

HOUSE BILL 981

Unofficial Copy  
J1

2004 Regular Session  
(4lr2167)

ENROLLED BILL

-- Health and Government Operations/Finance --

Introduced by ~~Delegate Hurson~~ Delegates Hurson, Hammen, Benson, Boteler, Boutin, Bromwell, Costa, Donoghue, Elliott, Goldwater, Hubbard, Kach, Mandel, McDonough, Morhaim, Murray, Nathan-Pulliam, Oaks, Pendergrass, Rosenberg, Rudolph, Smigiel, V. Turner, and Weldon

Read and Examined by Proofreaders:

\_\_\_\_\_  
Proofreader.

\_\_\_\_\_  
Proofreader.

Sealed with the Great Seal and presented to the Governor, for his approval this  
\_\_\_\_ day of \_\_\_\_\_ at \_\_\_\_\_ o'clock, \_\_\_\_ M.

\_\_\_\_\_  
Speaker.

CHAPTER \_\_\_\_\_

1 AN ACT concerning

2 **Health and Human Services Referral System**

3 FOR the purpose of establishing the Health and Human Services Referral Board in  
4 the Department of Health and Mental Hygiene; providing for the membership,  
5 tenure, chairperson, and staff of the Board; providing oversight for certain pilot  
6 programs; requiring the Board to make certain determinations; requiring  
7 certain reports at certain times; providing that funding for the Board is subject  
8 to the availability of appropriated funds; defining certain terms; and generally  
9 relating to the Health and Human Services Referral System.

10 BY adding to

11 Article - Health - General

12 Section 24-1101 through ~~24-1104~~ 24-1105, inclusive, to be under the new

13 subtitle "Subtitle 11. Health and Human Services Referral System"

1 Annotated Code of Maryland  
2 (2000 Replacement Volume and 2003 Supplement)

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

5 **Article - Health - General**

6 SUBTITLE 11. HEALTH AND HUMAN SERVICES REFERRAL SYSTEM.

7 24-1101.

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

10 (B) "BOARD" MEANS THE HEALTH AND HUMAN SERVICES REFERRAL BOARD.

11 (C) "HEALTH AND HUMAN SERVICES REFERRAL SYSTEM" MEANS TELEPHONE  
12 SERVICE THAT AUTOMATICALLY CONNECTS AN INDIVIDUAL DIALING THE DIGITS  
13 2-1-1 TO AN ESTABLISHED INFORMATION AND REFERRAL ANSWERING POINT.

14 (D) (1) "PILOT PROGRAM" MEANS ONE OF FOUR SELF-FUNDED PILOT  
15 PROGRAMS ESTABLISHED BEFORE OCTOBER 1, 2004, BY A TASK FORCE DESIGNATED  
16 BY THE STATE OF MARYLAND PUBLIC SERVICE COMMISSION THAT INCLUDES THE  
17 MARYLAND STATE ASSOCIATION OF UNITED WAYS, THE UNITED WAY OF CENTRAL  
18 MARYLAND, THE ALLIANCE OF INFORMATION AND REFERRAL SYSTEMS, AND LOCAL  
19 HEALTH AND HUMAN SERVICE ORGANIZATIONS.

20 (2) "PILOT PROGRAM" INCLUDES:

21 (I) COMMUNITY CRISIS SERVICES, INC.;

22 (II) UNITED WAY OF CENTRAL MARYLAND - FIRST CALL FOR HELP;

23 (III) ~~FREDERICK COUNTY HOTLINE~~ MENTAL HEALTH ASSOCIATION  
24 OF FREDERICK COUNTY; AND

25 (IV) LIFE CRISIS CENTER, INC.

26 24-1102.

27 (A) THE GENERAL ASSEMBLY:

28 (1) RECOGNIZES THE IMPORTANCE OF A STATEWIDE INFORMATION AND  
29 REFERRAL SYSTEM FOR HEALTH AND HUMAN SERVICES;

30 (2) RECOGNIZES THAT AN INTEGRATED TELEPHONE SYSTEM WOULD  
31 PROVIDE A SINGLE SOURCE FOR INFORMATION AND REFERRAL TO HEALTH AND  
32 HUMAN SERVICES, COMMUNITY PREPAREDNESS, AND CRISIS INFORMATION AND

1 COULD BE ACCESSED TOLL FREE FROM ANYWHERE IN MARYLAND, 24 HOURS A DAY,  
2 365 DAYS A YEAR;

3 (3) ACKNOWLEDGES THAT THE THREE-DIGIT NUMBER, 2-1-1, IS A  
4 NATIONALLY RECOGNIZED AND APPLIED TELEPHONE NUMBER WHICH MAY BE USED  
5 FOR INFORMATION AND REFERRAL AND ELIMINATES DELAYS CAUSED BY LACK OF  
6 FAMILIARITY WITH HEALTH AND HUMAN SERVICE NUMBERS AND BY  
7 UNDERSTANDABLE CONFUSION IN CIRCUMSTANCES OF CRISIS; AND

8 (4) RECOGNIZES A DEMONSTRATED NEED FOR AN EASY TO REMEMBER,  
9 EASY TO USE TELEPHONE NUMBER THAT WILL ENABLE INDIVIDUALS IN NEED TO BE  
10 DIRECTED TO AVAILABLE COMMUNITY RESOURCES.

11 (B) THE PURPOSES OF THIS SUBTITLE ARE TO:

12 (1) ESTABLISH THE THREE-DIGIT NUMBER, 2-1-1, AS THE PRIMARY  
13 INFORMATION AND REFERRAL TELEPHONE NUMBER FOR HEALTH AND HUMAN  
14 SERVICES IN THE STATE; AND

15 (2) ESTABLISH A BOARD TO OVERSEE THE PILOT PROGRAMS AND STUDY  
16 THE ORDERLY INSTALLATION, MAINTENANCE, AND OPERATION OF A STATEWIDE  
17 HEALTH AND HUMAN SERVICES REFERRAL SYSTEM IN THE STATE.

18 24-1103.

19 (A) THERE IS A HEALTH AND HUMAN SERVICES REFERRAL BOARD IN THE  
20 DEPARTMENT OF HEALTH AND MENTAL HYGIENE.

21 (B) (1) THE BOARD CONSISTS OF ~~45~~ 17 MEMBERS.

22 (2) OF THE ~~45~~ 17 MEMBERS:

23 (I) ONE MEMBER SHALL REPRESENT THE DEPARTMENT OF  
24 HEALTH AND MENTAL HYGIENE;

25 (II) ONE MEMBER SHALL REPRESENT THE DEPARTMENT OF  
26 HUMAN RESOURCES;

27 (III) ONE MEMBER SHALL REPRESENT THE DEPARTMENT OF  
28 PUBLIC SAFETY AND CORRECTIONS;

29 (IV) ONE MEMBER SHALL REPRESENT THE DEPARTMENT OF AGING;

30 (V) ONE MEMBER SHALL REPRESENT THE DEPARTMENT OF  
31 BUSINESS AND ECONOMIC DEVELOPMENT;

32 (VI) ONE MEMBER SHALL REPRESENT THE MARYLAND EMERGENCY  
33 MANAGEMENT AGENCY;

34 (VII) ONE MEMBER SHALL REPRESENT THE MARYLAND STATE  
35 ASSOCIATION OF UNITED WAYS;

1 (VIII) ONE MEMBER SHALL REPRESENT THE UNITED WAY OF  
2 CENTRAL MARYLAND;

3 (IX) ONE MEMBER SHALL REPRESENT THE MARYLAND PUBLIC  
4 SERVICE COMMISSION;

5 (X) ONE MEMBER SHALL REPRESENT A PUBLIC TELEPHONE  
6 UTILITY COMPANY OPERATING IN THE STATE;

7 (XI) ONE MEMBER SHALL REPRESENT A NONPROFIT  
8 ORGANIZATION IN THE STATE;

9 (XII) ONE MEMBER SHALL REPRESENT MARYLAND'S VOLUNTEER  
10 CENTERS;

11 (XIII) ONE MEMBER SHALL REPRESENT THE MARYLAND EMERGENCY  
12 NUMBER SYSTEMS BOARD;

13 (XIV) ONE MEMBER SHALL REPRESENT THE PHILANTHROPIC  
14 COMMUNITY; ~~AND~~

15 (XV) ONE MEMBER SHALL REPRESENT THE MARYLAND CHILD CARE  
16 RESOURCE NETWORK;

17 (XVI) ONE MEMBER SHALL REPRESENT THE OFFICE FOR  
18 INDIVIDUALS WITH DISABILITIES; AND

19 ~~(XV)~~ (XVII) ONE MEMBER SHALL REPRESENT THE COMMUNITY AT  
20 LARGE.

21 (3) THE GOVERNOR SHALL APPOINT THE MEMBERS WITH THE ADVICE  
22 AND CONSENT OF THE SENATE.

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

24 ~~(2) THE TERMS OF THE MEMBERS ARE STAGGERED AS REQUIRED BY~~  
25 ~~THE TERMS PROVIDED FOR MEMBERS OF THE BOARD ON OCTOBER 1, 2004.~~

26 ~~(3)~~ (2) AT THE END OF A TERM, A MEMBER CONTINUES TO SERVE  
27 UNTIL A SUCCESSOR IS APPOINTED AND QUALIFIES.

28 ~~(4)~~ (3) IF A VACANCY OCCURS AFTER A TERM HAS BEGUN, THE  
29 GOVERNOR SHALL APPOINT A SUCCESSOR TO REPRESENT THE ORGANIZATION OR  
30 GROUP IN WHICH THE VACANCY OCCURS.

31 ~~(5)~~ (4) A MEMBER WHO IS APPOINTED AFTER A TERM HAS BEGUN  
32 SERVES ONLY FOR THE REST OF THE TERM AND UNTIL A SUCCESSOR IS APPOINTED  
33 AND QUALIFIES.

34 (D) THE GOVERNOR SHALL APPOINT A CHAIRPERSON FROM AMONG THE  
35 BOARD MEMBERS.

1 (E) A MEMBER OF THE BOARD MAY NOT RECEIVE COMPENSATION AS A  
2 MEMBER OF THE BOARD.

3 (F) THE MARYLAND STATE ASSOCIATION OF UNITED WAYS SHALL PROVIDE  
4 STAFF TO THE BOARD.

5 24-1104.

6 (A) THE BOARD SHALL OVERSEE THE PILOT PROGRAMS AND DETERMINE:

7 (1) HOW TO IMPLEMENT THE HEALTH AND HUMAN SERVICES  
8 REFERRAL SYSTEM STATEWIDE;

9 (2) HOW TO INTEGRATE EMERGENCY AND NONEMERGENCY NUMBERS;  
10 AND

11 (3) OPTIONS ON FUNDING THE HEALTH AND HUMAN SERVICES  
12 REFERRAL SYSTEM.

13 (B) ON OR BEFORE DECEMBER 31, 2005, AND EVERY YEAR THEREAFTER, THE  
14 BOARD SHALL REPORT TO THE GOVERNOR AND, SUBJECT TO § 2-1246 OF THE STATE  
15 GOVERNMENT ARTICLE, TO THE GENERAL ASSEMBLY ON THE ACTIVITIES  
16 PERFORMED UNDER SUBSECTION (A) OF THIS SECTION.

17 24-1105.

18 FUNDING FOR THE BOARD IS SUBJECT TO THE AVAILABILITY OF  
19 APPROPRIATED FUNDS.

20 SECTION 2. AND BE IT FURTHER ENACTED, That the terms of the initial  
21 members of the Health and Human Services Referral Board shall expire as follows:

22 (1) five members in 2006;

23 (2) six members in 2007; and

24 (3) six members in 2008.

25 SECTION ~~2-3~~ 2. AND BE IT FURTHER ENACTED, That this Act shall  
26 take effect October 1, 2004.