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# Greater Columbia 2-1-1

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Volume 4, Issue 4

Update Report

April 2009

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## GC 2-1-1 is Getting the Word Out

Amy Peters, Project Coordinator, and Gracie Sexton, Public Outreach Coordinator attended the following outreach events in April.

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Date	Event
April 9	Presentation at Triumph Treatment Center in Yakima
April 22	Call Center toured by Rebecca Mengelos, Sen. Patty Murray's Yakima-Region Aide
April 29	Attended meeting of Homeless Network of Yakima County



# 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									216
Other Call Centers	712	231	408	297									1648
King	0	0	0	0									0
Ferry	1	0	0	3									4
Pend Oreille	10	15	8	3									36
Spokane	2454	1588	1533	1240									6815
Stevens	36	44	17	21									118
Adams	34	22	14	7									77
Asotin	29	16	16	22									83
Benton	732	605	620	454									2411
Chelan	123	104	70	45									342
Columbia	0	0	0	0									0
Douglas	8	11	0	0									19
Franklin	313	311	224	173									1021
Garfield	2	1	0	1									4
Grant	148	150	64	58									420
Kittitas	96	84	84	65									329
Klickitat	21	25	15	16									77
Lincoln	21	16	23	11									71
Okanogan	57	57	34	11									159
Walla Walla	118	98	63	42									321
Whitman	34	24	35	18									111
Yakima	3410	2792	2533	2049									10784
Total	8,428	6262	5806	4570	0	0	0	0	0	0	0	0	25,066

# Call Summary By County

	211 Toll Free	King County Only	Peninsulas EITC English	Peninsulas English	Peninsulas Only	Peninsulas West English	Peninsulas West Spanish	Pierce County EITC English	Pierce County English	Pierce County Info Only	Pierce West English	Pierce West Info Only	Portland English	Spokane EITC English	Spokane EITC Spanish	Spokane English	Spokane Only	Spokane Spanish	Yakima EITC English	Yakima EITC Spanish	Yakima English	Yakima Only	Yakima Outbound	Yakima Voicemail Return	Yakima Spanish	Yakima Voicemail	Grand Total
Adams																				3	2				2		7
Asotin																			1		21						22
Benton															3				14	4	412	6			15		454
Chelan																				1	40				4		45
Ferry															3												3
Franklin																			10	3	136	1			23		173
Garfield																					1						1
Grant															1				3	3	45				6		58
Kittitas																			3		59	1			2		65
Klickitat																			2		12	1			1		16
Lincoln															2						7				2		11
Okanogan															1				3	1	6						11
Other Call Centers		1	9	172	1	41	2	1	18	6	3	2	1		17	2		2		10	8				1		297
Out of State	28														5						1						34
Pend Oreille															3												3
Spokane														95	3	1126	2	13				1					1240
Stevens															17					1	3						21
Unknown	81			1					2	1				3	70	2	2				5				0	284	451
Walla Walla																			4		37				1		42
Whitman															1						14				3		18
Yakima													1						77	19	1197	12	132	5	155		1598
Grand Total	109	1	9	173	1	41	2	1	20	6	4	2	2	98	3	1249	6	15	120	34	2008	30	132	5	215	284	4570

**Total Call Count  
April 1 – April 30**

Call Origin	Received Calls	Abandoned Calls	Total Minutes	Average Minutes	Out of Service
<b>211 Toll Free</b>	<b>107</b>	<b>1</b>	<b>209.73</b>	<b>179.42</b>	<b>6</b>
<b>King County Only</b>	<b>1</b>	<b>0</b>	<b>12.22</b>	<b>1.63</b>	<b>1</b>
<b>Peninsulas EITC English</b>	<b>9</b>	<b>0</b>	<b>18.43</b>	<b>15.37</b>	<b>2</b>
<b>Peninsulas English</b>	<b>173</b>	<b>1</b>	<b>350.28</b>	<b>295.58</b>	<b>19</b>
<b>Peninsulas Only</b>	<b>1</b>	<b>0</b>	<b>1.78</b>	<b>1.73</b>	<b>0</b>
<b>Peninsulas West English</b>	<b>41</b>	<b>1</b>	<b>85.00</b>	<b>69.43</b>	<b>8</b>
<b>Peninsulas West Spanish</b>	<b>2</b>	<b>0</b>	<b>11.37</b>	<b>9.78</b>	<b>1</b>
<b>Pierce County EITC English</b>	<b>1</b>	<b>0</b>	<b>1.92</b>	<b>1.52</b>	<b>0</b>
<b>Pierce County English</b>	<b>20</b>	<b>0</b>	<b>55.02</b>	<b>49.93</b>	<b>1</b>
<b>Pierce County Info Only</b>	<b>6</b>	<b>0</b>	<b>8.08</b>	<b>6.12</b>	<b>1</b>
<b>Pierce West English</b>	<b>4</b>	<b>0</b>	<b>12.58</b>	<b>11.80</b>	<b>0</b>
<b>Pierce West Info Only</b>	<b>2</b>	<b>0</b>	<b>2.05</b>	<b>1.48</b>	<b>0</b>
<b>Portland English</b>	<b>2</b>	<b>0</b>	<b>1.35</b>	<b>1.03</b>	<b>0</b>
<b>Spokane EITC English</b>	<b>93</b>	<b>5</b>	<b>249.88</b>	<b>213.38</b>	<b>14</b>
<b>Spokane EITC Spanish</b>	<b>3</b>	<b>0</b>	<b>1.82</b>	<b>0.90</b>	<b>0</b>
<b>Spokane English</b>	<b>1243</b>	<b>28</b>	<b>3399.85</b>	<b>3072.35</b>	<b>74</b>
<b>Spokane Only</b>	<b>6</b>	<b>0</b>	<b>17.52</b>	<b>14.27</b>	<b>1</b>
<b>Spokane Outbound</b>	<b>4</b>	<b>0</b>	<b>1.82</b>	<b>1.82</b>	<b>0</b>
<b>Spokane Spanish</b>	<b>15</b>	<b>0</b>	<b>38.48</b>	<b>34.33</b>	<b>1</b>
<b>Yakima EITC English</b>	<b>119</b>	<b>6</b>	<b>292.92</b>	<b>245.23</b>	<b>18</b>
<b>Yakima EITC Spanish</b>	<b>33</b>	<b>4</b>	<b>67.58</b>	<b>59.92</b>	<b>1</b>
<b>Yakima English</b>	<b>1995</b>	<b>66</b>	<b>4444.55</b>	<b>3953.55</b>	<b>98</b>
<b>Yakima Only</b>	<b>29</b>	<b>0</b>	<b>99.48</b>	<b>86.62</b>	<b>9</b>
<b>Yakima Outbound</b>	<b>132</b>	<b>0</b>	<b>230.80</b>	<b>230.80</b>	<b>0</b>
<b>Yakima Return VM Outbound</b>	<b>5</b>	<b>0</b>	<b>8.73</b>	<b>8.73</b>	<b>0</b>
<b>Yakima Spanish</b>	<b>215</b>	<b>9</b>	<b>583.85</b>	<b>529.17</b>	<b>10</b>
<b>Yakima Voicemail</b>	<b>284</b>	<b>0</b>	<b>212.82</b>	<b>85.18</b>	<b>55</b>
<b>Grand Total</b>	<b>4545</b>	<b>121</b>	<b>11479.20</b>	<b>9791.35</b>	<b>542</b>

## Statistics for April 1 – April 30

### 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	2.56%	2.70%	4.02%	1.88%
Agency	21.91%	15.15%	28.97%	18.02%
Billboard	0.56%	0.62%	0.73%	0.51%
Bus Ad	0.16%	0.00%	0.37%	0.00%
Church	0.19%	0.00%	0.00%	0.17%
Community Meetings	0.00%	0.00%	0.00%	0.00%
EITC Coupon	2.62%	2.49%	2.47%	2.56%
Flyer	0.75%	0.21%	0.82%	0.85%
Friend	0.81%	1.45%	0.46%	0.94%
Misc Advertising	0.00%	0.00%	0.00%	0.00%
Newsletter	0.03%	0.00%	0.00%	0.09%
Newspaper	0.03%	0.00%	0.09%	0.00%
No Response	0.03%	0.00%	0.09%	0.00%
Other	0.09%	0.00%	0.09%	0.09%
Poster	0.22%	0.21%	0.00%	0.34%
Radio	68.61%	73.86%	61.42%	72.84%
Returned Caller	1.22%	3.11%	0.27%	1.54%
TV	0.16%	0.21%	0.09%	0.17%
Unable to Ask	0.06%	0.00%	0.09%	0.00%
Website	2.56%	2.70%	4.02%	1.88%

## Percentage of Total Calls by Ethnicity:

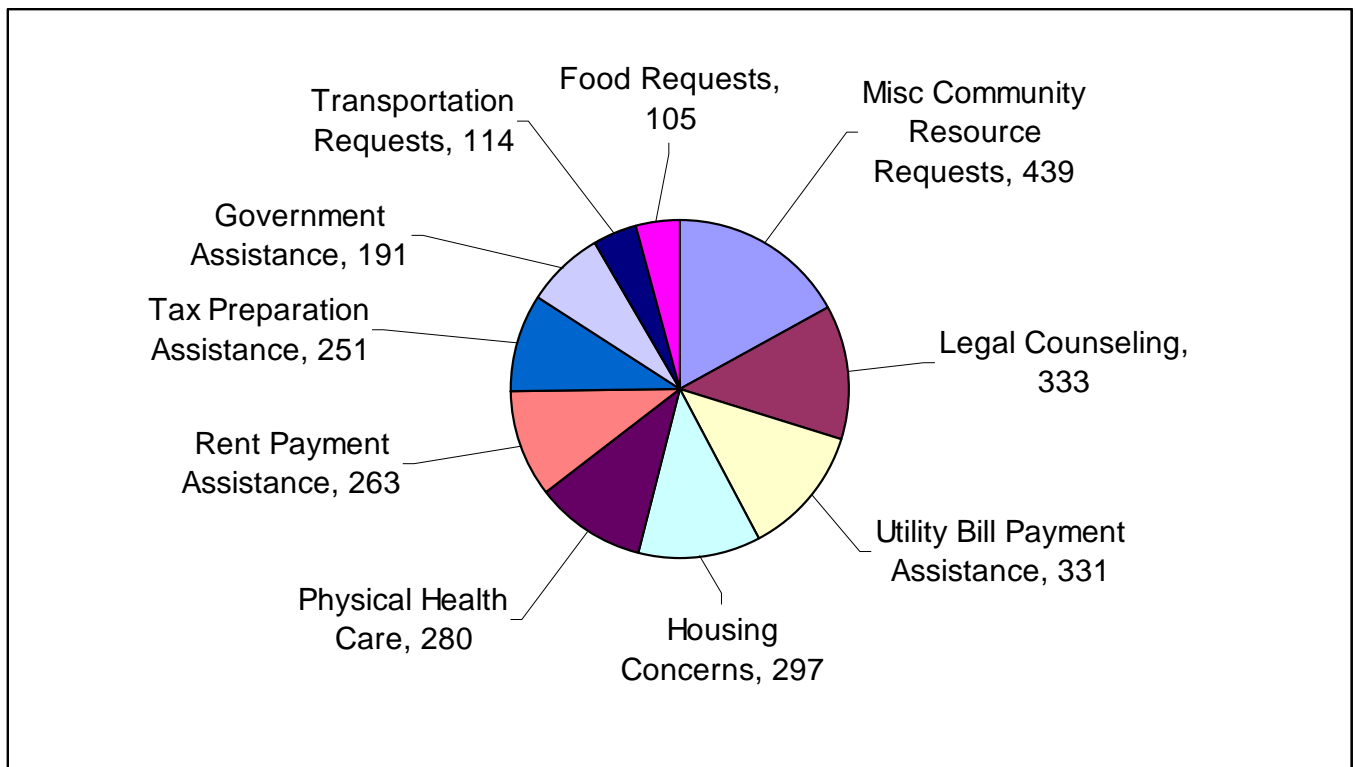
	All Counties	Benton & Franklin Counties	EW211- Spokane, Stevens, Ferry and Pend Oreille Counties	Yakima County
African American	1.71%	0.93%	2.56%	0.67%
Asian American	0.17%	0.00%	0.31%	0.10%
Caucasian	81.00%	88.54%	91.38%	66.89%
Declined	0.70%	0.00%	0.82%	0.67%
Hispanic	13.83%	9.60%	1.95%	28.20%
Multi-Racial	0.17%	0.00%	0.31%	0.19%
Native American	0.94%	0.00%	0.72%	1.73%
Other	0.17%	0.00%	0.51%	0.00%
Pacific Islander	0.10%	0.00%	0.31%	0.00%
Unknown	1.15%	0.93%	1.13%	1.54%

## Percentage of Total Calls by Gender:

	All Counties	Benton & Franklin Counties	EW211- Spokane, Stevens, Ferry and Pend Oreille Counties	Yakima County
Female	75.97%	77.71%	75.18%	78.25%
Male	23.89%	22.29%	24.72%	21.75%
Transgendered	0.00%	0.00%	0.00%	0.00%
Unknown	0.14%	0.00%	0.10%	0.00%

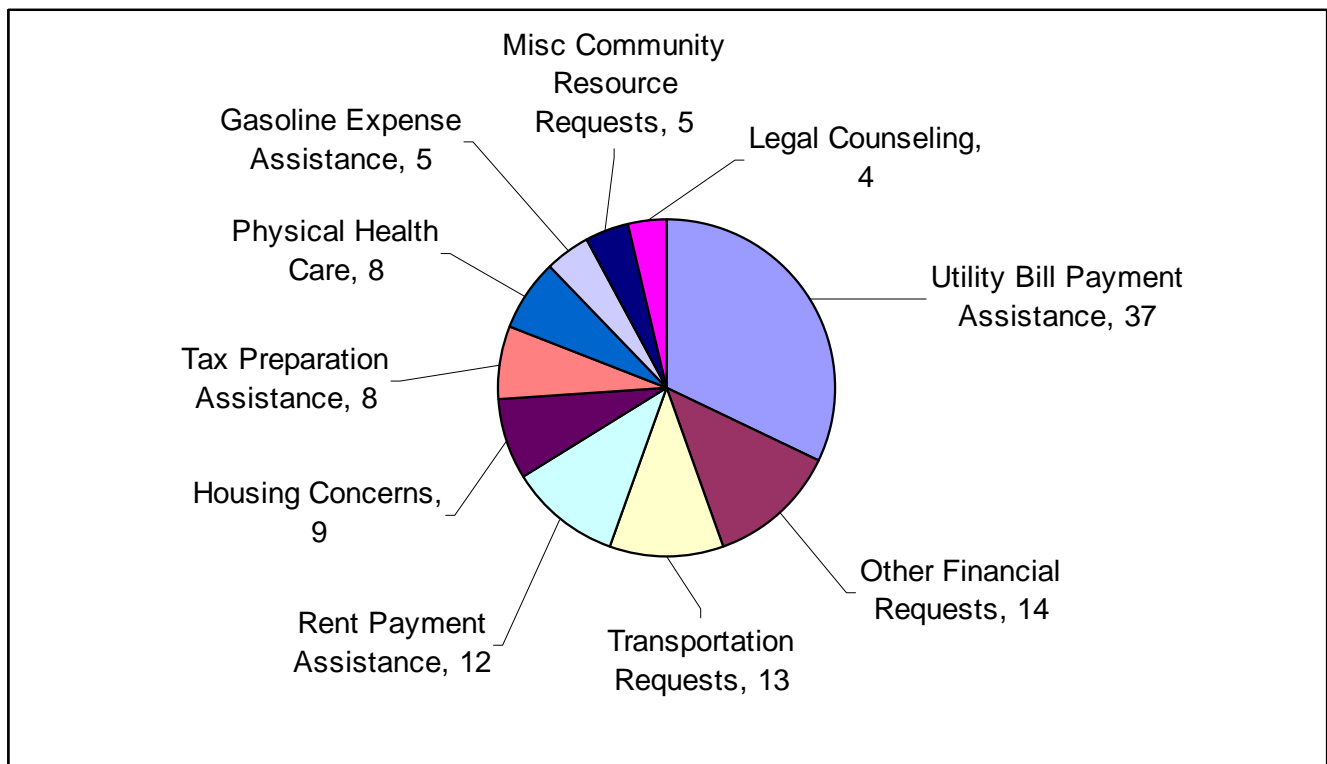
## Top 10 Requested Community Resources for All Counties

Requested Resources	# of Requests
Misc Community Resource Requests	439
Legal Counseling	333
Utility Bill Payment Assistance	331
Housing Concerns	297
Physical Health Care	280
Rent Payment Assistance	263
Tax Preparation Assistance	251
Government Assistance	191
Transportation Requests	114
Food Requests	105



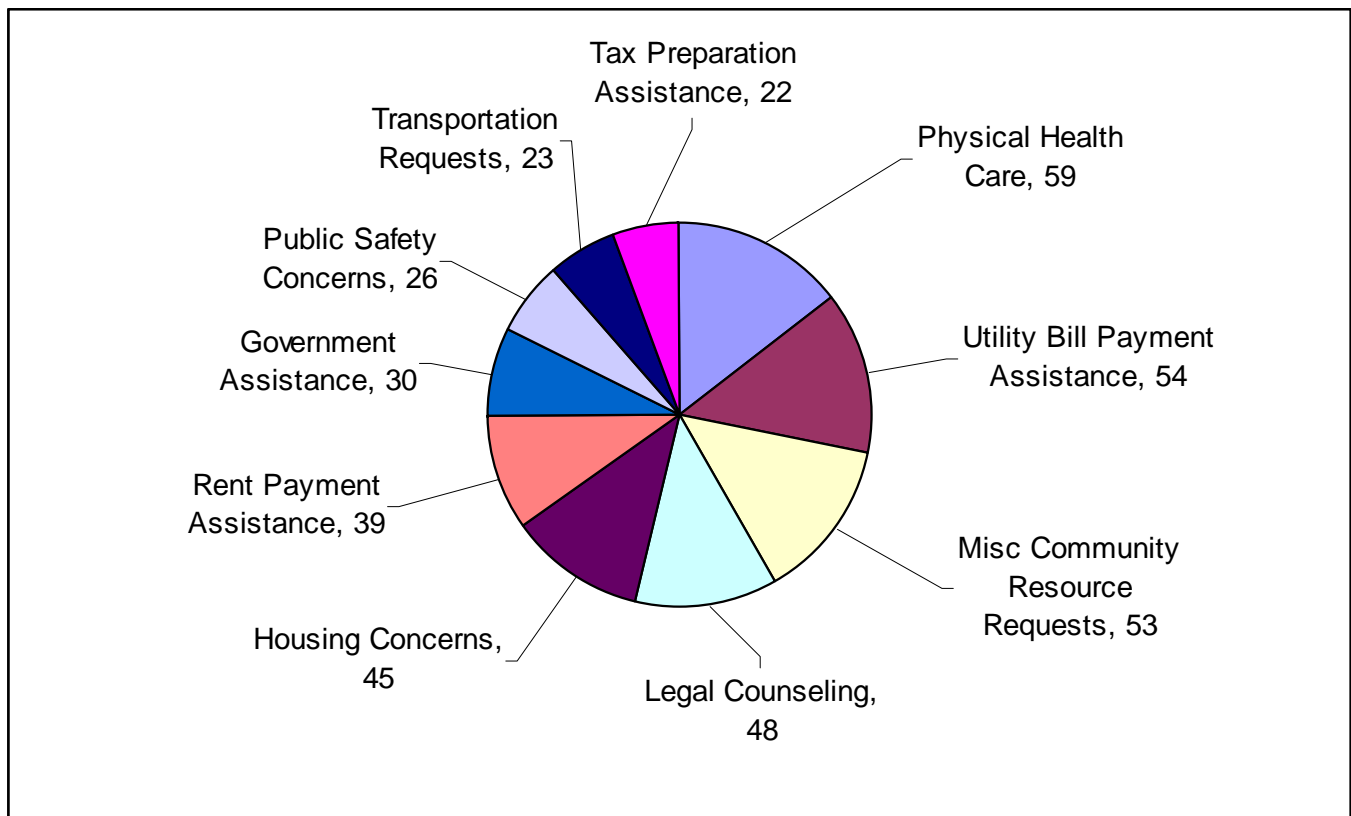
## Top 10 Gaps in Service for All Counties

Requested Resource	# of Requests
Utility Bill Payment Assistance	37
Other Financial Requests	14
Transportation Requests	13
Rent Payment Assistance	12
Housing Concerns	9
Tax Preparation Assistance	8
Physical Health Care	8
Gasoline Expense Assistance	5
Misc Community Resource Requests	5
Legal Counseling	4



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

Requested Resource	# of Requests
Physical Health Care	59
Utility Bill Payment Assistance	54
Misc Community Resource Requests	53
Legal Counseling	48
Housing Concerns	45
Rent Payment Assistance	39
Government Assistance	30
Public Safety Concerns	26
Transportation Requests	23
Tax Preparation Assistance	22



## 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% (Monthly)	4/1/2009 (Monthly)	% of Goal (Monthly)	Total as of April 2009 (Annual)	Average (Annual)	Projected YTD Total Call for 2-1-1 (Annual)	% of Goal (Annual)
Out of State				-	1,598	0%	8,837	8,837	106,044	0%
Adams	16,982	1,359	1,019	85	7	8%	77	77	924	91%
Asotin	21,111	1,689	1,267	106	22	21%	83	83	996	79%
Benton	159,414	12,753	9,565	797	454	57%	2,411	2,411	28,932	<b>302%</b>
Chelan	70,993	5,679	4,260	355	45	13%	342	342	4,104	96%
Columbia	3,986	319	239	20	-	0%	-	-	-	0%
Douglas	36,177	2,894	2,171	181	-	0%	19	19	228	11%
Franklin	69,578	5,566	4,175	348	173	50%	1,021	1,021	12,252	<b>293%</b>
Garfield	2,050	164	123	10	1	10%	4	4	48	39%
Grant	83,047	6,644	4,983	415	58	14%	420	420	5,040	<b>101%</b>
Kittitas	38,542	3,083	2,313	193	65	34%	329	329	3,948	<b>171%</b>
Klickitat	20,097	1,608	1,206	100	16	16%	77	77	924	77%
Lincoln	10,255	820	615	51	11	21%	71	71	852	<b>138%</b>
Okanogan	39,782	3,183	2,387	199	11	6%	159	159	1,908	80%
Walla Walla	57,709	4,617	3,463	289	42	15%	321	321	3,852	<b>111%</b>
Whitman	41,229	3,298	2,474	206	18	9%	111	111	1,332	54%
Yakima	233,062	18,645	13,984	1,165	2,049	<b>176%</b>	10,784	10,784	129,408	<b>925%</b>
Ferry	7,373	590	442	37	3	8%	4	4	48	11%
Pend Oreille	12,760	1,021	766	64	3	5%	36	36	432	56%
Spokane	456,175	36,494	27,371	2,281	1,240	54%	6,815	6,815	81,780	<b>299%</b>
Stevens	41,835	3,347	2,510	209	21	10%	118	118	1,416	56%
<b>Total</b>	<b>904,014</b>	<b>72,321</b>	<b>54,241</b>	<b>4,520</b>	<b>4,570</b>	<b>101%</b>	<b>25,066</b>	<b>25,066</b>	<b>300,792</b>	<b>555%</b>

