

2-1-1 TEXAS A CALL FOR HELP

June 2018

Monthly # of Calls	
June	May
3,196	2,395

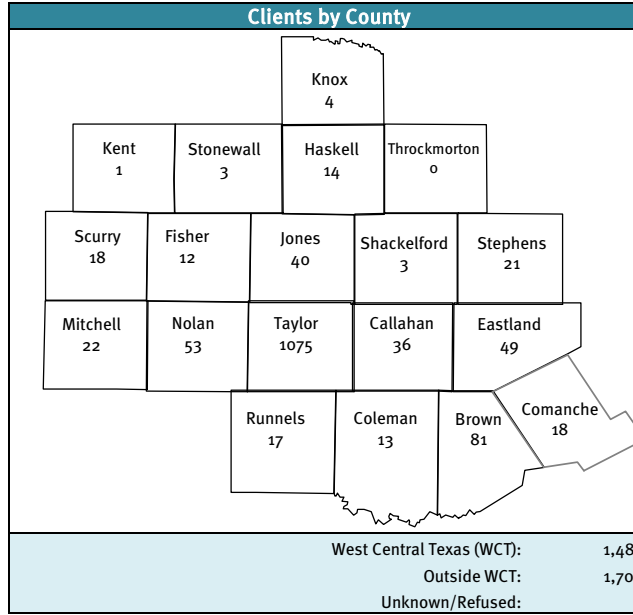
Call Management Statistics	
SERVICE LEVEL	
June	May
81.94%	91.63%
ABANDONMENT RATE	
June	May
3.05%	3.67%

I&R Call Types	
Information	506
Transfer to ES*	757
Referral	1,627
Advocacy	48
Crisis	-

Non-I&R Calls	
Admin/Other	258

Follow-ups	
Attempted	9.22%
Completed	2.95%

First Time Caller Inquiries	
* Total of entries in I&R Software	
Total*	3,196
New	243
% New	7.60%



Other Inquiry Methods	
Walk In	31
Email	10

Language	
English	3,182
Spanish	14
Other	-

Military Calls	
Active Duty	-
Veteran	31

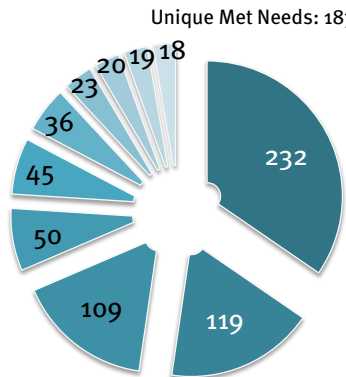
I&R Client Age	
0 - 17	0.56%
18 - 34	26.16%
35 - 64	54.85%
65+	17.46%
Unknown/Refused	0.97%

I&R Client Gender	
Female	78.97%
Male	20.15%
Unknown/Other	0.88%

TXU Energy Aid	
# of Clients	19
Amount Pledged	\$3,929.34

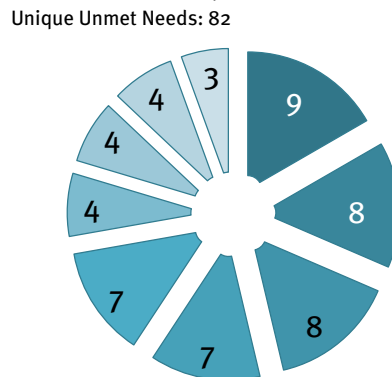
West Central Top Met Needs

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



West Central Top Unmet Needs

- Electric Service Payment Assistance
- Rent Payment Assistance
- Gas Money
- Water Service Payment Assistance
- Motel Bill Payment Assistance
- Rental Deposit Assistance
- Utility Deposit Assistance
- Impounded Vehicle Services
- Prescription Expense Assistance




BASIC NEEDS NETWORK

June 2018



Agency	# Users			# of Entries	# Financial Assistance	\$ Financial Assistance & Market Value of Services
	June	May	April			
2-1-1 Texas A Call for Help	6	8	7	205		
Abilene Hope Haven	1	3	1	1	-	-
Baptist Social Ministries	4	5	6	199	172	\$80,895.15
BCFS (HOPES)	1			3	2	\$426.25
Beltway Park Church Food Pantry	4	3	4	198	172	\$5,909.57
Bible Way	1		1	3	-	-
Brown County Home Solutions	1	1	1	1	-	-
Buffalo Gap Church of Christ			1	-	-	-
Christian Ministries of Abilene	3	4	4	324	190	\$5,975.00
Christian Service Center	7	9	8	464	372	\$17,122.98
Christian Women's Job Corp			1	-	-	-
City Light Community Ministries	1	1	1	61	49	\$5,109.68
Coggin Ave Baptist Church	1	1	1	13	7	\$309.63
Crescent Heights Baptist Church	3	3	3	34	-	-
Day Nursery of Abilene	2	2	1	24	17	\$10,383.20
FaithWorks of Abilene				-	-	-
First Central Presbyterian Food Pantry	7	5	3	143	123	\$3,984.00
Global Samaritan Resources	1	1	1	62	62	\$75,086.50
Heart of Texas- Good Samaritan Ministries, Inc.	1	1	1	1,425	813	\$42,356.27
Heavenly Rest	3	3	3	82	68	\$3,813.93
Hillcrest Church of Christ	1	1	1	2	-	-
Love & Care Ministries	4	4	4	471	401	\$14,630.12
Methodist Service Center	1	1	1	1	1	\$75.00
Minda Street Church of Christ	1	1	1	11	11	\$231.00
Minter Lane Church of Christ	1	1	1	7	-	-
New Hope Church	2	1	1	5	2	\$80.00
ResourceCare	2	2	2	5	5	\$111.99
Rolling Plains Management Corporation	3	3	2	156	149	\$128,981.31
S. 11 & Willis Church of Christ	1	1		9	7	\$270.00
Snyder Community Resource Center	3	2	3	7	1	\$81.11
Snyder First Assembly			1	-	-	-
Southern Hills Church of Christ				-	-	-
St. Mark's Episcopal Church	1	1	1	209	-	-
St. Vincent de Paul Society			1	-	-	-
The Salvation Army of Abilene	1	1	1	530	459	\$14,563.12
United Methodist Food Pantry	6	7	7	677	623	\$30,805.20
University Church of Christ				-	-	-
West Central Texas Council of Governments	1	1	3	1	-	-
TOTAL	75	77	78	5,333	3,706	\$441,201.01
Total # Active Agencies	31	29	33			

 no entry this month

