

Our Board of Directors

Bill Mitzel, Chair
Business Continuity/EM,
MultiCare

Paul Larsen, Vice Chair
Volunteer Programs Director,
United Way of Thurston County

Rodona Marquez, Treasurer
Planning and Development Dir,
Yakima Valley Farm Workers
Clinic

Linda Crerar, Secretary
Director, Homeland Security
Center of Excellence

Leo Poort,
Community Volunteer, WASPC

Ilona Kerby,
Executive Director, Lower
Columbia Community Action
Council


Terry Pollard,
Regional CEO NW, American
Red Cross

Todd Eckman, Member
VP/CIO, Mission Support Alli-
ance

Mark Todd,
CEO, UW Central WA

Steve Phinney
Six Sigma Black Belt Trainer

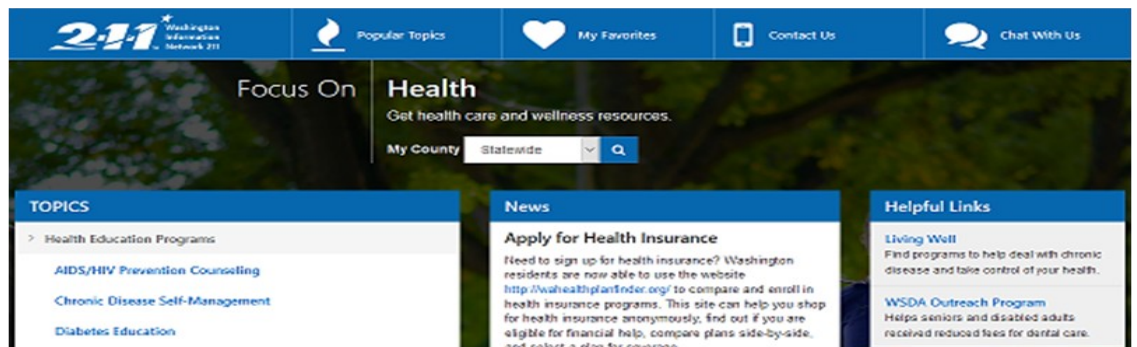




Community Resources
Online Database

Visit us online at: win211.org

WIN211 is very pleased to announce that our *brand new* [Community Resources](#) website has launched! This new search site provides a great deal of increased functionality, enhanced ease-of-use, a mobile-ready design, and a new clean theme. Visit the new search site at win211.org/search. Enhancements include mobile ready, keyword search, location awareness, popular topic guided search, news and helpful links filters, map views, print and export capabilities, translations and many more.



Washington Information Network 2-1-1 and EITC

EITC (Earned Income Tax Credit) is considered one of the largest anti-poverty programs in the state. WIN211 has partnered for 9 years to connect individuals to their local Volunteer Income Tax Assistance (VITA) and AARP free tax sites. Last year in Washington State, close to 440,000 families and working individuals received nearly \$955 million in EITC for 2015 tax year returns. This is an average return of \$2,170 per household. While providing individuals with EITC information, WIN211 is also able to assist 7,399 callers with other health and human services.



Stay Active and independent for life (SAIL)

Stay Active and Independent for Life (SAIL) is a strength, balance and fitness program for adults 65 and older. Classes are free to 65 and older adults and offered July-September in multiple locations.

For more information please go to <http://win211.org/region/king/stay-active-and-independent-for-life-sail/> or by calling 2-1-1 directly.

INSIDE THIS ISSUE:

Washington State 2nd Qtr Demographics.....	2
Top 10 Gaps in Services	2
Top 10 APP/WEB Searches.....	2
Call Volume/Referral/Resources.....	3
Customer Service	3
Statewide Map and Contacts.....	4



**Stay Active
& Independent
for Life (SAIL)**

a strength, balance, and fitness class for adults 65+

Caller Demographics from April-June 2016

Gender

20.93% of callers were Males
 61.63% of callers were Females
 >1% of callers were Transgender
 17% Unknown or Declined

Age

Child (0-13)	.21%
Youth (14-17)	.24%
Adult (18-59)	63.44%
Senior (60 & Above)	9.41%
Declined	19.91%

Veterans

.24% US Active Veteran
 .10% US Active Veteran Dependent
 3.46% US Served Veteran
 .68% US Served Veteran Dependent

Ethnicity

34.83%	Caucasian/White
10.29%	African American/Black/Other African
0.92%	American Indian/Alaska Native
1.17%	Asian/Asian American
35.34%	Not Asked
1.12%	Hawaiian Native/Pacific Islander
4.37%	Hispanic/Latino
2.85%	Multi-racial/Cultural
2.34%	Other Ethnicity

Where are service gaps?

There were 3,964 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
- Food/Hot Meals
- Utilities
- Emergency Shelter/Cold Weather Centers
- Financial Assistance
- Chronic Disease Self-Management
- Clothing/Diapers
- Household Goods/Furniture
- Dental Care
- WIC-Woman Infant Children

Top 10 Web Searches

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

Top 10 Gaps in Service

- Rent Payment Assistance
- Emergency Shelter
- Housing/Low-Cost
- Transportation/Travel
- Utilities
- Legal
- Undesignated Temporary Financial Aid
- Transitional/Specialized Housing
- Food/Food Bank Information
- Household /Personal Goods

Please help us spread the word that 2-1-1 service in WA is available in over 150 languages! Callers must press 5 for English or 6 for Spanish, and when non English speaking callers reach an Information and Referral Specialist they just need to say "interpreter" or the name of the language. Also, most centers have Information & Referral Specialists who are fluent in both English and Spanish.

ATTENTION SERVICE PROVIDERS: If the information for your agency or service has changed, contact 2-1-1 so we can update our community resources database.

Most requested Community Resources	Number of Requests	Percent of Total Calls
Rent/Mortgage Asst/Move-In Costs Asst.	6,300	10.77%
Housing/Low-Cost Housing	6,268	10.71%
Emergency Shelter	5,988	10.23%
Utilities	5,818	9.94%
Legal	5,415	9.25%
Food/Food Bank Information	2,647	4.52%
Transitional/Specialized Housing	2,216	3.79%
Transportation/Travel	1,852	3.17%
Undesignated Temporary Financial Aid	1,622	2.77%
Household, Clothing, and Personal Goods	1,598	2.73%

Call Volume and Referral	Calls Answered	Referrals Provided
North Sound 2-1-1	9,878	15,082
Peninsula 2-1-1	2,767	3,071
Southwest Washington 2-1-1	1,793	3,795
South Sound 2-1-1	9,316	21,287
King County 2-1-1	23,277	69,856
Greater Columbia 2-1-1	7,553	8,381
Eastern Washington 2-1-1	3,926	4,439
TOTAL	58,510	125,911

2-1-1 Provides Excellent Customer Service

181 callers were contacted for follow up...

- 98% of callers reported staff responded in a professional manner
- 87% of callers reported staff offered pertinent info about referral
- 97% of callers reported staff remained patient and helpful
- 94% of callers reported staff offered more than 1 referral
- 73% 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



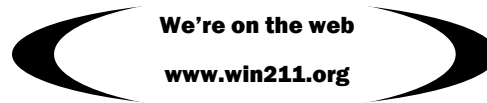
Washington Information Network 2-1-1 Quarterly Newsletter

2-1-1 Region	CONTACT INFORMATION 7 PARENT AGENCIES
North Sound 2-1-1	Patricia Morris, pmorris@voaww.org Volunteers of America Western Washington
Peninsula 2-1-1	Kelly Schwab, Kellys@kmhs.org Kitsap Mental Health
Southwest Washington 2-1-1	Troy Hammond, troy@211info.org 2-1-1 Info
South Sound 2-1-1	Penni Belcher, Pennib@uwpc.org United Way Pierce County
King County 2-1-1	Susan Gemmel, Sgemmel@crisisclinic.org King County Crisis Clinic
Greater Columbia 2-1-1	Stacy Kellogg, Skellogg@pfp.org People For People
Eastern Washington 2-1-1	Stacey Okihara, Sokihara@fbhwa.org Frontier Behavioral Health/Spokane Mental Health

Administrative Office

Milissa Smith, Statewide Director
23130 224th PL Se STE 103
Maple Valley, WA 98038

Phone: 1-877-211-9274
Fax: 509-457-7897



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

