

2-1-1 South Texas
2012 Year End Information and Referral Statistic Report

AIC Region: ST Region	Software IRIS CommunityOS	ST Afterhour Calls	Commercial Database- CommunityOS	Totals
	Hours 9:00am-6:00pm		Out of ST Region Calls	
2012 - ST 211 Handled Calls	29,859	4,475	22,375	56,709
2011 - ST 211 Handled Calls	35,121	6,359	0	41,480
2010 - ST 211 Handled Calls	13,821	3,047	0	16,868

Ethnicity type calls

African American	466	205	2575	3246
American Indian	2	0	0	2
Asian/Pac. Island	68	9	62	139
Hispanic	20397	3436	5769	29602
Caucasian	1021	352	3,509	4,882
Unknown/Anonymous	7905	473	10460	18838
Totals:	29859	4475	22375	56709

Caller Gender

Female	23468	3737	18153	45358
Male	3483	725	3397	7605
Unknown/Other	2908	13	825	3746
Totals:	29859	4475	22375	56709

Caller Age

0-12	8	0	4	12
13-19	1443	153	961	2557
20-30	6981	1063	5348	13392
31-40	6504	1067	4591	12162
41-50	4379	689	3313	8381
51-60	2524	344	2706	5574
61-70	1630	240	1657	3527
71 +	1165	188	1119	2472
Age Unknown/Anonymous/Other	5225	731	2676	8632
Totals:	29859	4475	22375	56709

Geographical Area - Caller Zip Codes - ONLY ST REGION - (Jim Hogg, Webb, Zapata Counties)

Webb County				
78040	5537	1105	0	6642
78041	3887	782	0	4669
78042	63	46	0	109
78043	4185	674	0	4859
78044	118	38	0	156
78045	2479	428	0	2907
78046	6347	1130	0	7477
78049	0	2	0	2
78344	13	1	0	14
78369	20	12	0	32
78371	14	6	0	20
Unknown/Zip Codes outside ST C	6211	1	0	6,212
Total:	28874	4225	0	33099

Zapata County				
78067	37	5	0	42
78076	683	98	0	781
78564	12	9	0	21
78368	0	13	0	13
Unknown	1	0	0	1
Total:	733	125	0	858

Jim Hogg County				
78360	0	4	0	4
78361	252	121	0	373
Unknown	0	0	0	0
Total:	252	125	0	377

Call Types	ST Handled Calls	SC/ST Afterhour Calls	Out of Region Calls - June - De	Totals
Information Only	2735	1190	1547	5472
Referral Calls	4325	811	8729	13865
Advocacy	36	5	35	76
Disasters	0	0	0	0
ESS: Food Stamps, Medicaid, TAN	18,872	2469	10776	32,117
Crisis Intervention	0	0	1	1
Other types calls, hangups, wrong#	3891	0	1287	5178
Totals:	29859	4475	22375	56709

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Comment: 2-1-1 Texas Information and Referral Network System launched the Texas statewide commercial database ST was in phase 3 of the implementation and launched June 1, 2012 using the new software Visionlink CommunityOS. Call and database managers were participating in Webinar Class Trainings that began early 2012 phase by phase. Presently, the system has been a great success, we all have mentors across the state now to help each other out. Call Specialists handle calls from other regions without a problem instead of transferring. Overflow calls from other regions are handled within more than 60 seconds to the first available Call Specialist. Importantly, the state's priority is for each AIC to handle their calls offered into the IVR 211 phone system. As each AIC continues working with this new commercial database a great working relationship is forming among each AIC and we are all very happy about that. Communication is the key to working together as a network and let us know how we have increased much more this past year as you review this report with the additional service assistance due to the new system. As they say "Change is always good"....don't be afraid it might just make things much easier for you in so many ways. ST Call Specialists are doing a WONDERFUL JOB...Amazing ladies.....

TOP 10 PROBLEM NEEDS FOR SOUTH TEXAS FOR 2012

Financial Income Support Assistance (29,306)
Food/Meals (22,377)
Housing/Utilities (6,762)
Health Care (5,651)
Information Service Assistance (1,289)
Individual, Family, Community Support (846)
Transportation (625)
Legal/Public Safety/Consumer Services (599)
Basic Needs (409)
Education (238)