

SB0527/456389/1

BY: Health and Government Operations Committee

AMENDMENT TO SENATE BILL 527

(Third Reading File Bill)

On page 8, in line 16, after “EVALUATE” insert “THE PERFORMANCE OF EACH”; and in the same line, strike “CENTERS” and substitute “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 BOARD;

(6) MAKE RECOMMENDATIONS REGARDING CORRECTIVE ACTION TO BE TAKEN BY A CALL CENTER, AS APPROPRIATE; AND

(7) DEVELOP POLICIES AND PROCEDURES GOVERNING CONFLICT OF INTEREST STANDARDS FOR BOARD MEMBERS’.