

2016 Trends Analysis Annual Report

2-1-1 Texas/Alamo Region/United Way Help Line



2-1-1 Texas/United Way Help Line is a public/private partnership between Texas Health and Human Services Commission and United Way of San Antonio and Bexar County.

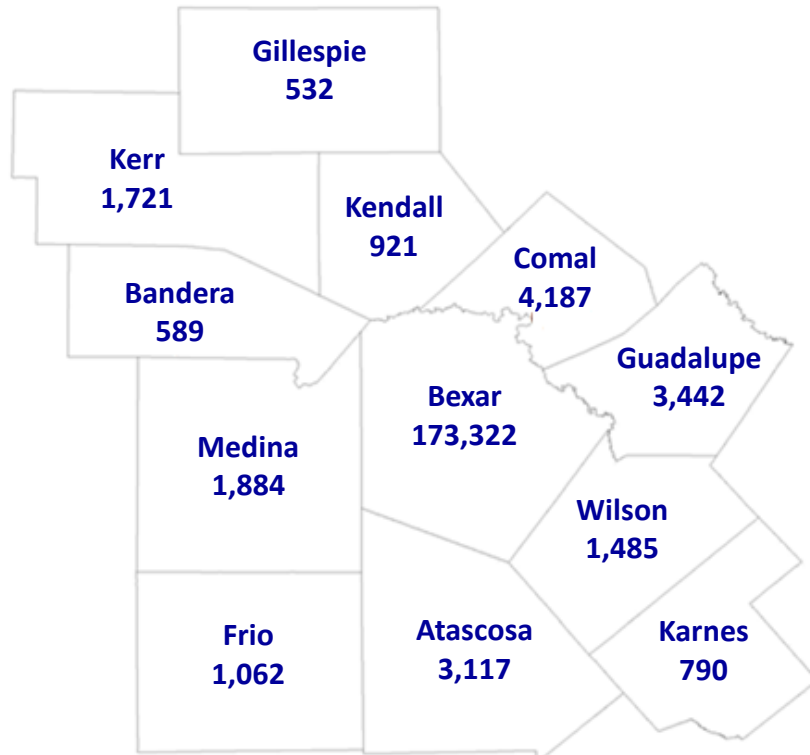


2-1-1 Alamo Region – Calls for Region







2-1-1 Texas, Alamo Region is one of 25 Area Information Centers that comprise the Texas Information and Referral Network, a program of the Texas Health and Human Services Commission. The Call Center provides information and referral to community, health and disaster services, and is open 24 hours a day, 7 days a week, 365 days a year.

Total Contacts for Alamo Region

230,005



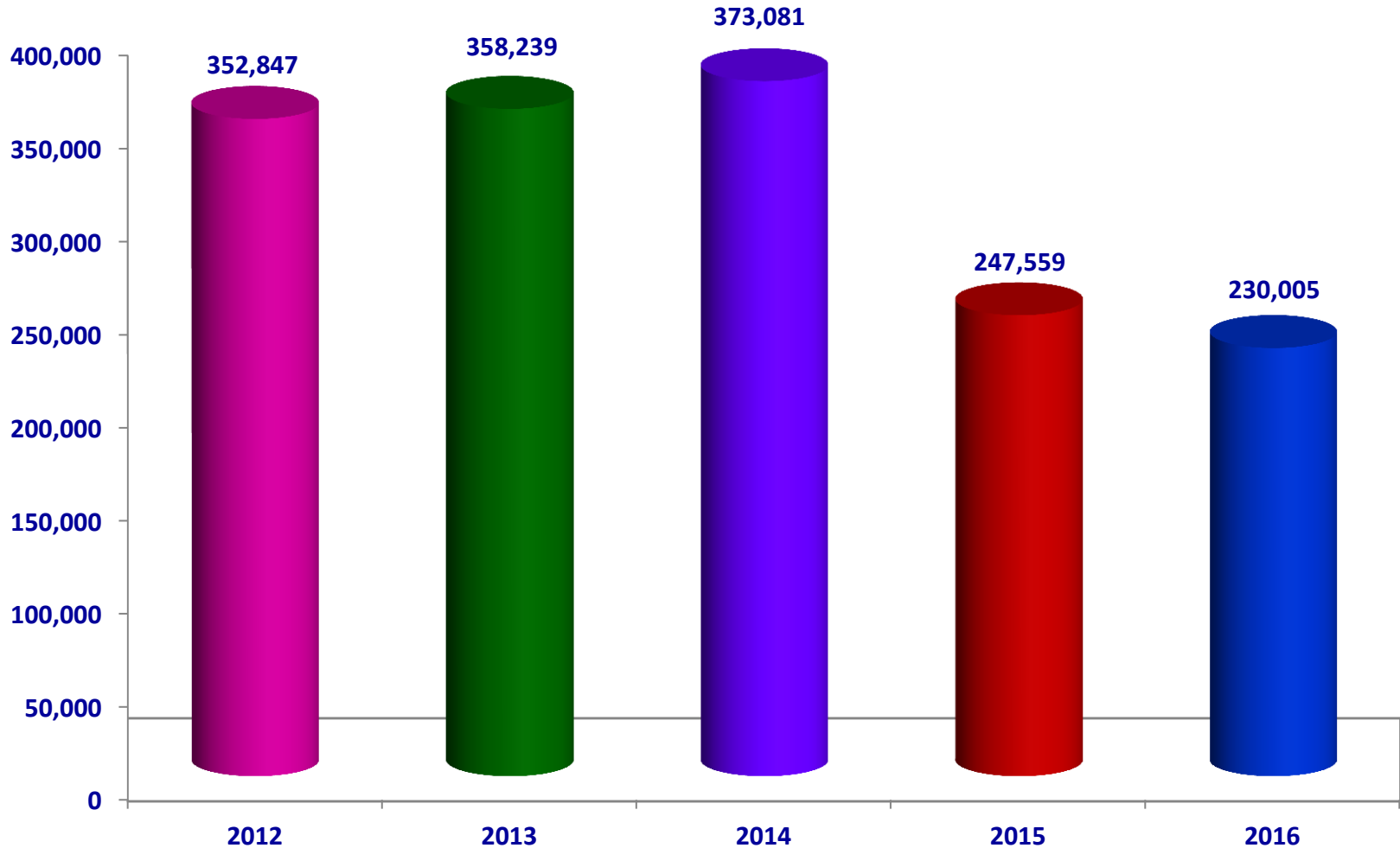
193,052 calls were received from Alamo Region
 35,985 calls received from other 2-1-1 regions in Texas
 968 calls where county was not reported

Call Type	Total
	14,576
	111,817
	82,721
 Administrative/Other	19,638
	206
 Intervention	79

★ HHSC Transfers are calls transferred to Eligibility from recipients who have questions about their public benefits such as Food Stamps, Medicaid, Temporary Assistance to Needy Families (TANF) and the Medicare Savings Program.

2-1-1 Alamo Region – Call Volume Trends

Total Number of People Served



2-1-1 Alamo Region – Methods of Access

With the growth of technology, more and more consumers are searching for services on the internet and wireless devices. To provide other methods of access, resources are available through our free, online searchable database. In addition, 2-1-1 receives requests via email, mail, and Texas Relay – a service that provides telephone access for people with speech or hearing loss who find it challenging or impossible to use a traditional telephone.



Total Requests for Assistance



230,005 Telephone Contacts



73,681 Website Visitors

2-1-1 Alamo Region – www.211Texas.org Visitor Needs

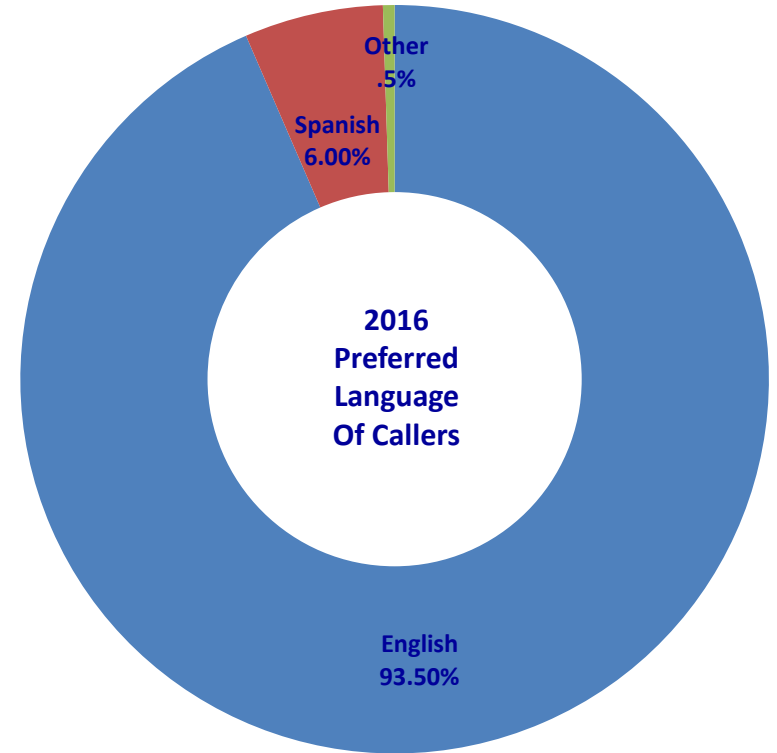
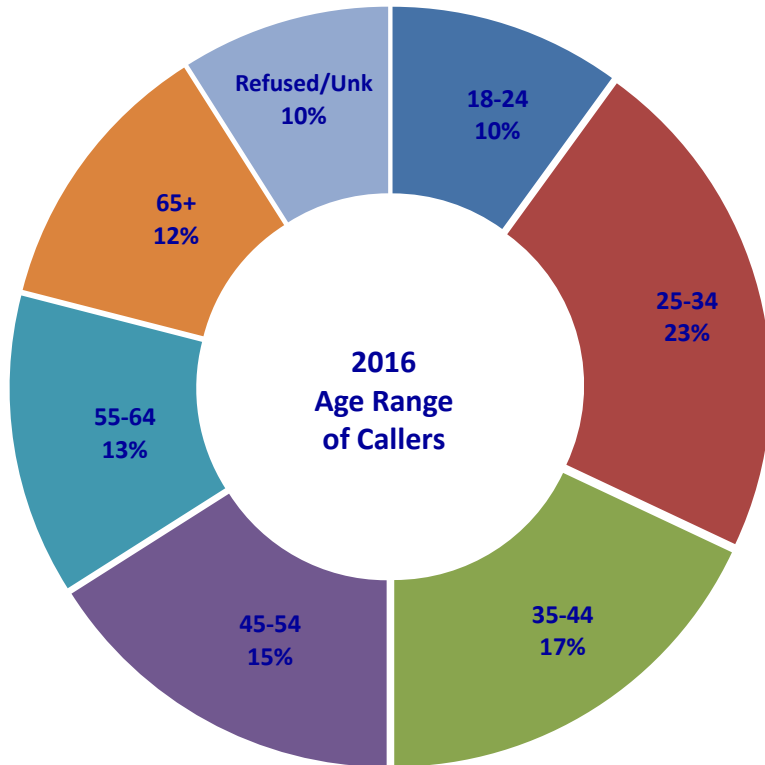


73,681 Website Visitors

2016 Top Needs
1. Emergency Food Assistance
2. Utilities (Electric)
3. Rent Assistance
4. Public Housing/Section 8
5. Emergency Shelter
6. Individual Counseling
7. Medical Care Expense Assistance
8. Afterschool Care

2-1-1 Alamo Region – Caller Statistics

Staffed by trained Information and Referral (I&R) Specialists, many are certified by the Alliance of Information and Referral Systems (AIRS), the professional membership association for community Information & Referral providers. Bilingual Specialists are available to assist callers in Spanish, and also have access to Language Line Translation Services.



2-1-1 Call Specialists have access to the most comprehensive database of community, health and disaster services. The Alamo database contains more than 700 local nonprofits, faith-based organizations, and government agencies, offering more than 2,450 services. Standards are in place to ensure that accurate and up-to-date information and referrals are provided to individuals and families in need.

2-1-1 Alamo Region – Caller Needs

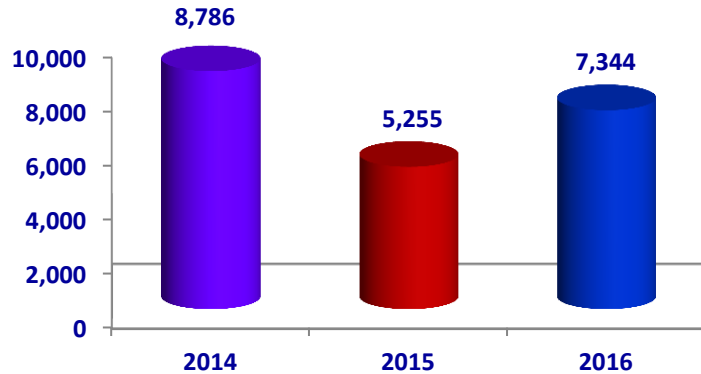
2016 Top Ten Needs

Need	Unmet
1 HHSC Transfers (Public Benefits)*	1 Rent
2 Utilities (Electric)	2 Utilities (Electric)
3 Rent Assistance	3 Public Housing/Section 8
4 Emergency Food Assistance	4 Emergency Food Assistance
5 Public Housing/Section 8	5 Transportation
6 Domestic Violence	6 Back to School
7 Aging & Disability Resource Center **	7 Holiday Assistance
8 Child Care	8 Emergency Shelter
9 Emergency Shelter	9 Furniture
10 Medical Care	10 Utilities (Water)
<p>* Include calls transferred to Health and Human Services Commission's Eligibility line from recipients needing to report changes in their status, lost cards, or have questions about their public benefits (Food Stamps/SNAP, Medicaid, Medicare Savings Program and more).</p> <p>** Referrals to the Alamo Service Connection, a specialized information and referral service for older adults and people with disabilities.</p>	

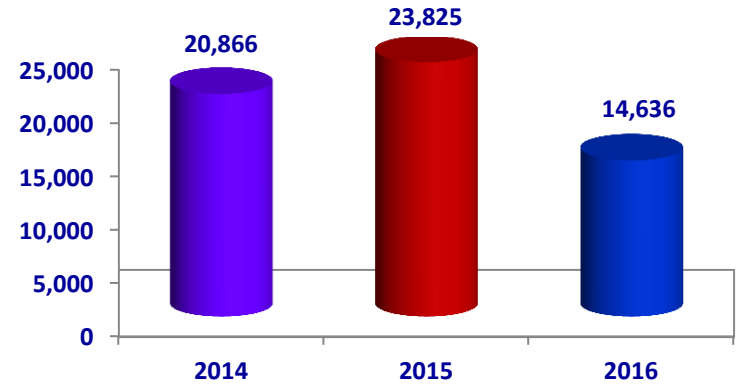
2-1-1 Alamo Region – Call Trends

The following trends help illustrate when families are beginning to stress:

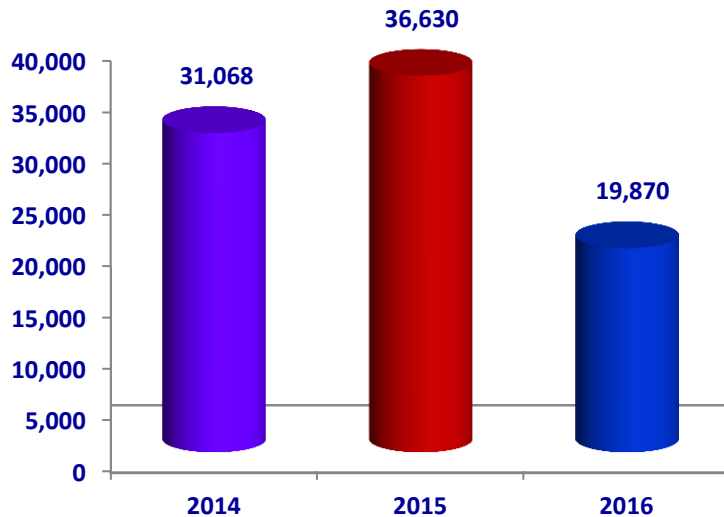
2-1-1 Domestic Violence Trends



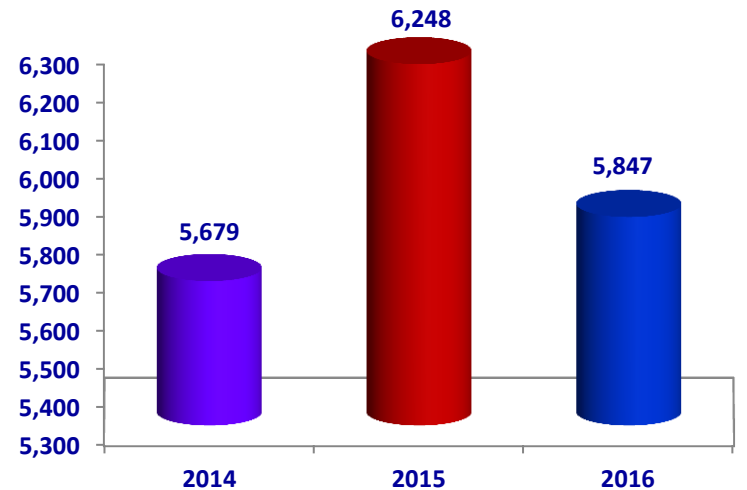
2-1-1 Emergency Food Assistance Trends



2-1-1 Utility Assistance Trends

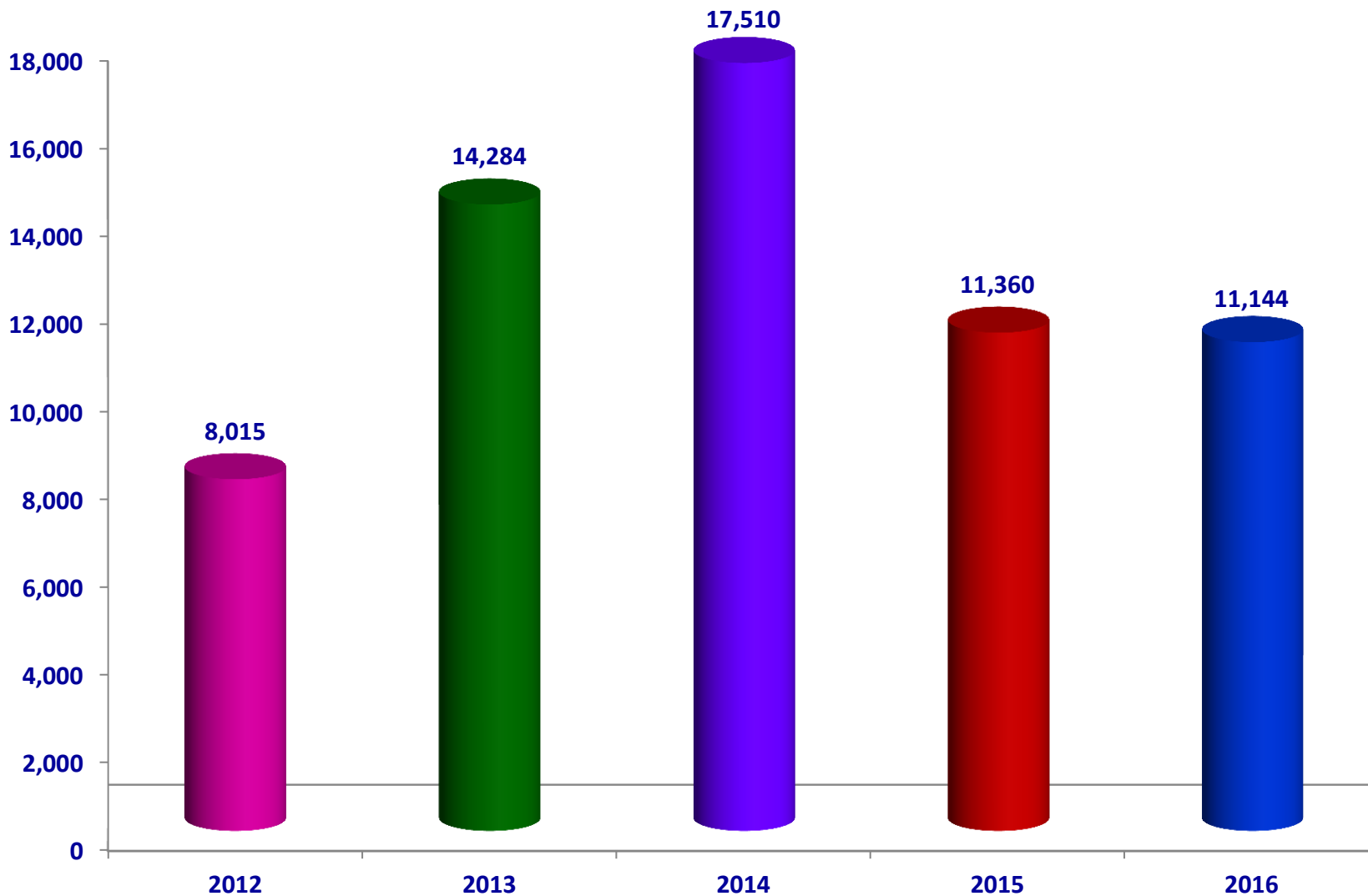


2-1-1 Emergency Shelter Trends



2-1-1 Alamo Region – Military Call Volume Trends

Call Specialists are trained to assess the needs of all military and veteran families who call 2-1-1. Although most of the programs in our database are available to anyone, others are specific to the military/veteran population.



2-1-1 Alamo Region – Military Needs

2016 Top Ten Needs

Need	Unmet
1 HHSC Transfers (Public Benefits)*	1 Utilities (Electric)
2 Utilities (Electric)	2 Rent Assistance
3 Rent Assistance	3 Transportation
4 Veteran Benefits	4 Public Housing/Section 8
5 Emergency Food Assistance	5 Emergency Food Assistance
6 Aging & Disability Resource Center **	6 Gas Money
7 Public Housing/Section 8	7 VITA/Income Tax
8 VITA/Income Tax	8 Emergency Shelter
9 Emergency Shelter	9 Veteran Benefits
10 Transportation	10 Utilities (Water)

* Include calls transferred to Health and Human Services Commission's Eligibility line from recipients needing to report changes in their status, lost cards, or have questions about their public benefits (Food Stamps/SNAP, Medicaid, Medicare Savings Program and more).

** Alamo Service Connection, a specialized information and referral service for older adults and people with disabilities.

2-1-1 Alamo Region – Contact Us



Dial 2-1-1 anywhere in Texas, or call toll-free at 1-877-541-7905 (Option 1)



www.unitedwaysatx.org, Get Help page or www.211texas.org



unitedway@unitedwaysatx.org



211/United Way Help Line, PO Box 898, San Antonio, TX 78293-0898