

Arkansas 211 Annual Impact Report

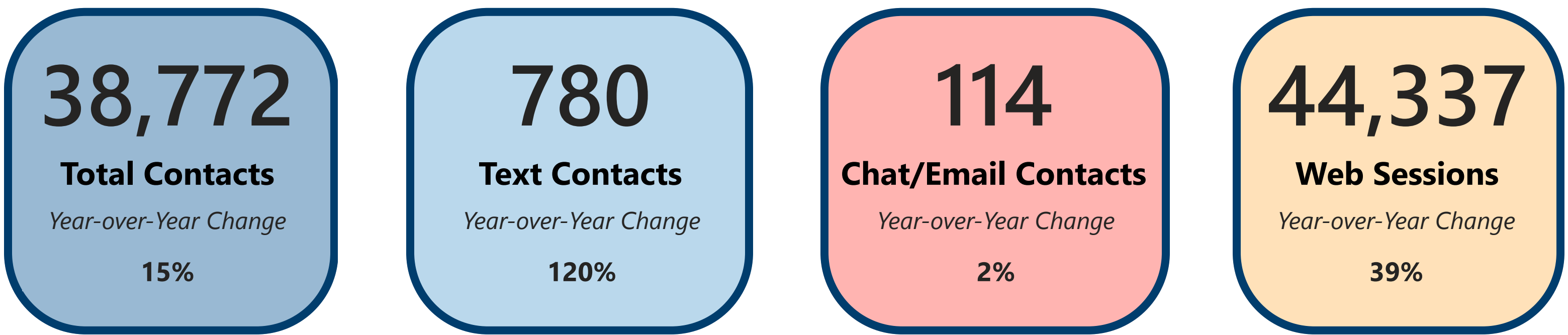
Statewide Report | 2023



Summary

In 2023, Arkansas 211 handled 38,772 contacts. This represented an increase of 15% compared to the previous year. The Arkansas 211 website hosted a total of 44,337 web sessions in 2023, an increase of 39% compared to the previous year.

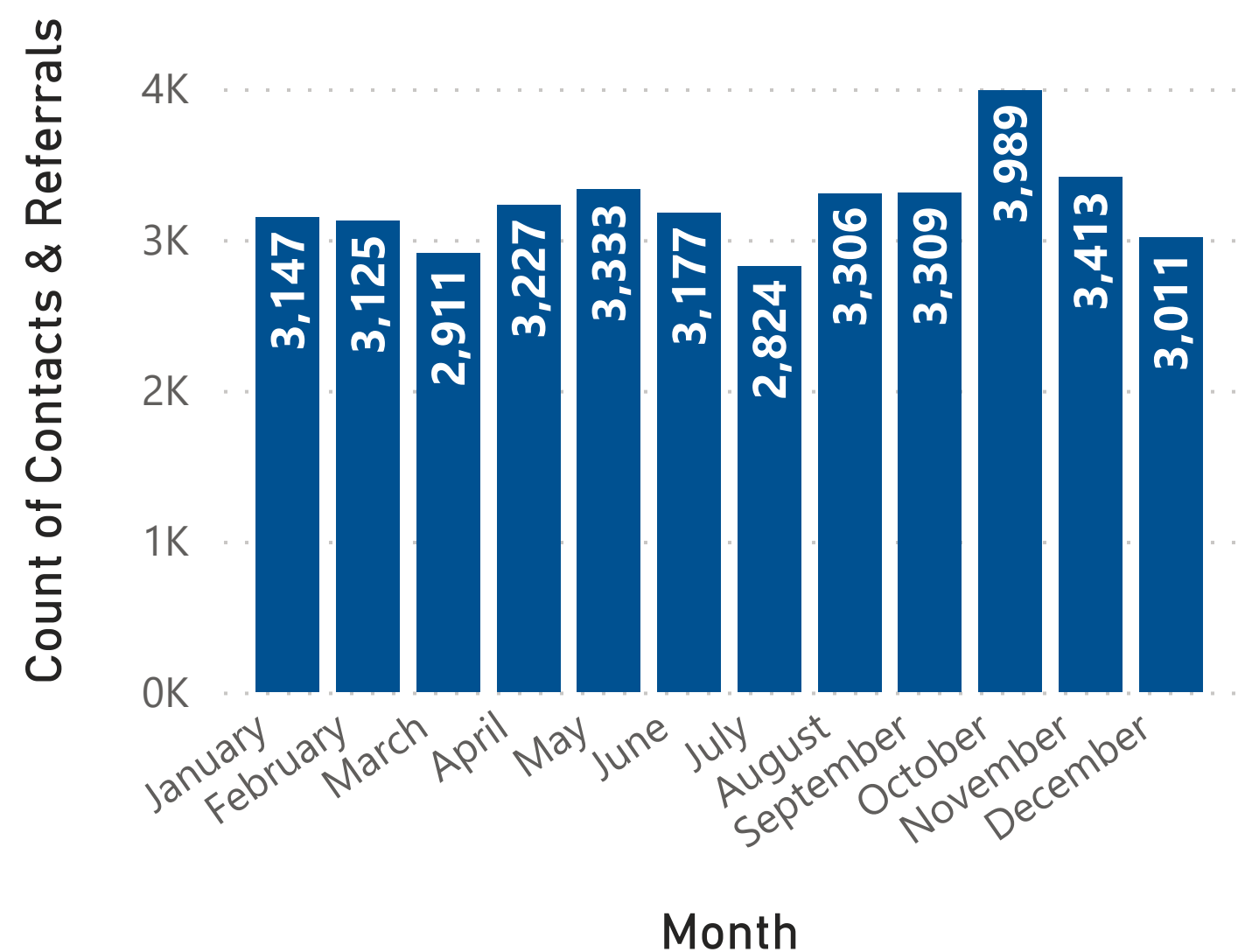
Contacts and Web Sessions



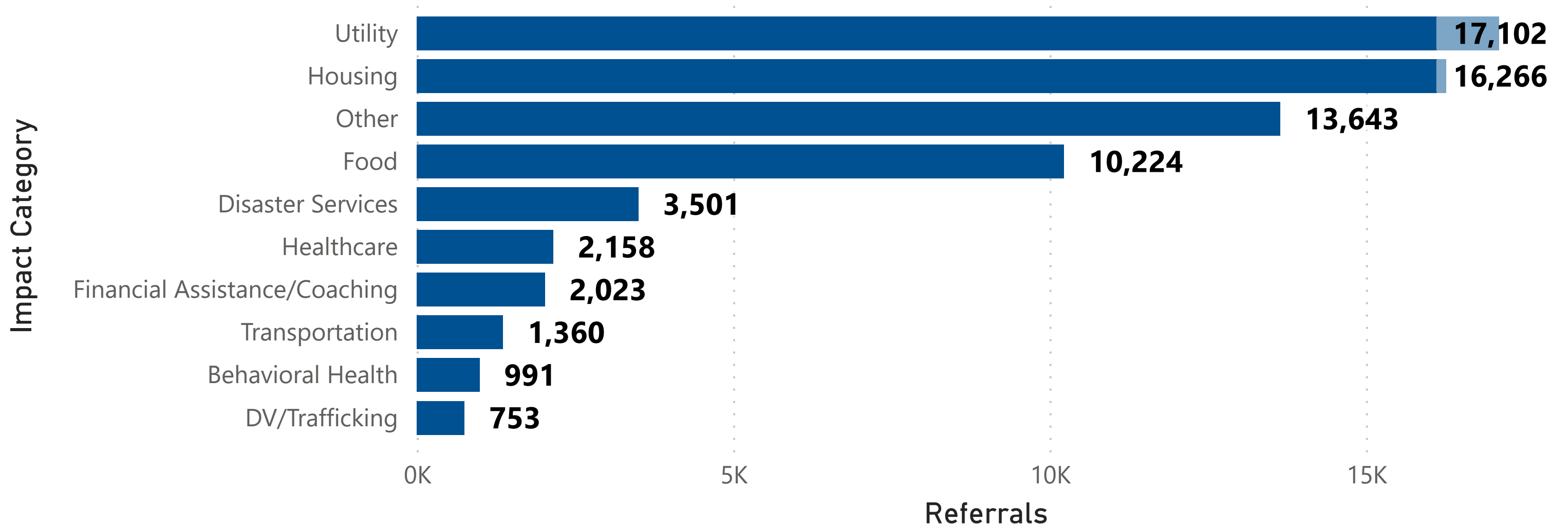
Top 10 Client Needs

Need	Contacts	Connections
Electric Assistance	5,578	7,467
Gas Assistance	5,076	7,069
Rent Assistance	3,275	3,302
Comprehensive Information and Referral	3,211	3,581
Food Pantries	2,870	7,450
Temporary Financial Assistance	1,883	1,840
Water Assistance	1,691	1,994
Specialized Information and Referral	1,466	1,827
Transitional Housing/Shelter	1,320	1,893
Housing Related Coordinated Entry	1,186	1,172

Contacts by Month



Connections by Impact Category



Arkansas 211 Annual Impact Report

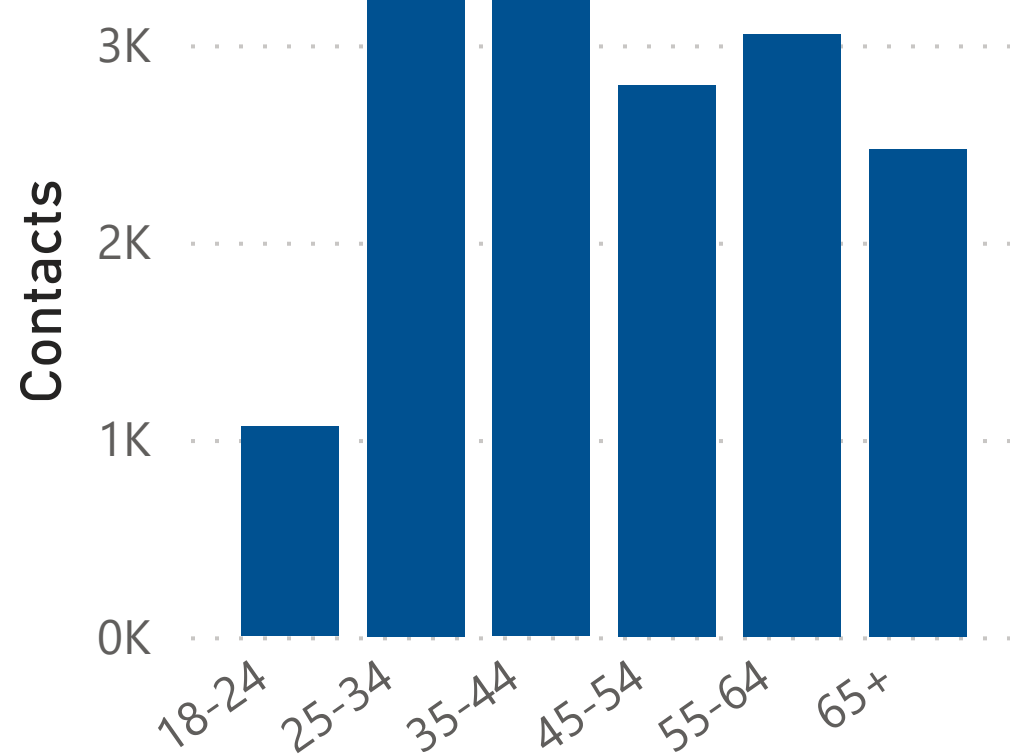
Statewide Report | 2023



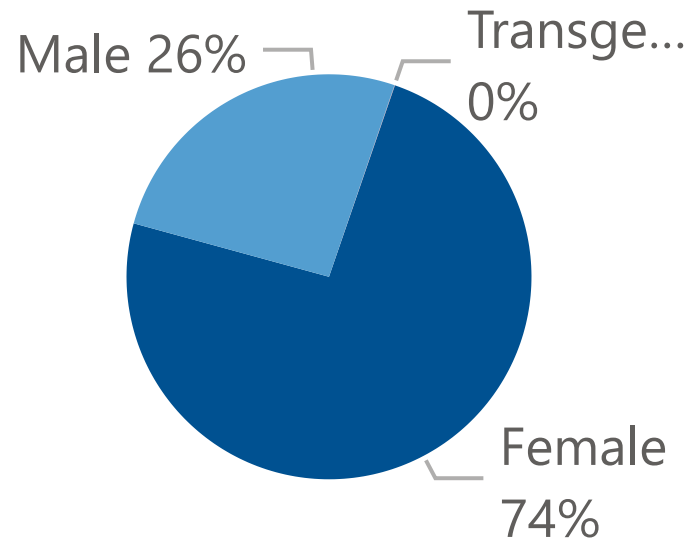
Demographics

This data provides details about who used 211 services during 2023. Note that any contacts for which a question was refused or not collected are excluded from that question in the data displayed below.

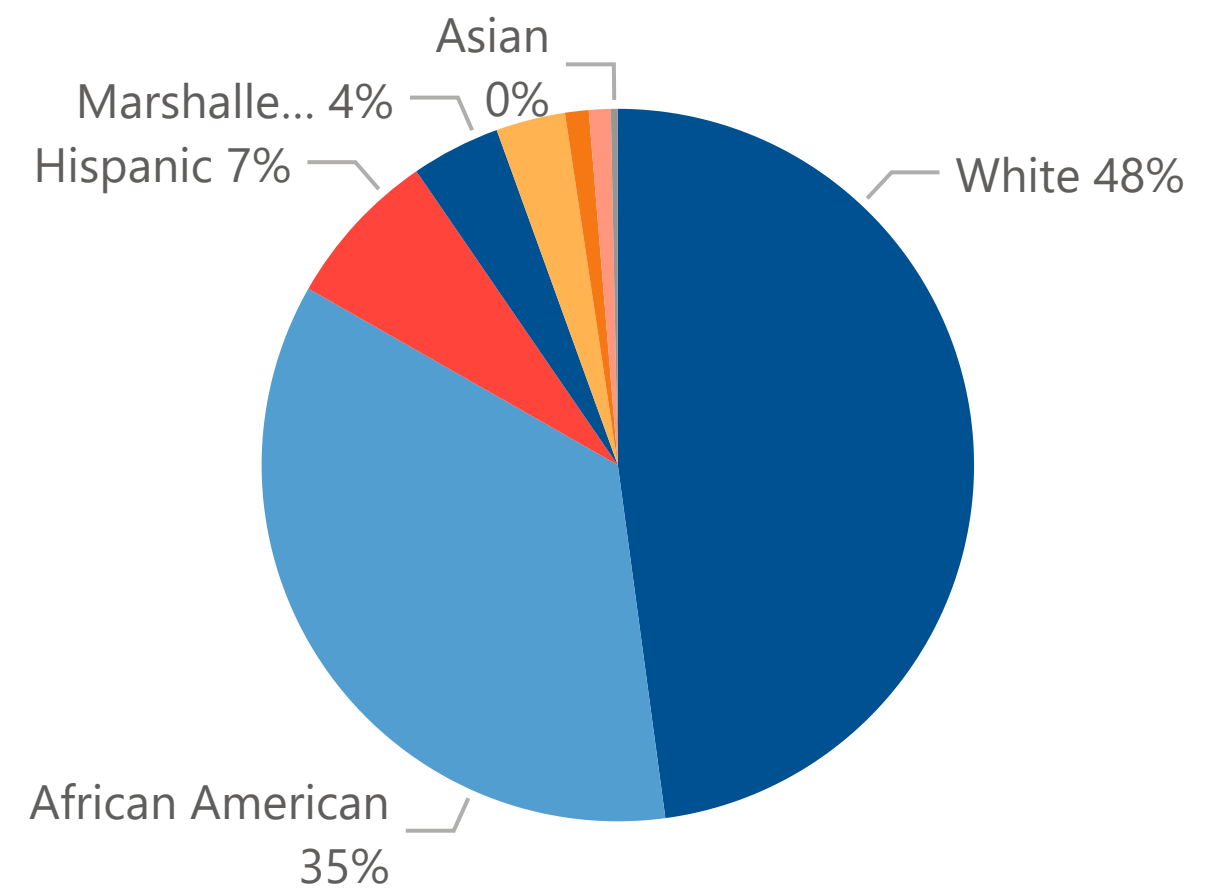
Age Groups



Gender

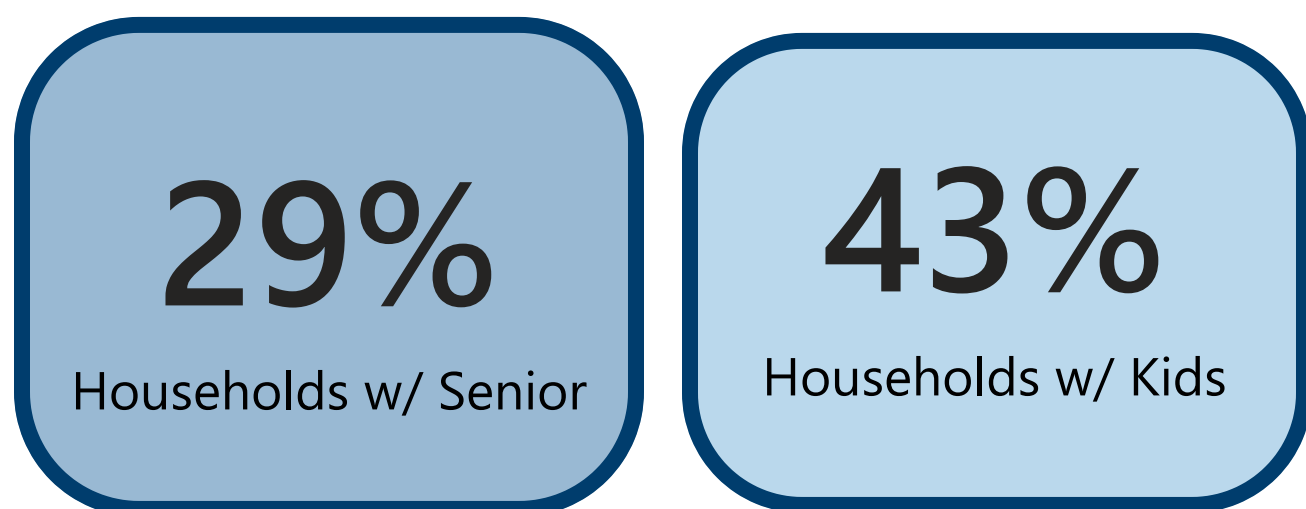


Race/Ethnicity

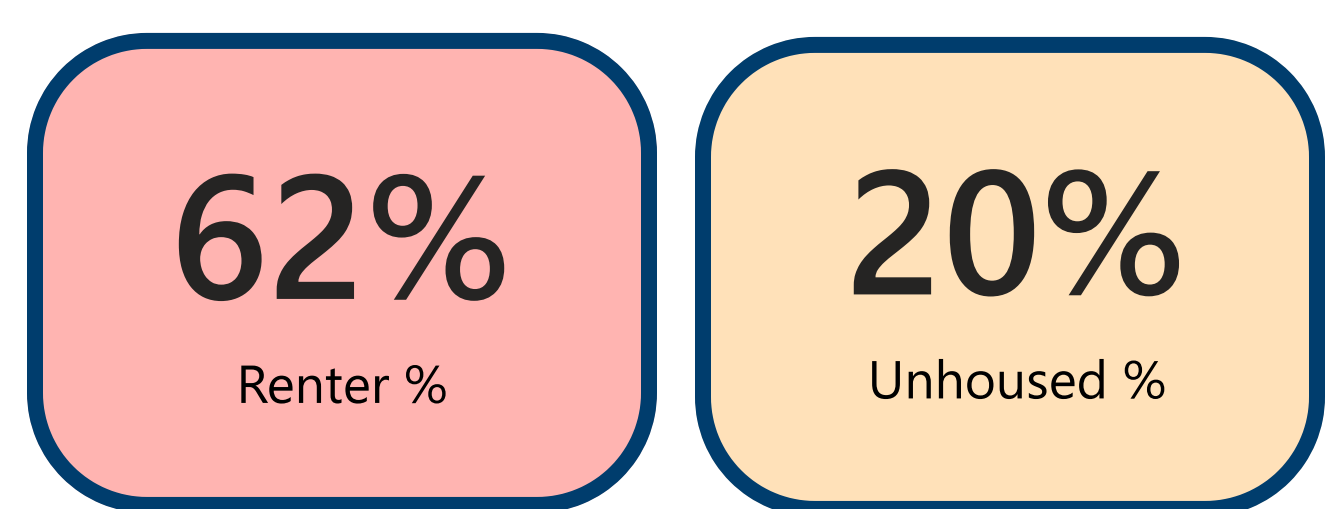


Age Group	Contacts	%	Gender	Contacts	%	Ethnicity	Contacts	%
<18	32	0%	Female	20,582	74%	White	7,446	48%
18-24	1,064	7%	Male	7,230	26%	African American	5,503	35%
25-34	3,227	20%	Transgender	8	0%	Hispanic	1,118	7%
35-44	3,294	21%	Non-binary	3	0%	Marshallese	629	4%
45-54	2,794	18%				Other	490	3%
55-64	3,052	19%				Native American, Native Alaskan	166	1%
65+	2,471	16%				Bi-racial	154	1%
						Asian	49	0%

Seniors and Children



Residence Type



Referral Source

Referral Source	Contacts	%
Agency	6,947	37%
Called Before	6,178	33%
Friend	2,833	15%
Website	1,289	7%
Media	873	5%
Outreach	829	4%

Income

