

Inside this issue:

Most Requested Community Resources	2
Unmet Needs	2
Call Volume/Referrals	2
Meet our Board	3
Making a difference	4
Statewide Contacts	4

Download 2-1-1 App today
 one touch away from
 Health and Human Services
 near you!



Diabetes Prevention and 2-1-1

WIN211 has partnered with the Department of Health Heart, Stroke and Diabetes Program to manage referrals of local diabetes prevention programs in our state. These programs are connected with the National Diabetes Education Program, and Washington has more statewide programs available than any other state. WIN211 will give callers referrals to these lifestyle change programs. These programs will help assist individuals in making modest behavior changes, such as improving food choices and increasing physical activity to at least 150 minutes per week, and help participants lose 5% to 7% of their body weight. These lifestyle changes have proven to reduce the risk of developing type 2 diabetes by

58% in people at high risk for diabetes.

The CDC reports an estimated 79 million people in America have prediabetes, a condition of elevated blood sugar that often leads to type 2 diabetes within a few years. Washington's Department of Health estimates that about 1,424,000 adults aged 25 years and older (32 percent) in our state have prediabetes. CDC projects national efforts to prevent type 2 diabetes could save \$5.7 billion in health care costs and prevent 885,000 cases of type 2 diabetes in the next 25 years.



Legislative Update

WIN211 has been working with the legislature for a commitment to continue state funding for WIN211. SHB 1971, the telecommunications reform bill, eliminates Washington Telephone Assistance Program (WTAP) that funds WIN211 and other important community programs, but has passed the House with language that directs operational support for WIN211 through a general fund appropriation as well as addressing resources for low-income persons and the deaf and hard of hearing. The House general fund budget included \$3 million for the 2013-2015 biennium for WIN211. Through the leadership of Rep. Larry Springer (D-45, Kirkland), WIN211 worked in partnership with community action agencies, Solid Ground, Spring Wire, telecommunication companies, and other programs that are supported by WTAP to assure the continuation of vital services to our communities. WIN211 is currently working with Senators to assure passage of SHB 1971 and the general fund appropriation. Without Washington State funding, WIN211 will cease to exist for over 300,000 callers that utilize the service each year. WIN211's statewide system of seven regional call centers provides a comprehensive database of over 16,000 resources for callers to get connected to local services. 80% of referrals are to non-governmental agencies, including churches, non-profit agencies, businesses, and community groups. Without WIN211, the state would spend millions to replicate these services.

WIN211 Connecting Washington State Citizens to resources in all 39 counties



Most requested community resources

January-March 2013	NUMBER OF REQUESTS	PERCENT OF TOTAL CALLS
Utilities	9,995	14.3%
Rent/Mortgage Asst/Move-In Costs Asst.	7,299	10.5%
Emergency Shelter	4,773	6.8%
Legal	4,773	6.8%
Free Tax (Free Tax Preparation/EITC)	4,328	6.2%
Housing/Low-Cost Housing	4,010	5.7%
Food/Food Bank Information	2,373	3.4%
Transitional/Specialized Housing	1,886	2.7%
Household, Clothing, and Personal Goods	1,863	2.7%
Undesignated Temporary Financial Aid	1,838	2.6%

* 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 2013	PERCENT OF CALLS
Rent/Mortgage Asst/Move-In Costs Asst.	2.0%
Utilities	1.2%
Emergency Shelter	0.6%
Undesignated Temporary Financial Aid	0.5%
Transportation/Travel	0.3%
Legal	0.2%
Housing/Low-Cost Housing	0.2%
Household, Clothing, and Personal Goods	0.1%
Transitional/Specialized Housing	0.1%
Physical Health-Dental	0.1%

January-March 2013 Call volume and Referrals

REGION	CALLS ANSWERED	REFERRALS PROVIDED
North Sound	11,093	16,432
Peninsulas	3,927	4,762
Southwest Washington	2,089	4,078
South Sound	12,700	18,834
King County	27,750	63,973
Greater Columbia	8,523	10,666
Eastern Washington	3,764	4,887
TOTAL	69,846	123,632



“Looking for
Community Resources?
Check out our online
database with the most
up-to-date health and
human service
programs.”
www.win211.org

MISSION & VISION

Washington Information Network 2-1-1(WIN211) mission and vision is to answer the call to get help into people's hands statewide. 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.



Are you looking for an opportunity to make a difference in your community? Join the 2-1-1 board to help citizens of Washington state get access to Health and Human services in their communities!



Barb Graff, **Board Chair**, Director of Seattle Office of Emergency Management enjoys putting together jigsaw puzzles.



Mary Robinson, **Board Vice Chair**, Manager Business Continuity & Emergency Management for Puget Sound Energy enjoys golfing.



Lauri Roberts, **Treasurer**, Director of Finance for United Way Benton and Franklin counties enjoys classic cars and spending time with her family.



Rodona Marquez, **Secretary**, Contract Manager for Yakima Valley Farm Workers enjoys hiking and spending time with her family.



Mark Todd, **Board Member**, President/CPO for United Way Central Washington enjoys Greek food and Archaeology.



Sarah Bain, **Board Member**, Interim Management and Non Profit Consultant enjoys reading, writing, and spending time with family.



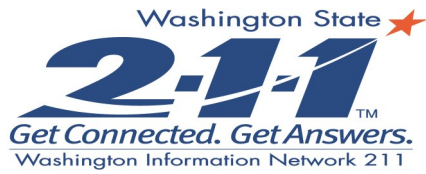
Leo Poort, **Board Member**, WASPC Volunteer Legal Advisor/Liaison enjoys traveling around the world with his wife and spending time with his 10 grandchildren.



Linda Crerar, **Board Member**, Director for Center of Excellence Homeland Security Emergency Management enjoys traveling.



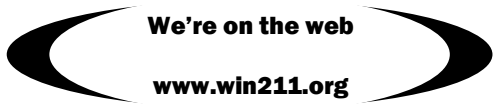
Bill Mitzel, **Board Member**, Emergency Management Consultant enjoys downhill skiing and rollerblading.



Washington Information Network 2-1-1

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Our Call Centers Making a difference

South Sound:

- ◆ A female caller called looking for transportation resources for her disabled sister to get to work. Upon follow-up, she reported that she was able to connect her sister to the Bus Buddies program, and they helped her sister feel confident enough to ride the bus to work daily. She is very happy with her 2-1-1 experience and will definitely refer others.

- ◆ A female caller was unable to work due to an on-the-job injury. She was in need of food and prescription assistance. Upon follow-up, she reported receiving food benefits after filling out an application over the phone with her I&R Specialist, and she also received help with her prescription costs. She feels that she has a more understanding of the resources available in her community after speaking with 2-1-1. She would use 2-1-1 again and refer others.

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.

Regional 2-1-1 Call Centers

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