

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

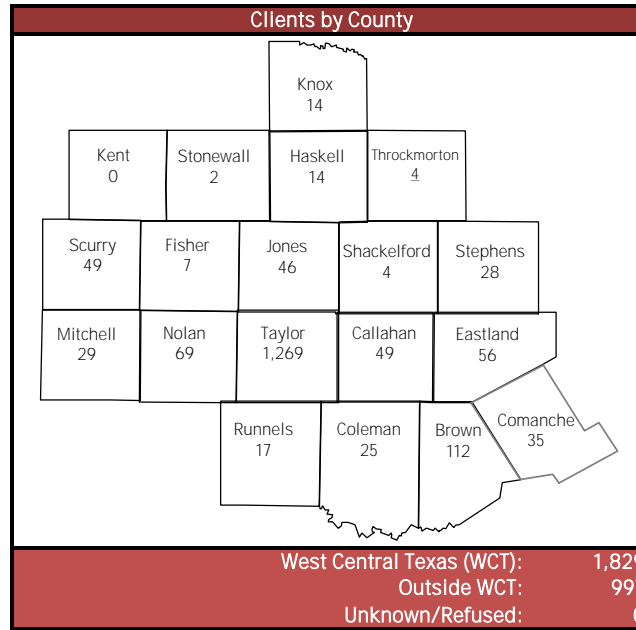
Monthly # of Calls	
August	July
2,826	2,666

Call Management Statistics	
Service Level	
August	July
86.62%	84.15%
Abandonment Rate	
August	July
2.95%	3.02%

I&R Call Types	
Information	253
Transfer to ES*	882
Referral	1,460
Advocacy	48
Crisis	0
Non-I&R Calls	
Admin/Other	183

Follow-ups	
Attempted	16.37%
Completed	14.63%

First Time Caller Inquiries	
* Total of entries in I&R Software	
Total*	2,826
New	157
% New	5.56%



Top Community Resources Selected on acallforhelp.info	
Birth Certificate Fee Assistance	712
Gas Money	506
Rent Payment Assistance	158
City and Rural Rides (CARR)	151
Love and Care Ministries Food Pantry	101

Other Inquiry Methods	
Walk In	29
Email	8

Language	
English	2,808
Spanish	18
Other	0

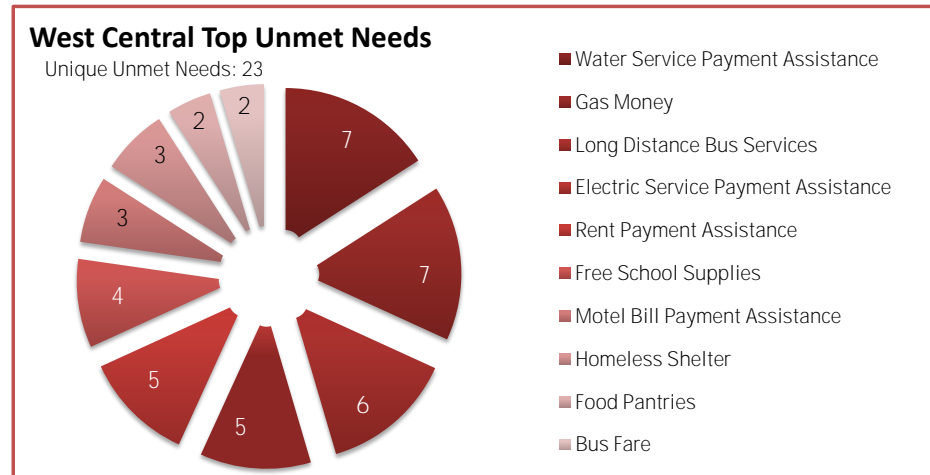
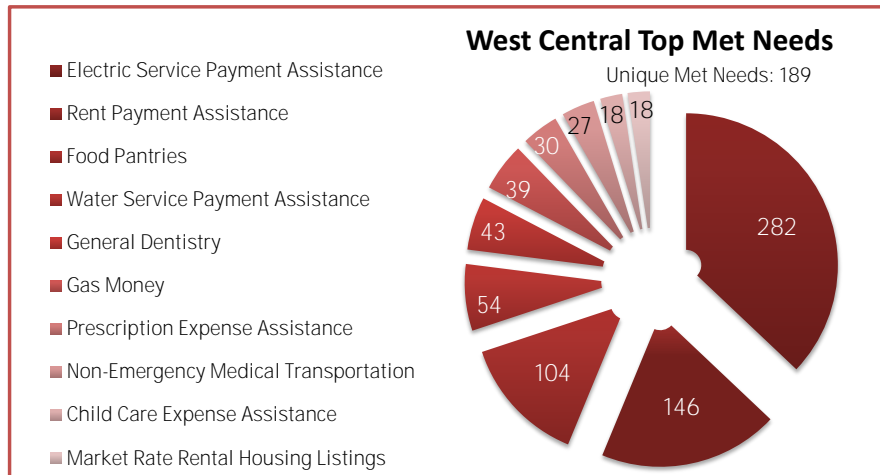
Military Calls	
Active Duty	0
Veteran	39

I&R Client Age	
0 - 17	0.40%
18 - 34	23.96%
35 - 64	54.80%
65+	20.84%
Unknown/Refused	-

I&R Client Gender	
Female	81.66%
Male	18.34%
Unknown/Other	0.00%

TXU Energy Aid	
# of Clients	26
Amount Pledged	\$6,540.42

Unique Visitors to acallforhelp.info	
August	July
3,692	3,619



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Agency	# Users			# of Entries	# Financial Assistance	\$ Financial Assistance & Market Value of Services
	August	July	June			
2-1-1 Texas A Call for Help	7	6	10	253	-	-
Abilene Hope Haven	2	3	3	14	-	-
Abilene Public Library	1	1	2	3	2	\$80.00
Abilene Recovery Council	1	1	1	-	-	-
Abilene Relief Fund Disaster Aid	1	4	4	174	21	\$56,025.41
Baptist Social Ministries	5	4	4	296	233	\$55,000.00
BCFS HHS	1	1	1	45	44	\$3,510.00
Beltway Park Church Food Pantry	1	1	2	168	150	\$31,213.40
Bible Way Church	1	1	1	1	-	-
Boots on the Ground	1	1	1	-	-	-
Brown County Home Solutions	1	1	1	4	4	\$686.56
Christian Ministries of Abilene	3	5	6	388	202	\$6,305.00
Christian Service Center	9	9	9	545	484	\$25,322.54
City Light Community Ministries	2	2	3	55	50	\$6,688.40
Coggin Ave Baptist Church	1	1	1	8	5	\$335.00
Community Foundation of Abilene	1	1	1	3	-	-
Crescent Heights Baptist Church	1	3	2	27	-	-
Day Nursery of Abilene	3	2	2	84	79	\$38,487.50
FaithWorks	1	1	1	39	39	\$3,167.00
First Central Presbyterian Food Pantry	7	6	6	164	134	\$4,572.00
Global Samaritan Resources	1	1	1	38	38	\$14,111.00
Goodwill West Texas	1	1	1	-	-	-
Heart of Texas- Good Samaritan Ministries, Inc.	2	2	2	1,635	879	\$47,397.88
Hillcrest Church of Christ	1	1	1	1	-	-
Homeless Outreach Team	1	1	1	36	-	-
Houses for Healing	1	1	1	-	-	-
Love & Care Ministries	5	5	5	498	413	\$28,431.17
Methodist Service Center	1	2	1	32	31	\$12,265.59
Minda Street Church of Christ	4	3	3	13	11	\$864.00
Minter Lane Church of Christ	1	1	1	3	-	-
ResourceCare	3	3	3	23	23	\$2,236.78
Rolling Plains Management Corporation	5	6	5	165	125	\$97,226.95
S. 11 & Willis Church of Christ	1	1	1	6	6	\$275.00
Snyder Community Resource Center	1	1	1	1	-	-
Southern Hills Church of Christ	1	1	1	8	8	\$120.00
St. Mark's Episcopal Church	1	1	1	-	-	-
St. Vincent de Paul	1	1	1	26	26	\$5,000.62
The Salvation Army of Abilene	1	1	1	901	816	\$13,273.96
United Methodist Food Pantry	6	6	5	654	614	\$75,119.67
WCTRF Supportive Services for Veteran Families (SSVF)	1	1	1	1	-	-
Workforce Solutions of WCT	13	13	11	155	77	\$6,627.41
TOTAL	97	101	103	6,467	4,514	\$534,342.84
Total # Active Agencies	36	35	37			
	1	1	1	no entry this month		

