

2-1-1 Information and Referral  
South Texas Region - April 2017

AIC Region: South Texas Region	ST Calls	Out of Region calls handled by ST	TOTAL	CALLS BY ZIP CODE	ST
<b>Reporting Period: April 2017</b>				<b>WEBB</b>	
South Texas Calls	1316		1316	78040	241
ST Handled Calls - Out of Region		1544	1544	78041	239
<b>Total</b>	<b>1316</b>	<b>1544</b>	<b>2860</b>	78042	4
<b>CALL TYPE</b>				78043	171
Referral Assistance	300	360	660	78044	2
Information Only	176	247	423	78045	275
Your Texas Benefits- Transfers	810	788	1598	78046	300
Advocacy Calls	0	3	3	78369	1
Crisis Intervention Calls	0	0	0	78344	1
Other type calls, hangup, wrong #	30	146	176	78371	0
<b>Total</b>	<b>1316</b>	<b>1544</b>	<b>2860</b>	<b>JIM HOGG</b>	
<b>GENDER</b>				78361	21
Female	1142	1245	2387	78360	0
Male	160	169	329	<b>ZAPATA</b>	
Unknown	14	130	144	78067	3
<b>Total</b>	<b>1316</b>	<b>1544</b>	<b>2860</b>	78076	56
				78564	1
				Unknown/ N/A	1
				<b>Out of Region Zip Codes</b>	
				<b>Total - South Texas Calls</b>	
				<b>2860</b>	
<b>AGE</b>				<b>TOP 10 NEEDS FOR ST REGION</b>	
0-12	1	3	4	<b>REFERRALS/INQUIRIES</b>	
13-20	21	16	37	Medicaid	985
21-30	120	127	247	Food Stamps/SNAP	744
31-40	185	184	369	Electric Service Payment	90
41-50	134	131	265	Medicare Saving Program	59
51-60	98	100	198	Rent Payment Assistance	46
61-70	67	116	183	CHIP Program	37
71-80	36	42	78	Housing Authorities	35
81-100	18	18	36	Evacuation Transportation	34
Unknown/N/A	636	807	1443	Medical Appointment Transportation	17
<b>Total</b>	<b>1316</b>	<b>1544</b>	<b>2860</b>	Area Agency on Aging	16