

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

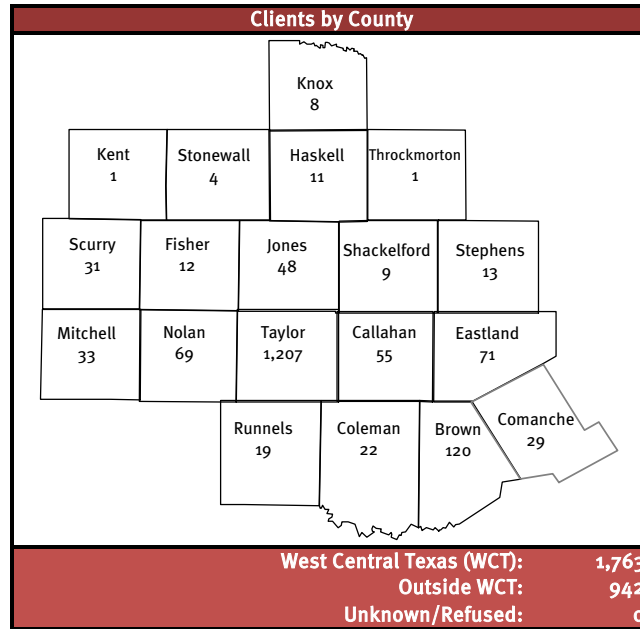
Monthly # of Calls	
January	December
2,705	2,108

Call Management Statistics	
SERVICE LEVEL	
January	December
93.93%	94.84%
ABANDONMENT RATE	
January	December
2.74%	3.36%

I&R Call Types	
Information	219
Transfer to ES*	811
Referral	1,461
Advocacy	42
Crisis	0
Non-I&R Calls	
Admin/Other	172

Follow-ups	
Attempted	18.92%
Completed	21.24%

First Time Caller Inquiries	
* Total of entries in I&R Software	
Total*	2,705
New	235
% New	8.69%



Top Community Resources Selected on acallforhelp.info	
Gas Money	618
Birth Certificate Fee Assistance	352
Electric Service Payment Assistance	217
Food Pantries	100
Rent Payment Assistance	59

Other Inquiry Methods	
Walk In	44
Email	6

Language	
English	2,693
Spanish	12
Other	0

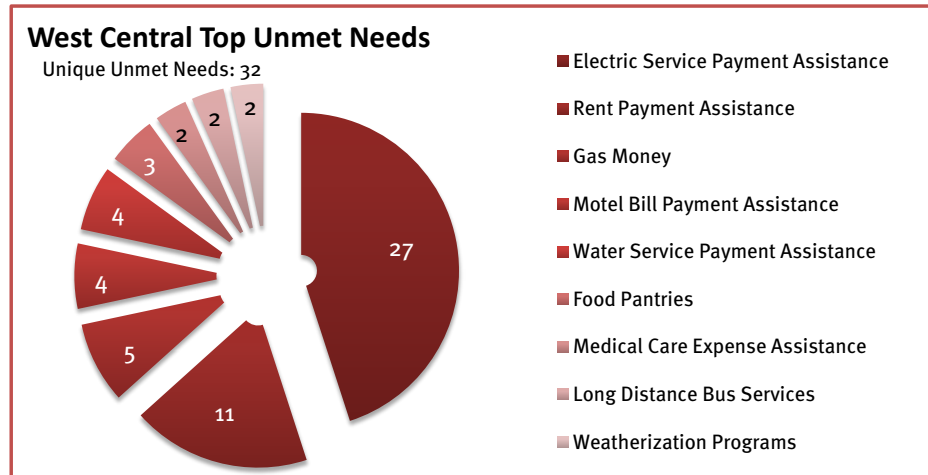
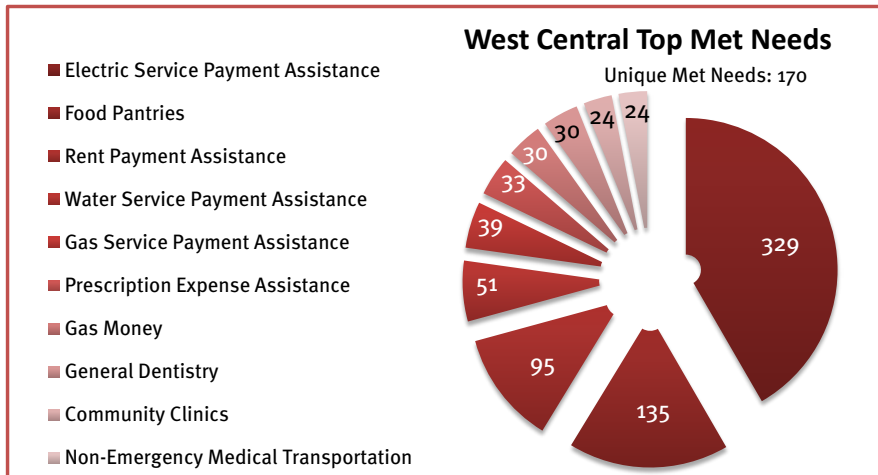
Military Calls	
Active Duty	0
Veteran	44

I&R Client Age	
0 - 17	0.33%
18 - 34	22.66%
35 - 64	56.67%
65+	20.30%
Unknown/Refused	0.04%

I&R Client Gender	
Female	78.85%
Male	21.15%
Unknown/Other	-

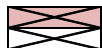
TXU Energy Aid	
# of Clients	22
Amount Pledged	\$3,925.84

Unique Visitors to acallforhelp.info	
January	3,754
December	2,841



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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	9	165		
Abilene Hope Haven	2	2	4	12	-	-
Baptist Social Ministries	6	5	4	169	147	\$46,450.00
BCFS HHS	1	1		25	-	-
Beltway Park Church Food Pantry	2	2	3	267	219	\$9,735.92
Bible Way			1	-	-	-
Buffalo Gap Church of Christ		1		-	-	-
Christian Ministries of Abilene	4	3	4	277	168	\$5,220.00
Christian Service Center	9	9	8	591	471	\$22,794.55
Christian Women's Job Corps	1		1	7	7	\$1,520.00
City Light Community Ministries	2	2	2	66	58	\$3,634.78
Coggin Ave Baptist Church	1	1	1	8	4	\$237.73
Community Foundation of Abilene	1			5	-	-
Crescent Heights Baptist Church	2	2	2	23	-	-
Day Nursery of Abilene	2	3	2	19	18	\$7,957.40
FaithWorks	1	1	1	27	25	\$1,946.00
First Central Presbyterian Food Pantry	5	4	5	141	141	\$4,740.00
Global Samaritan Resources	1	1	1	17	17	\$3,710.00
Heart of Texas- Good Samaritan Ministries, Inc	2	2	1	1,612	916	\$50,323.54
Hillcrest Church of Christ	1	1	1	1	-	-
Love & Care Ministries	4	4	4	466	419	\$17,682.62
Methodist Service Center		1	1	-	-	-
Minda Street Church of Christ	2	2	2	4	3	\$63.00
Minter Lane Church of Christ	1	1	1	4	-	-
Pioneer Drive Baptist Church	1			5	3	\$564.54
ResourceCare	3	2	2	7	7	\$469.11
Rolling Plains Management Corporation	2	4	5	13	9	\$2,785.79
S. 11 & Willis Church of Christ	1	1		5	5	\$204.50
Snyder Community Resource Center	1	2	2	21	15	\$1,304.94
St. Mark's Episcopal Church	1	1	1	128	115	\$1,239.00
St. Vincent de Paul	1		1	49	29	\$34,004.74
The Salvation Army of Abilene	1	1	1	681	606	\$12,619.64
United Methodist Food Pantry	6	5	8	680	648	\$58,609.33
West Central Texas Council of Governments			1	-	-	-
TOTAL	75	71	79	5,495	4,050	\$287,817.13
Total # Active Agencies	30	28	29			

 no entry this month

