

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

AIC Region: South Texas Region	ST Calls	Out of Region calls handled by ST	TOTAL	CALLS BY ZIP CODE	ST
Reporting Period: March 2017					
South Texas Calls	1747		1747		
ST Handled Calls - Out of Region		1706	1706		
Total	1747	1706	3453		
CALL TYPE					
Referral Assistance	282	446	728		
Information Only	246	266	512		
Your Texas Benefits- Transfers	1010	984	1994		
Advocacy Calls	0	0	0		
Crisis Intervention Calls	0	0	0		
Other type calls, hangup, wrong #	209	10	219		
Total	1747	1706	3453		
GENDER					
Female	1410	1458	2868		
Male	168	244	412		
Unknown	169	4	173		
Total	1747	1706	3453		
AGE					
0-12	4	1	5		
13-20	25	28	53		
21-30	123	127	250		
31-40	190	207	397		
41-50	152	161	313		
51-60	107	108	215		
61-70	85	145	230		
71-80	38	61	99		
81-100	22	26	48		
Unknown/N/A	1001	842	1843		
Total	1747	1706	3453		
				WEBB	
				78040	296
				78041	279
				78042	2
				78043	196
				78044	5
				78045	307
				78046	381
				78369	5
				78344	0
				78371	2
				JIM HOGG	
				78361	22
				78360	1
				ZAPATA	
				78067	2
				78076	58
				78564	2
				Unknown/ N/A	189
				Out of Region Zip Codes	
				Total - South Texas Calls	
				TOP 10 NEEDS FOR ST REGION	
				REFERRALS/INQUIRIES	
				Medicaid	1001
				Food Stamps/SNAP	666
				Electric Service Payment	62
				Evacuation Transportation	55
				Medicare Saving Program	44
				Rent Payment Assistance	37
				CHIP Program	30
				Housing Authorities	26
				Area Agency on Aging	21
				Child Care Expense	16