

# Year IN Review 2021

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 43 years ago to provide residents of Potter and Randall counties with information and referral to local resources. For the last 18 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.

- **Amarillo Continuum of Care**
- **Panhandle Community Services**
- **Panhandle Regional Planning Commission**
- **Panhandle ADRC**
- **City of Amarillo Community Development Team**
- **United Way Community Impact**
- **AISSD Homeless Liaison**
- **Legal Aid of Northwest Texas**
- **Texas Panhandle VOAD**



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.*

# 2021 HIGHLIGHTS

## Continuum of Care

The staff at 211 Texas Panhandle United Way Helpline participates in bi-yearly counts of our homeless by physically going into our community and talking to the homeless about resources that may help better their situation, providing them with essentials that have been donated especially for the event, and entering their demographics into an app so that the count of all homeless citywide can be reported to the state. In addition to the bi-yearly count, our Director, Kelly Stephens, serves on the board of the City of Amarillo Continuum of Care.

## 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 2021, there were 795 Unduplicated clients served. Recipients are able to receive this one time financial help if their need is due to a temporary setback. We like to help them get back on their feet for a major comeback!

## •Housing Task Force:

A collaboration of ten local agencies tracking available grants and programs for families impacted by Covid-19 and the fall out.

•Amarillo College: A collaboration to ensure that all Amarillo College Students are receiving assistance from local programs they are eligible for.

•Texas Panhandle VOAD (Voluntary Organizations Active in Disaster): Collaboration of Agencies active in Disaster to ensure Panhandle citizens have access to resources before, during and after a disaster.

# 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

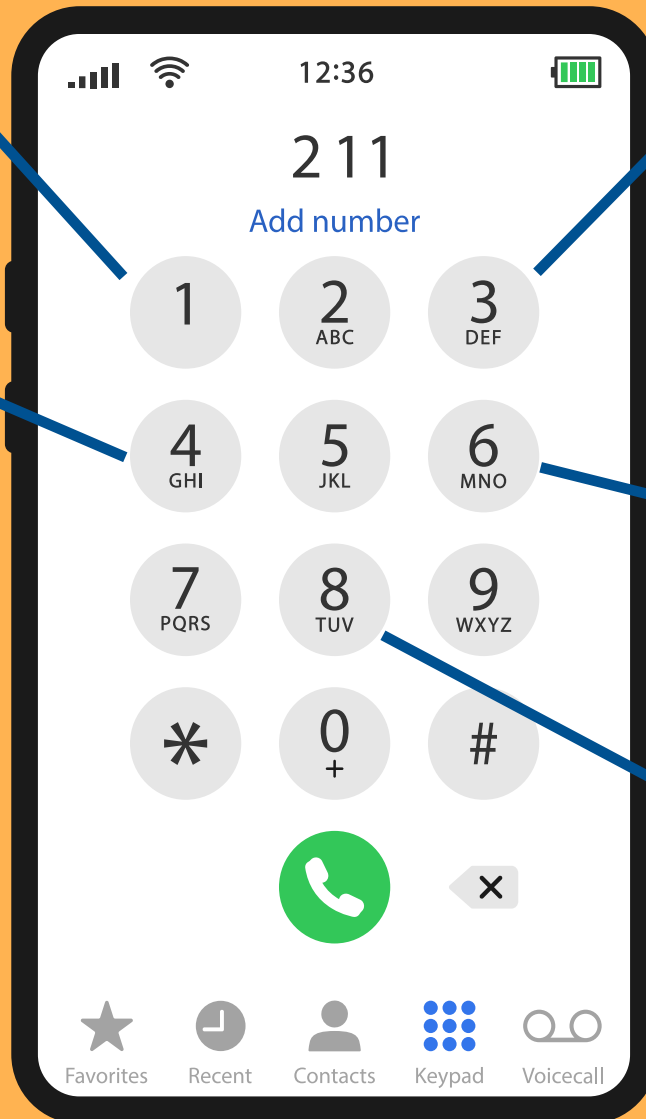
Do you need to sign up for resources to help with evacuation during a disaster, like a hurricane?

## 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?



## Incoming calls for 2021

Total Calls taken by the Amarillo Call Center 58,328

Total Calls taken by the Amarillo Call Center that were from the top 26 counties 11,622

Total Calls taken by the 211 Network Statewide that originated from the Texas Panhandle 23,372

# 2-1-1 Texas Panhandle At a Glance

Total number of calls that came in from each county

<b>DALLAM</b> 297	<b>SHERMAN</b> 50	<b>HANSFORD</b> 89	<b>OCHILTREE</b> 323	<b>LIPSCOMB</b> 96	
<b>HARTLEY</b> 125	<b>MOORE</b> 882	<b>HUTCHINSON</b> 949	<b>ROBERTS</b> 20	<b>HEMPHILL</b> 80	
<b>OLDHAM</b> 83	<b>POTTER</b> 14,683	<b>CARSON</b> 134	<b>GRAY</b> 1,029	<b>WHEELER</b> 227	
<b>DEAF SMITH</b> 896	<b>RANDALL</b> 2,233	<b>ARMSTRONG</b> 67	<b>DONLEY</b> 115	<b>COLLINGSWORTH</b> 175	
<b>PARMER</b> 309	<b>CASTRO</b> 327	<b>SWISHER</b> 393	<b>BRISCOE</b> 85	<b>HALL</b> 179	<b>CHILDRESS</b> 261

## Top 5 Requested Needs

Electric Service Payment Assistance	2,204
Rent Service Assistance	1,972
Food Pantries	743
Gas Service Payment Assistance	477
Water Service Payment Assistance	470





Of the 23,372 calls taken, they were logged as the following:

Administrative Calls - 4  
 Advocacy Calls - 17  
 Crisis Intervention Calls - 1  
 Informational Calls - 2,009  
 Referral Calls - 8,119  
 Transferred to the State Benefit Option - 13,467

Of the 12,447 Calls we transferred to the State Benefit Option, each were transferred for the following programs:

CHIP  
 Food Stamps/SNAP  
 Medicaid  
 Medicare Savings Program  
 Not specified  
 TANF

Of our 23,372 calls taken, 259 were to help Veterans of our military.

Our Live Chat Option allowed us to chat with 486 clients from the top 26 counties.

Of our 23,372 calls taken, several were in the following languages:

Afrikaans	1	Samoan	2
Arabic	2	Somali	22
Behdini	1	Spanish	1,633
Burmese	10	Swahili	3
Chin	1	Tigrinya	1
Farsi	4	Ukrainian	1
French	1	Vietnamese	10
Karen	1		
Mandarin	1		

Of the 23,372 calls taken, they were answered via:

Email - 21  
 Fax - 14  
 Live Chat - 519  
 Phone Conversations - 22,817  
 Via TTY - Interpreter - 1

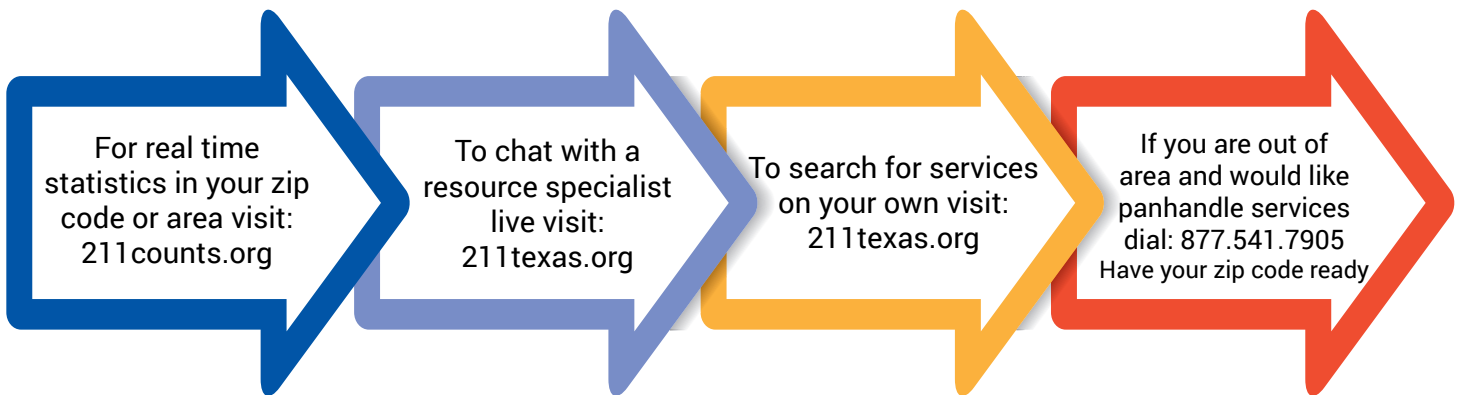


# 211texas.org

Visits from 153,628 unique IP addresses in the top 26 counties.

Whose combined activity (conducting searches and viewing resource detail pages) equaled 1,905,908 times.

1,416,661 of this combined activity number were searches, the rest were viewing resource detail pages.



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