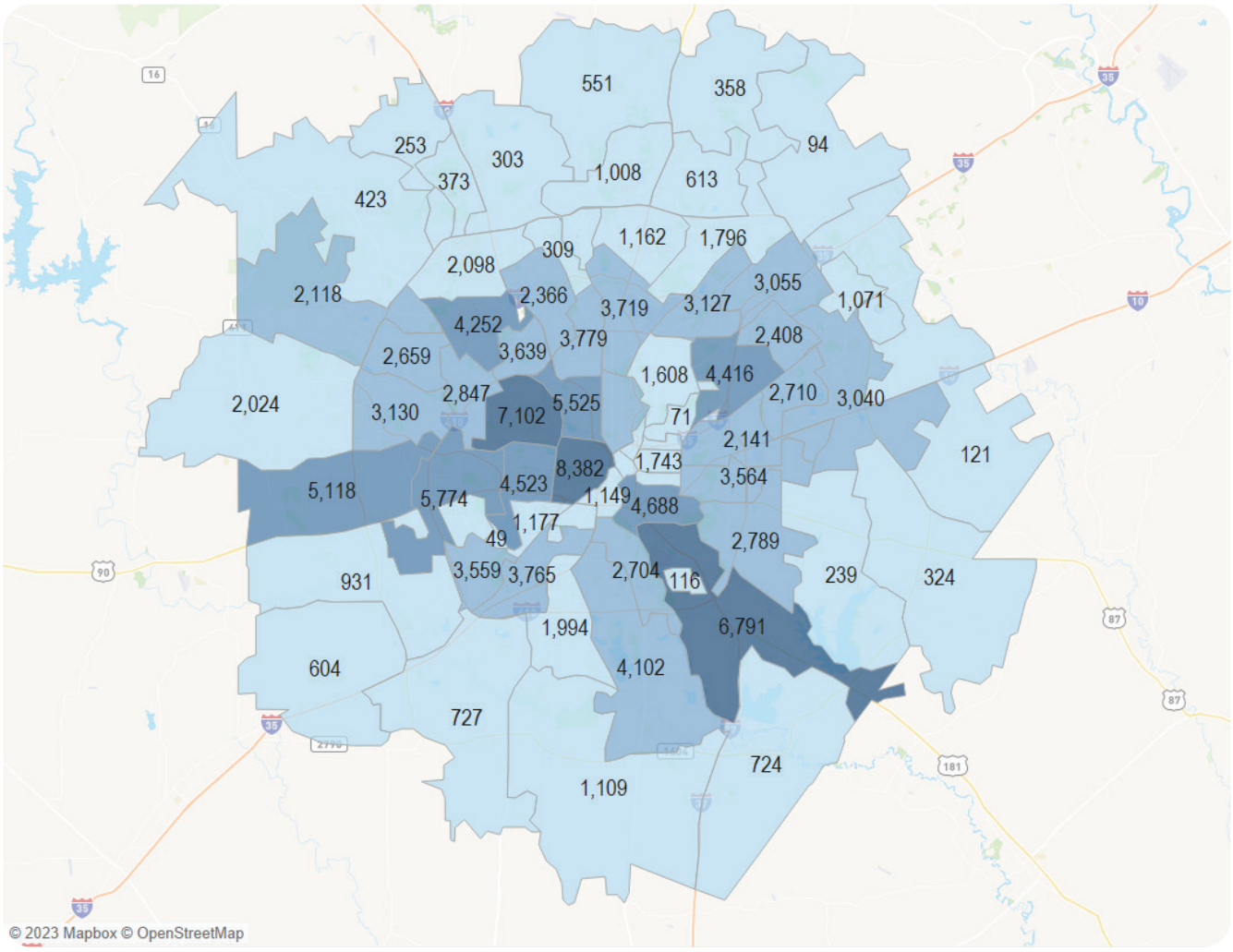
OUR IMPACT

2-1-1 HELPLINE

United Way of San Antonio and Bexar County

United Way's 2-1-1 Helpline is free, anonymous hotline that connects callers to information about community resources. Our number of calls include advocacy, crisis intervention, follow-ups, informational, referrals and transfers.

2-1-1 Calls by Zip Code



Call Type	# of Calls
Advocacy Person is in critical situation and connected to necessary provider organization(s)	361
Crisis Intervention Person is in emotional distress or experiencing suicidal ideation	7,977
Referral Caller is referred to information or resources	63,254
Transfer Caller is connected to HHSC/State benefits option line	80,328
Follow-Up Contact with a 2-1-1 service user to check on individuals progress and identify any further referral needs	560
Grand Total	**152,521**

To learn more our 2-1-1 Helpline, visit:
uwsatx.org/211

Data from July 1, 2021 - June 30, 2022