

Llano
1,189 calls

Burnet
1,984 calls

Williamson
22,699 calls

Blanco
376 calls

Travis
130,012 calls

Lee
830 calls

8,628 calls
Hays

Bastrop
6,708 calls

2,836 calls
Caldwell

Fayette
1,013 calls

2012 Community Needs and Trends Report

United Way for Greater Austin Navigation Center

*Connecting Central Texans to community services
for more than 15 years*



United Way for Greater Austin

2-1-1 Texas is a program of the Texas Health and Human Services Commission in collaboration with United Way for Greater Austin

United Way for Greater Austin Navigation Center Overview

ONE-CALL
ACCESS TO

Since 1996, United Way for Greater Austin (UWATX) has helped residents navigate the complex system of health and human services in Central Texas through its Navigation Center: a simple, one-call access point to nonprofits and government resources. In 2012, the UWATX Navigation Center answered more than 342,000 calls and maintained an average wait time of less than one minute.

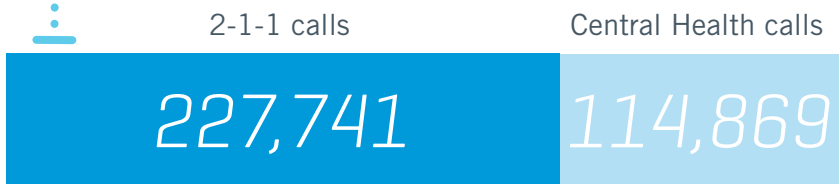
The UWATX Navigation Center partners with 2-1-1 Texas through the Texas Health and Human Services Commission (HHSC) to help individuals navigate more than 60,000 services statewide, and with Central Health to make appointments for the Medical Access Program (MAP), Medicaid, and the Children's Health Insurance Program (CHIP).

The UWATX Navigation Center also partners with the Texas Workforce Commission, the Texas Division of Emergency Management, insure-a-kid and Foundation Communities. The UWATX Navigation Center improves Central Texans' lives by creating one free, central access point for a myriad of programs and services in the community.



UWATX Navigation Center
answered *more than*

342,000
CALLS IN 2012



These calls led the UWATX Navigation Center to answer its **2 MILLIONTH** call in 2012. It took 7 YEARS to reach 1 MILLION calls and only took 3 YEARS to reach 2 MILLION calls.

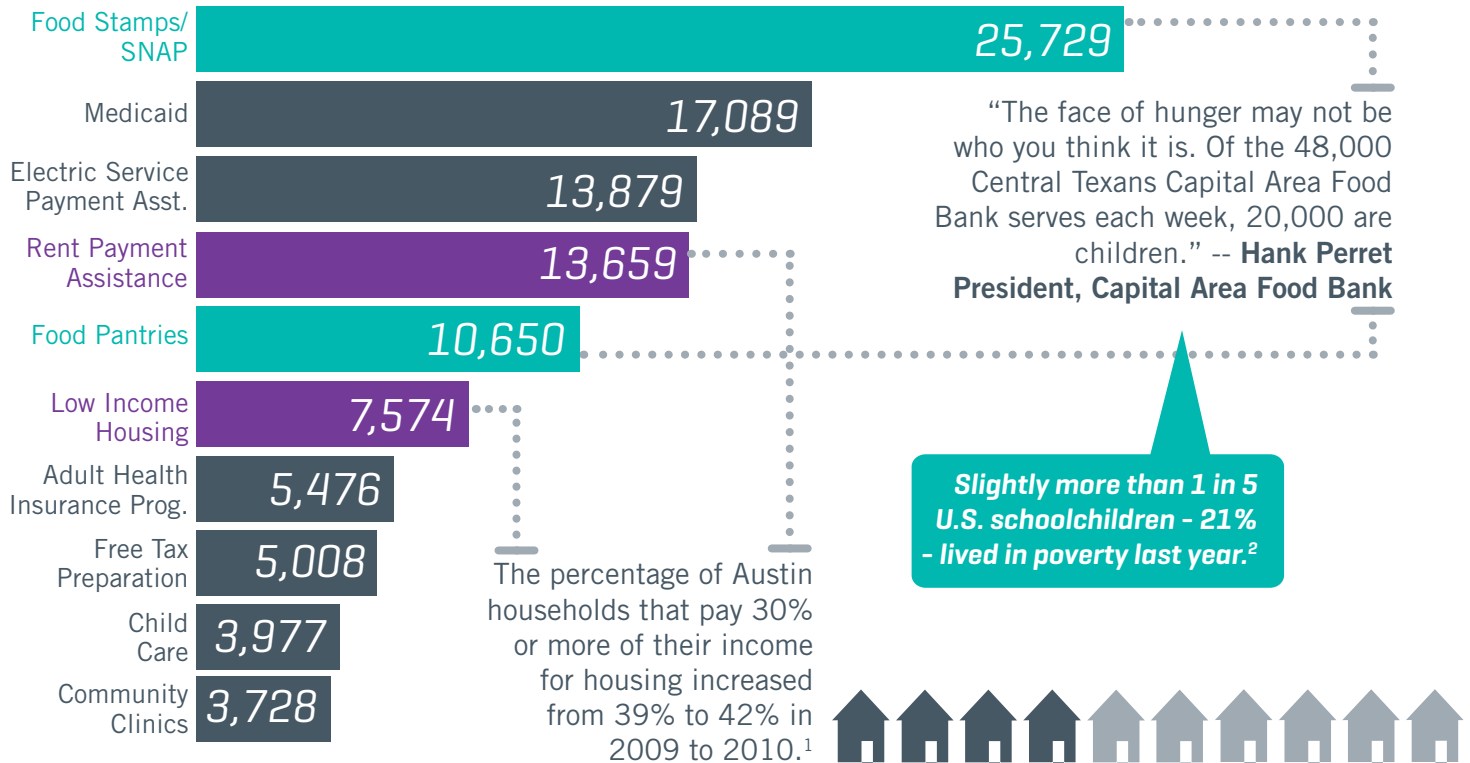
Gender
breakout
from 2-1-1
callers



*11% Unrecorded

2012 Top Needs for 2-1-1 Callers

2-1-1 provides information about thousands of services ranging from voting locations to parenting classes. The call categories listed below reflect the top needs in Central Texas. Most often, callers needed help applying for food stamps/SNAP, information on Medicaid services and help paying utilities.



I had a caller who was a single woman with two children and was looking for housing. She'd lost her job and wasn't able to pay rent. I gave her information for transitional housing programs that did not require a fee. I also gave her information about child support assistance and the Family Law Hotline. Right before we hung up, she told me she had applied for food stamps and TANF (Temporary Assistance for Needy Families) but was waiting to hear back and was worried about food and a warm coat for her child. I found some options for food pantries and clothing closets and encouraged her to call us back for more resources.

-- Lou Ann, Navigation Specialist

55%↑ Increase of calls for food pantries compared to 2011

1,000+ Follow-up calls to previous callers

Follow-up calls are made regularly to monitor customer service, quality of information given and to check if needs were met.

93,000 Transfers to HHSC

By dialing 2-1-1, callers can reach eligibility and enrollment services for the state benefits directly or through a transfer to HHSC. These callers were transferred to "Option 2" to reach HHSC for state benefits.

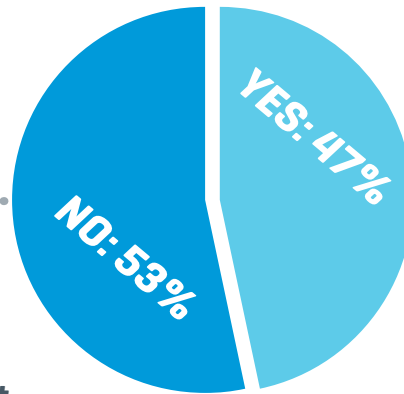
2012 Central Texas Unmet Needs

Unfortunately, help is not always available when someone needs it. The UWATX Navigation Center records unmet needs when resources do not exist, callers are not eligible for the services or there are barriers to getting help such as a lack of transportation or language translation. The highly trained Navigation Specialists respond to these difficult calls with empathy and creativity to help the caller problem-solve. The Specialists will also call back after a week to see if additional help is needed. It's during these follow-up calls that the UWATX Navigation Center captures valuable information about service gaps in the Austin community.

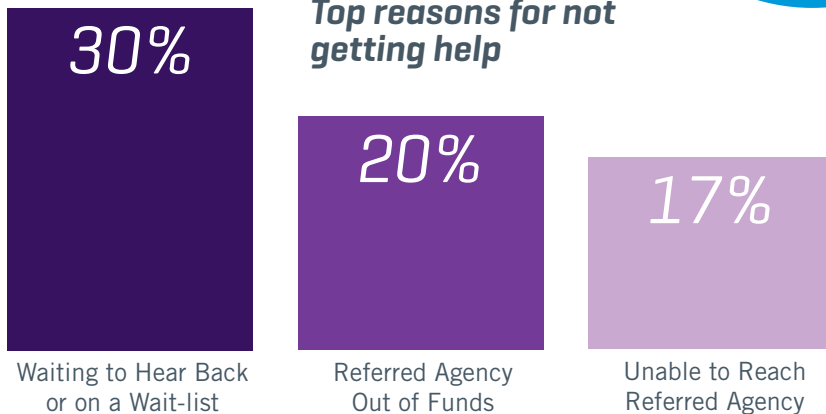
Top 10 Unmet Needs

1. RENT PAYMENT ASSISTANCE
2. TRANSPORTATION
3. HOLIDAY ASSISTANCE
4. ELECTRIC SERVICE PAYMENT ASSISTANCE
5. SHELTERS
6. FOOD PANTRIES
7. GENERAL DENTISTRY
8. FURNITURE
9. LOW-INCOME HOUSING
10. PRESCRIPTION EXPENSE ASSISTANCE

Was the referred agency able to help you?



Top reasons for not getting help



I had a caller whose husband was injured at work so they didn't have income coming in. Their rent was due, they were behind on all utilities, they needed food and they needed legal advice regarding the husband's injury at work. The caller also mentioned she was looking for work and would eventually need child care assistance. I provided her with local resources for financial assistance and referred her to Workforce Solutions for job resources and child care assistance. I was also able to provide her with legal resources concerning labor and employment laws, the location of food pantries in her neighborhood, information regarding the food stamp program and, in the end, transferred her to HHSC.

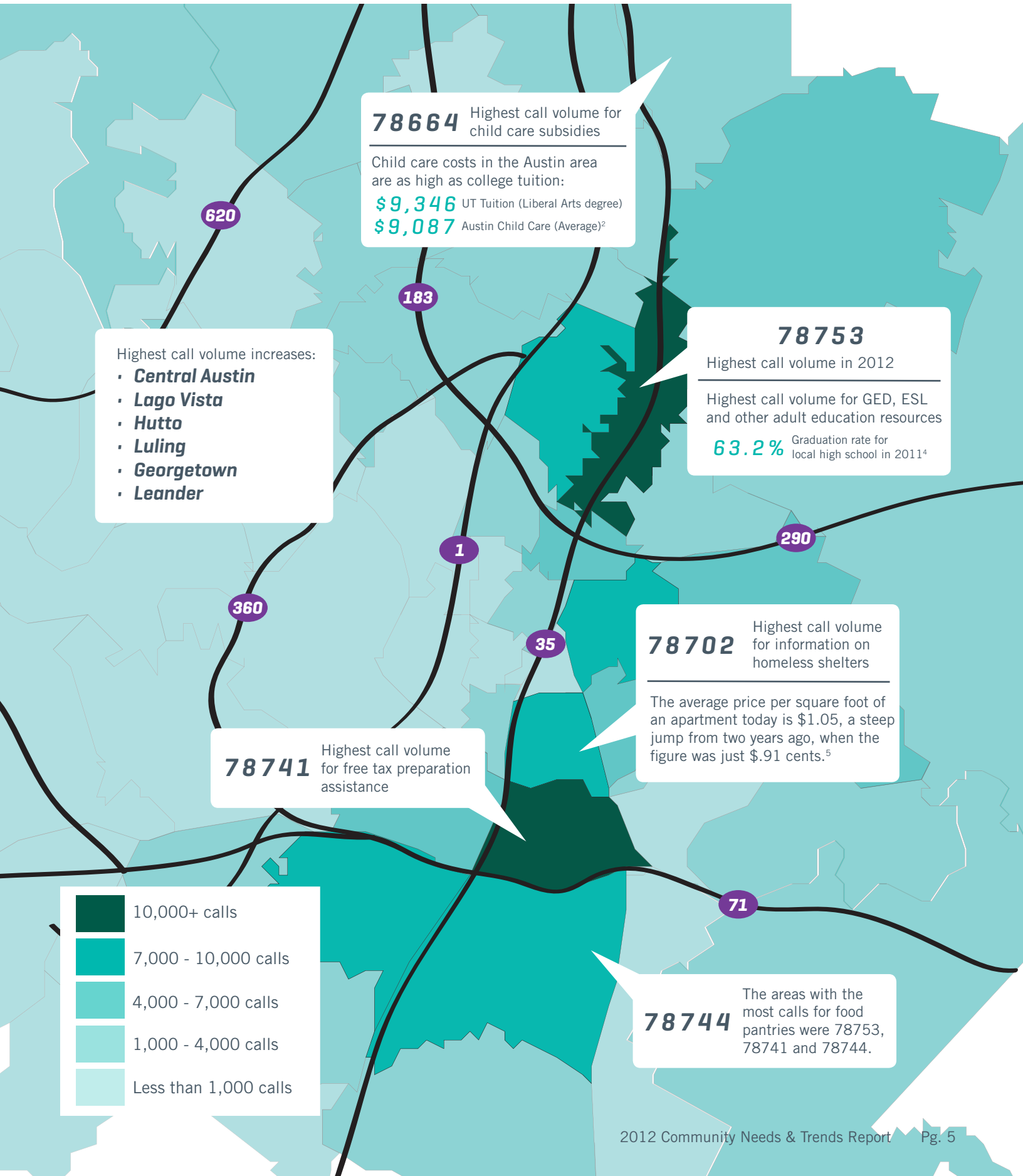
-- Brenda, Navigation Specialist

Our Quality

The 2-1-1 database is such a powerful and effective tool because of the thousands of agencies who are part of it. The UWATX Navigation Center updates every agency in the database annually to ensure the information is current.



2012 Call Volume By Zip Code for 2-1-1 Callers



78664 Highest call volume for child care subsidies

Child care costs in the Austin area are as high as college tuition:

\$9,346 UT Tuition (Liberal Arts degree)

\$9,087 Austin Child Care (Average)²

Highest call volume increases:

- **Central Austin**
- **Lago Vista**
- **Hutto**
- **Luling**
- **Georgetown**
- **Leander**

78753

Highest call volume in 2012

Highest call volume for GED, ESL and other adult education resources

63.2% Graduation rate for local high school in 2011⁴

78702

Highest call volume for information on homeless shelters

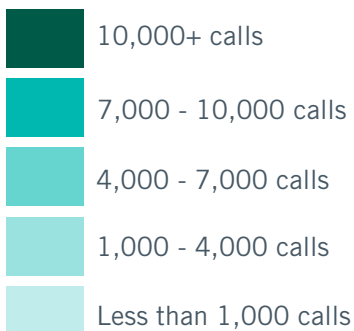
The average price per square foot of an apartment today is \$1.05, a steep jump from two years ago, when the figure was just \$.91 cents.⁵

78741

Highest call volume for free tax preparation assistance

78744

The areas with the most calls for food pantries were 78753, 78741 and 78744.



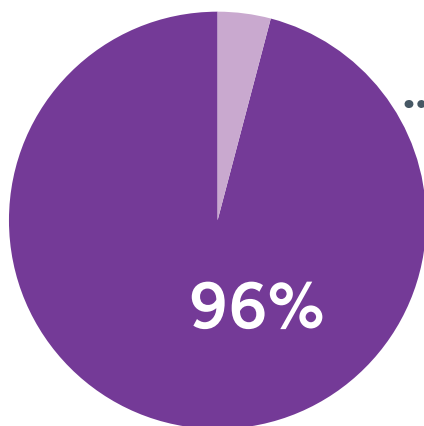
2012 Health Care Navigation

Central Health Navigators received more than 110,000 calls in 2012. The majority of callers were seeking medical coverage while the remaining callers needed general information about the Medical Access Program (MAP) or other state health insurance programs.

76% Percentage of all Central Health appointments that were made by the UWATX Navigation Center



114,869 *calls were handled* by the Central Health Navigation Center Specialists



Customer satisfaction

Number of appointments made by the UWATX Navigation Center - an 18% increase from 2011.

47K

Outbound calls: Calls made in November and December 2012 by the UWATX Navigation Center to new MAP enrollees to explain their benefits, including an explanation of co-pays.

735

A woman was given our number from an agency to apply for health coverage. We provided an explanation of what we do and the services we offer. The woman was so excited because she had never had health coverage before. Her husband, who was imprisoned for domestic abuse, had not allowed her to do anything without his consent. She was very thankful for the services that we provide and was equally happy when she discovered her children were also eligible for health care and that it could all be done in one simple appointment.

-- Charo, Navigation Specialist

Resources

1. Community Dashboard 2012 Report by Community Action Network - www.cancommunitydashboard.org
2. Austin American-Statesman, *School-age poverty rose in Austin area after 2007, but some areas fare better than others*, Juan Castillo, Dec. 2012
3. UT Austin website, Texas Workforce Board's 2011 TEXAS CHILD CARE MARKET RATE SURVEY
4. Texas Education Agency's 2011-12 Academic Excellence Indicator System
5. February 2012 Data Points by The Capital Area Council of Governments - www.datapoints.org

Find more information at www.uwatx.org/NavigationCenter or request a customized report at 211Texas@uwatx.org