

2-1-1 Texas Rio Grande Area Information Center

Annual Report

2013



RIO GRANDE REGION



2-1-1

HOW TO READ THIS REPORT:

Calls Offered: the number of calls that come into our local 211 call center

Calls Handled: the number of calls that our local 211 call center actually answer

Access to 211 Services: the method that our local 211 call center receives requests for information

Caller Demographics: the percentage of male/female inquirers and the percentage requesting to receive services in Spanish

Call Distribution by County: the number of inquirers from the 6 counties in the Rio Grande AIC region and the number of inquirers from other Texas counties that are handled by our local 211 call center

Top 10 Presenting Needs: the top ten requests for information/referral from inquirers to our local 211 call center

Call Type: the type of call is selected and recorded by our Information and Referral Specialists

Top 10 Unmet Needs: the top ten requests from inquirers to our local 211 call center that we do not have a resource available to meet their needs

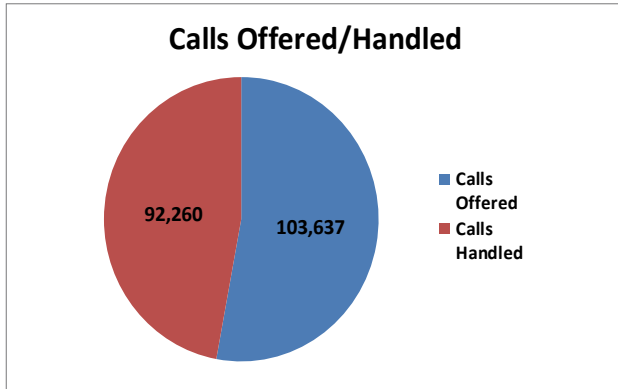
Follow-up Report: the number of follow-up calls that we successfully executed and of those, the number that actually contacted the agency we referred them to, the number that felt that agency was able to assist them, and the number that were pleased with the service of the agency

Top 10 Agencies/Organizations to which referrals were made: the top ten agencies that the local 211 call center made referrals to

Serving Far west Texas as the designated 2-1-1 Area Information Center; operates as a public/private collaboration

5115 El Paso Drive, El Paso, TX 79905

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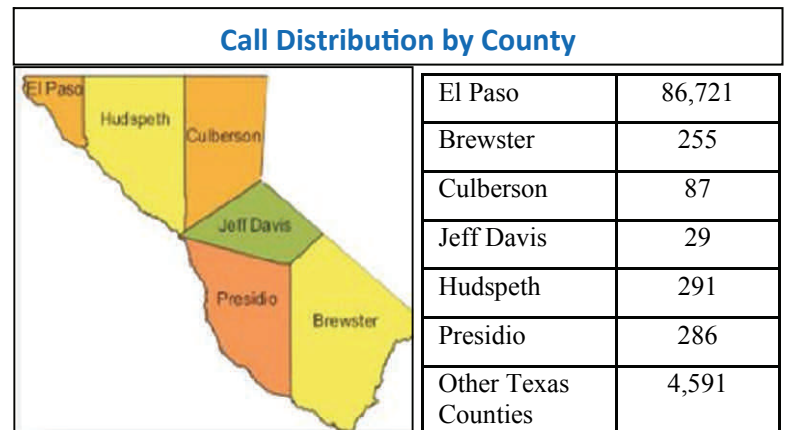


Access to 211 Services

Phone	98,096
Email	75
Walk In	42
TTY	6

Caller Demographics

Male	18%
Female	82%
Spanish Language	36%



Top 10 Presenting Needs

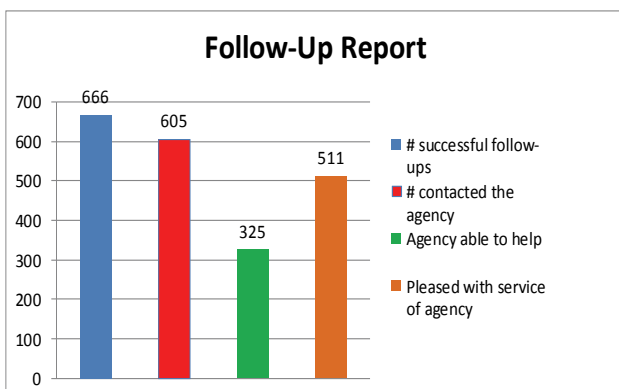
Food Stamps/SNAP	42,421
Medicaid Applications	11,054
Rent Payment Assistance	2,670
Food Pantries	1,800
Medicaid	1,661
Child Care Expense Assistance	1,548
VITA Program Sites	1,398
Electric Service Payment Assistance	1,320
Medicare Savings Programs	1,006
Community Clinic	808

Call Type

Administrative	94
Advocacy	378
Crisis Intervention	3
Hang-Up	3,215
Information	62,280
Operations	1
Phantom	719
Referral	32,057
Wrong #	111

Top 10 Unmet Need

Rent Payment Assistance
VITA Program Sites
Fans
Water Service Payment Assistance
Electric Service Payment Assistance
Mortgage Payment Assistance
Child Care Expense Assistance
Heaters
Rental Deposit Assistance
Bedding/Linen



Top 10 Agencies/Organizations to which referrals were made

El Pasoans Fighting Hunger
El Paso Affordable Housing - VITA - Coalition for Family Economic Progress
Project Amistad - ADTRC
Texas Health and Human Services Commission Region 10 HHSC
Society of St. Vincent De Paul of El Paso
El Paso County General Assistance
Housing Authority of the City of El Paso HUD
YWCA - El Paso Del Norte - Child Care Services
Local Emergency Planning Committee LEPC - Extreme Weather Task Force
Public Utility Commission of Texas (PUC)