



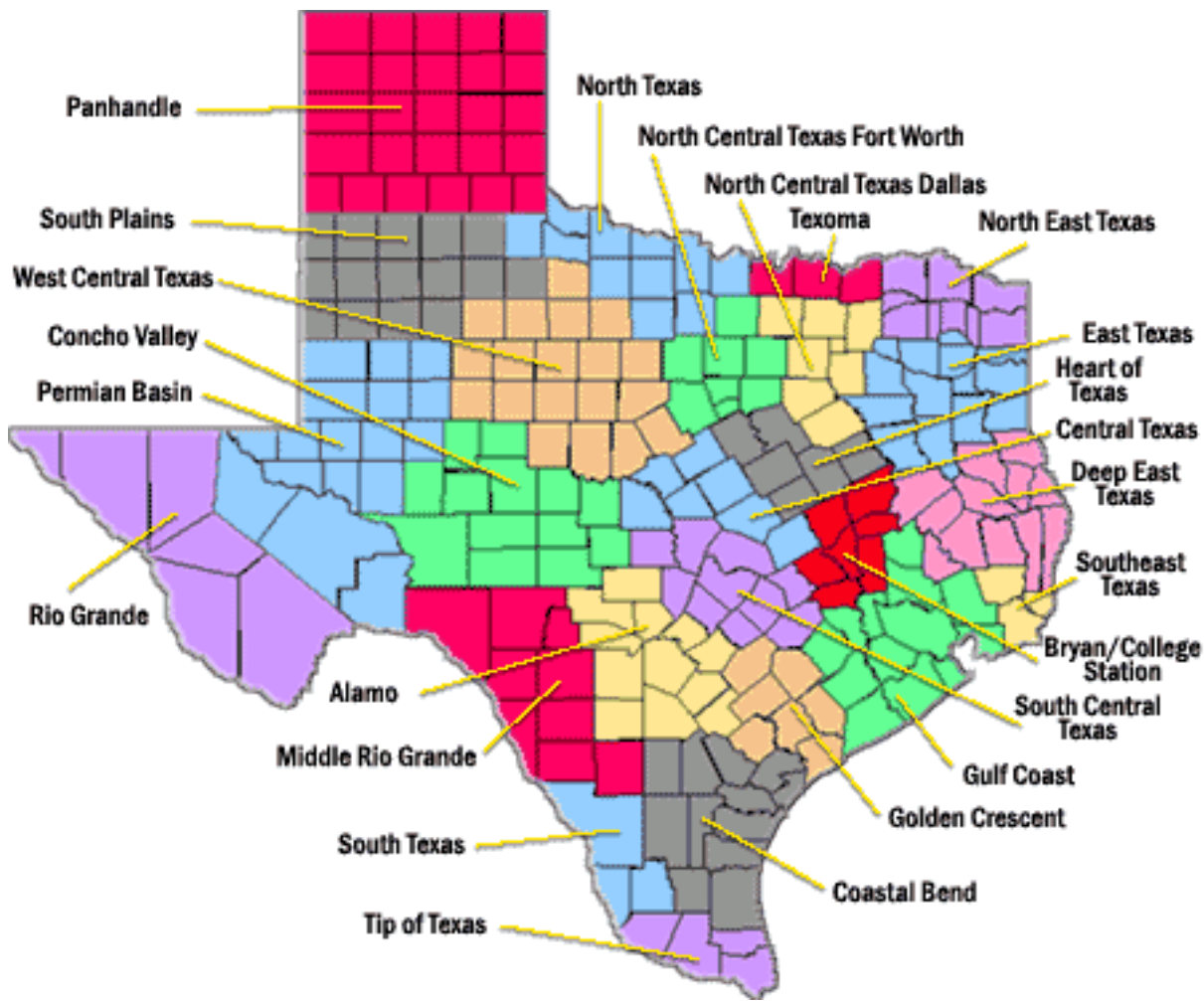
Senate Committee on Veteran Affairs and Military Installations

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What is 2-1-1 Texas?

- 2-1-1 Texas Information and Referral Texas Network is a telephone dialing code assigned by the federal government for access to health and human services information and referral
- 27 states provide 2-1-1 services for 100% coverage for their populations
- Since 2004, 100% of the population in Texas has had access to 2-1-1
- This presentation will only focus on the Information & Referral portion of the 2-1-1 System

Map of 2-1-1 Texas Service Regions



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 Entities



2-1-1 Area Information Center Roles and Responsibilities

- **Maintains a Comprehensive Regional Database**
 - Local community service resources (non-profit and critical for-profit services)
 - Federal/State health and human service resources
- **Provides Multiple Access Points**
 - 2-1-1 Texas dialing code (averaging over 150,000 calls a month)
 - Print materials (regional and specialized directories)
 - Website www.211texas.org (averaging over 60,000 visits a month)
- **Provides Aggregate Data**
 - Identify needs and gaps in resources
 - State/Regional/Local planning



Behind the 2-1-1 Texas System

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

Veterans' Services

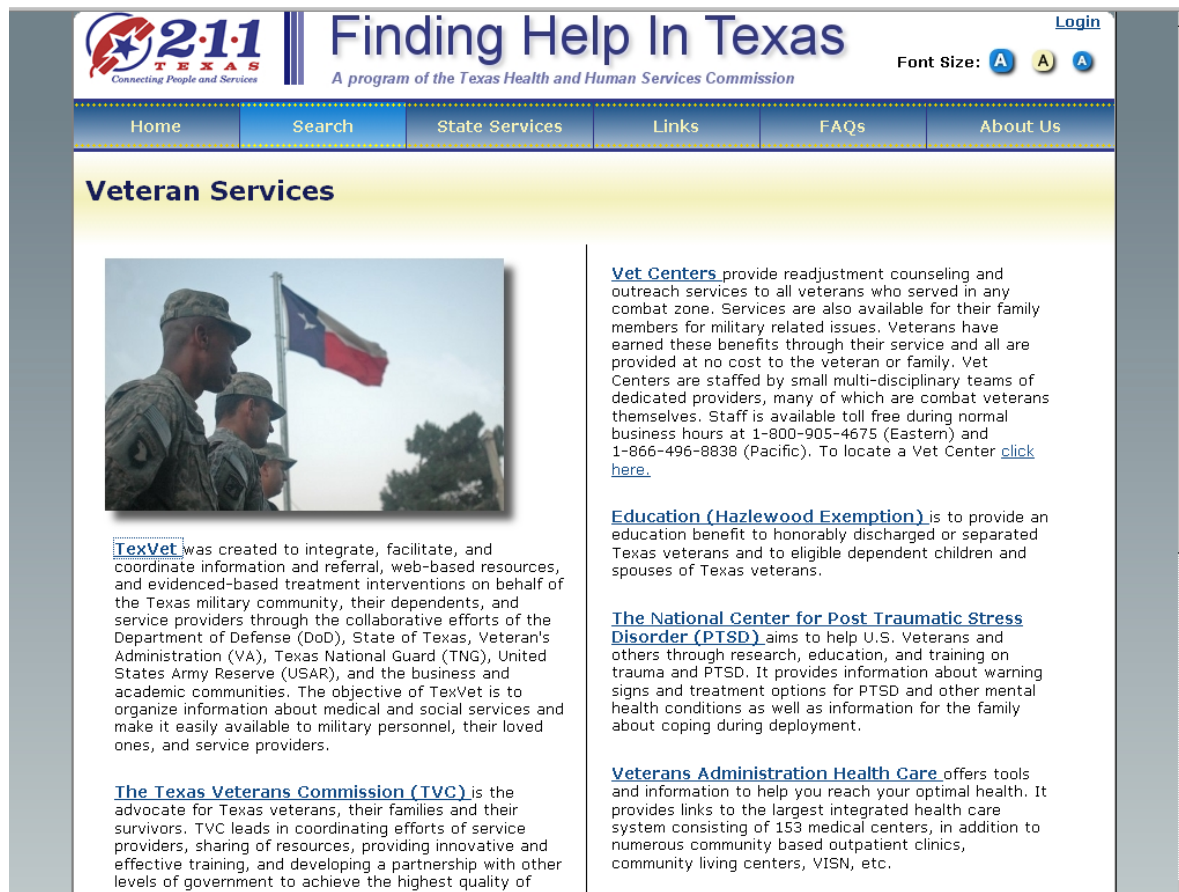
- Senate Bill 1058 (80th Session, 2007) required 2-1-1 Texas to provide referrals for reintegration services to service members and their families
 - Identify available resources and include in database
 - Train Area Information Center staff
 - Disseminate resource information
 - Maintain relationships with local, state and national private and government organizations providing resources



Collect and Maintain 2-1-1 Texas Service Related Referral Resources

- Over the past two years, 2-1-1 Texas has worked closely with the TexVet Coalition to include 150 support organizations and their resources that were not previously in the (www.211texas.org) database
- 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 60,000 organizations, many with multiple service sites
 - Over 243 organizations specifically target service members and their families
- National Information & Referral Standards require formal annual updates on each resource. Dynamic information is updated more often to maintain current.

<http://www.211texas.org>



The screenshot shows the website interface for 2-1-1 Texas. At the top left is the logo with the text "2-1-1 TEXAS Connecting People and Services". To its right is the main heading "Finding Help In Texas" and the subtext "A program of the Texas Health and Human Services Commission". On the far right of the header is a "Login" link and a "Font Size" selector with three options (A, A, A). Below the header is a navigation menu with buttons for "Home", "Search", "State Services", "Links", "FAQs", and "About Us". The main content area is titled "Veteran Services" and features a photograph of two soldiers in uniform looking at a Texas state flag. Below the photo are three text blocks, each starting with a blue underlined link: "TexVet", "The Texas Veterans Commission (TVC)", "Vet Centers", "Education (Hazlewood Exemption)", "The National Center for Post Traumatic Stress Disorder (PTSD)", and "Veterans Administration Health Care".

Veteran Services

[TexVet](#) was created to integrate, facilitate, and coordinate information and referral, web-based resources, and evidenced-based treatment interventions on behalf of the Texas military community, their dependents, and service providers through the collaborative efforts of the Department of Defense (DoD), State of Texas, Veteran's Administration (VA), Texas National Guard (TNG), United States Army Reserve (USAR), and the business and academic communities. The objective of TexVet is to organize information about medical and social services and make it easily available to military personnel, their loved ones, and service providers.

[The Texas Veterans Commission \(TVC\)](#) is the advocate for Texas veterans, their families and their survivors. TVC leads in coordinating efforts of service providers, sharing of resources, providing innovative and effective training, and developing a partnership with other levels of government to achieve the highest quality of

[Vet Centers](#) provide readjustment counseling and outreach services to all veterans who served in any combat zone. Services are also available for their family members for military related issues. Veterans have earned these benefits through their service and all are provided at no cost to the veteran or family. Vet Centers are staffed by small multi-disciplinary teams of dedicated providers, many of which are combat veterans themselves. Staff is available toll free during normal business hours at 1-800-905-4675 (Eastern) and 1-866-496-8838 (Pacific). To locate a Vet Center [click here](#).

[Education \(Hazlewood Exemption\)](#) is to provide an education benefit to honorably discharged or separated Texas veterans and to eligible dependent children and spouses of Texas veterans.

[The National Center for Post Traumatic Stress Disorder \(PTSD\)](#) aims to help U.S. Veterans and others through research, education, and training on trauma and PTSD. It provides information about warning signs and treatment options for PTSD and other mental health conditions as well as information for the family about coping during deployment.

[Veterans Administration Health Care](#) offers tools and information to help you reach your optimal health. It provides links to the largest integrated health care system consisting of 153 medical centers, in addition to numerous community based outpatient clinics, community living centers, VISN, etc.



Example of Veterans Resources Available Through 2-1-1 Texas

- Dallas region – Dallas Vet Center Readjustment Counseling Service (Veteran Reintegration Counseling)
- El Paso region – Fort Bliss Fisher House Foundation (Families of Military Personnel/Veterans)
- Ft Worth region – Fleet & Family Support Center/Naval Air Station JRB (Military Family Support Services)
- San Antonio region – USO Council of San Antonio Gold Star Families Program (Social Services for Military Personnel)
- Southeast Texas – Vietnam Veterans of America, Inc. SE Chapter 292 (Veteran's Benefits Counseling)

Texas Military Family Access Project

- Texas Resources for Iraq-Afghanistan Deployment (TRIAD)
 - Permian Basin Foundation funded 6 Area Information Centers (AIC) in West Texas Area
 - Enabled special military sensitivity training of all AIC staff
 - Enabled hiring of Military Outreach Specialist
 - Enabled hiring of Call Specialists with enhanced military knowledge
 - Enable data collection – each caller within the area is asked if they are active military, dependent family, or veteran

Additional Changes

- Automated phone menu recordings for any caller in queue features veteran's services
- Web based Training for all staff that 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 providing support services referrals when necessary

Other Enhancements

- Increased number of outreach activities (bill boards, flyers, and attendance at military focused events)
- Relationships between Area Information Centers and other service providers serving this population are being fostered and strengthened, resulting in more effective referrals

West Texas Billboard Example



 **TEXAS MILITARY FAMILY ACCESS PROJECT**
CONNECTING **SERVICE MEMBERS** AND FAMILY TO COMMUNITY
RESOURCES IN THE CONCHO VALLEY.

Funded by Permian Basin
Area Foundation

 **211**
TEXAS
Connecting People and Services

 Area Agency
on Aging
of the Concho Valley

 **DIAL 2-1-1**
877-944-9666



Texas Military Family Access Project (July 2009 – September 2009)

Date	OEF/OIF served	OEF/OIF Family members served	Other Veterans Served	Top Needs
July 09	53	48	72	Utility Assistance •Rent/Mortgage •Food
August 09	63	132	59	Utility Assistance •Rent/Mortgage •Food
September 09	44	89	48	Utility Assistance •Rent/Mortgage •Food
Total	160	269	179	

Military Needs/ General Population Needs

- The calls are similar – some callers have major issues related to post-traumatic stress disorder and traumatic brain injury, but the overwhelming majority are comparable to the day-to-day clientele
- The level of need also is dependent upon the status of the caller – active duty military members may have different needs than a National Guard or Reserve service member with repeated on active/off active status. The Guard and Reserve members face greater uncertainty in their income streams due to their change in active status.
- The majority of callers to 2-1-1 with military ties are family members or veterans, without OEF or OIF direct experience
- Top Needs
 - Utility Assistance
 - Housing Assistance
 - Food Assistance