



AFFORDABLE ENERGY SUMMIT

Wednesday, July 25, 2018



AT&T Executive Education & Conference Center
1900 University Avenue
9:00am - 4:30pm

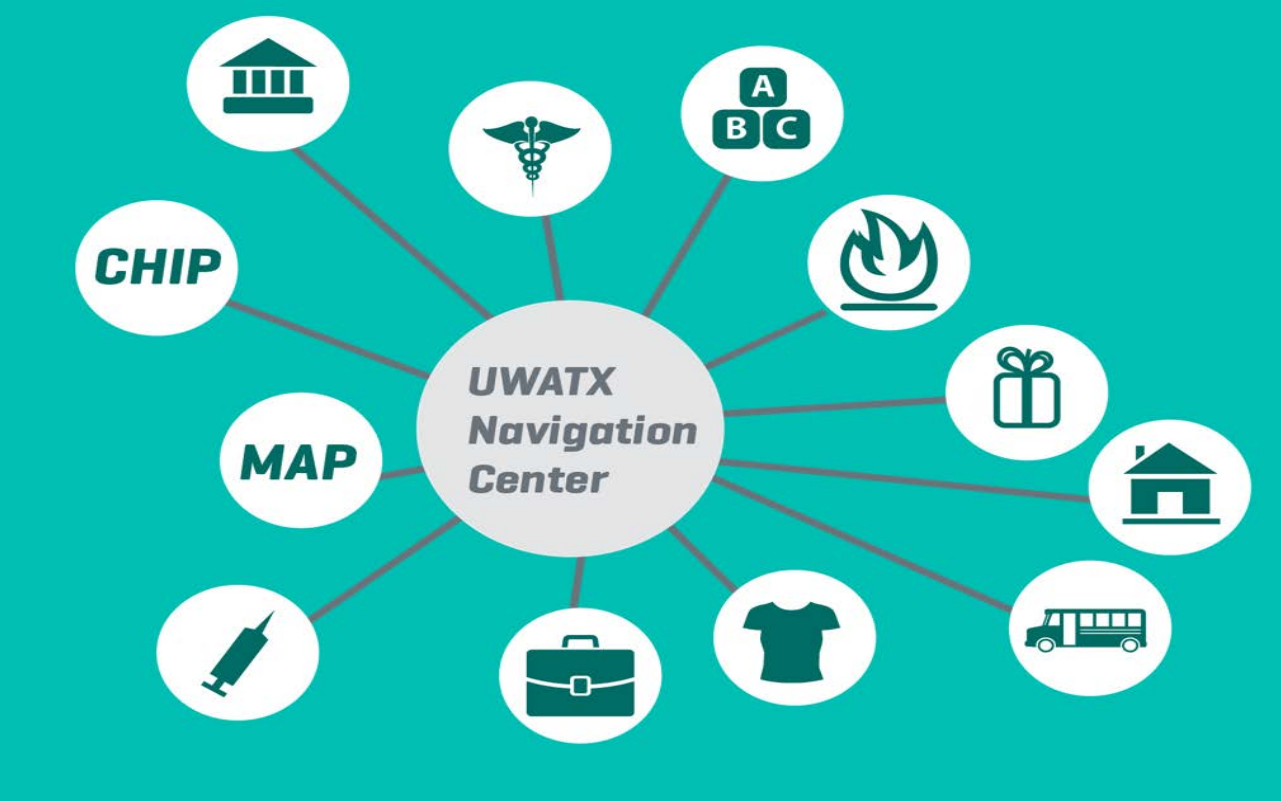


2-1-1, United Way for Greater Austin

Amy Price, Navigation Center Senior Director



Navigation Services 2.0

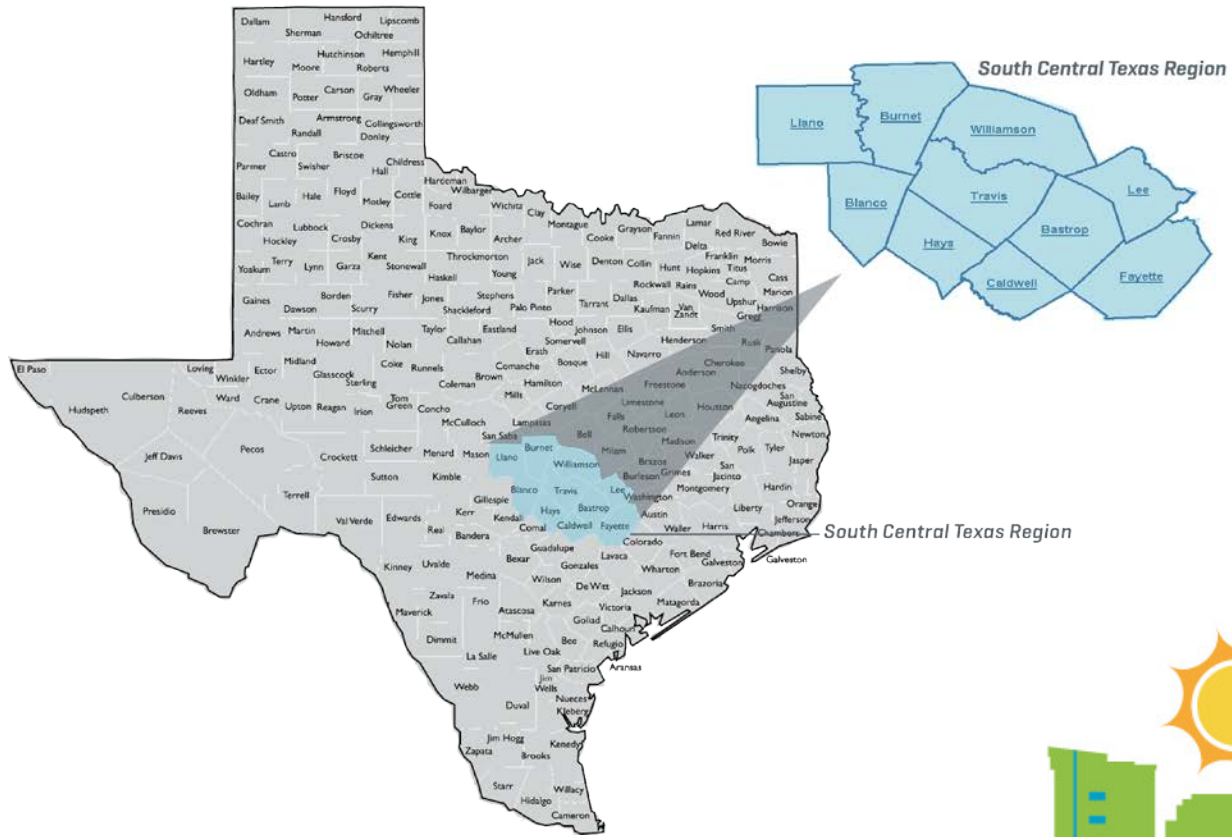


2-1-1 Community Value

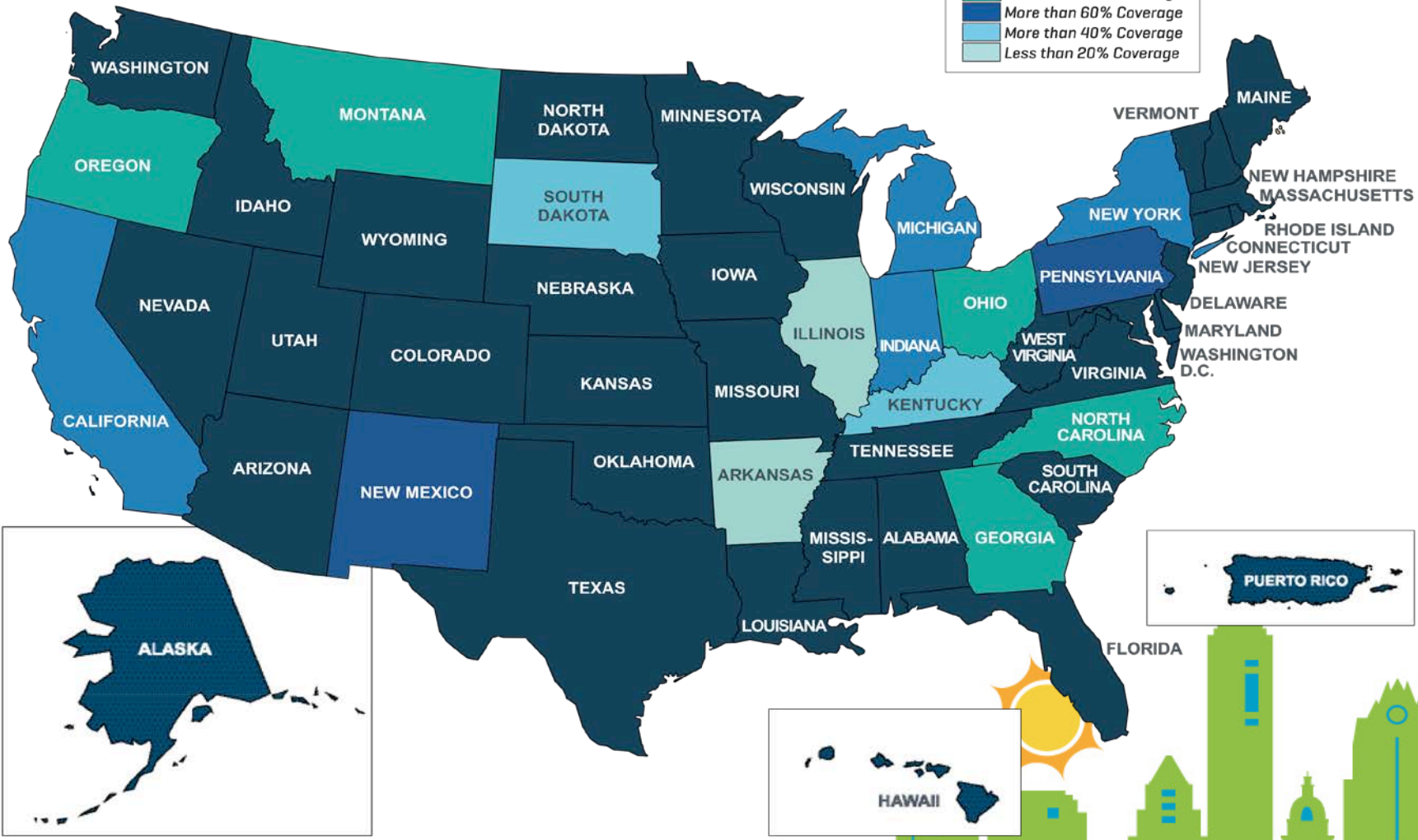
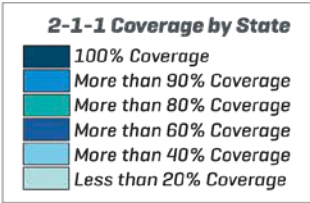
- Public/private partnership
- Free, multilingual and confidential
- Available 24/7
- Skilled and professional Navigation Specialists
- Excellent customer service and short hold times
- Comprehensive and current database with more than 30,000 services
- Track community needs and trends, as well as service gaps



2-1-1 Across Texas



% POPULATION COVERED BY 2-1-1 IN EACH STATE



Call Examples

- My child has behavior problems. Do you have information about free family counseling?
- I am diabetic and can't afford my insulin anymore.
- I'm a veteran. What type of programs are available for me?
- I lost my job and don't have enough food in the house to feed my family.
- We lost everything in the Memorial Day Floods. We need help with gas money, food, clothing, and everything.
- My husband died three months ago, and I'm about to lose my home. I receive Social Security, but it doesn't cover my mortgage.



211: Centralized Point of Contact

- Transportation
- Disaster
- Employment Support
- Senior Services
- Substance Abuse
- Government Programs
- Criminal Justice/Legal
- Military and Veteran
- Food
- Housing/Utilities
- Health Care
- Education/Youth Services
- Child Care
- Mental Health
- Substance Abuse

Comprehensive, Curated, Accurate Database

- Thousands of programs and services
- Updated at least annually
- www.211texas.org
- Eliminates need for printed directories



www.211texas.org

Dial 2-1-1, or (877) 541-7905 Add or Edit Your 2-1-1 Listing | [Enter Your Zip Code](#) | [Map](#) | [Contact Us](#)



[HOME](#) [ABOUT 2-1-1](#) [MENTAL HEALTH](#) [YOUR TEXAS BENEFITS](#)

Find Help

food, health, housing, and more

Not seeing what you are looking for? Try our [Guided Search](#)



Reporting Community Trends

- Community Needs and Trends Report – annual since 2003
- Customized per request organized by caller need, demographics, and geography
- Data draws attention to trends and unmet needs
- Used by grant writers, funders, researchers, and planners



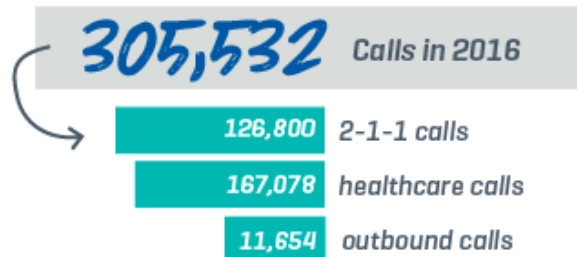
2017 Annual Report

<http://www.unitedwayaustin.org/CNT2017/>



2-1-1 Call Volume and Demographics

2016 2-1-1 TRENDS



Caller Language



Other top languages include...

Vietnamese	Burmese	Amharic	Mandarin
Arabic	Farsi	Afrikaans	Nepali

79% female
single parent headed households are more likely to live in poverty

20's ↔ 50's
age of the majority of 2-1-1 callers, likely to be the working poor

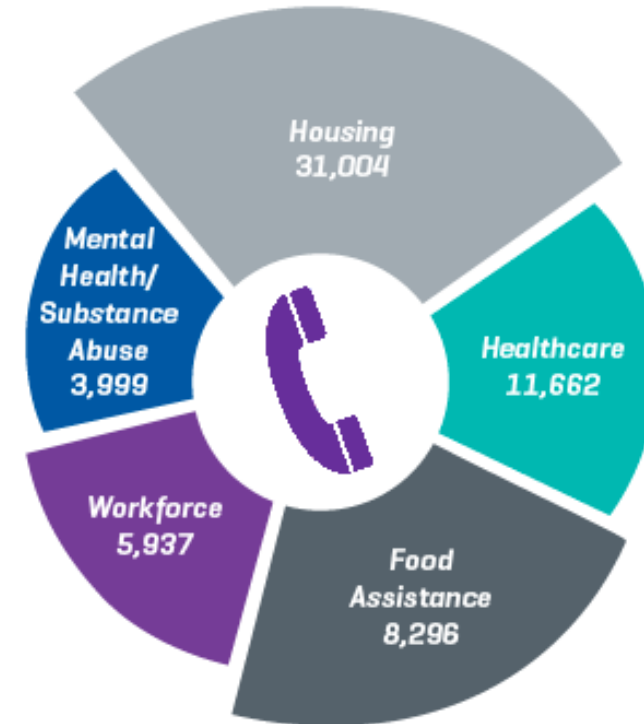
This block contains two demographic insights. The first features a female icon and states that 79% of callers are female, with a note that single parent headed households are more likely to live in poverty. The second features a double-headed arrow between '20's' and '50's', indicating that the majority of callers are in these age groups and likely to be the working poor.



Trends

- 1/3 of calls related to housing needs
- More calls from older adults, needs are different
- Mental health and substance abuse calls have increased
- 8,296 calls for food assistance

TOP CALLER NEEDS



Geographic Shift

SUBURBAN POVERTY IN GREATER AUSTIN

There has been a **143% increase in suburban poverty** in the Austin metro area over the last decade.
 — Brookings Institute

LEANDER (78641)
 2-1-1 received more than 1,100 health care related calls from Leander residents in 2014.

PFLUGERVILLE (78660)
 2/3 of residents moved into their current housing in the last 10 years.

HUTTO (78634)
 We saw a 14% increase in calls from Hutto this year; 431 calls were related to housing and utility payment assistance.

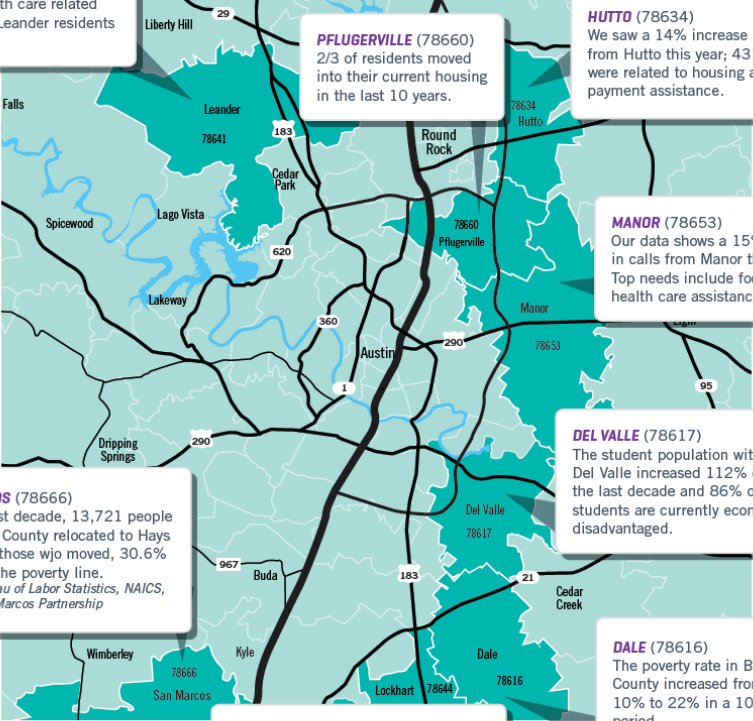
MANOR (78653)
 Our data shows a 15% increase in calls from Manor this year. Top needs include food and health care assistance.

DEL VALLE (78617)
 The student population within Del Valle increased 112% over the last decade and 86% of those students are currently economically disadvantaged.

SAN MARCOS (78666)
 Over the last decade, 13,721 people from Travis County relocated to Hays County. Of those who moved, 30.6% live below the poverty line.
 — U.S. Bureau of Labor Statistics, NAICS, Greater San Marcos Partnership

LOCKHART (78644)
 Child care expense assistance was a top need for 2-1-1 callers in Lockhart.

DALE (78616)
 The poverty rate in Bastrop County increased from 10% to 22% in a 10-year period.



Transition to Contact Center and Closed-Loop Referral

- 300,000 visits and 90,000 search sessions to 211texas.org
- Over 30,000 programs statewide that are updated at least annually; information changes daily
- Exploring chat and text





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Navigation Center Senior Director

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CAN DASHBOARD 2018

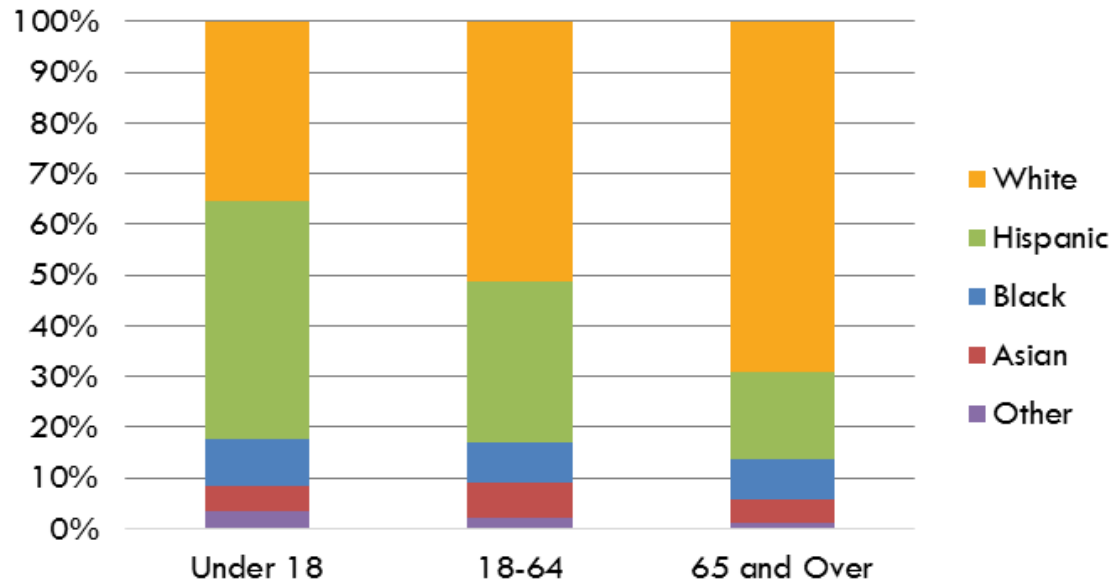


CAN PARTNERS

Government <ul style="list-style-type: none">• City of Austin• City of Pflugerville• Travis County	K-12 Education <ul style="list-style-type: none">• Austin ISD• Del Valle ISD• Manor ISD	Higher-Ed <ul style="list-style-type: none">• ACC• Huston-Tillotson University• St. Edward's University• University of Texas	Health <ul style="list-style-type: none">• Central Health• Integral Care• Seton Healthcare Family• St. David's Foundation
Workforce Development <ul style="list-style-type: none">• Workforce Solutions• Goodwill Central Texas	Transportation <p>Capital Metro (Transit Authority)</p>	Economic Development <ul style="list-style-type: none">• Asian Chamber• Black Chamber• Greater Austin Chamber• Hispanic Chamber	Collaborative Entities <ul style="list-style-type: none">• Community Justice Council• Interfaith Action• One Voice• United Way

DEMOGRAPHICS

Race & Ethnicity by Age,
Travis County, 2016



- No majority
 - 49% White
 - 34% Hispanic
 - 8% Black
 - 6% Asian
- Older population is 70% White
- 47% of children are Hispanic

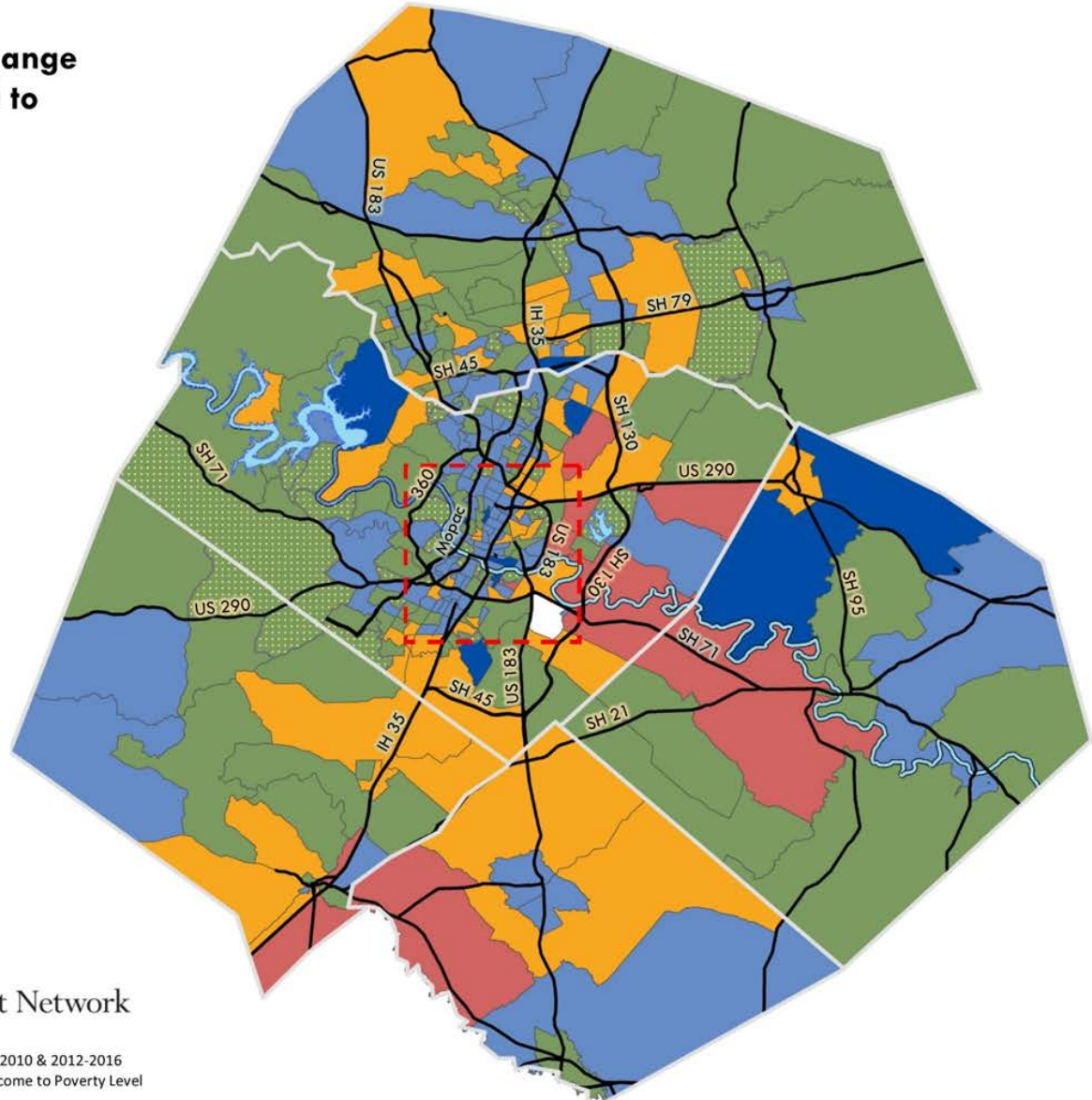
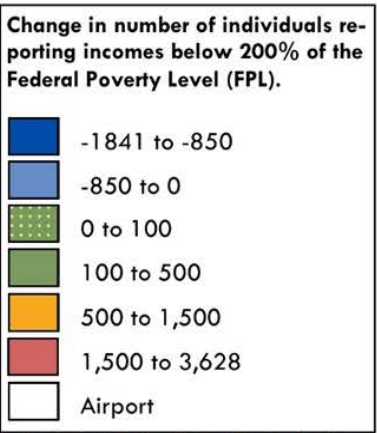
Source: American Community Survey 1-Year Estimates



DEMOGRAPHICS

- The Austin MSA topped 2 million for the first time in 2015. Travis County accounts for 1.2 million.
- About 25% MSA are “low-income”
 - \$49,000 of all people in the five-county for a family of four with two adults
 - \$39,000 for a family with two children and one adult.
- In the areas shaded in orange, the low income population increased by more than 500
- In the areas shaded in blue, the low income population increased by more than 1500

Low-Income Population Change by Census Tract from 2010 to 2016, Austin MSA



can Community Advancement Network







Map prepared by CAN from U.S. Census Bureau, 5-Year 2009-2010 & 2012-2016 American Community Survey data (table C17002—Ratio of Income to Poverty Level in the Past 12 Months).

WE ARE SAFE, JUST & ENGAGED



- We are safe & free from abuse, neglect, crime, violence, and injustice.
- We respect and value diversity and inclusion.
- We are civically engaged and use our talents, passions and interests to improve the community.

CAN GOAL 1

	5 YEAR BASELINE	MOST RECENT	TARGET	5 YEAR TREND	ON TRACK TO TARGET?
Crime rate per 100,000 people	4,806 in 2012	3,526 in 2016	1% annual reduction	 BETTER	
Proportionality of jail bookings across all races and ethnicities	disproportionality ratio of 2.6 for Blacks in 2012	disproportionality ratio of 2.7 for Blacks in 2016	Proportionate by 2020	 UNCHANGED	
Percent voter turnout:					
Presidential elections	58% in 2012	61% in 2016	65% in 2020	 BETTER	
Gubernatorial elections	36% in 2010	37% in 2014	40% in 2018		

WE ARE SAFE, JUST & ENGAGED

HIGHLIGHTS

Travis County Crime Declined

27%

From 2012 to 2016

CHALLENGES

African-American adults are

**2.7
times as likely**

To be booked into jail than
Whites



OUR BASIC NEEDS ARE MET



- We live in a community where the basic needs of all are met.
- We live in affordable and stable housing with access to open space and public amenities.
- We have affordable, accessible, and reliable transportation.

CAN GOAL 2

	5 YEAR BASELINE	MOST RECENT	TARGET	5 YEAR TREND	ON TRACK TO TARGET?
Percent who live in poverty	18% in 2012	12% in 2016	10% in 2020	BETTER	
Percent of residents who live in food insecure households	18% in 2012	15% in 2016	15% in 2020	BETTER	
Percent of households that are housing cost-burdened	38% in 2012	34% in 2016	33% in 2020	BETTER	
Percent who drive alone to work	73% in 2012	74% in 2016	70% in 2020	UNCHANGED	
Number of people identified as homeless on a given day	1,987 in 2014	2,147 in 2018	1,000 in 2020	WORSE	

OUR BASIC NEEDS ARE MET

HIGHLIGHTS

In 2016, the Travis County
Poverty Rate was **12 %**
(It was 18% in 2012)

The **Food Insecurity** rate
decreased to **15 %** in 2016

CHALLENGES

The **Poverty Rate** for African-
Americans and Hispanics is
2 times higher
than it is for Whites

63,780 children in Travis
County were **Food Insecure**
in **2016**



WE ARE HEALTHY



- We live, work, learn, and play in accessible, safe, clean, and healthy physical environments.
- We have access to goods & services to achieve and maintain optimal physical & emotional well-being.

CAN GOAL 3

	5 YEAR BASELINE	MOST RECENT	TARGET	5 YEAR TREND	ON TRACK TO TARGET?
Percent under the age of 65 who have no health insurance	21% in 2012	14% in 2016	12% in 2020	BETTER	
Percent of adults who report poor mental health	21% in 2012	20% in 2016	15% in 2020	UNCHANGED	
Percent of adults who are obese	24% in 2012	23% in 2016	19% in 2020	UNCHANGED	
Percent of adults who smoke	15% in 2012	14% in 2016	10% in 2020	UNCHANGED	
Number of days with good air quality	253 avg. since 2012	262 in 2017	279 in 2020	BETTER	

WE ARE HEALTHY

HIGHLIGHTS

The health insurance rate for Travis County residents improved by

33%

From 2012 to 2016

CHALLENGES

While food access has improved from 18% to 15%,

The Obesity Rate remained essentially unchanged (23%)

Suggesting that a focus on access to healthy food may be of import.



WE ACHIEVE OUR FULL POTENTIAL



- We have the education, skills and opportunities to achieve our full potential and lead meaningful, joyful lives.
- We have adequate income, resources, and supports to live independent lives.

CAN GOAL 4

	5 YEAR BASELINE	MOST RECENT	TARGET	5 YEAR TREND	ON TRACK TO TARGET?
Percent of kindergarteners who are school ready	53% in 2013	49% in 2017	70% by 2018	WORSE	N
Percent of students who graduate from high school in four years	88% Class of 2012	91% Class of 2016	95% Class of 2020	BETTER	N
Percent of HS graduates who earn a post-secondary degree within 6 years of enrolling in college	48% Class of 2006	49% Class of 2010	55% Class of 2014	UNCHANGED	N
Annual unemployment rate	5% in 2013	3% in 2017	3.5% in 2020	BETTER	Y

WE ACHIEVE OUR FULL POTENTIAL

HIGHLIGHTS

In 2016, the Travis County **Unemployment Rate** was **3 %** (It was 7% in 2010)

In 2016, the **High School Graduation Rate** exceeded **90 %** for the first time

CHALLENGES

The **Unemployment Rate** for **African-Americans** was **2 times higher** than it was for Whites

49% of **Central Texas** students earn a degree in 6 years; the rate for **African Americans** is **31%** & for Hispanics is **36%**



WHAT STANDS OUT FOR YOU?

1. What did you learn that concerns you?
2. What did you learn that is “welcomed” news?
3. What can our community do to address these issues ... working together?





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SCHEDULE A PRESENTATION

Contact:

Raul Alvarez

ralvarez@canatx.org

Visit Our Website:

www.dashboard.canatx.org

