

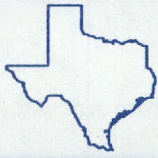
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Connecting Information and Referral Providers Across the State

Winter 1993

A New Year's Beginning

As we start this new year we want to take time to share with all who are interested in providing quality information and referral some of our thoughts and plans. We will use much of this issue to lay out some of the ideas we use to guide our work. We have included a short description of the Texas Health and Human Services Commission's view of an ideal field office. As part of the Commission, we have been in a good position to advocate for the pivotal role that information and referral can play in such a field office. We are looking for your input on relevancy, priority and usefulness. As always, we welcome your thoughts at 512-475-2661, or P.O. Box 12397, Austin, TX 78711. Happy New Year.

Project Planning Efforts

The Texas Information and Referral Project has always been driven by the interests and goals of information and referral providers. On a regular basis, Project staff work with the experts on its Advisory Committee to focus Project plans. As part of this process, to realign and innovate Project workplans, the Project would like to share and ask for input on some of the ideas that have been raised and that the Project would like to act on.

At its last meeting, on November 1, 1993, members of the Project's Advisory Committee laid out their perceptions of what currently constitutes the network for information and referral in Texas. They followed with what they would like to see the network look like.

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HHSC Ideal Field Office

The Texas Health and Human Services Commission has drafted a vision of an ideal field office, and is interested in getting your input on the concept.

The goal is to facilitate access to services available from state and local providers and eliminate multiple applications and eligibility screenings. The ideal field office is a Service Center that includes a mix of state and local health and human service providers who can screen for potential eligibility for services, determine eligibility for certain services, and provide some, if not all, services on site to an individual or family. Service managers can be assigned to those families or

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Correction

The latest update of *Finding Help in Texas: A Directory of Information and Referral Providers* will be sold for \$15.00 a copy, not the \$12.00 reported in the last edition of the *Texas I&R Exchange*. When ordering 50 or more copies, the per copy cost drops to \$12.00. The computer diskette version will still cost \$10.00.

Planning

(continued from p. 1)

AS IS

- There are currently 44 Hubs
- Funding is needed
- Clarification of I&R and other related services is needed, e.g. I&R vs. case management
- Where does it end? How far does it go?
- Information & Assistance is more than Information & Referral
- There is a lack of communication between state and local
- There is a lack of collaboration at all levels
- There is miscommunication among agencies at all levels
- Local providers have to be immediately responsible, while the state has a "measured pace"
- Services are duplicated at all levels

DESIRED STATE

- There should be more and quicker communication between state and local agencies
- The Project Support Center should play a stronger role in mediating and communicating issues
- There should be adequate funding for I&R
- There should be one network system
- Local providers should have access to adequate databases
- State updates should go to the local level immediately
- There should be an automated eligibility screener for local and state services
- Software should be standardized and made available at one location in a community
- There should be better availability of I&R to consumers
- There should be a central place for Hubs to feed information on changes in local service delivery sites

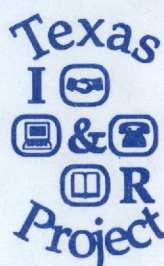
The above points will help in creating a picture of information and referral in Texas to guide talks with local and state officials, potential funders and new practitioners of information and referral. Now, both the Advisory Committee and the Project would like input from others to clarify, focus and round out the central concerns of information and referral providers. To comment, contact the Texas Information and Referral Project at P.O. Box 12397, Austin, TX 78711, ph. 512-475-2661.

Planning Retreat

The Texas Information and Referral Project has begun to adhere to the principles of **Texas Quality Service**. Quality service depends upon identifying one's customers to assure that the products produced are the ones that the customer really wants. The Project recently underwent an exercise to review who its customers are. Staff realized that
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Texas I&R Exchange is published quarterly by the Texas Information and Referral Project. Please direct questions, comments, information and articles to:

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December 1993 County Hub Directory

County Hub I&R providers have been identified as the most appropriate primary I&R contacts in their counties by other local I&R and service providers. They serve as touch points for their communities by knowing about the full range of services available, including other I&R services, and are well informed on I&R issues. They are the building blocks of the statewide network of I&R providers under development by the Texas Information and Referral Project.

Anderson County

Multi-Cultural Education Center
P.O. Box 1626
Palestine 75802
903-729-0344

Archer County

ANAG, Inc.
Archer Services Center
202 E. Walnut
Archer City 76351
817-574-4572

Bastrop County

Family Crisis Center
P.O. Box 736
Bastrop 78602
512-321-7760

Bell County

United Way of Central Texas
P.O. Box 1312
Temple 76503-1312
817-773-9291

Bexar County

United Way of San Antonio & Bexar
County
Information and Referral
P.O. Box 898
San Antonio 78293
210-224-5000 x252

Brazoria County

Helpline, Information and Referral
Service
United Way of Brazoria County
P.O. Box 1959
Angleton 77516-1959
409-849-4404

Brazos County

Brazos County Community Council
307 S. Main, Ste. 102
Bryan 77803
409-823-5226

Caldwell County

Caldwell County Christian Ministries
216 W. San Antonio
Lockhart 78644
512-398-6660 (9-1)

Clay County

Cross Timber Council on Substance
Abuse
P.O. Box 84
Henrietta 76365
817-538-4357

Collin County

Information and Referral Center of
Collin County
1569 Ave. K
Plano 75074
214-422-1850
800-725-4936

Concho County

Eden Community Multi-Purpose Center
P.O. Box 887
Eden 76837
915-869-2471

Dallas County

Community Council of Greater Dallas
Information and Referral Service
2121 Main St., Ste. 500
Dallas 75201-4383
800-548-1873

Denton County

United Way of Denton County, Inc.
Information and Referral
525 N. Locust
Denton 76201
817-566-2688

Ector County

United Way of Odessa
First Call for Help
P.O. Box 632
Odessa 79761
915-333-4357

Ellis County

Ennis Crisis and Referral Center
P.O. Box 1214
Ennis 75120
214-875-4541

Fannin County

Fannin County Crisis Center
P.O. Box 787
Bonham 75418
903-583-7740
800-259-7740

Fort Bend County

United Way of Texas Gulf Coast
Information and Referral
10435 Greenbough, Ste. 200
Stafford 77477
713-499-5681

Galveston County

Mainland Communities United Way of
Galveston County
P.O. Drawer 3098
Texas City 77592-3098
409-948-4211

Gillespie County

Hill Country Community Needs Council
P.O. Box 73
Fredericksburg 78624
210-997-9756

Grayson County

United Way of Grayson County
Information and Referral Services
P.O. Box 1112
Sherman 75091-1112
903-868-1551

Harris County

United Way Helpline - Houston
P.O. Box 924507
Houston 77292-4507
800-833-5948

Houston County

Tri-County Awareness Association
P.O. Box 875
Crockett 75835
409-544-2811

Howard County

West Texas Opportunities, Inc.
Community Action Agency
1000 11th Place, Ste. 105-107
Big Spring 79720
915-267-9536

Irion County
Irion County
Treasurer's Office
P.O. Box 622
Mertzton 76841
915-835-4111

Jefferson County
LinkAGE
Southeast Texas Regional Planning
Commission-AAA
P.O. Box 1387
Nederland 77627
800-395-5465

Kaufman County
Kaufman County Senior Citizens
Services
P.O. Box 836
Terrell 75160
214-563-1422

Kendall County
Hill Country Family Services, Inc.
118 W. Advogt
Boerne 78006
210-249-3075

Kerr County
Partners In Parenting Education, Inc.
Kerr County Information and Referral
102 Sidney Baker Street
Kerrville 78028
800-858-6889

Kleberg County
Kleberg County Human Services
720 E. Lee
Kingsville 78363
512-595-8572

Lee County
Primary Health Care Program
1063 North Orange
Giddings 78942
409-542-1284

Leon County
Leon County Social Services
P.O. Box 260
Centerville 75833
903-536-2812

Lubbock County
City of Lubbock
Information and Referral of Lubbock
P.O. Box 2000
Lubbock 79457
806-765-6262

McLennan County
United Way of Waco-McLennan
County
Information and Referral Services
P.O. Box 2027
Waco 76703
817-752-8355

Midland County
Casa de Amigos
Information & Referral Midland
1101 East Garden Lane
Midland 79701
915-697-HELP

Montgomery County
Montgomery County United Way
Information and Referral
1600 Lake Front Circle
The Woodlands 77381
713-367-8003

Nueces County
United Way of the Coastal Bend
INFO*LINE
P.O. Box 9011
Corpus Christi 78469
800-421-4636

Potter County
United Way of Amarillo-Canyon
Helpline/Travelers Assistance
P.O. Box 3069
Amarillo 79116-3069
806-373-2662

Randall County
United Way of Amarillo-Canyon
Helpline/Travelers Assistance
P.O. Box 3069
Amarillo 79116-3069
806-373-2662

Rockwall County
Rockwall County Helping Hands
P.O. Box 375
Rockwall 75087
214-771-4357

San Saba County
Hill Country Community Action
Multi-Service Senior Service Center
P.O. Box 846
San Saba 76877
915-372-5833

Schleicher County
Community Resource Center
P.O. Box 536
Eldorado 76936
915-853-2603
800-586-2574

Smith County
United Way of Tyler/Smith County
INFO*LINE
4000 Southpark Ste.1200
Tyler 75713-0428
903-581-6376

Tarrant County
United Way of Metropolitan Tarrant
County
First Call for Help
210 E. Ninth St.
Fort Worth 76102-6494
817-878-0100

Taylor County
Call for Help
P.O. Box 60
Ablene 79604
915-673-8211

Tom Green County
United Way of Tom Green County
First Call for Help
P.O. Box 3710
San Angelo 76902
915-942-7670

Waller County
United Way of the Texas Gulf Coast
505 Bains, Ste. 301
Brookshire 77423
713-375-5110

Wichita County
United Way of Greater Wichita Falls
Information and Referral Service
624 Indiana, Ste. 304
Wichita Falls 76301
817-322-8638

Wilbarger County
Texas Agricultural Extension Service
County Courthouse, 2nd. Fl., #29
Vernon 76384
817-552-5474

HHSC

(continued from p. 1)

individuals who are potentially eligible for other services or who need related assistance and follow-up.

Information and referral will be integral to this process. I&R will be automated and include data on local, state and federal services. This I&R component will help track use of resources and identify unmet needs. Furthermore, it can occur at multiple points of service delivery - screening, eligibility, or service management.

An individual or family may have a specific need and go directly to a specialized site. This type of office will be able to provide the specific service, collect and enter basic eligibility information into the system, screen for potential eligibility and refer to an appropriate field office for further assistance. Examples of specialized sites include hospitals, schools, Head Start facilities, information and referral providers, mental health community centers, and other community based providers.

Since this vision is still in draft form, the Health and Human Services Commission welcomes any questions and opportunities to explore how this ideal field office can work across Texas. Contact Peggy Garrison, 512-502-3200 for further information or to express opinions.

Kudos and Changes in the Texas I&R Project Advisory Committee

Not many people may be aware of the work that our Advisory Committee does. They provide us with much valued input and guidance from the field. Members represent a variety of information and referral providers and consumers. We would like to share changes and good news as they happen to our Advisory Committee members. For a membership list contact Gage Gallagher, 512-475-2661.

To formalize their role in providing guidance to the Texas Information and Referral Project, Committee members have selected Judy Windler to serve as their Chair. Ms. Windler is the Director of the Area Network for Disabilities & Aging. She has served as the catalyst for SISTER (Social Information System to Enhance Resources), a collaborative electronic database effort to collect, share and maintain data on resources in El Paso for easier access by all service providers.

We also would like to recognize the honor extended to Averil Johnson, Advisory Committee member from Stafford, by the Suburban Sugar Land Women. Averil was selected as an honoree for their 1993 Women of Excellence Award, given for excelling in the areas of professional accomplishments, community service, leadership and style.

Mail List Update

To continue receiving the *Texas I&R Exchange* please leave your name, organization and mailing address with the people who answer 1-800-843-5789.

Planning Retreat

(continued from p. 2)

although they had a good grasp of whom they served, they did not incorporate all customers in plans to develop a statewide network of I&R providers able to advocate for clear and easy access to health and human services in Texas. As a result, the Project will expand and refocus its work for the greater benefit of its customers.

The Project will expand the range of groups and individuals, types of I&R providers, and state and local level agencies it works with to improve the visibility of I&R services, by increasing communication and information sharing among these groups. Special efforts will focus on increasing the visibility of Hubs in their communities, and wider promotion of the concept of information and referral.

Less visible to the end consumer of I&R, but very important in assuring consistent and quality I&R, the Project will work with a variety of standardization efforts, and uphold endeavors to increase professionalism of and respect for I&R providers.

Call for Articles

To become more relevant to the daily practice of information and referral, the *Texas I&R Exchange* is seeking news from its readers about interesting and new efforts in the field. Especially appreciated would be information on efforts to increase collaboration among local service providers and information and referral agencies. Or write in with the questions and/or issues you would like to solve or, better yet, have solved. Contact Bill Scobie, 512-463-6622.

Texas Information and Referral Project
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Austin, TX 78711