

# 2-1-1 Texas A Call for Help October 2018

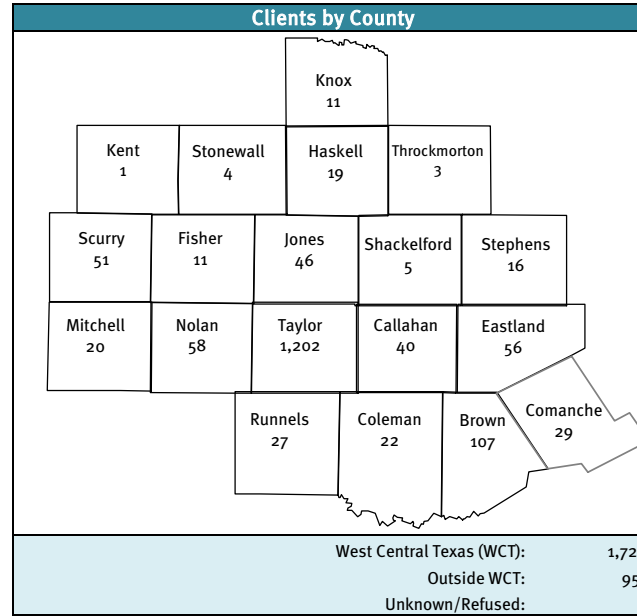
Monthly # of Calls	
October	September
2,679	2,400

Call Management Statistics	
SERVICE LEVEL	
October	September
93.85%	90.92%
ABANDONMENT RATE	
October	September
2.81%	3.57%

I&R Call Types	
Information	241
Transfer to ES*	697
Referral	1,507
Advocacy	41
Crisis	1
Non-I&R Calls	
Admin/Other	192

Follow-ups	
Attempted	10.82%
Completed	25.15%

First Time Caller Inquiries	
* Total of entries in I&R Software	
Total*	2,679
New	250
% New	9.33%



Other Inquiry Methods	
Walk In	40
Email	10

Language	
English	2,663
Spanish	14
Other	2

Military Calls	
Active Duty	0
Veteran	37

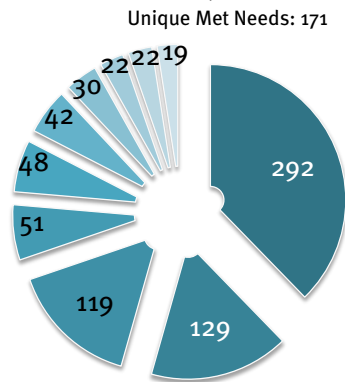
I&R Client Age	
0 - 17	0.45%
18 - 34	26.47%
35 - 64	55.47%
65+	17.32%
Unknown/Refused	0.30%

I&R Client Gender	
Female	77.79%
Male	22.17%
Unknown/Other	0.04%

TXU Energy Aid	
# of Clients	23
Amount Pledged	\$6,721.10

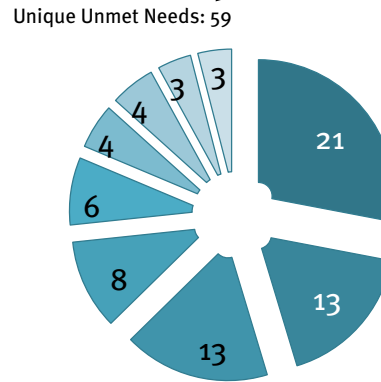
## West Central Top Met Needs

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




## West Central Top Unmet Needs

- Electric Service Payment Assistance
- Gas Money
- Water Service Payment Assistance
- Rent Payment Assistance
- Thanksgiving Baskets
- Utility Deposit Assistance
- Prescription Expense Assistance
- Food Pantries



# 2-1-1 Texas A Call for Help October 2018

Agency	# Users			# of Entries	# Financial Assistance	\$ Financial Assistance & Market Value
	October	September	August			
2-1-1 Texas A Call for Help	8	6	6	219		
Abilene Hope Haven	3	1	3	22	-	-
Baptist Social Ministries	4	5	4	249	202	\$84,300.00
Beltway Park Church Food Pantry	2	3	2	302	235	\$11,428.96
Bible Way	1	1	1	1	-	-
Boots on the Ground			1	-	-	-
Buffalo Gap Church of Christ			1	-	-	-
Christian Ministries of Abilene	4	4	4	356	170	\$5,098.69
Christian Service Center	9	8	9	604	464	\$28,365.40
Christian Women's Job Corps	1	1		46	45	\$19,525.00
City Light Community Ministries	2	2	2	92	82	\$4,418.84
Coggin Ave Baptist Church	1	1	1	15	10	\$728.36
Community Foundation of Abilene		1	1	-	-	-
Crescent Heights Baptist Church	3	2	3	49	-	-
Day Nursery of Abilene	1	3	2	16	16	\$5,806.80
FaithWorks	1	1	1	109	107	\$1,594.00
First Central Presbyterian Food Pantry	5	5	5	159	143	\$4,872.00
Global Samaritan Resources	1	1	1	29	29	\$11,593.00
Heart of Texas- Good Samaritan Ministries, Inc.	2	1	2	1,842	1,009	\$57,543.30
Heavenly Rest			2	-	-	-
Hillcrest Church of Christ	1		1	3	-	-
Love & Care Ministries	4	4	4	611	527	\$18,814.38
Methodist Service Center	1		1	2	-	-
Minda Street Church of Christ	2	1	1	23	22	\$462.00
Minter Lane Church of Christ	1	1	1	4	-	-
New Hope Church		2	1	-	-	-
Pioneer Drive Baptist Church	1			9	3	\$775.00
ResourceCare	3	2	1	11	9	\$1,183.07
Rolling Plains Management Corporation	2	4	4	89	64	\$24,250.83
S. 11 & Willis Church of Christ		1	1	-	-	-
Snyder Community Resource Center	2	1	3	13	9	\$2,150.12
St. Mark's Episcopal Church	1	1	1	139	127	\$1,347.50
The Salvation Army of Abilene	1	1	1	496	446	\$11,035.21
United Methodist Food Pantry	5	5	6	662	616	\$22,187.20
West Central Texas Council of Governments	1	1	1	1	-	-
West Texas VA Health Care System		1		-	-	-
<b>TOTAL</b>	<b>73</b>	<b>71</b>	<b>78</b>	<b>6,173</b>	<b>4,335</b>	<b>\$317,479.66</b>
<b>Total # Active Agencies</b>	<b>29</b>	<b>30</b>	<b>33</b>			

 no entry this month

