

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

AIC Region: South Texas Region	ST Calls	Out of Region calls handled by ST	TOTAL
Reporting Period: June 2017			
South Texas Calls	1601		1601
ST Handled Calls - Out of Region		1991	1991
Total	1601	1991	3592
CALL TYPE			
Referral Assistance	398	457	855
Information Only	209	262	471
Your Texas Benefits- Transfers	963	1067	2030
Advocacy Calls	0	6	6
Crisis Intervention Calls	0	0	0
Other type calls, hangup, wrong #	31	199	230
Total	1601	1991	3592
GENDER			
Female	1410	1609	3019
Male	180	230	410
Unknown	11	152	163
Total	1601	1991	3592
AGE			
0-12	2	3	5
13-20	16	23	39
21-30	176	176	352
31-40	234	257	491
41-50	178	188	366
51-60	97	138	235
61-70	91	105	196
71-80	35	59	94
81-100	30	24	54
Unknown/N/A	742	1018	1760
Totals	1601	1991	3592

CALLS BY ZIP CODE	ST
WEBB	
78040	316
78041	276
78042	7
78043	251
78044	0
78045	306
78046	354
78369	2
78344	1
78371	0
JIM HOGG	
78361	15
78360	0
ZAPATA	
78067	1
78076	72
78564	0
Unknown/ N/A	0
Out of Region Zip Codes	1991
Total - South Texas Calls	3592
TOP 10 NEEDS FOR ST REGION REFERRALS/INQUIRIES	
Medicaid	796
Food Stamps/SNAP	593
Electric Service Payment	102
Medicare Saving Program	60
Rent Payment Assistance	46
Housing Authorities	26
Summer Food Service Program	23
Cell Phone Assistance	18
Food Pantries	15
Area Agency on Aging	15