR IS A MEMBER APPOINTED UNDER~~  
27 ~~SUBSECTION (B)(1)(I) THROUGH (VII) OF THIS SECTION, ANOTHER MEMBER~~  
28 ~~APPOINTED UNDER SUBSECTION (B)(1)(I) THROUGH (VII) OF THIS SECTION MAY~~  
29 ~~NOT SERVE AS CHAIR OR VICE CHAIR DURING THE SAME TERM.~~

30 ~~(e) (1) THE BOARD SHALL MEET AS NECESSARY, BUT AT LEAST ONCE~~  
31 ~~EACH QUARTER.~~

1           ~~(2) A MAJORITY OF THE BOARD IS A QUORUM.~~

2           ~~(3) THE BOARD SHALL MAKE PUBLICLY AVAILABLE ON ITS WEBSITE:~~

3           ~~(I) EACH OPEN MEETING AGENDA:~~

4                     ~~1. AT LEAST 48 HOURS IN ADVANCE OF EACH MEETING;~~

5 ~~OR~~

6                     ~~2. IF THE MEETING IS BEING HELD DUE TO AN~~  
7 ~~EMERGENCY, A NATURAL DISASTER, OR ANY OTHER UNANTICIPATED SITUATION, AS~~  
8 ~~FAR IN ADVANCE OF THE MEETING AS PRACTICABLE;~~

9           ~~(II) MEETING MINUTES FROM THE PORTIONS OF A MEETING~~  
10 ~~HELD IN OPEN SESSION, NOT MORE THAN 2 BUSINESS DAYS AFTER THE MINUTES~~  
11 ~~ARE APPROVED; AND~~

12           ~~(III) LIVE VIDEO STREAMING OF EACH PORTION OF A MEETING~~  
13 ~~HELD IN OPEN SESSION.~~

14           ~~(4) (I) THE BOARD SHALL APPROVE THE MINUTES FROM AN OPEN~~  
15 ~~MEETING IN A TIMELY MANNER.~~

16           ~~(II) EACH OPEN MEETING AGENDA SHALL INCLUDE~~  
17 ~~CONSIDERATION OF THE MINUTES FROM THE MOST RECENT OPEN MEETING.~~

18           ~~(5) THE BOARD SHALL MAINTAIN ON ITS WEBSITE:~~

19           ~~(I) MEETING MINUTES MADE AVAILABLE UNDER PARAGRAPH~~  
20 ~~(3) OF THIS SUBSECTION FOR A MINIMUM OF 5 YEARS AFTER THE DATE OF THE~~  
21 ~~MEETING; AND~~

22           ~~(II) A COMPLETE AND UNEDITED ARCHIVED VIDEO RECORDING~~  
23 ~~OF EACH OPEN MEETING FOR WHICH LIVE VIDEO STREAMING WAS MADE AVAILABLE~~  
24 ~~UNDER PARAGRAPH (3) OF THIS SUBSECTION FOR A MINIMUM OF 1 YEAR AFTER THE~~  
25 ~~DATE OF THE MEETING.~~

26           ~~(F) A MEMBER OF THE BOARD:~~

27           ~~(1) MAY NOT RECEIVE COMPENSATION AS A MEMBER OF THE BOARD;~~  
28 ~~BUT~~

29           ~~(2) IS ENTITLED TO REIMBURSEMENT FOR EXPENSES UNDER THE~~  
30 ~~STANDARD STATE TRAVEL REGULATIONS, AS PROVIDED IN THE STATE BUDGET.~~

1       ~~(C) THE DEPARTMENT SHALL PROVIDE STAFF TO THE BOARD, INCLUDING~~  
2 ~~A COORDINATOR WHO IS RESPONSIBLE FOR THE DAILY OPERATION OF THE OFFICE~~  
3 ~~OF THE BOARD.~~

4 ~~2-605.~~

5       ~~(A) THE BOARD SHALL COORDINATE THE ESTABLISHMENT,~~  
6 ~~ENHANCEMENT, AND INTEROPERABILITY OF THE STATEWIDE 2-1-1 AND 3-1-1~~  
7 ~~SYSTEM AND COUNTY 3-1-1 SYSTEMS WITH THE DEPARTMENT.~~

8       ~~(B) THE BOARD'S RESPONSIBILITIES INCLUDE:~~

9           ~~(1) ESTABLISHING REQUIREMENTS, PROCEDURES, AND STANDARDS~~  
10 ~~FOR:~~

11               ~~(I) THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM; AND~~

12               ~~(II) ANY EXISTING COUNTY 3-1-1 SYSTEMS;~~

13           ~~(2) ESTABLISHING PROCEDURES TO REVIEW THE STATEWIDE 2-1-1~~  
14 ~~AND 3-1-1 SYSTEM AND COUNTY 3-1-1 SYSTEMS;~~

15           ~~(3) TRANSMITTING THE REQUIREMENTS AND PROCEDURES~~  
16 ~~ESTABLISHED UNDER THIS SECTION, AND ANY AMENDMENTS, TO EACH COUNTY~~  
17 ~~3-1-1 SYSTEM;~~

18           ~~(4) TRANSFERRING ANY NECESSARY COMPONENTS OF A COUNTY~~  
19 ~~3-1-1 SYSTEM TO THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM IF THE GOVERNING~~  
20 ~~BODY OF A COUNTY ELECTS TO RECEIVE STATEWIDE 3-1-1 SERVICES;~~

21           ~~(5) SUBMITTING TO THE SECRETARY EACH YEAR A SCHEDULE FOR~~  
22 ~~IMPLEMENTING THIS SUBTITLE AND AN ESTIMATE OF FUNDING REQUIREMENTS~~  
23 ~~FOR THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM;~~

24           ~~(6) ESTABLISHING, WITH INPUT FROM COUNTY 3-1-1 SYSTEMS,~~  
25 ~~GUIDELINES TO MAKE NECESSARY IMPROVEMENTS TO THE STATEWIDE 2-1-1 AND~~  
26 ~~3-1-1 SYSTEM AND COUNTY 3-1-1 SYSTEMS;~~

27           ~~(7) PROVIDING FOR THE AUDIT OF STATE AND COUNTY~~  
28 ~~EXPENDITURES FOR THE OPERATION AND MAINTENANCE OF THE STATEWIDE 2-1-1~~  
29 ~~AND 3-1-1 SYSTEM AND COUNTY 3-1-1 SYSTEMS;~~

30           ~~(8) INSPECTING NONEMERGENCY ANSWERING POINTS;~~

1           ~~(9) ADOPTING PROCEDURES AND SAFEGUARDS TO ENSURE THAT~~  
2 ~~SENSITIVE INFORMATION SUBMITTED BY AN INDIVIDUAL DIALING THE DIGITS~~  
3 ~~2-1-1 OR 3-1-1 TO A NONEMERGENCY ANSWERING POINT IS MAINTAINED~~  
4 ~~CONFIDENTIALLY;~~

5           ~~(10) ESTABLISHING MINIMUM STANDARDS FOR RECORDS RETENTION~~  
6 ~~FOR 2-1-1 AND 3-1-1 AUDIO, PICTURES, VIDEO, TEXT MESSAGES, AND DATA IN THE~~  
7 ~~STATEWIDE 2-1-1 AND 3-1-1 SYSTEM AND COUNTY 3-1-1 SYSTEMS;~~

8           ~~(11) ESTABLISHING TRAINING STANDARDS FOR PERSONNEL AT~~  
9 ~~NONEMERGENCY ANSWERING POINTS, INCLUDING KNOWLEDGE MANAGERS AND~~  
10 ~~CUSTOMER SERVICE SPECIALISTS, THAT MEET OR EXCEED NATIONAL BEST~~  
11 ~~PRACTICES;~~

12           ~~(12) ESTABLISHING MINIMUM STANDARDS FOR CYBERSECURITY AND~~  
13 ~~CYBERSECURITY TRAINING FOR THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM AND~~  
14 ~~COUNTY 3-1-1 SYSTEMS, IN CONSULTATION WITH THE DEPARTMENT OF~~  
15 ~~INFORMATION TECHNOLOGY;~~

16           ~~(13) ESTABLISHING MINIMUM PERFORMANCE STANDARDS FOR~~  
17 ~~OVERSIGHT AND ACCOUNTABILITY FOR THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM~~  
18 ~~AND COUNTY 3-1-1 SYSTEMS; AND~~

19           ~~(14) SUPPORTING CUSTOMER SERVICE SPECIALIST RECRUITMENT~~  
20 ~~ACTIVITIES CONSISTING OF:~~

21           ~~(I) A DATABASE THAT OFFERS INFORMATION ON~~  
22 ~~RECRUITMENT GUIDANCE, BEST PRACTICES, AND STRATEGIES;~~

23           ~~(II) RECRUITMENT PROJECTS, INCLUDING RECRUITMENT~~  
24 ~~PROJECTS DESIGNED TO REACH SOCIALLY DISADVANTAGED INDIVIDUALS; AND~~

25           ~~(III) A WEBSITE THAT CONTAINS LINKS TO JOB OPPORTUNITIES~~  
26 ~~THROUGHOUT THE STATE FOR CUSTOMER SERVICE SPECIALISTS.~~

27           ~~(C) THE REQUIREMENTS ESTABLISHED BY THE BOARD UNDER SUBSECTION~~  
28 ~~(B) OF THIS SECTION SHALL BE BASED ON AVAILABLE TECHNOLOGY AND~~  
29 ~~EQUIPMENT.~~

30           ~~(D) THE STANDARDS ESTABLISHED BY THE BOARD UNDER SUBSECTION~~  
31 ~~(B)(10) OF THIS SECTION SHALL INCLUDE PROCEDURES FOR:~~

32           ~~(1) THE SECURITY OF RECORDS;~~



1           ~~(2) THE ESTABLISHMENT AND REVISION OF RECORD RETENTION AND~~  
2 ~~DISPOSAL SCHEDULES TO ENSURE THE PROMPT AND ORDERLY DISPOSITION OF~~  
3 ~~RECORDS, INCLUDING ELECTRONIC RECORDS, THAT ARE NO LONGER NEEDED FOR~~  
4 ~~OPERATION; AND~~

5           ~~(3) THE MAINTENANCE OF INVENTORIES OF RECORDS SERIES THAT~~  
6 ~~ARE ACCURATE AND COMPLETE.~~

7           ~~(E) (1) THE STANDARDS ESTABLISHED BY THE BOARD UNDER~~  
8 ~~SUBSECTION (B)(11) OF THIS SECTION SHALL INCLUDE ONBOARDING STANDARDS~~  
9 ~~FOR NEWLY HIRED CUSTOMER SERVICE SPECIALISTS AND MINIMUM CONTINUING~~  
10 ~~EDUCATION REQUIREMENTS FOR CUSTOMER SERVICE SPECIALISTS.~~

11           ~~(2) (I) AT LEAST ONCE EACH YEAR, THE BOARD SHALL PROVIDE~~  
12 ~~FOR AN AUDIT OF EACH NONEMERGENCY ANSWERING POINT IN ORDER TO ENSURE~~  
13 ~~THAT CUSTOMER SERVICE SPECIALISTS AND OTHER PERSONNEL HAVE SATISFIED~~  
14 ~~THE TRAINING REQUIREMENTS ESTABLISHED IN ACCORDANCE WITH SUBSECTION~~  
15 ~~(B)(11) OF THIS SECTION.~~

16           ~~(H) THE AUDIT DESCRIBED UNDER SUBPARAGRAPH (I) OF THIS~~  
17 ~~PARAGRAPH MAY BE CONDUCTED CONCURRENTLY WITH AN INSPECTION OF THE~~  
18 ~~NONEMERGENCY ANSWERING POINT IN ACCORDANCE WITH SUBSECTION (B)(8) OF~~  
19 ~~THIS SECTION.~~

20           ~~(F) THE BOARD SHALL ESTABLISH STANDARDS GOVERNING THE~~  
21 ~~PROCESSING OF 2-1-1 AND 3-1-1 REQUESTS FOR ASSISTANCE THAT:~~

22           ~~(1) MINIMIZE THE TRANSFER OF THOSE REQUESTS FROM THE~~  
23 ~~NONEMERGENCY ANSWERING POINT THAT RECEIVED THE REQUEST TO OTHER~~  
24 ~~STATE OR LOCAL AGENCIES, PROGRAMS, OR DEPARTMENTS WITHIN OR OUTSIDE~~  
25 ~~THE STATE, WHEN PRACTICABLE; AND~~

26           ~~(2) FOLLOW BEST PRACTICES FOR TRANSFERRING REQUESTS TO~~  
27 ~~ENSURE THE OPTIMAL RESPONSE.~~

28 ~~2-606.~~

29           ~~(A) ON OR BEFORE JULY 1, 2025, THE BOARD SHALL:~~

30           ~~(1) ESTABLISH A WEBSITE THAT PROVIDES INFORMATION ABOUT THE~~  
31 ~~STATEWIDE 2-1-1 AND 3-1-1 SYSTEM AND COUNTY 3-1-1 SYSTEMS AND A PORTAL~~  
32 ~~FOR SUBMITTING QUESTIONS ABOUT THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM AND~~  
33 ~~COUNTY 3-1-1 SYSTEMS;~~

1 ~~(2) DESIGNATE A COUNTY LIAISON TO COORDINATE WITH ALL~~  
2 ~~COUNTIES TO ENSURE THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM IS OPERATING~~  
3 ~~EFFECTIVELY;~~

4 ~~(3) INSTITUTE PROPER HIRING AND TRAINING STANDARDS FOR~~  
5 ~~CUSTOMER SERVICE SPECIALISTS AND KNOWLEDGE MANAGERS IN THE STATEWIDE~~  
6 ~~2-1-1 AND 3-1-1 SYSTEM; AND~~

7 ~~(4) COMMUNICATE WITH THE STATE'S REPRESENTATIVES IN THE~~  
8 ~~U.S. CONGRESS TO REQUEST FEDERAL FUNDING TO SUPPORT THE STATEWIDE~~  
9 ~~2-1-1 AND 3-1-1 SYSTEM.~~

10 ~~(B) ON OR BEFORE JULY 1, 2026, THE BOARD SHALL:~~

11 ~~(1) OBTAIN THE TECHNOLOGY INFRASTRUCTURE NECESSARY TO~~  
12 ~~SUPPORT THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM;~~

13 ~~(2) ESTABLISH:~~

14 ~~(I) THE DIGITS 2-1-1 AND 3-1-1 AS THE PRIMARY TELEPHONE~~  
15 ~~NUMBERS THAT CAN BE DIALED BY AN INDIVIDUAL TO ACCESS THE STATEWIDE~~  
16 ~~2-1-1 AND 3-1-1 SYSTEM IN A COUNTY THAT HAS OPTED TO JOIN THE STATEWIDE~~  
17 ~~2-1-1 AND 3-1-1 SYSTEM; AND~~

18 ~~(II) THE DIGITS 3-1-1 AS THE PRIMARY TELEPHONE NUMBER~~  
19 ~~THAT CAN BE DIALED BY AN INDIVIDUAL TO ACCESS A COUNTY 3-1-1 SYSTEM IN A~~  
20 ~~COUNTY THAT HAS ESTABLISHED A COUNTY 3-1-1 SYSTEM;~~

21 ~~(3) DEVELOP OPERATING PROCEDURES FOR THE STATEWIDE 2-1-1~~  
22 ~~AND 3-1-1 SYSTEM TO COORDINATE CALLS AMONG THE 9-1-1 AND 9-8-8~~  
23 ~~ABBREVIATED DIALING CODES;~~

24 ~~(4) DEVELOP WRITTEN AGREEMENTS TO ENSURE A CLEAR~~  
25 ~~UNDERSTANDING OF WHICH SPECIFIC REQUESTS FOR NONEMERGENCY~~  
26 ~~INFORMATION WILL BE REFERRED TO EACH ENTITY;~~

27 ~~(5) IN CONSULTATION WITH THE MARYLAND CYBERSECURITY~~  
28 ~~COUNCIL ESTABLISHED UNDER § 9-2901 OF THE STATE GOVERNMENT ARTICLE,~~  
29 ~~ESTABLISH AND MAINTAIN CYBERSECURITY STANDARDS FOR THE STATEWIDE~~  
30 ~~2-1-1 AND 3-1-1 SYSTEM THAT MEET OR EXCEED NATIONAL INDUSTRY BEST~~  
31 ~~PRACTICES;~~

1           ~~(6) ESTABLISH A SYSTEM FOR GATHERING AND MAINTAINING~~  
2 ~~CURRENT INFORMATION TO BE PROVIDED TO THE PUBLIC BY THE STATEWIDE~~  
3 ~~2-1-1 AND 3-1-1 SYSTEM; AND~~

4           ~~(7) DEVELOP A STATEWIDE MARKETING CAMPAIGN TO EDUCATE THE~~  
5 ~~PUBLIC ABOUT:~~

6           ~~(I) THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM; AND~~

7           ~~(H) THE DIFFERENCES AMONG THE 2-1-1, 3-1-1, 9-1-1, AND~~  
8 ~~9-8-8 ABBREVIATED DIALING CODES.~~

9           ~~(C) ON OR BEFORE JULY 1, 2027, THE BOARD SHALL BEGIN CONDUCTING~~  
10 ~~THE MARKETING CAMPAIGN DEVELOPED UNDER SUBSECTION (B)(7) OF THIS~~  
11 ~~SECTION.~~

12 ~~2-607.~~

13           ~~(A) (1) THERE IS A STATEWIDE 2-1-1 AND 3-1-1 SYSTEM UNDER THE~~  
14 ~~DEPARTMENT.~~

15           ~~(2) ON OR BEFORE JULY 1, 2027, THE STATEWIDE 2-1-1 AND 3-1-1~~  
16 ~~SYSTEM SHALL BE FULLY OPERATIONAL.~~

17           ~~(B) THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM SHALL COMPLY WITH ALL~~  
18 ~~APPLICABLE REQUIREMENTS, STANDARDS, AND PROCEDURES ESTABLISHED BY THE~~  
19 ~~BOARD UNDER § 2-605 OF THIS SUBTITLE.~~

20           ~~(C) THE DEPARTMENT SHALL PROVIDE ALL TECHNOLOGY, EQUIPMENT,~~  
21 ~~AND FACILITIES FOR THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM.~~

22           ~~(D) THE DEPARTMENT OF INFORMATION TECHNOLOGY SHALL PROVIDE~~  
23 ~~TECHNICAL ASSISTANCE TO THE DEPARTMENT TO AID IN COMPLIANCE WITH THIS~~  
24 ~~SUBTITLE.~~

25           ~~(E) THE BOARD AND THE DEPARTMENT SHALL COORDINATE WITH ALL~~  
26 ~~COUNTIES TO EFFECTIVELY CARRY OUT THE DUTIES OF THIS SUBTITLE.~~

27           ~~(F) A NONEMERGENCY ANSWERING POINT MAY BE LOCATED AT A PUBLIC~~  
28 ~~SAFETY ANSWERING POINT UNDER TITLE 1, SUBTITLE 3 OF THE PUBLIC SAFETY~~  
29 ~~ARTICLE.~~

30 ~~2-608.~~

1 ~~(A) THE DEPARTMENT IS RESPONSIBLE FOR ALL COSTS AND EXPENSES~~  
2 ~~ASSOCIATED WITH ESTABLISHING, MAINTAINING, AND OPERATING THE STATEWIDE~~  
3 ~~2-1-1 AND 3-1-1 SYSTEM.~~

4 ~~(B) THE SECRETARY MAY APPLY FOR, RECEIVE, AND SPEND STATE AND~~  
5 ~~FEDERAL FUNDS AND ANY OUTSIDE FUNDS TO CARRY OUT THE POWERS AND DUTIES~~  
6 ~~OF THIS SUBTITLE.~~

7 ~~(C) THE DEPARTMENT IS RESPONSIBLE FOR ANY FEES ASSOCIATED WITH~~  
8 ~~AN INDIVIDUAL DIALING THE DIGITS 2-1-1 OR 3-1-1 TO AN ESTABLISHED~~  
9 ~~NONEMERGENCY ANSWERING POINT.~~

10 ~~2-609.~~

11 ~~(A) ON OR BEFORE JULY 1, 2025, THE GOVERNING BODY OF EACH COUNTY~~  
12 ~~SHALL:~~

13 ~~(1) ENTER INTO AN AGREEMENT WITH THE DEPARTMENT TO JOIN~~  
14 ~~THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM UNDER § 2-607 OF THIS SUBTITLE; OR~~

15 ~~(2) NOTIFY THE DEPARTMENT THAT THE COUNTY WILL BE~~  
16 ~~ESTABLISHING AND ADMINISTERING A COUNTY 3-1-1 SYSTEM, OR CONTINUING TO~~  
17 ~~ADMINISTER AN EXISTING COUNTY 3-1-1 SYSTEM, IN ACCORDANCE WITH § 2-610 OF~~  
18 ~~THIS SUBTITLE.~~

19 ~~(B) A COUNTY THAT ELECTS TO ESTABLISH AND ADMINISTER A COUNTY~~  
20 ~~3-1-1 SYSTEM UNDER SUBSECTION (A)(2) OF THIS SECTION AS AN ALTERNATIVE TO~~  
21 ~~THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM SHALL HAVE THE COUNTY 3-1-1 SYSTEM~~  
22 ~~FULLY OPERATIONAL ON OR BEFORE JULY 1, 2027.~~

23 ~~2-610.~~

24 ~~(A) SUBJECT TO § 2-609 OF THIS SUBTITLE, THE GOVERNING BODY OF A~~  
25 ~~COUNTY MAY ESTABLISH A COUNTY 3-1-1 SYSTEM.~~

26 ~~(B) (1) A COUNTY 3-1-1 SYSTEM SHALL COMPLY WITH ALL APPLICABLE~~  
27 ~~REQUIREMENTS, STANDARDS, AND PROCEDURES ESTABLISHED BY THE BOARD~~  
28 ~~UNDER § 2-605 OF THIS SUBTITLE.~~

29 ~~(2) IF A COUNTY 3-1-1 SYSTEM VIOLATES PARAGRAPH (1) OF THIS~~  
30 ~~SUBSECTION, THE DEPARTMENT MAY:~~

31 ~~(i) ISSUE A WARNING; AND~~

1 ~~(H) IF AFTER A WARNING HAS BEEN ISSUED AND THE SAME~~  
2 ~~VIOLATION OCCURS OR THE IDENTIFIED VIOLATION HAS NOT BEEN CORRECTED IN~~  
3 ~~A TIMELY MANNER, ASSUME CONTROL OF THE COUNTY 3-1-1 SYSTEM AND~~  
4 ~~INTEGRATE THE COUNTY 3-1-1 SYSTEM INTO THE STATEWIDE 2-1-1 AND 3-1-1~~  
5 ~~SYSTEM.~~

6 ~~(C) A COUNTY THAT ESTABLISHES AND ADMINISTERS A FULLY~~  
7 ~~OPERATIONAL COUNTY 3-1-1 SYSTEM IN ACCORDANCE WITH SUBSECTION (B) OF~~  
8 ~~THIS SECTION IS RESPONSIBLE FOR:~~

9 ~~(1) THE PROPER TRAINING AND HIRING OF CUSTOMER SERVICE~~  
10 ~~SPECIALISTS AND STAFF FOR THE COUNTY 3-1-1 SYSTEM;~~

11 ~~(2) PROVIDING THE PROPER TECHNOLOGY, EQUIPMENT, AND~~  
12 ~~FACILITIES FOR THE COUNTY 3-1-1 SYSTEM; AND~~

13 ~~(3) ALL COSTS AND EXPENSES ASSOCIATED WITH ESTABLISHING,~~  
14 ~~MAINTAINING, AND OPERATING A COUNTY 3-1-1 SYSTEM.~~

15 ~~(D) (1) A COUNTY SHALL ESTABLISH A KNOWLEDGE MANAGER POSITION~~  
16 ~~TO PROVIDE SUPPORT FOR THE COUNTY 3-1-1 SYSTEM.~~

17 ~~(2) A KNOWLEDGE MANAGER FOR A COUNTY 3-1-1 SYSTEM SHALL~~  
18 ~~COMPLY WITH APPLICABLE REQUIREMENTS, PROCEDURES, AND STANDARDS~~  
19 ~~ESTABLISHED BY THE BOARD.~~

20 ~~(E) THIS SECTION DOES NOT PRECLUDE A COUNTY FROM ESTABLISHING~~  
21 ~~MORE STRINGENT REQUIREMENTS FOR A COUNTY 3-1-1 SYSTEM THAN THOSE~~  
22 ~~ESTABLISHED BY THE BOARD UNDER § 2-605 OF THIS SUBTITLE.~~

23 ~~(F) (1) THE GOVERNING BODY OF A COUNTY MAY ELECT TO JOIN THE~~  
24 ~~STATEWIDE 2-1-1 AND 3-1-1 SYSTEM AT ANY TIME.~~

25 ~~(2) A GOVERNING BODY OF A COUNTY THAT ELECTS TO JOIN THE~~  
26 ~~STATEWIDE 2-1-1 AND 3-1-1 SYSTEM SHALL DISCONTINUE THE COUNTY 3-1-1~~  
27 ~~SYSTEM.~~

28 ~~(G) (1) SUBJECT TO PARAGRAPH (2) OF THIS SUBSECTION, THE BOARD~~  
29 ~~MAY REMOVE A COUNTY FROM THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM IF THE~~  
30 ~~GOVERNING BODY OF A COUNTY REQUESTS TO LEAVE.~~

31 ~~(2) THE BOARD SHALL REQUIRE AN AFFIRMATIVE VOTE OF~~  
32 ~~TWO THIRDS OF ALL MEMBERS TO REMOVE A COUNTY FROM THE STATEWIDE 2-1-1~~  
33 ~~AND 3-1-1 SYSTEM.~~

1           ~~(3) IF A COUNTY IS REMOVED FROM THE STATEWIDE 2-1-1 AND~~  
2 ~~3-1-1 SYSTEM, THE GOVERNING BODY OF THE COUNTY SHALL ESTABLISH A COUNTY~~  
3 ~~3-1-1 SYSTEM.~~

4           ~~(4) A COUNTY REMOVED FROM THE STATEWIDE 2-1-1 AND~~  
5 ~~3-1-1 SYSTEM UNDER THIS SUBSECTION SHALL CONTINUE TO PROVIDE 2-1-1~~  
6 ~~SERVICE THROUGH THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM.~~

7 ~~2-611.~~

8           ~~(A) THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM AND COUNTY 3-1-1 SYSTEMS~~  
9 ~~SHALL UTILIZE STANDARDS-BASED PROTOCOLS FOR:~~

10           ~~(1) THE PROCESSING OF 3-1-1 REQUESTS FOR NONEMERGENCY~~  
11 ~~SERVICES, RESOURCES, REFERRALS, AND INFORMATION; AND~~

12           ~~(2) IMMEDIATELY TRANSFERRING EMERGENCY REQUESTS FOR~~  
13 ~~ASSISTANCE TO A PUBLIC SAFETY ANSWERING POINT UNDER TITLE 1, SUBTITLE 3~~  
14 ~~OF THE PUBLIC SAFETY ARTICLE.~~

15           ~~(B) THE DEPARTMENT SHALL ENSURE THAT CUSTOMER SERVICE~~  
16 ~~SPECIALISTS HAVE PROPER TRAINING RELATED TO 3-1-1 REQUESTS FOR~~  
17 ~~ASSISTANCE THAT THE CUSTOMER SERVICE SPECIALIST IS RESPONSIBLE FOR~~  
18 ~~RECEIVING AND PROCESSING.~~

19           ~~(C) THE DEPARTMENT MAY ESTABLISH A TELECOMMUNICATOR RESPONSE~~  
20 ~~TEAM TO RESPOND TO, RELIEVE, ASSIST, OR AUGMENT A NONEMERGENCY~~  
21 ~~ANSWERING POINT WHEN A NONEMERGENCY ANSWERING POINT IS AFFECTED BY~~  
22 ~~NATURAL OR HUMAN-MADE DISASTERS.~~

23           ~~(D) THE DEPARTMENT SHALL PROVIDE OPPORTUNITIES FOR:~~

24           ~~(1) CUSTOMER SERVICE SPECIALISTS TO RECEIVE TRAINING AND~~  
25 ~~EXPERIENCE TO BECOME 9-1-1 SPECIALISTS; AND~~

26           ~~(2) 9-1-1 SPECIALISTS WITH EXTENSIVE EXPERIENCE TO PROVIDE~~  
27 ~~TRAINING AND MENTORING TO 3-1-1 SPECIALISTS.~~

28 ~~2-612.~~

29           ~~(A) SERVICES AVAILABLE THROUGH THE STATEWIDE 2-1-1 AND 3-1-1~~  
30 ~~SYSTEM AND COUNTY 3-1-1 SYSTEMS SHALL INCLUDE:~~

1 ~~(1) INFORMATION ABOUT NONEMERGENCY SERVICES, RESOURCES,~~  
2 ~~AND INFORMATION;~~

3 ~~(2) IMMEDIATE TRANSFERRING OF EMERGENCY CALLS TO A PUBLIC~~  
4 ~~SAFETY ANSWERING POINT UNDER TITLE 1, SUBTITLE 3 OF THE PUBLIC SAFETY~~  
5 ~~ARTICLE;~~

6 ~~(3) INFORMATION ABOUT PUBLIC HEALTH EMERGENCIES;~~

7 ~~(4) INFORMATION ABOUT ANIMAL CONTROL SERVICES;~~

8 ~~(5) INFORMATION ABOUT TRASH AND RECYCLING SERVICES;~~

9 ~~(6) (I) FOR THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM,~~  
10 ~~INFORMATION AND REFERRALS FOR HEALTH AND HUMAN SERVICES; OR~~

11 ~~(II) IN A COUNTY WITH A COUNTY 3-1-1 SYSTEM, THE ABILITY~~  
12 ~~TO TRANSFER REQUESTS FOR INFORMATION AND REFERRALS FOR HEALTH AND~~  
13 ~~HUMAN SERVICES TO THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM;~~

14 ~~(7) ACCESS FOR INDIVIDUALS WITH HEARING OR SPEECH~~  
15 ~~DISABILITIES AND OTHER DISABILITIES;~~

16 ~~(8) ACCESS FOR NON-ENGLISH SPEAKING INDIVIDUALS; AND~~

17 ~~(9) ANY OTHER INFORMATION OR RESOURCES DETERMINED BY THE~~  
18 ~~BOARD AND THE DEPARTMENT.~~

19 ~~(B) 2-1-1 AND 3-1-1 ARE THE PRIMARY NONEMERGENCY TELEPHONE~~  
20 ~~NUMBERS IN THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM.~~

21 ~~(C) EDUCATIONAL INFORMATION THAT RELATES TO THE SERVICES,~~  
22 ~~RESOURCES, AND INFORMATION MADE AVAILABLE BY A NONEMERGENCY~~  
23 ~~ANSWERING POINT SHALL DESIGNATE 2-1-1 AND 3-1-1 AS NONEMERGENCY~~  
24 ~~TELEPHONE NUMBERS.~~

25 ~~(D) (1) NONEMERGENCY ANSWERING POINTS SHALL NOTIFY THE~~  
26 ~~APPROPRIATE STATE OR LOCAL AGENCIES, PROGRAMS, OR DEPARTMENTS OF A~~  
27 ~~REQUEST FOR SERVICES, RESOURCES, REFERRALS, OR OTHER INFORMATION.~~

28 ~~(2) WRITTEN GUIDELINES SHALL BE DEVELOPED BY THE BOARD TO~~  
29 ~~GOVERN THE REFERRAL OF REQUESTS FOR NONEMERGENCY SERVICES,~~  
30 ~~RESOURCES, REFERRALS, AND INFORMATION TO THE APPROPRIATE STATE OR~~  
31 ~~LOCAL AGENCIES, PROGRAMS, OR DEPARTMENTS.~~

~~(3) STATE OR LOCAL AGENCIES, PROGRAMS, AND DEPARTMENTS WITH CONCURRENT JURISDICTION SHALL HAVE WRITTEN AGREEMENTS TO ENSURE A CLEAR UNDERSTANDING OF WHICH SPECIFIC REQUESTS FOR NONEMERGENCY SERVICES, RESOURCES, REFERRALS, OR OTHER INFORMATION WILL BE REFERRED TO WHICH AGENCY, PROGRAM, OR DEPARTMENT.~~

~~(E) ON OR BEFORE JULY 1, 2026, THE DEPARTMENT SHALL ENSURE THAT INDIVIDUALS HAVE THE ABILITY TO ACCESS THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM, OR A COUNTY 3-1-1 SYSTEM, THROUGH TEXT MESSAGING.~~

~~2-613.~~

~~(A) (1) ON OR BEFORE JULY 1, 2025, AND EACH JULY 1 THEREAFTER, THE DEPARTMENT SHALL SUBMIT A REPORT ON THE IMPLEMENTATION OF THIS SUBTITLE TO THE GOVERNOR AND, SUBJECT TO § 2-1257 OF THE STATE GOVERNMENT ARTICLE, THE SENATE COMMITTEE ON EDUCATION, ENERGY, AND THE ENVIRONMENT AND THE HOUSE HEALTH AND GOVERNMENT OPERATIONS COMMITTEE.~~

~~(2) THE REPORT REQUIRED UNDER THIS SUBSECTION SHALL INCLUDE:~~

~~(I) AN ANALYSIS OF THE EFFECTIVENESS OF THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM AND COUNTY 3-1-1 SYSTEMS;~~

~~(II) AN ANALYSIS OF ANY CHALLENGES TO THE IMPLEMENTATION OF THIS SUBTITLE AND ANY RECOMMENDED SOLUTIONS;~~

~~(III) ANY SUGGESTED CHANGES TO THIS SUBTITLE; AND~~

~~(IV) ANY OTHER INFORMATION CONSIDERED NECESSARY BY THE DEPARTMENT.~~

~~(B) (1) ON OR BEFORE JULY 1, 2030, THE BOARD SHALL SUBMIT A REPORT ON THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM AND COUNTY 3-1-1 SYSTEMS TO THE GOVERNOR AND, SUBJECT TO § 2-1257 OF THE STATE GOVERNMENT ARTICLE, THE SENATE COMMITTEE ON EDUCATION, ENERGY, AND THE ENVIRONMENT AND THE HOUSE HEALTH AND GOVERNMENT OPERATIONS COMMITTEE.~~

~~(2) THE REPORT REQUIRED UNDER THIS SUBSECTION SHALL INCLUDE:~~



1                    ~~(I) THE NUMBER OF INDIVIDUALS WHO CONTACTED 2-1-1, BY~~  
2 ~~YEAR;~~

3                    ~~(II) THE NUMBER OF INDIVIDUALS WHO CONTACTED 3-1-1, BY~~  
4 ~~YEAR;~~

5                    ~~(III) THE NUMBER OF 2-1-1 AND 3-1-1 REQUESTS THAT WERE~~  
6 ~~TRANSFERRED TO 9-1-1 AND 9-8-8;~~

7                    ~~(IV) THE NUMBER OF 9-1-1 AND 9-8-8 REQUESTS~~  
8 ~~TRANSFERRED TO 2-1-1 AND 3-1-1;~~

9                    ~~(V) THE METHODS USED FOR ACCESSING THE STATEWIDE~~  
10 ~~2-1-1 AND 3-1-1 SYSTEM, SUCH AS BY VOICE CALL, TEXT MESSAGING, WEBSITE, OR~~  
11 ~~OTHER MODALITIES, AND THE NUMBER OF REQUESTS USING EACH METHOD;~~

12                    ~~(VI) COMMON REASONS INDIVIDUALS DIALED 2-1-1 OR 3-1-1;~~

13                    ~~(VII) ANY ISSUES WITH THE INTEROPERABILITY AND~~  
14 ~~ACCESSIBILITY OF THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM; AND~~

15                    ~~(VIII) A RECOMMENDATION ON WHETHER THE STATEWIDE 2-1-1~~  
16 ~~AND 3-1-1 SYSTEM SHOULD CONTINUE TO BE MANAGED BY THE DEPARTMENT, OR~~  
17 ~~WHETHER IT WOULD BE MORE APPROPRIATE FOR THE STATEWIDE 2-1-1 AND~~  
18 ~~3-1-1 SYSTEM TO BE TRANSFERRED TO ANOTHER SPECIFIC AGENCY OR ENTITY.~~

19                    ~~SECTION 3. AND BE IT FURTHER ENACTED, That, on or before December 31,~~  
20 ~~2024, the Department, in consultation with 2-1-1 Maryland, shall report to the Governor~~  
21 ~~and, subject to § 2-1257 of the State Government Article, to the General Assembly on the~~  
22 ~~activities performed under § 2-603(c) of the Human Services Article, as enacted by Section~~  
23 ~~2 of this Act.~~

24                    ~~SECTION 4. AND BE IT FURTHER ENACTED, That the terms of the initial~~  
25 ~~members of the Maryland 2-1-1 and 3-1-1 Board shall expire as follows:~~

26                    ~~(1) seven members in 2026;~~

27                    ~~(2) seven members in 2027; and~~

28                    ~~(3) six members in 2028~~ it is the intent of the General Assembly that the  
29 Department of Information Technology:

30                    (1) evaluate the potential of artificial intelligence in creating a statewide  
31 virtual 3-1-1 portal as a source for Maryland residents to obtain nonemergency  
32 government information and services; and

1                   (2) if the Department determines that the use of artificial intelligence in  
2 creating a virtual 3-1-1 portal is feasible, prioritize the creation of a virtual 3-1-1 portal.

3           SECTION ~~5~~ 2. AND BE IT FURTHER ENACTED, That this Act shall take effect  
4 July 1, 2024.

Approved:

\_\_\_\_\_  
Governor.

\_\_\_\_\_  
President of the Senate.

\_\_\_\_\_  
Speaker of the House of Delegates.