

Year IN Review 2022

2-1-1 TEXAS PANHANDLE
UNITED WAY HELPLINE



TEXAS
Health and Human
Services



**United
Way**



**United Way
of Amarillo & Canyon**

The United Way Helpline began 44 years ago to provide residents of Potter and Randall counties with information and referral to local resources. For the last 20 years, United Way has proudly been providing information, referral and financial assistance to the top 26 counties as 211 Texas Panhandle United Way Helpline.

In 2004, 211 Texas Panhandle United Way Helpline was designated a 2-1-1 Area Information Center by the Texas Information & Referral Network. In 2005, 211 Texas Panhandle United Way Helpline achieved National Accreditation from the Alliance of Information and Referral Services (AIRS) and has maintained that accreditation.

As an accredited program of professional standards by AIRS, we manage our data base and its 211 information and referral services for the top 26 counties in the Texas Panhandle. We are proud to collaborate with many agencies and programs to provide comprehensive services to those in our communities.

- Panhandle Community Services
- Panhandle Regional Planning Commission
- City of Amarillo Community Development Team
- United Way Community Impact
- AISD Homeless Liaison
- Texas Panhandle VOAD
- Amarillo College Advocacy and Resource Center



Accountability is in the excellent delivery of Information and Referral Services provided by our nationally accredited staff that are dedicated to providing the best connection they can to local programs and agencies that can assist help seekers. An annual review of the Data Base that includes non-profit, critical for-profit, and government organizations is key to providing this much needed service throughout our communities.

211 Texas Panhandle United Way Helpline also plays a great part before, during and after disaster in collaboration with local emergency managers and the state operation center. 211 Texas Panhandle United Way Helpline is part of the State of Texas Homeland Security Strategic Plan 2021-2015 outlined as follows:

The 2-1-1 Texas Information and Referral Network (2-1-1 TIRN) has a key role in connecting Texans to services in times of terrorist and criminal attacks, natural and man-made disasters, and other emergencies. As a representative to the State Operation Center, 2-1-1 TIRN provides comprehensive and accurate resource information to the public. This resource information is added to the call specialists' database and website, 211texas.org, for all Texans to access. 2-1-1 TIRN also captures real-time data from the public about their needs (e.g. food, shelter, or points of distribution) during disasters and passes this information to relevant state agencies.



211 Treasures

The staff at 211 Texas Panhandle United Way Helpline wants to provide resources for all the needs of our callers. This year we started a quarterly publication called 211 Treasures. We have featured Summer Activities for anyone 18 years of age and younger, Back to School Resources, and Halloween Trunk or Treats. If you would like us to feature something specific in 211 Treasures, please email your ideas to janell!@unitedwayama.org.

2022 HIGHLIGHTS

Specific Aid

The Specific Aid Program continues to provide financial assistance to Potter and Randall county residents with rent, mortgage payments, water bills, acute prescriptions, temporary hotel bills, gas cards for doctor's appointments or new employment, as well as providing fans and heaters for those who are especially vulnerable. The funds for this program are made available through contributions to the United Way and other various grants. In 2022, there were 952 Unduplicated clients served. Recipients received this one-time financial help if their needs were due to a temporary setback.

Christmas Coalition

2-1-1 acts as the clearing house for many Christmas Programs. The purpose is to ensure every child in need is served and has something to open during Christmas. Upon receiving the lists of each program's recipients, we confidentially compare the lists to ensure that everyone who has asked for help isn't receiving duplicate services. In addition to participating in this valuable program, when calls come in for last-minute emergencies, we help facilitate programs that can help to fulfill the Christmas need.



DIAL 2-1-1

OPTION 1

Do you need to know about services in your area like food pantries, housing, senior services, child care, or help paying for prescriptions, utilities, or rent?

OPTION 2

Do you need help with State Benefit programs such as SNAP Food Benefits, Medicaid, CHIP, or TANF Cash Help? Or are you a Community Partner?

OPTION 3

Do you need to report fraud, waste, or abuse of any State Benefit Program?

OPTION 4

Do you need to sign up for resources to help with evacuation during a disaster, like a hurricane?

OPTION 6

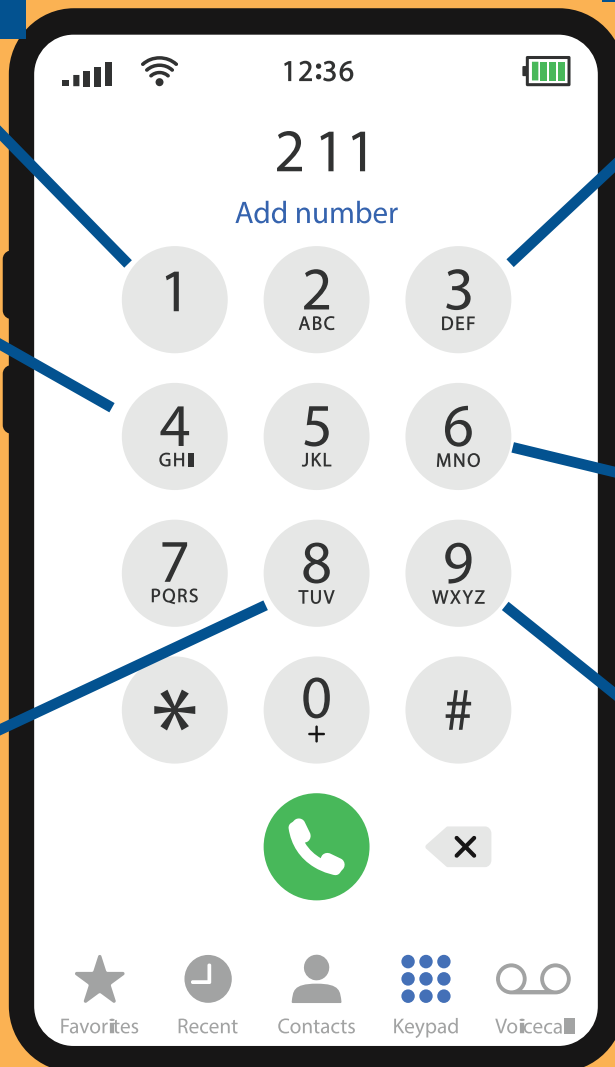
Do you need information or have a question about the Covid-19 Coronavirus?

OPTION 8

Do you need help with mental health or substance abuse issues?

OPTION 9

Do you have questions about the end of the SNAP Emergency Allotment Benefits?



Incoming calls for 2022

Total Calls taken by the Amarillo Call Center 56,874

Total Calls taken by the Amarillo Call Center that were from the top 26 counties 14,001

Total Calls taken by the 211 Network Statewide that originated from the Texas Panhandle 25,888

2-1-1 Texas Panhandle At a Glance

Total number of calls that came in from each county

DALLAM 199	SHERMAN 94	HANSFORD 115	OCHILTREE 353	LIPSCOMB 87	
HARTLEY 187	MOORE 824	HUTCHINSON 1,092	ROBERTS 13	HEMPHILL 86	
OLDHAM 92	POTTER 16,010	CARSON 103	GRAY 1,085	WHEELER 228	
DEAF SMITH 888	RANDALL 2,237	ARMSTRONG 46	DONLEY 123	COLLINGSWORTH 164	
PARMER 349	CASTRO 374	SWISHER 462	BRISCOE 118	HALL 209	CHILDRESS 350

Top 5 Requested Needs

Housing	3,112
Utility Assistance	3,012
Food/Meals	1,572
Health Care	1,208
Individual Family & Community Support	1,048





Of the 25,888 calls taken, they were logged as the following:

- Administrative Calls - 5
- Advocacy Calls - 251
- Crisis Intervention Calls - 3
- Informational Calls - 1,580
- Referral Calls - 8,428
- Transferred to the State Benefit Option - 15,059

Of the 15,135 Calls we transferred to the State Benefit Option, each were transferred for the following programs:

- CHIP - 143
- Food Stamps/SNAP - 11,008
- Medicaid - 3,632
- Medicare Savings Program - 352

Of our 25,888 calls taken, 255 were to help Veterans of our military.

Referrals were given on 565 Live Chats that originated from our top 26 counties. These chats were conducted in both English and Spanish.

Of our 25,888 calls taken, several were in the following languages:

Afrikaans	3	Karen	1
Arabic	3	Kinyarwanda	1
Burmese	5	Kirundi	3
Farsi	11	Pashto	3
French	1	Somali	14
German	1	Spanish	1,425
Hindi	1	Swahili	3

Of the 25,888 calls taken, they were answered via:

- Email - 4
- Fax - 3
- Live Chat - 566
- Phone Conversations - 25,189
- Via TTY - Interpreter - 4



211texas.org

Visits from 192,233 unique IP addresses in the top 26 counties.

Whose combined activity (conducting searches and viewing resource detail pages) equaled 2,139,834 times.

1,742,593 of this combined activity number were searches, the rest were viewing resource detail pages.

