



LEADING THE WAY

UWCT COMMUNITY IMPACT REPORT



United Way of Central Texas

EVERYONE, EVERYWHERE, HAS
THE OPPORTUNITY TO THRIVE

OUR MISSION is to empower Central Texans to thrive in the essential areas of Health, Education, and Financial Stability by creating opportunities and access for all. We believe that by leading the way, we can unite the community and, together, make a significant impact and help everyone reach their full potential.

OUR APPROACH is to foster the common good of the community through strategic initiatives and investments, working together with volunteers, various agencies, and impact partners.

OUR VALUES consist of integrity, compassion, excellence, transparency, and teamwork.

- OUR GUIDING PRINCIPLES:**
- Our results tell a story
 - Our focus is the community
 - Our efforts are collaborative
 - Our solutions are equitable

- OUR STRATEGY:**
- Assess needs
 - Develop partnerships
 - Focus on integrated client journeys
 - Invest resources
 - Engage in advocacy that improves processes, lives, and communities



STRONG
COMMUNITIES

QUALITY EDUCATION

GOOD JOBS

HEALTHY LIVES

PRIORITY 1: ALICE

ALICE stands for Asset Limited, Income Constrained, Employed, and represents the growing number of individuals and families who are working, but are unable to afford the household basics needed to live in the modern economy. We're putting our services and resources where they matter most—helping families in the ALICE population and those living in poverty who want a better, sustainable quality of life and a path towards self-sufficiency.

43% OF CENTRAL TX FAMILIES ARE ALICE OR BELOW THE POVERTY LINE



2021 ALICE Household Survival Budget for Bell County		
Monthly Costs and Credits	Single Adult	Family of 4*
Housing - Rent	\$502	\$549
Housing - Utilities	\$154	\$292
Child Care	—	\$1,100
Food	\$352	\$960
Transportation	\$342	\$819
Healthcare	\$211	\$882
Technology	\$75	\$110
Misc	\$164	\$471
Tax Payment	\$214	\$738
Tax Credits	—	-\$1,150
Monthly Total	\$2,014	\$4,771
Annual Total	\$24,168	\$57,252
Hourly Wage**	\$12.08	\$28.63

*Family of 4 = 2 adults, 1 infant and 1 preschooler | ** Wage working full-time required to support this budget
For ALICE Survival Budget sources, visit: UnitedForALICE.org/methodology

PRIORITY 2: ENSURE A ROBUST AND SUPPORTED 211 HELPLINE

The United Way of Central Texas 211 call center covers 7 counties and connects individuals to resources like food, utilities, rent assistance, child care, homeless shelter locations, and more. UWCT's trained specialists are good listeners, blending understanding and expertise to provide information and referrals drawn from a comprehensive database of social services. Resources are extensive and include information about low-income tax preparation, counseling, senior services and more.



UWCT'S 211 HELPLINE ALWAYS ANSWERS THE CALL FOR HELP



UWCT IS THE PRIMARY POINT OF CONTACT IN TIMES OF DISASTER

47,000+ CALLS FOR HELP ANSWERED IN 2023

Diamond Martinez
Central Texas Call Center Manager



PRIORITY 3: PARTNER WITH LOCAL ORGANIZATIONS TO FURTHER UWCT'S CAUSE

Guided by research and community-based data, the United Way of Central Texas directs its attention and resources towards local partners and programs. These initiatives aim to provide support to ALICE individuals and those facing poverty, all the while fostering a positive economic influence on the community.



FOR 2023 OUR PARTNERS SERVED 10,682 UNDUPLICATED CLIENTS

PRIORITY 5: FOLLOW CLIENT JOURNEYS TO ENSURE SUCCESS AND SHARE IMPACT WITH COMMUNITY STAKEHOLDERS

UWCT helps clients build their own journeys by connecting with the right programs and expertise, along with coaching and client support for sustainable growth and independence.

PRIORITY 4: CREATE PATHWAYS TO FINANCIAL STABILITY

UWCT helps create pathways to financial stability by equipping people with the tools needed to obtain better jobs, keep more of their earnings, and save for their kid's futures. UWCT has made economic mobility a priority for Central Texas by creating partnerships that connect individuals and their families to resources that provide opportunities for growth in income and assets.



Bridging The Gap

UNITED IN FOCUS

UWCT focuses on the 3 building blocks of life:



HEALTH

Goal: Affordable Services



EDUCATION

Goal: Strong Central Texas Workforce



FINANCIAL STABILITY

Goal: Independence and Self Sustenance

OUR IMPACT

UWCT is all about making a meaningful impact in the lives of individuals and families facing financial challenges. Our programs are specifically designed to uplift and support the local ALICE population and those living in poverty.

Disaster Relief:

United Way focuses on education, financial stability, and health, but also plays a crucial role in responding to local disasters by setting up assistance funds, organizing volunteers, holding donation drives, and supporting long-term recovery efforts.

Literacy Initiative:

Literacy is vital for student success, but recent data shows little progress. To improve, out-of-school time programs must focus more on developing literacy for kids of all ages through innovative methods that enhance reading and writing. UWCT supports efforts with local schools organizations to help all children reach their potential.

Volunteer Income Tax Assistance (VITA):

During tax season, the IRS VITA program offers free tax assistance to those making \$64,000 or less, including individuals with disabilities, the elderly, and limited English speakers. VITA helps working families access valuable tax credits, keeping money in the hands of individuals and families.

Advocacy:

UWCT assesses needs, devises strategies, and mobilizes resources to enhance community well-being. Local expertise is leveraged to advocate for systemic change in education, health, and financial stability through non-partisan, issue-focused policy efforts.



OVER \$100,000 DISASTER FUNDS

NEARLY 1,200 STUDENTS INVOLVED IN ACTIVITIES



\$1.9 M IN TAX REFUNDS 1,650 COMPLETED RETURNS 98% ACCEPTANCE RATE

OVER 1,700 ASSISTED
THROUGH UWCT HEALTH PROGRAMS



1,107
HELPED BY BRIDGES TO
WELLNESS & HEALTH

**47 MARKETPLACE
CUSTOMERS**



633 HUB CLIENTS

BridgeS to Wellness and Health:

A joint initiative by Baylor Scott and White Health, UWCT, and the Temple Community Clinic, BridgeS to Wellness and Health assists uninsured and underinsured clients in obtaining prescriptions and medical supplies. The program helps bridge the gap for clients awaiting long-term coverage, reducing healthcare costs by minimizing unnecessary emergency room visits and alleviating the financial burden on hospitals, insurers, and taxpayers.

Healthcare Navigators:

This program offers certified Healthcare Navigators to assist Central Texas residents with enrolling in health insurance through the Marketplace, Medicaid, or CHIP. Volunteers help clients compare plans, understand benefits, and apply for subsidies to reduce premiums.

Community Hub:

The Community Hub, in partnership with Baylor Scott And White Health Plan, helps remove barriers to healthcare by addressing social determinants of health. Case managers connect patients to resources for housing, food, child care, transportation, utilities, employment, and more.



OUR PARTNERS:

Collaborating with corporate, civic, and nonprofit partners, we enhance UWCT's impact on Central Texas' complex challenges. The contributions of ideas, volunteer efforts, and in-kind support help create measurable, positive impact, strengthening the community for all.

Corporate Partners:

Our corporate partners are vital to Central Texas, driving the economy, shaping education, and supporting community vitality, while their generous contributions help us improve lives and foster change.

Donors:

Donating to UWCT amplifies your impact through pooled resources and results-driven, research-based initiatives, maximizing the effectiveness of each contribution.

Volunteers:

United Way drives real change by fostering community support through volunteerism, whether it's leading a food drive, mentoring, or assisting with tax filing.



GET INVOLVED:

- Annual Drives:
Fans, Hygiene Kits, and School Supplies
- Leadership Breakfast - September
- Day of Caring - October
- Chrome and Carols - December
- Read Across America - March
- Hometown Huddle - April
- Community Connections - Monthly - 3rd Wed.
- Volunteer for VITA
- Grant Review Committee
- Wrenches to Wheels
- Workplace Campaigns

BE A VOLUNTEER

United Way Central Texas provides opportunities that are meaningful to both the volunteer and the recipient.

**OVER 1,100
VOLUNTEERS**

**VALUE OF
A VOLUNTEER
HOUR
\$33.49**

**\$1.3M RAISED FROM
WORKPLACE CAMPAIGNS
& GRANTS FOR LOCAL
PROGRAMS & INITIATIVES**

BE A DONOR

Donors donate to United Way Central Texas due to the organization's ability to create meaningful and sustainable change.



OUR DONORS



DONATE



United Way of Central Texas



VOLUNTEER

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