

2018 COMMUNITY NEEDS & TRENDS REPORT

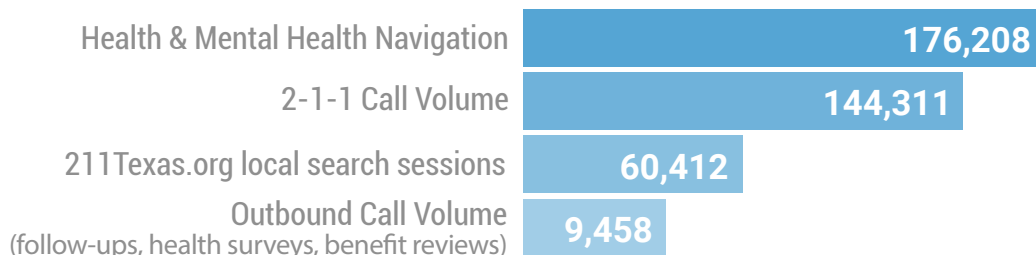


Since 1996, United Way for Greater Austin (United Way) has helped residents navigate the complex system of health and human services in Central Texas through its Navigation Center. 2-1-1 is free, confidential, multilingual and available 24/7. We provide streamlined access to information about more than 30,000 local, statewide and national resources including housing, food, healthcare, counseling, child care, public benefits, employment, education, senior, transportation and legal services. We serve a 10-county region in Central Texas and are part of an integrated network of 25 centers across Texas implemented through a public-private partnership with the Texas Health and Human Service Commission.

This report illustrates the real demands for health and human services in our region and informs decision-making by Texas lawmakers, planners, and community stakeholders.



2018 NAVIGATION CENTER CONTACTS



The Navigation Center took it's

4 millionth
call this year!

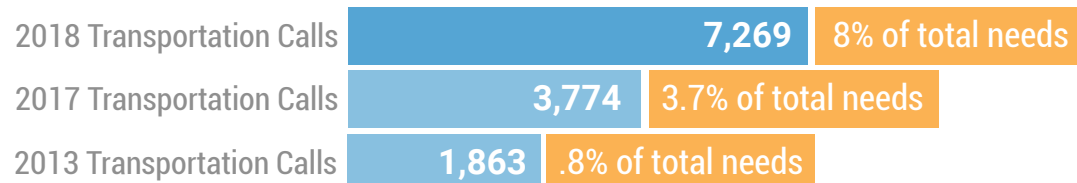
NAVIGATION CENTER TOTAL 390,389

Both call volume and usage of our online platform have increased over the past three years. Searches on 211Texas.org mirror caller needs, but online users are more likely to search for mental health, women's health, and parenting classes.



MEDICAL TRANSPORTATION

25th top need in 2013 → 9th top need in 2017 → 4th top need in 2018



People with low income have overtime become increasingly less likely to reside within the Austin metro core. 2-1-1 calls have decreased in all zip codes within the urban core, while calls have increased in Eastern Travis County, Pflugerville, Del Valle, Round Rock, Leander, Bastrop, Kyle and San Marcos. Many services we refer callers to continue to be located centrally. As a result, transportation has rapidly become a top caller need.

In 2018 we launched a pilot with United Way Worldwide and Lyft to provide over 2,500 free rides to 2-1-1 callers in need of transportation assistance who could not use existing transportation services. We are committed to continuing to explore how to remove barriers to ensure our callers receive the help they need.



BASIC NEEDS

Calls for basic needs make up 54% of our total call volume.

Housing Cost Assistance	30,225
Emergency Food Requests	7,805
Prescription Cost Assistance	1,617

Local 2-1-1 caller needs reflect national data showing that more Americans are having trouble meeting basic needs including food, healthcare, or housing cost assistance. We had 32,362 new callers in 2018, many of whom were calling for basic needs assistance.

2-1-1 HELPING CHILDREN & FAMILIES



8,426

connections to health resources



1,742

connections to free tax preparation assistance



2,500

connections to childcare resources



742

connections to Affordable Care Act Programs



1,912

connections to education & employment resources



360

free school supplies

This year we launched the **Early Childhood Resource and Referral Program** that provides “closed-loop” connection with early childhood resources by setting appointment and tracking families as they move through service delivery to ensure connection to services.



INCREASE IN MENTAL HEALTH CALLS

2018 Mental Health Calls	4,229	4.7% of total needs
2017 Mental Health Calls	3,629	3.5% of total needs

Calls for mental health and substance use disorder assistance continue to increase. While 2-1-1 is not a crisis line, we continue to partner with Integral Care to ensure our staff are trained to appropriately respond to callers being affected by a mental health condition or episode.

HOW CAN 2-1-1 HELP YOU?

For more information about the Navigation Center's reporting capabilities or to schedule a training, call 2-1-1 and select option 1 or email 211database@uwatx.org

We serve as a referral source for your clients, family, friends, and community members. 2-1-1 is a great tool to find resources on other needs outside of the basic needs categories, such as legal assistance (will preparation, family/protective law, victim services), childcare, tax preparation assistance, mental health and substance abuse help, employment assistance, flu shots, senior services, veteran services, disability services and so much more.

2-1-1 serves as a barometer for community need by collecting data about our caller needs and demographics. We provide customized reports for researchers, planners, grant writers, and community members to help assess community needs and inform distribution of community resources.

We offer trainings to social service providers and volunteers on how to best utilize our services to connect people in need with community resources. The training can include a portion on how to utilize the 2-1-1 online database (211texas.org) to search for services.