

# Greater Columbia 2-1-1

Volume 1, Issue 5

Update Report

August 31, 2006

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

Vista Volunteer, Hans Burger, Outreach Coordinator, Kathy DeGooyer, and Amy Peters, Project Coordinator traveled to various counties in the Greater Columbia area. Several I&R Specialists also attended many of events listed below.

Date	Event
August 7 & 8	Quadco Transportation Forums in Ellensburg and Cle Elum
August 9	Forum on Influenza Pandemic Preparedness
August 10	Klickitat Interagency Meeting
August 10	Meeting with Klickitat County Commissioners
August 15	Oral Health Coalition of Klickitat County Meeting
August 17	Migrant Student Data Recruitment Conference
August 23	KLCK Radio Interview
August 26	Farm Worker's Clinic Health Fair
August 28	Meeting with Walla Walla County Commissioners
August 29	Forum for Chelan and Douglas County Agencies
August 29	Presentation to the Home and Community Services Division of the Moses Lake DSHS
August 30	Forum for Okanogan County Agencies



## Upcoming Outreach Events

Date	Event
September 6	Klickitat Inter-Agency Council Meeting
September 18	McClure Elementary Community Information Fair
September 20	211 Service Provider Forum in Walla Walla
September 27	Whitman County Provider Breakfast
September 29	Skamania-Klickitat Community Network Meeting

## Greater Columbia 211 at Work

### Situation



I & R Specialist, Silvia Ortiz, received a call from a Franklin County community member whose husband needed surgery, but had no medical insurance. Silvia was able to find a few agencies that would be able to provide assistance.

### Outcome

The caller was able to get the insurance her husband needed. His surgery was a success and he is recovering at home.

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### Situation



I&R Specialist, Martha Martin, received a call from a Benton County church that was looking for a family in need of clothing, food, and other basic necessities. Martha knew of a family in Othello that was in need of many of these items because she had received a call from the family earlier in the week. At the time, Martha was only able to provide a minimum amount of referrals to the family since these services are limited in Othello.

### Outcome

Martha informed the church in Benton/Franklin County of the family in Othello. The church wanted to help the family, so Martha coordinated a meeting time and place. The church donated clothing, food, and gift cards to the family.

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### Situation



I & R Specialist, Laura Castilla, received a call from a Yakima County community member who was concerned about the care her brother was receiving in a nursing home. Laura was able to find a few agencies that would provide assistance.

### Outcome

The caller is still working on the issues concerning her brother, but because of the referrals she received, she feels that she has a better chance of improving things for her brother.

## Statistics

**August 1 to August 31**

**Detail of 211 Question: “How Did You Hear about 211?”**

Benton & Franklin		% of Calls	All 12 Counties		% of Calls
211 Business Card		3.04%	211 Business Card		3.03%
Agency		62.92%	Agency		57.43%
Billboard		1.52%	Billboard		2.55%
Bus Ad		1.22%	Bus Ad		1.51%
Church		3.65%	Church		2.93%
Community Meeting		0.00%	Community Meeting		0.66%
Flyer		2.74%	Flyer		3.60%
Friend		7.29%	Friend		7.10%
Miscellaneous Advertising		0.30%	Miscellaneous Advertising		0.28%
Newsletter		0.00%	Newsletter		0.38%
Newspaper		7.60%	Newspaper		5.87%
No Response		0.00%	No Response		0.19%
Other		0.30%	Other		0.85%
Poster		0.00%	Poster		0.19%
Radio		0.91%	Radio		0.57%
TV		8.51%	TV		12.39%
Website		0.00%	Website		0.47%

**Percentage of Total Calls by Gender:**

Benton & Franklin		All 12 Counties	
Gender	Target County	Gender	Target County
Female	76.59%	Female	77.01%
Male	22.22%	Male	22.16%
Transgender	0.40%	Transgender	0.10%
Unknown	0.79%	Unknown	0.72%

## Percentage of Total Calls by Ethnicity:

Benton & Franklin		All 12 Counties	
Ethnicity	Target County	Ethnicity	Target County
African American	2.78%	African American	2.47%
Asian American	1.59%	Asian American	0.82%
Caucasian	71.03%	Caucasian	62.06%
Declined	3.17%	Declined	5.36%
Hispanic	13.49%	Hispanic	20.72%
Multi-racial/cultural	3.97%	Multi-racial/cultural	2.37%
Native American	1.59%	Native American	4.02%
Other	0.79%	Other	1.03%
Pacific Islander	0.00%	Pacific Islander	0.21%
Unknown	1.59%	Unknown	0.93%

## Top 10 Requested Community Health & Human Resources for All 12 Counties

Code	Requested Resource	% of Resources Requested
BH	Housing/Shelter	22.37%
TJ	Information Services	17.53%
BT	Transportation	6.29%
BD	Food	4.74%
PH	Individual and Family Support Services	5.98%
FP	Legal Assistance Modalities	3.81%
NL	Public Assistance Programs	4.95%
FT	Legal Services	2.99%
BM	Material Goods	4.64%
RP	Outpatient Mental Health Care	2.16%

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

Code	Requested Resource	% of Resources Requested
BH	Housing/Shelter	30.25%
TJ	Information Services	12.74%
BD	Food	6.05%
NL	Public Assistance Programs	6.37%
FP	Legal Assistance Modalities	4.46%
LH	Health Supportive Services	2.23%
BT	Transportation	3.82%
PH	Individual and Family Support Services	7.32%
BM	Material Goods	3.50%
RP	Outpatient Mental Health Care	2.87%

### Call Summary Greater Columbia 211 Call Center August 1 – August 31

#### Total Calls

Call Origin	Calls Received	Abandoned Calls	% of Abandoned Calls	Total Minutes	Average Minutes	Out of Service Area	Service Level
211 Toll Free	154	2	1.30%	747.27	4.85	6	96.10%
English	1136	46	4.05%	4157.90	3.66	61	94.63%
Outbound	992	0	0.00%	1758.22	1.77	0	100.00%
Spanish	82	11	13.41%	304.03	3.71	5	93.90
Voicemail	86	0	0.00%	4365.82	50.77	12	86.05%
<b>Total Calls Received</b>	<b>2450</b>	<b>59</b>		<b>11333.24</b>		<b>84</b>	

## Detail Call Totals by County

Call Center	County	211 Toll Free	English	Spanish	Outbound	Voicemail	Total Actual Calls
Greater Columbia	Benton	20	250	13	0	0	283
	Franklin	12	84	11	0	0	107
	Kittitas	0	28	2	0	0	30
	Klickitat	3	10	1	0	0	14
	Walla Walla	0	38	4	0	0	42
	Yakima	52	645	46	992	86	1821
	Adams	0	14	3	0	0	17
	Chelan	4	19	0	0	0	23
	Douglas	1	0	0	0	0	1
	Grant	6	33	1	0	0	40
	Lincoln	1	4	1	0	0	6
	Okanogan	0	11	0	0	0	11
	Asotin	2	0	0	0	0	2
	Within WA State	53	0	0	0	0	53
<b>Total Calls</b>		<b>154</b>	<b>1136</b>	<b>82</b>	<b>992</b>	<b>86</b>	<b>2450</b>

## Detail Call Totals for Greater Columbia Call Center by County/City

County	City	211 Toll Free	English	Spanish	Outbound	Voicemail	Total Calls	% of Calls
Adams	Othello	0	2	2	0	0	4	0%
	Lind	0	12	1	0	0	13	1%
Asotin	Clarkston	2	0	0	0	0	2	0%
Benton	Kennewick	14	159	11	0	0	184	8%
	Richland	6	75	2	0	0	83	3%
	Prosser	0	4	0	0	0	4	0%
	Benton City	0	12	0	0	0	12	0%
Chelan	Wenatchee	4	19	0	0	0	23	1%
Douglas	Bridgeport	1	0	0	0	0	1	0%
Franklin	Pasco	12	78	11	0	0	101	4%
	Connell	0	1	0	0	0	1	0%
	Kahlotus	0	2	0	0	0	2	0%
	Mathews Corner	0	3	0	0	0	3	0%
	Moses Lake	4	25	0	0	0	29	1%
Grant	Ephrata	0	2	0	0	0	2	0%
	Quincy	2	0	0	0	0	0	0%
	Warden	0	3	0	0	0	3	0%
	Mattawa	0	3	1	0	0	4	0%

County	City	211 Toll Free	English	Spanish	Outbound	Voicemail	Total Calls	% of Calls
Kittitas	Ellensburg	0	23	2	0	0	25	1%
	Cle Elum	0	2	0	0	0	2	0%
	Kittitas	0	2	0	0	0	2	0%
	Vantage	0	1	0	0	0	1	0%
Klickitat	Dallesport	1	0	0	0	0	1	0%
	Goldendale	2	3	0	0	0	5	0%
	Klickitat	0	1	0	0	0	1	0%
	White Salmon	0	6	0	0	0	6	0%
Lincoln	Almira	0	1	0	0	0	1	0%
	Davenport	1	1	1	0	0	3	0%
	Reardon	0	1	0	0	0	1	0%
	Wilbur	0	1	0	0	0	1	0%
Okanogan	Coulee Dam	0	2	0	0	0	2	0%
	Omak	0	8	0	0	0	8	0%
	Winthrop	0	1	0	0	0	1	0%
Walla Walla	Walla Walla	0	38	4	0	0	42	2%
Yakima	Yakima	50	523	35	992	0	1600	65%
	Toppenish	0	24	5	0	0	29	1%
	Selah	0	18	2	0	0	20	1%
	Sunnyside	1	17	1	0	0	19	1%
	Wapato	1	19	0	0	0	20	1%
	Grandview	0	6	0	0	0	6	0%
	Granger	0	7	0	0	0	7	0%
	Tieton	0	8	0	0	0	8	0%
	Harrah	0	4	0	0	0	4	0%
	Zillah	0	8	1	0	0	9	0%
	Mabton	0	2	0	0	0	2	0%
	Naches	0	2	0	0	0	2	0%
	White Swan	0	5	1	0	0	6	0%
	Nile	0	2	0	0	0	2	0%
	Within WA State	53	0	0	0	86	139	5%
<b>Totals</b>		<b>154</b>	<b>1136</b>	<b>82</b>	<b>992</b>	<b>86</b>	<b>2450</b>	

## Greater Columbia 211 Call Center Year-to-Date Calls

County	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06
Within WA State	1	39	6	1	33	119	136
Adams	0	0	1	1	6	11	17
Asotin	0	0	0	0	1	1	2
Benton	139	529	312	290	182	220	283
Chelan	0	0	2	2	2	7	23
Douglas	0	0	0	0	0	1	1
Franklin	42	151	103	75	65	92	107
Grant	0	0	2	3	4	35	40
King	0	0	24	3	4	5	3
Kittitas	9	24	27	15	18	8	30
Klickitat	0	0	0	0	0	9	14
Lincoln	0	0	2	1	3	3	6
Okanogan	0	0	0	3	2	6	11
Spokane	0	0	0	0	3	2	0
Walla Walla	10	50	23	25	39	29	42
Yakima	208	970	695	1,034	1,062	1,056	1,735
<b>Total</b>	<b>409</b>	<b>1,763</b>	<b>1,197</b>	<b>1,464</b>	<b>1,436</b>	<b>1,604</b>	<b>2,450</b>

## Call Projections/Actual

County	Population	Nat'l Avg 8% of Population use 2-1-1 (Annual)	1st Year Goal 40% of 8% (Annual)	1st Year Goal 40% of 8% (Monthly)	Aug-06 (Monthly)	% of Goal (Monthly)	Total as of Aug 2006 (Annual)	Average (Annual)	Projected YTD Total Calls for 2-1-1 (Annual)	% of Goal (Annual)
Within WA State	0	0	0	0	136	0%	335	56	670	0%
Adams	16,803	1,344	538	45	17	38%	36	3	72	13%
Asotin	0	0	0	0	2	0%	4	1	8	0%
Benton	157,950	12,636	5,054	421	283	67%	1,955	326	3,910	77%
Chelan	69,791	5,583	2,233	186	23	12%	36	6	72	3%
Douglas	34,977	2,798	1,119	93	1	1%	2	0	0	0%
Franklin	63,011	5,041	2,016	168	107	64%	635	106	1,270	63%
Grant	81,229	6,498	2,599	217	40	18%	107	18	214	8%
King	0	0	0	0	3	0%	39	7	78	0%
Kittitas	36,841	2,947	1,179	98	30	31%	131	22	262	22%
Klickitat	19,839	1,587	635	53	14	26%	23	4	0	0%
Lincoln	10,381	830	332	28	6	22%	15	3	30	9%
Okanogan	39,782	3,183	1,273	106	11	10%	22	4	44	3%
Spokane	0	0	0	0	0	0%	5	1	10	0%
Walla Walla	57,558	4,605	1,842	153	42	27%	218	36	436	24%
Yakima	231,586	18,527	7,411	618	1,735	281%	6,760	1,127	13,520	182%
<b>Total</b>	<b>819,748</b>	<b>65,580</b>	<b>26,232</b>	<b>2,186</b>	<b>2,450</b>	<b>112%</b>	<b>10,323</b>	<b>1,721</b>	<b>20,596</b>	<b>79%</b>