

2008 Annual Report

United Ways of Arkansas 2-1-1

December 2, 2008

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: From January 1 through December 31, 2008 Arkansas 211 received 34,559 telephone calls, voice mails and emails (averaging 94.7 calls per day) from Arkansas residents. The www.arkansas211.org online resource database received 142,775 searches, averaging 391 searches per day. Basic Needs assistance requests represent 79.6% of Arkansas 211's most asked for resources. 20-30% of all calls to 2-1-1 are from agencies/social services providers seeking additional help for their clients. 96.3% of the calls were answered within 30 seconds by a live call specialist.

December, 2008 - Total 2-1-1 Calls by Region

Call Origin	Received Calls
PB Call Center (870, 501)	24128
NW Arkansas Call Center (479)	10431
Arkansas STATE TOTAL	34559 (94.7 calls/day)

Cherokee Chief Indian Ministry

We have received “quite a few” clients through Arkansas 211 referrals. Most of them were successful in getting the help they needed with bills.

January – December, 2008; YTD Total 2-1-1 Calls by Region

Region	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec 08	Total
PB Call Center (870, 501)	16	269	770	856	1775	1184	1964	2395	5889	3892	2174	2794	24128
NW Arkansas Call Center (479)	0	402	490	536	659	534	1059	1302	1394	1472	1289	1294	10431
Arkansas STATE TOTAL	16	671	1260	1392	2434	1718	3023	3697	7283	5253	3560	4252	34559

33 year old man from Fort Smith, Arkansas called needing his water turned back on. I referred him to Community Services Clearinghouse and the Salvation Army in Fort Smith.

January-December, 2008; Website Search Activity

www.arkansas211.org

	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-09	Total
Total # Searches	1154	1840	5983	4097	7228	10034	12043	17840	14301	20664	26323	21268	142775
Average Per Day	37	63	193	137	233	344	388	575	476	667	877	686	391

. 27 year old lady from Little Rock, Arkansas called to get assistance with her rent. I referred her to Saint Francis House, Watershed, and Helping Hands in Little Rock. Some coordination of services was needed to keep her and her 2 children in their home during the holidays.

Most Requested Community Health & Human Resources:

Requested Resource	# of Requests	%
1. Electric Bill Payment Assistance	13465	31.4
2. Food Pantries	8077	18.9
3. Rent Payment Assistance	4956	11.6
4. Gas Bill Payment Assistance	1957	4.6
5. 211 Systems	1271	3.0
6. Water Bill Payment Assistance	1130	2.6
7. Prescription Expense Assistance	806	1.9
8. Red Cross Disaster Service Centers	691	1.6
9. Emergency Shelter	495	1.2
10. Low Income/Subsidized Rental Housing	465	1.1

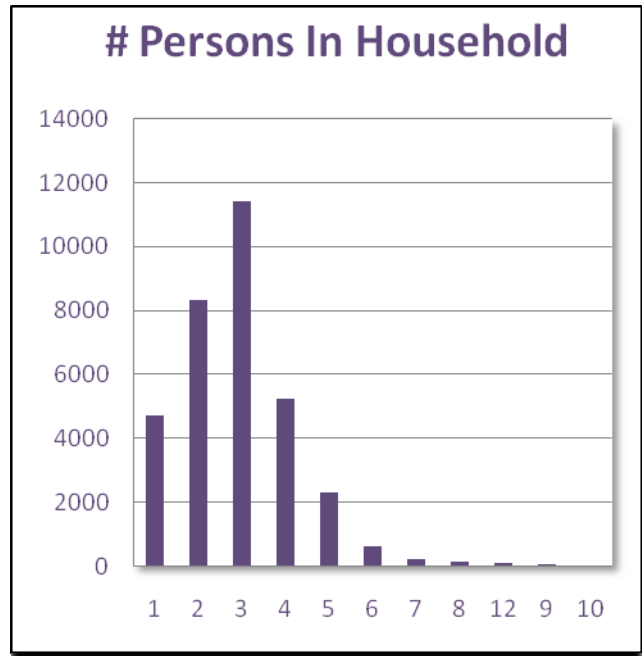
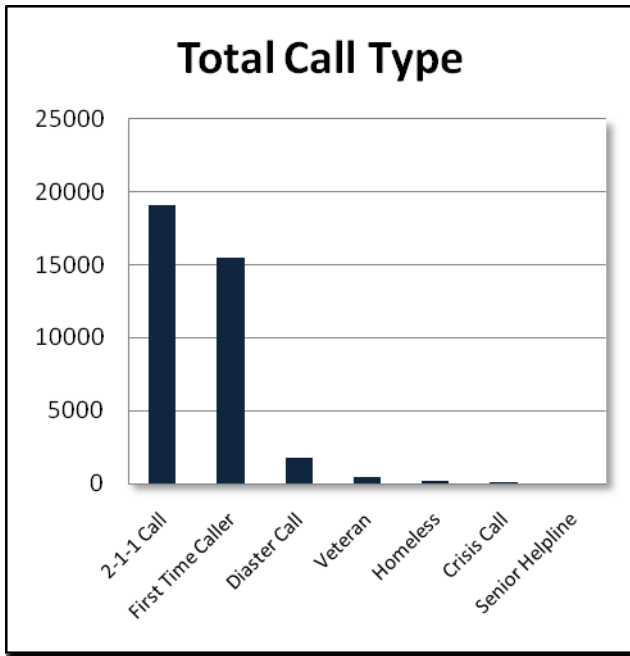
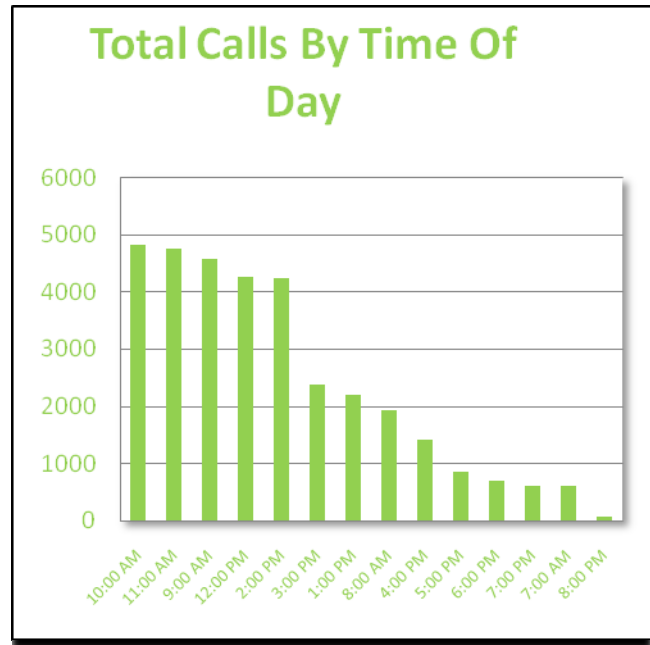
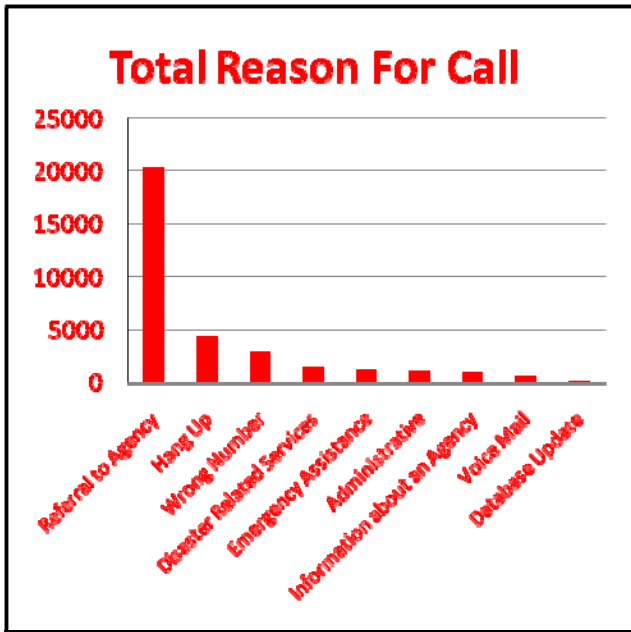
Note: Utility Assistance-related requests # 1, 3, 4, 7 and 8 = 25.2% of all 2-1-1 resource requests.

Top 10 Gaps in Service (most-requested is #1):

1. Electric Bill Payment Assistance
2. Rent Payment Assistance
3. Gas Money
4. Transportation
5. Gas Bill Payment Assistance
6. Bus Fare
7. Undesignated Temporary Financial Assistance
8. Holiday Gifts/Toys
9. Rental Deposit Assistance
10. Heating Fuel Bill Payment Assistance

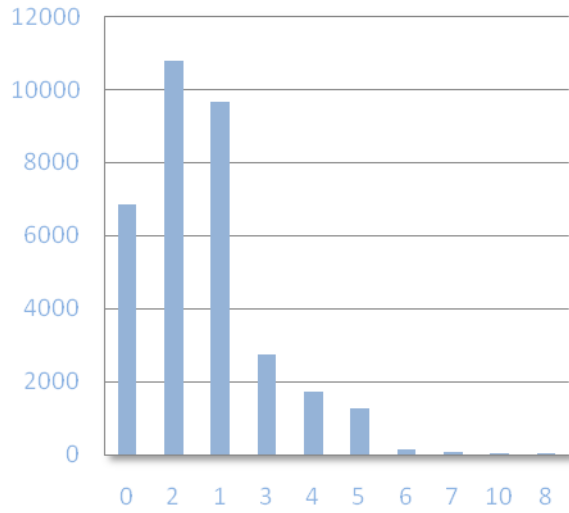
62 year old man from Flippin, Arkansas called in needing assistance with a rent deposit and gas bill. His gas has been shut off and he has been evicted from his residence and needing to move to another place and was calling to see if there were any agencies that could help him in his area. I referred him to the Area Agency on Aging in Flippin to help with his gas bill, and Ozark Opportunities in Yellville to help with his rent deposit. He reported to us he was successful in getting into a new place.

Other Reporting Data

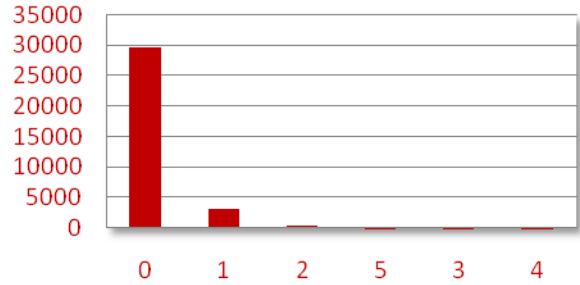


A social worker called 211 to see how the program worked for the community. The call specialist explained to her that Arkansas 211 was part of the United Ways and we direct people with needs to organizations who may be able to help them in their community. The call specialist also explained to her how to search the online database for resources. The caller stated that 211 was a blessing because it helps give someone in need a starting point to seek help.

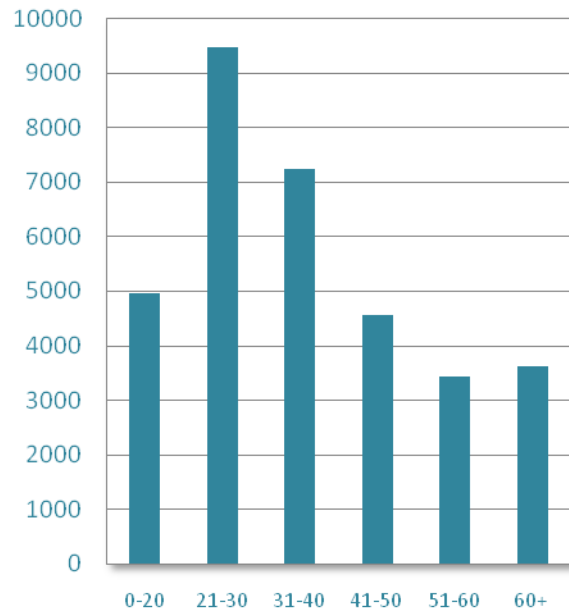
Persons Under 18 In Household



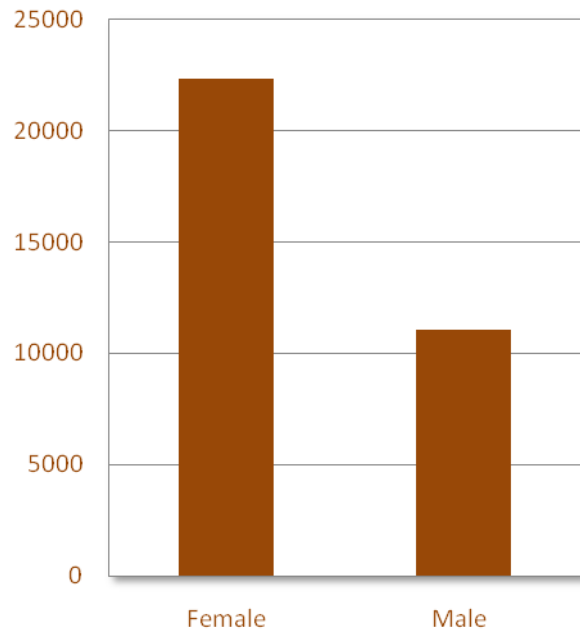
Of Persons Over 60 in Household



Total Calls By Age

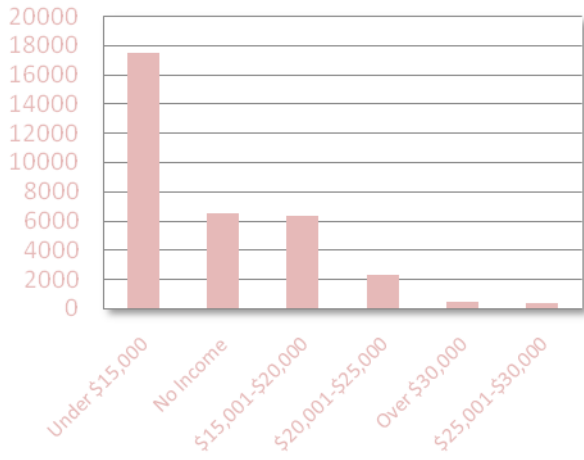


Total Calls By Gender

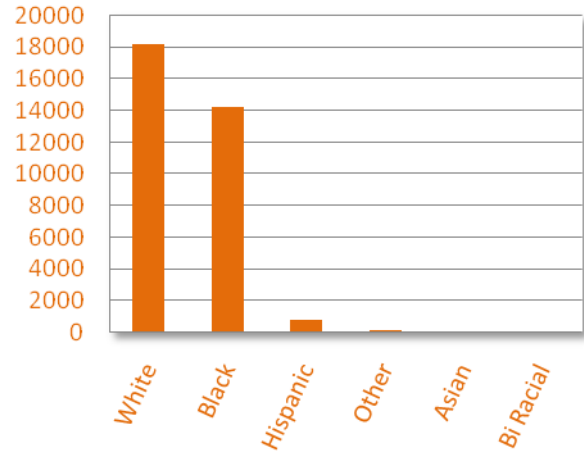


26 year old lady from Little Rock, Arkansas in an abusive relationship called to get help. She asked if we knew of any domestic violence shelters that her and her 3 children could go to. I referred her to Women and Children First Battered women's shelter and Dorcas House in Little Rock.

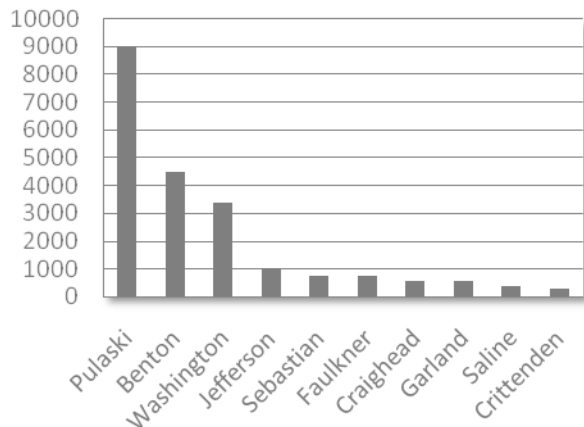
Total Calls By Income



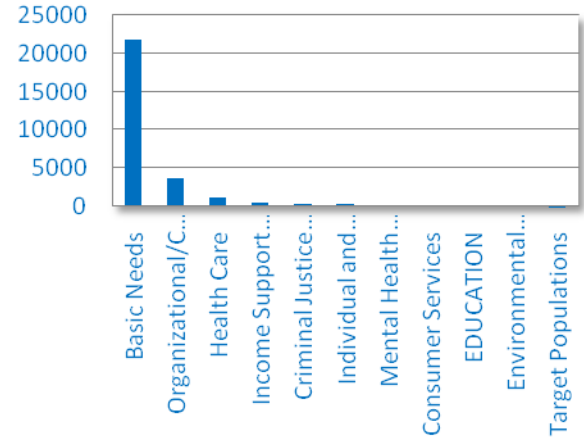
Total Calls By Race



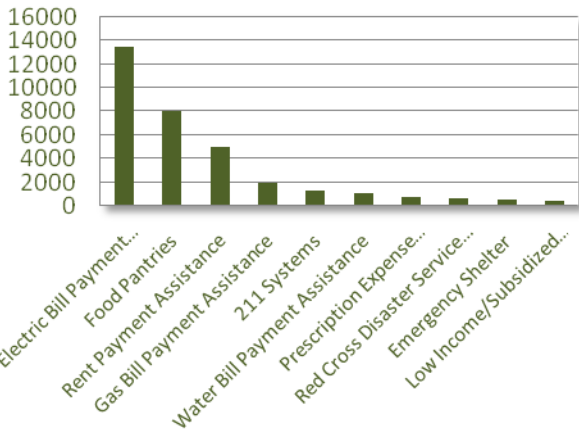
Total Top 10 Counties



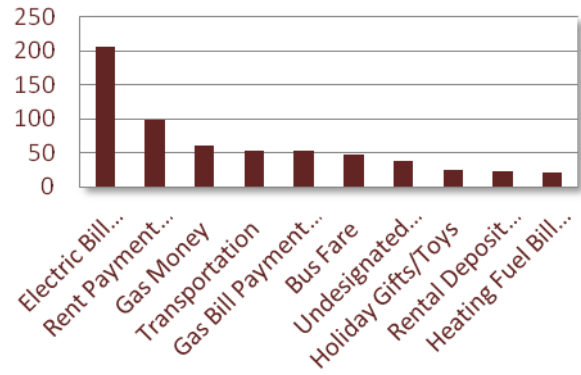
Total Problem Category



Total Top 10 Needs



Total Top 10 Unmet Needs



Total Referred By

