

2014 Community Needs & Trends Report

United Way for Greater Austin Navigation Center



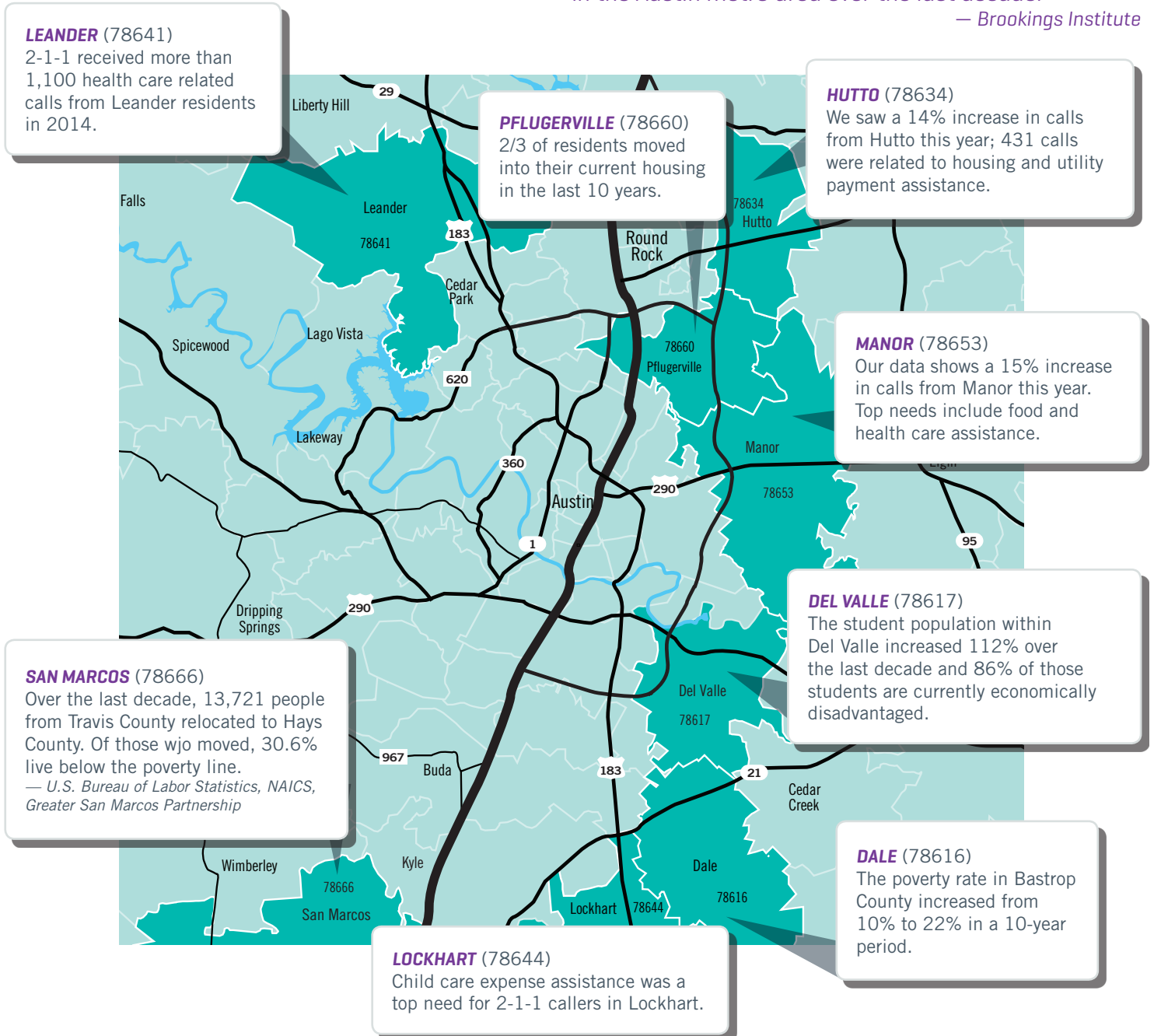
Since 1996, United Way for Greater Austin (UWATX) has helped residents navigate the complex system of health and human services in Central Texas through its Navigation Center: a simple, one-call access point to nonprofits and government resources.

The UWATX Navigation Center partners with 2-1-1 Texas through the Health and Human Services Commission (HHSC) to help individuals navigate more than 30,000 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 options.

SUBURBAN POVERTY IN GREATER AUSTIN

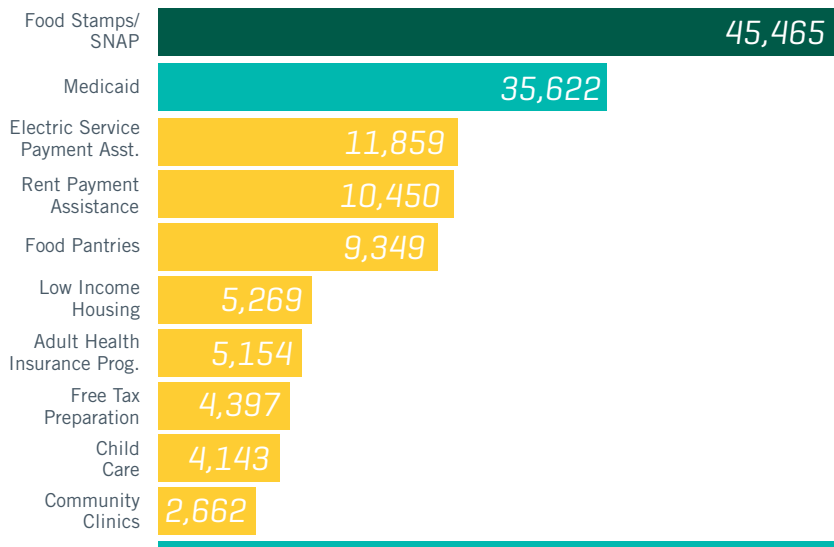
There has been a **143% increase in suburban poverty** in the Austin metro area over the last decade.

— Brookings Institute



The UWATX Navigation Center data indicates an increase in 2-1-1 call volume and needs for the shaded zip codes.

TOP NEEDS FOR 2-1-1 CALLERS



2-1-1 provided **470,014** referrals in 2014

327,935 Calls answered in 2014

213,453 2-1-1 calls

114,482 Central Health calls

Demographics of Callers



79% female

single parent headed households are more likely to live in poverty

20's ↔ 50's

age of the majority of 2-1-1 callers, likely to be the working poor

2014 HEALTH CARE NAVIGATION



54,000+

of follow up calls attempted

Our Navigation Specialists are trained to follow up with callers to ensure they received assistance and see if they are in need of additional referrals.

20,000+

of follow up calls completed

Our Navigation Specialists even facilitate appointment reminders for callers.

In 2014 we received **12K+** calls about health insurance needs. **50%** of those calls were related to the Affordable Care Act and our Navigation Center made **800+** ACA related appointments!

HOW 2-1-1 CAN HELP YOU:

- 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 needs 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.

PARTNERSHIPS

IT'S TIME TEXAS: UWATX partnership intended to create and deliver a Choose Healthier Coach Hotline to proactively recruit and support positive diet and activity choices for participants.

Enroll ATX: 2-1-1 serves as the community focal point in a public information campaign for Health Insurance Marketplace local resources.

Go Before You Show: 2-1-1 serves as the access point for the March of Dimes public education effort about the importance of prenatal care.

2-1-1 Watson Initiative: A partnership with The University of Texas at Austin computer science department to develop and deploy a mobile app for health and human resources referrals and access.

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**.