

June 2009

United Ways of Arkansas 2-1-1

July 2, 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 Monday – Friday 8:00 am to 5:00 pm 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: In June 2009 Arkansas 211 had 17,943 telephone calls, voice mails and emails (averaging 598 contacts per day) from Arkansas residents. The www.arkansas211.org online resource database received 29,083 searches, averaging 969 searches per day. Basic Needs assistance requests represent 78.2% of Arkansas 211's most asked for resources. Over 23 % of all contacts to 2-1-1 are from agencies/social services providers seeking additional help for their clients. 88.6% 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 6 sec. compared to 4 min. 42 sec. in June 2008.

A lady called on behalf of her neighbor and her family. The lady's neighbor was being beaten by her spouse and was trying to escape and find shelter for her and her children. The neighbor said that the women 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. She was referred to Restoration Ministries in Fayetteville so she could advocate for her neighbor and family and get them to a safe environment.

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

Call Origin	Received Calls
PB Call Center (870, 501)	6053
NW Arkansas Call Center (479)	964
Emails/Voice Mail	10,926
Arkansas STATE TOTAL	17,943 (598 contacts/day)

A woman called from Fayetteville seeking food for her family. She was not only taking care of her family but also her mother who had just had surgery at another residence. She was really strapped for money and needed help with getting food for all of them since she was paying not only her bills but her mother's bills also at the time since her mother came home from the hospital. She was referred to Project Compassion, Mercy Center of Northwest Arkansas, Mission of Northwest Arkansas and the Restoration Center for help with food.

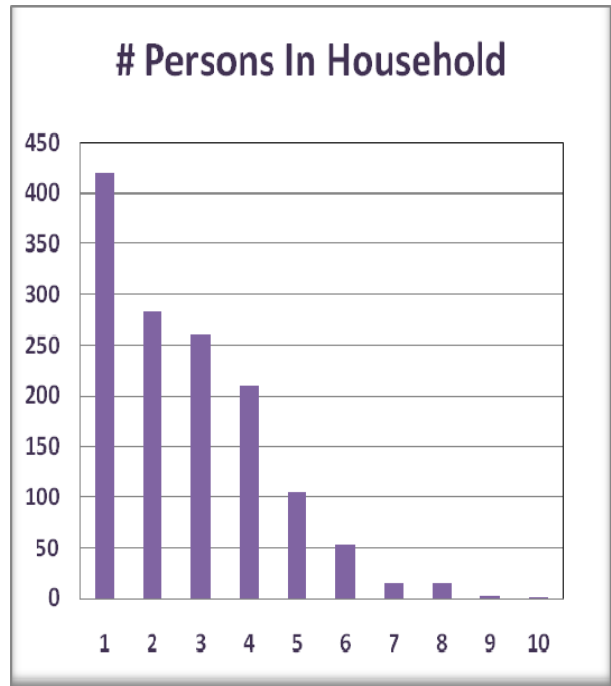
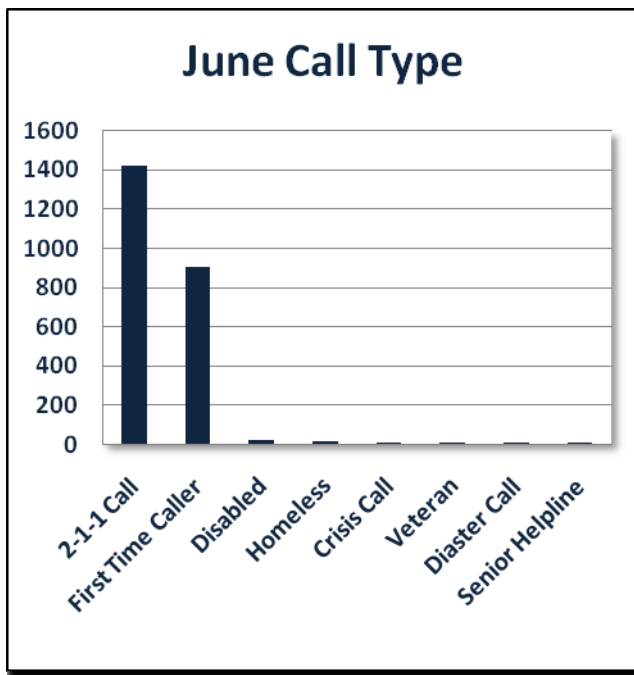
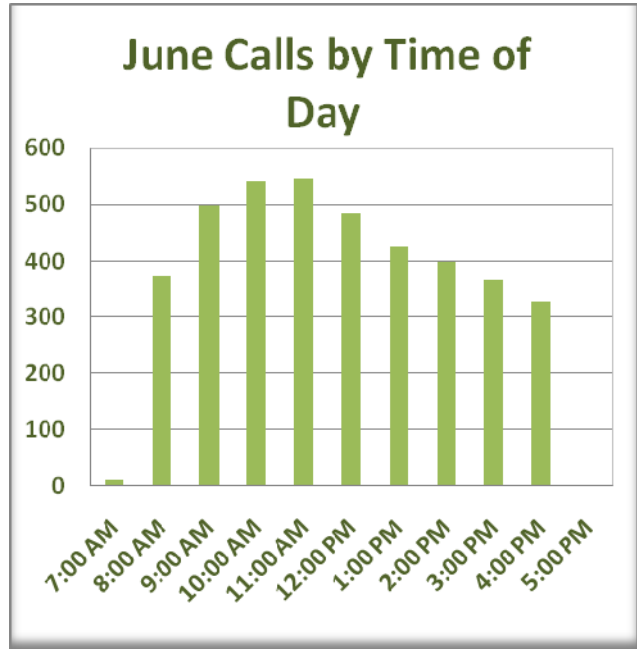
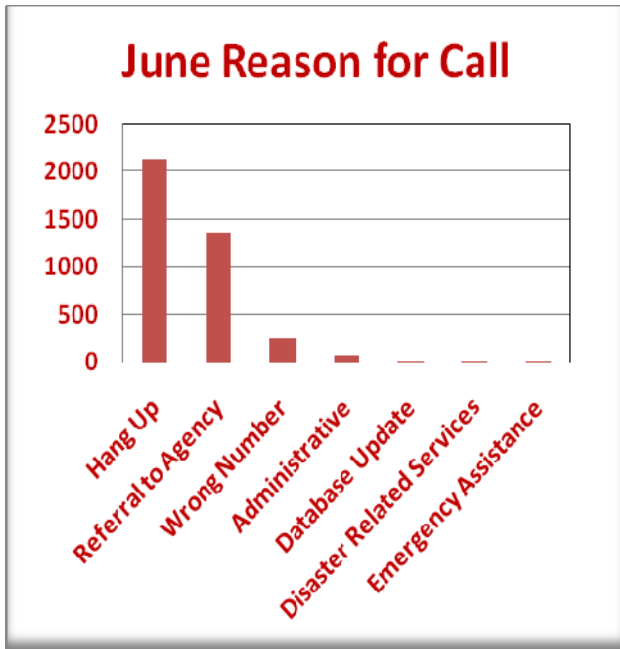
January-June, 2009; Website Search Activity

www.arkansas211.org

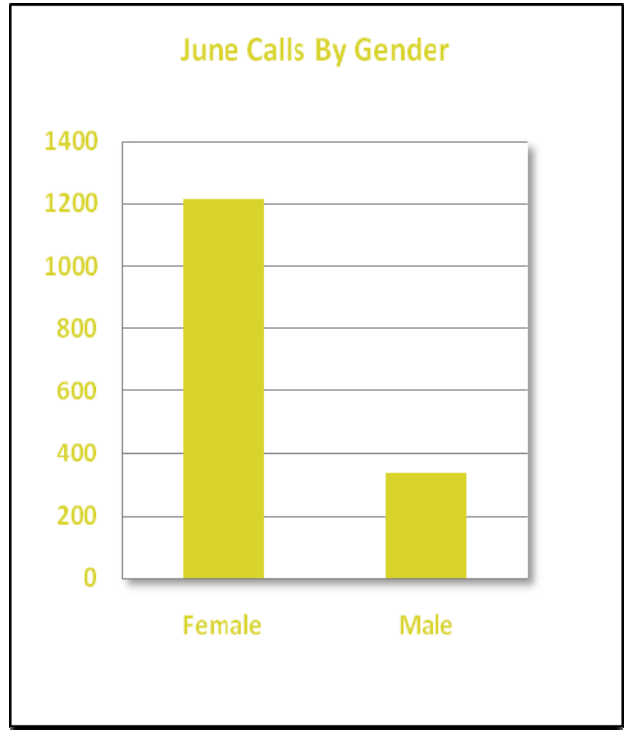
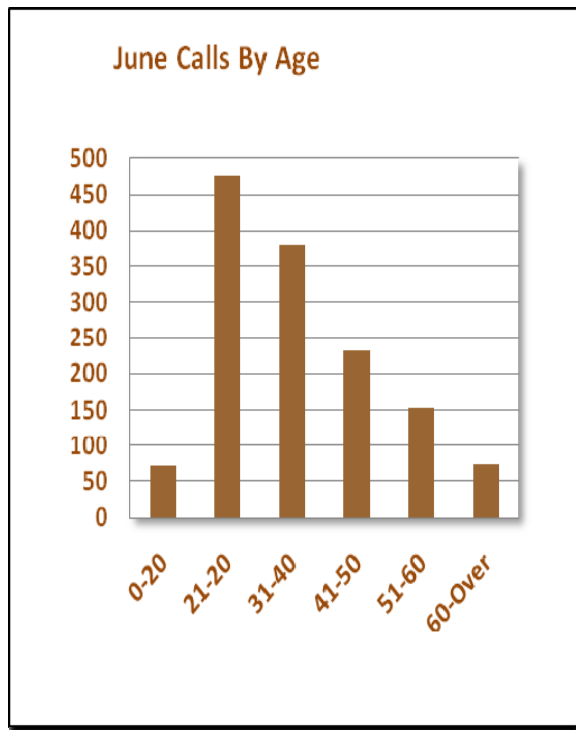
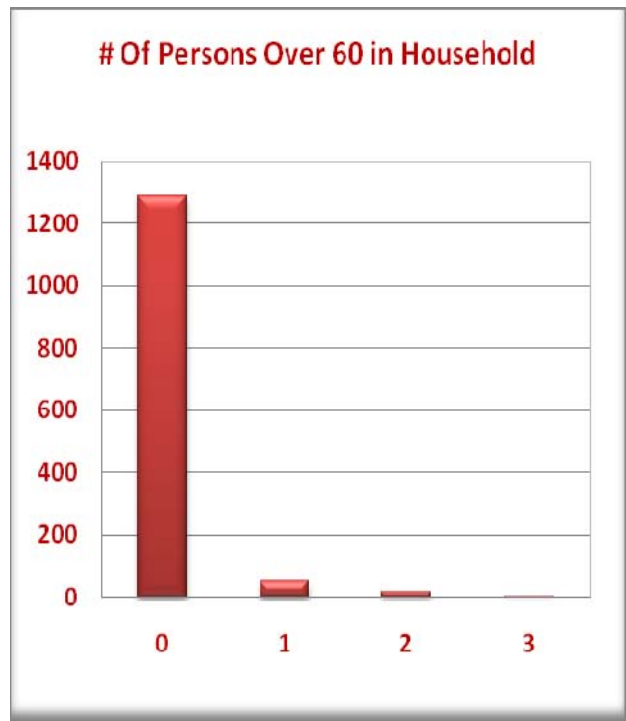
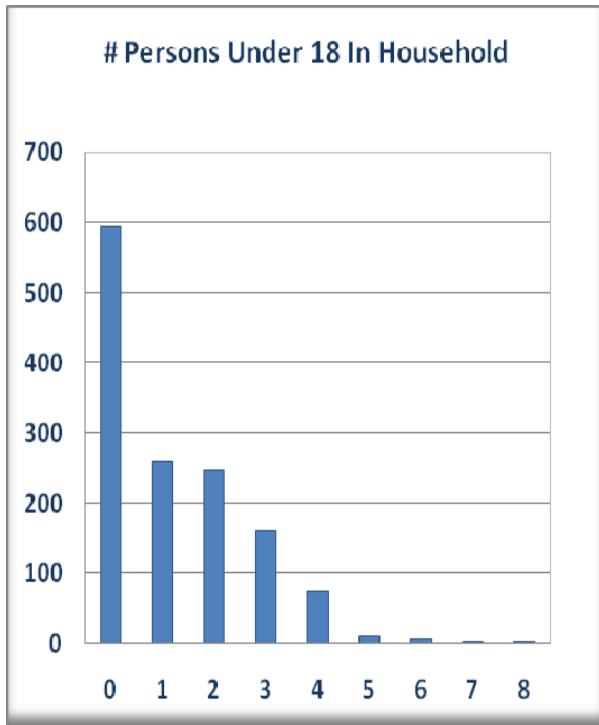
	Jan - 09	Feb - 09	Mar - 09	Apr -09	May - 09	June	Total
Total # Searches	24653	18507	22800	18350	21841	29083	136234
Average Per Day	795	661	735	611	705	969	753

Single female called from Bentonville needing assistance in paying several utility bills. She said that her utilities were about to get shutoff and she could not afford to pay them. After gathering all her information I referred her To Helping Hands, First Baptist Church of Bentonville, and Saint Stephens Benevolent Conference.

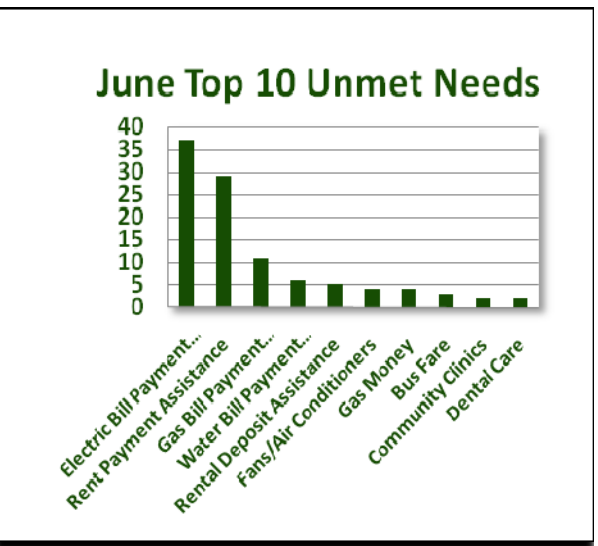
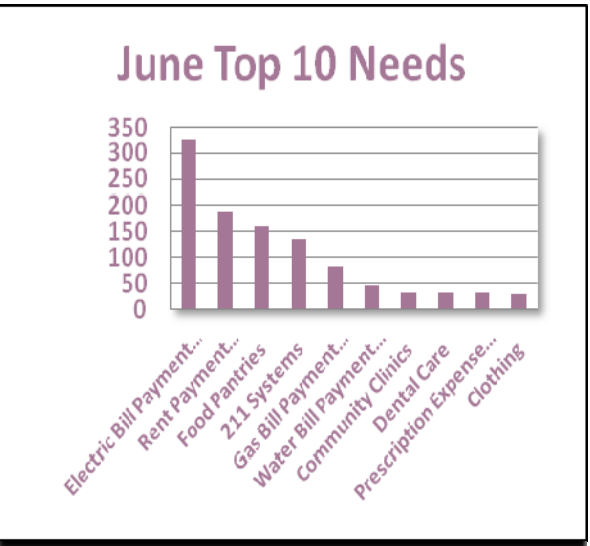
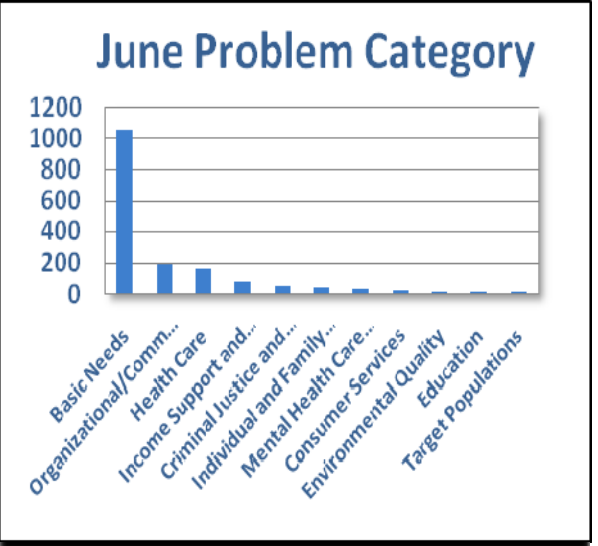
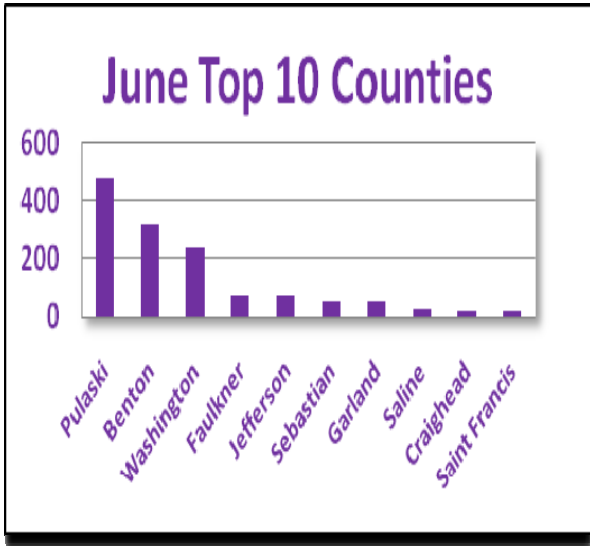
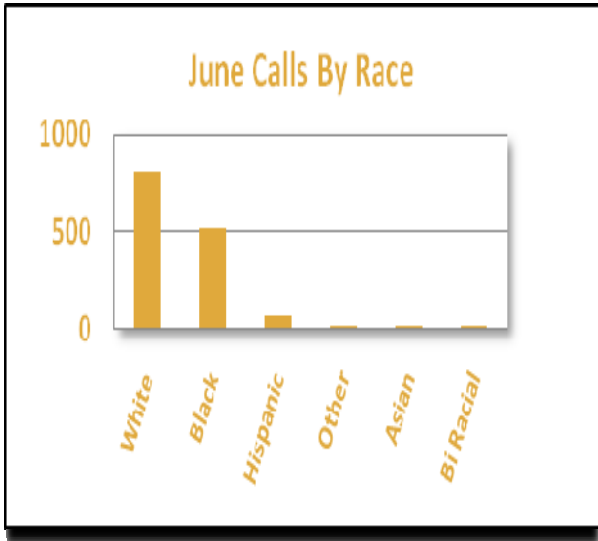
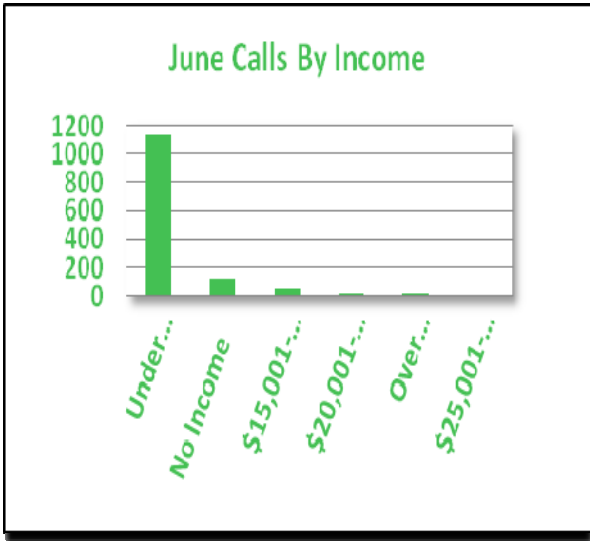
Other Reporting Data

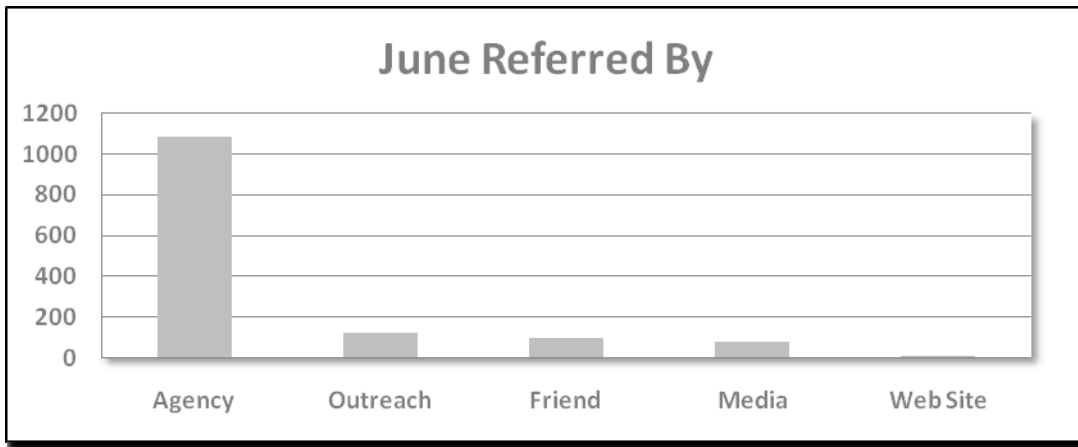


A seventeen year old young lady had to quit her job because of sexual assault at work. The company would not do anything to her boss but suspend him for one day without pay. She needed free legal assistance that she could possibly make a case against him so justice might be done for what he did. She was referred to Legal Aide of Arkansas and to the University of Arkansas Legal Clinic so that she could see what her possibilities were.



An elderly lady called from the Forrest City area needing food until her food stamps arrived. She has health problems and she also did not have transportation to get the food. She was given the name of the Saint Francis County Food Pantry. She told them about her need for food and her lack of transportation to pick it up. Someone there volunteered to bring her food. The Call Specialist followed-up the next day and she was so grateful about getting the help she needed from Arkansas 211 .





Call Follow-Up Report

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

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

236 Excellent

59 Good

Were you able to obtain the service?

200 Yes

95 No

Were the staff people helpful?

294 Yes

Was transportation available?

203 Yes

92 No

A female called from the Bentonville area in distress because she did not know what to do about her son who she felt desperately needed to be on medication due to a suspected mental disorder. She said she had an appointment for him but didn't feel she could wait until then. She wanted 211 to tell her how and where she could get help sooner. She was too overwhelmed at this time to call them back. The Call Specialist got permission to call on her behalf to get some general information about seeing patients in a crisis. She was relieved to find out that she could take him sooner and thanked 211 for helping her.