

2-1-1 South Texas Region - 2016 Year End Information and Referral Statistic Report

Area Information Center: South Texas Region	ST Calls - Hours 9:00am-6:00pm	ST Handled Out of Region Calls	Totals
2016 - ST 211 Handled Calls	21,134	24,555	45,689
2015 - ST 211 Handled Calls	27,217	24,583	51,800
2014 - ST 211 Handled Calls	29,104	16,471	45,575
2013 - ST 211 Handled Calls	31,249	26,204	57,453
Call Type			
Referral Assistance	4,457	7,078	11,535
Information Only	2,662	3,404	6,066
Your Texas Benefit - Eligibility Transfers	11,509	10,557	22,066
Advocacy Calls	8	8	16
Crisis Calls	1	0	1
Other type calls, hang-ups, wrong numbers	2,497	3,508	6,005
Totals	21,134	24,555	45,689
Caller Gender			
Female	16,791	18,329	35,120
Male	2,353	3,060	5,413
Unknown/Other	1,990	3,166	5,156
Totals:	21,134	24,555	45,689
Caller Age			
0-12	14	4	18
13-20	492	572	1,064
21-30	3,533	3,404	6,937
31-40	4,591	4,750	9,341
41-50	3,134	3,515	6,649
51-60	1,812	2,420	4,232
61-70	1,430	2,141	3,571
71-80	768	1,127	1,895
81-100	353	464	817
Age Unknown/Anonymous/Eligibility Transfers	5,007	6,158	11,165
Totals:	21,134	24,555	45,689
Geographical Area - ST Zip Codes			
Webb County			
78040	5,383	n/a	5,383
78041	3,345	n/a	3,345
78042	53	n/a	53
78043	2,683	n/a	2,683
78044	68	n/a	68
78045	3,862	n/a	3,862
78046	4,661	n/a	4,661
78049	7	n/a	7
78344	12	n/a	12
78369	30	n/a	30

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78371	9	n/a	9
Total:	20,113	n/a	20,113
Zapata County			
78067	31	n/a	31
78076	739	n/a	739
78564	10	n/a	10
Total:	780	n/a	780
Jim Hogg County			
78360	0	n/a	0
78361	241	n/a	241
Unknown	0	n/a	0
Total:	241	n/a	241
Out of Region Calls - Zip Codes			24,555
South Texas Handled Calls			21,134

	2015	2016
Gulf Coast Afterhour handled calls for ST	3,012	2,915

2016 Top Ten Presenting Needs for South Texas Region	
1. Food Stamps/SNAP	5,970
2. Medicaid Assistance	5,207
3. Electric Service Payment Assistance	975
4. Rent Payment Assistance	533
5. Housing Authorities	345
6. CHIP Program	297
7. Food Pantries	250
8. Area Agency on Aging	231
9. Water Service Payment	156
10. Medicare Savings Program	145

2016 Top Ten Unmet Needs for South Texas Region	
1. Rent Payment Assistance	32
2. Electric Service Payment	31
3. Child Care Expense Assistance	13
4. Discounted Utility Services	11
5. Area Agency on Aging	10
6. Food Pantries	9
7. Housing Authorities	6
8. Community Clinics	5
9. Mortgage Payment Assistance	5
10. Water Service Payment	5

Reasons: Lack of Funds, lack of transportation, client refused referrals, no service exists, client ineligible, client disconnected.