

### MISSION & VISION

Washington Information Network 2-1-1's (WIN211) mission and vision is to answer the call to get help into people's hands state-wide. WIN211 exists to make people's lives better, to enhance community resiliency, to identify and break cycles of need and to help organizations, foundations, businesses, individuals and government more efficiently distribute resources.

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## What's Happening with 2-1-1

**South Sound** was awarded a capital grant through the Veterans Transportation and Community Living Initiative to expand the capabilities of the call center. This federal funding will provide phone system and software improvements at South Sound which is the One Call/One Click Transportation Center for Pierce County. The purpose of this initiative is to make it easier for U.S. veterans, active service members, military families, people with disabilities and others in the community to access local transportation options and other support services, ranging from workforce training to food pantry locations.

**SW Washington** Call Center has received a grant from the Ford Foundation in the amount of \$366,000 to help bring 2-1-1 statewide in Oregon. Norm Smith, president of The Ford Family Foundation, had these words to pass along: "During a time of limited resources and rising needs, The Ford Family Foundation is looking to support wide-reaching interventions, such as 211Info. That's why we have invested in a non-profit that is a leverage point for helping people get help quicker and in a more dignified manner. We think 211Info is a leader in improving the quality of life for families everywhere in the state."

The grant will help 211Info extend its service to counties in southern and eastern Oregon over the next two years by providing matching funds to assist counties wishing to launch the 2-1-1 service. Organization leaders also hope the grant will leverage future large-scale investments.

The Oregon 2-1-1 Network is funded by municipalities, local non-profits such as United Way, and contracts from specific programs. 2-1-1 service is not currently funded by state or federal sources. Each county's cost for 2-1-1 service is tied to the area's population. The model was conceived as a way to give local communities ownership over the service while leveraging existing infrastructure. Buying into the single 2-1-1 system costs a fraction of what it would cost to open local call centers.

**King County** Call Center was selected as the entry point for homeless families seeking shelter/housing through the new Family Housing Connection system and is now able to pre-screen and refer callers who appear eligible for basic food benefits. King County is also the second 2-1-1 in the nation to partner with "Bank on," an initiative to help low-income community members obtain free or low-cost banking services and avoid costly check cashing fees.

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Please help us spread the word that 2-1-1 service in WA is available in over 150 languages! When non English speaking callers reach an Information and Referral Specialist they just need to say "interpreter" or the name of the language. Also, most centers have Information & Referral Specialists who are fluent in both English and Spanish.

"WIN211 reaches out to communities connecting citizens with Health and Human Services."

## MOST REQUESTED COMMUNITY RESOURCES

JANUARY-MARCH 2012	NUMBER OF REQUESTS	PERCENT OF TOTAL CALLS
Utilities	9,703	16%
Rent/Mortgage Asst/Move-In Costs Asst.	9,485	12%
Free Tax (Free Tax Preparations/EITC)	5,166	7.2%
Legal	5,000	7%
Emergency Shelter	4,021	6%
Housing/Low-Cost Housing	3,208	4%
Food/Food Bank Information	2,496	3.5%
Transportation/Travel	1,941	2.7%
Household, Clothing, and Personal Goods	1,839	2.5%
Undesignated Temporary Financial Aid	1,832	2.5%

\* The following chart provides a list of caller needs where resources were not available. Rent and Utility Assistance are always among the top 5 caller needs. Unfortunately, they are also at the top of the unmet needs list since requests exceed the available resources.

UNMET NEEDS* JANUARY-MARCH 2012	PERCENT OF CALLS
Rent/Mortgage Asst/Move-In Costs Asst.*	2%
Utilities	1%
Undesignated Temporary Financial Aid	.5%
Transportation/Travel	.5%
Emergency Shelter	.4%
Legal	.2%
Housing/Low-Cost Housing	.1%
Free Tax (Free Tax Preparation/EITC)	.1%
Household, Clothing, and Personal Goods	.1%
Mental Health/Behavioral Health	.1%

## WEBSITE VISITS

\* Unique visitors are first time IP addresses recognized in that month.

\* Web hits also include unique visitors.

JANUARY-MARCH 2012	JAN	FEB	MAR	TOTALS
Web Hits *	63,715	53,225	57,374	174,314
Unique Visitors *	10,537	9,092	9,632	29,261

## JANUARY-MARCH 2012 CALL VOLUMES AND REFERRALS

REGION	CALLS ANSWERED	REFERRALS PROVIDED
North Sound	12,426	18,829
Peninsulas	3,505	4,966
Southwest Washington	2,180	3,294
South Sound	12,539	20,957
King County	28,563	72,013
Greater Columbia	9,163	10,255
Eastern Washington	3,742	5,676
<b>TOTAL</b>	<b>72,118</b>	<b>135,990</b>

### SUCCESS STORIES

#### Eastern Washington:

A caller called looking for a food bank that would provide her with food she could cook herself. A 2-1-1 I&R Specialist provided a few local food banks, and scheduled a follow-up call with the caller. The I&R Specialist was able to locate a church which provided supplies for turkey dinners to those in need, and provided this information to the caller during a follow-up call. The caller was extremely grateful for the additional help and thrilled to have the chance to prepare their own dinner.

A 2-1-1 I&R Specialist was able to provide supportive listening and a referral to detox inpatient treatment facility to a caller that had called while under the influence. The I&R Specialist also referred the caller to other support groups. A follow-up call was made and a family member thanked the specialist for her patience and assistance the caller was now getting the help they needed at the detox facility.

**“Thrilled to make their own dinner”**



**“Grateful for the service and advocacy 2-1-1 was able to provide.”**

#### Greater Columbia:

Our 2-1-1 I&R Specialist received a call from a woman requesting to apply for basic food assistance. The application process took additional time due to the caller's health conditions. She had difficulty breathing and was only able to speak a few words at a time. Eventually the caller disclosed that she had a terminal illness and only a few months to live. Her doctor had suggested she call 2-1-1 and apply for food assistance to improve her daily nutritional intake. With kindness and patience, the I&R Specialist completed the application and told the woman to call back if she needed any additional assistance. A few days later the caller called back for some additional assistance. The I&R Specialist had to call DSHS to explain the caller was terminally ill and had difficulty speaking so they would be assisting her with answering the questions. The caller was approved within 2 hours and determined eligible to receive \$90 a month in basic food assistance. The caller was very grateful for the service and advocacy 2-1-1 was able to provide.

Answers the call to get help into people's hand statewide.....

**WASHINGTON  
INFORMATION  
NETWORK 2-1-1**

Contact WIN211 with questions or comments: [info@win211.org](mailto:info@win211.org)

Milissa Smith  
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23130 224th PL SE STE 103  
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[milissa@win211.org](mailto:milissa@win211.org)

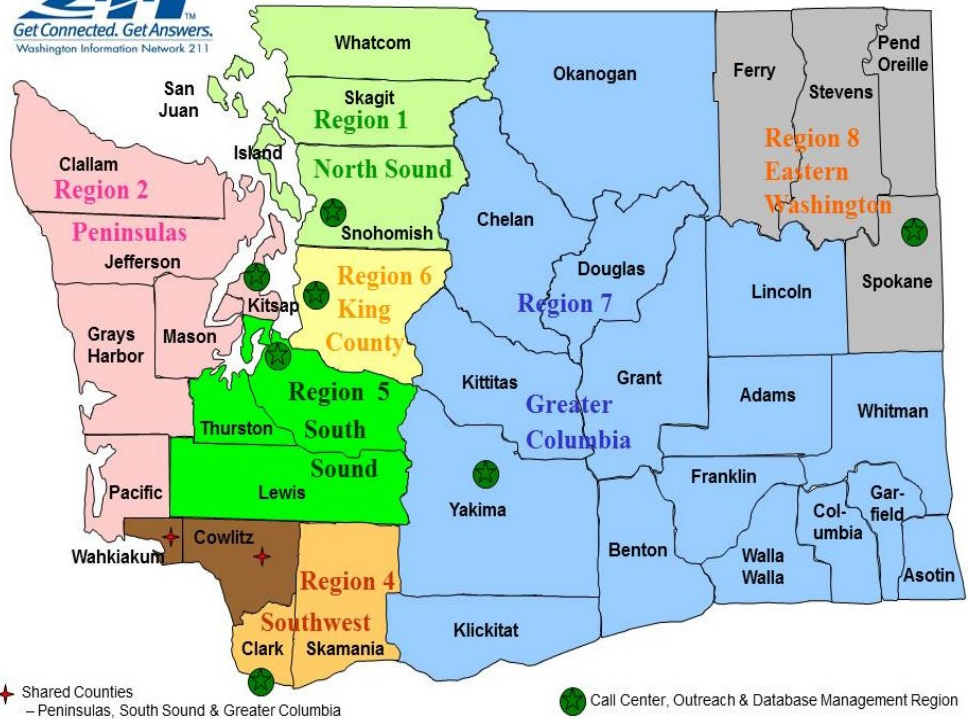
Phone.....425.264.0301

[www.win211.org](http://www.win211.org)

Washington Information Network 2-1-1 (WIN211) is a 501(c)(3) non-profit organization providing statewide 2-1-1 Information and Referral telephone and web-based services through 7 geographic regions and non-profit parent agencies. Each 2-1-1 region, parent agency, counties served and administrative contact is listed on this page.



**Washington State 2-1-1 Call Center Service Areas**



**REGIONAL 2-1-1 CONTACTS**

2-1-1 REGION	CONTACT INFORMATION & PARENT AGENCIES
North Sound 2-1-1	Bob Reese, <a href="mailto:breesee@voaww.org">breesee@voaww.org</a> Volunteers of America Western Washington
Peninsula 2-1-1	Kelly Schwab, <a href="mailto:Kellys@kmhs.org">Kellys@kmhs.org</a> Kitsap Mental Health
Southwest WA 2-1-1	Liesl Wendt, <a href="mailto:liesl@211Info.org">liesl@211Info.org</a> 2-1-1 Info
South Sound 2-1-1	Shawn Parkhurst, <a href="mailto:shawnp@uwpc.org">shawnp@uwpc.org</a> United Way of Pierce County
King County 2-1-1	Susan Gemmel, <a href="mailto:sgemmel@crisisclinic.org">sgemmel@crisisclinic.org</a> Crisis Clinic
Greater Columbia 2-1-1	Stacy Kellogg, <a href="mailto:skellogg@pfp.org">skellogg@pfp.org</a> People for People
Eastern WA 2-1-1	Jan Dobbs, <a href="mailto:jdobbs@smhca.org">jdobbs@smhca.org</a> Frontier Behavioral Health/Spokane Mental Health