

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

AIC Region: South Texas Region	ST Calls	Out of Region calls handled by ST	TOTAL	CALLS BY ZIP CODE	ST
Reporting Period: February 2017				WEBB	
South Texas Calls	1494		1494	78040	261
ST Handled Calls - Out of Region		1481	1481	78041	211
Total	1494	1481	2975	78042	2
CALL TYPE				78043	171
Referral Assistance	233	319	552	78044	4
Information Only	227	268	495	78045	250
Your Texas Benefits- Transfers	858	889	1747	78046	358
Advocacy Calls	0	0	0	78369	2
Crisis Intervention Calls	0	0	0	78344	0
Other type calls, hangup, wrong #	176	5	181	78371	0
Total	1494	1481	2975	JIM HOGG	
GENDER				78361	19
Female	1217	1298	2515	78360	0
Male	137	182	319	ZAPATA	
Unknown	140	1	141	78067	6
Total	1494	1481	2975	78076	59
				78564	1
				Unknown/ N/A	150
				Out of Region Zip Codes	
				Total - South Texas Calls	
				2975	
AGE				TOP 10 NEEDS FOR ST REGION	
0-12	0	1	1	REFERRALS/INQUIRIES	
13-20	17	18	35	Medicaid	1190
21-30	125	116	241	Food Stamps/SNAP	779
31-40	211	200	411	Electric Service Payment	76
41-50	128	160	288	Medicare Savings Program	51
51-60	68	99	167	Rent Payment Assistance	36
61-70	85	99	184	Evacuation Transportation	36
71-80	30	47	77	CHIP	33
81-100	21	22	43	Area Agency on Aging	23
Unknown/N/A	809	719	1528	Housing Authorities	21
Total	1494	1481	2975	Food Pantries	20