



2-1-1 Texas Performance Measure Report for Nov, Dec & Jan 2014

Call Volume

- November
 - Calls Offered: 8805
 - Calls Handled: 8259
- December
 - Calls Offered: 7245
 - Calls Handled: 6816
- January
 - Calls Offered: 11,815
 - Calls Handled: 10,908

Internal/AIRS Standards

- Service Levels Goals is 80% within 60 seconds
 - Nov - 81.06%
 - Dec – 84.61%
 - Jan - 72.65%

Top 10 Presenting Needs

November		December		January	
Food Stamps/SNAP	3775	Food Stamps/SNAP	3305	Food Stamps/SNAP	4964
Medicaid Applications	2253	Medicaid Applications	2032	Medicaid Applications	3347
Rent Payment Assistance	350	Rent Payment Assistance	335	Rent Payment Assistance	421
Food Pantries	349	Electric Service Payment Assistance	269	Electric Service Payment Assistance	387
Electric Service Payment Assistance	234	Food Pantries	257	Food Pantries	294
Aging and Disability Resource Centers	133	Aging and Disability Resource Centers	116	VITA Program Sites	280
Bedding/Linen	129	Holiday Gifts/Toys	113	Aging and Disability Resource Centers	212
Thanksgiving Baskets	116	Gas Service Payment Assistance	105	Gas Service Payment Assistance	185
CHIP Programs	114	Medicare Savings Programs	99	CHIP Programs	169
Water Service Payment Assistance	100	CHIP Programs	99	Water Service Payment Assistance	164

Advisory Board's Request

November		December		January	
Holiday Gifts/Toys	56	Holiday Gifts/Toys	113	Holiday Gifts/Toys	0
Navigator Programs	20	Navigator Programs	34	Navigator Programs	60
Health Insurance Marketplaces	6	Health Insurance Marketplaces	7	Certified Application Counselor Programs	41
Affordable Care Act Information/Counseling Personnel	8	Affordable Care Act Information/Counseling	15	Health Insurance Marketplaces	15
Certificates/Forms Assistance	6	Certificates/Forms Assistance	12	Affordable Care Act Information/Counseling Personnel	54
Medical Appointments Transportation	38	Medical Appointments Transportation	52	Medical Appointments Transportation	47
Evacuation Transportation	7	Evacuation Transportation	5	Evacuation Transportation	3
Indigent Transportation	9	Indigent Transportation	2	Indigent Transportation	2
Travel Issues	2	Travel Issues	3	Travel Issues	4
Gas Money	6	Gas Money	12	Gas Money	14

Unmet Needs

November		December		January	
Rent Payment Assistance	126	Rent Payment Assistance	58	Rent Payment Assistance	106
Thanksgiving Baskets	8	Electric Service Payment Assistance	6	VITA Program Sites	61
Bedding/Linen	7	Bedding/Linen	6	Electric Service Payment Assistance	11
Heaters	7	Heaters	6	Mortgage Payment Assistance	8
Water Service Payment Assistance	6	Gas Service Payment Assistance	5	Child Care Expense Assistance	7
Child Care Expense Assistance	5	Holiday Gifts/Toys	4	Telephone Service Payment Assistance	4
Prescription Expense Assistance	4	Christmas Baskets	3	Prescription Expense Assistance	4
Electric Service Payment Assistance	3	Child Care Expense Assistance	3	Heaters	4
Gas Service Payment Assistance	3	Property Tax Payment Assistance	2	Medicaid Applications	3
Mortgage Payment Assistance	2	Prescription Expense Assistance	2	Gas Service Payment Assistance	3