

By: Campos

H.B. No. 1225

A BILL TO BE ENTITLED

1 AN ACT

2 relating to an evaluation by the housing and health services  
3 coordination council of the 2-1-1 services provided by the Texas  
4 Information and Referral Network.

5 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF TEXAS:

6 SECTION 1. The heading to Section 2306.1096, Government  
7 Code, is amended to read as follows:

8 Sec. 2306.1096. DUTIES; ANNUAL AND BIENNIAL REPORTS  
9 [~~REPORT~~].

10 SECTION 2. Section 2306.1096, Government Code, is amended  
11 by adding Subsections (a-1), (a-2), and (b-1) and amending  
12 Subsection (b) to read as follows:

13 (a-1) To help inform an expansion of service-enriched  
14 housing throughout the state, not later than August 1 of each year  
15 the council shall complete and submit to the department an  
16 evaluation of the 2-1-1 services provided by the Texas Information  
17 and Referral Network that considers:

18 (1) data collection from user calls and website visits  
19 to determine:

20 (A) the extent of use of 2-1-1 Texas services;

21 (B) demographic characteristics of 2-1-1 Texas  
22 users;

23 (C) existing needs of 2-1-1 Texas users;

24 (D) potential marketing needs; and

1                   (E) comparisons with similar systems in other  
2 states;

3                   (2) the database of the Texas Information and Referral  
4 Network with respect to:

5                   (A) current integration status of statewide  
6 information and state agency resources;

7                   (B) current integration status of regional and  
8 local information and community resources;

9                   (C) the process of identifying new service  
10 providers and including those providers in the database;

11                   (D) the monitoring of local organizations and  
12 state agencies to ensure those entities are providing updated lists  
13 of resources to include in the 2-1-1 Texas database; and

14                   (E) the ability to timely update  
15 emergency-related information into the database;

16                   (3) 2-1-1 Texas user interviews and recommendations  
17 with respect to a user's point-of-entry experience and satisfaction  
18 with any community resource information or referrals resulting from  
19 the use of the service, and any other applicable 2-1-1 Texas user  
20 recommendations;

21                   (4) referral outcome statistics for 2-1-1 Texas users;  
22 and

23                   (5) 2-1-1 Texas leadership interviews and  
24 recommendations with respect to:

25                   (A) technology and communication enhancements,  
26 including texting and a two-way application programming interface;

27                   (B) measures designed to connect specialized

1 populations with available state and local services;

2 (C) practices that support area information  
3 centers in any efforts to join with community partners to engage in  
4 special projects that leverage the 2-1-1 Texas platform,  
5 technology, and system; and

6 (D) increasing innovation, efficiency, and  
7 system integration with state agencies and community partners.

8 (a-2) The Texas Information and Referral Network shall work  
9 with the council to determine what de-identified information could  
10 be included in the evaluation required under Subsection (a-1) to  
11 improve the provision of service-enriched housing.

12 (b) The council shall develop a biennial plan to:

13 (1) implement the goals described by Subsection (a);  
14 and

15 (2) improve the delivery of community resource  
16 information and referrals by considering the results of the  
17 evaluation conducted under Subsection (a-1).

18 (b-1) The department may use funds from general revenue to  
19 contract for services on behalf of the council in relation to the  
20 council's duties under Subsection (a-1).

21 SECTION 3. This Act takes effect September 1, 2021.