

2-1-1 Texas A Call for Help August 2018

Monthly # of Calls	
August	July
2,656	2,531

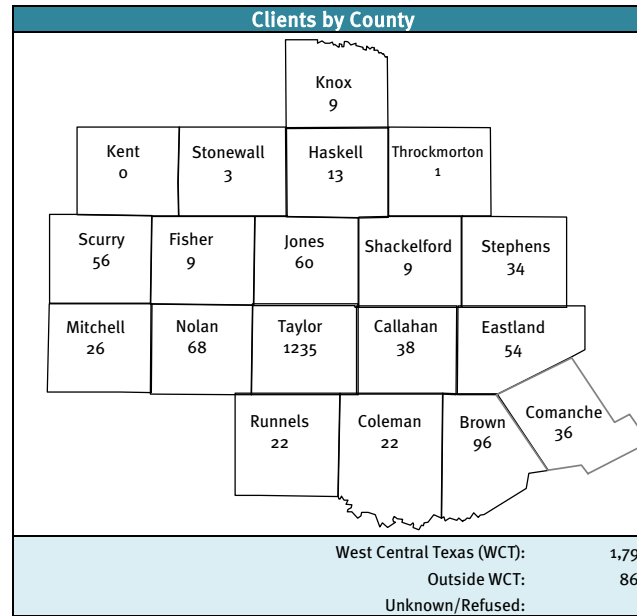
Call Management Statistics	
SERVICE LEVEL	
August	July
89.28%	89.34%
ABANDONMENT RATE	
August	July
4.05%	4.31%

I&R Call Types	
Information	233
Transfer to ES*	710
Referral	1,473
Advocacy	26
Crisis	0

Non-I&R Calls	
Admin/Other	214

Follow-ups	
Attempted	10.26%
Completed	29.36%

First Time Caller Inquiries	
* Total of entries in I&R Software	
Total*	2,656
New	108
% New	4.07%



Other Inquiry Methods	
Walk In	9
Email	4

Language	
English	2,638
Spanish	18
Other	0

Military Calls	
Active Duty	2
Veteran	13

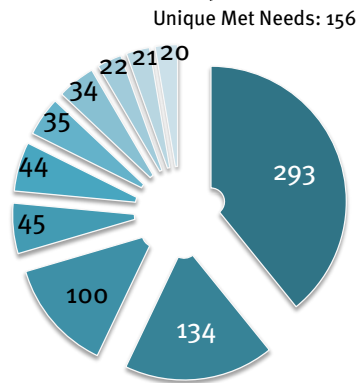
I&R Client Age	
0 - 17	0.35%
18 - 34	24.54%
35 - 64	56.99%
65+	18.13%
Unknown/Refused	-

I&R Client Gender	
Female	79.33%
Male	20.67%
Unknown/Other	-

TXU Energy Aid	
# of Clients	12
Amount Pledged	\$3,908.71

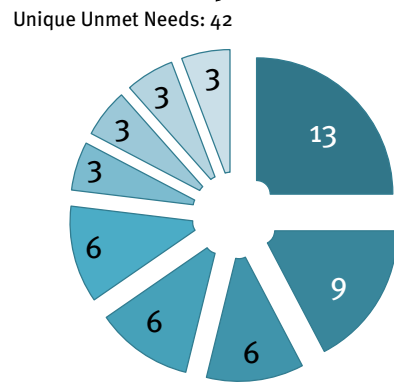
West Central Top Met Needs

- Electric Service Payment Assistance
- Food Pantries
- Rent Payment Assistance
- Water Service Payment Assistance
- Prescription Expense Assistance
- Non-Emergency Medical Transportation
- Gas Money
- Section 8 Housing Choice Vouchers
- General Dentistry
- Medicaid Information/Counseling



West Central Top Unmet Needs

- Rent Payment Assistance
- Free School Supplies
- Motel Bill Payment Assistance
- Water Service Payment Assistance
- Electric Service Payment Assistance
- Weatherization Programs
- Prescription Expense Assistance
- Gas Money
- Holiday Gifts/Toys




BASIC NEEDS NETWORK

August 2018



Agency	# Users			# of Entries	# Financial Assistance	\$ Financial Assistance & Market Value
	August	July	June			
2-1-1 Texas A Call for Help	6	7	6	128		
Abilene Hope Haven	3	1	1	19	1	\$18.00
Baptist Social Ministries	4	5	4	242	204	\$72,710.00
BCFS (HOPES)	1	1	1	-	-	-
Beltway Park Church Food Pantry	2	3	4	223	189	\$5,753.00
Bible Way	1	1	1	5	-	-
Boots on the Ground	1	1	1	1	-	-
Brown County Home Solutions	1	1	1	-	-	-
Buffalo Gap Church of Christ	1	1	1	2	2	\$370.00
Christian Ministries of Abilene	4	4	3	306	167	\$5,472.49
Christian Service Center	9	7	7	613	484	\$27,780.48
City Light Community Ministries	2	1	1	76	65	\$1,930.62
Coggin Ave Baptist Church	1	1	1	12	4	\$240.00
Community Foundation of Abilene	1	1	1	4	-	-
Crescent Heights Baptist Church	3	3	3	40	-	-
Day Nursery of Abilene	2	2	2	21	21	\$10,343.00
FaithWorks	1	1	1	146	144	\$144.00
First Central Presbyterian Food Pantry	5	7	7	146	129	\$4,728.00
Global Samaritan Resources	1	1	1	29	29	\$13,960.00
Heart of Texas- Good Samaritan Ministries, Inc.	2	2	1	1,686	911	\$47,299.15
Heavenly Rest	2	3	3	18	16	\$920.00
Hillcrest Church of Christ	1	1	1	1	-	-
Love & Care Ministries	4	4	4	533	453	\$19,419.81
Methodist Service Center	1	1	1	1	-	-
Minda Street Church of Christ	1	1	1	8	6	\$126.00
Minter Lane Church of Christ	1	1	1	6	-	-
New Hope Church	1	1	2	8	-	-
ResourceCare	1	1	2	1	1	\$38.74
Rolling Plains Management Corporation	4	3	3	250	208	\$150,908.28
S. 11 & Willis Church of Christ	1	1	1	8	8	\$177.00
Snyder Community Resource Center	3	2	3	10	7	\$567.89
St. Mark's Episcopal Church	1	1	1	56	-	-
The Salvation Army of Abilene	1	1	1	975	868	\$21,431.18
United Methodist Food Pantry	6	7	6	703	648	\$24,762.50
West Central Texas Council of Governments	1	1	1	2	-	-
TOTAL	78	74	75	6,279	4,565	\$409,100.14
Total # Active Agencies	33	29	31			

 no entry this month

