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Over 896 downloaded Apps to date.

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



WIN211 Needs Help With The 2015-2017 State Budget

Did you know Washington Information Network 2-1-1 is an effective public-private partnership that provides individuals and families in need with a shortcut through what is often a bewildering maze of phone numbers and websites for government agencies and health and human services organizations?

By simply dialing 2-1-1 or accessing win211.org, those in need are referred to one or more of the 5,100 community organizations providing nearly 18,000 vital services any in the state. Unlike state agency hotlines or websites, 2-1-1 provides access to the full range of services statewide, regardless of who provides those services, or where in the state. State employees depend on 2-1-1 to provide accurate service information to their clients.

Did you know the 2-1-1 network strengthens local community non-profit organizations?

- 2-1-1 creates and maintains the only database of non-profit agencies and services in the state.
- With one simple phone call or search, families can locate a range of services they need in their area, or in any area of the state.

Statewide 211 system is in danger of collapse

Losses of local funding have resulted in an additional shortfall of \$900,000 dollars in the 2015-2017 biennium.

To save the statewide 2-1-1 system a total biennial state investment of \$1.9 million is needed. Our request is for \$1.9 million to support the system for the next 2 years. **Please let your legislators know the importance of 2-1-1 by Calling the Legislative Hotline 1-800-562-6000.**

MyFreeTaxes and EITC Partnership

WIN211 is in its 3rd year of partnering with United Way Worldwide to support MyFreeTaxes and its 8th year with Department of Commerce supporting Earned Income Tax Credit (EITC). These partnerships help in stimulating the nation's economy by helping individuals save money their taxes.

MyFreeTaxes is a free tax preparation website with filing tools and call center assistance. WIN211 will participate with this project by managing a national staffing schedule.

EITC is considered one of the largest anti-poverty programs in the state. WIN211 has partnered to connect individuals to their local Volunteer Income Tax Assistance (VITA) and AARP free tax sites. VITA and AARP will also assist individuals who are receiving a Qualified Health Plan or Qualified Health Plan with Tax Credits who must file the new IRS form 1095-A.

National Children's Dental Health Month is February

On February 7th from 8 am-1 pm, Kaiser Permanente is sponsoring free preventive dental care for children in our SW Washington Region. This will be on a first come first serve basis at the following locations:

Cascade Park Dental-12711 SE Mill Plain Blvd, Vancouver, WA 98687
Longview/Kelso Dental Office-1230 Seventh Ave, Longview, WA 98632

Children must be accompanied by a parent or legal guardian. For questions go to kaiserpermanentedentalnw.org or email kpdenal@kp.org with, Give kids a smile, in the subject line.

2014 2-1-1 Calls

Age

	Oct-Dec	2014
Child (0-13)	.34%	.20%
Youth (14-17)	.24%	.26%
Adult (18-59)	65.28%	66.03%
Senior (60 & Above)	5.86%	6.45%
Declined	28.28%	27.15%



Web hits

	Oct-Dec	2014
Web hits	87,993	319,085

Military Status

- 158 US Veteran-Active Oct -Dec
- 665 US Veterans-Active 2014
- 81 US Veterans-Active Dependents Oct-Dec
- 681 US Veterans-Active Dependents 2014
- 1,903 US Veteran-Served Oct -Dec
- 8,391 US Veterans-Served 2014
- 378 US Veterans-Served Dependents Oct-Dec
- 1,194 US Veterans-Served Dependents 2014



Gender



- 12,047 Males Contacted 2-1-1 from Oct -Dec
- 54,203 Males Contacted 2-1-1 for all of 2014
- 40,073 Females Contacted 2-1-1 from Oct -Dec
- 174,245 Females Contacted 2-1-1 for all of 2014
- 57 Transgender Contacted 2-1-1 from Oct-Dec
- 188 Transgender Contacted 2-1-1 for all of 2014
- 12,057 were Unknown or Declined from Oct-Dec
- 37,491 were Unknown or Declined for all of 2014

Ethnicity

	Oct-Dec	2014
Caucasian/White	29.07%	33.62%
African American/Black/Other African	8.81%	9.76%
American Indian/Alaska Native	1.49%	1.30%
Asian/Asian American	.98%	2.23%
Declined Ethnicity	54.33%	40.44%
Hawaiian Native/Pacific Islander	1.03%	1.15%
Hispanic/Latino	4.25%	4.82%
Multi-racial/Cultural	2.92%	3.21%
Other Ethnicity	7.18%	3.47%

Top 5 App searches Oct-Dec 2014

- ⇒ Holiday food/gifts
- ⇒ Emergency Shelter
- ⇒ Rental Assistance
- ⇒ Food/hot meals
- ⇒ Clothing/diapers

Most Requested Community Resources October-December 2014	NUMBER OF REQUESTS	PERCENT OF TOTAL CALLS
Rent/Mortgage Asst/Move-In Costs Asst.	7,892	12.29%
Utilities	6,323	9.84%
Emergency Shelter	6,104	9.50%
Housing/Low-Cost Housing	4,811	7.49%
Holiday Related Assistance	4,186	6.52%
Legal	3,924	6.11%
Food/Food Bank Information	2,893	4.50%
Household, Clothing, and Personal Goods	1,897	2.95%
Transitional /Specialized Housing	1,822	2.83%
Undesignated Temporary Financial Aid	1,505	2.24%



Most Requested Community Resources January-December 2014	NUMBER OF REQUESTS	PERCENT OF TOTAL CALLS
Utilities	33,151	12.45%
Rent/Mortgage Asst/Move-In Costs Asst.	33,014	12.40%
Emergency Shelter	25,031	9.40%
Housing/Low-Cost Housing	21,536	8.09%
Legal	19,188	7.21%
Food/Food Bank Information	13,116	4.93%
Household, Clothing, and Personal Goods	8,768	3.29%
Transitional /Specialized Housing	8,386	3.15%
Undesignated Temporary Financial Aid	7,685	2.89%
Transportation/Travel	6,402	2.41%

Call Volume and Referral Oct-Dec 2014	CALLS ANSWERED	REFERRALS PROVIDED
North Sound	9,266	14,207
Peninsulas	4,023	3,924
Southwest Washington	1,459	2,838
South Sound	11,206	23,581
King County	26,924	80,646
Greater Columbia	7,123	8,266
Eastern Washington	4,233	5,823
TOTAL	64,234	139,285

Call Volume and Referral 2014	CALLS ANSWERED	REFERRALS PROVIDED
North Sound	36,559	59,783
Peninsulas	13,737	14,061
Southwest Washington	5,979	11,666
South Sound	43,636	89,171
King County	114,285	301,850
Greater Columbia	33,397	39,035
Eastern Washington	18,534	26,116
TOTAL	266,127	541,682



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	Renee Ghan, Reneeg@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

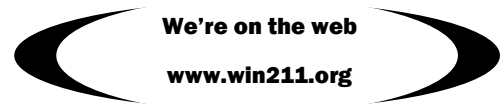
MISSION & VISION

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.

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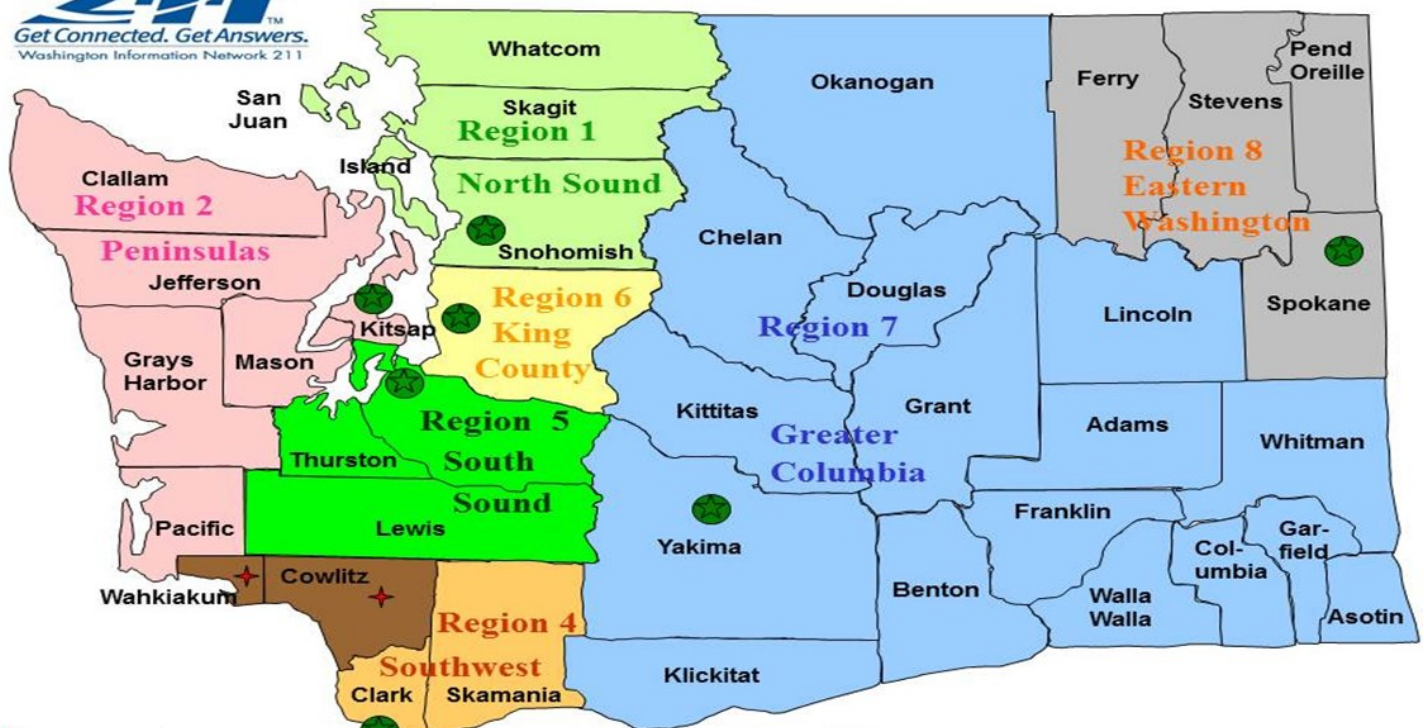


You can now access our Quarterly Newsletters at <http://win211.org/category/newsletters/>

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