



May 2009

United Ways of Arkansas 2-1-1

June 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 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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Henry Bass, Operations Manager, henry.bass@arkansas211.org 870-541-4102

SUMMARY: In May 2009 Arkansas 211 had 23,596 telephone calls, voice mails and emails (averaging 761 contacts per day) from Arkansas residents. The www.arkansas211.org online resource database received 21,841 searches, averaging 705 searches per day. Basic Needs assistance requests represent 76.5% of Arkansas 211's most asked for resources. Over 22 % of all contacts 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. Average time of call has dramatically decreased now that the staff is fully trained. The average time of a call was 3 min. and 21 sec. compared to 5 min. 31 sec. in May 2008.

A woman called from Pine Bluff needing help with several bills for the upcoming month. Her husband who was the only one working in the household and has just recently had a stroke and got out of the hospital and is paralyzed on one side of his body. He has applied for disability but the social worker told her that it can sometimes be a long drawn out process and could take a while so there will be no income coming into the house. Social Security referred to us. We referred her to Southwest Arkansas Development Council to see about getting some assistance with her bills.

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

Call Origin	Received Calls
PB Call Center (870, 501)	8391
NW Arkansas Call Center (479)	1435
Arkansas STATE TOTAL	23596 (761 contacts/day)

A single mother with three children called from Pea Ridge, AR needing assistance with gas money to get to her job in Bentonville until she got paid again at the first of the month. I referred her to First Baptist Church of Pea Ridge to see about getting some assistance with gas money.

January-May, 2009; Website Search Activity

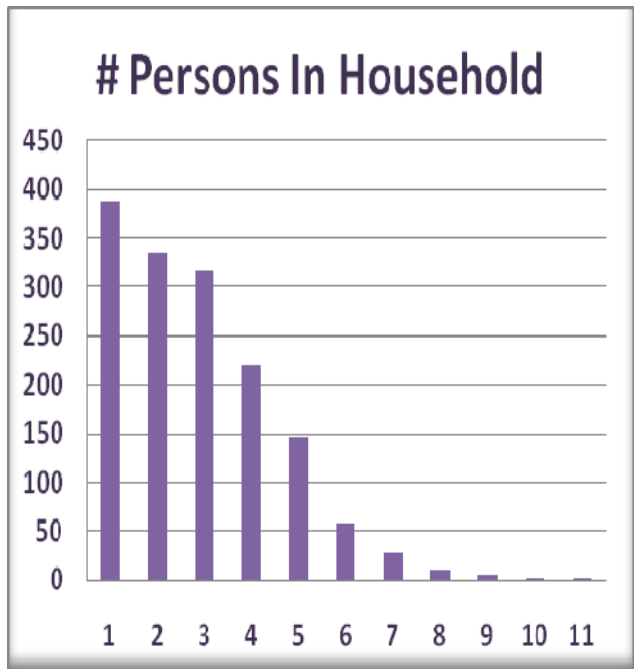
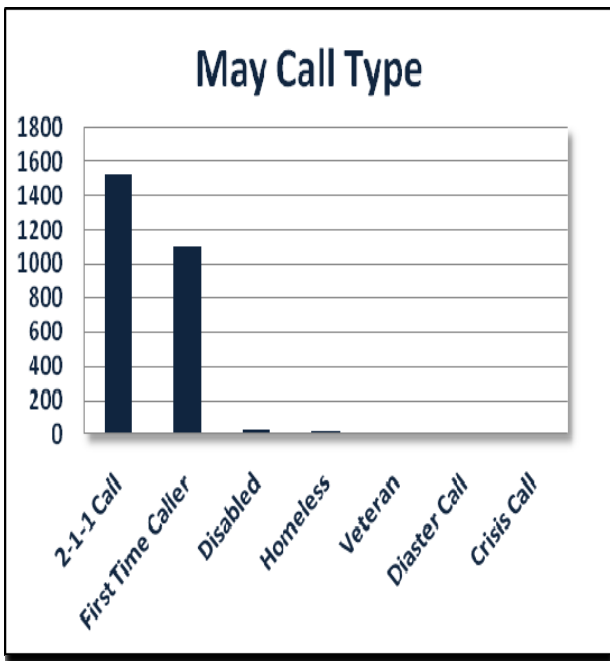
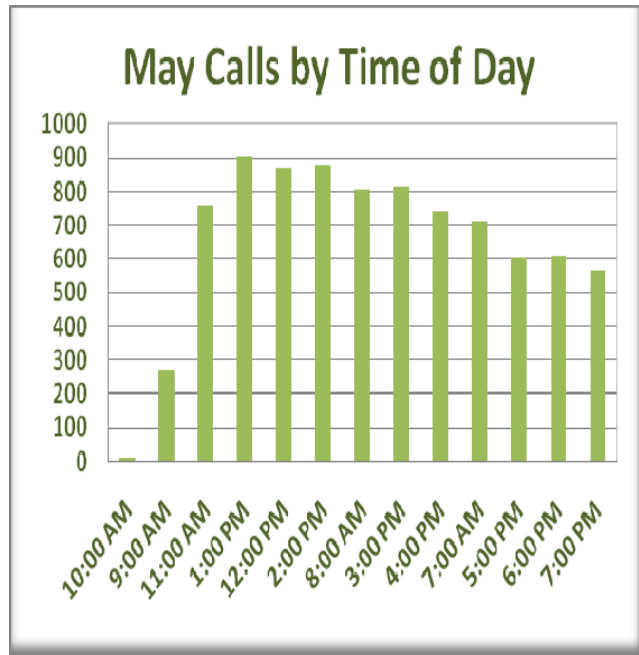
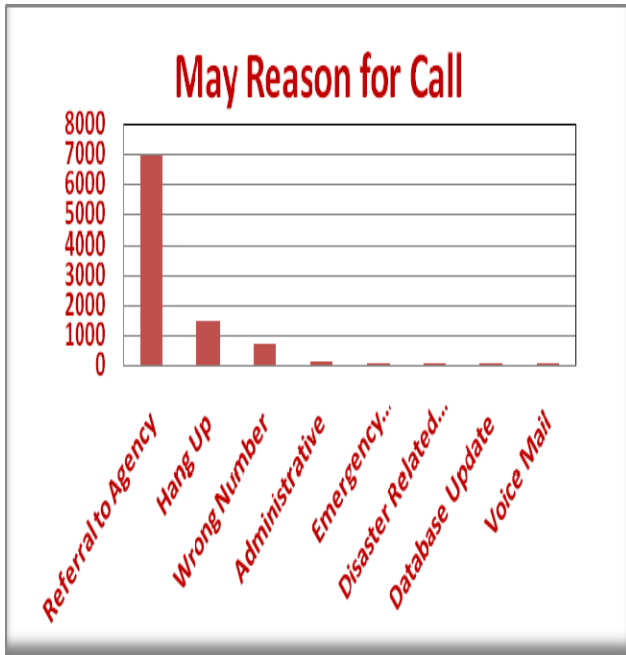
www.arkansas211.org

	Jan - 09	Feb - 09	Mar - 09	Apr -09	May - 09	Total
Total # Searches	24653	18507	22800	18350	21841	104622
Average Per Day	795	661	735	611	705	693

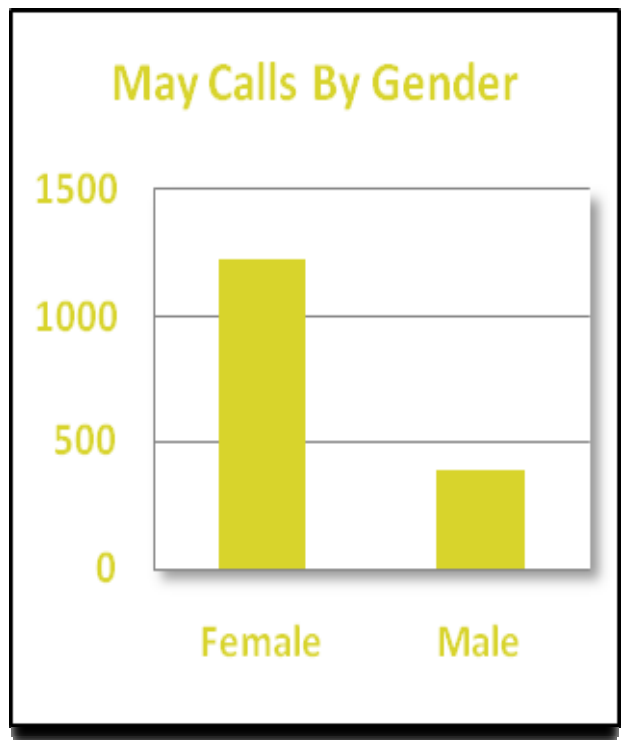
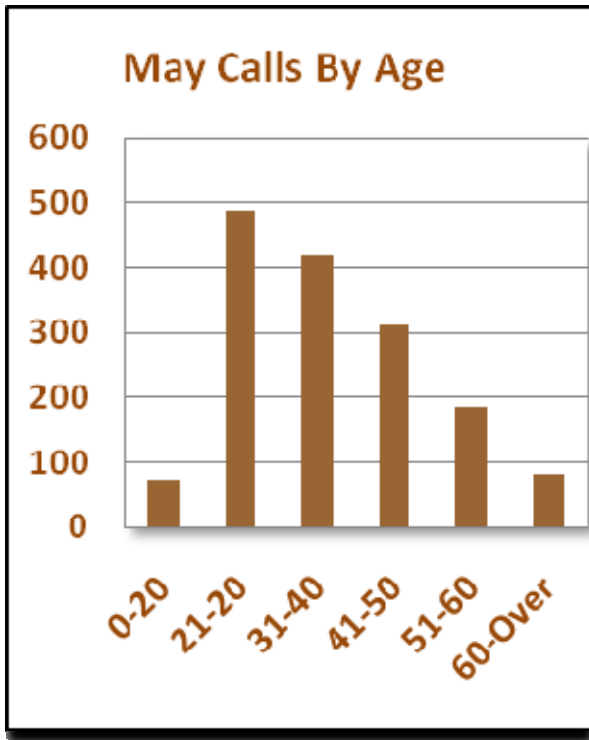
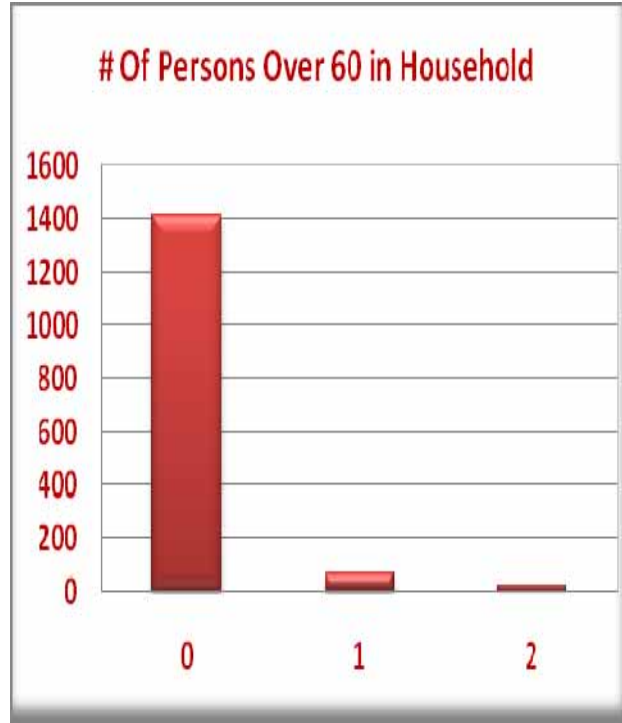
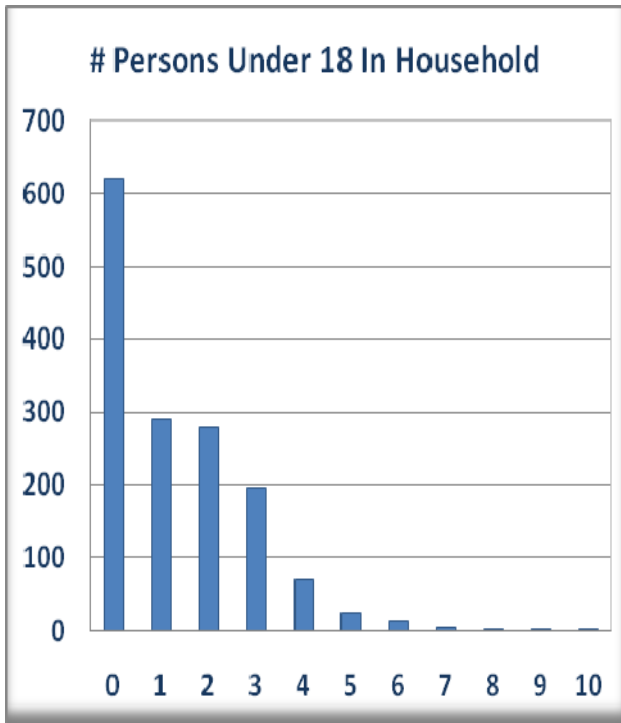
A thirty year old woman called from Little Rock needing assistance with her gas bill. It was to be shut off that day if it was not paid. We referred her to the CADC, Saint Francis House, and The Watershed and Community Development Agency in Little Rock for assistance with her gas bill today. She called back later that day and reported to us that she was indeed able to get help with her bill from the Watershed Community Development Agency and was very pleased that our service was available to the citizens of Arkansas.

A disabled woman called from Hot Springs needing assistance with food for herself and her disabled son. We referred her to the Piney Grove Methodist Church, Emmanuel Baptist Church, and Harvey's Chapel Church in Hot Springs to get some assistance with food.

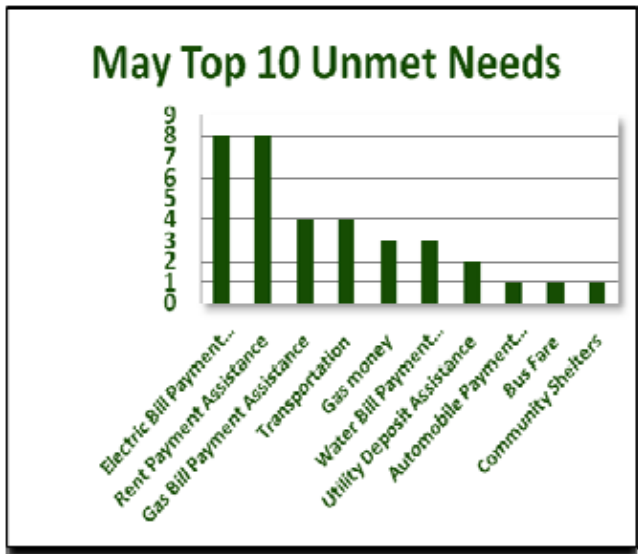
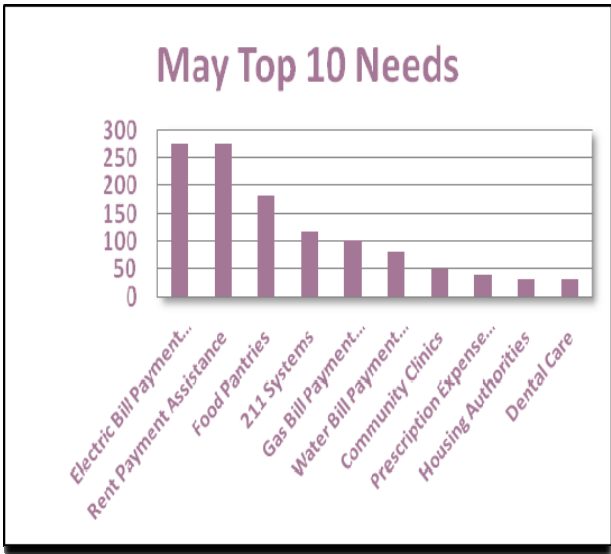
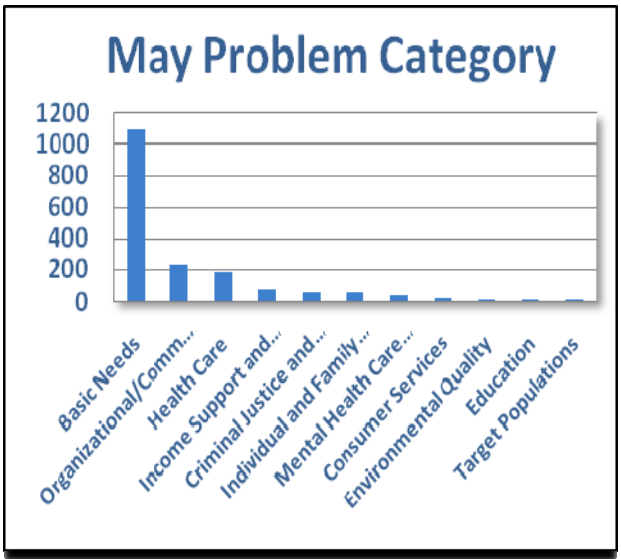
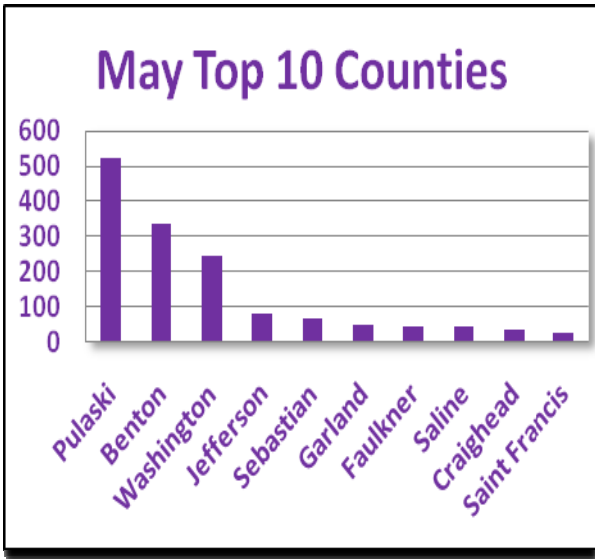
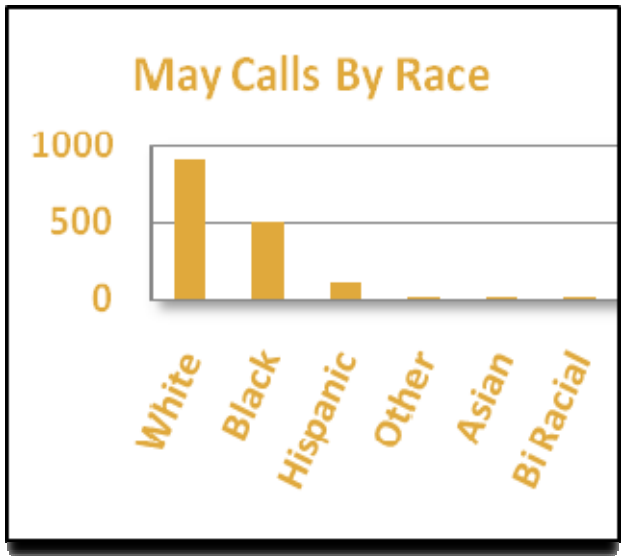
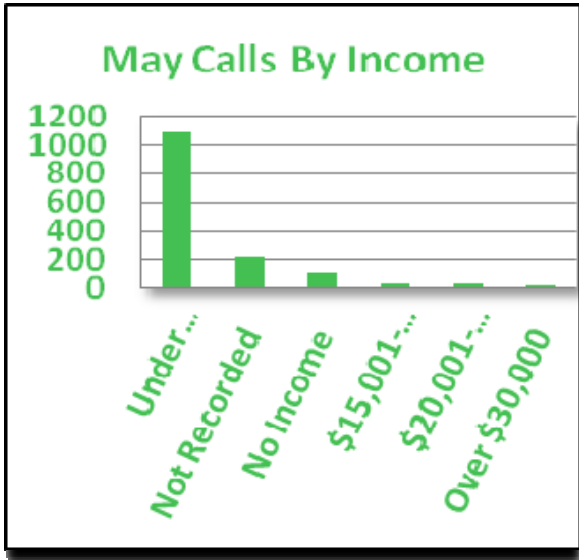
Other Reporting Data



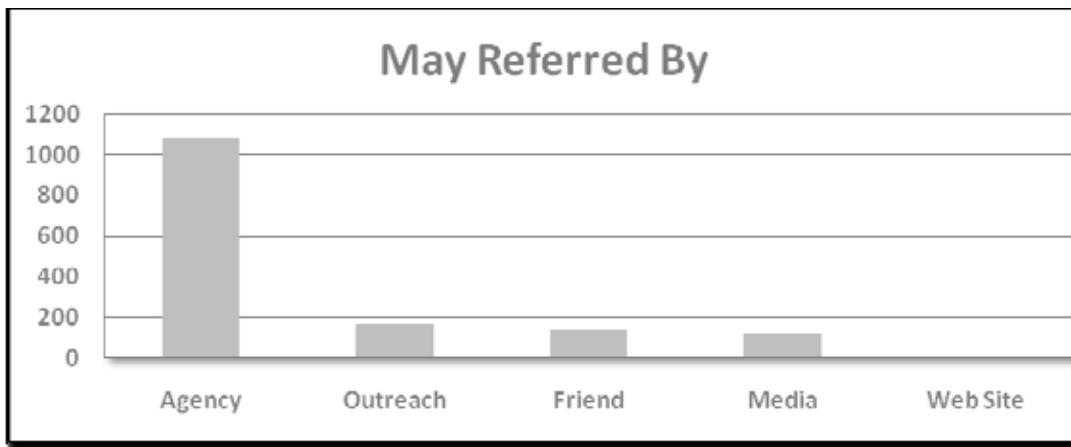
A lady was calling on behalf of her friend that needed help with food. Her friend had no income at the time and it was her husband and four kids and they needed a food pantry that was going to be open that day, since they were out of food. I referred her to Helping Hands, First Presbyterian Church in Bentonville, and Bentonville Nazarene food pantry for assistance for her friend and family.



A twenty nine year old female called from Springdale stating her electricity had just been cut off and she needed help to get her lights turned back on. She also needed help with food for her family. We referred her to Project Compassion, Mission of Northwest Arkansas, and Christian United Food Pantry.



A woman called from Bentonville needing help with her rent. She and her eleven year old son were about to be evicted from their home and had no place to go. I referred her to the Salvation Army, Mission of Northwest Arkansas, and the Second Mile Ministry in Bentonville.



Call Follow-Up Report

295 calls were followed up on in May. 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