



JOHN A. OLSZEWSKI, JR.
County Executive

JENNIFER AIOSA
Director of Government Affairs

AMANDA KONTZ CARR
Legislative Officer

WILLIAM J. THORNE
Legislative Associate

BILL NO.: SB 1068

TITLE: Human Services – 2-1-1 and 3-1-1 Systems – Nonemergency Information and Referrals

SPONSOR: Senator Kagan

COMMITTEE: Education, Energy, and the Environment

POSITION: **SUPPORT**

DATE: March 7, 2024

Baltimore County **SUPPORTS** Senate Bill 1068 – Human Services – 2-1-1 and 3-1-1 Systems – Nonemergency Information and Referrals. This legislation is intended to better serve underserved, disadvantaged communities by streamlining and maintaining quality 2-1-1 and 3-1-1 services.

Baltimore County’s 3-1-1 center provides assistance to callers looking for help with trash collection, road conditions, code enforcement complaints, property tax payments, and so many other situations. A study conducted in 2016 of Baltimore County’s center analyzed over 500,000 constituent phone calls and revealed that the average constituent inquiry was transferred over 5 times before being connected to the correct agency. This situation was a drain on county resources who were not equipped with the tools or knowledge to determine the correct resources for the constituent and obviously a major source of frustration for the constituent looking for information and help.

In April of 2020, Baltimore County opened a 3-1-1 enter to address this situation and provide constituents with easy access to information and county services. Since that time, the 3-1-1 center has handled over 250,000 calls. Baltimore County supports efforts to provide a greater standard of 3-1-1 service to residents across the State of Maryland- especially in the underserved communities who depend on it as a lifeline for public services.

Accordingly, Baltimore County urges a **FAVORABLE** report on SB 1068 from the Senate Education, Energy, and the Environment Committee. For more information, please contact Jenn Aiosa, Director of Government Affairs at jaiosa@baltimorecountymd.gov.