

## 2-1-1 TEXAS A CALL FOR HELP COMMUNITY RESOURCE CENTER

# CALLER NEEDS AND TRENDS

January 1, 2009 through December 31, 2009

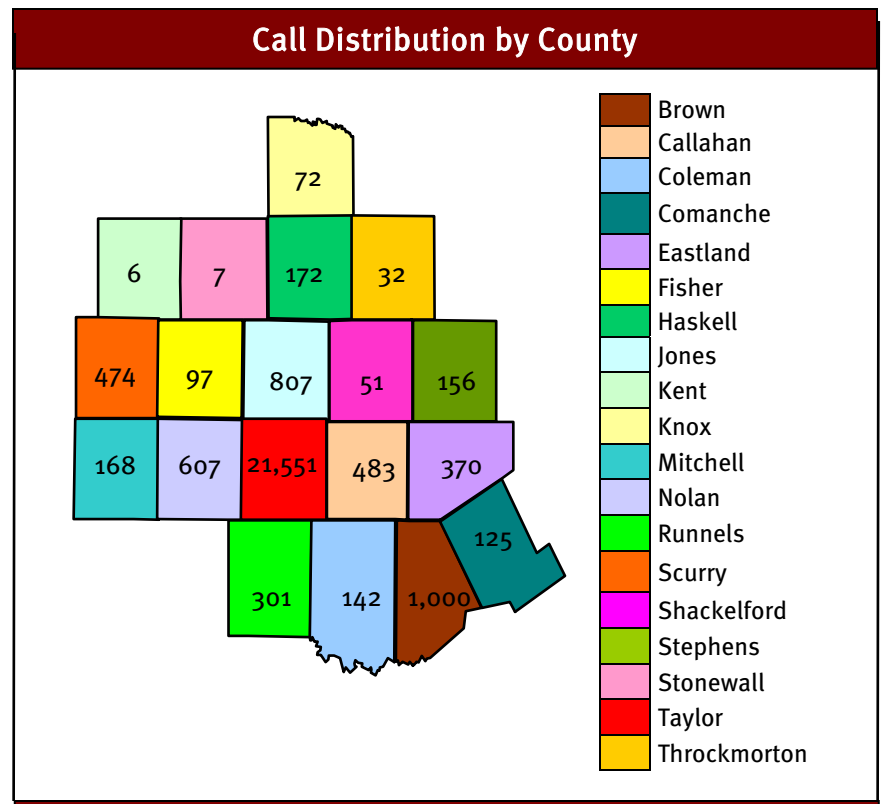
Call Volume	2009	2008	% Change
2-1-1 A Call for Help	39,758	24,439	63%
2-1-1 Warm Center	514	4,961	-90%
<b>Total</b>	<b>40,272</b>	<b>29,400</b>	<b>37%</b>

Non-Telephone I&R	2009	2008
A Call for Help Walk-Ins	1,464	1,545

Other Language Calls	2009
Spanish	1,776
Other	25

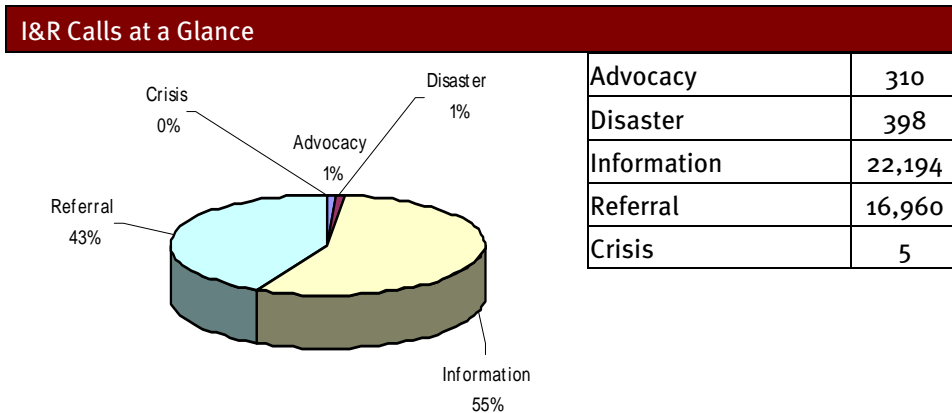
2-1-1 Texas Network Support	2009	2008
Provided Back-up to other 2-1-1 Centers	13,063	1,932

	2009	% of Total Referrals	Follow-up Standard
Follow-ups made on Referrals	1,692	12.55 %	10%



### Top Needs

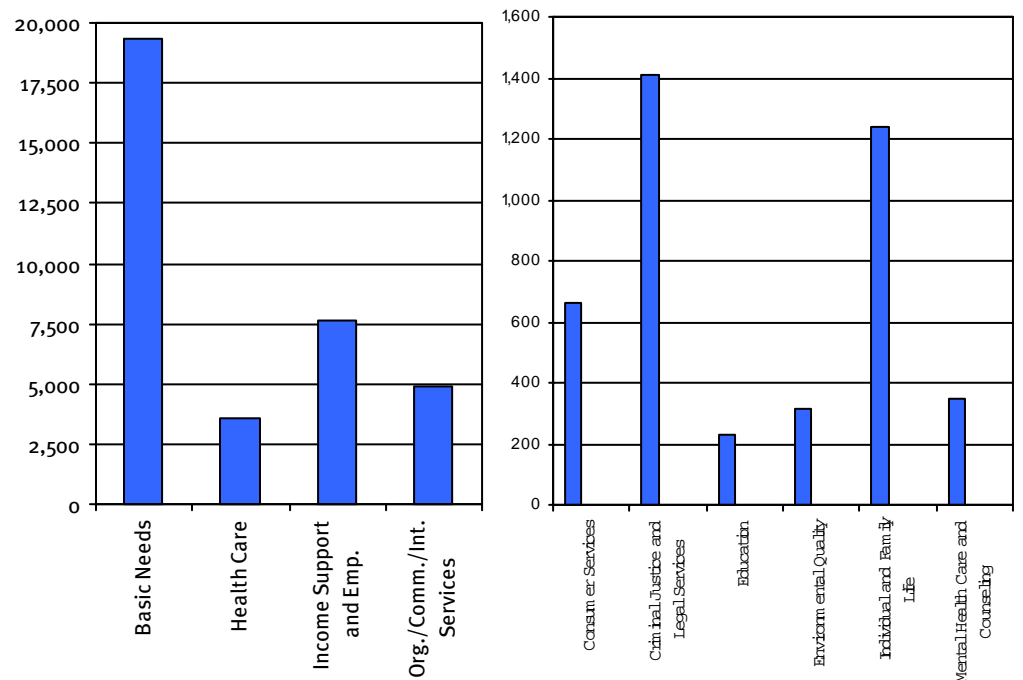
Met	Unmet
Food Pantries	Rent Payment Assistance
Electric Bill Payment Assistance	Bus Fare
Rent Payment Assistance	Electric Bill Payment Assistance
Gas Money	Utility Deposit Assistance
Water Bill Payment Assistance	Prescription Expense Assistance



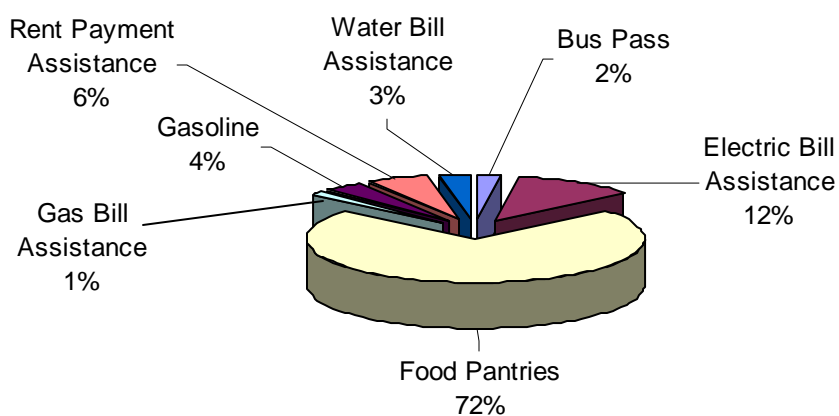
## Caller Needs by Category

Call Distribution by Need	2009	2008	% Change
Basic Needs	19,336	12,315	57 %
Consumer Services	665	323	106 %
Criminal Justice and Legal Services	1,409	296	376 %
Education	232	125	86 %
Environmental Quality	314	102	208 %
Health Care	3,602	2,138	68 %
Income Support and Employment	7,649	1,087	604 %
Individual and Family Life	1,239	538	130 %
Mental Health Care and Counseling	348	187	86 %
Organizational/Community/International Services	4,888	3,270	49 %
<b>Total:</b>	<b>39,682</b>	<b>20,381</b>	<b>95 %</b>

Target Populations:	2,557	1,188	115 %
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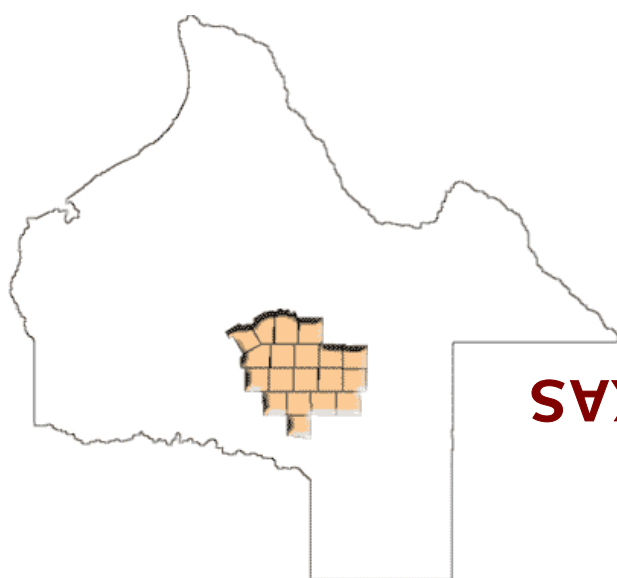


## Comparison in Basic Needs and Health Related Categories



Basic Needs Calls	2009	2008	% Change
Bus Pass	1,112	720	54 %
Electric Bill Assistance	5,833	6,440	-9 %
Food Pantries	36,410	19,844	83 %
Gas Bill Assistance	756	394	92 %
Gasoline	1,956	1,528	28 %
Rent Payment Assistance	2,962	2,692	10 %
Water Bill Assistance	1,473	1,216	21 %

Health Related Calls	2009	2008	% Change
Medical	1,527	1,562	-2 %
Prescriptions	1,090	997	9 %
Dental	1,853	1,988	-7 %



**WEST CENTRAL TEXAS**  
 PO Box 82, Abilene, TX 79604  
 Dial 2-1-1 or 325-673-2811

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## 2-1-1 Works.

### NEEDS DEFINITIONS AND EXAMPLES

#### Basic Needs

Programs that furnish survival level resources including food, housing, material goods, transportation and temporary financial assistance for individuals.  
*Bus pass, car repair, clothing, dental/medical/vision care, food, diapers, gasoline, housing, rent/mortgage assistance, utility bill assistance*

#### Consumer Services

Programs that provide for the education and protection of individuals who purchase, use, maintain and dispose of products and services.  
*Birth Certificate, Drivers License, Social Security card, ID card, Better Business Bureau, Debt and Credit Counseling*

#### Criminal Justice and Legal Services

Programs that promote and preserve the conditions that enable community residents to live in a safe and peaceful environment through the enforcement of laws that protect life and property and the administration of justice according to the principles of law and equity.  
*Crime Prevention, Domestic Violence, Legal, Witness Protection*

#### Education

Programs that provide opportunities for people to acquire the knowledge, skills, desirable qualities of behavior and character, wisdom and general competence that will enable them to fully participate in and enjoy the social, political, economic and intellectual life of the community.  
*GED, Adult Education*

#### Environmental Quality

Programs that preserve, protect and, where possible, improve both the natural and built aspects of the physical environment and/or which develop and implement measures for accident prevention and intervention in the case of emergencies in order to promote public health and safety and enable people to live in ecological balance and harmony with their surroundings.  
*Animal control, Mosquito control, Weed control*

#### Health Care

Programs whose primary purpose is to help individuals and families achieve and maintain physical well-being through the study, prevention, screening, evaluation and treatment of people who have illnesses, injuries, disabilities or substance abuse problems; and the provision of family planning, maternity and other services that relate to reproduction and sexual health.  
*Alcohol/Drug Abuse, Mobile Medical Unit, Prescription Assistance, Vision Care*

#### Income Support and Employment

Programs that help to meet the economic needs of the community by helping residents prepare for, find and sustain gainful employment; providing public assistance and support for those who are eligible; and ensuring that retirees, older adults, people with disabilities and other eligible individuals receive the social insurance benefits to which they are entitled.  
*Employment, Food Stamp/Medicare/Medicaid eligibility, Social Security*

#### Individual and Family Life

Programs that promote the personal, social and spiritual development of people in the community by providing services that replace or supplement the care and support that is generally available through the family unit, and by offering social, religious/spiritual and leisure-time activities that are personally satisfying and lead to optimal social functioning.  
*Adult Protective Services, Child Protective Services, Child Care*

#### Mental Health Care and Counseling

Programs that provide preventive, diagnostic and treatment services in a variety of community and hospital-based settings to help people achieve, maintain and enhance a state of emotional well-being, personal empowerment and the skills to cope with everyday demands without excessive stress.

#### Organizational/Community/International Services

Programs that provide any of a broad spectrum of services for an entire community or which provide services that have state, regional, national or international scope.  
*Thanksgiving Baskets, Christmas Baskets, Toys for Tots, Disaster Assistance*

#### Target Populations

Persons with AIDS, Alzheimer's, Cancer, Senior Citizens, Military, Special Populations



211 InfoLine/AIRS Taxonomy

The Alliance of Information and Referral Systems (AIRS) provides a professional umbrella for all I&R providers in both public and private organizations. Comprehensive and specialized I&R programs help people in every community and operate as a critical component of the health and human service delivery system.