

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. The heading to Section 2306.1096, Government Code, is amended to read as follows:

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

SECTION 2. 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 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

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 evaluations 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, 2023.