

Committee: General

RESOLUTION
Texas Information and Referral Network (211)

A RESOLUTION TO support and fund the Texas Information and Referral Network and their 25 designated Area Information Centers in order to fully implement the "2-1-1" universal telephone number to access community health and human service information, 24 hours per day, seven days per week.

WHEREAS, The most common and frequent complaint among Texans has been their inability to locate comprehensive information about resources for health and human services with one call; and

WHEREAS, 211 has been shown to be very effective in other states by enhancing awareness of available services, permitting consumers to receive assistance before the need becomes a crisis, enhancing coordination among agencies in local communities, and saving the time and effort of critical 911 personnel in responding to non-emergency calls; and the 77th Legislature also recognized the value of 211 by authorizing the implementation and appropriating funds for the infrastructure of 2-1-1 in Texas; now, therefore, be it

RESOLVED, That the Texas Silver-Haired Legislature urges the Texas Legislature to continue financial support to fully implement the technology, training and 24/7 access to the statewide 2-1-1 system that improves access to health and human services and demonstrates community collaboration through a 50% matching by the Area Information Centers.

PASSED AND APPROVED on September 17, 2002, by the General Committee.

Harthia Bockmon, Chairman

PASSED AND APPROVED on September 18, 2002, by the Texas Silver-Haired Legislature.

Chris Kyker, Speaker

ATTEST:

Jean McCloud, Secretary