



**Senate
Veterans Affairs and Military Installations
Committee**

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April 1, 2008

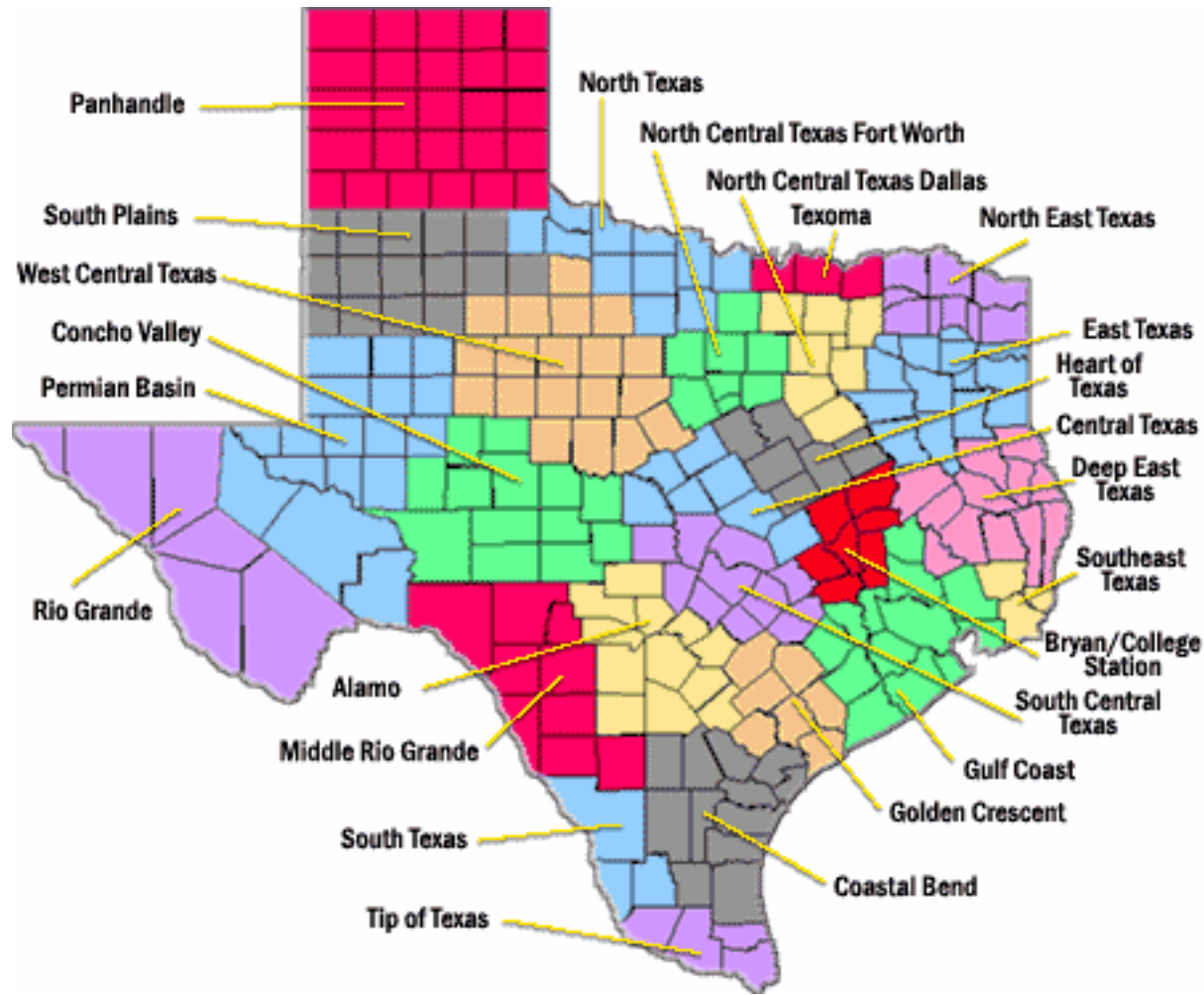
What is 2-1-1 Texas

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- 2-1-1 is a telephone dialing code assigned by the federal government for access to health and human services information and referral
 - 43 states provide 2-1-1 services, making it available to over 75% of the U.S. population
 - In Texas, 100% of the population has access to 2-1-1 which is operated through 25 Area Information Centers that combine technology with human contact by providing information about community resources, as well as state and federal health and human services
 - 2-1-1 Texas includes several options
 - Information and Referral (Option 1)
 - Eligibility Assistance (Option 2)
 - Fraud and Abuse Reporting (Option 3)

25 Area Information Centers

- Support Philosophy of Local Service Delivery
- Serve Entire Population in Area
 - 16 areas under 500,000
 - 3 areas between 500,000 and 1million
 - 4 areas between 1 and 2 million
 - 2 areas over 2 million
- Leverage Existing Systems
- Designate Regions and Supporting Entities
 - 11 are United Ways
 - 8 are Council of Governments
 - 6 are Private Non-profits, Community Councils, Local Workforce Boards, or City/County Entities

Map of 2-1-1 Service Areas





What does a 2-1-1 Area Information Center do?

- Maintains a Comprehensive Regional Database
 - Local community service resources
 - Federal / state health and human service resources

- Provides Multiple Access Points
 - 2-1-1 dialing code (averaging over 120,000 calls a month)
 - Print materials
 - Website (www.211texas.org)

- Provides Aggregate Data
 - Identify needs and gaps in resources: Top five needs identified in 2007
 - Electric Bill Assistance (139,575)
 - Rent Payment Assistance (76,439)
 - Food Stamp Application Assistance (71,326)
 - Food Pantries (46,532)
 - Medicaid Application Assistance (44,596)
 - Local / regional planning Local / regional planning: the Texas Workforce Commission requests data on unmet needs so they can address

Behind the 2-1-1 Texas System

- Available 24 hours a day, 365 Days a Year
- Nationally Accredited Agencies
- Professionally Certified Staff
- Multilingual staff
- Comprehensive Regional Databases
- Statewide Coordination and Standardization
- Local Support and Control
- System that is Flexible and Scalable to Meet Disaster Response Needs

Relation to Senate Bill 1058

Senate Bill 1058 (80th Session, 2007) required 2-1-1 to provide referrals for reintegration services to service members and their families

- Identify available resources and include in database
- Train Area Information Center staff
- Disseminate resource information
- Maintain relationship with local, state and national private and government organizations providing resources



Process to Collect and Maintain 2-1-1 Referral Resources

- Worked closely with the TexVet Coalition to include 93 new support organizations and their resources that were not previously in the 2-1-1 database
- Defined inclusion, entry and distribution process of newly identified resources. Each entry includes eligibility criteria, fees if applicable, and details such as necessary documentation, disability access and service delivery times.
- Maintaining an accurate and complete database of services is an ongoing commitment of over 20,000 organizations, many with multiple service sites. Over 200 organizations specifically target service members and their families.
- National Information & Referral Standards require formal annual updates on each resource



Examples of Veterans Resources Available in 2-1-1

- San Antonio region – Army Substance Abuse Program, Ft. Sam Houston
 - Hospital detoxification
 - Evaluations or alcohol and drug outpatient counseling services
 - Crisis intervention
 - Individual, group, and family therapy
 - Education and discussion groups
- El Paso region – Parenting Program, Ft. Bliss
 - Parenting classes
 - Parent support groups
- Dallas region - Dallas Vet Center Readjustment Counseling Service
 - Reintegration issues

Training on Veterans Issues

- Developed web based training for all Area Information Center staff
- Training includes:
 - Assessing needs specific to veterans and their families
 - Common aftereffects experienced by veterans and their families
 - Obstacles facing returning, active, and retired military and their families
 - Locating resources or advocating when necessary



Questions / More Information

- Dial 2-1-1
- www.211texas.org
 - Search for services
 - Local Area Information Center map and contact information

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