

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

AIC Region: South Texas Region	ST Calls	Out of Region calls handled by ST	TOTAL	CALLS BY ZIP CODE	ST
<b>Reporting Period: January 2017</b>				<b>WEBB</b>	
South Texas Calls	2041		2041	78040	410
ST Handled Calls - Out of Region		1806	1806	78041	292
<b>Total</b>	<b>2041</b>	<b>1806</b>	<b>3847</b>	78042	5
<b>CALL TYPE</b>				78043	257
Referral Assistance	352	459	811	78044	7
Information Only	303	228	531	78045	395
Your Texas Benefits- Transfers	1100	911	2011	78046	366
Advocacy Calls	0	1	1	78369	2
Crisis Intervention Calls	0	0	0	78344	0
Other type calls, hangup, wrong #	286	207	493	78371	0
<b>Total</b>	<b>2041</b>	<b>1806</b>	<b>3847</b>	<b>JIM HOGG</b>	
				78361	21
<b>GENDER</b>				78360	0
Female	1616	1405	3021	<b>ZAPATA</b>	
Male	170	225	395	78067	2
Unknown	255	176	431	78076	83
<b>Total</b>	<b>2041</b>	<b>1806</b>	<b>3847</b>	78564	1
				Unknown/ N/A	200
				<b>Out of Region Zip Codes</b>	1806
				<b>Total - South Texas Calls</b>	<b>3847</b>
<b>AGE</b>				<b>TOP 10 NEEDS FOR ST REGION</b>	
0-12	2	3	5	<b>REFERRALS/INQUIRIES</b>	
13-20	20	16	36	Medicaid	1138
21-30	204	189	393	Food Stamps/SNAP	851
31-40	363	293	656	Electric Service Payment	94
41-50	282	245	527	Rent Payment Assistance	61
51-60	182	174	356	Medicare Savings Program	47
61-70	121	147	268	Housing Authorities	34
71-80	67	83	150	Evacuation Transportation	33
81-100	37	22	59	CHIP	34
Unknown/N/A	763	634	1397	Medical Appointments	26
<b>Total</b>	<b>2041</b>	<b>1806</b>	<b>3847</b>	Food Pantries	21