



WASHINGTON INFORMATION NETWORK 2-1-1

www.win211.org

July-September, 2008

Washington Information Network 2-1-1 (WIN211) is dedicated to creating a linked, comprehensive Information and Referral service for Washington State.

WIN211 Information and Referral Specialists are available Monday-Friday, 8am-5pm, excluding holidays, by calling 2-1-1. Resource information is available 24/7 at www.win211.org. All services are provided at no charge.

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

WIN211 is 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%).

SUMMARY: From July 1 through September 30, 2008 WIN211 received 82,868 telephone calls (averaging 1358 calls per day) from WA residents. The www.win211.org online resource database received 37,088 visits (averaging 403 visits/day). Overall 3rd quarter 2008 call volumes are up 20.5% over 3rd quarter 2007. Housing and housing-related assistance requests represent 52.3% of WIN211's most asked for resources. 20-30% of all calls to 2-1-1 are from agencies/social services providers seeking additional help for their clients.

3rd Quarter, 2008 - Total 2-1-1 Calls by Region

Call Origin	Received Calls
Region 1 - North Sound	18661
Region 2 - Peninsulas	3323
Region 3 - Western Counties	2820
Region 4 - SW Washington	1959
Region 5 - Pierce County	14504
Region 6 - King County	31524
Region 7 - Greater Columbia	6620
Region 8 - Eastern Washington	3457
WASHINGTON STATE TOTAL	82868 (1358 calls/day)

A single woman in Tacoma called 2-1-1 looking for transportation to her family's home in Aberdeen. She had run away from her family and was now living on the streets in Tacoma with no stable place to stay. 2-1-1's Information and Referral Specialist was able to help her plan a route, using local bus systems, which would take her back home for a total of \$4. She'd originally called 2-1-1 looking for a much more expensive Greyhound bus ticket. A final note: This young woman had called 2-1-1 from the office of a social services agency; the agency was able to provide the \$4 bus fare so that she could return to her family in Aberdeen.

January – September, 2008; YTD Total 2-1-1 Calls by Region

Region	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Total
Region 1 North Sound	6319	5910	6149	6840	5831	6041	6006	6165	6490	55751
Region 2 Peninsulas	1219	1084	887	872	761	858	1079	1104	1140	9004
Region 3 Western Counties	1493	1673	1673	1449	1034	980	933	934	953	11122
Region 4 SW Washington	964	906	895	704	714	656	730	570	659	6798
Region 5 Pierce County	4968	4531	4765	4702	4074	4164	4576	4824	5104	41708
Region 6 King County	10965	9927	9835	9717	9216	9324	10504	10776	10244	90508
Region 7 Greater Columbia	3359	3274	2746	2326	2058	2212	2248	2149	2223	22595
Region 8 Eastern Washington	2111	2144	1969	2074	1330	1347	1145	1085	1227	14432
WA State Total	31398	29449	28919	28684	25018	25582	27221	27607	28040	251918

A Spokane County caller phoned 2-1-1 seeking assistance to keep her utilities from being shut off. She was referred to two agencies by the Information and Referral Specialist. Spokane Valley Partners was able to provide funding for half of the caller's outstanding utility bill; AVISTA was then able to work with the caller to develop an affordable payment plan for the remaining balance.

January-September, 2008; Website Visit Activity www.win211.org

	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Total
Total # Visits	10957	9839	10222	10219	9387	10759	12516	12235	12337	98471
Average Per Day	353	339	330	341	303	359	404	395	411	359

A single man called 2-1-1 looking for food banks in the Lakewood area. He was out of work due to a broken leg and had been confined to his home for several weeks, unable to get food. He indicated his food situation was now desperate. His call came in after most food banks had closed for the day. The 2-1-1 Information and Referral Specialist connected him to FISH Food Banks of Pierce County; they were able to make an after-hours food delivery to the client's home that evening.

WA State 3rd Quarter Call Volume Comparison 2007-2008
 (3rd qtr. 2008 calls are up 20.5% over 3rd qtr. 2007)

	2008-3rd QTR	2007-3rd QTR
	July-Sept	July-Sept
Region 1	18661	11348
Region 2	3323	1503
Region 3	2820	2963
Region 4	1959	2196
Region 5	14504	10556
Region 6	31524	27990
Region 7	6620	4966
Region 8	3457	4354
Total	82868	65876

A single mother of three called 2-1-1 from Fox Island desperately looking for transportation into the Gig Harbor area to get food and go to medical appointments. She was connected to Gig Harbor Peninsula FISH who provides transportation for medical appointments. They picked her up from her home, took her to get groceries and to her medical appointments, and provided return transportation to her home. She was so thankful for the help and for 2-1-1's guidance.

Most Requested Community Health & Human Resources:

Requested Resource	# of Requests	%
1. Request for Address or Telephone Number	13750	22.5
2. Rent/Mortgage Asst/Move-In Costs Asst.	11178	18.3
3. Utilities	10473	17.2
4. Emergency Shelter	6398	10.5
5. Legal	5066	8.3
6. Food/Food Bank Information	4042	6.6
7. Housing/Low-Cost Housing	3872	6.3
8. Household, Clothing, and Personal Goods	2569	4.2
9. Transportation/Travel	1919	3.1
10. Family and Community needs	1776	2.9

Note: Housing and housing-related requests # 2,3,4 and 7 = 52.3% of all 2-1-1 resource requests.

Top 10 Gaps in Service (most-requested is #1):

- 1. Utility Bill Payment Assistance**
- 2. Rent/Mortgage Payment Assistance**
- 3. Housing Concerns (deposit, emergency shelter)**
- 4. Transportation Options**
- 5. Gasoline (Auto Fuel) Options**
- 6. Other Financial Requests**
- 7. Emotional Health Care**
- 8. Physical Health Care**
- 9. Support Services**
- 10. Legal Counseling**

A low-income Yakima County caller was seeking assistance finding a cell phone for emergency use and as a contact phone so that prospective employers could reach her. She was referred to AT&T Lifeline, received an application, submitted it, and was approved. Once the approval certificate arrives she will go to a local store and pick out a cell phone; she feels this will greatly improve her present situation.

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 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
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



Washington State 2-1-1 Call Center Service Areas



