

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	314	Affordable Care Act Information/Counseling Personnel	123	Medical Care Expense Assistance	84	Certified Application Counselor Programs
6,721	Medicaid Applications	282	Social Security Numbers	122	Area Agencies on Aging	82	Adult Protective Intervention/Investigation
2,951	Electric Service Payment Assistance	236	Bus Fare	121	Child Passenger Safety Seats	81	Homeless Women
2,895	Rent Payment Assistance	233	In Home Attendants for People With Physical Disabilities	120	Home Delivered Meals	80	Mortgage Payment Assistance
2,770	Food Pantries	232	Specialized Information and Referral	118	Homeless Men	78	Landlord/Tenant Dispute Resolution
1,161	Low Income/Subsidized Private Rental Housing	231	Home Maintenance and Minor Repair Services	117	State Unemployment Insurance	78	SSI Applications
1,157	Adult State/Local Health Insurance Programs	225	Discounted Utility Services	115	Affordable Care Act Qualified Health Plans	75	Domestic Violence Hotlines
944	CHIP Programs	214	Early Head Start	114	Birth Certificate Fee Payment Assistance	74	Child Care Centers
858	Medicare Savings Programs	205	311 Services	113	Legal Counseling	74	Child Support Petition Filing Offices
718	Community Clinics	185	General Clothing Provision	112	Birth Certificates	70	Flu Vaccines
644	General Dentistry	182	Furniture	110	Childhood Immunizations	70	General Benefits Assistance
594	Directory Assistance	172	Free School Supplies	110	Public Housing	70	Medicaid Recipients
554	Food Stamps/SNAP Applications	161	Central Intake/Assessment for Psychiatric Services	108	Benefits Screening	69	Adolescent/Adult Immunizations
546	Prescription Expense Assistance	159	Referral to Physicians Accepting Medicaid	108	Identification Card Fee Payment Assistance	69	Senior Ride Programs
539	Holiday Gifts/Toys	156	Homeless Families	105	Lawyer Referral Services	67	Children's Protective Services
515	Affordable Care Act Information/Counseling	150	Gas Money	104	Families With Children	66	General Federal Income Tax Information
487	Homeless Shelter	145	Social Security Disability Insurance	99	Community Mental Health Agencies	65	Individual Counseling
457	Child Care Expense Assistance	144	Diapers	99	Older Adults	63	Clothing Vouchers
417	Online Tax Preparation/E-Filing Sites	143	Electric Service Providers	98	Medicaid Buy In Programs	61	General Physical Examinations
416	In Person Assister Programs	143	Rental Deposit Assistance	95	General Acute Care Hospitals	60	Comprehensive Job Assistance Centers
407	Medical Appointments Transportation	139	Fans	95	Head Start	60	Single Women
366	Section 8 Housing Choice Vouchers	136	Glasses/Contact Lenses	92	Job Search/Placement	58	Animal Control
346	Gas Service Payment Assistance	132	Cell Phones	91	Driver Licenses		
321	General Legal Aid	125	Child Support Assistance/Enforcement	88	Soup Kitchens		
317	Housing Authorities	124	Neighborhood Multipurpose Centers	87	Food Vouchers		
315	Low Cost Home Rental Listings	124	Single Mothers	87	Medicare Information/Counseling		
				85	Post Offices		

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**.

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	128	Early Head Start	61	Social Security Disability Insurance	39	Child Care Centers
3,478	Medicaid Applications	126	Gas Service Payment Assistance	59	Adult Protective Intervention/Investigation	39	Child Passenger Safety Seats
1,139	Electric Service Payment Assistance	125	Homeless Shelter	59	Referral to Physicians Accepting Medicaid	39	Diapers
1,068	Food Pantries	125	Low Cost Home Rental Listings	57	Area Agencies on Aging	39	Families With Children
929	Rent Payment Assistance	112	Discounted Utility Services	57	General Clothing Provision	38	Home Delivered Meals
594	Adult State/Local Health Insurance Programs	110	Housing Authorities	54	Birth Certificates	37	Animal Control
545	CHIP Programs	110	Social Security Numbers	53	Gas Money	37	Medicaid Recipients
510	Low Income/Subsidized Private Rental Housing	105	Specialized Information and Referral	52	Electric Service Providers	37	Older Adults
475	Medicare Savings Programs	100	311 Services	52	Head Start	36	Adolescent/Adult Immunizations
327	Community Clinics	100	Transitional Housing/ Shelter	49	Neighborhood Multipurpose Centers	35	Post Offices
326	Affordable Care Act Information/Counseling	98	In Home Attendants for People With Physical Disabilities	48	Homeless Families	35	Public Housing
293	General Dentistry	93	Bus Fare	48	Medicaid Buy In Programs	34	Job Search/Placement
281	Child Care Expense Assistance	88	Free School Supplies	48	Single Mothers	33	Children's Protective Services
265	Online Tax Preparation/E-Filing Sites	84	Central Intake/Assessment for Psychiatric Services	47	Affordable Care Act Qualified Health Plans	33	Job Information
261	Holiday Gifts/Toys	79	WIC	45	Child Support Assistance/ Enforcement	33	Vision Screening
256	Prescription Expense Assistance	77	Tenant Rights Information/ Counseling	45	Childhood Immunizations	32	General Benefits Assistance
254	Food Stamps/SNAP Applications	74	Cell Phones	45	Legal Counseling	32	SSI Applications
254	In Person Assister Programs	71	Home Maintenance and Minor Repair Services	44	Community Mental Health Agencies	31	Homeless Men
181	TANF Applications	69	Medical Care Expense Assistance	44	Individual Counseling	31	Senior Ride Programs
166	VITA Program Sites	67	Transitional Case/Care Management	42	Flu Vaccines	30	County Correctional Facilities
162	Directory Assistance	66	Benefits Screening	42	Identification Card Fee Payment Assistance	30	Medicare Information/ Counseling
158	Medical Appointments Transportation	65	Water Service Payment Assistance	42	Rental Deposit Assistance	29	Thanksgiving Meals
149	Affordable Care Act Information/Counseling Personnel	64	Certified Application Counselor Programs	41	Driver Licenses		
144	Section 8 Housing Choice Vouchers	63	Glasses/Contact Lenses	41	Fans		
136	General Legal Aid	63	Thanksgiving Baskets	41	Food Vouchers		
		61	Lawyer Referral Services	41	Mortgage Payment Assistance		
				40	Birth Certificate Fee Payment Assistance		

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.

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**.

2014 Community Needs & Trends Report

District 3



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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:

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- 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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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	139	General Legal Aid	62	Referral to Physicians Accepting Medicaid	41	Childhood Immunizations
3,022	Medicaid Applications	136	Specialized Information and Referral	58	Adult Protective Intervention/Investigation	41	Public Housing
1,195	Rent Payment Assistance	135	Housing Authorities	57	Home Maintenance and Minor Repair Services	40	Driver Licenses
1,143	Food Pantries	116	Discounted Utility Services	57	Medicaid Buy In Programs	40	Head Start
1,080	Electric Service Payment Assistance	116	Transitional Housing/ Shelter	57	Neighborhood Multipurpose Centers	40	Individual Counseling
576	Low Income/Subsidized Private Rental Housing	114	In Home Attendants for People With Physical Disabilities	55	Medical Care Expense Assistance	39	State Unemployment Insurance
547	Medicare Savings Programs	108	Affordable Care Act Information/Counseling Personnel	54	Thanksgiving Baskets	38	Child Care Centers
531	Adult State/Local Health Insurance Programs	101	Gas Service Payment Assistance	53	Child Support Assistance/ Enforcement	38	Child Passenger Safety Seats
401	CHIP Programs	95	311 Services	51	Birth Certificates	37	Affordable Care Act Qualified Health Plans
290	Community Clinics	94	Bus Fare	51	Legal Counseling	37	Birth Certificate Fee Payment Assistance
286	General Dentistry	94	Early Head Start	51	Single Mothers	37	Diapers
275	Food Stamps/SNAP Applications	91	Tenant Rights Information/ Counseling	49	Community Mental Health Agencies	37	Medicaid Recipients
258	Affordable Care Act Information/Counseling	84	Central Intake/Assessment for Psychiatric Services	47	Home Delivered Meals	36	Senior Ride Programs
257	Child Care Expense Assistance	81	WIC	47	Older Adults	34	Post Offices
244	Prescription Expense Assistance	80	Gas Money	46	Certified Application Counselor Programs	34	SSI Applications
221	Online Tax Preparation/E-Filing Sites	75	Transitional Case/Care Management	46	Rental Deposit Assistance	33	Clothing Vouchers
196	Directory Assistance	74	Social Security Disability Insurance	45	Furniture	33	Veterans
179	Holiday Gifts/Toys	69	Electric Service Providers	45	General Benefits Assistance	32	Domestic Violence Hotlines
174	Homeless Shelter	69	Water Service Payment Assistance	45	Job Search/Placement	32	Homeless Women
174	Medical Appointments Transportation	68	Benefits Screening	44	Homeless Men	32	Mortgage Payment Assistance
173	TANF Applications	67	Area Agencies on Aging	43	Fans	31	Thanksgiving Meals
163	Social Security Numbers	67	Lawyer Referral Services	43	Food Vouchers		
159	In Person Assister Programs	66	Free School Supplies	43	General Acute Care Hospitals		
156	Section 8 Housing Choice Vouchers	65	Cell Phones	43	Homeless Families		
151	VITA Program Sites	64	General Clothing Provision	42	Families With Children		
140	Low Cost Home Rental Listings	63	Glasses/Contact Lenses	42	Identification Card Fee Payment Assistance		
				42	Medicare Information/ Counseling		

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
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78748	2,738	1 call : 15.2 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.
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PARTNERSHIPS

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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 6



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CALLER NEEDS FOR ZIP CODES IN DISTRICT 6

Call
Volume Need

1,518	Food Stamps/SNAP	57	Water Service Payment Assistance	24	Central Intake/Assessment for Psychiatric Services	14	Free School Supplies
1,291	Medicaid Applications	55	Directory Assistance	24	Electric Service Providers	14	Furniture
766	Rent Payment Assistance	55	General Legal Aid	24	State Unemployment Insurance	14	Homeless Women
685	Electric Service Payment Assistance	55	Transitional Housing/ Shelter	23	Medicaid Buy In Programs	14	Individual Counseling
451	Food Pantries	52	Discounted Utility Services	22	Job Search/Placement	13	At Risk Families
242	Adult State/Local Health Insurance Programs	51	Early Head Start	22	Medicare Information/ Counseling	13	Cell Phones
218	Medicare Savings Programs	45	Referral to Physicians Accepting Medicaid	22	Motel Bill Payment Assistance	13	Community Mental Health Agencies
217	Low Income/Subsidized Private Rental Housing	43	Online Tax Preparation/E-Filing Sites	21	Senior Ride Programs	13	Glasses/Contact Lenses
213	CHIP Programs	42	Housing Authorities	20	Legal Counseling	13	Referral to Dental Practitioners Accepting Medicaid
152	Child Care Expense Assistance	41	Holiday Gifts/Toys	19	Adolescent/Adult Immunizations	13	SSI Applications
152	Community Clinics	40	Area Agencies on Aging	19	Child Care Centers	12	Catholic Community
133	Food Stamps/SNAP Applications	39	Benefits Screening	19	Childhood Immunizations	12	Child Passenger Safety Seats
119	Prescription Expense Assistance	39	Social Security Numbers	19	Disability Related Transportation	12	Domestic Violence Hotlines
118	General Dentistry	35	Gas Money	19	General Paratransit/ Community Ride Programs	12	Mortgage Payment Assistance
114	Affordable Care Act Information/Counseling	35	VITA Program Sites	19	Rental Deposit Assistance	12	Supported Living Services for Adults With Disabilities
112	Medical Appointments Transportation	33	In Home Attendants for People With Physical Disabilities	17	Older Adults	11	211 Lead Agencies
101	TANF Applications	31	Transitional Case/Care Management	17	Public Housing	11	Adult Protective Intervention/Investigation
75	Gas Service Payment Assistance	30	Head Start	16	Families With Children	11	Birth Certificates
68	Section 8 Housing Choice Vouchers	30	Social Security Disability Insurance	16	General Benefits Assistance	11	Child Support Assistance/ Enforcement
63	Homeless Shelter	30	WIC	16	Independent Living Communities/Complexes for Older Adults	11	Domestic Violence Shelters
62	In Person Assister Programs	29	General Clothing Provision	16	Single Mothers	11	Flu Vaccines
60	Affordable Care Act Information/Counseling Personnel	28	311 Services	15	Child Care Provider Referrals	11	General Acute Care Hospitals
59	Low Cost Home Rental Listings	28	Medical Care Expense Assistance	15	Comprehensive Job Assistance Centers	11	Homeless Men
58	Specialized Information and Referral	28	Tenant Rights Information/ Counseling	14	Divorce Assistance	11	Job Information
		27	Affordable Care Act Qualified Health Plans	14	Bus Fare		
		26	Homeless Families		Diapers		

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**.

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	48	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	Medicare Information/ Counseling
329	TANF Applications	120	Medical Care Expense Assistance	71	Thanksgiving Baskets	45	Adult Protective Intervention/Investigation
318	Medical Appointments Transportation	120	Transitional Case/Care Management	69	Affordable Care Act Qualified Health Plans	45	Mortgage Payment Assistance
309	Holiday Gifts/Toys	109	Area Agencies on Aging	69	Lawyer Referral Services	45	SSI Applications
286	In Person Assister Programs	109	Homeless Families	68	Adolescent/Adult Immunizations	44	Home Maintenance and Minor Repair Services
279	Homeless Shelter	107	General Clothing Provision	68	Child Passenger Safety Seats	44	Medicaid Recipients
255	Affordable Care Act Information/Counseling Personnel	104	Free School Supplies	64	Single Mothers	43	Homeless Women
253	Directory Assistance	94	Bus Fare	62	Home Delivered Meals	43	Pregnancy Testing
245	Section 8 Housing Choice Vouchers	94	Central Intake/Assessment for Psychiatric Services	60	Older Adults	42	Domestic Violence Hotlines
238	Gas Service Payment Assistance	92	Social Security Disability Insurance	60	Community Mental Health Agencies	42	Domestic Violence Shelters
237	Online Tax Preparation/E-Filing Sites	90	Electric Service Providers	59	Job Search/Placement		
		90	Gas Money	56	Landlord/Tenant Dispute Resolution		
				54	Flu Vaccines		
					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:

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- 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



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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	45	Housing Authorities	20	Child Passenger Safety Seats	13	Adolescent/Adult Immunizations
1,102	Medicaid Applications	45	WIC	20	Medicaid Buy In Programs	13	Advocacy
462	Rent Payment Assistance	40	Affordable Care Act Information/Counseling Personnel	19	Childhood Immunizations	13	Head Start
363	Food Pantries	40	Transitional Housing/ Shelter	19	Lawyer Referral Services	13	Home Maintenance and Minor Repair Services
357	Electric Service Payment Assistance	39	Tenant Rights Information/ Counseling	19	Medical Care Expense Assistance	13	Homeless Women
204	CHIP Programs	37	Gas Service Payment Assistance	19	Medicare Information/ Counseling	12	Affordable Care Act Qualified Health Plans
200	Low Income/Subsidized Private Rental Housing	37	Section 8 Housing Choice Vouchers	19	Rental Deposit Assistance	12	Domestic Violence Hotlines
197	Adult State/Local Health Insurance Programs	37	In Home Attendants for People With Physical Disabilities	18	Benefits Screening	12	Families With Children
141	Medicare Savings Programs	36	Transitional Case/Care Management	18	Community Mental Health Agencies	12	Fans
105	Community Clinics	36	VITA Program Sites	18	Neighborhood Multipurpose Centers	12	General Physical Examinations
90	Prescription Expense Assistance	33	Discounted Utility Services	18	State Unemployment Insurance	11	Assisted Living Facilities
88	General Dentistry	29	311 Services	17	Child Support Assistance/ Enforcement	11	Children's Protective Services
86	Food Stamps/SNAP Applications	29	Free School Supplies	17	Job Search/Placement	11	Diapers
74	Affordable Care Act Information/Counseling	28	Water Service Payment Assistance	17	Public Housing	11	English as a Second Language
72	Medical Appointments Transportation	27	Central Intake/Assessment for Psychiatric Services	16	Birth Certificates	11	General Acute Care Hospitals
68	Directory Assistance	26	Gas Money	16	Cell Phones	11	General Crisis Intervention Hotlines
68	General Legal Aid	25	Area Agencies on Aging	16	Child Support Petition Filing Offices	11	Thanksgiving Baskets
64	Homeless Shelter	25	Bus Fare	16	Home Delivered Meals	11	Veterans
64	In Person Assister Programs	25	Social Security Disability Insurance	16	Legal Counseling	10	County Correctional Facilities
62	Online Tax Preparation/E-Filing Sites	23	Early Head Start	15	Senior Ride Programs	10	Dentures
58	Child Care Expense Assistance	23	Furniture	15	General Benefits Assistance	10	Evacuation Transportation
54	Holiday Gifts/Toys	21	Electric Service Providers	15	Individual Counseling	10	Homeless Men
50	Low Cost Home Rental Listings	21	General Clothing Provision	14	Post Offices		
49	Social Security Numbers	21	Older Adults	14	Adult Protective Intervention/Investigation		
49	Specialized Information and Referral	21	Referral to Physicians Accepting Medicaid	14	Certified Application Counselor Programs		
49	TANF Applications			14	Mortgage Payment Assistance		
				14	Single Mothers		

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.

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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:

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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 10



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CALLER NEEDS FOR ZIP CODES IN DISTRICT 10

Call
Volume Need

762	Food Stamps/SNAP	33	Transitional Housing/ Shelter	16	State Unemployment Insurance	9	Child Care Centers
619	Medicaid Applications	31	Low Cost Home Rental Listings	15	Benefits Screening	9	Childhood Immunizations
332	Rent Payment Assistance	28	Discounted Utility Services	14	Community Mental Health Agencies	9	Electric Service Providers
278	Electric Service Payment Assistance	28	In Home Attendants for People With Physical Disabilities	13	General Benefits Assistance	9	Public Housing
251	Food Pantries	28	VITA Program Sites	13	Home Delivered Meals	9	Senior Ride Programs
122	Adult State/Local Health Insurance Programs	27	Area Agencies on Aging	12	211 Lead Agencies	8	Children's Protective Services
121	Medicare Savings Programs	26	Central Intake/Assessment for Psychiatric Services	12	Affordable Care Act Qualified Health Plans	8	Domestic Violence Shelters
118	Low Income/Subsidized Private Rental Housing	26	Tenant Rights Information/ Counseling	12	Food Vouchers	8	Families With Children
99	CHIP Programs	25	Medicaid Buy In Programs	12	Homeless Men	8	General Medical Equipment Provision
78	Community Clinics	24	Gas Service Payment Assistance	12	Individual Counseling	8	General Paratransit/ Community Ride Programs
76	Prescription Expense Assistance	23	Housing Authorities	12	Landlord/Tenant Dispute Resolution	8	Glasses/Contact Lenses
72	Affordable Care Act Information/Counseling	23	Social Security Numbers	12	Medical Care Expense Assistance	8	Independent Living Communities/Complexes for Older Adults
70	General Dentistry	22	Section 8 Housing Choice Vouchers	12	Medicare Information/ Counseling	8	Legal Counseling
68	Food Stamps/SNAP Applications	22	Social Security Disability Insurance	12	WIC	7	At Risk Families
57	TANF Applications	19	Early Head Start	11	Comprehensive Job Assistance Centers	7	Clothing Vouchers
47	Child Care Expense Assistance	19	Older Adults	11	Head Start	7	Diapers
47	Homeless Shelter	18	Gas Money	11	Homeless Women	7	Driver Licenses
42	Medical Appointments Transportation	18	Transitional Case/Care Management	11	Work Clothing	7	Home Maintenance and Minor Repair Services
40	In Person Assister Programs	18	Water Service Payment Assistance	10	Adult Protective Intervention/Investigation	7	SSI Applications
38	Online Tax Preparation/E- Filing Sites	17	311 Services	10	Assisted Living Facilities	7	Summer Food Service Programs
38	Specialized Information and Referral	17	Bus Fare	10	Cell Phones	7	Vocational Rehabilitation
37	General Legal Aid	17	Homeless Families	10	Evacuation Transportation	6	Alcohol Dependency Support Groups
34	Affordable Care Act Information/Counseling Personnel	16	General Clothing Provision	9	Holiday Gifts/Toys		
33	Directory Assistance	16	Referral to Physicians Accepting Medicaid	9	Lawyer Referral Services		
33	Motel Bill Payment Assistance	16	Rental Deposit Assistance	9	Adolescent/Adult Immunizations		
				9	Alcohol Detoxification		
				9	Certified Application Counselor Programs		

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

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