

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

Monthly # of Calls	
September	August
2,400	2,656

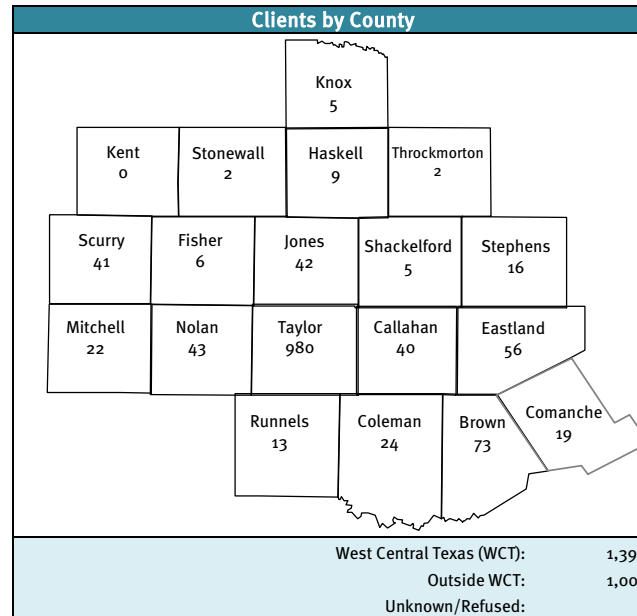
Call Management Statistics	
SERVICE LEVEL	
September	August
90.92%	89.28%
ABANDONMENT RATE	
September	August
3.57%	4.05%

I&R Call Types	
Information	254
Transfer to ES*	622
Referral	1,251
Advocacy	31
Crisis	0

Non-I&R Calls	
Admin/Other	242

Follow-ups	
Attempted	8.47%
Completed	18.87%

First Time Caller Inquiries	
* Total of entries in I&R Software	
Total*	2,400
New	147
% New	6.13%



Other Inquiry Methods	
Walk In	19
Email	4

Language	
English	2,388
Spanish	12
Other	0

Military Calls	
Active Duty	0
Veteran	24

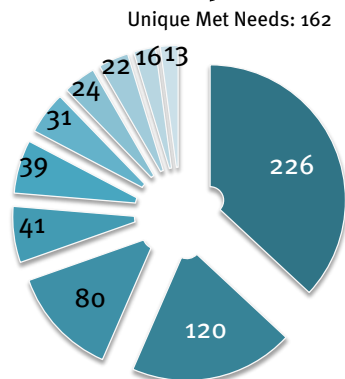
I&R Client Age	
0 - 17	0.29%
18 - 34	24.96%
35 - 64	54.54%
65+	17.42%
Unknown/Refused	2.79%

I&R Client Gender	
Female	78.17%
Male	20.38%
Unknown/Other	1.46%

TXU Energy Aid	
# of Clients	20
Amount Pledged	\$5,458.67

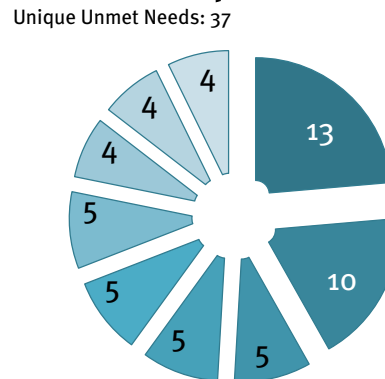
## West Central Top Met Needs

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



## West Central Top Unmet Needs


- Electric Service Payment Assistance
- Rent Payment Assistance
- Motel Bill Payment Assistance
- Prescription Expense Assistance
- Gas Money
- Long Distance Bus Services
- Homeless Shelter
- Water Service Payment Assistance
- Medical Care Expense Assistance



# BASIC NEEDS NETWORK

## September 2018

Agency	# Users			# of Entries	# Financial Assistance	\$ Financial Assistance & Market Value
	September	August	July			
2-1-1 Texas A Call for Help	6	6	7	163	-	-
Abilene Hope Haven	1	3	1	9	-	-
Baptist Social Ministries	5	4	5	199	162	\$63,450.00
Beltway Park Church Food Pantry	3	2	3	232	184	\$8,573.28
Bible Way	1	1	1	6	-	-
Boots on the Ground		1	1	-	-	-
Buffalo Gap Church of Christ		1	1	-	-	-
Christian Ministries of Abilene	4	4	4	331	192	\$6,745.50
Christian Service Center	8	9	7	422	314	\$15,371.63
Christian Women's Job Corps	1			1	1	\$90.00
City Light Community Ministries	2	2	1	78	70	\$5,346.46
Coggin Ave Baptist Church	1	1	1	15	7	\$433.03
Community Foundation of Abilene	1	1	1	1	-	-
Crescent Heights Baptist Church	2	3	3	23	-	-
Day Nursery of Abilene	3	2	2	66	65	\$38,723.85
FaithWorks	1	1		58	56	\$1,653.00
First Central Presbyterian Food Pantry	5	5	7	139	120	\$4,008.00
Global Samaritan Resources	1	1	1	37	36	\$25,279.66
Heart of Texas- Good Samaritan Ministries, Inc.	1	2	2	1,487	822	\$40,331.99
Heavenly Rest		2	3	-	-	-
Hillcrest Church of Christ		1		-	-	-
Love & Care Ministries	4	4	4	390	326	\$13,487.54
Methodist Service Center		1		-	-	-
Minda Street Church of Christ	1	1	1	57	25	\$525.00
Minter Lane Church of Christ	1	1	1	4	-	-
New Hope Church	2	1		6	-	-
ResourceCare	2	1	1	30	26	\$2,959.69
Rolling Plains Management Corporation	4	4	3	163	102	\$64,603.91
S. 11 & Willis Church of Christ	1	1	1	9	7	\$189.00
Snyder Community Resource Center	1	3	2	7	6	\$500.00
St. Mark's Episcopal Church	1	1	1	153	39	\$406.00
The Salvation Army of Abilene	1	1	1	566	486	\$13,416.69
United Methodist Food Pantry	5	6	7	668	613	\$22,611.70
West Central Texas Council of Governments	1	1	1	1	-	-
West Texas VA Health Care System	1			1	-	-
<b>TOTAL</b>	<b>71</b>	<b>78</b>	<b>74</b>	<b>5,322</b>	<b>3,659</b>	<b>\$328,705.93</b>
<b>Total # Active Agencies</b>	<b>30</b>	<b>33</b>	<b>29</b>			

 no entry this month

