

# 2-1-1 TEXAS A CALL FOR HELP

## May 2018

Monthly # of Calls	
May	April
2,395	2,010

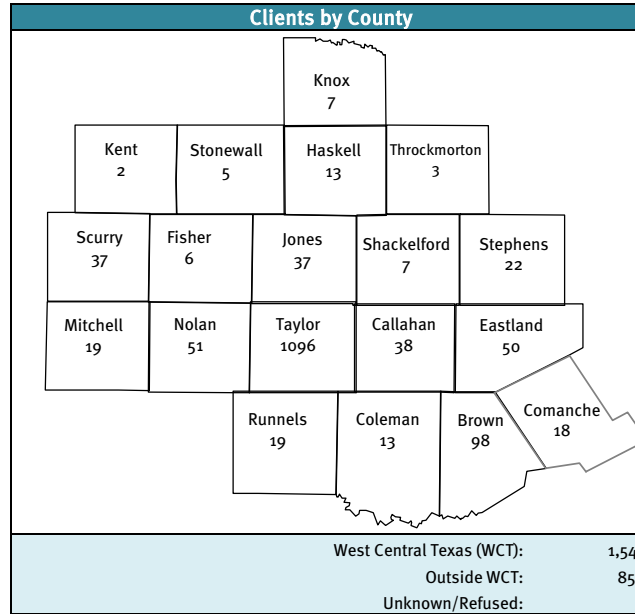
Call Management Statistics	
SERVICE LEVEL	
May	April
91.63%	91.63%
ABANDONMENT RATE	
May	April
3.67%	3.67%

I&R Call Types	
Information	248
Transfer to ES*	702
Referral	1,240
Advocacy	39
Crisis	-

Non-I&R Calls	
Admin/Other	166

Follow-ups	
Attempted	11.94%
Completed	4.05%

First Time Caller Inquiries	
* Total of entries in I&R Software	
Total*	2,395
New	186
% New	7.77%



Other Inquiry Methods	
Walk In	25
Email	2

Language	
English	2,377
Spanish	18
Other	-

Military Calls	
Active Duty	2
Veteran	39

I&R Client Age	
0 - 17	0.67%
18 - 34	25.89%
35 - 64	55.57%
65+	17.87%
Unknown/Refused	-

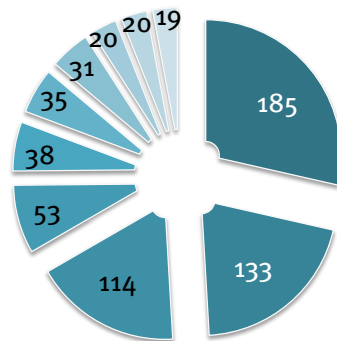
I&R Client Gender	
Female	79.92%
Male	20.00%
Unknown/Other	0.08%

TXU Energy Aid	
# of Clients	14
Amount Pledged	\$2,771.96

### West Central Top Met Needs

Unique Met Needs: 162

- Electric Service Payment Assistance
- Food Pantries
- Rent Payment Assistance
- Water Service Payment Assistance
- Gas Money
- Prescription Expense Assistance
- General Dentistry
- Gas Service Payment Assistance
- Housing Authorities
- Community Clinics



### West Central Top Unmet Needs

Unique Unmet Needs: 43

- Electric Service Payment Assistance
- Rent Payment Assistance
- Rental Deposit Assistance
- Water Service Payment Assistance
- Prescription Expense Assistance
- Motel Bill Payment Assistance
- Gas Money
- Furniture
- Food Pantries
- Housing Authorities




# BASIC NEEDS NETWORK

## May 2018



Agency	# Users			# of Entries	# Financial Assistance	\$ Financial Assistance & Market Value of Services
	May	April	March			
2-1-1 Texas A Call for Help	8	7	7	160		
Abilene Hope Haven	3	1		10	-	-
Baptist Social Ministries	5	6	5	241	214	\$54,430.50
BCFS (HOPES)				-	-	-
Beltway Park Church Food Pantry	3	4	4	291	219	\$8,429.84
Bible Way		1	1	-	-	-
Brown County Home Solutions	1	1	1	2	-	-
Buffalo Gap Church of Christ		1	1	-	-	-
Christian Ministries of Abilene	4	4	4	278	147	\$4,929.09
Christian Service Center	9	8	8	389	341	\$18,629.09
Christian Women's Job Corp		1	1	-	-	-
City Light Community Ministries	1	1	1	56	49	\$5,078.75
Coggin Ave Baptist Church	1	1	1	8	3	\$131.65
Crescent Heights Baptist Church	3	3	2	17	-	-
Day Nursery of Abilene	2	1	2	29	28	\$13,663.60
FaithWorks of Abilene			1	-	-	-
First Central Presbyterian Food Pantry	5	3	5	162	150	\$4,500.00
Global Samaritan Resources	1	1	1	40	39	\$18,073.00
Heart of Texas- Good Samaritan Ministries, Inc.	1	1	1	1,434	813	\$41,840.78
Heavenly Rest	3	3	3	87	80	\$4,838.07
Hillcrest Church of Christ	1	1	1	2	-	-
Love & Care Ministries	4	4	4	549	485	\$15,970.22
Methodist Service Center	1	1	1	1	-	-
Minda Street Church of Christ	1	1	1	2	2	\$1,200.00
Minter Lane Church of Christ	1	1	1	4	-	-
New Hope Church	1	1	1	7	4	\$99.45
ResourceCare	2	2	3	26	16	\$1,799.77
Rolling Plains Management Corporation	3	2	1	318	309	\$274,030.43
S. 11 & Willis Church of Christ	1		1	7	5	\$229.40
Snyder Community Resource Center	2	3	2	15	12	\$1,511.87
Snyder First Assembly		1	1	-	-	-
Southern Hills Church of Christ			1	-	-	-
St. Mark's Episcopal Church	1	1	1	124	-	-
St. Vincent de Paul Society		1	1	-	-	-
The Salvation Army of Abilene	1	1	1	432	362	\$14,336.91
United Methodist Food Pantry	7	7	4	707	658	\$46,126.67
University Church of Christ				-	-	-
West Central Texas Council of Governments	1	3	1	2	-	-
<b>TOTAL</b>	<b>77</b>	<b>78</b>	<b>75</b>	<b>5,400</b>	<b>3,936</b>	<b>\$529,849.09</b>
<b>Total # Active Agencies</b>	<b>29</b>	<b>33</b>	<b>35</b>			

 no entry this month

