



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

Call Volume

- February
 - Calls Offered: 9261
 - Calls Handled: 8653
- March
 - Calls Offered: 9749
 - Calls Handled: 9150
- April
 - Calls Offered: 8337
 - Calls Handled: 7909

Internal/AIRS Standards

- Service Level Goal is 80% within 60 seconds
 - Feb – 78.31%
 - Mar – 80.24%
 - Apr - 88.66%

Top 10 Presenting Needs

February		March		April	
Food Stamps/SNAP	3849	Food Stamps/SNAP	4263	Food Stamps/SNAP	3761
Medicaid Applications	2306	Medicaid Applications	2841	Medicaid Applications	2549
VITA Program Sites	640	Rent Payment Assistance	245	Rent Payment Assistance	296
Electric Service Payment Assistance	215	VITA Program Sites	219	Food Pantries	251
Rent Payment Assistance	181	Aging and Disability Resource Centers	203	Electric Service Payment Assistance	159
Aging and Disability Resource Centers	180	Navigator Program	171	CHIP Programs	152
Food Pantries	171	Food Pantries	169	VITA Program Sites	128
Gas Services Payment Assistance	106	Electric Service Payment Assistance	167	Community Clinic	125
CHIP Programs	171	CHIP Programs	166	Gas Service Payments Assistance	116
Water Service Payment Assistance	106	Medicare Saving Programs	128	Child Care Expense Assistance	106

Advisory Board's Request

February		March		April	
	0	Holiday Gifts/Toys	0	Holiday Gifts/Toys	0
Navigator Programs	60	Navigator Programs	171	Navigator Programs	12
Health Insurance Marketplaces	7	Health Insurance Marketplaces	9	Certified Application Counselor Programs	0
Affordable Care Act Information/Counseling Personnel	36	Affordable Care Act Information/Counseling	91	Health Insurance Marketplaces	5
Certificates/Forms Assistance	2	Certificates/Forms Assistance	16	Affordable Care Act Information/Counseling Personnel	3
Medical Appointments Transportation	34	Medical Appointments Transportation	32	Medical Appointments Transportation	47
Evacuation Transportation	6	Evacuation Transportation	4	Evacuation Transportation	5
Indigent Transportation	2	Indigent Transportation	2	Indigent Transportation	0
Travel Issues	2	Travel Issues	1	Travel Issues	0
Gas Money	2	Gas Money	5	Gas Money	6
Mental Health Services	10	Mental Health Services	5	Mental Health Services	12

Unmet Needs

February		March		April	
Rent Payment Assistance	82	Rent Payment Assistance	53	Rent Payment Assistance	23
Medical Expense Assistance	5	Fans	4	Medical Expense Assistance	7
Electric Payment Assistance	5	Gas Payment Assistance	4	Fans	6
Rental Deposit Assistance	4	Electric Payment Assistance	4	Gas Services Payment Assistance	5
Fans	4	Water Payment Assistance	3	Summer Food Program	3
Gas Payment Assistance	2	Medical Expense Assistance	2	Water Services Payment	3
General Dentistry	2	Prescription Expense Assistance	2	Gas Money	2
Mortgage Payment Assistance	1	Mortgage Payment Assistance	2	Mortgage Payment Assistance	2
Smoke Alarms	1	Furniture	2	Rental Deposit	2
Child Care Expense Assistance	1	Child Care Expense Assistance	2	Food Pantries	2

Top 10 Veteran Needs Quarterly Report

Rent Payment Assistance	39		
Food Pantries	28	Military Branch	
Veteran Benefits Assistance	27		
Electric Service Payment Assistance	26	Air Force	36
VITA Program Sites	25	Army	242
Medicaid Applications	11	Coast Guard	3
Food Stamps/SNAP	11	Marine Corps	20
Veterans	10	National Guard	4
Aging and Disability Resource Centers	10	Navy	36
Gas Service Payment Assistance	10	(blank)	
Water Service Payment Assistance	8	Total Number of Calls	341

