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Living Well with Chronic Health Conditions in Washington State

WIN211 and Department of Health are partnering again for public education and information regard Chronic Disease and Self Management. WIN211 is connecting Washington citizens to education and wellness classes for individuals at risk for or diagnosed with illness such as asthma, diabetes, chronic pain, arthritis and hypertension. Classes are offered in either a peer led or professionally led workshop. The classes are designed to help manage symptoms, set goals, reduce stress, eat well, exercise, control pain, use medication effectively and much more. Classes are not only for individuals suffering with a chronic disease but are also for caregivers, family members, and friends.

Check out www.livingwell.doh.wa.gov for more information near you or call 2-1-1.

CDC-Nurse Triage Flu Helpline 2014 Pilot Project

WIN211 is partnering with United Way Worldwide using the InContact cloud phone system to assist as the entry point to a Nurse Triage line during a pandemic while providing relevant local information and referring callers to appropriate triage services. This pilot will test the feasibility of using 2-1-1 as an entry point to the Nurse Triage line in conjunction with Poison Control. Real time reporting and analysis will provide appropriate call triaging as well as tracking call dispositions and agent stress testing.

My Free Taxes and 2-1-1



WIN211 is on their second year of partnering with United Way Worldwide, Goodwill Industries International, NDI (National Disabilities Institutes) and the Walmart Foundation to help support MyFreeTaxes. MyFreeTaxes is a free tax preparation website with filing tools and call center assistance. These tools help tax filers save money as well as claim refunds and valuable credits like the earned income tax credit. WIN211 and 5 other call centers across the nation assisted individuals with file their income taxes independently through chat, emails, and phone calls. This quarter there were 947 chats made, 1153 emails, and 13,790 calls taken to help tax filers save money by filing their own taxes.

SUCCESS STORIES

- Steven called looking for assistance with transportation, dog food, food for himself and sewer bill assistance. Upon follow-up, Steven reported that he received help with food and pet food. He has also been approved for transportation assistance through Volunteer Chore Service. He said the I&R Specialist was helpful, and he would definitely use 2-1-1 again.
- June called in need of rental assistance. She is the spouse of a retired veteran. Upon follow-up, June reported that she has an appointment with the Veterans Bureau for rent, but now they are struggling to even put food on the table. The I&R Specialist provided June with additional resources for food. June feels that 2-1-1 has helped her a lot with being able “to feed her family and keep a roof over their heads.”



Over 888 downloaded Apps to date.

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



Washington Information Network 2-1-1 would like to give a Big THANK YOU to Washington State Department of Commerce for another successful year in a partnership to help stop poverty in Washington State with EITC!!

Who We Help

Percentage of callers by age

Age	Child (0-13)	.13%
Age	Youth (14-17)	.28%
Age	Adult (18-59)	67.17%
Age	Senior (60 & Above)	6.85%
Age	Declined	25.57%



Gender

- 15,361 Males Contacted 2-1-1
- 46,236 Males Contacted 2-1-1
- 35 Transgender Contacted 2-1-1
- 7,880 Declined Contacted 2-1-1

Percentage of callers by Ethnicity

Caucasian/White	36.86%
African American/Black/Other African	10.23%
American Indian/Alaska Native	1.32%
Asian/Asian American	1.29%
Declined Ethnicity	30.59%
Hawaiian Native/Pacific Islander	1.16%
Hispanic/Latino	6.50%
Multi-racial/Cultural	3.28%
Other Ethnicity	3.80%



Getting the word out!

Top 5 Marketing Referrals

- ⇒ Returned callers
- ⇒ Non Profit/Churches
- ⇒ Friends/Family
- ⇒ DSHS
- ⇒ Utility Provider

Where are service Gaps?

There were 5,875 instances where a resource 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 exceeds 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	1,735
Emergency Shelter	642
Utilities	607
Undesignated Temporary Financial Aid	557
Transportation/Travel	330

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 January-March 2014	NUMBER OF REQUESTS	PERCENT OF TOTAL CALLS
Utilities	10,010	14.4%
Rent/Mortgage Asst/Move-In Costs Asst.	7,436	10.7%
Emergency Shelter	5,502	8%
Housing/Low-Cost Housing	5,152	7.4%
Legal	4,938	7.1%
Free Tax (Free Tax Preparation/EITC)	4,498	6.45%
Food/Food Bank Information	2,966	4.27%
Household, Clothing, and Personal Goods	2,290	4.23%
Transitional /Specialized Housing	1,989	2.9%
Undesignated Temporary Financial Aid	1,981	2.84%

Call Volume and Referral January-March 2014	CALLS ANSWERED	REFERRALS PROVIDED
North Sound	8,880	15,188
Peninsulas	3,203	3,800
Southwest Washington	1,582	3,137
South Sound	11,044	18,991
King County	29,493	70,430
Greater Columbia	10,483	12,486
Eastern Washington	4,827	7,508
TOTAL	69,512	131,540

Quality Assurance

Jan -March 2014 110 callers were contacted for follow up...

- 99% of callers reported staff responded in a professional manner
- 96% of callers reported staff offered more than 1 referral
- 95% of callers reported staff remained patient and helpful
- 95% of callers reported staff provided proper referrals
- 90% of callers reported staff used active listening
- 61% of callers reported staff asked to follow up on referrals

Administrative Office

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Washington Information Network 2-1-1 Quarterly News letter

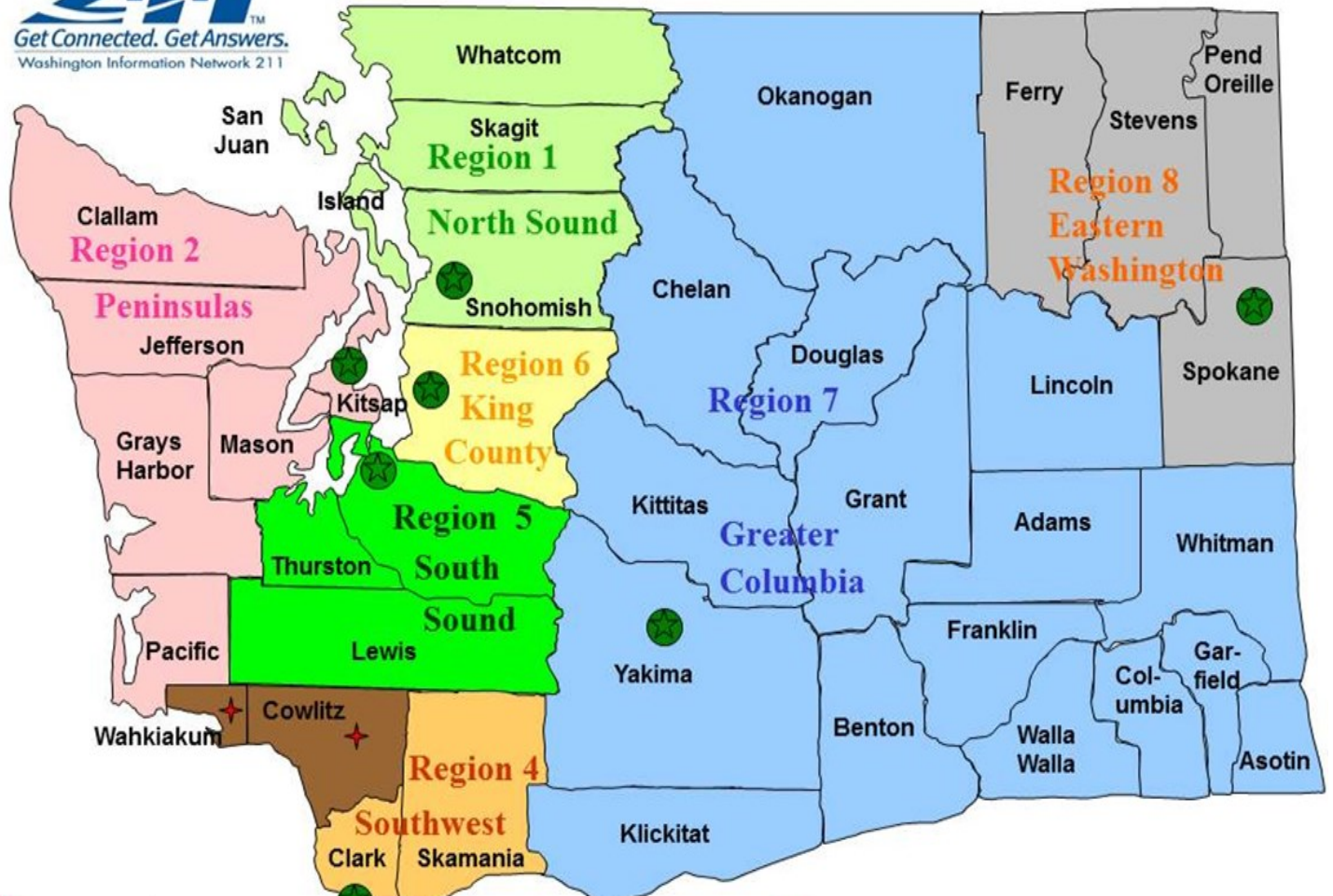
2-1-1 Region	CONTACT INFORMATION 7 PARENT AGENCIES
North Sound 2-1-1	Patricia Morris, pmorris@voaww.org Volunteers of America Western Washington
Peninsula 2-1-1	Kelly Schwab, Kellys@kmhs.org Kitsap Mental Health
Southwest Washington 2-1-1	Troy Hammond, troy@211info.org 2-1-1 Info
South Sound 2-1-1	Shawn 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



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