



2-1-1 Texas Performance Measure Report for Feb, March & April 2014

Call Volume

- May
 - Calls Offered: 7758
 - Calls Handled: 7397
- June
 - Calls Offered: 8316
 - Calls Handled: 7671
- July
 - Calls Offered: 8184
 - Calls Handled: 7764

Internal/AIRS Standards

- Service Level Goal is 80% within 60 seconds
 - May – 91.13%
 - June – 82.17%
 - July - 89.97%

Top 10 Presenting Needs

May		June		July	
Food Stamps/SNAP	3558	Food Stamps/SNAP	3428	Food Stamps/SNAP	3648
Medicaid Applications	2317	Medicaid Applications	2167	Medicaid Applications	2118
Rent Payment Assistance	424	Fans	655	Rent Payment Assistance	446
Food Pantries	249	Rent Payment Assistance	385	Food Pantries	365
CHIP Programs	193	Food Pantries	310	Electric Service Payment Assistance	304
Electric Payment Assistance	191	Electric Service Payment Assistance	175	CHIP Programs	146
Prescription Expense Assistance	93	Summer Food Program	130	Medicare Saving Program	122
Housing Authorities	91	Medicare Saving Programs	106	Housing Authorities	117
Child Care Expense Assistance	91	Water Service Payment Assistance	105	Child Care Expense Assistance	115
Community Clinic	83	Housing Authorities	104	Water Service Payment Assistance	106

Advisory Board's Request

May		June		July	
Holiday Gifts/Toys	0	Holiday Gifts/Toys	0	Holiday Gifts/Toys	0
Navigator Programs	4	Navigator Programs	6	Navigator Programs	
Health Insurance Marketplaces	0	Health Insurance Marketplaces	1	Health Insurance Marketplaces	1
Affordable Care Act Information/Counseling Personnel	0	Affordable Care Act Information/Counseling	5	Affordable Care Act Information/Counseling Personnel	2
Certificates/Forms Assistance	0	Certificates/Forms Assistance	0	Certificates/Forms Assistance	0
Medical Appointments Transportation	55	Medical Appointments Transportation	47	Medical Appointments Transportation	38
Evacuation Transportation	6	Evacuation Transportation	3	Evacuation Transportation	2
Indigent Transportation	4	Indigent Transportation	5	Indigent Transportation	3
Travel Issues	0	Travel Issues	1	Travel Issues	1
Gas Money	20	Gas Money	15	Gas Money	25
Mental Health Services	23	Mental Health Services	20	Mental Health Services	30

Unmet Needs

May		June		July	
Rent Payment Assistance	49	Fans	160	Rent Payment Assistance	49
Fans	15	Rent Payment Assistance	22	Fans	15
Free School Supplies	11	Child Care Expense Assistance	9	Free School Supplies	11
Child Care Expense Assistance	6	Medical Care Expense Assistance	8	Child Care Expense Assistance	7
Food Pantries	6	Summer Food Program	4	Summer Food Program	6
Mortgage Payment Assistance	5	Food Pantries	4	Food Pantries	6
Medical Care Expense Assistance	3	Electric Services Payment Assistance	3	Mortgage Payment Assistance	
Electric Service Payment Assistance	3	Refrigerators	3	Gas Payment Assistance	3
Rental Deposit Assistance	3	211 Lead Agencies	3	Electric Service Payment Assistance	3
Homeless Shelter	3	Mortgage Payment Assistance	3	Rental Deposit Assistance	3

Top 10 Veteran Needs Quarterly Report

Food Pantries	52		
Rent Payment Assistance	44	Military Branch	
Electric Service Payment Assistance	31		
Fans	23	Air Force	35
Food Stamps/SNAP	15	Army	302
Veterans Benefit Assistance	14	Coast Guard	1
Gas Service Payment Assistance	14	Marine Corps	21
Veterans	12	National Guard	6
Water Service Payment Assistance	11	Navy	50
311 Services	6	(blank)	
Cell Phone	6	Total Number of Calls	341

Top 10 Veterans Needs QR

