

# CHANGING COMMUNITY NEEDS & TRENDS

United Way for Greater Austin's Navigation Center is a vital entry point for those struggling to navigate the complex system of health and human services in Central Texas.

Now, after nearly 20 years, the way we connect people to services looks a little different, but then again, our community looks a little different as well. The Navigation Center connects people to essential community resources through:

<p>our front door to community resources</p>	<p>a holistic, proactive approach to improving health and education outcomes</p>	<p>a specialized unit that offers behavioral health service connection</p>
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## IMPACT: AT A GLANCE

In 2020, we responded to **294,005 REQUESTS** for help. **22%** of callers called for the first time in 2020.

2-1-1 Texas, Phone   141,247	Clinical Navigation   121,126	ConnectATX*   381
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\*ConnectATX calls are longer on average and cover a more holistic approach to caller needs

## TOP NEEDS FOR 2020



## COVID-19, WINTER STORM URI & MORE

Our community has faced unprecedented challenges since March 2020. From COVID-19 leading to a rapid increase in basic needs requests from first-time callers to Winter Storm Uri making it nearly impossible for many Central Texans to access food and water, the Navigation Center has rapidly pivoted time and time again to meet the needs of our community.

# WHEN COVID-19 HIT CENTRAL TEXAS

The team here at United Way responded quickly. 2-1-1 and ConnectATX served as a way to provide human-supported navigation at scale. From testing information to questions about city ordinances, we took a total of **23,820 calls about COVID-19 from March to December 2020.**



- Our 2-1-1 team is still responding to increased calls for questions and help around COVID-19, and help in general.
- In 2020, we saw a 50% increase in 2-1-1 calls, and there were weeks when call volume was 4X the amount from the previous year.
- The Governor has designated 2-1-1 is THE place to go for information on COVID-19.
- We also saw an increase in first-time callers for all programs.



- ConnectATX quickly pivoted after its launch in March 2020 to serve as the community's access point for new services related to COVID-19, and the resulting economic downturn.
- From March 2020 to March 2021, ConnectATX fielded 12,123 requests for help through ConnectATX.org, in partnership with Aunt Bertha.
- We scheduled 799 FREE Lyft rides for individuals needing workforce, higher education, and vaccine distribution rides to address transportation inequity.

# WHAT WINTER STORM URI LEFT IN ITS WAKE



- During Winter Storm Uri, 2-1-1 calls increased by 41%.
- During the days of the winter storm, disaster services, food, and housing/shelter were the top needs.
- The need for housing, food, and water was highest in east Austin.
- Northeast and south central Austin had the greatest call volume for overall disaster services per capita.



- More than 2,500 people used ConnectATX that had never used it before.
- We partnered with the City of Austin to promote ConnectATX as the go-to resource for information related to food, water, and other points of distribution.
- US Representative Lloyd Doggett and City Councilpersons Fuentes and Casar promoted ConnectATX as a trusted resource for those impacted by Winter Storm Uri.
- At the height of Winter Storm Uri, ConnectATX had a nearly 500% increase in usage, compared to the week before the storm.
  - 705 search sessions the week of Feb 14
  - 3,500 search sessions the week of Feb 21

## HOW CAN THE NAVIGATION CENTER HELP YOU?

We offer training to social service providers, community-based organizations, and volunteers on how to best utilize our services and connect people with community resources. We have trainings that focus on both 2-1-1 and ConnectATX.

For more information about 2-1-1's reporting capabilities or to schedule a training, call 2-1-1 or email [211database@uwatx.org](mailto:211database@uwatx.org). To sign up for a ConnectATX training, visit [ConnectATX.org](http://ConnectATX.org).