

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](http://www.win211.org)

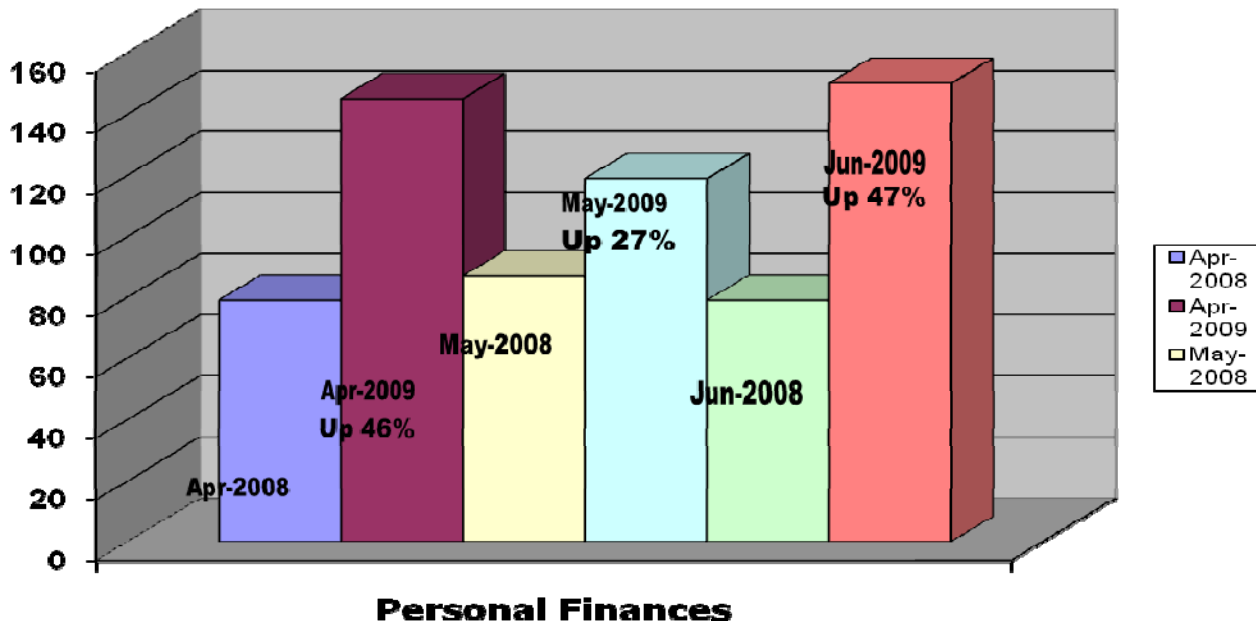
Questions or Comments? Your input is welcome. Email: [Info@win211.org](mailto:Info@win211.org)  
 Matt Hornyak, Executive Director, [matthornyak@win211.org](mailto:matthornyak@win211.org) 425-264-0306  
 Milissa Grant, Program Manager, [Milissa@win211.org](mailto:Milissa@win211.org) 425-264-0301

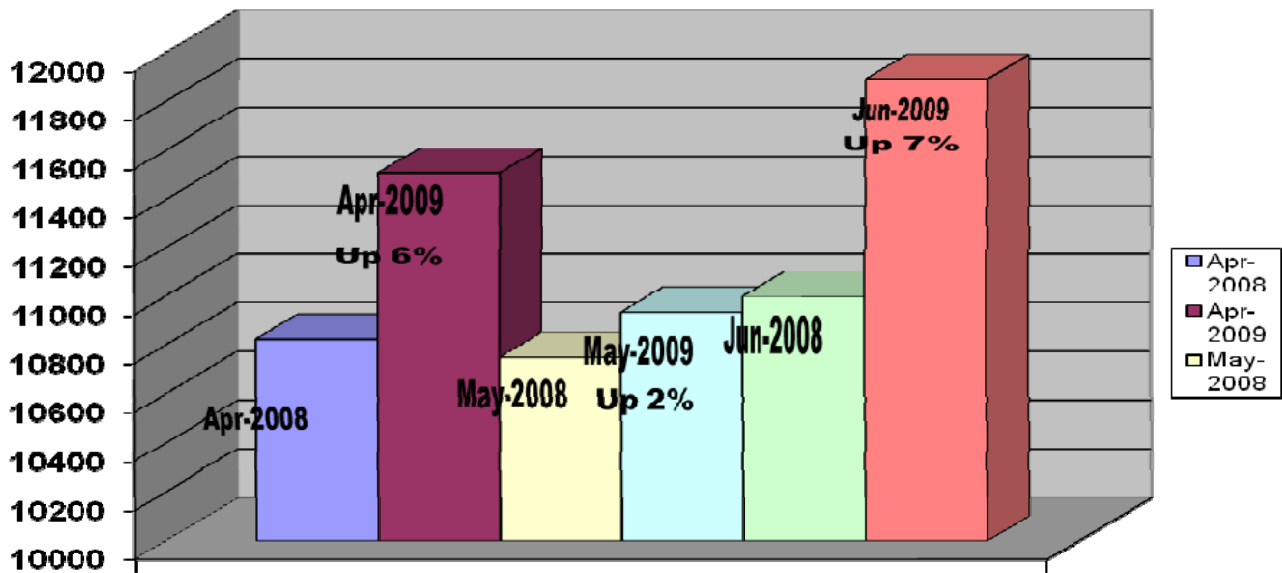
All 2-1-1 services are provided at no charge.

### 2009 2nd Qtr. SUMMARY:

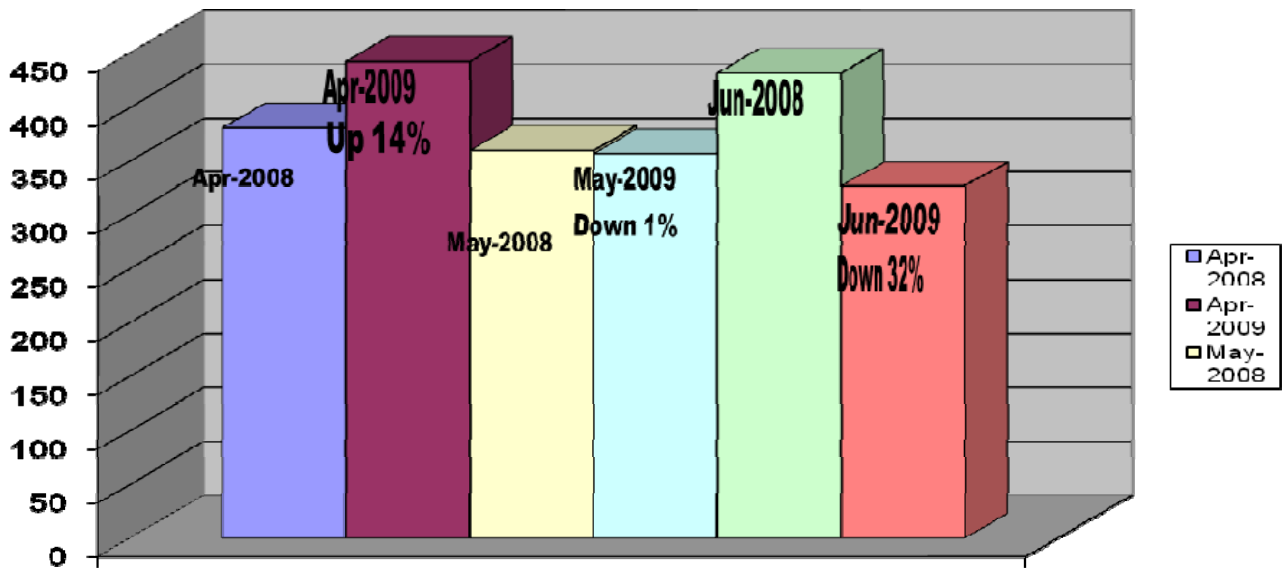
- From April 1 through June 30, 2009, WIN211 received 87,559 telephone calls from WA State callers, averaging 1412 calls. 2<sup>nd</sup> quarter 2009 call volumes are up 9% over 2<sup>nd</sup> quarter 2008.
- [www.win211.org](http://www.win211.org), available 24/7 for statewide online resource information, received 34,106 visits. This is an avg. of 375 visits per day and 12% higher than the 2<sup>nd</sup> qtr. 2008 daily avg. of 334 visits.
- 35% of 2<sup>nd</sup> quarter calls were housing-related (see page 4).
- 25-30% of all 211 calls are from agencies/social services providers seeking additional help for their clients, increasing the scope of service availability for clients and overall agency capacity.

**ECONOMIC INDICATORS:** 211 Calls in the categories of Personal Finance (credit counseling/repair, budgeting, savings), Homelessness (currently without shelter), and Unemployment (recent or ongoing joblessness) show increases for resources regarding Personal Finance and Homelessness and decreases in calls relating specifically to Unemployment.





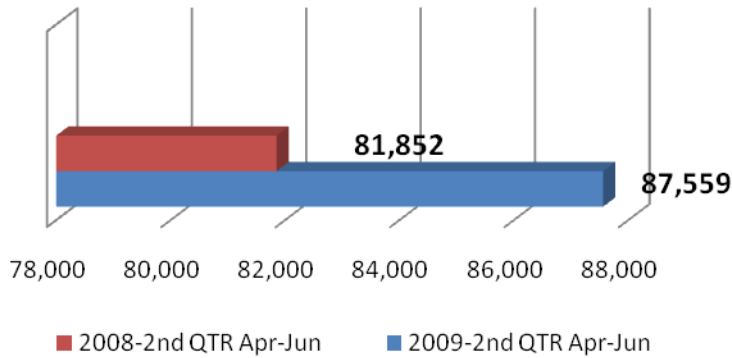
**Homelessness**



**Unemployment**

A Walla Walla 211 caller, whose husband did not know his wife was calling for help, indicated that their 3 generation farm family had, for the first time ever, reached a point where their bills were not able to be paid. The caller was unaccustomed to seeking outside help and shared her embarrassment at finding her family and her family's farm in this situation. Greater Columbia 211's Information and Referral Specialist offered support, encouragement and resource information for the caller to explore personal credit counseling and agricultural finance advice.

## WA State 2nd QTR Call Volume Comparison 2008-2009



	2009 2 <sup>nd</sup> QTR	2008 2 <sup>nd</sup> QTR
	Apr-Jun	Apr-Jun
Region 1	17011	20007
Region 2	3418	2491
Region 3	2401	3463
Region 4	2173	2074
Region 5	14947	13595
Region 6	35135	28257
Region 7	8150	7214
Region 8	4324	4751
<b>Total</b>	<b>87559</b>	<b>81852</b>

Region	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09
1-North Sound	6235	5509	5934	6005	5203	5803
2-Peninsulas	2896	2123	1944	1132	1029	1257
3-Western Counties	1254	1036	831	764	670	967
4-SW Washington	1000	744	766	759	702	712
5-Pierce County	5781	4533	4866	4921	4554	5472
6-King County	11912	11279	13010	12050	10643	12442
7-Greater Columbia	4251	3426	3348	2917	2497	2736
8-Eastern Washington	2416	1636	1803	1423	1264	1637
<b>WA State Total</b>	<b>35745</b>	<b>30286</b>	<b>32502</b>	<b>29971</b>	<b>26562</b>	<b>31026</b>

Call Origin	2nd Qtr 2009 Total Calls Received
Region 1 - North Sound	17011
Region 2 - Peninsulas	3418
Region 3 - Western Counties	2401
Region 4 - SW Washington	2173
Region 5 - Pierce County	14947
Region 6 - King County	35135
Region 7 - Greater Columbia	8150
Region 8 - Eastern Washington	4324
<b>WASHINGTON STATE TOTAL</b>	<b>87559</b> (1412 calls/day)

[www.win211.org](http://www.win211.org) year to date web visits:

	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	YTD Total
Total # Web Visits	12,375	11,602	13,431	12,690	11,966	9,450	71,514
Average visits per day	399	414	433	423	386	315	395

A Pierce County teenager, attending a recent Tacoma Housing/Foreclosure Prevention workshop, approached a United Way of Pierce County 211 representative with questions about applying for low income housing on behalf of his parents and siblings.

## Most Requested Community Health & Human Resources:

2nd Quarter 2009 Most Requested Resources

Requested Resources	% of total calls
1. Family & Community Needs (1)	23
2. Rent	13.3
3. Utilities	12.7
4. Legal	5.6
5. Emergency Shelter	5.6
6. Housing/Low Cost Housing	3.2
7. Food/Food Bank Info	3
8. Household, Clothing & Personal Goods	2.9
9. Mental Health	2.1
10. Undesignated Temporary Financial Aid	2

2nd Quarter 2008 Most Requested Resources

Requested Resources	% of total calls
1. Family & Community Needs (1)	23
2. Utilities	12
3. Rent/Mortgage Assistance/Move-In Assistance (2)	10
4. Emergency Shelter	6
5. Legal	5
6. Housing/Low-Cost Housing	4
7. Food/Food Bank Info	3.6
8. Household, Clothing & Personal Goods	2.7
9. Mental Health/Behavioral Health	2.6
10. Transportation	2.2

**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 6 above)

### TOP 10 Gaps in Service:

1. Rental / Mortgage Assistance/Move-in Cost Assistance
2. Utilities Assistance
3. Family and Community Needs
4. Transportation
5. Undesignated Financial Assistance
6. Emergency Shelter
7. Housing / Low-cost Housing
8. Legal
9. Physical Health – Dental
10. Free Tax Preparation and Assistance

### 211 Call Volume Ranking by County:

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

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:

<b>2-1-1 Region</b>	<b>Parent Agency</b>	<b>Counties Served</b>	<b>Admin. Contact &amp; email</b>
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 (Through 6/30/09)	Behavioral Health Resources	Mason, Thurston, Lewis, Pacific, Grays Harbor	Judi Hoefling jhoefling@bhr.org
4. Southwest WA	211 INFO	Wahkiakum, Cowlitz, Clark, Skamania	Liesl Wendt liesl@211Info.org
5. Pierce County	United Way of Pierce County	Pierce	Shawn Parkhurst <a href="mailto:shawnp@uwpc.org">shawnp@uwpc.org</a>
6. King County	King County Crisis Clinic	King	Susan Gemmel <a href="mailto:sgemmel@crisisclinic.org">sgemmel@crisisclinic.org</a>
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 <a href="mailto:apeters@pfp.org">apeters@pfp.org</a>
8. Eastern WA	Spokane Mental Health	Ferry, Stevens, Pend Oreille, Spokane	Jan Dobbs jdobbs@smhca.org

**Thank you to Behavioral Health Resources (BHR) management and staff for their visionary leadership in bringing 211 information and referral services to Thurston, Lewis, Pacific, Grays Harbor and Mason Counties through Western Counties 211.**

Countless hours were spent by BHR and local community leaders (2000-2006) in planning, fundraising, remodeling and, from 2006-2009, directly providing 211 services. Due to budgetary constraints BHR and WIN211 have not renewed their 211 partner agency contract. Effective 7/1/2009, Thurston and Lewis Counties will be served by Pierce 211; Pacific, Grays Harbor and Mason Counties will be served by Peninsula 211.