

***2-1-1 Calls for State Fiscal Years 2012-2015 in Eleven Cities***

The 2-1-1 call line is a nationally used specialized telephone number assigned by the Federal Communications Commission for the purpose of providing quick and easy access to information and referral services relating to health and human services. All 50 states, Washington D.C., and Puerto Rico maintain 2-1-1 Information and Referral systems, though implementation varies across states. Since 2002, Texas' approach to the 2-1-1 network has been a hybrid model that allows statewide integration with a single phone system and a single database, while also using 25 regional Area Information Centers ("AICs"). Each AIC is operated by subcontractors with standardized training for call specialists and other staff.<sup>1</sup> Call specialists ask and record all 2-1-1 callers' age, ZIP code, gender, and military status. Military Status determination sometimes refers to a family member of the caller so caution should be used in analyzing this demographic data.

The Health and Human Services Commission ("HHSC") is the state agency that is the repository for the single 2-1-1 database. HHSC provided TDHCA with 2-1-1 call data for fiscal years 2013-2015 (specifically for September 2012 to August 2015) for callers who identified themselves or a family member as a Veteran with homelessness related needs. The 2-1-1 data was provided for the following cities: Austin, Corpus Christi, Crystal City, Dallas, El Paso, Fort Worth, Garland, Houston, Plano, San Antonio, and Waco. These cities were chosen by the Texas Interagency Council for the Homeless ("TICH") Veteran Workgroup because the cities were listed by the U.S. Department of Housing and Urban Development ("HUD") as having taken the Mayors Challenge to End Veteran Homelessness.

Tables indicating the aggregated data collected for Austin, Corpus Christi, Crystal City, Dallas, El Paso, Fort Worth, Garland, Houston, Plano, San Antonio, and Waco, are below.

**Table: Number of calls to 2-1-1 for Persons Identified as Veterans in Eleven Texas Cities**

<b>Month</b>	<b>Calls for September 1, 2012 -August 31, 2013</b>	<b>Calls for September 1, 2013 -August 31, 2014</b>	<b>Calls for September 1, 2014 -August 31, 2015</b>
September	317	627	564
October	646	674	553
November	526	523	427
December	435	547	434
January	576	616	454
February	415	454	390
March	471	459	473
April	486	524	475
May	610	580	436
June	631	568	564
July	766	677	290
August	685	621	544

<sup>1</sup> Housing and Health Services Coordination Council, August 31, 2014.

Table: Calls to 2-1-1 for Persons Identified as Veterans by Military Branch in Eleven Texas Cities

<b>Military Branch</b>	<b>Calls for September 1, 2012-August 31, 2015</b>
Air Force	2,003
Army	9,347
Coast Guard	92
Marine Corps	1,449
National Guard	440
Navy	2,641
<i>Not specified</i>	<i>3,066</i>
<b>Grand Total</b>	<b>19,038</b>

Table: Calls to 2-1-1 for Persons Identified as Veterans by Age in Eleven Texas Cities

<b>Age Range</b>	<b>Calls for September 1, 2012-August 31, 2015</b>
0-17	24
18-22	380
23-59	14,190
60-84	4,189
85+	172
Unknown	65
<b>Total</b>	<b>19,020</b>