

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) and (b-1) and amending Subsection (b)  
12 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 services;  
21 (B) demographic characteristics of 2-1-1 users;  
22 (C) existing needs of 2-1-1 users;  
23 (D) potential marketing needs; and  
24 (E) comparisons with similar systems in other

1 states;

2 (2) scenario testing to evaluate whether local call  
3 specialists at area information centers are:

4 (A) well trained and professional;

5 (B) knowledgeable about local resources;

6 (C) able to quickly identify and provide  
7 available resources;

8 (D) able to deliver services to the elderly, the  
9 disabled, and Spanish speakers; and

10 (E) personally committed to positive outcomes  
11 and user satisfaction;

12 (3) scenario testing to evaluate the 2-1-1 Texas  
13 website for:

14 (A) ease of use, intuitive searches, and refined  
15 searching methods;

16 (B) the ability to provide information and  
17 referrals relevant to the needs presented by users;

18 (C) the ability to provide search results by  
19 geographic location;

20 (D) online customer service support;

21 (E) compliance with Section 508, Rehabilitation  
22 Act of 1973 (29 U.S.C. Section 794d); and

23 (F) the capacity to serve as a one-stop resource  
24 of direct and indirect services;

25 (4) the database of the Texas Information and Referral  
26 Network with respect to:

27 (A) current integration status of statewide

1 information and state agency resources;

2 (B) current integration status of regional and  
3 local information and community resources;

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

6 (D) the monitoring of local organizations and  
7 state agencies to ensure those entities are providing updated lists  
8 of resources to include in the 2-1-1 database; and

9 (E) the ability to timely update  
10 emergency-related information into the database;

11 (5) 2-1-1 Texas user interviews and recommendations  
12 with respect to a user's point-of-entry experience and satisfaction  
13 with any community resource information or referrals resulting from  
14 the use of the service, and any other applicable 2-1-1 Texas user  
15 recommendations;

16 (6) referral outcome statistics for 2-1-1 Texas users;  
17 and

18 (7) 2-1-1 Texas leadership interviews and  
19 recommendations with respect to:

20 (A) the Texas Information and Referral Network  
21 program manager;

22 (B) area information center coordinators for  
23 each region of the state;

24 (C) local call specialists;

25 (D) local service providers; and

26 (E) council members.

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

1           (1) implement the goals described by Subsection (a);

2 and

3           (2) improve the delivery of community resource  
4 information and referrals by considering the results of the  
5 evaluation conducted under Subsection (a-1).

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

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