

Washington Information Network 2-1-1 Newsletter

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 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.

Our Board of Directors

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Center of Excellence HSEM Director

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UW Central Washington President/CPO

Sarah Bain Member
Bain Consulting

Puget Sound Energy Foundation Grant for Emergency Management Support

Washington Information Network 2-1-1 was awarded a \$40,000 grant from The PSE Foundation to support emergency management efforts in Pierce and Thurston counties. This grant will allow WIN211 to extend operating hours in Pierce and Thurston counties during an emergency, as well as hire and train additional staff to answer calls and update the database of approximately 16,000 social service during an emergency.

In a press release from The PSE Foundation Chairman and President Andy Wappler stated, "In an emergency, the most important resource for our community is information, and WIN211 is vital tool for citizens looking for help." With this grant WIN211 will be able to continue to provide information during a disaster in regards to Emergency Shelters, Warming Centers, and damage reporting as well as any other social service needs.



On behalf of the WIN211 board of Directors and Network of Call Centers a big, Thank You, goes out to the PSE Foundation for their continued support of Washington Information Network 2-1-1.

WIN211 Partners With United Way Worldwide on MyFreeTax.com Pilot

WIN211 is partnering with United Way Worldwide to help support their My FreeTax and Walmart VITA Grant. My Free Tax is a free tax preparation website with filing tools and call center assistance. These tools will help tax filers save money as well as claim refunds and valuable credits like the earned income tax credit. From Jan-April WIN211 will fill in as a back up call centers for overflow calls to Escambia County in Florida to help assist with the initial client/partner interface. WIN211 will participate by setting a helpful and engaging tone with the caller while providing basic tax and non-tax support. This new program is the first nationwide program that WIN211 has participated in. WIN211 was picked for this project because they share the same phone system as many other 2-1-1's across the nation. This phone system, called inContact, enables call centers using its system the ability to transfer among each other. WIN211 looks forward to the partnership with United Way Worldwide to help stimulate "the nation's economy."



Washington Information Network 2-1-1 and EITC

WIN211 is in its 6th year of partnership with Department of Commerce in one of the largest Antipoverty Programs called Earned Income Tax Credit (EITC). Last year, close to 26.5 million families and working individuals received nearly \$60.7 billion in EITC for 2011 tax year returns. EITC has lifted an estimated 6.6 million people out of poverty. EITC is an important benefit providing a financial boost to working individuals and families.

WIN211 partnership assisted the Department of Commerce and other agencies with bringing \$885 million in EITC funds for 432,000 working families and individuals. That was an average return of \$2,047 per household. While providing individuals with EITC information, WIN211 is also able to assist callers 6,369 other health and human services.



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Training Opportunities

There is an art to making referrals, especially at times when resources are scarce. Our King County 2-1-1 call center offers training to individuals that work with people in-person or over the phone. Their trainings are geared for mental health and social service Professionals as well as others who regularly interact with the public in a helping manner. To find a training class that best fits your need visit: <http://crisisclinic.org/education/community-training-opportunities/>

Please help us spread the word that 2-1-1 service in WA is available in over 150 languages! Callers must press 5 for English or 6 for Spanish, and 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.

Our database includes information for over 16,000 services provided by over 5,000 different agencies.

MOST REQUESTED COMMUNITY RESOURCES

October—December 2012	NUMBER OF REQUESTS	PERCENT OF TOTAL CALLS
Utilities	9,494	13%
Rent/Mortgage Asst/Move-In Costs Asst.	8,582	12%
Holiday Related Assistance	7,668	11%
Emergency Shelter	4,956	7%
Legal	4,021	6%
2012 Year to date	NUMBER OF REQUESTS	PERCENT OF TOTAL CALLS
Utilities	41,981	15%
Rent/Mortgage Asst/Move-In Costs Asst.	35,097	12%
Emergency Shelter	20,109	7%
Legal	17,356	6%
Housing/Low-Cost Housing	14,532	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* October-December 2012	PERCENT OF CALLS
Utilities	1.90%
Rent/Mortgage Asst/Move-In Costs Asst.	2.80%
Holiday Related Assistance	1.10%
Emergency Shelter	0.06%
Undesignated Temporary Financial Aid	0.06%
UNMET NEEDS * 2012 YTD	PERCENT OF CALLS
Rent/Mortgage Asst/Move-In Costs Asst.	2.50%
Utilities	1.90%
Undesignated Temporary Financial Aid	0.60%
Emergency Shelter	0.60%
Transportation	0.40%

WEBSITE VISITS

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

* Web hits also include unique visitors.

OCT-DEC 2012	OCT	NOV	DEC	4th Qtr-2012	2012 Total	2011 Total
Web Hits *	4,597	86,871	72,147	204,115	734,481	395,987
Unique Visitors *	12,582	14,135	12,718	39,435	128,428	107,518

CALL VOLUMES AND REFERRALS

REGION	OCT-DEC CALLS ANSWERED	OCT-DEC REFERRALS PROVIDED	2012 CALLS ANSWERED	2012 REFERRALS PROVIDED	2011 CALLS ANSWERED	2011 REFERRALS PROVIDED
North Sound	11,549	16,479	48,728	72,050	54,681	84,662
Peninsulas	3,831	4,387	13,899	18,796	16,295	21,714
Southwest Washington	1,647	3,601	7,731	12,647	9,255	12,807
South Sound	14,399	19,963	54,262	85,313	60,505	103,869
King County	27,935	65,982	115,328	280,886	88,790	258,197
Greater Columbia	7,449	6,706	31,734	32,968	33,937	34,191
Eastern Washington	3,983	4,830	15,413	20,871	15,785	20,579
TOTAL	70,793	121,948	287,095	523,531	279,248	536,019

SUCCESS STORIES

King County:

A caller in need of financial assistance for rent was screened and determined eligible for a referral to the Housing Stability Project (HSP). The caller received the rent assistance needed through Catholic Community Services in Kent, and stated, "HSP was wonderful; they really came through." When asked about 2-1-1, the caller said, "You guys were a big help. I really appreciate your service."

A caller seeking medical and employment help commented, "You helped me so much eight years ago when my brother needed to get housing. He was a veteran, and facing all sorts of barriers, but 2-1-1 stayed on the phone with me to help me find some resources. He got some help and found housing. He's doing great now, eight years later. I was his angel, but you were my angel. It really is a lifeline. 2-1-1 is a lifeline."

Greater Columbia:

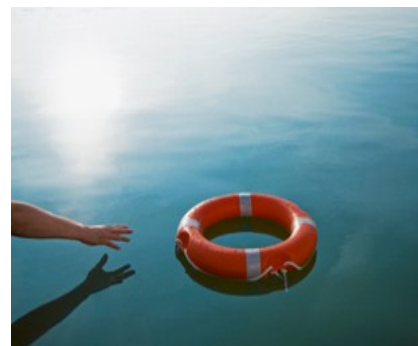
A blind senior who has multiple physical and emotional needs has called 2-1-1 on a regular basis for the same number for several years. Throughout the years of assisting her, 2-1-1 has been able to help her apply and qualify for Basic Food Assistance. 2-1-1 has helped her navigate the complex transportation system in order for her to access medical appointments that are vital to sustain her already fragile health. The caller often calls without knowing what service she is searching for, but the I & R Specialist is able to find the appropriate resource and agency to refer her to. In a time of high tech, this is an example of why "high touch", a warm, friendly voice, is still vitally important. 2-1-1 is able to provide a personalized experience that respects and responds to the individuality of the people we serve.

South Sound:

A caller stated that the I&R specialist was very helpful when explaining what care.com did and how to apply. She followed the steps that the website provided. She was able to post an advertisement and got several responses from people willing to provide her with transportation to her appointments. The caller said that she had called 27 other resources before 2-1-1 and from the one call she was able to find everything she needed. She said that care.com has been very reliable and she has made it to every one of her appointments. She also said that she tells everyone she can about 2-1-1 and care.com. The caller also wanted to add that the resources were a "life saver" and she wouldn't have been able to find it without 2-1-1!

A caller was extremely hesitant when they called. The caller felt extremely defeated and was not sure there would be assistance available for them. This was their first time calling 2-1-1 for assistance and ended the call with a sense of relief and felt as if the 2-1-1 I & R specialist really cared about their situation and finding them help. The caller was able to get the transportation they needed to their doctors' appointments and will be using 2-1-1 again without hesitation.

"2-1-1 is able to provide a personalized experience"



"It really is a lifeline. 2-1-1 is a lifeline"



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

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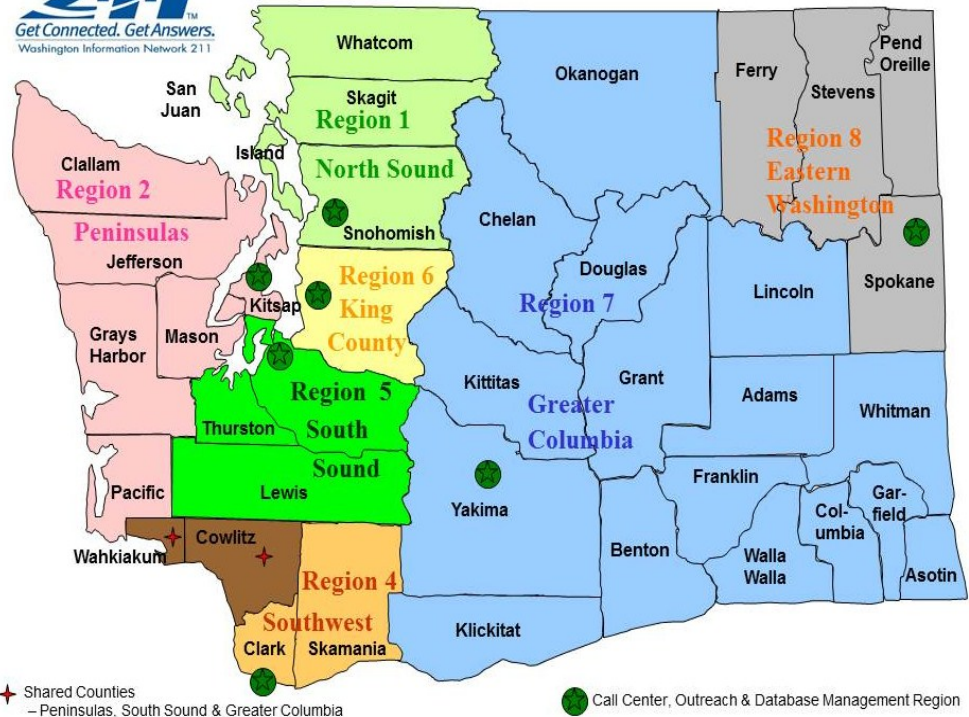
Visit our new and improved website!

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, 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 Parkhurst, 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