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## MODELS FOR PRACTICE FOCUS AREA: ACCESS (PRIMARY CARE)

**Program Name:** Texoma Information and Access Center

**Location:** Fannin, Grayson, and Cooke Counties, Texas

**Problem Addressed:** Access to Primary Care

**Healthy People 2010 Objective:** 1-4, 1-5, 1-6

**Web Address:** <http://www.texoma.cog.tx.us>

### SNAPSHOT

The Texoma Council of Governments (TCOG) is an organization comprised of city and county governments, colleges, school districts, and chambers of commerce determined to build strength through regional cooperation. Members are served by continually working to improve economic, social, and educational opportunities for the citizens of Cooke, Grayson, and Fannin Counties. Through provisions from a bill passed in the Texas Legislature, TCOG enlisted support from the Texas Health and Human Services Commission in developing comprehensive, community-based support and service-delivery systems for long-term care services. TCOG then adopted a resolution that directed the Area Agency on Aging of Texoma to identify and work with local providers and consumers to develop this more comprehensive model of access and assistance. In addition, the Texas Legislature established the Texoma Information and Referral network as the single point of coordination for statewide information and referral for health and human services. The Texoma Regional Access Planning Workgroup was formed to discuss the current service-delivery system, to clarify the difference between system access and service delivery, and to delineate current system fragmentation and access barriers.

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The Information and Access Center offers information and assistance, outreach, benefits consultation, access and case coordination, advocacy and education, and emergency support.

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The Information and Access Center is the program that developed and was fully implemented in September 2001, offering six different services: information and assistance; outreach; benefits consultation; access and case coordination; advocacy and education; and emergency client support. Information specialists are available to identify and diagnose particular needs, determine service requirements, and play an active role in arranging service access and assisting in paperwork completion. A navigator is available to travel as needed to elderly or disabled individuals' residences to complete a full assessment of his/her physical health, activities of daily living, and social supports. By obtaining such detailed information, proper service linkages can be made in a timely manner while conducting periodic follow-up services to assure that the appropriate level of care is being received. The Information and Access Center is part of a statewide network and can, therefore, help people find health and human services across the

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state pertaining to food, shelter, clothing, abuse, counseling, disability and elderly services, youth programs, transportation, and educational opportunities.

**PROGRAM CONTACT INFORMATION**

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