

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

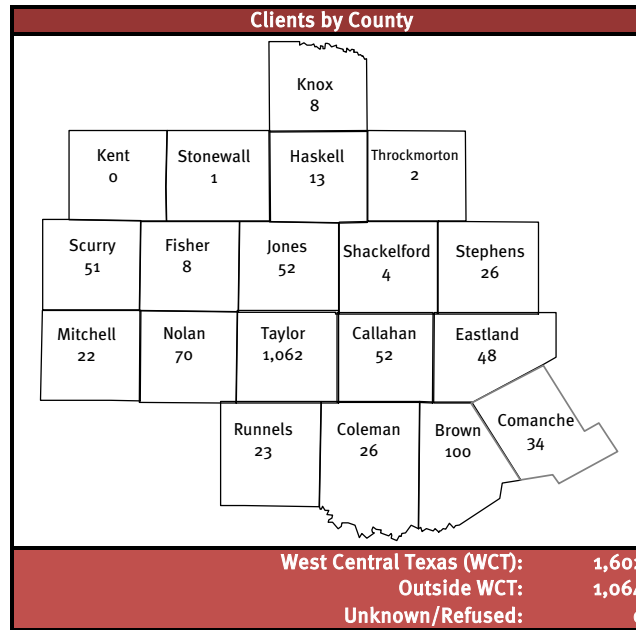
Monthly # of Calls	
July	June
2,666	2,531

Call Management Statistics	
SERVICE LEVEL	
July	June
84.15%	85.29%
ABANDONMENT RATE	
July	June
3.02%	3.83%

I&R Call Types	
Information	354
Transfer to ES*	833
Referral	1,265
Advocacy	38
Crisis	0
Non-I&R Calls	
Admin/Other	176

Follow-ups	
Attempted	18.76%
Completed	14.11%

First Time Caller Inquiries	
* Total of entries in I&R Software	
Total*	2,666
New	149
% New	5.59%



Top Community Resources Selected on acallforhelp.info	
Birth Certificate Fee Assistance	442
Gas Money	291
City and Rural Rides (CARR)	174
Rent Payment Assistance	112
Food Pantries	100

Other Inquiry Methods	
Walk In	29
Email	9

Language	
English	2,646
Spanish	19
Other	1

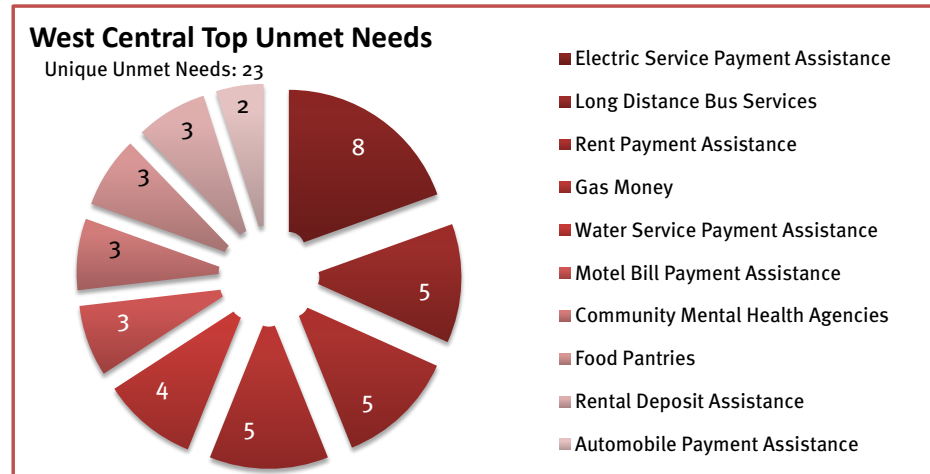
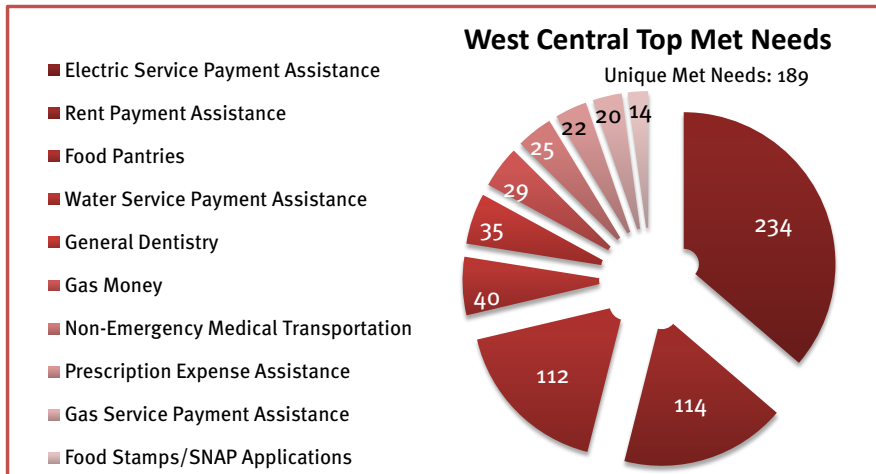
Military Calls	
Active Duty	0
Veteran	33

I&R Client Age	
0 - 17	0.41%
18 - 34	26.29%
35 - 64	54.20%
65+	19.05%
Unknown/Refused	0.04%

I&R Client Gender	
Female	82.03%
Male	17.97%
Unknown/Other	0.00%

TXU Energy Aid	
# of Clients	22
Amount Pledged	\$4,547.97

Unique Visitors to acallforhelp.info	
July	June
3,619	3,146



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Agency	# Users			# of Entries	# Financial Assistance	\$ Financial Assistance & Market Value of Services
	July	June	May			
2-1-1 Texas A Call for Help	6	10	9	274	-	-
Abilene Hope Haven	3		2	8	-	-
Abilene Public Library		2	2	-	-	-
Abilene Recovery Council	1			2	-	-
Abilene Relief Fund Disaster Aid	4	4		262	18	\$25,625.58
Baptist Social Ministries	4	4	5	236	234	\$52,750.00
BCFS HHS	1	1	2	42	41	\$2,130.00
Beltway Park Church Food Pantry	1	2	1	192	178	\$6,470.00
Bible Way Church	1	1		1	-	-
Boots on the Ground		1		-	-	-
Brown County Home Solutions	1	1	1	2	2	\$387.50
Buffalo Gap Church of Christ			1	-	-	-
Christian Ministries of Abilene	5	6	4	301	149	\$5,226.38
Christian Service Center	9	9	10	643	516	\$22,028.05
City Light Community Ministries	2	3	3	56	50	\$6,500.53
Coggin Ave Baptist Church	1	1	1	4	3	\$225.04
Community Foundation of Abilene			1	-	-	-
Crescent Heights Baptist Church	3	2	2	32	-	-
Day Nursery of Abilene	2	2	2	19	19	\$9,349.20
FaithWorks	1	1	1	57	1	\$57.00
First Central Presbyterian Food Pantry	6	6	6	180	167	\$5,160.00
Global Samaritan Resources	1	1	1	62	62	\$9,196.00
Goodwill West Texas	1	1		6	5	\$147.00
Heart of Texas- Good Samaritan Ministries, Inc.	2	2	1	1,594	887	\$46,387.99
Hillcrest Church of Christ	1	1	1	2	-	-
Homeless Outreach Team	1		1	5	-	-
Houses for Healing		1		-	-	-
Love & Care Ministries	5	5	5	555	462	\$29,028.95
Methodist Service Center	2	1	1	127	127	\$6,717.04
Minda Street Church of Christ	3	3	2	31	19	\$1,330.22
Minter Lane Church of Christ	1	1	1	5	-	-
Pioneer Drive Baptist Church			1	-	-	-
ResourceCare	3	3	3	10	7	\$500.00
Rolling Plains Management Corporation	6	5	4	190	190	\$124,171.38
S. 11 & Willis Church of Christ	1	1	1	6	5	\$206.54
Snyder Community Resource Center	1	1	1	5	-	-
Southern Hills Church of Christ	1	1	1	1	1	\$15.00
St. Mark's Episcopal Church		1	1	-	-	-
St. Vincent de Paul	1	1	1	19	19	\$3,337.87
The Salvation Army of Abilene	1	1	1	768	720	\$12,123.41
United Methodist Food Pantry	6	5	5	663	622	\$37,370.64
WCTRF Supportive Services for Veteran Families (SSVF)		1	1	-	-	-
Workforce Solutions of WCT	13	11	12	233	123	\$10,981.90
TOTAL	101	103	98	6,593	4,627	\$417,423.22
Total # Active Agencies	43	37	41			
						<i>no entry this month</i>

