



The Education Matters Initiative

ISSUE

CONNECTING FAMILIES IN NEED TO INFORMATION AND RESOURCES THROUGH TEXAS 2-1-1

CURRENT STATUS

Local Area Information Centers provide free information on where to find services including assistance for food, shelter, rent and utilities; child care, after-school programs, senior services, disaster relief, employment help, medical and mental health assistance, help with transportation and trained suicide intervention counseling and other services.

Call Specialists answer inquiries 24 hours a day; 7 days a week.

In 2006 2-1-1 Texas handled 1,287,603 calls; in 2007 1,979,702 calls were handled, an increase of 692,099 calls. *SOURCE: Texas Health and Human Services*

KEY CONSIDERATIONS

Call volume is projected to increase to 2.5 million calls in 2011, putting quality standards in jeopardy should lack of funding result in understaffing.

RECOMMENDATIONS

Support requested additional funding of \$2 million for the next two years for 2-1-1 Area Information Centers so that they will be able to respond effectively to an increased call volume.