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North Sound 2-1-1 helps during the Oso Mudslide

On Saturday, March 22, 2014, at 10:37 a.m. local time, a major mudflow occurred 4 miles east of Oso, Washington. A portion of an unstable hill collapsed, sending mud and debris across the North Fork of the Stillaguamish River, engulfing a rural neighborhood, and covering an area of approximately 1 square mile (2.6 km²).

Once word was received of the mudslide, Snohomish County Government officials reached out to numerous community partners soliciting their help and support for the stricken community. The community response was quick and extensive. Snohomish County Emergency Management team, along with Red Cross and FEMA coordinated an integrated Grass Roots provider support team that included Volunteers of America Western Washington's North Sound 2-1-1 and Care Crisis Line.

Daily press conferences led by County officials encouraged citizens to use our Care Crisis Line and North Sound 2-1-1 for support and assistance. To respond to the need, our North Sound 2-1-1 phone lines were staffed 24/7 with staff and volunteers receiving calls from citizens impacted by the slide and

concerned family members and citizens who wanted to know how they could help. A special menu selection was created for individuals needing information and referral regarding the Oso Mudslide through our North Sound 2-1-1 lines and an extensive resource list was compiled for services for the affected areas.



On April 2, 2014 President Barack Obama declared a major disaster for damage caused by the deadly landslide in Oso. The declaration made funding available to create programs to help individuals and businesses affected by the March 22nd slide. Volunteers of America, the parent agency of North Sound 2-1-1, was asked by the State and Regional Mental health system to oversee a Disaster Outreach Services program using funds made available by this emergency declaration. A team trained in Crisis Counseling are now based in the affected communities offering a broad range of supportive services to community members.

As one Disaster Outreach Services team member noted, "To offer our support and guidance to this community has been a humbling experience."



Over 969 downloaded Apps to date.

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



Who We Help

Percentage of Callers by Age

- 108 Children (0-13) Contacted 2-1-1
- 195 Youth (14-17) Contacted 2-1-1
- 43,308 Adults (18-59) Contacted 2-1-1
- 4,501 Seniors (60 up) Contacted 2-1-1
- 19,624 Declined/No Age

Gender

- 15,361 Males Contacted 2-1-1
- 46,236 Females Contacted 2-1-1
- 35 Transgender Contacted 2-1-1
- 6,104 Declined Contacted 2-1-1

Helping Veterans

- 178 US Veterans-Active Contacted 2-1-1
- 217 US Veterans-Active Dependents Contacted 2-1-1
- 2,177 US Veterans-Served Contacted 2-1-1
- 259 US Veterans-Served Dependents Contacted 2-1-1
- 64,905 Declined Military/No Military

Percentage of Callers by Race & Ethnicity

Caucasian/White	35%
African American/Black/Other African	11%
American Indian/Alaska Native	1.28%
Asian/Asian American	1.3%
Declined Ethnicity	32%
Hawaiian Native/Pacific Islander	1.28%
Hispanic/Latino	4.6%
Multi-racial/Cultural	3.7%
Other Ethnicity	9.84%



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

Top 5 Marketing Referrals

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

Where are service gaps?

There were 6,349 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	1,749
Utilities.....	831
Emergency Shelter	607
Undesignated Temporary Financial Aid.....	466
Transportation/Travel.....	437



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 2014	NUMBER OF REQUESTS	PERCENT OF TOTAL CALLS
Utilities	9,424	14%
Rent/Mortgage Asst/Move-In Costs Asst.	8,776	13%
Emergency Shelter	6,336	9%
Housing/Low-Cost Housing	5,724	8%
Legal	5,366	7.9%
Food/Food Bank Information	3,571	5.3%
Transitional /Specialized Housing	2,331	3.4%
Undesignated Temporary Financial Aid	2,160	4.23%
Household, Clothing, and Personal Goods	2,091	2.9%
Transportation/Travel	1,763	2.84%

Call Volume and Referral April-June 2014	CALLS ANSWERED	REFERRALS PROVIDED
North Sound	9,216	15,993
Peninsulas	3,335	3,233
Southwest Washington	1,511	2,978
South Sound	10,786	21,421
King County	30,436	72,816
Greater Columbia	7,825	9,358
Eastern Washington	4,627	6,482
TOTAL	67,736	132,281

Quality Assurance

April-June 2014-145 callers were contacted for follow up...

- 99% of callers reported staff responded in a professional manner
- 90% of callers reported staff offered pertinent info about referral
- 92% of callers reported staff remained patient and helpful
- 98% of callers reported staff offered more than 1 referral
- 79% of callers reported staff asked "Is there anything else I can help you with."
- 86% of callers reported staff asked to follow up on referrals

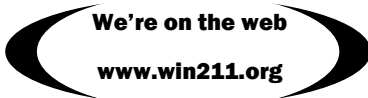
Administrative Office

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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

