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A Big Thank you to our Legislature and Governor for their Support

Washington Information Network (WIN) 211's Board of Directors, the seven Regional Call Centers, and the hundreds of thousands of State residents wish to sincerely thank our legislators and Governor Inslee for their on-going support and funding.

With on going funding, WIN211 each year provides over 300,000 callers with information and referral to health care, utility assistance, housing and shelter assistance, transportation, nutrition, job training, and other local community resources. WIN211 is very proud of the high quality services that are provided by our caring and knowledgeable information and referral professionals. Additionally, www.win211.org and the WIN211 mobile application is accessible 24/7. This year the website and mobile app experienced over 660,000 web hits to access the online database of local resources. WIN211 will continue to seek funding that will support the statewide network of call centers that provide professional information and referrals.



WIN211 sincerely appreciates the ongoing support to provide this valuable service to the citizens of Washington State.

Diabetes Prevention

WIN211 call centers continue to give referrals for Department of Health on Diabetes Prevention and Chronic Disease Self-Management.

On the Road to Living Well with Diabetes is a series of one and half hour classes, provided in communities by Washington State University Extension. The program is offered to people who are diagnosed with diabetes, or told they have "borderline diabetes", or a "touch of sugar". The purpose of the class is to involve people in their own care and management of diabetes. Interactive class sessions provide information about diabetes, education on tests for monitoring diabetes care, and a call to action for individual's involvement in their own care. Each class includes problem-solving segments to help plan healthy meals, be more physi-

cally active, and manage food choices when eating away from home.

There are approx 130 hospitals and clinics across the state and in border counties of ID and OR, that have Diabetes Education Programs, which are able to bill many types of insurance including Medicaid. You can find these at <http://www.doh.wa.gov/> or by calling 2-1-1.



“Healing in the Heartland”-WIN211 and UWW Partnership

Washington Information Network 2-1-1 was one of six 2-1-1’s across the nation to partner with United Way Worldwide for the Healing in the Heartland telethon benefit to contribute to the Oklahoma relief fund that was held on May 29, 2013. WIN211 was contacted on May 27 with an invitation to participate. WIN211 was able to identify eight agents that were trained on May 29 to accept donations on Thursday and Friday, May 30-31. Following the live television concert on May 29, WIN211 provided eight agents to accept donations. WIN211 took 428 calls and assisted in collecting over \$6.5 million dollars for United Way of Central Oklahoma and their community partners.

By harnessing inContact’s cloud Automatic Call Distribution (ACD) software, United Way Worldwide was able to accept phone donations with a temporary call center that utilized over 150 agents and handled close to 4,000 calls over the two days to support the Oklahoma fund raising initiative. The system was set up in just four days and is a great example of the powerful and flexible system that can respond nationwide to a disaster or unplanned event. The value of the Washington Information Network 211 goes beyond providing information and referral on health and human services. WIN211 plays a valuable role in times of major emergencies by support the 911 and emergency response system. WIN211’s ability to help can even extend beyond the borders of the State of Washington.

SW Washington 2-1-1 Participates in HBO Special American Winter

Our very own SW Washington 2-1-1, also know as 211info, participated in an HBO special (American Winter). Starting in 2011, two ambitious and socially conscious filmmakers had the idea of shooting a documentary film that shines a light on the dramatic personal stories behind the worst economic crisis since the Great Depression. They turned to 211info in Portland , that covers Washington State 2-1-1 Clark and Skamania Counties, as the entry point for capturing the story.

For two winters – a two-week stretch to film the pilot one year and several months to shoot the documentary the next – Emmy award-winning filmmakers Joe and Harry Gantz were embedded with their crew in the 211info offices and in the community. *American Winter* is the film that emerged.

This film is a touching portrayal of individual families who, like so many people across the U.S., were once middle class but now find themselves below the poverty line and trying desperately to make ends meet.

211info was proud to participate in the film. And we’re very thankful to Joe and Harry Gantz for their thoughtful storytelling.

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

Statewide Demographics

Percentage of callers by Age

Age	Adult (18-59)	63.95%
Age	Child (0-13)	.20%
Age	Declined Age	23.17%
Age	Senior (60 & above)	6.06%
Age	Youth (14-17)	.32%

Percentage of calls by Gender

Gender	Declined Gender	7.41%
Gender	Female	69.82%
Gender	Male	22.68%
Gender	Transgender	.03%
Gender	Unknown Gender	.93%

Percentage of callers by Ethnicity

Ethnicity	Caucasian/White	32.89%
Ethnicity	African American/Black/Other	
Ethnicity	African	10.37%
Ethnicity	American Indian/Alaska Native	1.23%
Ethnicity	Asian/Asian American	1.08%
Ethnicity	Declined Ethnicity	26.53%
Ethnicity	Hawaiian Native/Pacific Islander	1.15%
Ethnicity	Hispanic/Latino	5.51%
Ethnicity	Multi-racial/Cultural	3.96%
Ethnicity	Other Ethnicity	3.58%

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.



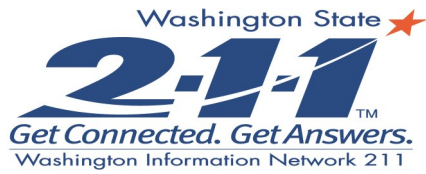
Are you looking for an opportunity to make a difference in your community? Join the 2-1-1 board to help citizens of Washington state get access to Health and Human services in their communities!

Most Requested Community Resources April-June 2013	NUMBER OF REQUESTS	PERCENT OF TOTAL CALLS
Utilities	8,518	12.9%
Rent/Mortgage Asst/Move-In Costs Asst.	8,229	12.5%
Emergency Shelter	5,518	8.3%
Legal	4,694	7.1%
Housing/Low-Cost Housing	4,376	6.6%
Food/Food Bank Information	2,545	3.8%
Transitional/Specialized Housing	2,279	3.4%
Undesignated Temporary Financial Aid	1,984	3.0%
Transportation/Travel	1,961	2.9%
Household, Clothing, and Personal Goods	1,945	2.2%

* 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.

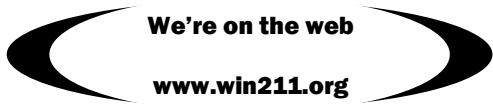
UNMET NEEDS* April-June 2013	PERCENT OF CALLS
Rent/Mortgage Asst/Move-In Costs Asst.	2.7%
Utilities	1.5%
Emergency Shelter	0.7%
Undesignated Temporary Financial Aid	0.6%
Transportation/Travel	0.5%
Legal	0.2%
Housing/Low-Cost Housing	0.1%
Transitional/Specialized Housing	0.1%
Household, Clothing, and Personal Goods	0.1%
Food/Food Banks	0.1%

Call Volume and Referral April-June 2013	CALLS ANSWERED	REFERRALS PROVIDED
North Sound	10,050	15,106
Peninsulas	3,282	4,439
Southwest Washington	1,713	3,019
South Sound	12,335	20,023
King County	27,090	61,911
Greater Columbia	7,475	9,606
Eastern Washington	3,875	6,353
TOTAL	65,823	120,457



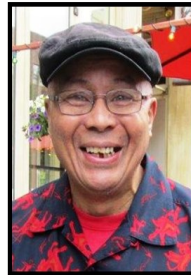
Washington Information Network 2-1-1

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Our Call Centers Making a difference at King County 2-1-1

Anthony had been on a waiting list for affordable housing for a very long time, and finally got the call that an apartment had become available. As a senior living on a fixed income, he worried he wouldn't be able to rent the apartment because he couldn't afford the security deposit or moving costs. Knowing that King County 2-1-1 had been helpful to him in the past, he decided to give us a call.



"When I called, I was hoping you could help me find just enough money to pay the security deposit or the moving costs. Instead, you referred me to an agency that paid not only my deposit, but the first three months of rent! If it weren't for King County 2-1-1, I'd have had to go to many different churches and agencies, asking for help, trying to piece together enough money. Calling 2-1-1 made all the difference."

Anthony has now been living in his new apartment for nearly three months and is enjoying the safe and quiet community he now calls home. As he told us, "Being able to move here has been such a nice blessing in my life. I'm so thankful to 2-1-1 for helping me with this wonderful transition."

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, brees@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	Staci Cornwell, scornwell@smhca.org Frontier Behavioral Health/Spokane Mental Health