

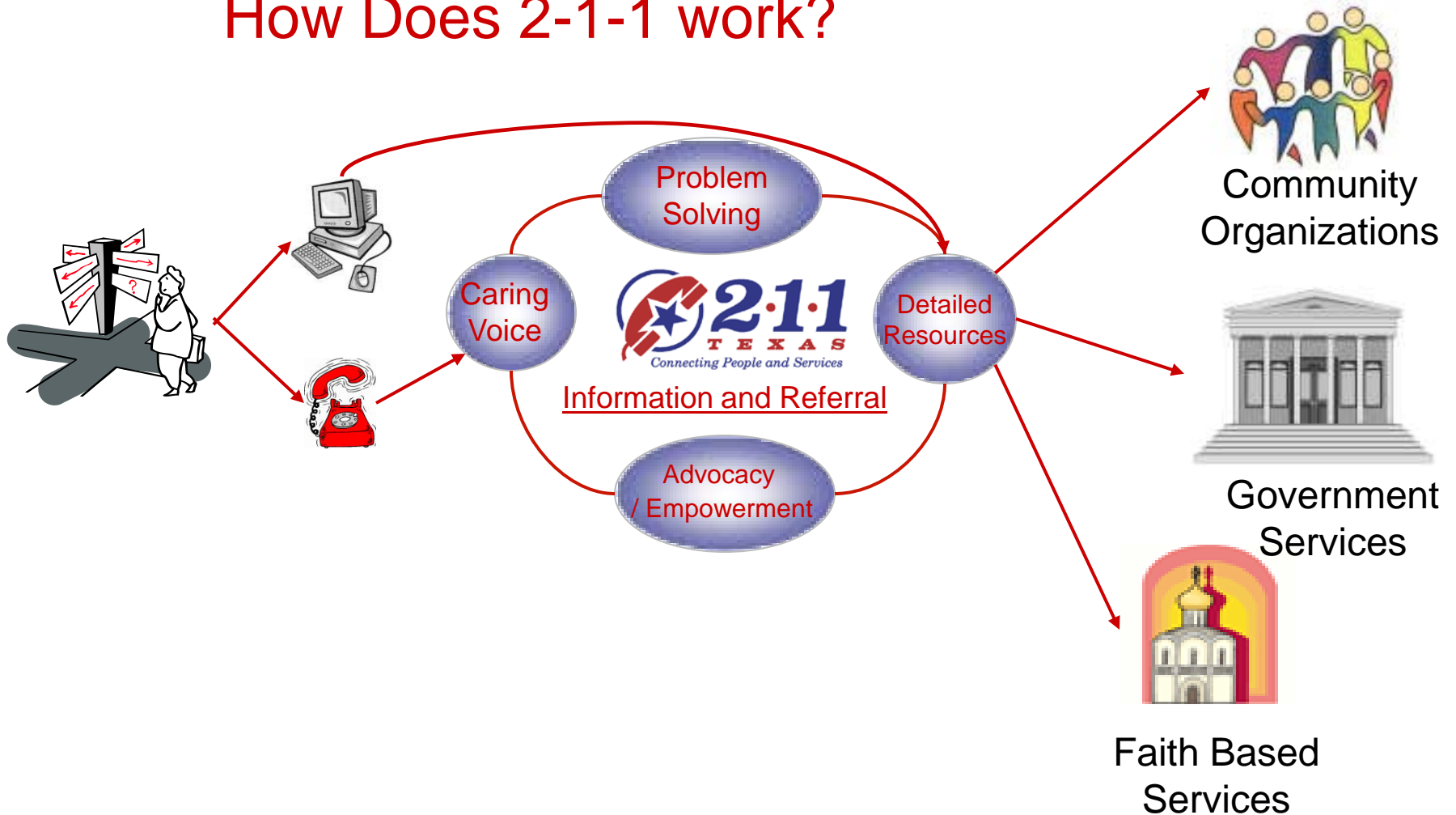


UNITED WAY HELPLINE

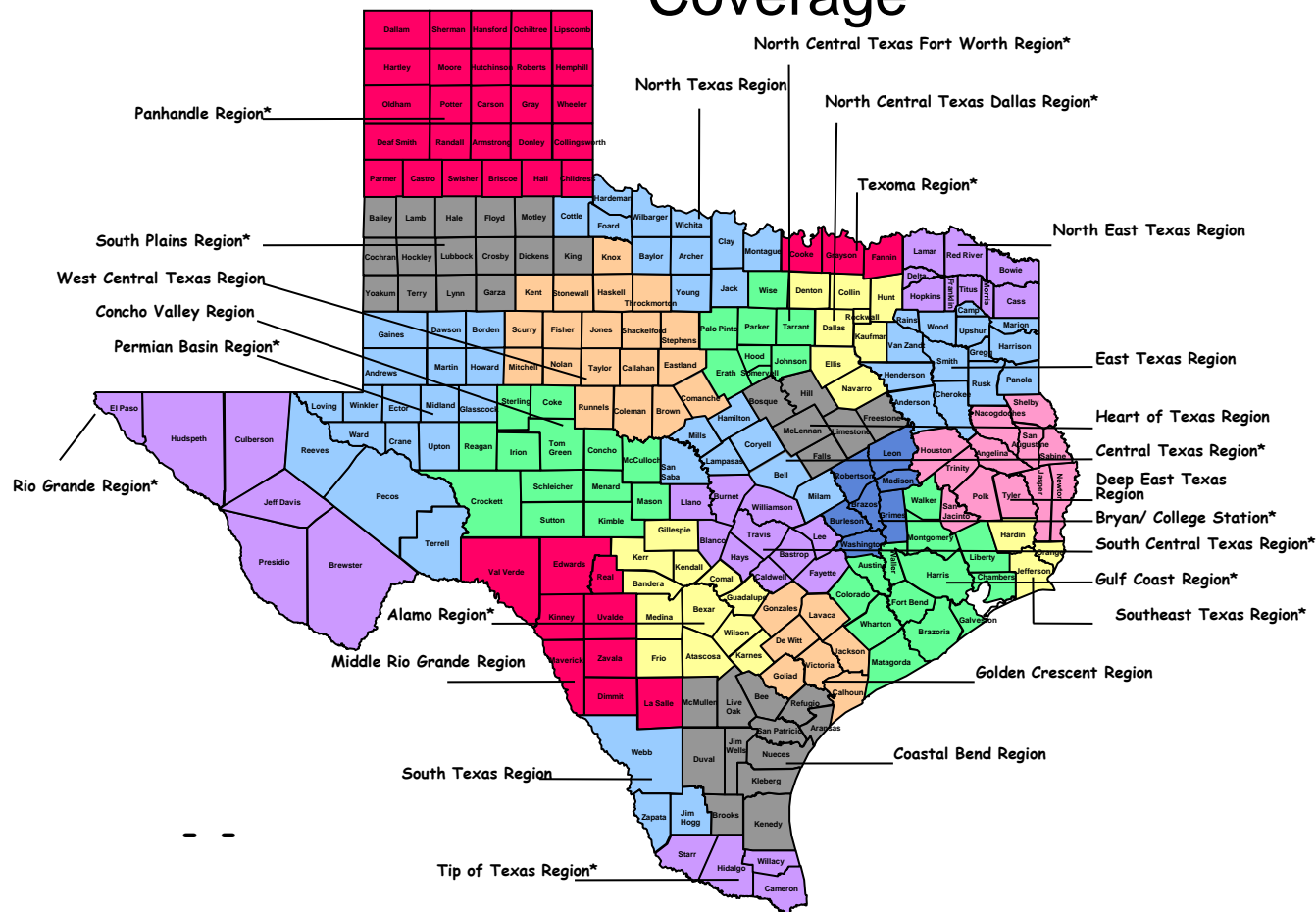


April 6, 2010

How Does 2-1-1 work?



25 Area Information Centers for Statewide Coverage

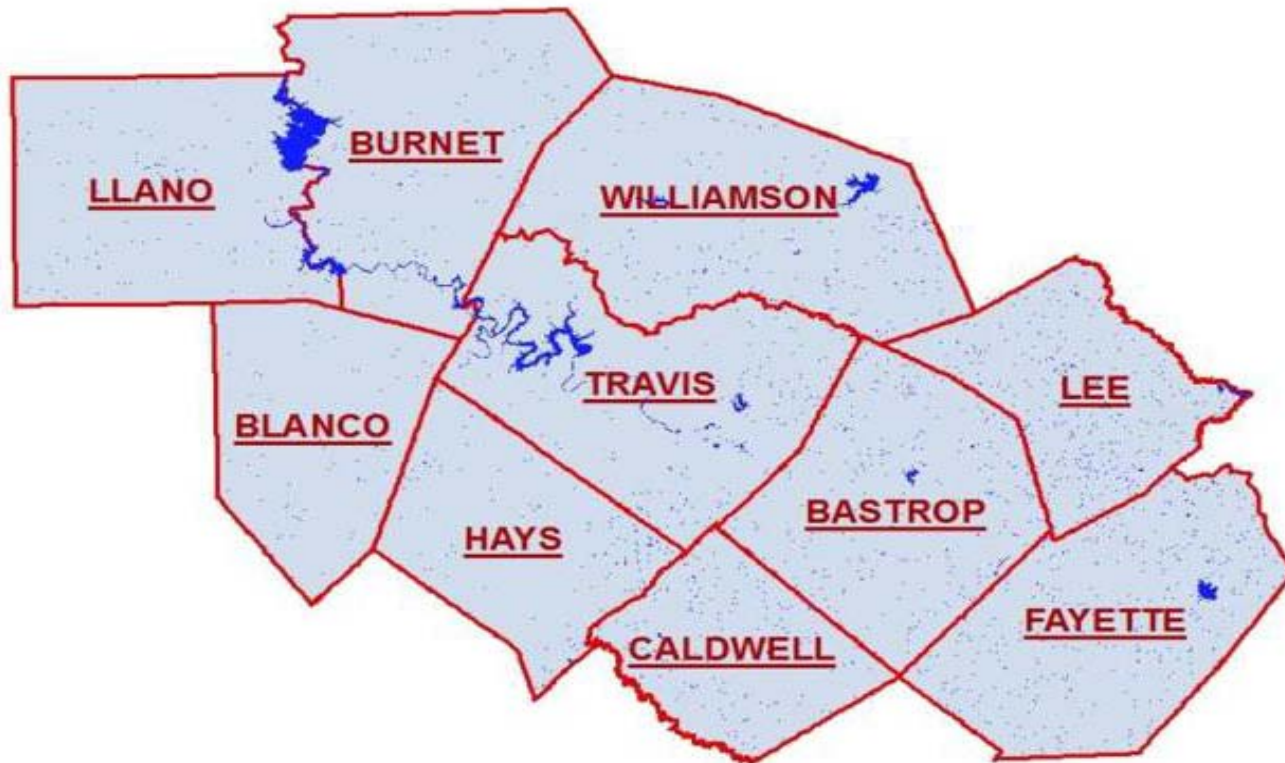




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South Central Region





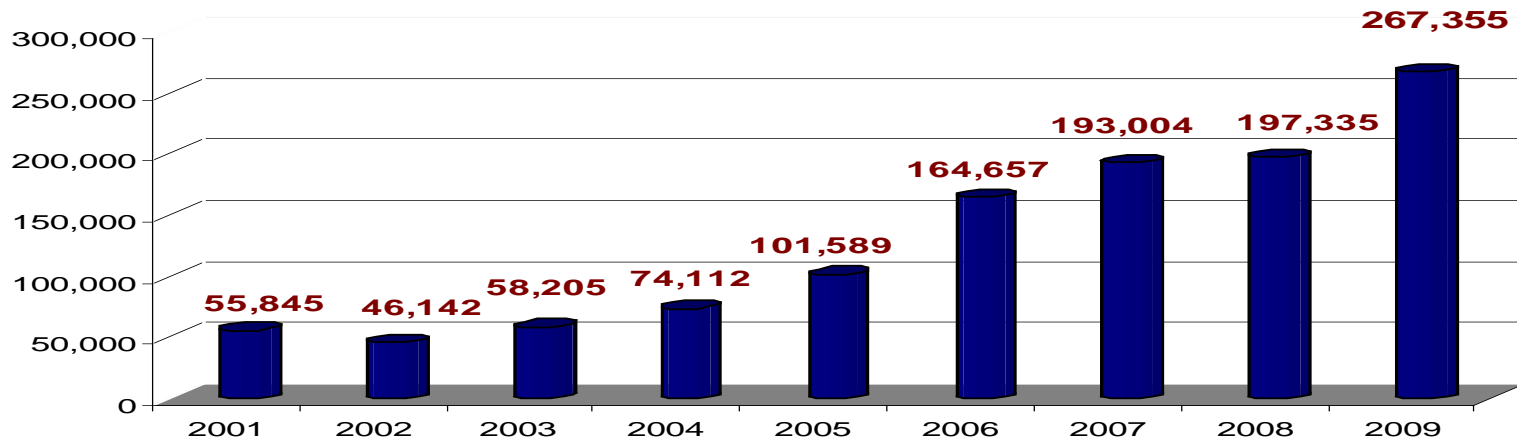
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- 2-1-1 receives **23,000 calls per month**, a 300% increase from its first year of operations in 2001
- 10% of callers to 2-1-1 are social service professionals
- Approximately 10% of callers to 2-1-1 are Spanish speaking

Expecting over
275,000
calls in 2010

**Calls to 2-1-1 Texas/ United Way Helpline
by Calendar Year**



H1N1

2-1-1 Texas is the point of contact for information on H1N1. Individuals can call 2-1-1 to get general flu information and vaccine availability information and can receive over the phone medical guidance about what they should do if they or a family member have flu systems.

Community Initiatives and Collaborations

Community Tax Centers
Volunteering (Hands On Central Texas)
Shots for Tots / Big Shoots
Summer Nutrition Program
Texas Military Family Access Project
Disaster Response
Texas Women's Health Program
Healthy Marriages Awareness Campaign

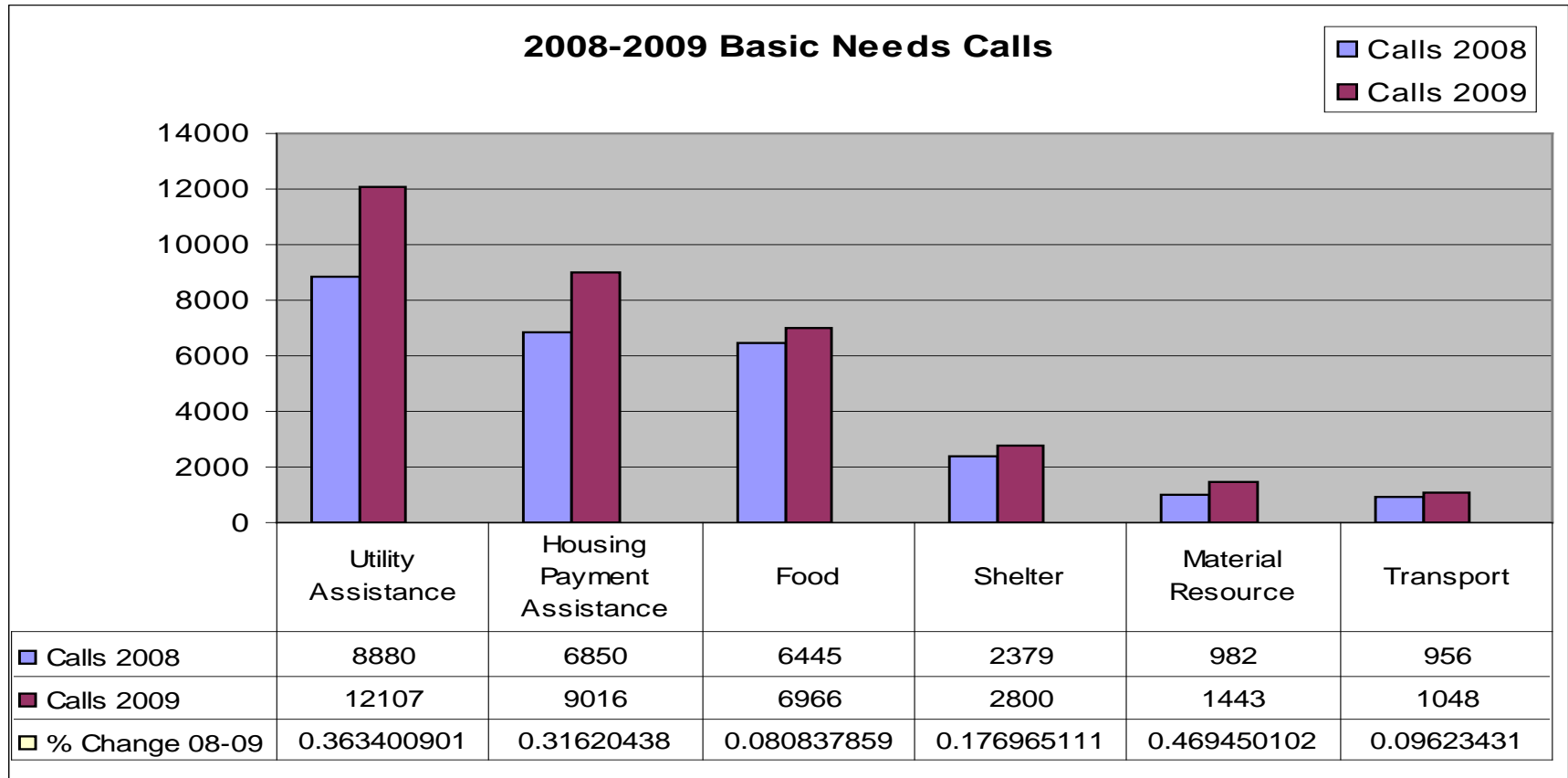


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Trends in Demand for Assistance

- 2-1-1 Texas saw significant increases in demand for assistance with utilities, materials resources, such as furniture, housing payment assistance and home improvement .





UNITED WAY HELPLINE



Top Caller Needs	2008	2009	% Change
Adult State/Local Health Insurance Programs	1,758	3,028	72%
Community Clinics	1,570	3,019	92%
Community Shelters	1,300	1,647	27%
Dental Care	2,193	2,999	37%
Electric Bill Payment Assistance	8,135	10,450	28%
Food Pantries	5,533	6,104	10%
Food Stamp Applications	1,906	2,643	39%
Low Income/Subsidized Private Rental Housing	1,458	1,637	12%
Rent Payment Assistance	6,614	8,349	26%



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The 2-1-1 online database contains information about health and human services offered by nonprofit and faith-based organizations and government agencies serving people living in Travis and the surrounding nine counties. Updates to the database are made daily.

Housing

Education

Employment

Food and Clothing

Health Care

Mental Health

Legal Services

Child Care

Consumer Services

Government Services

Community Initiatives

Child, Family, and Senior Services

and more!





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Please contact me anytime if you would like additional information about 2-1-1 or would like a tour of our call center.

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