

WASHINGTON INFORMATION NETWORK 211

200 Mill Ave S Ste 505, Renton WA, 98057

Mission and Vision

Washington Information Network 211 (WIN211) Mission and Vision is to answer the call to get help into people’s hands statewide. WIN 211 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.

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What’s New with 211

- WA State Department of Health has begun partnering with 211 to help WA residents prepare for H1N1 / Swine Flu with prevention and care information plus vaccination site locations (as the vaccine becomes available in WA). Frequently updated H1N1 recorded messaging is available 24/7. Information and Referral Specialists are available Monday – Friday, 8 am to 5 pm.
- King County 211’s Executive Director Kathleen Southwick testified in WA DC for House Ways and Means Sub-Committee on impacts of the economy on low-income citizens.
- Boeing’s Employee Community Fund (ECF) awarded a Disaster Response grant to WIN211 to assist with fall & winter storms and flooding.
- Greater Columbia 211, a program of Yakima’s People for People, successfully met certification requirements for AIRS (Alliance of Information and Referral Systems) accreditation. They join peer accredited regions North Sound 211, King County 211 and Southwest 211. CONGRATULATIONS !!!
- Eastern WA 211 has contracted with Spokane County to assist with Rapid Re-Housing (federal stimulus funding) Program. North Sound 211 is working similarly with Snohomish County’s Rapid Re-Housing efforts.
- WA State’s Basic Food Program has contracted with three 211 regions (Peninsula, South Sound and Greater Columbia) to help with outreach and prepare 211 callers for a successful application.
- WIN211 and regional 211 staff worked with Department of Financial Institutions on several Foreclosure Prevention seminars around the state.

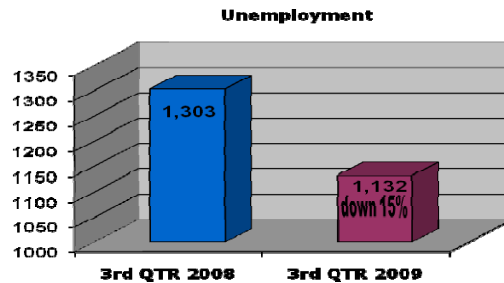
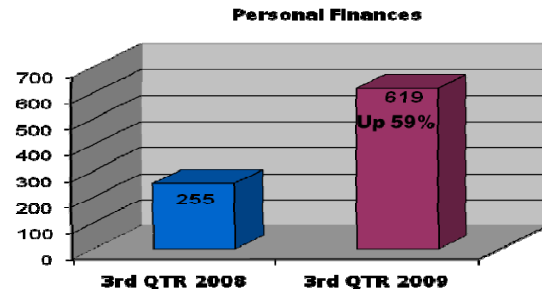
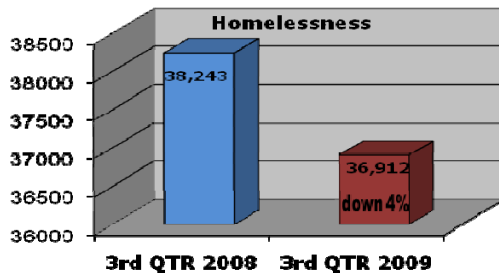
Economic Indicators

Washington State's Unemployment rate compared to the United State's aggregate Unemployment rate:

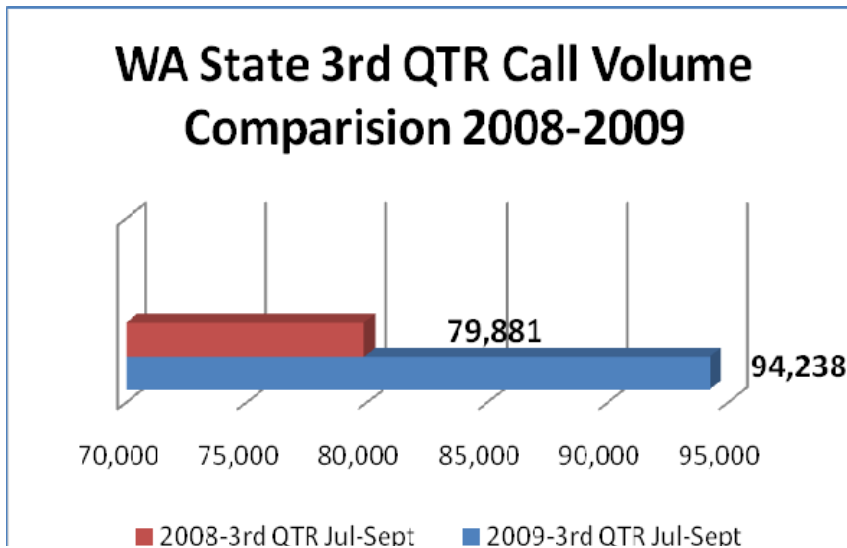
July, 2009	8.9 (WA)	9.8 (US)
August, 2009	9.0	9.7
Sept, 2009	9.3	9.4



When hard times hit, it's good to know that a 211 Information and Referral Specialist is there to listen and to offer potential options.



Call Volumes



"2009 call volumes have increased 18% over the same period in 2008"

	2009-3rd QTR	2008-3rd QTR
	Jul-Sept	Jul-Sept
Region 1	16,886	18,661
Region 2	4,904	3,323
Region 4	3,547	1,959
Region 5	18,471	14,504
Region 6	36,739	31,524
Region 7	8,260	6,573
Region 8	5,431	3,337
Total	94,238	79,881

Most Requested Community Resources

3rd Quarter 2009

Requested Resources	% of total calls
1. Family & Community Needs (1)	22
2. Rent/Mortgage Assistance/Move-In Assistance	14
3. Utilities	12
4. Legal	6.3
5. Emergency Shelter	5.8
6. Household, Clothing & Personal Goods	4
7. Housing/Low-cost housing	3.7
8. Food/Food Bank	3.6
9. Mental Health/Behavioral Health	2.2
10. Transportation	2

3rd Quarter 2008

Requested Resources	% of total calls
1. Family & Community Needs (1)	21
2. Rent/Mortgage Assistance/Move-In Assistance	14
3. Utilities	12
4. Emergency Shelter	8
5. Legal	6
6. Housing/Low-Cost Housing	5
7. Food/Food Bank Info	4
8. Household, Clothing & Personal Goods	3
9. Transportation	2.9
10. Mental Health/Behavioral Health	2.7

Note: Family and Community needs include, but are not limited to: Adoption, Foster Care, Interpreter Services, Physical/Sexual Assault, Recreation, Respite, and Pet Care.

TOP 10 Gaps in Service:

- | | |
|-----------------------------------|--|
| 1. Physical Health-Dental | 6. Education K-12 |
| 2. Utilities | 7. Public Safety |
| 3. Physical Health-General | 8. Undesignated Temp. Financial Aid |
| 4. Emergency Shelter | 9. Social Insurance Programs |
| 5. Legal | 10. Volunteers |

WHO'S CALLING 211? January-September, 2009 call volumes as % of population

Frequency	County
High-level frequency	Yakima, Snohomish, Pierce, King, Spokane, Benton, Kitsap, Thurston, Franklin, Skagit, Mason, Clallam, Lewis
Mid-level frequency	Kittitas, Grays Harbor, Jefferson, Lincoln, Columbia, Whatcom, Walla Walla, Pacific, Chelan, Grant, Island, Asotin, Okanogan
Low-level frequency	Adams, Whitman, Klickitat, Stevens, Pend Oreille, Clark, San Juan, Cowlitz, Garfield, Ferry, Skamania, Douglas, Wahkiakum

www.win211.org year to date web visits:

2009	Jan	Feb	March	April	May	June	July	August	Sept.	YTD Total
Total Web Visits	12,375	11,602	13,431	12,690	11,966	9,450	5,049	5,318	4,803	86,684
Average visits per day	399	414	433	423	386	315	163	172	160	318

Caller Stories from July-September, 2009

Yakima County, WA: A 34 year old male was laid off in Detroit, MI and moved to Washington for employment. After his arrival to Yakima County, he was laid off after 2 months which forced him to live with a friend. He enrolled as a student at Perry Technical Institute, has no income or medical insurance, but is paying tuition, and is considered a dislocated worker. While enrolled at Perry Tech, he got very sick, and his illness persisted for more than 2 weeks. He received assistance from a 2-1-1 specialist who referred him to the medical clinic at Union Gospel Mission. He was seen and given appropriate medication, and as a result recovered within 4 days which allowed him to return to school.

Debra gave a caller in Auburn, 98002, information on where she could obtain case management to help her access a variety of services.

- *On Outcome:* She is now working with someone from the Alliance of People with Disabilities.
- *On 211:* "They calmed me down and helped me keep it together enough to do what I had to do, and I really appreciate that. I haven't used all of the referrals yet. I was just so overwhelmed with everything, and she really helped me prioritize. She was terrific and I'm so thankful that there is this new way of getting social services."

A Mason County man called 211 because his step-daughter needed substance abuse treatment and he'd been unsuccessful finding resources on his own. The Peninsula 211 representative located a treatment center, verified that they had current space available and then offered support for the caller by referring him to Nar-Anon. "I was getting nowhere before I called 211," he stated.

Yakima County, WA: A junior high school counselor called 2-1-1 to find transportation options for a student. By the time the 2-1-1 specialist called her back, the counselor had found the transportation she needed for the student, but the specialist ended up referring the school counselor to several other resources for the student including holiday help, utility assistance, and employment training programs. She also reminded the counselor that GC 2-1-1 specializes in referring and seeking resources for students and their families related to transportation services.

A Snohomish County couple called North Sound 211. They'd been living and working in the Reno, NV casino industry until lay-offs forced them to move in with her parents.

"My parents took us in, but who wants to live with their Mom and Dad after 40 years? With the rules and differences in life-style, reality sucked. My husband blamed, "What have you gotten us into." Trying to figure out how to get us back independently on our own was hard. We had nothing left but each other. So I called around the community for resources. Food stamps, TANF, WIC, and then 211 transferred me over to Community Case Management Services to be placed on the waiting list for housing.

At first it was the Transitional list, because shelter to me meant cots at a school. But after waiting so long my need became dire, and I didn't care if I had to share my space with someone else, I just wanted out. I did my bi-monthly check-ins and waited and waited and waited... Just when I was about to move to heat stroke Arizona, the shelter called. It was Jackie wanting to set up an interview, so I agreed to meet with her the next day.

Mark was not happy having to uproot to somewhere else especially a shelter. Everyone there was so nice. We got our own room, and there was a play room for the kids, with a playground in the yard, a huge kitchen. I loved it. They provided all the food, toiletries, rent, utilities, and even more services to outside connections like the YMCA, free stuff to do, and lots of resources and classes for us to take advantage of. It was the best place for me to be and all I had to do in return was follow the rules and do my chores. WOW! Not a problem it was the least I could do to show my appreciation. And volunteer some of my time in the garden or elsewhere.

From there I got placed into Housing Hope. Familiar with that already because of IFS classes at their site, it just so happens my new 3-bedroom apartment is right there too. My case manager Sue and Kathryn Hall the employment specialist at HH brought me some info about AmeriCorps. Thinking I'd be good at it and my circumstances said I qualified. I went on-line filled out the app and three weeks later got the call I'd been waiting for. Samantha interviewed me over the phone then Brian and Frank at Community Case Management. Well needless to say I got the job. So far I love it. Now I've got money saved in a savings account. By next year I'll have a down payment on a house and buy Mark back the bike he stills misses'. The kids are healthy. Once again life is good, life is great. It just goes to show with a little patience, lot of perseverance, and help from the community we can all get our lives back on track. And dreams can come true."

Washington Information Network 211 (WIN211) is a 501c3 non-profit corporation providing statewide 211 Information and Referral telephone and web-based services through 7 geographic regions and non-profit parent agencies. Each 2-1-1 region, parent agency, counties served and administrative contact information is listed below:

2-1-1 Region & Parent Agency	Counties Served	Administrative Contact & Email
<u>North Sound 211 - Region 1</u> Volunteers of America Western WA	San Juan, Island, Whatcom, Skagit, Snohomish	Bill Brackin bbrackin@voaww.org
<u>Peninsulas 211 – Region 2</u> Kitsap Mental Health – United Way of Kitsap Co.	Clallam, Jefferson, Kitsap, Mason, Grays Harbor, Pacific	Kelly Schwab kellys@kmhs.org
<u>Southwest WA 211 – Region 4</u> 211 INFO	Wahkiakum, Cowlitz, Clark, Skamania	Liesl Wendt liesl@211Info.org
<u>South Sound 211 – Region 5</u> United Way of Pierce County	Pierce, Thurston, Lewis	Shawn Parkhurst shawnp@uwpc.org
<u>King County 211 – Region 6</u> King County Crisis Clinic	King	Susan Gemmel sgemmel@crisisclinic.org
<u>Greater Columbia 211 – Region 7</u> People for People	Okanagan, Chelan, Kittitas, Yakima, Klickitat, Douglas, Grant, Benton, Lincoln, Adams, Franklin, Walla Walla, Whitman, Columbia, Garfield, Asotin	Amy Peters apeters@pfp.org
<u>Eastern WA 211 – Region 8</u> Spokane Mental Health	Ferry, Stevens, Pend Oreille, Spokane	Jan Dobbs jdobbs@smhca.org

Contact WIN211 with questions or comments: info@win211.org
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 Milissa Smith, Program Manager Milissa@win211.org
 425-264-0301
www.win211.org

Agency record or resource listing out of date?
 Please call 211 and help us correct it.

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