

## Our Board of Directors

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## All you have to do I call 2-1-1

### Washington State Basic Food Program

Are you in need of Food assistance ? Our 2-1-1 call centers are taking applications for the Supplemental Nutritional Assistance Program (SNAP). SNAP also know as Basic Food in Washington State, is a USDA program that helps eligible households make ends meet and improve their diet.



### Holiday Assistance and Helping

Need help during the Holidays? Want to make a donation or volunteer? 2-1-1 can connect you to resources for holiday meals, gift programs, and volunteer opportunities. Go to our 2-1-1 website at [www.win211.org](http://www.win211.org) and search by key word, "Holiday" or dial 2-1-1. Resources vary throughout the state.



### Transportation

Have a job interview, need to go to the doctor , call 2-1-1 or check our community database at [www.win211.org](http://www.win211.org). Transportation is one of the leading barriers preventing individuals from accessing vital services.



2-1-1 has the most up to date comprehensive information on health and human services statewide. Our staff has professional Information and Referral specialists that are trained on how to navigate the health and human service system, as well help individuals problem solve during times services are limited. Our database houses about 16,000 services that provide multiple opportunities to individuals in need as well as those looking to help.



Over 1,136 downloaded Apps to date.  
Check out our App at Google play or the Apple store!



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**“Be sure to update your resources with our 2-1-1 data managers”**

### Our Vision:

*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*

## 65,400 people called from July-September 2015

### Gender

19.84% Males Contacted 2-1-1  
 62.42% Females Contacted 2-1-1  
 07% Transgender Contacted 2-1-1  
 17.67% Unknown or Declined

### Age

Child (0-13)	.25%
Youth (14-17)	.26%
Adult (18-59)	62%
Senior (60 & Above)	8.49%
Declined	29%

### Veterans

.25% US Active Veteran  
 .4% US Active Veteran Dependent  
 3.16% US Served Veteran  
 5.8% US Served Veteran Dependent

### Ethnicity

32.11%	Caucasian/White
10.24%	African American/Black/Other African
1.35%	American Indian/Alaska Native
1.11%	Asian/Asian American
40.61%	Declined Ethnicity
1.12%	Hawaiian Native/Pacific Islander
4.68%	Hispanic/Latino
3.14%	Multi-racial/Cultural
2.60%	Other Ethnicity

### Where are service gaps?

There were 5,933 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 10 App searches

- Rental/Housing Needs
- Bus Tickets/Gas Money
- Food/Hot Meals
- Utilities
- Clothing/Diapers
- Chronic Disease Self Mgmt
- Employment Preparation/Asst
- Dental Care
- Legal
- Counseling

### Top 10 Web searches

- Free School Supplies
- Low Income Housing
- Rent Payment Assistance
- Emergency Shelter
- Food Pantry/Food Bank
- Bus Tickets/Gas Money
- Utilities
- Dental Care
- Transitional Housing
- Clothing/Diapers
- Counseling

### Top 5 Gaps in Service

- Rent Payment Assistance
- Emergency Shelter
- Undesignated Temporary Financial Assistance
- Transportation/Travel
- Housing/Low-Cost



Most requested Community Resources	Number of Requests	Percent of Total Calls
Rent/Mortgage Asst/Move-In Costs Asst.	7970	12.19%
Utilities	6997	10.70%
Emergency Shelter	6553	10.02%
Legal	6055	9.26%
Housing/Low-Cost Housing	6029	9.22%
Food/Food Bank Information	2946	4.50%
Transitional/Specialized Housing	2802	4.28%
Household, Clothing, and Personal Goods	2187	3.34%
Transportation/Travel	1965	3.00%
Undesignated Temporary Financial Aid	1769	2.70%

Call Volume and Referral	Calls Answered	Referrals Provided
North Sound 2-1-1	9,747	13,781
Peninsula 2-1-1	3,681	4,089
Southwest Washington 2-1-1	2,072	3,914
South Sound 2-1-1	10,311	20,597
King County 2-1-1	26,943	74,772
Greater Columbia 2-1-1	8,424	9,570
Eastern Washington 2-1-1	4,222	4,671
<b>TOTAL</b>	<b>65,400</b>	<b>131,394</b>

## 2-1-1 Provides Excellent Customer Service

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

- 95% of callers reported staff responded in a professional manner
- 85% of callers reported staff offered pertinent info about referral
- 90% of callers reported staff remained patient and helpful
- 91% of callers reported staff offered more than 1 referral
- 64% of callers reported staff asked “Is there anything else I can help you with.”
- 66% of callers reported staff asked to follow up on referrals



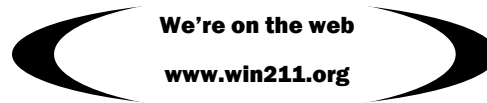
# Washington Information Network 2-1-1 Quarterly Newsletter

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

## Administrative Office

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



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/>

