



## NEWS RELEASE

### Texas Health and Human Services Commission

Phil Wilson  
HHS Executive Commissioner

**Date:** March 19, 2020

**Contact:** Christine Mann, 512-424-6951

[Christine.Mann@hpsc.state.tx.us](mailto:Christine.Mann@hpsc.state.tx.us)

### **Texans Urged to Use 2-1-1 Texas Social Services Hotline For COVID-19 Information and Referrals**

AUSTIN – Texas Health and Human Services encourages all Texans in need of COVID-19 information and referrals to community resources to call the 2-1-1 Texas hotline 24 hours a day, 7 days a week.

“As we encourage people to use social distancing and to stay at home when possible, this state resource can help the public stay informed, stay calm and stay safe,” said Wayne Salter, HHS Deputy Executive Commissioner of Access and Eligibility Services. “Our trained staff are working tirelessly around the clock to respond to all the public’s questions, through 2-1-1 as well as our HHS social media platforms.”

Texans, no matter where they live, can dial 2-1-1 or (877) 541-7905 and select option 6 to get information and referrals to COVID-19 social services, including testing, community clinics, unemployment benefits and more.

Texans can also dial 2-1-1 to find information about local community resources such as financial assistance for utilities or rent and food pantries, housing assistance, crisis counseling, utility payment assistance, and senior services.

Call center operators answered more than 785,000 calls by Texans for information and services during Hurricane Harvey and are available to help during this public health crisis.

For general health-related information and precautions on COVID-19, visit the [DSHS website](#) and the [CDC page](#).

Stay up-to-date on the latest news and updates impacting HHS services and regulated providers by visiting the HHS [COVID-19 page](#).

For more information on the state hotline, visit [211texas.org](http://211texas.org).