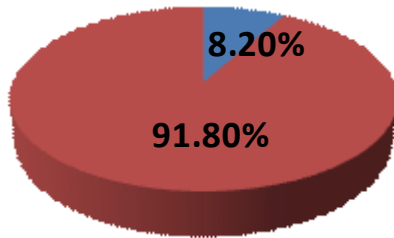


2-1-1 Texas Rio Grande Region Annual Report FY 2016

Calls Offered/ Handled

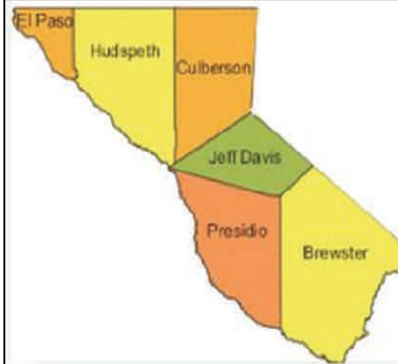
78,839 Calls Offered



■ 67,806 Calls Handled= 91.80%

| Access to 211 Services | |
|------------------------|--------|
| Phone | 62,802 |
| Email | 69 |
| Walk In | 25 |
| TTY | 7 |
| Letter/Mail | 1 |

| Gender of Callers | |
|-------------------|--------|
| Female | 51,436 |
| Male | 10,893 |

| Call Distribution by County | |
|---|--------|
|  | |
| El Paso | 51,188 |
| Brewster | 152 |
| Culberson | 78 |
| Jeff Davis | 26 |
| Hudspeth | 161 |
| Presidio | 189 |
| Other Texas Counties | 10,466 |

| Top 10 Presenting Needs | |
|-------------------------------------|-------|
| Rent Payment Assistance | 2,967 |
| Electric Service Payment Assistance | 2,192 |
| Food Pantries | 1,841 |
| Water Service Payment Assistance | 971 |
| Housing Authorities | 874 |
| Child Care Expense Assistance | 874 |
| VITA Program Sites | 869 |
| Gas Service Payment Assistance | 818 |
| Low Income/Subsidized Housing | 798 |
| Prescription Expense Assistance | 656 |

| Top 10 Unmet Needs | |
|----------------------------------|-----|
| Rent Payment Assistance | 287 |
| Mortgage Payment Assistance | 66 |
| Electric Service Payment Assis- | 64 |
| Thanksgiving Baskets | 56 |
| Medical Care Expense Assistance | 44 |
| Child Care Expense Assistance | 43 |
| Water Service Payment Assistance | 30 |
| Fans | 26 |
| Food Pantries | 24 |
| VITA Program Sites | 21 |

| Call Type | |
|---------------------|--------|
| Information | 1,906 |
| Referral | 27,830 |
| Transfer | 31,274 |
| Advocacy | 279 |
| Phantom | 252 |
| Disconnect | 994 |
| Wrong # | 265 |
| Administrative | 96 |
| Crisis Intervention | 9 |

| Follow Ups |
|--|
| <p>In FY 2016, 2-1-1 made 945 follow up calls with 488 (52%) successfully completed.</p> |

| Top 10 Agencies/Organizations to which referrals were made | |
|--|-------|
| El Paso County General Assistance | 3,089 |
| El Pasoans Fighting Hunger | 2,393 |
| El Paso Community Action Program, Project Bravo, Inc. | 2,254 |
| Diocesan Council of El Paso | 2,100 |
| Salvation Army The- El Paso | 1,429 |
| Project Vida Health Center | 1,281 |
| Texas Health and Human Services Commission (HHSC) | 1,138 |
| Coalition for Family Economic Progress- RG Area | 1,099 |
| Project Amistad | 874 |
| APS Silver Star Board | 856 |