

**2-1-1 Texas—Northeast Texas Region / CANHelp  
Memorandum of Understanding**

The mission of 2-1-1 Texas—Northeast Texas Region/Hopkins County Community Action Network (dba CANHelp) is to assist individuals and families finding the help they need. This mission is accomplished by the staff of 2-1-1 Texas—Northeast Texas Region through:

- ◆ Assessing the needs of the inquirer
- ◆ Evaluating appropriate resources
- ◆ Suggesting organizations that may be able to meet client needs and refer to those organizations as appropriate
- ◆ Helping callers for whom services are unavailable to locate alternate resources and actively linking the inquirer to those needed services
- ◆ Advocating for individuals who are unable to self-navigate complicated community support systems

The 2-1-1- Texas service is provided by CANHelp for nine counties including Bowie, Cass, Delta, Franklin, Hopkins, Lamar, Morris, Red River and Titus. Through the statewide networking of the 25 Area Information Centers (AICs) in the 2-1-1 Texas system, additional resources may be available and accessed through 2-1-1 Texas—Northeast Texas Region.

**Purpose of Memorandum of Understanding (MOU):**

To facilitate interagency referrals of individuals and service information between 2-1-1 Texas—Northeast Texas Region/CANHelp and service/program providers in the northeast Texas region of Bowie, Cass, Delta, Franklin, Hopkins, Lamar, Morris, Red River and Titus counties.

**In support of this Agreement,** the organization represented by the undersigned individual agrees to:

1. Provide updated administrative and service/program information to 2-1-1 Texas—Northeast Texas Region/CANHelp for inclusion in the regional resource database.
2. If applicable, comply with Senate Bill 397, passed in 1999 by the 76<sup>th</sup> legislature (codified as Government code 531.0312) which requires that *all public and private agencies receiving state-appropriated funds to provide a health or human service must provide information on their services to be included in the 2-1-1 Texas I&R Network database. This information is to be updated by the organization at least quarterly.*
3. Refer general health and human service inquiries to 2-1-1 Texas—Northeast Texas Region
4. Provide information about services available through 2-1-1 Texas—Northeast Texas Region to such inquirers.

**In support of this Agreement,** 2-1-1 Texas—Northeast Texas Region/CANHelp agrees to:

1. Promote the undersigned organization as the contact source for services/programs described on the 2-1-1 Texas—Northeast Texas Region Form(s) B.
2. To share health and human service information with the organization noted below to ensure greater access to local health and human service programs for individuals and families seeking assistance. This information may be shared on a per call basis or through distribution of a regional resource database

\_\_\_\_\_  
Executive Director (or official designee)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Organization

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip

\_\_\_\_\_  
Adam Teer, Executive Director (or designee)

\_\_\_\_\_  
Date

**2-1-1 Texas—Northeast Texas Region / CANHelp  
PO Box 214  
Sulphur Springs, TX 75482**

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