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### WHAT IF NO ONE ANSWERED ? NO STATE FUNDING = NO 2-1-1

WIN211 is the coordinating entity for the 211 system in Washington State and received \$1M in the previous biennium. WIN211 is identified in the Telecommunications Tax Parity Bill, which passed in the FY 2013 legislative session. WIN211 was identified as one of several organizations that should be funded via a general fund appropriation.

The current level of funding pays for the statewide telephone system, quality assurance oversight, and the software application, which collects caller information and is the basis for the community resources database. The funding is not sufficient to pay call centers for responding to the calls. There are seven independent non-profit organizations across whose staff is responsible for handling the calls to 2-1-1.

Without state funding, the 2-1-1 system is at risk of collapsing. Many of the call centers may not be able to continue serving their communities. Who will connect the many people in need to housing, shelter, utility assistance, or food, if there is no 2-1-1?

2-1-1 is used by state agencies such as Department of Health, Department of Social and Health Services, Department of Commerce and legislators, whose legislative assistants use 2-1-1 to respond to constituents calls. Cities, counties and hundreds of nonprofit agencies; such as United Ways, Legal Aide, Mental Health Providers use 2-1-1. **For many of them, help started when they dialed 2-1-1.**

**In the past year 2-1-1 gave out 541,682 referrals and took 266,127 calls.**



Connected 54,550 to rental assistance ,housing stability programs and another 33,417 to shelter and affordable housing.



Referred 33,151 people to utility assistance



Connected 19,188 individuals to legal assistance for , housing, employment, immigration, and family issues, as well as many other civil issues.



Helped 13,116 individuals receive food assistance through “the states basic food program,” food banks and other feeding programs.

Over 940 downloaded Apps to date.

Check out our App at Google play or the Apple store!

### WE NEED YOUR HELP!

Please **CALL** your local legislator and ask them to make sure \$1 million is in the final state budget. Legislative Hot Line phone number is 800-562-6000.



## 61,476 people called from January – March 2015

### Age

Child (0-13)	.23%
Youth (14-17)	.24%
Adult (18-59)	63%
Senior (60 & Above)	10%
Declined	26.53%

### Veteran/Military Status

- 151 US Veterans—Active
- 140 US Veterans—Active Dependents
- 2,057 US Veterans—Served
- 377 US Veterans—Served Dependent

### Top 5 unmet needs

Rent/Mortgage Asst/Move-In Costs Asst.	1302
Emergency Shelter	587
Undesignated Temporary Financial Aid	347
Transportation/Travel	311
Utilities	289

### Where are service gaps?

There were 4,698 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.



### Gender



13,964	Males Contacted 2-1-1
37,669	Females Contacted 2-1-1
165	Transgender Contacted 2-1-1
9,678	Unknown or Declined



### Ethnicity

Caucasian/White	33%
African American/Black/Other African	9%
American Indian/Alaska Native	1.3%
Asian/Asian American	1.3%
Declined Ethnicity	41.4%
Hawaiian Native/Pacific Islander	1%
Hispanic/Latino	6%
Multi-racial/Cultural	4%
Other Ethnicity	3%

Most Requested Community Resources	NUMBER OF REQUESTS	PERCENT OF TOTAL CALLS
Rent/Mortgage Asst/Move-In Costs Asst.	6,967	11%
Utilities	6,342	10%
Housing/Low-Cost Housing	5,451	9%
Free Tax (Free Tax Preparation/EITC)	5,328	9%
Emergency Shelter	5,205	8%
Legal	4,937	8%
Food/Food Bank Information	2,474	4%
Transitional/Specialized Housing	2,449	4%
Household, Clothing, and Personal Goods	1,695	3%
Undesignated Temporary Financial Aid	1,522	3%

Call Volume and Referrals	CALLS ANSWERED	REFERRALS PROVIDED
North Sound	8,132	12,835
Peninsulas	4,148	4,714
Southwest Washington	1,580	3,186
South Sound	8,780	19,644
King County	25,121	66,868
Greater Columbia	10,028	11,591
Eastern Washington	3,687	6,559
TOTAL	61,476	125,397

## 2-1-1 Provides Excellent Customer Service

### Top 5 App searches

#### 106 callers were contacted for follow up...

- 97% of callers reported staff responded in a professional manner
- 89% of callers reported staff offered pertinent info about referral
- 90% of callers reported staff remained patient and helpful
- 92% of callers reported staff offered more than 1 referral
- 76% of callers reported staff asked, "Is there anything else I can help you with."

- Food/Hot meals
- Rental/Housing Needs
- Clothing/Diapers
- Household Goods/Furniture
- Transportation

# Washington Information Network 2-1-1 Quarterly Newsletter

2-1-1 Region	CONTACT INFORMATION FOR PARENT AGENCIES
North Sound 2-1-1	Patricia Morris, <a href="mailto:pmorris@voaww.org">pmorris@voaww.org</a> Volunteers of America Western Washington
Peninsula 2-1-1	Kelly Schwab, <a href="mailto:Kellys@kmhs.org">Kellys@kmhs.org</a> Kitsap Mental Health
Southwest Washington 2-1-1	Troy Hammond, <a href="mailto:troy@211info.org">troy@211info.org</a> 2-1-1 Info
South Sound 2-1-1	Renee Ghan, <a href="mailto:Reneeg@uwpc.org">Reneeg@uwpc.org</a> United Way Pierce County
King County 2-1-1	Susan Gemmel, <a href="mailto:Sgemmel@crisisclinic.org">Sgemmel@crisisclinic.org</a> King County Crisis Clinic
Greater Columbia 2-1-1	Stacy Kellogg, <a href="mailto:Skellogg@pfp.org">Skellogg@pfp.org</a> People for People
Eastern Washington 2-1-1	Staci Cornwell, <a href="mailto:Scornwell@fbhwa.org">Scornwell@fbhwa.org</a> Frontier Behavioral Health/Spokane Mental Health

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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

