



# UNITED WAY HELPLINE



July 18, 2011

# Where do you call?

- **My child needs counseling; he has ADHD. We don't have health insurance.**
- **I ran out of my Food Stamp (SNAP) benefits this month and do not have any food in the house. How will I be able to feed my 2 children until I get next month's Food Stamps?**
- **I am a diabetic and cannot afford my medicine anymore.**
- **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.**
- **I lost my health insurance for my family and need help applying for the Medical Assistance Program (MAP), Medicaid or CHIP.**

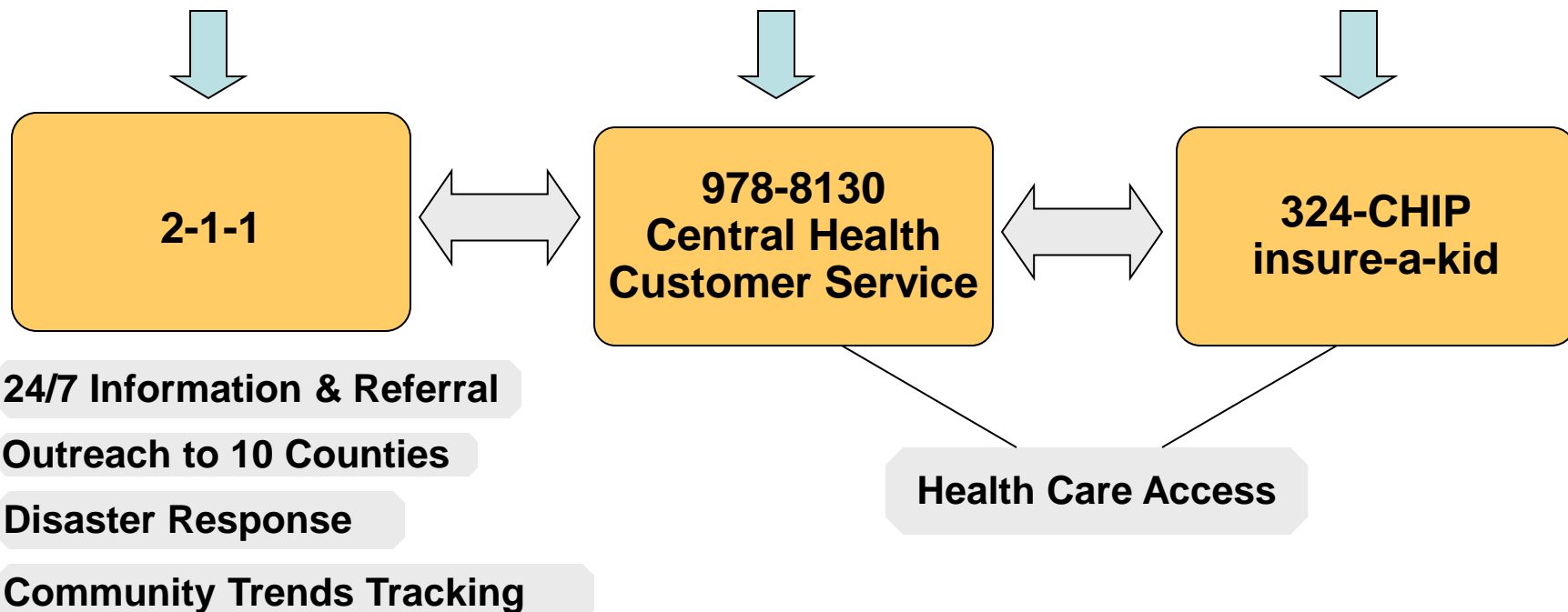


**UNITED WAY HELPLINE**



# The United Way Helpline

***Mission: To help meet the needs of the community by providing information, education, and connection to services.***



## UNITED WAY HELPLINE



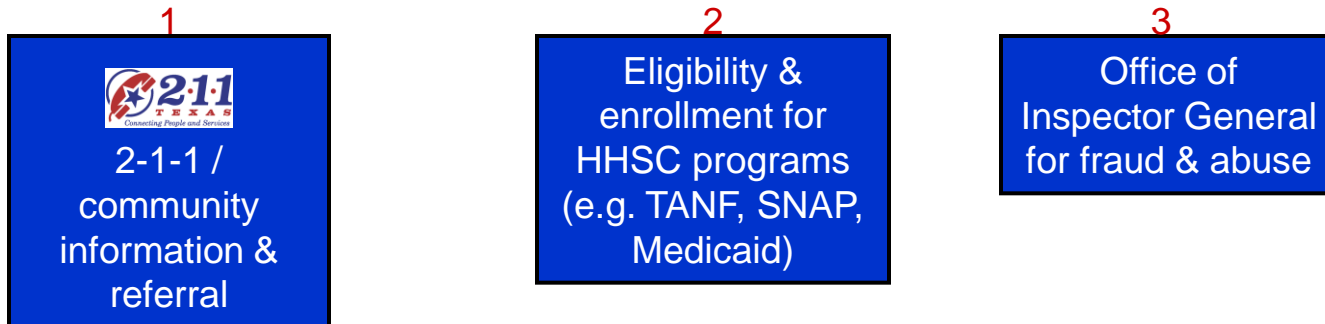
# 2-1-1: Statewide Access for Statewide Initiatives

2-1-1 serves as a gateway into the State's eligibility and enrollment system for programs such as TANF, Medicaid, and SNAP.

When dialing 2-1-1, first select the language option:



Next, choose an option below:



# How does 2-1-1 work?



# UNITED WAY HELPLINE



# 2-1-1 is:

- Free
- Confidential
- Professional
- Multilingual
- Available 24/7

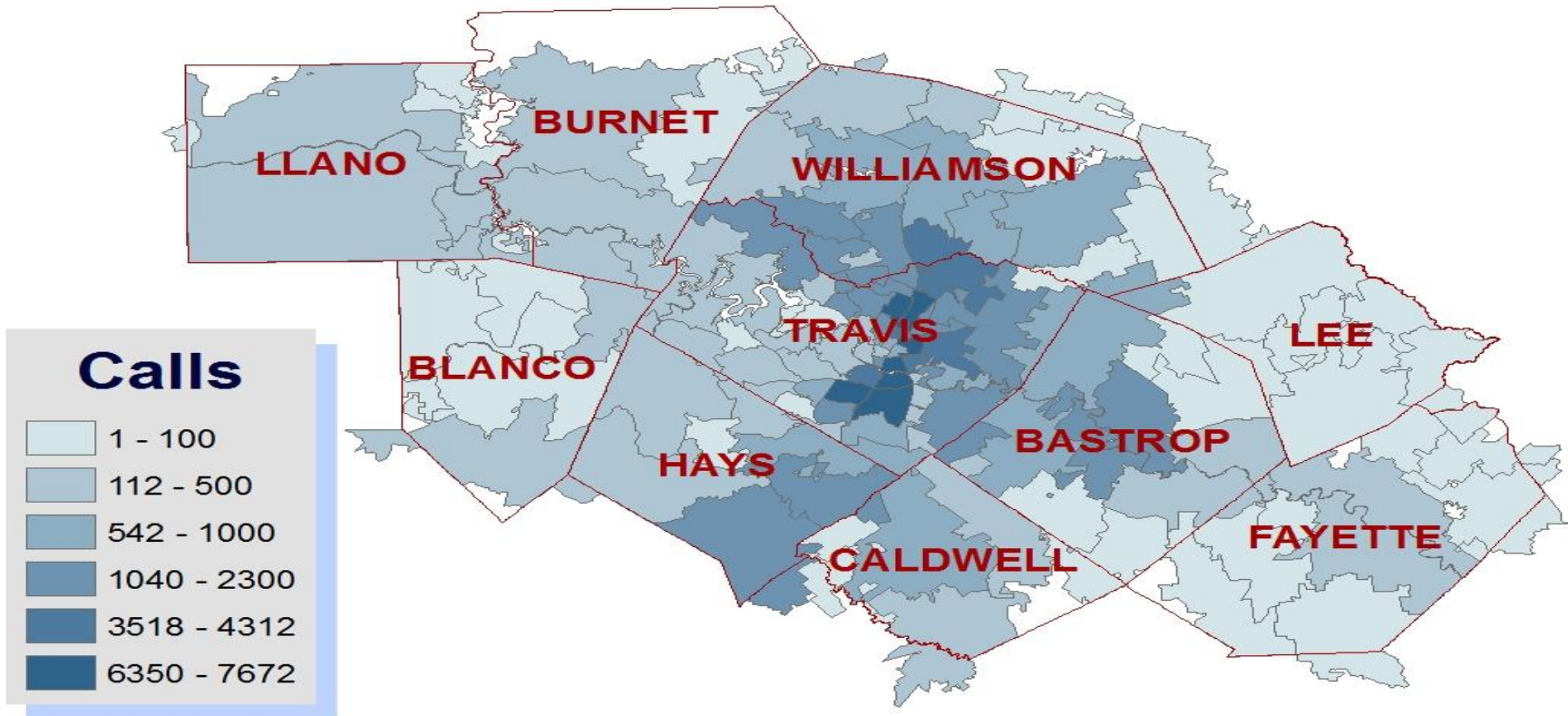


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# 10 County South Central Service Area



## UNITED WAY HELPLINE



# Enhancing the Community's Capacity Through 2-1-1

➤ **Supports the social service system infrastructure by providing community needs and trends tracking and reporting:**

- **Helpline Community Needs and Trends Report**
- **Ad hoc reports for grant writers and researchers**
- **Reports to assist in community planning**
- **Unmet needs reporting by geographic area or special population**



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# Access Point for Community Initiatives

- **Foundation Community's Community Tax Centers**
- **Disaster Response**
- **Texas Women's Health Program**
- **Hands on Central Texas (volunteering)**
- **Summer Nutrition Program**
- **Holiday Assistance**
- **Back-to-School Information**
- **Healthy Marriages Awareness Campaign**



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# When Not to Use the Helpline

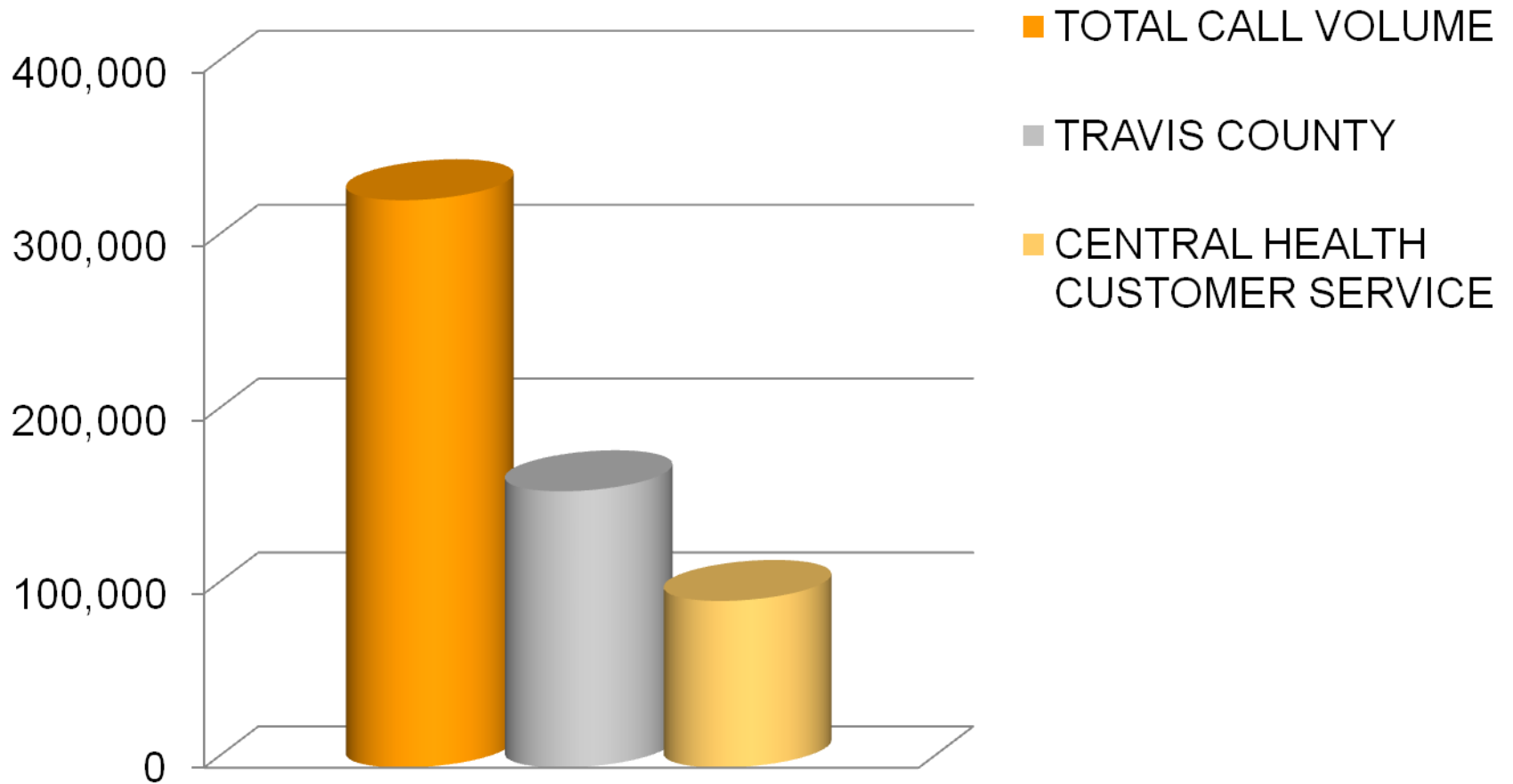
- The Helpline is not a mental health crisis hotline; however, staff is trained to handle crisis calls.
- The Helpline is not 3-1-1, 4-1-1, or 9-1-1



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# 2010 Helpline Call Volume



**UNITED WAY HELPLINE**



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

Legal Services

Education

Child Care

Employment

Consumer Services

Food and Clothing

Recreation

Health Care

Community Initiatives

Mental Health

Child, Family, and Senior Services

# Questions?

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