



COMMISSIONER
Adelaide Horn

July 21, 2006

To: Home and Community Support Services Agencies (HCSSAs) and Adult Day Care Facilities (ADCs)

Subject: Provider Letter #06-25 – **Encouraging Registration through the 211 System**

Effective: July 30, 2006

The purpose of this letter is to encourage registration of HCSSA and ADC clients with the 211 system.

According to the 211 Texas website at <https://www.211texas.org/211/index.jsp>, the 211 system is a public/private collaboration between the Texas Health and Human Services Commission (HHSC), the Texas Alliance of Information and Referral Systems (TAIRS), and community-based organizations such as local United Ways, Area Agencies on Aging, Councils of Government, Community Councils, and other local non-profit and governmental organizations. It is a free, easy-to-remember phone number that connects callers with health and human services in the community. Nationally certified specialists answer this confidential referral line 24 hours a day, seven days a week, and can provide information in almost any language, including Spanish. These trained professionals have access to the most comprehensive listings of available health and human services in Texas.

Individuals looking for information or assistance in identifying the services best suited to their needs are eligible to call. Case managers, church leaders, employers, teachers, and other organizations may call the 211 system on behalf of their clients, members, employees, or students.

All HCSSAs and ADCs are encouraged to help their clients who will need assistance to evacuate in the event of a disaster to register with the 211 system.

If you have questions regarding this process, please contact Vella Salazar, Program Specialist, Policy, Rules, and Curriculum Development, at (512) 438-3334.

Sincerely,

[signature on file]

Veronda L. Durden
Assistant Commissioner
Regulatory Services

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