

# SENATE BILL 1068

O1

4lr1484  
CF HB 1141

---

By: **Senator Kagan**

Introduced and read first time: February 2, 2024

Assigned to: Education, Energy, and the Environment

---

## A BILL ENTITLED

1 AN ACT concerning

2 **Human Services – 2–1–1 and 3–1–1 Systems – Nonemergency Information and**  
3 **Referrals**

4 FOR the purpose of establishing the Maryland 2–1–1 and 3–1–1 Board to take certain  
5 actions relating to the establishment of a statewide 3–1–1 system and county 3–1–1  
6 systems and the integration of the 2–1–1 system into a statewide 2–1–1 and 3–1–1  
7 system; establishing a statewide 3–1–1 system under the Department of Human  
8 Services to provide certain nonemergency information and referrals, subject to  
9 certain requirements; requiring a county to be responsible for certain costs and  
10 expenses associated with a county 3–1–1 system; and generally relating to 2–1–1  
11 and 3–1–1 systems and nonemergency information and referrals.

12 BY transferring

13 Article – Health – General  
14 Section 24–1203, 24–1204, and 24–1205  
15 Annotated Code of Maryland  
16 (2023 Replacement Volume)

17 to be

18 Article – Human Services  
19 Section 2–603, 2–603.1, and 2–603.2, respectively  
20 Annotated Code of Maryland  
21 (2019 Replacement Volume and 2023 Supplement)

22 BY repealing

23 Article – Health – General  
24 Section 24–1201 and 24–1202 and the subtitle “Subtitle 12. Health and Human  
25 Services Referral System”  
26 Annotated Code of Maryland  
27 (2023 Replacement Volume)

28 BY repealing and reenacting, without amendments,

---

EXPLANATION: CAPITALS INDICATE MATTER ADDED TO EXISTING LAW.

[Brackets] indicate matter deleted from existing law.



1 Article – State Finance and Procurement  
2 Section 14–301(a) and (l)  
3 Annotated Code of Maryland  
4 (2021 Replacement Volume and 2023 Supplement)

5 BY repealing and reenacting, without amendments,  
6 Article – Public Safety  
7 Section 1–301(a), (o), (t), and (u)  
8 Annotated Code of Maryland  
9 (2022 Replacement Volume and 2023 Supplement)

10 BY adding to  
11 Article – Human Services  
12 Section 2–601, 2–602, and 2–604 through 2–613 to be under the new subtitle  
13 “Subtitle 6. 2–1–1 and 3–1–1 Systems”  
14 Annotated Code of Maryland  
15 (2019 Replacement Volume and 2023 Supplement)

16 BY repealing and reenacting, with amendments,  
17 Article – Human Services  
18 Section 2–603, 2–603.1, and 2–603.2  
19 Annotated Code of Maryland  
20 (2019 Replacement Volume and 2023 Supplement)  
21 (As enacted by Section 1 of this Act)

22 SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF MARYLAND,  
23 That Section(s) 24–1203, 24–1204, and 24–1205 of Article – Health – General of the  
24 Annotated Code of Maryland be transferred to be Section(s) 2–603, 2–603.1, and 2–603.2,  
25 respectively, of Article – Human Services of the Annotated Code of Maryland.

26 SECTION 2. AND BE IT FURTHER ENACTED, That the Laws of Maryland read  
27 as follows:

28 **Article – Health – General**

29 [Subtitle 12. Health and Human Services Referral System.]

30 [24–1201.

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

32 (b) “Health and Human Services Referral System” means telephone service that  
33 automatically connects an individual dialing the digits 2–1–1 to an established information  
34 and referral answering point.

35 (c) “2–1–1” means the abbreviated dialing code assigned by the Federal  
36 Communications Commission for consumer access to community information and referral

1 services.

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

4 (e) “2–1–1 Maryland call center” means a nonprofit agency or organization  
5 designated by 2–1–1 Maryland to provide 2–1–1 services.]

6 [24–1202.

7 (a) The General Assembly:

8 (1) Recognizes the importance of a statewide information and referral  
9 system for health and human services;

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

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

18 (4) Recognizes a demonstrated need for an easy to remember, easy to use  
19 telephone number that will enable individuals in need to be directed to available  
20 community resources.

21 (b) The purpose of this subtitle is to establish the three–digit number, 2–1–1, as  
22 the primary information and referral telephone number for health and human services in  
23 the State.]

## 24 **Article – State Finance and Procurement**

25 14–301.

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

27 (l) “Socially disadvantaged individual” means an individual who has been  
28 subjected to racial or ethnic prejudice or cultural bias within American society because of  
29 membership in a group and without regard to individual qualities. Social disadvantage  
30 must stem from circumstances beyond the control of the individual.

## 31 **Article – Public Safety**

32 1–301.

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

2 (o) "9-1-1 specialist" means an employee of a county public safety answering  
3 point, or an employee working in a county public safety answering point, whose duties and  
4 responsibilities include:

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

6 (2) other support functions directly related to 9-1-1 requests for  
7 emergency services; or

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

10 (t) "Public safety agency" means:

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

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

15 (u) "Public safety answering point" means a communications facility that:

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

17 (2) first receives 9-1-1 requests for emergency services in a 9-1-1 service  
18 area; and

19 (3) as appropriate:

20 (i) dispatches public safety services directly;

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

23 (iii) transfers 9-1-1 requests for emergency services or transmits  
24 incident data to:

25 1. an appropriate federal emergency communication center  
26 responsible for the delivery of public safety services on a federal campus or federal  
27 reservation; or

28 2. an appropriate public safety answering point located  
29 within or outside the State.

## Article – Human Services

## SUBTITLE 6. 2-1-1 AND 3-1-1 SYSTEMS.

## 2-601.

(A) IN THIS SUBTITLE THE FOLLOWING WORDS HAVE THE MEANINGS INDICATED.

(B) “BOARD” MEANS THE MARYLAND 2-1-1 AND 3-1-1 BOARD.

(C) (1) “COUNTY 3-1-1 SYSTEM” MEANS A SERVICE THAT:

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

(II) MEETS THE REQUIREMENTS ESTABLISHED UNDER THIS SUBTITLE; AND

(III) AUTOMATICALLY CONNECTS AN INDIVIDUAL DIALING THE DIGITS 3-1-1 TO AN ESTABLISHED NONEMERGENCY ANSWERING POINT.

(2) “COUNTY 3-1-1 SYSTEM” INCLUDES:

(I) EQUIPMENT FOR:

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

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

(II) TRUNKING FACILITIES FROM A TELEPHONE CENTRAL OFFICE TO A NONEMERGENCY ANSWERING POINT;

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

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

(D) “CUSTOMER SERVICE SPECIALIST” MEANS AN EMPLOYEE OF A

1 NONEMERGENCY ANSWERING POINT WHOSE DUTIES AND RESPONSIBILITIES  
2 INCLUDE:

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

5 (2) OTHER SUPPORT FUNCTIONS DIRECTLY RELATED TO 2-1-1 AND  
6 3-1-1 REQUESTS FOR NONEMERGENCY SERVICES, RESOURCES, REFERRALS, AND  
7 INFORMATION;

8 (3) TRANSMITTING QUESTIONS AND CONCERNS TO APPROPRIATE  
9 STATE OR LOCAL AGENCIES, PROGRAMS, OR DEPARTMENTS; OR

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

12 (E) "KNOWLEDGE MANAGER" MEANS AN EMPLOYEE OF THE STATEWIDE  
13 2-1-1 AND 3-1-1 SYSTEM OR A COUNTY 3-1-1 SYSTEM THAT PROVIDES SUPPORT BY:

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

16 (2) ESTABLISHING CHANNELS FOR THE RECEIPT OF INFORMATION:

17 (I) FROM COUNTIES TO THE STATEWIDE 2-1-1 AND 3-1-1  
18 SYSTEM OR A COUNTY 3-1-1 SYSTEM; AND

19 (II) FROM THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM TO  
20 COUNTIES; AND

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

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

25 (G) "NONEMERGENCY ANSWERING POINT" MEANS A COMMUNICATIONS  
26 FACILITY THAT:

27 (1) OPERATES THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM OR A  
28 COUNTY 3-1-1 SYSTEM;

29 (2) FIRST RECEIVES 2-1-1 AND 3-1-1 REQUESTS FOR INFORMATION

1 ABOUT NONEMERGENCY SERVICES, RESOURCES, REFERRALS, AND INFORMATION;  
2 AND

3 (3) AS APPROPRIATE:

4 (I) DIRECTLY PROVIDES NONEMERGENCY INFORMATION  
5 ABOUT GOVERNMENT AND COMMUNITY SERVICES, RESOURCES, REFERRALS, AND  
6 INFORMATION;

7 (II) TRANSMITS QUESTIONS AND CONCERNS TO BE RESOLVED  
8 BY STATE OR LOCAL AGENCIES, PROGRAMS, DEPARTMENTS, OR COMMUNITY  
9 RESOURCES; OR

10 (III) TRANSFERS REQUESTS FOR EMERGENCY SERVICES OR  
11 TRANSMITS INCIDENT DATA TO:

12 1. AN APPROPRIATE PUBLIC SAFETY ANSWERING POINT  
13 LOCATED WITHIN OR OUTSIDE THE STATE; OR

14 2. AN APPROPRIATE FEDERAL EMERGENCY  
15 COMMUNICATION CENTER RESPONSIBLE FOR THE DELIVERY OF PUBLIC SAFETY  
16 SERVICES ON A FEDERAL CAMPUS OR FEDERAL RESERVATION.

17 (H) "PUBLIC SAFETY ANSWERING POINT" HAS THE MEANING STATED IN §  
18 1-301 OF THE PUBLIC SAFETY ARTICLE.

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

21 (J) (1) "STATEWIDE 2-1-1 AND 3-1-1 SYSTEM" MEANS A TELEPHONE  
22 SERVICE THAT:

23 (I) MEETS THE REQUIREMENTS ESTABLISHED UNDER THIS  
24 SUBTITLE; AND

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

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

28 (I) EQUIPMENT FOR:

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

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

5                   (II)   TRUNKING FACILITIES FROM A TELEPHONE CENTRAL  
6 OFFICE TO A NONEMERGENCY ANSWERING POINT; AND

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

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

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

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

17                  (M)    "2-1-1 MARYLAND" MEANS THE MARYLAND INFORMATION NETWORK,  
18 2-1-1 MARYLAND, A 501(C)(3) CORPORATION IN THE STATE.

19                  2-602.

20                  (A)    THE GENERAL ASSEMBLY:

21                   (1)    RECOGNIZES THE IMPORTANCE OF A STATEWIDE SYSTEM FOR  
22 NONEMERGENCY SERVICES, RESOURCES, AND INFORMATION TO REDUCE THE  
23 NUMBER OF NONEMERGENCY REQUESTS FOR ASSISTANCE TO THE EMERGENCY  
24 9-1-1 SYSTEM UNDER TITLE 1, SUBTITLE 3 OF THE PUBLIC SAFETY ARTICLE;

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

30                   (3)    ACKNOWLEDGES THAT 2-1-1 AND 3-1-1 ARE NATIONALLY  
31 RECOGNIZED AND APPLIED TELEPHONE NUMBERS THAT MAY BE USED FOR



1 INFORMATION AND REFERRAL AND ELIMINATE DELAYS CAUSED BY A LACK OF  
2 FAMILIARITY WITH THE CONTACT INFORMATION FOR STATE OR LOCAL AGENCIES,  
3 PROGRAMS, AND DEPARTMENTS AND BY UNDERSTANDABLE CONFUSION; AND

4 (4) RECOGNIZES A DEMONSTRATED NEED FOR AN  
5 EASY-TO-REMEMBER, EASY-TO-USE TELEPHONE NUMBER THAT WILL ENABLE  
6 INDIVIDUALS IN NEED TO RECEIVE NONEMERGENCY SERVICES, RESOURCES,  
7 REFERRALS, AND INFORMATION.

8 (B) THIS SUBTITLE:

9 (1) ESTABLISHES 3-1-1 AS A STATEWIDE INFORMATION AND  
10 REFERRAL TELEPHONE NUMBER FOR NONEMERGENCY SERVICES, RESOURCES, AND  
11 INFORMATION; AND

12 (2) INTEGRATES 3-1-1 AND THE EXISTING 2-1-1 SYSTEM INTO A  
13 UNIFIED STATEWIDE 2-1-1 AND 3-1-1 SYSTEM.

14 2-603.

15 (a) THIS SECTION DOES NOT APPLY TO:

16 (1) A COUNTY 3-1-1 SYSTEM; OR

17 (2) A NONEMERGENCY ANSWERING POINT USED EXCLUSIVELY AS  
18 PART OF A COUNTY 3-1-1 SYSTEM.

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

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

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

27 (i) the Alliance of Information and Referral Systems and adopted by  
28 the National 2-1-1 Collaborative; or

29 (ii) an equivalent entity;

30 (2) the financial stability of the proposed [2-1-1 service provider]

1 NONEMERGENCY ANSWERING POINT;

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

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

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

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

11 [(c)] (D) If a unit of the State that provides health and human services  
12 establishes a public information telephone line or hotline, the unit shall consult with  
13 2-1-1 Maryland about using the STATEWIDE 2-1-1 AND 3-1-1 system to provide public  
14 access to information.

15 [2-603.1.]

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

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

20 (2) [support projects and activities that further the development of 2-1-1  
21 Maryland;

22 (3)] examine and make recommendations to maximize the use of  
23 information technology in making 2-1-1 AND 3-1-1 services available throughout the  
24 State;

25 [(4) evaluate the performance of each 2-1-1 Maryland call center;

26 (5) make recommendations to 2-1-1 Maryland regarding the quality of  
27 service provided by call centers or the performance of call centers when issues related to  
28 service quality and performance are presented to the Department;

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

31 [(7)] (3) make recommendations to 2-1-1 Maryland regarding the

1 establishment of an opt-in mental health services phone call program that:

2 (i) requires a [call center] **NONEMERGENCY ANSWERING POINT**  
3 to call individuals who have opted in to the mental health services phone call program on  
4 a periodic basis, as determined by 2-1-1 Maryland; and

5 (ii) [attempts to connect] **CONNECTS** individuals to [a provider of  
6 mental health services] **9-8-8** if the individual requests to speak to a mental health  
7 provider during a call with 2-1-1 Maryland.

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

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

15 **[2-603.2.]**

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

17 (1) the availability of appropriated funds; and

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

20 **2-604.**

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

22 **(B) (1) THE BOARD CONSISTS OF THE FOLLOWING MEMBERS:**

23 **(I) THE SECRETARY, OR THE SECRETARY'S DESIGNEE;**

24 **(II) THE SECRETARY OF INFORMATION TECHNOLOGY, OR THE**  
25 **SECRETARY'S DESIGNEE;**

26 **(III) THE SECRETARY OF AGING, OR THE SECRETARY'S**  
27 **DESIGNEE;**

28 **(IV) THE SECRETARY OF DISABILITIES, OR THE SECRETARY'S**  
29 **DESIGNEE;**

1 (V) THE SECRETARY OF HEALTH, OR THE SECRETARY'S  
2 DESIGNEE;

3 (VI) THE SECRETARY OF BUDGET AND MANAGEMENT, OR THE  
4 SECRETARY'S DESIGNEE;

5 (VII) THE SECRETARY OF GENERAL SERVICES, OR THE  
6 SECRETARY'S DESIGNEE;

7 (VIII) THE SECRETARY OF EMERGENCY MANAGEMENT, OR THE  
8 SECRETARY'S DESIGNEE;

9 (IX) THE DIRECTOR OF COMMUNICATIONS FROM THE OFFICE  
10 OF THE GOVERNOR, OR THE DIRECTOR'S DESIGNEE;

11 (X) TWO MEMBERS OF THE GENERAL PUBLIC, JOINTLY  
12 APPOINTED BY THE SPEAKER OF THE HOUSE AND THE PRESIDENT OF THE SENATE;

13 (XI) TWO REPRESENTATIVES FROM THE MARYLAND  
14 ASSOCIATION OF COUNTIES, APPOINTED BY THE EXECUTIVE DIRECTOR OF THE  
15 MARYLAND ASSOCIATION OF COUNTIES;

16 (XII) ONE REPRESENTATIVE OF A 501(C)(3) NONPROFIT  
17 ORGANIZATION, APPOINTED BY MARYLAND NONPROFITS;

18 (XIII) ONE REPRESENTATIVE FROM THE MARYLAND MUNICIPAL  
19 LEAGUE, APPOINTED BY THE EXECUTIVE DIRECTOR OF THE MARYLAND  
20 MUNICIPAL LEAGUE;

21 (XIV) THE CHIEF EXECUTIVE OFFICER OF 2-1-1 MARYLAND, OR  
22 THE CHIEF EXECUTIVE OFFICER'S DESIGNEE; AND

23 (XV) THE FOLLOWING MEMBERS APPOINTED BY THE GOVERNOR:

24 1. ONE REPRESENTATIVE FROM THE  
25 TELECOMMUNICATIONS INDUSTRY;

26 2. ONE REPRESENTATIVE FROM THE CYBERSECURITY  
27 INDUSTRY, PARTICULARLY IN THE FIELD OF COMMUNICATION NETWORKS;

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

1                   4.    ONE REPRESENTATIVE FROM A PUBLIC SAFETY  
2 ANSWERING POINT THAT IS LOCATED IN A RURAL AREA OF THE STATE.

3                   (2)   (I)   ONE OF THE REPRESENTATIVES APPOINTED UNDER  
4 PARAGRAPH (1)(XV)3 OR 4 OF THIS SUBSECTION SHALL BE A RESIDENT OF A COUNTY  
5 THAT RECEIVED 3-1-1 SERVICES ON OR BEFORE JULY 1, 2024.

6                   (II)   ONE OF THE REPRESENTATIVES APPOINTED UNDER  
7 PARAGRAPH (1)(XI) OF THIS SUBSECTION SHALL REPRESENT A COUNTY THAT  
8 RECEIVED 3-1-1 SERVICES ON OR BEFORE JULY 1, 2024.

9                   (C)   (1)   THE TERM OF A MEMBER IS 4 YEARS.

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

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

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

17                  (D)   (1)   SUBJECT TO PARAGRAPH (2) OF THIS SUBSECTION, THE BOARD  
18 SHALL PROMPTLY MEET TO ELECT A CHAIR AND A VICE CHAIR FROM AMONG ITS  
19 MEMBERS BY MAJORITY VOTE.

20                  (2)   IF THE CHAIR OR VICE CHAIR IS A MEMBER APPOINTED UNDER  
21 SUBSECTION (B)(1)(I) THROUGH (VIII) OF THIS SECTION, ANOTHER MEMBER  
22 APPOINTED UNDER SUBSECTION (B)(1)(I) THROUGH (VIII) OF THIS SECTION MAY  
23 NOT SERVE AS CHAIR OR VICE CHAIR DURING THE SAME TERM.

24                  (E)   (1)   THE BOARD SHALL MEET AS NECESSARY, BUT AT LEAST ONCE  
25 EACH QUARTER.

26                  (2)   A MAJORITY OF THE BOARD IS A QUORUM.

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

28                    (I)   EACH OPEN MEETING AGENDA:

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

30 OR

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

4                   **(II) MEETING MINUTES FROM THE PORTIONS OF A MEETING**  
5 **HELD IN OPEN SESSION, NOT MORE THAN 2 BUSINESS DAYS AFTER THE MINUTES**  
6 **ARE APPROVED; AND**

7                   **(III) LIVE VIDEO STREAMING OF EACH PORTION OF A MEETING**  
8 **HELD IN OPEN SESSION.**

9                   **(4) (I) THE BOARD SHALL APPROVE THE MINUTES FROM AN OPEN**  
10 **MEETING IN A TIMELY MANNER.**

11                   **(II) EACH OPEN MEETING AGENDA SHALL INCLUDE**  
12 **CONSIDERATION OF THE MINUTES FROM THE MOST RECENT OPEN MEETING.**

13                   **(5) THE BOARD SHALL MAINTAIN ON ITS WEBSITE:**

14                   **(I) MEETING MINUTES MADE AVAILABLE UNDER PARAGRAPH**  
15 **(3) OF THIS SUBSECTION FOR A MINIMUM OF 5 YEARS AFTER THE DATE OF THE**  
16 **MEETING; AND**

17                   **(II) A COMPLETE AND UNEDITED ARCHIVED VIDEO RECORDING**  
18 **OF EACH OPEN MEETING FOR WHICH LIVE VIDEO STREAMING WAS MADE AVAILABLE**  
19 **UNDER PARAGRAPH (3) OF THIS SUBSECTION FOR A MINIMUM OF 1 YEAR AFTER THE**  
20 **DATE OF THE MEETING.**

21                   **(F) A MEMBER OF THE BOARD:**

22                   **(1) MAY NOT RECEIVE COMPENSATION AS A MEMBER OF THE BOARD;**  
23 **BUT**

24                   **(2) IS ENTITLED TO REIMBURSEMENT FOR EXPENSES UNDER THE**  
25 **STANDARD STATE TRAVEL REGULATIONS, AS PROVIDED IN THE STATE BUDGET.**

26                   **(G) THE DEPARTMENT SHALL PROVIDE STAFF TO THE BOARD, INCLUDING**  
27 **A COORDINATOR WHO IS RESPONSIBLE FOR THE DAILY OPERATION OF THE OFFICE**  
28 **OF THE BOARD.**

29 **2-605.**

30                   **(A) THE BOARD SHALL COORDINATE THE ESTABLISHMENT,**  
31 **ENHANCEMENT, AND INTEROPERABILITY OF THE STATEWIDE 2-1-1 AND 3-1-1**

1 SYSTEM AND COUNTY 3-1-1 SYSTEMS WITH THE DEPARTMENT.

2 (B) THE BOARD'S RESPONSIBILITIES INCLUDE:

3 (1) ESTABLISHING REQUIREMENTS, PROCEDURES, AND STANDARDS  
4 FOR:

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

6 (II) ANY EXISTING COUNTY 3-1-1 SYSTEMS;

7 (2) ESTABLISHING PROCEDURES TO REVIEW THE STATEWIDE 2-1-1  
8 AND 3-1-1 SYSTEM AND COUNTY 3-1-1 SYSTEMS;

9 (3) TRANSMITTING THE REQUIREMENTS AND PROCEDURES  
10 ESTABLISHED UNDER THIS SECTION, AND ANY AMENDMENTS, TO EACH COUNTY  
11 3-1-1 SYSTEM;

12 (4) TRANSFERRING ANY NECESSARY COMPONENTS OF A COUNTY  
13 3-1-1 SYSTEM TO THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM IF THE GOVERNING  
14 BODY OF A COUNTY ELECTS TO RECEIVE STATEWIDE 3-1-1 SERVICES;

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

18 (6) ESTABLISHING, WITH INPUT FROM COUNTY 3-1-1 SYSTEMS,  
19 GUIDELINES TO MAKE NECESSARY IMPROVEMENTS TO THE STATEWIDE 2-1-1 AND  
20 3-1-1 SYSTEM AND COUNTY 3-1-1 SYSTEMS;

21 (7) PROVIDING FOR THE AUDIT OF STATE AND COUNTY  
22 EXPENDITURES FOR THE OPERATION AND MAINTENANCE OF THE STATEWIDE 2-1-1  
23 AND 3-1-1 SYSTEM AND COUNTY 3-1-1 SYSTEMS;

24 (8) INSPECTING NONEMERGENCY ANSWERING POINTS;

25 (9) ADOPTING PROCEDURES AND SAFEGUARDS TO ENSURE THAT  
26 SENSITIVE INFORMATION SUBMITTED BY AN INDIVIDUAL DIALING THE DIGITS  
27 2-1-1 OR 3-1-1 TO A NONEMERGENCY ANSWERING POINT IS MAINTAINED  
28 CONFIDENTIALLY;

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

1           **(11) ESTABLISHING TRAINING STANDARDS FOR PERSONNEL AT**  
2 **NONEMERGENCY ANSWERING POINTS, INCLUDING KNOWLEDGE MANAGERS AND**  
3 **CUSTOMER SERVICE SPECIALISTS, THAT MEET OR EXCEED NATIONAL BEST**  
4 **PRACTICES;**

5           **(12) ESTABLISHING MINIMUM STANDARDS FOR CYBERSECURITY AND**  
6 **CYBERSECURITY TRAINING FOR THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM AND**  
7 **COUNTY 3-1-1 SYSTEMS, IN CONSULTATION WITH THE DEPARTMENT OF**  
8 **INFORMATION TECHNOLOGY;**

9           **(13) ESTABLISHING MINIMUM PERFORMANCE STANDARDS FOR**  
10 **OVERSIGHT AND ACCOUNTABILITY FOR THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM**  
11 **AND COUNTY 3-1-1 SYSTEMS; AND**

12           **(14) SUPPORTING CUSTOMER SERVICE SPECIALIST RECRUITMENT**  
13 **ACTIVITIES CONSISTING OF:**

14           **(I) A DATABASE THAT OFFERS INFORMATION ON**  
15 **RECRUITMENT GUIDANCE, BEST PRACTICES, AND STRATEGIES;**

16           **(II) RECRUITMENT PROJECTS, INCLUDING RECRUITMENT**  
17 **PROJECTS DESIGNED TO REACH SOCIALLY DISADVANTAGED INDIVIDUALS; AND**

18           **(III) A WEBSITE THAT CONTAINS LINKS TO JOB OPPORTUNITIES**  
19 **THROUGHOUT THE STATE FOR CUSTOMER SERVICE SPECIALISTS.**

20           **(C) THE REQUIREMENTS ESTABLISHED BY THE BOARD UNDER SUBSECTION**  
21 **(B) OF THIS SECTION SHALL BE BASED ON AVAILABLE TECHNOLOGY AND**  
22 **EQUIPMENT.**

23           **(D) THE STANDARDS ESTABLISHED BY THE BOARD UNDER SUBSECTION**  
24 **(B)(10) OF THIS SECTION SHALL INCLUDE PROCEDURES FOR:**

25           **(1) THE SECURITY OF RECORDS;**

26           **(2) THE ESTABLISHMENT AND REVISION OF RECORD RETENTION AND**  
27 **DISPOSAL SCHEDULES TO ENSURE THE PROMPT AND ORDERLY DISPOSITION OF**  
28 **RECORDS, INCLUDING ELECTRONIC RECORDS, THAT ARE NO LONGER NEEDED FOR**  
29 **OPERATION; AND**

30           **(3) THE MAINTENANCE OF INVENTORIES OF RECORDS SERIES THAT**  
31 **ARE ACCURATE AND COMPLETE.**



1           **(E) (1) THE STANDARDS ESTABLISHED BY THE BOARD UNDER**  
2 **SUBSECTION (B)(11) OF THIS SECTION SHALL INCLUDE ONBOARDING STANDARDS**  
3 **FOR NEWLY HIRED CUSTOMER SERVICE SPECIALISTS AND MINIMUM CONTINUING**  
4 **EDUCATION REQUIREMENTS FOR CUSTOMER SERVICE SPECIALISTS.**

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

10           **(II) THE AUDIT DESCRIBED UNDER SUBPARAGRAPH (I) OF THIS**  
11 **PARAGRAPH MAY BE CONDUCTED CONCURRENTLY WITH AN INSPECTION OF THE**  
12 **NONEMERGENCY ANSWERING POINT IN ACCORDANCE WITH SUBSECTION (B)(8) OF**  
13 **THIS SECTION.**

14           **(F) THE BOARD SHALL ESTABLISH STANDARDS GOVERNING THE**  
15 **PROCESSING OF 2-1-1 AND 3-1-1 REQUESTS FOR ASSISTANCE THAT:**

16           **(1) MINIMIZE THE TRANSFER OF THOSE REQUESTS FROM THE**  
17 **NONEMERGENCY ANSWERING POINT THAT RECEIVED THE REQUEST TO OTHER**  
18 **STATE OR LOCAL AGENCIES, PROGRAMS, OR DEPARTMENTS WITHIN OR OUTSIDE**  
19 **THE STATE, WHEN PRACTICABLE; AND**

20           **(2) FOLLOW BEST PRACTICES FOR TRANSFERRING REQUESTS TO**  
21 **ENSURE THE OPTIMAL RESPONSE.**

22 **2-606.**

23           **(A) ON OR BEFORE JULY 1, 2025, THE BOARD SHALL:**

24           **(1) ESTABLISH A WEBSITE THAT PROVIDES INFORMATION ABOUT THE**  
25 **STATEWIDE 2-1-1 AND 3-1-1 SYSTEM AND COUNTY 3-1-1 SYSTEMS AND A PORTAL**  
26 **FOR SUBMITTING QUESTIONS ABOUT THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM AND**  
27 **COUNTY 3-1-1 SYSTEMS;**

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

31           **(3) INSTITUTE PROPER HIRING AND TRAINING STANDARDS FOR**  
32 **CUSTOMER SERVICE SPECIALISTS AND KNOWLEDGE MANAGERS IN THE STATEWIDE**  
33 **2-1-1 AND 3-1-1 SYSTEM; AND**

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

4           **(B) ON OR BEFORE JULY 1, 2026, THE BOARD SHALL:**

5           (1) OBTAIN THE TECHNOLOGY INFRASTRUCTURE NECESSARY TO  
6 SUPPORT THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM;

7           (2) ESTABLISH:

8           (I) THE DIGITS 2-1-1 AND 3-1-1 AS THE PRIMARY TELEPHONE  
9 NUMBERS THAT CAN BE DIALED BY AN INDIVIDUAL TO ACCESS THE STATEWIDE  
10 2-1-1 AND 3-1-1 SYSTEM IN A COUNTY THAT HAS OPTED TO JOIN THE STATEWIDE  
11 2-1-1 AND 3-1-1 SYSTEM; AND

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

15           (3) DEVELOP OPERATING PROCEDURES FOR THE STATEWIDE 2-1-1  
16 AND 3-1-1 SYSTEM TO COORDINATE CALLS AMONG THE 9-1-1 AND 9-8-8  
17 ABBREVIATED DIALING CODES;

18           (4) DEVELOP WRITTEN AGREEMENTS TO ENSURE A CLEAR  
19 UNDERSTANDING OF WHICH SPECIFIC REQUESTS FOR NONEMERGENCY  
20 INFORMATION WILL BE REFERRED TO EACH ENTITY;

21           (5) IN CONSULTATION WITH THE MARYLAND CYBERSECURITY  
22 COUNCIL ESTABLISHED UNDER § 9-2901 OF THE STATE GOVERNMENT ARTICLE,  
23 ESTABLISH AND MAINTAIN CYBERSECURITY STANDARDS FOR THE STATEWIDE  
24 2-1-1 AND 3-1-1 SYSTEM THAT MEET OR EXCEED NATIONAL INDUSTRY BEST  
25 PRACTICES;

26           (6) ESTABLISH A SYSTEM FOR GATHERING AND MAINTAINING  
27 CURRENT INFORMATION TO BE PROVIDED TO THE PUBLIC BY THE STATEWIDE  
28 2-1-1 AND 3-1-1 SYSTEM; AND

29           (7) DEVELOP A STATEWIDE MARKETING CAMPAIGN TO EDUCATE THE  
30 PUBLIC ABOUT:

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

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

3 (C) ON OR BEFORE JULY 1, 2027, THE BOARD SHALL BEGIN CONDUCTING  
4 THE MARKETING CAMPAIGN DEVELOPED UNDER SUBSECTION (B)(7) OF THIS  
5 SECTION.

6 2-607.

7 (A) (1) THERE IS A STATEWIDE 2-1-1 AND 3-1-1 SYSTEM UNDER THE  
8 DEPARTMENT.

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

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

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

16 (D) THE DEPARTMENT OF INFORMATION TECHNOLOGY SHALL PROVIDE  
17 TECHNICAL ASSISTANCE TO THE DEPARTMENT TO AID IN COMPLIANCE WITH THIS  
18 SUBTITLE.

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

21 (F) A NONEMERGENCY ANSWERING POINT MAY BE LOCATED AT A PUBLIC  
22 SAFETY ANSWERING POINT UNDER TITLE 1, SUBTITLE 3 OF THE PUBLIC SAFETY  
23 ARTICLE.

24 2-608.

25 (A) THE DEPARTMENT IS RESPONSIBLE FOR ALL COSTS AND EXPENSES  
26 ASSOCIATED WITH ESTABLISHING, MAINTAINING, AND OPERATING THE STATEWIDE  
27 2-1-1 AND 3-1-1 SYSTEM.

28 (B) THE SECRETARY MAY APPLY FOR, RECEIVE, AND SPEND STATE AND  
29 FEDERAL FUNDS AND ANY OUTSIDE FUNDS TO CARRY OUT THE POWERS AND DUTIES  
30 OF THIS SUBTITLE.

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

4 **2-609.**

5 (A) ON OR BEFORE JULY 1, 2025, THE GOVERNING BODY OF EACH COUNTY  
6 SHALL:

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

9 (2) NOTIFY THE DEPARTMENT THAT THE COUNTY WILL BE  
10 ESTABLISHING AND ADMINISTERING A COUNTY 3-1-1 SYSTEM, OR CONTINUING TO  
11 ADMINISTER AN EXISTING COUNTY 3-1-1 SYSTEM, IN ACCORDANCE WITH § 2-610 OF  
12 THIS SUBTITLE.

13 (B) A COUNTY THAT ELECTS TO ESTABLISH AND ADMINISTER A COUNTY  
14 3-1-1 SYSTEM UNDER SUBSECTION (A)(2) OF THIS SECTION AS AN ALTERNATIVE TO  
15 THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM SHALL HAVE THE COUNTY 3-1-1 SYSTEM  
16 FULLY OPERATIONAL ON OR BEFORE JULY 1, 2027.

17 **2-610.**

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

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

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

25 (I) ISSUE A WARNING; AND

26 (II) IF AFTER A WARNING HAS BEEN ISSUED AND THE SAME  
27 VIOLATION OCCURS OR THE IDENTIFIED VIOLATION HAS NOT BEEN CORRECTED IN  
28 A TIMELY MANNER, ASSUME CONTROL OF THE COUNTY 3-1-1 SYSTEM AND  
29 INTEGRATE THE COUNTY 3-1-1 SYSTEM INTO THE STATEWIDE 2-1-1 AND 3-1-1  
30 SYSTEM.

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

4           **(1) THE PROPER TRAINING AND HIRING OF CUSTOMER SERVICE**  
5 **SPECIALISTS AND STAFF FOR THE COUNTY 3-1-1 SYSTEM;**

6           **(2) PROVIDING THE PROPER TECHNOLOGY, EQUIPMENT, AND**  
7 **FACILITIES FOR THE COUNTY 3-1-1 SYSTEM; AND**

8           **(3) ALL COSTS AND EXPENSES ASSOCIATED WITH ESTABLISHING,**  
9 **MAINTAINING, AND OPERATING A COUNTY 3-1-1 SYSTEM.**

10          **(D) (1) A COUNTY SHALL ESTABLISH A KNOWLEDGE MANAGER POSITION**  
11 **TO PROVIDE SUPPORT FOR THE COUNTY 3-1-1 SYSTEM.**

12          **(2) A KNOWLEDGE MANAGER FOR A COUNTY 3-1-1 SYSTEM SHALL**  
13 **COMPLY WITH APPLICABLE REQUIREMENTS, PROCEDURES, AND STANDARDS**  
14 **ESTABLISHED BY THE BOARD.**

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

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

20          **(2) A GOVERNING BODY OF A COUNTY THAT ELECTS TO JOIN THE**  
21 **STATEWIDE 2-1-1 AND 3-1-1 SYSTEM SHALL DISCONTINUE THE COUNTY 3-1-1**  
22 **SYSTEM.**

23          **(G) (1) SUBJECT TO PARAGRAPH (2) OF THIS SUBSECTION, THE BOARD**  
24 **MAY REMOVE A COUNTY FROM THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM IF THE**  
25 **GOVERNING BODY OF A COUNTY REQUESTS TO LEAVE.**

26          **(2) THE BOARD SHALL REQUIRE AN AFFIRMATIVE VOTE OF**  
27 **TWO-THIRDS OF ALL MEMBERS TO REMOVE A COUNTY FROM THE STATEWIDE 2-1-1**  
28 **AND 3-1-1 SYSTEM.**

29          **(3) IF A COUNTY IS REMOVED FROM THE STATEWIDE 2-1-1 AND**  
30 **3-1-1 SYSTEM, THE GOVERNING BODY OF THE COUNTY SHALL ESTABLISH A COUNTY**  
31 **3-1-1 SYSTEM.**

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

4 **2-611.**

5           **(A) THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM AND COUNTY 3-1-1 SYSTEMS**  
6 **SHALL UTILIZE STANDARDS-BASED PROTOCOLS FOR:**

7           **(1) THE PROCESSING OF 3-1-1 REQUESTS FOR NONEMERGENCY**  
8 **SERVICES, RESOURCES, REFERRALS, AND INFORMATION; AND**

9           **(2) IMMEDIATELY TRANSFERRING EMERGENCY REQUESTS FOR**  
10 **ASSISTANCE TO A PUBLIC SAFETY ANSWERING POINT UNDER TITLE 1, SUBTITLE 3**  
11 **OF THE PUBLIC SAFETY ARTICLE.**

12           **(B) THE DEPARTMENT SHALL ENSURE THAT CUSTOMER SERVICE**  
13 **SPECIALISTS HAVE PROPER TRAINING RELATED TO 3-1-1 REQUESTS FOR**  
14 **ASSISTANCE THAT THE CUSTOMER SERVICE SPECIALIST IS RESPONSIBLE FOR**  
15 **RECEIVING AND PROCESSING.**

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

20           **(D) THE DEPARTMENT SHALL PROVIDE OPPORTUNITIES FOR:**

21           **(1) CUSTOMER SERVICE SPECIALISTS TO RECEIVE TRAINING AND**  
22 **EXPERIENCE TO BECOME 9-1-1 SPECIALISTS; AND**

23           **(2) 9-1-1 SPECIALISTS WITH EXTENSIVE EXPERIENCE TO PROVIDE**  
24 **TRAINING AND MENTORING TO 3-1-1 SPECIALISTS.**

25 **2-612.**

26           **(A) SERVICES AVAILABLE THROUGH THE STATEWIDE 2-1-1 AND 3-1-1**  
27 **SYSTEM AND COUNTY 3-1-1 SYSTEMS SHALL INCLUDE:**

28           **(1) INFORMATION ABOUT NONEMERGENCY SERVICES, RESOURCES,**  
29 **AND INFORMATION;**

30           **(2) IMMEDIATE TRANSFERRING OF EMERGENCY CALLS TO A PUBLIC**  
31 **SAFETY ANSWERING POINT UNDER TITLE 1, SUBTITLE 3 OF THE PUBLIC SAFETY**

1 ARTICLE;

2 (3) INFORMATION ABOUT PUBLIC HEALTH EMERGENCIES;

3 (4) INFORMATION ABOUT ANIMAL CONTROL SERVICES;

4 (5) INFORMATION ABOUT TRASH AND RECYCLING SERVICES;

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

7 (II) IN A COUNTY WITH A COUNTY 3-1-1 SYSTEM, THE ABILITY  
8 TO TRANSFER REQUESTS FOR INFORMATION AND REFERRALS FOR HEALTH AND  
9 HUMAN SERVICES TO THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM;

10 (7) ACCESS FOR INDIVIDUALS WITH HEARING OR SPEECH  
11 DISABILITIES AND OTHER DISABILITIES;

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

13 (9) ANY OTHER INFORMATION OR RESOURCES DETERMINED BY THE  
14 BOARD AND THE DEPARTMENT.

15 (B) 2-1-1 AND 3-1-1 ARE THE PRIMARY NONEMERGENCY TELEPHONE  
16 NUMBERS IN THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM.

17 (C) EDUCATIONAL INFORMATION THAT RELATES TO THE SERVICES,  
18 RESOURCES, AND INFORMATION MADE AVAILABLE BY A NONEMERGENCY  
19 ANSWERING POINT SHALL DESIGNATE 2-1-1 AND 3-1-1 AS NONEMERGENCY  
20 TELEPHONE NUMBERS.

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

24 (2) WRITTEN GUIDELINES SHALL BE DEVELOPED BY THE BOARD TO  
25 GOVERN THE REFERRAL OF REQUESTS FOR NONEMERGENCY SERVICES,  
26 RESOURCES, REFERRALS, AND INFORMATION TO THE APPROPRIATE STATE OR  
27 LOCAL AGENCIES, PROGRAMS, OR DEPARTMENTS.

28 (3) STATE OR LOCAL AGENCIES, PROGRAMS, AND DEPARTMENTS  
29 WITH CONCURRENT JURISDICTION SHALL HAVE WRITTEN AGREEMENTS TO ENSURE  
30 A CLEAR UNDERSTANDING OF WHICH SPECIFIC REQUESTS FOR NONEMERGENCY

1 SERVICES, RESOURCES, REFERRALS, OR OTHER INFORMATION WILL BE REFERRED  
2 TO WHICH AGENCY, PROGRAM, OR DEPARTMENT.

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

6 2-613.

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

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

15 (I) AN ANALYSIS OF THE EFFECTIVENESS OF THE STATEWIDE  
16 2-1-1 AND 3-1-1 SYSTEM AND COUNTY 3-1-1 SYSTEMS;

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

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

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

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

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

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



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

3                   **(III) THE NUMBER OF 2-1-1 AND 3-1-1 REQUESTS THAT WERE**  
4 **TRANSFERRED TO 9-1-1 AND 9-8-8;**

5                   **(IV) THE NUMBER OF 9-1-1 AND 9-8-8 REQUESTS**  
6 **TRANSFERRED TO 2-1-1 AND 3-1-1;**

7                   **(V) THE METHODS USED FOR ACCESSING THE STATEWIDE**  
8 **2-1-1 AND 3-1-1 SYSTEM, SUCH AS BY VOICE CALL, TEXT MESSAGING, WEBSITE, OR**  
9 **OTHER MODALITIES, AND THE NUMBER OF REQUESTS USING EACH METHOD;**

10                   **(VI) COMMON REASONS INDIVIDUALS DIALED 2-1-1 OR 3-1-1;**

11                   **(VII) ANY ISSUES WITH THE INTEROPERABILITY AND**  
12 **ACCESSIBILITY OF THE STATEWIDE 2-1-1 AND 3-1-1 SYSTEM; AND**

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

17           SECTION 3. AND BE IT FURTHER ENACTED, That, on or before December 31,  
18 2024, the Department, in consultation with 2-1-1 Maryland, shall report to the Governor  
19 and, subject to § 2-1257 of the State Government Article, to the General Assembly on the  
20 activities performed under § 2-603(e) of the Human Services Article, as enacted by Section  
21 2 of this Act.

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

24                   (1) seven members in 2026;

25                   (2) seven members in 2027; and

26                   (3) six members in 2028.

27           SECTION 5. AND BE IT FURTHER ENACTED, That this Act shall take effect July  
28 1, 2024.