

December 2021 Follow-ups

Creator	County	How many agencies did you attempt to contact?	Were the agencies able to assist you?	If agency did not help, why?	What happened that you were unable to contact the Agencies?	Date	Type	Follow-up Notes
AC	Taylor	All	Fully			12/7/2021 10:06	Rent	Brandi was able to contact the agency and receive help with rental deposits.
AC	Taylor	All	No	Capacity exhausted		12/7/2021 10:12	Utilities	Kathryn reached out to agency and they were unable to assist her. The electric company did end up letting her do a payment plan and she borrowed from friends to help pay. Will call back if help is needed again.
AC	Taylor	All	Fully			12/7/2021 10:18	Seasonal Programs	Regina was able to request and obtain heater from CSC.
AC	Taylor	All	Fully			12/8/2021 15:54	Utilities	chrystal was able to contact agencies and receive help.
AC	Taylor	None			Someone else helped me	12/15/2021 15:38	Rent	Pedro ended up receiving help from friends/family.
AC	Taylor	All	No	Capacity exhausted		12/15/2021 15:46	Rent	Tony reached out to all of the agencies and was told no resources until January. He said he was able to get help through Betty Hardwick for rent/he has a family member who works there.
AC	Taylor	Some	Fully			12/21/2021 10:25	Utilities	David was able to receive help with water, and had help from others for other utilities
AC	Taylor	All	Fully			12/22/2021 15:31	Rent	Margaret was able to reach out to agencies and receive the help she needed for rent.
AC	Taylor	All	Partially			12/22/2021 15:36	Utilities	Suzanna was able to receive help with electric and gas. She is still waiting hear about getting help with her water bill.
CW	Taylor	None			Have not had the time	12/1/2021 9:50	Utilities	Caller said she called other agencies she had gotten from 211 previously to her and I speaking but that she still had not called the one i gave her, I provided her with the number again just in case.
CW	Taylor	None			No longer seeking assistance	12/7/2021 15:01	Health	Caller said her insurance may be going to pay for her dentures but that she will keep the number for AAA just incase
CW	Nolan	All	Fully			12/8/2021 9:34	Utilities	Caller said APS was wonderful and fully helped with her water bill.
CW	Taylor	All	No	Ineligible		12/8/2021 9:45	Utilities	Caller said AAA told her they will help her once she has a disconnect notice, the other two agencies had already helped her with a electric bill within the year.
CW	Taylor	Some	Partially			12/14/2021 14:53	Other	Caller said CSC helped them with a heater but a friend gave them a Refrigerator.
CW	Jones	All	Fully			12/15/2021 9:49	Food	Caller said she received food from both pantries in her area. Also referred her to Dental clinic in her area.
CW	Taylor	Some	Partially			12/28/2021 14:48	Utilities	Caller said Minda St Church helped her with part of her electric bill.
CW	Taylor	All	No	Capacity exhausted		12/28/2021 14:55	Utilities	Caller said she tried the agencies i gave her daughter but wasn't able to receive help but that her son sent her money that she used to pay her bill.

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CW	Taylor	All	Fully			12/29/2021 9:46	Health	Caller said she received help with her benefits.
EP	Scurry	All	Fully			12/2/2021 15:33	Other	Filling out paper work for USDA RURAL to assist with home repairs.
EP	Taylor	[Client declined to participate in survey.]				12/2/2021 15:40	Other	Said she got it taken care of and hung up.
EP	Taylor	None			Other	12/2/2021 15:50	Food	Said she has been sick and has not been able to go. Said she will go when she recovers.
EP	Taylor	Some	No	Wait list		12/8/2021 10:34	Rent	Christian service center is going to assist her on the 17th
EP	Taylor	All	Partially			12/8/2021 10:38	Rent	City light assisted with \$100, could not get a hold of st. vincent.
EP	Taylor	All	No	Wait list		12/8/2021 10:47	Rent	Said she contacted all agencies and they were out of funding.
EP	Taylor	Some	No	Wait list		12/8/2021 10:54	Utilities	said 2 agencies told her to call back in January if she is still needing assistance, and 1 agency told her to call back friday.
EP	Taylor	All	Fully			12/9/2021 15:34	Health	St. Vincent assisted with her prescriptions.
EP	Taylor	All	Fully			12/9/2021 15:38	Rent	Rolling plains assisted him with Rent.
EP	Taylor	All	Fully			12/9/2021 15:52	Health	She received assistance with RX.
EP	Taylor	All	Fully			12/16/2021 15:33	Rent	Christian service center and city lights assisted her.
EP	Fisher	All	Fully			12/16/2021 15:49	Rent	WTO assisted her with rent.
EP	Taylor	None			Someone else helped me	12/16/2021 15:53	Utilities	Her son payed the bill for her.
EP	Taylor	None		Did not complete intake requirements	Have not had the time	12/16/2021 16:02	Rent	Has to contact city lights tomorrow.
EP	Taylor	All	Partially			12/22/2021 10:35	Rent	CSC assisted with paying most of her rent.
EP	Coleman	All	No	Case/application pending		12/22/2021 10:43	Other	Said she called agency and agency said they will call her back, waiting on call.... advised to call back and check on status of application,
EP	Taylor	[Client declined to participate in survey.]				12/22/2021 10:53	Other	
EP	Taylor	Unable to reach caller				12/30/2021 15:39	Rent	Wrong number
EP	Taylor	Some	Partially			12/30/2021 15:42	Utilities	City lights assisted her with water bill.

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EP	Fisher	[Client declined to participate in survey.]				12/30/2021 15:45	Utilities	Caller was in emergency room, unable to do survey at the moment.
EP	Coleman	All	No	Case/application pending		12/30/2021 15:51	Utilities	Caller waiting on application to go through.
EP	Callahan	All	No	Ineligible		12/30/2021 15:59	Transportation	Is needing transportation to out of town appointments. does not have medicaid or insurance.
NE	Callahan	All	Fully			12/2/2021 9:23	Utilities	Client was able to get assistance from CTO for the full amount due on her electric bill. Client was satisfied with services provided by agency.
NE	Brown	All	No	Capacity exhausted		12/9/2021 9:19	Rent	Rent and Utilities; Caller stated she contacted agencies and they did not return her call or were not able to provide assistance. When asked why agency was not able to help, client did not know. Stated she has since then been evicted and is currently living with friends.
NE	Taylor	All	No	Did not complete intake requirements		12/9/2021 9:30	Utilities	Caller stated she didnt have all the documentation RPM was requesting but managed to pay a portion of her bills to avoid disc. Client said she was not able to reach anyone at CLM and SVDP. Explained process with agencies to client so she is going to try and contact them again. Said she still owed \$100 on her electric bill. Client thanked me for following up with her.
NE	Taylor	Some	Partially			12/14/2021 15:18	Rent	Rent & Transportation- Caller was able to get some rental assistance and gas money for transportation from the CSN. Caller stated they were so nice and friendly and bent over backwards to help anyone in need. Client was very appreciative of the services they provided.
NE	Taylor	All	No	[Client declined to continue survey.]		12/14/2021 16:06	Utilities	Spoke with client and she stated she had contacted agencies and was not able to reach APS. Explained process when calling APS that the wait time could be 20-30 min if not more. Asked client if she wanted me to connect her to APS but she said she would call later. Regarding RPM, they were supposed to send her application but she never rec'd it. Explained to caller she may want to call and follow up with agency.
NE	Taylor	Some	No	Capacity exhausted		12/16/2021 9:14	Utilities	Caller stated he contacted CLM and CSC and was told they were out of funding until the New Year. Caller said he was able to find a way to pay his bills.
NE	Brown	None			Misplaced contact information	12/16/2021 9:29	Utilities	rent, electric- Client misplace information, asked if I would provide her referrals again. Client has yet to pay on bills but said she called to get extensions.

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NE	Taylor	None			No longer seeking assistance	12/16/2021 9:54	Other	Caller stated son found different counseling agency on his own.
NE	Taylor	None			No longer seeking assistance	12/21/2021 15:21	Utilities	Caller said she was not sure if she contacted agencies but managed to pay her electric. Caller was rambling about SNAP benefits and Section 8 and seemed confused as to my reason for calling even though it was explained.

Follow-up Type	
0	Child Care
0	Crisis Intervention
0	Employment
2	Food
4	Health
0	Housing
0	Military
6	Other
15	Rent
1	Seasonal Programs
0	Special Project
1	Transportation
20	Utilities
0	Blank
49	Total

Follow-up Status	
40	Attempt 1
22	Attempt 2, Closed
59	Successfully Completed
1	Wrong #
3	Disconnected

I&R Specialist	WC referrals 527	
	Attempts	% of referrals
AA		
AC	33	6.26%
CW	18	3.42%
EP	63	11.95%
LJ		
NE	11	2.09%
RA		
TOTAL	125	23.72%

Barrier Breaker
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How many agencies did you attempt to contact?	
28	All
9	None
8	Some
3	Client declined

Were the agencies able to assist you?	
15	Fully
-	N/A
14	No
7	Partially
-	Declined

If agency did not help, why?	
5	Capacity exhausted
2	Case/application pending
2	Did not complete intake requirements
3	Wait List
2	Ineligible
1	Client declined to continue survey
-	Transportation Barrier

What happened that you were unable to contact the Agencies?	
2	Have not had the time
1	Misplaced contact info
3	No longer seeking assistance
1	Other
2	Someone else helped me
-	Client declined