What is 2-1-1?

• 2-1-1 is the telephone dialing code assigned by the federal government to provide consumers with access to health and human services information and referrals

• Through the 2-1-1 Texas System, consumers can:
  – Obtain information and referrals for federal, state, and community-based services
  – Access state benefit programs
  – Report suspected abuse or fraud of state benefit programs
  – Register for the State of Texas Emergency Assistance Registry
  – Seek disaster and emergency response information (operational only during disaster)
  – Obtain information about and referral to mental health services

• 2-1-1 Texas Information & Referral Network (TIRN) administers the information and referral portion of the 2-1-1 Texas System, which consumers access by phone or at www.211texas.org
The Health and Human Services Commission:

- Oversees and supports the statewide telephone and database systems, and the 2-1-1 website
- Oversees and supports 2-1-1 training and standards
- Oversees the contracted delivery of services through 25 Area Information Centers
2-1-1 Texas System Benefits

- Available 24 hours a day, 365 days a year
- Free and anonymous to callers and website users
- Multilingual staff and access to interpretation services
- Nationally accredited agencies
- Professionally certified staff
- Comprehensive regional databases to help address complex needs
- Statewide coordination and standardization
- Local support to identify and address community needs
- Flexible and scalable system
25 Area Information Centers

- Support the philosophy of local service delivery
  - Community needs are localized
  - Information about available community resources is dynamic
  - Knowledge of gaps in resources can effectively address community response

- Leverage existing systems. The 25 Area Information Centers (AIC) include:
  - 11 United Ways
  - 8 Councils of Government
  - 6 private non-profits, community councils, local Workforce Boards, or city entities
2-1-1 Area Information Center Roles and Responsibilities

- Assist in maintaining a comprehensive statewide database
  - Local community resources are maintained by the AICs
  - Statewide and national resources are maintained by TIRN

- Provide multiple access points
  - 2-1-1 Texas dialing code averages 300,000 calls a month
  - 211texas.org averages 60,000 visits a month
  - Print materials (e.g., regional and specialized directories)

- Provide aggregate data
  - Identify areas of need, trends, and gaps in resources
  - State, regional and local planning as well as interagency collaboration
• Senate Bill 1058 (80th Legislature, Regular Session, 2007) required 2-1-1 Texas to provide referrals for reintegration services to service members and their families.

• Efforts included:
  – Identifying available resources to include in database
  – Training Area Information Center staff
  – Disseminating resource information
  – Maintaining relationships with local, state and national private and government organizations
Standards & Training

• National standards for information and referral include:
  – Professional training and certification
  – Delivery of service through building rapport, assessing and prioritizing needs and providing information
  – Database maintenance that requires annual review of each resource
  – Establishing community collaborations

• Veteran-specific training for 2-1-1 TIRN and AIC staff includes:
  – Overview of military affairs within Texas
  – Assessing needs specific to veterans and their families
  – Common after-effects experienced by veterans and their families
  – Obstacles facing returning, active, and retired military and their families
  – Locating resources, referrals and providing support services
  – Establishing collaborative relations with community veteran resource providers
2-1-1 Texas Military-Related Referral Resources

• Maintain an accurate and complete database of services
  – Over 250 organizations specifically target service members and their families
  – Veterans resources include details about hours of operation, eligibility criteria, fees (if applicable), documentation requirements, and accessibility

• Ensure all 2-1-1 staff are trained to address the unique needs of this population

• 2-1-1 Texas works with members of the Texas Coordinating Council for Veterans Services to enhance veteran awareness and services

• Area Information Centers establish and maintain collaborative relationships with key community stakeholders
2-1-1 Texas Area Information Centers Enhanced Services

• Each 2-1-1 caller is asked if they or a family member have served in the military; if so, they are given information for military-specific resources, when available

• Several 2-1-1 Texas Area Information Centers received Texas Reintegration of Iraq and Afghanistan Deployment (TRIAD) and Texas Veterans Commission (TVC) grants to add staff that provide outreach and service coordination for veterans, military members and their families

• Several 2-1-1 Texas Area Information Centers provide enhanced information and referral services through community collaboratives and locally provided funds
2-1-1 Military Caller Demographics - 2013

Total Calls Received: **3,232,692**
Total Callers Expressing Need: **2,700,902**

Callers Identified as Military: **58,465**
- Veterans: **55,409**
- Active Duty: **3,056**

Service Branch
- Army: **57%**
- Navy: **16%**
- Air Force: **14%**
- Marine Corps: **9%**
- National Guard: **3%**
- Coast Guard: **1%**

Top 10 Counties Served
1. Harris
2. Bexar
3. Dallas
4. Tarrant
5. Travis
6. Hidalgo
7. El Paso
8. Cameron
9. Jefferson
10. Lubbock
# Top Caller Needs Identified
## Calendar Year 2013

### General Callers

<table>
<thead>
<tr>
<th>Rank</th>
<th>Need</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Food Assistance Benefits (SNAP)</td>
<td>1,023,452</td>
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<tr>
<td>2</td>
<td>Medicaid</td>
<td>533,300</td>
</tr>
<tr>
<td>3</td>
<td>Utility Payment</td>
<td>275,727</td>
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<tr>
<td>4</td>
<td>Rent Payment</td>
<td>173,551</td>
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<tr>
<td>5</td>
<td>Food Pantries</td>
<td>134,203</td>
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<td>6</td>
<td>Medicare Savings</td>
<td>59,833</td>
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<td>7</td>
<td>Housing Authorities</td>
<td>46,881</td>
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<td>8</td>
<td>Child Care Expense</td>
<td>40,674</td>
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<tr>
<td>9</td>
<td>VITA* Programs</td>
<td>38,229</td>
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<tr>
<td>10</td>
<td>CHIP**</td>
<td>36,241</td>
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</table>

### Military Callers

<table>
<thead>
<tr>
<th>Rank</th>
<th>Need</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Utility Payment</td>
<td>11,891</td>
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<tr>
<td>2</td>
<td>Food Assistance Benefits (SNAP)</td>
<td>9,030</td>
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<tr>
<td>3</td>
<td>Rent Payment</td>
<td>7,472</td>
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<td>4</td>
<td>Food Pantries</td>
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<td>5</td>
<td>Medicaid</td>
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<td>6</td>
<td>VA Benefits Assistance</td>
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<tr>
<td>7</td>
<td>VITA* Programs</td>
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<tr>
<td>8</td>
<td>Medicare Savings</td>
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<tr>
<td>9</td>
<td>Housing Authorities</td>
<td>1,135</td>
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<tr>
<td>10</td>
<td>Prescription Expense</td>
<td>1,075</td>
</tr>
</tbody>
</table>

*Volunteer Income Tax Assistance (VITA)*  
**Children’s Health Insurance Program (CHIP)*
Veterans Assistance in Texas

includes information and referral agencies, home and land loans, vocational resources, and more.

VETERANS RESOURCES
- TexVet: Information, Referral & Advocacy >>
- Texas Veterans Portal >>
- Texas Veterans Commission (TVC) >>
- Texas Veterans Smartphone App >>

HOUSING/LAND ASSISTANCE
- Veterans Land Board: Land & Home Loans >>
- Veteran Homes: Long-term Nursing Care >>
- Disabled Veteran Property Tax Exemption >>
- Mortgage Delinquency Counseling >>

VOCATIONAL RESOURCES
- Planning for College >>
- Veteran Tuition Exemption >>
- Veteran Education Benefits >>
- Veteran Employment Programs >>

HEALTH CARE
- Veterans Affairs Medical Centers >>
- Veteran Outpatient Clinics >>
- Health Insurance Options >>
- TRICARE Health Care Program >>
- Aid and Attendance Monthly Pension >>

MENTAL HEALTH
- Veterans’ Crisis Line >>
- Vet Centers: Combat Call Center >>
- National Center for PTSD >>
- Veteran Reintegration Counseling >>
- General Counseling & Outreach >>

VETERANS AFFAIRS BENEFITS
- Life Insurance >>
- Dependent/Survivor Benefits >>
- Burial Benefits >>
- Compensation for Disease or Injury >>
- Veteran Benefits Assistance >>

211texas.org