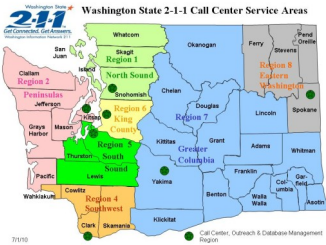


2010  
**Second Quarter**  
 April-June 2010

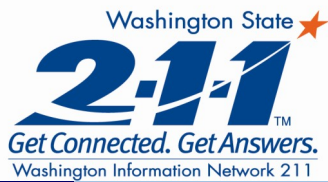
# WIN 2-1-1: Reflecting the Needs of the Communities We Serve



## Department of Financial Institutions

Payday lending laws changed January 1, 2010, and WIN 211 partnered with the WA State Department of Financial Institutions to advise callers of changes and better alternatives to high interest loans.

During 2nd quarter, WIN 211 also continued to provide information on credit counseling /mortgage foreclosures and Payday lending assisted 157 residents who inquired about these issues.



## Message From WIN211 Board of Directors

The WIN 211 Board is committed to the continuity of 211 services in Washington State for all residents during the tumult of our current funding environment. Currently the WIN211 Board with input from key stakeholders has created a set of Common expectations for the 211 System to assure statewide coverage. The WIN 211 Board has hired a part-time consultant to assist with strategic planning, fundraising, grant writing and relationship building.

Funding legislation has been introduced at the Federal level and meetings with our State budget officials are being scheduled. Although 211 call centers in Washington State continue to connect clients with needed services, their abilities have been diminished due to state funding reductions.

The WIN 211 Advocacy Committee, including representation from United Ways of Washington and call center directors, has been working hard to get the Calling for 211 Act (Federal Funding) out of committee in both the Senate and the House. If you haven't contacted Senator Murray, please do so now (<http://murray.senate.gov/public/index.cfm?p=ContactMe>). Thank her for championing the Calling for 2-1-1 Act and ask her to urge Senator Harkin to bring S. 211 to a vote in committee.

Once a bill is scheduled for a vote, all stakeholders will be asked to contact their members of congress (go to [www.liveunited.org/211](http://www.liveunited.org/211) and click on call or e-mail). Our collective voice is necessary if we are to be successful.

WASHINGTON INFORMATION NETWORK 2-1-1

# WIN 211 Quarterly Report

### Inside this issue:

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### Mission and Vision

Washington Information Network 211's (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.

# MOST REQUESTED COMMUNITY RESOURCES

2nd QTR 2010

Requested Resources	% of total calls
1. Family & Community Needs	26
2. Rent/Mortgage Asst/Move-in	15
3. Utilities	12
4. Legal	7
5. Emergency Shelter	5
6. Housing/Low Cost Housing	4
7. Food/Food Bank	3.8
8. Household, Clothing, Per-	3
9. Undesignated Temp Fin-Aid	2.6
10. Transportation/Travel	2.5

2nd QTR 2009

Requested Resources	% of total calls
1. Family & Community Needs (1)	23
2. Rent/Mortgage Asst/Move-in	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	3
8. Household, Clothing & Personal	2.9
9. Mental Health	2.1
10. Undesignated Temp Fin-Aid	2

(1) Note: Family and Community needs include, but are not limited to: Adoption, Foster Care, Death/Dying/Bereavement, Interpreter Services, Physical/Sexual Assault, Interpersonal Relationship Issues, Recreation, Personal Advocates, Respite, and Wildlife/Domestic Animals/Pet Care, other information & Assistance Svcs.

## TOP 10 GAPS IN SERVICE



2nd Quarter 2010

1. Rent/Mortgage Asst/ Move-in Costs
2. Utilities
3. Undesignated Temporary Financial Aid
4. Transportation/Travel
5. Emergency Shelters
6. Family and Community Needs
7. Legal
8. Housing/Low-Cost Housing
9. Household, Clothing, and Personal Goods
10. Mental Health/Behavioral Health

2nd Quarter 2009

1. Rent/Mortgage Asst/ Move-in Costs
2. Utilities
3. Family and Community Needs
4. Transportation/Travel
5. Undesignated Temporary Financial Aid
6. Emergency Shelters
7. Housing/Low-Cost Housing
8. Legal
9. Physical Health-Dental
10. Free Tax Preparation and Assistance

## WHO'S CALLING 2-1-1? 2010 Call Volumes as % of Population

### High Level Call Frequency

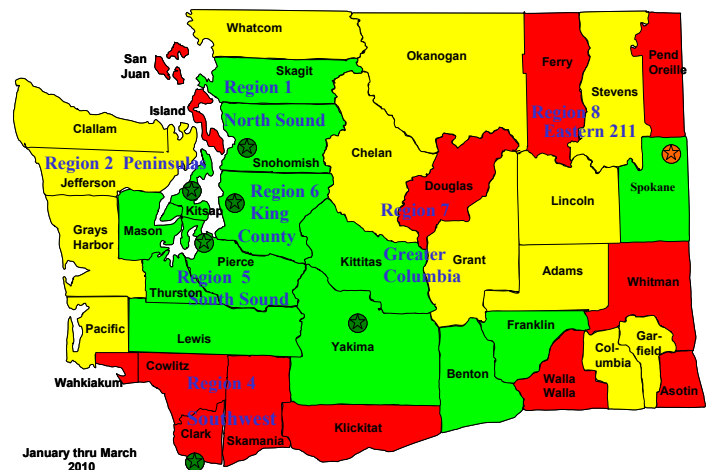
Yakima, King, Pierce, Snohomish, Spokane, Thurston, Kitsap, Kittitas, Skagit, Mason, Benton, Franklin, Lewis

### Mid Level Call Frequency

Grays Harbor, Clallam, Jefferson, Garfield, Okanogan, Lincoln, Whatcom, Adams, Chelan, Stevens, Grant, Pacific, Columbia

### Low Level Call Frequency

Klickitat, Asotin, Walla Walla, Island, Whitman, Pend Oreille, San Juan, Skamania, Douglas, Clark, Ferry, Wahkiakum, Cowlitz



# WIN 211 Partnerships

## Department of Health (DOH)

WIN211 continues to partner with Department of Health to offer information regarding prevention, care, vaccine and immunization site locations for H1N1.

In the first 6 months of 2010, WIN 211 was able to provide 3,158 residents with information on H1N1.

WIN 211 met with DOH to discuss partnering on additional health threats. DOH would like WIN 211 to be involved in future call center development for Washington State residents.

211 Information and Referral Specialists are available M-F, from 7am to 7pm.



**WIN 211 reaches out to communities connecting citizens with Health and Human Services.**

## Department of Commerce-EITC

WIN211 is in its fourth year of partnering with CTED/Commerce to provide essential Community Services. The experience has enabled all 2-1-1 regions to prepare quickly for call volume increases and know where to obtain information during tax season.

For the 2009 Campaign year, WIN 211 assisted 12,275 callers with referral to free tax prep sites.

In King County alone WIN 211 referrals helped return \$19.7 million in Federal Funds back to the community, including \$6.3 million in Earned Income Tax Credit and saved customers more than \$1 million in tax preparation fees. Statistics for the State of Washington will be out in the fall of 2010.

## WIN211.org

## YEAR TO DATE WEBSITE VISITS

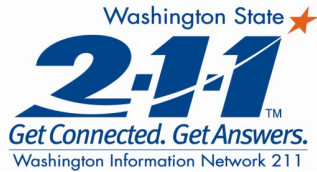
2010	Jan	Feb	Mar	Apr	May	Jun	YTD 2010
Page Viewed	227515	218154	266513	256884	241979	240141	1,451,186
One Time Visitor	4359	4077	4283	4361	4155	4222	25,457
Multiple Visitor	1320	1287	1365	1328	1299	1321	7,920

## CALL VOLUMES

<u>Call Origin</u>	<u>2nd 2010 Qtr Total Calls</u>
North Sound	14,998
Peninsulas	4,335
SW Wash.	2,728
South Sound	17,149
King County	34,355
Greater Columbia	10,111
Eastern WA	<u>4,208</u>
<b>TOTAL</b>	<b>87,884</b>
	<b>(1,440 calls/day)</b>

*2nd QTR 2010  
CALL VOLUMES  
UP 3% FROM  
2nd QTR 2009*

<u>Call Origin</u>	<u>2nd 2009 Qtr Total Calls</u>
North Sound	15,890
Peninsulas	3,418
Western	1434
SW Wash.	2,173
South Sound	14,947
King County	35,135
Greater Columbia	8,141
Eastern WA	<u>4,324</u>
<b>TOTAL</b>	<b>85,462</b>
	<b>(1,401 calls/day)</b>



Washington Information Network 211 (WIN211) is a 501(c)3 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 is listed below:

**WASHINGTON INFORMATION NETWORK (WIN) 211**

Contact WIN211 with questions or comments:  
[info@win211.org](mailto:info@win211.org)

Milissa Smith, Program Manager  
[milissa@win211.org](mailto:milissa@win211.org)

Phone: 425.264.0301  
 Fax: 425.264.0316

200 Mill Ave S Ste 505, Renton, WA 98057

**IS YOUR AGENCY RECORD OR RESOURCE LISTING OUT OF DATE? CALL 211 AND HELP US CORRECT IT.**

**We're on the web**  
[www.win211.org](http://www.win211.org)

Region	2-1-1 Region & Parent Organization	Counties Served	Administrative Contact Info.
1	<a href="#">North Sound 211</a> Volunteers of America Western WA	San Juan, Island, Whatcom, Skagit, Snohomish	Bill Brackin <a href="mailto:bbrackin@voaww.org">bbrackin@voaww.org</a>
2	<a href="#">Peninsulas 211</a> Kitsap Mental Health United Way of Kitsap Co.	Clallam, Jefferson, Kitsap, Mason, Grays Harbor, Pacific	Kelly Schwab <a href="mailto:Kellys@kmhs.org">Kellys@kmhs.org</a>
4	<a href="#">Southwest WA 211</a> 211 Info	Wahkiakum, Cowlitz, Clark, Skamania	Liesl Wendt <a href="mailto:liesl@211info.org">liesl@211info.org</a>
5	<a href="#">South Sound 211</a> United Way of Pierce County	Pierce, Thurston, Lewis	Shawn Parkhurst <a href="mailto:shawnp@uwpc.org">shawnp@uwpc.org</a>
6	<a href="#">King County 211</a>	King	Susan Gemmel
7	<a href="#">Greater Columbia 211</a> People for People	Okanogan, 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	<a href="#">Eastern WA 211</a> Spokane Mental Health	Ferry, Stevens, Pend Oreille, Spokane	Jan Dobbs <a href="mailto:jdobbs@smhca.org">jdobbs@smhca.org</a>

## SUCCESS STORIES: How 2-1-1 Helps Every Day

A **South Sound** resident called to donate 300 twin size mattresses that came from a cruise ship. In South Sound one of the most requested household items are beds. South Sound 2-1-1 agents were able to place all 300 beds with the help of the King County call center. 200 beds went to two agencies in King County and 100 to Centralia. In addition, another 200 mattresses will be donated in July. It was exciting to see the coordination between two call centers and local agencies at work. Because of this partnership, the Puget Sound community has received a much needed resource.

A **Benton County** resident called in need of food assistance. A 2-1-1 call specialist was able to complete a DSHS application for Basic Food Assistance. The Client was able to become qualified and received her food benefits within a week's time. She was pleased with the service 2-1-1 offered her.

A **Spokane County** young mother of 2 called in need of shelter because she would be homeless in a few days. A 2-1-1 agent was able to connect her to resources for transitional housing as well as with the Basic Food program for assistance. The caller was grateful.

A **King County** caller needed referrals for a medical appointment, health insurance, debt counseling and a low-cost apartment. The caller received a long list of referrals and was able to get into the Neighbor-Care Health 45th Street Clinic and stated: "it was actually very nice." He was given prompt service with a doctor consultant and medicine for a very low cost. When asked about 2-1-1 the caller stated, "Excellent! If you have a word for more than excellent, you have that!"