



what matters.™

# 2-1-1 Texas

Presented By:

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United Way of Tarrant County

# What is



United Way of  
Tarrant County



**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 approximately 196 million Americans - over 65% of the U.S. population
- 212 active 2-1-1 systems covering all or part of 41 states (including 19 states with 100% coverage)
- Nationally, the first 2-1-1- center was launched by United Way of Metropolitan Atlanta in 1997

# 2-1-1 Texas Overview

## A statewide network comprised of 25 community based Area Information Centers

- Texas is one of 19 states nationwide offering statewide coverage
- Accessible by most cell phone companies
- Operational 24X7
- Responded to over 1.2 million calls in 2006



# 2-1-1 Texas Overview

- Online access to a statewide database of health and human resources ([www.211texas.org](http://www.211texas.org))
- 16 of the 25 Area Information Centers are nationally accredited, including 2-1-1 NCT Ft. Worth
- All lead staff are certified in the provision of information & referral and or resource database maintenance

# 25 Area Information Centers

## They include...

- 11 United Ways
- 7 Area Agencies on Aging/COG
- 3 Community Councils
- 1 Texas Work Force Board
- 1 Health and Environmental District
- 1 Community Action Network
- 1 Community Based Organization



# 2-1-1 Texas

## 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 7 Counties

# Caller Statistics

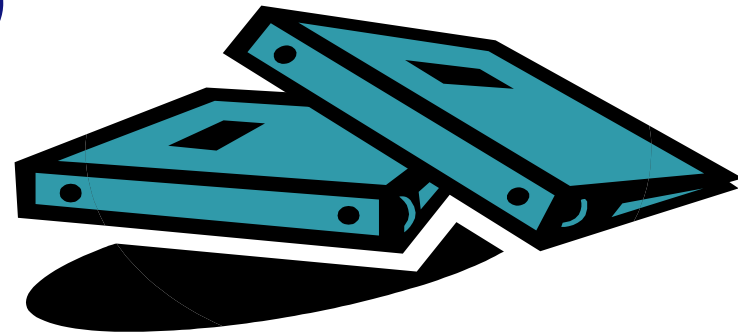
**2-1-1 Texas at United Way Tarrant County responded to over 111,400 calls in 2006. The top 5 most requested needs were:**

- Utility Assistance
- Rent Assistance
- Food
- Health Care
- Housing

# 2-1-1 Products

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

- The Blue Book- a directory of health and human services
- Regional Directories
- Database on the web  
([www.unitedwaytarrant.org](http://www.unitedwaytarrant.org))



# The Value of 2-1-1



- Assists in disseminating information quickly and accurately, especially during times of disaster and recovery
- Over 250,000 calls taken statewide in Texas during hurricanes Katrina and Rita
- Assists federal, state, and local programs/ agencies with achieving their missions

# The Value of 2-1-1

- Reduces the amount of 1-800 numbers funded by the Government
- Provides access to income tax assistance for tax payers (Earned Income Tax Credit)
- Provides local and governmental agencies with data for planning purposes



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# Thank You

United Way Mission: To improve lives in our communities by mobilizing the caring power of Tarrant County.