



TEXAS
Health and Human
Services

2-1-1 Overview

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Access and Eligibility Services

March 28, 2023



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Texas 2-1-1 Options

Option 1 Texas Information and Referral Network (TIRN)

This option provides callers with information and referral services to access resources in their local communities.

It also serves as a centralized information center for individuals seeking services, resources or information in the wake of a disaster or public health emergency.

Option 2 Eligibility Support Services (ESS) Call Center

This option provides callers with information regarding public assistance benefits, application processing updates, assistance with submitting applications or reporting household changes.

Eligibility Support Services (Option 2)

- This option provides general and case specific information for the following programs:
 - Supplemental Nutrition Assistance Program (SNAP)
 - Temporary Assistance for Needy Families (TANF)
 - Medicaid, such as:
 - Pregnant women
 - Children under 19 years of age
 - Low-income Families with a dependent child
 - Healthy Texas Women
 - Long Term Care Services (i.e., Medicare Savings Programs, etc.)
 - CHIP and CHIP Perinatal
- Eligibility for these programs is determined by HHSC eligibility staff.
- For programs or services not handled by ESS Option 2, the caller is transferred to TIRN Option 1.



2-1-1 Texas Information and Referral Network (Option 1)

All information is available to the public and accessible at www.211texas.org, by phone and web-based chat. Options 1, 4, 5, 6, and 8 connect callers to trained Call Specialists.

Option 1

Provides information on services within the caller's area

Option 4

Aids in the registration to the Texas Department of Emergency Management, State of Texas Emergency Assistance Registry (STEAR)

Option 5

Activated in times of disaster to provide callers with key information on disaster resources such as evacuation routes, FEMA registration assistance, and shelter locations

Option 6

Activated in times of epidemic, pandemic, or public health emergency

Option 8

Provides information and referral to mental health and substance abuse support

