

# 2-1-1 TEXAS A CALL FOR HELP

## January 2018

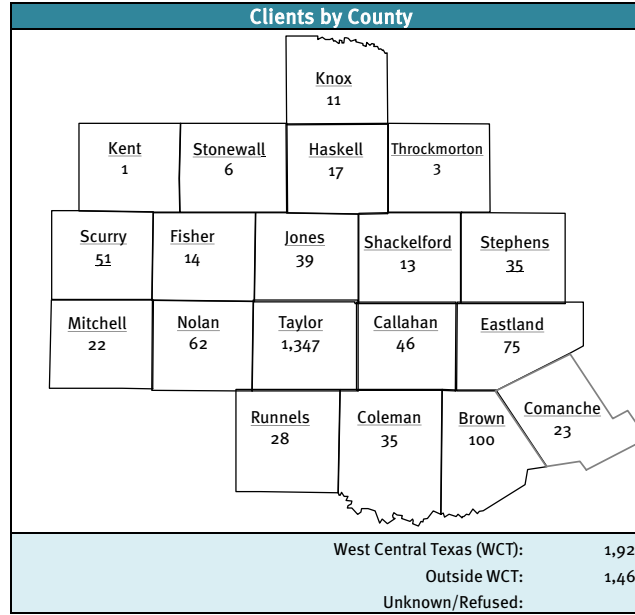
Monthly # of Calls	
January	December
3,235	3,503

Call Management Statistics	
SERVICE LEVEL	
January	December
83.57%	83.54%
ABANDONMENT RATE	
January	December
1.68%	3.00%

I&R Call Types	
Information	256
Transfer to ES*	978
Referral	1,852
Advocacy	68
Crisis	-
Non-I&R Calls	
Admin/Other	192

Follow-ups	
Attempted	15.17%
Completed	45.23%

First Time Caller Inquiries	
* Total of entries in I&R Software	
Total*	3,346
New	200
% New	5.98%



Other Inquiry Methods	
Walk In	58
Email	8

Language	
English	3,365
Spanish	26
Other	2

Military Calls	
Active Duty	1
Veteran	52

I&R Client Age	
0 - 17	0.32%
18 - 34	25.05%
35 - 64	60.06%
65+	14.57%
Unknown/Refused	-

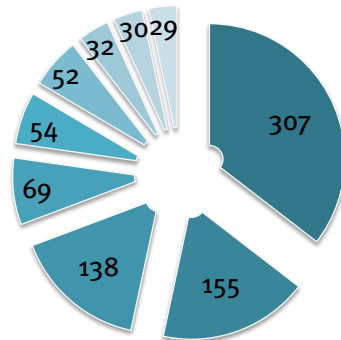
I&R Client Gender	
Female	76.65%
Male	23.35%
Unknown/Other	-

TXU Energy Aid	
# of Clients	38
Amount Pledged	\$8,227.23

### West Central Top Met Needs

Unique Met Needs: 192

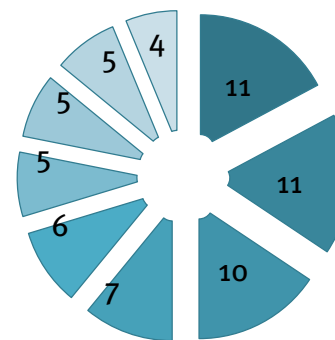
- Electric Service Payment Assistance
- Food Pantries
- Rent Payment Assistance
- Water Service Payment Assistance
- Gas Service Payment Assistance
- Prescription Expense Assistance
- General Dentistry
- Medical Appointments Transportation
- Adult Protective Services



### West Central Top Unmet Needs

Unique Unmet Needs: 49

- Rent Payment Assistance
- Water Service Payment Assistance
- Gas Money
- Prescription Expense Assistance
- Bus Fare
- Motel Bill Payment Assistance
- Gas Service Payment Assistance
- Rental Deposit Assistance
- Utility Deposit Assistance



# BASIC NEEDS NETWORK

## January 2018



Agency	# Users			# of Entries	# Financial Assistance	\$ Financial Assistance & Market Value of Services
	January	December	November			
2-1-1 Texas A Call for Help	8	7	7	280		
Baptist Social Ministries	5	7	6	266	229	\$51,150.00
BCFS (HOPES)	<del> </del>	<del> </del>	1	-	-	-
Beltway Park Church Food Pantry	3	2	3	276	237	\$9,566.44
Bible Way	1	<del> </del>	1	2	-	-
Brown County Home Solutions	1	1	1	8	-	-
Buffalo Gap Church of Christ	<del> </del>	<del> </del>	<del> </del>	-	-	-
Christian Ministries of Abilene	3	3	3	308	179	\$5,427.02
Christian Service Center	9	7	7	377	327	\$17,471.69
Christian Women's Job Corp	<del> </del>	<del> </del>	1	-	-	-
City Light Community Ministries	1	1	1	62	57	\$4,704.93
Coggin Ave Baptist Church	1	1	1	13	7	\$497.65
Crescent Heights Baptist Church	2	1	2	17	-	-
Day Nursery of Abilene	2	1	1	99	93	\$63,623.16
FaithWorks of Abilene	<del> </del>	1	1	-	-	-
First Central Presbyterian Food Pantry	4	3	6	137	135	\$4,200.00
Global Samaritan Resources	1	1	1	26	26	\$12,962.25
Heart of Texas- Good Samaritan Ministries, Inc.	1	1	1	1,672	908	\$48,342.67
Heavenly Rest	3	3	4	75	70	\$4,593.82
Hillcrest Church of Christ	1	1	1	1	-	-
Love & Care Ministries	5	4	5	599	504	\$15,746.47
Methodist Service Center	1	<del> </del>	<del> </del>	89	84	\$7,104.43
Minda Street Church of Christ	1	1	1	28	25	\$584.00
Minter Lane Church of Christ	1	1	1	3	-	-
New Hope Church	<del> </del>	1	<del> </del>	-	-	-
ResourceCare	3	1	3	22	20	\$1,635.85
Rolling Plains Management Corporation	2	2	1	37	36	\$8,465.70
S. 11 & Willis Church of Christ	1	1	1	1	1	\$60.00
Snyder Community Resource Center	1	2	2	2	2	\$145.00
Snyder First Assembly	1	<del> </del>	<del> </del>	8	-	-
Southern Hills Church of Christ	1	1	1	12	-	-
St. Mark's Episcopal Church	1	1	1	165	-	-
St. Vincent de Paul Society	1	1	1	5	5	\$528.38
The Salvation Army of Abilene	1	1	1	756	678	\$17,150.50
United Methodist Food Pantry	5	4	5	725	663	\$21,576.00
University Church of Christ	<del> </del>	1	1	-	-	-
<b>TOTAL</b>	<b>71</b>	<b>63</b>	<b>73</b>	<b>6,071</b>	<b>4,286</b>	<b>\$ 295,535.96</b>
<b>Total # Active Agencies</b>	<b>30</b>	<b>30</b>	<b>32</b>			

no entry this month

