



Maryland's Central Connector

Maryland Information Network
Powering 211 Maryland
ANNUAL REPORT 2023

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Maryland

POWERED BY MARYLAND
INFORMATION NETWORK



MARYLAND

**Information
Network**

POWERING 211 MARYLAND





December 2023

The Honorable Wes Moore

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 honored to present its 2023 Annual Report, highlighting our service provision and offering recommendations for the coming year. We extend our heartfelt thanks to our Call Center Network and numerous partners, whose collaborative efforts were instrumental in achieving our milestones.

A cornerstone of our success this year has been our robust partnerships with state agencies. These collaborations have allowed us to expand our reach, enhance the quality of our services, and ensure a seamless coordination of care for those who turn to us. By working hand-in-hand with various state entities, we've been able to create a cohesive network of support, ensuring that no Marylander is left without help.

As you navigate through the pages of this report, we invite you to delve into the detailed accounts of how MIN, powering the 211 Maryland system, has become a critical lifeline for many. From the expansion of our resource database to the strengthening of our statewide partnerships, each element of our work in 2023 has been geared towards one goal – to serve as the state's most reliable and comprehensive source for health and human service resource information.

This year's achievements are not just a reflection of our efforts but are also a testament to the enduring spirit of collaboration and community that defines Maryland. We thank our partners, supporters, and the people of Maryland for their trust and engagement, which continue to drive our mission forward.

The Board of Directors for the Maryland Information Network advises that the state allocate sufficient funding to the 211 system, as detailed on page 12 of this report. This funding is crucial to maintain and enhance a centralized Information & Referral System that effectively serves all Maryland residents.

Sincerely,

Quinton Askew
President/CEO, MIN

Sincerely,

Janice Williams
Chair, MIN Board of Directors



In FY23,
**more than 1.37
million connections
were made**
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
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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



We’re Better Together

The 211 system in Maryland continues to be leveraged by state agencies. For example, the Maryland Primary Care Program within the Maryland Department of Health partnered to improve access to reliable health and human service resources, increase cross-sector relationships, and improve the quality of data within the MIN database. The Maryland Department of Health’s Primary Behavioral Health and Early Intervention program employs MIN to aid in the dissemination and coordination of Essentials for Childhood Trauma Informed Care and Adverse Childhood Experiences (ACEs) messaging.

Partnership Highlights

Our collaboration with the **Governor’s Office of Community Initiatives** has significantly broadened language accessibility throughout the state, providing crucial support for individuals affected by hate crimes through the StopHate incident reporting initiative. For more information, visit 211md.org/stophate.

Maryland Department of Health’s Behavioral Health Administration supports the 211 Health Check program as an active mental health support initiative. This program offers personalized phone interactions with compassionate specialists skilled in crisis and suicide prevention. For additional details, please visit 211md.org/healthcheck.


Maryland Department of Human Services leverages MIN’s texting services to update Maryland residents about Kinship Caregiver services. Marylanders interested in the program can subscribe by texting MDKinCares to 898211.

Maryland Department of Health’s Office of Suicide Prevention utilizes MIN’s texting platform to facilitate the MDYoungMinds texting program. This initiative serves as a supportive resource dedicated to assisting teens and adolescents grappling with mental health challenges.

MDYoungMinds provides nurturing text messages tailored to address the specific concerns of teens and adolescents. These continuous messages also serve as a reminder to young people that immediate mental health support can always be accessed via 988.


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

WE ALL NEED MENTAL HEALTH SUPPORT.

TEXT 


MDYoungMinds to 898-211

Teens, get supportive text messages.



Maryland
DEPARTMENT OF HEALTH

Scan to learn more



IF YOU NEED IMMEDIATE HELP, CALL OR TEXT 988.



988
SUICIDE & CRISIS LIFELINE

Maryland
EMERGENCY MANAGEMENT AGENCY

211
Maryland

WITH YOU BEFORE, DURING, AND AFTER A CRISIS

Text MdReady to 211-631

Call 2-1-1 | 211md.org/mdready



KNOW

PLAN

ACT

SIGN UP FOR TEXT ALERTS

Text: MDaging to 898-211

Receive alerts, tips and resources related to aging and how to support the needs of older adults directly to your cell phone.

211 By the Numbers

872,135*

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

391,749

Calls, texts, and web chats.

250,284

Disaster-related text subscribers.

77,644

Connections made for people in need of mental health services.

133,313

Connections made to address and prevent homelessness.

67,651

Connections made for utility assistance.

45,592

Connections made for people in suicide crisis or emotional distress.

31,152

Connections to reduce hunger.

* Due to a site upgrade, we had to estimate site visit data for three months in FY23.

2023 Highlights

Care Coordination Services

In 2023, the 211 Care Coordination Program has significantly evolved its partnership with the Maryland Department of Health/Behavioral Health Administration, marking a pivotal year in enhancing mental health service delivery across the state. This evolution represents a substantial expansion in both inpatient and outpatient care coordination, demonstrating our commitment to comprehensive mental health support.

The 211 Hospital Network: A cornerstone of our efforts this year has been the establishment of the 211 Hospital Network. This innovative network unites Maryland hospitals, local behavioral health authorities, and other community partners in a groundbreaking collaboration. The 211 Hospital Network aims to ensure cross-sector collaboration by bringing together various stakeholders to ensure a holistic approach to mental health care.



The 211 Care Coordination program allows a single access point for Marylanders and hospital staff to get resources when needed. Its goal of increasing the ease of referrals and placements for patients is especially vital for behavioral health patients. Through collaboration with discharge planners, hospital staff and social workers, care coordination ensures that access to behavioral health resources remains a critical part of patient care.”

Laura Herrera Scott
Secretary, Maryland
Department of Health

211 Care Coordination Program

for Hospital Emergency
Departments

Hospital staff, discharge planners, and social workers in emergency departments: Need help identifying behavioral health referrals for your patients?

The 211 Care Coordination Program is here to help.

Refer patients that are in the Emergency Department to the Care Coordination Program when assistance is needed in locating the behavioral health resources they need.

To make a referral, visit 211md.org/carecoordination or dial 211 and press 4 immediately.

REFER NOW

Visit 211md.org/carecoordination or dial 211 and press 4 immediately. (Daily, 8 a.m. to 8 p.m.)

HOW IT WORKS

- 211 Care Coordinators will acknowledge your referral within 30 minutes of receipt and will immediately begin identifying available resources.
- 211 Care Coordinators will connect hospital staff and patients to available, conveniently located behavioral health services.
- 211 Care Coordinators will follow up to ensure a successful placement and update the electronic record to close the loop with discharge planners.

A photograph of a man and a woman looking at a tablet together. The man is pointing at the screen while the woman looks on.

Shaping the Future of 211

Maryland’s 211 system has evolved remarkably, becoming an integral component of how the state serves its residents. Especially in the last three years, 211 has emerged as a key access point for services, increasingly relied upon by a growing number of Marylanders.

Looking ahead, the heightened visibility of the 211 system holds tremendous promise to further amplify its influence on the service system. It is poised to enhance the connection between Maryland residents and the assistance they require, while also serving as an accurate indicator of the evolving health and human service needs in the state.

At this time, the MIN Board believes it is important to continue focus on the immense potential of 211 Maryland in adapting to the most pressing needs in our communities by:

- Supporting a more coordinated system that seamlessly integrates the three three-digit dialing codes in Maryland - 988, 911, and 311. This coordination will streamline the response and assistance process for Maryland residents, ensuring that each call is directed to the most appropriate service, whether it’s a human service need through 211, mental health support through 988, emergency services via 911, or local government and non-emergency services through 311.

- Updating the MIN database to become the definitive repository for all resource data within Maryland’s human service system. This modernization presents a significant opportunity to enhance service interactions and broaden the avenues through which individuals can access 211 services.
- Leveraging the comprehensive data warehouse developed by 211 to collaborate with our governmental, nonprofit, and healthcare partners to offer an in-depth data analysis to guide public health initiatives and inform policy advocacy efforts within Maryland.

While 211 is a well-established and frequently used system with the potential to evolve into an effective Community Information Exchange, it currently faces challenges due to underfunding in key areas. This shortfall hinders the system’s optimal performance, particularly in terms of accessibility for Maryland’s residents.

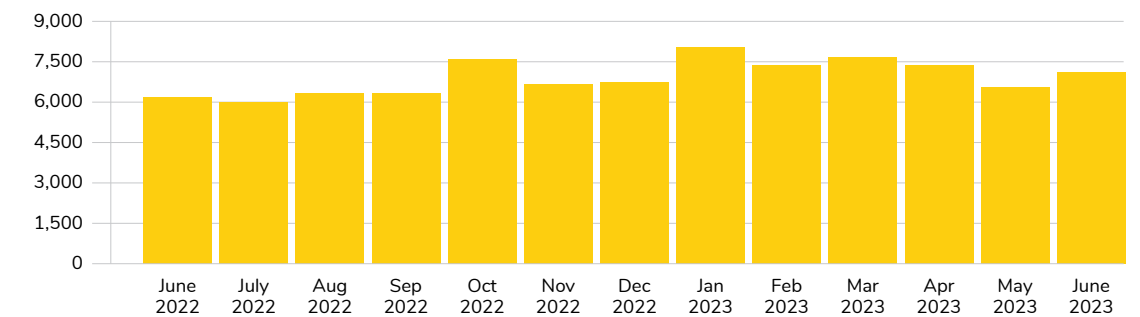
Furthermore, inadequate funding for marketing and outreach efforts means that many residents in need may remain unaware of the vital resources available to them, essential for their safety, health, and productivity.

To overcome these obstacles and seize these opportunities, MIN proposes that the state increase its financial support for the system. An annual investment of \$3.7 million is necessary to adequately fund the system. This funding will enable it to fulfill its current obligations as mandated by the state’s legislation and to enhance the system’s efficiency and value for the benefit of Maryland and its citizens.

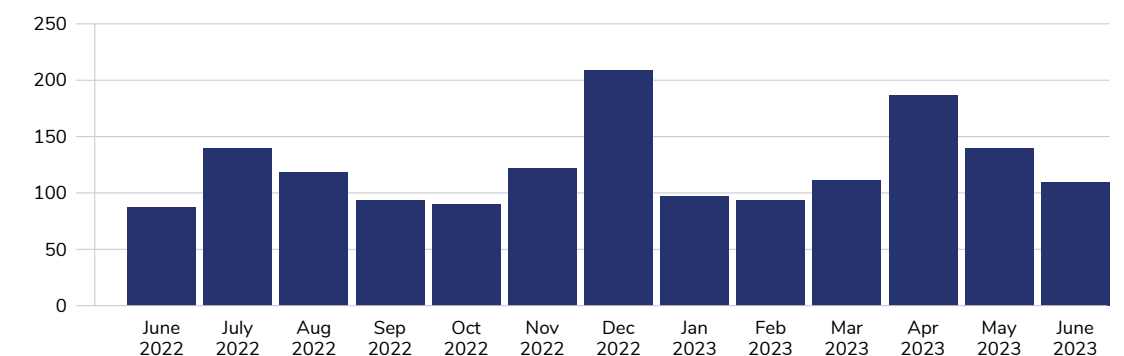
In FY23,
more than 21,801
supportive calls have
been made to prevent
suicide and provide
proactive behavioral
health services.

FY23 Crisis Call, Text, and Chat Contacts

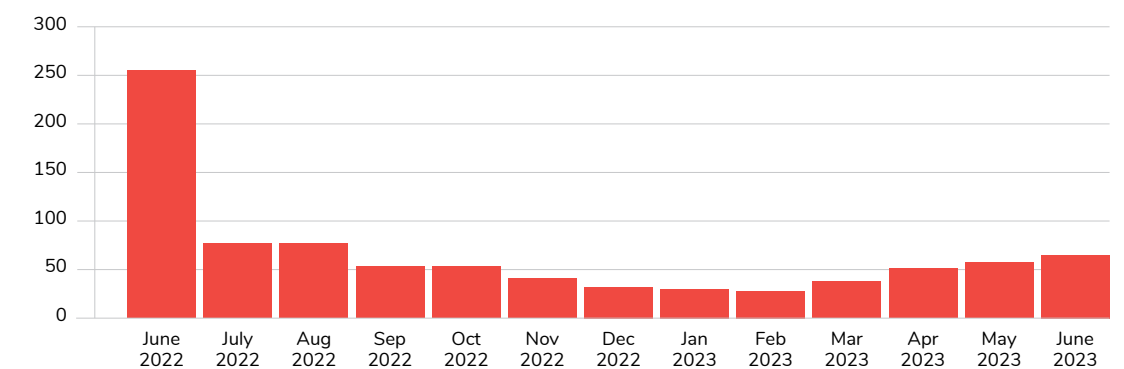
Call Contacts



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	42
Anne Arundel	582
Baltimore	1,822
Baltimore City	4,042
Calvert	109
Caroline	21
Carroll.....	64
Cecil.....	98
Charles	583
Dorchester	123
Frederick	889
Garrett	9
Harford.....	294
Howard	314
Kent	69
Montgomery.....	2,296
Prince George's	2,044
Queen Anne's	135
Saint Mary's.....	152
Somerset.....	42
Talbot.....	73
Washington	233
Wicomico.....	161
Worcester.....	73




Appendix B

211 Call Volume by Need

FISCAL YEAR	FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22	FY22
Call Data									
Total Calls Answered	272,414	278,359	317,850	359,939	387,037	405,702	379,711	300,178	270,560
Problems/Needs									
Domestic Violence, Shelter, and Support	1,129	1,254	1,171	917	1,698	1,896	1,719	2,736	3,270
Emergency Shelter	41,831	38,075	32,318	26,547	12,111	12,525	14,762	20,494	26,747
Employment	1,816	1,132	1,052	1,185	904	862	771	1,018	2,094
Financial Assistance	2,815	2,469	2,118	1,467	1,841	2,985	3,532	3,366	2,941
Food	19,654	20,896	22,169	20,421	20,574	28,365	20,201	28,171	31,152
Health Care Concerns	8,583	6,318	4,223	5,646	5,552	25,719	34,091	21,614	14,572
Housing Assistance	24,132	24,113	23,571	28,306	27,913	35,920	50,542	79,613	106,566
Individual, Community, and Family Programs	17,203	17,377	14,596	8,001	8,120	7,247	6,919	12,408	13,785
Legal and Public Safety	7,020	5,792	5,502	5,898	6,247	9,388	9,804	10,117	10,631
Mental Health/ Substance Use	37,878	44,746	56,457	68,006	71,456	64,110	55,229	64,131	82,932
Suicide and Crisis	5,285	7,347	1,920	25,385	42,883	51,928	39,395	36,075	45,592
Tax Information and Preparation Assistance	15,359	16,807	15,976	15,183	17,983	12,088	16,409	10,903	10,056
Transportation	1,366	1,352	1,238	1,106	1,176	3,695	2,248	8,138	7,728
Utility Assistance	65,801	62,567	55,271	69,459	55,713	39,875	41,095	49,962	67,651





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.



MARYLAND
**Information
Network**

POWERING 211 MARYLAND

The Maryland Information Network

Powering 211 Maryland
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