

# 2019 Annual Report

## United Way/211 Texas - Alamo Region



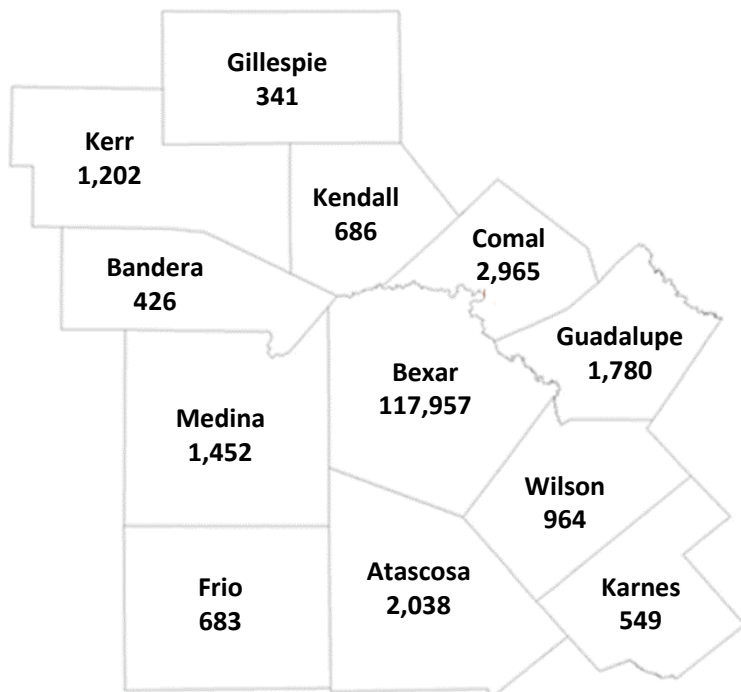
*2-1-1 Texas /United Way Help Line is a public/private partnership  
between Texas Health and Human Services Commission and  
United Way of San Antonio and Bexar County.*



# 211 Texas Alamo Regional Data

United Way 2-1-1 Texas – Alamo Region is one of 25 Area Information Centers that comprise the Texas Information and Referral Network (TIRN), a division of the Texas Health and Human Services Commission (HHSC). Our 2-1-1 Call Center is accredited by the Alliance of Information and Referral Systems (AIRS), a professional membership association for community information and referral providers in the United States and Canada.

## Total People Served 157,450



## Total Website Visits 66,130

Top 10 Topics Searched Online
Rent
Food Assistance
Utilities (Electric)
Housing
Medical/Dental Care
Mental Health
Transportation
Emergency Shelter
Financial Assistance (unspecified)
Support Services for Elderly & Disabled









Statewide calls handled by Alamo  
26,407



211Texas.org

# 211 Alamo Call Data

2-1-1 Call Specialists have access to the most comprehensive database of community, health, and disaster services. The 211 Alamo Database contains more than 816 local nonprofits, faith-based organizations, and government agencies, offering more than 1,883 services – in addition to national and statewide services. National standards are in place to ensure that agency records are accurate and up-to-date.

Call Type	Total
 Referral	76,373
 Transfer to HHSC*	58,382
 Information	12,248
 Administrative/Other	10,224
 Advocacy	118
 Crisis Intervention	105

\*Calls transferred to Health and Human Services Commission Eligibility from recipients who have questions about their public benefits such as Food Stamps/SNAP, Medicaid, Temporary Assistance to Needy Families (TANF), Children’s Health Insurance Program (CHIP), Women, Infants and Children Program (WIC) and the Medicare Savings Program.

Request Method	Total
Phone	157,042
E-Mail	379
Relay Texas*	27
Walk-in**	2

\* Relay Texas provides telephone interpreting service between individuals who can hear and those who are deaf, hard-of-hearing, deaf-blind or speech-disabled.

\*\* Walk-ins are not encouraged, as direct services are not available on-site.

# 211 Alamo – Top Caller Zip Codes

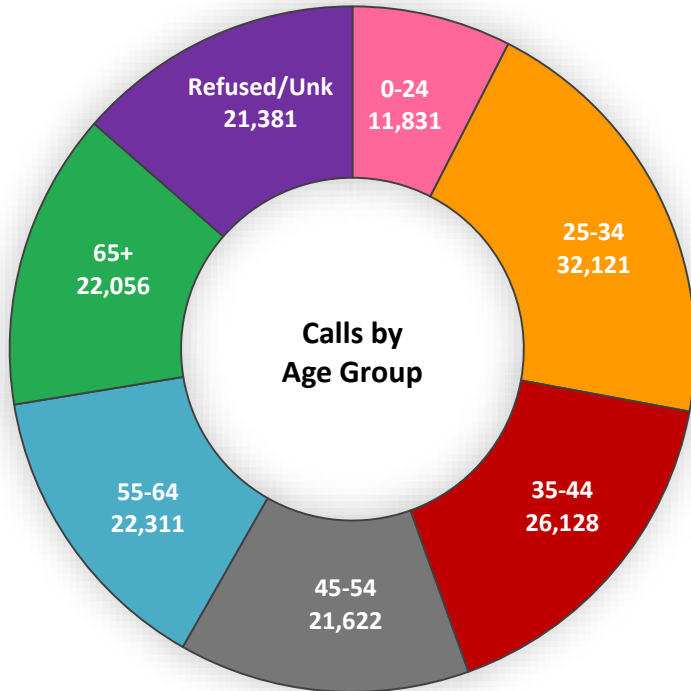
Top Zip Caller Codes in Bexar County	
Zip Code	Total Calls
78207	6,667
78228	5,773
78223	5,391
78227	4,709
78201	4,653
78210	3,868
78218	3,715
78237	3,676
78245	3,376
78240	3,217
78221	3,074
78213	3,041
78242	3,005
78211	2,965
78229	2,876

Top Caller Zip Codes in Surrounding Counties		
County/City	Zip Code	Total Calls
Atascosa County/Pleasanton	78064	672
Bandera County/Bandera	78003	236
Comal County/New Braunfels	78130	1,728
Frio County/Pearsall	78061	746
Gillespie County/Fredericksburg	78624	299
Guadalupe County/Seguin	78155	723
Karnes County/Kenedy	78119	240
Kendall County/Boerne	78006	445
Kerr County/Kerrville	78028	928
Medina County/Devine	78016	422
Wilson County/Floresville	78114	586

**Calls from the these zip codes represent 42% of all calls in 2019.**

# 211 Alamo Caller Demographics

Bilingual Call Specialists are available to assist callers in Spanish, and access to Language Line Translation services is also available. Calling 2-1-1 is free, confidential, and available anytime – day or night.



68% of callers were female




First Time Callers 15%  
Previous Callers 73%

# 211 Alamo Caller Needs

Texans dial 2-1-1 for several reasons: **Option 1** provides information about local community resources; **Option 2** provides information about “Your Texas Benefits” (state benefits programs such as SNAP, Medicaid, TANF, CHIP, and WIC); **Option 3** to report fraud, waste, or abuse of any state benefits program; **Option 4** provides registration for evacuation transportation during emergencies or disasters; and **Option 8** provides information about mental health and substance abuse issues.

Top 10 Needs – Alamo Region Option 1	Top 10 Unmet Needs – Alamo Region
1. Rent	1. Rent
2. Utilities (Electric)	2. Utilities (Electric)
3. Food Assistance	3. Transportation
4. Support Services for Elderly & Disabled	4. Medical/Dental Care
5. Housing	5. Housing
6. Medical/Dental Care	6. Furniture/Household Goods
7. Violence/Abuse	7. Holiday Assistance
8. Emergency Shelter	8. Emergency Shelter
9. Mental Health Services	9. Food Assistance
10. Veteran Benefits	10. Fans/Air Conditioners

 Top Needs – Alamo Region Option 2
Food Stamps/SNAP
Medicaid
Medicare Savings Program
CHIP – Children’s Health Insurance Program
TANF – Temporary Assistance to Needy Families
WIC – Women, Infants and Children Program

# 211 Alamo Military Needs

Call Specialists are trained to assess the needs of all military and veteran families who call 2-1-1. Although most programs in our database are available to anyone who is eligible, there are some services specifically for the military and veteran population.



## Total Military and Veterans Served 6,131

Top 10 Needs	Top 10 Unmet Needs
1. Mental Health Care	1. Medical/Dental Care
2. Medical/Dental Care	2. Housing
3. Housing	3. Transportation
4. Legal Assistance	4. Support Services for Elderly & Disabled
5. Support Services for Elderly & Disabled	5. Mental Health Care
6. Substance Abuse	6. Legal Assistance
7. Utilities (Electric)	7. Rent
8. City/County Services	8. Disaster
9. Veteran Benefits	9. Veteran Benefits
10. Rent	10. Utilities (Electric)

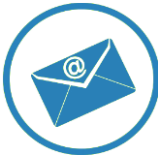
# 211 Alamo – Contact Us



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



Visit us online at [www.unitedwaysatx.org](http://www.unitedwaysatx.org), Get Help tab or [www.211texas.org](http://www.211texas.org)



Email us at [unitedway@unitedwaysatx.org](mailto:unitedway@unitedwaysatx.org)



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