



**United Way of  
Central Texas**

## **NEWSLETTER**

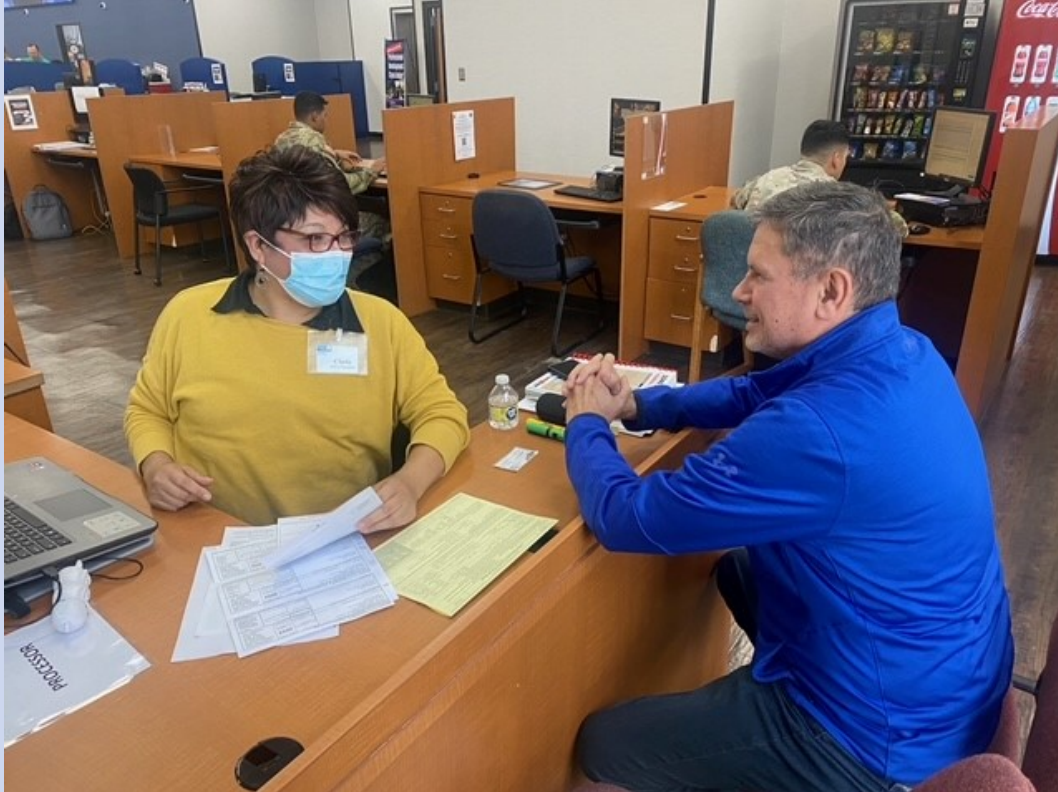
**March 2023**

# **LIVE UNITED®**

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## **VITA- Volunteer Income Tax Assistance**



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

Appointments are FREE (no hidden costs or fees) for households with an income of \$60,000 or less.

We have serviced over 200+ more individuals and families then last year and we will continue to serve into April.

Tax Season will run from January 2022 – April 2023.

Click [HERE](#) to schedule your appointment or call 254-778-8616 for more information.



STRATEGY 2 & 4 - Develop partnerships that will create solutions and invest accordingly

FINANCE GOAL - Create through community collaboration

FINANCE PRIORITY – Support existing or administer program

## 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.



STRATEGY 5 – Engage in advocacy

EDUCATION GOAL- At risk to individuals, community collaboration

## Advocacy Efforts



### 211 Capital Visit -Representative Legislative Action

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



STRATEGY 5 – Engage in advocacy

### Presentation Advocates of United Way Board

On March \_\_\_\_, 2023, Stephanie O'Banion presented

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STRATEGY 5 – Engage in advocacy



### **UWCT & 211 featured as guests on KRGN Radio 98.5FM**

On March 23, 2023, Vice President - Veshell Greene, 211 Manager - Diamond Martinez, and Director of Engagement - Monica Silcott were guests on KRGN 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 KRGN phone app.



STRATEGY 5 – Engage in advocacy

FINANCE PRIORITY – Support existing or administer program

## **211 Community Connections Q&A Session**



Call Specialists from our 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 crises, 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.



STRATEGY 3 & 5 – Focus on integrated client journeys and engage in advocacy  
EDUCATION GOAL- At risk to individuals, community collaboration  
FINANCE PRIORITY – Support existing or administer program

## 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.




STRATEGY 3 & 5 - Focus on integrated client journeys and engage in advocacy  
HEALTH GOAL - Ensure all have access  
EDUCATION GOAL- At risk to individuals, community collaboration

## UWCT partners with Comic-Con 2023

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






**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](http://WWW.UWCT.ORG)

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.



STRATEGY 2 - Develop partnerships that will create solutions

FINANCE GOAL - Create through community collaboration

## Community Hub Stats

### Success Story

We 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

# 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

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!



STRATEGY 3 - Focus on client journey  
HEALTH GOAL - Ensure all have access

## 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 Youth Services
- City of Belton
- Communities in Schools
- Costco Warehouse
- Don Ringler
- Extraco Banks

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



STRATEGY 2 - Develop partnerships that will create solutions

FINANCE GOAL - Create through community collaboration



**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.

## February 2023 Calls Taken: 4,086

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

- Total number of calls: **3,633**
- Active-Duty Military & Veterans Connected to Resources: **127**
- Seniors aged 65+: **391**
- First Time 2-1-1 Callers: **274**
- Calls Related to COVID-19: **73**
- People connected with food assistance: **240**
- People connected with utility assistance: **771**
- People connected with health care: **379** (total)
  - Other: (all other health-related calls) **253**
  - Mental Health: **83**
  - Substance Abuse: **43**
- People connected with housing or shelter: **1322**
- People connected with rent or mortgage assistance: **618**



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

1. Electric Service Payment Assistance
2. Rent Payment Assistance
3. Food Pantries
4. Low Income/Sub. Rental Housing
5. Water 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 FEBRUARY 2023 include:**

1. Rent Payment Assistance
2. Electric Service Connection
3. Electric Service Payment Assistance
4. Incontinence Supplies
5. Extreme Cold Warming Centers

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

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

1. Texas Utility Help (TDHCA)
2. Financial Stability Program (Catholic Charities of Central Texas)
3. Comprehensive Energy Assistance Program (Hill Country Community Action Association)
4. Rent and Utility Assistance (Salvation Army of Bell County)
5. TXU, Ambit, Reliant, and TriEagle Assistance - Helping Hands Ministry of Belton

**2023 FEBRUARY 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:

**Mar 23, 2023: AVC 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, Tx](#)[Good 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**

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