

**Texas Senate  
Veteran Affairs and Military Installations  
Public Hearing on Interim Charge #6**

**Lieutenant General (Ret) Dave McIlvoy , USAF**

**United Way of San Antonio Board of Directors**

**Texas Military Family Access Program/Military 2-1-1**  
**Developed by the United Way of San Antonio**  
**Key Program Features**

- OIF/OEF – Peer to Peer (Staffed with Combat Veterans re-trained and certified)
- Outreach driven and fully integrated/supported by a 24/7 statewide network
- Accessible statewide by dialing 2-1-1 or by live chat at [www.unitedwaysatx.org](http://www.unitedwaysatx.org)
- 100% client follow up
- Funded to date with private donor contributions and matching United Way funds – program costs have been approximately \$500k per year
- Certified by the Alliance of Information and Referral Systems (AIRS) – National Standards are followed

## **Texas Military Family Access Program/Military 2-1-1 Developed by the United Way of San Antonio Recommendations**

- Centralize Military 2-1-1 with the Alamo Area Center – statewide military transfers directed as other centers are unable to support specific needs
- Veteran call transfers from statewide 2-1-1 centers are occurring at present through an existing MOU relationship – over 1250 such clients to date
- DHHS to designate Alamo Area as the Statewide Veterans Center and provide funding
- Retain the autonomous nature of other centers in Charge 6 (e.g. TVC, TVLB, etc.) as each is highly specialized in nature and serves a niche support role



# Top 10 Veterans Needs January 1, 2008 – April 30, 2010

