

2-1-1 TEXAS A CALL FOR HELP

April 2018

Monthly # of Calls	
April	March
2,010	2,139

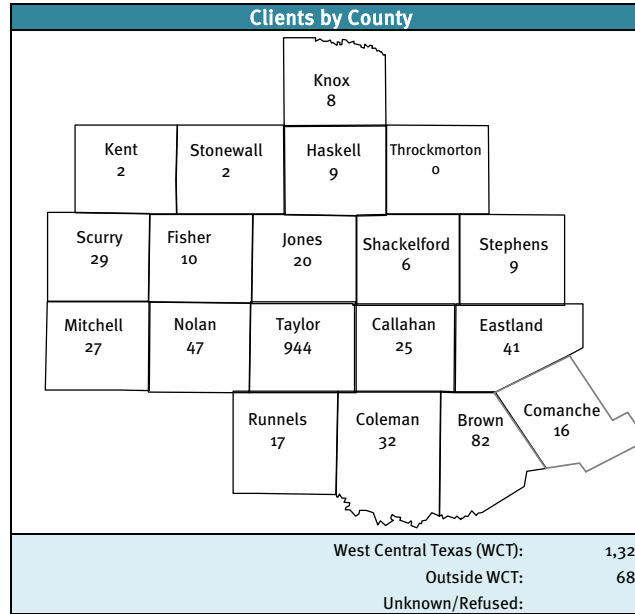
Call Management Statistics	
SERVICE LEVEL	
April	March
91.63%	96.42%
ABANDONMENT RATE	
April	March
3.67%	3.40%

I&R Call Types	
Information	174
Transfer to ES*	595
Referral	1,045
Advocacy	38
Crisis	-

Non-I&R Calls	
Admin/Other	158

Follow-ups	
Attempted	15.22%
Completed	4.40%

First Time Caller Inquiries	
* Total of entries in I&R Software	
Total*	2,010
New	156
% New	7.76%



Other Inquiry Methods	
Walk In	32
Email	4

Language	
English	1,989
Spanish	21
Other	-

Military Calls	
Active Duty	2
Veteran	33

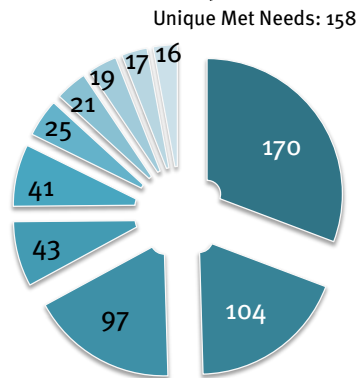
I&R Client Age	
0 - 17	0.64%
18 - 34	22.91%
35 - 64	58.79%
65+	17.66%
Unknown/Refused	-

I&R Client Gender	
Female	76.13%
Male	23.87%
Unknown/Other	-

TXU Energy Aid	
# of Clients	14
Amount Pledged	\$2,008.04

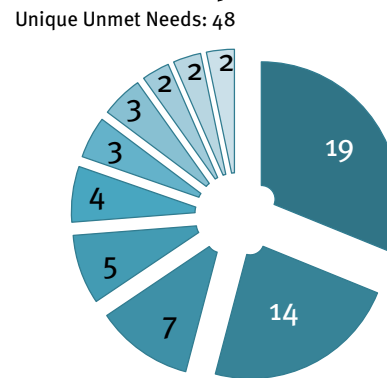
West Central Top Met Needs

- Electric Service Payment Assistance
- Food Pantries
- Rent Payment Assistance
- Prescription Expense Assistance
- Gas Service Payment Assistance
- Water Service Payment Assistance
- General Dentistry
- Community Clinics
- Medical Appointments Transportation
- Housing Authorities



West Central Top Unmet Needs

- Electric Service Payment Assistance
- Rent Payment Assistance
- Water Service Payment Assistance
- Rental Deposit Assistance
- Incidental Medical Expense Assistance
- Homeless Shelter
- Gas Money
- Gas Service Payment Assistance
- Dentures
- Furniture




BASIC NEEDS NETWORK

April 2018



Agency	# Users			# of Entries	# Financial Assistance	\$ Financial Assistance & Market Value of Services
	April	March	February			
2-1-1 Texas A Call for Help	7	7	7	225		
Abilene Hope Haven	1			1	-	-
Baptist Social Ministries	6	5	5	190	169	\$33,250.00
BCFS (HOPES)			1	-	-	-
Beltway Park Church Food Pantry	4	4	2	259	206	\$9,641.68
Bible Way	1	1	1	3	-	-
Brown County Home Solutions	1	1		2	-	-
Buffalo Gap Church of Christ	1	1		1	-	-
Christian Ministries of Abilene	4	4	4	294	180	\$4,692.92
Christian Service Center	8	8	8	378	351	\$17,626.88
Christian Women's Job Corp	1	1	1	34	33	\$9,185.00
City Light Community Ministries	1	1	1	69	59	\$5,914.84
Coggin Ave Baptist Church	1	1	1	11	7	\$387.50
Crescent Heights Baptist Church	3	2	3	34	-	-
Day Nursery of Abilene	1	2	3	42	42	\$26,436.00
FaithWorks of Abilene		1	1	-	-	-
First Central Presbyterian Food Pantry	3	5	4	94	76	\$2,592.00
Global Samaritan Resources	1	1	1	31	31	\$14,576.00
Heart of Texas- Good Samaritan Ministries, Inc.	1	1	1	1,403	810	\$41,242.19
Heavenly Rest	3	3	3	57	53	\$3,214.36
Hillcrest Church of Christ	1	1		2	-	-
Love & Care Ministries	4	4	4	490	416	\$15,021.96
Methodist Service Center	1	1	1	23	20	\$1,703.50
Minda Street Church of Christ	1	1	1	12	12	\$252.00
Minter Lane Church of Christ	1	1	1	5	-	-
New Hope Church	1	1		1	-	-
ResourceCare	2	3	2	10	9	\$953.33
Rolling Plains Management Corporation	2	1	3	224	220	\$252,265.21
S. 11 & Willis Church of Christ		1	1	-	-	-
Snyder Community Resource Center	3	2	2	12	9	\$804.06
Snyder First Assembly	1	1	1	1	1	\$100.00
Southern Hills Church of Christ		1	1	-	-	-
St. Mark's Episcopal Church	1	1	1	174	-	-
St. Vincent de Paul Society	1	1	1	12	12	\$2,158.95
The Salvation Army of Abilene	1	1	1	323	295	\$7,810.24
United Methodist Food Pantry	7	4	5	619	586	\$18,749.61
University Church of Christ				-	-	-
West Central Texas Council of Governments	3	1		3	-	-
TOTAL	78	75	72	5,039	3,597	\$ 468,578.23
Total # Active Agencies	33	35	31			

 no entry this month

