

BILL ANALYSIS

Senate Research Center
87R20092 JAM-D

H.B. 1225
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Local Government
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Engrossed

AUTHOR'S / SPONSOR'S STATEMENT OF INTENT

Many states have used the 2-1-1 technology and collaboration infrastructure to support specialized populations.

There have been calls to identify strategies on how to best leverage the 2-1-1 Texas system capabilities for these purposes and to provide for better use of that system in disaster response and recovery.

While significant improvements were made in the 86th Legislative Session to enhance the state's ability to support Texans during times of disaster through 2-1-1 services, implementation has been delayed and improvements are still needed.

H.B. 1225 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.

H.B. 1225 amends current law 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.

RULEMAKING AUTHORITY

This bill does not expressly grant any additional rulemaking authority to a state officer, institution, or agency.

SECTION BY SECTION ANALYSIS

SECTION 1. Amends the heading to Section 2306.1096, Government Code, to read as follows:

Sec. 2306.1096. DUTIES; ANNUAL AND BIENNIAL REPORTS.

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

(a-1) Requires the housing and health services coordination council (council), to help inform an expansion of service-enriched housing throughout the state, not later than August 1 of each year 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:

(1) data collection from user calls and website visits to determine the extent of use of 2-1-1 Texas services, demographic characteristics of 2-1-1 Texas users, existing needs of 2-1-1 Texas users, potential marketing needs, and comparisons with similar systems in other states;

(2) the database of the Texas Information and Referral Network with respect to current integration status of statewide information and state agency resources, current integration status of regional and local information and community

resources, the process of identifying new service providers and including those providers in the database, the monitoring of local organizations and state agencies to ensure those entities are providing updated lists of resources to include in the 2-1-1 Texas database; and the ability to timely update emergency-related information into the database;

(3) 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;

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

(5) 2-1-1 Texas leadership interviews and recommendations with respect to 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.

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

(b) Requires the council to develop a biennial plan to implement the goals described by Subsection (a), and improve the delivery of community resource information and referrals by considering the results of the evaluation conducted under Subsection (a-1).

(b-1) Authorizes TDJCA to use funds from general revenue to contract for services on behalf of the council in relation to the council's duties under Subsection (a-1).

SECTION 3. Effective date: September 1, 2021.