



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

February 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
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SUMMARY: Total Contacts for January was 34,227. Arkansas 211 had 9,574 telephone calls (averaging 309 calls per day) from Arkansas residents. The www.arkansas211.org online resource database received 24,653 searches, averaging 795 searches per day. Overall January 2009 call volumes were up 44.4% over December 2008. Basic Needs assistance requests represent 84.1% of Arkansas 211's most asked for resources. 96.4% of the calls were answered within 30 seconds by a live call specialist. The online resource database has had over 177,000 searches since it went live.

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

Call Origin	Received Calls
PB Call Center (870, 501)	4711
NW Arkansas Call Center (479)	1195
Database Update	3668
Arkansas STATE TOTAL	9574 (309 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	1319	23.7
2. Food Pantries	694	12.7
3. Rent Payment Assistance	641	11.4
4. Gas Bill Payment Assistance	424	9.8
5. 211 Systems	291	5.4
6. Emergency Shelter	286	5.3
7. Water Bill Payment Assistance	189	2.8
8. Prescription Expense Assistance	156	2.0
9. Housing	79	1.0
10. Dental Care	78	1.0

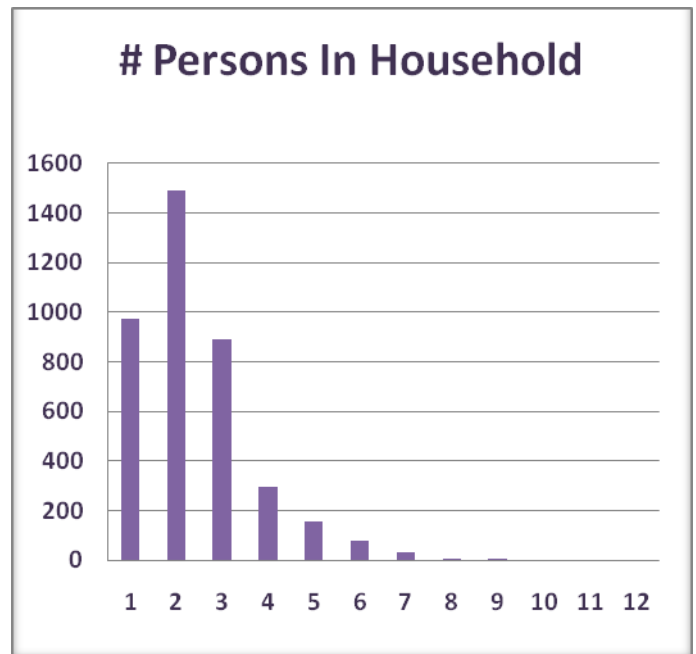
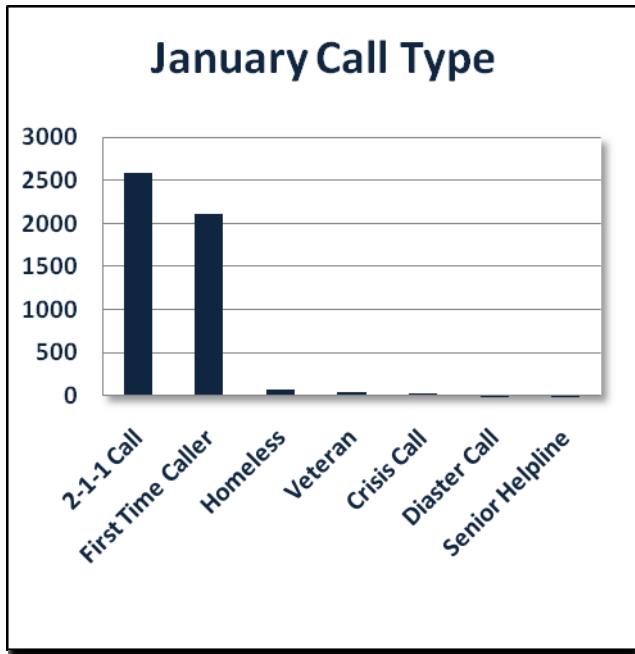
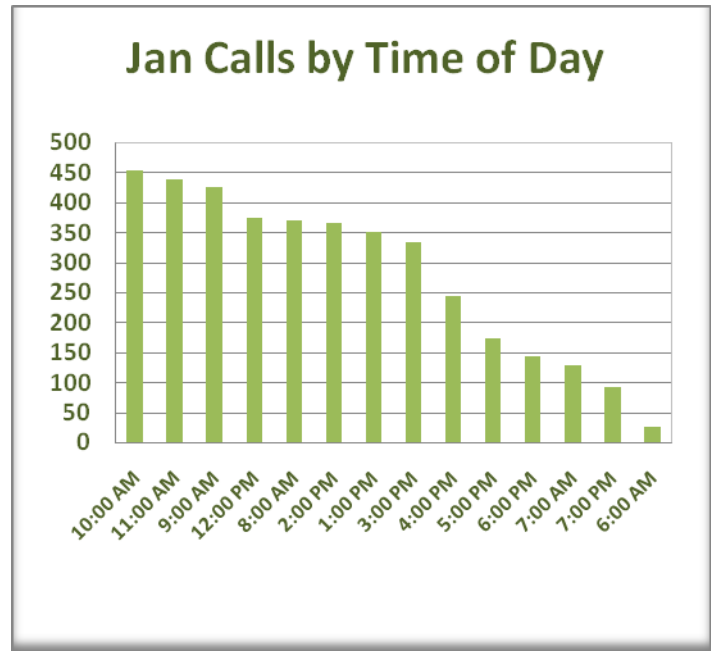
Note: Utility Assistance-related requests # 1, 4, and 7 = 36.3% of all 2-1-1 resource requests.

Top 10 Gaps in Service

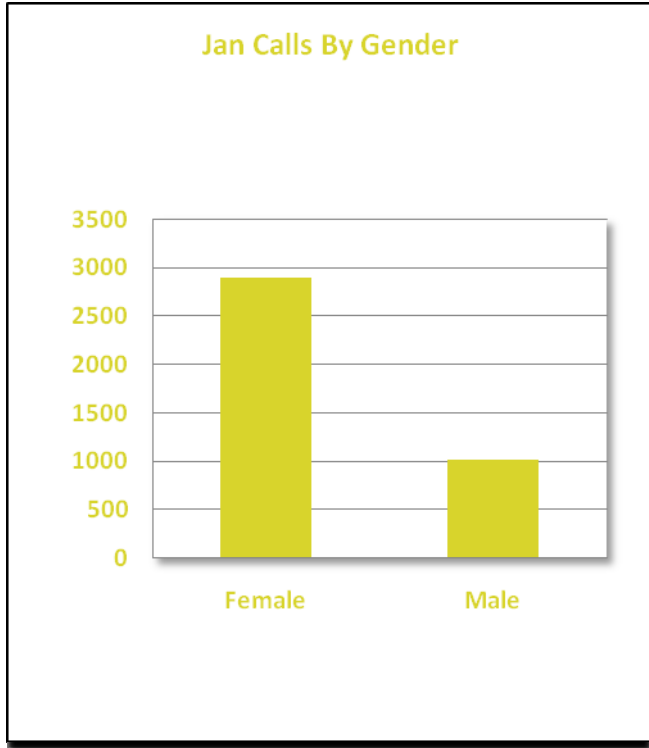
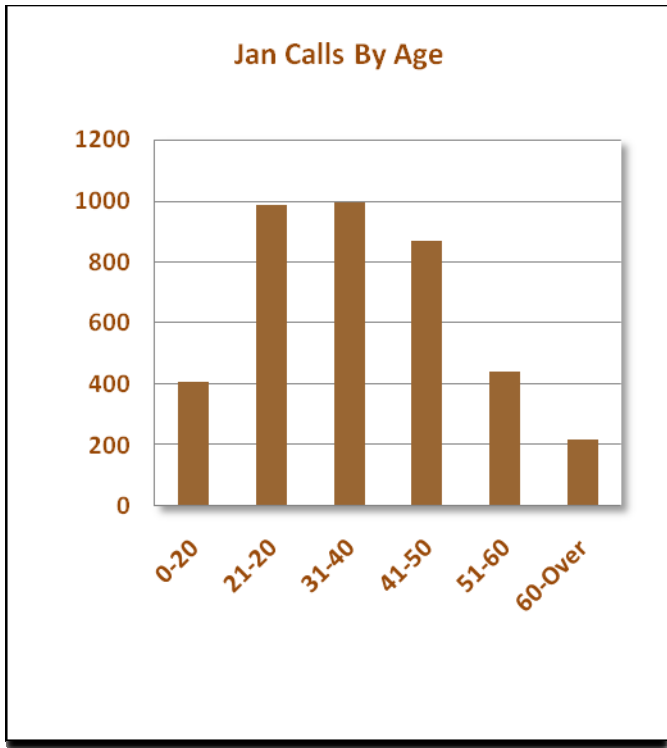
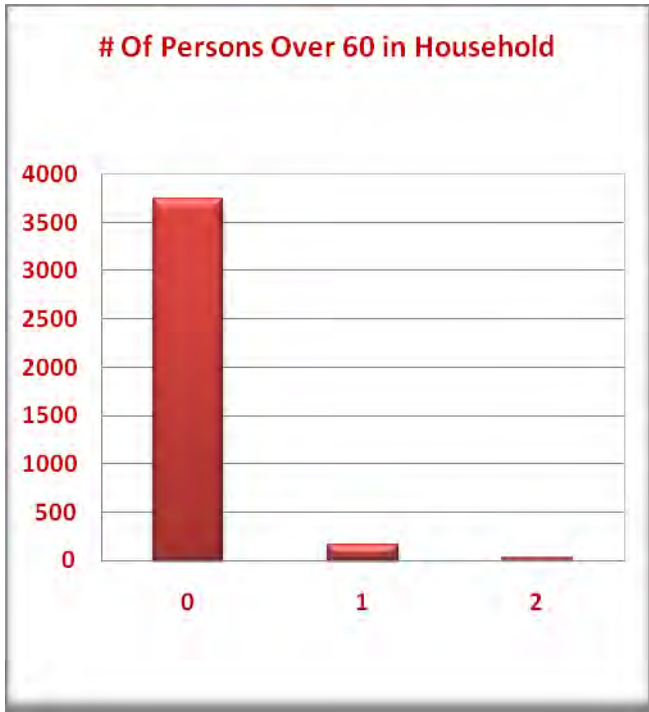
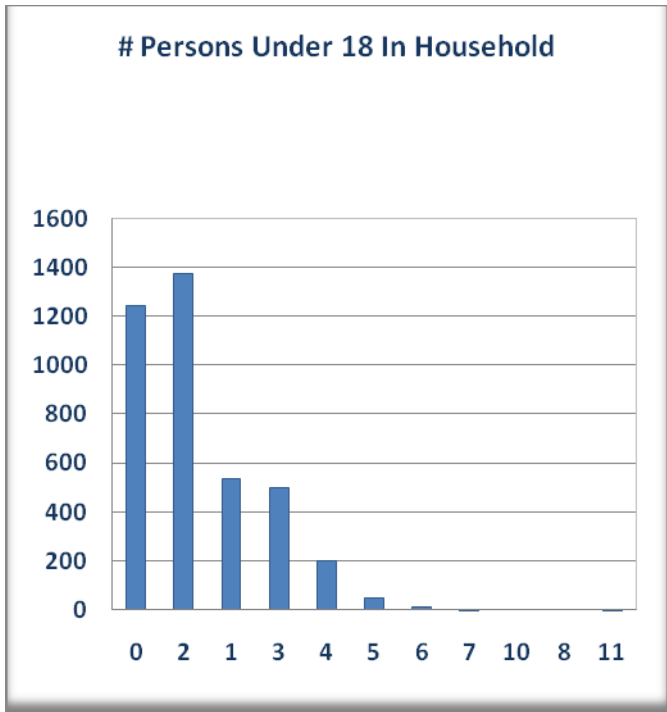
32	Electric Bill Payment Assistance
15	Gas Bill Payment Assistance
11	Rent Payment Assistance
8	Bus Fare
8	Transportation
6	Telephone Bill Payment Assistance
4	Emergency Shelter
4	Medical/Mental Health
4	Water Bill Payment Assistance
3	Automotive Repair

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.

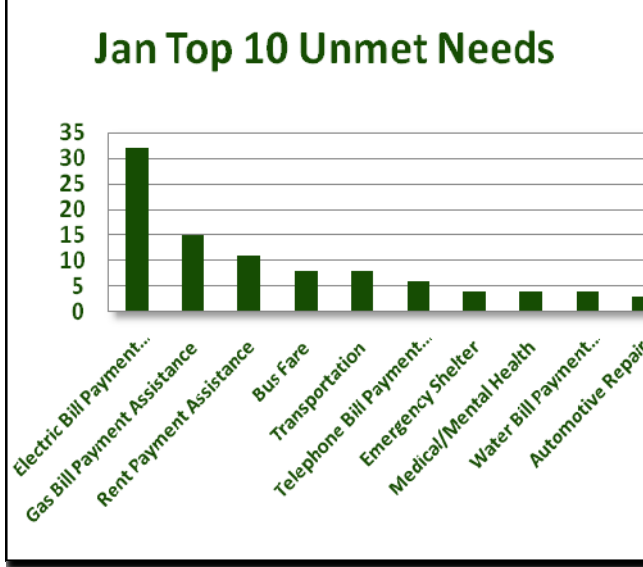
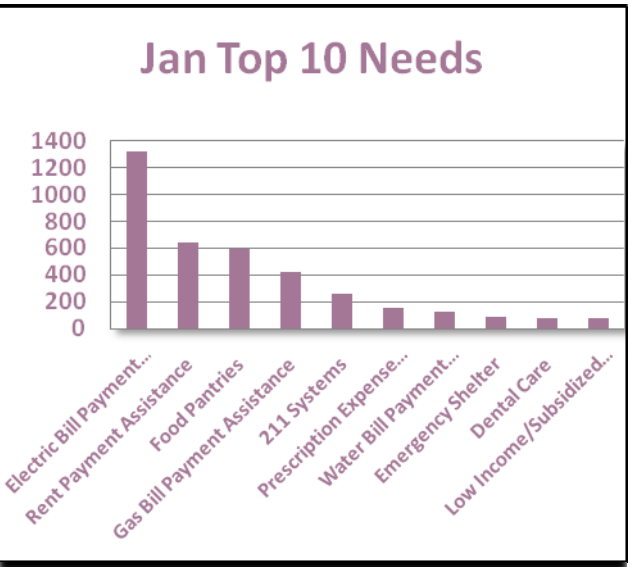
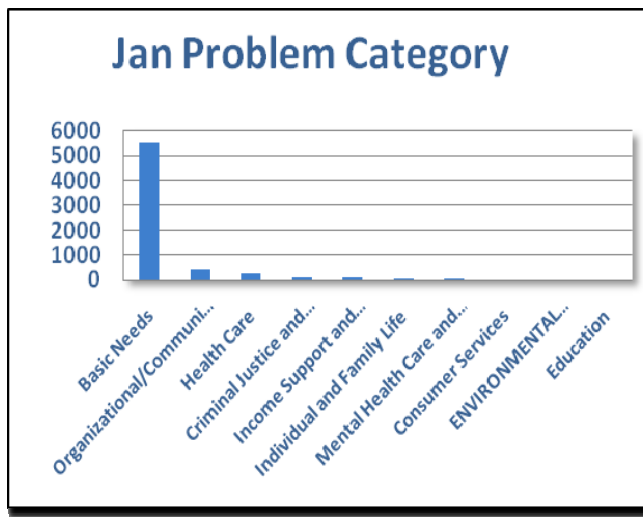
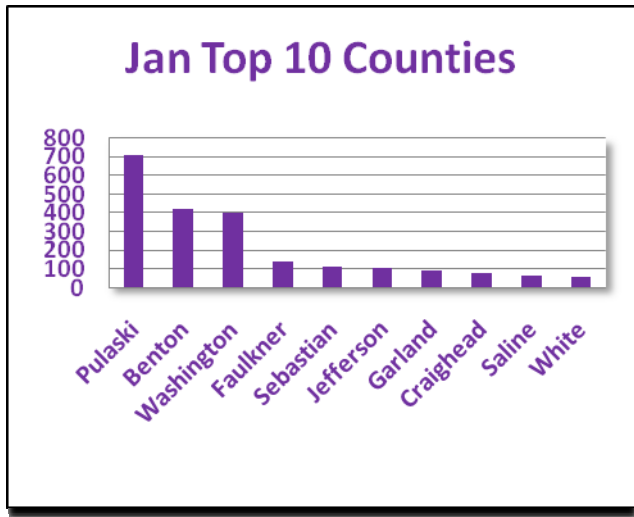
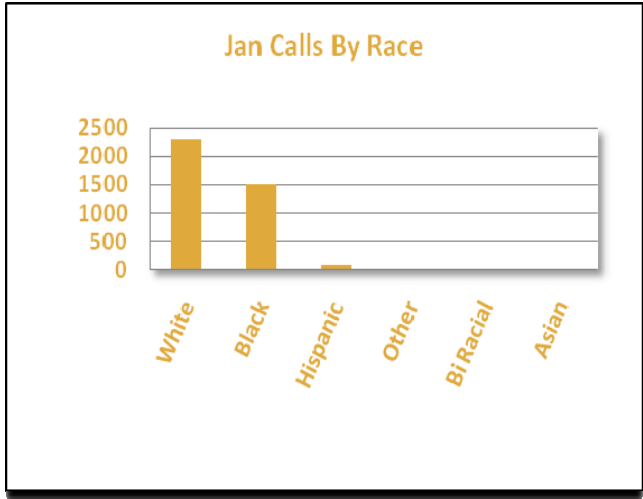
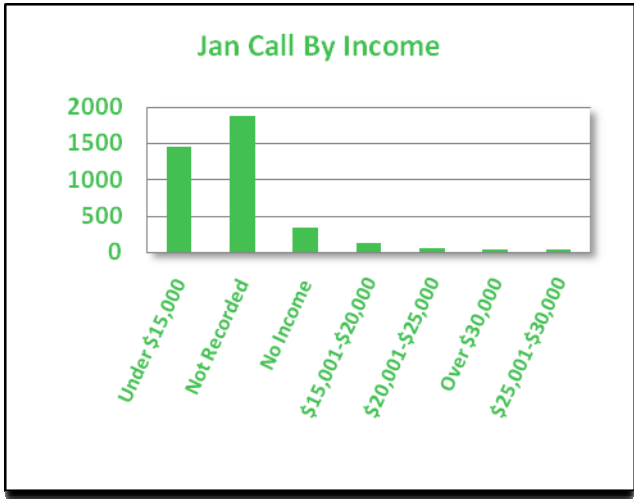
Other Reporting Data

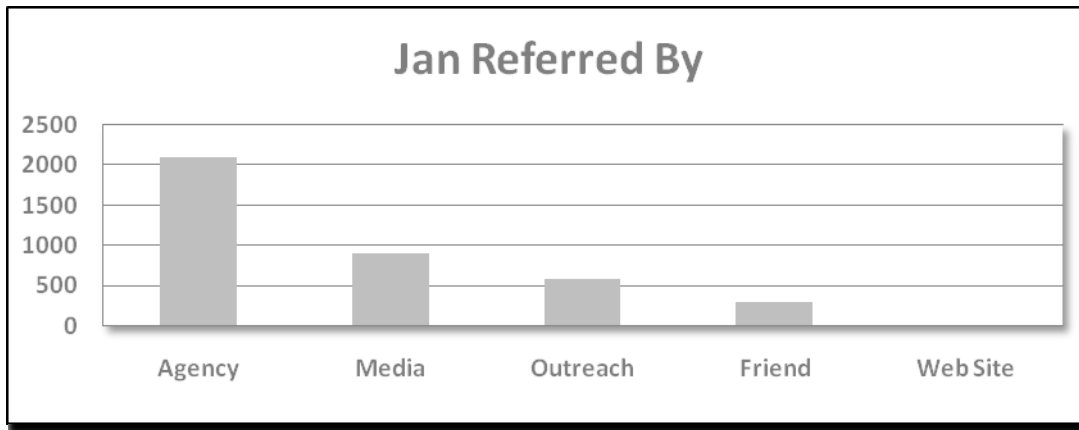


A 23 year old female with a 2 week old baby called from Little Rock needing gas bill payment assistance. Their gas had been shut off and it is too cold to take the baby to their home. They have a warm place to stay until Monday. I referred her to CADAC, Saint Francis House, and the Watershed Human & Community Development Agency so that she could get assistance with her bill.



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.





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

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.

Ice Storm Data

Listed below is a list of services requested both by callers and searchers of the online database for disaster related services. 3581 requests were recorded.

196	Disaster/Emergency Services Volunteer Opportunities
165	Road Conditions
149	Emergency Shelter * Post Disaster Housing Assistance
132	Disaster Kits
132	Emergency Food
105	Disaster Related Clothing/Emergency Supplies
104	Disaster Related Services
102	Safety/Disaster Education Volunteer Opportunities
99	Emergency Preparedness and Response Planning
79	Disaster Management Organizations
74	Emergency Shelter
69	Disaster Related Drinking Water
64	Meals Ready to Eat
58	Disaster Related Debris Removal
56	FEMA Disaster Assistance Tele-Registration
56	Post Disaster Crisis Counseling
53	Disaster Mitigation
51	Disaster Specific Home Repair
51	Post Disaster Cleanup Tools/Supplies
50	Disaster Loans
49	Disaster Services for Animals
48	Disaster Recovery Centers
48	Post Disaster Emergency Medical Care
48	Post Disaster Shelter Services
47	Disaster Related Commodity Replacement/Rental
46	Disaster Related Goods Donations Management
45	Disaster Specific Rent Assistance
44	Disaster Control Programs
44	Disaster Related Animal Shelters
44	Disaster Related Case Management
43	Donated Specialty Items
43	Pre-Disaster Donations Collection/Storage
42	Disaster Donations Coordination
42	Disaster Warnings
42	Evacuation Transportation
41	Disaster Preparedness Information
41	Disaster Recovery Services
41	Emergency Law Enforcement Support
40	Mass Feeding Services
39	Disaster Equipment and Supplies
39	Disaster Related Monetary Fund Management

39	Disaster Service Centers/Hotlines
38	Disaster Relief/Recovery Organizations
38	Post Disaster Cleanup
38	Post Disaster Food Services
37	Federal Long Term Recovery and Mitigation ESF
37	Mass Shelter Care
37	Post Disaster Cleanup Crews
37	Post Disaster Housing Assistance
36	Disaster Response Services
36	Disaster Specific Permitting Programs
36	Emergency Management Training
33	Disaster Related Animal Rescue
33	Emergency Communications
33	Post Disaster Rebuilding Assistance
33	Post Disaster Safety Inspection/Evaluation
32	Temporary Post Disaster Transportation
31	Disaster Medical Assistance Teams
31	Post Disaster Mental Health Services
15	FEMA Emergency Food/Shelter Administrative Agencies
11	Temporary Post Disaster Transportation * Veterans
9	Comprehensive Information and Referral * Disaster/Emergency Issues
9	Disaster Relief Services * Temporary Employment
9	Post Disaster Shelter Services * Frail Elderly
9	Specialized Information and Referral * Disaster Relief Services
8	Disaster Relief Services * Volunteer Recruitment/Placement
8	Donations Distribution Volunteer Opportunities
8	Emergency Funds
8	Specialized Information and Referral * Disaster/Emergency Issues
6	AmeriCorps
6	AmeriCorps National Civilian Community Corps
6	Disaster Recovery Services * Job Search/Placement
6	Disaster Warnings * Disaster/Emergency Issues
6	Mass Care Shelters
6	Meal Delivery Volunteer Opportunities
5	Emergency Food * Disaster/Emergency Issues
4	Evacuation Transportation * Veterans
4	Meal Preparation/Serving Volunteer Opportunities
3	AmeriCorps VISTA
3	Donations Pickup Volunteer Opportunities
3	Donations Sorting/Packing Volunteer Opportunities
3	Emergency Medical Technician Volunteer Opportunities
3	Emergency Medical Transportation
3	Meals Ready to Eat
2	Traffic Bulletins/Information

1	Disaster Medical Assistance Teams
1	Disaster Service Centers/Hotlines
1	Disaster/Emergency Services Volunteer Opportunities
3581	Total Disaster Services Requested