UNITED WAY
Greater Houston

From Preparedness to Recovery: United Way's Community Partnership Approach

City of Houston Resilience Committee
November 5, 2026



United Way's Disaster Leadership Approach

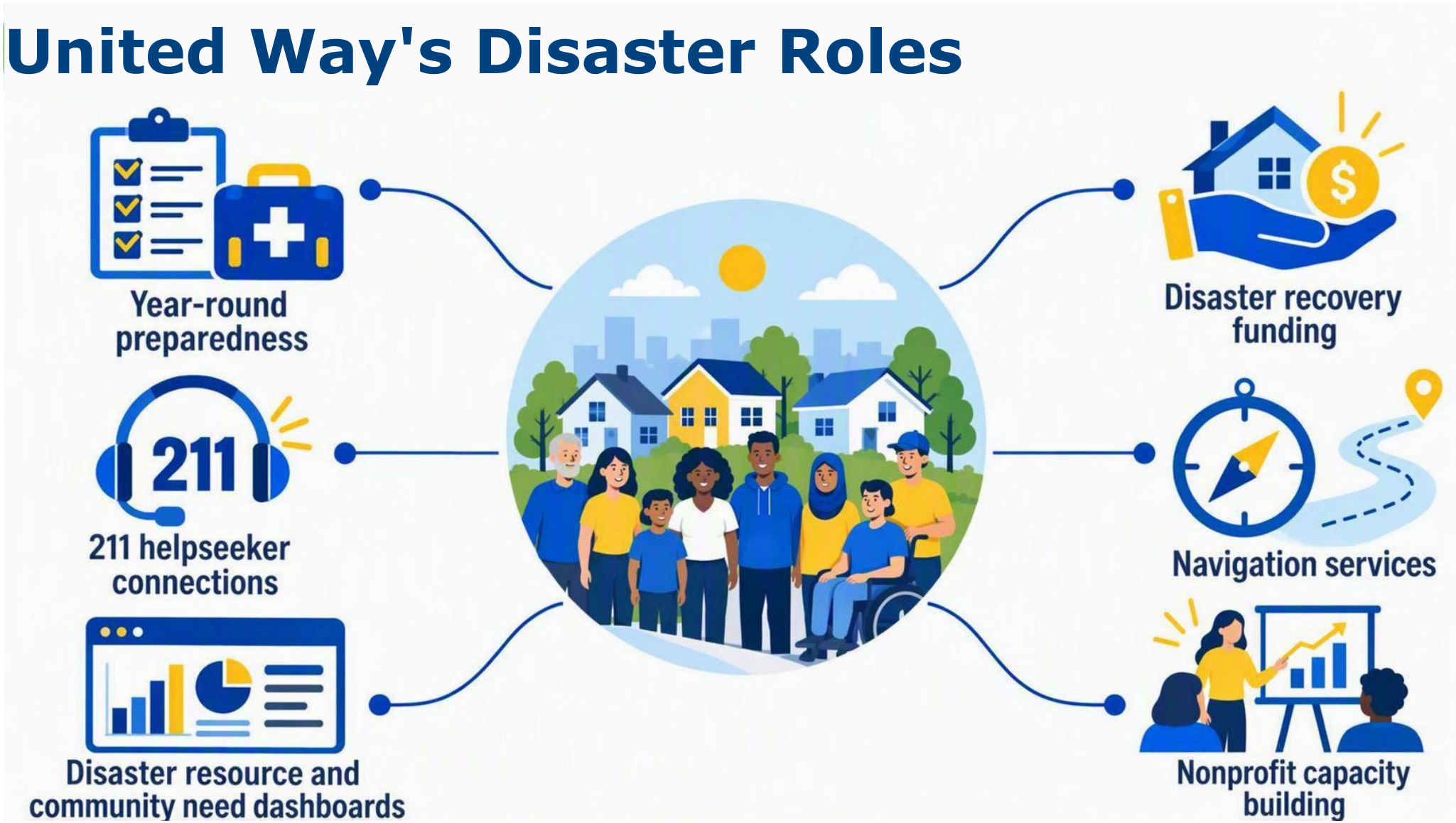
The Greater Houston region frequently faces disasters like hurricanes and flooding, creating both vulnerability and resilience among its residents and nonprofits.

Before, During, and After Disaster, United Way is Here

United Way of Greater Houston leads a community-wide approach to disaster preparedness, response, and recovery. We strengthen partnerships and mobilize resources to provide rapid support to the hardest-hit communities.

United Way plays a vital role in every phase of disaster by strengthening preparedness and resilience, coordinating cross-sector responses, and supporting long-term recovery, ensuring individuals and families are better equipped for future crises.

United Way's Disaster Roles



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UNITED WAY'S ROLE IN DISASTERS

		IN SERVICE TO				PHASES		
		Help-Seekers	Nonprofits	Corporate	Gov't	Preparedness & Resilience	Response	Recovery
211 Get Connected. Get Help.™	211 Texas / United Way HELPLINE	X					X	
	Strike Team	X					X	
	211 Disaster Data Dashboard		X		X		X	X
GHDA GREATER HOUSTON DISASTER ALLIANCE UNITED WAY Greater Houston | GREATER HOUSTON COMMUNITY FOUNDATION	Nonprofit Disaster Capacity Building		X			X		
	Disaster Recovery Funds	X	X				X	X
	Transforming Disaster Data & Comms		X		X	X		
	Hurricane Harvey at 10		X	X	X	X		
	Self-Guided Readiness Assessment & Action Guide		X		X	X		
UNITED WAY Greater Houston	Long-Term Recovery Groups (x4)		X		X			X
	United We Prepare Annual Initiative	X	X			X		
	Regional Disaster Ecosystem 101		X			X		
	Amplifying Disaster Volunteer Coord.		X	X	X	X	X	X
	Annual Disaster Convening		X		X	X		

Year-Round Preparedness

Long-Term Recovery Committees

In partnership with county Offices of Emergency Management, United Way co-leads four Long-Term Recovery in each county in our service area. These committees meet regularly to ensure preparedness for and readiness to respond to local disasters. They consist of nonprofit organizations, faith-based groups, and governmental agencies working together to create unified recovery plans that address the needs of our community.

- H-Town Recovers
- Fort Bend County Recovers
- Montgomery County Recovers
- Waller County Recovery Committee



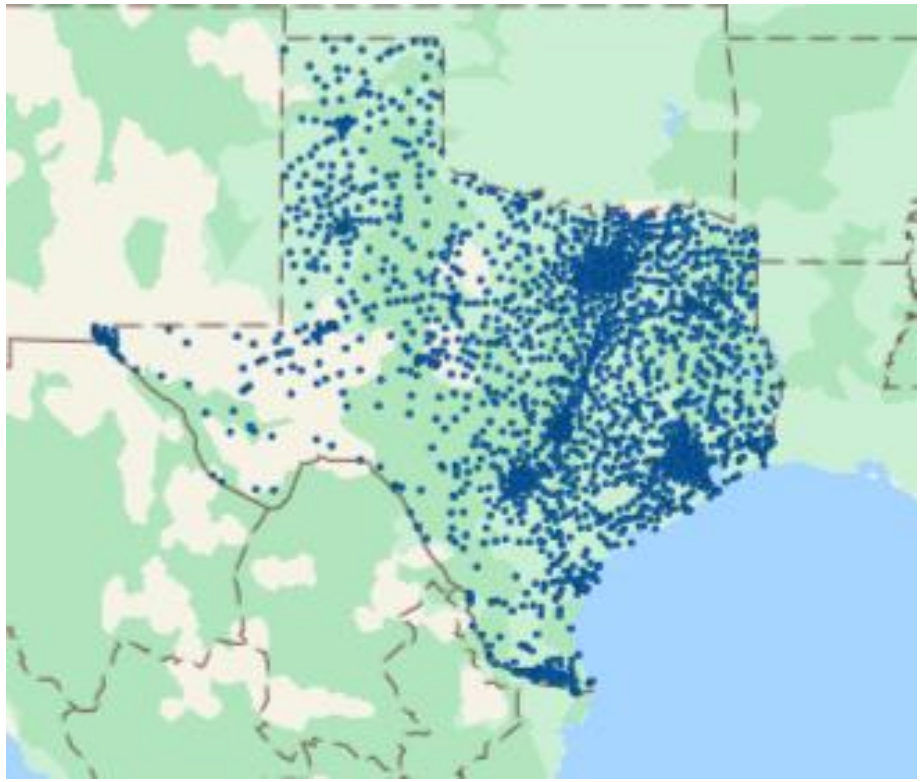


United We Prepare Annual Initiative

United We Prepare is our disaster preparedness initiative that provides free, comprehensive Household Disaster Preparedness Plan in 11 languages and supports nonprofits in hosting preparedness workshops for their communities. Through partnerships with United Way Worldwide, Verizon, and other corporate partners, we also bring disaster kits and other resources directly to communities across the region. To learn more, UNITED WE PREPARE - United Way Greater Houston

211 Texas/United Way HELPLINE

- One of the largest 211 contact centers in the country
  - **24/7 helpline** serving Texans every day
  - Support available in **350+ languages**
  - Daytime coverage: **33 counties**
  - Evenings, Weekends, & Holidays: **70% of Texas**
  - Responsible for three Area Information Centers
    - Gulf Coast
    - North Central Texas-Fort Worth
    - Coastal Bend
- **1M+** Help Seekers served annually since 2017
- **1.2M** connections in 2025
- **21.6M** connections since 2002



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211 Data Dashboard - YTD 2026

Contact Count	WEB & TXT Count	Grand Total
334,645	674,129	1,008,774

Date

YTD | Custom

1/1/2026 — 10/25/2026

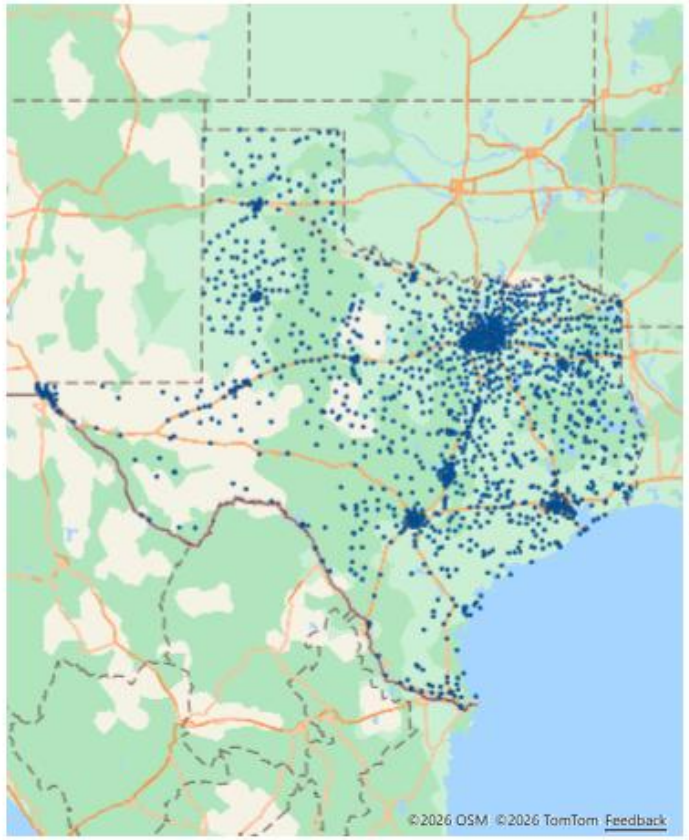
ZIP Code: All

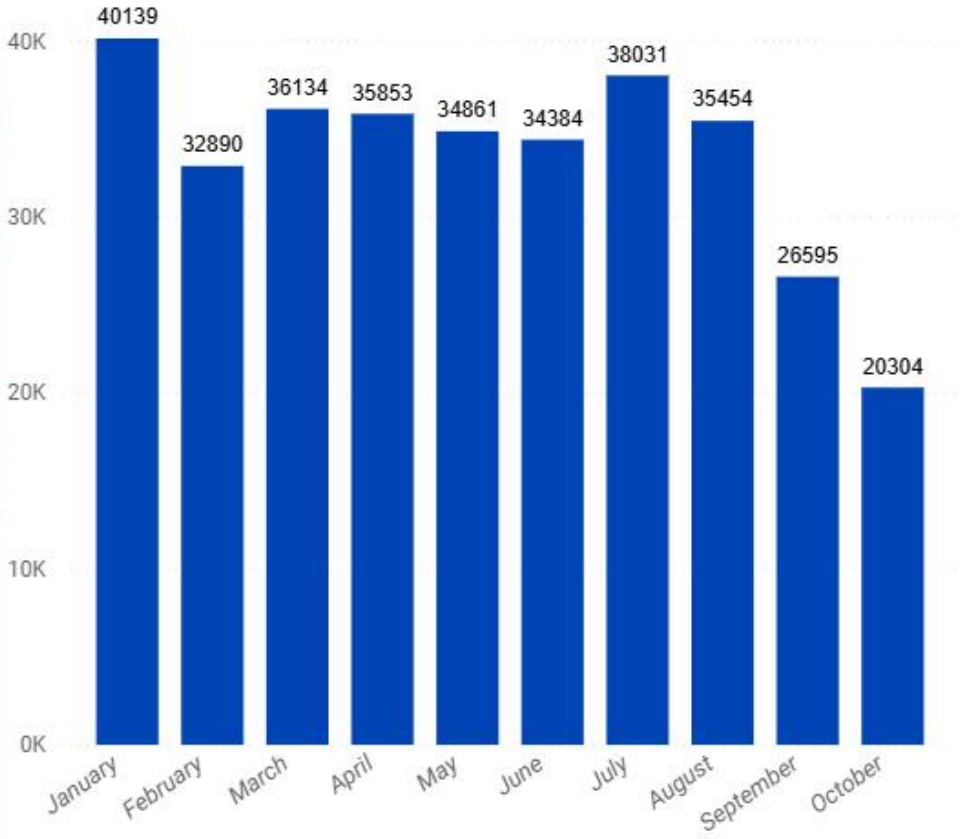
County: All

UWGH Service Area: All

Age: All

Military Status: All





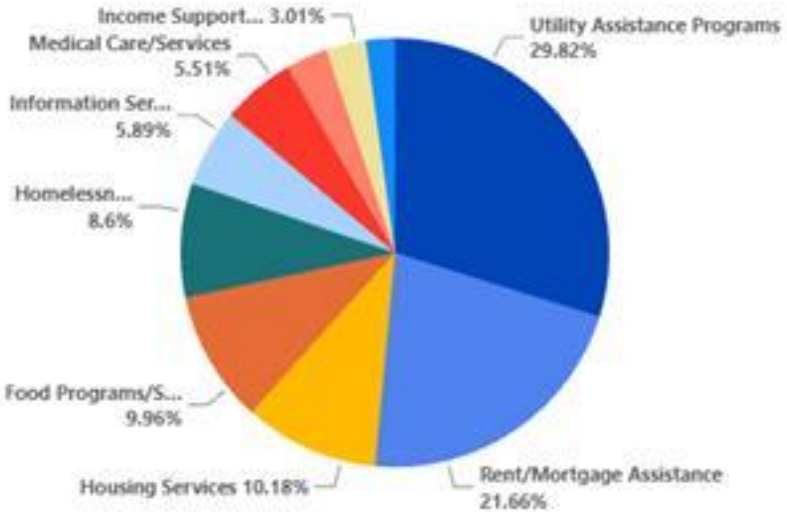
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211 Data Dashboard - YTD 2026

Top Agency Referrals

Agency Name	Count
Society of St. Vincent de Paul, Archdiocese of Galveston-Houston	18955
Gulf Coast Community Services Association (GCCSA)	18126
Texas Health and Human Services Commission (HHSC)	17613
Center for Transforming Lives	17001
Salvation Army - Greater Houston Area Command, The	16891
BakerRipley	16841
Wesley Community Center - Houston	12752
U.S. Department of Housing and Urban Development (HUD)	10280
Northwest Assistance Ministries (NAM)	10173
Christian Community Service Center (CCSC)	9876
Society of St Vincent de Paul (SVDP) - Fort Worth District Council	9073
Community Action Partners Fort Worth Neighborhood Services (CAP)	7816
Star of Hope Mission	7577
Catholic Charities of the Archdiocese of Galveston-Houston	7392
Hope Disaster Recovery	7246
Fort Bend County Social Services	5713
Mission Arlington/Mission Metroplex	5339
Magnificat Houses	5152
Texas Department of Family and Protective	4782
Total	**539234**

Top 10 Local Needs by Category



Local Needs by Category

Needs	Count
Utility Assistance Programs	164970
Rent/Mortgage Assistance	119822
Housing Services	56315
Food Programs/Services	55115
Homelessness Services	47560
Information Services	32601
Medical Care/Services	30493
Transportation	17565
Income Support/Public Benefits Assistance	16625
Aging and Caregiver Services	12132
Legal Services	11816
Household/Personal Care/Clothing	11470
Mental Health	10946
Children/Youth Services	9246
Employment	9097
Individual, Family and Community Support	8832
Public Safety	6229
Target Terms	5995
Substance Use	5663
Home Repair/Home Improvement	5222
Education	4255
Other Government/Economic Services	2604
	2146
Vital Records	2108
Income Tax Programs/Services	2041
Total	**653108**

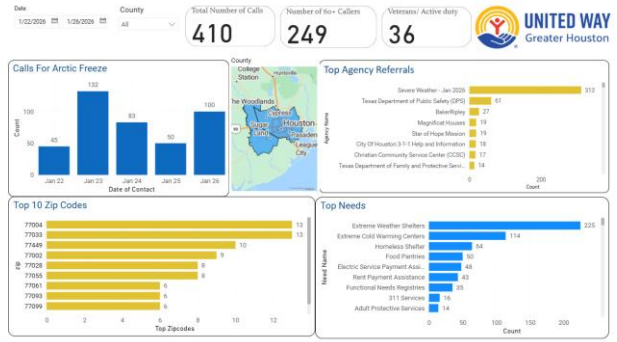
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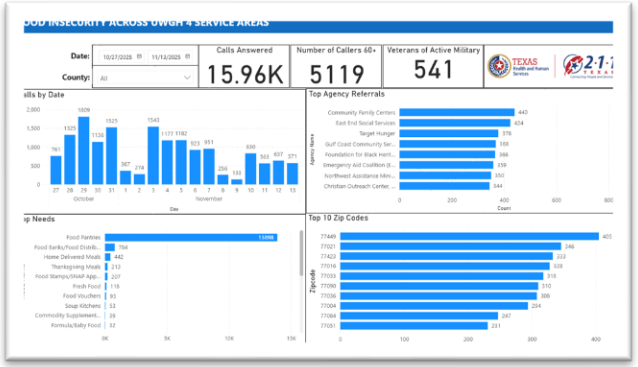
211 Dashboards

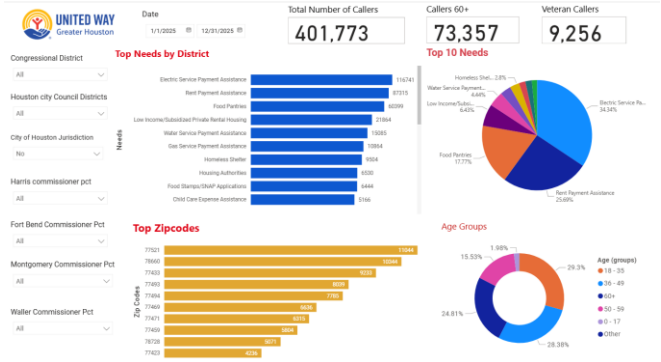
Requests for **specialized dashboards** have resulted in new dashboards that we developed to provide timely information:

- **Disaster** Dashboard
- **Food** Dashboard

New **Elected Officials** dashboard highlights calls received from City of Houston, County Precinct Data, and Congressional District from us and our 211 network.







211 Legislative Dashboard

UNITED WAY Greater Houston

Date

1/1/2026 — 10/26/2026

Total Number of Callers	Callers 60+	Veteran Callers
1,006,796	224,001	23,634

Congressional Districts: All

Houston city Council Districts: All

City of Houston Jurisdiction: All

Harris Commissioner pct: All

Fort Bend Commissioner Pct: All

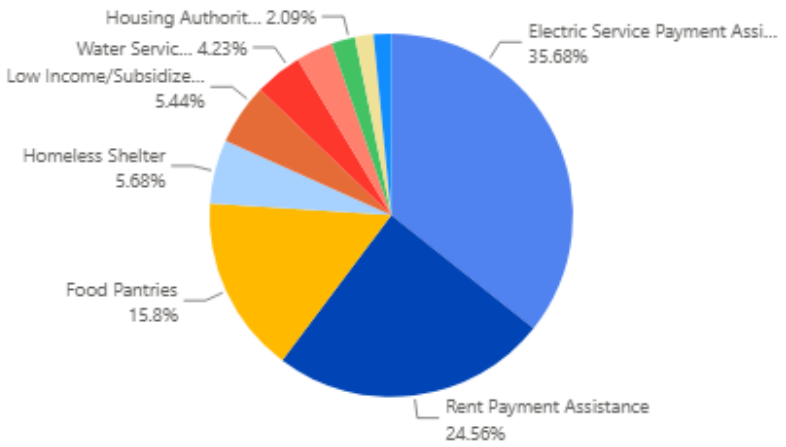
Montgomery Commissioner Pct: All

Waller Commissioner Pct: All

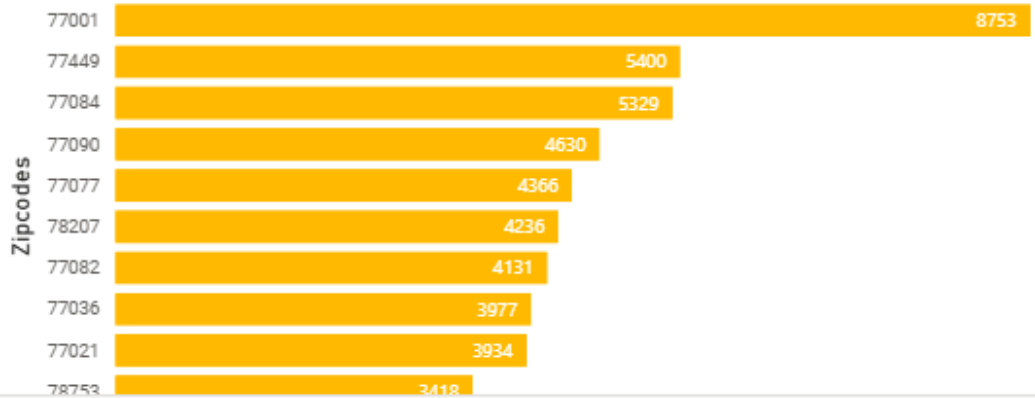
Top Needs by District



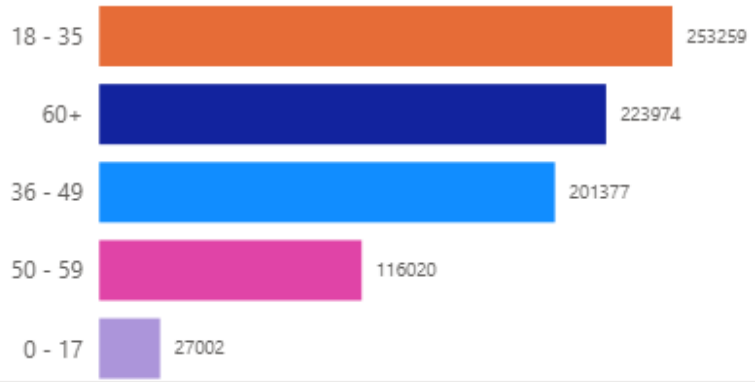
Top 10 Needs



Top 10 ZIP Codes



Age Groups



Greater Houston Disaster Alliance

An innovative approach to disaster philanthropy.

GHDA GREATER HOUSTON DISASTER ALLIANCE

UNITED WAY Greater Houston | GREATER HOUSTON COMMUNITY FOUNDATION

Accelerating Recovery. Building Resilience. A philanthropic partnership between United Way and Greater Houston Community Foundation with over 35 years of combined experience leading disaster recovery efforts. We launched in 2023 to ensure the region has the networks and systems in place to accelerate recovery effectively in times of disaster. www.disasteralliance.org

- United We Prepare Annual Initiative
- Community Foundation Resilience Network
- Transforming Disaster Data & Communications
- Hurricane Harvey at 10: Building a More Resilient Future

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- Strengthen Cross-Sector Disaster Coordination
- Demonstrate Measurable Gains in Resilience
- Be a Nationally Recognized Model
- Attract Resources to Our Region

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Home Repair

The large majority of funding is invested in home repair services to support the long-term recovery journeys of disaster survivors.

Emergency Financial Assistance

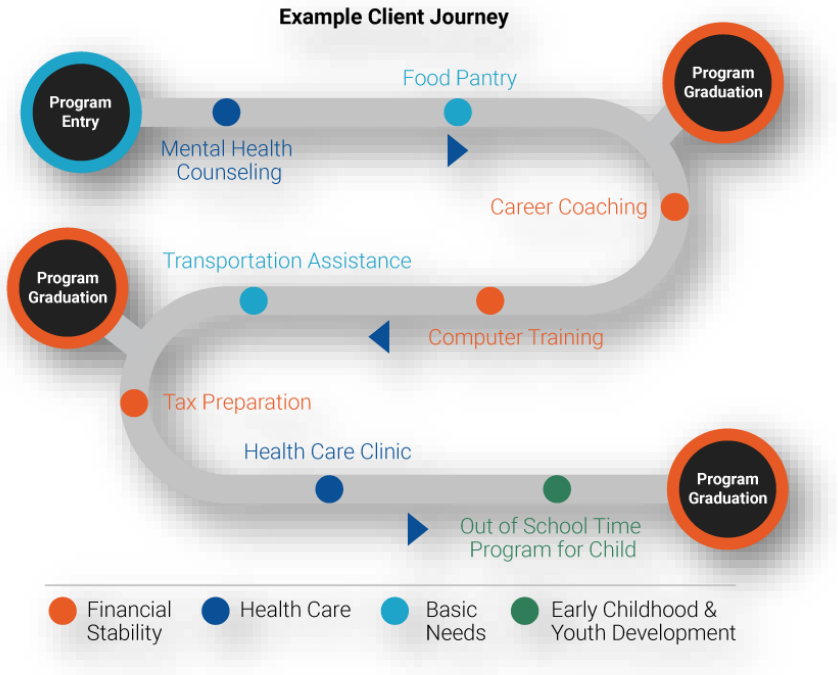
Immediate emergency financial assistance can prevent compounding challenges faced by disaster survivors.

Disaster Resource Navigation

In times of disaster, the Greater Houston Disaster Alliance invests in nonprofits to provide coordinated disaster resource navigation that is more than a referral.

Navigation Resources

Navigation Services provided by a dedicated expert help individuals work on setting goals, build action plans, and makes connections to the right programs and support. This human-centered approach leads to real and measurable change, helping families achieve and maintain financial stability and address disaster challenges.



Year-round, United Way Navigators and an Integrated Client Journey help clients build their own personalized pathways to achieving financial stability and access services along the way. Rather than working separately to address individual needs, programs are orchestrated to make it easy for clients to engage across services as needed, breaking down barriers and helping ensure clients can be successful.

Post-disaster, navigators temporarily pivot to providing disaster resource navigation services as a trusted partner in the clients' Integrated Client Journey.

Nonprofit Disaster Capacity Building

Disaster capacity building strengthens regional resilience, yet most nonprofits have limited time and resources for disaster readiness, and disaster response may not be their primary mission. Still, every nonprofit has a role to play, from providing essential services and supporting recovery to caring for colleagues, families, and neighbors.

Regional Disaster Ecosystem 101 Workshops for Nonprofits

A stronger nonprofit sector makes a stronger disaster system. This course gives nonprofit professionals the knowledge, connections, and shared language they need to understand their role in the Greater Houston Region's disaster ecosystem. It builds a shared foundation of knowledge about the systems, partners, structures, timelines, and terminology shaping disaster preparedness, response, and recovery across Greater Houston.

Self-Guided Readiness Assessment & Action Guide

The Nonprofit Disaster Readiness Assessment & Action Guide is an interactive, self-guided tool that helps nonprofits assess their readiness, identify practical next steps, and strengthen the systems, skills, and practices needed to support their communities before, during, and after disasters. Developed by the Greater Houston Disaster Alliance, it turns assessment into action, building stronger individual organizations and a more coordinated, resilient nonprofit sector across Greater Houston. *Launching early 2027.*

Connect with Us

- **Refer** Help Seekers to 211 via phone, text, web or chat.
- **Partner** with us if you have a resource that would benefit the community.
- **Access** staff training so your team can provide 211 referrals to your Help Seekers.
- **Utilize** our 211 data to spread the message, mobilize resources and support advocacy.
- **Connect** individuals that are ready to work on their goals to United Way's Integrated Client Journey through 211 or self-service tool at smallwinsbigmoves.org.
- Reach out if I can be a resource to you – Mary Vazquez, Chief Impact Officer at mvazquez@unitedwayhouston.org or 713-685-2455.

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Strengthening the Regional Disaster Ecosystem