

TEXAS 2-1-1

**United Way of San Antonio
& Bexar County**



Texas 2-1-1 Information and Referral Network Background

- Integrated information and referral system throughout Texas
- 2-1-1 is available in about 90% of the United States
- A free service accessible 24/7 by calling 2-1-1 or by live chat at www.unitedwaysatx.org
- Plays an integral role in Texas disaster response and preparedness
- Funded with state and matching community campaign funds 50/50
- Serves as the platform of our Texas Military 2-1-1 project
- Funding for the Texas Military 2-1-1 project comes from a grant made possible by the San Antonio Area Foundation through the Texas Resources for Iraq and Afghanistan Deployment Fund



Gillespie

Kerr

Kendall

Comal

Bandera

Guadalupe

Medina

Bexar

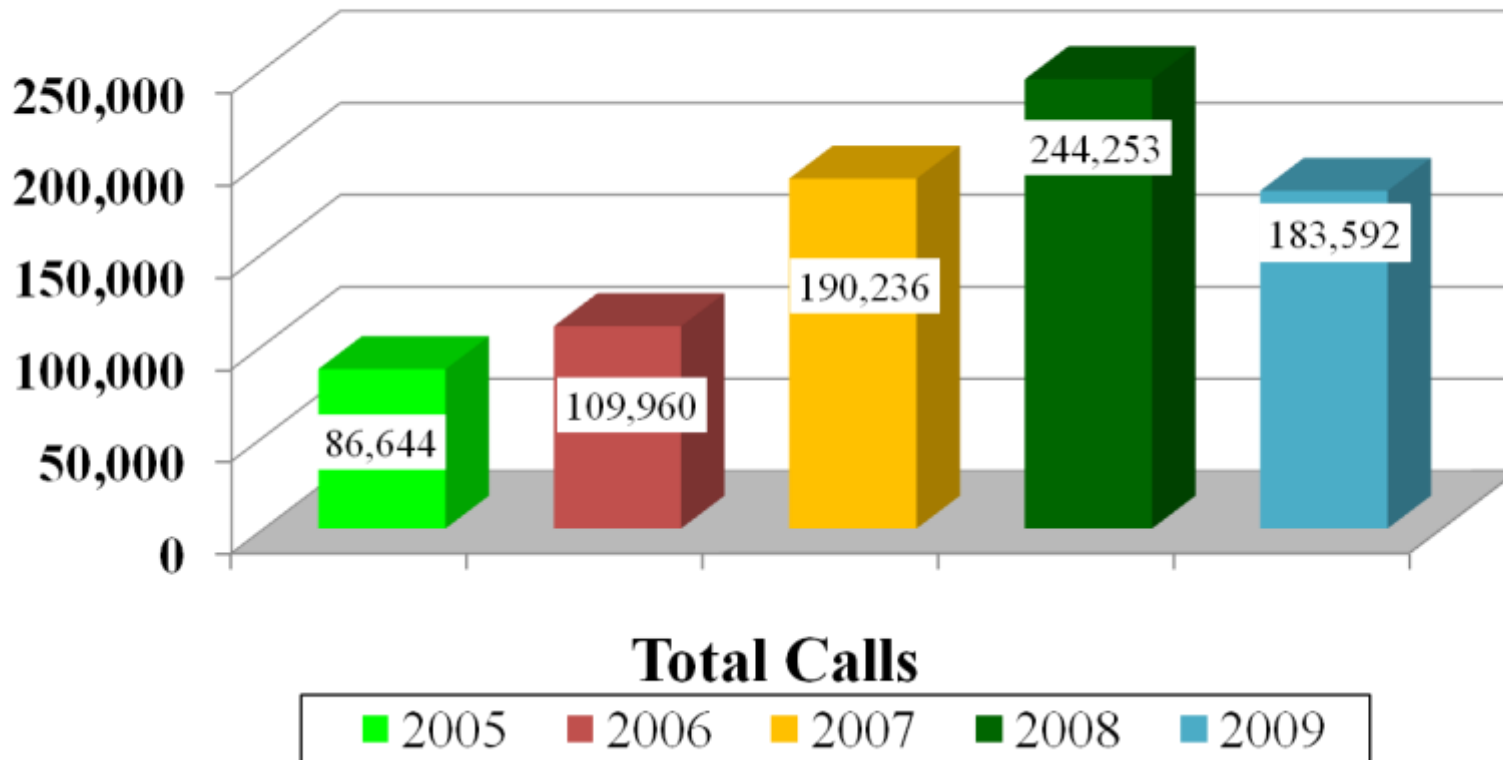
Frio

Atascosa

Wilson

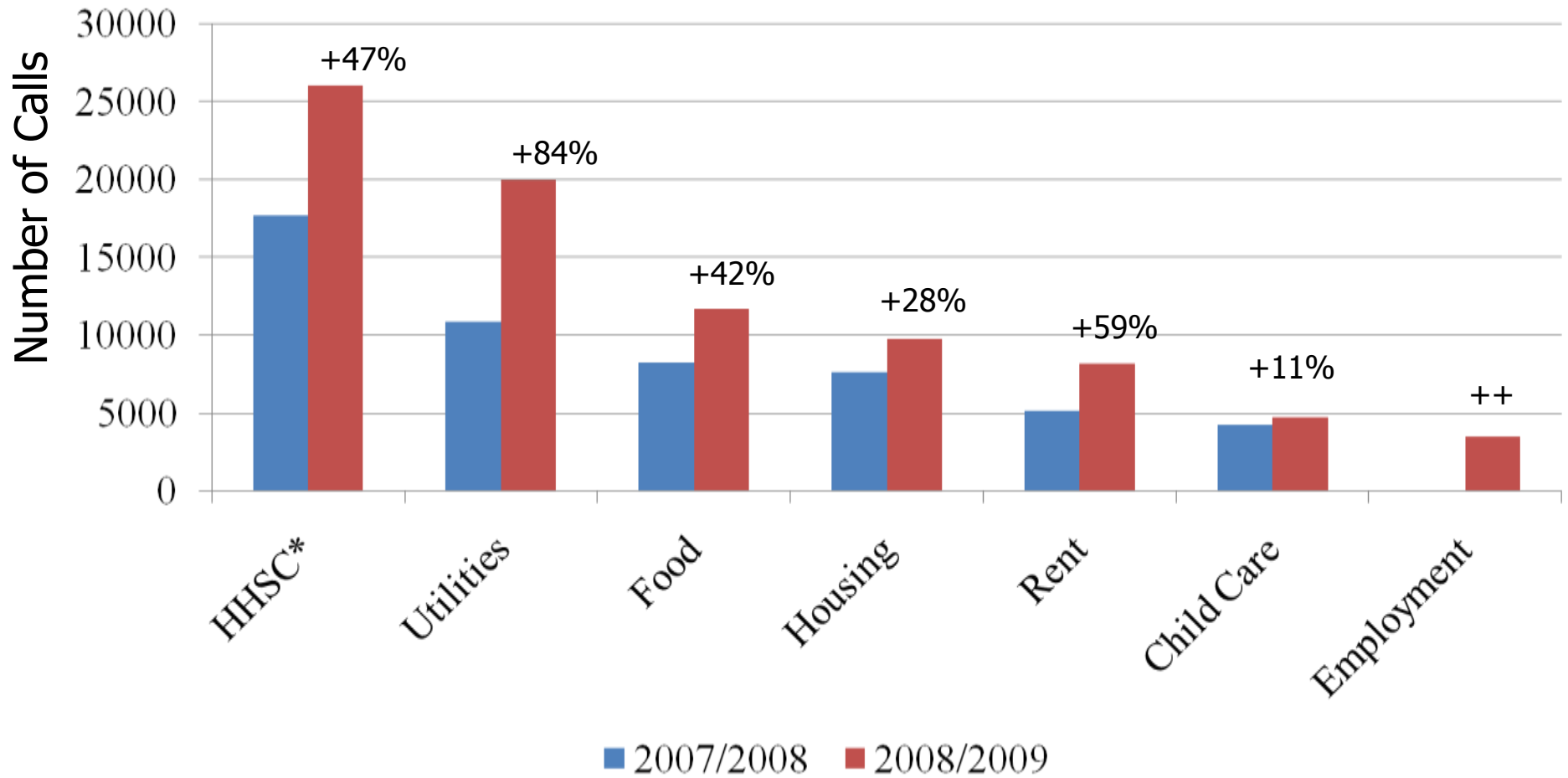
Karnes

2-1-1 Call Volume Trends



Top Calls to 2-1-1 Help Line

(12 months ending July 1, 2008 vs. same time 2009)



*Health and Human Services – Food Stamps, Medicaid, Medicare help.

Texas Military 2-1-1 Concept

**211 Outreach
Coordinator**



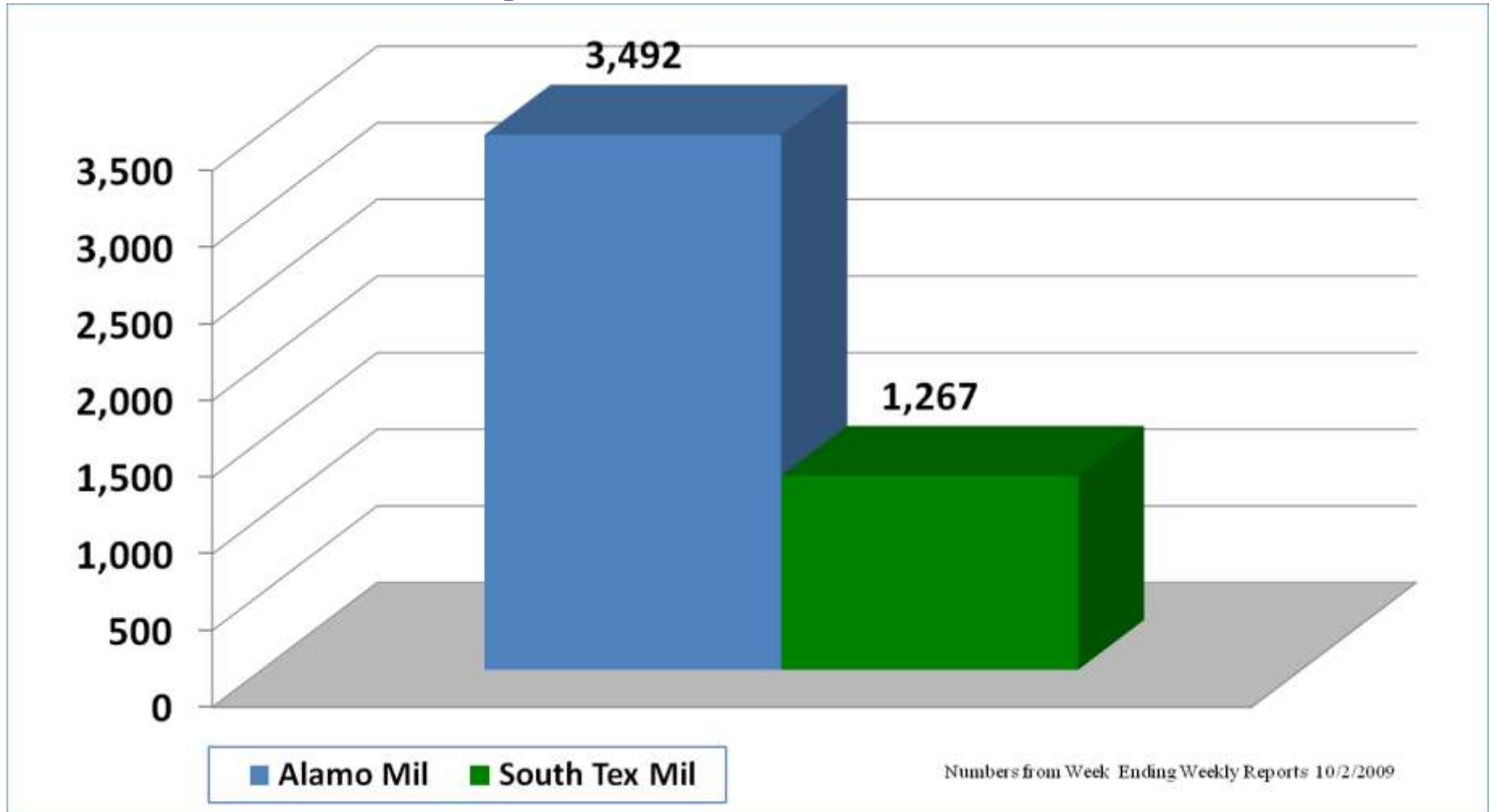
**211 Military
Call Specialist**

- Community Non-Profit Resources
- OEF/OIF Dedicated Resources
- Active Duty Benefits

- Federal/State Entitlements
- Federal VA Benefits

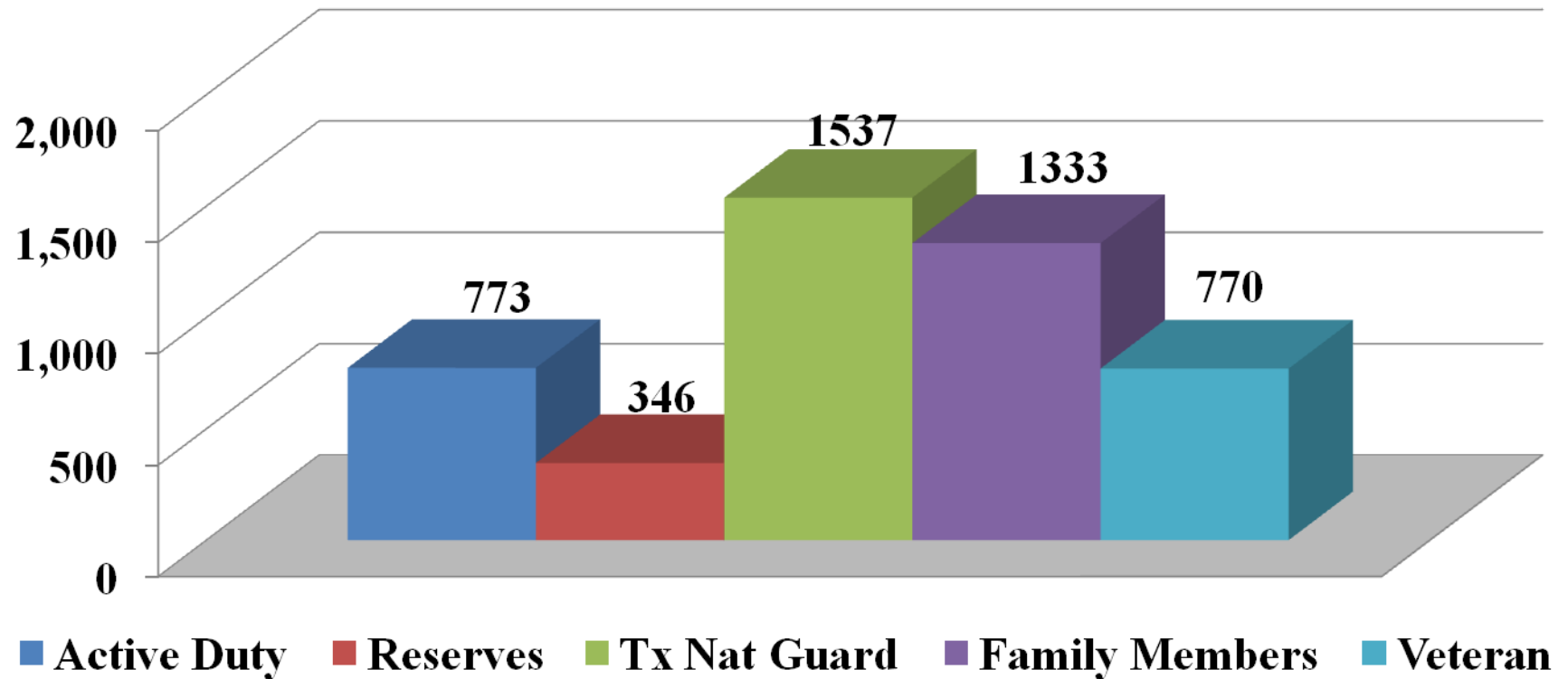
Follow-Up & Advocacy

Alamo Military Call Volume January 1, 2008 – October 2, 2009



Alamo Military Callers

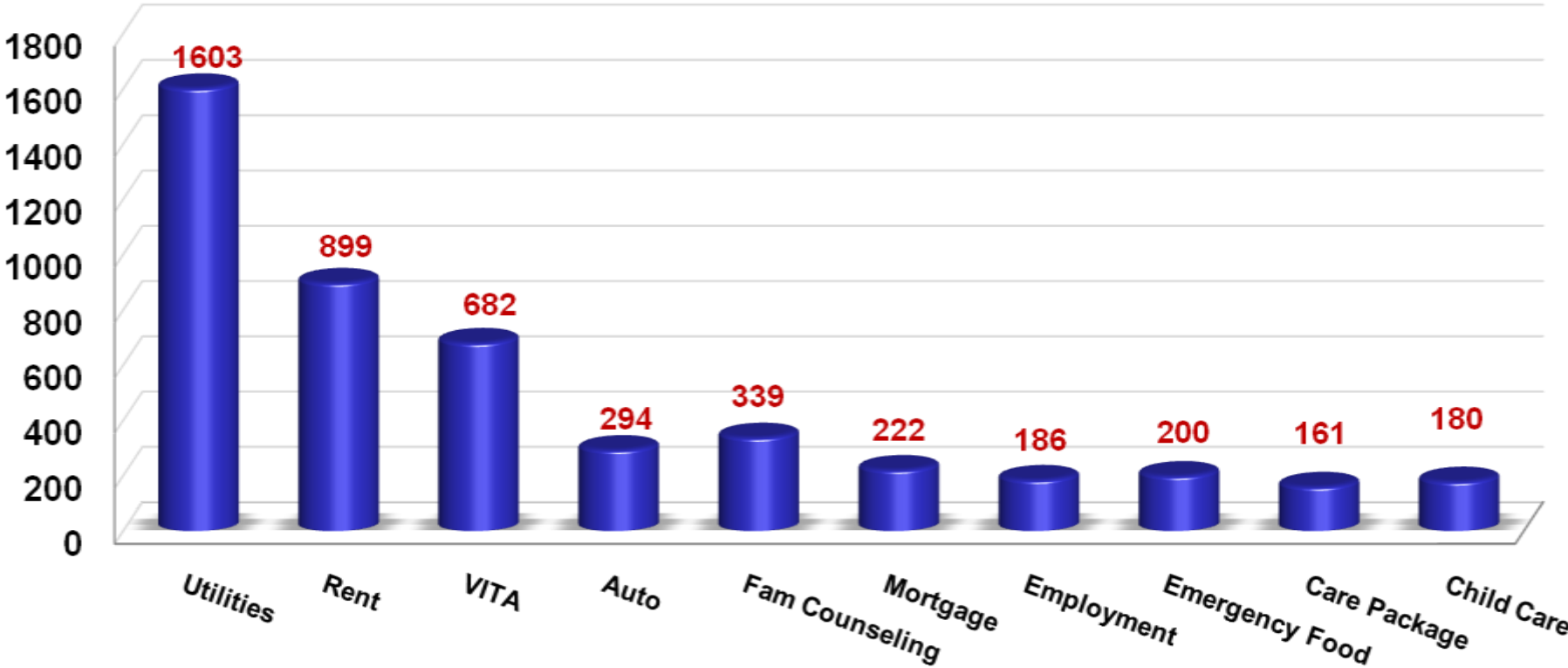
January 1, 2008 – October 2, 2009



Numbers from Week Ending Weekly Reports 10/2/2009

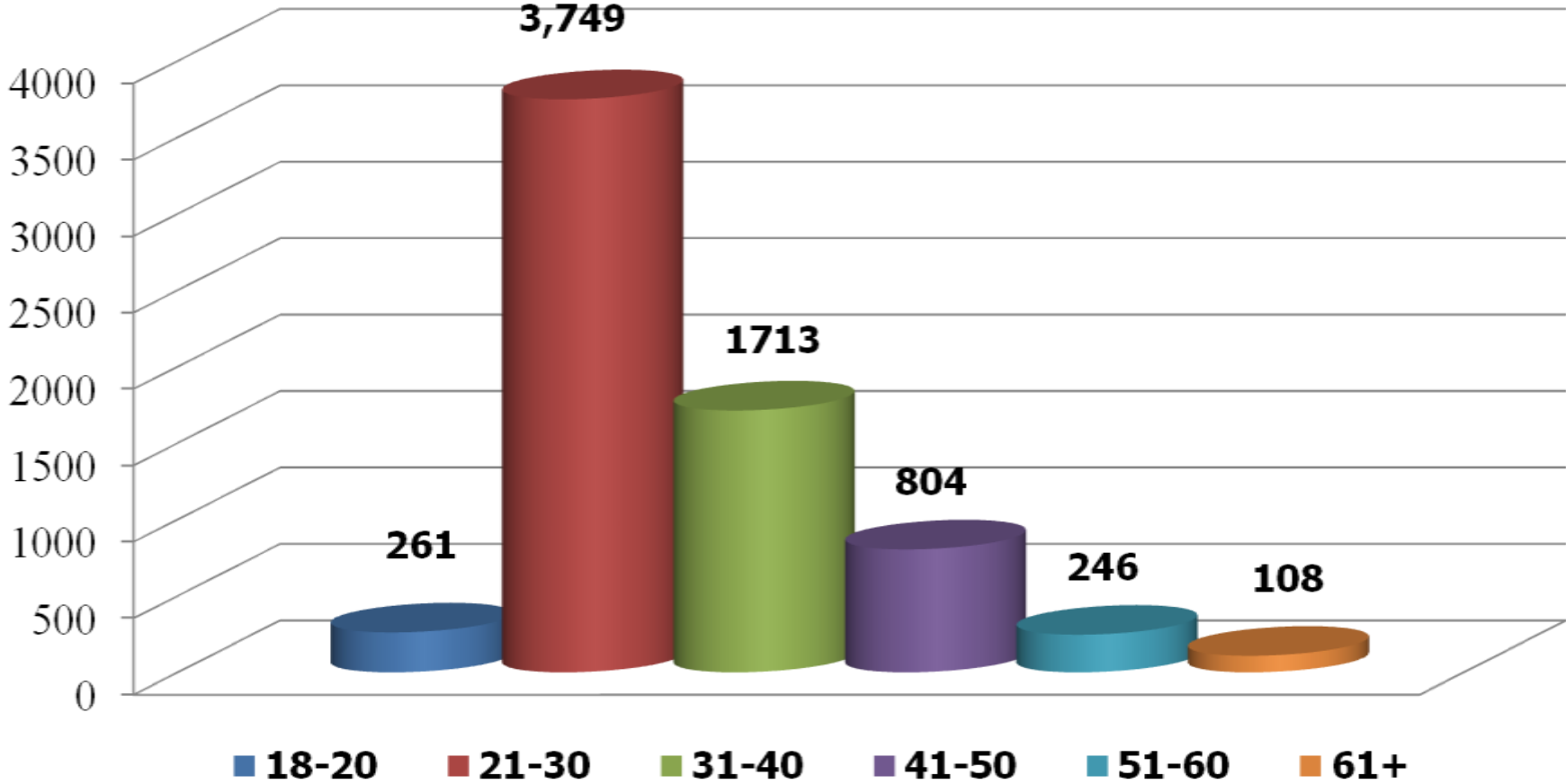
Alamo Top 10 Military Needs

January 1, 2008 – October 2, 2009



Alamo Military Age Groups

January 1, 2008 – October 2, 2009



2-1-1 Texas Military Help - Chat Line

Connecting Military Service Members Who Have Deployed to Afghanistan and Iraq and Their Families to Vital Community Resources and Services

[Click Here for Live Chat](#)



Live Chat by [United Way](#)

Free • Confidential • 24/7



Questions