

# RESPOND, RECOVER, REIMAGINE, REBUILD

## JANUARY 2019 - JULY 2020 REPORT SUMMARY



United Way of Central Texas

### UWCT 2-1-1 HELPLINE

UNITED WAY OF CENTRAL TEXAS 2-1-1 HELPLINE CONNECTS OUR FAMILY, FRIENDS, AND NEIGHBORS WITH HELP AND HOPE 24/7.

# 92,928

The UWCT 2-1-1 Helpline connected more than 92,000 people to help in 2019 & 2020.



Our 7 county service region - Bell, Coryell, Hamilton, Lampasas, Milam, Mills, and San Saba.

#### UWCT 2-1-1 Helpline Connected:

## 3,391

veterans, active duty military, and their families to resources and services

## 5,945

senior citizens to the help they needed

## 8,498

residents of Bell County to local agencies and organizations programs

#### Top Needs:

- Electric Bill Payment
- Rent Payment
- Food Pantries
- COVID-19 Tests
- COVID-19 Control

### UNITED WAY OF CENTRAL TEXAS FUNDED PARTNERS

- Central Texas 4-C
- Central Texas Children's Center
- Central Texas Housing Consortium
- Central Texas Youth Services
- Children's Advocacy Center of Central Texas
- Communities in Schools of Greater Central Texas
- Families in Crisis
- Family Promise of East Bell County
- Feed My Sheep - Temple
- Helping Hands Ministry of Belton
- Ralph Wilson Youth Club
- The Salvation Army - Temple

# LIVE UNITED

### VITA - VOLUNTEER INCOME TAX ASSISTANCE



VITA offers **FREE** tax preparation and filing help to individuals and families. IRS-certified volunteers ensure that clients receive **100%** of their tax refund; no hidden costs or fees!

This UWCT program is funded in part through a federal grant from the IRS and a BBVA Compass Foundation grant.

#### DURING 2020 TAX SEASON:

## \$1.3+ MILLION

in total tax refunds returned to households

## 850+

tax returns completed across 9 sites in Temple, Belton, Killeen, and Harker Heights, Hamilton & Goldthwaite

## \$22,600

The average adjusted gross income of clients served

## \$259,400+

returned in Child Tax Credits

## \$440,500+

returned in Earned Income Tax Credits

## 93

tax returns completed using myfreetaxes.com online

### HEALTH - LIVE WELL

#### BRIDGES TO WELLNESS & HEALTH

BridgeS to Wellness & Health helps eligible clients access the necessary prescriptions, equipment, transportation, and supplies to maintain or improve their health.

## 220+

clients assisted through BridgeS in 2019

#### COMMUNITY HUB

Community Hub is a cooperative program with Scott and White Health Plan to remove barriers to quality health care and address economic and social situations that affect health status. Case managers identify needs and connect clients to resources.

## 250+

referrals to agencies in 2019

Community Hub is a program of Scott & White Health Plan (SWHP) in collaboration with United Way of Central Texas providing navigation services to SWHP RightCare members.

### EDUCATION - LEARN WELL

#### SHARED SERVICES ALLIANCE

United Way of Central Texas completed its year long contract, helping 6 local Early Childhood Education centers become automated. This in turn allowed administrators the time to be in the classroom more often, focus on families, focus on children, and focus on their staff.

#### START SMART TEXAS COMMUNITY

United Way of Central Texas applied and was granted the designation of Bell County being named a Start Smart Texas County. The goal of this initiative is to empower parents with tips that inspire positive interactions between caregiver and child to promote healthy brain development, early literacy and reading skills.

### VOLUNTEER ENGAGEMENT

Bridging the Gap

## 200

PC's and mobile hotspots provided to families in BISD & TISD

Dr. Seuss Reading Day

## 65

volunteers read to children in the community

TIME VALUE

## \$88,000

the overall value of total volunteer time in 2019



### 2019-20 CAMPAIGN

# \$1.5 MILLION

raised from workplace campaigns and grants for local programs and initiatives.

## \$283

average amount given per donor.

## 3,309

number of individuals who donated to the campaign.

Connect with us!



# RESPOND, RECOVER, REIMAGINE, REBUILD

## COVID - 19 COMMUNITY RESPONSE & RECOVERY FUND

COVID - 19 is as much an economic crisis as a health crisis. The emergence and rapid spread of the virus has caused a level of disruption in our lives that no one could imagine. The crisis continues to drive urgent and unexpected needs in our community as many families, individuals and businesses face financial uncertainty.

**The COVID - 19 Fund has helped 42 families stay in their homes, keep their lights on, water running, car payments paid, internet on so students can learn online, and 18 businesses retain valuable employees.** United Way of Central Texas, along with tremendous support through public and private partnerships, have been able to provide a little peace of mind in an incredibly uncertain time.

**\$430,000**

funds donated by individuals, businesses, community partners, and the cities of Temple and Belton to assist residents and small businesses.

**42**

families assisted as of September 14, 2020.

**18**

small businesses that will be assisted to retain valuable employees.



### Helping Families Affected by COVID-19

**Apply today for assistance with rent, mortgage, utilities, etc, through the City of Temple & Bell County Relief Funds.**

To apply please visit [www.uwct.org](http://www.uwct.org) or call 254-778-8616 for more details.



"This help is a great blessing to me and my family, it is my first time, and United Way did not make me feel embarrassed to ask for help. I work as a substitute teacher and was waiting for school to start. I am totally grateful for the peace of mind for me and my daughters not to be worried if we were going to be in darkness, thanks so much for reaching out; I am grateful for this organization."

"Thank you so much. I cannot express the relief I feel having been provided this assistance. This help will prevent me from becoming behind on my bills, and provide me with more peace of mind while spending money on groceries and necessities at this time. Thank you so much, I cannot say this enough!"

"My wife and I truly appreciate the tremendous help that your organization has provided for us; especially at this time of crisis! We are truly blessed to have this burden lifted from our shoulders! Thanks so very much for the help and we hope that you will be able to help others who are in need. We send our prayers that God will help your company with the funds to bless many more!"