

BASIC NEEDS NETWORK

February 2018



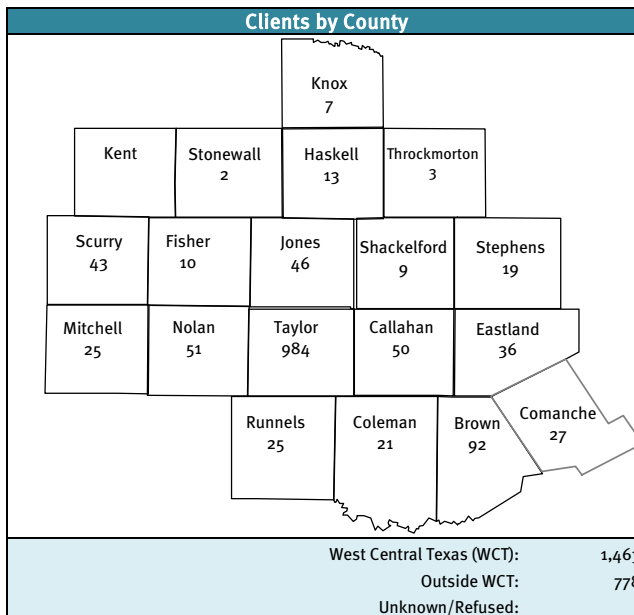
Monthly # of Calls	
February	January
2,241	3,235

Call Management Statistics	
SERVICE LEVEL	
February	January
95.75%	83.57%
ABANDONMENT RATE	
February	January
3.72%	1.68%

I&R Call Types	
Information	224
Transfer to ES*	657
Referral	1,150
Advocacy	48
Crisis	2
Non-I&R Calls	
Admin/Other	160

Follow-ups	
Attempted	22.08%
Completed	46.85%

First Time Caller Inquiries	
* Total of entries in I&R Software	
Total*	2,208
New	137
% New	6.20%



Other Inquiry Methods	
Walk In	36
Email	4

Language	
English	2,213
Spanish	26
Other	2

Military Calls	
Active Duty	0
Veteran	33

I&R Client Age	
0 - 17	0.49%
18 - 34	20.79%
35 - 64	58.43%
65+	20.29%
Unknown/Refused	-

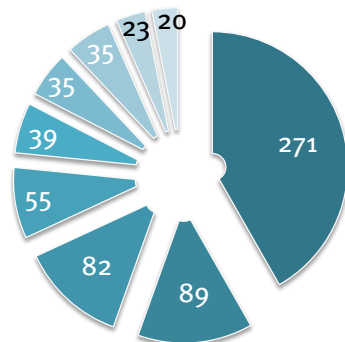
I&R Client Gender	
Female	76.05%
Male	23.95%
Unknown/Other	-

TXU Energy Aid	
# of Clients	35
Amount Pledged	\$9,337.05

West Central Top Met Needs

Unique Met Needs: 243

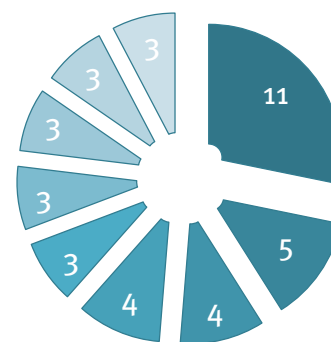
- Electric Service Payment Assistance
- Food Pantries
- Rent Payment Assistance
- Gas Service Payment Assistance
- Adult Protective Services
- Water Service Payment Assistance
- Prescription Expense Assistance
- Gas Money
- AARP Tax Aide Program Sites



West Central Top Unmet Needs

Unique Unmet Needs: 57

- Rent Payment Assistance
- Gas Service Payment Assistance
- Motel Bill Payment Assistance
- Bus Fare
- Rental Deposit Assistance
- Furniture
- Prescription Expense Assistance
- Adult Protective Services
- Water Service Payment Assistance




BASIC NEEDS NETWORK

February 2018



Agency	# Users			# of Entries	# Financial Assistance	\$ Financial Assistance & Market Value of Services
	February	January	December			
2-1-1 Texas A Call for Help	7	8	7	224		
Baptist Social Ministries	5	5	7	149	128	\$24,584.00
BCFS (HOPES)	1			4	4	\$269.02
Beltway Park Church Food Pantry	2	3	2	211	169	\$7,719.68
Bible Way	1	1		3	-	-
Brown County Home Solutions		1	1	10	-	-
Buffalo Gap Church of Christ				-	-	-
Christian Ministries of Abilene	4	3	3	220	134	\$4,078.99
Christian Service Center	8	9	7	300	257	\$13,579.17
Christian Women's Job Corp	1			6	6	\$880.00
City Light Community Ministries	1	1	1	50	46	\$5,183.65
Coggin Ave Baptist Church	1	1	1	12	8	\$596.61
Crescent Heights Baptist Church	3	2	1	31	-	-
Day Nursery of Abilene	3	2	1	42	41	\$26,681.40
FaithWorks of Abilene	1		1	69	69	\$6,831.00
First Central Presbyterian Food Pantry	4	4	3	113	89	\$2,748.00
Global Samaritan Resources	1	1	1	19	19	\$14,433.00
Heart of Texas- Good Samaritan Ministries, Inc.	1	1	1	1,538	813	\$47,735.97
Heavenly Rest	3	3	3	71	67	\$4,433.05
Hillcrest Church of Christ		1	1	-	-	-
Love & Care Ministries	4	5	4	449	389	\$14,028.47
Methodist Service Center	1	1		85	72	\$6,111.83
Minda Street Church of Christ	1	1	1	9	4	\$84.00
Minter Lane Church of Christ	1	1	1	4	-	-
New Hope Church			1	-	-	-
ResourceCare	2	3	1	6	5	\$459.11
Rolling Plains Management Corporation	3	2	2	58	58	\$45,403.04
S. 11 & Willis Church of Christ	1	1	1	13	13	\$452.64
Snyder Community Resource Center	2	1	2	31	25	\$3,167.96
Snyder First Assembly	1	1		3	3	\$284.00
Southern Hills Church of Christ	1	1	1	10	-	-
St. Mark's Episcopal Church	1	1	1	90	-	-
St. Vincent de Paul Society	1	1	1	18	12	\$1,589.75
The Salvation Army of Abilene	1	1	1	662	605	\$19,426.24
United Methodist Food Pantry	5	5	4	479	451	\$13,392.00
University Church of Christ			1	-	-	-
TOTAL	72	71	63	4,989	3,487	\$ 264,152.58
Total # Active Agencies	31	30	30			

 no entry this month

