



United Way of Tarrant County 2-1-1 Texas Information & Referral

Serving: Erath, Hood, Johnson, Palo Pinto,
Parker, Somervell, Tarrant and Wise Counties



What is 2-1-1?



2-1-1 is an easy to remember 3-digit telephone number nationally designated by the Federal Communication Commission for free access to non-emergency health and human services information and referral.





2-1-1 National Overview

- Serves over 86.6% of the U.S. population (260 million Americans)
- Covering all 50 states including 37 states w/90% coverage
- Responded to almost 17 million calls in 2011
- To Learn more about 2-1-1 visit www.211us.org





2-1-1 Texas Overview

- A partnership between 25 Area Information Centers and Texas Health & Human Services Commission
- Accessible by major cell phone companies
- Operational 24X7
- Responded to over 3 million calls in 2011





2-1-1 Texas Overview

- Online access to a statewide database of health and human services (www.211texas.org)
- All 25 Area Information Centers are nationally accredited
- All lead staff are certified in the provision of information & referral and resource database maintenance



25 Area Information Centers

- **They include...**
- 11 United Ways
- 5 Councils of Government
- 3 Area Agencies on Aging
- 2 Community Councils
- 2 Texas Work Force Development
- 1 City Health District
- 1 Community Action Network





25 AIC Partners for Statewide Coverage

North Texas Region ▪ North Central Texas Fort Worth Region*
▪ North Central Texas Dallas Region* ▪ Texoma Region* ▪
North East Texas Region ▪ East Texas Region ▪ Heart of Texas
Region ▪ Central Texas Region* ▪ Deep East Texas Region ▪
Bryan/College Station Region* ▪ South Central Texas Region* ▪
Gulf Coast Region* ▪ Southeast Texas Region ▪ Golden
Crescent Region ▪ Coastal Bend Region ▪ Tip of Texas Region*
▪ South Texas Region ▪ Middle Rio Grande Region ▪ Alamo
Region* ▪ Rio Grande Region* ▪ Permian Basin Region* ▪
Concho Valley Region ▪ West Central Texas Region ▪ South
Plains Region* ▪ Panhandle Region*

*Texas has 100% 2-1-1 Coverage





2-1-1 Texas Local Overview

- **2-1-1 Texas at United Way of Tarrant County:**
 - A program of United Way and the State of Texas
 - Providing information and referral over 35 years
 - Became 2-1-1 November 2002
 - Is Nationally Accredited
 - Serves Erath, Hood, Johnson, Palo Pinto, Parker, Somervell, Tarrant & Wise Counties



Caller Statistics

2-1-1 Texas at United Way Tarrant County responded to 246,528 calls in 2011. The top 5 most requested category of need:

- Housing, Shelter & Utilities
- Income Support & Assistance
- Individual, Family & Community Support
- Legal, Consumer & Public Safety
- Clothing, Personal & Household Needs



Caller Statistics

All 2-1-1 Calls: Top 5 Most Requested Needs

- Electric Bill Payment Assistance 28,948
- Rent Payment Assistance 16,876
- Housing Subsidies 8,750
- Water Service Payment Assistance 5,416
- Homeless Shelter 3,563

2-1-1 Products

- 2-1-1 Texas at United Way of Tarrant County publishes:
- The Blue Book
- Greater Arlington and Northeast Tarrant County Regional Directories
- Coping with Unemployment Guide (www.unitedwaytarrant.org)
- Resource Database on the web (under construction)
- Disaster Volunteer Training (ana.garza@unitedwaytarrant.org)
- 817.635.4219



The Value of 2-1-1



- Assists in disseminating information quickly and accurately, especially during times of disaster and recovery
- Over 50,000 H1N1 calls handled by I&R Specialists Oct-Dec 2009
- Over 300,000 calls taken statewide in 2008 hurricane season



The Value of 2-1-1

- Eliminates confusion about “where to call” for health and human services information
- Provides access to income tax assistance for tax payers (Earned Income Tax Credit)
- Provides local and governmental agencies with data for planning purposes