

## **211 Texas Information**

- **What is 2-1-1 Texas and how does it work?**

2-1-1 connects callers with health and human services in their community. When you dial 2-1-1, you will talk to a trained resource specialist who has access to comprehensive database listings of nearly all health and human services that exists in Texas. Information and referral is available 24 hours a day, 7 days a week throughout the year. Information can be provided in over 90 different languages. Eligibility Services/State Benefits (option 2) is available Monday through Friday from 8 am to 8 pm. The Office of Inspector General, to report waste, fraud, and abuse (option 3) is available Monday through Friday from 8 am to 5 pm.

The alternate toll-free alternate access number is 1-877-541-7905.

- **Who is eligible to call 2-1-1?**

Any individual looking for information or assistance to identify the services best suited to meet his or her needs is eligible to call. Case managers, church leaders, employers, teachers or other agencies calling on behalf of their clients, members, employees or students are also welcome.

- **When I call 2-1-1, who is answering the phone?**

The Information and Referral services available through 2-1-1 are staffed by Call Specialists who are working towards or have received their endorsement as a Certified Information and Referral Specialist (CIRS) by the Alliance of Information and Referral Systems (AIRS). These Call Specialists are trained to provide you with professional service according to the AIRS Standards. They are skilled at quickly searching through a comprehensive database to find the most accurate and appropriate referrals to meet your needs.

- **What features does the [www.211Texas.org](http://www.211Texas.org) website provide?**

- Gives you the ability to search for health and human services programs based on the service you need or you can search by program name in your zip code, city or county.
- Gives you the ability to search for childcare services based on the different kind of child care, whether it is special need care, part time care, and drop in care, weekend care or programs providing transportation to/from school. You will also have the ability to specify the age of the child(ren) needing care and the type of child care facility based on your zip code or your city.
- Gives you the ability to search for Government Assisted Child Care and Education services based on your zip code and provides eligibility guidelines for each service.
- You can also search for other services for children. For example: WIC, medical care, therapy.
- Allows you to search for Disability Services. It lists all the State agencies and non-profit organizations that offer disability services or programs within the State of Texas.
- Allows you to search for programs offering Disability Services based on your zip code, city or county.
- Directs you to the website to apply for state benefits.
- Provides you with a list and contact information for all Area Information Centers (AIC) in the State of Texas.

- **Where does 2-1-1 get the child care information?**

All child care providers in the 2-1-1 database are either licensed or registered by the Texas Department of Family and Protective Services (DFPS). The information listed within this site comes from DFPS.

- **Will 2-1-1 give me free child care?**

No. The service that 2-1-1 provides is information and referral; we do not directly provide child care or any other services listed in our database. The 2-1-1 information specialist will help you to locate the child care options that fit your budget and child care needs. If you qualify for assistance with your child care costs, 2-1-1 will provide you with the information you need to access that assistance.

- **Can I find public school programs through 2-1-1?**

[www.211Texas.org](http://www.211Texas.org) includes licensed and registered child care providers in Texas as well as information on public school programs, including Pre-Kindergarten and after-school programs.

- **Can I apply to child care programs over the internet?**

Some programs have eligibility requirements. General eligibility guidelines are found at [www.211Texas.org](http://www.211Texas.org). The site also includes a convenient form that allows the visitor to send an email request directly to the local community program.