

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

AIC Region: South Texas Region	ST Calls	Out of Region calls handled by ST	TOTAL	CALLS BY ZIP CODE	ST
Reporting Period: May 2017				WEBB	
South Texas Calls	1193		1193	78040	221
ST Handled Calls - Out of Region		1159	1159	78041	169
Total	1193	1159	2352	78042	7
CALL TYPE				78043	162
Referral Assistance	267	296	563	78044	7
Information Only	200	202	402	78045	271
Your Texas Benefits- Transfers	726	660	1386	78046	277
Advocacy Calls	0	1	1	78369	3
Crisis Intervention Calls	0	0	0	78344	2
Other type calls, hangup, wrong #	0	0	0	78371	1
Total	1193	1159	2352	JIM HOGG	
GENDER				78361	16
Female	1077	1034	2111	78360	0
Male	116	125	241	ZAPATA	
Unknown	0	0	0	78067	4
Total	1193	1159	2352	78076	46
AGE				78564	1
0-12	1	1	2	Unknown/ N/A	6
13-20	15	16	31	Out of Region Zip Codes	1159
21-30	134	97	231	Total - South Texas Calls	2352
31-40	169	152	321	TOP 10 NEEDS FOR ST REGION	
41-50	132	99	231	REFERRALS/INQUIRIES	
51-60	85	69	154	Medicaid	891
61-70	66	92	158	Food Stamps/SNAP	643
71-80	38	32	70	Electric Service Payment	103
81-100	18	18	36	Rent Payment Assistance	52
Unknown/N/A	535	583	1118	Evacuation Transportation	52
Total	1193	1159	2352	Medicare Saving Program	38
				CHIP Program	35
				Housing Authorities	34
				Food Pantries	22
				311 Services	21