

2013 Community Needs & Trends Report

United Way for Greater Austin Navigation Center



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.

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 connect residents to health care resources such as Medical Access Program (MAP), Medicaid, Children's Health Insurance Program (CHIP) and other low-cost/affordable options.



14,300+ # of follow up calls completed

Follow-up calls are made regularly by 2-1-1 and Health care Navigation Staff to monitor customer service, quality of information given and to check if needs were met.

Customer Satisfaction

99%

Top Needs for 2-1-1 Callers

2013 COUNT

Food Stamps/SNAP	47,498
Medicaid	31,808
Electric Service Payment Assistance	14,332
Rent Payment Assistance	12,302
Food Pantries	9,817
Adult State/Local Health Insurance	5,526
Low Income Housing	4,409
Medicare	4,064
Community Clinics	3,221
Tax Preparation	3,178

Top calls continue to be for basic needs - mainly food.

58%

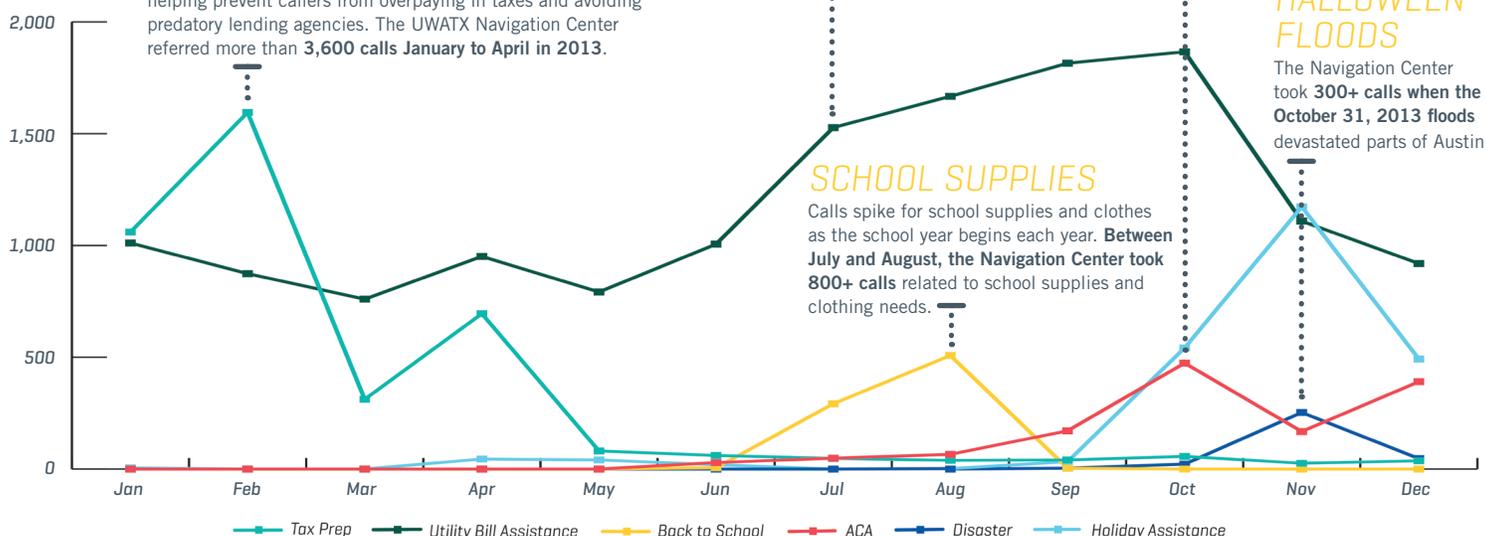
increase in food stamps, SNAP and food pantries calls.

2-1-1 provided **465,220** referrals in 2013

2013 trends for 2-1-1

TAX PREP SPIKE

2-1-1 connects callers to free tax preparation services, helping prevent callers from overpaying in taxes and avoiding predatory lending agencies. The UWATX Navigation Center referred more than **3,600** calls January to April in 2013.



UTILITY BILL ASSISTANCE

We receive a lot of utility bill assistance calls year-around, but it gets even worse as people begin receiving their summer electricity bills. **Between June and October 2013, the Navigation Center referred more than 7,800** calls regarding utility bill assistance.

AFFORDABLE CARE ACT

Calls regarding ACA spiked in October 2013 when healthcare.gov launched. The Navigation Center took **1,200+** calls between September and December 2013.

HALLOWEEN FLOODS

The Navigation Center took **300+** calls when the **October 31, 2013** floods devastated parts of Austin.

SCHOOL SUPPLIES

Calls spike for school supplies and clothes as the school year begins each year. **Between July and August, the Navigation Center took 800+** calls related to school supplies and clothing needs.

2013 Highlight on Key Programs

2013 HEALTH CARE NAVIGATION

Central Health Navigators received more than 122,000 calls in 2013. 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.



The United Way for Greater Austin Navigation Center has a strategic partnership with Sendero to improve retention rates of their Medicaid and CHIP enrollees in Travis and surrounding counties.



TRANSPORTATION CALLS



Through a partnership with the Capital Area Metropolitan Planning Organization (CAMPO) 2-1-1 was able to enhance transportation resource information and provide ongoing trainings for staff on how to help callers best navigate transportation options in our community. The UWATX Navigation Center staff were trained to provide basic trip planning assistance in addition to providing referrals to a variety of both rural and urban transportation services.

COMMUNITY OUTREACH

In 2012, the Navigation Center provided in-person outreach to 29,000 Central Texans through trainings for social service providers and community resource fairs for the general public.



HOW 2-1-1 CAN HELP YOU:

Launched new database in **2013** → increasing local, state and national resources by 10,000s!

- 1 We can serve as a referral source for your clients, family, friends and community members.
- 2 2-1-1 provides **customized reports for researchers, planners, grant writers, and community members** to help determine community needs by demographic and geography. These reports can be used to assess community need and help determine where to place community resources.
- 3 The Navigation Center offers **trainings to service providers and volunteers** on how to best utilize our services to connect people in need with community resources. The training includes a portion on how to use the 2-1-1 database on our website to search for services.

For information about the UWATX Navigation Center's reporting capabilities or to schedule a 2-1-1 training, please **call 2-1-1 and select option 1** or email 211texas@uwatx.org.