

March 1, 2024

House Bill - Human Services - 2-1-1 and 3-1-1 Systems - Nonemergency Information and Referrals

Dear Chair, Vice-Chair, and Members of the Committee:

Position: SUPPORT

2-1-1 is Maryland's simple, easy to remember number for health and human services. 211 Maryland is the state's most comprehensive health and human services resource database. That help individuals with essential needs get connected to local help 24/7, 365 days a year and in more than 150 languages. They oversee a statewide network of call centers, providing essential connections to Marylanders when they need it most. 211 Maryland also offers free and confidential mental health check-ins.

2-1-1 Maryland writes to express our support for House Bill 1141, an act concerning Human Services -2-1-1 and 3-1-1 Systems for Nonemergency Information and Referrals. This groundbreaking legislation seeks to establish a comprehensive, statewide system designed to streamline access to nonemergency information and referrals, significantly enhancing the way Marylanders connect with vital services and support. Furthermore, the bill proposes utilizing the existing 2-1-1 system to support a unified statewide 2-1-1 and 3-1-1 system, thereby enhancing efficiency, accessibility and a no wrong door approach for all Maryland residents.

The implementation of House Bill 1141 promises numerous benefits, including: Streamline access to information, Cost-Effective Resource Allocation, and Enhanced Community Support. By considering nonemergency services into a single, easily accessible system, Marylanders can connect with the resources they need quickly and efficiently, without the confusion or delay that can often accompany such searches. By reducing the number of nonemergency requests to the 9-1-1 system, we can ensure that emergency services are more readily available for those in true need, thereby enhancing public safety and potentially saving lives. The proposed system is designed to be inclusive, offering access for individuals, and ensuring confidentiality and privacy for all users.

Overall, this legislation represents a significant step forward in our efforts to provide Maryland residents with easy, coordinated, and efficient access to nonemergency services and information. By supporting this legislation, we are not only enhancing the quality of life for all Marylanders but also setting a precedent for innovative and compassionate governance. It is for these reasons we urge for a favorable report on House Bill 1141.

For more information call or email:

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