

# 2-1-1 Texas A Call for Help February 2019

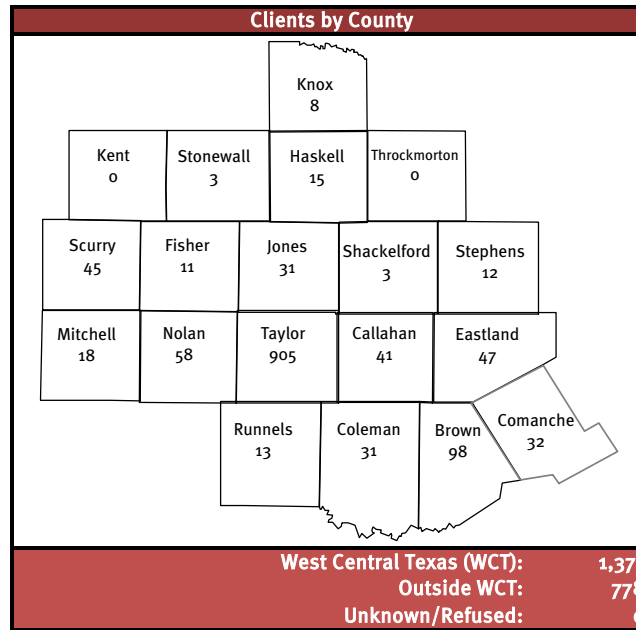
Monthly # of Calls	
February	January
2,149	2,705

Call Management Statistics	
SERVICE LEVEL	
February	January
91.83%	93.93%
ABANDONMENT RATE	
February	January
2.59%	2.74%

I&R Call Types	
Information	222
Transfer to ES*	670
Referral	1,104
Advocacy	39
Crisis	0
Non-I&R Calls	
Admin/Other	114

Follow-ups	
Attempted	21.64%
Completed	25.30%

First Time Caller Inquiries	
* Total of entries in I&R Software	
Total*	2,149
New	178
% New	8.28%



Top Community Resources Selected on acallforhelp.info	
Gas Money	401
Birth Certificate Fee Assistance	168
Food Pantries	112
City and Rural Rides (CARR)	80
Electric Service Payment Assistance	74

Other Inquiry Methods	
Walk In	21
Email	5

Language	
English	2,135
Spanish	12
Other	2

Military Calls	
Active Duty	0
Veteran	28

I&R Client Age	
0 - 17	0.65%
18 - 34	21.13%
35 - 64	56.44%
65+	21.73%
Unknown/Refused	0.05%

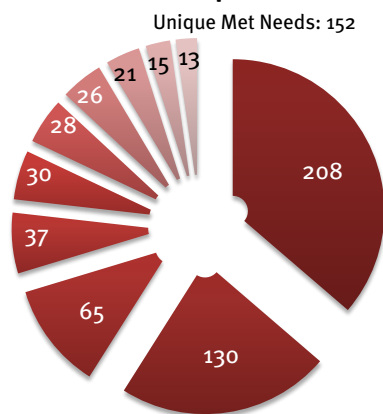
I&R Client Gender	
Female	79.20%
Male	20.80%
Unknown/Other	-

TXU Energy Aid	
# of Clients	12
Amount Pledged	\$3,161.32

Unique Visitors to acallforhelp.info	
February	January
2,400	3,754

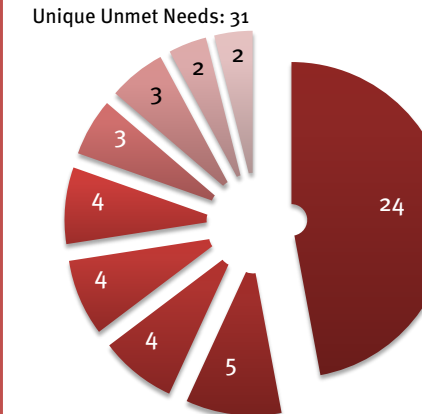
## West Central Top Met Needs

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



## West Central Top Unmet Needs

- Electric Service Payment Assistance
- Rent Payment Assistance
- Motel Bill Payment Assistance
- Long Distance Bus Services
- Water Service Payment Assistance
- Gas Money
- Glasses/Contact Lenses
- General Dentistry
- Child Care Expense Assistance



# 2-1-1 Texas A Call for Help February 2019



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	115	-	-
Abilene Hope Haven	3	2	2	18	-	-
Baptist Social Ministries	2	6	5	193	155	\$55,310.00
BCFS HHS	1	1	1	53	-	-
Beltway Park Church Food Pantry	2	2	2	241	192	\$10,027.09
Buffalo Gap Church of Christ			1	-	-	-
Christian Ministries of Abilene	4	4	3	234	138	\$3,562.60
Christian Service Center	7	9	9	545	445	\$19,191.63
Christian Women's Job Corps		1		-	-	-
City Light Community Ministries	2	2	2	69	54	\$5,786.13
Coggin Ave Baptist Church	1	1	1	9	3	\$151.00
Community Foundation of Abilene		1		-	-	-
Crescent Heights Baptist Church	2	2	2	37	-	-
Day Nursery of Abilene	1	2	3	11	11	\$6,193.00
FaithWorks	1	1	1	18	18	\$18.00
First Central Presbyterian Food Pantry	5	5	4	121	109	\$3,408.00
Global Samaritan Resources	1	1	1	29	29	\$6,363.00
Heart of Texas- Good Samaritan Ministries, Inc.	1	2	2	1,521	865	\$44,463.60
Hillcrest Church of Christ		1	1	-	-	-
Love & Care Ministries	4	4	4	468	412	\$16,071.44
Methodist Service Center			1	-	-	-
Minda Street Church of Christ	3	2	2	12	10	\$210.00
Minter Lane Church of Christ	1	1	1	2	-	-
Pioneer Drive Baptist Church	1	1		4	1	\$100.00
ResourceCare	3	3	2	25	23	\$1,808.06
Rolling Plains Management Corporation	1	2	4	85	82	\$72,816.00
S. 11 & Willis Church of Christ	1	1	1	4	4	\$132.00
Snyder Community Resource Center	1	1	2	3	1	\$140.00
St. Mark's Episcopal Church	1	1	1	122	110	\$1,217.00
St. Vincent de Paul	1	1		36	29	\$5,707.15
The Salvation Army of Abilene	1	1	1	705	640	\$11,256.25
United Methodist Food Pantry	6	6	5	641	608	\$31,544.41
WCTRF Supportive Services for Veteran Families (SSVF)	1			2	-	-
Workforce Solutions of WCT	7			31	16	\$1,312.52
<b>TOTAL</b>	<b>72</b>	<b>75</b>	<b>71</b>	<b>5,354</b>	<b>3,955</b>	<b>\$296,788.88</b>
<b>Total # Active Agencies</b>	<b>29</b>	<b>30</b>	<b>28</b>			

no entry this month

