

**Maryland Health and Human Services Referral Board**  
**Minutes**  
**September 13, 2018**  
**8:30 – 9:30 a.m.**  
**Conference Bridge**

<b>Present:</b>	Patricia Lambert	2-1-1 Maryland, Inc.
	Roy Lancraft	Public Member, Transformational Solutions LLC
	Steve Rohde	Maryland Childcare Resource Network
	Wainie Youn (scribe)	Maryland State Assoc. of United Ways
	Sara Hoyt	Maryland Department of Health
	Bonnie Cullison	Maryland House of Delegates
<b>Absent:</b>		Prince George's County Dept. of Human Resources
	Gloria Brown	
	Bonnie Hudson	Department of Information Technology
	Timothy Jansen	Community Crisis Services
	Kathleen Momme'	United Way of the Lower Eastern Shore
	Martina Martin	Maryland State Assoc. of United Ways
	Thomas Laskowski	Public Member, GanTech

**Welcome & Overview**

Pat Lambert, chair, called the meeting to order at 8:32 a.m. The chair opened the call by restating statutory duties of the Maryland Health and Human Services Referral Board. Ms. Lambert noted that the board's central role is to provide oversight to Maryland's 2-11 system and to generate an annual report.

**Report Recommendation Discussion**

Ms. Lambert identified two essential recommendations for the report which include ensuring that the system remains funded and the creation of a task force to review issues related to 2-11 funding (inc. governance, funding, compatibility). The chair expressed a desire for the task force to reach out to broad parameters of people, including professionals in the technical space. State officials have expressed support for a task force, according to Ms. Lambert.

Delegate Bonnie Cullison informed board members of legislation providing 2-11 a bigger role in helping to combat the opioid crisis. The chair noted the existence of a grant for the 2-11 system, as a result of the legislation. The grants go directly to 2-11 call centers to assist in addressing the opioid issue. Ms. Sarah Hoyt indicated that grant agreements outline specific requirements and are renewed on an annual basis. Grant funds are allocated primarily from the state's General Fund and a small amount of federal grant dollars.

Ms. Lambert explained that his year's report will be on update on data. Committee members were asked to send the chair additional suggestions for types of questions or people that should be outreached to for the task force.

A committee member inquired about the process for educating new legislators about 2-11. Delegate Cullison stated that officials will conduct a freshman tour for new members of the state legislature. The members will tour key sites in Maryland. Delegate Cullison advised the board to contact the Speaker's office to request a delegation visit to a 2-11 call center.

Another member urged the task force to review 2-11 trends. Some data exist, but the task force would need to dig deeper into critical items, such as dropped calls. In general, the board needs to see what the trends are in utilization. Most calls originate from high need areas and people living in poverty. The member suggested that the board should also look at dropped call data in comparison to other states. Also, in reviewing 2-11 functionality in other states – how does Maryland compare?

Another committee member recommended a state-by-state funding level comparison and along with a review of the various funding sources.

The chair also raised questions for the task force to address about technology – what's most effective, and what's consumer friendly? What other systems can 2-11 connect to in Maryland? Can 2-11 use some existing technology to provide the network with more access to data? How has the database changed over the years, how is it updated? Ms. Lambert reminded meeting participants that some suggestions might not make the final cut. Ms. Lambert noted 2-11 is not quite technologically connected to universities. Mr. Rohde recommended expertise from the universities on the advisory committee.

Ms. Lambert thanked members for their recommendations, and encouraged them to contact her with additional questions and insights.

### **Adjournment**

Chair Lambert adjourned the meeting at 9:02 a.m.

The next meeting will take place on October 11, 2018 at 8:30 a.m.

Respectfully submitted,

Wainie D. Youn  
Maryland State Association of United Ways Representative