



April 2009

United Ways of Arkansas 2-1-1

May 1, 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
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Henry Bass, Operations Manager, henry.bass@arkansas211.org 870-543-4917

SUMMARY: In April 2009 Arkansas 211 had 10,976 telephone calls, voice mails and emails (averaging 366 contacts per day) from Arkansas residents. The www.arkansas211.org online resource database received 18,350 searches, averaging 612 searches per day. Basic Needs assistance requests represent 73.5% 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. 97.0% 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 7 sec. compared to 5 min. 31 sec. in May 2008.

A woman called and needed assistance because her house caught on fire at 3a.m. this morning. It was her husband, child, and herself living in the home and they had lost everything. She needed help with a place to stay because her mother in laws house was too crowded so they could not stay there because there was no room. Her and her family also needed help with clothing and food since they had lost it all in the fire. I referred her to the Salvation Army in Crossett and the Southeast Arkansas Chapter of the American Red Cross to get assistance!!!!

A woman called from Fort Smith on behalf of a neighbor who was only 20 years old and pregnant. She had no place to go since her family had kicked her out. The lady stated the girl was in desperate need of counseling and support also. I referred her to Arkansas Foundation for Medical Care and the Next Step Day Room.

April 2009 - Total 2-1-1 Calls by Region

Call Origin	Received Calls
PB Call Center (870, 501)	9751
NW Arkansas Call Center (479)	1225
Arkansas STATE TOTAL	10976 (366 contacts/day)

January-April, 2008; Website Search Activity

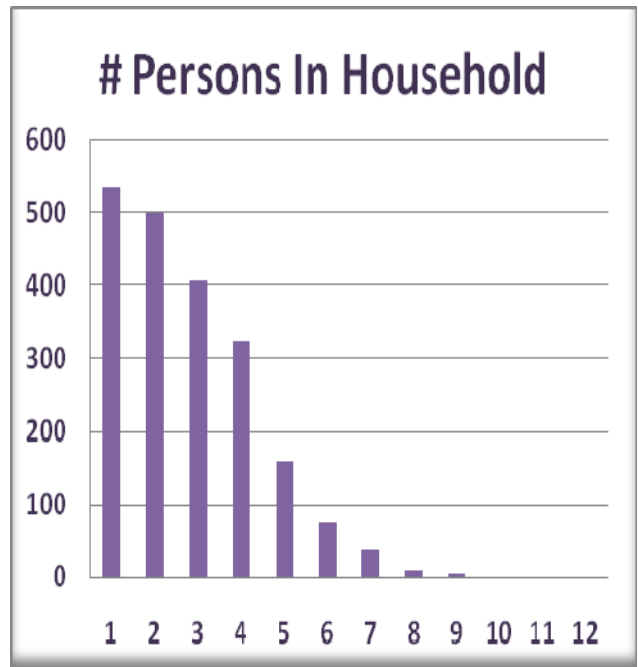
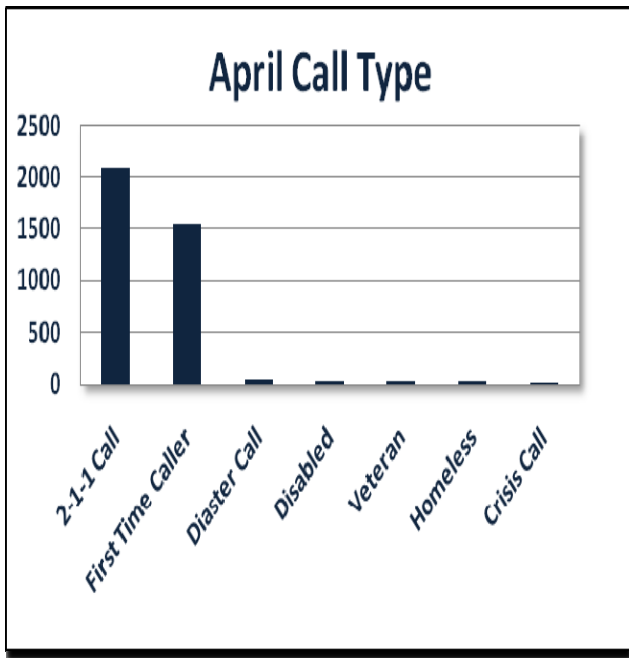
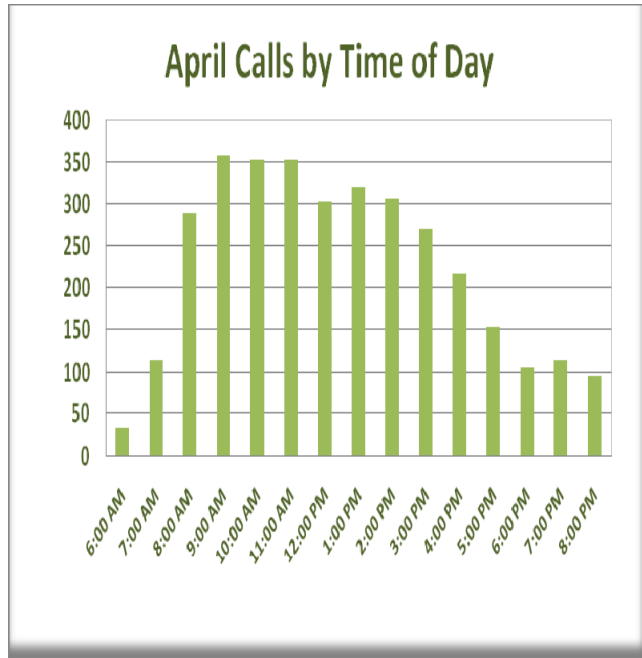
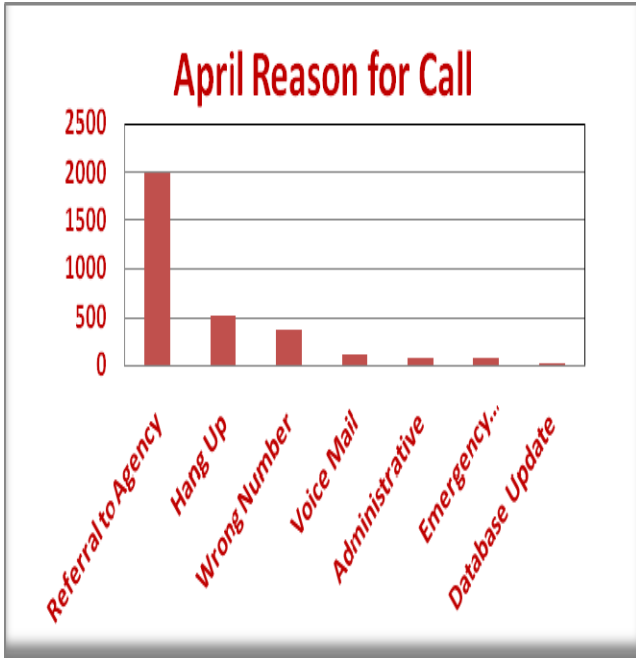
www.arkansas211.org

	Jan - 09	Feb - 09	Mar - 09	Apr - 09					Total
Total # Searches	24653	18507	22800	18350					84310
Average Per Day	795	661	735	611					703

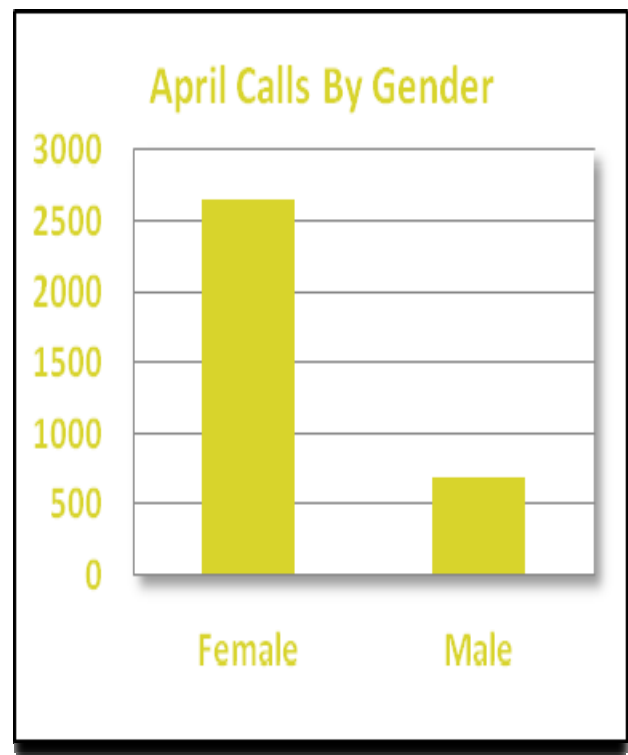
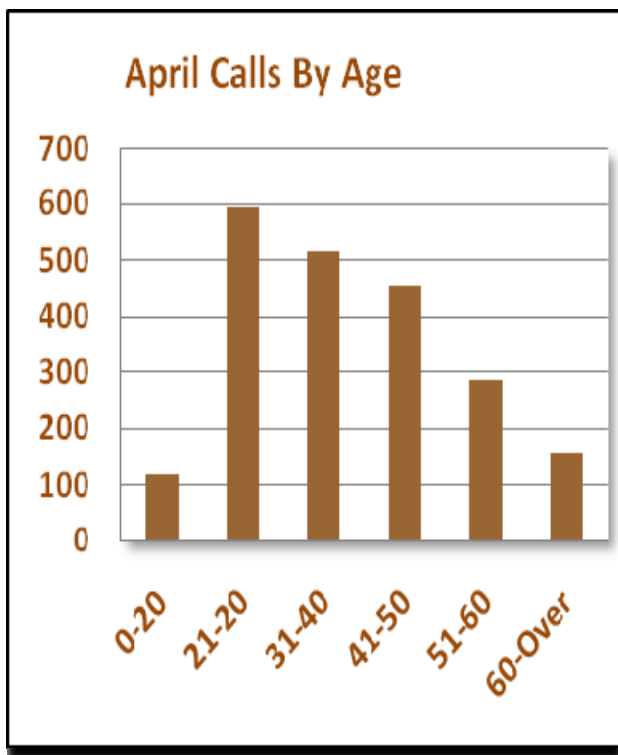
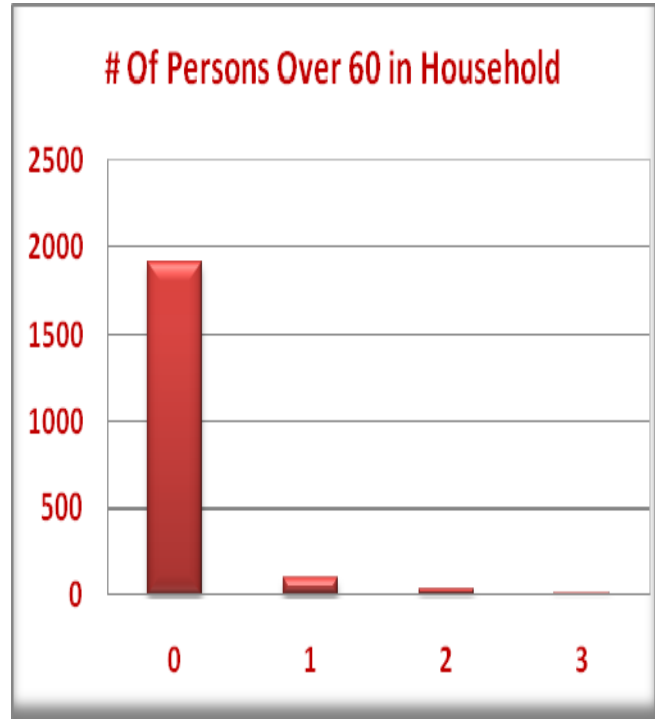
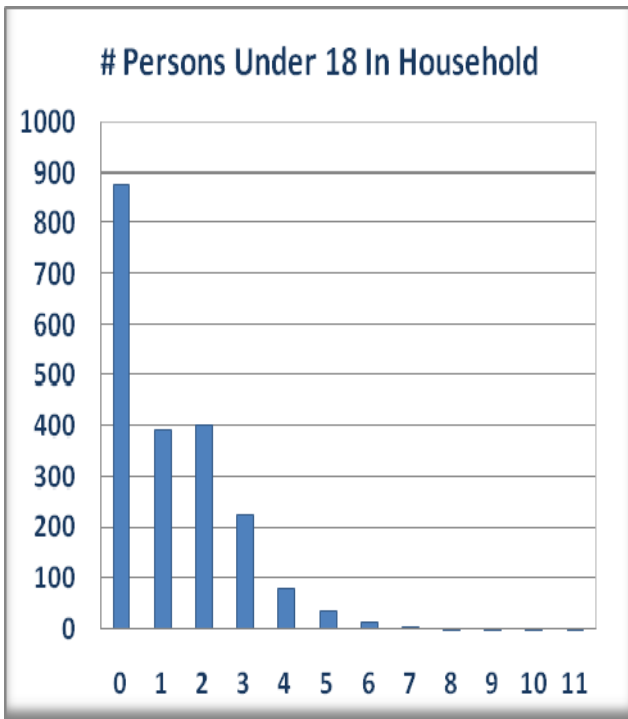
A lady called from Benton County on behalf of her neighbor and her family. The lady's neighbor was being beaten by her spouse and was trying to escape the house and find shelter for her and her children. The neighbor said that the woman had a family business with her husband and that he took her car and will not give her any money so that she has to depend solely on him. The kids were staying with relatives while the beatings have been going on until recently the father made them come home, they are all 5 teenagers and are not happy about being home and back in that situation. One child is actually harming themselves. She needed a place so that they could all go and be safe and maybe get some counseling. I referred her to Restoration Ministries in her local area so she could seek help for her neighbor and family and get them to a safe environment.

Lady calling from Texarkana, TX, needing the 211 number for Texas since dialing 211 from her phone gets her AR 211.

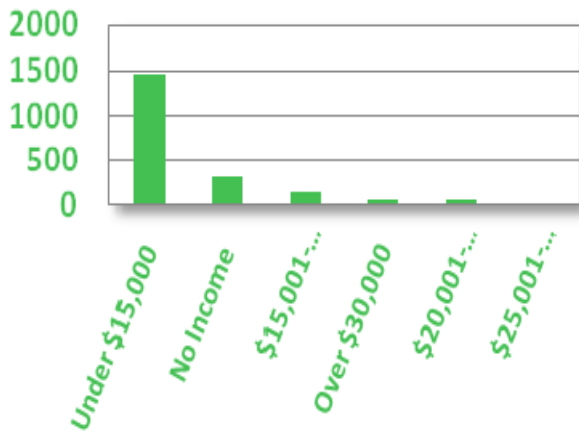
Other Reporting Data



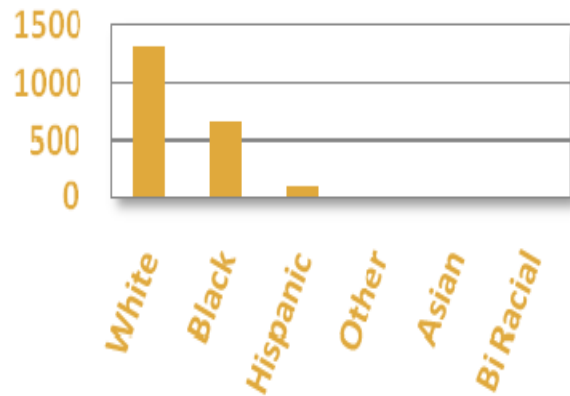
An elderly woman called from Little Rock who needed assistance with her rent. She said she could pay for her medicine and the rest of her bills if she could only get help on her rent, she is 65 years old. I referred her to the Watershed and Saint Francis House; they were able to assist her.



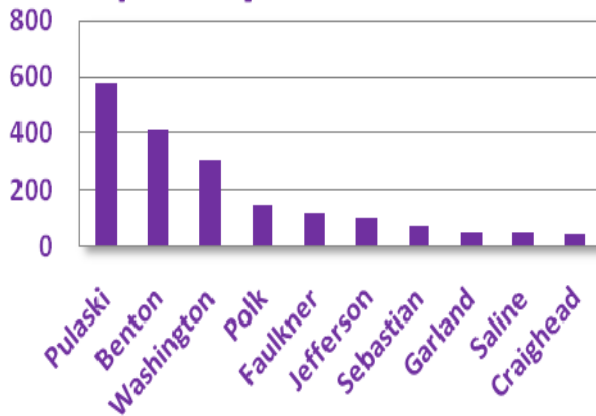
April Call By Income



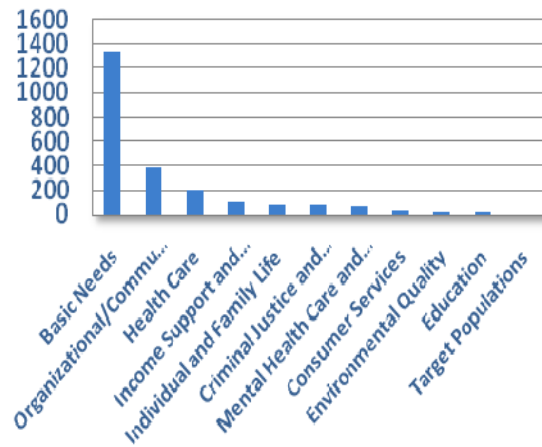
April Calls By Race



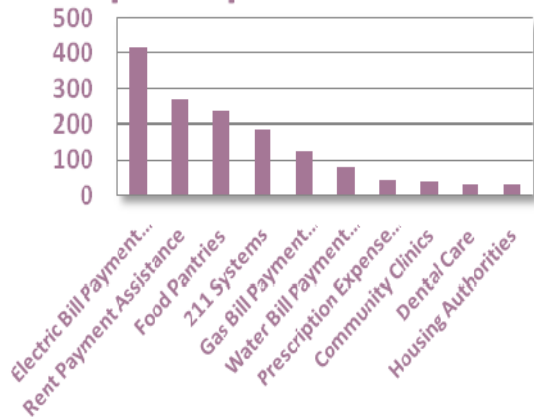
April Top 10 Counties



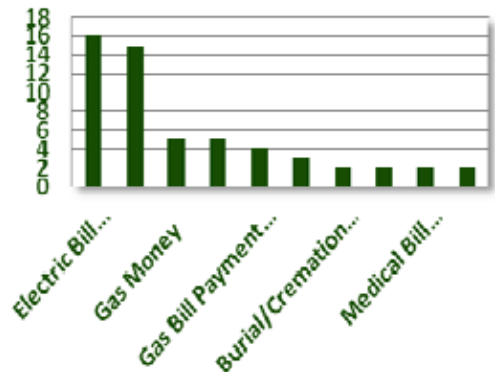
April Problem Category

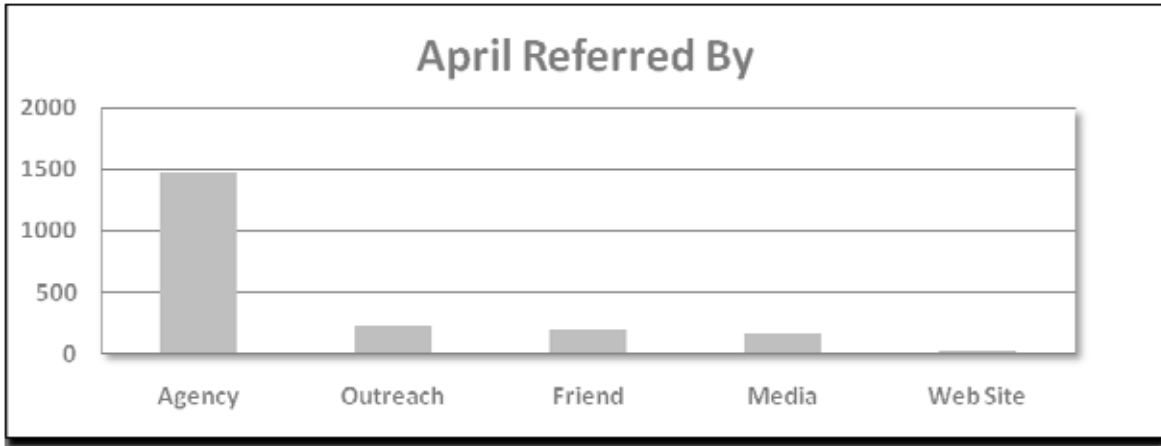


April Top 10 Needs



April Top 10 Unmet Needs





A single female called from Little Rock stating that she had just been thrown out of the house she was living in, had no car, and had just lost her job all in the same week. She was looking for someone to talk to and help her deal with her depression since she had no family here, so I referred her to the Adult helpline. She needed a place to stay. Her church put her up in a hotel for a week but her week was running out. She had no place to go so she was also looking for a place to stay that she could actually take her dog with her!!! I referred her to Little Rock Compassion center and Our House Benefit Bank of Arkansas because she also needed food.

Call Follow-Up Report

110 calls were followed up on in April. 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

20 Good

Were you able to obtain the service?

89 Yes

21 No

Were the staff people helpful?

110 Yes

Was transportation available?

82 Yes

28 No