

Washington Information Network 2-1-1 (WIN211) answers the call to get help into people's hands statewide. 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.

WIN211 Information and Referral Specialists are available M-F 8am-5pm, excluding holidays, by calling 2-1-1. Online resource information is available 24/7 at www.win211.org

All 2-1-1 services are provided at no charge.

Questions or Comments? Your input is welcome. Email: Info@win211.org

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2009 1st Qtr. SUMMARY:

- From January 1 through March 31, 2009 WIN211 received 98,533 telephone calls, averaging 1540 calls each weekday from WA residents; 2-1-1's hrs. are M-F, 8am-5pm.
- Overall 1st quarter 2009 call volumes are up 10% over 1st quarter 2008.
- The www.win211.org online resource database received 37,408 visits, averaging 416 visits/day. This is an increase of 22% over 1st Qtr. 2008 website activity.
- 25-30% of all 2-1-1 calls are from agencies/social services providers seeking additional help for their clients, increasing the scope of service availability for clients and agency capacity.

WIN211 was a featured resource on KCTS9's "Tough Times" 3-part series on Personal Finances, Homelessness and Unemployment (see charts on next page). Check it out at www.kcts9.org
Washington Information Network (WIN) 2-1-1

KCTS 9 Special Report

Tough Times: Rising Above The Financial Crisis

KCTS 9 tackles Jobs, Housing and Personal Finance in this three-part series. Missed an episode? **You can watch it online now.**

[Details](#)

Note:

Tough Times: Rising Above the Financial Crisis premiered in March 2009.

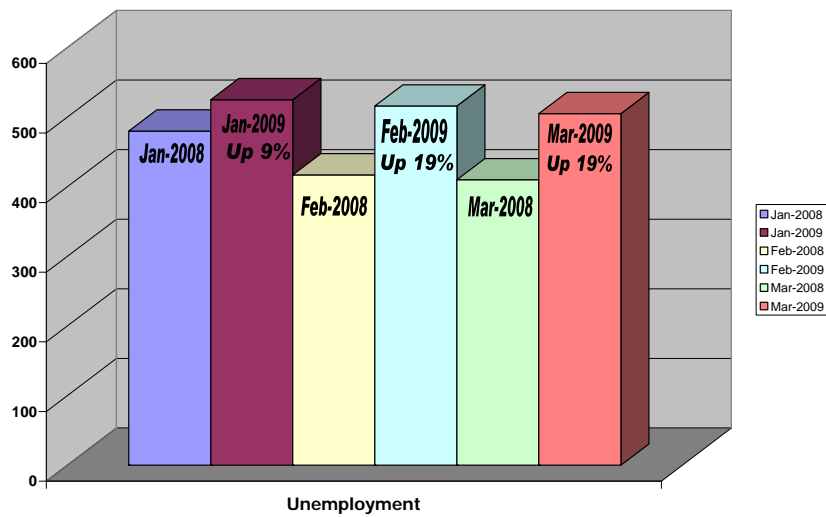
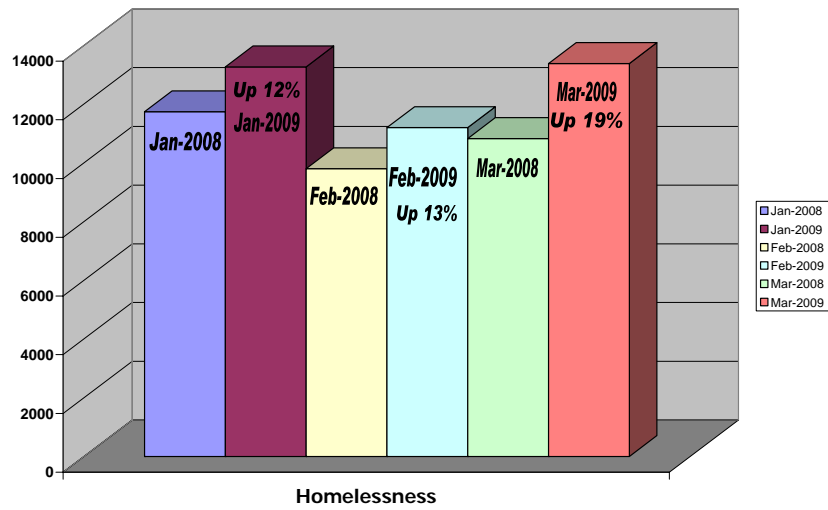
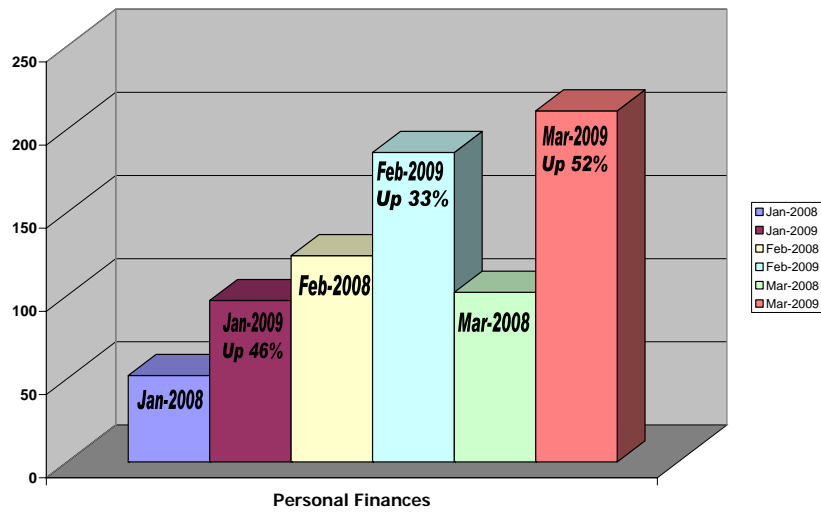
- [Part I - Watch Online](#)
- [Part II - Watch Online](#)
- [Part III - Watch Online](#)

For ongoing advice on personal finance and avoiding scams, plus Northwest business news, watch **About The Money With Josephine Cheng**

**January-March 2008-09
Statewide Call Volume
Comparisons:**

- **Personal Finance**
- **Homelessness**
- **Unemployment**

www.win211.org
425-264-0306

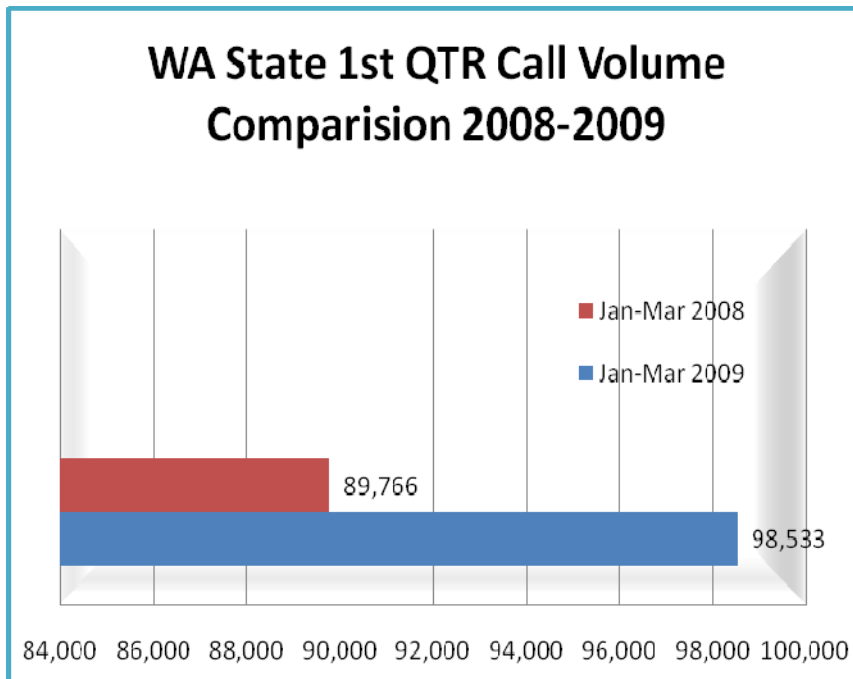


WIN211 Activated for January 2009 Winter Storms

Governor Christine Gregoire's disaster declaration in early January activated WIN211 staff members to the WA State Emergency Operations Center at Camp Murray. Working in concert with WA State Emergency Management Dept. staff members, Red Cross and other non-profit agency representatives, WIN211 pitched in to assist in tracking the openings and closings of emergency shelters, roads, livestock / pet shelters, and the disaster declarations of counties and cities as they occurred. **Spokane County volunteers were organized through 2-1-1 to assist many snowed-in residents meet their basic needs.**

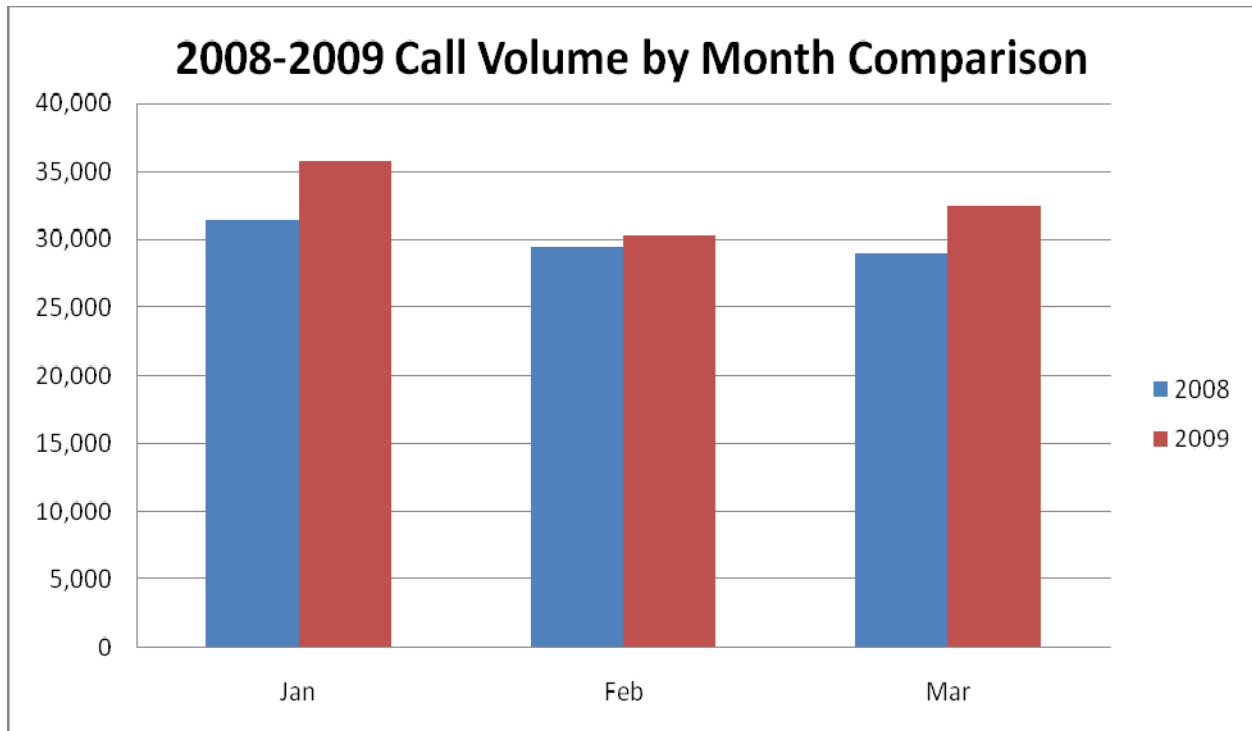
In 2008, WIN211 was supported by United Ways throughout Washington (28%); an appropriation from the WA State Legislature (28%); Bill and Melinda Gates Foundation, other grants, local and in-kind funding (44%).

For 2009, United Way support continues (grant applications are currently in process), WA State Legislature's 2009-2011 appropriation is pending the Governor's signature, and other local and regional grant applications are in process.



	2009-1 st QTR	2008-1 st QTR
	Jan-Mar	Jan-Mar
Region 1	17,678	18,378
Region 2	6,963	3,190
Region 3	3,121	4,839
Region 4	2,510	2,765
Region 5	15,180	14,264
Region 6	36,201	30,727
Region 7	11,025	9,379
Region 8	5,855	6,224
Total	98,533	89,766

A Clallam County resident received a panicked call from her sister in law asking her to come to Seattle to help her brother who was showing some scary behavioral changes. The family had just relocated to Seattle and did not yet have a local physician. **The Clallam County resident called 211 and was transferred by Peninsulas' 211 to King County 211.** She received a referral to a Seattle-area urgent care provider and together they went to see the medical provider. It was determined that the cause of the behavioral problem was a medication they had run out of and had not filled because of busyness due to the move. The brother's prescription was renewed, filled and the he was fine within 24 hours. An expensive emergency room visit was avoided due to coordination between two of Washington's 211 call centers.



Region	Jan-09	Feb-09	Mar-09
1-North Sound	6235	5509	5934
2-Peninsulas	2896	2123	1944
3-Western Counties	1254	1036	831
4-SW Washington	1000	744	766
5-Pierce County	5781	4533	4866
6-King County	11912	11279	13010
7-Greater Columbia	4251	3426	3348
8-Eastern Washington	2416	1636	1803
WA State Total	35745	30286	32502

www.win211.org web visits:

	Jan-09	Feb-09	Mar-09	Total
Total # Visits	12,375	11,602	13,431	37,408
Average Per Day	399	414	433	416

Call Origin	1st Qtr Total Received Calls
Region 1 - North Sound	17678
Region 2 - Peninsulas	6963
Region 3 - Western Counties	3121
Region 4 - SW Washington	2510
Region 5 - Pierce County	15180
Region 6 - King County	36201
Region 7 - Greater Columbia	11025
Region 8 - Eastern Washington	5855
WASHINGTON STATE TOTAL	98,533 (1540 calls/day)

Most Requested Community Health & Human Resources:

1st Quarter 2009 Most Requested Resources

Requested Resources	% of total calls
1. Family & Community Needs (1)	18
2. Utilities	12
3. Rent/Mortgage Assistance/Move-In Costs (2)	11
4. Free Tax Prep/ EITC	10
5. Emergency Shelter	6
6. Legal	5
7. Housing/Low-Cost Housing	4
8. Food/Food Bank Info	3
9. Household, Clothing & Personal Goods	3
10. Physical Health General	2

1st Quarter 2008 Most Requested Resources

Requested Resources	% of total calls
1. Family & Community Needs (1)	21
2. Utilities	11
3. Free Tax Prep/ EITC	10
4. Rent/Mortgage Assistance/Move-In Assistance (2)	9
5. Emergency Shelter	6
6. Legal	5
7. Housing/Low-Cost Housing	4
8. Food/Food Bank Info	3
9. Mental Health/Behavioral Health	3
10. Household, Clothing & Personal Goods	3

Notes: (1) Family & Community Needs include, but are not limited to: Adoption, Foster Care, Interpreter Services, Physical/Sexual Assault, Recreation, Respite, And Pet Care. (2) Housing-related requests (#'s 2, 3, 5, and 7 above) = 33% of all calls to 2-1-1 during 1st qtr. 2009.

1st Qtr. 2009 Top 10 Gaps in Service (where requests exceed availability):

1. Licensing/Permits
2. Predatory lending
3. Transitional/Specialized Housing
4. Mental Health/Behavioral Health
5. Family & Community Needs
6. Employment
7. Holiday Related Assistance
8. Education ESL Classes
9. Undesignated Temp. Financial
10. Government Assistance

Greater Columbia 211 in Yakima received a call from a mother looking for transportation for her son to get to a medical appointment. The 211 Information and Referral Specialist referred the caller to People for People – a provider of medical transportation resources and Greater Columbia 211's parent agency. The caller was able to arrange the needed transportation within the needed timeframe and expressed her thanks for 211's help in getting her son to his appointment on time.

Washington Information Network 2-1-1 (WIN211) is a 501c3 non-profit corporation providing 2-1-1 Information and Referral telephone and web-based services through 8 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	Admin. Contact & email
1. North Sound	Volunteers of America Western WA	San Juan, Island, Whatcom, Skagit, Snohomish	Bill Brackin bbrackin@voaww.org
2. Peninsulas	Kitsap Mental Health	Clallam, Jefferson, Kitsap	Kelly Schwab kellys@kmhs.org
3. Western Counties	Behavioral Health Resources	Mason, Thurston, Lewis, Pacific, Grays Harbor	Judi Hoefling jhoefling@bhr.org
4. Southwest WA	211 INFO	Wahkiakum, Cowlitz, Clark, Skamania	Jeri Shumate Jeri@211info.org
5. Pierce County	United Way of Pierce County	Pierce	Shawn Parkhurst shawnp@uwpc.org
6. King County	King County Crisis Clinic	King	Susan Gemmel sgemmel@crisisclinic.org
7. Greater Columbia	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
8. Eastern WA	Spokane Mental Health	Ferry, Stevens, Pend Oreille, Spokane	Jan Dobbs jdobbs@smhca.org

An Everett resident called North Sound 2-1-1 in because she wasn't able to meet her mortgage payment. Her husband is a general contractor and business has been very slow; the caller had herself been laid off from her own job earlier in the year. The family, including her four children, has been living on unemployment benefits and some limited child support. Complicating matters further, her husband had been in a 2007 car accident that limited his ability to work. The family felt their home was seriously in danger of foreclosure, due to the mortgage being in default after missing three monthly payments. A family member had recommended 211 to the caller as a source of possible assistance.

211's Information and Referral Specialist listened to the situation and found that she was eligible for a Union labor agency program as well as a newer program, Project Anchor. Project Anchor was able to assist the family with immediate mortgage assistance as well as case management. They worked with the caller and developed a longer term support plan to allow the caller's family to keep her home and stabilize the situation. The caller "appreciates 211 being there and considers it a godsend."
