

By: Campos

H.B. No. 833

A BILL TO BE ENTITLED

AN ACT

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

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

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

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

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

(A) the extent of use of 2-1-1 Texas services;
(B) demographic characteristics of 2-1-1 Texas users;

(C) existing needs of 2-1-1 Texas users;
(D) potential marketing needs; and
(E) comparisons with similar systems in other states;

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

1 (A) current integration status of statewide
2 information and state agency resources;

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

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

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

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

12 (3) 2-1-1 Texas user interviews and recommendations
13 with respect to a user's point-of-entry experience and satisfaction
14 with any community resource information or referrals resulting from
15 the use of the service, and any other applicable 2-1-1 Texas user
16 recommendations;

17 (4) referral outcome statistics for 2-1-1 Texas users;
18 and

19 (5) 2-1-1 Texas leadership interviews and
20 recommendations with respect to:

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

23 (B) measures designed to connect specialized
24 populations with available state and local services;

25 (C) practices that support area information
26 centers in any efforts to join with community partners to engage in
27 special projects that leverage the 2-1-1 Texas platform,

1 technology, and system; and

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

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

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

9 (1) implement the goals described by Subsection (a);
10 and

11 (2) improve the delivery of community resource
12 information and referrals by considering the results of the
13 evaluations conducted under Subsection (a-1).

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

17 SECTION 2. This Act takes effect September 1, 2023.