



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



2022 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 a 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 service members 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 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 Texas, twelve counties are designated as its primary service area. These counties include Atascosa, Bandera, Bexar, Comal, Frio, Gillespie, Guadalupe, Karnes, Kendall, Kerr, Medina, and Wilson Counties.

Principles

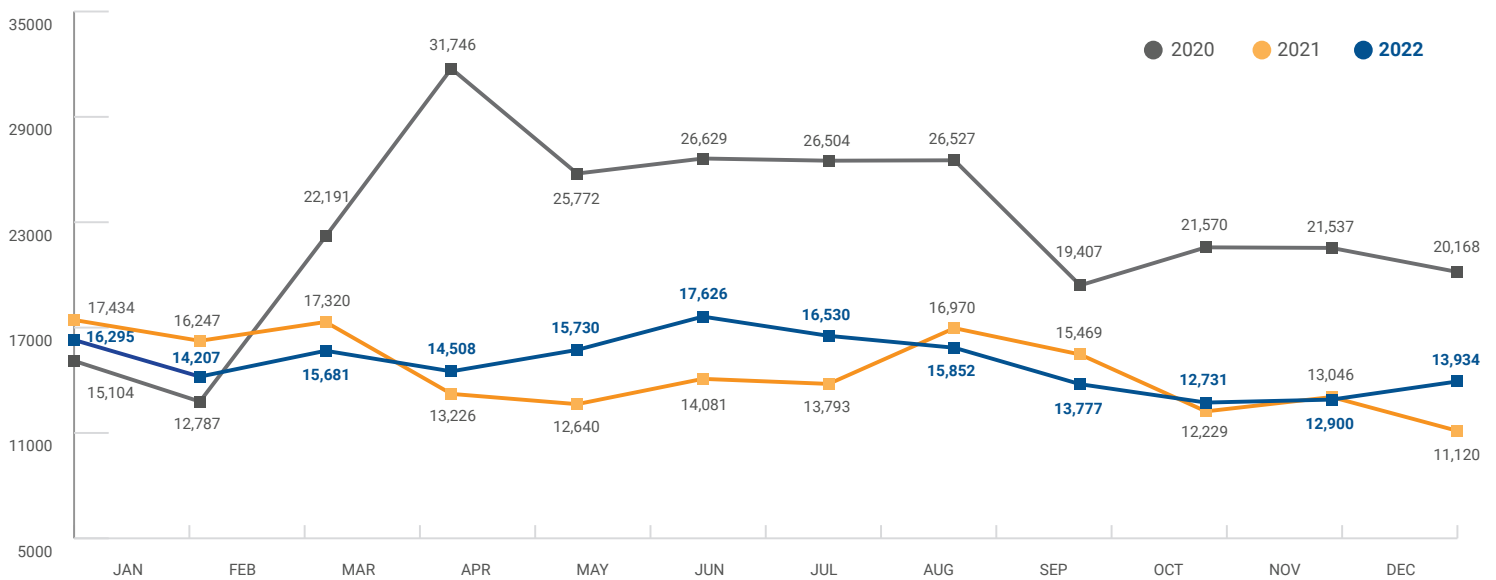
The 2-1-1 Helpline's goals are to improve access to human care services and help allocate those services where needed. Additionally, our goal is to collect and maintain comprehensive and current information on local and governmental health and human services. By doing so we intend to increase communication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



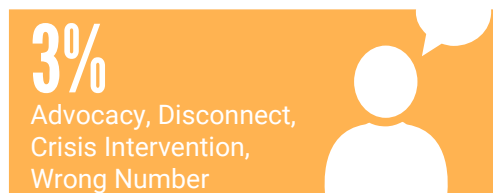
02 - 2-1-1 CALL VOLUME AND TRENDS

From January 2022 to December 2022 the 2-1-1 Helpline received 179,723 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 2,936 chats from its residents.

Annual Call Volume Comparison



Call Types



Disaster-Related Calls

5.2%

COVID-19

0.7%

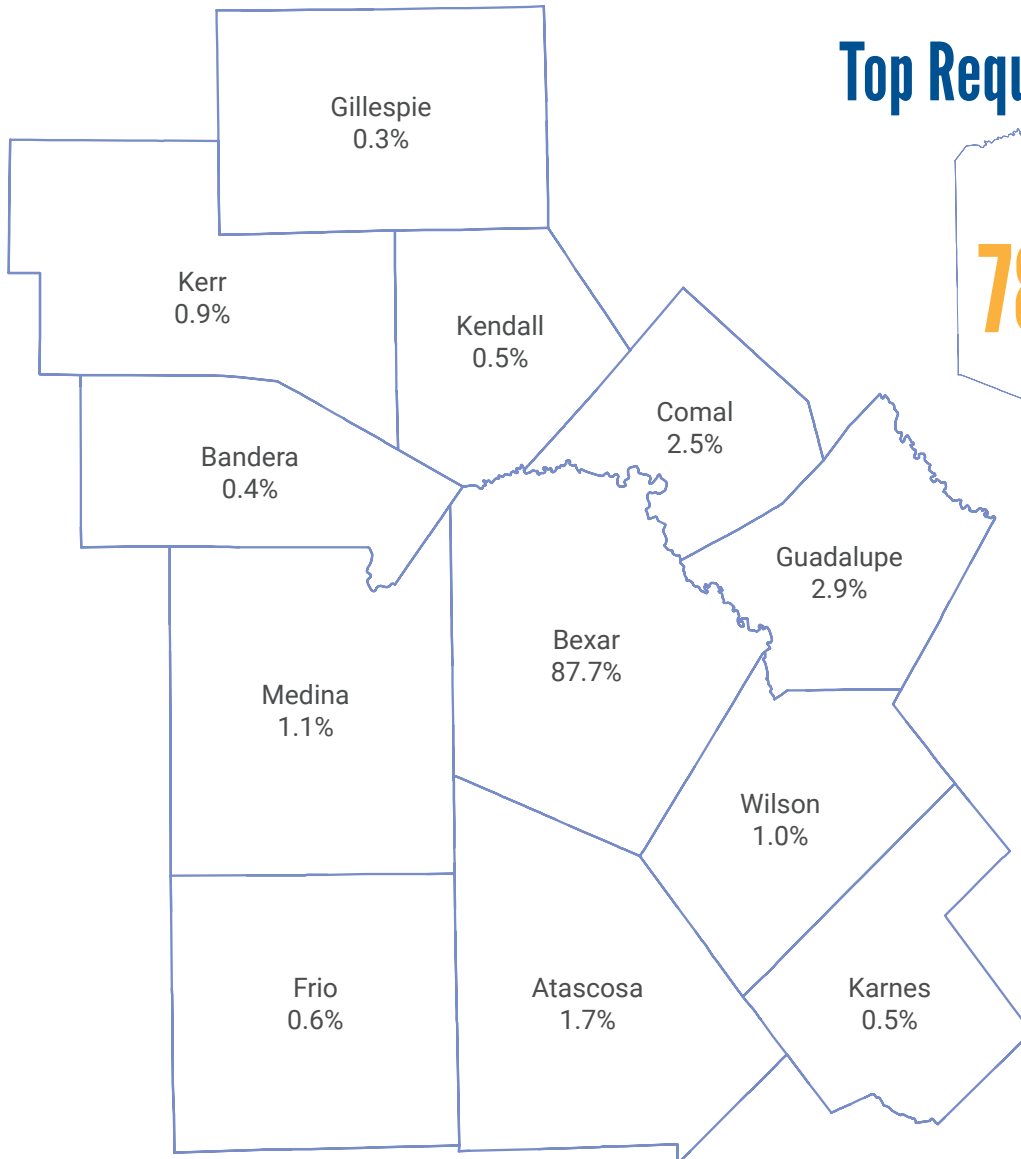
Other Disaster Calls

*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 (WIC) and the Medicare Savings Program.

03 - ALAMO REGIONAL DATA

The 2-1-1 Alamo Database contains more than 700 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



78228

78223

78227

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
3. Food
4. Public Assistance Programs
5. Mental Health / Substance Use Support
6. Individual and Family Support Services
7. Health Supportive Services
8. Health Screening / Diagnostic Services
9. Material Goods
10. Information Services

Top 10 Unaddressed Needs



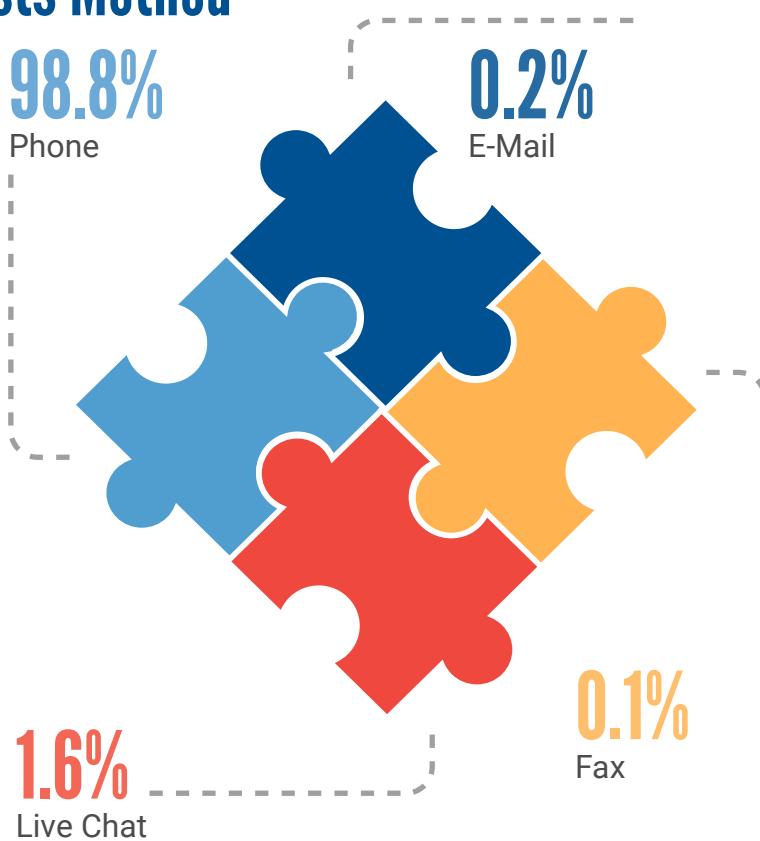
1. Housing/Shelter

2. Material Goods
3. Transportation
4. Utilities
5. Individual and Family Support Services
6. Food
7. Health Supportive Services
8. Mental Health / Substance Use Support
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

7.3%
Yes

79%
No

13.7%
Unsure/
Did Not Ask

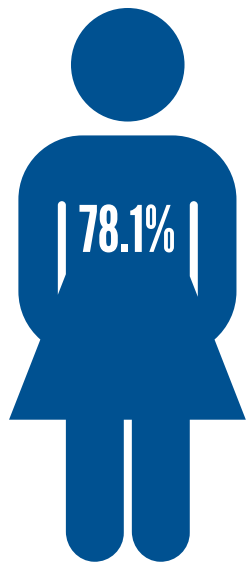
Calls by Language



05 - CALLER DEMOGRAPHICS

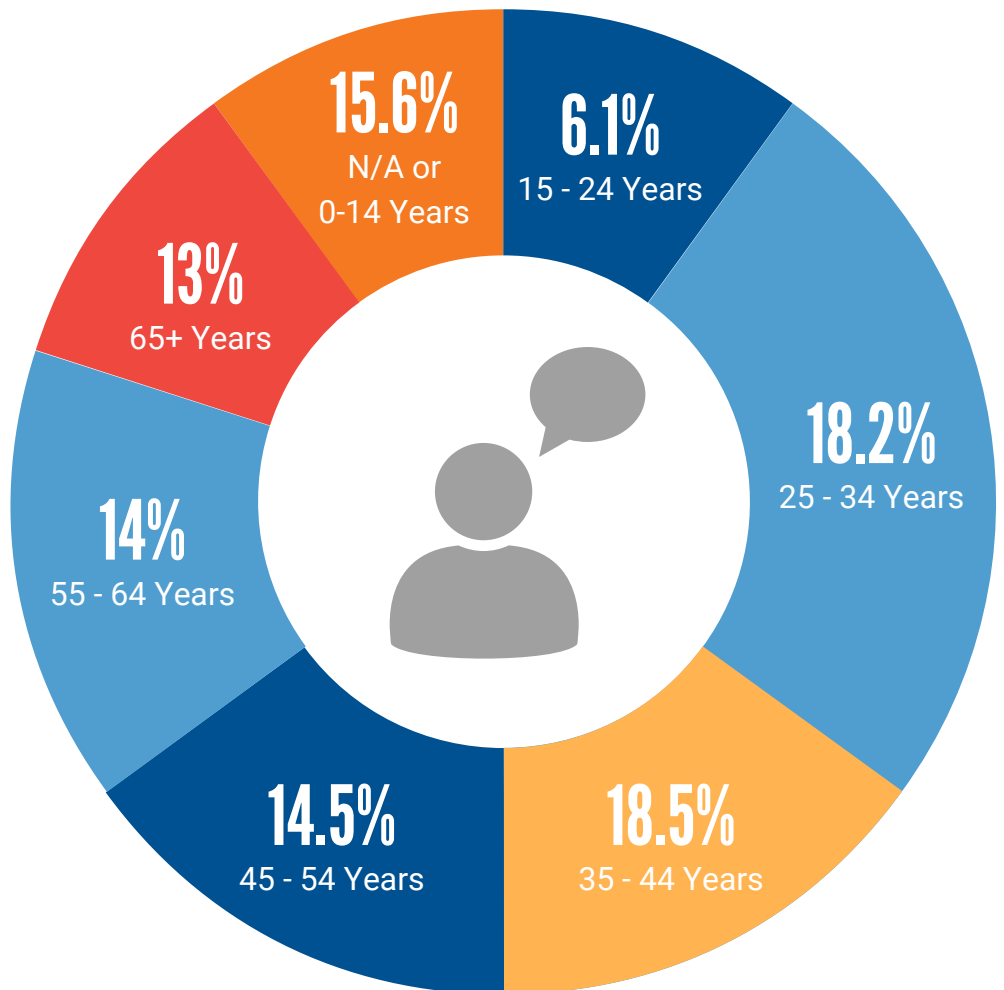
The majority of callers were female and most callers fall within the age range of 35 - 44 years of age. The second most common age range for callers was 25-34.

Callers by Gender



1.7% 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.

Top 10 Requested Needs



1. Aging and Disability Services

2. Electric Service Payment Assistance
3. Rent Payment Assistance
4. Food Pantries (including baby formula)
5. Mental Health / Substance Use Support
6. Government Benefits Application Assistance
7. Low Income Housing Assistance
8. COVID-19 testing and Vaccines
9. At Risk / Homeless Housing Related Assistance
10. Tax Preparation Services and Information

Military Callers

1.5%
Active Duty

98.5%
Veteran

Branch of Service

47.1%

Army

15.7%

Air Force

13.3%

Navy

9.1%

Marine Corps

0.4%

Coast Guard

1.3%

National Guard

2.7%

More than one branch

10.3%

Undetermined

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

SEARCH for services online at 211texas.org

CHAT with a Call Specialist online at 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)

