



# 2-1-1 Texas InfoLine

## North Central Texas, Dallas Region

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# What is 2-1-1 Texas InfoLine?

- 2-1-1 is an easy to remember telephone number that connects callers to information and referrals for critical health and human services available in their community.
- Sponsored by the Community Council of Greater Dallas, 2-1-1 Texas InfoLine answers calls coming from an eight-county area throughout North Central Texas.



# 2-1-1 Texas InfoLine Database

- 2-1-1 has developed the areas most comprehensive database of human service resources.
- Our database meets the standard requirements of the national industry association Alliance of Information and Referral Systems (AIRS).

# What happens when someone calls 2-1-1?

- Caller will reach a trained information Specialist
- By simply providing the Specialist with a zip code, age and precise reason for calling, 2-1-1 Specialists will provide information about and referrals to human services for every day needs and in times of crisis. 2-1-1 Specialists are prepared to offer access to the following types of services:
  - **Basic Human Needs**
  - **Physical and Mental Health**
  - **Support for Older Americans and Persons with Disabilities**
  - **Employment Support**
  - **Support for Children, Youth and Families**
  - **Volunteer opportunities and donations**

*Source: [www.211.org](http://www.211.org)*



# 2-1-1 Texas InfoLine

## Disaster Assistance



- 2-1-1 works to enhance public safety and disaster recovery efforts
- During the 2005 Hurricanes, statewide 2-1-1 Texas Specialists received over 18,000 calls a day, relaying evacuation and shelter information, answering emergency questions, and making referrals to social services.
- Locally, the Dallas center took 24,000 calls in the first weeks following evacuations due to Hurricane Katrina. During the five-week period, callers were seeking temporary shelter, permanent housing, food, clothing, medicines and information to help locate family members.



# Aging Information Office (AIO)

- The Aging Information Office (AIO) was established as part of the Information and Referral Service sponsored by the Community Council of Greater Dallas.
- The AIO is designed to be the entry point to the Dallas Area Agency on Aging service system.
- The CCGD maintains a comprehensive database of all human service agencies and the AIO has immediate access to this information. An Aging Information Directory is also published by the CCGD and it is available free to the public.

# Benefits Counseling Program



- The Benefits Counseling Program provides legal assistance and awareness regarding public benefits and long term care insurance.
- This program is further enhanced by educational training sessions for older adults and professionals on topics that will help them obtain accurate information in the area of public benefits.
- Referral Process:
  - Clients may call 2-1-1 or (214) 379-4636 to be pre-screened by an Information Specialist from the Aging Information Office. If necessary, the client will be contacted to receive one-on-one counseling from a Benefits Counselor
  - Clients may also be referred to this program by Advocacy Center for the Elderly Affiliate agencies.

# Family Caregiver Support Program

- This program provides a multi-faceted system of support services for family caregivers and for grandparents raising grandchildren or older individuals who are relative caregivers.
- Services available to complement the care provided by caregivers may include minor home repair, chore services, durable medical equipment, counseling and respite care.
- The following are also available for clients: Lending Library, Caregiver Resource Kit and List of Support Groups
- Referral Process:
  - Clients may call 2-1-1 or (214) 379-4636 to be referred to this program
  - Clients may also be referred to this program by Advocacy Center for the Elderly Affiliate agencies.





# Care Coordination



- This project works to assist agencies that have elderly clients with difficult or multiple problems who are 60 years of age and older.
- Eligibility Criteria:
  - Agencies wishing to become an affiliate should contact the Manager of the Advocacy Center for the Elderly (ACE) at (214) 871-5065
  - Clients are “agency representatives” that have clients (who live in Dallas County) with multiple and/or difficult problems to resolve

# Legal Assistance

- The Area Agency on Aging (AAA) provides legal assistance through a contract with an attorney for individuals identified and referred by AAA staff and Affiliate agencies.
- Referral Process:
  - Clients may be referred to this program only by Advocacy Center for the Elderly (ACE) Network Participants
  - Referral for legal assistance must include a completed intake form and release of information form signed by the client. These will be submitted directly to the attorney who will determine whether or not the case will be accepted.
  - If the case is accepted, the attorney will seek authorization from the Manager of the Advocacy Center for the Elderly and will also notify the referring agency of the status of the case.