

Washington Information Network 2-1-1 Quarterly Newsletter

July-September 2017



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Download the WIN 2-1-1 App



2-1-1 Your Link to The Social Determinants of Health

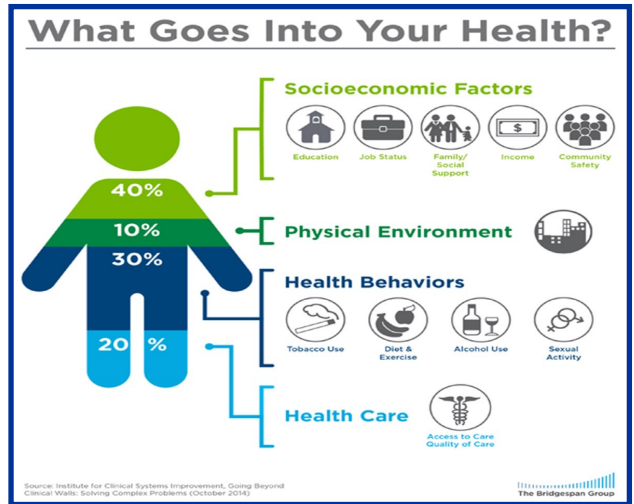
There's been much talk about the Social Determinants of Health (SDOH) in recent years which are conditions in the environments in which people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality-of-life outcomes and risks.

An example of this can be found in those who are homeless and have a chronic health condition. Because of their lack of stable housing these individuals are more likely to use the emergency room, have no means to properly recover from minor procedures, struggle to make follow up appointments or manage their prescriptions for medications or medical equipment.

Our ability to effectively manage our health is not solely based on the accessibility and quality of our health system but is determined in part by social and economic factors and availability and access to community based resources and supports such as safe and affordable housing, transportation, healthy foods and clothing. Washington's Accountable Communities of Health and 2-1-1 are working to ensure medical patient's SDOH are addressed.

2-1-1 has been connecting people to the SDOH since 1997, when United Way of Atlanta created the concept of using 2-1-1 as a dialing code to access information and referral services. Since those early days, 2-1-1's capabilities to impact the health of callers has expanded to include online searchable resource data (www.win211.org), texting, bi-directional referrals, specialized navigation services, data integration between data systems and the ability to provide shared care coordination.

At WIN211 we are excited about National, State and Community efforts to address the SDOH and look forward to partnering to support this work. Look for innovative and exciting work coming from WIN211 in 2018.



Did You Know?

- WIN211 has been partnering with the Washington State Department of Health since 2013 to improve health outcomes for persons with chronic health conditions.
- DOH State Staff, Community Health Workers and local Health Departments have collaborated with WIN211 to add over 1,900 preventative health resources to the State's 2-1-1 database.

2-1-1 CALL CENTER NEWS AND STORIES

Sign's of Change



311 is a dialing code used by city governments to provide access to non-emergency municipal services. The City of Spokane and the Eastern Washington 211 Call Center have embarked on a unique collaboration to provide solutions to a common community issue using both 311 and 211.

Signs have been strategically placed around the city where panhandling is a public nuisance. The signs encourage those who want to give to panhandlers to call 311 to donate their change to a community fund to support homeless services, while panhandlers and people in need are directed to call 211 to seek assistance.

The following is an article published by Building Changes



2-1-1 AND DIVERSION

Building Changes believes that to fully address family homelessness, communities must employ strategies to prevent families from becoming homeless in the first place. This project does just that. Operated by United Way of Pierce County, South Sound 2-1-1 is a common entry point through which Pierce County families access homeless services. This \$623,328, two-year grant funds Diversion at Sound Sound 2-1-1 by increasing call center staff, training all call center staff in the skills of Diversion so that they can help families resolve their housing crises over the phone, and providing access to a pool of flexible funds.



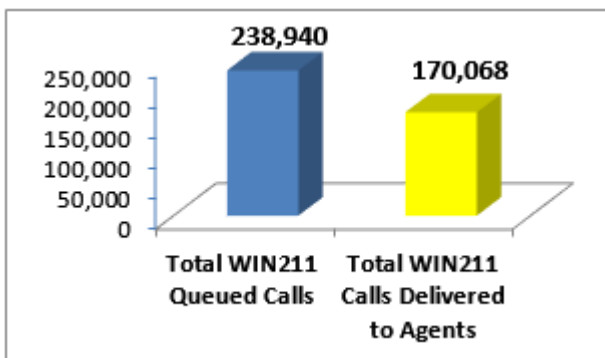
Until now, families contacting South Sound 2-1-1 had been referred to Coordinated Entry, creating an extra step and potential delays in obtaining safe housing. Now, 2-1-1 staff will provide Diversion not only to families that are literally homeless, but also those enduring a serious housing crisis that puts them on the cusp of homelessness. Diversion typically involves one-on-one conversations between a trained specialist and a family in an office. This pilot will test whether Diversion offered over the phone can be as effective as Diversion offered face-to-face.

2-1-1 STATE DATA

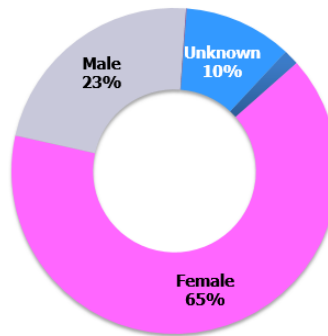
3rd Quarter 2017—Caller Demographic and Needs Data

WIN 211 collects the most comprehensive data on community needs in the State and can report data down to your local zip code area

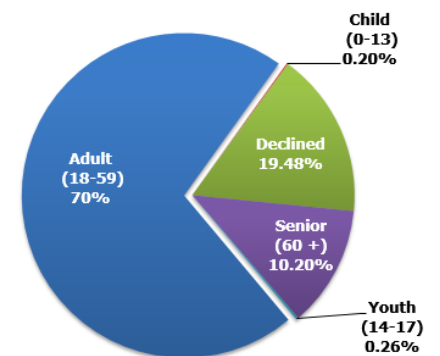
Quarterly Total Calls



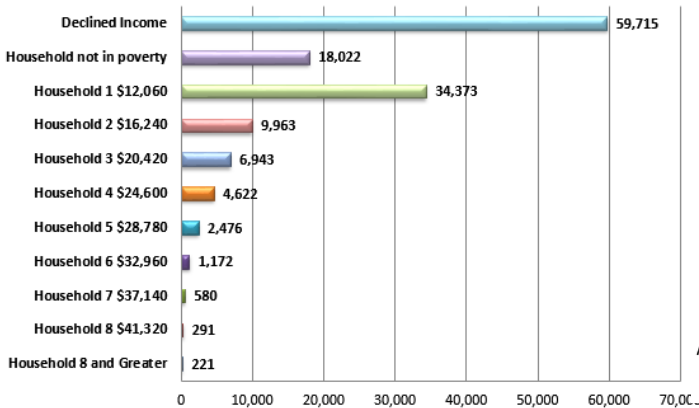
Gender



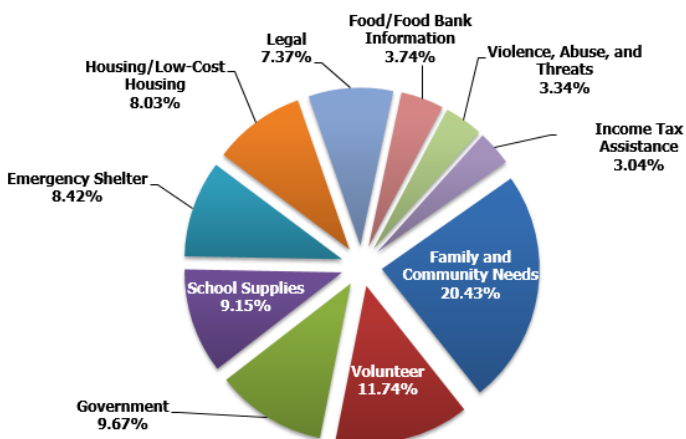
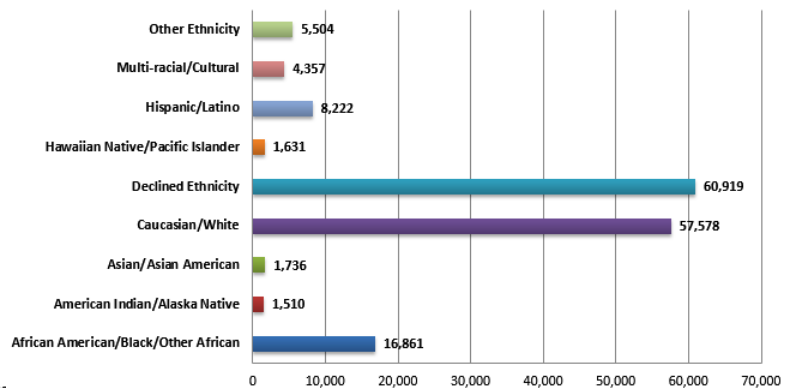
Age of 211 Callers



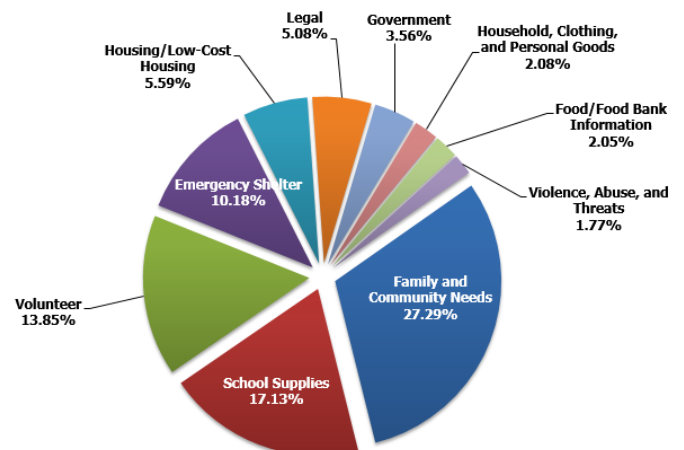
Household Income



Ethnicity



WIN211 Top Needs Met as of 3rd QTR 2017



WIN211 Top Needs Un-Met as of 3rd QTR 2017

2-1-1 STATE DATA

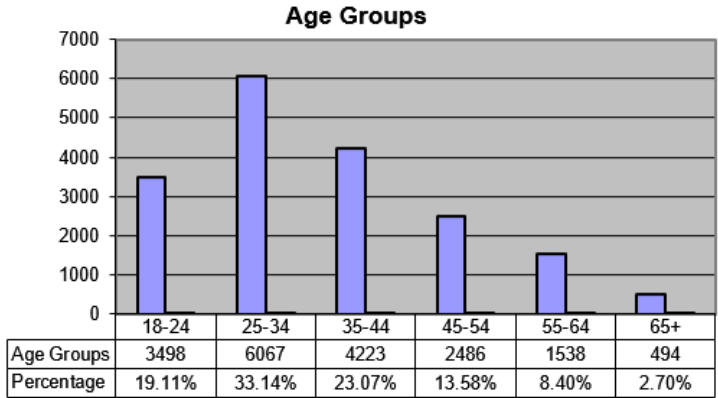
3rd Quarter 2017—Website and App Data

Website Data

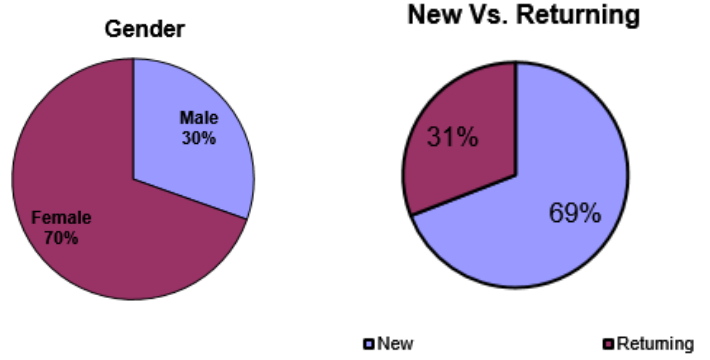
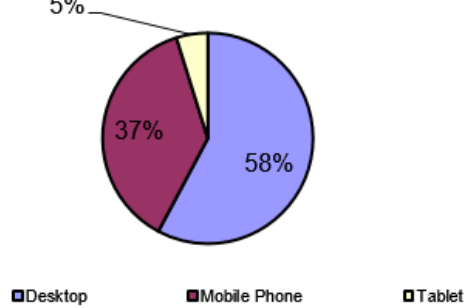
Website Visits = **27,178**

Top Quicklink Searches

Rank	Link	Clicks
1	Free School Supplies	1393
2	Low Income Housing	1345
3	Rent Payment Assistance	1129
4	Emergency Shelter	748
5	Food Pantry / Food Bank	714
6	Utility Assistance	702
7	Bus Tickets / Gas Money	650
8	Transitional Housing	557
9	Rental Deposit Assistance	461
10	Clothing / Diapers	421



Mobile Overview



App Data

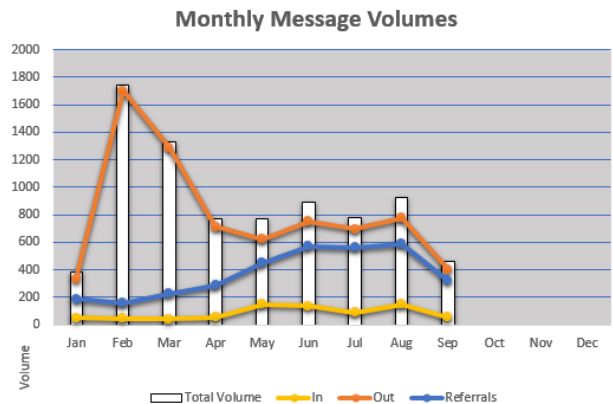
WIN211 App Visits = **1,693**
App Installs to Date = **1,820**

Text Data

Total Incoming Texts: 294
Total Outgoing Texts: 1,874
Total Volume: 2,168
Referrals Sent: 1,467

Top Quicklink Searches

Rank	Link	Clicks
1	Advance Search	290
2	Low Income Housing	181
3	Food Pantry / Food Bank	155
4	Rent Payment Assistance	145
5	Emergency Shelter	141
6	Bus Tickets / Gas Money	115
7	Rental Deposit Assistance	61
8	Hot Meals	58
9	Clothing / Diapers	56
10	Utility Assistance	55



Washington Information Network 2-1-1 Quarterly Newsletter

Contact Us

WIN 2-1-1

Address:
 WIN211 Admin Office
 304 W. Lincoln Ave.
 Yakima, WA 98902

Phone/Fax/E-mail:
 Phone: 509-654-7866
 Fax: 509-249-4287
 Email: tsullivan@pfpf.org

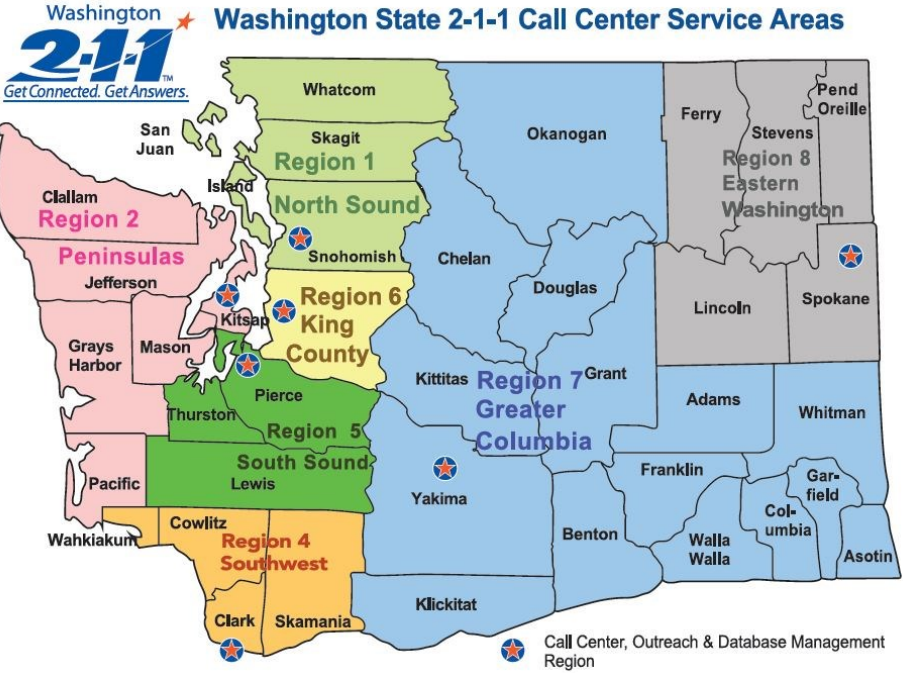
2-1-1 Regional	Parent Agency Contact Information
Region 1—North Sound 2-1-1	Chris Hatch, chatch@voaww.org Volunteers of America Western Washington
Peninsula 2-1-1	Kelly Schwab, kellys@kmhs.org Kitsap Mental Health
Southwest Washington 2-1-1	Ciara Doyle, ciara.doyle@211info.org 211info
South Sound 2-1-1	Penni Belcher, pennib@uwpc.org United Way Pierce County
King County 2-1-1	Liz Mills, lmills@crisisclinic.org Crisis Clinic
Greater Columbia 2-1-1	Stacy Kellogg, skellogg@pfpf.org People For People
Eastern Washington 2-1-1	Stacey Okihara, sokihara@fbhwa.org Frontier Behavioral Health

Get Help – Give Help
Dial 2-1-1

TEXT
zipcode to 898-211

DIAL
211

SEARCH
WIN211.org



For more information or to search for services go to www.win211.org