



Maryland's Central Connector

Maryland Information Network
Powering 211 Maryland
ANNUAL REPORT 2022



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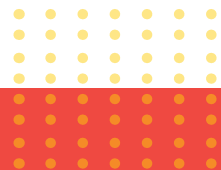
Maryland



MARYLAND
**Information
Network**







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

211 CALLER



“ The critical collaboration between 211 Maryland and the Governor's Office of Immigrant Affairs helps overcome language barriers and improve public safety. By extending multilingual access to services and enhancing support for hate crime and hate incident reporting, we are able to better serve the diverse communities who make contributions to our state.”

Steven McAdams
Executive Director, Governor's Office of Community Initiatives



“ Dating back to 2015, DJS and 211 Maryland have partnered to provide hotline telephone services for youth who are in the care and custody of DJS, complying with the Prison Rape Elimination Act. Young men and women are provided a way to report sexual abuse and harassment to a third-party entity that is able to receive and immediately forward youth reports of sexual abuse and sexual harassment to agency officials while remaining anonymous. This communications platform serves the Department well.”

Sam Abed
Secretary, Department of Juvenile Services



November 2022

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)

The Maryland Information Network (MIN) is proud to submit its 2022 Annual Report on the provision of services and our recommendations for 2023. We are grateful for our Call Center network and many partners, whose collective efforts made our accomplishments possible.

211 Maryland is powered by the Maryland Information Network, a robust technology-forward nonprofit connecting Marylanders to the state's most comprehensive health and human services resources database. Since COVID-19 more than 1.2 million connections to help have been made, over 1.7 million individuals have visited our website and more than 256,000 have subscribed to our texting platforms to receive critical information from our various state partners.

Now, more than 12 years after its inception in Maryland, no one questions the benefits of this potent instrument. MIN took significant steps in 2022 toward becoming a more robust service system by enhancing the functionality of the 211 resource database, improving technology capabilities which supported connections to mental health services and increased our capacity to provide closed loop Care Coordination services to hospitals. **In FY22, over 590,000 individuals connected with 211 Maryland by phone, text, chat or visited our website.**

COVID-19 has impacted all our lives in many ways, the effects of which we are likely to feel for many years. But our 211 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.

Thousands of Marylanders continue to be adversely affected by the pandemic — whether by lost income or from other concerns such as a mental health/substance use crisis — and they continue to rely on 211 in Maryland for ongoing support. With the increase in demand for our services, it is imperative that MIN maintains its partnership with the state to inform of unmet constituent needs and ensure adequate resources are provided for the system to improve service delivery.

211 Maryland and other -11 systems continue to grow across the United States. Maryland can be a national leader in this effort to simplify access to services, but this will require an increased financial investment. The Maryland Information Network Board of Directors (BoD) recommends that the state funds the 211 system with the appropriate level of funding as outlined in the report (page 12) to fully support a centralized Information & Referral system for all Marylanders.

Sincerely,

Quinton Askew
President/CEO, MIN

Sincerely,

Janice Williams
Chair, MIN Board of Directors



In FY22,
over 590,000
individuals connected
with **211 Maryland**
by phone, text, chat, or website.

Maryland Information Network Board of Directors



Janice Williams
Chair
President, Janice Williams
Consultations, LLC



Thomas Laskowski
Vice Chair
Co-Founder & CEO
ByteStone AI Corp



Michael Malloy
Treasurer
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Chau Nguyen
Secretary
Chief Technology
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Capt. Scott Brillman
Deputy Director,
City of Baltimore Office of
Emergency Management



Shelly L. Brown, Esq.
Member at Large, Partner,
Neighbors & Brown



Dominic Butchko
Associate Policy Director,
Maryland Association
of Counties



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Centro SOL, Johns
Hopkins Medicine



John Geist
Community Volunteer



Veola Green
Managing Partner,
Annie E. Casey Foundation



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LKM Consulting



Richard Ohnmacht
Exec. VP/Chief
Commercial Banking
Officer, Woodsboro Bank



Nathan Sutorius
VP of Operations,
CMD Outsourcing
Solutions, Inc.



Tiffany Turner Allen
Exec. Director,
Nonprofit of Prince
George's County



A Big Thanks To Our Call Center Network

BCRI BALTIMORE
CRISIS
RESPONSE INC

CCSI Community Crisis
Services, Inc

GRASSROOTS 
CRISIS INTERVENTION

LifeCrisisCenter

MHA *Mental Health*
ASSOCIATION



United Way
of Central Maryland

We're Better Together

The 211 system in Maryland continues to be leveraged by state agencies. For example, the **Maryland Department of Juvenile Services** uses 211 to support their Prison Rape Elimination Act (PREA) line that enables youth within the juvenile system to obtain needed services. The **Maryland Department of Aging** relies on 211 to manage phone lines and referrals to services, freeing up staff to concentrate on their core mission of providing service to their constituents, as mandated by federal and state law.

Partnership Highlights

211 Maryland is partnering with the **Office of Immigrant Affairs** to support hate crimes and incident reporting, including education and training for our partners at the call centers and in law enforcement. The new partnership expanded multilingual access to services and resources for victims.

<https://211md.org/stophate/>

“This new partnership with 211 Maryland is an important collaboration to overcome language barriers in serving everyone who calls Maryland home and who works to make great contributions to our state,” said Governor Hogan. “It will further expand our outreach and resources to make it easier to report hate crimes and connect victims with services. We will continue to use every tool at our disposal to help provide additional support for those who are affected by these heinous crimes.”

Maryland Department of Human Services utilizes MIN's texting services to keep Marylander's informed about Kinship Caregiver services. Marylanders can enroll in the program by texting **MDKinCares** to **898211**.

Maryland Department of Health, Office of Suicide Prevention uses MIN's texting platform to support the MDYoungMinds texting program, a new resource for teens and adolescents who are struggling with their mental health.

MDYoungMinds sends supportive text messages, with a focus on teen and adolescent concerns and worries. The ongoing messages also remind youth that immediate mental health support is always available through 988.

Any young person in Maryland can text **MDYoungMinds** to **898211** to enroll.

WE ALL HAVE MENTAL HEALTH.

Text MDYoungMinds to 898-211.

Data and text msg. rates may apply. Text STOP to unsubscribe. Privacy/T&C: 211md.org/privacy



MARYLAND'S CONNECTOR FOR Immigrants and New Americans

FREE MULTILINGUAL SUPPORT

Call 2-1-1

Spanish: Press 5.
Other languages: Hold for help.



#MDStopHate



KINSHIP CAREGIVERS

Are you raising a grandchild, other relative, or friend's child in your home?

RESOURCES AND SUPPORT ARE NOW AVAILABLE FOR YOU!

- MDKinCares provides Kinship Caregivers easy access to information and a community of resources.
- Subscribe to receive monthly updates and encouraging messages along with resources and services available for Kinship families.
- Subscribe to the 2-1-1 Maryland texting link by sending a text message to 898211 with the keyword: MDKinCares.



Msg. freq. may vary. Data and text msg. rates may apply. Text STOP to unsubscribe. Privacy/T&C: 211md.org/privacy



211 By the Numbers

601,211

Views of information and resources on the 211md.org website.

391,749

Calls, texts, and web chats.



147,718

Disaster-related text subscribers.



72,614

Connections made for people in need of mental health services.



97,019

Connections made to address and prevent homelessness.

48,950

Connections made for utility assistance.

39,395

Connections made for people in suicide crisis or emotional distress.



20,201

Connections to reduce hunger.



2022 Highlights

Care Coordination Services

Maryland Information Network in partnership with the Maryland Department of Health (MDH), and the MDH Behavioral Health Administration launched the statewide 211 Care Coordination program for hospital emergency departments (EDs).

Patients discharged from EDs would often benefit from community-based behavioral health services, but finding available mental health and substance use services can be difficult. The Care Coordination program makes it easier by allowing hospital staff to connect patients with timely, community-based referrals for behavioral health services upon discharge.

This new partnership provides a closed loop referral service by 211 that improves patient safety and satisfaction, as well as coordination amongst hospital, state coordinators and community partners.

211 Maryland

211 Care Coordination for Hospital Emergency Departments

211 Maryland is working with the Maryland Department of Health, the Behavioral Health Administration, and hospitals across the state to make community-based behavioral health referrals easy for hospital staff.

With the Care Coordination program, hospital emergency departments have a single access point to 211's statewide database of community-based resources and other behavioral health services. Through our powerful database, 211 can connect hospital discharge planners and patients to available, conveniently located resources to support them after discharge.

TOGETHER, WE CAN IMPROVE OUTCOMES FOR PATIENTS WHO ARE BEING DISCHARGED AND NEED ADDITIONAL BEHAVIORAL HEALTH SERVICES.

HOW IT WORKS

- 1 Hospital refers patient for support.**
Complete the electronic needs assessment or dial 2-1-1 and press 4 immediately Monday-Friday from 8 a.m. to 5 p.m.*
- 2 211 coordinates care.**
211 Care Coordinators gather more information if needed, search for available services in the community, share information with the patient and hospital discharge planner, and connect the patient.
- 3 211 follows up.**
211 Care Coordinators will contact the patient or community placement to ensure the patient received services. Then 211 Care Coordinators will close the loop by informing the discharge planner of the patient's placement outcome.

*The referral will be acknowledged within 30 minutes during regular business hours. After hours and on weekends, it will be acknowledged the next business day.

For more information email carecoordination@211md.org or visit 211md.org/carecoordination.

*This program is for informed care coordination assistance for patients requiring supportive services for mental health, substance abuse, or developmental disorders.



Thank you to our hospital partners who were instrumental in this initiative getting off the ground. Having visibility into available mental health and substance use resources in a timely manner is critical. When Marylanders leave the emergency room, it marks the beginning of the next step in their care, and this program streamlines existing resources to connect individuals with appropriate services when they need them most."

Dennis R. Schrader
Secretary, Maryland
Department of Health



211 Coordinators collaborate well and respond timely to provide resources and guidance in disposition planning. The coordinators follow-up directly with a referral source."

Craig Carmichael
President of Northwest
Hospital and SVP of
LifeBridge Health

Evolving 211 for the Future and Our Opportunities

The 211 system in Maryland has made tremendous strides in its 12-year history and has matured into a critical part of how the state of Maryland serves its residents. Over the past three years, 211 has become a focal point of access for services on which a growing number of Marylanders rely.

Going forward, a more visible 211 system has enormous potential to expand its impact on the service system, facilitate connection of Maryland residents to the help that they need and become a true barometer of emerging health and human service needs.

At this time, the MIN Board believes it is important to plan for the next stage of its development to include:


- **Transition** to a more effective model for 211 service where efforts are driven by mission. Quality service and equity are our overriding core values aiding Maryland residents to more effectively respond to human needs.
- **Adoption** of new technology and telecommunication infrastructure that has interoperability and ensures equitable access across the state.
- **Modernizing** the statewide database that can serve as the single source of resource data for the entire Maryland human service system. This provides tremendous opportunity for increasing the number of service contacts while expanding the channels of access to 211 services.

- **Utilize** the robust data of 211 to share with our government, nonprofit and health partners, providing a deeper analysis of our data to inform public health initiatives and policy advocacy in Maryland.

While 211 is a well-utilized and established system with significant potential towards becoming a robust Community Information Exchange, there are several under-funded areas that prevent the system from performing optimally, including the level of accessibility for the residents of Maryland

There is insufficient capacity and resources to carry out many of its operational responsibilities such as data analysis, site visits, reviewing and responding to complaints among stakeholders, and maintaining sufficient web hosting and database services. Lack of funding for marketing and outreach means that residents in need may not be aware of the resources they need to remain safe, healthy and productive.

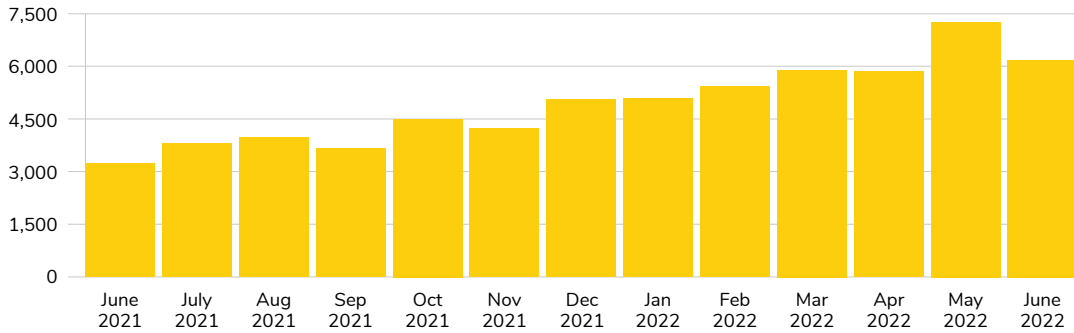
To address these challenges and opportunities, MIN requests that the state increase its funding for the system. The total investment needed is \$3.7 million annually, to properly fund the system so it can do what is currently required by the state's legislative mandate, and to optimize the system to provide better use and value to Maryland and its residents.



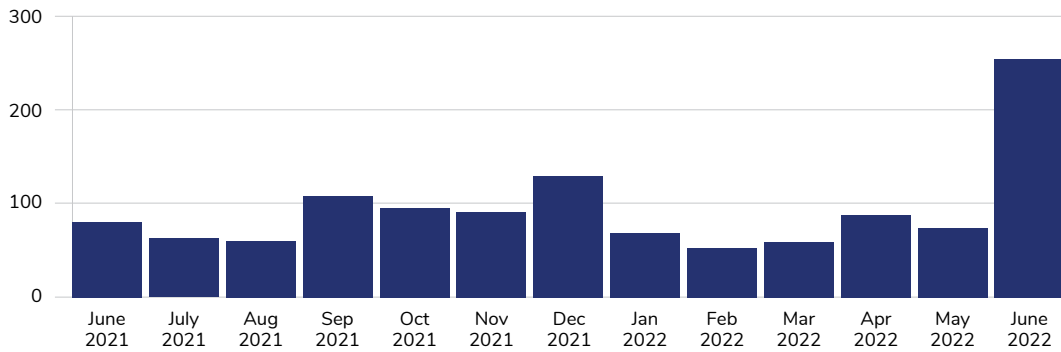
In FY22,
more than 4,600
supportive calls have
been made to prevent
suicide and provide
proactive behavioral
health services.

FY22 Crisis Call, Text, and Chat Contacts

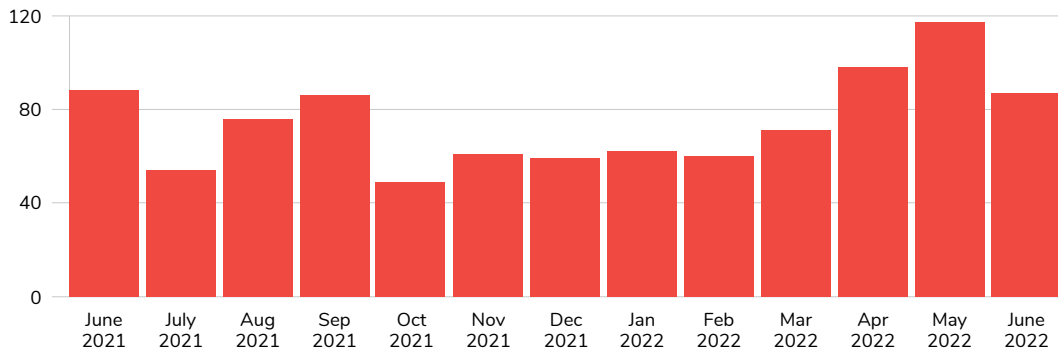
Call Contacts



Text Contacts



Chat Contacts





CONCLUSION

The 211 system in Maryland is stronger when we all work together. As pointed out in the 2020 Cost Analysis Summary, the solution to a robust information and referral system in Maryland is a greater investment in 211 so Marylanders will continue to have immediate, always-on-call, access to non-crisis and crisis support specialists.

As the Maryland Information Network continues to evolve, we look forward to the ongoing work as Maryland's central connector to health and human services across the state.





Appendix A

211 Call Volume by Jurisdiction*

*Data include phone calls only (who shared data) and do not represent texts and chats.

Allegany	411
Anne Arundel	5,935
Baltimore	23,696
Baltimore City	44,335
Calvert	307
Caroline	253
Carroll	566
Cecil	1,099
Charles	1,921
Dorchester	670
Frederick	11,215
Garret	68
Harford	2,516
Howard	2,839
Kent	444
Montgomery	19,792
Prince George's	12,705
Queen Anne's	396
Saint Mary's	437
Somerset	1000
Talbot	587
Wicomico	1,978
Worcester	706

Appendix B

211 Call Volume by Need

FISCAL YEAR	FY14	FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22
Call Data									
Total Calls Answered	292,924	272,414	278,359	317,850	359,939	387,037	405,702	379,711	300,178
Problems/Needs									
Domestic Violence, Shelter, and Support	841	1,129	1,254	1,171	917	1,698	1,896	1,719	2,736
Emergency Shelter	11,361	41,831	38,075	32,318	26,547	12,111	12,525	14,762	20,494
Employment	1,540	1,816	1,132	1,052	1,185	904	862	771	1,018
Financial Assistance	3,443	2,815	2,469	2,118	1,467	1,841	2,985	3,532	3,366
Food	17,371	19,654	20,896	22,169	20,421	20,574	28,365	20,201	28,171
Health Care Concerns	11,468	8,583	6,318	4,223	5,646	5,552	25,719	34,091	21,614
Housing Assistance	22,807	24,132	24,113	23,571	28,306	27,913	35,920	50,542	79,613
Individual, Community, and Family Programs	20,708	17,203	17,377	14,596	8,001	8,120	7,247	6,919	12,408
Legal and Public Safety	5,907	7,020	5,792	5,502	5,898	6,247	9,388	9,804	10,117
Mental Health/ Substance Use	36,739	37,878	44,746	56,457	68,006	71,456	64,110	55,229	64,131
Suicide and Crisis	4,517	5,285	7,347	1,920	25,385	42,883	51,928	39,395	36,075
Tax Information and Preparation Assistance	12,846	15,359	16,807	15,976	15,183	17,983	12,088	16,409	10,903
Transportation	1,294	1,366	1,352	1,238	1,106	1,176	3,695	2,248	8,138
Utility Assistance	74,258	65,801	62,567	55,271	69,459	55,713	39,875	41,095	49,962





Maryland Information Network 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.



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The Maryland Information Network
211 Maryland, Inc.
9770 Patuxent Woods Drive
Columbia, MD 21046
info@211md.org | www.211md.org