Maryland
DEPARTMENT OF HEALTH

Wes Moore, Governor · Aruna Miller, Lt. Governor · Laura Herrera Scott, M.D., M.P.H., Secretary

March 9, 2023

The Honorable Joseline A. Peña-Melnyk
Chair, House Health and Government Operations Committee
Room 241, House Office Building
Annapolis, Maryland 21401

RE: HB 1124 – Maryland Department of Health - 2-1-1 Maryland, Maryland Think, and Maryland OneStop - Study – Letter of Information

Dear Chair Peña-Melnyk and Committee Members:

The Maryland Department of Health (MDH) respectfully submits this letter of information for HB 1124 - Maryland Department of Health - 2-1-1 Maryland, Maryland Think, and Maryland OneStop - Study. This bill requires MDH in conjunction with 2-1-1 Maryland, the Department of Human Services, and the Department of Information Technology, to study and make recommendations regarding the redundancies and gaps between the services offered by 2-1-1 Maryland, Maryland Think (MDThink), and Maryland OneStop.

2-1-1 Maryland, Maryland Think, and Maryland OneStop provide a variety of services to constituents across Maryland. MDH notes that each of these platforms was created for and is being utilized for entirely different purposes.

- 2-1-1 Maryland provides a comprehensive health and human services database and connects Marylanders in need with essential resources 24/7/365. 2-1-1 Maryland also oversees the 2-1-1 Health Check Program which provides free mental health check-ins with a call specialist trained in suicide prevention and mental health support. Additionally, the 2-1-1 Behavioral Health Care Coordination program supports and connects hospital staff, discharge planners, and social workers in emergency departments who need additional care coordination for inpatient, outpatient, or community based behavioral health services.
- MDThink is a cloud based technology platform that integrates the state's health and human services applications and data so it can more effectively and efficiently deliver vital services to Marylanders.
- The Maryland OneStop Portal is the central hub for Maryland State licenses, forms, certificates, permits, applications, and registrations.

In addition to the three platforms referenced in the bill, there are additional platforms utilized throughout state government that should be examined if a gap analysis is one of the main goals of the study.

MDH has conferred with the Department of Information Technology (DoIT) and they have indicated that the Administration has begun reviewing many of the major IT platforms across state government (including these three platforms listed in HB 1124) for redundancies and gaps. MDH believes that this bill may lead to a duplication of efforts as work is currently underway and that this study may be premature as platforms could change in the near future.

If you would like to discuss this further, please do not hesitate to contact Megan Peters, Acting Director of Governmental Affairs at megan.peters@maryland.gov or (410) 260-3190.

Sincerely,

Laura Herrera Scott, M.D., M.P.H.
Secretary