



211

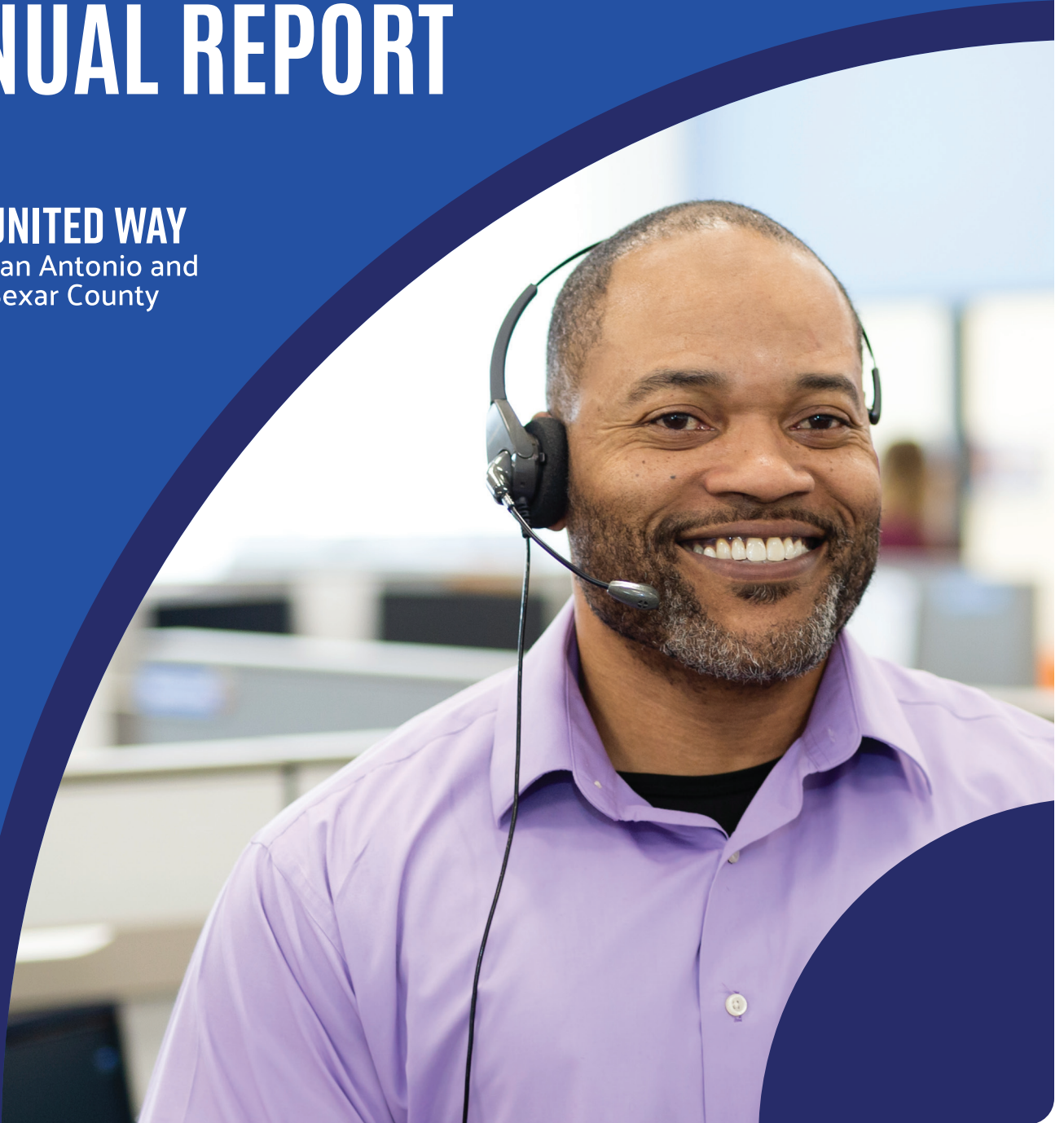
211 Texas - Alamo Region
United Way of San Antonio and Bexar County

Get Connected. Get Help.™

2025 ANNUAL REPORT



UNITED WAY
San Antonio and
Bexar County



CONTENTS

| | |
|----|------------------------------|
| 3 | Overview |
| 4 | Connection Volume and Trends |
| 5 | Alamo Regional Data |
| 6 | Requested Needs |
| 7 | Disaster Response |
| 8 | Demographics |
| 10 | Military Connections |
| 11 | Contact Us |
| 12 | Appendix A |

ANNUAL REPORT

Overview

The United Way of San Antonio and Bexar County's 211 Helpline connects individuals to community resources through confidential referrals and information. Services are available 24 hours a day, seven days a week, 365 days a year by dialing 2-1-1 and selecting option 1, visiting 211texas.org, or using the website's chat feature.

In addition to connecting individuals to vital resources, the 211 Helpline works to ensure human care services are allocated where they are most needed. 211 collects and maintains a comprehensive, up-to-date information on local and governmental health and human services. In addition, the helpline aims to increase communication and collaboration among community-based organizations while promoting transparency by making the data it collects available to both service providers and individuals.

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.

MISSION UNITED is a specialized service within the 211 Helpline that provides tailored support along with coaching to military households, including veterans and active-duty service members.

The United Way of San Antonio and Bexar County 211 Helpline, also known as the Alamo Area Information Center (AIC), is part of a statewide network of 25 AICs in Texas and is one of three contact centers operating 24/7. While the Alamo AIC answer calls from all over Texas, it primarily serves twelve counties: Atascosa, Bandera, Bexar, Comal, Frio, Gillespie, Guadalupe, Karnes, Kendall, Kerr, Medina and Wilson Counties.

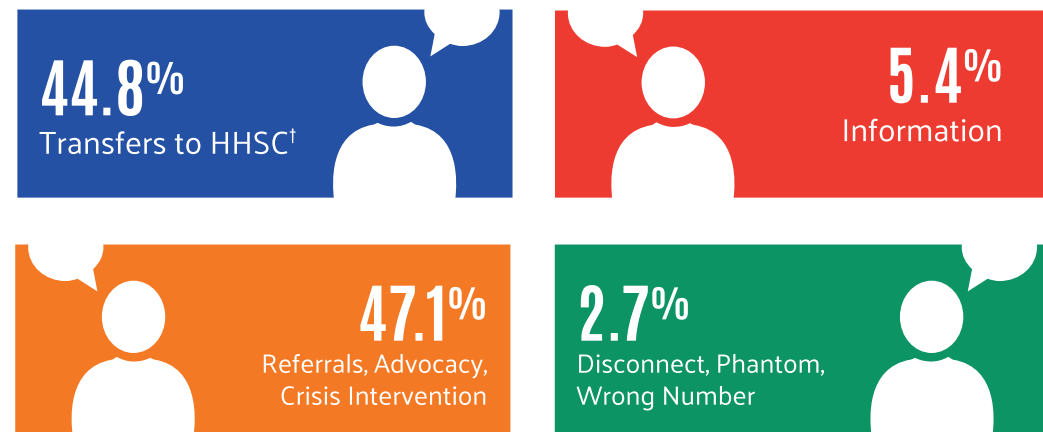


CONNECTION VOLUME AND TRENDS

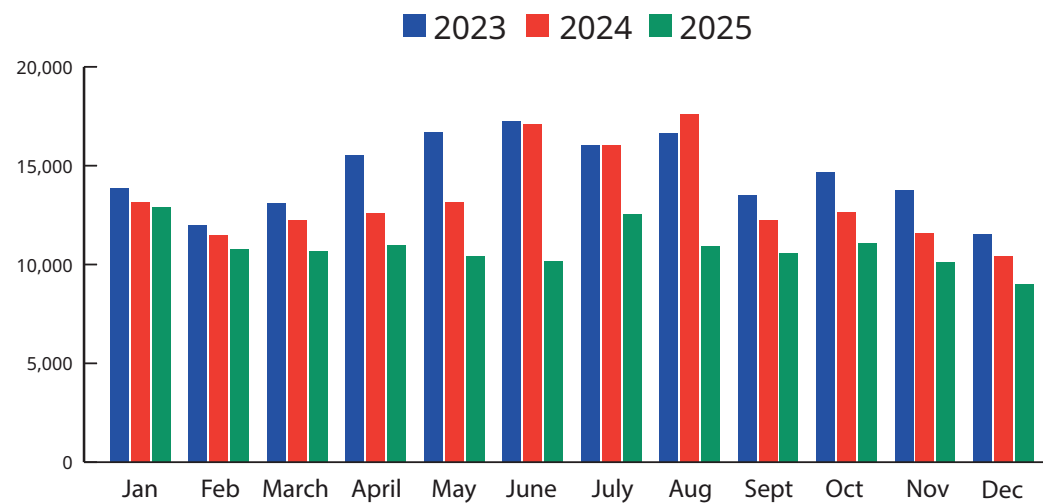
From January 2025 to December 2025 the 211 Helpline received 131,530 connections* from residents of the Alamo Region (Atascosa, Bandera, Bexar, Comal, Frio, Gillespie, Guadalupe, Karnes, Kendall, Kerr, Medina and Wilson Counties). Phone was the primary method to get in touch with the helpline. Connections are categorized based on the central reason the individual reached out.

131,530* Connections

Connection Types



Annual Call Volume Comparison



* 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 connection data at regional level offers deeper understanding of the regional need and demand of human care services. The following zip codes had the highest number of connections among our twelve-county region: 78207, 78223, 78228 and 78245. The map further breaks down the connection by county.

Request Method

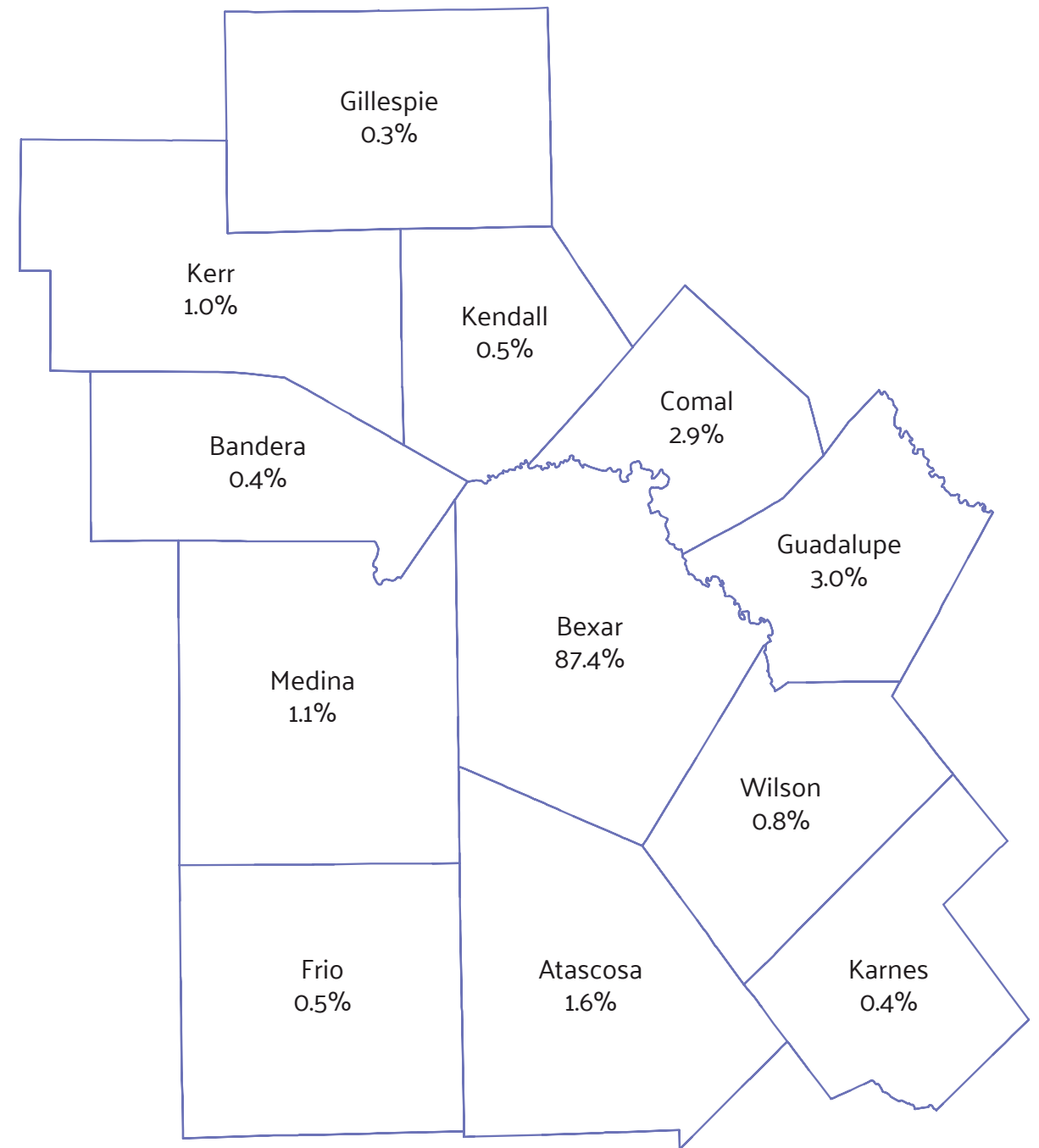
Phone
98.93%

Live Chat
0.74%

Fax
0.25%

Email
0.04%

Other
0.04%



REQUESTED NEEDS

The 211 Helpline tracks the reason why individuals contact us to better understand gaps in community needs. A need is considered unaddressed when no resource is available to meet their request. In 2025, the most common reasons that needs went unaddressed were the absence of certain services and client ineligible for existing services. Utility assistance, housing/shelter, and food/meals accounted for 71.7% of the requested needs. Appendix A defines each need category.

Top 10 Requested Needs



1. Utility Assistance

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

Top 10 Unaddressed Needs



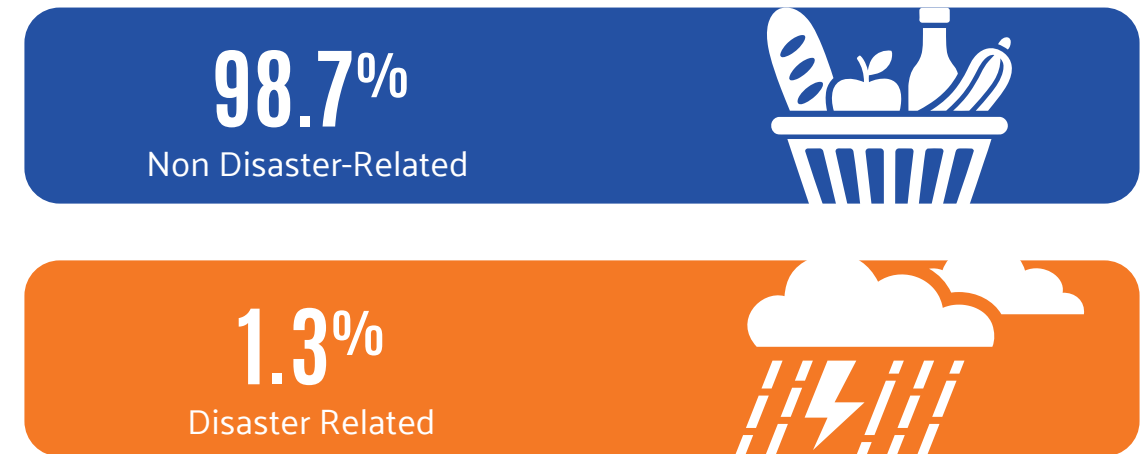
1. Housing / Shelter

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. Disaster Services

DISASTER RESPONSE

In extreme weather events, 211 works with Texas Division of Emergency Management (TDEM), local emergency managers, and responders like Red Cross to identify warming centers, extreme weather shelters for overnight stay and points of distribution. Some communities do not publicize their sheltering plans but instead direct us 211 to refer homeless or displaced individuals to local, non-emergency police or fire dispatch to seek emergency accommodations. 211 works closing with its TDEM Voluntary Agency Liaison to identify needs, service gaps and available resources.

Disaster-Related Connections



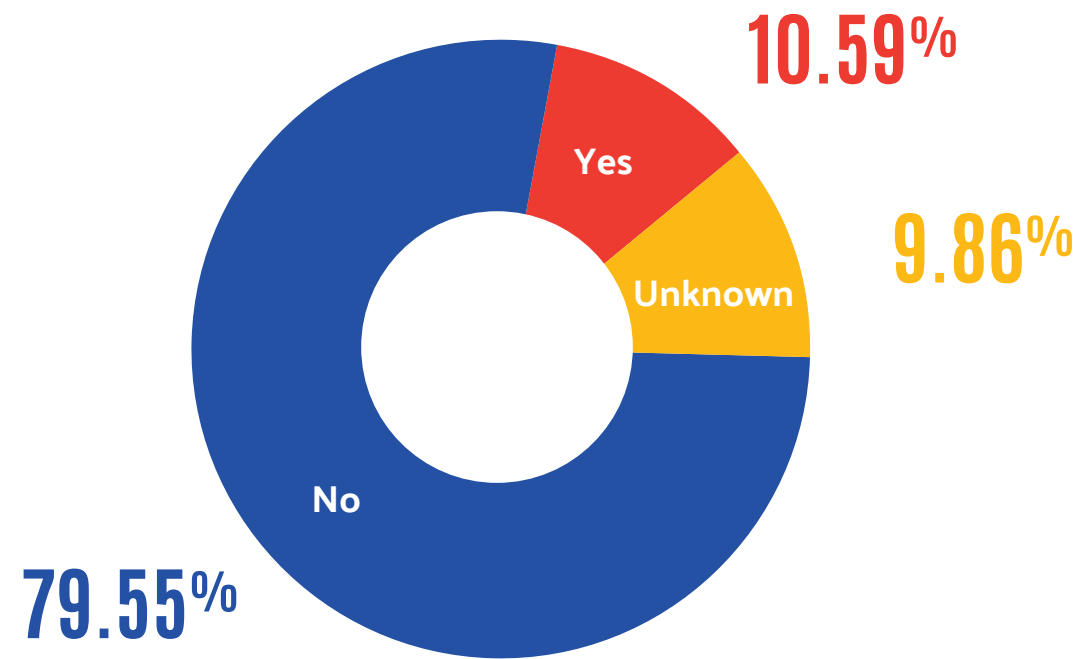
The 211 Helpline responded to the devastating Hill Country flood event in July 2025 by connecting victims to local and federal resources, as well as in-person navigation.



DEMOGRAPHICS

Behind every connection, there is a person navigating complex circumstances. The non-identifying demographics offer a bigger picture of who reached out to us in 2025. Most individuals have accessed 211 services previously, are female and predominately speak English. Spanish is the second-most common language. Individuals ages 35 - 51 connected the most with 211 in 2025.

First-Time Contacts

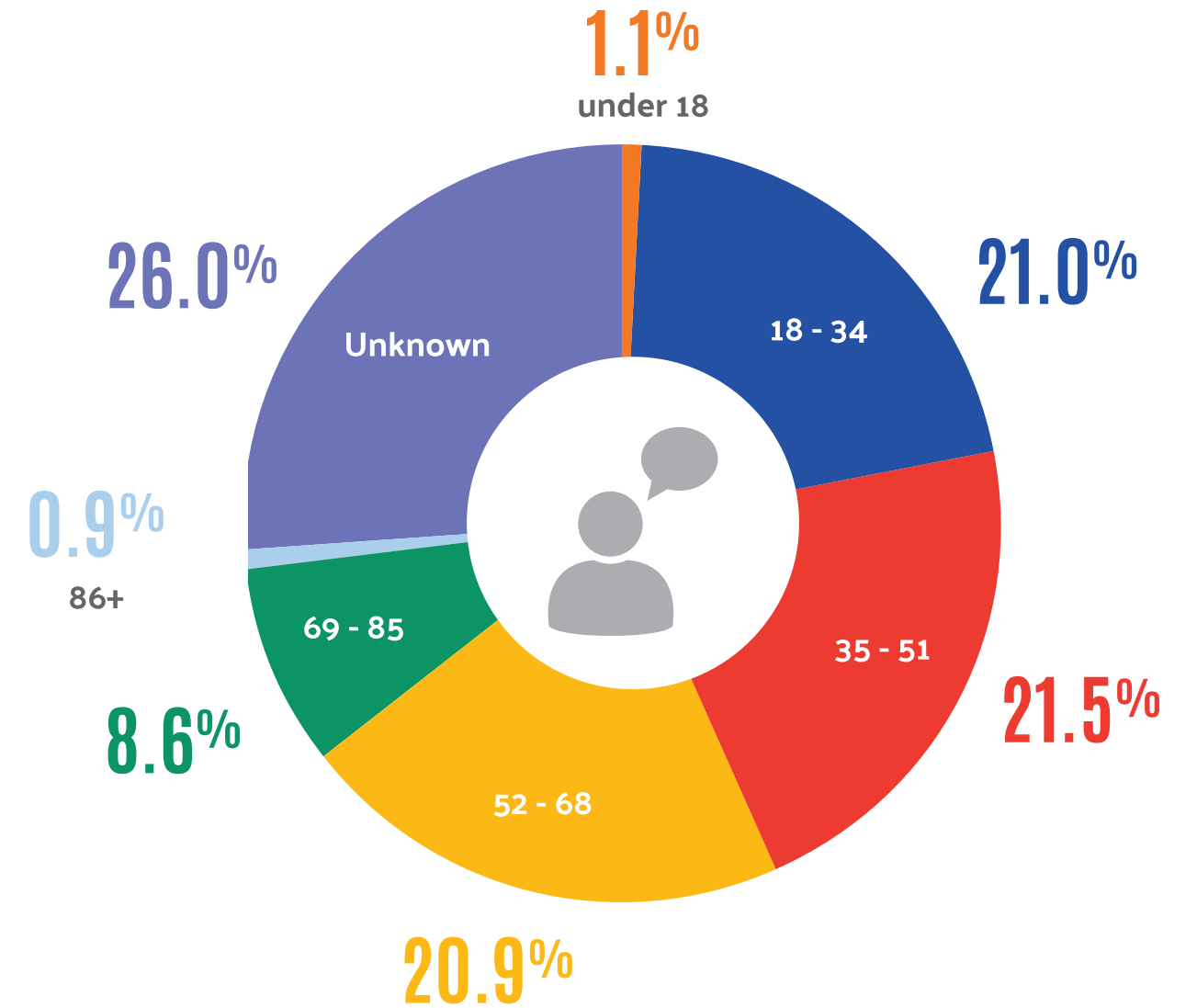


Language



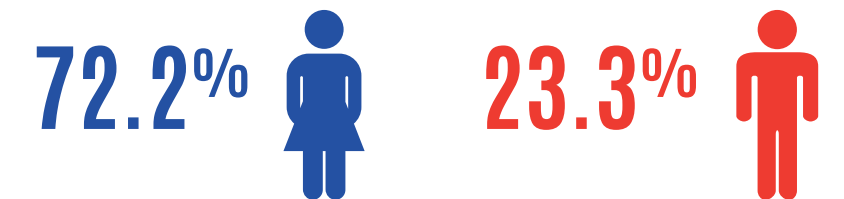
DEMOGRAPHICS

Age Range of Contacts



Gender

Non-binary or not disclosed: 4.5%



MILITARY CONNECTIONS

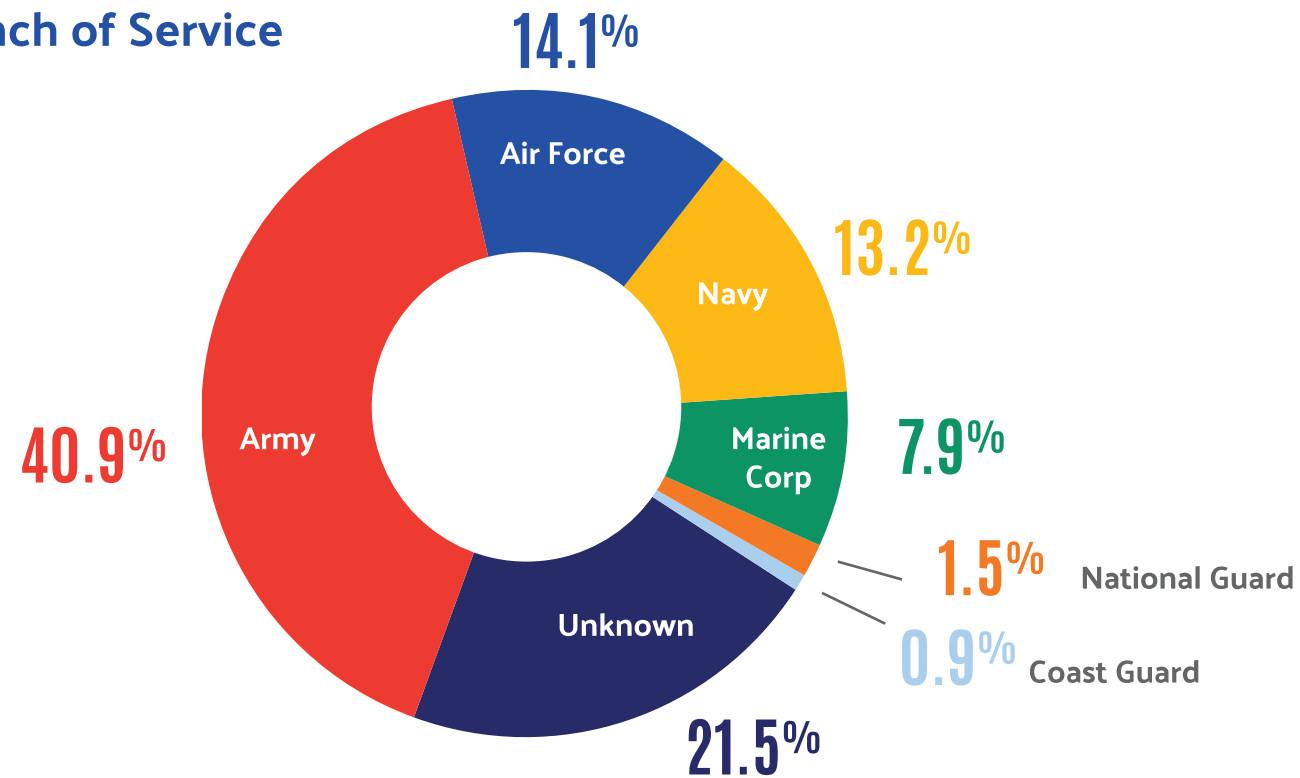
Our retired military MISSION UNITED navigators connect service members to the appropriate military or veteran resources and benefits information based on their branch of service, service status and specific needs - ranging from behavioral health, education and employment, financial assistance and more.

Our MISSION UNITED navigators conduct follow-ups to provide one-on-one support. The objectives of the follow-up calls are (1) to identify root causes of the needs, (2) to find solutions to overcome root causes, and (3) to 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 | 6. Income Support / Assistance |
| 2. Housing / Shelter | 7. Health Care |
| 3. Food / Meals | 8. Legal, Consumer and Public Safety Services |
| 4. Individual, Family and Community Support | 9. Transportation |
| 5. Mental Health / Substance Use Disorder | 10. Clothing / Personal / Household Needs |

Branch of Service



CONTACT US

The 211 Helpline does more than “patch people through” to agencies. Instead, 211 identifies and addresses the root causes of a client’s problem and connects them with a wide range of available resources that meet all the underlying needs, not just the one that prompted the connection. Callers can talk to a specialist 24 hours a day, seven days a week.

Services are completely confidential. Data reports are anonymous and do not contain service users’ Personally Identifiable Information. Client 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. 211 uses 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

Search for services online at 211texas.org

Chat with a Call Specialist online at 211texas.org

Deaf/Hard of Hearing can dial 711 and ask to be connected to 211, (Option 1)

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



APPENDIX A

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.

APPENDIX A

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.

APPENDIX A

Transportation

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



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