

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

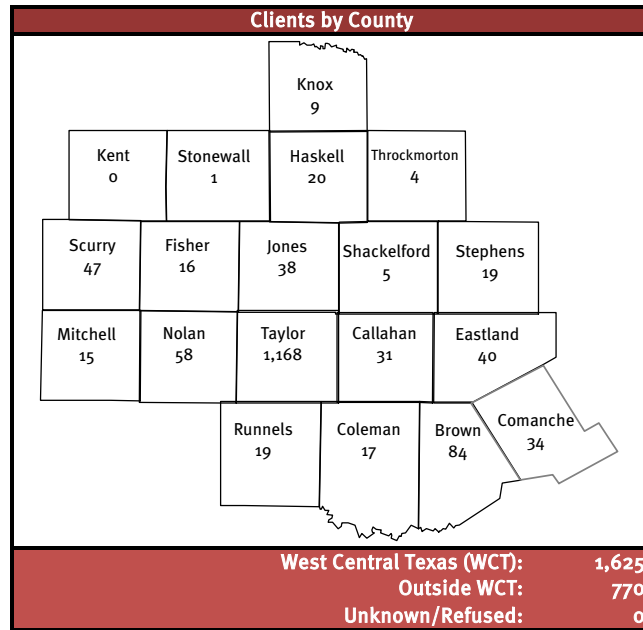
Monthly # of Calls	
May	April
2,395	2,264

Call Management Statistics	
SERVICE LEVEL	
May	April
86.42%	90.69%
ABANDONMENT RATE	
May	April
3.44%	3.22%

I&R Call Types	
Information	280
Transfer to ES*	714
Referral	1,181
Advocacy	33
Crisis	0
Non-I&R Calls	
Admin/Other	187

Follow-ups	
Attempted	15.75%
Completed	18.18%

First Time Caller Inquiries	
* Total of entries in I&R Software	
Total*	2,395
New	152
% New	6.35%



Top Community Resources Selected on acallforhelp.info	
Gas Money	402
Birth Certificate Fee Assistance	221
City and Rural Rides (CARR)	146
Food Pantries	108
City Light Ministries Financial Assistance	102

Other Inquiry Methods	
Walk In	24
Email	2

Language	
English	2,377
Spanish	17
Other	1

Military Calls	
Active Duty	2
Veteran	34

I&R Client Age	
0 - 17	0.63%
18 - 34	23.13%
35 - 64	57.04%
65+	19.21%
Unknown/Refused	0.00%

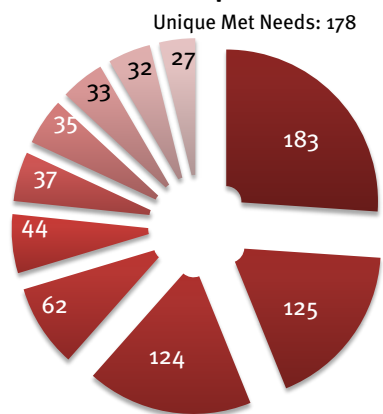
I&R Client Gender	
Female	78.58%
Male	21.42%
Unknown/Other	0.00%

TXU Energy Aid	
# of Clients	12
Amount Pledged	\$3,036.71

Unique Visitors to acallforhelp.info	
May	April
2,910	2,508

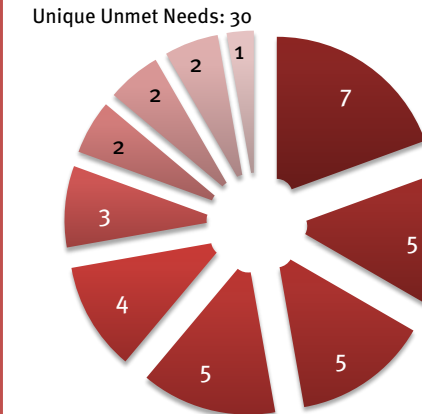
## West Central Top Met Needs

- Electric Service Payment Assistance
- Food Pantries
- Rent Payment Assistance
- Water Service Payment Assistance
- Gas Service Payment Assistance
- General Disaster Information
- Gas Money
- Non-Emergency Medical Transportation
- Prescription Expense Assistance
- General Dentistry



## West Central Top Unmet Needs


- Gas Money
- Electric Service Payment Assistance
- Water Service Payment Assistance
- Food Pantries
- Long Distance Bus Services
- Rent Payment Assistance
- Non-Emergency Medical Transportation
- Prescription Expense Assistance
- Rental Deposit Assistance
- Dentures



# 2-1-1 Texas A Call for Help

## May 2019

Agency	# Users			# of Entries	# Financial Assistance	\$ Financial Assistance & Market Value of Services
	May	April	March			
2-1-1 Texas A Call for Help	9	8	6	341	-	-
Abilene Hope Haven	2	2	2	16	-	-
Abilene Public Library	2	1	<del>1</del>	5	-	-
Baptist Social Ministries	5	4	3	180	162	\$46,252.00
BCFS HHS	2	1	1	77	41	\$2,470.00
Beltway Park Church Food Pantry	1	2	1	202	186	\$7,343.16
Bible Way Church	<del>1</del>	1	2	-	-	-
Brown County Home Solutions	1	1	1	12	6	\$2,431.08
Buffalo Gap Church of Christ	1	1	<del>1</del>	2	1	\$550.00
Christian Ministries of Abilene	4	3	4	271	155	\$4,725.00
Christian Service Center	10	8	10	555	460	\$21,515.49
City Light Community Ministries	3	2	2	73	61	\$1,787.79
Coggin Ave Baptist Church	1	1	1	7	4	\$283.00
Community Foundation of Abilene	1	<del>1</del>	<del>1</del>	25	-	-
Crescent Heights Baptist Church	2	2	2	16	-	-
Day Nursery of Abilene	2	2	2	20	19	\$8,952.80
FaithWorks	1	1	1	24	23	\$748.00
First Central Presbyterian Food Pantry	6	7	6	130	116	\$3,708.00
Global Samaritan Resources	1	1	1	31	31	\$10,892.00
Goodwill West Texas	<del>1</del>	<del>1</del>	2	-	-	-
Heart of Texas- Good Samaritan Ministries, Inc.	1	1	2	154	30	\$3,916.69
Hillcrest Church of Christ	1	1	<del>1</del>	3	-	-
Homeless Outreach Team	1	<del>1</del>	<del>1</del>	10	-	-
Love & Care Ministries	5	5	6	518	423	\$28,652.31
Methodist Service Center	1	1	<del>1</del>	30	29	\$2,590.93
Minda Street Church of Christ	2	2	2	12	12	\$252.00
Minter Lane Church of Christ	1	1	1	3	-	-
NAMI PHOENIX House	<del>1</del>	1	1	-	-	-
Pioneer Drive Baptist Church	1	1	<del>1</del>	17	14	\$3,450.00
ResourceCare	3	2	3	4	4	\$125.25
Rolling Plains Management Corporation	4	4	4	354	327	\$189,650.04
S. 11 & Willis Church of Christ	1	1	<del>1</del>	5	5	\$249.35
Snyder Community Resource Center	1	1	1	8	-	-
Southern Hills Church of Christ	1	1	<del>1</del>	4	4	\$60.00
St. Mark's Episcopal Church	1	1	1	118	107	\$1,442.50
St. Vincent de Paul	1	1	1	22	18	\$4,432.89
The Salvation Army of Abilene	1	1	1	607	532	\$8,870.92
United Methodist Food Pantry	5	6	6	637	594	\$21,479.70
United Way of Abilene (Abilene Tornado Response)	4	<del>4</del>	<del>4</del>	69	-	-
WCTRF Supportive Services for Veteran Families (SSVF)	1	1	<del>1</del>	4	-	-
Workforce Solutions of WCT	12	11	14	149	71	\$3,814.61
<b>TOTAL</b>	<b>102</b>	<b>91</b>	<b>90</b>	<b>4,715</b>	<b>3,435</b>	<b>\$380,645.51</b>
<b>Total # Active Agencies</b>	<b>41</b>	<b>37</b>	<b>30</b>			

 no entry this month

