

# 2-1-1 TEXAS A CALL FOR HELP

## March 2018

Monthly # of Calls	
March	February
2,139	2,241

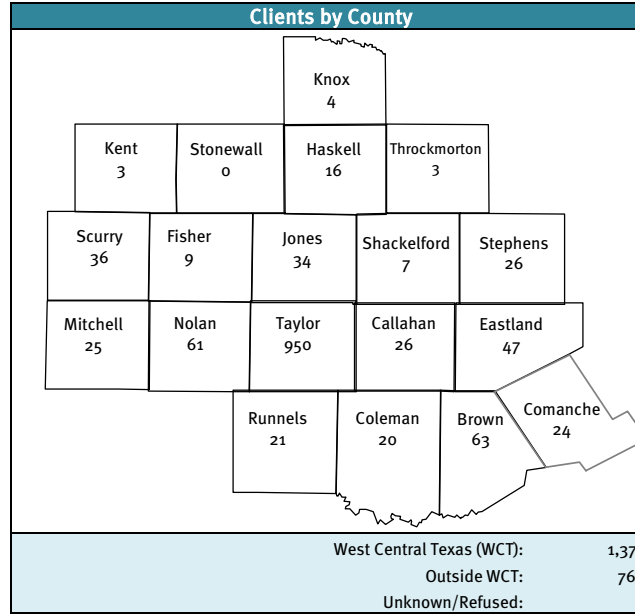
Call Management Statistics	
SERVICE LEVEL	
March	February
96.42%	95.75%
ABANDONMENT RATE	
March	February
3.40%	3.72%

I&R Call Types	
Information	241
Transfer to ES*	647
Referral	1,069
Advocacy	46
Crisis	-

Non-I&R Calls	
Admin/Other	136

Follow-ups	
Attempted	14.03%
Completed	46.67%

First Time Caller Inquiries	
* Total of entries in I&R Software	
Total*	2,139
New	153
% New	7.15%



Other Inquiry Methods	
Walk In	39
Email	4

Language	
English	2,113
Spanish	24
Other	2

Military Calls	
Active Duty	1
Veteran	28

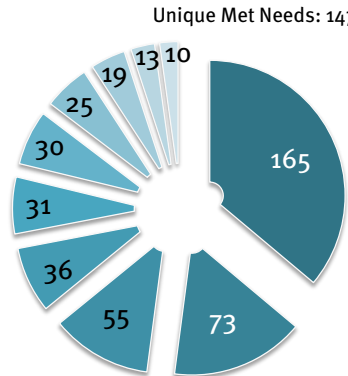
I&R Client Age	
0 - 17	0.33%
18 - 34	25.57%
35 - 64	54.84%
65+	19.21%
Unknown/Refused	0.05%

I&R Client Gender	
Female	77.56%
Male	22.39%
Unknown/Other	0.05%

TXU Energy Aid	
# of Clients	27
Amount Pledged	\$6,031.18

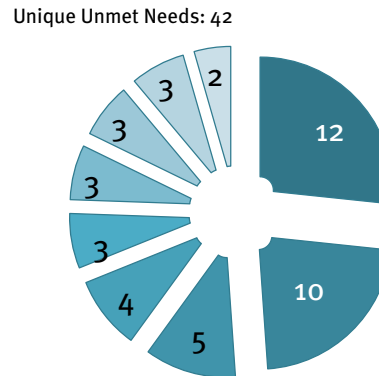
### West Central Top Met Needs

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



### West Central Top Unmet Needs

- Rent Payment Assistance
- Water Service Payment Assistance
- Gas Money
- Gas Service Payment Assistance
- Prescription Expense Assistance
- Motel Bill Payment Assistance
- Rental Deposit Assistance
- Utility Deposit Assistance
- Community Mental Health Agencies




# BASIC NEEDS NETWORK

## March 2018



Agency	# Users			# of Entries	# Financial Assistance	\$ Financial Assistance & Market Value of Services
	March	February	January			
2-1-1 Texas A Call for Help	7	7	8	204		
Baptist Social Ministries	5	5	5	177	145	\$31,731.50
BCFS (HOPES)		1		-	-	-
Beltway Park Church Food Pantry	4	2	3	305	234	\$11,423.36
Bible Way	1	1	1	5	-	-
Brown County Home Solutions	1		1	1	-	-
Buffalo Gap Church of Christ	1			15	2	\$480.00
Christian Ministries of Abilene	4	4	3	166	104	\$3,142.02
Christian Service Center	8	8	9	350	308	\$19,108.70
Christian Women's Job Corp	1	1		10	10	\$590.00
City Light Community Ministries	1	1	1	72	66	\$5,400.75
Coggin Ave Baptist Church	1	1	1	14	5	\$305.00
Crescent Heights Baptist Church	2	3	2	18	-	-
Day Nursery of Abilene	2	3	2	47	46	\$22,838.80
FaithWorks of Abilene	1	1		37	37	\$6,995.00
First Central Presbyterian Food Pantry	5	4	4	116	108	\$3,624.00
Global Samaritan Resources	1	1	1	30	30	\$19,714.00
Heart of Texas- Good Samaritan Ministries, Inc.	1	1	1	1,415	813	\$43,320.81
Heavenly Rest	3	3	3	54	51	\$2,945.54
Hillcrest Church of Christ	1		1	4	-	-
Love & Care Ministries	4	4	5	472	414	\$15,617.00
Methodist Service Center	1	1	1	44	41	\$3,424.48
Minda Street Church of Christ	1	1	1	11	9	\$289.58
Minter Lane Church of Christ	1	1	1	4	-	-
New Hope Church	1			1	-	-
ResourceCare	3	2	3	34	33	\$3,409.14
Rolling Plains Management Corporation	1	3	2	17	16	\$13,977.99
S. 11 & Willis Church of Christ	1	1	1	6	4	\$115.00
Snyder Community Resource Center	2	2	1	15	12	\$1,751.88
Snyder First Assembly	1	1	1	2	2	\$129.30
Southern Hills Church of Christ	1	1	1	1	-	-
St. Mark's Episcopal Church	1	1	1	138	-	-
St. Vincent de Paul Society	1	1	1	37	31	\$4,670.45
The Salvation Army of Abilene	1	1	1	686	623	\$14,836.03
United Methodist Food Pantry	4	5	5	540	518	\$16,574.65
University Church of Christ				-	-	-
West Central Texas Council of Governments	1			2	-	-
<b>TOTAL</b>	<b>75</b>	<b>72</b>	<b>71</b>	<b>5,050</b>	<b>3,662</b>	<b>\$ 246,414.98</b>
<b>Total # Active Agencies</b>	<b>35</b>	<b>31</b>	<b>30</b>			

 no entry this month

