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South Sound 2-1-1 Receives Grant to focus on Military Community

Veterans Day may be right around the corner, but South Sound 211 (SS211) has been working all year to better serve members of the military community. More than 125,000 Veterans live in our coverage area, which also includes the largest military base in the Pacific Northwest, Joint Base Lewis-McChord. This massive installation brings to our area 40,000 Active Duty, Reserve, and National Guard personnel, as well as 60,000 members of military families who may need help accessing community resources. Because more than 10% of our callers identify as having some affiliation with the military, SS211 has put forth a great deal of effort toward better serving the unique needs of the populations.

Thanks to a generous grant from the Milgard Foundation, South Sound 2-1-1 has been able to focus on adding additional military and veteran focused community resources to our referral database. These resources help to ensure that callers from the military community have a place to go that is sensitive to their needs. Staff at the 2-1-1 call center was also able to receive training on issues that affect veterans and the military, and on how to make appropriate referrals to address those issues. SS211 has also participated in resource fairs and community events in order to make our services accessible to the veteran and military populations. In addition, we made ourselves more visible to veteran and military service providers by giving orientations on 2-1-1, and how it is best used to help their clients. As a recipient of the federal Veterans Transportation Community Living Initiative, South Sound 2-1-1 has been designated the One Call/One Click Center for Pierce County and has been working with local human service and veterans transportation providers to implement this transportation resource access service.



The South Sound 2-1-1 call center is proud of our veterans and service members, and gladly recognizes their service on November 11th. However, we must remember that veterans do not disappear on November 12th, nor do the issues that they struggle with. By working all year to serve Veterans, SS211 hopes to give every veteran who calls the service that they deserve.

North Sound 2-1-1 will expand 24/7

Our North Sound 2-1-1 is pleased to announce the award of a grant from the Snohomish County initiative which will allow us to expand the hours of North Sound 2-1-1 to 24/7 from funds generated from sales tax revenue (1/10th of 1% of the overall sales tax revenue) to organizations to enhance the current mental health and chemical dependency system. North Sound 2-1-1 will provide 24/7 information and referral, as well as a Community Navigator, who will be available for face to face assistance to provide additional help to navigate through resources.

North Sound 2-1-1 is currently talking with community partners that may be interested in utilizing 2-1-1 after hours for information and referral services.



Over 405 APPs have been downloaded to date.

Check out our new APP at Google play or the Apple story!



Who calls 2-1-1

Percentage of callers by Age

Age	Child (0-13)	.20%
Age	Youth (14-17)	.27%
Age	Adult (18-59)	66.19%
Age	Senior (60 & Above)	6.28%
Age	Declined	27.06%



Gender



14,083



48,308

Percentage of callers by Ethnicity

Ethnicity	Caucasian/White	32.89%
Ethnicity	African American/Black/Other 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%
Ethnicity	Declined	13.7%

Getting the word out! How did you hear about 2-1-1

Top 5 Marketing Referrals

- ⇒ Returned callers
- ⇒ Non Profit/Churches
- ⇒ Friends, Family
- ⇒ DSHS
- ⇒ City or County Government

DID YOU KNOW?

- ◆ 2-1-1 is available in all 39 counties and is FREE.
- ◆ 2-1-1 connects you to health and human services
- ◆ 2-1-1 provides public information on diabetes prevention.
- ◆ 2-1-1 can help in over 150 languages

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 July-Sept 2013	NUMBER OF REQUESTS	PERCENT OF TOTAL CALLS
Utilities	8,251	12.1%
Rent/Mortgage Asst/Move-In Costs Asst.	8,241	12.1%
Emergency Shelter	6,034	9%
Housing/Low-Cost Housing	5,213	7.7%
Legal	5,060	7.5%
Food/Food Bank Information	3,030	4.5%
Household, Clothing, and Personal Goods	2,733	4%
Transitional /Specialized Housing	2,488	3.7%
Government Assistance	2,311	3.4%
Undesignated Temporary Financial Aid	2,167	3.2%

Where are service Gaps?

There were 6,466 instances where a referral was not available for the caller’s requested need.

This occurs when agencies that provide assistance are out of funds , services do not exist in that area or the need greatly out-weighs the help available.

Rent and Utility Assistance is always among the top five unmet needs due to requests always exceeding the available resources.

Top 5 unmet needs this Quarter

Rent/Mortgage Asst/Move-In Cost	2,150
Utilities	1,286
Undesignated Temporary Financial Aid.....	526
Emergency Shelter.....	480
Transportation/Travel.....	438

Call Volume and Referral July-Sept 2013	CALLS ANSWERED	REFERRALS PROVIDED
North Sound	10,051	15,505
Peninsulas	3,579	4,166
Southwest Washington	2,141	3,861
South Sound	12,574	20,442
King County	27,763	64,499
Greater Columbia	8,139	10,147
Eastern Washington	3,949	8,171
TOTAL	68,196	126,791



Professional Development

- ⇒ November 5, 2013
Benton Franklin United Way Community Health & Human Service Forum at Three Rivers Convention Center in Kennewick
- ⇒ November 9, 2013
American Winter will be showing a free screening at the Seattle Public Central Library

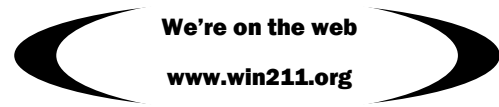
Washington Information Network 2-1-1 Quarterly News letter

2-1-1 Region	CONTACT INFORMATION 7 PARENT AGENCIES
North Sound 2-1-1	Patricia Morris, pmorris@voaww.org Volunteers of America Western Washington
Peninsula 2-1-1	Kelly Schwab, Kellys@kmhs.org Kitsap Mental Health
Southwest Washington 2-1-1	Troy Hammond, troy@211info.org 2-1-1 Info
South Sound 2-1-1	Shawn Paton, Shawnp@uwpc.org United Way Pierce County
King County 2-1-1	Susan Gemmel, Sgemmel@crisisclinic.org King County Crisis Clinic
Greater Columbia 2-1-1	Stacy Kellogg, Skellogg@pfp.org People for People
Eastern Washington 2-1-1	Staci Cornwell, Scornwell@smhca.org Frontier Behavioral Health/Spokane Mental Health

Administrative Office

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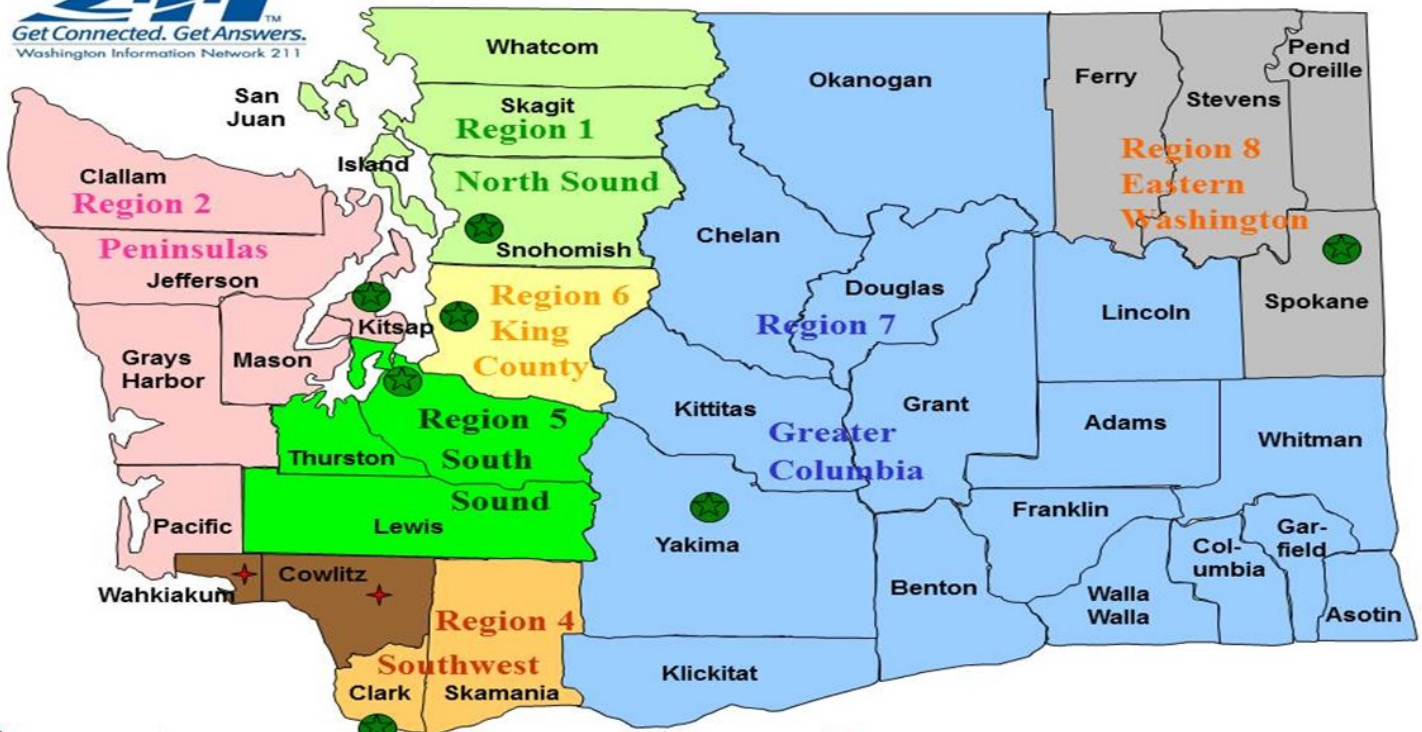


You can now access our Quarterly Newsletters at
<http://win211.org/category/newsletters/>

2-1-1 is available in all 39 counties, connecting citizens of Washington State with local community resources



Washington State 2-1-1 Call Center Service Areas



★ Shared Counties
– Peninsulas, South Sound & Greater Columbia

● Call Center, Outreach & Database Management Region