

2-1-1 Texas A Call for Help April 2019

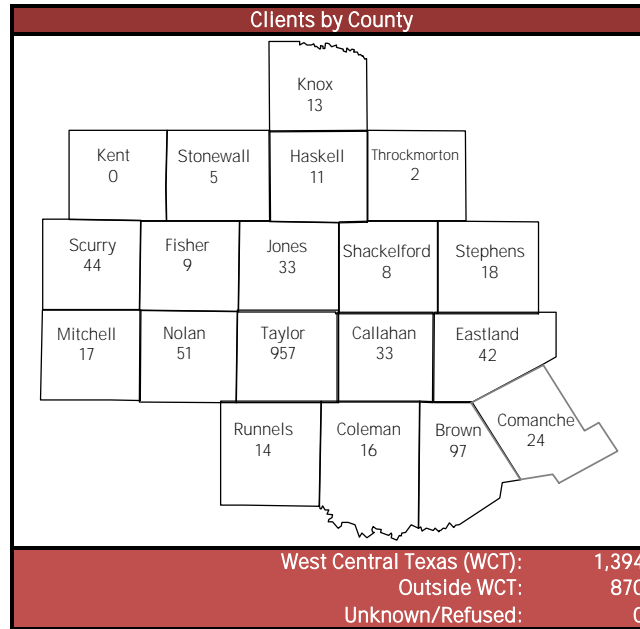
Monthly # of Calls	
April	March
2,264	2,099

Call Management Statistics	
Service Level	
April	March
90.69%	91.23%
Abandonment Rate	
April	March
3.22%	3.22%

I&R Call Types	
Information	193
Transfer to ES*	773
Referral	1,081
Advocacy	50
Crisis	1
Non-I&R Calls	
Admin/Other	166

Follow-ups	
Attempted	21.16%
Completed	21.33%

First Time Caller Inquiries	
* Total of entries in I&R Software	
Total*	2,264
New	164
% New	7.24%



Top Community Resources Selected on acallforhelp.info	
Gas Money	450
Birth Certificate Fee Assistance	245
Food Pantries	149
City and Rural Rides (CARR)	110
Rent Payment Assistance	106

Other Inquiry Methods	
Walk In	31
Email	7

Language	
English	2,251
Spanish	12
Other	1

Military Calls	
Active Duty	0
Veteran	29

I&R Client Age	
0 - 17	0.49%
18 - 34	28.14%
35 - 64	53.89%
65+	17.40%
Unknown/Refused	0.09%

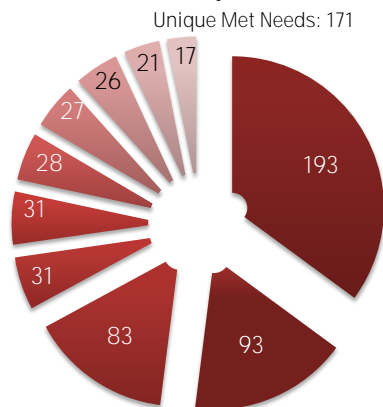
I&R Client Gender	
Female	81.05%
Male	18.95%
Unknown/Other	0.00%

TXU Energy Aid	
# of Clients	26
Amount Pledged	\$5,856.94

Unique Visitors to acallforhelp.info	
April	March
2,508	2,813

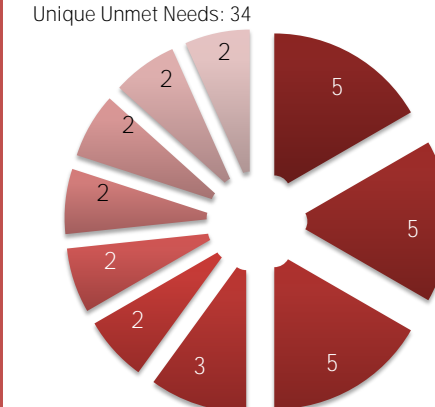
West Central Top Met Needs

- Electric Service Payment Assistance
- Food Pantries
- Rent Payment Assistance
- General Dentistry
- Water Service Payment Assistance
- Gas Service Payment Assistance
- Gas Money
- Prescription Expense Assistance
- Non-Emergency Medical Transportation
- Housing Authorities



West Central Top Unmet Needs

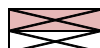
- Rent Payment Assistance
- Gas Money
- Electric Service Payment Assistance
- Water Service Payment Assistance
- Burial/Cremation Expense Assistance
- Orthodontics
- Mortgage Payment Assistance
- Transitional Housing/Shelter
- Prescription Expense Assistance
- Utility Deposit Assistance



2-1-1 Texas A Call for Help

April 2019

Agency	# Users			# of Entries	# Financial Assistance	\$ Financial Assistance & Market Value of Services
	April	March	February			
2-1-1 Texas A Call for Help	8	6	7	180	-	-
Abilene Hope Haven	2	2	3	11	-	-
Abilene Public Library	1	 	 	1	-	-
Baptist Social Ministries	4	3	2	235	187	\$65,910.00
BCFS HHS	1	1	1	35	-	-
Beltway Park Church Food Pantry	2	1	2	305	258	\$13,143.32
Bible Way Church	1	2	 	2	-	-
Brown County Home Solutions	1	1	 	6	4	\$886.79
Buffalo Gap Church of Christ	1	 	 	1	-	-
Christian Ministries of Abilene	3	4	4	234	176	\$4,132.49
Christian Service Center	8	10	7	502	438	\$16,943.02
City Light Community Ministries	2	2	2	75	62	\$5,554.41
Coggin Ave Baptist Church	1	1	1	6	3	\$260.10
Crescent Heights Baptist Church	2	2	2	23	-	-
Day Nursery of Abilene	2	2	1	19	18	\$8,723.80
FaithWorks	1	1	1	17	16	\$16.00
First Central Presbyterian Food Pantry	7	6	5	164	151	\$4,488.00
Global Samaritan Resources	1	1	1	37	37	\$10,411.00
Goodwill West Texas	 	2	 	-	-	-
Heart of Texas- Good Samaritan Ministries, Inc.	1	2	1	175	40	\$6,062.46
Hillcrest Church of Christ	1	 	 	4	-	-
Love & Care Ministries	5	6	4	570	507	\$29,593.51
Methodist Service Center	1	 	 	20	19	\$1,790.54
Minda Street Church of Christ	2	2	3	17	13	\$273.00
Minter Lane Church of Christ	1	1	1	4	-	-
NAMI PHOENIX House	1	1	 	1	1	\$13.00
Pioneer Drive Baptist Church	1	 	1	2	1	\$144.82
ResourceCare	2	3	3	8	7	\$1,011.71
Rolling Plains Management Corporation	4	4	1	264	251	\$197,986.07
S. 11 & Willis Church of Christ	1	 	1	1	1	\$60.00
Snyder Community Resource Center	1	1	1	1	1	\$100.00
Southern Hills Church of Christ	1	 	 	10	9	\$135.00
St. Mark's Episcopal Church	1	1	1	175	161	\$2,097.50
St. Vincent de Paul	1	1	1	31	27	\$6,386.18
The Salvation Army of Abilene	1	1	1	371	326	\$5,681.11
United Methodist Food Pantry	6	6	6	575	532	\$18,479.90
WCTRF Supportive Services for Veteran Families (SSVF)	1	 	1	2	-	-
Workforce Solutions of WCT	11	14	7	132	57	\$3,348.00
TOTAL	91	90	72	4,216	3,303	\$403,631.73
Total # Active Agencies	37	30	29			

 no entry this month

