

September 2009

United Ways of Arkansas 2-1-1

October 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
Nathan Cook, Executive Director, nathan.cook@arkansas211.org 870-541-4101
Henry Bass, Operations Manager, henry.bass@arkansas211.org 870-541-4102

SUMMARY: In September 2009 Arkansas 211 had 3215 telephone calls, voice mails and emails (averaging 153 contacts per day) from Arkansas residents. The www.arkansas211.org online resource database received 18,339 searches, averaging 611 searches per day. Basic Needs assistance requests represent 65% 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. 87% 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 2 min. and 45 sec. compared to 4 min. 15 sec. in September 2008.

An employer called on behalf of one of their employees who needed assistance with a domestic violence shelter. The 2-1-1 Call Specialist was able to refer her to a shelter in the NWA area and also provide referrals to additional resources that could help her. A few days later during a follow-up call from 2-1-1, the employer thanked us for our help and said the person needing help was able to receive help. He said he appreciated 2-1-1 for being available to people and would tell others about our services. He said this was not the first time we were able to help when he called.

September 2009 - Total 2-1-1 Calls

Call Origin	Received Calls
PB Call Center (870, 501, 479)	3080
Emails/Voice Mail	135
Arkansas STATE TOTAL	3215 (153 contacts/day)

The director at the Salvation Army in Pine Bluff called to speak with a supervisor. He stated that he just called to let us know that the gentleman we were trying to find shelter for had been taken care of. He stated that the Call Specialist had been very helpful and professional in providing all the necessary information that he needed.

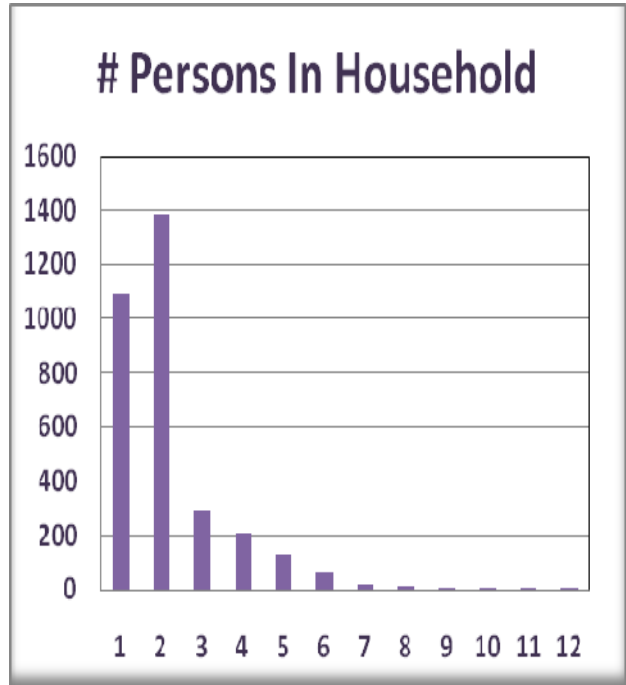
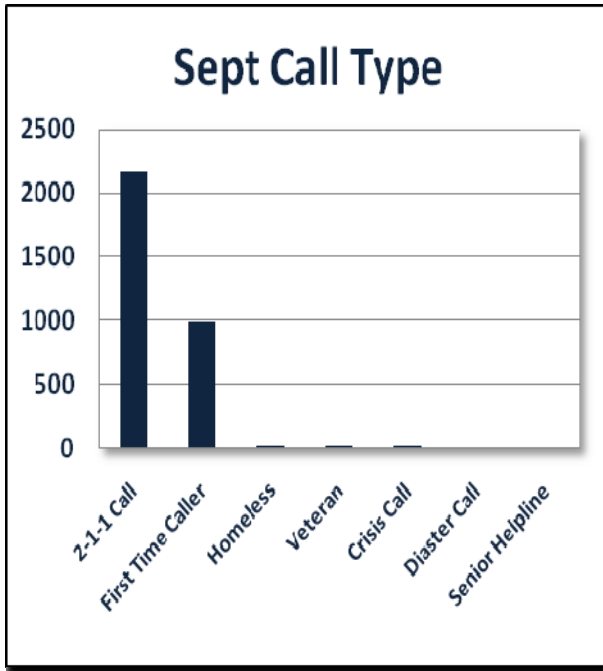
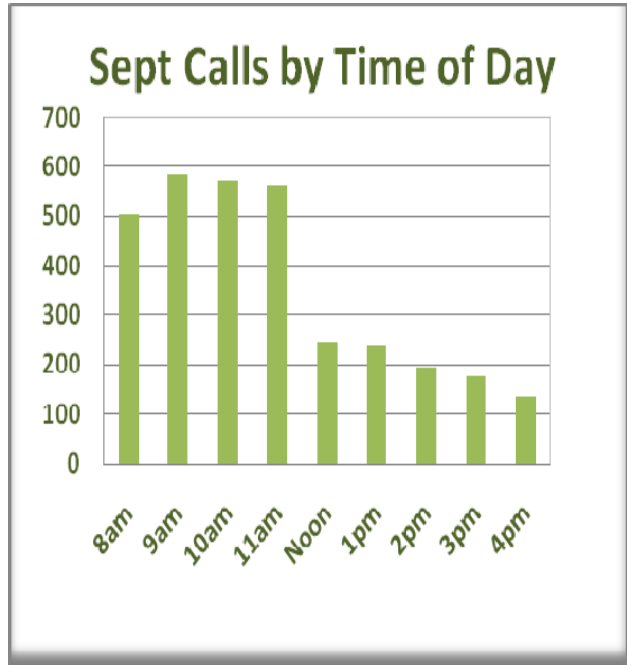
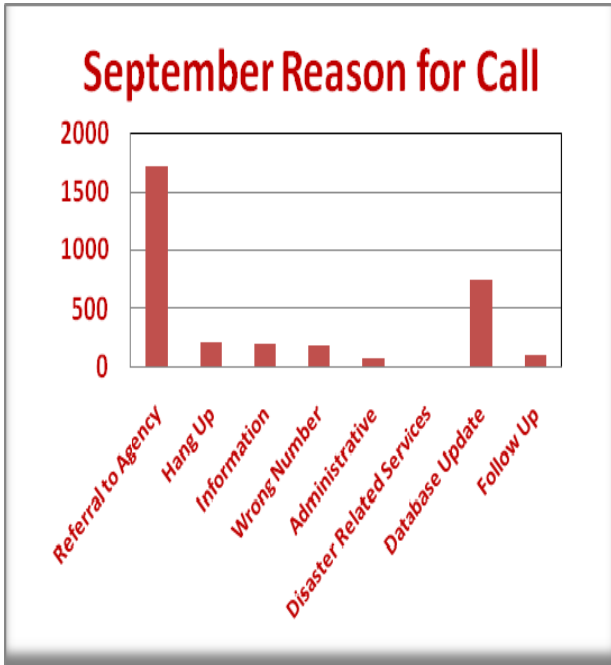
January-September, 2009; Website Search Activity

www.arkansas211.org

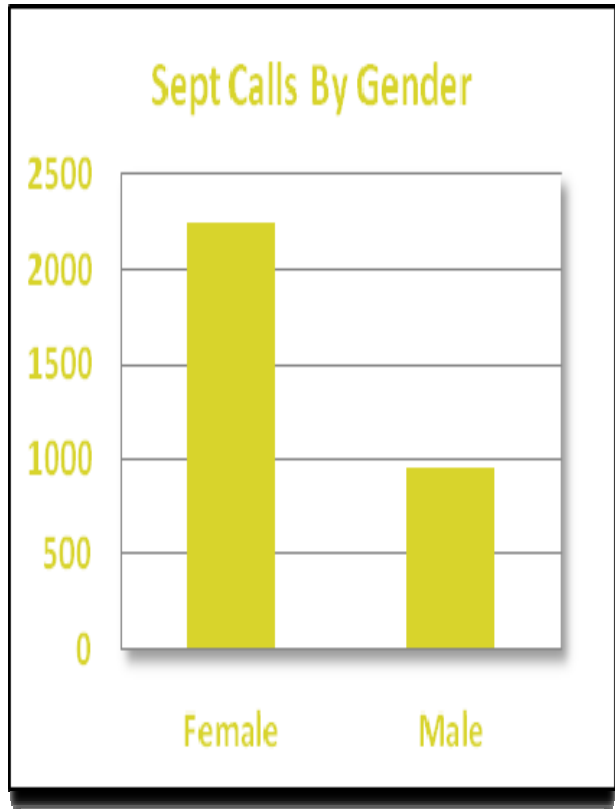
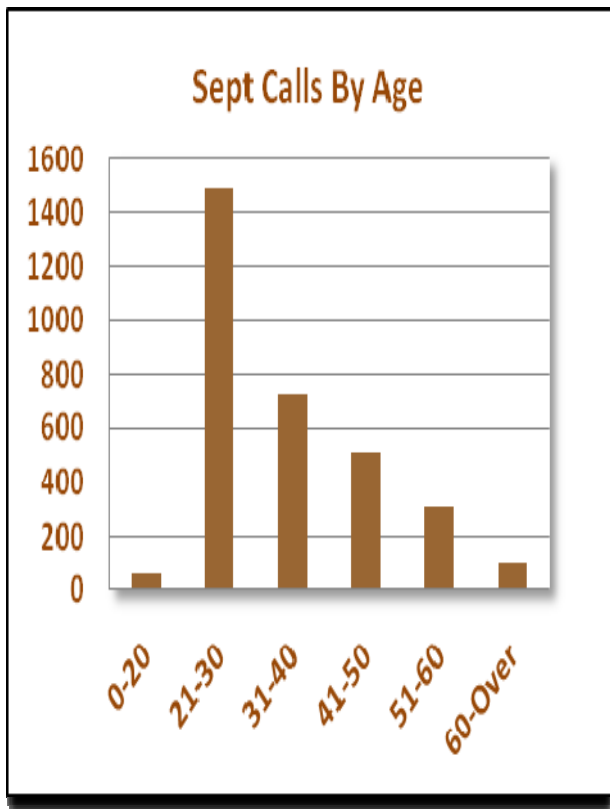
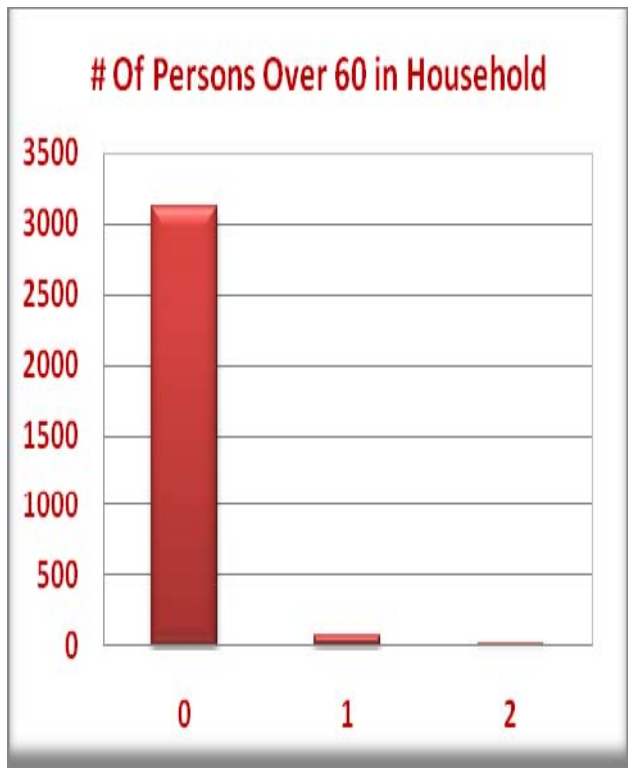
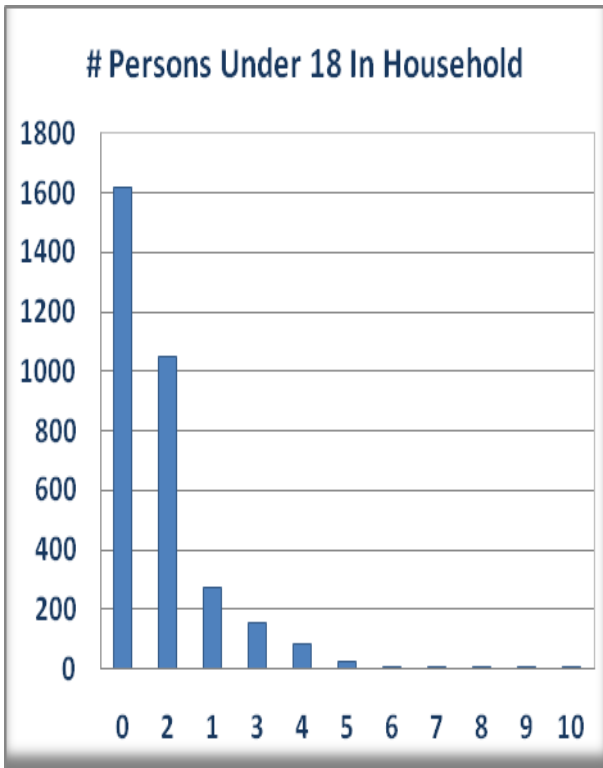
	Jan - 09	Feb - 09	Mar - 09	Apr -09	May - 09	June-09	July-09	August-09	Sept-09	Total-09
Total # Searches	24653	18507	22800	18350	21841	29083	21526	21471	18339	195863
Average Per Day	795	661	735	611	705	969	694	693	611	734

A male called from NWA on behalf of a Hispanic family. The father needed help with employment, his wife was pregnant, and they family did not have insurance. The Call Specialist was not only able to refer him to the nearest Workforce Center, but was also able to provide them with information about hospitals and clinics in the area for his wife, and food pantries to help offset some of the costs to help with other bills.

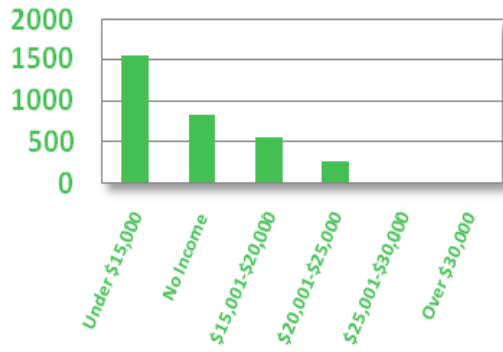
Other Reporting Data



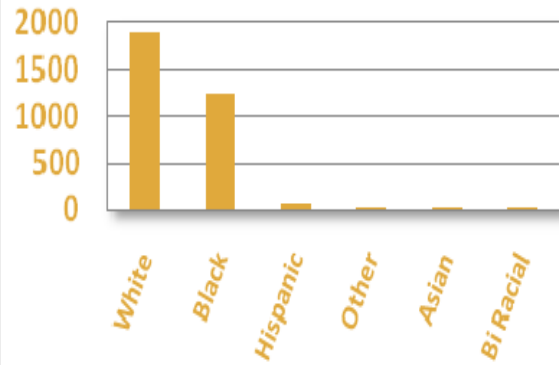
2-1-1 was contacted by a family through the website's online resource. The family was living in inadequate conditions and needed assistance in getting a better place to live. Not only did the Call Specialist provide resources for housing assistance, but the Call Specialist was able to get immediate assistance for the family through the Department of Human Services.



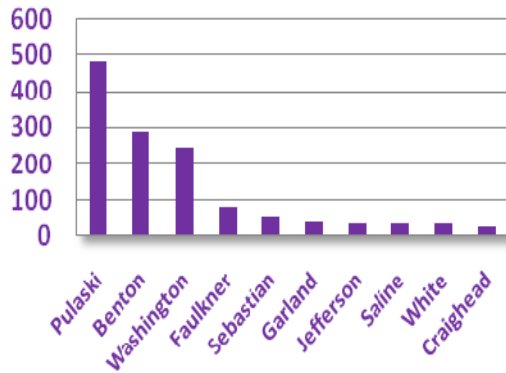
Sept Call By Income



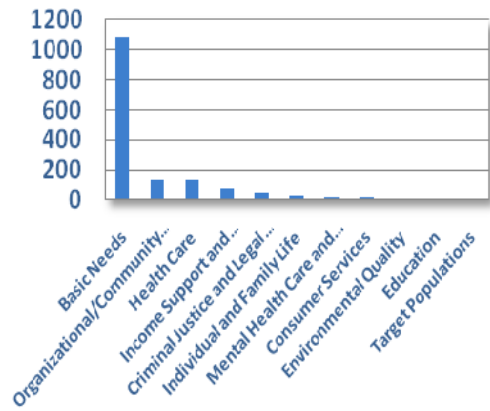
Sept Calls By Race



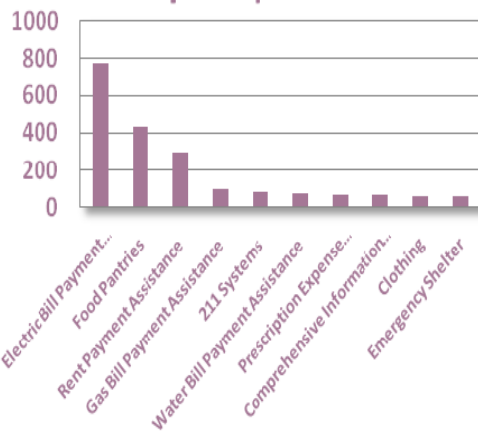
Sept Top 10 Counties



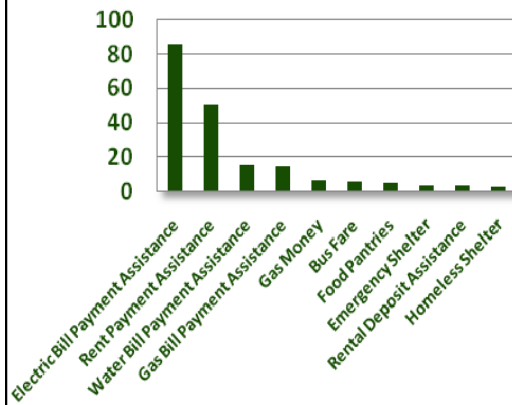
Sept Problem Category

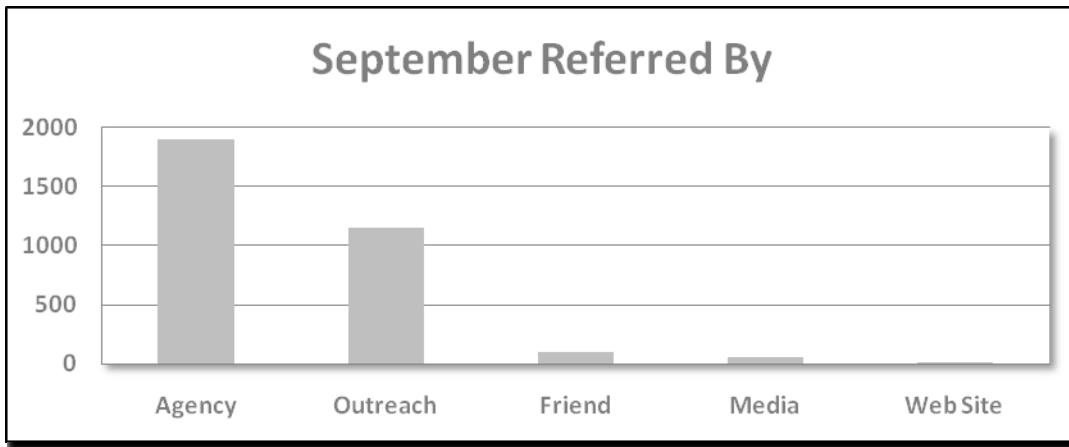


Sept Top 10 Needs



Sept Top 10 Unmet Needs





Call Follow-Up Report

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

Was the I&R staff polite and helpful?

Yes	96
No	0

Did caller feel like they were listened to?

Yes	90
No	6

Did caller receive a choice of referrals where appropriate?

Yes	96
No	0

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

Excellent	88
Good	8
Fair	0
Poor	0

Would the caller recommend the service to family and friends?

Yes	96
No	0

Did the caller follow through and contact the referrals provided?

Yes	72
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No 14

Was the information about those referrals accurate?

Yes 92

No 4

As a result of the referrals, did caller get the help they needed?

Yes 68

No 28

If not, why not?

Referral inaccurate	4
Waiting list too long	0
Service was too expensive	2
No transportation	2
No funds available at the agency	20