**Cecile Erwin Young, Executive Commissioner**

**Request for Applications (RFA)**
**for**
**2-1-1 Texas Information and Referral Network Operations**
**RFA No. HHS0009792**

**Exhibit V, TIRN Quality Standards & Definitions Guide**

**211 TIRN Operations**
**RFA No. HHS0009792**
**Exhibit V, 2-1-1 TIRN Estimated Messaging Sessions Handled by Region**

| 2-1-1 TIRN Region | Calls Offered Calendar Year 2019 | Estimated Web-Based Chat & Text Handling Sessions Annually | Estimated Web-based Chat & Text Messages Sessions Handled Monthly |
|---|---|---|---|
| Alamo | 186,465 | 46,616 | 3,885 |
| Bryan College Station | 27,205 | 6,801 | 567 |
| Central Texas | 44,540 | 11,135 | 928 |
| Coastal Bend | 35,961 | 8,990 | 749 |
| Concho Valley | 16,599 | 4,150 | 346 |
| Deep East Texas | 30,009 | 7,502 | 625 |
| East Texas | 50,386 | 12,597 | 1,050 |
| Golden Crescent | 16,815 | 4,204 | 350 |
| Gulf Coast | 634,678 | 158,670 | 13,222 |
| Heart of Texas | 35,467 | 8,867 | 739 |
| Middle Rio | 26,941 | 6,735 | 561 |
| North Central Texas - Dallas | 336,541 | 84,135 | 7,011 |
| North Central Texas - Fort Worth | 118,053 | 29,513 | 2,459 |
| North East Texas | 30,551 | 7,638 | 636 |
| North Texas | 22,768 | 5,692 | 474 |
| Panhandle | 33,678 | 8,420 | 702 |
| Permian Basin | 32,674 | 8,169 | 681 |
| Rio Grande | 60,621 | 15,155 | 1,263 |
| South Central | 106,181 | 26,545 | 2,212 |
| South East Texas | 40,979 | 10,245 | 854 |
| South Plains | 35,185 | 8,796 | 733 |
| South Texas | 41,907 | 10,477 | 873 |
| Texoma | 26,703 | 6,676 | 556 |
| Tip of Texas | 74,143 | 18,536 | 1,545 |
| West Central Texas | 32,697 | 8,174 | 681 |