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Delegate Joseline A. Pena-Melnyk, *Chair*
House Health & Government Operations Committee (HGO)
Room 241
House Office Building
Annapolis, Maryland 21401

Re: *House Bill 1124: Maryland Department of Health - 2-1-1 Maryland, Maryland Think, and Maryland OneStop – Study – SUPPORT w/ Amendments*

March 9, 2023

Dear Chairwoman Pena-Melnyk and Members of the House HGO Committee:

As President of System Automation, I would like to take this opportunity to express my gratitude to you and the committee for considering this important piece of legislation. I write this letter in support of House Bill 1124, entitled: *Maryland Department of Health - 2-1-1 Maryland, Maryland Think, and Maryland OneStop – Study*.

As written, HB1124 would require the Maryland Department of Health, in conjunction with 2-1-1 Maryland, the Department of Human Services, and the Department of Information Technology, to study and make recommendations regarding redundancies and gaps between the services provided by 2-1-1 Maryland, Maryland Think, and Maryland OneStop.

System Automation, a local IT company, has been operating in Howard County, Maryland since 1968. Our company has national experience in regulation management solutions, that has served over five-hundred (500) agencies and provides nearly 20 million professional licenses across the country annually. As a Maryland-based business, we are proud of the collaboration and partnerships that we have cultivated over the last three decades. Presently, System Automation is a vendor for Maryland Department of Labor, the Maryland State Police (MSP), and the Maryland Department of Health (MDH), Professional Boards and Commissions.

As the current vendor for several professional boards in the state we believe that the OneStop Portal is a laudable concept that has the potential of achieving a singular platform that is both modern and user-friendly. Unfortunately, the project is nothing more than an expensive phone book that falls short of creating a streamlined service for users. In fact, most users will typically experience an endless search to apply for a license. When the user is finally able to discover the forms to apply, it's an antiquated process that typically requires them to print and mail the documents to the state, instead of a seamless, online submission.

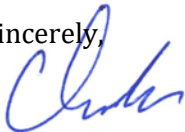
Upon our discovery, we made several unsuccessful attempts to address these concerns with the former Administration. These attempts were made over several meetings with DoIT Leadership, including providing a demonstration of how other states have executed on this same OneStop vision with greater success at far lower taxpayer expense. For over the last three years, every effort to bring this to the attention of the state was all but ignored. Had it not captured the attention of the House Health and Social Services subcommittee, we were uncertain if the state would ever realize the critical and costly missteps this project has taken and the potential issues it could have for the professional boards. As a courtesy to you and the committee, we have enclosed a copy of our letter to the Joint Committee of Cybersecurity, IT, and Biotech, dated January 31st, that provides further explanation about our trepidations about the OneStop Portal in its current form (and future developments). This letter was also recently shared in our written testimony to the Senate Health and Human Services Subcommittee, during the agency's budget hearing on February 10th.

HB1124 forces the departments to conduct a thorough evaluation of the OneStop (and other major IT projects) and bring those findings and recommendations back to the General Assembly for further review and consideration. We had the opportunity to speak with the bill's sponsor and offered some amendments that would expand the list of recommendations that we believe should be included in the final study. At minimum, this legislation finally brings these projects forward for the entire legislature to start asking the important questions that System Automation has been seeking from the state departments since 2020.

It is for these reasons that we strongly support the enactment of HB1124 and urge this committee to give this legislation a FAVORABLE report.

Thank you for your consideration and if you have any questions, please don't hesitate to contact me at any time.

Sincerely,



Charles Rubin, *President*
System Automation

Enclosure