

# HOUSE BILL 829

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By: **Delegates Alston, Acevero, Bagnall, Feldmark, Guzzone, S. Johnson, R. Lewis, J. Long, Martinez, M. Morgan, Taveras, White Holland, ~~and Woods Woods, Pena-Melnyk, Cullison, Bhandari, Chisholm, Hill, Hutchinson, Kaiser, Kipke, Lopez, and Rosenberg~~**

Introduced and read first time: January 31, 2024

Assigned to: Health and Government Operations

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Committee Report: Favorable with amendments

House action: Adopted

Read second time: March 1, 2024

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## CHAPTER \_\_\_\_\_

1 AN ACT concerning

2 **Public Health – Service Sector Employees – Mental Health ~~First Aid~~ Awareness**  
3 **and Skills Building Training**

4 FOR the purpose of requiring the Maryland Department of Health, subject to the  
5 limitations of its budget, to provide a virtual mental health ~~first-aid~~ awareness and  
6 skills building training program for service sector employees; requiring the  
7 Maryland Department of Health, subject to the limitations of its budget and in  
8 coordination with the Maryland Department of Labor and the Public Service  
9 Commission, to develop a public awareness campaign related to the training  
10 program; and generally relating to mental health ~~first-aid~~ awareness and skills  
11 building training.

12 BY adding to

13 Article – Health – General

14 Section 13–5201 through 13–5203 to be under the new subtitle “Subtitle 52. Mental  
15 Health ~~First Aid~~ Awareness and Skills Building Training for Service Sector  
16 Employees”

17 Annotated Code of Maryland

18 (2023 Replacement Volume)

19 BY repealing and reenacting, without amendments,

20 Article – Public Utilities

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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 Section 10–101(a), (l), and (m)  
2 Annotated Code of Maryland  
3 (2020 Replacement Volume and 2023 Supplement)

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

6 **Article – Health – General**

7 **SUBTITLE 52. MENTAL HEALTH ~~FIRST-AID~~ AWARENESS AND SKILLS BUILDING**  
8 **TRAINING FOR SERVICE SECTOR EMPLOYEES.**

9 **13–5201.**

10 (A) IN THIS SUBTITLE THE FOLLOWING WORDS HAVE THE MEANINGS  
11 INDICATED.

12 (B) “BEHAVIORAL HEALTH SERVICES” MEANS MENTAL HEALTH SERVICES  
13 OR SUBSTANCE ABUSE SERVICES.

14 (C) (1) “CRISIS SERVICES” MEANS TEMPORARY SERVICES DESIGNED TO  
15 ADDRESS AND STABILIZE A SEVERE BEHAVIORAL HEALTH PROBLEM AND TO AVOID  
16 AN EMERGENCY SITUATION.

17 (2) “CRISIS SERVICES” INCLUDES HOTLINES, IN-HOME SUPPORT,  
18 AND RESIDENTIAL CRISIS SERVICES.

19 (D) “MENTAL HEALTH ~~FIRST-AID~~ AWARENESS AND SKILLS BUILDING”  
20 MEANS:

21 (1) RECOGNIZING AND RESPONDING TO INDICATORS OF MENTAL  
22 ILLNESS AND BEHAVIORAL DISTRESS, INCLUDING DEPRESSION, TRAUMA,  
23 VIOLENCE, SUICIDE, AND SUBSTANCE ABUSE; AND

24 (2) IDENTIFYING PROFESSIONAL AND SELF-HELP RESOURCES TO  
25 HELP INDIVIDUALS IN CRISIS.

26 (E) (1) “SERVICE SECTOR EMPLOYEE” MEANS AN INDIVIDUAL WHOSE  
27 PRIMARY JOB FUNCTION FREQUENTLY RESULTS IN INTERACTIONS WITH MEMBERS  
28 OF THE PUBLIC.

29 (2) “SERVICE SECTOR EMPLOYEE” INCLUDES:

30 (I) A CASHIER;

1 (II) A RETAIL STORE EMPLOYEE;

2 (III) A TAXI DRIVER; AND

3 (IV) A TRANSPORTATION NETWORK OPERATOR, AS DEFINED IN  
4 § 10-101 OF THE PUBLIC UTILITIES ARTICLE.

5 13-5202.

6 (A) SUBJECT TO THE LIMITATIONS OF ITS BUDGET, THE DEPARTMENT  
7 SHALL PROVIDE A VIRTUAL MENTAL HEALTH ~~FIRST-AID~~ AWARENESS AND SKILLS  
8 BUILDING TRAINING PROGRAM FOR SERVICE SECTOR EMPLOYEES IN THE STATE.

9 (B) THE MENTAL HEALTH ~~FIRST-AID~~ AWARENESS AND SKILLS BUILDING  
10 TRAINING PROGRAM SHALL INCLUDE:

11 (1) A LEVEL OF DETAIL SUFFICIENT TO ACCOMPLISH THE GOALS OF  
12 THE TRAINING ESTABLISHED UNDER SUBSECTION (C) OF THIS SECTION, BUT BE  
13 MODULAR AND SUCCINCT SO AS TO BE PRACTICAL FOR SERVICE SECTOR  
14 EMPLOYEES TO COMPLETE THE PROGRAM; AND

15 (2) IN THE CONTEXT OF A SERVICE SECTOR EMPLOYEE'S  
16 EMPLOYMENT:

17 (I) HOW TO IDENTIFY AND RESPOND TO SIGNS OF MENTAL  
18 ILLNESS AND SUBSTANCE USE DISORDERS; AND

19 (II) A BASIC UNDERSTANDING OF THE BEHAVIORAL HEALTH  
20 SERVICES AND CRISIS SERVICES AVAILABLE TO ASSIST THE SERVICE SECTOR  
21 EMPLOYEE OR AN INDIVIDUAL IN DISTRESS ENCOUNTERED BY THE SERVICE SECTOR  
22 EMPLOYEE.

23 (C) THE MENTAL HEALTH ~~FIRST-AID~~ AWARENESS AND SKILLS BUILDING  
24 TRAINING PROGRAM SHALL ADDRESS THE FOLLOWING GOALS:

25 (1) INCREASING MENTAL HEALTH LITERACY;

26 (2) INCREASING CONFIDENCE IN PROVIDING SUPPORT TO AN  
27 INDIVIDUAL IN DISTRESS;

28 (3) INCREASING KNOWLEDGE OF PROFESSIONAL AND SELF-HELP  
29 RESOURCES; AND

1           **(4) DECREASING STIGMA ASSOCIATED WITH MENTAL HEALTH**  
2 **CONCERNS.**

3 **13-5203.**

4           **(A) SUBJECT TO THE LIMITATIONS OF ITS BUDGET, THE DEPARTMENT, IN**  
5 **COORDINATION WITH THE MARYLAND DEPARTMENT OF LABOR AND THE PUBLIC**  
6 **SERVICE COMMISSION, SHALL CONDUCT A PUBLIC AWARENESS CAMPAIGN TO**  
7 **INCREASE AWARENESS AMONG SERVICE SECTOR EMPLOYEES OF THE AVAILABILITY**  
8 **OF VIRTUAL MENTAL HEALTH ~~FIRST-AID~~ AWARENESS AND SKILLS BUILDING**  
9 **TRAINING FOR SERVICE SECTOR EMPLOYEES.**

10           **(B) THE PUBLIC AWARENESS CAMPAIGN MAY INCLUDE:**

11                   **(1) ADVERTISEMENTS; AND**

12                   **(2) COMMUNICATIONS TO LICENSE AND CERTIFICATE HOLDERS.**

13                                   **Article – Public Utilities**

14 10-101.

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

16           (1) “Transportation network company” means a company that operates in the  
17 State using a digital network to connect passengers to transportation network operators or  
18 transportation network partners for transportation network services.

19           (m) “Transportation network operator”, “transportation network partner”, or  
20 “transportation network driver” means an individual who:

21                   (1) has been issued a transportation network operator’s license, or is  
22 otherwise authorized, by the Commission to provide transportation network services;

23                   (2) receives, through a transportation network company’s digital network  
24 application, a connection to a potential passenger to transport the passenger between  
25 points chosen by the passenger in exchange for the payment of a fee to the transportation  
26 network company; and

27                   (3) uses a motor vehicle that is owned, leased, or otherwise authorized for  
28 use by the individual and is approved for use in providing transportation network services  
29 by the Commission.

30           SECTION 2. AND BE IT FURTHER ENACTED, That this Act shall take effect  
31 October 1, 2024.