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## 2-1-1 is Essential During a Disaster

Washington Information Network 2-1-1 has been a key supporter during disasters. Below are a few examples of how Washington state residents relied on 2-1-1 and were connected to services during a disaster.

In **September 2015**, a major collision involving a charter bus transporting North Seattle College students and a Duck vehicle carrying tourists occurred on the Aurora Bridge in Seattle. There were multiple fatalities and emergency responders transported 51 individuals to area hospitals. King County 2-1-1 was designated as the contact point for friends and family members trying to locate their loved ones. 2-1-1 expanded call center hours to 24/7 and worked closely with Seattle-King County Public Health and Seattle Emergency Management.



**Summer of 2015**, Eastern Washington experienced a number of wildfires that burned thousands of acres and destroyed hundreds of buildings. Greater Columbia 2-1-1 posted updated information and resources for individuals in need of help as well as provided information on how people could help by volunteering or donating.



In **November of 2015**, Spokane, Washington was hit by a windstorm causing power outages in multiple counties. Eastern Washington 2-1-1 was able to activate and extend operating hours to assist Spokane Emergency Management with fielding calls about power outages, warming shelters, where to locate firewood/fuel for generators, and also to request welfare checks for vulnerable adults. The call center received 878 calls in a seven day period. The WIN211 statewide database and phone system made it possible for 250 calls to roll over and be handled by other regional 2-1-1 centers.



## WIN211 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

In **March of 2014**, a major mudflow occurred 4 miles east of Oso, Washington. Once word was received of the mudslide, Snohomish County Government officials reached out to numerous community partners soliciting their help and support for the stricken community, including Volunteers of America Western Washington's North Sound 2-1-1 and Care Crisis Line. Daily press conferences encouraged citizens to use Care Crisis Line and North Sound 2-1-1 for support and assistance. To respond to the need, North Sound 2-1-1 phone lines were opened 24/7 with staff and volunteers receiving calls from citizens impacted by the slide and concerned family members and citizens who wanted to know how they could help. A special menu selection was created for individuals needing information and referral regarding the Oso Mudslide through North Sound 2-1-1 and an extensive resource list for services was compiled for the affected areas.



Over 1,246 downloaded Apps to date.

WIN211 App at Google play or the Apple store!

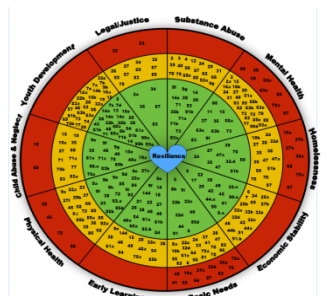


## Guide to Community Services Benton-Franklin County ACEs Bull's-eye

The Adverse Childhood Experiences Study (ACES) confirmed the linkage between exposure to adversity in childhood and the risk of chronic disease and poor health outcomes as an adult. ACES is viewed as one of the major health issues in the 21st century. Exposure to traumatic experiences affects the way a child's brain develops. Robin Henle RN, BSN Public Nurse of Benton-Franklin County and Joyce Newson 2-1-1 Resource & Outreach Coordinator for Benton Franklin County work together on offering free ACEs/211 trainings to educate individuals and agency employees on ACEs/ Resilience and Trauma Informed Care.

A guide for community resources was put together to help easily identify available resources that can help meet the needs of children and families. This guide is referred to as, "The Bullseye." The agencies listed are targeted towards reducing ACEs and/or building resiliency in families and children.

For more information on ACEs go to <http://www.bfhd.wa.gov/ph/aces.php>



## 67,321 Individuals called from October—December

## 256,763 Individuals called in 2015

### Ethnicity

October-December 2015

YTD 2015

Caucasian/White	31.78%
African American/Black/Other African	9.90%
American Indian/Alaska Native	1.18%
Asian/Asian American	0.99%
Declined Ethnicity	34.16%
Hawaiian Native/Pacific Islander	1.05%
Hispanic/Latino	4.63%
Multi-racial/Cultural	2.78%
Other Ethnicity	3.51%

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Other Ethnicity	3.51%

### Age

October-December 2015

Child (0-13)	0.35%
Youth (14-17)	0.34%
Adult (18-59)	57.61%
Senior (60+)	8.24%
Declined	33.46%

YTD 2015

Child (0-13)	0.26%
Youth (14-17)	0.28%
Adult (18-59)	60.03%
Senior (60+)	8.51%
Declined	30.92%

### Gender

October-December 2015

YTD 2015

Female	60.24%
Male	19.40%
Transgender	0.62%
Unknown	10.09%
Declined	9.65%

Female	60.54%
Male	20.48%
Transgender	0.12%
Unknown	11.02%
Declined	7.84%

### Veterans

October-December 2015

US Active Military	0.20%
US Active Military - Dependent	0.13%
US Veteran	2.88%
US Veteran - Dependent	.62%

### Website

October-December 2015

YTD 2015

105,524 web hits
77,189 Unique IP Addresses

322,099 web hits
247,076 Unique IP Addresses

YTD 2015

US Active Military	0.23%
US Active Military - Dependent	0.15%
US Veteran	3.08%
US Veteran - Dependent	0.61%

### Top 5 Web Searches

October-December 2015

YTD 2015

- Holiday Assistance
- Food/Food Banks
- Rent/Housing
- Emergency Shelters
- Utilities

- Rent/Housing
- Emergency Shelters
- Food/Food Banks
- Dental Care
- Transportation

### Top 5 App Searches

October-December 2015

YTD 2015

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>•Holiday Gift/Toys</li> <li>•Food/Hot Meals</li> <li>•Emergency Shelters</li> <li>•Rent/Housing</li> <li>•Low Income Housing</li> </ul> | <ul style="list-style-type: none"> <li>•Food/Hot Meals</li> <li>•Rent/Housing</li> <li>•Emergency Shelters</li> <li>•Transportation</li> <li>•Clothing-Diapers</li> </ul> |
|--|---|

Most Requested Community Resources October—December 2015	Number of Requests	Percent of total calls
Rent/Mortgage Asst/Move-In Costs Asst.	6,299	9.36%
Utilities	5,863	8.71%
Emergency Shelter	4,661	6.92%
Housing/Low-Cost Housing	4,415	6.56%
Legal	4,117	6.12%
Holiday Related Assistance	3,777	5.61%
Food/Food Bank Information	2,686	3.99%
Disaster	1,920	2.85%
Transitional/Specialized Housing	1,838	2.73%
Transportation/Travel	1,708	2.54%



Most Requested Community Resources 2015	Number of Requests	Percent of total calls
Rent/Mortgage Asst/Move-In Costs Asst.	29,109	11.47%
Utilities	25,834	10.18%
Emergency Shelter	22,065	8.70%
Housing/Low-Cost Housing	21,701	8.55%
Legal	21,060	8.30%
Food/Food Bank Information	10,822	4.26%
Transitional /Specialized Housing	9,877	3.89%
Household, Clothing, and Personal Goods	7,445	2.93%
Transportation/Travel	6,965	2.74%
Free Tax (Free Tax Preparation/EITC)	6,711	2.64%

### Where are service gaps?

There were 5,055 gaps in service during 4th quarter and 20,830 gaps for 2015. These are 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 Oct-Dec

1. Rent/Mortgage Asst/Move-In Costs Asst.
2. Emergency Shelter
3. Utilities
4. Holiday Related Assistance
5. Transportation/Travel

### Top 5 Gaps 2015

1. Rent/Mortgage Asst/Move-In Costs Asst.
2. Emergency Shelter
3. Utilities
4. Transportation/Travel
5. Undesignated Temporary Financial Aid

Call Volume and Referral Oct-Dec 2015	CALLS ANSWERED	REFERRALS PROVIDED
North Sound	10,486	14,932
Peninsulas	3,555	4,252
Southwest Washington	2,384	4,398
South Sound	10,219	21,156
King County	25,471	71,953
Greater Columbia	9,637	10,603
Eastern Washington	5,560	5,363
TOTAL	67,312	132,657



Call Volume and Referral 2015	CALLS ANSWERED	REFERRALS PROVIDED
North Sound	37,262	55,375
Peninsulas	14,878	17,003
Southwest Washington	7,816	14,678
South Sound	38,581	82,783
King County	104,385	286,738
Greater Columbia	36,496	42,043
Eastern Washington	17,345	21,098
TOTAL	256,763	519,718

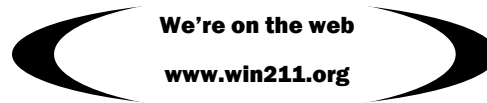
# Washington Information Network 2-1-1 Quarterly Newsletter

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/>

11/11/15

