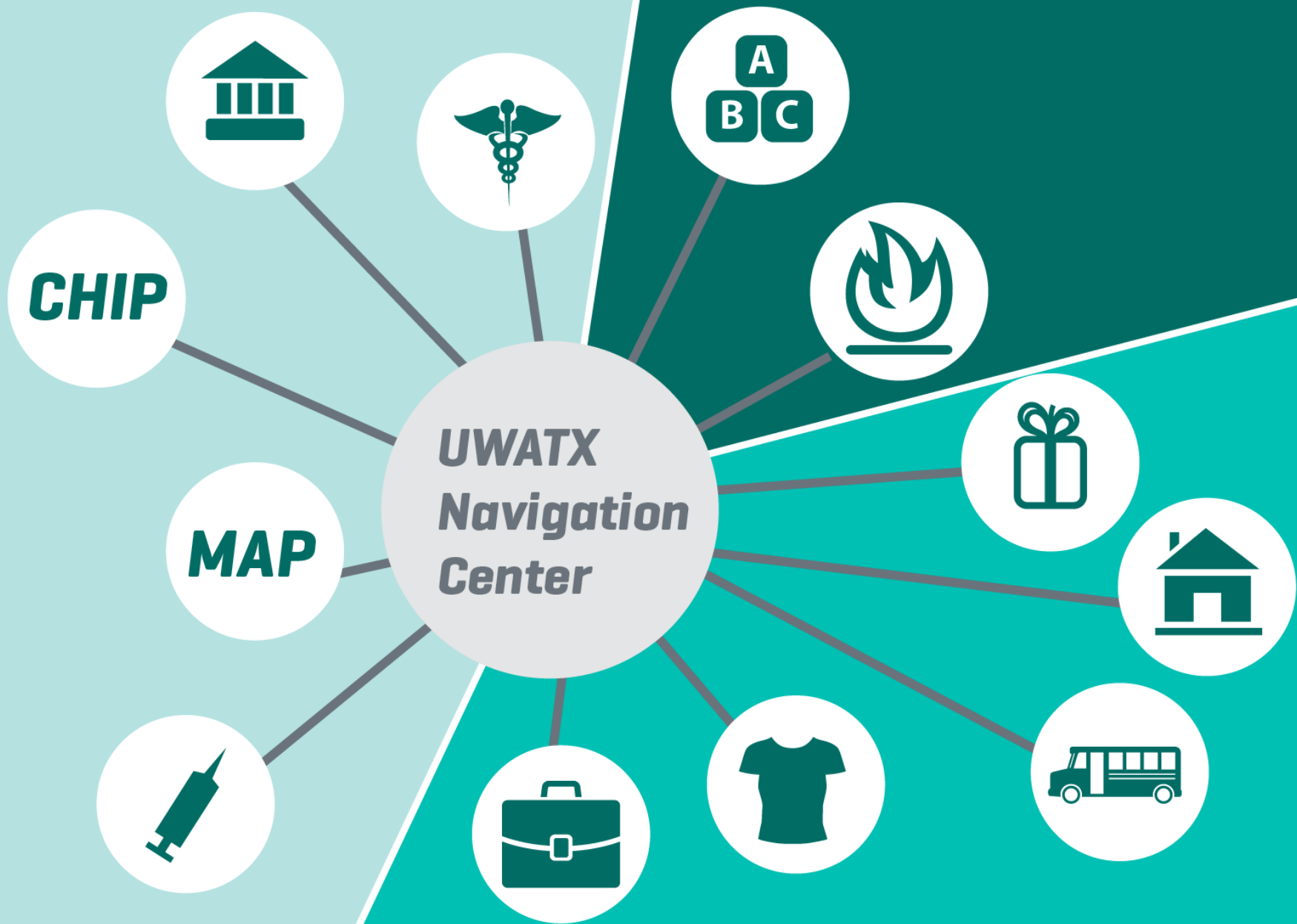


# United Way for Greater Austin Navigation Center

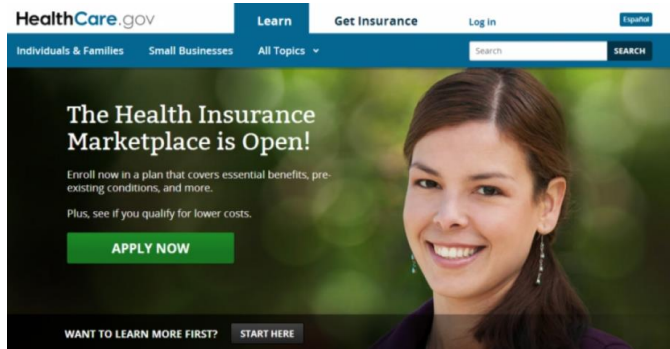


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# Expansion – Health Care Promotion

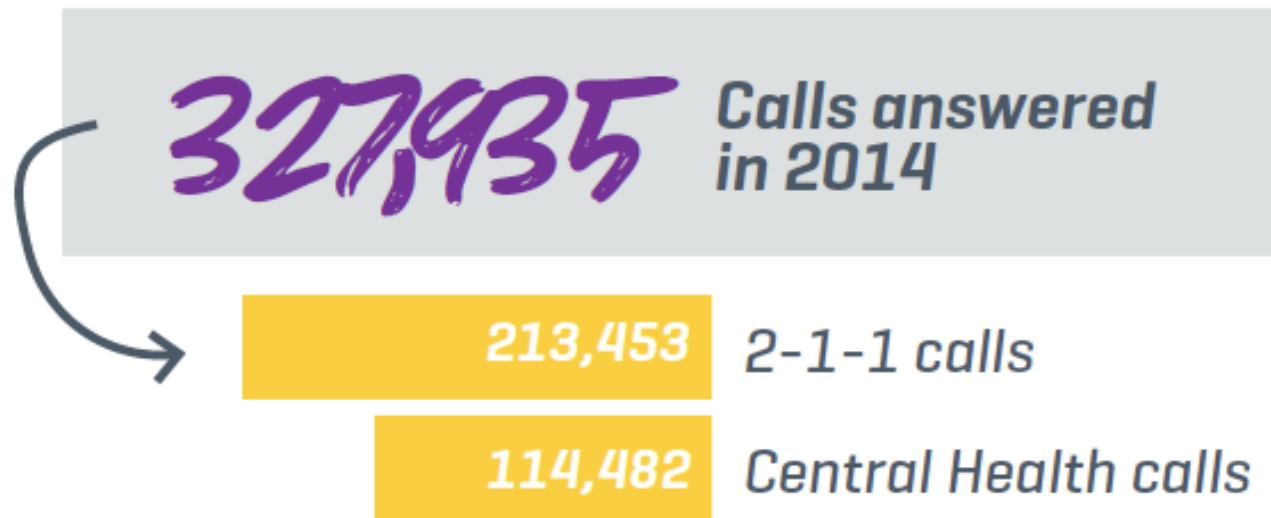
*Reactive → Preventive*



Affordable Care Act

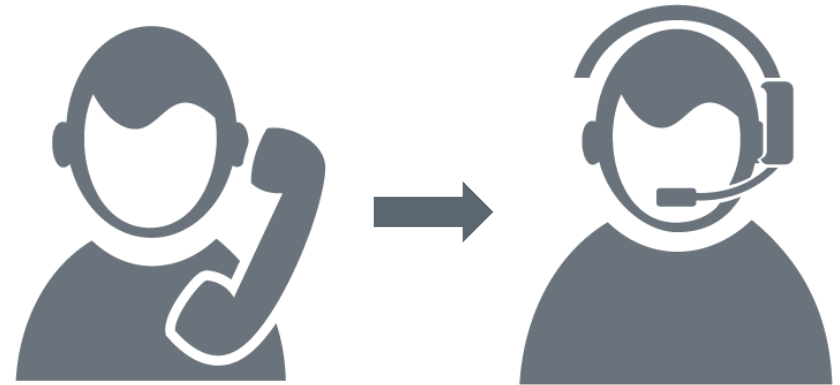


# Navigation Center



# 2-1-1's Community Value

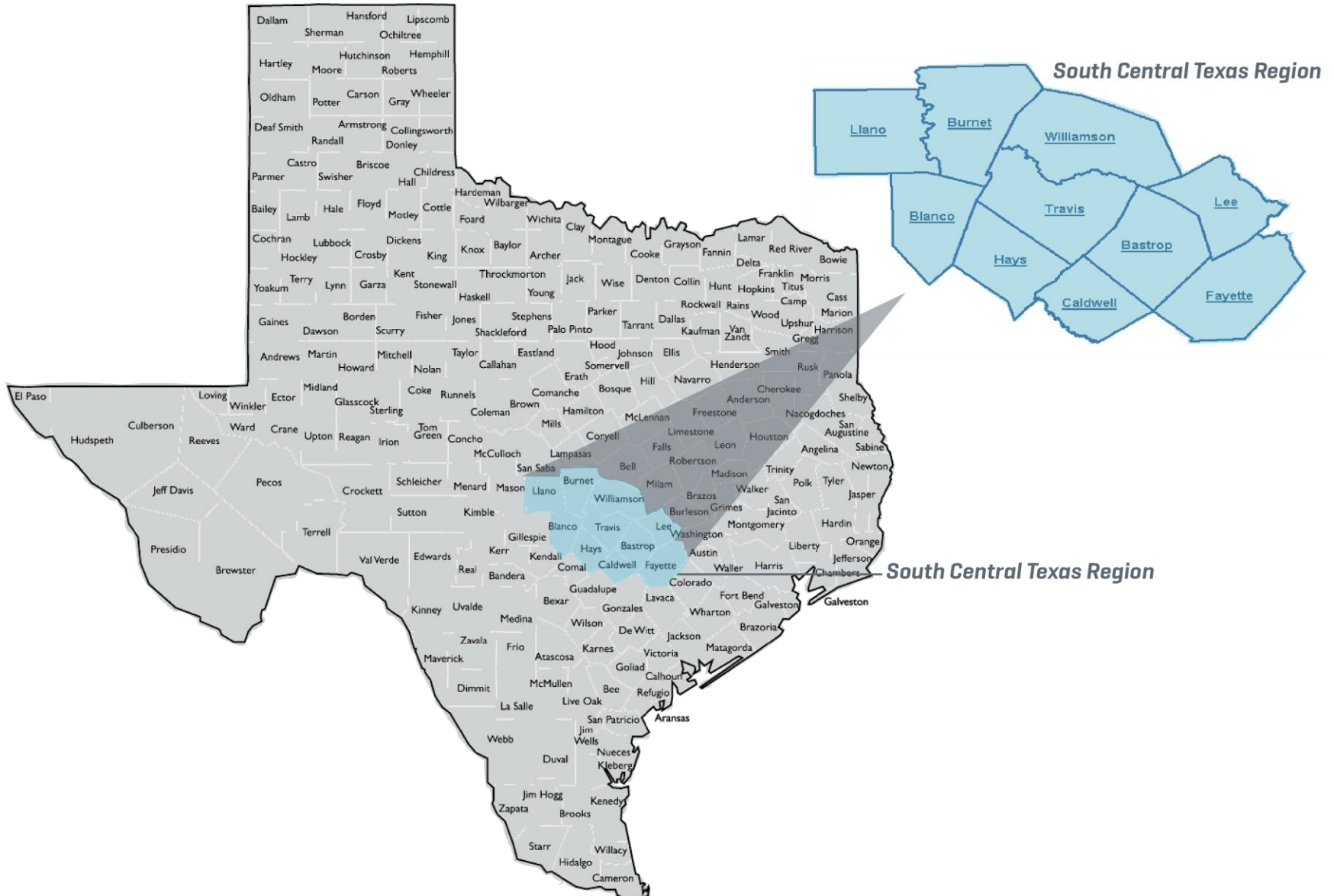
- Public/private partnership
- Free, multilingual and confidential
- Available 24/7
- Skilled and professional Navigation Specialists
- Excellent customer service and short hold times
- Comprehensive and current database with more than 30,000 services
- Track community needs and trends, as well as service gaps



# 2-1-1 Across Texas




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# The Need




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"I'm a veteran. What kind of programs are available for me?"



"I just lost my job, have a small child and can't pay my rent. Is there anyone who can help?"



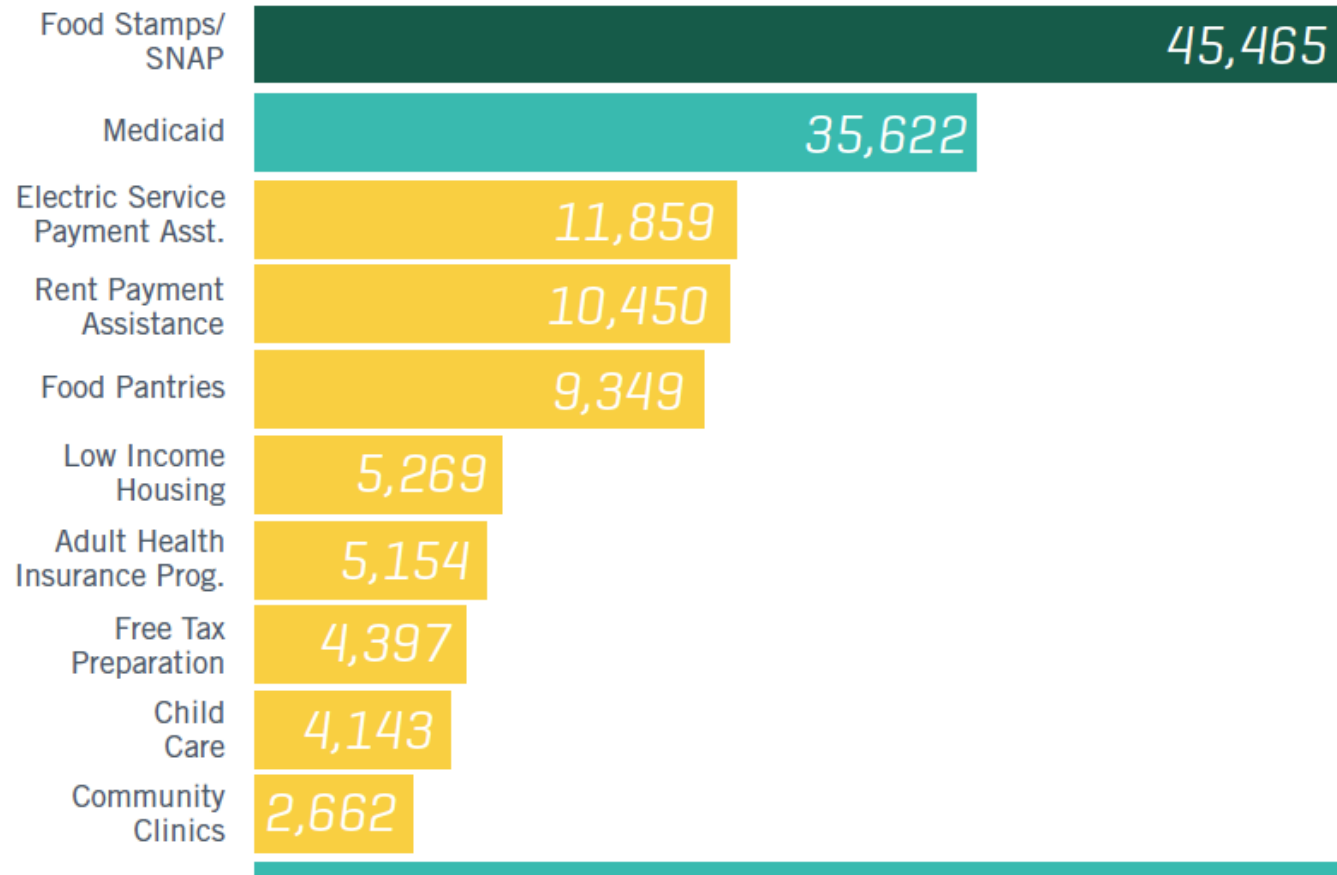
"We lost everything in the Bastrop wildfire and don't know where to start to rebuild our home and our lives. We need help with gas money to get back and forth, food, clothes, everything. Who can help us?"

# Centralized Point of Contact

- Housing/Shelter/Utility Bills
- Food
- Education/Youth Services
- Health Care
- Senior Services
- Employment
- Mental Health Resources and Support Groups
- Disaster
- Child Care
- Substance Abuse Resources
- Volunteer Opportunities
- Government Programs
- Criminal Justice/Legal Services
- Transportation
- Military/Veterans Programs
- Community Services



## TOP NEEDS FOR 2-1-1 CALLERS

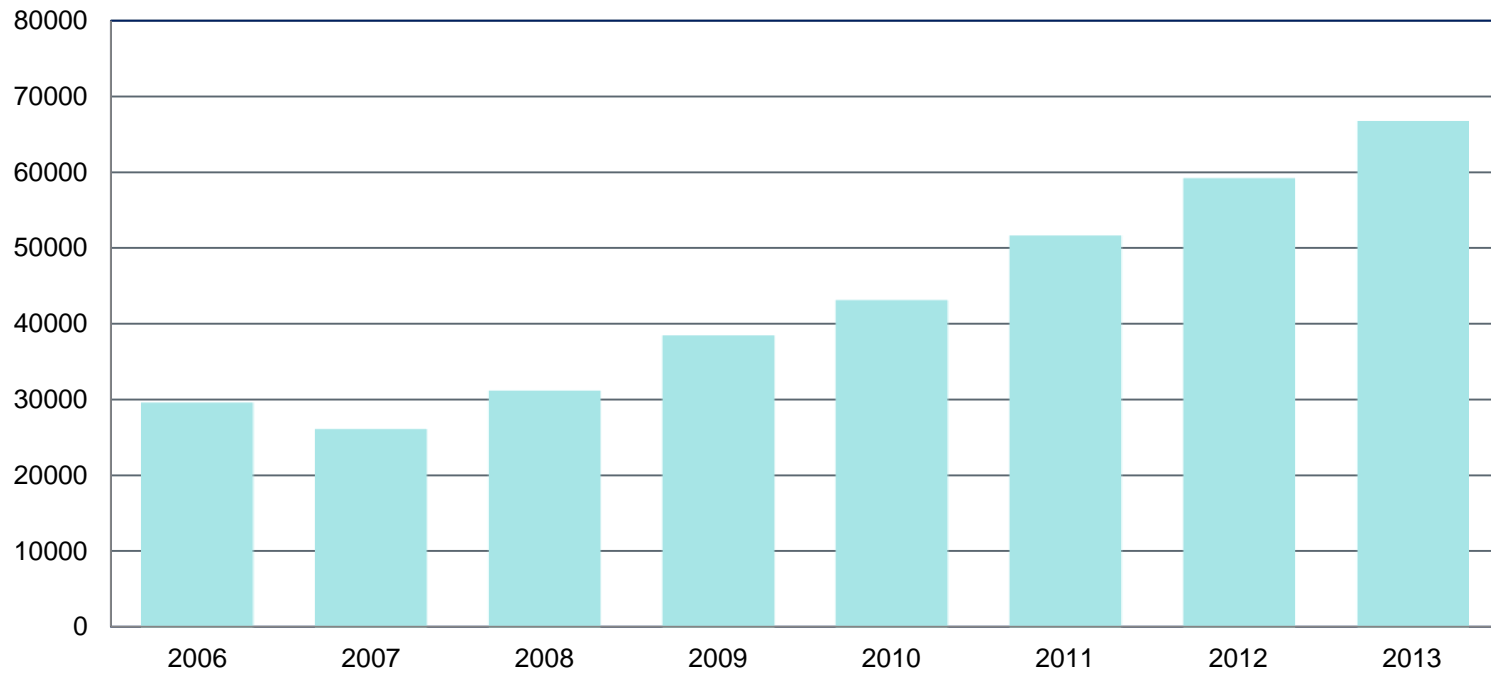


2-1-1 provided **470,014** referrals in 2014

# Longitudinal Trends



## 2-1-1 Basic Needs Calls



# Navigation Center Call Data



## SUBURBAN POVERTY IN GREATER AUSTIN

There has been a **143% increase in suburban poverty** in the Austin metro area over the last decade.

— Brookings Institute

**LEANDER** (78641)  
2-1-1 received more than 1,100 health care related calls from Leander residents in 2014.

**PFLUGERVILLE** (78660)  
2/3 of residents moved into their current housing in the last 10 years.

**HUTTO** (78634)  
We saw a 14% increase in calls from Hutto this year; 431 calls were related to housing and utility payment assistance.

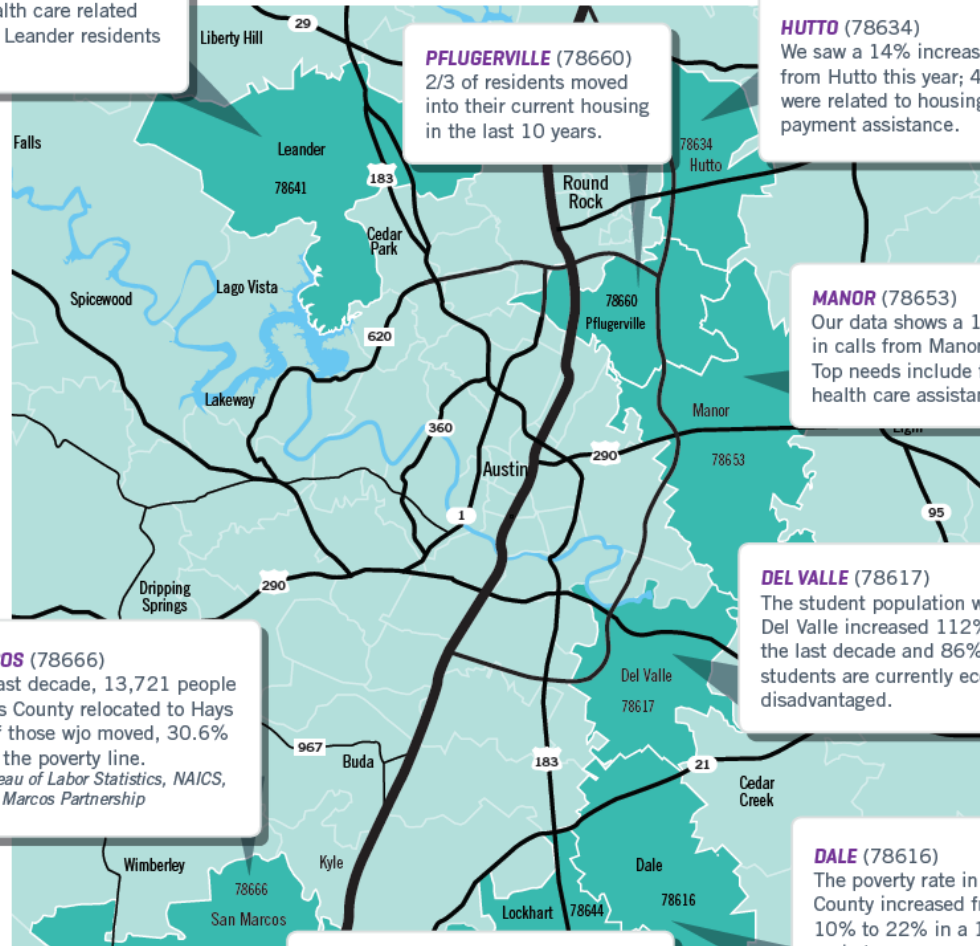
**MANOR** (78653)  
Our data shows a 15% increase in calls from Manor this year. Top needs include food and health care assistance.

**DEL VALLE** (78617)  
The student population within Del Valle increased 112% over the last decade and 86% of those students are currently economically disadvantaged.

**SAN MARCOS** (78666)  
Over the last decade, 13,721 people from Travis County relocated to Hays County. Of those who moved, 30.6% live below the poverty line.  
— U.S. Bureau of Labor Statistics, NAICS, Greater San Marcos Partnership

**DALE** (78616)  
The poverty rate in Bastrop County increased from 10% to 22% in a 10-year period.

**LOCKHART** (78644)  
Child care expense assistance was a top need for 2-1-1 callers in Lockhart.



# Top 25 Referred to Agencies

Travis County Health and Human Services and Veterans Services	17766
Foundation Communities	16639
Baptist Community Center	11825
Texas Health and Human Services Commission (HHSC)	11481
University Avenue Church of Christ	8749
Austin/Travis County Health and Human Services Department	7269
Salvation Army Social Services Center (Greater Austin)	6204
Caritas of Austin	5973
Public Utility Commission of Texas (PUC)	5164
Austin Tenants' Council	5147
Texas HHSC - Benefits Offices	4899
CommUnityCare	4857
Greater Mt. Zion Church Community Assistance Center	4852
Central Health (formerly Travis County Healthcare District)	4849
Lone Star Circle of Care	4801
Texas RioGrande Legal Aid (TRLA)	4238
Texas Department of Aging and Disability Services (DADS) - Region 7	4023
Workforce Solutions Capital Area	4004
St. Louis Catholic Church	3849
Williamson-Burnet County Opportunities, Inc. (WBCO)	3591
Centers for Medicare and Medicaid Services	3265
St. Matthew's Episcopal Church	3110
Carolyn T. Smith Loaves and Fishes Outreach Ministry	3072
Housing Authority of the City of Austin	3066

## Demographics of Callers



**79%** female

single parent headed households are  
more likely to live in poverty

**20's ↔ 50's**

age of the majority of 2-1-1 callers, likely to be  
the working poor

# Thank You!

**Contact:**

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**Community Information Director**

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**512.225.0377**



United Way for Greater Austin