

OUR IMPACT

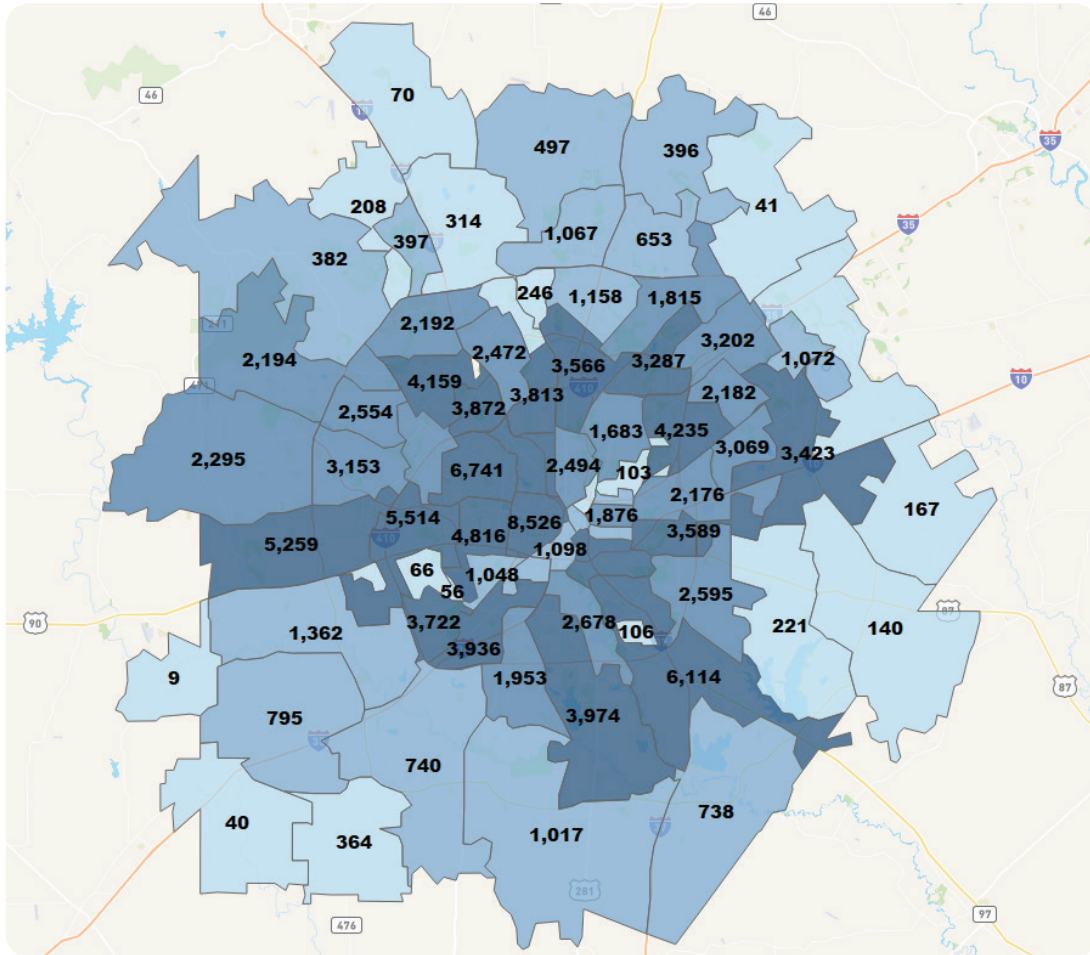
2-1-1 HELPLINE



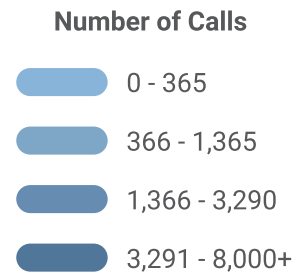
United Way of San Antonio and Bexar County

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)	595
Crisis Intervention Person is in emotional distress or experiencing suicidal ideation	47
Information Caller is provided with information about specific resources with which s/he was already familiar.	13,178
Referral Caller is referred to information or resources	58,393
Transfer Caller is connected to HHSC/State benefits option line	76,863
Follow-Up Contact with a 2-1-1 service user to check on individuals progress and identify any further referral needs	546
Grand Total	149,622



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

Data from July 1, 2022 - June 30, 2023