

SENATE BILL 527

J1

0lr1572
CF 0lr1332

By: **Senators Frosh, Conway, Currie, Dyson, Gladden, Jones, Klausmeier, Madaleno, Middleton, Pugh, and Raskin**
Introduced and read first time: February 3, 2010
Assigned to: Finance

A BILL ENTITLED

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; altering the duties of
17 the Board; defining certain terms; and generally relating to the Health and
18 Human Services Referral Board.

19 BY repealing and reenacting, with amendments,
20 Article – Health – General
21 Section 24–1201 through 24–1205
22 Annotated Code of Maryland
23 (2009 Replacement Volume)

24 BY adding to
25 Article – Health – General
26 Section 24–1203
27 Annotated Code of Maryland
28 (2009 Replacement Volume)

EXPLANATION: CAPITALS INDICATE MATTER ADDED TO EXISTING LAW.
[Brackets] indicate matter deleted from existing law.



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

3 **Article – Health – General**

4 24–1201.

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

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

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

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

15 (2) “Pilot program” includes:

16 (i) Community Crisis Services, Inc.;

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

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

19 (iv) Life Crisis Center, Inc.]

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

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

25 **(F) “2–1–1 MARYLAND CALL CENTER” MEANS A NONPROFIT AGENCY OR**
26 **ORGANIZATION DESIGNATED BY 2–1–1 MARYLAND TO PROVIDE 2–1–1**
27 **SERVICES.**

28 24–1202.

29 (a) The General Assembly:

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

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

7 (3) Acknowledges that the three-digit number, 2-1-1, is a nationally
8 recognized and applied telephone number which may be used for information and
9 referral and eliminates delays caused by lack of familiarity with health and human
10 service numbers and by understandable confusion in circumstances of crisis; and

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

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

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

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

21 **24-1203.**

22 (A) **EXCEPT AS PROVIDED IN SUBSECTION (D) OF THIS SECTION, AN**
23 **AGENCY OR ORGANIZATION SHALL BE APPROVED BY 2-1-1 MARYLAND AS A**
24 **2-1-1 MARYLAND CALL CENTER IN ORDER TO PROVIDE 2-1-1 SERVICES IN THE**
25 **STATE.**

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

28 (C) **WHEN APPROVING A 2-1-1 SERVICE PROVIDER, 2-1-1 MARYLAND**
29 **SHALL CONSIDER:**

30 (1) **THE ABILITY OF THE PROPOSED 2-1-1 SERVICE PROVIDER TO**
31 **MEET THE NATIONAL 2-1-1 STANDARDS RECOMMENDED BY:**

32 (I) **THE ALLIANCE OF INFORMATION AND REFERRAL**
33 **SYSTEMS AND ADOPTED BY THE NATIONAL 2-1-1 COLLABORATIVE; OR**

- 1 **(II) AN EQUIVALENT ENTITY;**
- 2 **(2) THE FINANCIAL STABILITY OF THE PROPOSED 2-1-1 SERVICE**
3 **PROVIDER;**
- 4 **(3) ANY COMMUNITY SUPPORT FOR THE PROPOSED 2-1-1**
5 **SERVICE PROVIDER;**
- 6 **(4) ANY EXPERIENCE THAT THE PROPOSED 2-1-1 SERVICE**
7 **PROVIDER HAS WITH OTHER INFORMATION AND REFERRAL SERVICES; AND**
- 8 **(5) ANY OTHER CRITERIA THAT 2-1-1 MARYLAND CONSIDERS**
9 **APPROPRIATE.**

10 **(D) IF A UNIT OF THE STATE THAT PROVIDES HEALTH AND HUMAN**
11 **SERVICES ESTABLISHES A PUBLIC INFORMATION TELEPHONE LINE OR**
12 **HOTLINE, THE UNIT SHALL CONSULT WITH 2-1-1 MARYLAND ABOUT USING THE**
13 **2-1-1 SYSTEM TO PROVIDE PUBLIC ACCESS TO INFORMATION.**

14 **[24-1203.] 24-1204.**

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

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

19 **[(2) Of the 17 members:**

20 (i) One member shall represent the Department of Health and
21 Mental Hygiene;

22 (ii) One member shall represent the Department of Human
23 Resources;

24 (iii) One member shall represent the Department of Public
25 Safety and Corrections;

26 (iv) One member shall represent the Department of Aging;

27 (v) One member shall represent the Department of Business
28 and Economic Development;

29 (vi) One member shall represent the Maryland Emergency
30 Management Agency;

1 (vii) One member shall represent the Maryland State Association
 2 of United Ways;

3 (viii) One member shall represent the United Way of Central
 4 Maryland;

5 (ix) One member shall represent the Maryland Public Service
 6 Commission;

7 (x) One member shall represent a public telephone utility
 8 company operating in the State;

9 (xi) One member shall represent a nonprofit organization in the
 10 State;

11 (xii) One member shall represent Maryland's volunteer centers;

12 (xiii) One member shall represent the Maryland Emergency
 13 Number Systems Board;

14 (xiv) One member shall represent the philanthropic community;

15 (xv) One member shall represent the Maryland Child Care
 16 Resource Network;

17 (xvi) One member shall represent the Department of Disabilities;
 18 and

19 (xvii) One member shall represent the community at large.

20 [(3) The Governor shall appoint the members with the advice and
 21 consent of the Senate.]

22 **(1) ONE MEMBER OF THE SENATE OF MARYLAND, APPOINTED BY**
 23 **THE PRESIDENT OF THE SENATE;**

24 **(2) ONE MEMBER OF THE HOUSE OF DELEGATES, APPOINTED BY**
 25 **THE SPEAKER OF THE HOUSE;**

26 **(3) THE SECRETARY OF HUMAN RESOURCES, OR THE**
 27 **SECRETARY'S DESIGNEE;**

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

1 **(5) THE SECRETARY OF INFORMATION TECHNOLOGY, OR THE**
2 **SECRETARY'S DESIGNEE;**

3 **(6) A REPRESENTATIVE OF THE OFFICE OF HOMELAND**
4 **SECURITY, APPOINTED BY THE GOVERNOR;**

5 **(7) A REPRESENTATIVE OF 2-1-1 MARYLAND, INC., APPOINTED**
6 **BY THE BOARD OF DIRECTORS OF 2-1-1 MARYLAND;**

7 **(8) A REPRESENTATIVE OF EACH 2-1-1 MARYLAND CALL**
8 **CENTER, APPOINTED BY THE CALL CENTER;**

9 **(9) A REPRESENTATIVE OF THE MARYLAND STATE ASSOCIATION**
10 **OF UNITED WAYS, APPOINTED BY THE GOVERNOR; AND**

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

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

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

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

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

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

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

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

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

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

1 **(F) EACH YEAR, THE BOARD SHALL ELECT FROM AMONG THE**
2 **MEMBERS:**

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

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

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

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

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

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

12 **[24–1204.] 24–1205.**

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

14 (1) How to implement the Health and Human Services Referral
15 System statewide;

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

17 (3) Options on funding the Health and Human Services Referral
18 System];

19 **(1) MAINTAIN PUBLIC INFORMATION AVAILABLE FROM STATE**
20 **AGENCIES, PROGRAMS, AND DEPARTMENTS THAT PROVIDE HEALTH AND**
21 **HUMAN SERVICES;**

22 **(2) SUPPORT PROJECTS AND ACTIVITIES THAT FURTHER THE**
23 **DEVELOPMENT OF 2–1–1 MARYLAND;**

24 **(3) EXAMINE AND MAKE RECOMMENDATIONS TO MAXIMIZE THE**
25 **USE OF INFORMATION TECHNOLOGY IN MAKING 2–1–1 SERVICES AVAILABLE**
26 **THROUGHOUT THE STATE; AND**

27 **(4) EVALUATE 2–1–1 MARYLAND CALL CENTERS.**

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

5 ~~[24-1205.]~~ **24-1206.**

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

7 SECTION 2. AND BE IT FURTHER ENACTED, That this Act shall take effect
8 October 1, 2010.