

# 2-1-1 TEXAS A CALL FOR HELP

## July 2018

Monthly # of Calls	
July	June
2,531	3,196

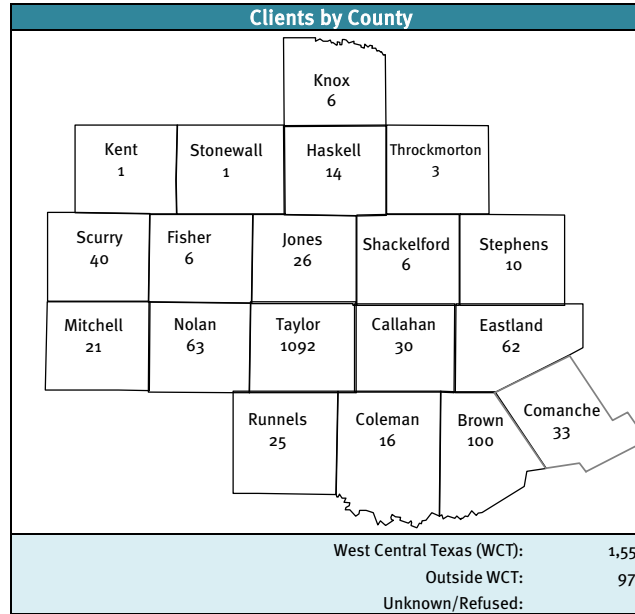
Call Management Statistics	
SERVICE LEVEL	
July	June
89.34%	81.94%
ABANDONMENT RATE	
July	June
4.31%	3.05%

I&R Call Types	
Information	244
Transfer to ES*	698
Referral	1,356
Advocacy	36
Crisis	0

Non-I&R Calls	
Admin/Other	197

Follow-ups	
Attempted	10.84%
Completed	10.53%

First Time Caller Inquiries	
* Total of entries in I&R Software	
Total*	2,531
New	182
% New	7.19%



Other Inquiry Methods	
Walk In	30
Email	4

Language	
English	2,513
Spanish	18
Other	0

Military Calls	
Active Duty	0
Veteran	28

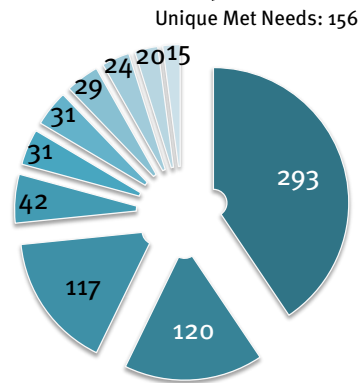
I&R Client Age	
0 - 17	0.12%
18 - 34	24.14%
35 - 64	56.54%
65+	19.13%
Unknown/Refused	0.06%

I&R Client Gender	
Female	79.40%
Male	20.48%
Unknown/Other	0.12%

TXU Energy Aid	
# of Clients	18
Amount Pledged	\$4,540.44

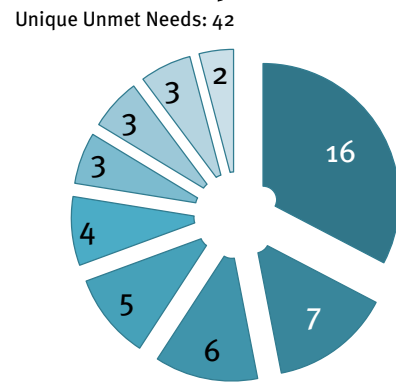
### West Central Top Met Needs

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



### West Central Top Unmet Needs


- Electric Service Payment Assistance
- Rental Deposit Assistance
- Rent Payment Assistance
- Gas Money
- Bus Fare
- Prescription Expense Assistance
- Free School Supplies
- Water Service Payment Assistance
- Air Conditioners



# BASIC NEEDS NETWORK

## July 2018

Agency	# Users			# of Entries	# Financial Assistance	\$ Financial Assistance & Market Value
	July	June	May			
2-1-1 Texas A Call for Help	7	6	8	110		
Abilene Hope Haven	1	1	3	9	-	-
Baptist Social Ministries	5	4	5	250	210	\$70,192.45
BCFS (HOPES)	<del> </del>	1	<del> </del>	-	-	-
Beltway Park Church Food Pantry	3	4	3	189	164	\$4,950.00
Bible Way	1	1	<del> </del>	4	-	-
Boots on the Ground	1	<del> </del>	<del> </del>	5	-	-
Brown County Home Solutions	<del> </del>	1	1	-	-	-
Buffalo Gap Church of Christ	1	<del> </del>	<del> </del>	3	-	-
Christian Ministries of Abilene	4	3	4	353	201	\$6,298.49
Christian Service Center	7	7	9	439	356	\$18,842.95
City Light Community Ministries	1	1	1	56	51	\$7,643.98
Coggin Ave Baptist Church	1	1	1	15	5	\$345.00
Community Foundation of Abilene	1	<del> </del>	<del> </del>	5	-	-
Crescent Heights Baptist Church	3	3	3	40	-	-
Day Nursery of Abilene	2	2	2	23	22	\$10,429.50
First Central Presbyterian Food Pantry	7	7	5	169	154	\$5,496.00
Global Samaritan Resources	1	1	1	34	34	\$12,955.34
Heart of Texas- Good Samaritan Ministries, Inc.	2	1	1	1,638	900	\$47,315.61
Heavenly Rest	3	3	3	56	50	\$3,062.84
Hillcrest Church of Christ	<del> </del>	1	1	-	-	-
Love & Care Ministries	4	4	4	497	417	\$16,705.78
Methodist Service Center	<del> </del>	1	1	-	-	-
Minda Street Church of Christ	1	1	1	22	21	\$441.00
Minter Lane Church of Christ	1	1	1	4	-	-
New Hope Church	<del> </del>	2	1	-	-	-
ResourceCare	1	2	2	5	5	\$80.35
Rolling Plains Management Corporation	3	3	3	95	87	\$61,522.68
S. 11 & Willis Church of Christ	1	1	1	6	6	\$192.00
Snyder Community Resource Center	2	3	2	20	14	\$1,386.84
St. Mark's Episcopal Church	1	1	1	183	-	-
The Salvation Army of Abilene	1	1	1	862	770	\$19,460.36
United Methodist Food Pantry	7	6	7	702	657	\$70,004.89
West Central Texas Council of Governments	1	1	1	6	-	-
<b>TOTAL</b>	<b>74</b>	<b>75</b>	<b>77</b>	<b>5,800</b>	<b>4,124</b>	<b>\$357,326.06</b>
<b>Total # Active Agencies</b>	<b>29</b>	<b>31</b>	<b>29</b>			

 no entry this month

