Since 1996, United Way for Greater Austin’s Navigation Center has helped our community navigate the complex system of health and human services in Central Texas. Through a partnership with the Texas Health and Human Services Commission, anyone can contact the Navigation Center by dialing 2-1-1.

2-1-1 is free, confidential, multilingual, and available 24/7. Professional, compassionate call specialists carefully listen to each individual’s situation, then access information about the appropriate community support for that person using a database of more than 30,000 local, statewide, and national resources including housing, food, health and mental health, child care, education, employment, transportation, public benefits, and legal services.

HEALTH NAVIGATION
a one-call access point for basic needs, health, transportation, and other community support in a 10-county region around Greater Austin.

connectATX
connects people to local community resources. Launched in 2020, ConnectATX includes a holistic assessment based on the social determinants of health and allows people to receive support online and via phone, text, email, and chat. Visit ConnectATX.org or call 2-1-1 to learn more.

2-1-1 TEXAS
a one-call access point for basic needs, health, transportation, and other community support in a 10-county region around Greater Austin.

HEALTH NAVIGATION provides health and mental health support, information about public benefits, and enrollment support for healthcare coverage.

IMPACT: AT A GLANCE
In 2019, we responded to 369,296 REQUESTS for help. 17% of 2-1-1 users were first-time callers.

Health Navigation | 162,540
2-1-1 Texas, Phone | 124,020
2-1-1 Texas, Online | 76,158
Outbound | 6,578

Outbound calls include follow-ups, health surveys, and benefit reviews.

WHO CALLS 2-1-1?
“Hi, I’m looking for help with rent, utilities, and food. Can you help? … Child care is too expensive. I stay home instead of work because of the cost.”

Our typical caller is...
· A single mom | Between the ages of 25-44
· Who is struggling to pay the rent, keep the lights on, and/or put food on the table

In 2019, 2-1-1 responded to calls for help in 30 DIFFERENT LANGUAGES. Support is available in more than 200 languages.

2-1-1 provides targeted support for AGING ADULTS, PEOPLE WITH DISABILITIES, AND VETERANS.
TOP NEEDS FOR 2019

In 2019, there was a 41% increase in requests related to homelessness from the previous year.

We continue to see increases in requests for transportation, especially in South Austin, Pflugerville, and Del Valle.

Other categories of support available from 2-1-1 include: Legal assistance, child care, disaster relief, seasonal support, and ACA enrollment assistance.

WHERE ARE PEOPLE CALLING FROM?

THE BRAKER, NORTH LAMAR, RUNDBERG AREA (78753) IS THE TOP AREA CALLING FOR HELP SINCE 2016.

21% OF ALL CALLERS
46% increase in requests for help with electric bills from Pflugerville

20% OF ALL CALLERS
73% increase in medical transportation requests from the Riverside area

11% OF ALL CALLERS
35% increase in request for rent assistance in East Austin

HOW CAN 2-1-1 HELP YOU?

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

2-1-1 serves as a barometer for community needs by collecting data on 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.

For more information about 2-1-1’s reporting capabilities or to schedule a training, call 2-1-1 or email 211database@uwatx.org.