

HOUSE BILL 693

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CF SB 527

By: **Delegates Hubbard, Bromwell, Frush, Kullen, Morhaim, Schuh, ~~and Stein~~
Stein, Montgomery, Nathan-Pulliam, Pena-Melnyk, Reznik, Riley, and
V. Turner**

Introduced and read first time: February 4, 2010

Assigned to: Health and Government Operations

Committee Report: Favorable with amendments

House action: Adopted

Read second time: March 22, 2010

CHAPTER _____

1 AN ACT concerning

2 **Health and Human Services Referral Board – 2–1–1 Maryland – Modifications**

3 FOR the purpose of requiring a certain agency or organization to be approved by
4 2–1–1 Maryland in order to provide 2–1–1 services in the State; providing that
5 2–1–1 Maryland may approve no more than a certain number of call centers to
6 provide 2–1–1 services; requiring 2–1–1 Maryland to consider certain criteria
7 when approving a 2–1–1 service provider; requiring certain units of the State to
8 consult with 2–1–1 Maryland under certain circumstances; altering the
9 membership of the Health and Human Services Referral Board; providing for
10 the appointment of members of the Board when a vacancy occurs; providing
11 that a member of the Board may not serve more than two consecutive full
12 terms; authorizing the Board to make a certain determination regarding Board
13 meetings and to adopt certain rules; providing that a majority of Board
14 members constitutes a quorum for a certain purpose; authorizing the Board to
15 elect certain officers; providing that members of the Board serve without
16 compensation but are entitled to a certain reimbursement; requiring the
17 composition of the Board as to the race and gender of its members to reflect the
18 composition of the population of the State; altering the duties of the Board;
19 defining certain terms; repealing a certain definition; requiring a certain call
20 center to align with 2–1–1 Maryland on or before a certain date under certain
21 circumstances; and generally relating to the Health and Human Services
22 Referral Board.

EXPLANATION: CAPITALS INDICATE MATTER ADDED TO EXISTING LAW.

[Brackets] indicate matter deleted from existing law.

Underlining indicates amendments to bill.

~~Strike-out~~ indicates matter stricken from the bill by amendment or deleted from the law by amendment.



1 BY repealing and reenacting, with amendments,
 2 Article – Health – General
 3 Section 24–1201 through 24–1205
 4 Annotated Code of Maryland
 5 (2009 Replacement Volume)

6 BY adding to
 7 Article – Health – General
 8 Section 24–1203
 9 Annotated Code of Maryland
 10 (2009 Replacement Volume)

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

13 **Article – Health – General**

14 24–1201.

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

16 (b) “Board” means the Health and Human Services Referral Board.

17 (c) “Health and Human Services Referral System” means telephone service
 18 that automatically connects an individual dialing the digits 2–1–1 to an established
 19 information and referral answering point.

20 [(d) (1) “Pilot program” means one of four self-funded pilot programs
 21 established before October 1, 2004, by a task force designated by the State of
 22 Maryland Public Service Commission that includes the Maryland State Association of
 23 United Ways, the United Way of Central Maryland, the Alliance of Information and
 24 Referral Systems, and local health and human service organizations.

25 (2) “Pilot program” includes:

26 (i) Community Crisis Services, Inc.;

27 (ii) United Way of Central Maryland – First Call for Help;

28 (iii) Mental Health Association of Frederick County; and

29 (iv) Life Crisis Center, Inc.]

30 (D) “2–1–1” MEANS THE ABBREVIATED DIALING CODE ASSIGNED BY
 31 THE FEDERAL COMMUNICATIONS COMMISSION FOR CONSUMER ACCESS TO
 32 COMMUNITY INFORMATION AND REFERRAL SERVICES.

1 **(E) “2-1-1 MARYLAND” MEANS THE MARYLAND INFORMATION**
2 **NETWORK, 2-1-1 MARYLAND, A 501(C)(3) CORPORATION IN THE STATE.**

3 **(F) “2-1-1 MARYLAND CALL CENTER” MEANS A NONPROFIT AGENCY OR**
4 **ORGANIZATION DESIGNATED BY 2-1-1 MARYLAND TO PROVIDE 2-1-1**
5 **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
11 single 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
16 referral and eliminates delays caused by lack of familiarity with health and human
17 service numbers and by understandable confusion in circumstances of crisis; and

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

21 (b) The purposes of this subtitle are to:

22 (1) Establish the three-digit number, 2-1-1, as the primary
23 information and referral telephone number for health and human services in the
24 State; and

25 (2) Establish a board to oversee the [pilot programs and study the
26 orderly installation, maintenance, and] **2-1-1 MARYLAND CALL CENTERS AND THE**
27 operation of a statewide Health and Human Services Referral System in the State.

28 **24-1203.**

29 **(A) EXCEPT AS PROVIDED IN SUBSECTION (D) OF THIS SECTION, AN**
30 **AGENCY OR ORGANIZATION SHALL BE APPROVED BY 2-1-1 MARYLAND AS A**
31 **2-1-1 MARYLAND CALL CENTER IN ORDER TO PROVIDE 2-1-1 SERVICES IN THE**
32 **STATE.**

1 (B) NO MORE THAN FIVE CALL CENTERS MAY BE APPROVED BY 2-1-1
2 MARYLAND TO PROVIDE 2-1-1 TELEPHONE SERVICES IN THE STATE.

3 (C) WHEN APPROVING A 2-1-1 SERVICE PROVIDER, 2-1-1 MARYLAND
4 SHALL CONSIDER:

5 (1) THE ABILITY OF THE PROPOSED 2-1-1 SERVICE PROVIDER TO
6 MEET THE NATIONAL 2-1-1 STANDARDS RECOMMENDED BY:

7 (I) THE ALLIANCE OF INFORMATION AND REFERRAL
8 SYSTEMS AND ADOPTED BY THE NATIONAL 2-1-1 COLLABORATIVE; OR

9 (II) AN EQUIVALENT ENTITY;

10 (2) THE FINANCIAL STABILITY OF THE PROPOSED 2-1-1 SERVICE
11 PROVIDER;

12 (3) ANY COMMUNITY SUPPORT FOR THE PROPOSED 2-1-1
13 SERVICE PROVIDER;

14 (4) ANY EXPERIENCE THAT THE PROPOSED 2-1-1 SERVICE
15 PROVIDER HAS WITH OTHER INFORMATION AND REFERRAL SERVICES; ~~AND~~

16 (5) THE DEGREE TO WHICH THE COUNTY IN WHICH THE
17 PROPOSED CALL CENTER IS TO BE LOCATED HAS DEDICATED SUBSTANTIAL
18 RESOURCES TO THE ESTABLISHMENT OF A SINGLE TELEPHONE SOURCE FOR
19 NON-EMERGENCY INQUIRIES REGARDING COUNTY SERVICES; AND

20 ~~(5)~~ (6) ANY OTHER CRITERIA THAT 2-1-1 MARYLAND
21 CONSIDERS APPROPRIATE.

22 (D) IF A UNIT OF THE STATE THAT PROVIDES HEALTH AND HUMAN
23 SERVICES ESTABLISHES A PUBLIC INFORMATION TELEPHONE LINE OR
24 HOTLINE, THE UNIT SHALL CONSULT WITH 2-1-1 MARYLAND ABOUT USING THE
25 2-1-1 SYSTEM TO PROVIDE PUBLIC ACCESS TO INFORMATION.

26 [24-1203.] 24-1204.

27 (a) There is a Health and Human Services Referral Board in the Department
28 of Health and Mental Hygiene.

29 (b) [(1)] The Board [consists] SHALL CONSIST of [17] THE FOLLOWING
30 members[.]:

31 [(2)] Of the 17 members:

- 1 (i) One member shall represent the Department of Health and
2 Mental Hygiene;
- 3 (ii) One member shall represent the Department of Human
4 Resources;
- 5 (iii) One member shall represent the Department of Public
6 Safety and Corrections;
- 7 (iv) One member shall represent the Department of Aging;
- 8 (v) One member shall represent the Department of Business
9 and Economic Development;
- 10 (vi) One member shall represent the Maryland Emergency
11 Management Agency;
- 12 (vii) One member shall represent the Maryland State Association
13 of United Ways;
- 14 (viii) One member shall represent the United Way of Central
15 Maryland;
- 16 (ix) One member shall represent the Maryland Public Service
17 Commission;
- 18 (x) One member shall represent a public telephone utility
19 company operating in the State;
- 20 (xi) One member shall represent a nonprofit organization in the
21 State;
- 22 (xii) One member shall represent Maryland's volunteer centers;
- 23 (xiii) One member shall represent the Maryland Emergency
24 Number Systems Board;
- 25 (xiv) One member shall represent the philanthropic community;
- 26 (xv) One member shall represent the Maryland Child Care
27 Resource Network;
- 28 (xvi) One member shall represent the Department of Disabilities;
29 and
- 30 (xvii) One member shall represent the community at large.

1 ~~[(3)~~ The Governor shall appoint the members with the advice and
2 consent of the Senate.]

3 **(1) ONE MEMBER OF THE SENATE OF MARYLAND, APPOINTED BY**
4 **THE PRESIDENT OF THE SENATE;**

5 **(2) ONE MEMBER OF THE HOUSE OF DELEGATES, APPOINTED BY**
6 **THE SPEAKER OF THE HOUSE;**

7 **(3) THE SECRETARY OF HUMAN RESOURCES, OR THE**
8 **SECRETARY'S DESIGNEE;**

9 **(4) THE SECRETARY OF HEALTH AND MENTAL HYGIENE, OR THE**
10 **SECRETARY'S DESIGNEE;**

11 **(5) THE SECRETARY OF INFORMATION TECHNOLOGY, OR THE**
12 **SECRETARY'S DESIGNEE;**

13 **(6) THE SECRETARY OF AGING, OR THE SECRETARY'S DESIGNEE;**

14 ~~(6)~~ **(7) A REPRESENTATIVE OF THE OFFICE OF HOMELAND**
15 **SECURITY, APPOINTED BY THE GOVERNOR;**

16 ~~(7)~~ **(8) A REPRESENTATIVE OF 2-1-1 MARYLAND, INC.,**
17 **APPOINTED BY THE BOARD OF DIRECTORS OF 2-1-1 MARYLAND;**

18 ~~(8)~~ **(9) A REPRESENTATIVE OF EACH 2-1-1 MARYLAND CALL**
19 **CENTER, APPOINTED BY THE CALL CENTER;**

20 **(10) A REPRESENTATIVE OF THE MARYLAND CHILD CARE**
21 **RESOURCE NETWORK, APPOINTED BY THE GOVERNOR;**

22 ~~(9)~~ **(11) A REPRESENTATIVE OF THE MARYLAND STATE**
23 **ASSOCIATION OF UNITED WAYS, APPOINTED BY THE GOVERNOR; AND**

24 ~~(10)~~ **(12) TWO MEMBERS OF THE PUBLIC WITH EXPERIENCE IN**
25 **TELECOMMUNICATIONS, APPOINTED BY THE GOVERNOR.**

26 (c) (1) The term of a member is 4 years.

27 (2) At the end of a term, a member continues to serve until a successor
28 is appointed and qualifies.

1 (3) If a vacancy occurs after a term has begun, [the Governor shall
2 appoint] a successor **SHALL BE APPOINTED** to represent the organization or group in
3 which the vacancy occurs.

4 (4) A member who is appointed after a term has begun serves only for
5 the rest of the term and until a successor is appointed and qualifies.

6 **(5) A MEMBER MAY NOT SERVE MORE THAN TWO CONSECUTIVE**
7 **FULL TERMS.**

8 [(d) The Governor shall appoint a chairperson from among the Board
9 members.

10 (e) A member of the Board may not receive compensation as a member of the
11 Board.]

12 **(D) THE BOARD SHALL DETERMINE THE TIME AND PLACE OF THE**
13 **MEETINGS AND MAY ADOPT RULES FOR THE CONDUCT OF THE MEETINGS.**

14 **(E) A MAJORITY OF THE BOARD MEMBERS CONSTITUTES A QUORUM**
15 **FOR TRANSACTING BUSINESS AT ANY MEETING AND ACTION BY A MAJORITY OF**
16 **BOARD MEMBERS PRESENT AT THE MEETING SHALL BE AN ACT OF THE BOARD.**

17 **(F) EACH YEAR, THE BOARD SHALL ELECT FROM AMONG THE**
18 **MEMBERS:**

19 **(1) A CHAIR AND VICE CHAIR; AND**

20 **(2) ANY OTHER OFFICER THE BOARD REQUIRES.**

21 **(G) EACH MEMBER OF THE BOARD:**

22 **(1) SERVES WITHOUT COMPENSATION; BUT**

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

26 [(f)] **(H)** The Maryland State Association of United Ways shall provide staff
27 to the Board.

28 **(I) THE COMPOSITION OF THE BOARD AS TO THE RACE AND GENDER**
29 **OF ITS MEMBERS SHALL REFLECT THE COMPOSITION OF THE POPULATION OF**
30 **THE STATE.**

1 [24-1204.] **24-1205.**

2 (a) The Board shall [oversee the pilot programs and determine:

3 (1) How to implement the Health and Human Services Referral
4 System statewide;

5 (2) How to integrate emergency and nonemergency numbers; and

6 (3) Options on funding the Health and Human Services Referral
7 System];

8 (1) **MAINTAIN PUBLIC INFORMATION AVAILABLE FROM STATE**
9 **AGENCIES, PROGRAMS, AND DEPARTMENTS THAT PROVIDE HEALTH AND**
10 **HUMAN SERVICES;**

11 (2) **SUPPORT PROJECTS AND ACTIVITIES THAT FURTHER THE**
12 **DEVELOPMENT OF 2-1-1 MARYLAND;**

13 (3) **EXAMINE AND MAKE RECOMMENDATIONS TO MAXIMIZE THE**
14 **USE OF INFORMATION TECHNOLOGY IN MAKING 2-1-1 SERVICES AVAILABLE**
15 **THROUGHOUT THE STATE; AND**

16 (4) **EVALUATE THE PERFORMANCE OF EACH 2-1-1 MARYLAND**
17 **CALL ~~CENTERS~~ CENTER;**

18 (5) **MAKE RECOMMENDATIONS TO 2-1-1 MARYLAND REGARDING**
19 **THE QUALITY OF SERVICE PROVIDED BY CALL CENTERS OR THE PERFORMANCE**
20 **OF CALL CENTERS WHEN ISSUES RELATED TO SERVICE QUALITY AND**
21 **PERFORMANCE ARE PRESENTED TO THE BOARD;**

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

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

26 (b) On or before December 31, 2005, and every year thereafter, the Board
27 shall report to the Governor and, subject to § 2-1246 of the State Government Article,
28 to the General Assembly on the activities performed under subsection (a) of this
29 section.

30 [24-1205.] **24-1206.**

31 Funding for the Board is subject to the availability of appropriated funds.

1 SECTION 2. AND BE IT FURTHER ENACTED, That if 2-1-1 Maryland
2 approves a call center to be located in Montgomery County, the call center shall align
3 with 2-1-1 Maryland on or before July 1, 2011.

4 SECTION 3. AND BE IT FURTHER ENACTED, That this Act shall take effect
5 October 1, 2010.

Approved:

Governor.

Speaker of the House of Delegates.

President of the Senate.