



2-1-1 Texas - Alamo Region  
United Way of San Antonio and Bexar County



# 2021 Annual Report



United Way of San Antonio  
and Bexar County

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# 01 - ANNUAL REPORT

## Overview

The United Way of San Antonio and Bexar County's 2-1-1 Helpline, Option 1 provides confidential referrals and information to non-profit, government, and faith-based agencies. 2-1-1, Option 1 can be considered the '9-1-1' of social services because it is available 24 hours a day, seven days a week, 365 days of the year. By dialing 2-1-1 and selecting Option 1, a person can be connected to an Information and Referral Specialist. These specialists can assist in navigating a wide array of local health and human services. Individuals can also visit the 2-1-1 website for referrals or use the chat feature on the website. 2-1-1 Option 1 is easy to dial and multilingual for anyone in Texas.

Mission United is a special component of the services provided by the 2-1-1 Helpline. It provides support and coaching to veterans and active-duty service members. The Mission United navigators connect servicemen and women to the appropriate military or veteran resources and benefits information based on their branch of service, the status of service, and categories such as behavioral health, education and employment, financial assistance, and more.

The United Way of San Antonio and Bexar County 2-1-1 Helpline is part of a statewide network comprised of 25 Area Information Centers (AIC) throughout Texas. Due to its coverage area within the network, the United Way of San Antonio and Bexar County 2-1-1 Helpline is also known as the Alamo AIC. It is one of three contact centers available 24/7. Although Alamo AIC answers calls from all over the state of Texas, there are twelve counties designated as its primary service area. These counties include Atascosa, Bandera, Bexar, Comal, Frio, Gillespie, Guadalupe, Karnes, Kendall, Kerr, Medina, and Wilson Counties.

## Principles

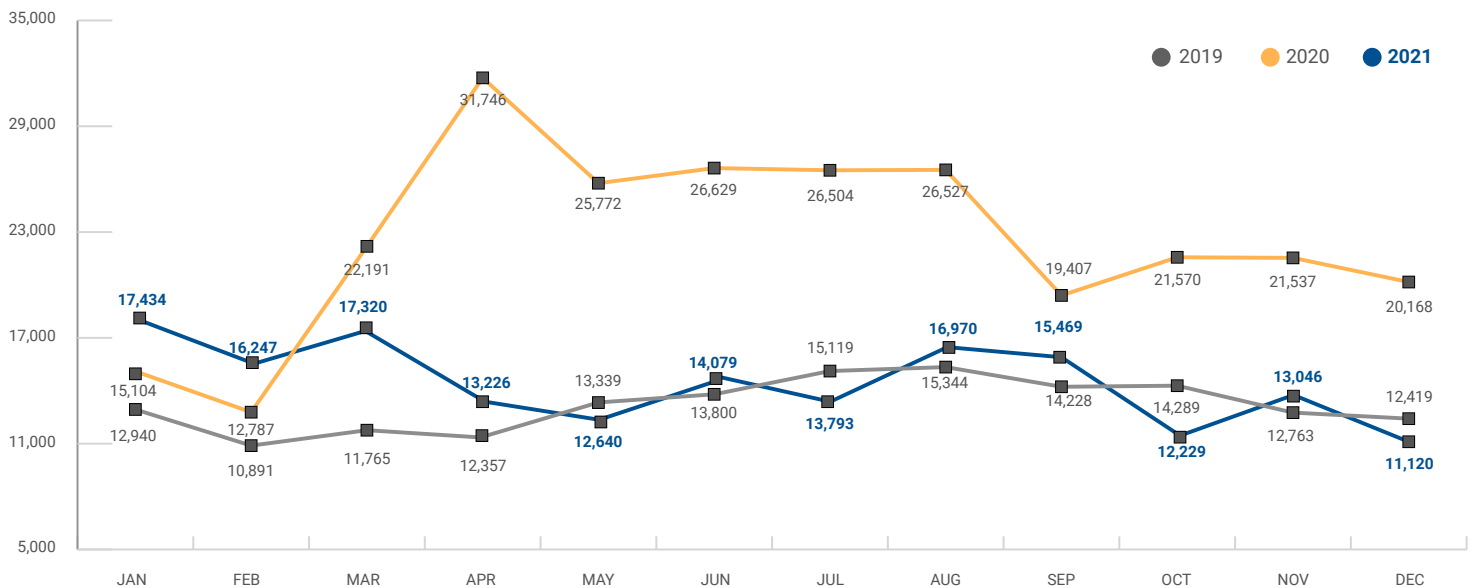
The 2-1-1 Helpline's goals are to improve access to human care services and help allocate those services where needed. Additionally, our goal is to collect and maintain comprehensive and current information on local and governmental health and human services. By doing so we intend to increase communication and collaboration between agencies and services. Lastly, we aim to be transparent and make the data collected available to agencies and individuals alike.



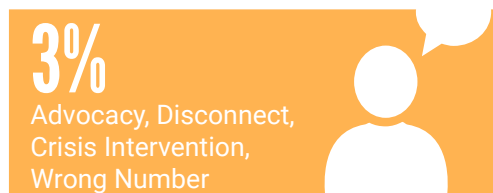
# 02 - 2-1-1 CALL VOLUME AND TRENDS

From January 2021 to December 2021, the 2-1-1 Helpline received 173,573 calls from residents of the Alamo Region (Atascosa, Bandera, Bexar, Comal, Frio, Gillespie, Guadalupe, Karnes, Kendall, Kerr, Medina, and Wilson Counties). In addition to the contacts made with callers via telephone, 2-1-1 Helpline received 2,978 chats from its residents.

## Annual Call Volume Comparison



## Call Types



## Disaster-Related Calls

**15%**

COVID-19

**2.6%**

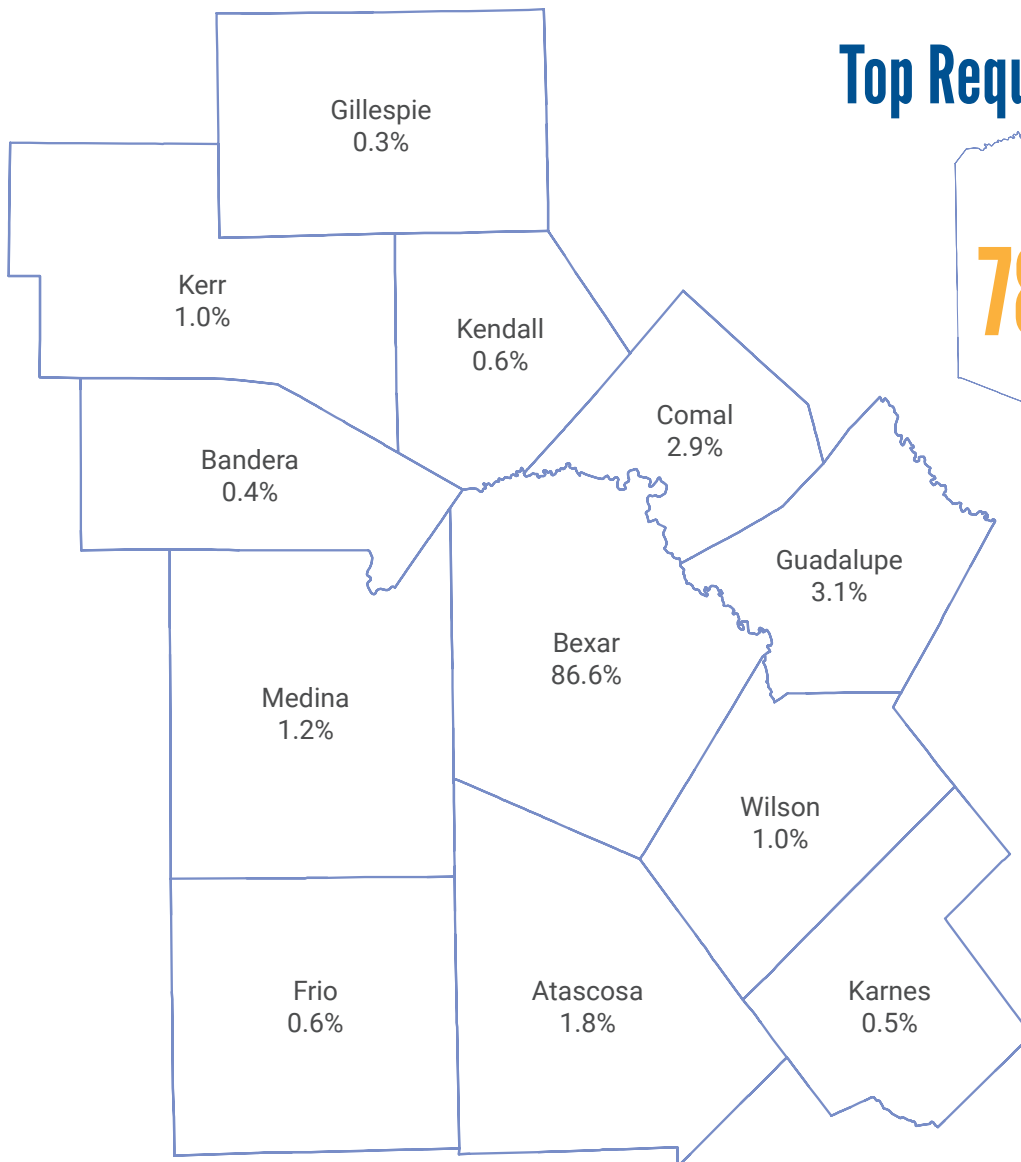
Tropical Storm/  
Hurricane

\*Calls transferred to Texas Health and Human Services Commission (HHSC) 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

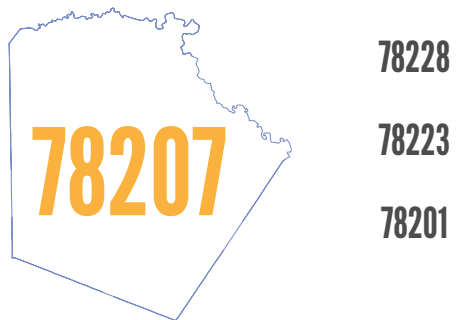
# 03 - ALAMO REGIONAL DATA

The 2-1-1 Alamo Database contains more than 760 local nonprofits, faith-based organizations, and government agencies. It offers more than 2,300 services – in addition to national and statewide services. National standards are in place to ensure that agency records are accurate and updated.

## Calls by County



## Top Requests by Zip Code



# 04 - CALLER NEEDS

To better understand the gaps in our community's needs, the 2-1-1 Helpline keeps track of the reason why individuals contact us.

The Housing/Shelter category includes low-income housing, rent and mortgage payment assistance. Specialized Treatment and Prevention includes categories such as COVID-19 vaccine and community clinics. HHSC Public assistance programs are Temporary Assistance to Needy Families (TANF), Medicaid, Medicare, among others. The category for individual and family support services includes in-home assistance services, holiday programs and childcare providers.

## Top 10 Requested Needs



### 1. Housing/Shelter

2. Utilities (Electric)
3. Food
4. Specialized Treatment and Prevention
5. HHSC Public Benefits
6. Health Supportive Services
7. Health Screening/Diagnostic Services
8. Individual and Family Support Services
9. Substance Use Disorder Services
10. Tax Organizations and Services

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## Top 10 Unaddressed Needs



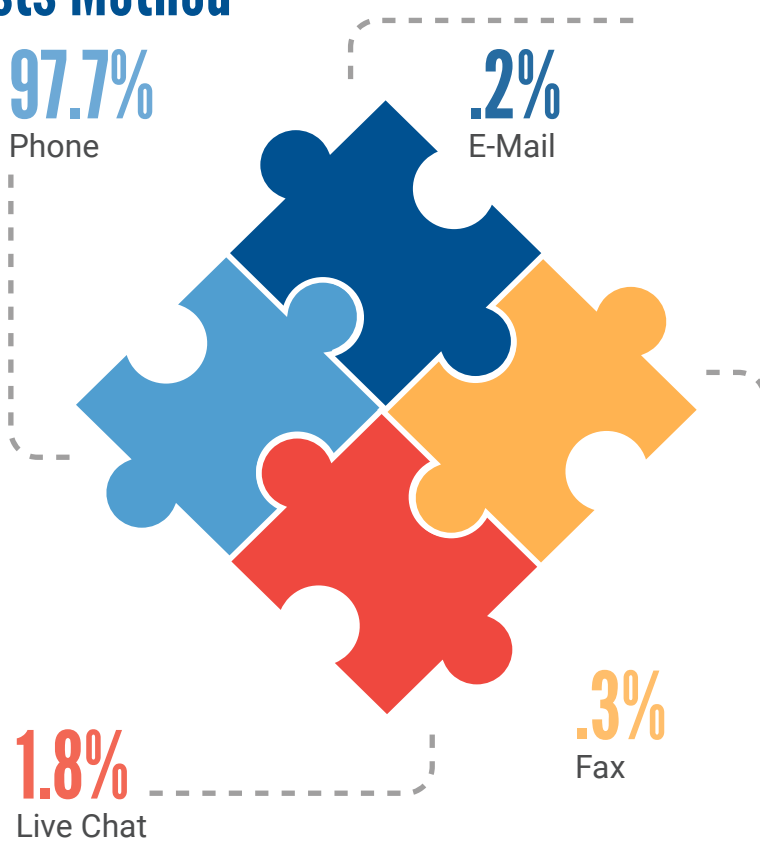
### 1. Housing/Shelter

2. Individual and Family Support Services
3. Material Goods
4. Transportation
5. Utilities (Electric)
6. Health Supportive Services
7. Food
8. Disaster Services
9. Temporary Financial Assistance
10. Public Assistance Programs

# 05 - CALLER DEMOGRAPHICS

The majority of 2-1-1 callers utilize a phone to contact us and most have accessed 2-1-1 services previously. Callers predominately speak English, with Spanish being the second most common language spoken.

## Requests Method



## First Time Callers

13.1%  
Yes

72.9%  
No

14%  
Unsure/  
Did Not Ask

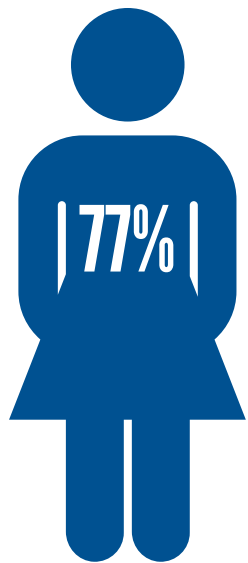
## Calls by Language



# 05 - CALLER DEMOGRAPHICS

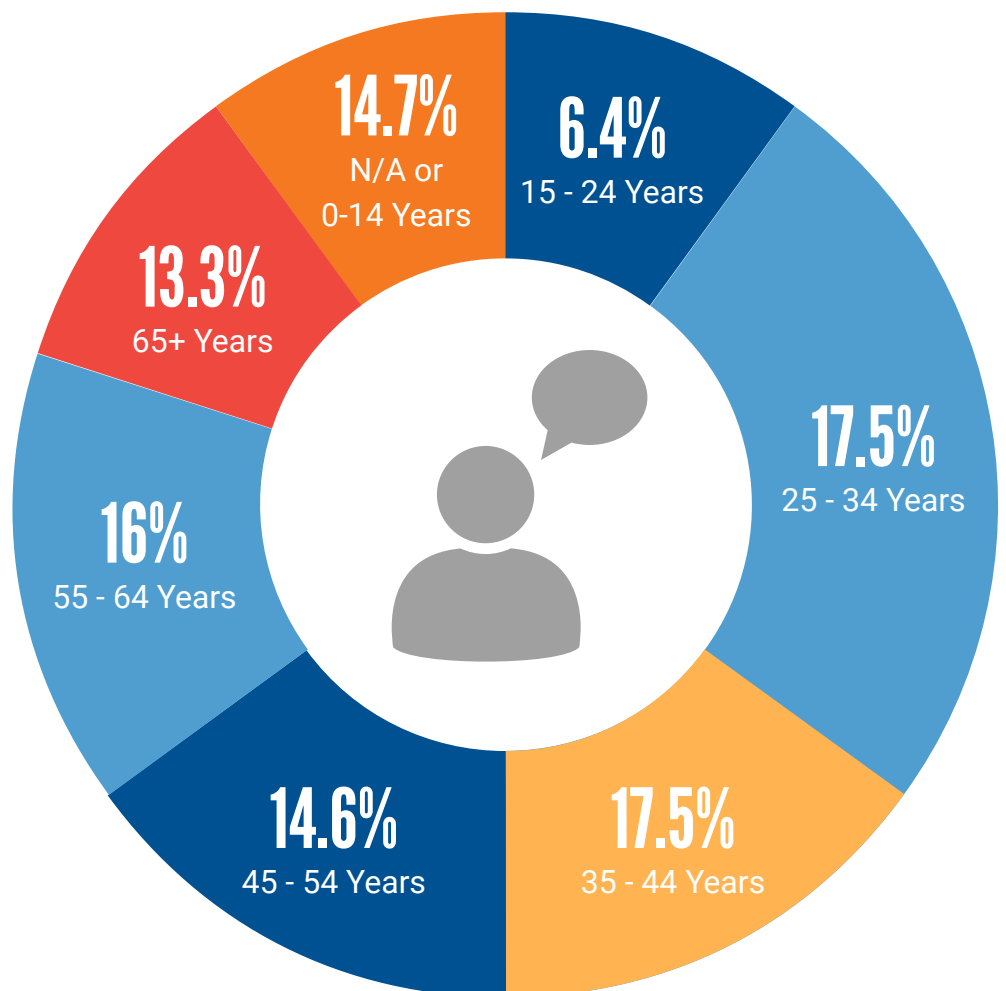
The majority of callers were female and most callers tend to be within the age range of 25 - 44 years of age. The second most common age range for callers was 45 - 65.

## Callers by Gender



2% were uncertain

## Callers by Age Range





# 06 - MILITARY CALLER NEEDS

Our retired military Mission United navigators conduct follow-ups to provide one-on-one support. The goal of these follow-up calls is to identify and address root causes and coach the caller to put them back on the path to self-sufficiency. In 2021 the Mission United navigators conducted 581 follow-ups to service members in Bexar County.

## Top 10 Requested Needs



1. COVID- 19 (Testing, Surveillance/  
Control)

2. Utilities (Electric)
3. Aging and Disabled Services
4. Public Benefits
5. Rent/Mortgage Assistance
6. Food
7. VITA Income Tax Preparation
8. Housing
9. Substance Abuse Treatment
10. Emergency Shelter

**Military  
Callers**

**1.4%**  
Active Duty

**98.6%**  
Veteran

**Branch of  
Service**

**48.3%**  
Army

**19.2%**  
Air Force

**13.8%**  
Navy

**8.8%**  
Marine Corps

**5%**  
Undetermined

**4.9%**  
More than  
one branch

# 07 - CONTACT US

Talk to a specialist 24 hours a day, seven days a week. All calls are completely confidential. Your personal information is not disclosed, made available, or otherwise used for purposes other than those specified at the time of collection, except with your consent or as authorized by law or regulation. We use return email addresses to respond to requests for information

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

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

**SEARCH** for services online at [211texas.org](http://211texas.org)

**CHAT** with a Call Specialist online at [211texas.org](http://211texas.org)

**DEAF/HARD OF HEARING** can dial 7-1-1 and ask to be connected to 2-1-1, (Option 1)

**LANDLINES** can dial (210)-227-4357, (Option 1)

