

2-1-1 Texas
Information and
Referral Network



Action Summary
January – December 2011

*2-1-1 Texas Information
and Referral Network:
Partners and Trends*



*2-1-1 Texas is a program of the Texas
Health and Human Services Commission*

Executive Summary

In 1997, a collection of forward-thinking Texas leaders assigned the Texas Health and Human Services Commission (HHSC) responsibility for assembling a Task Force that would lead the creation of the 2-1-1 Texas Information & Referral Network (2-1-1 TIRN).

In 2007, 2-1-1 TIRN issued its first formal solicitation, the invitation for applications (IFA). The IFA specified that each Area Information Center must be accredited by the Alliance of Information & Referral Systems (AIRS) to be considered for selection. By establishing this and similar quality indicators as basic requirements for organizations that wish to provide information & referral in Texas, 2-1-1 TIRN ensured a solid foundation, built on a proven business model.

Today, Texas' 25 regional Area Information Centers continue to work collaboratively, with coordination from HHSC, to deliver state-of-the-art information and referral services to the people of Texas. A collaboration including 14 regions served by United Way agencies or other non-profit entities, 10 other regions served by Councils of Government and Workforce Development Boards and, in the Rio Grande region of West Texas, the El Paso City Health Department make up the 2-1-1 Texas Information & Referral Network.

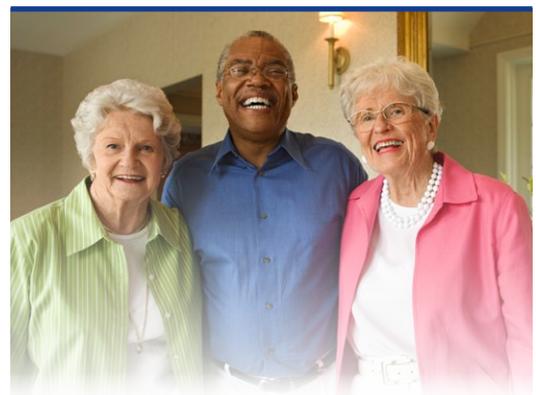
The 2-1-1 Texas Information & Referral Network began officially tracking statewide call data Jan. 1, 2006. By Dec. 31, 2011, 2-1-1 TIRN handled 13,801,617 calls. Each year has shown a steady growth in the number of 2-1-1 TIRN calls. Additionally, other state agencies and statewide organizations continue to reach out to 2-1-1 in partnership. Collaborative projects find that using 2-1-1 TIRN call data is a valuable planning tool. In 2011, 2-1-1 TIRN had active partnerships with Texas Workforce Commission (TWC), Texas Veterans Commission, Texas Department of Housing and Community Affairs, Texas Department of Agriculture (TDA), Texas Department of Public Safety, and all of the HHS enterprise sister agencies.

In 2011 alone, 2-1-1 TIRN call specialists handled more than 3.4 million calls and reached an additional 3.2 million visitors who viewed the website at www.211texas.org.

2-1-1 Texas Information & Referral Network also began working with social media by unveiling a Facebook page, www.facebook.com/211texas

Every year, 2-1-1 Texas Information & Referral Network continues to reach out to find new and improved ways of helping Texans find the help they need.

This document has been produced by the 2-1-1 Texas Information & Referral Network to reflect the program activities and services for 2011. Charts and graphs illustrate trends in growth and in types of caller needs. Individual focus on each of the many 2-1-1 partnerships helps to illustrate the ways that information and referral benefit Texans.



Enabling Legislation

- In 1997, the 75th Texas Legislature passed House Bill 2596, establishing the Texas Information and Referral Network as the single point of coordination for statewide health and human services information and referral in Texas. This legislation charged the Texas Information and Referral network with the development, coordination and implementation of a statewide health and human services information and referral system. That system is the 2-1-1 Texas Information and Referral Network.
- Since the passage of initial legislation in 1997, several additional legislative actions have expanded and refined the 2-1-1 Texas Information & Referral Network scope of work.
- Senate Bill 397 (76th Session, 1999) required agencies receiving state funding to provide resource information to 2-1-1.
- House Bill 2641 (76th Session, 1999) required transportation information to be included in the 2-1-1 Texas Information & Referral Network database.
- House Resolution (77th Session, 2001) affirmed the importance of 2-1-1 TIRN the 2-1-1 Texas Information & Referral Network.
- House Bill 2048 (79th Session, 2005) was passed, instructing HHSC to expand the www.211texas.org site to include information about early childhood programs overseen by the Texas Education Agency. The legislation also required the development of a process that would enable parents and guardians to send an email directly to request application assistance for early childhood-related programs.
- RP 57 (Directive issued by Gov. Rick Perry, 2006) relating to implementing recommendations from the Governor's Task Force on Evacuation, Transportation, and logistics. This document created the system now known as the Transportation Assistance Registry (TAR). 2-1-1 Texas Information & Referral Network is assigned the role of data entry for the TAR. TAR is a database that allows vulnerable populations to notify their local emergency management offices that they may need assistance evacuating during an emergency.
- Senate Bill 1058 (80th Session, 2007) required 2-1-1 to provide referrals for reintegration services to military service members and their families.
- House Bill 2558 (81st Session, 2009) required home and community support health care providers to educate clients and their families about TAR.
- House Bill 1831 (81st Session, 2009) required assisted living centers and nursing homes to explain the TAR registration process to their residents and guardians.



The Many Doors of 2-1-1

Early in 2006, HHSC recognized the ease of access provided by the 2-1-1 phone system and expanded the options available to Texans. All callers are invited to select a language.

The options include:

Option 1: for information and referral on all health and human services available to the caller. HHSC's 2-1-1 Texas Information and Referral Network coordinates the work of the 25 regional Area Information Centers whose call specialists handle calls 24 hours a day.

Option 2: for state benefit programs such as SNAP (food stamps), Medicaid and the Children's Health Insurance Program (CHIP). The HHSC Office of Eligibility Services coordinates the work of a private vendor whose call centers handle the state benefit calls. The service is known as Your Texas Benefits.

Option 3: to report suspected waste, fraud or abuse of state resources. The calls are handled by HHSC's Office of the Inspector General.

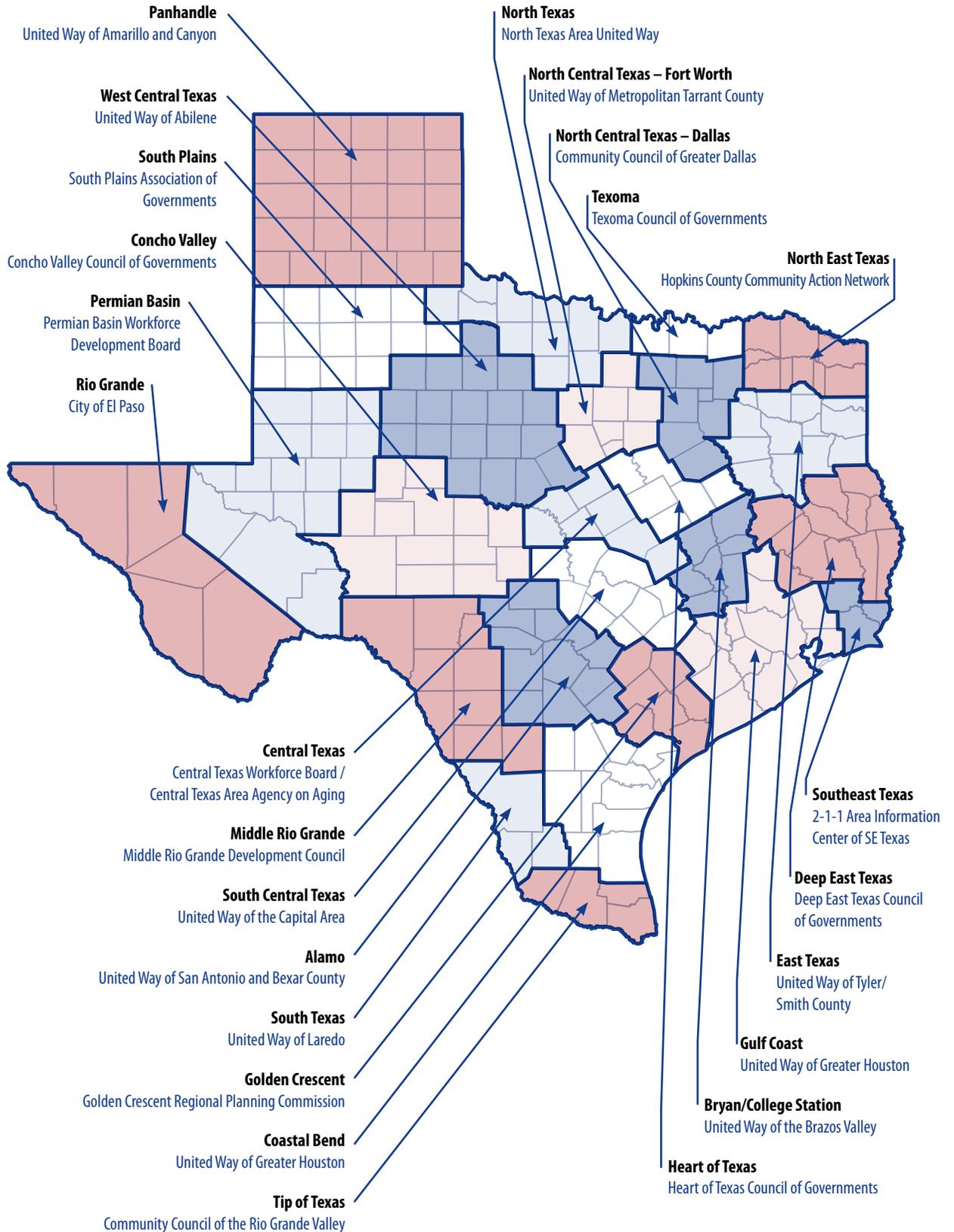
In 2007, The Governor's Division of Emergency Management (now the Texas Division of Emergency Management) assigned 2-1-1 TIRN to be the entry point for people to register with the TAR.

Thus, **Option 4** offers a route for registrants to provide their emergency transportation information to their local emergency management offices.



Area Information Centers Regional Boundary Map

2-1-1 Sites, Including contractors (Through SFY 2012)



The History of 2-1-1 Texas Information and Referral Network

Before the creation of 2-1-1 TIRN, there was no coordinated way to provide Texans with information about health and human services. The groundbreaking legislation that established 2-1-1 TIRN in 1997 is still recognized as a national model. Other states have a variety of 2-1-1 coverage and collaboration models, but the Texas model is recognized for its flexibility, efficiency and accuracy.

AIRS has played a central role in the development of 2-1-1 TIRN. The strength of today's collaborative model is in part a product of the *AIRS Standards for Professional Information and Referral and Quality Indicators*, Version 6.0, Revised January 2009, (the Standards) without which the individual Area Information Centers would not have achieved international accreditation through AIRS. The Standards define every aspect of best practices found in health and human services information and referral work.

On Oct. 2, 2002, the first 2-1-1 information and referral call for Texas was received and handled at a 2-1-1 Area Information Center in Austin, 2-1-1 TIRN was officially born. Today, a review of the past nine years reflects a statewide program that has experienced exponential growth while maintaining a solid foundation based on internationally recognized standards.

Credit for the strength of 2-1-1 TIRN begins with the elected officials who instructed HHSC to create a task force of information and referral experts to guide the creation of the program.

Task force recommendations included the establishment of a network of regions, with each region serving a multi-county area. Texas' diverse population and geography requires local representation and local service. The 25 Area Information Centers of 2-1-1 TIRN ensure that each community receives continual high-quality service.



Milestones

- 2000** The Federal Communication Commission assigns the 2-1-1 dialing code to be used for access to health and human services information.
- 2001** The Public Utility Commission adopts a rule for the implementation of the 2-1-1 dialing code in Texas.
25 Area Information Center regions are identified.
- 2002** Eighty percent of the Texas population can dial 2-1-1.
- 2004** 2-1-1 TIRN 24-hour, seven days a week, information and referral services are expanded statewide.
- 2005** The redesigned www.211texas.org website rolls-out.
The 79th legislature passes House Bill 2048, expanding the www.211texas.org website to include all public school programs child care and early childhood education programs and a method to contact the programs online.
2-1-1 TIRN is added to the Governor's Division of Emergency Management State Operations Center Council and becomes an integral member in providing emergency information and referral as Texas responds to hurricanes Emily, Katrina and Rita. In response to exponential call volume growth, 2-1-1 TIRN establishes a temporary call center and relocates 2-1-1 TIRN staff to manage the call center known as the "26th AIC."
- 2006** Designation of the Area Information Centers is accomplished through a formal solicitation, the invitation for applications.
The HHSC Executive Commissioner instructs 2-1-1 to establish the enterprise standing committee to enhance communication about health and human services enterprise agencies' programs to ensure that www.211texas.org represents the programs and services offered by the five HHS agencies.
- 2007** 2-1-1 responds to hurricanes Dean and Humberto. TIRN database staff, with the help of HHSC Information Technology, develop the Disaster Data Knowledgebase (KB).
- 2008** TIRN and the AICs respond to four major hurricanes (Dolly, Edouard, Gustav and Ike) all within approximately eight weeks.



2009 TIRN database and emergency management staff, with help of information technology, expand the knowledgebase to its present level.

TIRN AICs handle more than 2.4 million information and referral calls.

The www.211texas.org site is upgraded.

2010 TIRN Area Information Centers handle more than 2.6 information and referral calls.

The 2-1-1 TIRN website has more than 760,000 visits.

2011 2-1-1 TIRN AICs handle more than 3.4 million information and referral calls.

The 2-1-1 TIRN website logs almost 3.2 million page views.

2-1-1 TIRN begins migrating data from multiple software programs to one statewide software program, expanding the program's ability to monitor resource quality and to capture and analyze program statistics.

2-1-1 TIRN begins new collaborative relationships with state partners, the Texas Department of Housing and Community Affairs (TDHCA) and the Texas Interagency Council on Homelessness.



Quality Assurance

The variety of organizations within the 2-1-1 TIRN helps ensure that the work of 2-1-1 represents all the health and human services available to people in Texas.

In 2004, 2-1-1 TIRN completed development to become a statewide network. The participating organizations worked collaboratively with 2-1-1 TIRN/HHSC staff to arrive at an agreed-upon level of service. That service level agreement states that the goal of all 2-1-1 AICs is to answer at least 80 percent of calls within 60 seconds.

The international AIRS standards, while specific in many areas of information and referral, do not specify a service level, so the service level agreement developed by 2-1-1 TIRN help to define national and international work in this area.

2-1-1 TIRN AIC directors, database managers and disaster leadership participate in regular training to ensure continual quality improvement. TIRN training, combined with participation in the state and national level conferences affiliated with AIRS, provides state-of-the-art information for 2-1-1 TIRN.

2-1-1 TIRN boasts not only internationally certified staff, but many staff members hold undergraduate and graduate degrees. Some AIC database managers have backgrounds in library science. Call center leadership includes people with business, social work and nursing credentials. These special skill groups bring unique quality to the call center experience. This cumulative workforce skill set results in exemplary customer service for Texas.



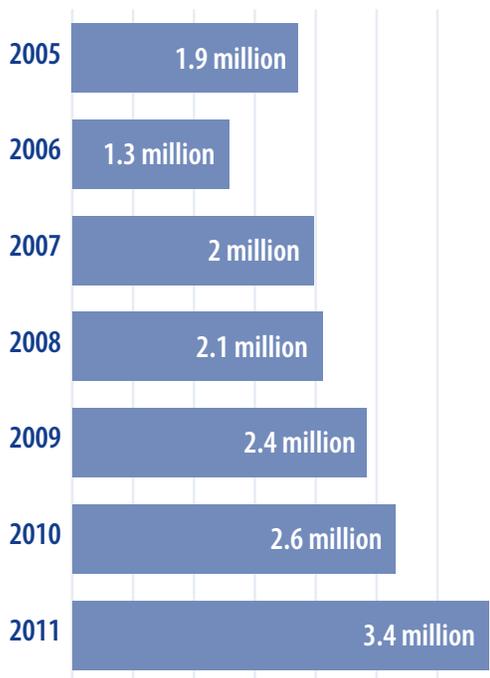
Caller Data

2-1-1 TIRN is a free, confidential, information and referral line, answered by trained experts 24 hours a day, seven days a week. When callers dial 2-1-1 and select Option 1, they are connected to the Area Information Center in their region.

Callers to 2-1-1 find information on services such as utility bill assistance, food, shelter, rent assistance, counseling, clothing, child care, disaster relief and more. During disasters such as hurricanes, floods, wild fires and ice storms, many Texans know to dial 2-1-1 for general disaster information. Dialing 2-1-1 during a disaster connects callers with critical safety information such as evacuation routes and shelter information.

The volume of calls handled by 2-1-1 TIRN continues to grow as more people, organizations and agencies discover the convenient and accurate information available through 2-1-1 TIRN.

2-1- Texas Information and Referral Network Annual Call Volume



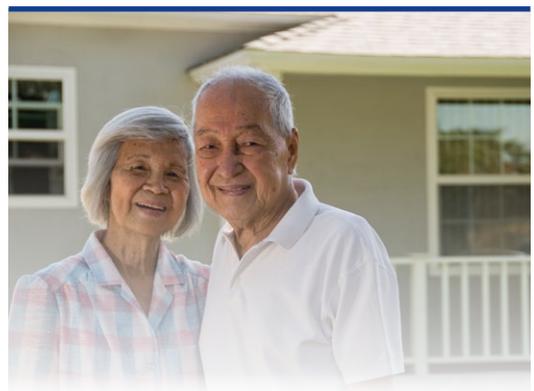
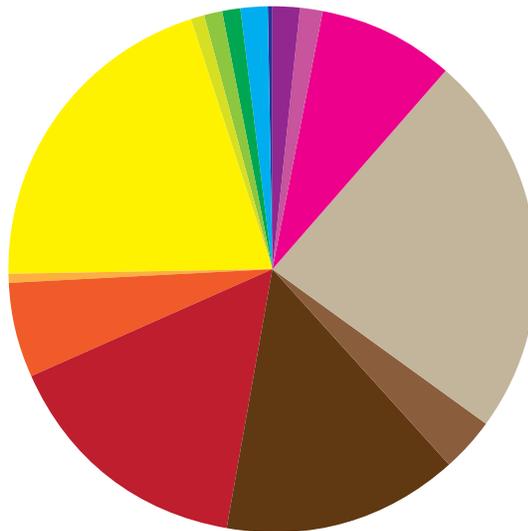
Information and Referral Problem /Needs Categories

AIRS collects annual information on the types of needs that callers have reported to 2-1-1 organizations across the country. The many hundreds of types of caller needs are aggregated into overarching categories and reported in a combined report called the Big Count.

The Texas report for the 2011 Big Count included a total of 3.5 million needs represented in the graph to the right.

2011 Texas Big Count

- Arts (0.2%)
- Clothing (1.7%)
- Disaster assistance (1%)
- Education (1%)
- Employment (0.9%)
- Food (20.2%)
- Government offices (0.5%)
- Health (5.8%)
- Housing (15.7%)
- Income assistance (14.4%)
- Individual assistance (3.4%)
- Information (23.5%)
- Legal services (8.4%)
- Mental health services (1.4%)
- Transportation (1.6%)
- Volunteer opportunities (0.2%)



The Alliance of Information and Referral Systems “Big Count”

AIRS is the professional organization for information and referral. AIRS is an international organization recognized for establishing *AIRS Standards for Professional Information and Referral and Quality Indicators*, version 6.0, revised January 2009 (The Standards).

AIRS training materials and services include processes for call center accreditation and for staff certification that help to guide quality assurance in service delivery. All 2-1-1 TIRN Area Information Centers are accredited and more than 75 percent of all 2-1-1 Area Information Center staff hold one or more certifications.

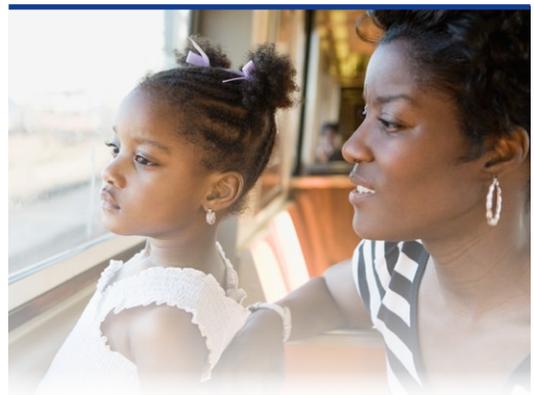
In addition to the Standards, AIRS has developed a taxonomy of health and human services terminology that helps information and referral services to ensure that resources are defined and coded in a consistent manner. AIRS requests annual data indicating caller needs that are compiled within defined categories. Those categories and information related to this annual data collection can be found at the AIRS website, www.airs.org/files/public/AIRS_ProblemNeeds_Final.doc. In 2011, the Big Count reported that Texas received 21% of the total 211 calls nationwide.



National Information and Referral Challenges and Debates

The field of information and referral benefits from leadership that is well-versed in public policy, state-of-the-art telecommunications technology and the provision of human services. That expertise allows national I & R leaders to recognize trends and to plan proactively. For two years in a row, 2-1-1 TIRN has collaborated with 2-1-1 and information and referral leaders nationwide and in Canada to conduct mystery call projects in which 2-1-1 leaders conduct mystery calls to determine the quality of service in one another's states or provinces. Texas continues to receive praise from colleagues across the United States and Canada for the consistently high quality of service provided.

The growing public awareness of information and referral brings attention from many community, state, and national leaders. Routine debates compare information and referral services to regular case management, screening and assess for program services and even brokering services of for-profit professional organizations. There are arguments to be made on both sides and 2-1-1 continues to grow and change.

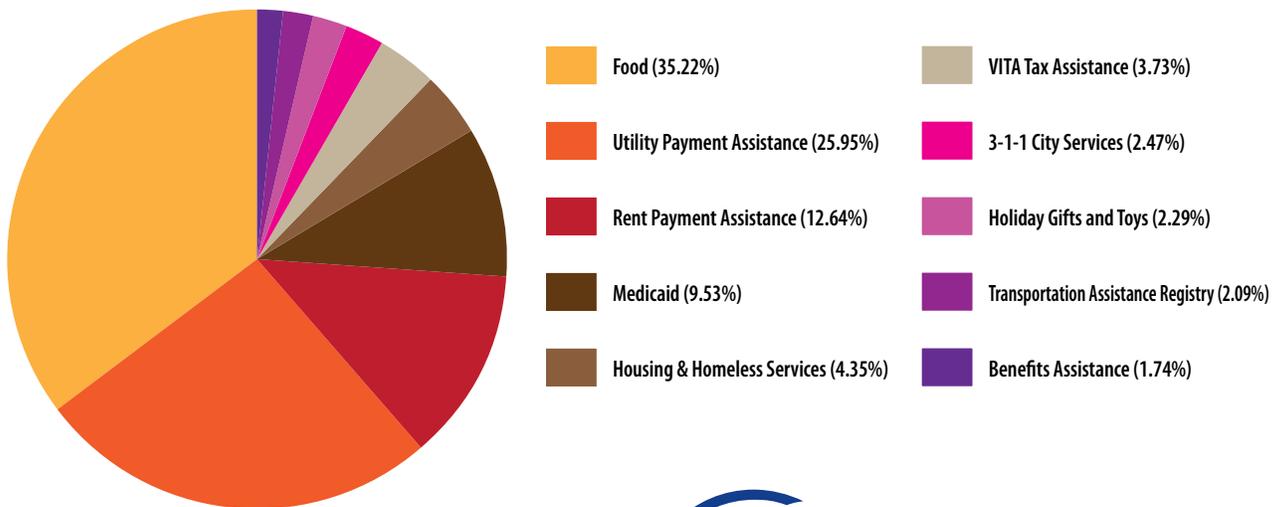


Top 10 Caller Needs

2-1-1 Texas Information and Referral Network call specialists report caller needs and other call center statistics each month. The chart to the right represents the top 10 caller needs statewide. **Utilities** needs led the list of caller needs every month in 2011. Utilities includes payment assistance and deposit payment assistance for electric, gas and water service. **Food** includes food pantries, food stamps, food vouchers and emergency food. **Rent** refers to any assistance with rent payments. **Housing** includes homeless shelters and housing authorities.

Most trends in caller need categories are easily recognizable. For example, during the winter holiday season, callers seeking help to provide holiday gifts and food for their families make up one of the top 10 caller needs groups.

Top 10 Caller Needs in 2011



Top 10 Unmet Caller Needs

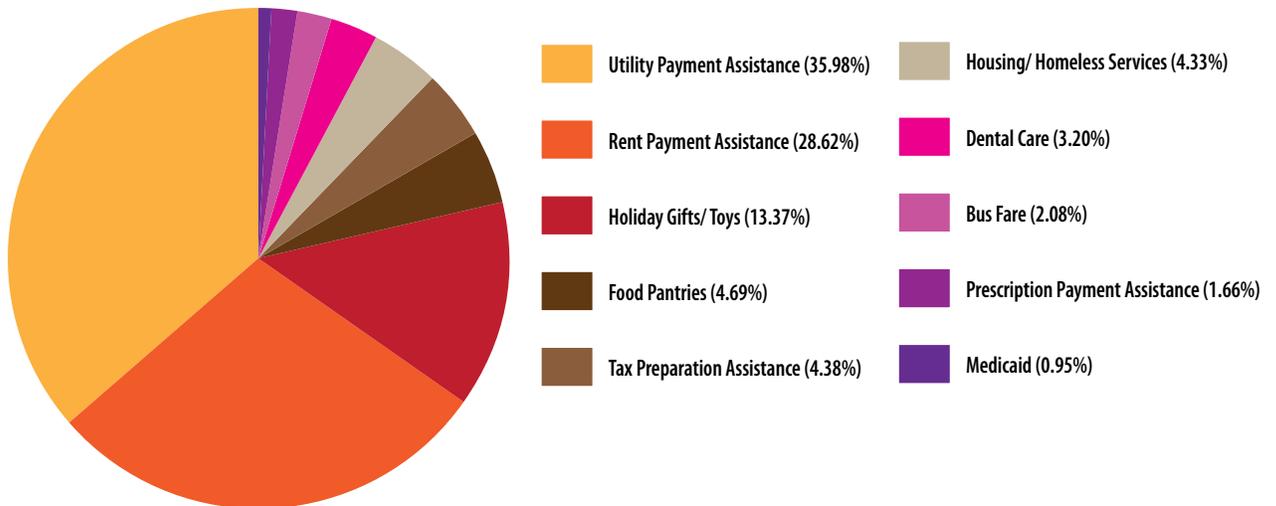
2-1-1 TIRN call specialists report caller needs and other call center statistics each month.

The chart to the right represents the top 10 unmet caller needs statewide. A need is considered unmet when the call specialist can't locate a resource to meet the caller's needs, or when circumstances such as lack of transportation, cost of services, etc., prevent the caller from accessing the resource.

Just as with the caller needs, the unmet needs categories provide a straightforward picture of growing needs in each region. This information is valuable for planning.

Unmet **Utility Payment Assistance** and **Rent Payment Assistance** led the list for 2011.

Top 10 Unmet Caller Needs in 2011



2-1-1 Texas Information and Referral Network on the Web

The 2-1-1 TIRN website combines the databases of local AICs and allows online searches for information on health and human services.

Total website page views in 2011: more than 3.1 million.

Features of the 211texas.org website:

- Search for health and human services programs based on the service needed or the program name by ZIP Code, city or county.
- Search for child-care services based on the different kinds of child care. Web visitors can also have emails sent directly to pre-Kindergarten, Head Start and other early childhood education programs to indicate interest in the programs.
- Search for disability services. All state agencies and non-profit organizations that offer disability services or programs in Texas are included.
- Search for veterans' services. The veterans' page on the website lists state and national programs and web links, as well as hotline and crisis numbers.

The Texas Information and Referral Network database inclusion criteria is based on the AIRS Standards for Professional Information and Referral. Accordingly, the information maintained by 2-1-1 TIRN and its community partners should include any governmental, nonprofit or critical for-profit agency that provides a health or human service required to address the needs of all groups in that service area/region.

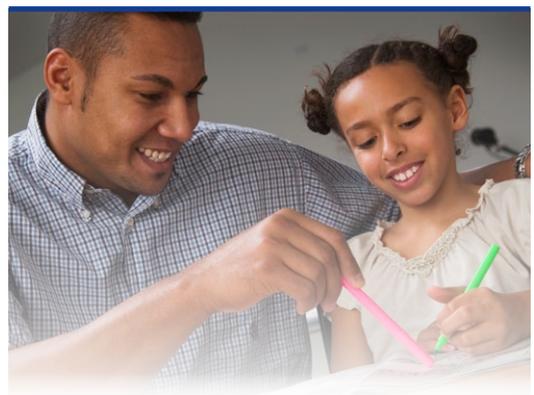
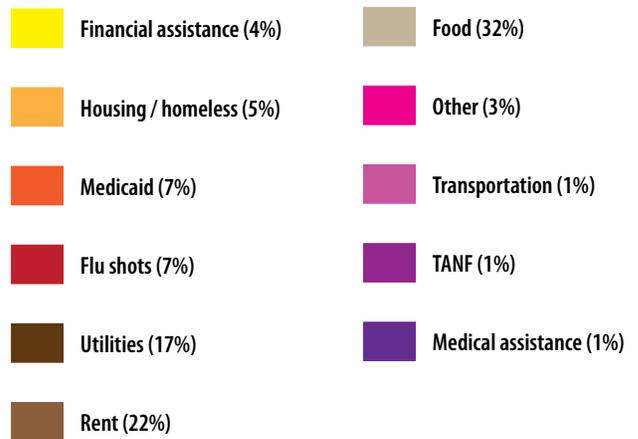
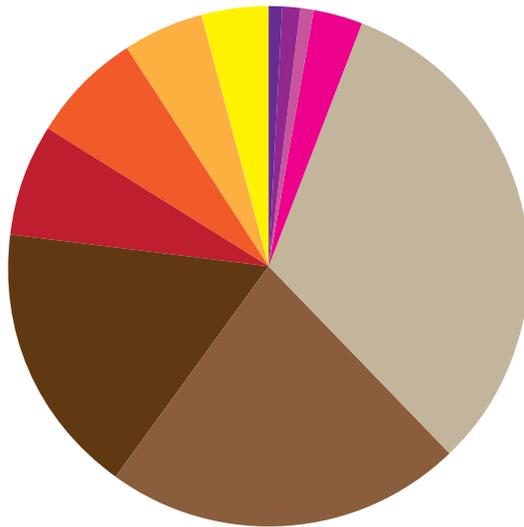
Visitors to the 2-1-1 TIRN search for a wide range of services. The website keeps a log of the top 10 most-frequent search topics. That list is dynamic and reflects the searches with the previous 24 hours. Some search terms include, but are not limited to:

- Air conditioners
- American Red Cross
- Animal control
- Assisted living facilities
- Assistive living technology
- Baby clothing
- Boarding houses
- Burial services
- Bus fare
- Car repair
- Child custody
- Child support
- Diapers
- Disease screening



- Education
- English as a Second Language
- Flu shots
- Furniture
- GED instruction
- Hearing aids
- Job training
- Legal aid
- Money management
- Respite care
- School supplies
- Shopping assistance

Top 10 Searches on www.211texas.org in 2011



Partnering State Agencies

2-1-1 TIRN has a finger on the pulse of human services in the state. Data on caller needs (both met and unmet), demographic information and web search information combine to create a unique collection of data that can help many state agencies and other organizations improve services.

Texas Workforce Commission (TWC) was the first state agency to recognize the value of 2-1-1 TIRN. Since 2004, TWC has contracted with 2-1-1 TIRN to provide child care information and referral services. The primary purpose of the contract is to ensure that all Texans have access to child care information by phone and/or online any time of the day or night. A secondary purpose is to track unmet child care needs to plan for possible development of additional resources. The most frequent unmet need is the cost of child care.

Since the initial partnership with TWC, Texas Department of Agriculture (TDA), Texas Department of State Health Services (DSHS), Texas Veteran's Commission, Texas Department of Housing and Community Affairs (TDHCA) and the Texas Division of Emergency Management have all requested the partnership of 2-1-1 Texas Information and Referral Network with positive results. The following pages illustrate some of the projects that 2-1-1 TIRN shares with other agencies.

Helping Texas Children and Families

Since 2004, the TWC has contracted with 2-1-1 TIRN to provide child care information and referral services. Parents can speak with call specialists to get help finding child care 24 hours a day, 365 days a year. In 2004, 2-1-1 handled 7,314 child care information and referral calls. In 2011, 2-1-1 TIRN handled more than 33,000 child care calls.

2-1- Texas Information and Referral Child Care Calls



Early Childhood Education

In 2005, the Texas Legislature passed House Bill 2048, which expanded the function of the www.211texas.org website to include a comprehensive list of all public pre-kindergarten programs and all locations providing child care subsidies.

Families searching for pre-kindergarten programs or assistance with child care costs can submit application requests online at www.211texas.org.

More than 28,500 website visitors sought child care and pre-kindergarten information in 2011.

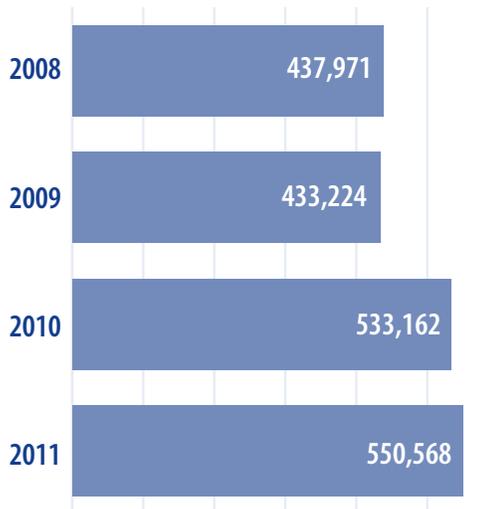
2011 Resource Referral type	Email	Searches
Early head start	964	7,704
Head start	473	2,619
Pre-kindergarten	275	2,834
21st Century Community Learning Centers	44	679
Communities in Schools	44	857
Preschool programs for children with disabilities	59	703
Texas Workforce Centers	2,292	13,126
Total	4,151	28,522

Texas Department of Housing and Community Affairs

TDHCA has become a partner of 2-1-1 TIRN. The partnership began with coordinated work to establish a centralized database.

The partnership has continued and expanded as TDHCA and the Texas Department of Aging and Disability Services (DADS) work with 2-1-1 TIRN to develop a one-stop housing clearinghouse within the www.211texas.org site. When the project is completed, people with disabilities will be able to choose a tab on 211texas.org and go directly to lists of housing and related resources in their communities.

2-1- Texas Information and Referral Callers for Housing Assistance



Working to End Homelessness in Texas

In 2011, the 2-1-1 TIRN partnered with the Texas Interagency Council on Homelessness (TICH).

The 2-1-1 caller needs data can be mapped by region, county and ZIP Code to help HHSC planners work with TICH to study patterns in homelessness. Services to vulnerable populations can be directed to areas where caller needs for such things as housing, food pantries, community clinics and emergency dental care are particularly concentrated.

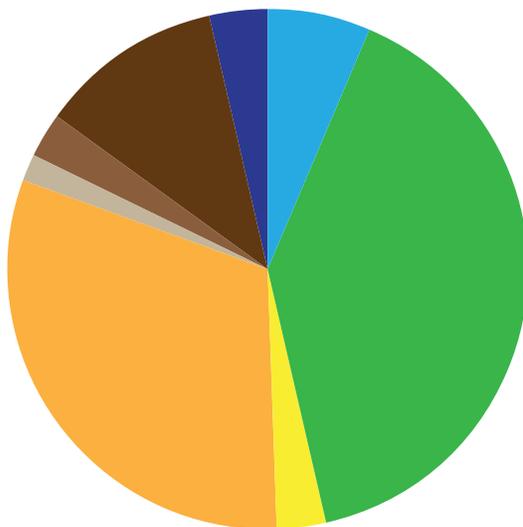
HHSC Enterprise Agencies Partnering in Response to Emergencies

Texas Department of State Health Services (DSHS) piloted an innovative program with HHSC, employing the 2-1-1 TIRN in 2009. The novel H1N1 flu pandemic brought a need for specialized medical information to be made available to the public.

The program partnered 2-1-1 Texas Information and Referral Network with DSHS to provide Texans with easy access to H1N1 flu information. A temporary call center, staffed by medical professionals from DSHS, joined the 2-1-1 TIRN to provide guidance and referrals in response to callers' flu needs.

Today, that call center has been updated with additional 2-1-1 call technology and stands ready for activation in the event of a statewide emergency. Enterprise staff who are been trained and experienced in interacting with people in crisis can quickly be re-assigned to operate the call center.

Caller Needs Related to Homelessness in 2011



Feeding Texas Children

TDA contracts with the 2-1-1 TIRN to provide referrals to summer feeding sites as part of the Summer Nutrition Program. Just as with other special programs, the 2-1-1 call specialists track unmet needs for the Summer Nutrition Program so that new feeding sites can be developed the areas that report unmet needs. The data from the program helps to assure that the maximum number of Texas children have access to nutritious meals year-round. 2-1-1 has provided this service to the TDA since that agency assumed responsibility for the program in 2007. During the summer of 2011, 2-1-1 TIRN call specialists handled 6,180 calls for summer feeding programs and provided more than 8,200 referrals to feeding sites.

Comparison of Feeding Site Referrals

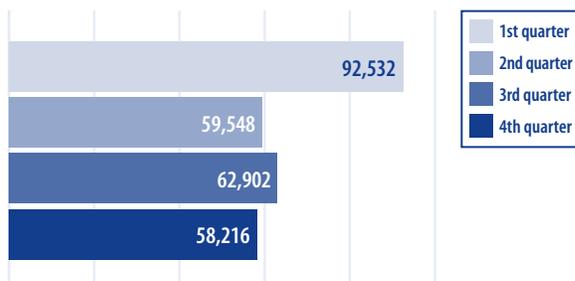


Maternal and Child Health

2-1-1 TIRN continues to provide Maternal and Child Health Services call data to DSHS. The data helps DSHS meet the reporting requirements of the Title V Block Grant. The data is also used in development of the Title V Grant Five Year Needs Assessment. During 2011, 2-1-1 TIRN made 273,198 referrals to DSHS Maternal and Child Health Services programs.



Title V Referrals in 2011



Services to Military Service Members and their Families

Since 2008, 2-1-1 TIRN has participated in the Partners Across Texas initiative to enhance support for Texas Army National Guard and Texas Air National Guard members and their families.

Several 2-1-1 Area Information Centers have received grant funding from the Texas Veterans Commission. The additional funding helps them focus on outreach and services to veterans. This is especially important in rural Texas, where returning veterans can have trouble finding services.

Today, 2-1-1 TIRN call specialists ask every caller if the caller is a member of the military or a family member of someone in the military service. 2-1-1 TIRN call specialist training has been enhanced through a course developed by the HHSC Office of Acquired Brain Injury that helps call center agents identify callers who may have trouble communicating due to brain injuries.

2-1-1 TIRN staff participate in a variety of initiatives to ensure that service members and their families have full access to resources.

Assisting Texans Before, During, and After Emergency Events

2-1-1 TIRN participates in the State Operations Center during events that require statewide emergency response. The 25 regional 2-1-1 Area Information Centers provide safety information to callers and report trends and local community observations as calls are logged by 2-1-1.

Since 2007, 2-1-1 TIRN has also registered callers who fear they may be unable to evacuate their homes during a disaster. The Transportation Assistance Registry information is made available to local emergency management officials on a real-time basis to help them locate and help vulnerable citizens.

2011 Transportation Assistance Registry Requests Received



Looking Forward

2-1-1 Texas Information & Referral Network continues to grow in call volume and in flexibility. The 2-1-1 call data is a snapshot of the state of Texans' day to day challenges. State agencies use 2-1-1 data to plan allocation of their program resources. Elected officials use 2-1-1 data to track trends in community needs. Local programs use 2-1-1 data to show the effectiveness of their programs and to plan enhancements to existing programs. 2-1-1 Texas Information & Referral Network staff know that as each agency or organization begins to feel ownership of their role within the 2-1-1 program, another step is taken toward complete, statewide community awareness of this valuable service

Today, 2-1-1 Texas Information & Referral Network continues to provide comprehensive round-the-clock information and referral services with a goal of responding to 80 percent of callers within 60 seconds. It is anticipated that the total call volume in 2012 will exceed 4,000,000 calls.

The staff of 2-1-1 Texas Information & Referral Network and the 25 regional Area Information Centers welcome the chance to assist more Texans to find the help they need.



Area Information Center Directors

(as of 12-31-2011)

- Alamo – Jeff Vance
- Bryan/College Station – Alison Prince
- Central Texas – Wanda Williams
- Coastal Bend – David Jobe
- Concho Valley – Toni P. Gutierrez
- Deep East Texas – Holly Anderson
- East Texas – Karen Boehm
- Golden Crescent – Cindy Cornish
- Gulf Coast – David Jobe
- Heart of Texas – Gary Luft
- Middle Rio Grande – John Ruiz Jr.
- North Central Dallas – Jacqueline West
- North Central Fort Worth – Vicki Mize
- North East Texas – Adam Teer
- North Texas – Matt Yell
- Panhandle – Melanie Smoot
- Permian Basin – Juanita Castilleja
- Rio Grande – Angela Mora
- South Central – Kay Euresti-Garza
- South Plains – Aida Martinez
- South Texas – Peggy Duncan
- Southeast Texas – Colleen Halliburton
- Texoma – Judy Fullylove
- Tip of Texas – Jose Luis Gonzalez
- West Central – Mary Cooksey



HHSC Executive Management

- Tom Suehs – Executive Commissioner
- Stephanie Muth – Deputy Executive Commissioner, Office of Social Services
- Liz Garbutt – Director – Office of Community Access

2-1-1 Texas Information and Referral Network

- Beth Wick – Program Manager
- Jennifer Mathys – Program Initiatives Manager
- Deborah Ballard – Program Liaison for External Stakeholders
- Wendy Clark – Information Specialist
- Holly Gordon – Resource Manager
- Allen Irby – Service Manager
- Neva Price – Fiscal Coordinator
- Debi Smith – Program Liaison for Area Information Centers
- Henry Thomas – Contract Manager
- Veronica Villanueva – Contract Manager, Unit Lead

For more information about 2-1-1 Texas Information & Referral Network, please contact Beth Wick, Program Manager, at 512-483-5110 or beth.wick@hhsc.state.tx.us

