

BILL ANALYSIS

H.B. 833
By: Campos
Human Services
Committee Report (Unamended)

BACKGROUND AND PURPOSE

Texas 2-1-1 is a vital resource for connecting Texans with a variety of important services, such as services provided by local health and social service agencies. People across the state rely on 2-1-1 for accurate information and connection to these services particularly during times of crisis. The United Way of Texas has reported that 2-1-1 Texas lags behind other states in terms of efficiency, innovation, and system integration and is in need of critical technological and communications enhancements. H.B. 833 seeks to address this issue by tasking the Housing and Health Services Coordination Council with an annual evaluation of the 2-1-1 services provided by the Texas Information and Referral Network.

CRIMINAL JUSTICE IMPACT

It is the committee's opinion that this bill does not expressly create a criminal offense, increase the punishment for an existing criminal offense or category of offenses, or change the eligibility of a person for community supervision, parole, or mandatory supervision.

RULEMAKING AUTHORITY

It is the committee's opinion that this bill does not expressly grant any additional rulemaking authority to a state officer, department, agency, or institution.

ANALYSIS

H.B. 833 amends the Government Code to require the Housing and Health Services Coordination Council, not later than August 1 of each year and for purposes of helping to inform an expansion of service-enriched housing throughout Texas, to complete and submit to the Texas Department of Housing and Community Affairs (TDHCA) an evaluation of the 2-1-1 services provided by the Texas Information and Referral Network that considers the following:

- data collection from user calls and website visits for purposes of making certain determinations regarding the use of 2-1-1 Texas services;
- the database of the Texas Information and Referral Network with respect to certain topics relating to integration status and database updates, including emergency-related updates;
- 2-1-1 Texas user interviews and recommendations with respect to a user's point-of-entry experience and satisfaction with any community resource information or referrals resulting from the use of the service, and any other applicable 2-1-1 Texas user recommendations;
- referral outcome statistics for 2-1-1 Texas users; and
- 2-1-1 Texas leadership interviews and recommendations with respect to the following:
 - technology and communication enhancements, including texting and a two-way application programming interface;
 - measures designed to connect specialized populations with available state and local services;

- practices that support area information centers in any efforts to join with community partners to engage in special projects that leverage the 2-1-1 Texas platform, technology, and system; and
- increasing innovation, efficiency, and system integration with state agencies and community partners.

The bill requires the Texas Information and Referral Network to work with the council to determine what de-identified information could be included in the evaluation to improve the provision of service-enriched housing.

H.B. 833 authorizes TDHCA to use funds from general revenue to contract for services on the council's behalf in relation to the council's duties regarding the annual evaluation. The bill expands the purposes for which the council is required to develop a biennial plan to include improving the delivery of community resource information and referrals through the consideration of the evaluation results.

EFFECTIVE DATE

September 1, 2023.