

The Power of Partnerships



“ 211 Maryland stepped in when I was alone, needed help, and didn’t know who to turn, or what to do.”

211 CALLER



“ The Maryland Department of Aging and 211 Maryland’s existing partnership allows both of our agencies to expand our reach and bring information about long-term services and supports to those who need them. This improvement will make our services more readily and conveniently available.”

Rona E. Kramer
Secretary, Maryland Department of Aging



“ NAMI Maryland is honored to work with 211 Maryland as an outreach partner and collaborator. Our partnership with 211 allows us to drastically increase access to mental health services and resources that people truly need and helps us to fulfill our mission of improving the lives of Marylanders impacted by mental health conditions. Together, we know we can change the face of mental health for Maryland.”

Kate Farinholt
Executive Director, NAMI Maryland

December 2021

The Honorable Larry Hogan, Governor
State House
100 State Circle
Annapolis, Maryland 21401

The Honorable Bill Ferguson, President
Senate of Maryland
State House, H-107
Annapolis MD 21401

The Honorable Adrienne A. Jones, Speaker
Maryland House of Delegates
State House, H-101
Annapolis MD 21401

Re: Report Required by Health General Article § 24-1205(b) (MSAR # 8221)

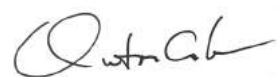
211 Maryland is proud to submit this Fiscal Year 2021 Annual Report, and of the service provision and accomplishments it describes. We are grateful for our many partners, whose collective efforts made our accomplishments possible.

Our role as the central connector to health and human services continued to be important during the on-going COVID-19 pandemic. **In FY21, over 499,000 individuals connected with 211 Maryland by phone, text, or chat, including a 40% increase in housing related calls.** Through it all, 211 Maryland has continued to be innovative in its approach to human service delivery, collaborating with partner organizations and breaking down silos to provide Marylanders with access to the services they need.

Our partnerships with State agencies are moving Maryland beyond a single system of care to a more holistic approach to service provision. 211 Maryland has been a critical partner to the Maryland Department of Health, Maryland Department of Aging, Maryland Department of Emergency Management, Department of Human Services, and other agencies utilizing our technology and texting to keep Marylanders informed.

COVID-19 has impacted all our lives in many ways, the effects of which we are likely to feel for many years. But our 2-1-1 system and the communities we serve are stronger and more resilient because of the collective experience and partnerships we have gained during the pandemic. We will be stronger in the face of future crisis because of it.

Sincerely,



Quinton Askew
President/CEO, 211 Maryland

Sincerely,



Lois Mikkila
Chair, 211 Maryland
Board of Directors

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**over 499,000
individuals connected
with 211 Maryland**
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211 Maryland Board of Directors



Lois Mikkila
Chair
Chair / LKM Consulting



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Vice Chair
Co-Founder & CEO
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Janice Williams
Consultations, LLC



Chau Nguyen
Chief Technology Officer
NYSA LLC



Beth Everett
Executive Director
United Way of Kent County



John Geist
Community Volunteer



Veola Green
Program Associate
Annie E Casey Foundation

A Big Thanks To Our Call Center Network



We're Better Together

Our 2-1-1-system capacity – that includes our call center partners, technology and data about human service needs – continued to be leveraged last year by our partners to improve access and outcomes for Marylanders. Our partners are using 211's capacity and infrastructure to support individuals in crisis, older adults, caregivers and those living in undeserved and under-resourced communities.

While developing new relationships that provide efficiencies and improve access to services, we continued to support existing partnerships in aging, behavioral health, and emergency management. Our partnerships have put us in a better position to understand the complexities of service delivery and the unique needs of the people we serve.

Partnership Highlights

211 Maryland is partnering with **NAMI Maryland** to promote mental health and stop the stigma with seeking support. As part of this partnership, we participated in their Minorities in Mental Health Forums, a series of virtual events

The Maryland Department of Emergency Management (MDEM) utilizes 211 Maryland's texting to keep Marylander's informed. Marylanders can enroll in the program by texting MdReady to 211-MD1 for English alerts or para Español, texto MdListo a 211-MD1. Regístrate Ahora.

Maryland's Commitment to veterans uses 211 Maryland's texting to increase connections with veterans and provides ongoing updates for events, resources, and available providers in a community.

Any veteran in Maryland can text MDCom2Vets to 898211 to enroll.



By the Numbers

414,714

The number of times Marylanders searched the 211 database.

499,000

Calls, texts, and web chats.



205,000

Disaster-related text subscribers.



55,229

Connections made for people in need of mental health services.

50,542

Connections made to address and prevent homelessness.



41,095

Connections made for utility assistance.

39,395

Connections made for people in suicide crisis or emotional distress.



20,201

Connections to reduce hunger.

2021 Highlights

How Can We Help?

Our 2-1-1 system capacity includes our call center partners, technology, data, and website. In 2021, we launched our new website (www.211md.org) to provide easy access to over 7,000 health and human service organizations. Some new features include a seamless way for organizations to become a partner in the 211Maryland database, view real-time statewide data, and learn ways 211 Maryland can partner with organizations.



U.S. Rep. Jamie Raskin (D-Md.) spoke at the June 21 ceremony commemorating the enactment of the Raskin Act, a mental health bill named in honor of his late son. Raskin was joined by (L-R) Quinton Askew, president and CEO of 211 Maryland, Del. Bonnie L. Cullison (D-Montgomery), Sen. Craig Zucker (D-Montgomery), Sen. Malcolm Augustine (D-Prince George's), and Larry Hogan, Governor.

The Thomas Bloom Raskin Act (211 Health Check)

With the unanimous passage of Senate Bill 719/House Bill 812, the General Assembly directed the Maryland Department of Health (MDH), in partnership with 211 Maryland, to establish the 211 Health Check Program (211md.org/healthcheck). 211 Health Check proactively offers community mental health services to prevent crises. The Thomas Bloom Raskin Act was the first bill Governor Hogan signed into law on April 13, 2021, the day after Sine Die.



“With the launching of this new, innovative approach by 211 Maryland, we have the ability to save lives. This type of partnership is an example of government partnering to help people.”

Senator Zucker



Maryland Department of Aging

211 Maryland partnered with the Maryland Department of Aging (MDoA) to increase access to aging and disability information. This innovative partnership supports Maryland's No Wrong Door single-point-of-entry system for accessing aging and disability information across target populations. 211 Maryland developed a new way to connect with older adults through text messages. Consumers can text MD Aging to 898-211 to receive alerts, tips and resources beneficial to helping older adults and people with disabilities. In addition, the state's longstanding Maryland Access Point (MAP) website and database have been integrated with 211 Maryland's website (<https://marylandaccesspoint.211md.org/>) and 24/7 call center database.

Maryland Department of Human Services

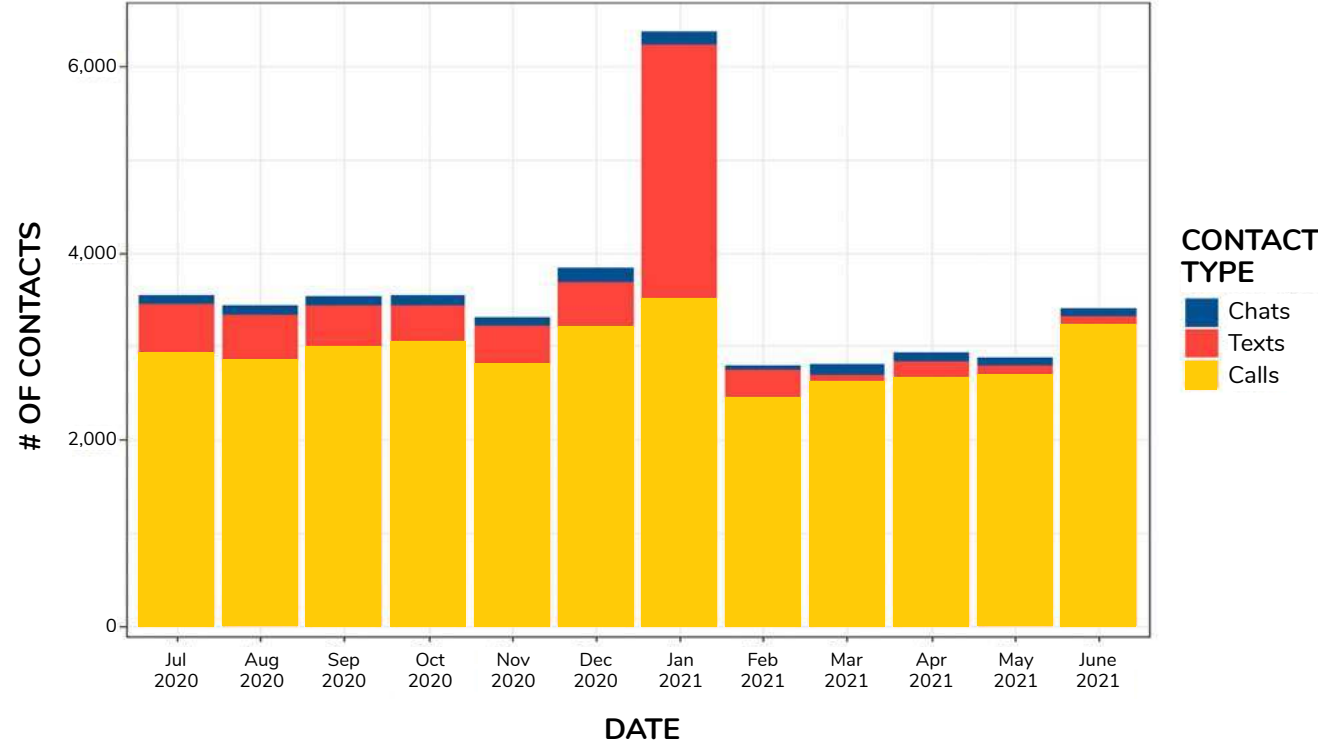
211 Maryland partnered with the Maryland Department of Human Services Kinship Program to support operational capacity and seamless coordination for kinship caregiver's regarding connection to resources in their communities to assist them and their families in providing care to relative children residing in their home.

Maryland Department of Health/Behavioral Health Administration

211 Maryland's partnership with the Behavioral Health Administration (BHA) "211 Press 1" crisis line has continued to evolve providing 24/7/365 immediate access to professionally trained crisis specialists to support Marylanders' behavioral health needs. As a result of increased funding from BHA, 211 Maryland has been able to increase staffing capacity, improve technology and drive awareness of available crisis services across the state.

In FY21,
more than 42,400
Marylander's were
supported by crisis
specialist through
calls, texts and chat.

FY2021 Text and Chat Contacts



CONCLUSION

The 211 Maryland system is stronger when we all work together. No matter if accessing our robust database of human service resources or tapping into the expertise of our professionally trained call center network, nonprofit, healthcare and government partners are leveraging the power of the 2-1-1 system.

211 Maryland continues to be an essential service in connecting callers to needed resources by phone, text, or web. Over the past year, 211 Maryland's call center network continued to meet the need of callers seeking assistance with housing, food, mental health, substance abuse and other crises that confronted and challenged them.

As 211 Maryland continues to evolve, we look forward to the ongoing work of being Maryland's central connector to health and human services across the state.



Appendix A

2-1-1 Call Volume by Need & by Jurisdiction*

*Data include phone calls only and do not represent texts and chats.

Calls by Jurisdiction

Allegany	988	Charles	2,518	Prince George's	28,777
Anne Arundel	7,799	Dorchester	1,077	Queen Anne's	470
Baltimore	23,696	Frederick	15,244	Saint Mary's	854
Baltimore City	57,811	Garrett	96	Somerset	667
Calvert	5,004	Harford	3,636	Talbot	775
Caroline	397	Howard	5,259	Wicomico	4805
Carroll	1,982	Kent	360	Worcester	1,696
Cecil	1,895	Montgomery	19,792		

Appendix B

2-1-1 Call Volume by Need & by Jurisdiction

FISCAL YEAR	FY 14	FY 15	FY 16	FY 17	FY 18	FY 19	FY 20	FY 21
CALL DATA								
Total Calls Answered	292,924	272,414	278,359	317,850	359,939	387,037	405,702	379,711
PROBLEMS/NEEDS								
Domestic Violence Service	841	1,129	1,254	1,171	917	1,698	1,896	1,719
Emergency Shelter	11,361	41,831	38,075	32,318	26,547	12,111	12,525	14,762
Employment	1,540	1,816	1,132	1,052	1,185	904	862	771
Financial Assistance	3,443	2,815	2,469	2,118	1,467	1,841	2,985	3,532
Food	17,371	19,654	20,896	22,169	20,421	20,574	28,365	20,201
Health Care Concerns	11,468	8,583	6,318	4,223	5,646	5,552	25,719	34,091
Housing Assistance	22,807	24,132	24,113	23,571	28,306	27,913	35,920	50,542
Individual and Family Programs	20,708	17,203	17,377	14,596	8,001	8,120	7,247	6,919
Legal and Public Safety	5,907	7,020	5,792	5,502	5,898	6,247	9,388	9,804
Mental Health/Substance Abuse	36,739	37,878	44,746	56,457	68,006	71,456	64,110	55,229
Suicide and Crisis	4,517	5,285	7,347	1,920	25,385	42,883	51,928	39,395
Tax Preparation Assistance	12,846	15,359	16,807	15,976	15,183	17,983	12,088	16,409
Transportation	1,294	1,366	1,352	1,238	1,106	1,176	3,695	2,248
Utility Assistance	74,258	65,801	62,567	55,271	69,459	55,713	39,875	41,095



211 Maryland believes in the power of partnership. Working together with the Maryland Department of Health and other state agencies, local governments, United Way, thousands of local nonprofits and our valued 211 call centers, we are helping Maryland residents on the path to self-sufficiency every day.



The Maryland Information Network

2-1-1 Maryland, Inc.

9770 Patuxent Woods Drive

Columbia, MD 21046

443-721-3860 | www.211md.org