



UNITED WE FIGHT.
UNITED WE WIN.

LIVE UNITED

2-1-1 Navigation Center

May 16, 2017

United Way for
Greater Austin



THE END OF
POVERTY
STARTS HERE.

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Who We Are

United Way Navigation Center

2-1-1 Navigation

Basic Needs
Disaster Response
Child Care
Transportation

Health Care Navigation

Screenings
Appointments
Prevention
Education

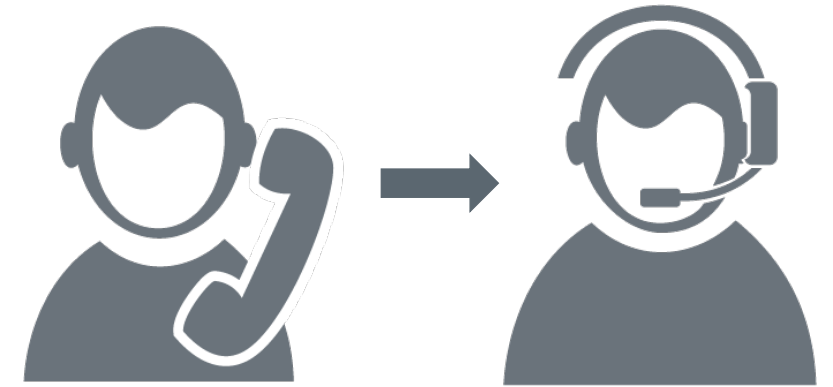
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2-1-1 Community Value

- Public/private partnership
- Free, multilingual and confidential
- Available 24/7
- Skilled and professional Navigation Specialists
- Excellent customer service and short hold times
- Comprehensive and current database with more than 30,000 services
- Track community needs and trends, as well as service gaps



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2-1-1 Across Texas



Caller Examples

- My child has behavior problems. Do you have information about free family counseling?
- I am diabetic and can't afford my insulin anymore.
- I'm a veteran. What type of programs are available for me?
- I lost my job and don't have enough food in the house to feed my family.
- We lost everything in the Memorial Day Floods. We need help with gas money, food, clothing, and everything.
- My husband died three months ago, and I'm about to lose my home. I receive Social Security, but it doesn't cover my mortgage.

2-1-1: Centralized Point of Contact

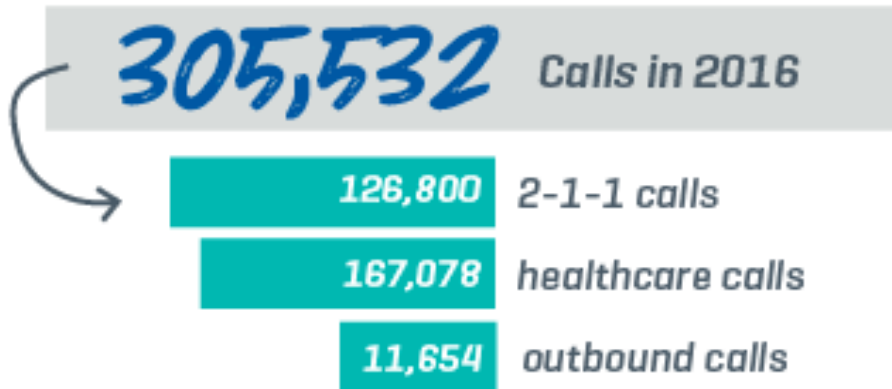
- Transportation
- Disaster
- Employment Support
- Senior Services
- Substance Abuse
- Government Programs
- Criminal Justice/Legal
- Military and Veteran
- Food
- Housing/Utilities
- Health Care
- Education/Youth Services
- Child Care
- Mental Health
- Substance Abuse

Reporting Community Trends

- Community Needs and Trends Report – annual since 2003
- Customized per request organized by caller need, demographics, and geography
- Data draws attention to trends and unmet needs
- Used by grant writers, researchers, and planners

2-1-1 Call Volume and Demographics

2016 2-1-1 TRENDS



Caller Language



Other top languages include...

Vietnamese Burmese Amharic Mandarin
Arabic Farsi Afrikaans Nepali



79% female

single parent headed households are more likely to live in poverty

20's ↔ 50's

age of the majority of 2-1-1 callers, likely to be the working poor

Tracking Needs by Taxonomy

Electric Service Payment Assistance	9167
Rent Payment Assistance	8508
Food Pantries	6134
Low Income/Subsidized Private Rental Housing	3919
Adult State/Local Health Insurance Programs	2123
Child Care Expense Assistance	1695
Prescription Expense Assistance	1632
Homeless Shelter	1580
Low Cost Home Rental Listings	1519
General Dentistry	1485
Community Clinics	1464
Medical Appointments Transportation	1436
Food Stamps/SNAP Applications	1211
VITA Program Sites	1198
Online Tax Preparation/E-Filing Sites	1136
General Legal Aid	1080
Referral to Physicians Accepting Medicaid	1077
Directory Assistance	809
Housing Authorities	803
Holiday Gifts/Toys	799
In Home Attendants for People With Disabilities	789
Central Intake/Assessment for Mental Health Services	764
Transitional Housing/Shelter	662
Water Service Payment Assistance	609

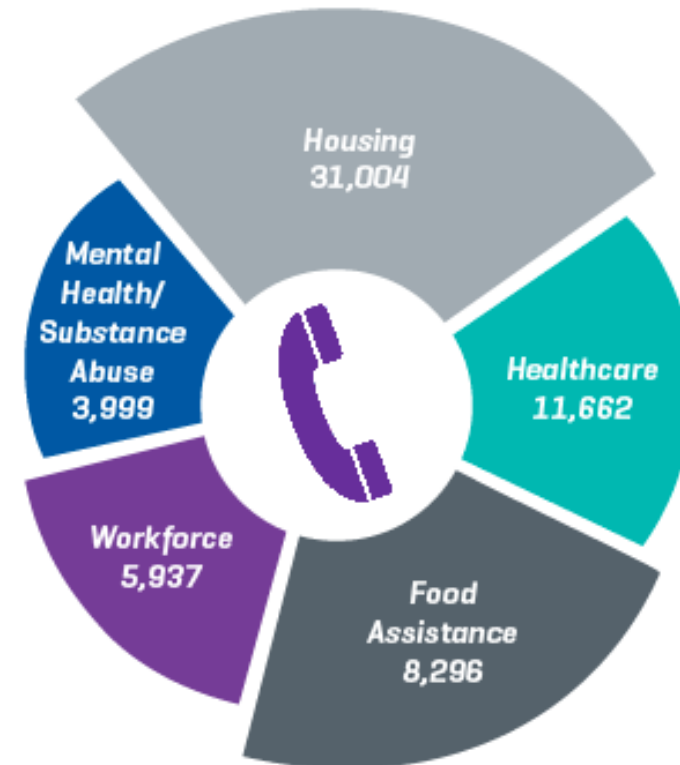
Top Agency Referrals

Travis County Health and Human Services and Veterans Services	8620
Baptist Community Center	7668
Foundation Communities	6622
Texas Health and Human Services Commission (HHSC)	4971
University Avenue Church of Christ	4617
Austin Public Health	3798
Westover Hills Church of Christ	3733
St. Austin Catholic Church	3288
Greater Mt. Zion Church Community Assistance Center	3034
Carolyn T. Smith Loaves and Fishes Outreach Ministry	2750
Salvation Army Social Services Center (Greater Austin)	2728
Austin Tenants' Council	2226
Sacred Heart Catholic Church (Austin) - Society of St. Vincent De Paul	2215
St. Matthew's Episcopal Church	2112
Foundation for the Homeless Inc. (FFH)	1751
Seton Healthcare Network	1723
Opportunities for Williamson & Burnet Counties	1719
Central Health	1713
CommUnityCare	1664
Texas RioGrande Legal Aid (TRLA) - Austin	1663
Texas Department of Public Safety (DPS)	1651
Lone Star Circle of Care (LSCC)	1643
Bluebonnet Trails Community Services	1611
St. Mary Cathedral - Society of St. Vincent De Paul	1593

2-1-1 Caller Needs

- 1/3 of calls related to housing needs
- Mental health and substance abuse calls have increased
- 8,296 calls for food assistance

TOP CALLER NEEDS



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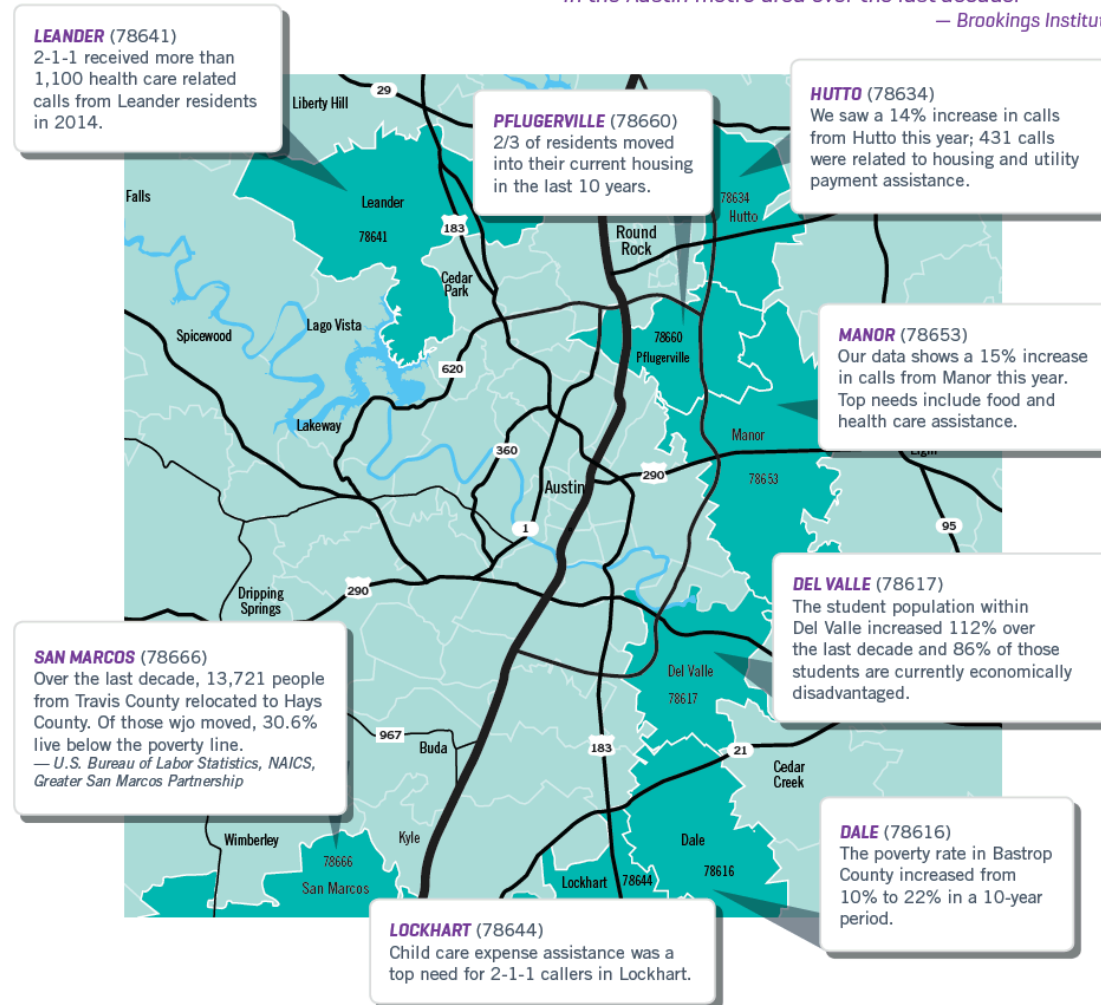
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Geographic Shift of Call Volume

SUBURBAN POVERTY IN GREATER AUSTIN

There has been a **143% increase in suburban poverty** in the Austin metro area over the last decade.

— Brookings Institute



Zip Code/Neighborhood Call Volume Shift

Neighborhoods with Decreases	Neighborhoods with Increases
Riverside/Montopolis/Town Lake	Pflugerville
Windsor Park/University Hills/Pecan Springs	N. Lamar/Rundberg/St. Johns
Central East Austin	Far East Travis County: Webberville, Hornsby Bend, Del Valle, Manor, Elroy, Garfield, Cedar Creek
Highland Mall	Hays County: San Marcos, Kyle
Hancock/N. Loop/Hyde Park	Williamson County: Taylor, Hutto, Cedar Park, Leander, Florence, Georgetown, pockets of Round Rock
N. Burnet Rd./Walnut Creek	N. Austin: Spicewood Springs, McNeil Dr./Breaker
Lake Austin/Enfield/Tarrytown/Clarksville	Bastrop, Cedar Creek, Elgin, Smithville
S. Lamar/S. Congress/Barton Hills	Marble Falls, Burnet, Llano, Kingsland, Horseshoe bay
	Blanco

Thank you!!

Amy Price

2-1-1 Community Information Director

amy.price@uwatx.org

512-225-0377

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