

Connect **UNITED,** **LIVE UNITED**

OUR GOAL

People in our community are connected to resources for food, health, housing, transportation, and more

SIMPLE, ONE-CALL ACCESS TO RESOURCES

For more than 25 years, United Way for Greater Austin has helped people navigate the complex system of health and human services in Central Texas through our Navigation Center. We provide simple, one-call access to more than 30,000 nonprofit and government resources in 10 counties.

Callers can receive support in the areas of food, health, child care, employment, housing, transportation, disaster relief, and more.



2-1-1 Navigation Specialist

HOW WE'RE HELPING

Meet **Model Community**

Model Community brings together agencies, community clinics, and education institutions to offer more holistic and streamlined delivery of social services.

Only 10% of a person's health outcomes are related to health care. Factors like access to education and housing can have the biggest impact. Funded by the Michael & Susan Dell Foundation, Episcopal Health Foundation, and St. David's Foundation, Model Community allows service providers—from health clinics to schools and community-based organizations—to develop a comprehensive view of an individual's needs and coordinate support to improve their health and wellness outcomes.

Through Model Community, we are building a more effective, person-centered system of social services that supports health equity—so everyone in our community has the opportunity to be healthy and thrive.

All of our programs are working toward eliminating barriers and ensuring that every person in our community gets the help they need.



MORE ON HOW WE'RE HELPING

Our Proven Programs

2-1-1

2-1-1 is a phone number anyone can call for help with food, health, child care, employment, housing, transportation, disaster relief, and more. 2-1-1 is free, confidential, and available 24/7. Support is available in more than 200 languages.

The 2-1-1 helpline run by United Way for Greater Austin serves Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Llano, Travis, and Williamson counties.

ConnectATX

ConnectATX is a complement to 2-1-1 that offers people more holistic support. While 2-1-1 has the capacity to provide service to thousands of people every week, ConnectATX goes deeper to proactively and holistically address many needs. Help through ConnectATX is available online and via phone, text, email, and chat.

A key feature of ConnectATX is "closed-loop" referrals. A few dozen agencies are closed-loop referral partners, meaning we digitally send client information to them, can see if and when the client is served, and can follow up as needed. We're adding new closed-loop partners every week.

IMPACT AT A GLANCE

254,387

requests for help answered

Collaborated with **19** local

grassroots organizations to

host **133** COVID-19 clinics and

administer **30,014** vaccines

Our Community Investments

\$744,650

supports COVID-19 vaccine equity
Funding from St. David's Foundation and Austin
Community Foundation



We connect people with affordable healthcare, food, and basic needs supports so everyone has an opportunity to thrive.



A therapy dog calms a local young boy as he receives the COVID-19 vaccine.