
By: **Delegate Hurson**
Introduced and read first time: February 12, 2004
Assigned to: Health and Government Operations

A BILL ENTITLED

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; defining certain terms; and generally relating
8 to the Health and Human Services Referral System.

9 BY adding to
10 Article - Health - General
11 Section 24-1101 through 24-1104, inclusive, to be under the new subtitle
12 "Subtitle 11. Health and Human Services Referral System"
13 Annotated Code of Maryland
14 (2000 Replacement Volume and 2003 Supplement)

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

17 **Article - Health - General**

18 **SUBTITLE 11. HEALTH AND HUMAN SERVICES REFERRAL SYSTEM.**

19 24-1101.

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

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

23 (C) "HEALTH AND HUMAN SERVICES REFERRAL SYSTEM" MEANS TELEPHONE
24 SERVICE THAT AUTOMATICALLY CONNECTS AN INDIVIDUAL DIALING THE DIGITS
25 2-1-1 TO AN ESTABLISHED INFORMATION AND REFERRAL ANSWERING POINT.

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

7 (2) "PILOT PROGRAM" INCLUDES:

8 (I) COMMUNITY CRISIS SERVICES, INC.;

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

10 (III) FREDERICK COUNTY HOTLINE; AND

11 (IV) LIFE CRISIS CENTER, INC.

12 24-1102.

13 (A) THE GENERAL ASSEMBLY:

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

16 (2) RECOGNIZES THAT AN INTEGRATED TELEPHONE SYSTEM WOULD
17 PROVIDE A SINGLE SOURCE FOR INFORMATION AND REFERRAL TO HEALTH AND
18 HUMAN SERVICES, COMMUNITY PREPAREDNESS, AND CRISIS INFORMATION AND
19 COULD BE ACCESSED TOLL FREE FROM ANYWHERE IN MARYLAND, 24 HOURS A DAY,
20 365 DAYS A YEAR;

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

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

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

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

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

1 24-1103.

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

4 (B) (1) THE BOARD CONSISTS OF 15 MEMBERS.

5 (2) OF THE 15 MEMBERS:

6 (I) ONE MEMBER SHALL REPRESENT THE DEPARTMENT OF
7 HEALTH AND MENTAL HYGIENE;

8 (II) ONE MEMBER SHALL REPRESENT THE DEPARTMENT OF
9 HUMAN RESOURCES;

10 (III) ONE MEMBER SHALL REPRESENT THE DEPARTMENT OF
11 PUBLIC SAFETY AND CORRECTIONS;

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

13 (V) ONE MEMBER SHALL REPRESENT THE DEPARTMENT OF
14 BUSINESS AND ECONOMIC DEVELOPMENT;

15 (VI) ONE MEMBER SHALL REPRESENT THE MARYLAND EMERGENCY
16 MANAGEMENT AGENCY;

17 (VII) ONE MEMBER SHALL REPRESENT THE MARYLAND STATE
18 ASSOCIATION OF UNITED WAYS;

19 (VIII) ONE MEMBER SHALL REPRESENT THE UNITED WAY OF
20 CENTRAL MARYLAND;

21 (IX) ONE MEMBER SHALL REPRESENT THE MARYLAND PUBLIC
22 SERVICE COMMISSION;

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

25 (XI) ONE MEMBER SHALL REPRESENT A NONPROFIT
26 ORGANIZATION IN THE STATE;

27 (XII) ONE MEMBER SHALL REPRESENT MARYLAND'S VOLUNTEER
28 CENTERS;

29 (XIII) ONE MEMBER SHALL REPRESENT THE MARYLAND EMERGENCY
30 NUMBER SYSTEMS BOARD;

31 (XIV) ONE MEMBER SHALL REPRESENT THE PHILANTHROPIC
32 COMMUNITY; AND

33 (XV) ONE MEMBER SHALL REPRESENT THE COMMUNITY AT LARGE.

1 (3) THE GOVERNOR SHALL APPOINT THE MEMBERS WITH THE ADVICE
2 AND CONSENT OF THE SENATE.

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

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

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

8 (4) IF A VACANCY OCCURS AFTER A TERM HAS BEGUN, THE GOVERNOR
9 SHALL APPOINT A SUCCESSOR TO REPRESENT THE ORGANIZATION OR GROUP IN
10 WHICH THE VACANCY OCCURS.

11 (5) A MEMBER WHO IS APPOINTED AFTER A TERM HAS BEGUN SERVES
12 ONLY FOR THE REST OF THE TERM AND UNTIL A SUCCESSOR IS APPOINTED AND
13 QUALIFIES.

14 (D) THE GOVERNOR SHALL APPOINT A CHAIRPERSON FROM AMONG THE
15 BOARD MEMBERS.

16 (E) A MEMBER OF THE BOARD MAY NOT RECEIVE COMPENSATION AS A
17 MEMBER OF THE BOARD.

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

20 24-1104.

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

22 (1) HOW TO IMPLEMENT THE HEALTH AND HUMAN SERVICES
23 REFERRAL SYSTEM STATEWIDE;

24 (2) HOW TO INTEGRATE EMERGENCY AND NONEMERGENCY NUMBERS;
25 AND

26 (3) OPTIONS ON FUNDING THE HEALTH AND HUMAN SERVICES
27 REFERRAL SYSTEM.

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

32 SECTION 2. AND BE IT FURTHER ENACTED, That this Act shall take effect
33 October 1, 2004.