



**BILL: HB 9**  
**POSITION: INFO – Letter of Information**  
**COMMITTEE: Government, Labor, and Elections**  
**DATE: February 6, 2026**

**SUBMITTED BY:** Maryland Department of Disabilities  
217 East Redwood Street, Suite 1300, Baltimore, MD 21202

Dear Chair Wells,

The Maryland Department of Disabilities (MDOD) is submitting a letter of information for **HB 9, 3-1-1 Systems – Expansion Program and Oversight Board – Establishment**. This legislation establishes the Maryland 3-1-1 Oversight Board and creates the 3-1-1 Program to evaluate and expand the use of nonemergency community information and referral systems across the State.

Among other provisions, HB 9 requires that: 3-1-1 systems align with best practices for technology, accessibility, and equity; chatbots and voicebots used by 3-1-1 systems have multilingual support; and statewide marketing strategies for the program must be accessible, multilingual, and culturally competent.

People with disabilities use services such as 3-1-1 systems to get answers to basic questions about government services. MDOD has been involved with prior 3-1-1 activities and was included in the Workgroup to Study Implementation of an Expanded 3-11 Nonemergency System in 2025 (SB 775). HB 9 includes the Secretary of Disabilities on the Oversight Board as a way of ensuring that people with disabilities will have their information needs accommodated.

Thank you for reviewing this letter of information.

Sincerely

A handwritten signature in black ink that reads "Carol A. Beatty". The signature is written in a cursive, flowing style.

Carol A. Beatty  
Secretary, Department of Disabilities