



Mobilize Resources
Strengthen Communities
Change Lives

April 2023



VITA- Volunteer Income Tax Assistance

The VITA (Volunteer Income Tax Assistance) program made a difference in the lives of individuals and families by providing services across Central Texas. Locations included: Temple, Belton, Fort Hood, Harker Heights, and Killeen.

The VITA program completed almost 1,200 tax returns for the 2023 tax season at a 98% acceptance rate, equaling \$1.4 million in refunds.


My Free Taxes



FOCUS AREA- Financial Stability

- STRATEGY 1, 2, 4 -Assess needs to establish a focus area. Develop partnerships that will create solutions and invest accordingly.





**College of
Business
Administration**

**“Win-Win-Win” Strategy for Students, University, and
Community – Embedding IRS VITA Program into
Accounting Courses**

- Mrs. Veshell Greene, United Way of Central Texas
- Mr. Daniel Ramos, United Way of Central Texas
- Ms. Pricilla Kim, Master of Accounting Program
- Dr. Ran Li, CPA, CGMA, Accounting Program in CoBA

TEXAS A&M UNIVERSITY-CENTRAL TEXAS

TAMU-CT Student Success Conference

Daniel Ramos and Veshell Greene had the opportunity to present during the first College of Business Administration Student Success Conference at Texas A&M-CT (TAMU-CT) on April 14. They shared the benefits of volunteering/interning with United Way of Central Texas' Volunteer Income Tax Assistance (VITA) program, highlighting the partnership between UWCT and TAMU-CT.



FOCUS AREA- Financial Stability

- STRATEGY 1, 2 & 4 - Assess needs to establish focus area. Develop partnerships that will create solutions. Invest accordingly to improve lives.



First National Bank Texas-CARE Award names UWCT as recipient of \$7500 grant

United Way of Central Texas received a check presentation that took place at First Heroes National Bank, a division of First National, at TJ Mills Banking Center on Fort Hood. First Heroes Bank Texas has selected United Way of Central Texas to be the recipient of a \$7,500 grant to assist Veterans and their families with rent/mortgages, utilities, and internet fees.

[Click for More](#)



FOCUS AREA- Financial Stability

- STRATEGY 1, 2, 4 -Assess needs to establish focus area. Develop partnerships that will create solutions and invest accordingly to improve lives



Read Across America

Read Across America was on March 3, 2023, this year. There were nearly 50 readers that invested time to read to the students in Belton ISD and Temple ISD.

[Click for More](#)



FOCUS AREA- Education

- STRATEGY 2 - Develop partnerships that will create solutions



United Way Day at the State Capital

On March 2, 2023, CEO/President Stephanie O'Banion and other leaders from around the state joined forces to talk with elected officials about the importance and impact of the United Way and 2-1-1. Advocating to lawmakers on the importance of investing in #211 to ensure growing demands are met for support.



- STRATEGY 5 - Engage in advocacy

A New Day Learning Podcast LIVE with Robert Beamon

On a Live podcast, CEO/President of United Way of Central Texas - Stephanie O'Banion, and UWCT board member, Robert Beamon of A New



Day Learning Academy discussed services that United Way provides. Focusing on efforts in mobilizing resources to advance the common good, where individuals and families achieve their human potential through health, education, and financial stability.

[Click for More](#)



- STRATEGY 2 - Develop partnerships that will create solutions



UWCT & 211 featured as guests on KRGV Radio 98.5FM

On March 23, 2023, Vice President - Veshell Greene, 211 Manager - Diamond Martinez, and Director of Engagement - Monica Silcott were guests on KRGV radio 98.5FM. In an effort to share UWCT programs and 211 services to the community on the show titled "Child Eyes" hosted by Alexa Silcott and Stew Hype. This show has a reach of 1,743,871 homes in Central Texas and can be heard nationwide via a downloaded KRGV phone application.

[Click for More](#)



- STRATEGY 2 - Develop partnerships that will create solutions



211 Community Connections Q&A Session

Call Specialists from UWCT's 2-1-1 Call Center shared their everyday experiences with other non-profit organizations at our Community Connections meeting. They shared how they navigate clients in crisis, get them connected with available resources, and gave examples of the types of calls that come through the call center. Followed by a Q&A session.



FOCUS AREA- Health

- STRATEGY 3 - Focus on integrated client journeys



KCENTV News Spotlights UWCT/211

KCENT TV interviewed Veshell Greene, Vice President of Development and Diamond Martinez, Call Center Manager, on-site at United Way of Central Texas to discuss the SNAP benefit program changes and the effects that will have on the 2-1-1 Call Center.

[Click for More](#)



FOCUS AREA- Health

- STRATEGY 3 - Focus on integrated client journeys

UWCT partners with Comic-Con 2023

United Way
United Way of Central Texas

BELL COUNTY COMIC CON

LIVE UNITED and use this QR code to get a DISCOUNT on your BCCC2023 ticket and support United Way of Central Texas!

#UWCT

WWW.UWCT.ORG

United Way of Central Texas and Bell County Comic-Con 2023, have joined forces to give back to the community.

Anyone who uses the promotional link/QR Code will get 10% off their admission tickets. BCCC will donate 10% to UWCT from tickets purchased using this promotional code.

BCCC is the 3rd largest Comic-Con event in Texas. Last year they had over 37,000 attendees.

UWCT is excited to partner with BCCC and looks forward to a lasting relationship in the efforts to LIVE UNITED.

[Get Tickets](#)



FOCUS AREA- Financial Stability

- STRATEGY 2 - Develop partnerships that will create solutions

Community Hub Spotlight

COMMUNITY HUB STATS

Q1 2023



338

Total clients serviced through our program.

27

Clients served this quarter only. (Qtr. 1-June - Sept)

RENT CLIENT NEED:

3

This number reflects clients behind in their rent.

EMPLOYMENT NEED:

7

This number reflects clients looking for work.

UTILITY CLIENT NEED:

6

This number reflects clients behind in their utilities.

FOOD ASSISTANCE: (SNAP/Food Pantries)

3

This number reflects clients looking for food assistance.

CHILDCARE (CCS) NEED:

4

This number reflects clients in need of care.

HOME REPAIR NEED:

3

This number reflects clients who need home repair (maintenance /weatherization issues)

TRANSPORTATION NEED:

2

This number reflects clients in need of transportation.

DEMOGRAPHICS:

25

Spanish

2

This number reflects clients demographics

Success Stories Happen

Community Hub received a referral in June of 2022 for a 70-year-old woman who was the guardian and sole caregiver for her 19- and 20-year-old granddaughters who are both diagnosed with a disability.

The guardian is on a fixed income and was depending on various assistance programs to help her cover the cost of rent and utilities. Once those programs could no longer assist, the guardian was unable to meet the basic needs of her family.

The case managers worked with her for several months to get her connected with resources that would promote her independence. She preferred in-person visits at the United Way office, and she became a familiar face to the UWCT staff.

After 8 months of working with her, the guardian said she was no longer needing assistance and she was transitioned to a 3-month follow-up.

CLIENT SUCCESS!



FOCUS AREA- Health

- STRATEGY 3 - Focus on client journey

Campaign Highlights

LIVE UNITED
GIVE * ADVOCATE * VOLUNTEER



THANK YOU
For Changing Lives

2022
Campaign

Many campaigns continue to use a hybrid combination of digital and paper pledge forms as options to complete their campaigns.

2022-2023 Campaigns continue to be completed and United Way of Central Texas is excited to partner with every participant. We live united.

- Acadian
- A New Day Learning Academy
- American Express
- Atmos Energy
- Bell County
- Belton ISD
- Brockway, Gersbach, Franklin & Neimeier
- CASA of Bell & Coryell Counties
- Cadence Bank
- Central National Bank
- Central Texas 4C
- Central Texas Youth Services
- City of Belton
- Communities in Schools
- Costco Warehouse
- Don Ringler
- Extraco Banks
- Families In Crisis

- Family Promise of Bell County
- FedEx
- Fosterlove of Bell
- HEB
- Hilton Garden Inn
- Johnson Brothers
- McClane Company
- McClane Group
- Our Lady of the Angels Maternity Shelter
- Ralph Wilson Youth Club
- Target
- Temple College
- Temple Daily Telegram
- UMHB
- United Way of Central Texas
- UPS
- Wilsonart



FOCUS AREA- Financial Stability

- STRATEGY 2 - Develop partnerships that will create solutions



TEXAS
Health and Human
Services



From Hello to Help, 2-1-1 is Here

The United Way of Central Texas 2-1-1 Helpline is free and confidential, and available 24 hours, 365 days a year. 2-1-1 is staffed by trained specialists who can find real answers for callers as they work the most comprehensive social services database in the state of Texas.

March 2023 Calls Taken: 3,723

2023 Call Stats To-Date (March 1st, 2023):

- Active-Duty Military & Veterans Connected to Resources: **98**
- Seniors aged 65+: **475**
- First Time 2-1-1 Callers: **251**
- Calls Related to COVID-19: **26**
- People connected with food assistance: **672**
- People connected with utility assistance: **1594**
- People connected with health care: **581** (total)
 - Other: (all other health-related calls) **361**
 - Mental Health: **148**
 - Substance Abuse: **72**
- People connected with housing or shelter: **2042**
- People connected with rent or mortgage assistance: **907**

The top 5 needs of callers in our 7 County Region* in March 2023 include:

1. Electric Service Payment Assistance
2. Rent Payment Assistance
3. Food Pantries
4. Low Income/Sub. Rental Housing
5. Water Service Payment Assistance

**Bell, Coryell, Hamilton, Lampasas, Milam, Mills, and San Saba Counties!"*

The top 5 un-met needs of callers in our 7 County Region*in March 2023 include:

1. Rent Payment Assistance
2. Motel Bill Payment Assistance
3. Homeless Shelter
4. Gas Money
5. Low Income/Sub.Rental Housing

**Bell, Coryell, Hamilton, Lampasas, Milam, Mills, and San Saba Counties*

The top 5 needs Referrals in County Region* in March 2023 include:

1. Texas Utility Help (TDHCA)
2. Rent and Utility Assistance (Salvation Army of Bell County)
3. Financial Stability Program (Catholic Charities of Central Texas)
4. Texas Rent Relief (Texas Department of Housing and Community Affairs)
5. Comprehensive Energy Assistance Program (Hill Country Community Action Association)

2023 March Calls from our 7 county region:

- Bell County: **2,541**
 - Temple: **809**
 - Belton: **124**
 - Killeen: **1,308**
- Coryell County: **282**
- Hamilton County: **16**
- Lampasas County: **52**
- Milam County: **171**
- Mills County: **20**
- San Saba County: **14**

United Way in the News

Check out this recent news article:

April, 15, 2023: KDH News: [First National Bank Texas Recognized with CARE Award](#)

Mar 23, 2023: ABC 25: [Accounting students volunteer with United Way to prepare taxes for free.](#)

March 2, 2023: KCENT TV: [United Way of Central Texas to celebrate Read Across America Day in Bell County](#)

Mar 1, 2023: KWTX Waco, Tx [Bell County organizations ready for more calls for help after SNAP benefits reduced](#)

January 14, 2023: [United Way to start tax assistance program in January](#)

November 25, 2022: [Chrome & Carols fundraiser sold out, but virtual tickets available](#)

October 21, 2022: KWTX Waco, TxGood News Friday

October 4, 2022: Temple Daily Telegram: United Way Day of Caring set
Friday

October 1, 2022: Temple Daily Telegram: Day of Caring Volunteers tackle
community projects



COMMERCE

Insert

Product