

Greater Columbia 2-1-1

Volume 4, Issue 7

Update Report

October - December 2009

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GC 2-1-1 is Getting the Word Out

Amy Peters, Project Coordinator, attended numerous outreach events in October, November, and December.

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Date	Event
October 15	Attended Upper Valley Providers Consortium Meeting
October 27	Attended Special Needs Transportation Coalition Meeting
October 28	Attended Homeless Network Meeting
November 10	Attended Mid Valley Providers Consortium Meeting
November 18	Attended Homeless Network Meeting
November 23	Met Gary Pira, Yakima Transit, regarding GC 2-1-1 Transportation Services
December 10	Attended Yakima County Asset Building Coalition
December 10	Attended Upper Valley Providers Consortium Meeting
December 30	Met with Lance Stephens, United Way, regarding EITC



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	69	68	45	34	35	39	31	44	134	1503	415	626	3043
Other Call Centers	712	231	408	297	321	521	756	408	770	1590	640	765	7419
King	0	0	0	0	0								0
Ferry	1	0	0	3	0	2	1	1	2	2		1	13
Pend Oreille	10	15	8	3	8	8	10	9	7	3	3	9	93
Spokane	2454	1588	1533	1240	1198	1425	1480	1563	1388	1434	1506	1757	18566
Stevens	36	44	17	21	20	27	21	20	16	31	32	55	340
Adams	34	22	14	7	7	12	5	5	3	9	9	13	140
Asotin	29	16	16	22	10	12	13	10	12	12	8	15	175
Benton	732	605	620	454	357	414	389	432	426	354	444	474	5701
Chelan	123	104	70	45	44	51	37	40	62	34	53	45	708
Columbia	0	0	0	0	0								0
Douglas	8	11	0	0	2	3	1	1	1	1	1		29
Franklin	313	311	224	173	154	145	157	115	123	118	208	170	2211
Garfield	2	1	0	1	0		1		1	1	1	3	11
Grant	148	150	64	58	39	44	52	47	48	39	49	49	787
Kittitas	96	84	84	65	51	65	47	44	65	57	60	61	779
Klickitat	21	25	15	16	7	9	8	8	9	6	8	14	146
Lincoln	21	16	23	11	7	16	14	13	5	11	7	14	158
Okanogan	57	57	34	11	15	24	17	16	19	22	27	26	325
Walla Walla	118	98	63	42	42	35	29	27	47	34	33	40	608
Whitman	34	24	35	18	22	29	29	18	14	23	19	26	291
Yakima	3410	2792	2533	2049	1826	1986	2344	1745	2211	1486	2563	2844	27789
Total	8428	6262	5806	4570	4165	4867	5442	4566	5363	6770	6086	7007	69332

Call Summary By County

October 1 – December 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				5							18	1609				985			3	2622
H1N1 Flu Info Spanish			1											7	1							1	10
H1N1 Flu Information			10				2		1				1	191	50		24	1	9	1		20	310
King County Spanish														21	2								23
Peninsula West Holiday Spanish														2									2
Peninsulas EITC English														2									2
Peninsulas English														382	2				4			1	389
Peninsulas Holiday														20									20
Peninsulas Only														2									2
Peninsulas Severe Weather														3					1				4
Peninsulas Spanish														5									5
Peninsulas West English														89									89
Peninsulas West Holiday														8									8
Peninsulas West Spanish														3									3
Pierce County English														1112	93				57			1	1263
Pierce County Holiday														111					18				129
Pierce County Holiday Spanish														73					19				92
Pierce County Info Only														172	17				17				206
Pierce County Info Only Esp														31					2				33
Pierce County Only														9	1				1				11
Pierce County Spanish														261	16				32				309
Pierce West English														150	5				2				157
Pierce West Holiday														6									6
Pierce West Holiday Spanish														5									5
Pierce West Info Only														29									29
Pierce West Info Only Esp														6									6
Pierce West Spanish														19					1			1	21
Portland Spanish															6								6
Spokane EITC English			1											1									2
Spokane EITC Spanish															1								1
Spokane English	2	1	2	2		2	1		2	2		12	3	45	101	14	4155	87	227	1		2	4661
Spokane Holiday															1	351	8	38					398
Spokane Holiday Spanish																4			1				5
Spokane Only			2											17	6	12			1				38
Spokane Spanish						1									1	24			2				28
Spokane Volunteer Services														1									1
Yakima BFOP English		2	51	5			11	1	2	36			4	3	87	114	2	60	3	4	134	519	
Yakima BFOP Spanish	1		12	1			13		2	4				1	11	2		1		1	46	95	
Yakima EITC English											1												1
Yakima English	13	29	864	90	1		292	4	99	117	24	19	54	31	76	6	18	97	94	43	2426	4397	
Yakima Holiday	3	3	204	10			70		9	8		1	10	7	139		2	145	3	5	132	751	
Yakima Holiday Spanish	3		39				27								23				19		2	31	144
Yakima Only	2		25	4			8		1	5	1		2	34	6	4		4				62	158
Yakima Outbound															1				260			593	854
Yakima Return VM Outbound																						7	7
Yakima Spanish	5		58	19	1		67		20	6	2		1	11	8			32	4	13	475	722	
Yakima Voicemail																			1205				1205
Grand Total	29	35	1271	131	2	3	496	5	136	178	28	32	75	2993	2271	15	4696	118	3240	106	68	3935	19863

Total Call Count October 1 – December 31

Call Origin	Received Calls	Abandoned Calls	Total Minutes	Average Minutes	Out of Service
211 Toll Free	2,622	160	3,870	1	393
H1N1 Flu Info Spanish	10	1	18	1	4
H1N1 Flu Information	310	15	550	1	43
Peninsula West Holiday Spanish	2	-	7	2	1
Peninsulas EITC English	2	-	5	2	-
Peninsulas English	389	14	853	2	104
Peninsulas Holiday	20	1	43	1	6
Peninsulas Spanish	5	-	9	1	2
Peninsulas West English	89	2	247	2	39
Peninsulas West Holiday	8	1	13	1	2
Peninsulas West Spanish	3	-	10	3	1
Pierce County English	1,263	37	3,064	2	363
Pierce County Holiday	129	3	403	2	69
Pierce County Holiday Spanish	92	-	345	3	38
Pierce County Info Only	206	4	413	1	59
Pierce County Info Only Esp	33	-	117	3	11
Pierce County Only	11	-	46	2	6
Pierce County Spanish	309	10	943	2	90
Pierce West English	157	5	386	2	32
Pierce West Holiday	6	-	18	2	2
Pierce West Holiday Spanish	5	1	5	1	1
Pierce West Info Only	29	1	47	1	6
Pierce West Info Only Esp	6	-	7	3	1
Pierce West Spanish	21	-	72	3	5
Portland Spanish	6	-	11	1	3
Spokane EITC English	2	1	6	3	-
Spokane EITC Spanish	1	1	0	-	-
Spokane English	4,661	198	13,168	2	800
Spokane Holiday	398	11	1,101	2	67
Spokane Holiday Spanish	5	2	4	0	1
Spokane Only	38	1	118	2	9
Spokane Spanish	28	-	70	2	5
Spokane Volunteer Services	1	-	5	4	1
Yakima BFOP English	519	28	3,225	5	143
Yakima BFOP Spanish	95	7	596	6	26
Yakima EITC English	1	5	3	2	1
Yakima English	4,397	5	10,045	2	328
Yakima Holiday	751	5	1,521	2	105
Yakima Holiday Spanish	144	5	398	2	40
Yakima Only	158	5	427	2	51
Yakima Outbound	854	5	1,272	2	-
Yakima Return VM Outbound	7	5	34	5	-
Yakima Spanish	722	5	1,571	2	71
Yakima Voicemail	1,205	5	26,942	0	-
Grand Total	19,863	5	72,392	2	2,955

Statistics for October 1 – December 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	0.32%	0.46%	0.15%	0.42%
Agency	25.86%	24.47%	31.97%	21.37%
Billboard	0.09%	0.23%	0.09%	0.04%
Bus Ad	0.03%	0.08%	0.03%	0.00%
Church	0.13%	0.15%	0.23%	0.04%
Community Meetings	0.04%	0.15%	0.00%	0.00%
EITC Coupon	0.01%	0.00%	0.00%	0.00%
Flyer	0.08%	0.08%	0.06%	0.13%
Friend	0.43%	0.76%	0.52%	0.34%
Misc Advertising	0.20%	0.00%	0.00%	0.21%
Newsletter	0.01%	0.00%	0.00%	0.00%
Newspaper	0.03%	0.00%	0.03%	0.00%
On the Radio	0.01%	0.00%	0.00%	0.04%
Other	0.15%	0.00%	0.06%	0.13%
Poster	0.05%	0.00%	0.03%	0.04%
Returned Caller	67.92%	68.47%	66.41%	73.37%
TV	0.21%	0.53%	0.09%	0.34%
Unable to Ask	4.44%	4.64%	0.35%	3.54%
Web Site	0.01%	0.00%	0.00%	0.00%

Percentage of Total Calls by Ethnicity:

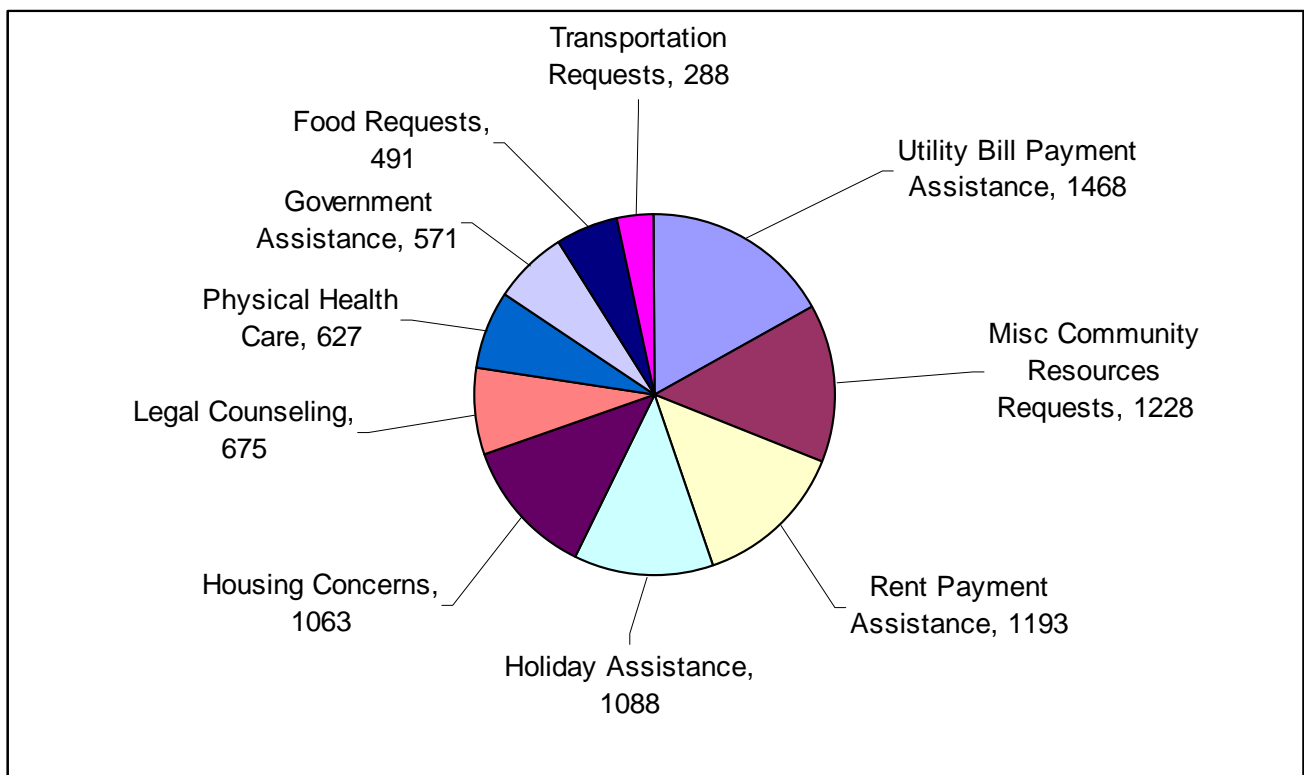
	All Counties	Benton & Franklin Counties	EW211- Spokane, Stevens, Ferry and Pend Oreille Counties	Yakima County
African American	3.82%	2.37%	4.08%	1.70%
Asian American	0.40%	0.24%	0.53%	0.14%
Caucasian	74.19%	73.10%	91.29%	61.50%
Declined	0.45%	0.47%	0.34%	0.60%
Hispanic	15.06%	15.64%	1.68%	31.07%
Multi-Racial	0.10%	0.00%	0.09%	0.23%
Native American	0.30%	0.24%	0.34%	0.60%
Other	0.21%	0.36%	0.22%	0.05%
Pacific Islander	0.06%	0.12%	0.06%	0.00%
Unknown	5.40%	7.46%	1.37%	0.00%

Percentage of Total Calls by Gender:

	All Counties	Benton & Franklin Counties	EW211- Spokane, Stevens, Ferry and Pend Oreille Counties	Yakima County
Female	79.69%	84.24%	75.91%	79.97%
Male	20.06%	14.93%	24.03%	20.03%
Unknown	0.26%	0.83%	0.06%	0.00%

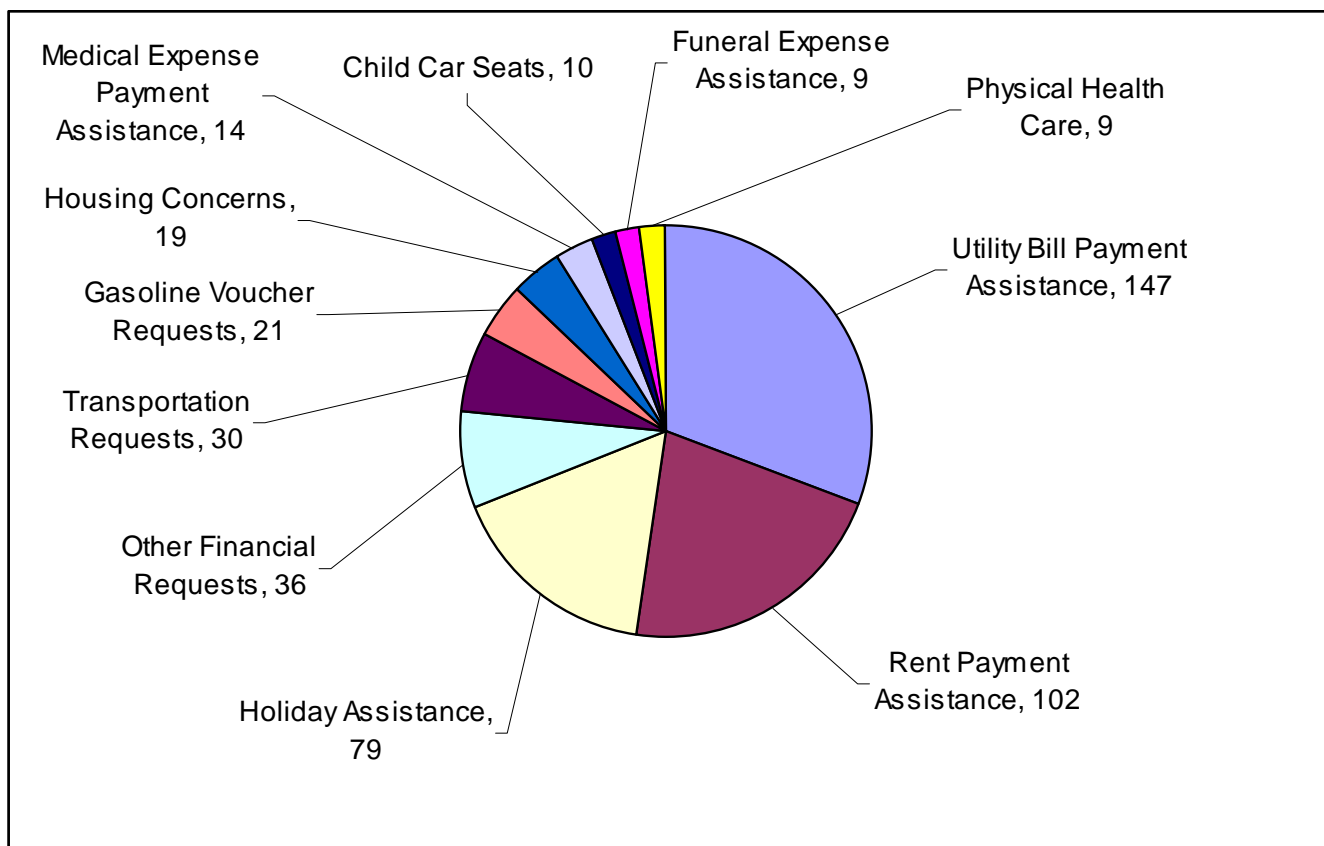
Top 10 Requested Community Resources for All Counties

Requested Resources	# of Requests
Utility Bill Payment Assistance	1468
Misc Community Resources Requests	1228
Rent Payment Assistance	1193
Holiday Assistance	1088
Housing Concerns	1063
Legal Counseling	675
Physical Health Care	627
Government Assistance	571
Food Requests	491
Transportation Requests	288



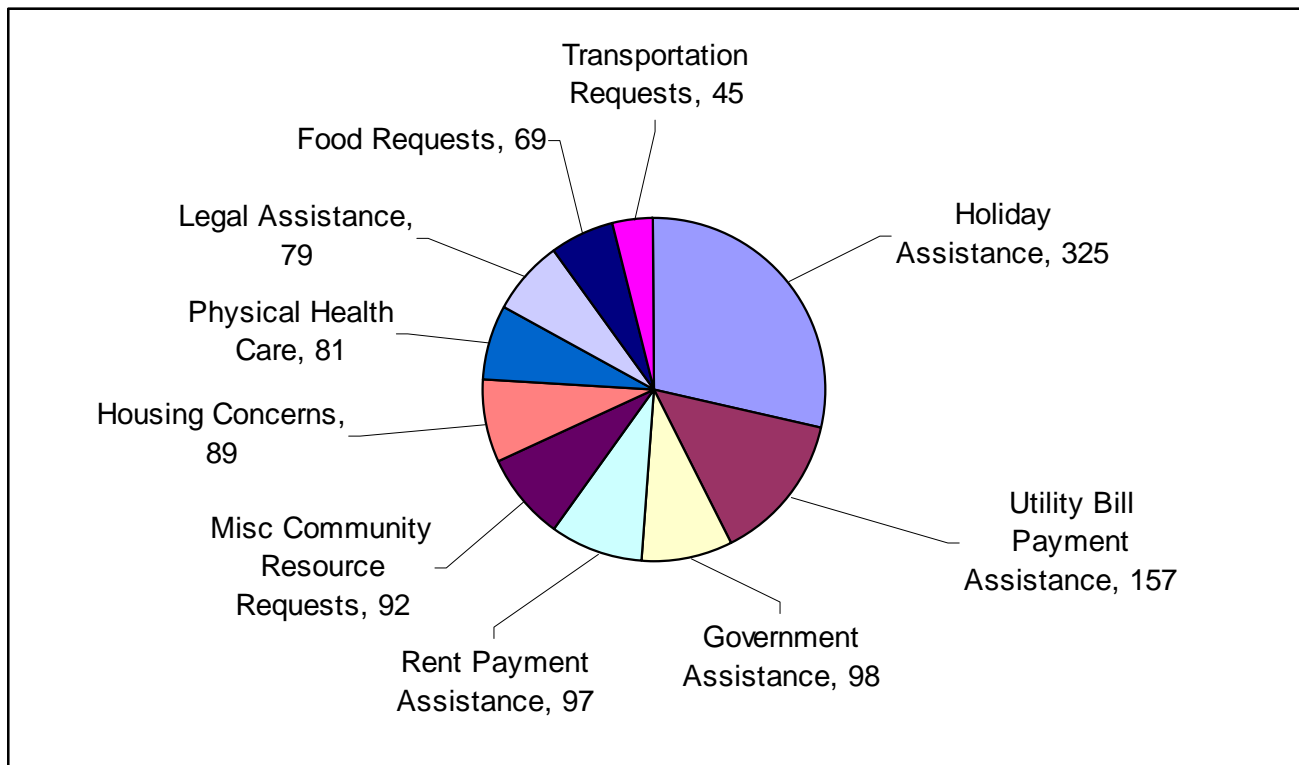
Top 10 Gaps in Service for All Counties

Requested Resource	# of Requests
Utility Bill Payment Assistance	147
Rent Payment Assistance	102
Holiday Assistance	79
Other Financial Requests	36
Transportation Requests	30
Gasoline Voucher Requests	21
Housing Concerns	19
Medical Expense Payment Assistance	14
Child Car Seats	10
Funeral Expense Assistance	9



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

Requested Resource	# of Requests
Holiday Assistance	325
Utility Bill Payment Assistance	157
Government Assistance	98
Rent Payment Assistance	97
Misc Community Resource Requests	92
Housing Concerns	89
Physical Health Care	81
Legal Assistance	79
Food Requests	69
Transportation Requests	45



Call Projections/Actual for the Greater Columbia Region

County	Population	National Average 8% of Population use 2-1-1 (Annual)	3rd Year Goal 40% of 8% (Annual)	3rd Year Goal 40% of 8% (Quarterly)	Oct – Dec 09 (Quarterly)	% of Goal (Quarterly)	Total as of December 2009 (Annual)	Average (Annual)	Projected YTD Total Call for 2-1-1 (Annual)	% of Goal (Annual)
Out of State				-	5,539	0%	29,474	2,456	29,474	0%
Adams	16,982	1,359	1,019	255	31	12%	140	12	140	14%
Asotin	21,111	1,689	1,267	317	35	11%	175	15	175	14%
Benton	159,414	12,753	9,565	2,391	1,272	53%	5,701	475	5,701	60%
Chelan	70,993	5,679	4,260	1,065	132	12%	708	59	708	17%
Columbia	3,986	319	239	60	-	0%	-	-	-	0%
Douglas	36,177	2,894	2,171	543	2	0%	29	2	29	1%
Franklin	69,578	5,566	4,175	1,044	496	48%	2,211	184	2,211	53%
Garfield	2,050	164	123	31	5	16%	11	1	11	9%
Grant	83,047	6,644	4,983	1,246	137	11%	787	66	787	16%
Kittitas	38,542	3,083	2,313	578	178	31%	779	65	779	34%
Klickitat	20,097	1,608	1,206	301	28	9%	146	12	146	12%
Lincoln	10,255	820	615	154	32	21%	158	13	158	26%
Okanogan	39,782	3,183	2,387	597	75	13%	325	27	325	14%
Walla Walla	57,709	4,617	3,463	866	107	12%	608	51	608	18%
Whitman	41,229	3,298	2,474	618	68	11%	291	24	291	12%
Yakima	233,062	18,645	13,984	3,496	6,893	197%	27,789	2,316	27,789	199%
Ferry	7,373	590	442	111	3	3%	13	1	13	3%
Pend Oreille	12,760	1,021	766	191	15	8%	93	8	93	12%
Spokane	456,175	36,494	27,371	6,843	4,697	69%	18,566	1,547	18,566	68%
Stevens	41,835	3,347	2,510	628	118	19%	340	28	340	14%
Total	904,014	72,321	54,241	13,560	19,863	146%	69,332	5,778	69,332	128%

Greater Columbia 211

