



March 2009 Report United Ways of Arkansas 2-1-1

March 5, 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 Sunday-Saturday, 8am-8pm 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 870-543-4954
 Henry Bass, Operations Manager, henry.bass@arkansas211.org 870-543-4917

SUMMARY: Total Contacts for March was 29,723. Arkansas 211 had 4656 telephone calls (averaging 150 calls per day) from Arkansas residents. The www.arkansas211.org online resource database received 22,800 searches, averaging 735 searches per day. Overall March 2009 call volumes were up 129% over March 2008. Basic Needs assistance requests represent 84.1% of Arkansas 211's most asked for resources. 96.9% of the calls were answered within 30 seconds by a live call specialist. The online resource database has had over 225,000 searches since it went live.

March, 2009 - Total 2-1-1 Calls by Region

Call Origin	Received Calls
PB Call Center (870, 501)	2093
NW Arkansas Call Center (479)	1038
Database Update	1525
Arkansas STATE TOTAL	4656 (150 contacts/day)

A 77 year old female called needing assistance with payment of her electric bill!!! It was her husband and herself living in the house. Their only income was their social security. They received a big electric bill they were not able to pay. They could not even pay half of it. I referred her to the Community Service Office there in Hot Springs where they received the help they needed.

Most Requested Community Health & Human Resources:

Requested Resource	# of Requests	%
1. Electric Bill Payment Assistance	1341	23.7
2. Rent Payment Assistance	753	12.7
3. Food Pantries	695	11.4
4. 211 Systems	633	9.8
5. Gas Bill Payment Assistance	457	5.4
6. Water Bill Payment Assistance	152	5.3
7. Prescription Expense Assistance	139	2.8
8. Disaster Mitigation	135	2.0
9. Community Clinics	134	1.0
10. Disaster Management Organizations	119	1.0

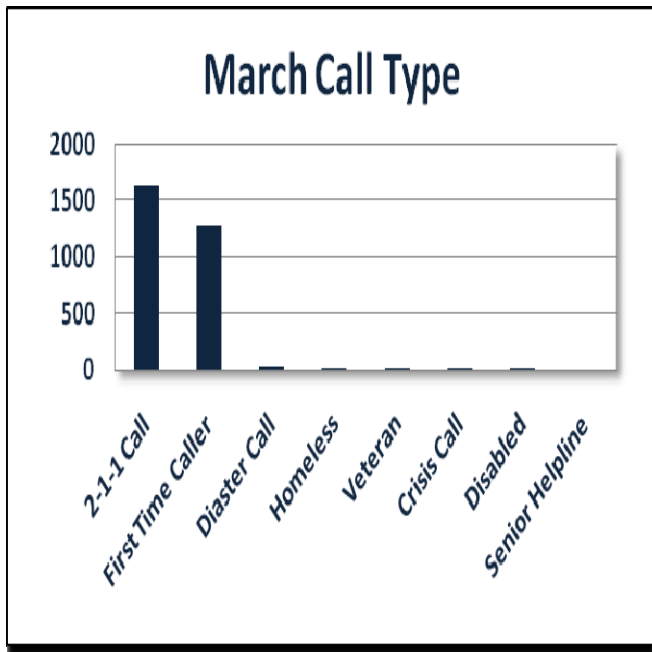
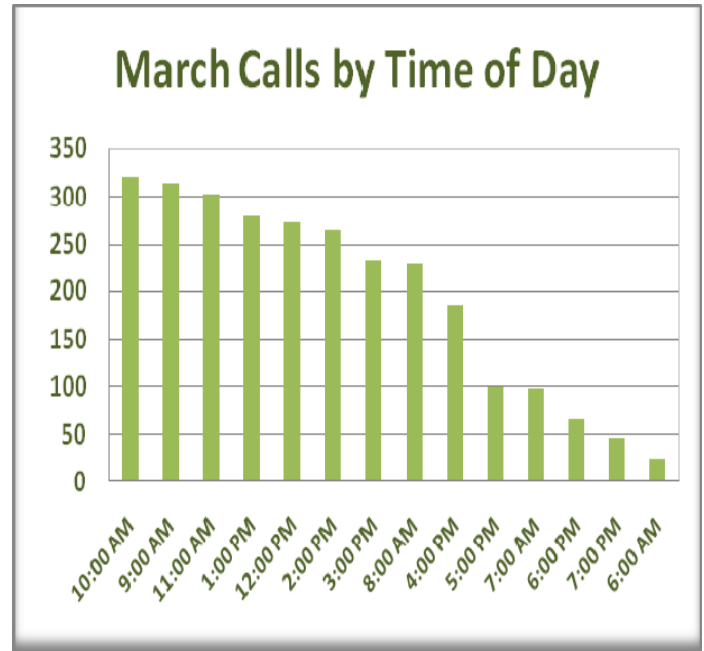
Note: Utility Assistance-related requests # 1, 5, and 6 = 34.4% of all 2-1-1 resource requests.

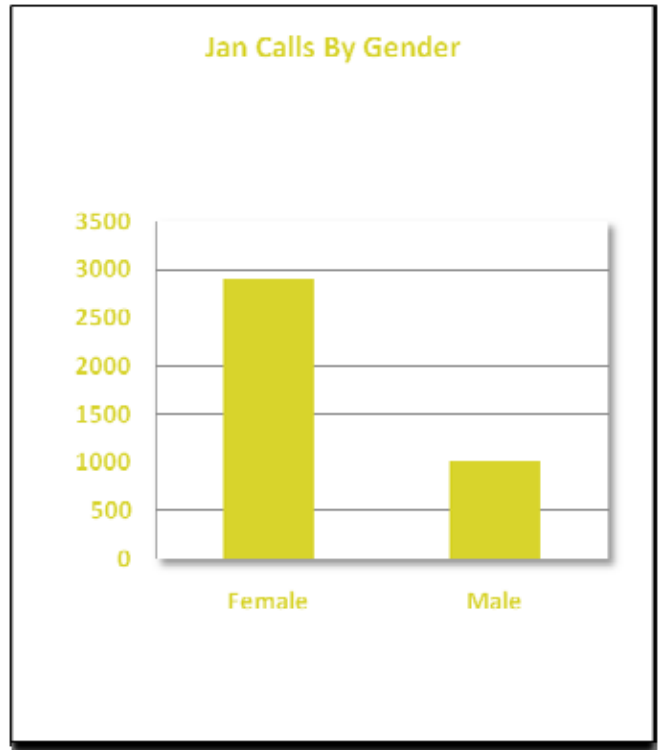
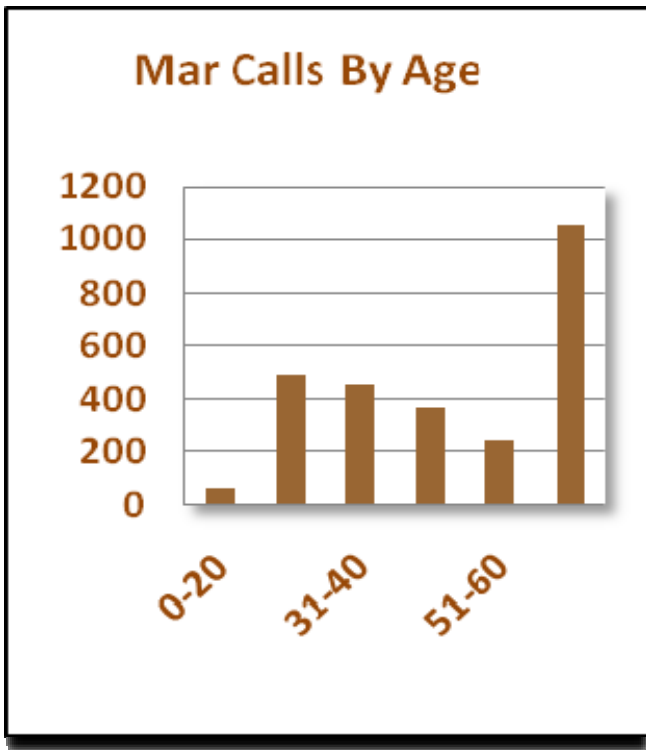
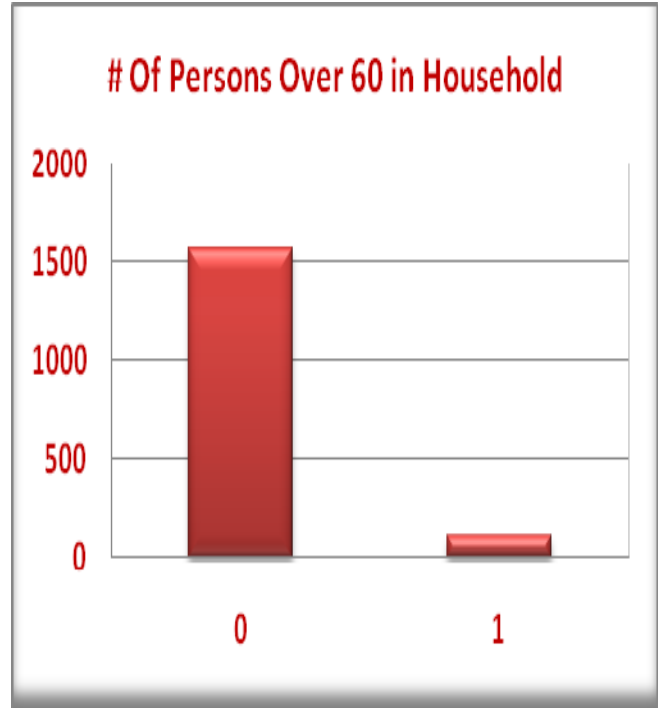
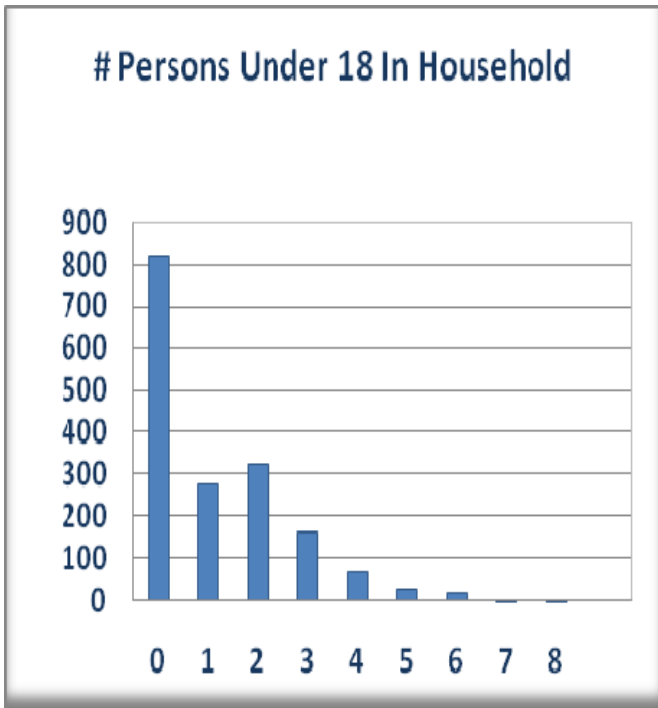
Top 10 Gaps in Service

54	Electric Bill Payment Assistance
30	Gas Bill Payment Assistance
23	Rent Payment Assistance
14	Bus Fare
12	Transportation
6	Telephone Bill Payment Assistance
4	Emergency Shelter
4	Medical/Mental Health
4	Water Bill Payment Assistance
3	Automotive Repair

A 80 year old single female called stating she was stranded at her house in the rural area of Rogers and had no electricity and no way of getting a source of heat. She was a disaster victim from the ice storm in Northwest Arkansas. She has no family or relatives close by to come and get her and she had no form of transportation herself. She had been in her home for 3 days with no electricity and no heat and was worried she was going to lose her water because of it being so cold the pipes could bust. She said she was keeping warm by the sunlight and blankets but was really starting to get to cold and scared. Calls were placed for her to the Salvation Army and Red Cross in Rogers. The Red Cross told us they could at least send someone to pick her up and take her to the shelter so she could be warm and safe.

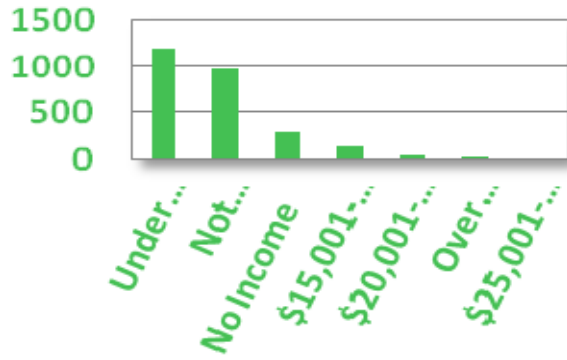
Other Reporting Data



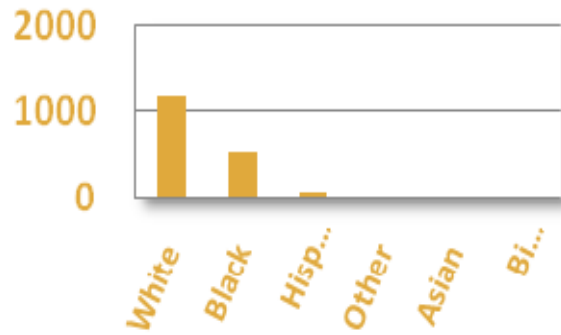


A social worker from DHS called needing assistance for a 19 year old female client that had no place to live and needed a place to stay. She stated that the girl was a foster child but got kicked out of school so therefore lost her foster home. Referrals were given to the Little Rock Compassion Center, Union Rescue Mission, and the Meadow Lake Baptist Church for her to stay for at least a few days.

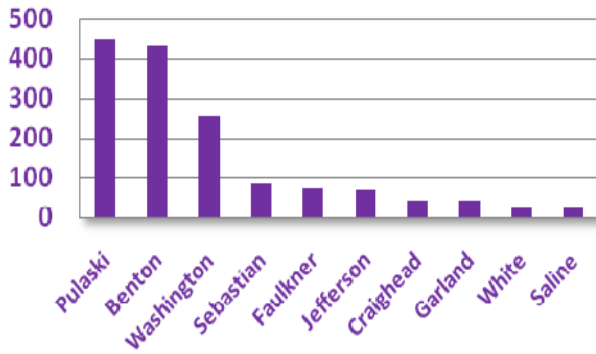
Mar Call By Income



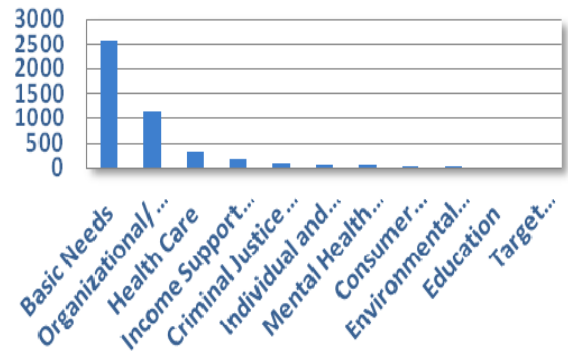
Mar Calls By Race



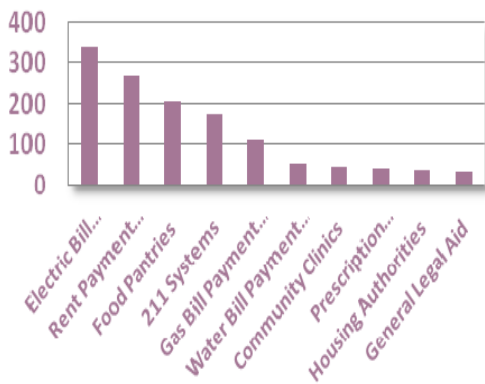
Mar Top 10 Counties



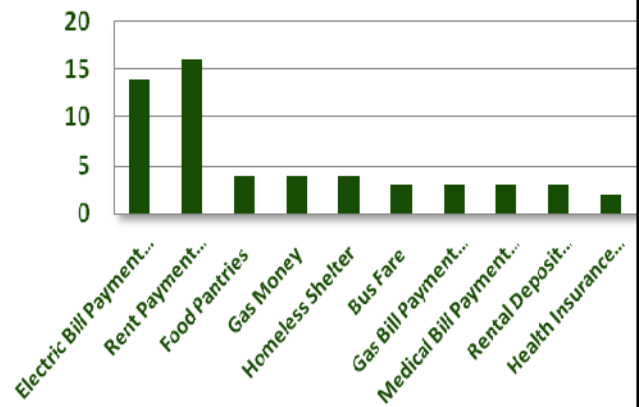
Mar Problem Category

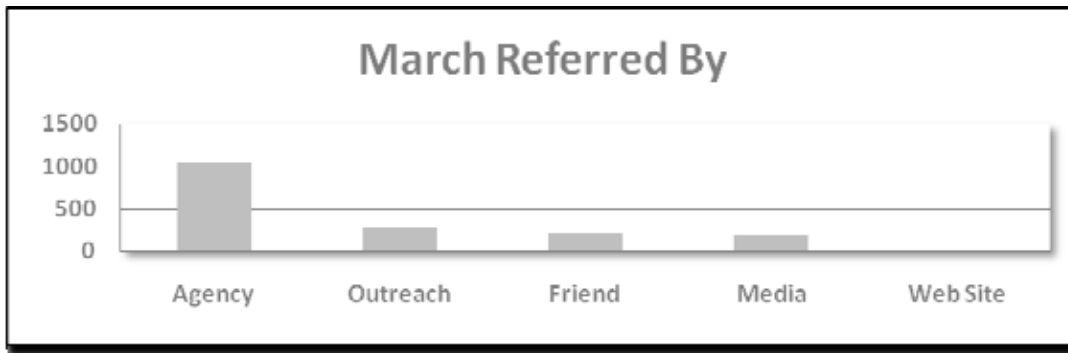


Mar Top 10 Needs



Mar Top 10 Unmet Needs





Call Follow-Up Report

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

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

85 Excellent

16 Good

Were you able to obtain the service?

78 Yes

23 No

Were the staff people helpful?

101 Yes

Was transportation available?

65 Yes

36 No

A female called needing assistance with finding a generator for her and her family because they were victims of the Northwest Arkansas ice storms and had been without electricity and heat for 3 days. They had three small children and had no source to keep them warm except for extra blankets which worked okay until in the evening. I referred her to the Office of Emergency Management in her area and also the local Sheriff's office to see if she could get some assistance. I told her if she had no luck to please call us back so we could give her a list of emergency shelters in her area.