

August 2009

United Ways of Arkansas 2-1-1

September 2, 2009

United Ways of Arkansas 2-1-1 (Arkansas 211) is dedicated to creating a comprehensive Information and Referral service for the state of Arkansas.

Arkansas 211 Information and Referral Specialists are available Monday – Friday 8:00 am to 5:00 pm by calling 2-1-1. Resource information is available 24/7 at www.arkansas211.org. All services are provided at no charge.

Questions or Comments? Your input is welcome. Email: Info@arkansas211.org
Nathan Cook, Executive Director, nathan.cook@arkansas211.org 870-541-4101
Henry Bass, Operations Manager, henry.bass@arkansas211.org 870-541-4102

SUMMARY: In August 2009 Arkansas 211 had 6044 telephone calls, voice mails and emails (averaging 288 contacts per day) from Arkansas residents. The www.arkansas211.org online resource database received 21,471 searches, averaging 693 searches per day. Basic Needs assistance requests represent 73% of Arkansas 211's most asked for resources. Over 20 % of all contacts to 2-1-1 are from agencies/social services providers seeking additional help for their clients. 79% of the calls were answered within 30 seconds by a live call specialist.

Average time of call has dramatically decreased now that the staff is fully trained. The average time of a call was 3 min. and 6 sec. compared to 5 min. 0 sec. in June 2008.

A female caller from Little Rock called because she was struggling financially and did not know where to turn. She has a teenage son who doesn't attend school. He has a medical condition and lives with her. But, due to her income he is not eligible for disability. The Information and Referral Specialist suggested employment for him but she said he didn't have any job skills. The I & R Specialist was able to give her referrals to job training programs for him and give her information about a foundation that specialized in his illness. The caller was very thankful because he had been living with this disease and she had no ideal this foundation ever existed.

August 2009 - Total 2-1-1 Calls

Call Origin	Received Calls
PB Call Center (870, 501, 479)	5726
Emails/Voice Mail	466
Arkansas STATE TOTAL	6044 (288 contacts/day)

Female age 25 called asking for help with her electric bill and with her rent in Rogers, Arkansas. Caller was referred to two local agencies in her area for help with the electric bill, the First Presbyterian Church and the Office of Human Concern both in Rogers. She was given one referral- the Helping Hands in Bentonville for help with her rent.

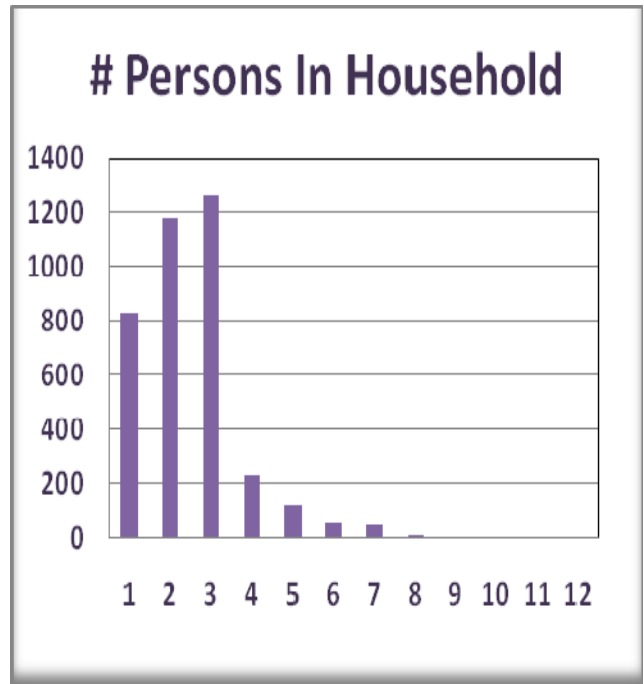
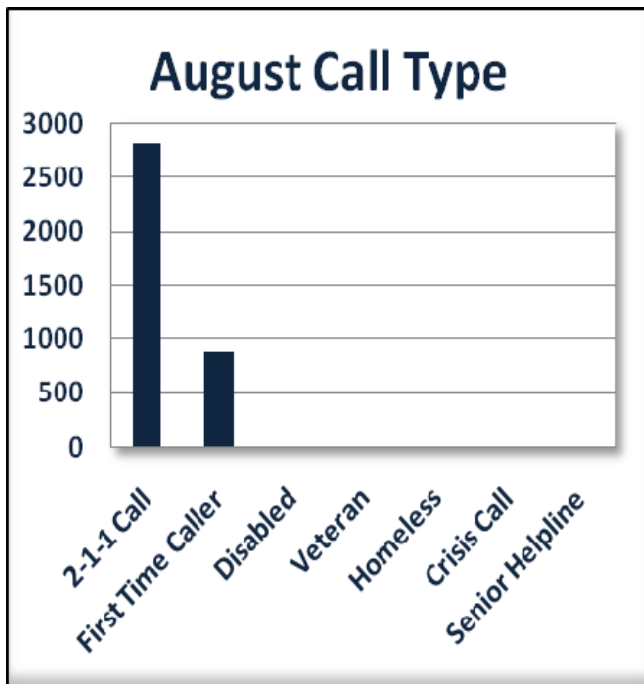
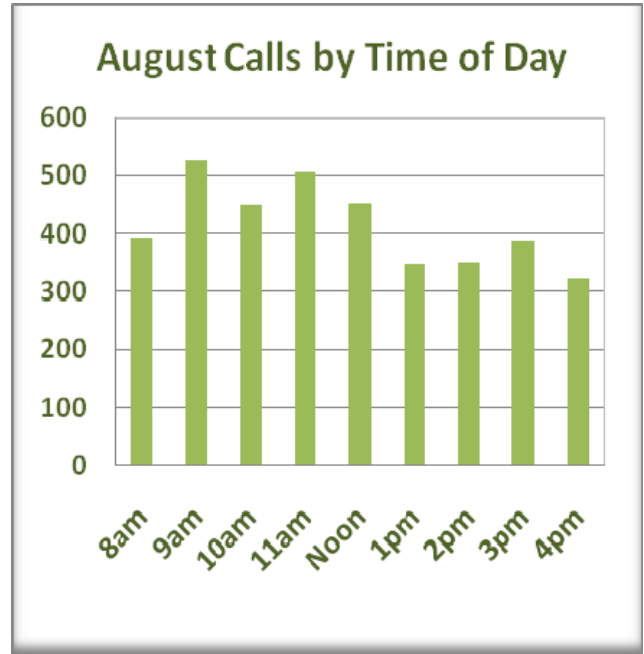
January-August, 2009; Website Search Activity

www.arkansas211.org

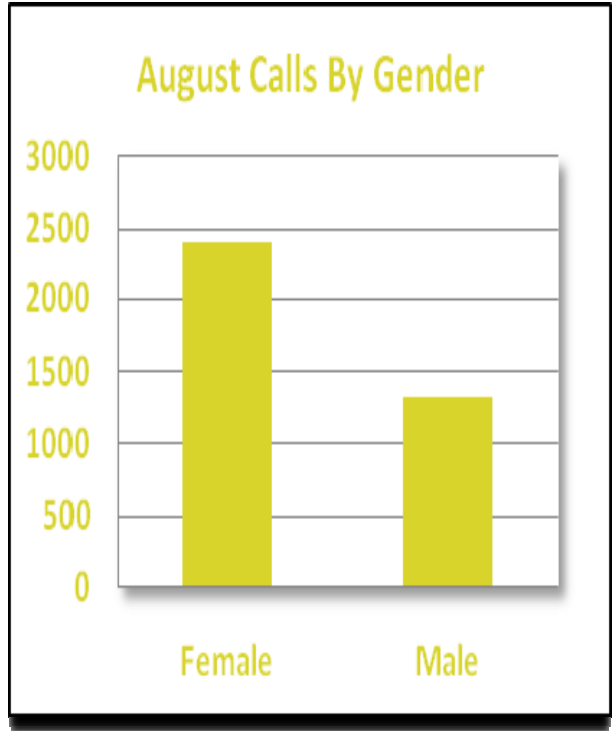
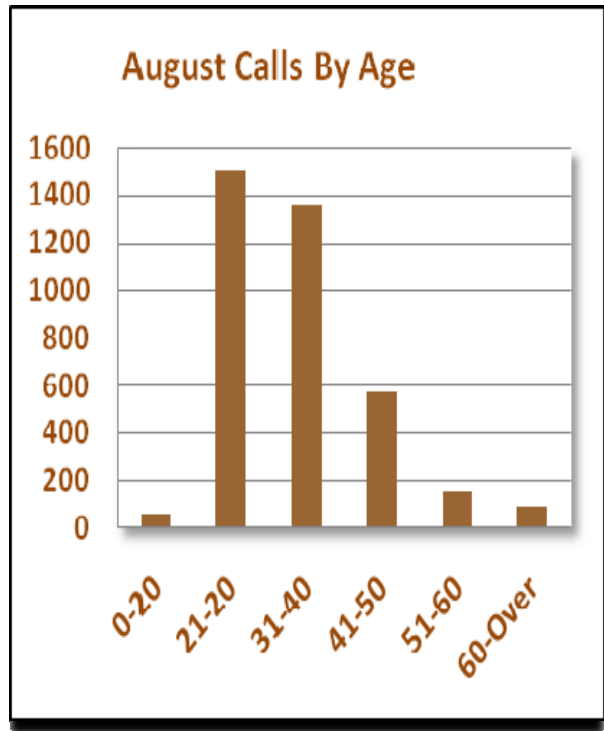
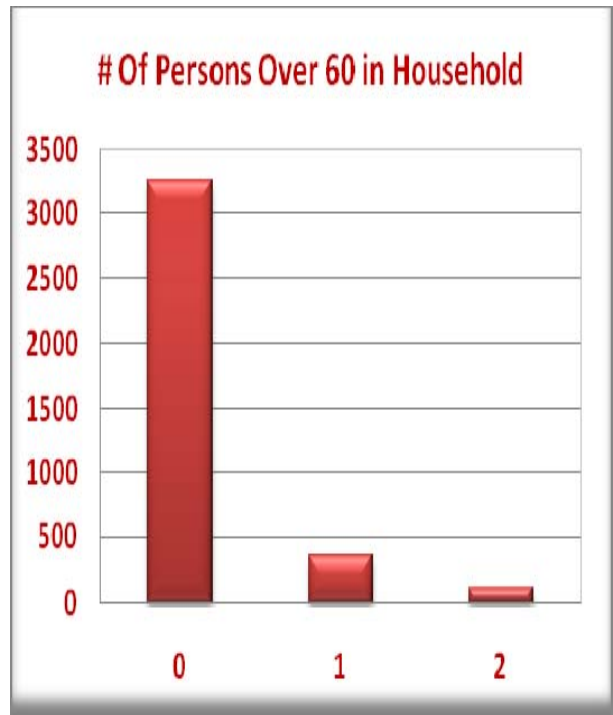
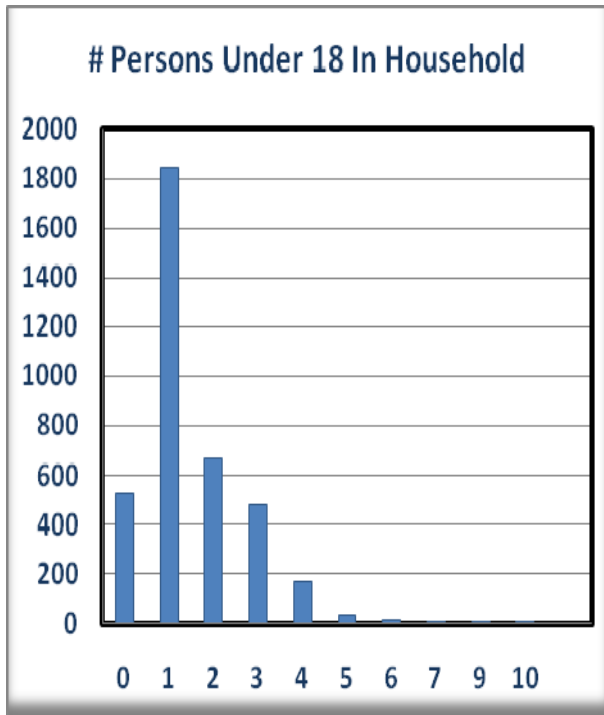
	Jan - 09	Feb - 09	Mar - 09	Apr -09	May - 09	June	July	August	Total
Total # Searches	24653	18507	22800	18350	21841	29083	21526	21471	178231
Average Per Day	795	661	735	611	705	969	694	693	733

A male caller from NWA called because he had lost his job, his wife was pregnant, and he and his family were about to be without a place to live due to an eviction notice. He had called several places that provided shelter but they were all full. His wife was afraid to separate. The I & R Specialist suggested that he may have to travel to another area in order to keep his family together. However, the caller didn't have gas money. He was referred to several charitable programs. The caller thanked us for caring enough to go through the trouble to help him.

Other Reporting Data

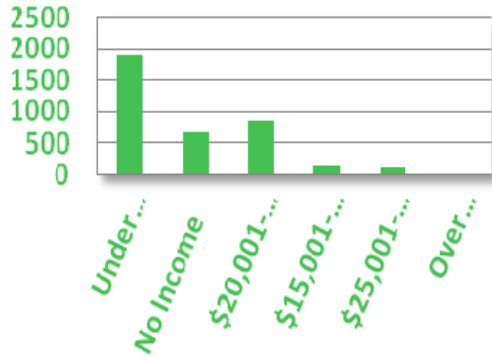


Female age 46 calling from Hot Springs, AR stated that she needed help with her rent. Client was referred to two agencies in Hot Springs for assistance (Harvey's Chapel Baptist Church and the Cherokee Chief Indian Ministry). Client was unable to get assistance and called back to inform us the agencies were out of funds.

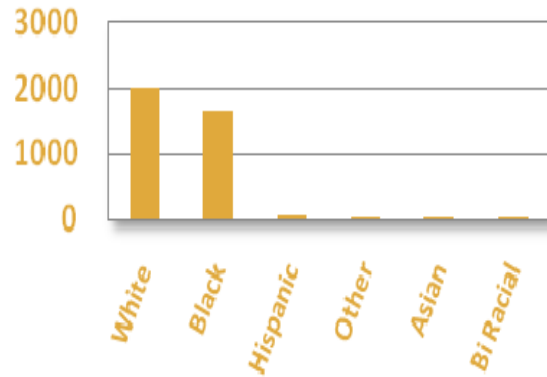


Female caller age 76 in Little Rock stated that she needed help with her electric bill. Client was referred to the CADC and to the Watershed both in Little Rock. The client was also referred to the North Little Rock Community Development agency for questions regarding home rehabilitation grants. She was so pleased to know there was one number to call to get information and referral for all her needs.

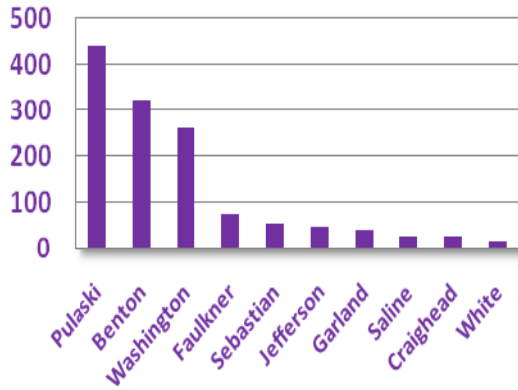
August Call By Income



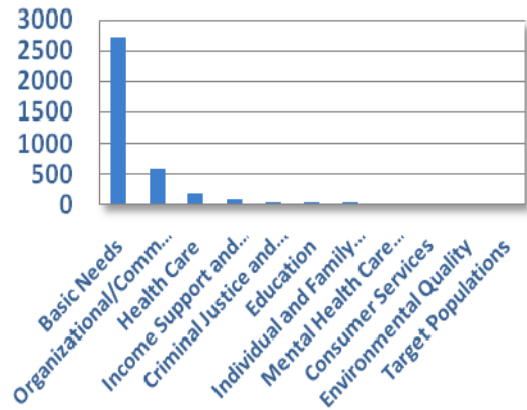
August Calls By Race



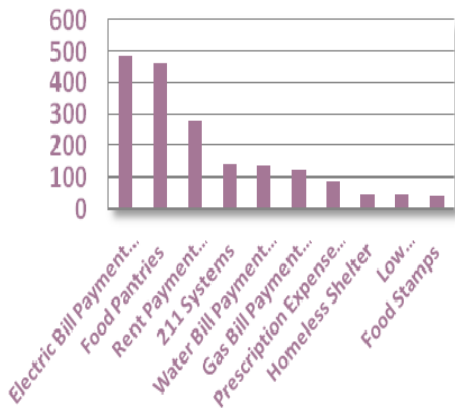
August Top 10 Counties



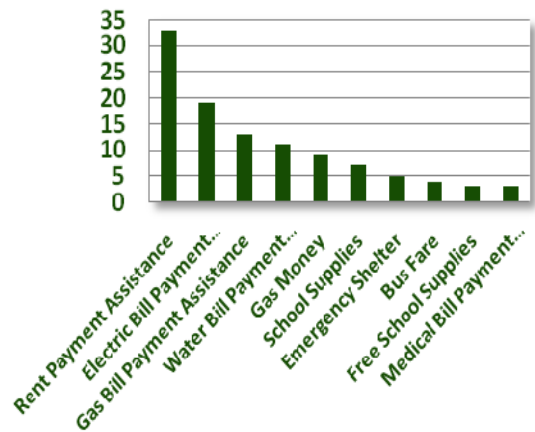
August Problem Category

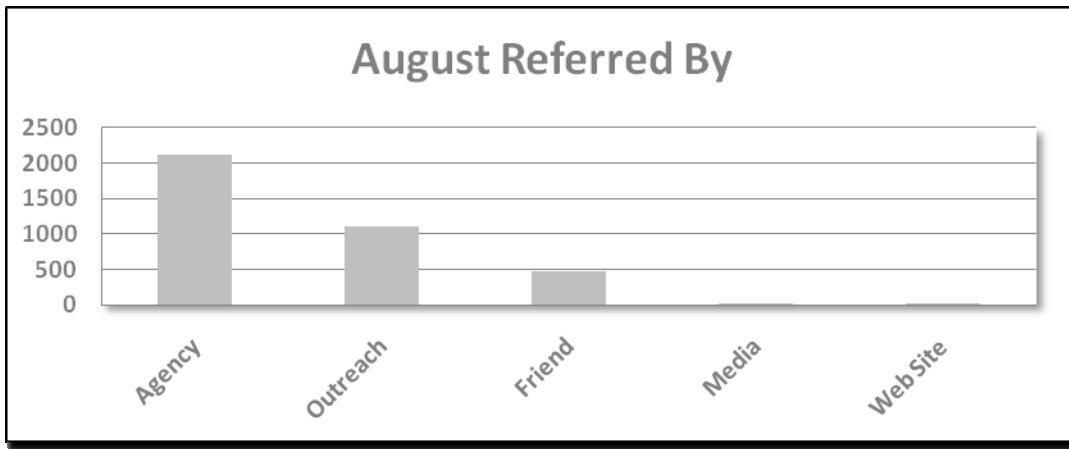


August Top 10 Needs



August Top 10 Unmet Needs





A female caller age 24 from Conway, Arkansas called stating that she needed help with her prescriptions. She was given 4 referrals all in her area (CAPCA, First United Methodist Church, Conway Interfaith Clinic, and Wesley Bread Basket.) When contacted back the following week the caller stated she had received help from the Conway Interfaith Clinic and was very glad we were here to help those in need.

Call Follow-Up Report

112 calls were followed up on in August. This is 3% of the total calls. Below is a breakdown of questions asked:

How would you rate this 2-1-1 experience?

- 90 Excellent**
- 22 Good**

Were you able to obtain the service?

- 98 Yes**
- 14 No**

Were the staff people helpful?

- 112 Yes**
- 0 No**

Was transportation available?

- 92 Yes**
- 20 No**

A social worker from Texarkana called to get some information for her client. The client is visually impaired and was wanting to know if there is programs available for sighted individuals to receive free directory assistance through the phone company. There were no resources listed in the Arkansas 211 database and the case worker was told some investigation would be needed to find the information. Several calls were made. The call specialist found through the Attorney Generals office information about American Disabilities Act that allows a sighted person to receive the service free. The case worker was much impressed that 211 would take the time to find the information for her client.