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Over 1024 downloaded Apps to date.

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



## A Big THANK YOU to our Legislature and Governor for their Support

It came down to the final hour, but state funds were provided to sustain the statewide 2-1-1 system. Washington Information Network (WIN) 211's Board of Directors, the seven Regional Call Centers, and the hundreds of thousands of state residents wish to sincerely thank our legislators and Governor Inslee for their on-going support and funding.



With on going funding, WIN211 each year provides about 266,127 callers with information and referral to health care, utility assistance, housing and shelter assistance, transportation, nutrition, job training, and other local community resources. WIN211 is very proud of the high quality services that are provided by caring and knowledgeable information and referral professionals. Additionally, [www.win211.org](http://www.win211.org) and the WIN211 mobile application is accessible 24/7. This year the web-site and mobile app experienced over 542,682 web visits to access the online database of local resources. WIN211 will continue to seek funding that support the statewide network of 2-1-1 call centers that provide professional information and referrals.

WIN211 sincerely appreciates the ongoing support to provide this valuable service to the citizens of Washington State.

## Washington State Department and 2-1-1 on Hypertension

Did you know that nationally, nearly one-third of the adult population has elevated or high blood pressure, also known as hypertension? Among those adults with high blood pressure, 17%, or 1 in 6, are not aware of their condition. If you have hypertension, it is essential to know about it. Hypertension is the most significant, preventable cause of heart disease, stroke, kidney disease, and premature death. Many people who have high blood pressure and are aware of it, still do not have their blood pressure numbers in the range that keeps them out of danger of serious health problems.



2-1-1 will continue partnering with Washington State Department of Health to help direct individuals to programs to address chronic health conditions, like hypertension. Over the next year, more resources for people with high blood pressure will be available through 2-1-1 outreach and in the 2-1-1 database. Some of the factors that lead to blood pressure being out of control are within *our control*. Things we can do to manage or prevent hypertension include taking medications as prescribed, managing our diet with more fruits and vegetables while lowering sodium, getting regular physical activity, maintaining a healthy weight, avoiding tobacco and too much alcohol, managing stress, and if you have diabetes, managing it well. You can have your blood pressure checked in many locations. Be sure to stay connected to your primary health care provider with the results, so plans can be made to improve or maintain good blood pressure levels for *you*.



## Summer Meals Program

Looking for a fun and health way to feed your child this summer? Check out a summer meal program to help your child or teen get free food and snacks. Call the Family Food Hotline at 1-888-4-FOOD-WA (1-888-436-6392), M-Th, 8am-5:30pm; F, 8am-5pm or use the [Free Summer Meal widget](#) in the search sidebar. Visit <http://www.parenthelp123.org/> for more information.

## 62,575 people called from April – June 2015



### Gender



- 12,530 Males Contacted 2-1-1
- 36,257 Females Contacted 2-1-1
- 55 Transgender Contacted 2-1-1
- 13,733 were Unknown or Declined

### Age

Child (0-13)	.23%
Youth (14-17)	.27%
Adult (18-59)	60%
Senior (60 & Above)	8.42%
Declined	31.08%

### Military Status

- 141 US Veteran-Active
- 63 US Veterans-Active Dependents
- 1,833 US Veteran-Served
- 406 US Veterans-Served Dependents

Ethnicity	
Caucasian/White	31%
African American/Black/Other African	10%
American Indian/Alaska Native	1.5%
Asian/Asian American	1.2%
Declined Ethnicity	44.3%
Hawaiian Native/Pacific Islander	1%
Hispanic/Latino	4%
Multi-racial/Cultural	4%
Other Ethnicity	3%

### Where are service gaps?

There were 5,142 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 Gaps in Service

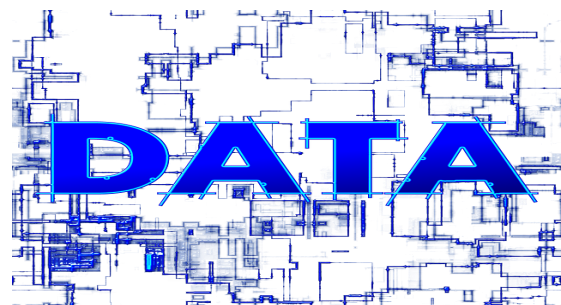
- Rent/Mortgage Asst/Move-In Cost Asst.
- Emergency Shelter
- Housing/Low-Cost Housing
- Utilities
- Transportation/Travel

### Top 5 App searches

- Rental/Housing Needs
- Food/Hot Meals
- Clothing/Diapers
- Utilities
- Chronic Disease Self Management/Diabetes Prevention

### Top 5 Web searches

- Low Income Housing
- Rent Payment Assistance
- Emergency Shelter
- Dental Care
- Food Pantry/Food Bank



Most Requested Community Resources	NUMBER OF REQUESTS	PERCENT OF TOTAL CALLS
Rent/Mortgage Asst/Move-In Costs Asst.	7,873	12.58%
Utilities	6,632	10.60%
Legal	5,951	9.51%
Housing/Low-Cost Housing	5,806	9.28%
Emergency Shelter	5,646	9.02%
Transitional/Specialized Housing	2,788	4.46%
Food/Food Bank Information	2,716	4.34%
Undesignated Temporary Financial Aid	1,871	2.99%
Household, Clothing, and Personal Goods	1,859	2.97%
Transportation/Travel	1,632	2.61%

Call Volume and Referrals	CALLS ANSWERED	REFERRALS PROVIDED
North Sound	8,897	13,827
Peninsulas	3,494	3,948
Southwest Washington	1,780	3,180
South Sound	9,271	21,386
King County	26,850	73,145
Greater Columbia	8,407	10,279
Eastern Washington	3,873	4,505
TOTAL	62,575	130,270

## 2-1-1 Provides Excellent Customer Service

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

- 99% of callers reported staff responded in a professional manner
- 89% 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
- 75% of callers reported staff asked "Is there anything else I can help you with."
- 72% of callers reported staff asked to follow up on referrals



# Washington Information Network 2-1-1 Quarterly Newsletter

2-1-1 Region	CONTACT INFORMATION 7 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	Penni Belcher, <a href="mailto:Pennib@uwpc.org">Pennib@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

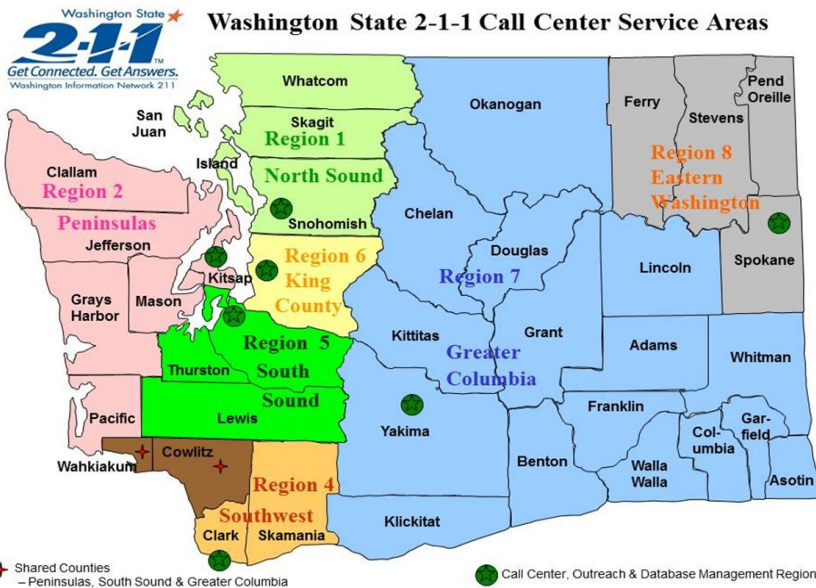
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You can now access our Quarterly Newsletters at  
<http://win211.org/category/newsletters/>



**2-1-1 is available in all 39 counties, connecting citizens of Washington State to critical Health and Human Service programs**



WIN211 has a new video online to share. This video tells the story of how 2-1-1 helps people facing problems in their lives, works to target the problem together, and find the right solution. What if the lines are busy!? What if the call can't be answered!? Help us work together, DONATE today to make a difference and help those in need.

<http://win211.org/about/donate/>