



# February 2009 Report

## United Ways of Arkansas 2-1-1

March 3, 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](http://www.arkansas211.org). All services are provided at no charge.

Questions or Comments? Your input is welcome. Email: [Info@arkansas211.org](mailto:Info@arkansas211.org)  
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**SUMMARY:** Total Contacts for February were 22,993. Arkansas 211 had 4,486 telephone calls (averaging 160 calls per day) from Arkansas residents. The [www.arkansas211.org](http://www.arkansas211.org) online resource database received 18,507 searches, averaging 661 searches per day. Overall February 2009 contact volumes were up 890.5% over February 2008. Basic Needs assistance requests represent 64.8% of Arkansas 211's most asked for resources. 95.7% of the calls were answered within 30 seconds by a live call specialist. The online resource database has had over 193,700 searches since it went live.

The 4486 calls reflect 5454 Persons in the households of which 1938 were minors and 360 were seniors.

*I want to Thank Arkansas 211. I'm a volunteer at the American Red Cross and was given this number by a staff member of the American Red Cross when I told her the story about my father needing a mobility chair. You see, my father was born armless and he's never asked for anything in his life. He tried prosthetics when he was a child but decided not to wear them because he could do just as much with his legs and feet. All his life he's used his legs and feet for everything. I can remember him fixing our bicycles, working on our cars, and even driving us to California. Over the years his legs have become worse and we didn't have any way of knowing what we could do about a mobility chair or if Medicaid would help pay for one in which could be designed to fit his needs. When I called 211 in December they gave me the name of National Seating and Mobility. By early January my father had an appointment with them. He just recently had his doctor's visit where the doctor had to sign the papers for National Seating and Mobility (I think for Medicare to pay). And we had a big surprise today when the company my brother works for delivered a ramp they built for him made out of steel. So a huge THANK YOU to 211 for assisting in getting my dad what he needs to help secure a better life for him. With this chair he will now be able to get out and go places where you have to stand in long lines, where he couldn't before. Before he couldn't even take a trip to Wal-Mart without having to sit down and wait for us while we finished shopping. So again, thank you!!!!!!*

## February 2009 - Total 2-1-1 Calls by Region

Call Origin	Received Calls
PB Call Center (870, 501)	3350
NW Arkansas Call Center (479)	1136
Database Update	3668
Arkansas STATE TOTAL	4486 (160 contacts/day)

*A 32 year old female from Springdale called about being uninsured and in dire need of dental services. She asked for a list of community clinics other than those that she'd already tried. I was able to refer her to Arkansas Health Care Access Foundation, who specializes in serving the uninsured and below 200% poverty level population. For much needed eye screening, we referred her to Lions Club-Springdale.*

### Most Requested Community Health & Human Resources:

Requested Resource	# of Requests	%
1. Electric Bill Payment Assistance	330	12.6
2. Food Pantries	258	9.9
3. 211 Systems	202	7.7
4. Rent Payment Assistance	160	6.1
5. Gas Bill Payment Assistance	131	5.0
6. Disaster Mitigation	123	4.7
7. Disaster Management Organizations	111	4.2
8. FEMA Emergency Food/Shelter	69	2.6
9. Community Clinics	48	1.8
10. Dental Care	46	1.8

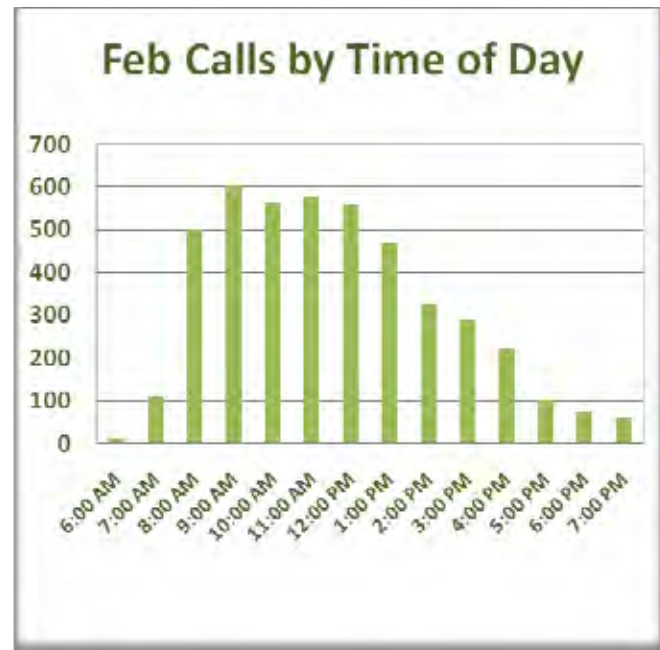
*A 38 year old lady from Little Rock called needing help with stopping a foreclosure and with getting a telephone service for people with disabilities. I referred her to Equity Investments and the Home Ownership Preservation Foundation. I also referred her to Arkansas USA Lifeline.*

## Top 10 Gaps in Service (Unmet Needs)

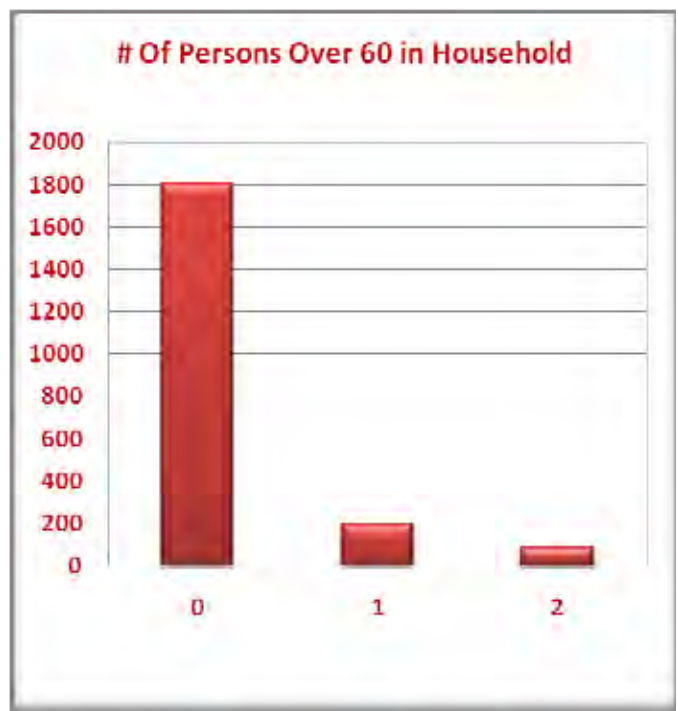
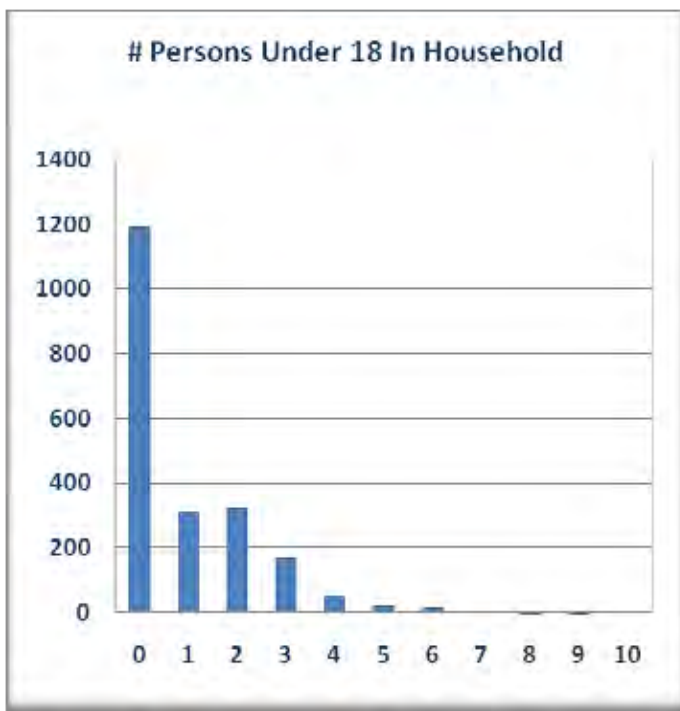
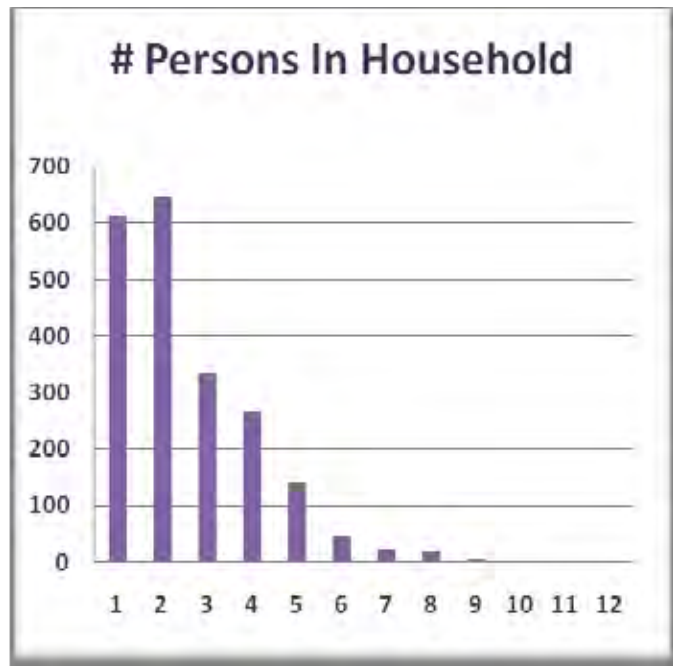
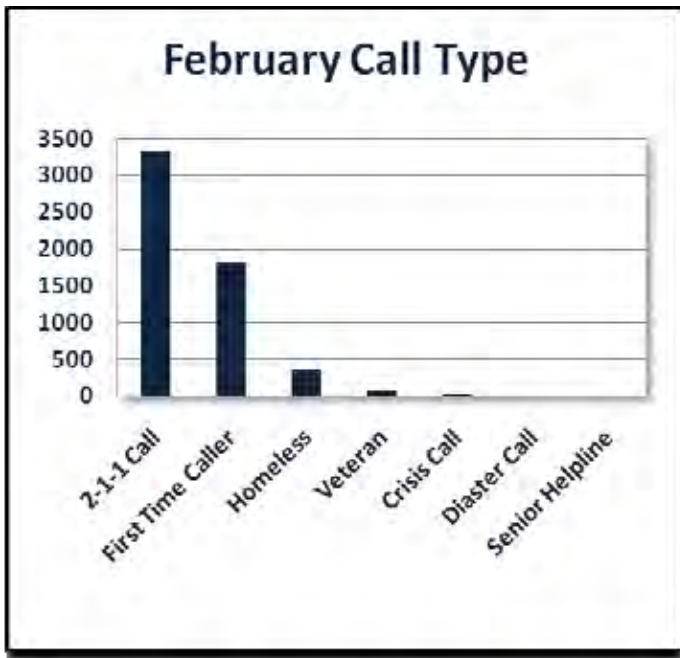
- 9 Rent Payment Assistance
- 8 Electric Bill Payment Assistance
- 5 Food Pantries
- 5 Gas Bill Payment Assistance
- 5 Post Disaster Cleanup
- 4 Water Bill Payment Assistance
- 3 Bus Fare
- 3 Dental Care
- 3 Disaster Related Debris Removal
- 3 Tax Preparation Assistance

*A 49 year old lady from Ash flat, AR called needing food. She was a disaster victim who lost power in her home and was unable to save the frozen food in her freezer. I referred her to a few churches in the area for food assistance including First United Methodist Church, West Pangburn Community Church, and Ash Flat Church of Christ.*

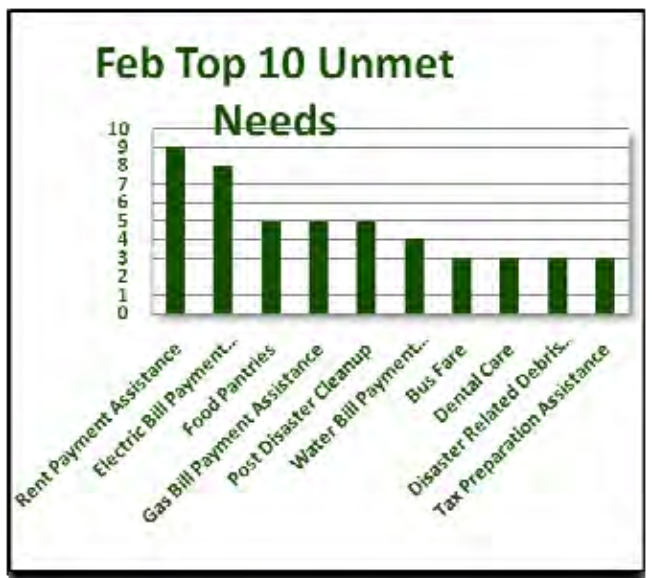
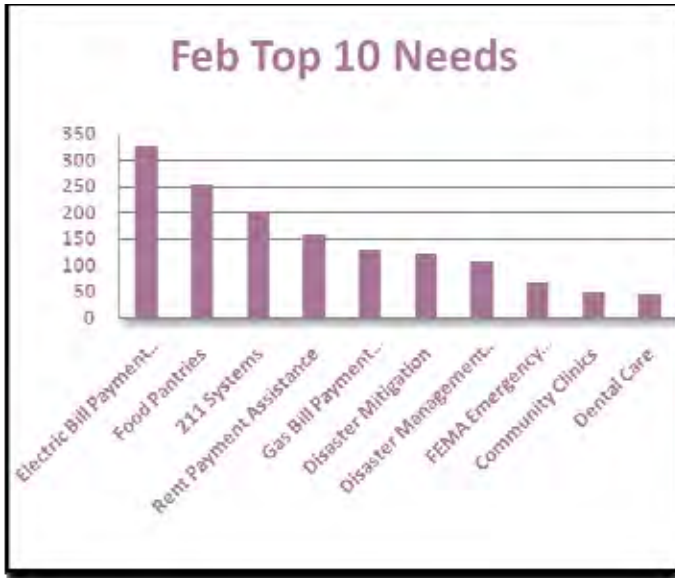
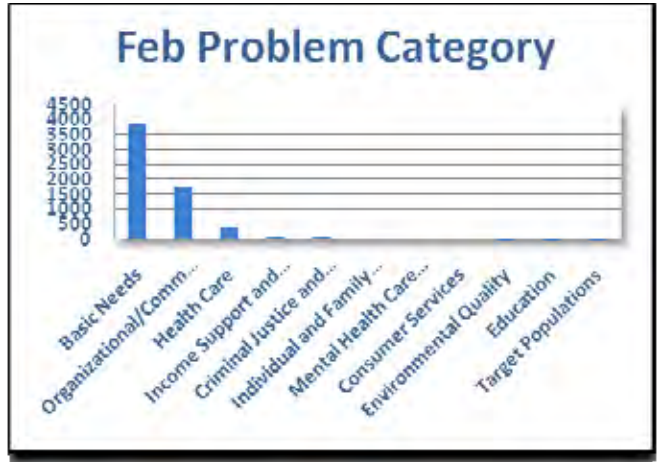
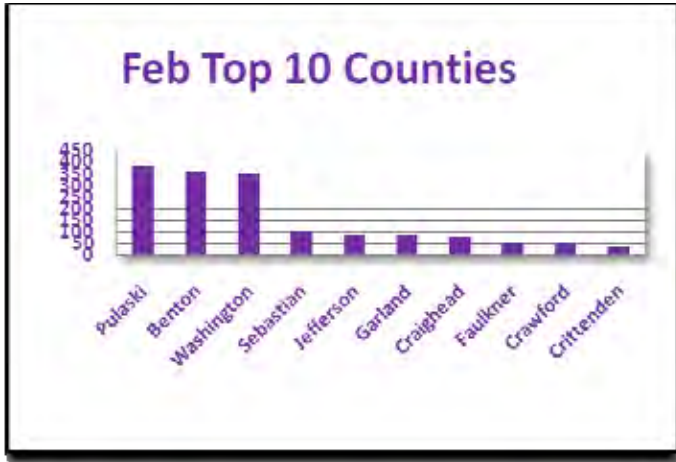
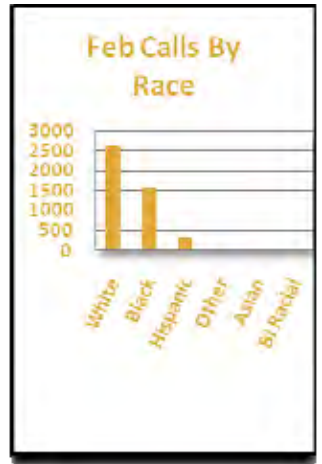
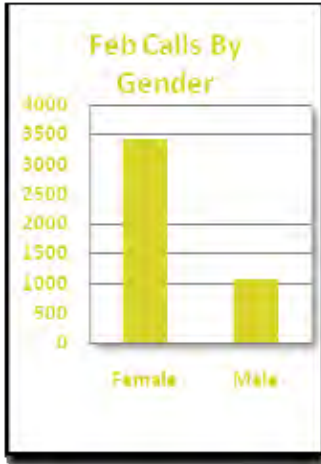
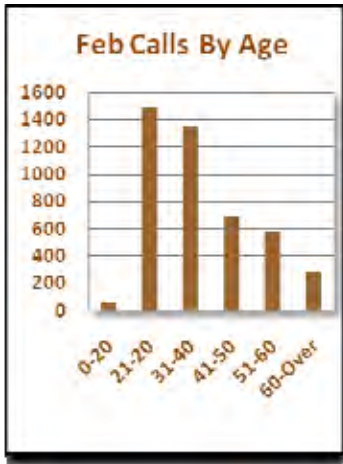
## Other Reporting Data

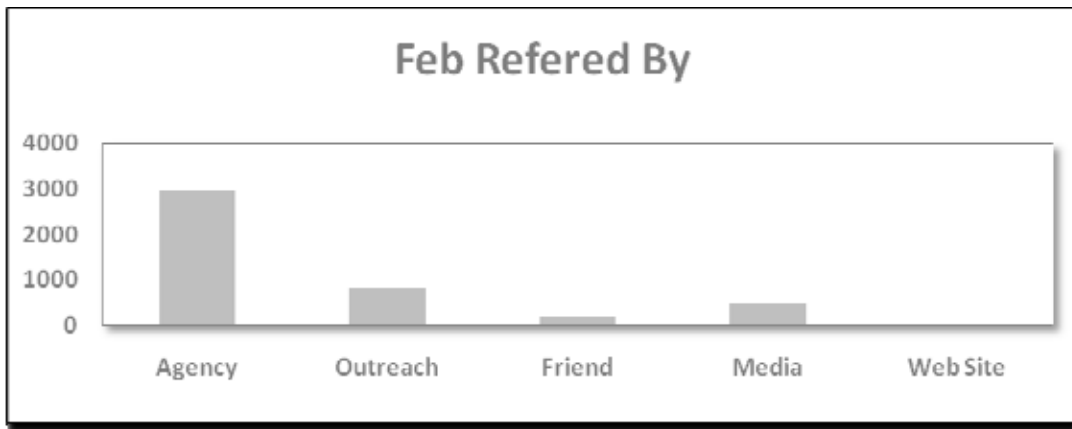


*A 53 year old lady called from Ash flat, AR. She was a disaster victim needing propane and reimbursement for purchases made because of the storm. She was referred her to her local Office of Emergency Management in Sharp County to register her need and also to the North Sharp County Ministerial Alliance for propane.*



*A 53 year old lady from Powhatan, AR. called needing assistance with power getting turned back on and reimbursement of supplies purchased. She was a disaster victim of the ice storms. I referred her to her local Office of Emergency Management in Lawrence County to record her need and to register for FEMA assistance if a declairation for disaster was made and also referred her to the Baptist Mens association who was helping get meter loops reinstalled to disaster victims homes.*





### Call Follow-Up Report

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

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

106 Excellent

16 Good

**Were you able to obtain the service?**

99 Yes

23 No

**Were the staff people helpful?**

122 Yes

**Was transportation available?**

86 Yes

36 No

*This morning a counselor called in from Jonesboro for a young lady who she said was feeling suicidal. I asked if the young lady was ok and she said that she was for now but she needed some numbers for her to call and talk to someone. I gave her numbers to the National Suicide Prevention Line, the Adult Crisis Hotline and the Counseling Association number. I asked her if we needed to directly transfer to the Suicide Prevention Line and the counselor declined.*