

Department of Legislative Services
Maryland General Assembly
2023 Session

FISCAL AND POLICY NOTE
First Reader

House Bill 1124 (Delegate Kaiser, *et al.*)
Health and Government Operations

**Maryland Department of Health - 2-1-1 Maryland, Maryland Think, and
Maryland OneStop - Study**

This bill requires the Maryland Department of Health (MDH), in conjunction with 2-1-1 Maryland, the Department of Human Services, and the Department of Information Technology (DoIT), to study and make recommendations regarding redundancies and gaps between the services provided by 2-1-1 Maryland, Maryland Think (MD THINK), and Maryland OneStop. By December 1, 2023, MDH must submit an interim report of its findings and recommendations to the Senate Finance Committee, the House Health and Government Operations Committee, and the Joint Committee on Cybersecurity, Information Technology, and Biotechnology; a final report is due by December 1, 2024. **The bill takes effect June 1, 2023.**

Fiscal Summary

State Effect: The bill's requirements can be handled using existing budgeted resources. No effect on revenues.

Local Effect: None.

Small Business Effect: None.

Analysis

Bill Summary: In conducting the required study, MDH must (1) study how 2-1-1 Maryland, MD THINK, and Maryland OneStop operate from the perspective of populations served, including whether the services are useful, user-friendly, and easily accessible; (2) determine in which areas these programs overlap; (3) determine gaps (if

any) between the services provided by these programs; and (4) investigate whether Maryland's OneStop portal contributes to a seamless system for residents attempting to obtain services, licenses, or forms. MDH must make recommendations to fill any gaps between the services provided and to address any other issues identified through the study.

Current Law:

2-1-1 Maryland

The three-digit number 2-1-1 is established in statute as the primary information and referral telephone number for health and human services in the State. 2-1-1 Maryland is a private, nonprofit organization that maintains an information and referral service network that is available to Maryland residents via telephone and Internet. 2-1-1 Maryland offers 24 hour, 7 days a week guidance in accessing health, crisis, and social services.

OneStop

DoIT oversees Maryland OneStop, which is designed to provide a consolidated portal for State-issued licenses, permits, and forms. DoIT has worked with numerous agencies to integrate forms into the online system.

Maryland Think

MD THINK (The Maryland "Total Human-services Integrated Network") is a cloud-based shared services platform and data repository shared between State agencies to integrate access to programs administered by various State agencies.

Additional Information

Prior Introductions: Similar legislation has not been introduced within the last three years.

Designated Cross File: None.

Information Source(s): Department of Human Services; Department of Legislative Services

Fiscal Note History: First Reader - March 8, 2023
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