



Senate Committee on Veteran Affairs and Military Installations

Beth Wick, Program Manager

2-1-1 Texas Information & Referral Network

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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

Health and Human Services Commission Roles and Responsibilities

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



Panhandle, *United Way of Amarillo and Canyon*

South Plains, *South Plains Association of Governments*

West Central Texas, *United Way of Abilene*

Concho Valley, *Concho Valley Council of Governments*

Permian Basin, *Permian Basin Workforce Development Board*

Rio Grande, *City of El Paso*

South Central Texas, *United Way of the Capital Area*

Alamo, *United Way of San Antonio & Bexar County*

Middle Rio Grande, *Middle Rio Grande Development Council*

South Texas, *United Way of Laredo*

Tip of Texas, *Community Council of the Rio Grande Valley*

North Texas, *North Texas Area United Way*

North Central Texas Fort Worth, *United Way of Metropolitan Tarrant County*

North Central Texas Dallas, *Community Council of Greater Dallas*

Texoma, *Texoma Council of Governments*

North East Texas, *Hopkins County Community Action Network*

East Texas, *United Way of Tyler/Smith County*

Heart of Texas, *Heart of Texas Council of Governments*

Central Texas, *Central Texas Workforce Board / Central Texas Area Agency on Aging (Central Texas I & R Svcs)*

Deep East Texas, *Deep East Texas Council of Governments*

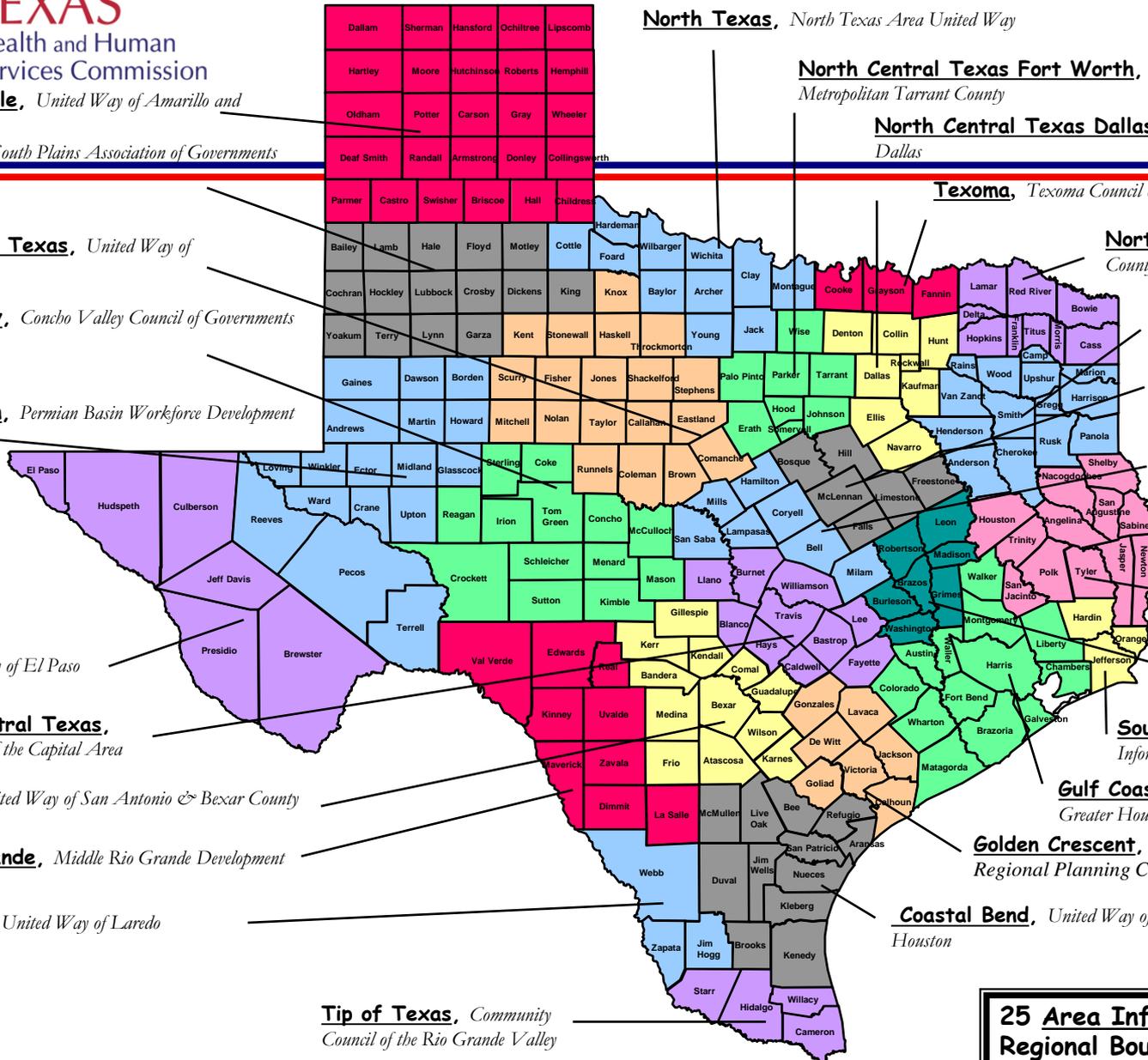
Bryan/College Station, *United Way of the Brazos Valley*

Southeast Texas, *2-1-1 Area Information Center of SE Texas*

Gulf Coast, *United Way of Greater Houston*

Golden Crescent, *Golden Crescent Regional Planning Commission*

Coastal Bend, *United Way of Greater Houston*



**25 Area Information Centers
Regional Boundary Map**

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

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

Military Callers		Total
1	Utility Payment	11,891
2	Food Assistance Benefits (SNAP)	9,030
3	Rent Payment	7,472
4	Food Pantries	5,356
5	Medicaid	3,831
6	VA Benefits Assistance	2,477
7	VITA* Programs	1,461
8	Medicare Savings	1,139
9	Housing Authorities	1,135
10	Prescription Expense	1,075

*Volunteer Income Tax Assistance (VITA)

**Children's Health Insurance Program (CHIP)

2-1-1 Texas Website Access

Agency and Staff Login: Password:



Home | Services for Persons with Mental Illness | Want Your Service Added to 2-1-1?

Finding Help in Texas



Need HELP?

Search our statewide database of social service resources using the options below!

Search by Service Type:

Click on the icons below to search for services, programs, and agencies by general category:



OR you can Search by Keyword and Zip Code:

Enter a keyword AND zip code below to search for services, programs, and agencies.

Enter Keyword:

AND

Enter Zip Code:
ZIP Code Lookup

★ SEARCH



or 877-541-7905 from your preferred phone relay option, or if outside of Texas.

Services found within search results may involve eligibility criteria. Please contact the resource directly to find out more information about how to obtain these services. This site contains links to other sites. All of the information provided is believed to be accurate and reliable. However, 2-1-1 Texas assumes no responsibility for any errors appearing, nor for the use of the information provided.



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 >>](#)