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1,182 downloaded  
Apps to date.

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## Thank You, Washington State Legislature and Governor Inslee

Washington Information Network (WIN) 211's Board of Directors, the seven Regional Call Centers, and the hundreds of thousands of Washington residents sincerely thank our legislators and Governor Inslee for their on-going support and funding. With on going funding, WIN211 each year provides over 250,000 callers with information and referrals 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 our caring and knowledgeable information and referral professionals. Additionally, [www.win211.org](http://www.win211.org) and the WIN211 mobile application is accessible 24/7. In 2015, the website and mobile app experienced over 320,000 web hits to access the online database for local resources. WIN211 continues to seek funding that will support the statewide network of call centers to provide professional and valuable information and referrals.



## Diabetes Prevention and 2-1-1



WIN 211 and Washington State Department of Health are partnering to improve the health of Washington residents by increasing access to diabetes education.

### National and State Data:

- ◆ 36% of adults, the equivalent of 2 million Washingtonians, have prediabetes.
- ◆ Only one in eleven people with prediabetes know they have it.
- ◆ An estimated 5% of Washington's adult population has undiagnosed diabetes.
- ◆ Without changes to improve their health, 15-30% of people with prediabetes will develop type 2 diabetes within five years.

### Type 2 Diabetes can lead to serious health issues such as:

- ◆ Heart Attack
- ◆ Stroke
- ◆ Blindness
- ◆ Kidney Failure
- ◆ Loss of toes, feet, or legs

The good news is that type 2 diabetes can be prevented! The National Diabetes Prevention Program's research showed that lifestyle change programs helped participants with prediabetes lose 5–7% of their body weight and reduced their risk of developing type 2 diabetes by 58 %.

You can take action right away to help prevent prediabetes from becoming type 2 diabetes. With lifestyle changes, exercise and diet, you can lead a more healthy life.

For more information go to: <https://www.doihaveprediabetes.org/> or call 2-1-1

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## Caller Demographics from January-March 2016

### Gender

21% of callers were Males  
 55% of callers were Females  
 >1% of callers were Transgender  
 24% Unknown or Declined

### Age

Child (0-13)	.17%
Youth (14-17)	.25%
Adult (18-59)	58.17%
Senior (60 & Above)	9.23%
Declined	32.18%

### Veterans

.25% US Active Veteran  
 .13% US Active Veteran Dependent  
 2.96% US Served Veteran  
 .67% US Served Veteran Dependent

### Ethnicity

31.10%	Caucasian/White
8.35%	African American/Black/Other African
.83%	American Indian/Alaska Native
1.09%	Asian/Asian American
47.38%	Not Asked
1.00%	Hawaiian Native/Pacific Islander
5.59%	Hispanic/Latino
2.57%	Multi-racial/Cultural
2.07%	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
- Emergency Shelter
- Mental Health
- Food/Hot Meals
- Utilities
- Clothing/Diapers
- Dental Care
- Cold Weather
- Employment/Training

### Top 10 Web Searches

- Low Income Housing
- Rent Payment Assistance
- Emergency Shelter
- Dental Care
- Food Pantry
- Utilities
- Bus Ticket/Gas Money
- Transitional Housing
- Rent Deposit
- Clothing/Diapers

### Top 10 Gaps in Service

- Rent Payment Assistance
- Emergency Shelter
- Transportation/Travel
- Housing/Low-Cost
- Utilities
- Undesignated Temporary Financial Assistance
- Legal
- Transitional/Specialized Housing
- Household /Personal Goods
- Free Tax (Preparation/EITC)

Most requested Community Resources	Number of Requests	Percent of Total Calls
Utilities	6,743	11.18%
Rent/Mortgage Asst/Move-In Costs Asst.	5,928	9.83%
Housing/Low-Cost Housing	5,720	9.48%
Legal	5,449	9.03%
Free Tax (Free Tax Preparation/EITC)	5,212	8.64%
Emergency Shelter	5,009	8.30%
Food/Food Bank Information	2,431	4.03%
Transitional/Specialized Housing	2,150	3.56%
Transportation/Travel	1,738	2.88%
Household, Clothing, and Personal Goods	1,591	2.64%

Call Volume and Referral	Calls Answered	Referrals Provided
North Sound 2-1-1	10,329	15,549
Peninsula 2-1-1	3,470	4,045
Southwest Washington 2-1-1	1,892	3,696
South Sound 2-1-1	8,694	19,423
King County 2-1-1	21,406	62,150
Greater Columbia 2-1-1	10,038	11,432
Eastern Washington 2-1-1	4,422	4,665
<b>TOTAL</b>	<b>60,323</b>	<b>120,960</b>

## 2-1-1 Provides Excellent Customer Service

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

- 99% of callers reported staff responded in a professional manner
- 93% of callers reported staff offered pertinent info about referral
- 95% of callers reported staff remained patient and helpful
- 96% of callers reported staff offered more than 1 referral
- 86% of callers reported staff asked, "Is there anything else I can help you with."
- 85% of callers reported staff asked to follow up on referrals



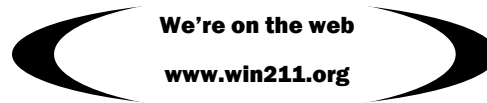
# Washington Information Network 2-1-1 Quarterly Newsletter

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	Stacy Okihara, <a href="mailto:Sokihara@fbhwa.org">Sokihara@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/>



WIN211 has a new video online. The video tells the story of how 2-1-1 helps people facing problems find the right community agencies to help them. 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



## Washington State 2-1-1 Call Center Service Areas

