

MISSION & VISION

Washington Information Network 2-1-1's (WIN211) mission and vision is to answer 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.

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WIN211 PARTNERSHIP WITH BOEING EMPLOYEES COMMUNITY FUND

With funding received from the Boeing Employees Community Fund (BECF), WIN211 and the regional call centers have successfully built the capacity to respond during times of a disaster. Staff have participated in local planning, emergency management training activities, the 2010 Emergency Preparedness Conference, and in the development of regional and state partnerships for emergency and disaster response. WIN211 has worked directly with state and regional emergency management departments to identify the valuable resources that WIN211 has for meeting the emergent needs during a disaster. With a comprehensive database and network of call centers, WIN211 has been recognized as a vital resource for communities during a disaster. The easy-to-remember 2-1-1 number can connect people to resources and takes the burden off of the 9-1-1 emergency number.

Regional call centers participated in several disaster activities across the state with each center getting information on how their counties and cities respond during disasters.

King County 2-1-1 participated in Sound Shake 2010, King County Disaster Case Management Exercise and presented at the King County Mass Care Forum. King County 2-1-1 staff members are involved in multiple disaster preparedness groups, including the Vulnerable Populations Committee, Seattle ESF-6, Seattle's Disaster Management Committee, and King County Regional Disaster Planning Workgroup. King County 2-1-1 has worked closely with Seattle-King County Public Health and is designated as a resource broker in the case of an Isolation & Quarantine event.

North Sound 2-1-1 focused on collaboration and coordination with Emergency Management Departments, Community Organizations Active in a Disaster (COAD), local energy providers and Homeland Security. By participating in these meetings they have developed a better understanding of how their 2-1-1 can assist each of the five counties in their region to respond to disasters.

South Sound 2-1-1 attended several ongoing community meetings that address disaster issues and have built effective relationships with local emergency management teams. Additionally, South Sound 2-1-1 has identified the local disaster resources for each county.

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Please help us spread the word that 2-1-1 service in Washington is available in over 150 languages! All 2-1-1 call centers have access to interpreter services; most centers have Information & Referral Specialists on staff who are fluent in both English and Spanish. When non-English-speaking callers reach an Information & Referral Specialist, they just need to say, "Interpreter" or the name of the language they speak. HOWEVER, callers to 2-1-1 have to make a selection from the phone-tree options, pressing either 5 for English or 6 for Spanish, otherwise the system will automatically disconnect the call.

Did you know? Over 80% of 2-1-1 referrals are made to non-government service providers.

Greater Columbia 2-1-1 has developed a Memorandum of Understanding with Yakima County Emergency Management and successfully tested our inContact phone system with Yakima County Emergency in the September 1, 2010 CGS Exercise. This demonstrated the importance of having staff located at the Emergency Operation Center. Having direct communication updates allowed 2-1-1 to have current information about the affected areas and share that with the public.

Kitsap 2-1-1 has forged relationships with Emergency Management Departments in all of their counties to develop resources to provide assistance during a disaster.

Eastern Washington 2-1-1 participated with Region 9 Health Care Coalitions (HCC). 2-1-1 has been named the most up-to-date source of information for resources for health and human services in the HCC Strategic Plan 2009-2011.

WIN211 would like to thank BOEING ECF for their support.

2010 YEAR IN REVIEW MOST REQUESTED COMMUNITY RESOURCES

JANUARY-DECEMBER 2010	NUMBER OF REQUESTS	PERCENT OF TOTAL CALLS
Rent/Mortgage Asst./Move-In Costs Asst. *	48,087	13%
Utilities	43,854	12%
Legal	23,849	6%
Emergency Shelter	17,699	5%
Food/Food Banks	14,122	4%
Housing/Low-Cost Housing	13,641	4%
Holiday Assistance	11,995	3%
Household, Clothing, and Personal Goods	11,078	3%
Free Tax (Free Tax Preparation/EITC)	10,965	3%
Undesignated Financial Assistance	8,557	2%
Transportation/Travel	8,110	2%

CALLER COMMENTS:

"It's a pretty useful service you guys provide! I hope you guys get the funding you need to keep it going. It would be a shame to lose it"

A caller needing assistance during the holiday season, said, "It's an excellent service. I never knew about this number until a month ago and you people have been so wonderful - helped me find presents for my children and everything. I appreciate you so much. And you call me back!"

After receiving information on the disability utility discount and other resources the caller said, "You are like an angel from the sky."

* The following chart provides a list of caller needs where resources were not available. Rent and Utility Assistance are always among the top five caller needs. Unfortunately, they are also at the top of the unmet needs list since requests exceed the available resources.

UNMET NEEDS* IN 2010	PERCENT OF TOTAL CALLS
Rent/Mortgage Asst/Move-In Costs Asst. *	26%
Utilities	15%
Undesignated Temporary Financial Aid	9%
Transportation/Travel	8%
Emergency Shelter	7%
Holiday Related Assistance	5%
Legal	3%
Housing/Low-Cost Housing	3%
Household, Clothing, and Personal Goods	2%

2010 CALL VOLUMES AND REFERRALS

REGION	CALLS ANSWERED	REFERRALS PROVIDED
North Sound	64,575	93,623
Peninsulas	20,415	26,679
Southwest Washington	11,072	15,238
South Sound	74,989	122,331
King County	127,076	330,983
Greater Columbia	46,507	42,025
Eastern Washington	17,434	20,066
TOTAL	362,068	650,945

POSITIVE COMMENTS & SUCCESS STORIES: HOW 2-1-1 HELPS EVERY DAY

"Everyone was very helpful, very informative and very pleasant. They gave me a lot of information. It's very good to have this available to the public. What would people do if it wasn't here? They wouldn't know where to go."

A caller needing help with a landlord tenant issue stated, "You've been wonderful. Sometimes when you're bipolar or have an illness, people don't take you seriously. I thank you for your sincerity and kindness."

2-1-1 SUCCESS STORIES

A caller moving out of transition housing received move-in assistance from Hopelink Shoreline, Shoreline Community Care, and Mary's Place. When asked about the 2-1-1 experience she stated, "I think the person I spoke with was named Hillary. She was so helpful. She answered all my questions and gave me a ton of information. I'm so glad you guys are there to help people find places that help."

A caller who needed food and financial assistance for rent and utilities, received money for rent from the Homelessness Prevention program; CAMP was able to provide utility assistance through LIHEAP; and food from CAMP Food Bank and the Cherry Street Food Bank. When asked about 2-1-1 and the Information & Referral Specialist, the caller said, "I was surprised by how deeply she cared and how much help she gave me. I have referred several people to your line. They may think that because of the overwhelming need in the world, there may not be any help left for them, but I can tell them they are wrong."

A caller who needed financial assistance for his past-due rent was referred to, and received help from, the Homelessness Prevention program. During a 2-1-1 follow-up call the caller expressed appreciation and said, "This is a fantastic system. I tell everyone about it now. Anyone who needs help, I say, 'Call 2-1-1.' I just told them my situation and they seemed to know right away what resources I needed. This was a lifesaver! I owed my landlady \$4,000. The case manager negotiated with her to accept \$2,000 and forgive the other half. Now I am current. The case manager helped me look over my expenses and suggested I apply for food stamps and a utility discount also, so I'll have a little more money to pay my bills."

"I just have to tell you what a great service you guys are. I was homeless and you guys gave me the tools to help me out of my situation. Now I help other people out of homelessness."

WASHINGTON INFORMATION NETWORK 2-1-1

Contact WIN211 with questions or comments: info@win211.org

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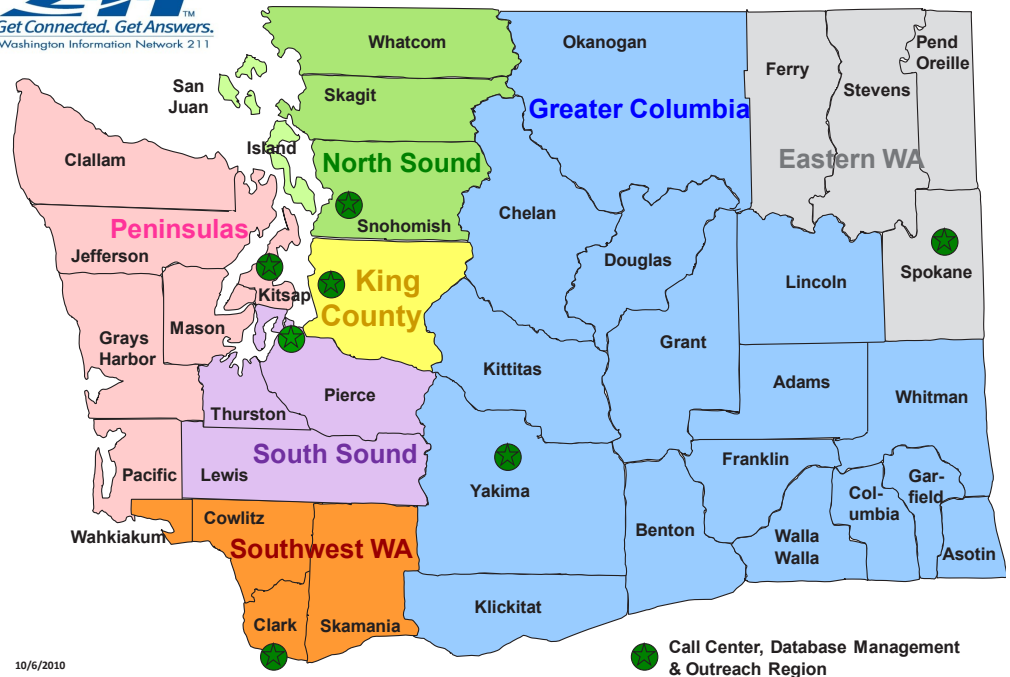
ATTENTION SERVICE PROVIDERS

If the information for your agency or service has changed, contact 2-1-1 so we can update our community resources database.

Thank you to United Ways of Washington for their continued support of WIN211



Washington State 2-1-1 Call Center Service Areas



REGIONAL 2-1-1 CONTACTS

2-1-1 REGION	CONTACT INFORMATION & PARENT AGENCIES
North Sound 2-1-1	Bill Brackin, bbrackin@voaww.org Volunteers of America Western Washington
Peninsulas 2-1-1	Kelly Schwab, kellys@kmhs.org Kitsap Mental Health
Southwest WA 2-1-1	Liesl Wendt, liesl@211info.org 2-1-1 Info
South Sound 2-1-1	Shawn Parkhurst, shawnp@uwpc.org United Way of Pierce County
King County 2-1-1	Susan Gemmel, sgemmel@crisisclinic.org Crisis Clinic
Greater Columbia 2-1-1	Amy Peters, apeters@pfp.org People for People
Eastern WA 2-1-1	Jan Dobbs, jdobbs@smhca.org Spokane Mental Health