



Wes Moore | Governor  
Aruna Miller | Lt. Governor  
Katie Savage | Secretary  
Melissa Leaman | Deputy 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 Information Technology (DoIT) 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 The Maryland Department of Health (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, and Maryland OneStop.

2-1-1 Maryland, Maryland Think, and Maryland OneStop provide a variety of services to constituents across Maryland; however, DoIT does not see the benefits of studying these three platforms in the manner in which the bill proposes. We believe that all of the platforms were created and are being used for entirely different purposes and that there are many other platforms that should be taken into account if a gap analysis is one of the main goals of the study.

- 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.
- Maryland Think (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.



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As with any new administration, the Moore Administration is in the process of evaluating the existing IT platforms utilized across the Executive Branch. DoIT believes that this study would be premature, with the possibility of studying platforms that may be changed in the near future. DoIT believes that this bill may lead to a duplication of efforts and a waste of resources because the Moore Administration already has begun to study its major IT platforms to review for redundancies, as well as gaps, in our many platforms across state government, including these three. If you would like to discuss this any further please contact Patrick Mulford, Chief of Staff at [patrick.mulford@maryland.gov](mailto:patrick.mulford@maryland.gov) or 410-582-6272.

Sincerely,

Patrick Mulford

Chief of Staff  
Department of Information Technology