

LIVE UNITED™



2-1-1 Texas

United Way of Tarrant County

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 FCC (Federal Communication Commission) for free access to non-emergency health and human services information and referral.



2-1-1 National Overview

- Serves over 90% of the U.S. population (270 million Americans)
- Covering all 50 states including 35 states with 100% coverage
- To learn more about 2-1-1 visit www.211us.org



2-1-1 Texas Overview

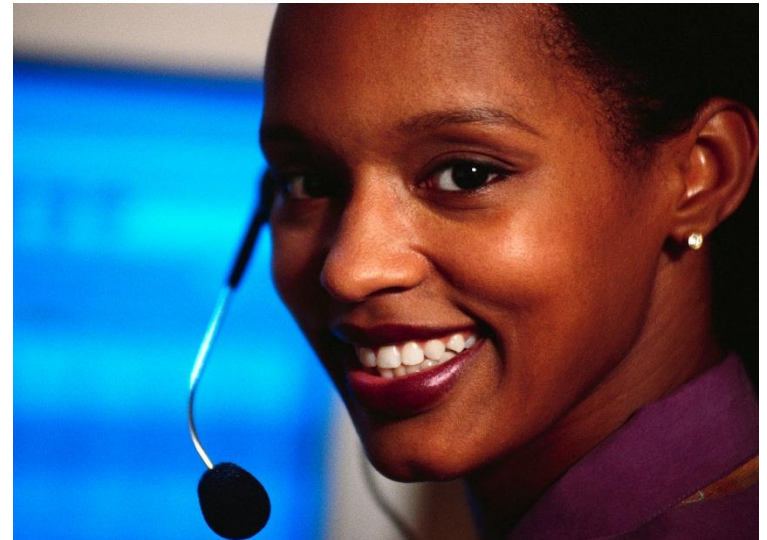
United Way of
Tarrant County



**A partnership between 25 Area Information Centers
and Texas Health & Human Services Commission**

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**

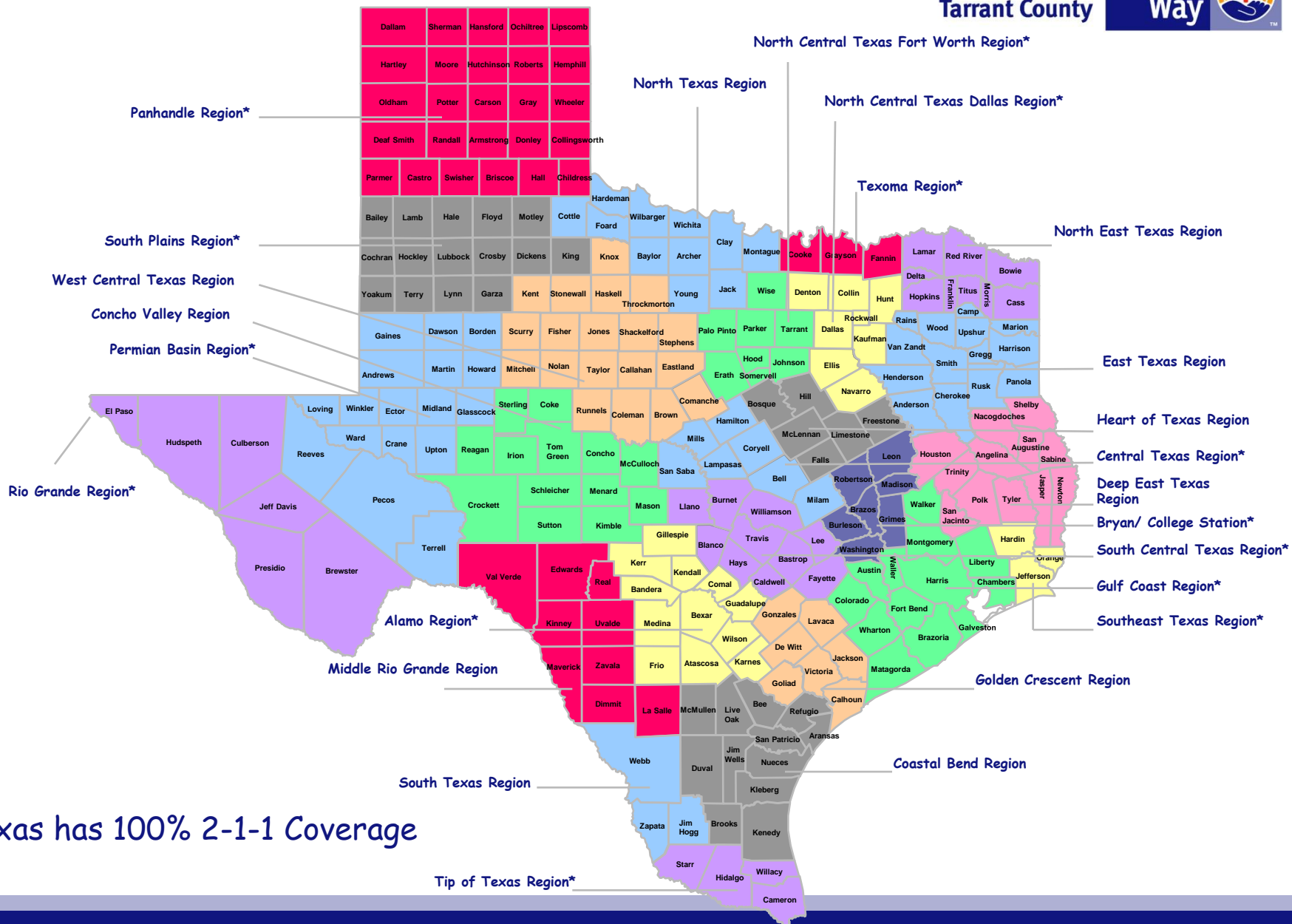


2-1-1 Texas Overview

- All Area Information Centers are nationally accredited
- Operational 24X7
- Online access to a statewide database of health and human services (www.211texas.org)



25 AIC Partners for Statewide Coverage



*Texas has 100% 2-1-1 Coverage

2-1-1 Texas Local Overview

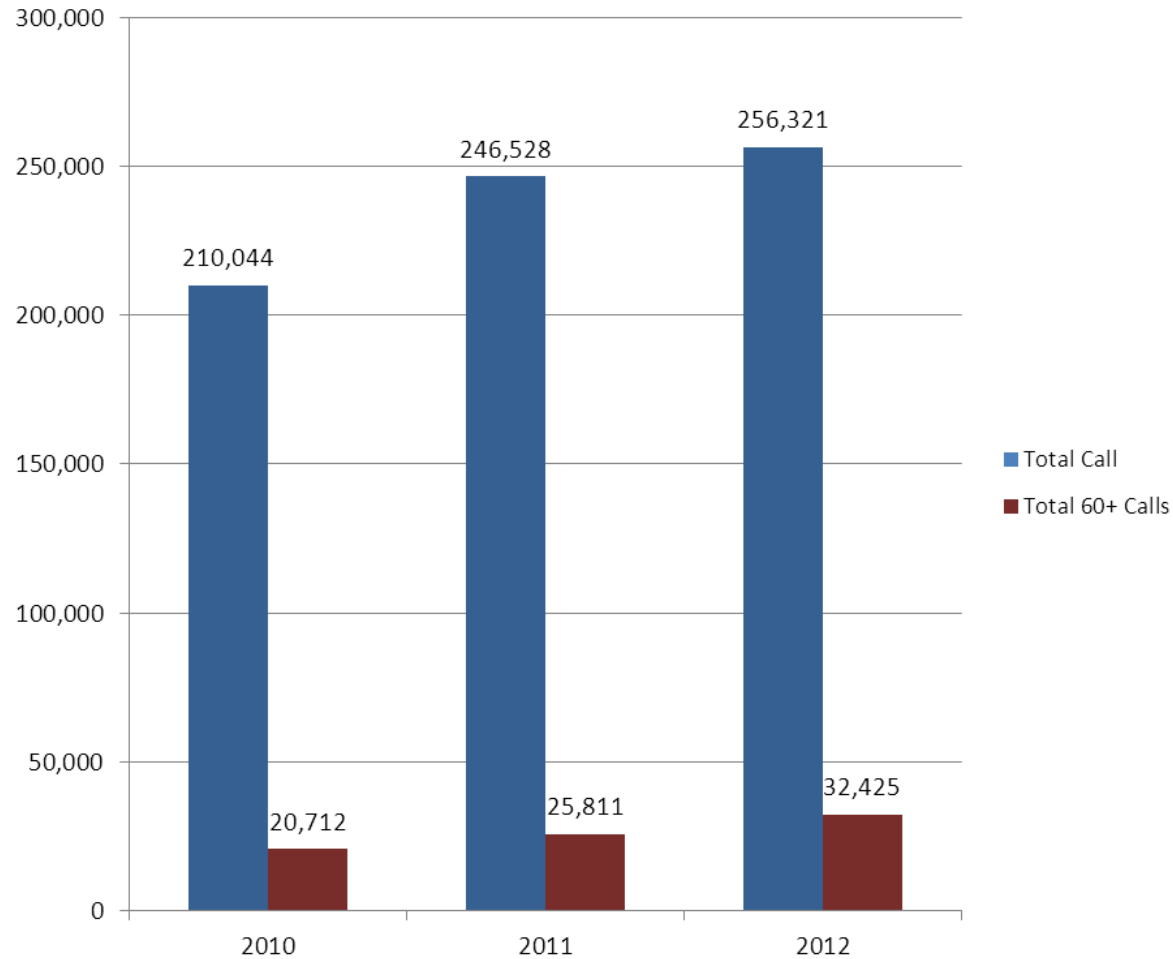
United Way of
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2-1-1 Texas at United Way of Tarrant County:

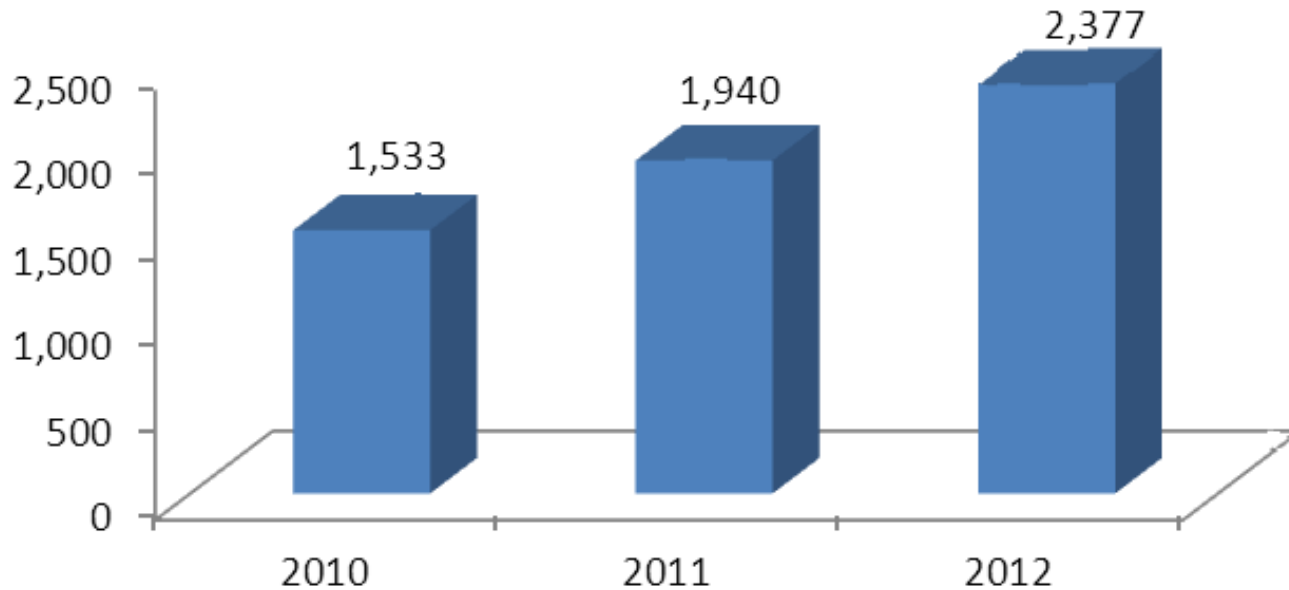
- A program of United Way and the State of Texas
- Providing information and referral over 35 years
- Became 2-1-1 November 2002
- Is Nationally Accredited
- Serves Erath, Hood, Johnson, Palo Pinto, Parker, Somervell, Tarrant & Wise Counties

2012 Tarrant County 2-1-1 Caller Statistics



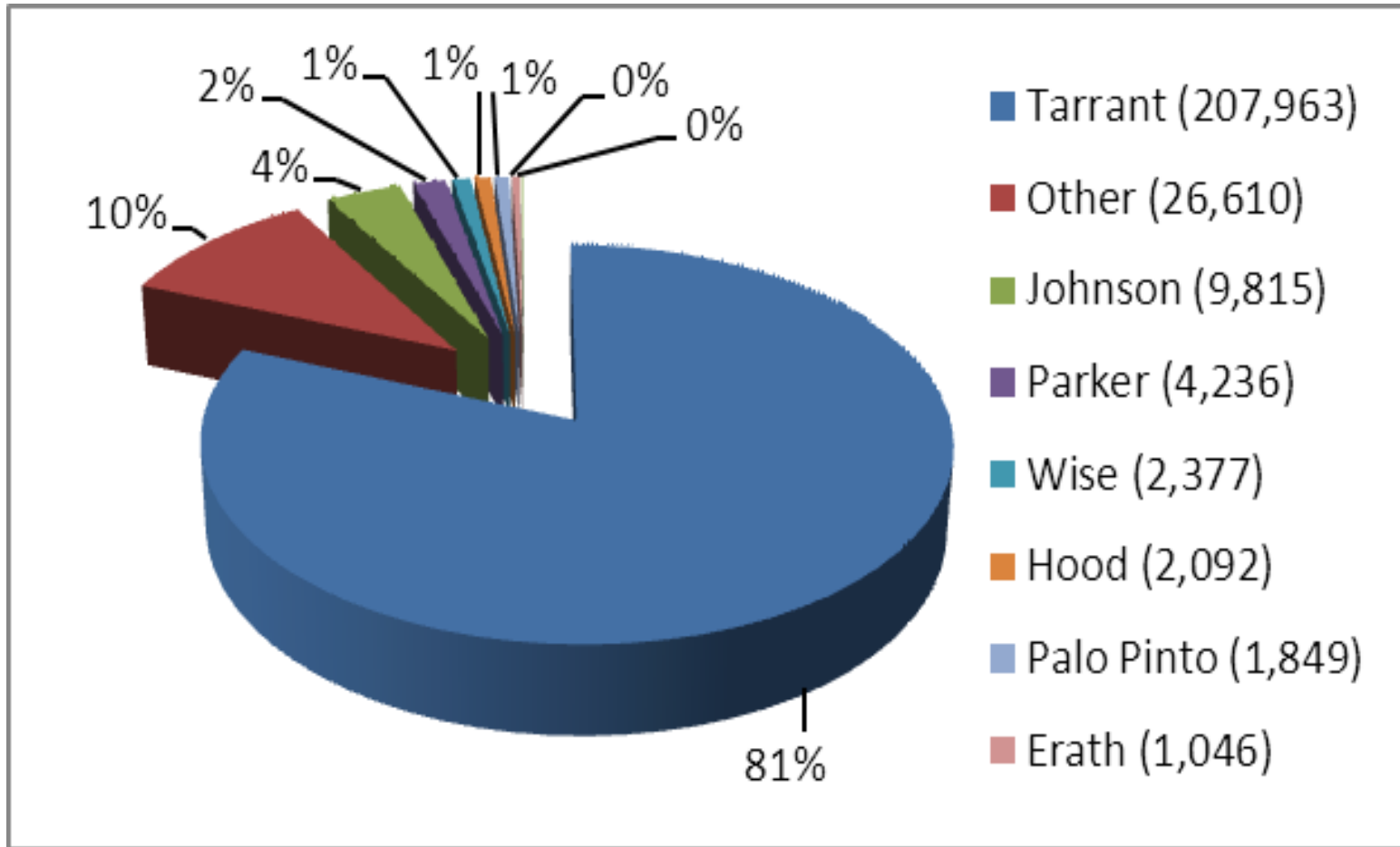
2012 Caller Statistics

2-1-1 Calls from Wise County



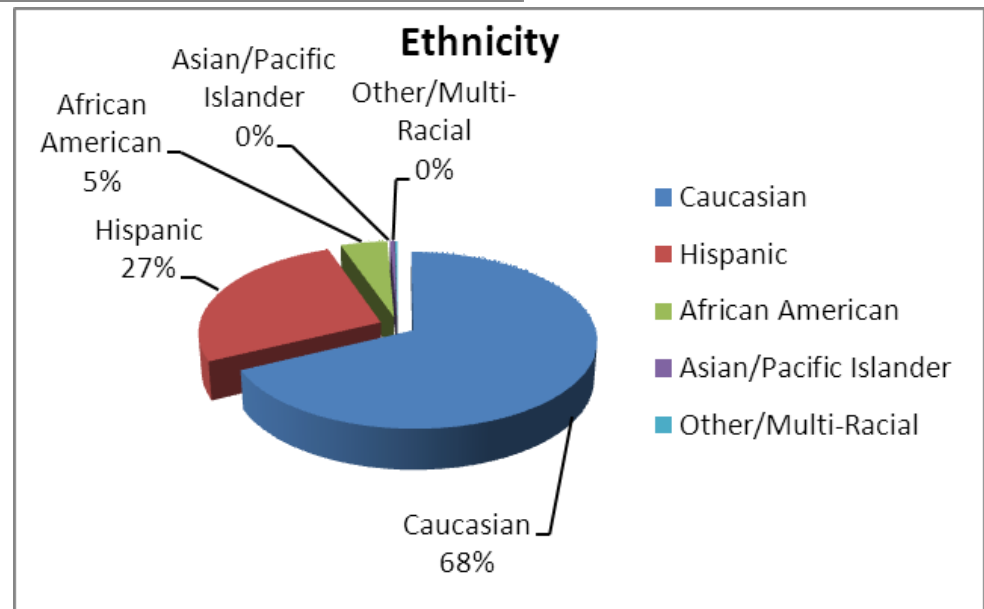
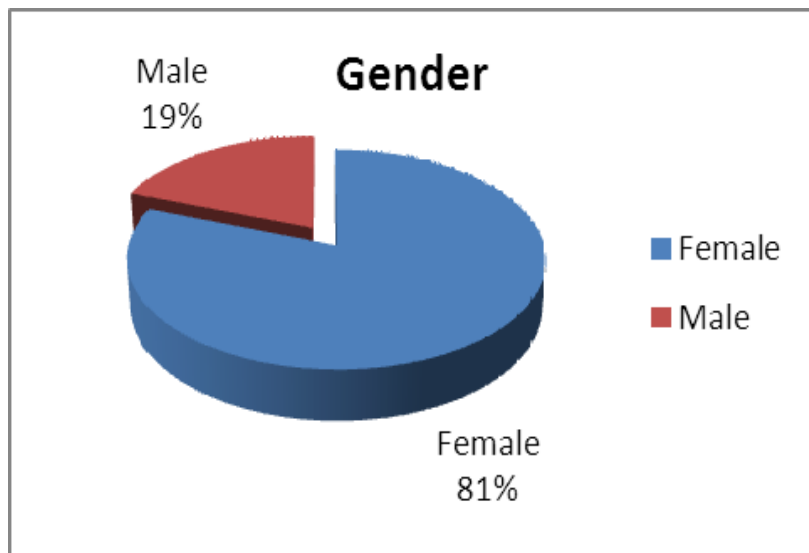
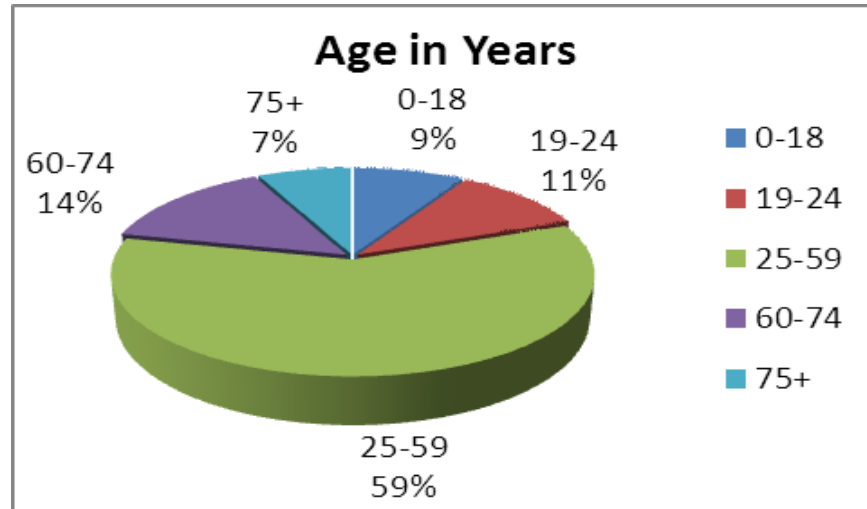
**Calls increased 23% from 2011-2012,
compared to 27% from 2010-2011**

2012 Caller Statistics



2012 Caller Statistics

(Wise County)



2012 Caller Statistics

Wise County Top 5 Zip Codes	
	Jan-Dec 2012
76234/Decatur	524
76426/Bridgeport	462
76023/Boyd	352
76078/Rhome	313
76071/Newark	260
Top 5 Zip Codes	1,911 (80%)
Total Zip Codes	2,377 (100%)

2012 Caller Statistics

Wise County Top 10 Needs	
	Jan – Dec 2012
Electric Bill Payment Assistance	477
Food Stamps (SNAP)	470
Food Pantries	348
Medicaid	261
Housing Subsidies	190
Rent Payment Assistance	144
Prescription Expense Assistance	76
Water Bill Payment Assistance	75
Medicare Savings Programs	72
Childcare Subsidies	61
Top 10 Needs:	2,174 (62%)
Total Needs:	3,530 (100%)

2012 Caller Statistics

Wise County: Top 10 Agencies Referred To	
	Jan – Dec 2012
W.A.R.M. (Wise County Area Relief Mission)	476
Texas Neighborhood Services	291
First United Methodist Church of Bridgeport	165
Living Word Teaching Center	109
Texas Health & Human Services Commission	101
South Wise Services (Trinity Baptist Church)	97
First United Methodist Church of Boyd	81
Area Agency on Aging of Tarrant County*	75
Housing Authority of Decatur	73
North Texas Area Health Clinic	68
Top 10 Agencies Referred To:	1,536 (53 %)
Total Referrals:	2,908 (100%)

Caller Statistics

Wise County: Top 10 <u>Unmet</u> Needs	
	Jan – Dec 2012
Rent Payment Assistance	54
Electric Bill Payment Assistance	20
Transportation	18
Housing Subsidies	10
Holiday Gifts/Toys	7
Mortgage Payment Assistance	7
Dental Care	6
Homeless Shelter	6
Furniture	3
Food Pantries	3
Top Ten <u>Unmet</u> Needs: 134 (63%)	
Total <u>Unmet</u> Needs: 213 (100%)	

The Value of 2-1-1

- Eliminates confusion about “where to call” for health and human services information
- Assists in disseminating information quickly and accurately, especially during times of disaster and recovery
- Provides local and governmental agencies with data for planning purposes

LIVE UNITED™



Thank You

United Way Mission: To improve lives across our diverse communities by:

- Prioritizing needs in education, income and health***
- Forming innovative and effective partnerships with other organizations***
- Strategically raising and investing resources to make lasting change***

For more information, contact:

United Way of
Tarrant County



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