

## 2011 COMMUNITY NEEDS AND TRENDS REPORT

### **United Way Navigation Center**

Connecting Central Texans to community services for more than 10 years

## TABLE OF CONTENTS

- Letter from Debbie | 3
- UW Navigation Center Overview | 4
- 2011 Accomplishments | 5
- Call Categories | 6 - 8
- 2011 Trends For 2-1-1 | 9
- 2011 Unmet Needs | 10 - 11
- Call Density In Counties | 12
- Surrounding Counties | 13
- Health Care Navigation | 14
- Disaster Response: Wildfires | 15

## DEAR FRIENDS AND PARTNERS,

In 2012, we are celebrating the 10th year of the 2-1-1 program in the state of Texas. At United Way Capital Area, we've been proud to run this program locally. Our center took the first call for 2-1-1 Texas 10 years ago, and since then we've been very proud of the work our Navigation Center has done to connect people in our community to vital resources for more than 15 years. Our staff has worked hard to keep up with the needs of people throughout our Central Texas service area.

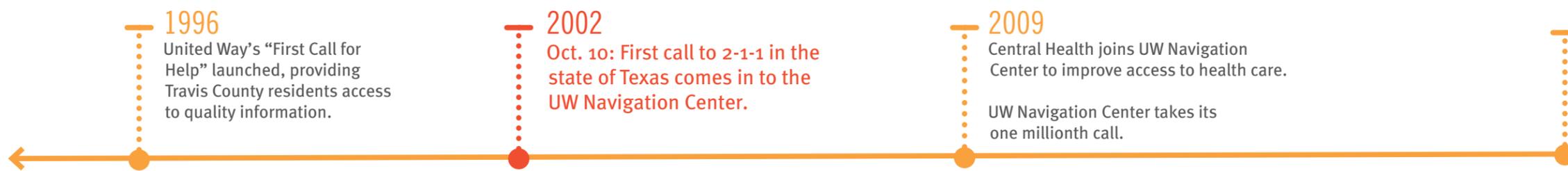


We know that the economy and wildfire disasters caused an increased need for assistance for some of Greater Austin's most vulnerable residents, so we expanded our work to address the issues in our community related to access to health care, basic needs and disaster relief services. From this report, it is our hope that planners and community stakeholders can gain additional insight into the needs in our community and that they may be better prepared to address those needs.

Gratefully,

A handwritten signature in black ink, appearing to read "Debbie Bresette". The signature is fluid and cursive.

Debbie Bresette  
President  
United Way Capital Area



## UNITED WAY NAVIGATION CENTER OVERVIEW

Since 1996, United Way Capital Area has helped residents navigate the complex system of health and human services in Central Texas by maintaining the United Way (UW) Navigation Center: a service that provides simple, one-call access to nonprofit and government resources. In 2011, the UW Navigation Center took more than 375,000 calls and maintained an average wait time of less than one minute. The UW Navigation Center provides community members with comprehensive information about the resources and services available to them.

The UW Navigation Center includes partnerships with 2-1-1 Texas and Central Health and is accredited through international standards by the Alliance of Information and Referral Systems.

Through the 2-1-1 database, navigators can access information about services offered by more than 5,000 programs. Navigators also make appointments for the Medical Access Program (MAP), Medicaid and the Children's Health Insurance Program (CHIP) through the Central Health partnership. The UW Navigation Center improves Central Texan's lives by creating one central access point for an array of community resources.



## 2011 ACCOMPLISHMENTS

**CONNECTED OVER 1,000 CALLERS AFTER THE CENTRAL TEXAS WILDFIRES.**

The UW Navigation Center connected callers to information about evacuations, shelters, FEMA registration, volunteering, donations, supplies and counseling. The UW Navigation Center carefully vetted all information with original sources to ensure accuracy and prevent the spread of rumors.

**PROVIDED MORE THAN 40 TRAININGS ON THE 2-1-1 SERVICE TO 1,000+ PEOPLE**

The UW Navigation Center trained police officers, social workers, educators, legislators, health care workers, and mental health providers on how to utilize the 2-1-1 dialing code and online database to help the public navigate the social service system.

**ADDED INSURE-A-KID (IAK) TO THE UW NAVIGATION CENTER AND SERVED 1,759 KIDS**

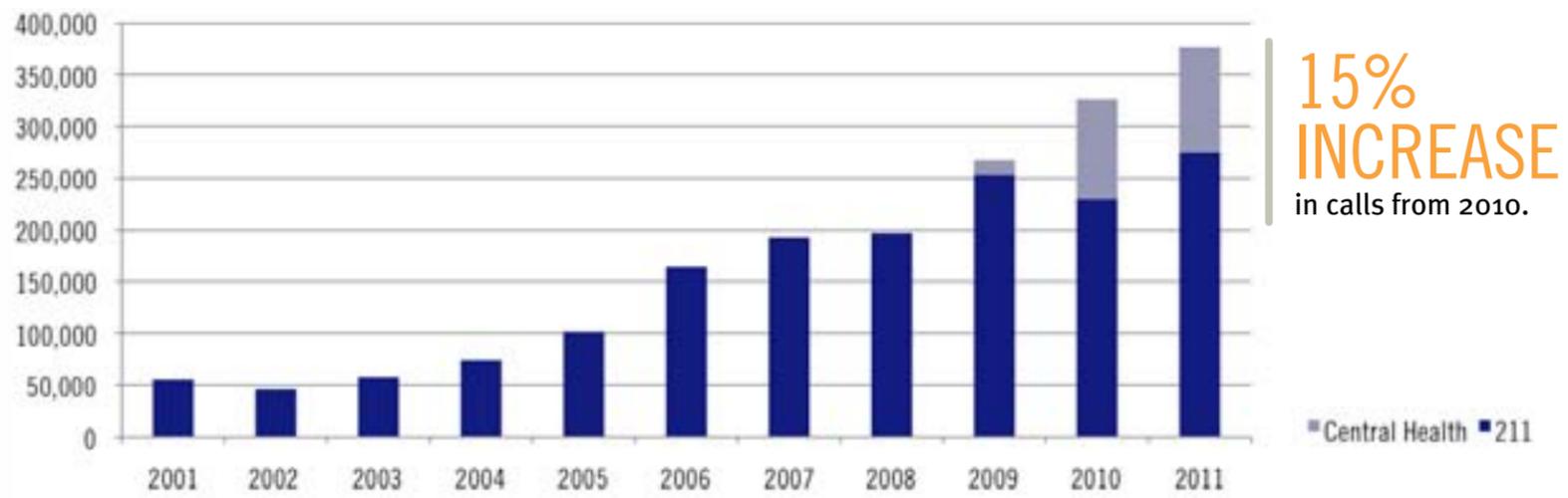
IAK helps people apply for low-cost health insurance provided by CHIP and Medicaid. The partnership between IAK and the UW Navigation Center allows IAK workers to focus on face-to-face client interactions.

**IMPLEMENTED THE PROVIDER AVAILABILITY DATABASE (PAD)**

The UW Navigation Center implemented the PAD to enhance its navigation services and allow navigators to see at a glance which low-cost clinics are accepting patients without insurance. Callers who are screened ineligible for programs (Medicaid, CHIP, MAP) can now get referrals to other clinics and still receive health care.

**ANSWERED 376,310 CALLS IN 2011**

## CALL VOLUME



## 2011 CALL CATEGORIES

2-1-1 provides information about thousands of services ranging from voting locations to parenting classes. The call categories listed below reflect the types of needs in Central Texas. 2-1-1 gave more than 140,000 referrals in 2011, over half of which were for basic needs or health services. Most often, callers needed help paying their electric and rent bills, finding food pantries or free/low cost community clinics.

### BASIC NEEDS - 37%

These calls accounted for 37% of all calls. Callers were most interested in:

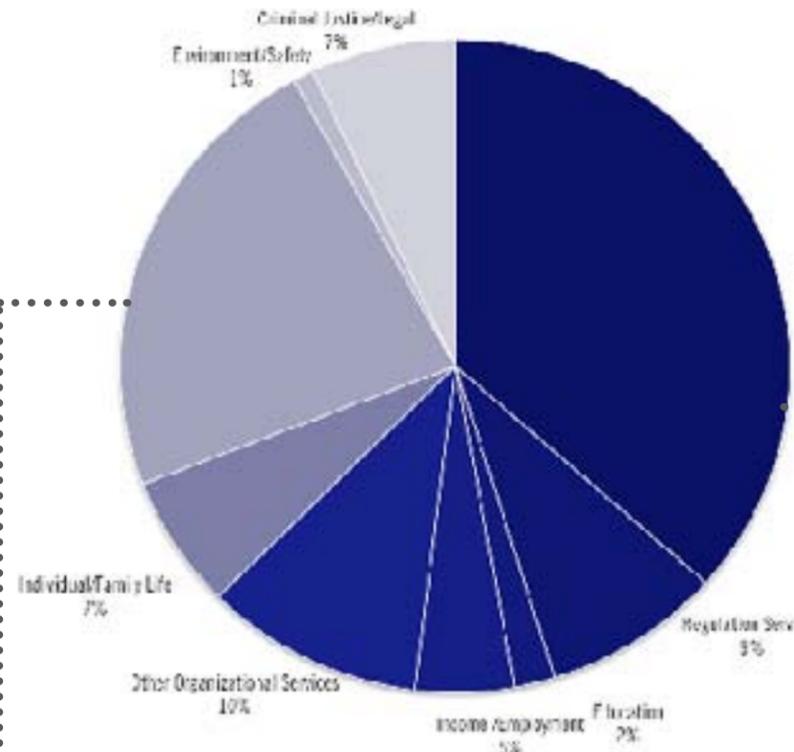


**9% INCREASE**  
in food needs, with food stamp applications growing by 20% since 2010.

### TOP 10 NEEDS

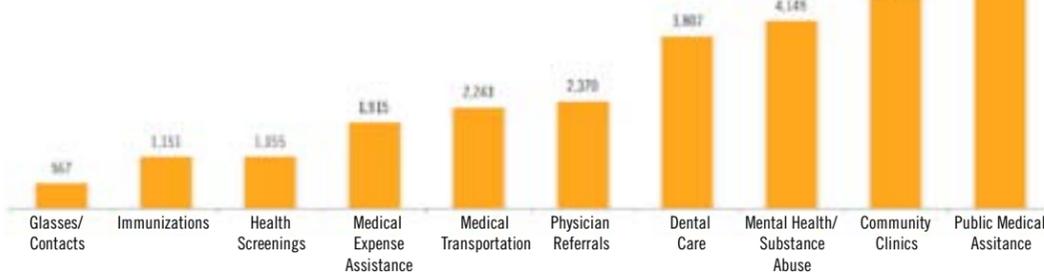
TOP 10 NEEDS	REFERRALS IN 2011
Electric Bill Assistance	11,581
Rent Bill Assistance	9,046
Food Pantries	6,686
Tax Preparation Assistance	5,326
Community Clinics	4,505
Local Health Insurance Programs	4,434
Food Stamp Applications	3,869
Dental Care	3,667
Low Income Housing	2,405
Physician Referrals	2,370

**TOTAL 2-1-1 REFERRALS** **141,493**



### HEALTH - 23%

These calls accounted for 23% of all calls. Among others, referrals for community clinics increased 6.7%. Overall, callers asked about:

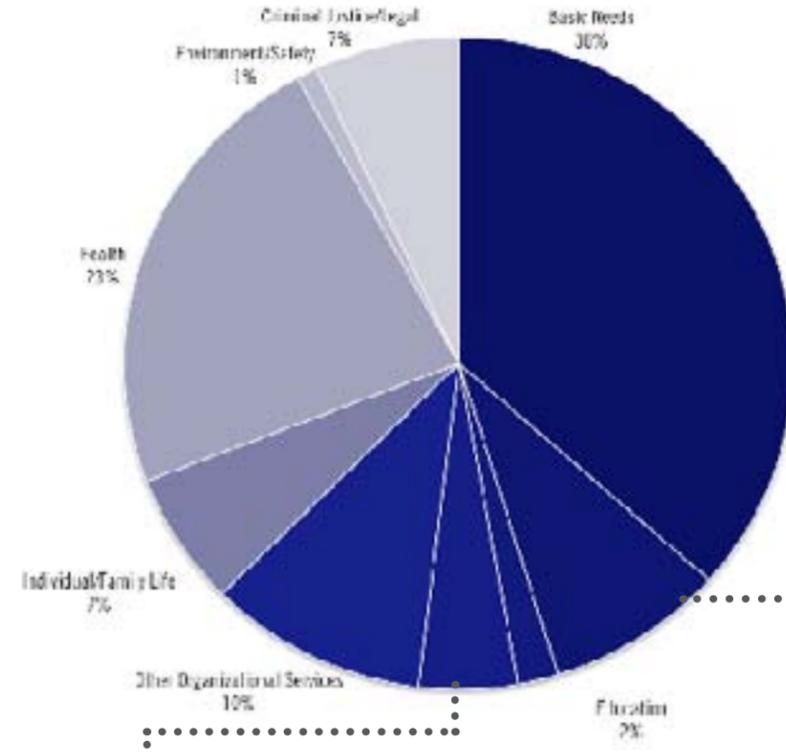


## 2011 CALL CATEGORIES (CON'T)

### REGULATION SERVICES - 9%

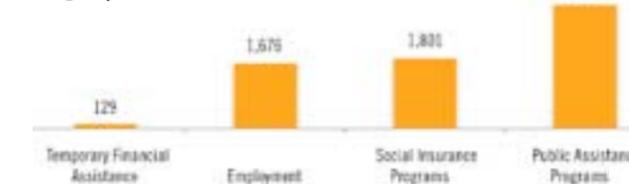
More than 12,000 referrals for regulation services were provided in 2011. In addition to free tax preparation information, 2-1-1 gave 252 referrals for money management programs and around 4,500 referrals for records, licenses and permits. Community Tax Centers filed 16,927 tax returns, saving their clients \$29,099,490 in refunds and \$11,309,610 in Earned Income Tax Credits.\*\*

\*Numbers provided by Foundation Communities.



### INCOME - 5%

There were more than 6,700 referrals for income requests in 2011. Of those referrals, 3,000+ were given for public assistance programs such as Social Security or WIC.\* Additionally, more than 1,600 referrals were given to callers for employment and job training help. The number of calls in each category were:



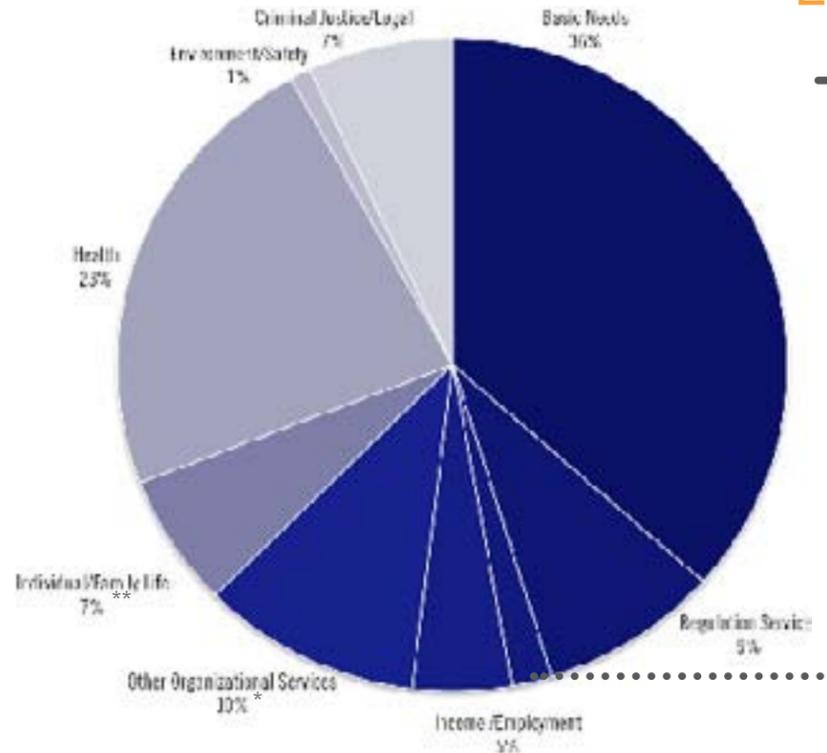
\*Does not include SNAP or public health insurance.



### CALL SPOTLIGHT

I had a call from a gentleman who was visually impaired and needed transportation to college classes in a town nearby. He had already tried a couple local transportation agencies, but was turned down because the trip either wasn't along their designated routes or it wasn't for medical purposes. I advocated for the caller and found an agency willing to help him along the routes they had available. The same agency also offered to help him schedule cab rides to connect outside their routes. This was the caller's first time dialing 2-1-1 and he said he appreciated the time we spent helping him find a solution.

## 2011 CALL CATEGORIES (CON'T)

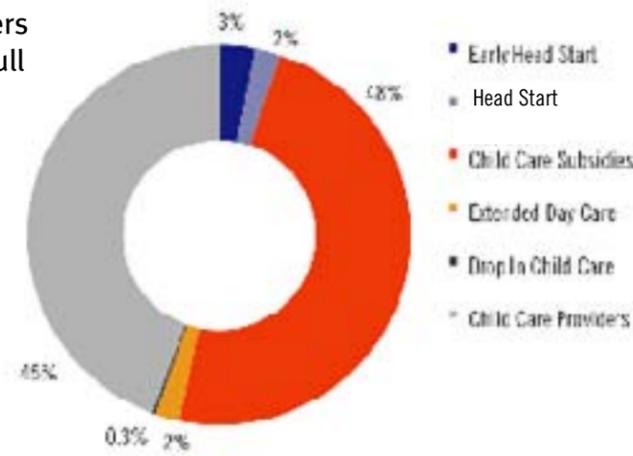


### EDUCATION - 7%

2-1-1 provided more than 2,700 referrals for education requests in 2011. Of these referrals, 500 were given for General Equivalency Diploma (GED) programs and 154 for English as a Second Language (ESL) resources.

### CHILD CARE AND HEAD START

2-1-1 provided over 2,700 child care referrals in 2011 and almost half were for child care subsidies. Another 44% of referrals were given for child care centers or providers. The full breakdown was:



\*The Other Organizational Services category ranges from disaster planning to library services.

\*\*Individual/Family life category includes services such as volunteer opportunities and child care.

### CALL SPOTLIGHT

I had a caller who was having a hard time understanding how to get her brother, who is blind and mentally disabled, the help he needed. We were able to discuss her brother's options at length and determine an efficient approach to getting him help. I gave her information about a county health program so her brother could get medical coverage and I connected her to a nonprofit that provides assistance with applying for food stamps.

Additionally, the caller said she was trying to get her brother into the local mental health clinic but there was an issue with his paperwork. After advocating on her behalf, I connected her with someone at the clinic to help sort out the paperwork issue.

## 2011 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 UW Navigation Center referred more than 10,000 calls from December 2010 to May 2011.

### SUMMER FOOD NEEDS

Navigators see a small bump in the summer when schools are closed and families need free nutritional meals like those provided by the Summer Food Program.

### ELECTRICITY NEEDS

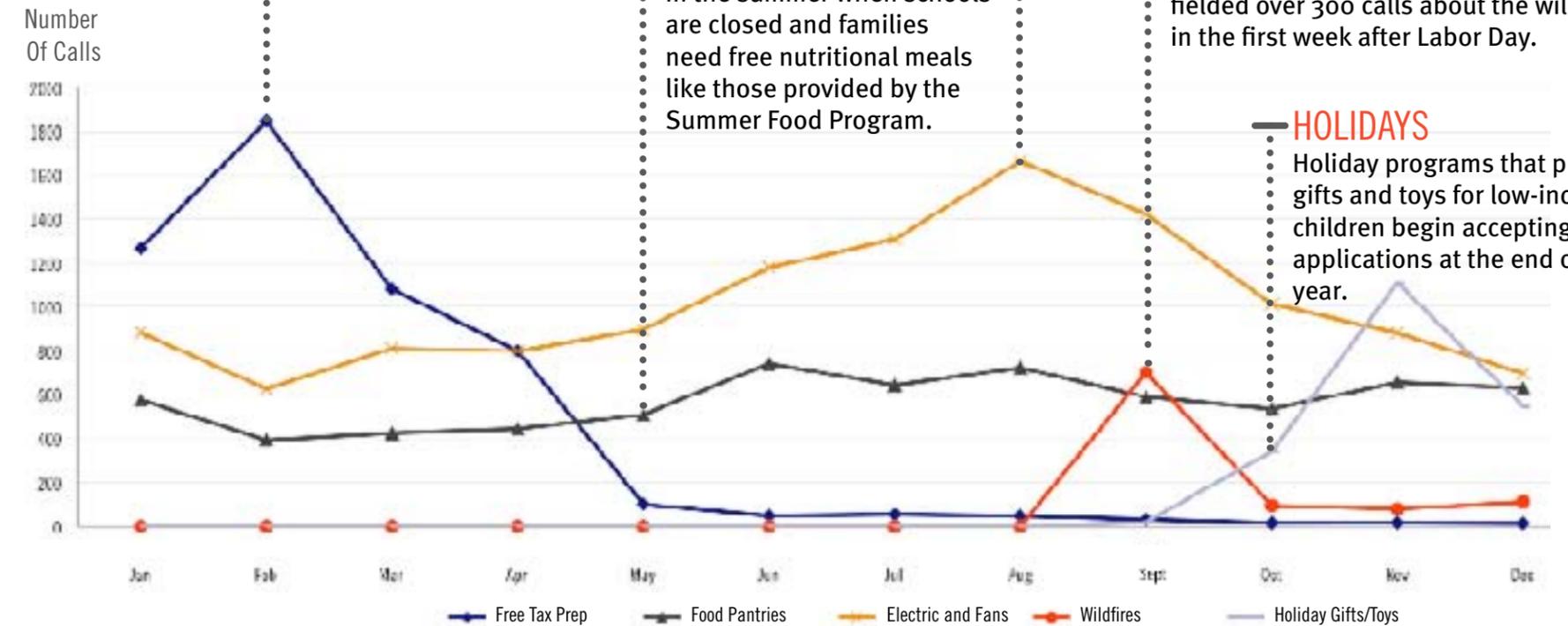
2-1-1 referred more than 1,665 calls for electric bills, air conditioning and fan help in August. This coincides with extreme heat waves: August 24, 2011 broke records as the 70th day of triple digit temperatures.

### WILDFIRES

Thousands of wildfires burned across Texas\* in 2011 and the costliest one ignited on September 4 in Bastrop County. The UW Navigation Center fielded over 300 calls about the wildfires in the first week after Labor Day.

### HOLIDAYS

Holiday programs that provide gifts and toys for low-income children begin accepting applications at the end of the year.



\*According to December 14, 2011 press release from the Office of the Governor: *Expanded Disaster Declaration Provides Much-Needed Relief for Communities Impacted by Wildfires.*

## 2011 UNMET NEEDS FOR 2-1-1 CALLERS

Unmet needs are recorded when a resource does not exist, a caller has already accessed all available resources or there are barriers such as lack of transportation or language.

2-1-1 offers follow-ups to callers, allowing navigators to call back after a week to see if their needs were met and to provide any additional help. Follow-ups are offered to callers requesting basic needs and those who experience significant obstacles such as disabilities and language barriers.

### DID CALLERS WITH SIGNIFICANT BARRIERS GET WHAT THEY NEEDED?



### NO: 53%

These follow-ups do not reflect the total call population. Follow-ups were conducted with more than 1,000 callers in 2011, almost half of one percent of the total calling population. Follow-ups are biased towards callers with some of the greatest barriers to resources and less than half of the follow-up sample reported receiving help from referred agencies.

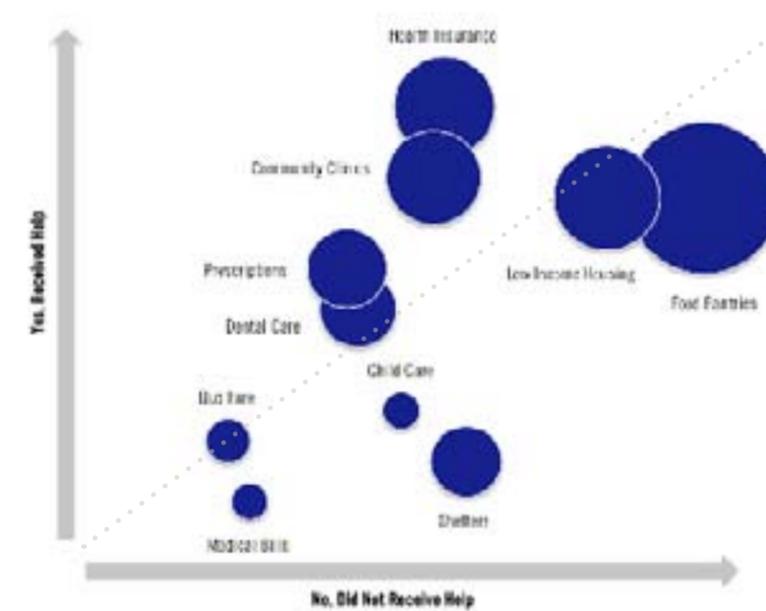
TOP 10 UNMET NEEDS	UNMET IN 2011
Electric Bill Assistance	491
Rent Bill Assistance	378
Holiday Gifts/Toys	249
Dental Care	170
Food Pantries	165
Community Shelters	118
Bus Fare	117
General Furniture Provision	90
Community Clinics	82
Gas Money	72
<b>TOTAL UNMET NEEDS</b>	<b>5,569</b>



### CALL SPOTLIGHT

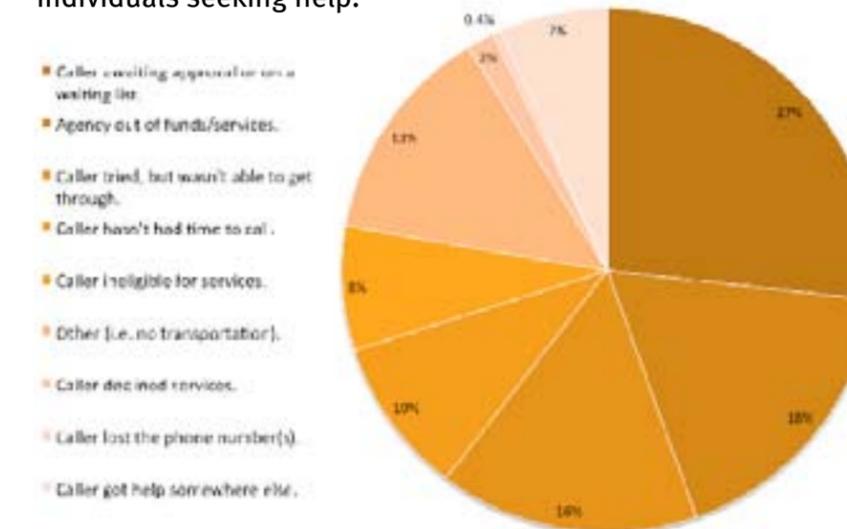
I had a caller with several needs. She was a single mother with three children and had recently added two more extended relatives to her care when their mother was incarcerated. The caller originally asked for help with clothing but as we talked, she

revealed that she also needed food for her family and was down to \$20 dollars in her bank account because of the added expenses. I was able to connect her to several food and clothing resources as well as some referrals for rent and utilities assistance. Additionally, we talked through her health care options, including contacting Health and Human Services for SNAP benefits, Medicaid and TANF.



### REASONS FOR NOT GETTING HELP

The follow-ups give insight into the reasons callers are unable to get help. The top reasons reflected here suggest that agencies are overwhelmed by the incredible number of individuals seeking help.



## 2011 UNMET NEEDS (CONT'D)

When 2-1-1 navigators follow up with a caller, they often find that the caller was unable to receive help from the agency referred. Unfortunately many agencies are overwhelmed by the number of individuals seeking help. The chart to the left shows several top referrals with which callers express not being able to get help. The larger the bubble, the more referrals given. If the need falls above the dotted line, more callers reported getting help. However if the need falls below the dotted line, more callers reported not being able to get help.

**NOTE:** Electric bills and rent are not included because the bubbles would be too large to fit in the graph. Even though these are the largest requests to 2-1-1, less than 40% of callers said they received help with their electric bills and rent. Food Pantries bubble should lie above the line as twice as many callers were able to receive help than not.

TOP NEEDS FOR CALLERS ON A WAIT LIST	PERCENT CALLERS
Rent Bill	24%
Electric Bill	23%
Low Income Housing	4%
Local Health Insurance	4%
Food Pantries	4%

**27%** of callers who haven't gotten help are on a wait list to obtain services.

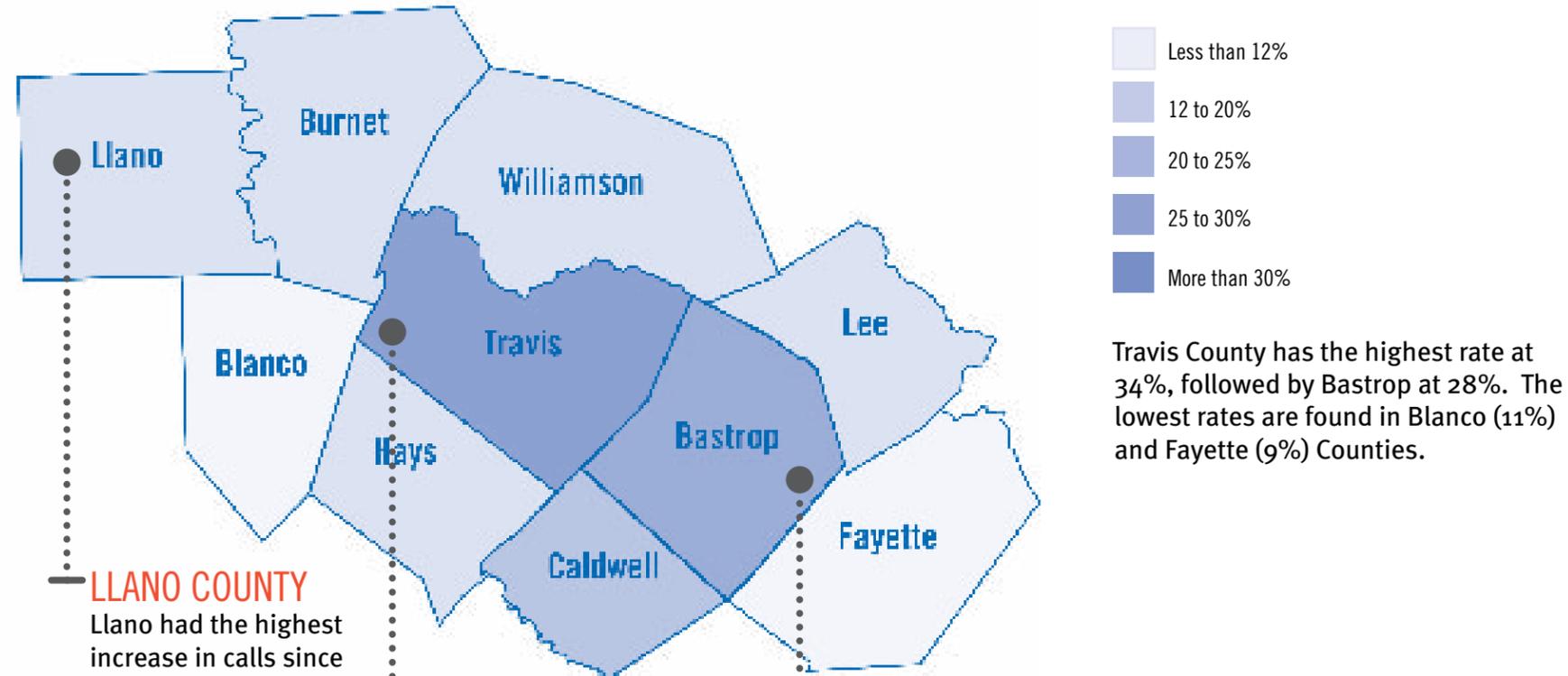
TOP NEEDS FOR CALLERS WHEN AGENCY RAN OUT OF FUNDS	PERCENT CALLERS
Electric Bill	38%
Rent Bill	37%
Food Pantries	3%
Prescriptions	2%
Local Health Insurance	2%

**18%** of callers could not get help because agencies ran out of funds.

# CALL DENSITY IN COUNTIES

The UW Navigation Center conducts outreach in all 10 counties to raise awareness of the services that are available by dialing 2-1-1. Awareness is measured using a formula:

$$\text{AWARENESS} = (\text{NUMBER OF CALLS} \times \text{HOUSEHOLD SIZE}) / \text{POPULATION}$$



- Less than 12%
- 12 to 20%
- 20 to 25%
- 25 to 30%
- More than 30%

Travis County has the highest rate at 34%, followed by Bastrop at 28%. The lowest rates are found in Blanco (11%) and Fayette (9%) Counties.

**LLANO COUNTY**  
Llano had the highest increase in calls since 2010 at almost 30%.

**TRAVIS COUNTY**  
Though calls have stabilized, Travis County still makes up the majority of call volume at 155,752 calls.

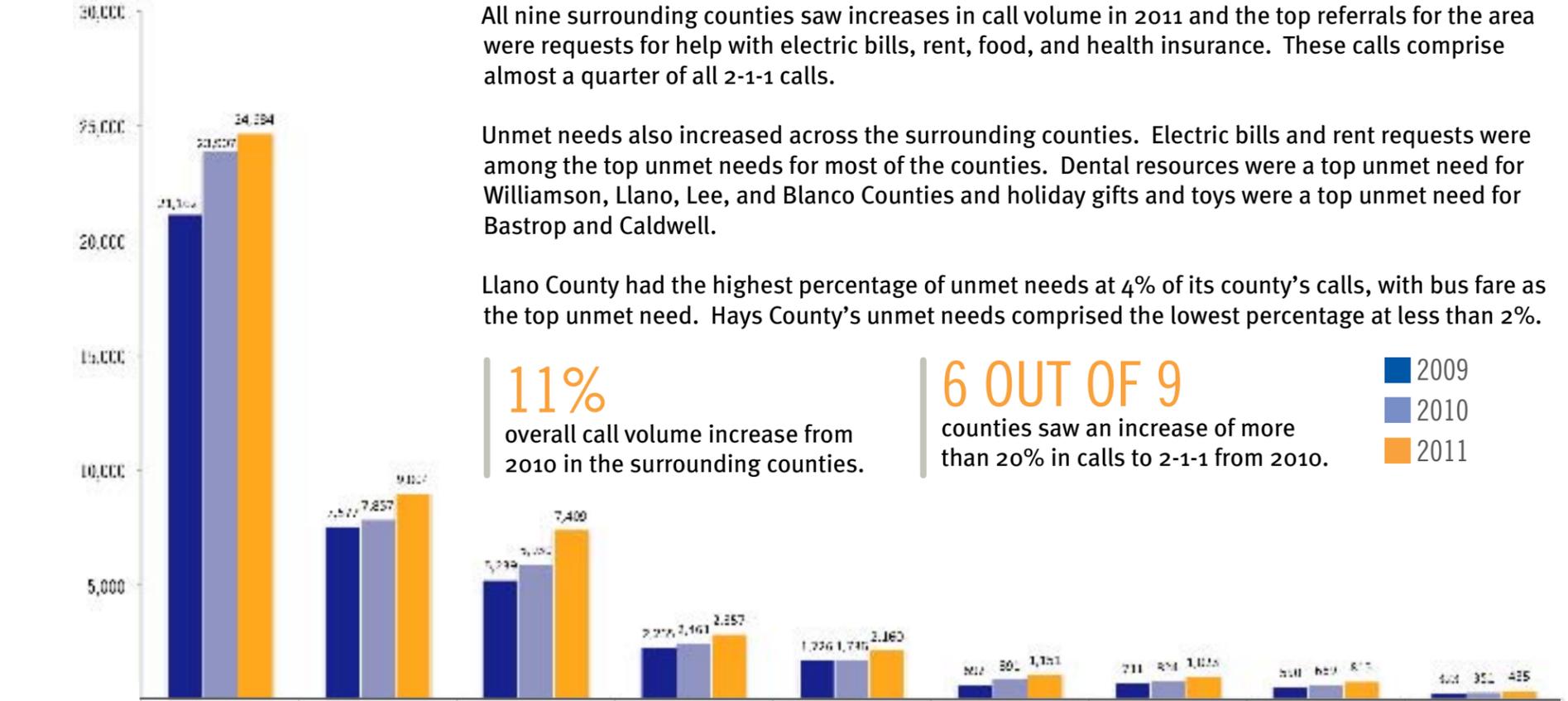
**BASTROP COUNTY**  
Bastrop saw a significant spike in calls, 25% since 2010. The growth is attributed to increased needs due to the wildfires.

# CALL VOLUME IN SURROUNDING COUNTIES

All nine surrounding counties saw increases in call volume in 2011 and the top referrals for the area were requests for help with electric bills, rent, food, and health insurance. These calls comprise almost a quarter of all 2-1-1 calls.

Unmet needs also increased across the surrounding counties. Electric bills and rent requests were among the top unmet needs for most of the counties. Dental resources were a top unmet need for Williamson, Llano, Lee, and Blanco Counties and holiday gifts and toys were a top unmet need for Bastrop and Caldwell.

Llano County had the highest percentage of unmet needs at 4% of its county's calls, with bus fare as the top unmet need. Hays County's unmet needs comprised the lowest percentage at less than 2%.



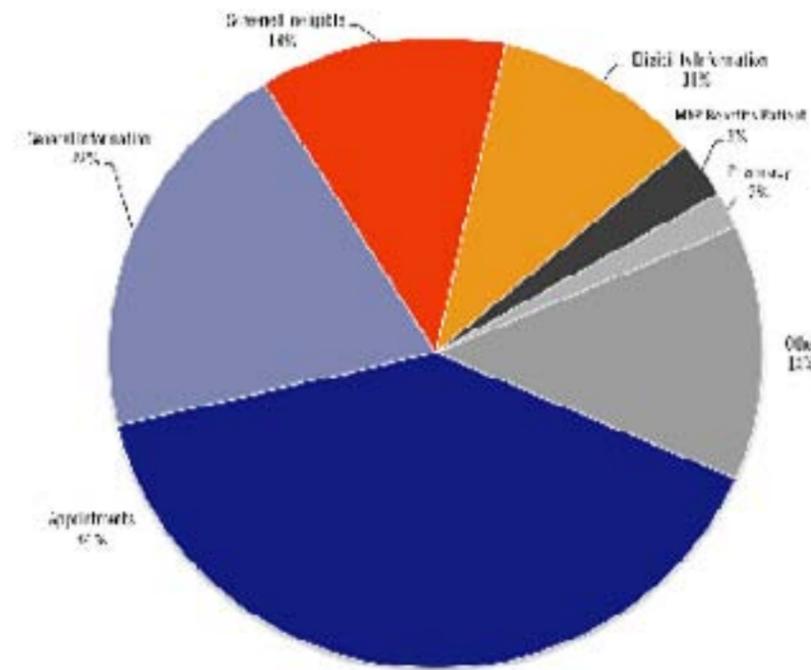
**11%**  
overall call volume increase from 2010 in the surrounding counties.

**6 OUT OF 9**  
counties saw an increase of more than 20% in calls to 2-1-1 from 2010.

- 2009
- 2010
- 2011

	WILLIAMSON	HAYS	BASTROP	CALDWELL	BURNET	LLANO	FAYETTE	LEE	BLANCO
<b>INCREASE FROM 2010</b>	3%	15%	25%	16%	24%	29%	24%	22%	24%
<b>TOP 3 UNMET NEEDS BY COUNTY</b>	Electric Bill	Food Pantries	Electric Bill	Electric Bill	Electric Bill	Bus Fare	Formula/Baby Food	Rent Bill	Rent Bill
	Rent Bill	Rent Bill	Holiday Gifts/Toys	Holiday Gifts/Toys	Rent Bill	Dental Care	Community Clinics	Electric Bill	Dental Care
	Dental Care	Electric Bill	Food Pantries	Medical Expenses	Community Shelters	Electric Bill	Continuing Education	Dental Care	Diagnostics

NOTE: THE CHART ABOVE HELPS IDENTIFY UNMET NEEDS IN THE SURROUNDING COUNTIES, HIGHLIGHTING POSSIBLE SERVICE GAPS.



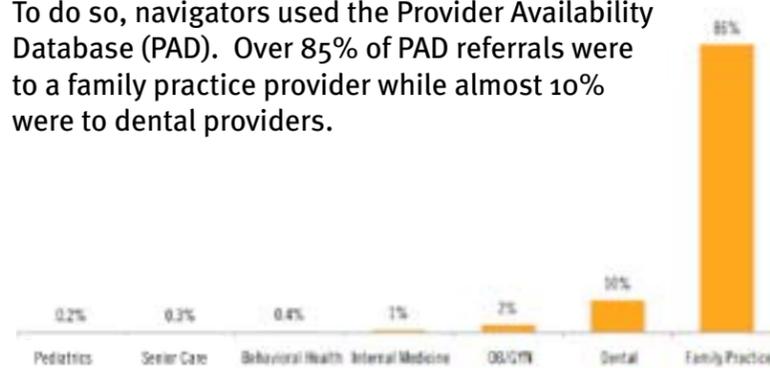
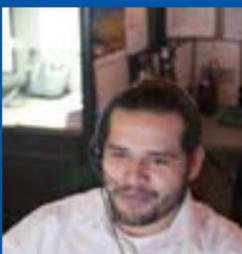
## HEALTH CARE NAVIGATION

Central Health navigators received more than 100,000 calls in 2011, an increase of 600% since joining the UW Helpline in 2009. The majority of callers needed appointments to available medical programs while about 22% of callers needed general information about the Medical Access Program (MAP) or state health insurance programs. Around 8,500 callers (13.5%) were screened ineligible for MAP and other state health insurance programs.\*

\*Due to changes in tracking calls, Central Health numbers reflect the period from May to December 2011.

## MEDICAL PROVIDER REFERRALS

If callers were screened ineligible, Central Health navigators referred them to safety net providers that accept uninsured and underinsured patients. To do so, navigators used the Provider Availability Database (PAD). Over 85% of PAD referrals were to a family practice provider while almost 10% were to dental providers.

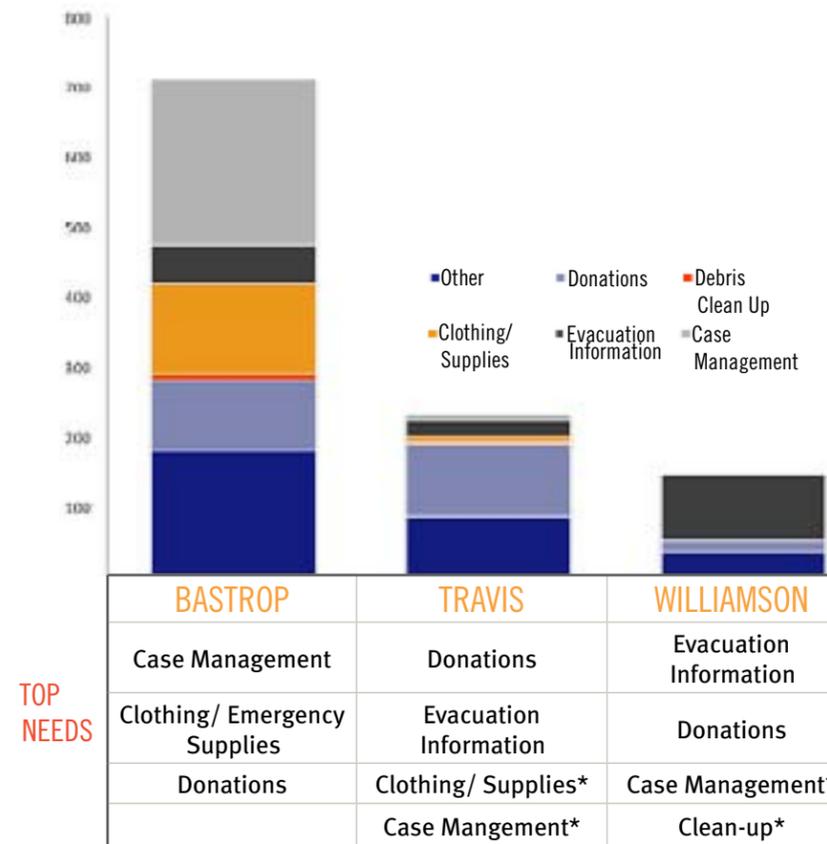



**CALL SPOTLIGHT**  
I had a caller who said he had to quit his job because of health reasons and now he had no income. Once I finished screening him, we found out he was potentially eligible for MAP benefits. I made him an appointment within the next three days and instructed him on what documents he should bring. At the end of the call, he commended the program and stated, "You don't know how surprised I am to not only get someone on the line in less than a minute but to actually get an appointment so soon."

## DISASTER RESPONSE: WILDFIRES

Six of the ten largest wildfires in Texas history occurred in 2011, and these natural disasters heavily affected the Central Texas regions served by the UW Navigation Center. 2-1-1 navigators linked callers to wildfire resources using a statewide disaster database of over 165 records.

### WILDFIRE CALLS BY COUNTY



\*Equal number of calls.



### CALL SPOTLIGHT

I had a call from a Bastrop woman, whose house was destroyed from the wildfires and she was living in a FEMA trailer, asking for assistance with obtaining hearing aids.

I was not only able to help her find an agency that provided hearing aids, but I also connected her to FEMA case management services and gave her a counseling referral for wildfires victims. The caller expressed how grateful she was to get all these resources in one place.

84%

of individuals and families displaced by wildfires came from Bastrop County.

MORE THAN 1,000

callers connected to information related to the wildfires thanks to the UW Navigation Center.

TOP 5 STATEWIDE NEEDS	REFERRALS
Donations	18%
Case Management	17%
Evacuation Information	13%
Clothing/Supplies	10%
Debris Clean Up	6%



## 2011 COMMUNITY NEEDS AND TRENDS REPORT

### United Way Navigation Center Staff

[www.unitedwaycapitalarea.org](http://www.unitedwaycapitalarea.org)

