



County Communicator Brazos Valley Region

1st Quarter of 2020: January–March

Total Calls: 5,490

11% of appropriate calls received a Follow Up call within two weeks

Visits to 211Texas.Org: 2,249

Top 10 Need Categories

1	Housing	21%
2	Utilities Assistance	21%
3	Health Care	20%
4	Food & Meals	11%
5	Income & Support Services	6%
6	Individual Family & Community Support	6%
7	Mental Health & Addictions	5%
8	Information Services	4%
9	Legal Consumer & Public Safety Services	3%
10	Transportation	3%

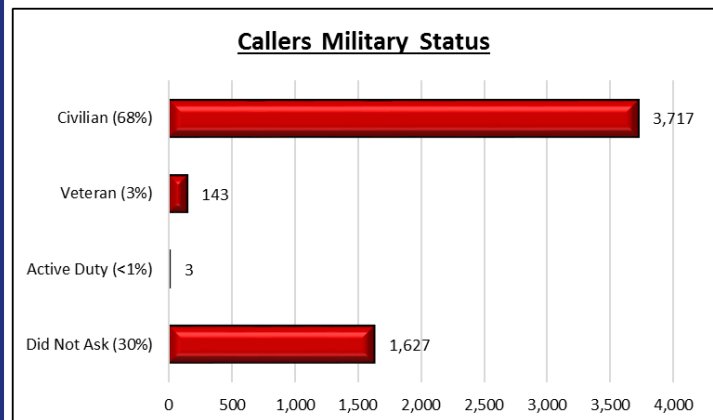
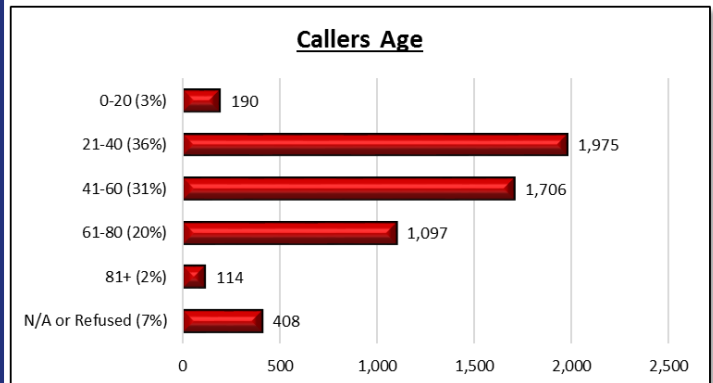
Percent of Unmet Needs by Category

Sorted by total number of requests

Ex. 15% of Transportation requests are unmet

1	Housing	10%
2	Utilities Assistance	5%
3	Health Care	5%
4	Food & Meals	6%
5	Income & Support Services	3%
6	Individual Family & Community Support	8%
7	Mental Health & Addictions	3%
8	Information Services	7%
9	Legal Consumer & Public Safety Services	8%
10	Transportation	15%

Call Information *



Caller County

Brazos	3,606
Burleson	331
Grimes	428
Leon	282
Madison	136
Robertson	337
Washington	370

*Graphs do not reflect data not captured or client's right to refusal.

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County Communicator

Brazos County

1st Quarter of 2020: January–March

Total Calls: 3,606

9% of appropriate calls received a Follow Up call within two weeks

Visits to 211Texas.Org: 1,709

Top 10 Need Categories

1	Housing	19%
2	Utilities Assistance	16%
3	Health Care	15%
4	Food & Meals	9%
5	Income & Support Services	5%
6	Individual Family & Community Support	4%
7	Mental Health & Addictions	3%
8	Information Services	3%
9	Legal Consumer & Public Safety Services	2%
10	Transportation	2%

Percent of Unmet Needs by Category

Sorted by total number of requests

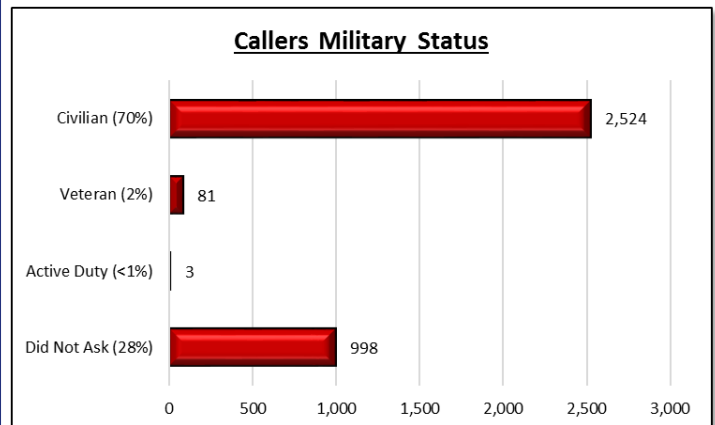
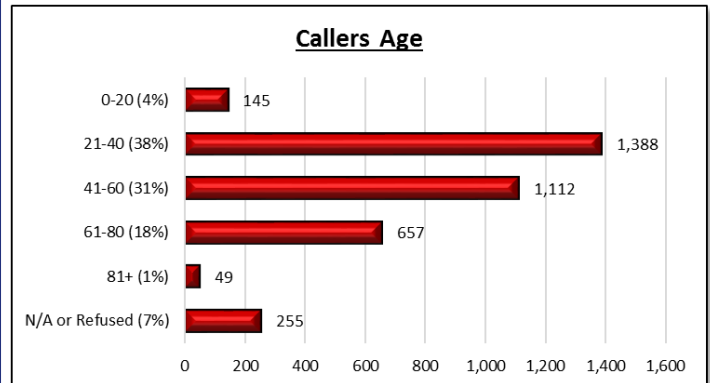
Ex. 14% of Transportation requests are unmet

1	Housing	7%
2	Utilities Assistance	4%
3	Health Care	4%
4	Food & Meals	6%
5	Income & Support Services	4%
6	Individual Family & Community Support	8%
7	Mental Health & Addictions	3%
8	Information Services	11%
9	Legal Consumer & Public Safety Services	5%
10	Transportation	14%



2-1-1 Texas is a partnership between United Way of the Brazos Valley and the Texas Information and Referral Network, a program of the Health and Human Services Commission.

Call Information *



Caller City

Bryan	2,178
College Station	1,418
Kurten	2
Millican	4
Wellborn	3
Navasota	1

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County Communicator City of Bryan

1st Quarter of 2020: January–March

Total Calls: 2,178

8% of appropriate calls received a Follow Up call within two weeks

Visits to 211Texas.Org: 626

Top 10 Need Categories

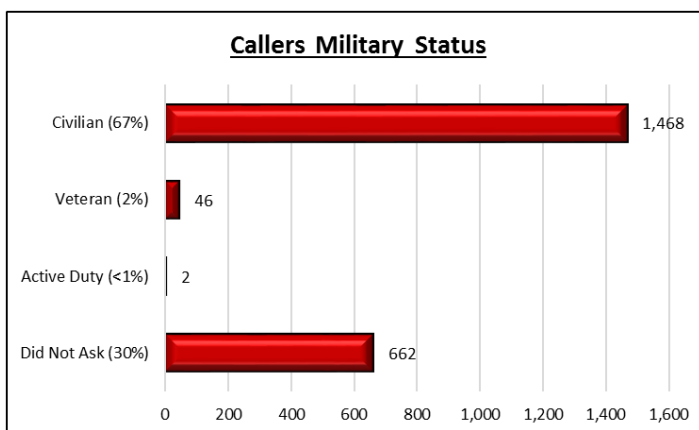
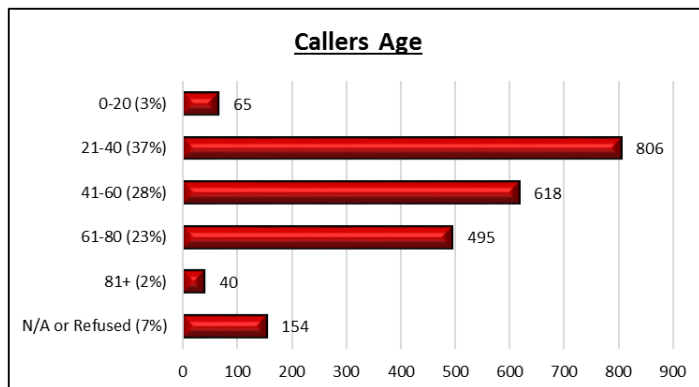
1	Housing	17%
2	Utilities Assistance	16%
3	Health Care	15%
4	Food & Meals	7%
5	Income & Support Services	5%
6	Individual Family & Community Support	3%
7	Legal Consumer & Public Safety Services	3%
8	Mental Health & Addictions	3%
9	Clothing, Personal, Household Needs	2%
10	Transportation	2%

Percent of Unmet Needs by Category

Sorted by total number of requests
Ex. 10% of Housing requests are unmet

1	Housing	10%
2	Utilities Assistance	4%
3	Health Care	4%
4	Food & Meals	3%
5	Income & Support Services	4%
6	Individual Family & Community Support	1%
7	Legal Consumer & Public Safety Services	13%
8	Mental Health & Addictions	3%
9	Clothing, Personal, Household Needs	4%
10	Transportation	14%

Call Information *



Caller Zip Code

77801	492
77802	388
77803	993
77805	13
77806	22
77807	168
77808	102

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County Communicator City of College Station

1st Quarter of 2020: January–March

Total Calls: 1,418

10% of appropriate calls received a Follow Up call within two weeks

Visits to 211Texas.Org: 638

Top 10 Need Categories

1	Housing	22%
2	Health Care	16%
3	Utilities Assistance	15%
4	Food & Meals	11%
5	Income & Support Services	4%
6	Mental Health & Addictions	4%
7	Individual Family & Community Support	4%
8	Legal Consumer & Public Safety Services	2%
9	Information Services	2%
10	Clothing, Personal, Household Needs	2%

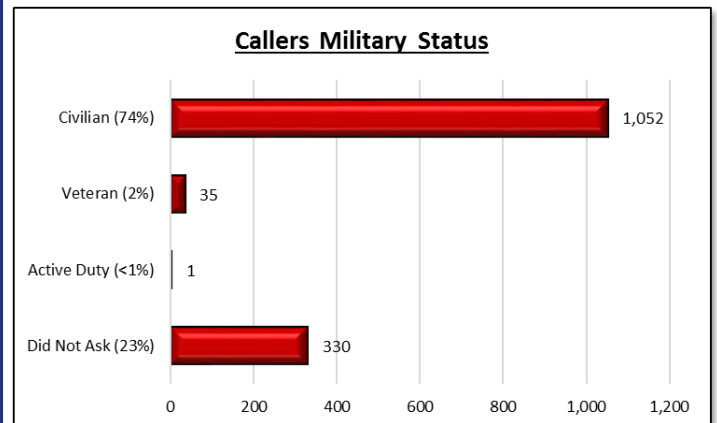
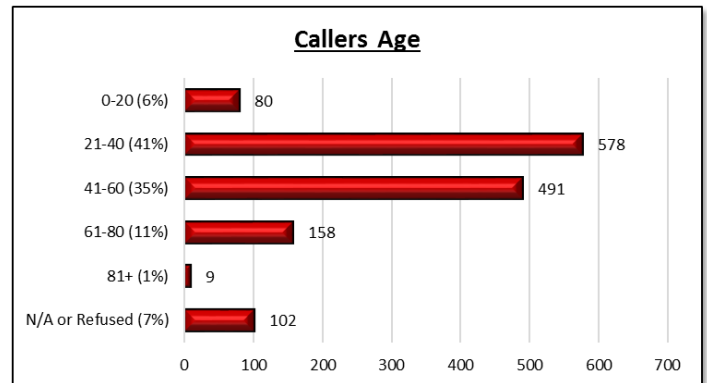
Percent of Unmet Needs by Category

Sorted by total number of requests

Ex. 10% of Food & Meal requests are unmet

1	Housing	4%
2	Health Care	4%
3	Utilities Assistance	3%
4	Food & Meals	10%
5	Income & Support Services	6%
6	Mental Health & Addictions	2%
7	Individual Family & Community Support	16%
8	Legal Consumer & Public Safety Services	6%
9	Information Services	17%
10	Clothing, Personal, Household Needs	8%

Call Information *



Caller City

77840	937
77841	7
77842	14
77843	4
77844	3
77845	453

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County Communicator

Burleson County

1st Quarter of 2020: January–March

Total Calls: 331

15% of appropriate calls received a Follow Up call within two weeks

Visits to 211Texas.Org: 104

Top 10 Need Categories

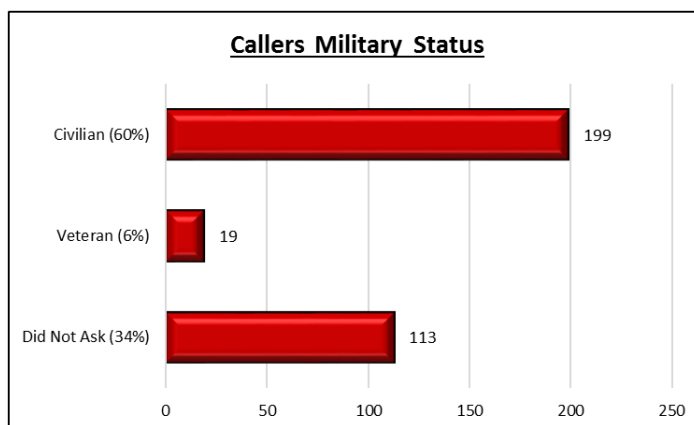
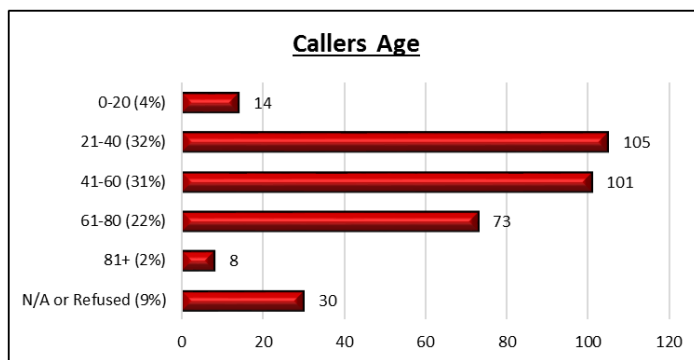
1 Health Care	15%
2 Utilities Assistance	13%
3 Housing	5%
4 Income & Support Services	5%
5 Individual Family & Community Support	5%
6 Information Services	5%
7 Food & Meals	4%
8 Legal Consumer & Public Safety Services	2%
9 Disaster Services	2%
10 Clothing, Personal, Household Needs	2%

Percent of Unmet Needs by Category

Sorted by total number of requests
Ex. 33% of Housing requests are unmet

1 Health Care	16%
2 Utilities Assistance	7%
3 Housing	33%
4 Individual Family & Community Support	13%
5 Legal Consumer & Public Safety Services	25%
6 Disaster Services	14%
7 Transportation	25%

Call Information *



Caller City

Caldwell	204
Chriesman	1
Deanville	6
Lyons	4
Altair	1
Milano	1
Snook	12
Somerville	102

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County Communicator

Grimes County

1st Quarter of 2020: January–March

Total Calls: 428

14% of appropriate calls received a Follow Up call within two weeks

Visits to 211Texas.Org: 126

Top 10 Need Categories

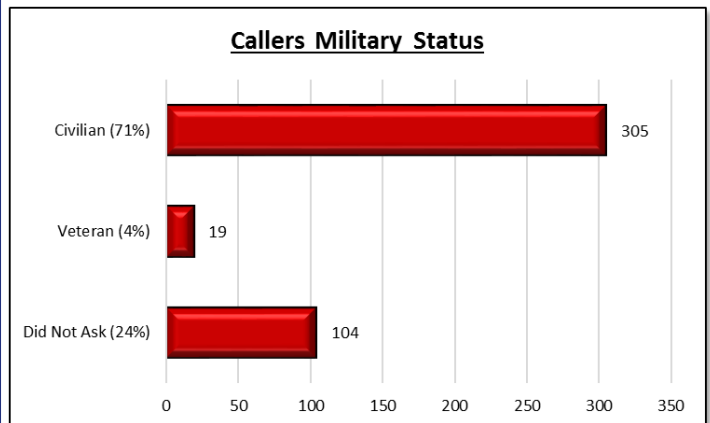
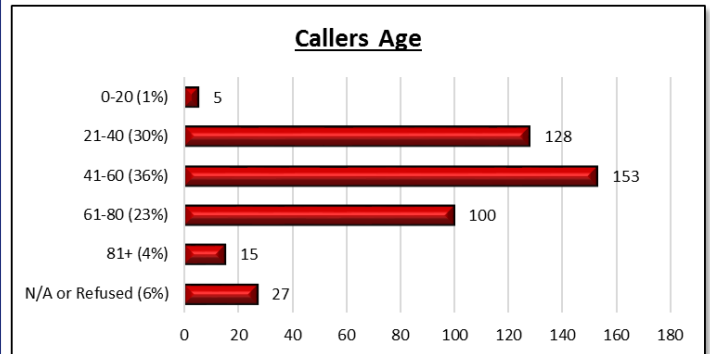
1	Utility Assistance	13%
2	Health Care	12%
3	Housing	11%
4	Food & Meals	9%
5	Information Services	7%
6	Income & Support Services	5%
7	Individual, Family & Community Support	3%
8	Mental Health & Addictions	2%
9	Legal, Consumer & Public Safety	2%
10	Transportation	2%

Percent of Unmet Needs by Category

Sorted by total number of requests
Ex. 12% of Utility requests are unmet

1	Utility Assistance	12%
2	Health Care	6%
3	Housing	12%
4	Food & Meals	8%
5	Individual, Family & Community Support	9%
6	Transportation	13%
7	Disaster Services	100%
8	Clothing, Personal, Household Needs	17%
9	Volunteer & Donations	67%
10	Arts, Culture & Recreation	100%

Call Information *



Caller City

Anderson	31
Bedias	47
Iola	15
Navasota	265
Plantersville	43
Richards	11
Roans Prairie	10
Shiro	6

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County Communicator Leon County

1st Quarter of 2020: January–March

Total Calls: 282

27% of appropriate calls received a Follow Up call within two weeks

Visits to 211Texas.Org: 94

Top 10 Need Categories

1	Utility Assistance	16%
2	Health Care	13%
3	Housing	9%
4	Food & Meals	7%
5	Individual, Family & Community Support	6%
6	Information Services	6%
7	Income & Support Services	5%
8	Mental Health & Addictions	5%
9	Transportation	4%
10	Disaster Services	3%

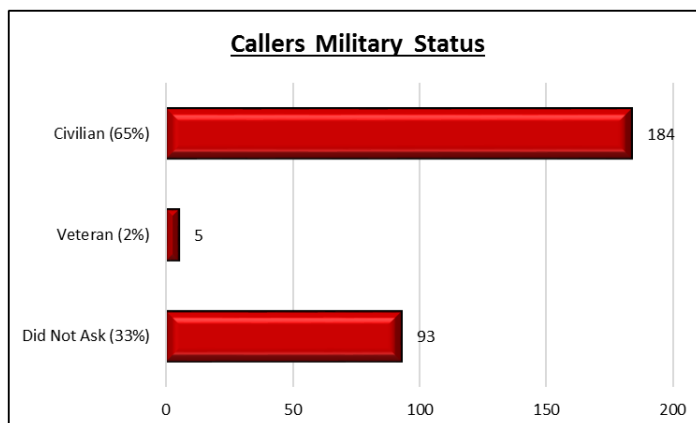
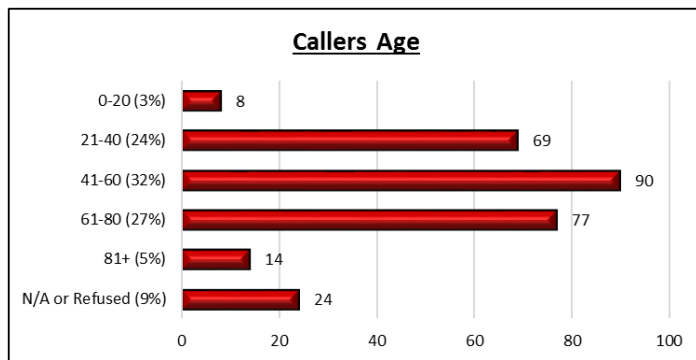
Percent of Unmet Needs by Category

Sorted by total number of requests

Ex. 38% of Disaster requests are unmet

1	Utility Assistance	7%
2	Health Care	11%
3	Housing	28%
4	Food & Meals	29%
5	Individual, Family & Community Support	6%
6	Income & Support Services	8%
7	Transportation	10%
8	Disaster Services	38%

Call Information *



Caller City

Buffalo	51
Centerville	50
Concord	4
Flynn	5
Jewett	45
Leona	7
Marquez	19
Normangee	54
Oakwood	47

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County Communicator

Madison County

1st Quarter of 2020: January–March

Total Calls: 136

29% of appropriate calls received a Follow Up call within two weeks

Visits to 211Texas.Org: 148

Top 10 Need Categories

1 Health Care	16%
2 Utility Assistance	7%
3 Transportation	5%
4 Housing	4%
5 Mental Health & Addictions	4%
6 Income & Support Services	3%
7 Information Services	2%
8 Individual, Family & Community Support	2%
9 Legal, Consumer & Public Safety	2%
10 Food & Meals	1%

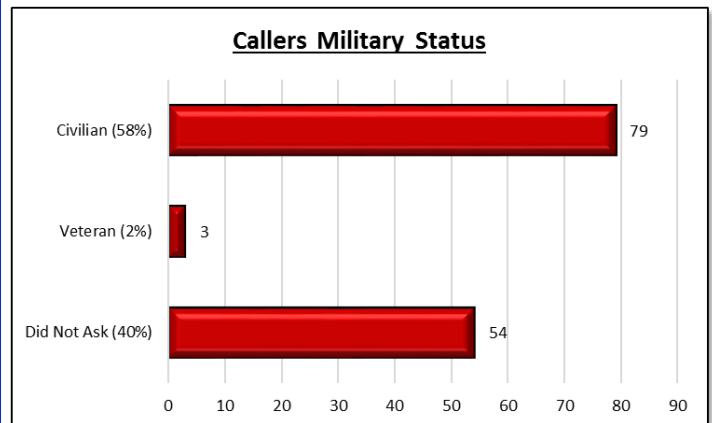
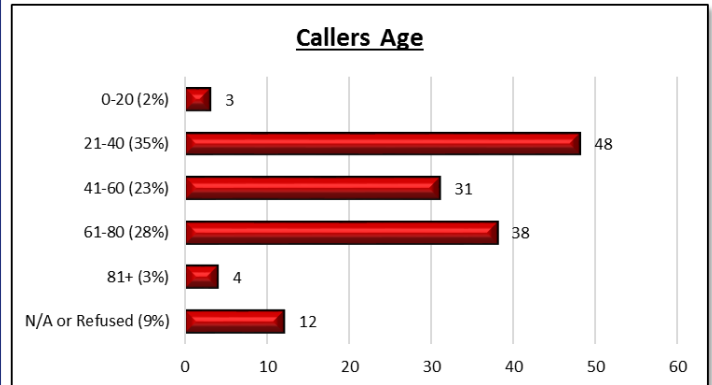
Percent of Unmet Needs by Category

Sorted by total number of requests

Ex. 29% of Transportation requests are unmet

1 Transportation	29%
2 Housing	20%

Call Information *



Caller City

Madisonville	88
Midway	22
North Zulch	25



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County Communicator

Robertson County

1st Quarter of 2020: January–March

Total Calls: 337

8% of appropriate calls received a Follow Up call within two weeks

Visits to 211Texas.Org: 26

Top 10 Need Categories

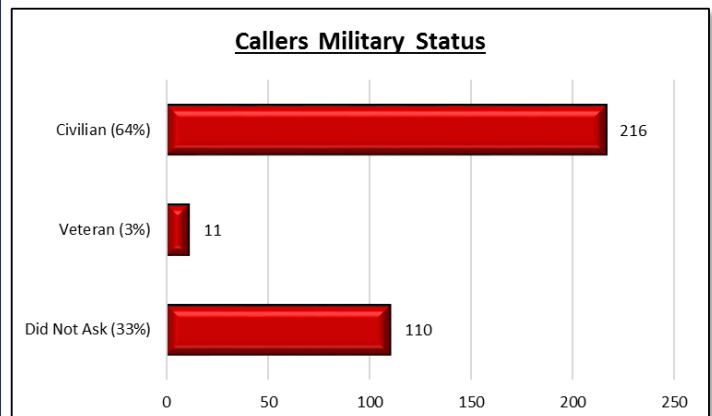
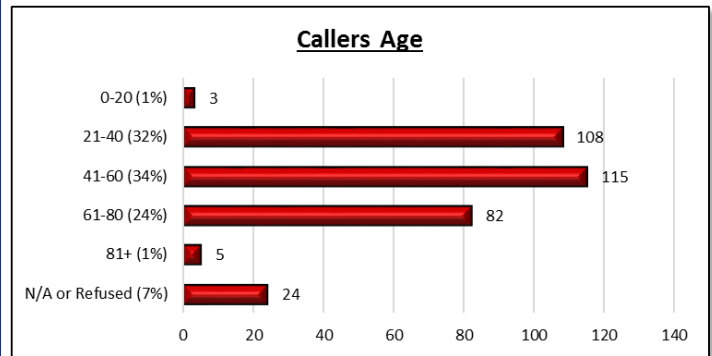
1	Utility Assistance	17%
2	Health Care	16%
3	Housing	7%
4	Food & Meals	7%
5	Income & Support Services	6%
6	Individual, Family & Community Support	4%
7	Mental Health & Addictions	3%
8	Disaster Services	3%
9	Legal, Consumer & Public Safety	2%
10	Transportation	2%

Percent of Unmet Needs by Category

Sorted by total number of requests
Ex. 30% of Disaster requests are unmet

1	Health Care	2%
2	Housing	29%
3	Disaster Services	30%
4	Transportation	14%

Call Information *



Caller City

Bremond	40
Calvert	39
Franklin	67
Hearne	181
New Baden	5
Wheelock	3
Mumford	2

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County Communicator Washington County

1st Quarter of 2020: January—March

Total Calls: 370

14% of appropriate calls received a Follow Up call within two weeks

Visits to 211Texas.Org: 90

Top 10 Need Categories

1	Housing	11%
2	Health Care	9%
3	Individual, Family & Community Support	7%
4	Food & Meals	6%
5	Utility Assistance	5%
6	Mental Health & Addictions	5%
7	Income & Support Services	2%
8	Transportation	2%
9	Legal, Consumer & Public Safety Services	2%
10	Information Services	2%

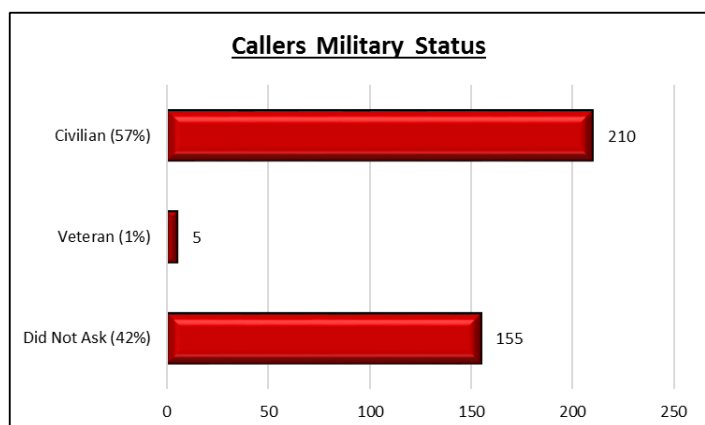
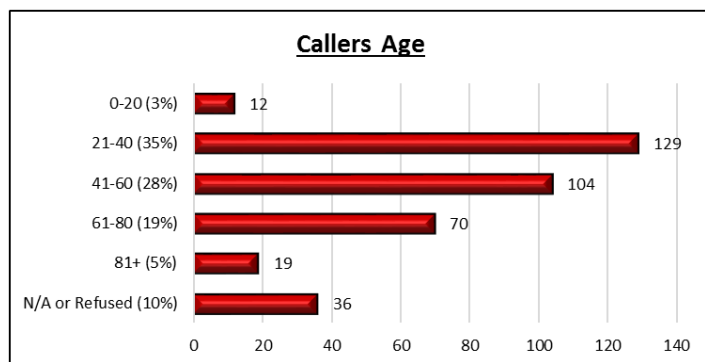
Percent of Unmet Needs by Category

Sorted by total number of requests

Ex. 25% of Transportation requests are unmet

1	Housing	10%
2	Health Care	12%
3	Individual, Family & Community Support	8%
4	Utility Assistance	10%
5	Transportation	25%
6	Disaster Services	14%

Call Information *



Caller City

Brenham	326
Burton	12
Chappell Hill	10
Washington	21
Johnson City	1

