

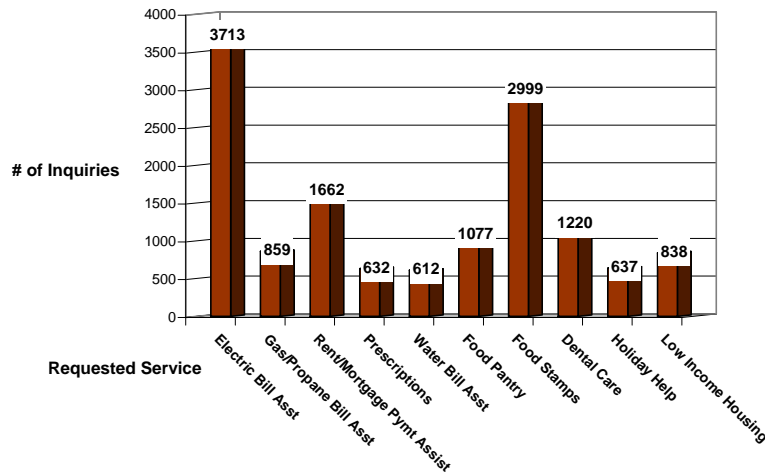


Year In Review - 2008

Caller Needs

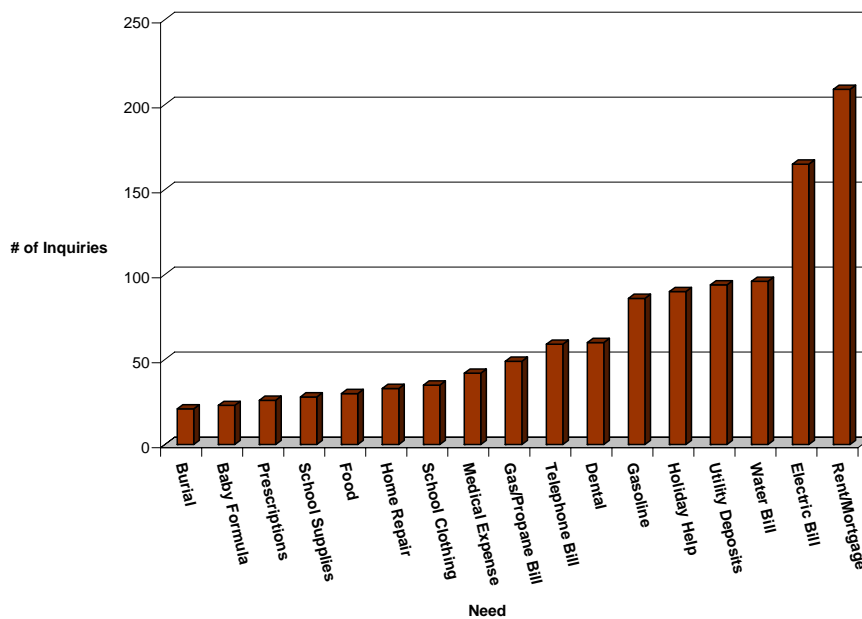
2-1-1 East Texas served 33,266 callers in 2008 that presented with 42,097 specific needs. The top requests for assistance in 2008 are: Electric Bill, Food Stamps, Rent/Mortgage, Dental Care, Gas/Propane, Low Income Housing, Holiday Help, Prescriptions, Water Bill.

Top Ten Needs in 2008



Of these, 2-1-1 East Texas was unable to make a referral for **1,626** (or 4%) of requests. The top 15 unmet needs in 2008 detailed below.

Top 15 Unmet Needs



Disaster Response

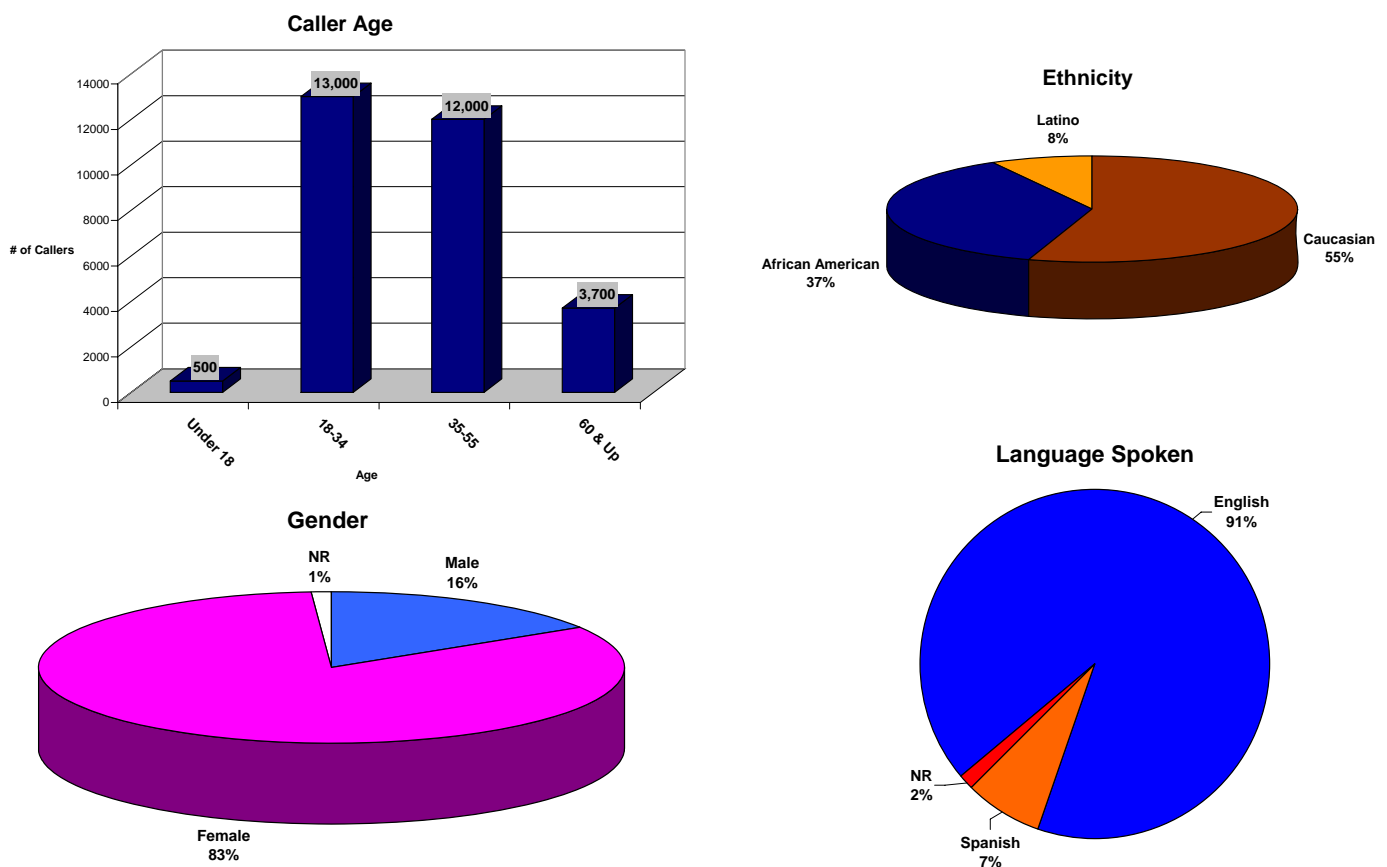
2-1-1 East Texas conducted direct response to Hurricanes, Dolly, Eduardo, Gustav and Ike in 2008. In addition, 2-1-1 East Texas was part of the AIRS National Disaster Response Team twice in 2008. The 2-1-1 Director traveled to Iowa in June to lend assistance during the five- hundred year floods event. She provided call center consultation and worked in the Emergency Operations Center as the 2-1-1 liaison and worked rumor control. During Hurricane Ike, the director was assigned to Austin for ten days where she managed a 30-seat disaster call center and trained volunteers. The East Texas Center also provided call relief to the Gulf Coast and Coastal Bend call centers for several weeks following Ike landfall. An article. 2-1-1 and Disaster was published by 2-1-1 East Texas in August 2008.

Website Changes

2-1-1 East Texas upgraded its searchable database on the web to provide for real time search capability and to allow agencies to submit updates and changes to their listing electronically.

The United Way is in the process of revising its webpage. When this is complete, statistical reports, press releases, blogs and articles will be available on the 2-1-1 East Texas page.

Caller Demographics



Geographic Information - Callers % by County

