

# 2-1-1 Texas A Call for Help March 2019

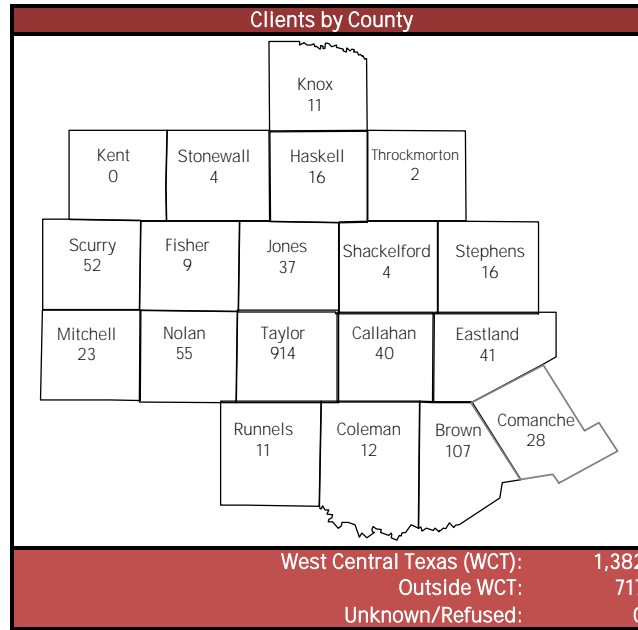
Monthly # of Calls	
March	February
2,099	2,149

Call Management Statistics	
Service Level	
March	February
91.23%	91.83%
Abandonment Rate	
March	February
3.22%	2.59%

I&R Call Types	
Information	174
Transfer to ES*	730
Referral	1,031
Advocacy	34
Crisis	0
Non-I&R Calls	
Admin/Other	130

Follow-ups	
Attempted	19.04%
Completed	21.68%

First Time Caller Inquiries	
* Total of entries in I&R Software	
Total*	2,099
New	159
% New	7.58%



Top Community Resources Selected on acallforhelp.info	
Gas Money	457
Birth Certificate Fee Assistance	277
City and Rural Rides (CARR)	100
Taylor County Code Red	97
City Light Ministries Financial Assistance	85

Other Inquiry Methods	
Walk In	25
Email	5

Language	
English	2,088
Spanish	11
Other	-

Military Calls	
Active Duty	1
Veteran	14

I&R Client Age	
0 - 17	0.33%
18 - 34	24.58%
35 - 64	53.26%
65+	21.72%
Unknown/Refused	0.10%

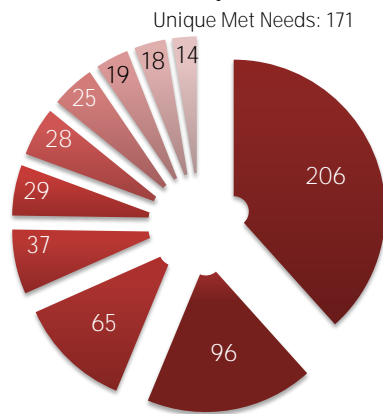
I&R Client Gender	
Female	79.56%
Male	20.39%
Unknown/Other	0.05%

TXU Energy Aid	
# of Clients	17
Amount Pledged	\$4,405.64

Unique Visitors to acallforhelp.info	
March	February
2,813	2,400

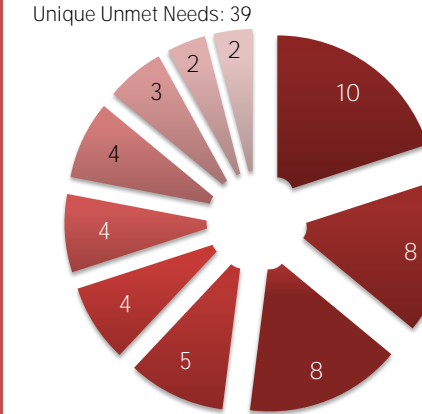
## West Central Top Met Needs

- Electric Service Payment Assistance
- Food Pantries
- Rent Payment Assistance
- Gas Service Payment Assistance
- General Dentistry
- Prescription Expense Assistance
- Water Service Payment Assistance
- Gas Money
- Housing Authorities
- Glasses/Contact Lenses



## West Central Top Unmet Needs

- Water Service Payment Assistance
- Gas Money
- Rent Payment Assistance
- Electric Service Payment Assistance
- Motel Bill Payment Assistance
- Gas Service Payment Assistance
- Food Pantries
- Prescription Expense Assistance
- General Clothing Provision
- Moving Expense Assistance



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Agency	# Users			# of Entries	# Financial Assistance	\$ Financial Assistance & Market Value of Services
	February	February	January			
2-1-1 Texas A Call for Help	6	7	8	136	-	-
Abilene Hope Haven	2	3	2	32	-	-
Baptist Social Ministries	3	2	6	178	147	\$51,325.00
BCFS HHS	1	1	1	58	2	\$200.00
Beltway Park Church Food Pantry	1	2	2	260	215	\$11,259.12
Bible Way Church	2			6	-	-
Brown County Home Solutions	1			4	-	-
Christian Ministries of Abilene	4	4	4	232	131	\$3,585.00
Christian Service Center	10	7	9	484	402	\$20,718.42
Christian Women's Job Corps			1	-	-	-
City Light Community Ministries	2	2	2	78	61	\$8,985.45
Coggin Ave Baptist Church	1	1	1	4	3	\$321.00
Community Foundation of Abilene			1	-	-	-
Crescent Heights Baptist Church	2	2	2	22	-	-
Day Nursery of Abilene	2	1	2	20	20	\$9,403.40
FaithWorks	1	1	1	28	28	\$4,851.00
First Central Presbyterian Food Pantry	6	5	5	91	87	\$2,328.00
Global Samaritan Resources	1	1	1	22	22	\$5,085.00
Goodwill West Texas	2			3	1	\$30.00
Heart of Texas- Good Samaritan Ministries, Inc.	2	1	2	273	112	\$6,657.68
Hillcrest Church of Christ			1	-	-	-
Love & Care Ministries	6	4	4	356	314	\$15,918.09
Minda Street Church of Christ	2	3	2	3	2	\$84.00
Minter Lane Church of Christ	1	1	1	2	-	-
NAMI PHOENIX House	1			1	1	\$13.00
Pioneer Drive Baptist Church		1	1	-	-	-
ResourceCare	3	3	3	6	5	\$282.00
Rolling Plains Management Corporation	4	1	2	155	145	\$124,561.65
S. 11 & Willis Church of Christ		1	1	-	-	-
Snyder Community Resource Center	1	1	1	1	-	-
St. Mark's Episcopal Church	1	1	1	124	116	\$1,504.00
St. Vincent de Paul	1	1	1	22	19	\$4,296.59
The Salvation Army of Abilene	1	1	1	637	581	\$9,141.73
United Methodist Food Pantry	6	6	6	513	483	\$18,859.30
WCTRF Supportive Services for Veteran Families (SSVF)		1		-	-	-
Workforce Solutions of WCT	14	7		128	50	\$3,227.00
<b>TOTAL</b>	<b>90</b>	<b>72</b>	<b>75</b>	<b>3,879</b>	<b>2,947</b>	<b>\$302,636.43</b>
<b>Total # Active Agencies</b>	<b>30</b>	<b>29</b>	<b>30</b>			

no entry this month

