

# 2014 Community Needs & Trends Report

## District 1



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.

### CALLER NEEDS FOR ZIP CODES IN DISTRICT 1

Call  
Volume Need

9,134	Food Stamps/SNAP
6,721	Medicaid Applications
2,951	Electric Service Payment Assistance
2,895	Rent Payment Assistance
2,770	Food Pantries
1,161	Low Income/Subsidized Private Rental Housing
1,157	Adult State/Local Health Insurance Programs
944	CHIP Programs
858	Medicare Savings Programs
718	Community Clinics
644	General Dentistry
594	Directory Assistance
554	Food Stamps/SNAP Applications
546	Prescription Expense Assistance
539	Holiday Gifts/Toys
515	Affordable Care Act Information/Counseling
487	Homeless Shelter
457	Child Care Expense Assistance
417	Online Tax Preparation/E-Filing Sites
416	In Person Assister Programs
407	Medical Appointments Transportation
366	Section 8 Housing Choice Vouchers
346	Gas Service Payment Assistance
321	General Legal Aid
317	Housing Authorities
315	Low Cost Home Rental Listings

314	Affordable Care Act Information/Counseling Personnel
282	Social Security Numbers
236	Bus Fare
233	In Home Attendants for People With Physical Disabilities
232	Specialized Information and Referral
231	Home Maintenance and Minor Repair Services
225	Discounted Utility Services
214	Early Head Start
205	311 Services
185	General Clothing Provision
182	Furniture
172	Free School Supplies
161	Central Intake/Assessment for Psychiatric Services
159	Referral to Physicians Accepting Medicaid
156	Homeless Families
150	Gas Money
145	Social Security Disability Insurance
144	Diapers
143	Electric Service Providers
143	Rental Deposit Assistance
139	Fans
136	Glasses/Contact Lenses
132	Cell Phones
125	Child Support Assistance/Enforcement
124	Neighborhood Multipurpose Centers
124	Single Mothers

123	Medical Care Expense Assistance
122	Area Agencies on Aging
121	Child Passenger Safety Seats
120	Home Delivered Meals
118	Homeless Men
117	State Unemployment Insurance
115	Affordable Care Act Qualified Health Plans
114	Birth Certificate Fee Payment Assistance
113	Legal Counseling
112	Birth Certificates
110	Childhood Immunizations
110	Public Housing
108	Benefits Screening
108	Identification Card Fee Payment Assistance
105	Lawyer Referral Services
104	Families With Children
99	Community Mental Health Agencies
99	Older Adults
98	Medicaid Buy In Programs
95	General Acute Care Hospitals
95	Head Start
92	Job Search/Placement
91	Driver Licenses
88	Soup Kitchens
87	Food Vouchers
87	Medicare Information/Counseling
85	Post Offices

84	Certified Application Counselor Programs
82	Adult Protective Intervention/Investigation
81	Homeless Women
80	Mortgage Payment Assistance
78	Landlord/Tenant Dispute Resolution
78	SSI Applications
75	Domestic Violence Hotlines
74	Child Care Centers
74	Child Support Petition Filing Offices
70	Flu Vaccines
70	General Benefits Assistance
70	Medicaid Recipients
69	Adolescent/Adult Immunizations
69	Senior Ride Programs
67	Children's Protective Services
66	General Federal Income Tax Information
65	Individual Counseling
63	Clothing Vouchers
61	General Physical Examinations
60	Comprehensive Job Assistance Centers
60	Single Women
58	Animal Control

## CALL VOLUME BY ZIP CODE IN DISTRICT 1

Zip Code	Call Volume	Call Ratio per Person
78653	2,001	1 call : 8.5 people
78701	1,625*	1 call : 3.6 people
78702**	5,846	1 call : 3.7 people
78712	14	1 call : 772 people
78721	3,768	1 call : 3 people
78722	536	1 call : 9.9 people
78723**	7,574	1 call : 4.1 people
78724**	5,572	1 call : 3.8 people
78752	4,057	1 call : 4.5 people
78753**	10,590	1 call : 5 people
78754	1,967	1 call : 7.7 people

\* 16% increase from 2013 when call volume was 1,401

\*\* Top 10 zip code out of our 10 county service area

## 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](mailto:211texas@uwatx.org)**.

# 2014 Community Needs & Trends Report

## District 2



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.

### CALLER NEEDS FOR ZIP CODES IN DISTRICT 2

**Call Volume** **Need**

4,061	Food Stamps/SNAP
3,478	Medicaid Applications
1,139	Electric Service Payment Assistance
1,068	Food Pantries
929	Rent Payment Assistance
594	Adult State/Local Health Insurance Programs
545	CHIP Programs
510	Low Income/Subsidized Private Rental Housing
475	Medicare Savings Programs
327	Community Clinics
326	Affordable Care Act Information/Counseling
293	General Dentistry
281	Child Care Expense Assistance
265	Online Tax Preparation/E-Filing Sites
261	Holiday Gifts/Toys
256	Prescription Expense Assistance
254	Food Stamps/SNAP Applications
254	In Person Assister Programs
181	TANF Applications
166	VITA Program Sites
162	Directory Assistance
158	Medical Appointments Transportation
149	Affordable Care Act Information/Counseling Personnel
144	Section 8 Housing Choice Vouchers
136	General Legal Aid

128	Early Head Start
126	Gas Service Payment Assistance
125	Homeless Shelter
125	Low Cost Home Rental Listings
112	Discounted Utility Services
110	Housing Authorities
110	Social Security Numbers
105	Specialized Information and Referral
100	311 Services
100	Transitional Housing/Shelter
98	In Home Attendants for People With Physical Disabilities
93	Bus Fare
88	Free School Supplies
84	Central Intake/Assessment for Psychiatric Services
79	WIC
77	Tenant Rights Information/Counseling
74	Cell Phones
71	Home Maintenance and Minor Repair Services
69	Medical Care Expense Assistance
67	Transitional Case/Care Management
66	Benefits Screening
65	Water Service Payment Assistance
64	Certified Application Counselor Programs
63	Glasses/Contact Lenses
63	Thanksgiving Baskets
61	Lawyer Referral Services

61	Social Security Disability Insurance
59	Adult Protective Intervention/Investigation
59	Referral to Physicians Accepting Medicaid
57	Area Agencies on Aging
57	General Clothing Provision
54	Birth Certificates
53	Gas Money
52	Electric Service Providers
52	Head Start
49	Neighborhood Multipurpose Centers
48	Homeless Families
48	Medicaid Buy In Programs
48	Single Mothers
47	Affordable Care Act Qualified Health Plans
45	Child Support Assistance/Enforcement
45	Childhood Immunizations
45	Legal Counseling
44	Community Mental Health Agencies
44	Individual Counseling
42	Flu Vaccines
42	Identification Card Fee Payment Assistance
42	Rental Deposit Assistance
41	Driver Licenses
41	Fans
41	Food Vouchers
41	Mortgage Payment Assistance
40	Birth Certificate Fee Payment Assistance

39	Child Care Centers
39	Child Passenger Safety Seats
39	Diapers
39	Families With Children
38	Home Delivered Meals
37	Animal Control
37	Medicaid Recipients
37	Older Adults
36	Adolescent/Adult Immunizations
35	Post Offices
35	Public Housing
34	Job Search/Placement
33	Children's Protective Services
33	Job Information
33	Vision Screening
32	General Benefits Assistance
32	SSI Applications
31	Homeless Men
31	Senior Ride Programs
30	County Correctional Facilities
30	Medicare Information/Counseling
29	Thanksgiving Meals

## CALL VOLUME BY ZIP CODE IN DISTRICT 2

Zip Code	Call Volume	Call Ratio per Person
78617	3,371	1 call : 6.3 people
78719	352*	1 call : 5 people
78744**	7,987	1 call : 5.6 people
78745**	6,233	1 call : 9.2 people
78747	1,317	1 call : 12.1 people
78748	2,738	1 call : 15.2 people

\* 39.1% increase from 2013 when call volume was 253

\*\* Top 10 zip code out of our 10 county service area

## 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.

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# 2014 Community Needs & Trends Report

## District 3



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.

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### CALLER NEEDS FOR ZIP CODES IN DISTRICT 3

Call  
Volume Need

5,989	Food Stamps/SNAP
4,199	Medicaid Applications
1,967	Food Pantries
1,818	Electric Service Payment Assistance
1,754	Rent Payment Assistance
896	Low Income/Subsidized Private Rental Housing
777	Adult State/Local Health Insurance Programs
715	Medicare Savings Programs
489	General Dentistry
478	Community Clinics
458	CHIP Programs
457	Food Stamps/SNAP Applications
395	Online Tax Preparation/E-Filing Sites
392	Directory Assistance
361	Prescription Expense Assistance
351	Holiday Gifts/Toys
347	Child Care Expense Assistance
339	Homeless Shelter
323	Affordable Care Act Information/Counseling
283	TANF Applications
262	VITA Program Sites
241	In Person Assister Programs
239	Social Security Numbers
235	General Legal Aid
232	Section 8 Housing Choice Vouchers
230	Low Cost Home Rental Listings

230	Transitional Housing/Shelter
227	Medical Appointments Transportation
210	Housing Authorities
205	Discounted Utility Services
204	Gas Service Payment Assistance
200	Bus Fare
181	In Home Attendants for People With Physical Disabilities
172	Specialized Information and Referral
165	Affordable Care Act Information/Counseling Personnel
161	Home Maintenance and Minor Repair Services
156	Tenant Rights Information/Counseling
150	Early Head Start
146	311 Services
137	WIC
135	Central Intake/Assessment for Psychiatric Services
135	Gas Money
125	Free School Supplies
125	Thanksgiving Baskets
119	General Clothing Provision
118	Transitional Case/Care Management
117	Social Security Disability Insurance
116	Fans
110	Water Service Payment Assistance
107	Cell Phones
107	Neighborhood Multipurpose Centers

103	Glasses/Contact Lenses
101	Homeless Families
100	Electric Service Providers
100	Referral to Physicians Accepting Medicaid
99	Furniture
90	Area Agencies on Aging
88	Homeless Men
88	Lawyer Referral Services
87	Benefits Screening
87	Diapers
87	Single Mothers
86	State Unemployment Insurance
85	Home Delivered Meals
84	Affordable Care Act Qualified Health Plans
84	Child Support Assistance/Enforcement
84	Food Vouchers
83	Birth Certificates
81	Families With Children
80	Birth Certificate Fee Payment Assistance
78	Community Mental Health Agencies
78	Identification Card Fee Payment Assistance
78	Medicaid Buy In Programs
76	Legal Counseling
75	SSI Applications
74	General Acute Care Hospitals
74	Rental Deposit Assistance
73	Adult Protective Intervention/Investigation
69	Job Search/Placement

68	Head Start
68	Older Adults
67	Public Housing
66	Childhood Immunizations
64	Driver Licenses
63	Medicare Information/Counseling
62	Homeless Women
62	Medical Care Expense Assistance
59	Thanksgiving Meals
58	Clothing Vouchers
58	General Benefits Assistance
58	Landlord/Tenant Dispute Resolution
58	Soup Kitchens
57	Certified Application Counselor Programs
56	Child Passenger Safety Seats
56	Individual Counseling
54	Flu Vaccines
53	Child Care Centers
53	Comprehensive Job Assistance Centers
53	Medicaid Recipients
52	Senior Ride Programs

## CALL VOLUME BY ZIP CODE IN DISTRICT 3

Zip Code	Call Volume	Call Ratio per Person
78702**	5,846	1 call : 3.7 people
78704	4,007	1 call : 10.5 people
78721	3,768	1 call : 3 people
78725	1,167	1 call : 7 people
78741**	8,787	1 call : 5.5 people
78742	164	1 call : 4 people
78745**	6,233	1 call : 9.2 people

\*\* Top 10 zip code out of our 10 county service area

## 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.

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# 2014 Community Needs & Trends Report

## District 4



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### CALLER NEEDS FOR ZIP CODES IN DISTRICT 4

**Call Volume** **Need**

6,785	Food Stamps/SNAP	209	Low Cost Home Rental Listings	95	Medical Care Expense Assistance	61	Landlord/Tenant Dispute Resolution
5,082	Medicaid Applications	204	General Legal Aid	90	Child Passenger Safety Seats	60	Driver Licenses
2,484	Rent Payment Assistance	202	Gas Service Payment Assistance	89	Social Security Disability Insurance	59	Child Support Petition Filing Offices
2,049	Electric Service Payment Assistance	198	Tenant Rights Information/Counseling	88	Gas Money	58	Neighborhood Multipurpose Centers
2,000	Food Pantries	197	Affordable Care Act Information/Counseling Personnel	87	Glasses/Contact Lenses	56	Adult Protective Intervention/Investigation
830	Low Income/Subsidized Private Rental Housing	178	Specialized Information and Referral	86	Childhood Immunizations	56	General Acute Care Hospitals
808	Adult State/Local Health Insurance Programs	175	VITA Program Sites	84	Birth Certificates	55	Post Offices
729	CHIP Programs	164	WIC	82	Cell Phones	54	Homeless Women
502	Medicare Savings Programs	157	Early Head Start	82	Home Maintenance and Minor Repair Services	52	Adolescent/Adult Immunizations
494	Community Clinics	144	Discounted Utility Services	82	Lawyer Referral Services	52	Certified Application Counselor Programs
371	General Dentistry	140	Bus Fare	80	Area Agencies on Aging	52	Homeless Men
367	Holiday Gifts/Toys	135	In Home Attendants for People With Physical Disabilities	80	Home Delivered Meals	50	Comprehensive Job Assistance Centers
363	Food Stamps/SNAP Applications	131	General Clothing Provision	78	Legal Counseling	50	Domestic Violence Hotlines
359	Prescription Expense Assistance	128	311 Services	76	Community Mental Health Agencies	50	Flu Vaccines
339	Directory Assistance	124	Free School Supplies	76	Single Mothers	50	Medicare Information/Counseling
335	Child Care Expense Assistance	124	Referral to Physicians Accepting Medicaid	73	Birth Certificate Fee Payment Assistance	49	SSI Applications
328	Homeless Shelter	119	Transitional Case/Care Management	72	Benefits Screening	48	English as a Second Language
309	Affordable Care Act Information/Counseling	113	Furniture	72	State Unemployment Insurance	47	Food Vouchers
280	Medical Appointments Transportation	110	Rental Deposit Assistance	71	Head Start	46	Job Information
255	Section 8 Housing Choice Vouchers	108	Water Service Payment Assistance	71	Identification Card Fee Payment Assistance	46	School Districts
253	TANF Applications	106	Diapers	71	Public Housing		
252	In Person Assister Programs	103	Homeless Families	69	Older Adults		
231	Housing Authorities	99	Central Intake/Assessment for Psychiatric Services	68	Job Search/Placement		
227	Online Tax Preparation/E-Filing Sites	99	Thanksgiving Baskets	65	Child Care Centers		
213	Transitional Housing/Shelter	97	Child Support Assistance/Enforcement	64	Affordable Care Act Qualified Health Plans		
212	Social Security Numbers	97	Electric Service Providers	64	Medicaid Buy In Programs		
				61	Families With Children		
				61	Fans		

## CALL VOLUME BY ZIP CODE IN DISTRICT 4

Zip Code	Call Volume	Call Ratio per Person
78723**	7,574	1 call : 4.1 people
78751	743	1 call : 18.9 people
78752	4,057	1 call : 4.5 people
78753**	10,590	1 call : 5 people
78758**	7,843	1 call : 5.8 people

\*\* Top 10 zip code out of our 10 county service area

## 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.

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# 2014 Community Needs & Trends Report

## District 5



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### CALLER NEEDS FOR ZIP CODES IN DISTRICT 5

**Call Volume** **Need**

3,900	Food Stamps/SNAP
3,022	Medicaid Applications
1,195	Rent Payment Assistance
1,143	Food Pantries
1,080	Electric Service Payment Assistance
576	Low Income/Subsidized Private Rental Housing
547	Medicare Savings Programs
531	Adult State/Local Health Insurance Programs
401	CHIP Programs
290	Community Clinics
286	General Dentistry
275	Food Stamps/SNAP Applications
258	Affordable Care Act Information/Counseling
257	Child Care Expense Assistance
244	Prescription Expense Assistance
221	Online Tax Preparation/E-Filing Sites
196	Directory Assistance
179	Holiday Gifts/Toys
174	Homeless Shelter
174	Medical Appointments Transportation
173	TANF Applications
163	Social Security Numbers
159	In Person Assister Programs
156	Section 8 Housing Choice Vouchers
151	VITA Program Sites
140	Low Cost Home Rental Listings

139	General Legal Aid
136	Specialized Information and Referral
135	Housing Authorities
116	Discounted Utility Services
116	Transitional Housing/ Shelter
114	In Home Attendants for People With Physical Disabilities
108	Affordable Care Act Information/Counseling Personnel
101	Gas Service Payment Assistance
95	311 Services
94	Bus Fare
94	Early Head Start
91	Tenant Rights Information/ Counseling
84	Central Intake/Assessment for Psychiatric Services
81	WIC
80	Gas Money
75	Transitional Case/Care Management
74	Social Security Disability Insurance
69	Electric Service Providers
69	Water Service Payment Assistance
68	Benefits Screening
67	Area Agencies on Aging
67	Lawyer Referral Services
66	Free School Supplies
65	Cell Phones
64	General Clothing Provision
63	Glasses/Contact Lenses

62	Referral to Physicians Accepting Medicaid
58	Adult Protective Intervention/Investigation
57	Home Maintenance and Minor Repair Services
57	Medicaid Buy In Programs
57	Neighborhood Multipurpose Centers
55	Medical Care Expense Assistance
54	Thanksgiving Baskets
53	Child Support Assistance/ Enforcement
51	Birth Certificates
51	Legal Counseling
51	Single Mothers
49	Community Mental Health Agencies
47	Home Delivered Meals
47	Older Adults
46	Certified Application Counselor Programs
46	Rental Deposit Assistance
45	Furniture
45	General Benefits Assistance
45	Job Search/Placement
44	Homeless Men
43	Fans
43	Food Vouchers
43	General Acute Care Hospitals
43	Homeless Families
42	Families With Children
42	Identification Card Fee Payment Assistance
42	Medicare Information/ Counseling

41	Childhood Immunizations
41	Public Housing
40	Driver Licenses
40	Head Start
40	Individual Counseling
39	State Unemployment Insurance
38	Child Care Centers
38	Child Passenger Safety Seats
37	Affordable Care Act Qualified Health Plans
37	Birth Certificate Fee Payment Assistance
37	Diapers
37	Medicaid Recipients
36	Senior Ride Programs
34	Post Offices
34	SSI Applications
33	Clothing Vouchers
33	Veterans
32	Domestic Violence Hotlines
32	Homeless Women
32	Mortgage Payment Assistance
31	Thanksgiving Meals

## CALL VOLUME BY ZIP CODE IN DISTRICT 5

Zip Code	Call Volume	Call Ratio per Person
78652	184	1 call : 4.5 people
78704	4,007	1 call : 10.5 people
78735	532	1 call : 32.1 people
78745**	6,223	1 call : 9.2 people
78747	1,317	1 call : 12.1 people
78748	2,738	1 call : 15.2 people

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## 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

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**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.

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# 2014 Community Needs & Trends Report

## District 6



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### CALLER NEEDS FOR ZIP CODES IN DISTRICT 6

**Call Volume** **Need**

1,518	Food Stamps/SNAP
1,291	Medicaid Applications
766	Rent Payment Assistance
685	Electric Service Payment Assistance
451	Food Pantries
242	Adult State/Local Health Insurance Programs
218	Medicare Savings Programs
217	Low Income/Subsidized Private Rental Housing
213	CHIP Programs
152	Child Care Expense Assistance
152	Community Clinics
133	Food Stamps/SNAP Applications
119	Prescription Expense Assistance
118	General Dentistry
114	Affordable Care Act Information/Counseling
112	Medical Appointments Transportation
101	TANF Applications
75	Gas Service Payment Assistance
68	Section 8 Housing Choice Vouchers
63	Homeless Shelter
62	In Person Assister Programs
60	Affordable Care Act Information/Counseling Personnel
59	Low Cost Home Rental Listings
58	Specialized Information and Referral

57	Water Service Payment Assistance
55	Directory Assistance
55	General Legal Aid
55	Transitional Housing/ Shelter
52	Discounted Utility Services
51	Early Head Start
45	Referral to Physicians Accepting Medicaid
43	Online Tax Preparation/E-Filing Sites
42	Housing Authorities
41	Holiday Gifts/Toys
40	Area Agencies on Aging
39	Benefits Screening
39	Social Security Numbers
35	Gas Money
35	VITA Program Sites
33	In Home Attendants for People With Physical Disabilities
31	Transitional Case/Care Management
30	Head Start
30	Social Security Disability Insurance
30	WIC
29	General Clothing Provision
28	311 Services
28	Medical Care Expense Assistance
28	Tenant Rights Information/ Counseling
27	Affordable Care Act Qualified Health Plans
26	Homeless Families

24	Central Intake/Assessment for Psychiatric Services
24	Electric Service Providers
24	State Unemployment Insurance
23	Medicaid Buy In Programs
22	Job Search/Placement
22	Medicare Information/ Counseling
22	Motel Bill Payment Assistance
21	Senior Ride Programs
20	Legal Counseling
19	Adolescent/Adult Immunizations
19	Child Care Centers
19	Childhood Immunizations
19	Disability Related Transportation
19	General Paratransit/ Community Ride Programs
19	Rental Deposit Assistance
17	Older Adults
17	Public Housing
16	Families With Children
16	General Benefits Assistance
16	Independent Living Communities/Complexes for Older Adults
16	Single Mothers
15	Child Care Provider Referrals
15	Comprehensive Job Assistance Centers
15	Divorce Assistance
14	Bus Fare
14	Diapers

14	Free School Supplies
14	Furniture
14	Homeless Women
14	Individual Counseling
13	At Risk Families
13	Cell Phones
13	Community Mental Health Agencies
13	Glasses/Contact Lenses
13	Referral to Dental Practitioners Accepting Medicaid
13	SSI Applications
12	Catholic Community
12	Child Passenger Safety Seats
12	Domestic Violence Hotlines
12	Mortgage Payment Assistance
12	Supported Living Services for Adults With Disabilities
11	211 Lead Agencies
11	Adult Protective Intervention/Investigation
11	Birth Certificates
11	Child Support Assistance/ Enforcement
11	Domestic Violence Shelters
11	Flu Vaccines
11	General Acute Care Hospitals
11	Homeless Men
11	Job Information

## CALL VOLUME BY ZIP CODE IN DISTRICT 6

Zip Code	Call Volume	Call Ratio per Person
78613	2,322	1 call : 29.5 people
78717	490*	1 call : 49.2 people
78726	496	1 call : 23.6 people
78727	1,494	1 call : 19.1 people
78728	2,100	1 call : 9.9 people
78729	1,558	1 call : 17.3 people
78730	77	1 call : 115.8 people
78732	131	1 call : 115.2 people
78750	1,196	1 call : 22.6 people

\* 6.8% increase from 2013 when call volume was 459

## 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](mailto:211texas@uwatx.org).

# 2014 Community Needs & Trends Report

## District 7



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.

### CALLER NEEDS FOR ZIP CODES IN DISTRICT 7

Call  
Volume Need

6,768	Food Stamps/SNAP	224	Low Cost Home Rental Listings	90	Rental Deposit Assistance	54	Senior Ride Programs
5,565	Medicaid Applications	219	Housing Authorities	89	Glasses/Contact Lenses	52	Certified Application Counselor Programs
2,371	Rent Payment Assistance	213	Transitional Housing/ Shelter	88	Childhood Immunizations	52	Families With Children
2,090	Electric Service Payment Assistance	211	General Legal Aid	85	Head Start	51	Individual Counseling
1,761	Food Pantries	205	Specialized Information and Referral	83	Diapers	49	Child Care Provider Referrals
923	CHIP Programs	184	Early Head Start	80	Legal Counseling	49	Child Support Petition Filing Offices
872	Adult State/Local Health Insurance Programs	179	VITA Program Sites	79	Benefits Screening	49	Homeless Men
824	Low Income/Subsidized Private Rental Housing	168	Water Service Payment Assistance	76	Child Care Centers	49	Motel Bill Payment Assistance
627	Medicare Savings Programs	160	Tenant Rights Information/ Counseling	76	Medicaid Buy In Programs	49	Comprehensive Job Assistance Centers
524	Community Clinics	158	Social Security Numbers	75	Child Support Assistance/ Enforcement	48	Food Vouchers
431	Child Care Expense Assistance	154	In Home Attendants for People With Physical Disabilities	75	State Unemployment Insurance	48	Job Information
423	General Dentistry	143	Discounted Utility Services	74	Cell Phones	47	School Districts
420	Prescription Expense Assistance	131	Referral to Physicians Accepting Medicaid	74	Public Housing	47	Identification Card Fee Payment Assistance
416	Food Stamps/SNAP Applications	130	WIC	73	Birth Certificates	46	Medicare Information/ Counseling
407	Affordable Care Act Information/Counseling	120	311 Services	73	Furniture	46	Adult Protective Intervention/Investigation
329	TANF Applications	120	Medical Care Expense Assistance	71	Thanksgiving Baskets	45	Mortgage Payment Assistance
318	Medical Appointments Transportation	120	Transitional Case/Care Management	69	Affordable Care Act Qualified Health Plans	45	SSI Applications
309	Holiday Gifts/Toys	109	Area Agencies on Aging	69	Lawyer Referral Services	44	Home Maintenance and Minor Repair Services
286	In Person Assister Programs	109	Homeless Families	68	Adolescent/Adult Immunizations	44	Medicaid Recipients
279	Homeless Shelter	107	General Clothing Provision	68	Child Passenger Safety Seats	43	Homeless Women
255	Affordable Care Act Information/Counseling Personnel	104	Free School Supplies	68	Single Mothers	43	Pregnancy Testing
253	Directory Assistance	94	Bus Fare	64	Home Delivered Meals	42	Domestic Violence Hotlines
245	Section 8 Housing Choice Vouchers	94	Central Intake/Assessment for Psychiatric Services	62	Older Adults	42	Domestic Violence Shelters
238	Gas Service Payment Assistance	92	Social Security Disability Insurance	60	Community Mental Health Agencies		
237	Online Tax Preparation/E-Filing Sites	90	Electric Service Providers	60	Job Search/Placement		
		90	Gas Money	59	Landlord/Tenant Dispute Resolution		
				56	Flu Vaccines		
				54	English as a Second Language		

## CALL VOLUME BY ZIP CODE IN DISTRICT 7

Zip Code	Call Volume	Call Ratio per Person
78660	5,649*	1 call : 13.3 people
78727	1,494	1 call : 19.1 people
78728	2,100	1 call : 9.9 people
78753**	10,590	1 call : 5 people
78756	514	1 call : 15.8 people
78757	1,266	1 call : 17.9 people
78758**	7,843	1 call : 5.8 people
78759	1,210	1 call : 33 people

\* 1.8% increase from 2013 when call volume was 5,549

\*\* Top 10 zip code out of our 10 county service area

## 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.

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# 2014 Community Needs & Trends Report

## District 8



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.

### CALLER NEEDS FOR ZIP CODES IN DISTRICT 8

**Call Volume** **Need**

1,351	Food Stamps/SNAP
1,102	Medicaid Applications
462	Rent Payment Assistance
363	Food Pantries
357	Electric Service Payment Assistance
204	CHIP Programs
200	Low Income/Subsidized Private Rental Housing
197	Adult State/Local Health Insurance Programs
141	Medicare Savings Programs
105	Community Clinics
90	Prescription Expense Assistance
88	General Dentistry
86	Food Stamps/SNAP Applications
74	Affordable Care Act Information/Counseling
72	Medical Appointments Transportation
68	Directory Assistance
68	General Legal Aid
64	Homeless Shelter
64	In Person Assister Programs
62	Online Tax Preparation/E-Filing Sites
58	Child Care Expense Assistance
54	Holiday Gifts/Toys
50	Low Cost Home Rental Listings
49	Social Security Numbers
49	Specialized Information and Referral
49	TANF Applications

45	Housing Authorities
45	WIC
40	Affordable Care Act Information/Counseling Personnel
40	Transitional Housing/ Shelter
39	Tenant Rights Information/ Counseling
37	Gas Service Payment Assistance
37	Section 8 Housing Choice Vouchers
36	In Home Attendants for People With Physical Disabilities
36	Transitional Case/Care Management
36	VITA Program Sites
33	Discounted Utility Services
29	311 Services
29	Free School Supplies
28	Water Service Payment Assistance
27	Central Intake/Assessment for Psychiatric Services
26	Gas Money
25	Area Agencies on Aging
25	Bus Fare
25	Social Security Disability Insurance
23	Early Head Start
23	Furniture
21	Electric Service Providers
21	General Clothing Provision
21	Older Adults
21	Referral to Physicians Accepting Medicaid

20	Child Passenger Safety Seats
20	Medicaid Buy In Programs
19	Childhood Immunizations
19	Lawyer Referral Services
19	Medical Care Expense Assistance
19	Medicare Information/ Counseling
19	Rental Deposit Assistance
18	Benefits Screening
18	Community Mental Health Agencies
18	Neighborhood Multipurpose Centers
18	State Unemployment Insurance
17	Child Support Assistance/ Enforcement
17	Job Search/Placement
17	Public Housing
16	Birth Certificates
16	Cell Phones
16	Child Support Petition Filing Offices
16	Home Delivered Meals
16	Legal Counseling
16	Senior Ride Programs
15	General Benefits Assistance
15	Individual Counseling
15	Post Offices
14	Adult Protective Intervention/Investigation
14	Certified Application Counselor Programs
14	Mortgage Payment Assistance
14	Single Mothers

13	Adolescent/Adult Immunizations
13	Advocacy
13	Head Start
13	Home Maintenance and Minor Repair Services
13	Homeless Women
12	Affordable Care Act Qualified Health Plans
12	Domestic Violence Hotlines
12	Families With Children
12	Fans
12	General Physical Examinations
11	Assisted Living Facilities
11	Children's Protective Services
11	Diapers
11	English as a Second Language
11	General Acute Care Hospitals
11	General Crisis Intervention Hotlines
11	Thanksgiving Baskets
11	Veterans
10	County Correctional Facilities
10	Dentures
10	Evacuation Transportation
10	Homeless Men

## CALL VOLUME BY ZIP CODE IN DISTRICT 8

Zip Code	Call Volume	Call Ratio per Person
78652	184	1 call : 27.8 people
78732	131	1 call : 115.2 people
78735	532	1 call : 32.1 people
78736	303	1 call : 21.8 people
78739	108	1 call : 159.2 people
78746	241	1 call : 114.1 people
78749	813	1 call : 42.3 people

## 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.

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# 2014 Community Needs & Trends Report

## District 9



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.

### CALLER NEEDS FOR ZIP CODES IN DISTRICT 9

**Call Volume** **Need**

4,909	Food Stamps/SNAP
3,276	Medicaid Applications
1,708	Rent Payment Assistance
1,599	Food Pantries
1,360	Electric Service Payment Assistance
622	Low Income/Subsidized Private Rental Housing
561	Adult State/Local Health Insurance Programs
422	Medicare Savings Programs
375	Community Clinics
354	CHIP Programs
338	General Dentistry
334	Food Stamps/SNAP Applications
328	Directory Assistance
320	Homeless Shelter
263	Prescription Expense Assistance
250	Online Tax Preparation/E-Filing Sites
234	Holiday Gifts/Toys
228	Child Care Expense Assistance
221	Social Security Numbers
207	TANF Applications
195	General Legal Aid
191	Affordable Care Act Information/Counseling
190	Section 8 Housing Choice Vouchers
178	Low Cost Home Rental Listings
176	Gas Service Payment Assistance
174	Medical Appointments Transportation

165	Housing Authorities
164	VITA Program Sites
161	Bus Fare
161	Transitional Housing/ Shelter
158	In Person Assister Programs
148	Tenant Rights Information/ Counseling
147	Discounted Utility Services
146	Specialized Information and Referral
131	In Home Attendants for People With Physical Disabilities
127	Affordable Care Act Information/Counseling Personnel
123	General Clothing Provision
114	WIC
105	Gas Money
104	311 Services
104	Free School Supplies
101	Thanksgiving Baskets
100	Central Intake/Assessment for Psychiatric Services
97	Homeless Families
96	Social Security Disability Insurance
90	Early Head Start
87	Transitional Case/Care Management
86	Cell Phones
86	Rental Deposit Assistance
82	Electric Service Providers
80	Referral to Physicians Accepting Medicaid
79	Home Maintenance and Minor Repair Services

76	Fans
76	Lawyer Referral Services
75	Child Support Assistance/ Enforcement
74	Diapers
73	Glasses/Contact Lenses
72	Neighborhood Multipurpose Centers
72	State Unemployment Insurance
71	Driver Licenses
70	Area Agencies on Aging
69	Home Delivered Meals
69	Homeless Men
68	Food Vouchers
68	Furniture
68	Water Service Payment Assistance
67	Birth Certificate Fee Payment Assistance
67	Identification Card Fee Payment Assistance
66	Birth Certificates
66	Community Mental Health Agencies
66	Single Mothers
65	Legal Counseling
65	Medicaid Buy In Programs
63	Benefits Screening
62	Clothing Vouchers
62	Job Search/Placement
61	Older Adults
59	Homeless Women
59	Public Housing
58	General Acute Care Hospitals

58	SSI Applications
57	Affordable Care Act Qualified Health Plans
56	Medicare Information/ Counseling
53	Adult Protective Intervention/Investigation
53	Families With Children
51	Child Passenger Safety Seats
50	Landlord/Tenant Dispute Resolution
50	Soup Kitchens
49	Individual Counseling
48	Comprehensive Job Assistance Centers
46	Childhood Immunizations
46	Medical Care Expense Assistance
43	Child Care Centers
43	General Benefits Assistance
43	Medicaid Recipients
42	Head Start
41	Advocacy
41	Post Offices
39	Identification Cards
37	Certified Application Counselor Programs

## CALL VOLUME BY ZIP CODE IN DISTRICT 9

Zip Code	Call Volume	Call Ratio per Person
78701	1,625*	1 call : 3.6 people
78703	285	1 call : 69.7 people
78704	4,007	1 call : 10.5 people
78705	298	1 call : 105 people
78722	536	1 call : 9.9 people
78723**	7,574	1 call : 4.1 people
78741	8,787	1 call : 5.5 people
78751	743	1 call : 18.9 people

\* 16% increase from 2013 when call volume was 1,401

\*\* Top 10 zip code out of our 10 county service area

## 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.

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# 2014 Community Needs & Trends Report

## District 10



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### CALLER NEEDS FOR ZIP CODES IN DISTRICT 10

**Call Volume** **Need**

762	Food Stamps/SNAP
619	Medicaid Applications
332	Rent Payment Assistance
278	Electric Service Payment Assistance
251	Food Pantries
122	Adult State/Local Health Insurance Programs
121	Medicare Savings Programs
118	Low Income/Subsidized Private Rental Housing
99	CHIP Programs
78	Community Clinics
76	Prescription Expense Assistance
72	Affordable Care Act Information/Counseling
70	General Dentistry
68	Food Stamps/SNAP Applications
57	TANF Applications
47	Child Care Expense Assistance
47	Homeless Shelter
42	Medical Appointments Transportation
40	In Person Assister Programs
38	Online Tax Preparation/E-Filing Sites
38	Specialized Information and Referral
37	General Legal Aid
34	Affordable Care Act Information/Counseling Personnel
33	Directory Assistance
33	Motel Bill Payment Assistance

33	Transitional Housing/ Shelter
31	Low Cost Home Rental Listings
28	Discounted Utility Services
28	In Home Attendants for People With Physical Disabilities
28	VITA Program Sites
27	Area Agencies on Aging
26	Central Intake/Assessment for Psychiatric Services
26	Tenant Rights Information/ Counseling
25	Medicaid Buy In Programs
24	Gas Service Payment Assistance
23	Housing Authorities
23	Social Security Numbers
22	Section 8 Housing Choice Vouchers
22	Social Security Disability Insurance
19	Early Head Start
19	Older Adults
18	Gas Money
18	Transitional Case/Care Management
18	Water Service Payment Assistance
17	311 Services
17	Bus Fare
17	Homeless Families
17	Job Search/Placement
16	General Clothing Provision
16	Referral to Physicians Accepting Medicaid
16	Rental Deposit Assistance

16	State Unemployment Insurance
15	Benefits Screening
14	Community Mental Health Agencies
13	General Benefits Assistance
13	Home Delivered Meals
12	211 Lead Agencies
12	Affordable Care Act Qualified Health Plans
12	Food Vouchers
12	Homeless Men
12	Individual Counseling
12	Landlord/Tenant Dispute Resolution
12	Medical Care Expense Assistance
12	Medicare Information/ Counseling
12	WIC
11	Comprehensive Job Assistance Centers
11	Head Start
11	Homeless Women
11	Work Clothing
10	Adult Protective Intervention/Investigation
10	Assisted Living Facilities
10	Cell Phones
10	Evacuation Transportation
10	Holiday Gifts/Toys
10	Lawyer Referral Services
9	Adolescent/Adult Immunizations
9	Alcohol Detoxification
9	Certified Application Counselor Programs

9	Child Care Centers
9	Childhood Immunizations
9	Electric Service Providers
9	Public Housing
9	Senior Ride Programs
8	Children's Protective Services
8	Domestic Violence Shelters
8	Families With Children
8	General Medical Equipment Provision
8	General Paratransit/ Community Ride Programs
8	Glasses/Contact Lenses
8	Independent Living Communities/Complexes for Older Adults
8	Legal Counseling
7	At Risk Families
7	Clothing Vouchers
7	Diapers
7	Driver Licenses
7	Home Maintenance and Minor Repair Services
7	SSI Applications
7	Summer Food Service Programs
7	Vocational Rehabilitation
6	Alcohol Dependency Support Groups

## CALL VOLUME BY ZIP CODE IN DISTRICT 10

Zip Code	Call Volume	Call Ratio per Person
78703	285	1 call : 69.7 people
78730	77	1 call : 115.8 people
78731	508	1 call : 50.3 people
78746	241	1 call : 114.1 people
78750	1,196	1 call : 22.6 people
78756	514	1 call : 15.8 people
78759	1,201	1 call : 33 people

## 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.

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