



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



2020 Annual Report



United Way of San Antonio
and Bexar County

CONTENTS

01 Call Volume and Trends

02 Alamo Regional Data

03 Caller Needs

04 Caller Demographics

05 Military Caller Needs

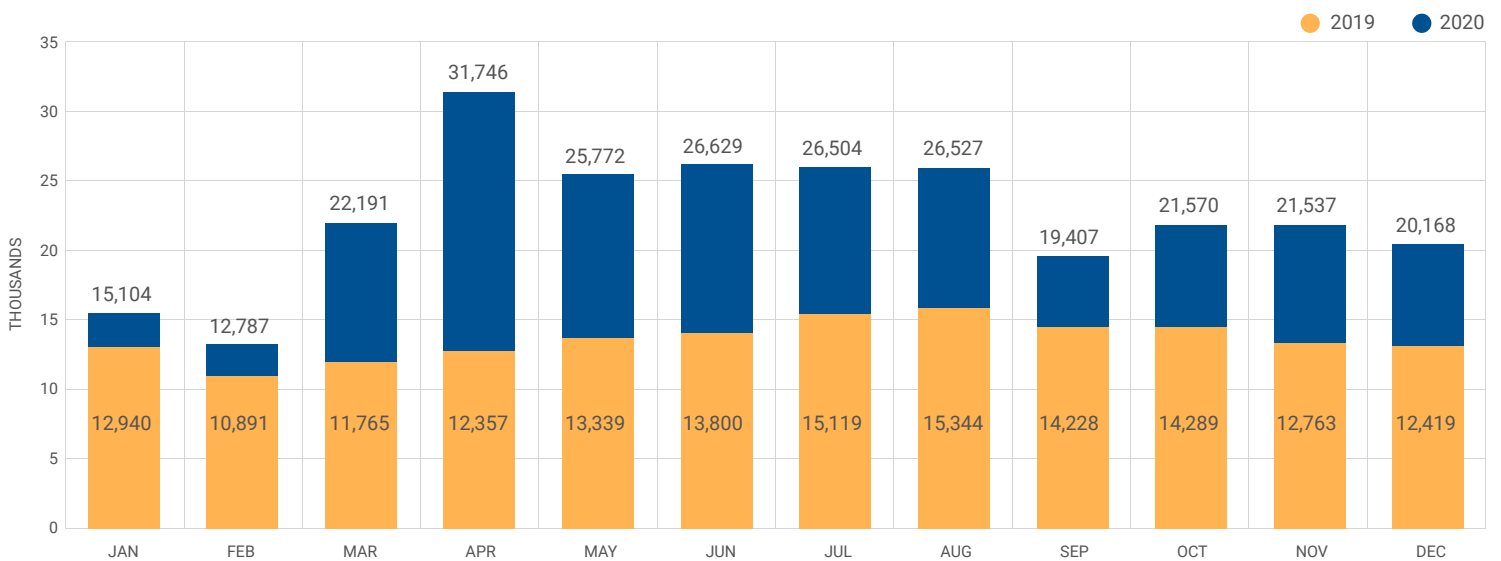
06 Contact Us

01 - 2-1-1 CALL VOLUME AND TRENDS

In 2020, the United Way 211 Texas Alamo Region experienced a 70% increase in call volume due to the Covid-19 Pandemic. In addition to connecting callers to services for everyday needs, 2-1-1 plays a major role during times of disaster by helping Texans be safe and stay informed, offers incident specific information including disaster relief services for impacted individuals, opportunities to donate, and much more.

Annual Call Volume Comparison

2019 - 159,254 | 2020 - 271,175



Call Types



Disaster-Related Calls

24%

COVID-19

70%

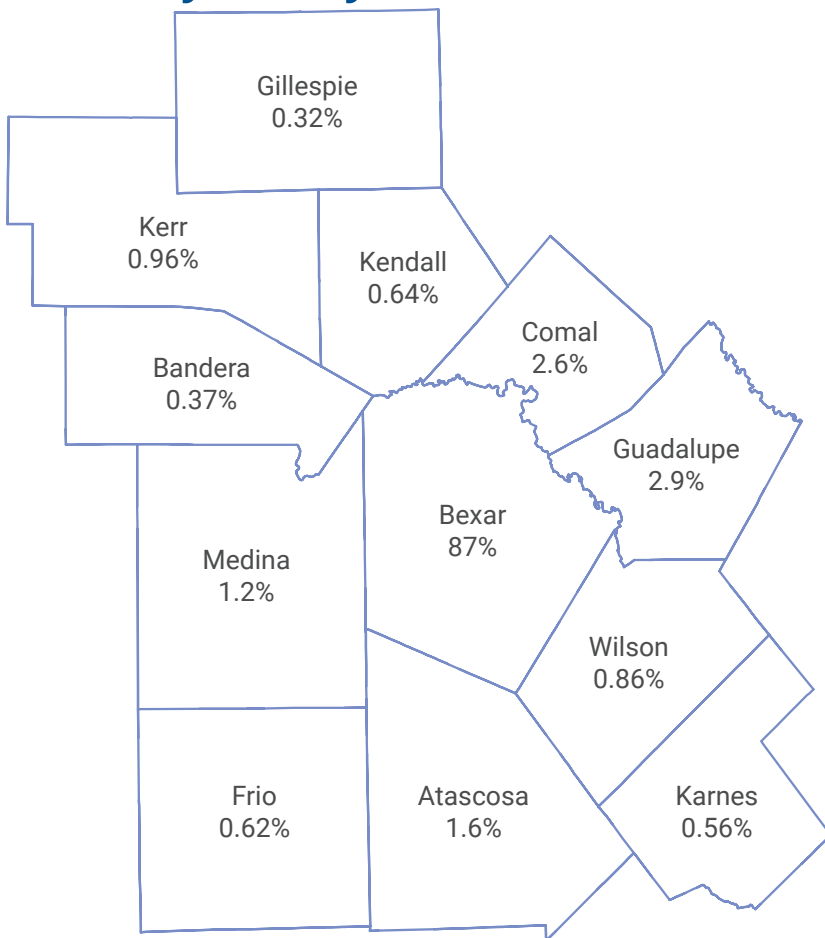
Tropical Storm/
Hurricane

*Calls transferred to 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.

02 - ALAMO REGIONAL DATA

United Way 211 Texas - Alamo Region includes Atascosa, Bandera, Bexar, Comal, Frio, Gillespie, Guadalupe, Karnes, Kendall, Kerr, Medina, and Wilson Counties. We provide information and referral services, as well as maintain critical health and human service resources for the region. The 211 Alamo Database contains more than 760 local nonprofits, faith-based organizations, and government agencies, offering more than 2,339 services – in addition to national and statewide services. National standards are in place to ensure that agency records are accurate and up-to-date.

Calls by County



Top Requests by County (City)

- Atascosa County (Pleasanton - 78064)
- Bandera County (Bandera - 78003)
- Comal County (New Braunfels - 78130)
- Frio County (Pearsall - 78061)
- Gillespie County (Fredericksburg- 78624)
- Guadalupe County (Seguin - 78155)
- Karnes County (Kenedy - 78119)
- Kendall County (Boerne - 78006)
- Kerr County (Kerrville - 78028)
- Medina County (Devine - 78016)
- Wilson County (Floresville - 78114)

Top Requests by Zip Code



- | | | |
|-------|-------|-------|
| 78228 | 78227 | 78237 |
| 78223 | 78210 | 78213 |
| 78201 | 78245 | 78221 |

03 - CALLER NEEDS

Texans dial 2-1-1 for several reasons: **Option 1** provides information about local community resources; **Option 2** provides information about “Your Texas Benefits” (state public benefits such as SNAP, Medicaid, TANF, CHIP, and WIC); and **Option 4** provides registration for evacuation transportation during emergencies or disasters. 2-1-1 plays a key role in the response to natural and man-made disasters in Texas. As 2-1-1 callers are assisted, anonymous data is collected about each caller’s needs and demographic information, allowing the public to better understand the needs of the region or of a specific demographic group.

Top 10 Requested Needs



1. Utilities (Electric)

2. Emergency Food Assistance
3. COVID-19 (Testing, Surveillance/Control)
4. Rent/Mortgage Assistance
5. Housing
6. HHSC Public Benefits
7. Emergency Shelter
8. Aging and Disabled Services
9. VITA Income Tax Preparation
10. Child Care/Early Childhood Education

Top 10 Unmet Needs



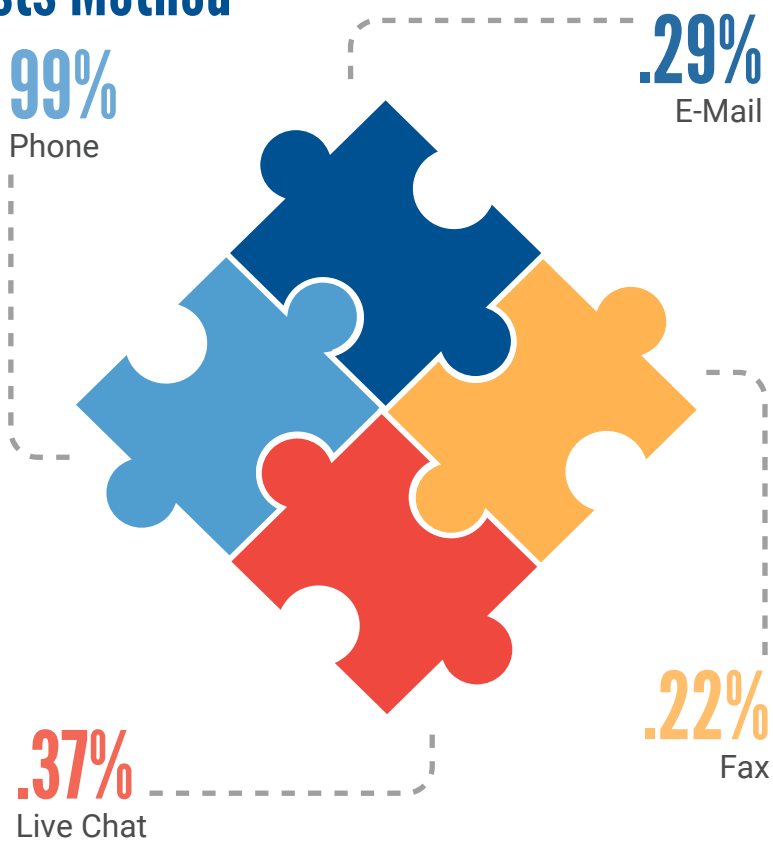
1. Rent/Mortgage Assistance

2. Holiday Assistance
3. Hotel/Motel Payment Assistance
4. Utilities (Electric)
5. Emergency Food Assistance
6. Emergency Shelter
7. Housing
8. COVID-19
9. Utilities (Water)
10. Furniture

04 - CALLER DEMOGRAPHICS

Majority of 2-1-1 callers utilize the phone and most have accessed 2-1-1 services previously. Callers predominately speak English, with Spanish as the secondary language.

Requests Method



First Time Callers

15%

Yes

70%

No

15%

Unsure/
Did Not Ask

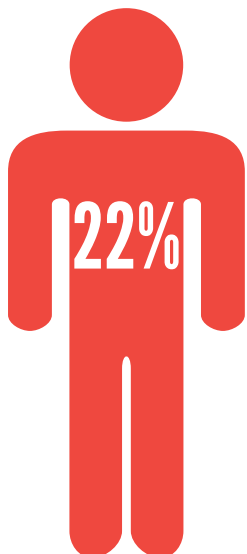
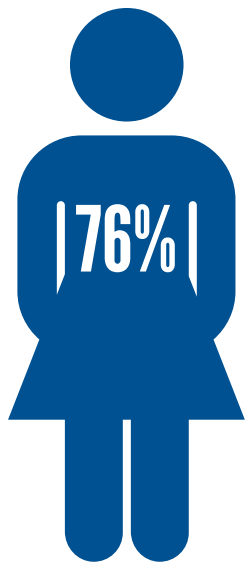
Calls by Language



04 - CALLER DEMOGRAPHICS

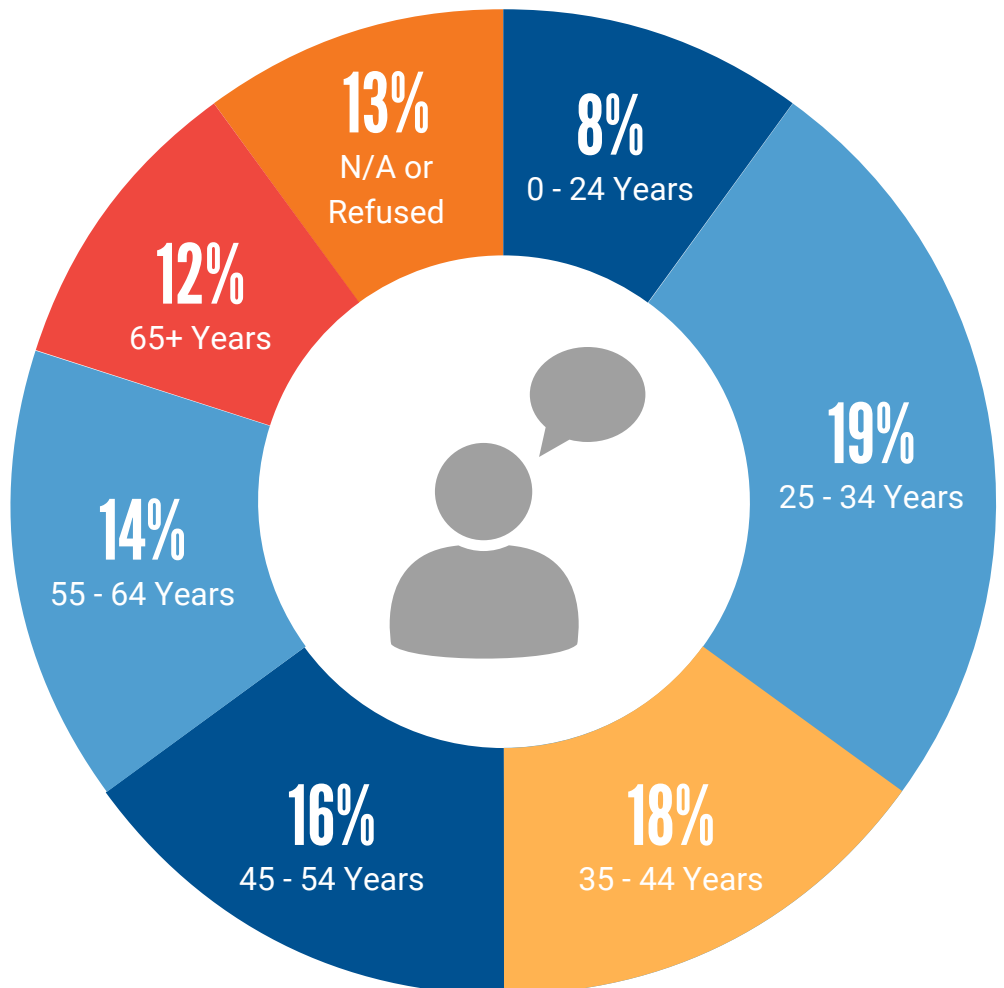
Majority of callers tend to be female and callers tend to be within the age range of 25 - 44 years of age with 45 - 64 years of age in close proximity.

Callers by Gender



2% were uncertain

Callers by Age Range



05 - MILITARY CALLER NEEDS

Every caller is asked if they or anyone in their family ever served in the military. We want to be sure our active duty/veterans/guard/reserves and their families take advantage of every opportunity afforded them; our MISSION UNITED navigators, also retired military, conduct follow-up to provide peer-to-peer support to identify and address root causes and help put them back on the path to self-sufficiency.

Top 10 Requested Needs



1. Rent/Mortgage Assistance

2. Utilities (Electric)
3. COVID-19 (Testing, Surveillance/Control)
4. Emergency Food Assistance
5. Housing
6. VITA Income Tax Preparation
7. Aging and Disabled Services
8. Public Benefits
9. Utilities (Water)
10. Emergency Shelter

Top 10 Unmet Needs



1. Holiday Assistance

2. Rent/Mortgage
3. Hotel/Motel Payment Assistance
4. Covid-19 (Testing, Surveillance/Control)
5. Housing
6. Furniture
7. Emergency Food Assistance
8. VITA Income Tax Preparation
9. Emergency Shelter
10. Utilities (Electric)

**Military
Callers**

4%

Active Duty

96%

Veteran

06 - CONTACT US

Talk to a specialist 24 hours a day, 7 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)

