



211

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

Get Connected. Get Help.™

# 2024 ANNUAL REPORT



**UNITED WAY**  
San Antonio and  
Bexar County



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# ANNUAL REPORT

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## Overview

The United Way of San Antonio and Bexar County's 211 Helpline, Option 1 provides confidential referrals and information to non-profit, government, and faith-based agencies, 24 hours a day, seven days a week, 365 days a year. By dialing 211 and selecting Option 1, a person is 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 211 website for referrals or use the chat feature on the website. 211 Option 1 is easy to dial and multilingual.

Mission United is a special component of the services provided by the 211 Helpline. It provides tailored 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, service status and specific needs - ranging from behavioral health, education and employment, financial assistance and more.

The United Way of San Antonio and Bexar County 211 Helpline is part of a statewide network of 25 Area Information Centers (AIC) across Texas. Due to its coverage area, the United Way of San Antonio and Bexar County 211 Helpline is also known as the Alamo AIC and 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 goals of the 211 Helpline are:

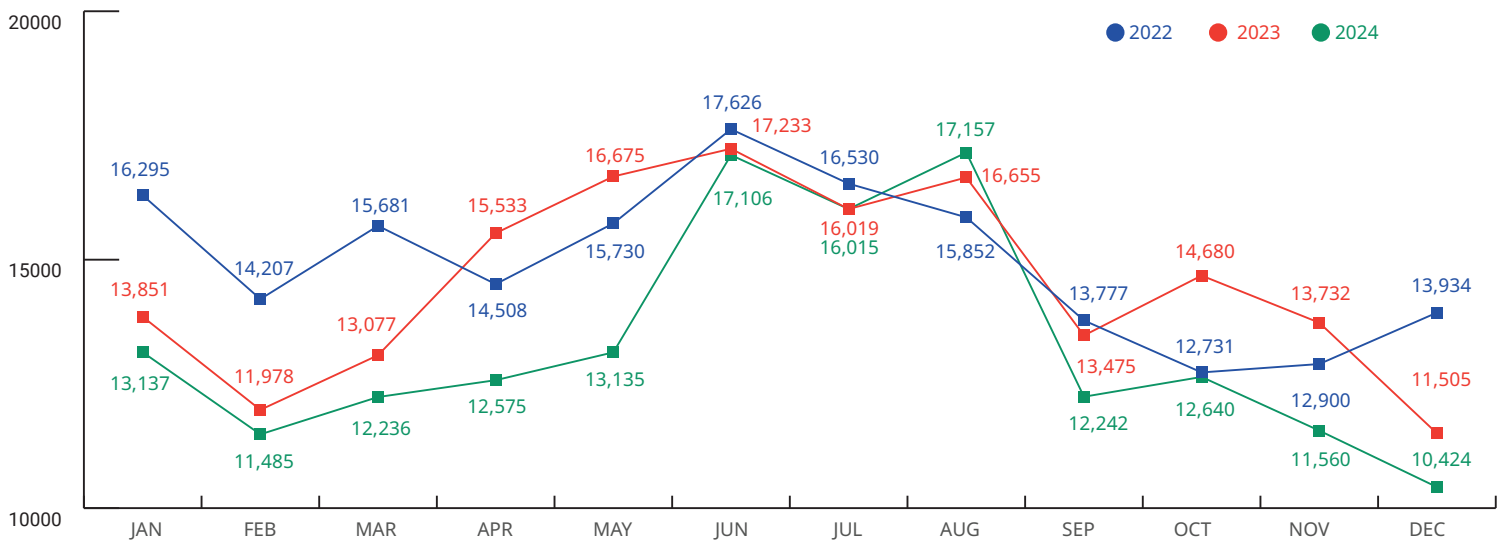
- Improve access to human care services.
- Help allocate those services where needed.
- Collect and maintain comprehensive and current information on local and governmental health and human services.
- Increase communication and collaboration between agencies and services.
- Be transparent and make the data collected available to agencies and individuals alike.



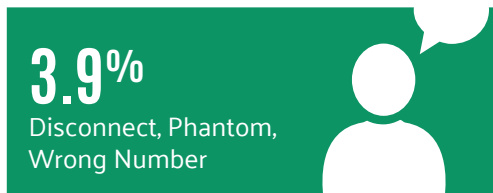
# CONNECTION VOLUME AND TRENDS

From January 2024 to December 2024 the 211 Helpline received 161,739 connections\* from residents of the Alamo Region (Atascosa, Bandera, Bexar, Comal, Frio, Gillespie, Guadalupe, Karnes, Kendall, Kerr, Medina, and Wilson Counties).

## Annual Call Volume Comparison



## Connection Types



## Disaster-Related Connections

**99.1%**

Non Disaster-Related

**0.9%**

Disaster Related

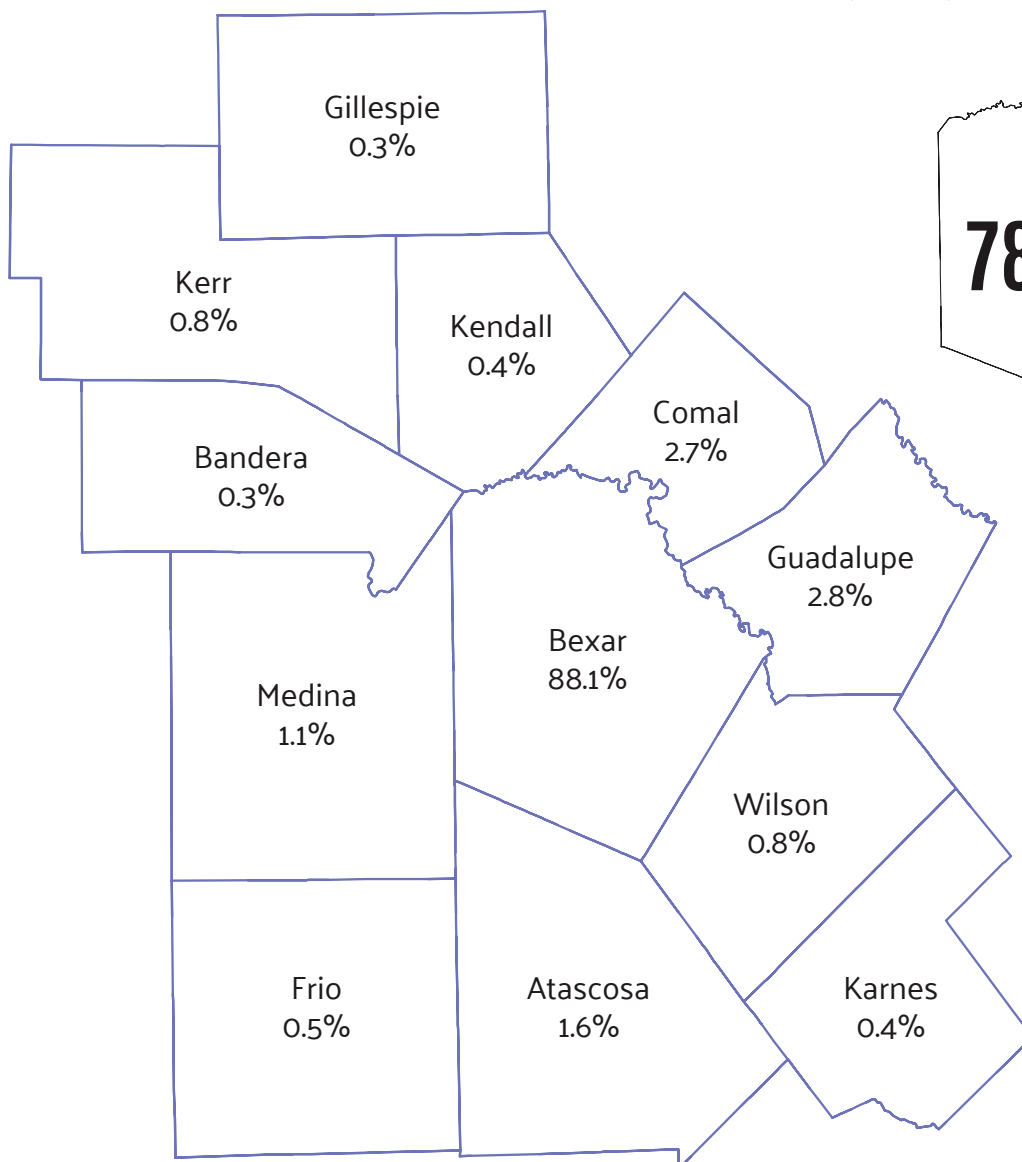
\* A connection is a phone call, live chat, fax, walk-in or email to contact 211.

† Connections 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) and Medicare.

# ALAMO REGIONAL DATA

The 211 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.

## Connections by County



## Top Requests by Zip Code



- 78228
- 78223
- 78245

# REQUESTED NEEDS

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To gain a clearer understanding of the gaps in our community's needs, the 211 Helpline keeps track of the reason why individuals contact us. Refer to Appendix A for the definition of each category.

## Top 10 Requested Needs



### 1. Utility Assistance

2. Housing
3. Food / Meals
4. Health Care
5. Individual, Family and Community Support
6. Mental Health / Substance Use Disorders
7. Clothing / Personal / Household Needs
8. Income Support / Assistance
9. Legal, Consumer and Public Safety Services
10. Transportation

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## Top 10 Unaddressed Needs



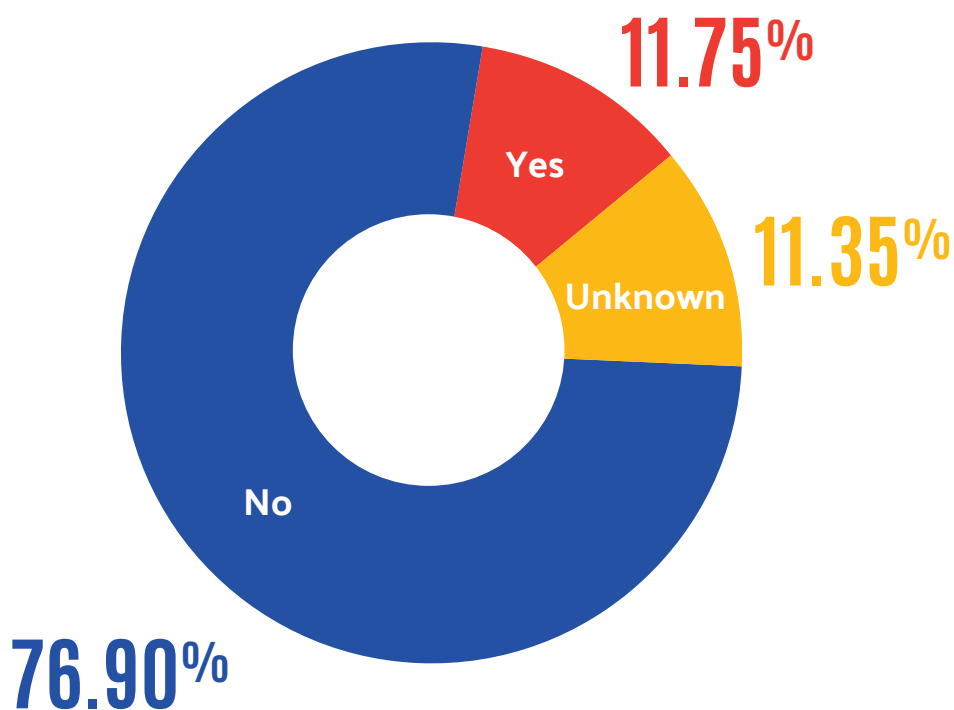
### 1. Housing / Shelter

2. Utility Assistance
3. Clothing / Personal / Household Needs
4. Transportation
5. Individual, Family and Community Support
6. Food / Meals
7. Health Care
8. Income Support / Assistance
9. Legal, Consumer and Public Safety Services
10. Mental Health / Substance Use Support

# DEMOGRAPHICS

The majority of 211 callers utilize a phone to contact us and most have accessed 211 services previously. Callers predominately speak English, with Spanish being the second most common language spoken.

## First-Time Contacts



## Language



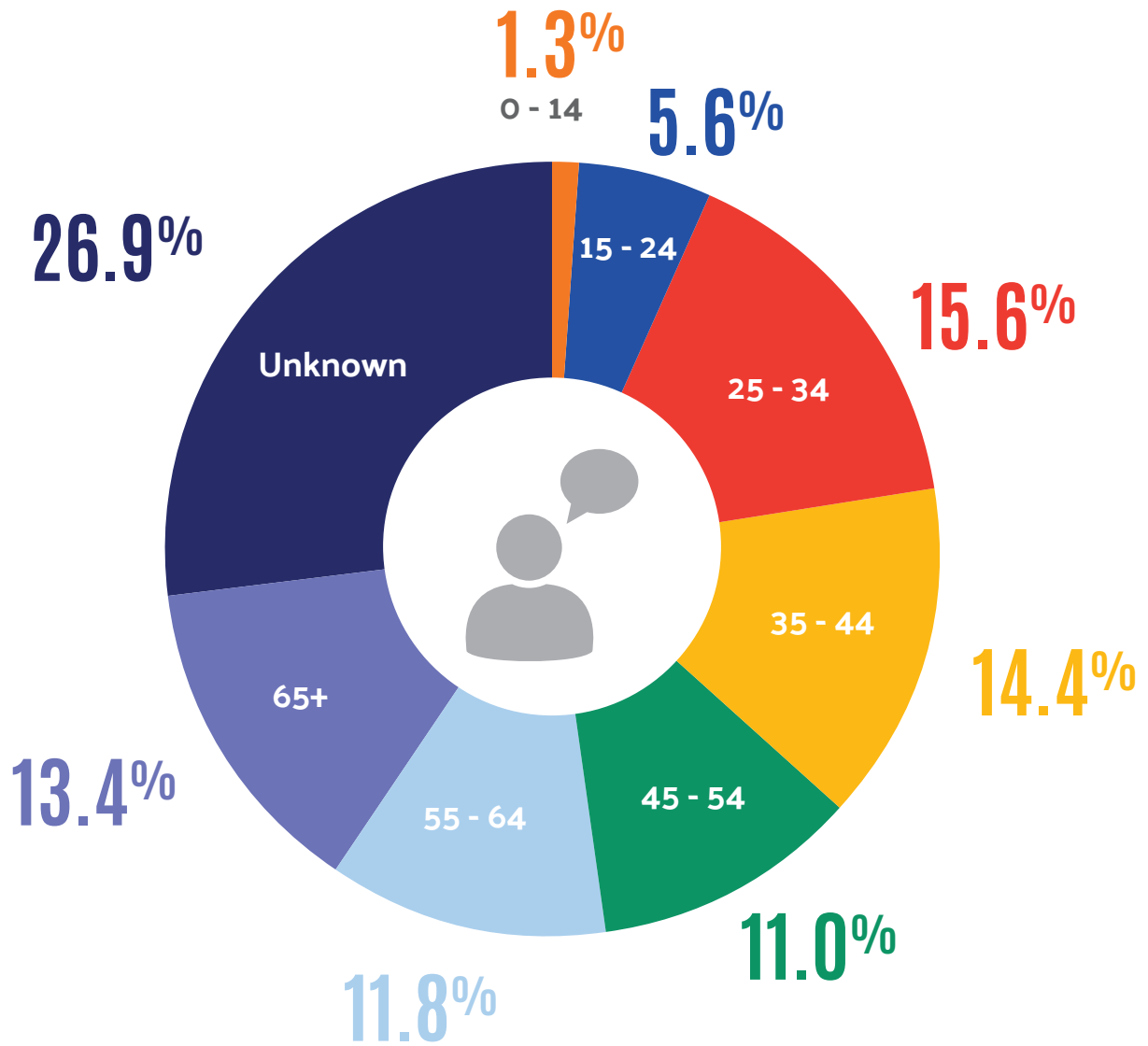
## Request Method



# DEMOGRAPHICS

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## Age Range of Contacts



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## Gender

Non-binary or not disclosed: 6.3%

71.4%



22.3%





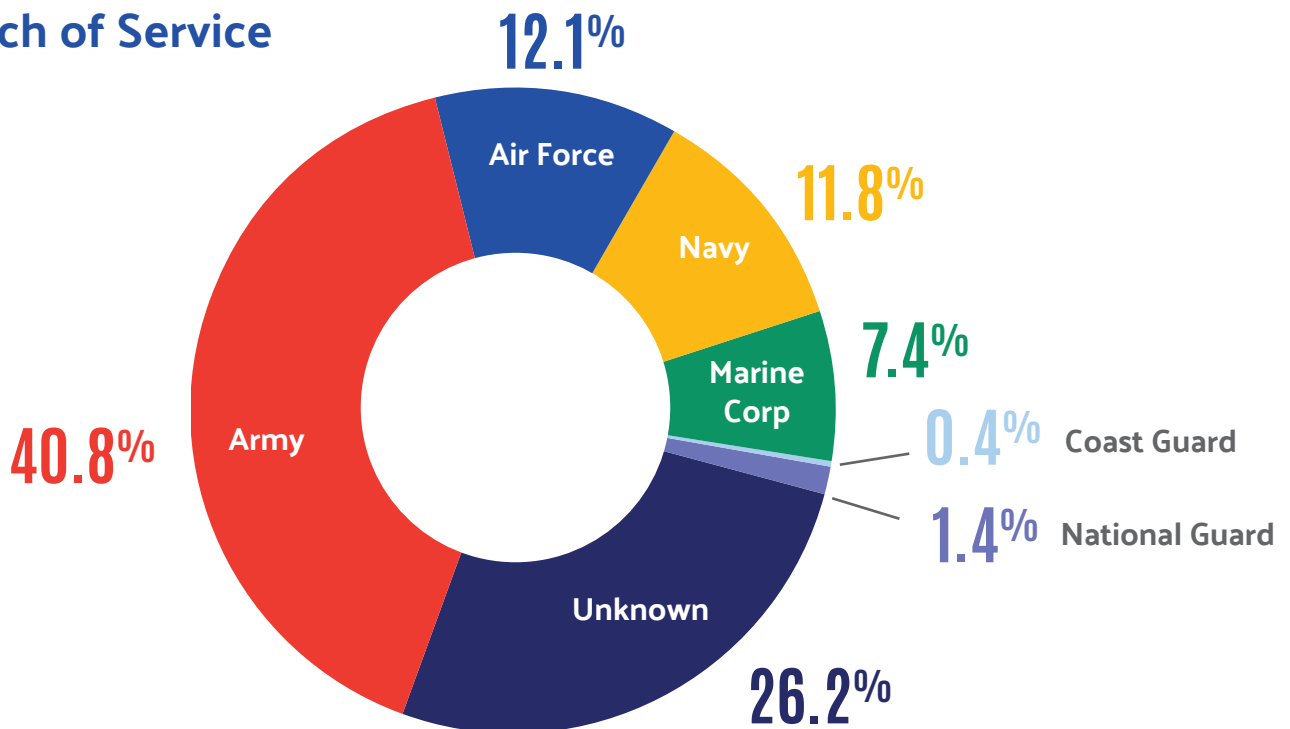
# MILITARY CONNECTIONS

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. Below are the top 10 requested need categories for service members from Bexar County.

## Top 10 Requested Needs

1. **Utility Assistance**
2. Housing / Shelter
3. Food / Meals
4. Individual, Family and Community Support
5. Health Care
6. Income Support / Assistance
7. Mental Health / Substance Use Disorder
8. Legal, Consumer and Public Safety Services
9. Transportation
10. Clothing / Personal / Household Needs

### Branch of Service



**Military  
Contacts**

**5.8%**  
Active Duty

**94.2%**  
Veteran

# CONTACT US

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Talk to a specialist 24 hours a day, seven days a week. Services 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 211** 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/Hear of Hearing** can dial 711 and ask to be connected to 211, (Option 1)

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



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# APPENDIX A

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## Need Category Definitions

### **Clothing/Personal/Household Needs**

Needs programs that pay for, provide and/or repair basic household, work-related and personal necessities for people who need them. Also included are organizations that provide office equipment and supplies for individuals and businesses, operate lost and found services where people can retrieve lost possessions or make commodities broadly available to the community at large. Clothing, diapers, personal grooming supplies, fans and other home goods requests are part of this category.

### **Food/Meals**

Programs that seek to meet the basic nutritional needs of the community by providing access to food products. This category includes programs that provide assistance in the form of coupons or vouchers that can be exchanged for food supplements to ensure that the nutritional needs are met such as SNAP and WIC benefits. Other subcategories included are soup kitchens and congregate meals.

### **Health Care**

Programs and services whose primary purpose is to help individuals and families achieve and maintain physical well-being through the study, prevention, screening, evaluation and treatment of people who have illnesses, injuries or disabilities; and the provision of family planning, maternity and other services that relate to human reproduction and sexual health. This category also includes requests to Aging and Disability Resource Centers, which serve as a single point of entry to public long term support programs and services such as level of care determinations for Medicaid nursing facility; short-term case management; help people plan for their future long term support needs; and provide information about and referral to other programs and benefits (such as health promotion and disease prevention, transportation services, housing and income support programs).

### **Housing/Shelter**

Programs that seek to meet the basic shelter needs of the community by providing temporary shelter for people who are in emergency situations, home improvement programs, housing location assistance and a variety of housing alternatives. Low-income rental housing, rent payment assistance, public housing, housing related coordinated entry, homeless and transitional shelter are major subcategories within this category.

### **Income Support/Assistance**

Programs that help to meet the economic needs of the community by helping residents prepare for, find and sustain gainful employment; providing public assistance and support for those who are eligible; ensuring that retirees, older adults, people with disabilities and other eligible individuals receive the social insurance benefits to which they are entitled; and offering temporary financial assistance for people who are experiencing an unexpected financial crisis in situations where support related to their specific circumstances is unavailable. Categories included in within this category are childcare expense assistance, TANF applications, Social Security benefits, personal financial counseling and tax filling services.

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## **Individual, Family and Community Support**

Category is encompassed by local and state programs that ensure individuals, families, and geriatric population such as services that provide alternative living arrangements for children who have no birth family or whose family environment is abusive; facilitate the settlement of new residents in the community; marshal community resources on behalf of disadvantaged residents during the holidays. Includes resources related to governing and advisory boards that provide advice or guidance for public and private organizations that oversee the provision of services to the community. Programs that provide for the humane care, protection and control of the domestic animals are also listed under this category.

## **Information Services**

Programs that provide for the collection, classification, storage, retrieval, and dissemination of recorded knowledge for the community. Included are electronic information resources, information and referral programs, information lines, library services, media services, public awareness/education campaigns, research data and rumor control activities.

## **Legal, Consumer and Public Safety Services**

Programs that promote and preserve the conditions that enable community residents to live in a safe and peaceful environment through the enforcement of laws that protect life and property and the administration of justice according to the principles of law and equity. Included are legal aid assistance; crime prevention services; support for witnesses to and victims of crimes; and provide for the arraignment, prosecution and defense, judgment, sentencing, confinement and eventual release and resettlement of offenders. Also, services that provide education and protection of consumers such as programs that establish and enforce consumer protection, fair trade and other regulatory legislation; and/or ensure that consumers have access to fair hearings, mediation or binding arbitration and appropriate remedies when they have complaints. Last but not least, the category also includes programs whose primary purpose is to ensure the safety of the community by issuing warnings regarding public health hazards or other dangerous conditions; connecting people whose lives are at risk with appropriate emergency response agencies; supplying safety equipment such as smoke alarms.

## **Mental Health/Substance Use Support**

Disorders programs that provide preventive, diagnostic and treatment services in a variety of community and hospital-based settings to help people achieve, maintain and enhance a state of emotional well-being, personal empowerment and the skills to cope with everyday demands without excessive stress or reliance on alcohol or other drugs. Treatment may include emotional support, introspection and problem-solving assistance using a variety of modalities and approaches, and medication, as needed, for individuals who have a substance use disorder involving alcohol and/or other drugs or for people who range from experiencing difficult life transitions or problems in coping with daily living to those with severe, chronic mental illnesses that seriously impact their lives. Intake and assessment for mental health services, alcohol and drug use is one of the major subcategories in this category.

## **Transportation**

Programs that provide for the basic transportation needs of the community including the local and

# APPENDIX A

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long-distance conveyance of people and goods, and special arrangements for older adults, people with disabilities and other community residents who have no personal transportation and are unable to utilize public transportation. Also included are programs that provide information, emergency assistance and other supportive services to meet the needs of tourists, travelers and other visitors.

## **Utility Assistance**

Assistance programs that provide financial assistance for people who are at risk for having their utilities shut off; offer discounted utility services; provide disconnection protection; arrange for notification regarding pending disconnection; make available special services such as large print utility bills or levelized energy bill payment arrangements which support people's ability to make their payments; or supply wood, propane, butane or other fuel for heating or cooking purposes in situations where people have no other means of acquiring them.