

2-1-1 Texas Rio Grande Area Information Center

Annual Report

FY 2015



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

Gender: the number of males and females who called 2-1-1 from all 6 counties

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 as selected and recorded by our Information and Referral Specialists

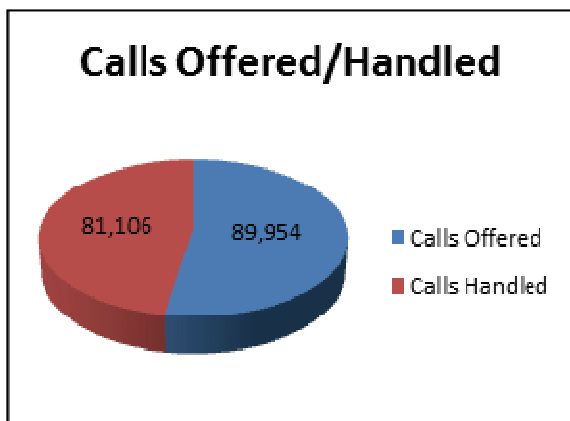
Top 10 Unmet Needs: the top ten requests from inquirers to our local 211 call center that there is no resource available to meet their needs at the time of the request

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	77,373
Email	53
Walk In	21
TTY	7
Letter/Mail	1

Gender of Callers	
Female	63,420
Male	13,493

Call Distribution by County	
El Paso	59,298
Brewster	148
Culberson	101
Jeff Davis	24
Hudspeth	190
Presidio	231
Other Texas Counties	17,907

Top 10 Presenting Needs	
Food Stamps/SNAP	28,927
Medicaid Applications	8,442
Rent Payment Assistance	2,598
Electric Service Payment Assistance	1,782
Food Pantries	1,753
Child Care Expense Assistance	1,626
Tuberculosis Control	1,418
Medicare Savings Programs	967
VITA Program Sites	791
Tuberculosis Clinics	780

Top 10 Unmet Needs	
Rent Payment Assistance	440
Electric Service Payment Assistance	86
Fans	53
Food Pantries	40
Child Care Expense Assistance	39
Prescription Expense Assistance	39
Water Service Payment Assistance	29
Bedding/Linen	28
Medical Care Expense Assistance	27
Gas Service Payment Assistance	27

Call Type	
Information	45,966
Referral	27,260
Follow-Up	2,128
Advocacy	805
Phantom	762
Hang-Up	681
Wrong #	242
Administrative	92
Crisis Intervention	6

Follow Ups

In FY 2015, 2-1-1 made 2,129 follow up calls with 876 (41%) successfully completed.

Top 10 Agencies/Organizations to which referrals were made	
El Paso Department of Public Health—Hospital TB Exposure Event	1,094
El Pasoans Fighting Hunger	1,014
Texas Health and Human Service Commission (HHSC)	781
El Paso Affordable Housing, Coalition for Family Economic Progress –VITA	664
El Paso County General Assistance	649
Society of St. Vincent De Paul – Diocesan Council of El Paso	644
Public Utility Commission of Texas (PUC)	613
APS Silver Star Board	496
Texas Health Steps	446
YWCA- El Paso del Norte	384