

Greater Columbia 2-1-1

Volume 5, Issue 1

Update Report

January - March 2010

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GC 2-1-1 is Getting the Word Out

Amy Peters, Project Coordinator, attended numerous outreach events in January, February, and March.

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Date	Event
January 13	Met with staff about US Census and how GC 2-1-1 could be of assistance
January 14	Attended Yakima County Asset Building Coalition
January 19	Attended United Way of Benton Franklin funding meeting
January 22	Attended the Point in Time Homeless Count meeting
January 28	Attended and staffed a resource table at Yakima County Homeless Connect Event
February 9	Met with United Way Grant County funding allocation committee
February 11	Attended Yakima County Asset Building Coalition
February 18	Met with United Way Chelan Douglas funding allocation committee
February 19	Attended United Way Chelan Douglas Roundtable networking meeting
February 25	Attended Yakima County Homeless Network meeting
March 2	Presentation at Kittitas County Providers Meeting
March 3	Presentation "How to Handle non-911 emergencies" at United Way Benton Franklin
March 11	Attended Yakima County Asset Building Coalition
March 17	Attended VISTA informational meeting at Yakima Valley Library
March 25	Attended 2010 Census update meeting
March 30	Attended United Way of Central Washington funding meeting



Success Stories

A Spanish Speaking Yakima called to find a location to have her taxes prepared at no cost. The Information and Referral Specialist was able to schedule an appointment for the AARP Tax Aide Site at St Vincent Center in Union Gap. The client was able to have her income taxes prepared and filed, and she also is able to receive her whole refund amount since there was no fee. The client was very pleased with the services offered by the Tax Aide Site as well as the 2-1-1 call center. She was also very thankful that we had bilingual staff to assist her.

A Spokane County resident called in search of rental assistance. The client is a single parent with three children. The Information and Referral Specialist referred the client to Salvation Army and Volunteers of America and was able to get immediate assistance. It was also recommended that the client re-apply for services through the Department of Social and Health Services, the client qualified for TANF and is now able to ensure her rent is paid. She was very happy with the 2-1-1 call center and the services offered.

A Franklin County resident called in need of multiple services including medical expense assistance, clothing, food and in home assistance. The Information and Referral Specialist was able to complete a Basic Food application for the client, as well as the Medicaid application. The client was also referred to local food and clothing banks and the Volunteer Chore Services. The client received an immediate call from the Department of Social and Health Services to complete her application. She was approved for Basic Food assistance as well as the Medicaid assistance. The client was a bit overwhelmed and stated she would check into the other referrals at a later date. She was extremely satisfied with her first experience with 2-1-1 and has called back multiple times since.

A Yakima County resident called in need of assistance paying his mortgage. He was referred to several agencies that help with default mortgages and foreclosures. Unfortunately he was unable to get any financial assistance. The client was frustrated that there were not more local resources but he was grateful for the assistance that he received from the 2-1-1 call center and he will definitely call us again.

Greater Columbia 2-1-1 Region 7 and Region 8

Call Summary Year to Date

County	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Totals
Out of State	258	209	180										647
Other Call Centers	591	294	359										1244
King													0
Ferry	4		1										5
Pend Oreille	7	12	7										26
Spokane	1535	1413	1381										4329
Stevens	47	51	31										129
Adams	28	30	11										69
Asotin	25	18	17										60
Benton	472	355	336										1163
Chelan	117	81	44										242
Columbia													0
Douglas	7	6	3										16
Franklin	226	152	122										500
Garfield	0	4	3										7
Grant	117	113	65										295
Kittitas	92	108	103										303
Klickitat	33	17	12										62
Lincoln	20	9	7										36
Okanogan	62	52	46										160
Walla Walla	51	66	41										158
Whitman	44	27	25										96
Yakima	2996	3431	3030										9457
Total	6732	6448	5824	0	0	0	0	0	0	0	0	0	19,004

Call Summary By County

January 1 – March 31

	Adams	Asotin	Benton	Chelan	Douglas	Ferry	Franklin	Garfield	Grant	Kittitas	Klickitat	Lincoln	Okanogan	Other Call Centers	Out of State	Pend Oreille	Spokane	Stevens	Unknown	Walla Walla	Whitman	Yakima	Grand Total	
211 Toll Free							2							7	501		1		1937				2448	
H1N1 Flu Info Spanish														6									6	
H1N1 Flu Information			1											30			2		3				36	
King County Dir Asst English														6									6	
King County English														14									14	
King County Only														9									9	
KIRO Doc English														1								3	4	
Peninsulas EITC English														39					1				40	
Peninsulas EITC Spanish														7									7	
Peninsulas English	1		39	1			19		5	3	1	1	1	330					11	1	2	72	487	
Peninsulas Only										1				4									5	
Peninsulas Severe Weather														1									1	
Peninsulas Spanish														3									3	
Peninsulas West English														86									86	
Peninsulas West Spanish														7									7	
Pierce County EITC English														3					1				4	
Pierce County English														163					22				185	
Pierce County Info Only														17					2				19	
Pierce County Info Only Esp														24					2				26	
Pierce County Only														2					1				3	
Pierce County Spanish														191	1				23				215	
Pierce West English														24					2				26	
Pierce West Info Only														3					1				4	
Pierce West Info Only Esp														5					1				6	
Pierce West Spanish														21					1				22	
Spokane EITC English						2						3		2		5	369	11	22				414	
Spokane EITC Spanish																	19						19	
Spokane English			1	2		3			4			4	3	49	29	20	3802	63	233	3	4		4220	
Spokane Only											1			14					1	2			18	
Spokane Spanish																	22		3			1	26	
Yakima BFOP English	1		29	2			5	4	20	1	1	5	11	7	1	86	2	78	4	1		97	355	
Yakima BFOP Spanish	2		4	1			7			1	1	1	24	3					17				45	106
Yakima EITC Appt English								1	34			1	3	1					35	3		909	987	
Yakima EITC Appt Spanish									4				3						18	9		610	644	
Yakima EITC English	9	24	132	82	3		50	70	35	36	5	43	6	77			15	261	54	26	6	934		
Yakima EITC Spanish	31		56	45	7		55	90	10			28		16			1	79	17			435		
Yakima English	17	35	800	88	4		288	6	97	181	22	21	64	44	9	24	36	248	73	37	2329	4423		
Yakima Holiday																						1	1	
Yakima Only		1	22	3	1		12	1	8	2		3	47	3		4		6	1			56	170	
Yakima Outbound																			430				430	
Yakima Return VM Outbound																						31	31	
Yakima Spanish	8		79	18	1		62	16	12	1		11	38					47	5	14		523	835	
Yakima Voicemail																			1287				1287	
Grand Total	69	60	1163	242	16	5	500	7	295	303	62	36	160	1244	647	26	4329	129	4774	158	96	4683	19004	

Total Call Count January 1 – March 31

Call Origin	Received Calls	Abandoned Calls	Total Minutes	Average Minutes	Out of Service
211 Toll Free	2,448	134	4	2,198	1,834
H1N1 Flu Info Spanish	6	1	1	5	3
H1N1 Flu Information	36	2	2	39	16
King County Dir Asst English	6	-	5	5	6
King County English	14	-	6	9	13
King County Only	9	-	6	8	9
KIRO Doc English	4	-	4	2	4
Peninsulas EITC English	40	5	5	56	35
Peninsulas EITC Spanish	7	1	3	10	6
Peninsulas English	487	18	4	898	283
Peninsulas Only	5	1	5	15	5
Peninsulas Severe Weather	1	-	8	8	1
Peninsulas Spanish	3	-	4	9	2
Peninsulas West English	86	5	5	138	65
Peninsulas West Spanish	7	1	3	16	5
Pierce County EITC English	4	1	4	5	4
Pierce County English	185	5	4	380	132
Pierce County Info Only	19	-	3	28	13
Pierce County Info Only Esp	26	1	3	51	16
Pierce County Only	3	-	3	5	3
Pierce County Spanish	215	8	5	576	132
Pierce West English	26	-	4	43	21
Pierce West Info Only	4	-	3	7	3
Pierce West Info Only Esp	6	-	3	17	2
Pierce West Spanish	22	-	3	39	16
Spokane EITC English	414	25	4	776	265
Spokane EITC Spanish	19	1	5	64	9
Spokane English	4,220	149	8	9,435	3,085
Spokane Only	18	-	3	37	11
Spokane Spanish	26	1	3	46	16
Yakima BFOP English	355	16	15	1,695	271
Yakima BFOP Spanish	106	5	7	379	61
Yakima EITC Appt English	987	54	12	1,994	839
Yakima EITC Appt Spanish	644	70	8	1,224	504
Yakima EITC English	934	61	5	1,370	679
Yakima EITC Spanish	435	54	3	578	252
Yakima English	4,423	170	6	8,070	3,052
Yakima Holiday	1	1	0	-	-
Yakima Only	170	14	7	348	137
Yakima Outbound	430	-	10	1,469	293
Yakima Return VM Outbound	31	-	2	37	15
Yakima Spanish	835	32	5	1,387	582
Yakima Voicemail	1,287	-	12	326	974
Grand Total	19,004	836	219	33,802	13,674

Statistics for January 1 – March 31

Detail of the 2-1-1 Question: How Did You Hear about 2-1-1?

	All Counties	Benton & Franklin Counties	EW211- Spokane, Stevens, Ferry and Pend Oreille Counties	Yakima County
211 Business Card	0.10%	0.15%	0.03%	0.06%
Agency	13.05%	9.43%	16.64%	11.81%
Bus Ad	0.01%	0.00%	0.00%	0.03%
Church	0.07%	0.08%	0.00%	0.03%
Community Meetings	0.01%	0.08%	0.00%	0.00%
EITC Coupon	8.98%	6.96%	3.55%	13.92%
Flyer	0.08%	0.15%	0.20%	0.03%
Friend	0.43%	0.54%	0.23%	0.33%
Misc Advertising	0.01%	0.08%	0.00%	0.00%
Newsletter	0.04%	0.00%	0.03%	0.03%
Newspaper	0.03%	0.00%	0.03%	0.06%
No Response	0.39%	0.23%	0.03%	0.39%
On the Radio	0.06%	0.00%	0.10%	0.08%
Other	0.27%	0.15%	0.03%	0.14%
Poster	0.06%	0.15%	0.10%	0.03%
Returned Caller	70.66%	76.12%	78.26%	70.55%
TV	0.26%	0.77%	0.07%	0.39%
Unable to Ask	5.34%	4.95%	0.62%	2.06%
Web Site	0.16%	0.15%	0.07%	0.08%

Percentage of Total Calls by Ethnicity:

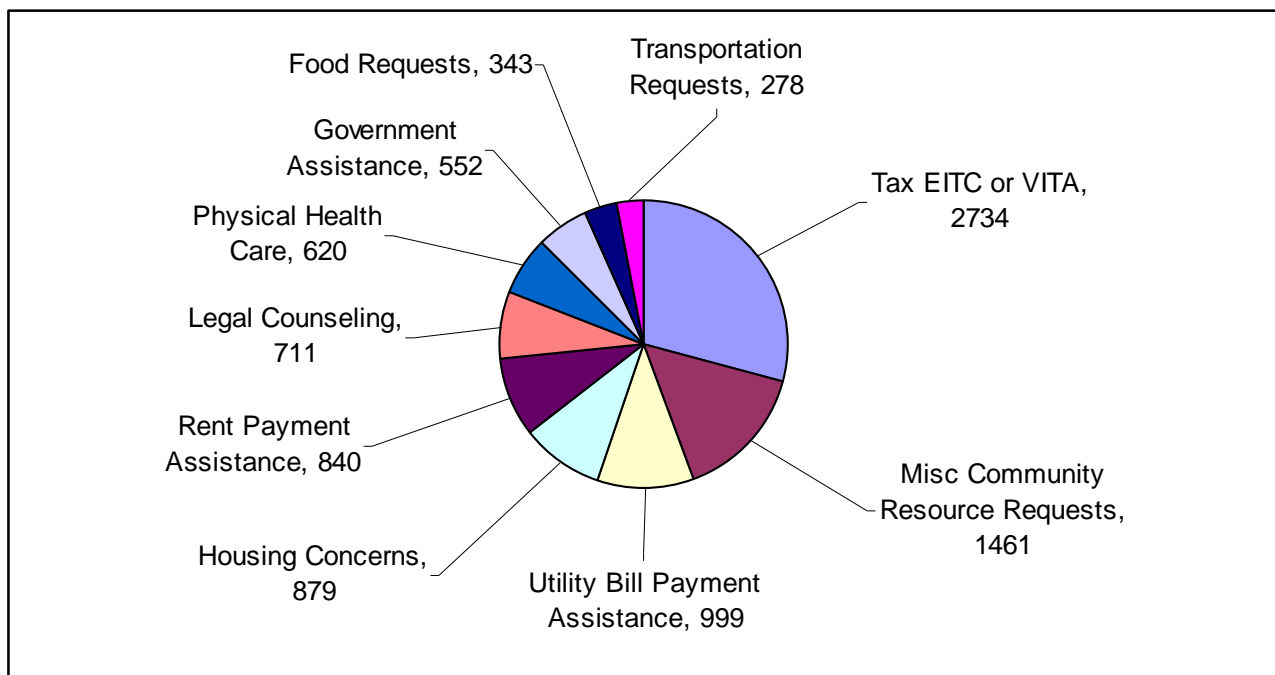
	All Counties	Benton & Franklin Counties	EW211- Spokane, Stevens, Ferry and Pend Oreille Counties	Yakima County
African American	2.50%	1.14%	3.63%	1.59%
Asian American	0.42%	0.38%	0.82%	0.06%
Caucasian	65.22%	72.50%	90.09%	51.85%
Declined	0.43%	0.51%	0.71%	0.37%
Hispanic	24.36%	18.76%	2.51%	42.20%
Multi-Racial	0.14%	0.13%	0.22%	0.03%
Native American	0.32%	0.13%	0.19%	0.64%
Other	0.08%	0.00%	0.11%	0.09%
Pacific Islander	0.04%	0.00%	0.11%	0.00%
Unknown	6.49%	6.46%	1.61%	3.17%

Percentage of Total Calls by Gender:

	All Counties	Benton & Franklin Counties	EW211- Spokane, Stevens, Ferry and Pend Oreille Counties	Yakima County
Female	74.12%	78.96%	73.36%	73.82%
Male	25.14%	20.53%	26.56%	26.15%
Unknown	0.74%	0.51%	0.07%	0.03%

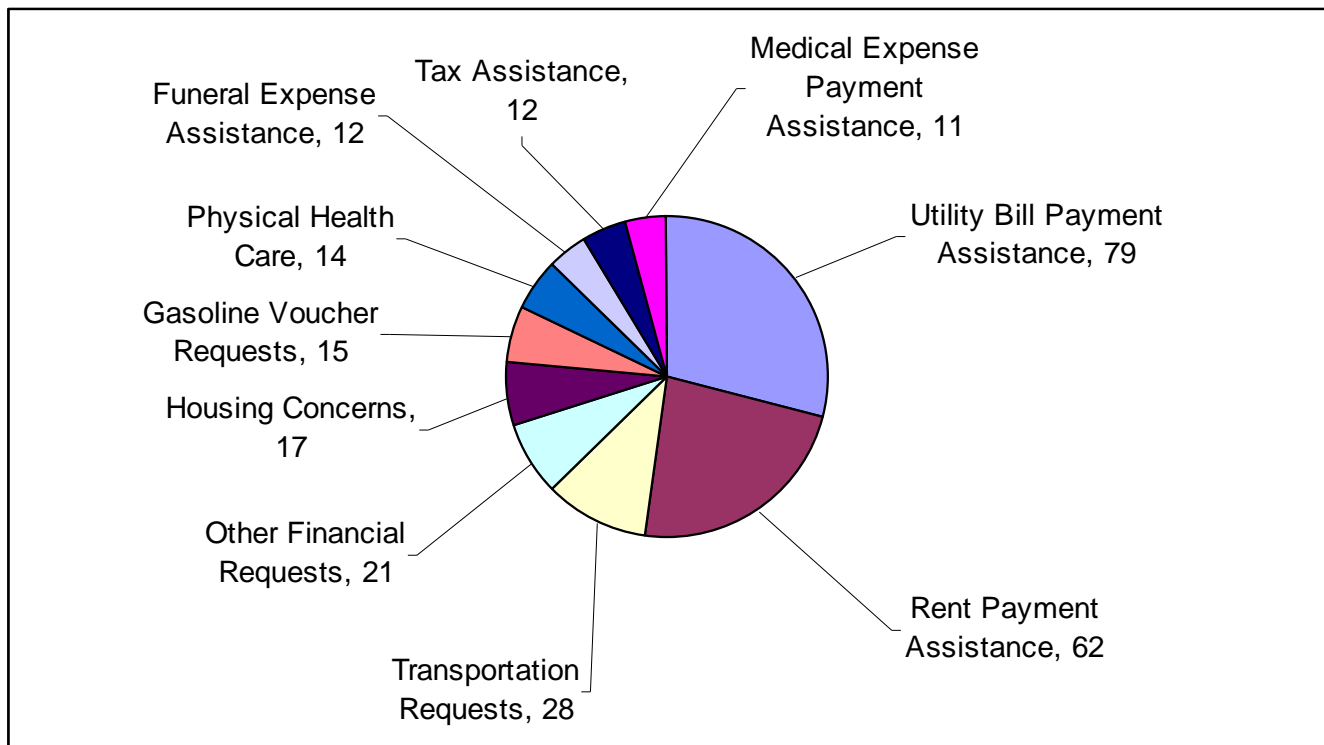
Top 10 Requested Community Resources for All Counties

Requested Resources	# of Requests
Tax EITC or VITA	2734
Misc Community Resource Requests	1461
Utility Bill Payment Assistance	999
Housing Concerns	879
Rent Payment Assistance	840
Legal Counseling	711
Physical Health Care	620
Government Assistance	552
Food Requests	343
Transportation Requests	278



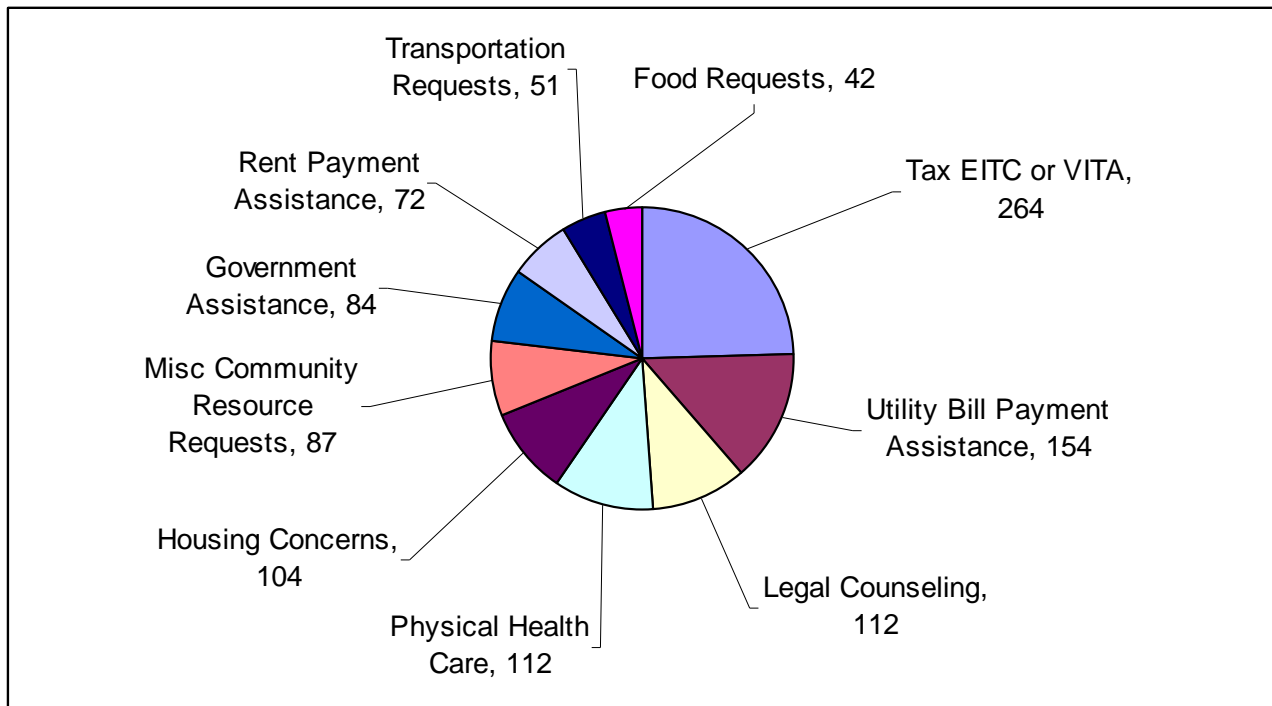
Top 10 Gaps in Service for All Counties

Requested Resource	# of Requests
Utility Bill Payment Assistance	79
Rent Payment Assistance	62
Transportation Requests	28
Other Financial Requests	21
Housing Concerns	17
Gasoline Voucher Requests	15
Physical Health Care	14
Funeral Expense Assistance	12
Tax Assistance	12
Medical Expense Payment Assistance	11



Top 10 Requested Community Health & Human Resources for Benton and Franklin Counties

Requested Resource	# of Requests
Tax EITC or VITA	264
Utility Bill Payment Assistance	154
Legal Counseling	112
Physical Health Care	112
Housing Concerns	104
Misc Community Resource Requests	87
Government Assistance	84
Rent Payment Assistance	72
Transportation Requests	51
Food Requests	42



Call Projections/Actual for the Greater Columbia Region

County	Population	National Average 8% of Population use 2-1-1 (Annual)	1 st Qtr Year Goal 40% of 8% (Annual)	1 st Qtr Goal 40% of 8% (Quarterly)	Jan – Mar 10 (Quarterly)	% of Goal (Quarterly)	Total as of March 2010 (Annual)	Average (Annual)	Projected YTD Total Call for 2-1-1 (Annual)	% of Goal (Annual)
Out of State				-	1,891	0%	1,891	630	7,564	0%
Adams	16,982	1,359	1,019	255	69	27%	69	23	276	27%
Asotin	21,111	1,689	1,267	317	60	19%	60	20	240	19%
Benton	159,414	12,753	9,565	2,391	1,163	49%	1,163	388	4,652	49%
Chelan	70,993	5,679	4,260	1,065	242	23%	242	81	968	23%
Columbia	3,986	319	239	60	-	0%	-	-	-	0%
Douglas	36,177	2,894	2,171	543	16	3%	16	5	64	3%
Franklin	69,578	5,566	4,175	1,044	500	48%	500	167	2,000	48%
Garfield	2,050	164	123	31	7	23%	7	2	28	23%
Grant	83,047	6,644	4,983	1,246	295	24%	295	98	1,180	24%
Kittitas	38,542	3,083	2,313	578	303	52%	303	101	1,212	52%
Klickitat	20,097	1,608	1,206	301	62	21%	62	21	248	21%
Lincoln	10,255	820	615	154	36	23%	36	12	144	23%
Okanogan	39,782	3,183	2,387	597	160	27%	160	53	640	27%
Walla Walla	57,709	4,617	3,463	866	158	18%	158	53	632	18%
Whitman	41,229	3,298	2,474	618	96	16%	96	32	384	16%
Yakima	233,062	18,645	13,984	3,496	9,457	271%	9,457	3,152	37,828	271%
Ferry	7,373	590	442	111	5	5%	5	2	20	5%
Pend Oreille	12,760	1,021	766	191	26	14%	26	9	104	14%
Spokane	456,175	36,494	27,371	6,843	4,329	63%	4,329	1,443	17,316	63%
Stevens	41,835	3,347	2,510	628	129	21%	129	43	516	21%
Total	904,014	72,321	54,241	13,560	19,004	140%	19,004	4,838	58,060	107%

Greater Columbia 211

