



TEXAS
Health and Human Services



BRAZOS VALLEY BY THE NUMBERS 2019

NUMBER OF
REFERRALS

23,484

GIVEN BY
B/CS CALL CENTER



19,204 Brazos Valley Calls
to 2-1-1 Texas

5,063 Brazos Valley
Online Visits to 211Texas.org

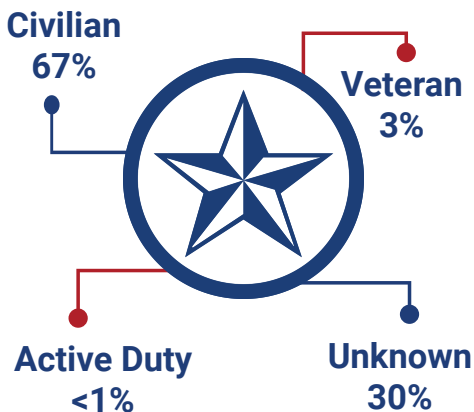


WHO'S CALLING?

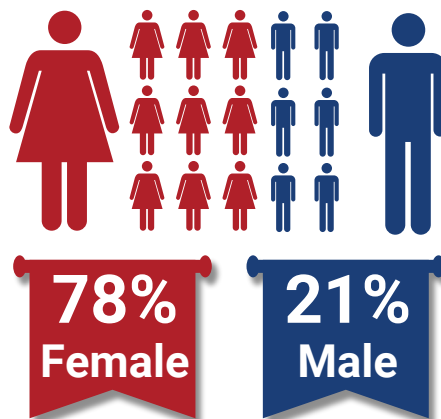


3%	37%	31%	24%
Callers Age 0-20	Callers Age 21-40	Callers Age 41-60	Callers Age 61+

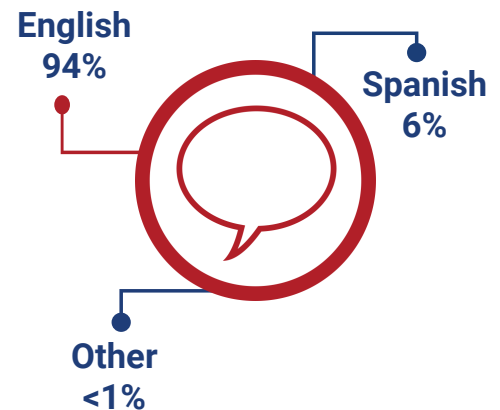
MILITARY STATUS



GENDER



LANGUAGE



Data does not reflect callers who declined to answer demographic questions

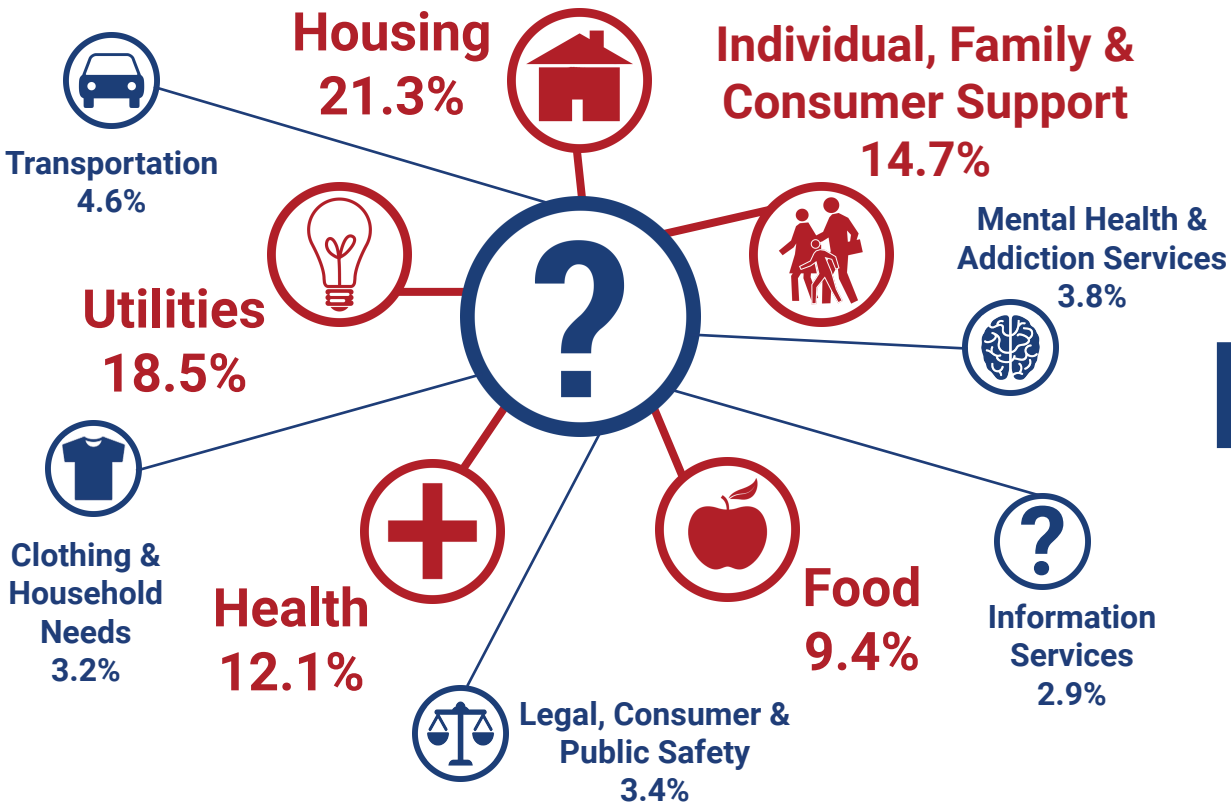
WHY

DOES

BRAZOS

VALLEY

CALL?



WHAT DOES BRAZOS VALLEY NEED?

Percentage	Category
11%	HOUSING
15%	INDIVIDUAL, FAMILY & CONSUMER SUPPORT
7%	UTILITY ASSISTANCE
9%	HEALTH
16%	TRANSPORTATION
5%	CLOTHING, PERSONAL & HOUSEHOLD NEEDS
15%	FOOD
7%	LEGAL, CONSUMER & PUBLIC SAFETY SERVICES
5%	INFORMATION SERVICES
3%	MENTAL HEALTH & ADDICTION SERVICES

ARE UNMET

10% OF CALL REQUESTS IN 2019 WERE UNMET

A call request may be unmet for a number of reasons including - no service available, caller ineligible, no transportation or other barriers and caller refused referral. Even though a referral may have been available for a caller, that does not guarantee that the caller was able to attain assistance from the referred organization due to eligibility requirements, available funds and/or other reasons.



2-1-1 Texas/United Way of the Brazos Valley
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United Way
of the Brazos Valley

