

2016 Community Needs & Trends Report

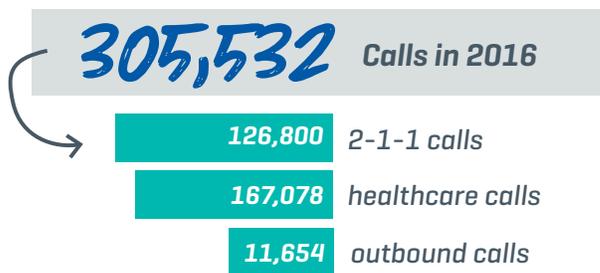
United Way for Greater Austin Navigation Center



United Way for Greater Austin Navigation Center consists of two principal services: 2-1-1 Information and Referral support and our Healthcare Navigation Program. We provide convenient information and access to nonprofit and government resources for people in need.

2-1-1 is free, confidential, multilingual and available 24/7. We curate information from more than 30,000 local, statewide and national resources including housing, food, health care, counseling, child care, public benefits, employment, education, transportation and legal services. We serve a 10-county region here in Central Texas, and are part of an integrated network of 25 centers across Texas implemented through a public-private partnership with the State of Texas Health and Human Services Commission.

2016 2-1-1 TRENDS



The Navigation Center staff provide follow-up calls to explain benefits, ensure needs are met and to assess caller experience.

Follow up checkpoints show that 45% of **all callers** received all or partial help from agency referrals.

77% of callers with **food needs** received all or partial help to solve their challenges.

For **housing needs**, only 30% of callers received help - this is a continuing high need for Greater Austin.

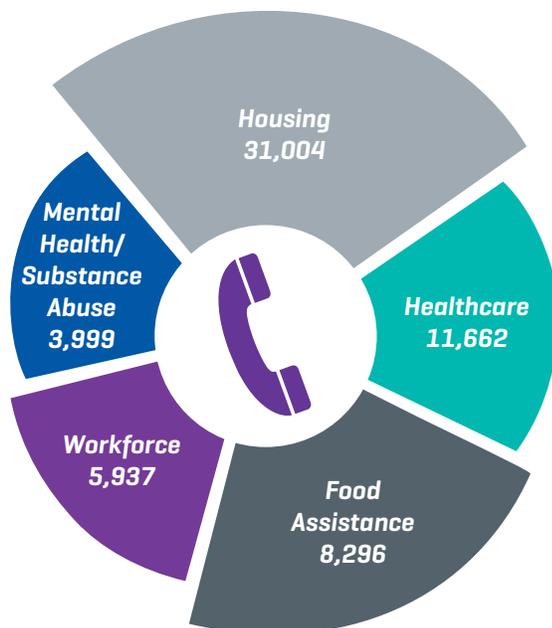
Caller Language



Other top languages include...

Vietnamese Burmese Amharic Mandarin
Arabic Farsi Afrikaans Nepali

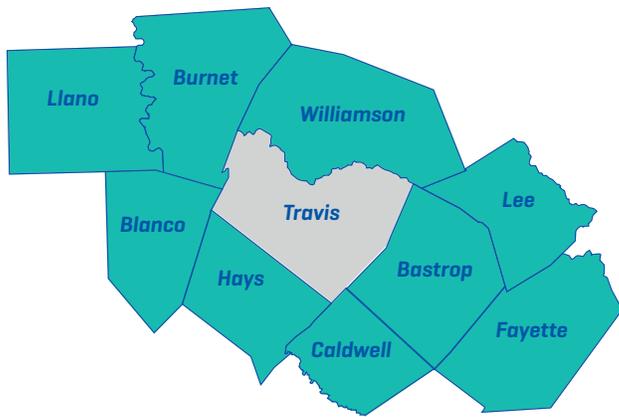
TOP CALLER NEEDS



2016 DATA HIGHLIGHTS

- 1/3 of calls were related to housing needs - this number increases every year. After housing needs, food availability and health care are the next greatest caller needs.
- Mental health and substance abuse calls made up a larger portion of calls than in previous years. 1 in 20 calls were mental health-related.
- 21,599 people called 2-1-1 for the first time in 2016.
- 8,296 calls for food assistance [these are people in the Austin area who do not have enough food in their homes].
- Veterans reaching out to 2-1-1 are often seeking services such as dentistry and prescription expense assistance. In 2016, we provided assistance to 3,866 veterans.

SUBURBANIZATION OF POVERTY



At one time in our community, areas of high need were predominantly found in east Austin. Today our data shows that needs have expanded outward across a much broader area of Travis County, and beyond.

2-1-1 caller data confirms a continuing trend, that individuals and families struggling to get by are no longer concentrated primarily in central east Austin. This “suburbanization of poverty” is causing us to have a wider geographic distribution of calls from those in need.

2-1-1: A COMMUNITY TOOL

2-1-1 provides access to resources for needs beyond the basics, including:

- ✓ childcare
- ✓ tax preparation assistance
- ✓ mental health
- ✓ substance abuse help
- ✓ employment assistance
- ✓ flu shots
- ✓ legal assistance [will preparation, family & protective law, victims’ services]
- ✓ senior services
- ✓ veteran services
- ✓ disability services

CALLER STORIES

A mother called 2-1-1 because her husband recently left her, and her young children. She was unemployed and the utility company had scheduled to disconnect her electricity. 2-1-1 connected her to services to assist with rent and utility payments, as well as connect her to resources to help with job training and employment.

A woman called 2-1-1 because her mother, who was helping her with mortgage payments, recently passed away and she was not going to be able to make her next payment. 2-1-1 connected her to mortgage payment assistance services in her community. She was also interested in affordable housing options and was provided initial information on low income/affordable apartment communities. 2-1-1 was also able to offer grief counseling services to the caller to help her better cope with the loss of her mother.

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.

CONTACT US

There were over 300,000 page views and 90,000 search sessions in the online database in 2016. Our database of community resources is available at 211texas.org. Chat and text features will be rolled out later this year.

For information about the Navigation Center’s reporting capabilities or to schedule a training, call 2-1-1 [press 1] or email 211database@uwatx.org.