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Top Referring Agencies in Washington State

Washington Information Network 2-1-1 (WIN211) is a statewide system operated by seven local non-profit call center organizations across the state. These call centers know what is available and needed in their local communities. WIN211 ensures that everyone has access to the same type of quality of information no matter where they live. Below are a few examples of how our community agencies work together.

King County 2-1-1 and St. Vincent de Paul of Seattle King County

Susan Gemmel, 2-1-1 Director, stated St. Vincent de Paul (SVdP) of Seattle King County is the number one referral provided to callers by King County 2-1-1 I&R Specialists. Many know of SVdP because of their thrift stores, but they also provide services and assistance to community members in King County and their work is incredibly inspiring! A major form of assistance is related to financial need to help with rent and utility bills – which is the top need of callers to King County 2-1-1. In Seattle, SVdP has a food and clothing bank, where they also provide a mail service for those who are homeless, health screenings and case management to post 9/11 veterans regardless of discharge status. What is most amazing is that SVdP has a unique service method, where volunteers meet with residents in their homes to talk about their situation and determine if/how SVdP may be able to help. King County 2-1-1 has great respect for the work of SVdP and love spreading the word about the wonderful help that their organization's staff and volunteers provide for those in need.

SW Washington 2-1-1 and Council of the Homeless in Vancouver

SW Washington covers Clark and Skamania counties. Their top referrals go to the Council for the Homeless in Vancouver Washington. The mission of the Council for the Homeless is to lead the community's efforts to prevent and end homelessness. Andy Silver, Director, made the following statement: "211 provides an invaluable resource to our community, we rely on 2-1-1 to help people access our services and also as a great referral source."

Greater Columbia 2-1-1 and Yakima Neighborhood Health

Rhonda Hauff, Chief Operating Officer/Deputy CEO of Yakima Neighborhood Health Services, had the following statement about and 2-1-1 "Yakima Neighborhood Health Services is a Community Health Center, with five sites in the Yakima Valley, providing health care, WIC, and Affordable Care Act health coverage assistance, and other social services to individuals and families. YNHS is also the largest provider of homeless and homeless prevention services in Yakima County – providing supportive housing, homeless prevention, basic needs assistance, and other self-sufficiency supports. When people are in or near crisis, even in a community they have lived all their lives, everything you know about where and how to get help can go out the window in an instant. Greater Columbia 2-1-1 has been a great partner for us, as a warm handoff for people who don't know where to start. Greater Columbia 2-1-1 has sent families to us who have lost health coverage, been handed eviction notices, and needed connections to employment and training programs."

North Sound 2-1-1 and St. Vincent de Paul

Carla from St. Vincent de Paul states, "A majority of our calls come from North Sound 2-1-1. St. Vincent de Paul and North Sound 2-1-1 have a positive working relationship. North Sound 2-1-1 is the connection bridge for people needing resources in Snohomish County."

Peninsula 2-1-1 and The Housing Solution Center of Kitsap County

The Housing Solutions Center of Kitsap County is a homeless and housing resource center administered by Kitsap Community Resources through partnerships with community services organizations across Kitsap County.

Eastern Washington 2-1-1 and Salvation Army

The Salvation Army provides the following services: rent/utility/gas assistance, food pantry, clothing, disaster relief services, day care centers, summer camps, holiday assistance, services for the aging, medical facilities, shelters for battered women and children, family and career counseling, vocational training, and substance abuse rehabilitation.

South Sound 2-1-1 and St. Vincent De Paul

St. Vincent de Paul has several different parishes that assist in this region. While the services vary in each parish, many offer help with food, some type of financial assistance, clothing or furniture. St. Vincent de Paul typically provides service all year long, so they are as reliable a referral in December as they are in July.



Over 1,058 downloaded Apps to date.

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



Who We Help July - September 2014

Callers by Age

- 122 Children (0-13) Contacted 2-1-1
- 156 Youth (14-17) Contacted 2-1-1
- 43,800 Adults (18-59) Contacted 2-1-1
- 4,154 Seniors (60 up) Contacted 2-1-1
- 16,420 Declined/No Age

Gender

- 12,330 Males Contacted 2-1-1
- 42,170 Females Contacted 2-1-1
- 75 Transgender Contacted 2-1-1
- 10,077 Declined Contacted 2-1-1

Helping Active Military & Veterans

- 142 US Veterans-Active Contacted 2-1-1
- 205 US Veterans-Active Dependents Contacted 2-1-1
- 2,158 US Veterans-Served Contacted 2-1-1
- 322 US Veterans-Served Dependents Contacted 2-1-1

Percentage of Callers by Race & Ethnicity

| | |
|--------------------------------------|--------|
| Caucasian/White | 33% |
| African American/Black/Other African | 9% |
| American Indian/Alaska Native | 1.12% |
| Asian/Asian American | .9% |
| Hawaiian Native/Pacific Islander | 1.12% |
| Hispanic/Latino | 4% |
| Multi-racial/Cultural | 3% |
| Other Ethnicity | 2.63% |
| Declined Ethnicity | 45.23% |



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

Top 5 Marketing Referrals

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

Where are service gaps?

There were 5,242 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 | 1,368 |
| Utilities..... | 827 |
| Emergency Shelter | 551 |
| Undesignated Temporary Financial Aid..... | 424 |
| Transportation/Travel..... | 341 |



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.



IS YOUR AGENCY RECORD OR RESOURCE LISTING OUT OF DATE? PLEASE CALL 2-1-1 AND HELP US UPDATE IT.



| Most Requested Community Resources July-Sept 2014 | NUMBER OF REQUESTS | PERCENT OF TOTAL CALLS |
|--|--------------------|------------------------|
| Rent/Mortgage Asst/Move-In Costs Asst. | 8,910 | 14% |
| Utilities | 7,394 | 11.4% |
| Emergency Shelter | 7,089 | 11% |
| Housing/Low-Cost Housing | 5,849 | 9% |
| Legal | 4,960 | 8% |
| Food/Food Bank Information | 3,686 | 6% |
| Household, Clothing, and Personal Goods | 2,490 | 4% |
| Transitional /Specialized Housing | 2,244 | 3.5% |
| Undesignated Temporary Financial Aid | 2,039 | 3% |
| Transportation/Travel | 1,724 | 2.7% |

| Call Volume and Referral July-Sept 2014 | CALLS ANSWERED | REFERRALS PROVIDED |
|--|----------------|--------------------|
| North Sound | 9,217 | 14,395 |
| Peninsulas | 3,176 | 3,104 |
| Southwest Washington | 1,427 | 2,713 |
| South Sound | 10,600 | 25,178 |
| King County | 27,432 | 77,958 |
| Greater Columbia | 7,953 | 8,925 |
| Eastern Washington | 4,847 | 6,303 |
| TOTAL | 64,652 | 138,576 |

Quality Assurance

July-Sept 2014 - 179 callers were contacted for follow up...

- 99% of callers reported staff responded in a professional manner
- 91% of callers reported staff offered pertinent info about referral
- 93% of callers reported staff remained patient and helpful
- 96% of callers reported staff offered more than 1 referral
- 80% of callers reported staff asked "Is there anything else I can help you with."
- 80% of callers reported staff asked to follow up on referrals

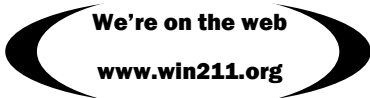
Administrative Office

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Washington Information Network 2-1-1 Quarterly Newsletter

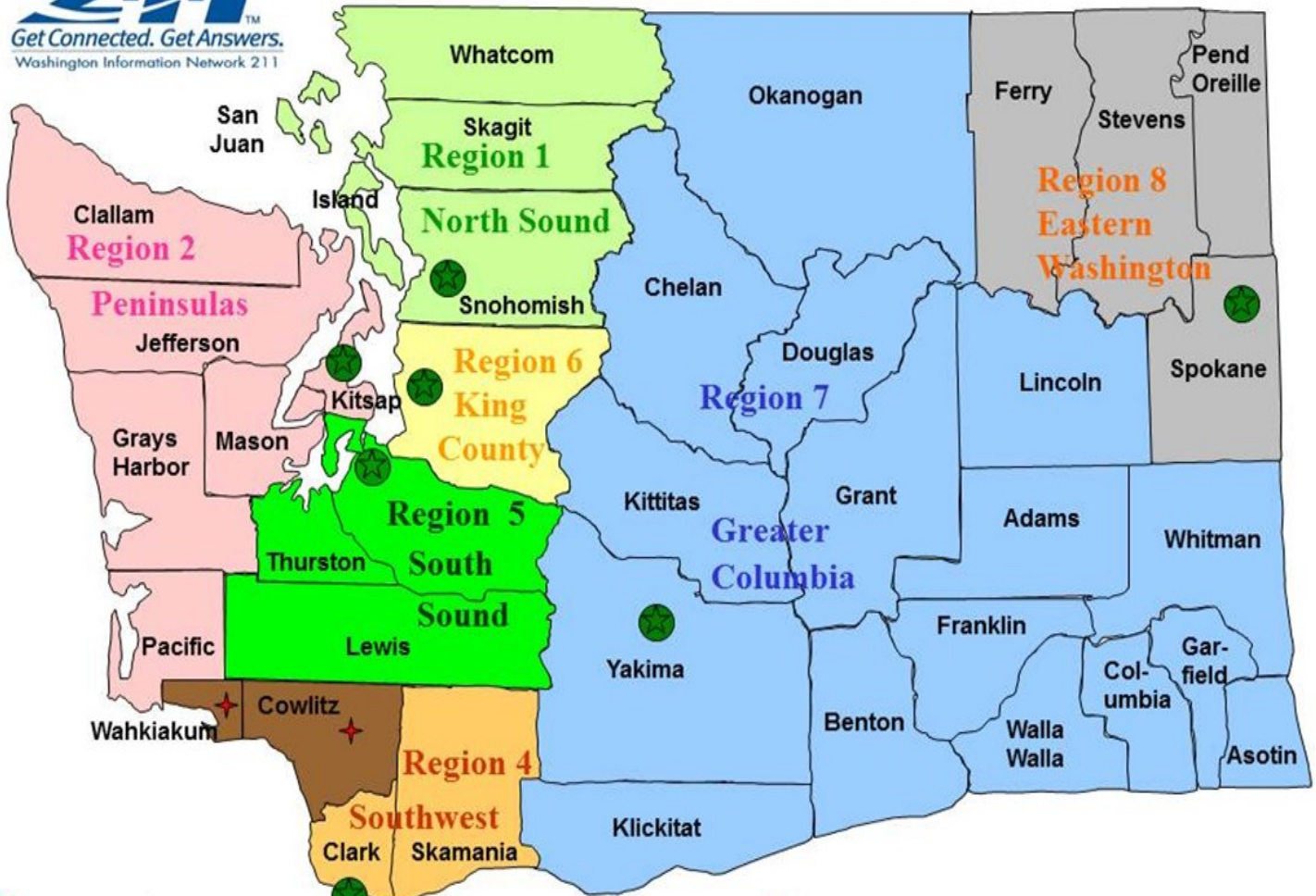
| 2-1-1 Region | CONTACT INFORMATION 7 PARENT AGENCIES |
|----------------------------|--|
| North Sound 2-1-1 | Patricia Morris, pmorris@voaww.org Volunteers of America Western Washington |
| Peninsula 2-1-1 | Kelly Schwab, Kellys@kmhs.org Kitsap Mental Health |
| Southwest Washington 2-1-1 | Troy Hammond,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