



**TEXAS**

Health and Human  
Services Commission

**2-1-1 Texas  
Texas' Information and Referral  
Network**

**Presentation to Senate Health and  
Human Services Committee  
November 14, 2006**

# What is 2-1-1?

**2-1-1 is a telephone dialing code assigned by the Federal Communications Commission (FCC) in 2000 for access to Health and Human Service Information and Referral.**

- **Texas 2-1-1 is available 24 hours a day, 7 days a week, 365 days a year.**

**In Texas, 2-1-1 combines high technology with human contact. Through Area Information Centers 2-1-1:**

- **Provides callers information about community resources, as well as state and federal health and human services.**
- **Serves as part of the Homeland Security Strategy and provides Disaster and Emergency Management Support.**

**Nationally 2-1-1 serves approximately 163 million people.**

- **Over 55% of the US population has access to 2-1-1.**
- **There are 187 active 2-1-1 centers in 38 states.**
- **There are 69 Nationally Accredited Agencies.**

**2-1-1 Texas serves approximately 22 million people.**

- **100% of the Texas population has access to 2-1-1.**
- **There are twenty- five 2-1-1 Area Information Centers in Texas.**
- **Thirteen are Nationally Accredited Agencies with the remaining 12 in the process of accreditation.**

## 25 Partners for Statewide Coverage

- Supports Philosophy of Local Service Delivery

Size of Population Served:

**16 regions – 1-500,000 population**

**3 regions – 500,000 – 1 million population**

**4 regions - 1 million – 2 million population**

**2 regions – 2 million and up population**

Leveraged Existing Systems

Designated Area Information Centers

**11 agencies - United Ways**

**8 agencies - Area Agencies on Aging**

**6 agencies - Other (Private Non-profit, Community Council,  
Local Workforce Board, City/County Entity)**

# What does an Area Information Center do?

## Maintains a Comprehensive Regional Database

- Local Community Service Resources
- Federal/State Health & Human Service Resources

## Provides Multiple Access Points

- 2-1-1 dialing code
- Print Materials
- Website

## Provides Aggregate Data

- Identify Gaps/Duplication in Resources
- Local/Regional Planning

**Available 24/7  
365 Days a Year**

**Nationally Accredited**

**Professionally  
Certified staff**

**Multilingual staff**

**Comprehensive  
Regional Databases**

**Statewide  
Coordination with  
Local Support and  
Control**

**System that is Scalable  
to Meet Community  
Needs**

# Disaster Service Provided for 2005 Hurricanes Katrina & Rita

## Immediate Response to Disaster

- Evacuation and Shelter Information
- Triage Special Health Care Needs
- Locating Missing Persons
- Triage for Large Donation and Volunteer Opportunities
- Federal, State, Local Assistance
- Reassurance and Rumor Control

## Long Term Recovery Response

- Assistance in returning home
- Housing
- Federal and State benefits
- Education Needs
- Health Resources

- 1. The Gulf Coast Region is threatened by Level 5 hurricane.**
- 2. Texas Information and Referral Network central processing recognizes unavailability of gulf coast call center specialist and sends notification alert to all 2-1-1 call centers.**
- 3. All 2-1-1 Call Centers along gulf coast go offline**
- 4. Texas Information and Referral Network begins routing gulf coast incoming calls to remaining 20 call centers across the state.**
- 5. Callers in the gulf coast region are served.**



# Call Volume

<b>Month</b>	<b>2005</b>	<b>2006</b>
August	<b>88,848</b>	<b>123,506</b>
September	<b>267,855</b>	<b>95,819</b>
October	<b>204,685</b>	<b>141,730</b>

## Future of 2-1-1

**The 2-1-1 number has the potential for additional functions assisting individuals in accessing health and human services.**

- **2-1-1 will be the access point for Texas residents to apply by telephone for eligibility services such as CHIP, Medicaid, TANF, and Food Stamps.**
- **Currently, 2-1-1 is a door for eligibility services in the Travis and Hays pilot area.**
- **Cases of fraud, waste and abuse can be referred to the Office of Inspector General via the 2-1-1 number.**