

Greater Columbia 2-1-1

Volume 3, Issue 8

Update Report

August 2008

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 August.

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Date	Event
August 2	Booth at Yakima Valley Farmworker's Clinic's Annual Health Fair in Toppenish
August 4	Conference call with Community Foundation of North Central Washington
August 5	Presentation to Yakima City Council
August 7	Participated in resource Fair with United Way Benton and Franklin Counties agencies
August 8	Staff met with Matt Hornyak, Executive Director of WIN 2-1-1
August 14	Met with Yakima County Commissioners
August 19	Legislative meetings with Representative Bruce Chandler and Senator Curtis King
August 19	Attended Business After Hours at Pacific Northwest University
August 21	Legislative meeting with Representative Judy Warnick
August 22	GC Partnership meeting with GC 2-1-1 staff, United Way of Benton and Franklin Counties, Yakima County United Way and WIN 2-1-1 Executive Director
August 28	Meeting with Angela Seydel, Region 8 Health District Director
August 29	WIN 2-1-1 annual meeting in Renton



Success Stories

Situation

Staff received a call from a Yakima County community member who was looking for information to receive his voting ballot. He was referred to the Yakima County Auditor's Office.

Outcome

The caller was able to contact the Auditor and have them send his ballot. He received his ballot the next day, voted, and returned the ballot.

Situation

Staff received a call from a Spokane County community member who was in need of assistance to pay to keep her utilities turned on. The caller was referred to two agencies to assist her.

Outcome

The caller was able to contact Spokane Valley Partners. SVP was able to provide her with half of the financing she was in need of. Avista was willing to work with her on making a payment schedule for the rest of the amount owed.

Situation

Staff received a call from a Yakima County community member who was in need of food for her family. She was unable to provide food to her family because her husband had been laid off however her family was still over income for food stamps.

Outcome

The caller was able to contact Zillah Food Bank. Through the food bank she was able to get enough food for her family to get through the rough spot. Her husband is now employed and she feels everything will be alright for them.

Situation

Staff received a call from a Spokane County community member who had a friend who had been recently diagnosed with Lupus and they all wanted more information about the disease.

Outcome

The caller was able to contact Lupus Foundation of America. The caller was sent a packet of information on Lupus and was able to share that information with friends and family of the person who had been diagnosed with Lupus. They all feel they are better prepared to handle what may come in the future because of the Lupus.

Statistics for August 1 – August 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	13.89%	11.63%	14.51%	14.80%
Agency	18.29%	15.43%	22.04%	15.04%
Billboard	0.30%	0.42%	0.34%	0.24%
Bus Ad	0.08%	0.21%	0.00%	0.00%
Church	0.19%	0.00%	0.11%	0.12%
EITC Coupon	0.08%	0.00%	0.00%	0.12%
Flyer	1.56%	1.27%	2.25%	0.60%
Friend	2.13%	2.75%	1.91%	2.27%
Misc Advertising	0.04%	0.00%	0.00%	0.12%
Newsletter	0.04%	0.00%	0.00%	0.00%
Newspaper	0.08%	0.00%	0.11%	0.12%
No Response	0.04%	0.00%	0.11%	0.00%
Other	0.19%	0.00%	0.34%	0.12%
Poster	0.08%	0.00%	0.11%	0.12%
Radio	0.34%	0.42%	0.22%	0.36%
Returned Caller	56.20%	60.68%	54.22%	57.16%
TV	5.62%	6.77%	3.04%	7.64%
Unable to Ask	0.76%	0.42%	0.45%	1.19%
Web Site	0.11%	0.00%	0.22%	0.00%

Percentage of Total Calls by Ethnicity:

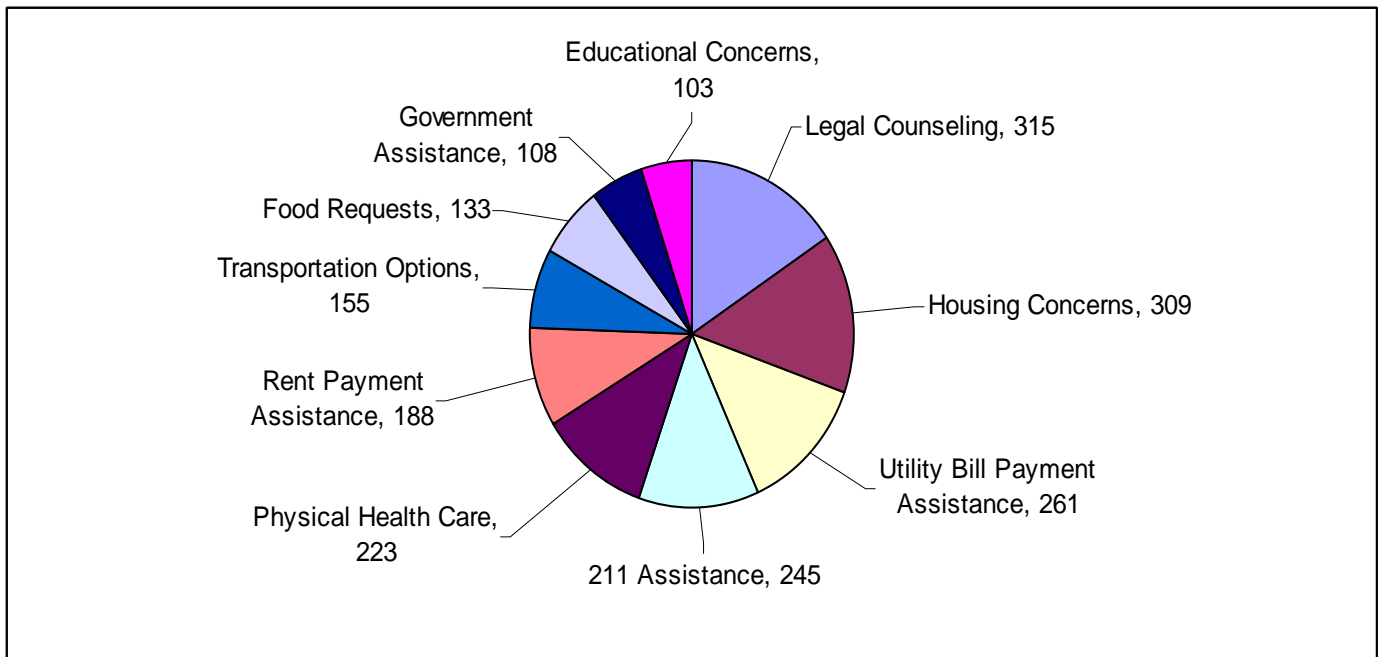
	All Counties	Benton & Franklin Counties	EW211- Spokane, Stevens, Ferry and Pend Oreille Counties	Yakima County
African American	3.06%	2.69%	3.74%	1.07%
Asian American	0.38%	0.30%	0.00%	0.67%
Caucasian	77.06%	82.69%	84.41%	70.00%
Declined	1.97%	1.49%	1.37%	2.00%
Hispanic	10.88%	8.96%	1.87%	20.40%
Multi-Racial	1.17%	0.90%	1.37%	0.80%
Native American	1.97%	0.60%	2.24%	2.67%
Other	0.25%	0.00%	0.75%	0.00%
Pacific Islander	0.08%	0.00%	0.00%	0.00%
Unknown	3.18%	2.39%	4.24%	2.40%

Percentage of Total Calls by Gender:

	All Counties	Benton & Franklin Counties	EW211- Spokane, Stevens, Ferry and Pend Oreille Counties	Yakima County
Female	79.28%	86.87%	78.05%	75.73%
Male	20.64%	13.13%	21.82%	24.27%
Unknown	0.08%	0.00%	0.12%	0.00%

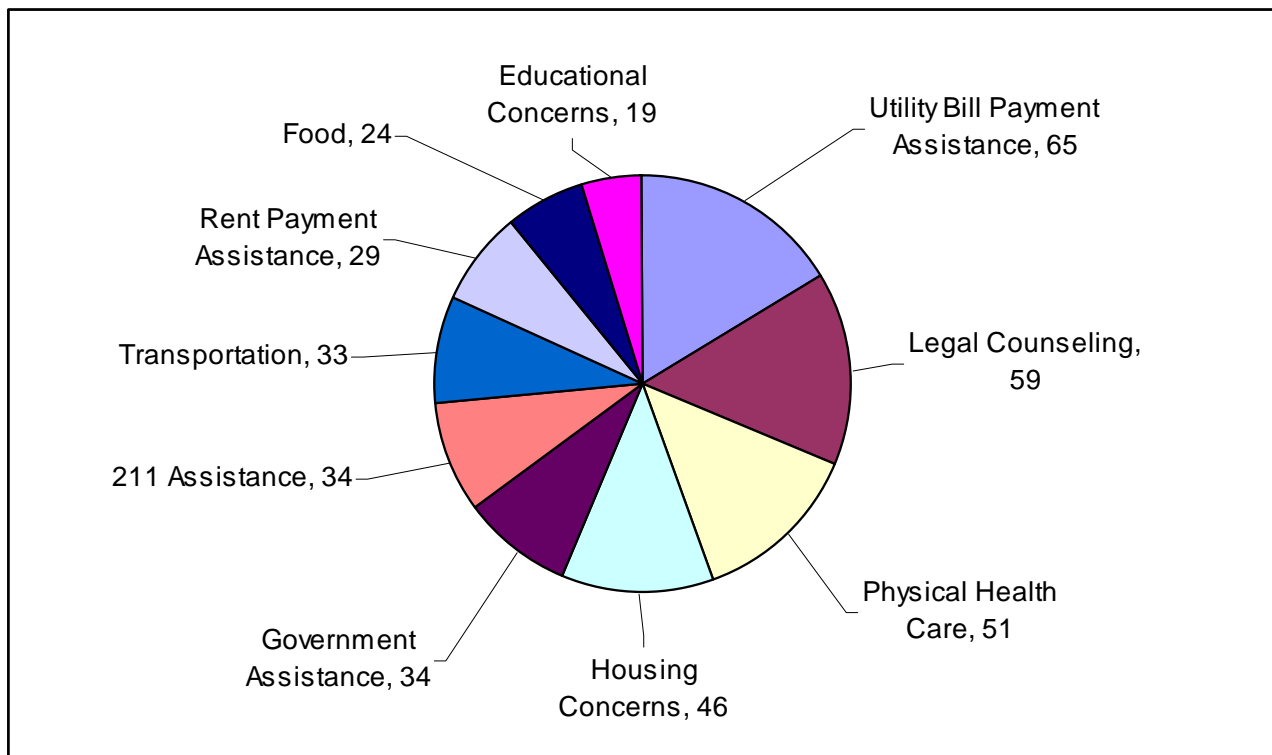
Top 10 Requested Community Health & Human Resources for All Counties

Requested Resources	# of Requests
Legal Counseling	315
Housing Concerns	309
Utility Bill Payment Assistance	261
211 Assistance	245
Physical Health Care	223
Rent Payment Assistance	188
Transportation Options	155
Food Requests	133
Government Assistance	108
Educational Concerns	103



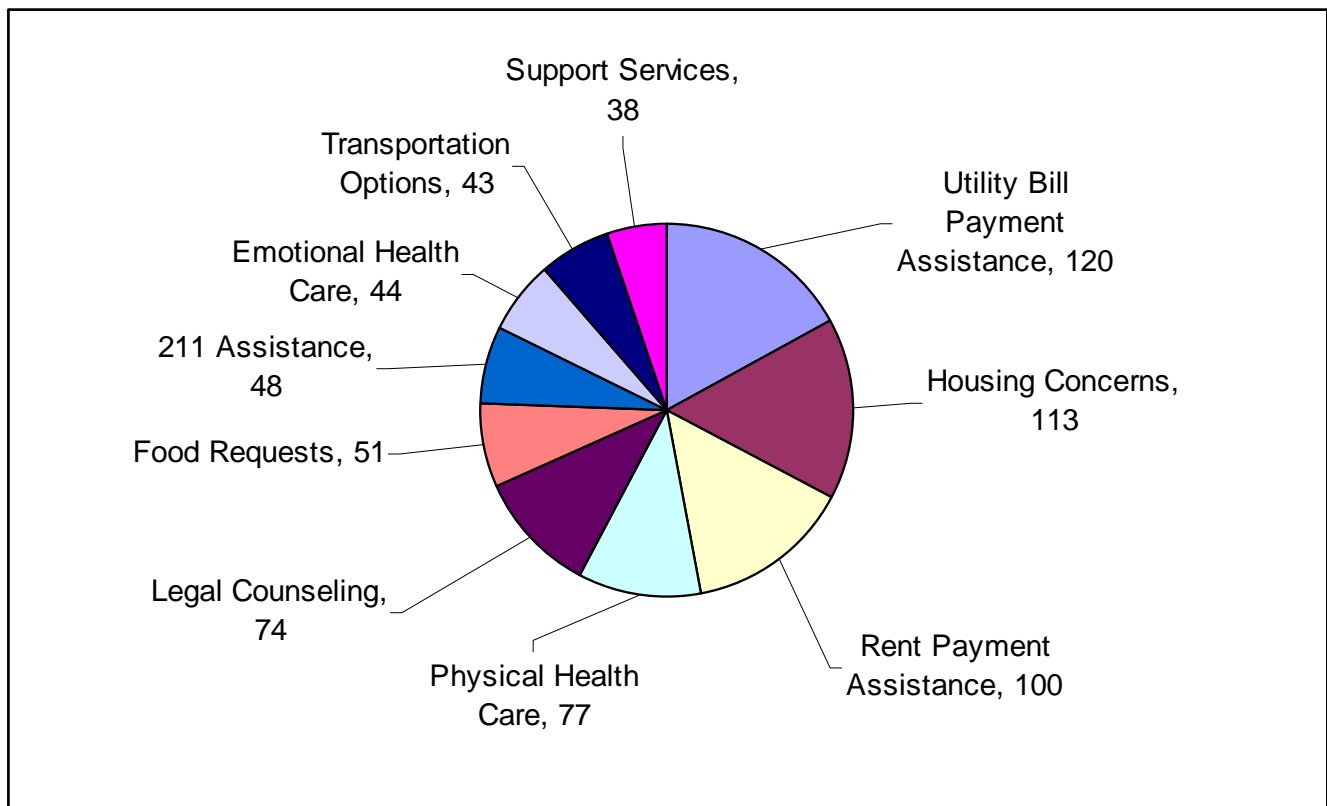
Top 10 Requested Community Health & Human Resources for Benton and Franklin Counties

Requested Resource	# of Requests
Utility Bill Payment Assistance	65
Legal Counseling	59
Physical Health Care	51
Housing Concerns	46
Government Assistance	34
211 Assistance	34
Transportation	33
Rent Payment Assistance	29
Food	24
Educational Concerns	19



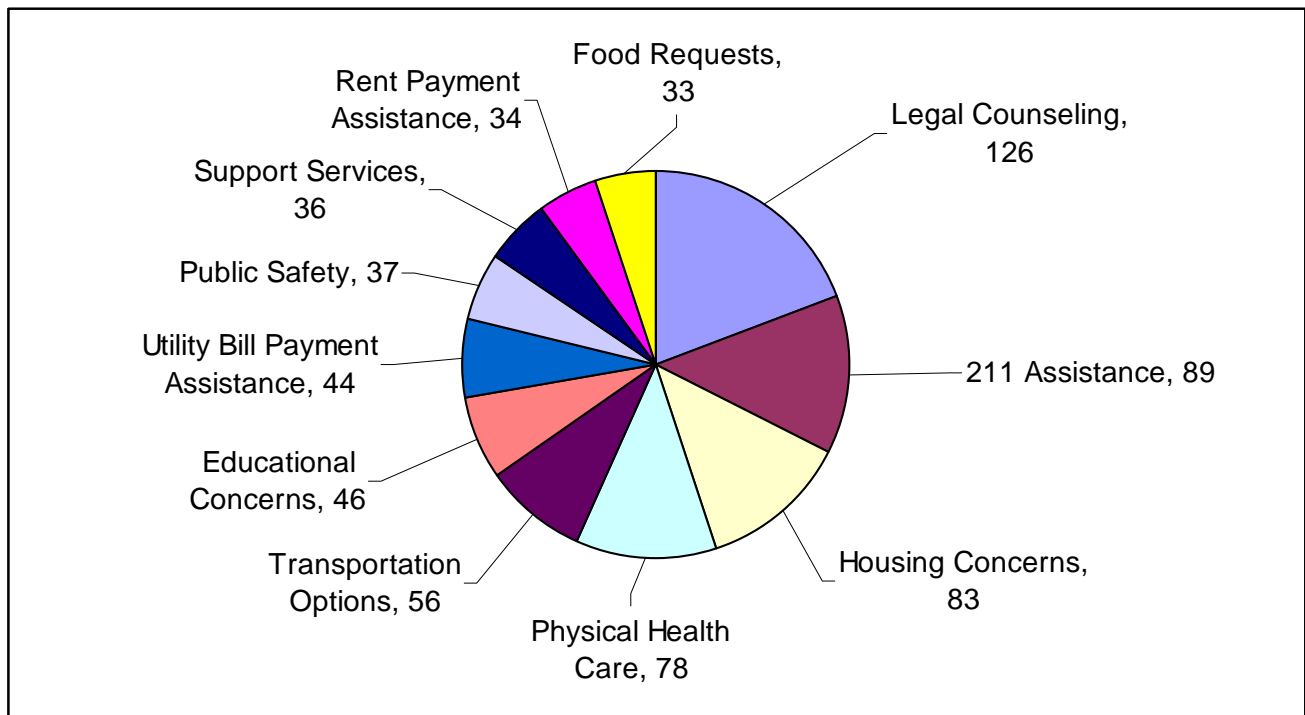
Top 10 Requested Community Health & Human Resources for Eastern WA 2-1-1 (Spokane, Stevens, Ferry and Pend Oreille Counties)

Requested Resource	# of Requests
Utility Bill Payment Assistance	120
Housing Concerns	113
Rent Payment Assistance	100
Physical Health Care	77
Legal Counseling	74
Food Requests	51
211 Assistance	48
Emotional Health Care	44
Transportation Options	43
Support Services	38



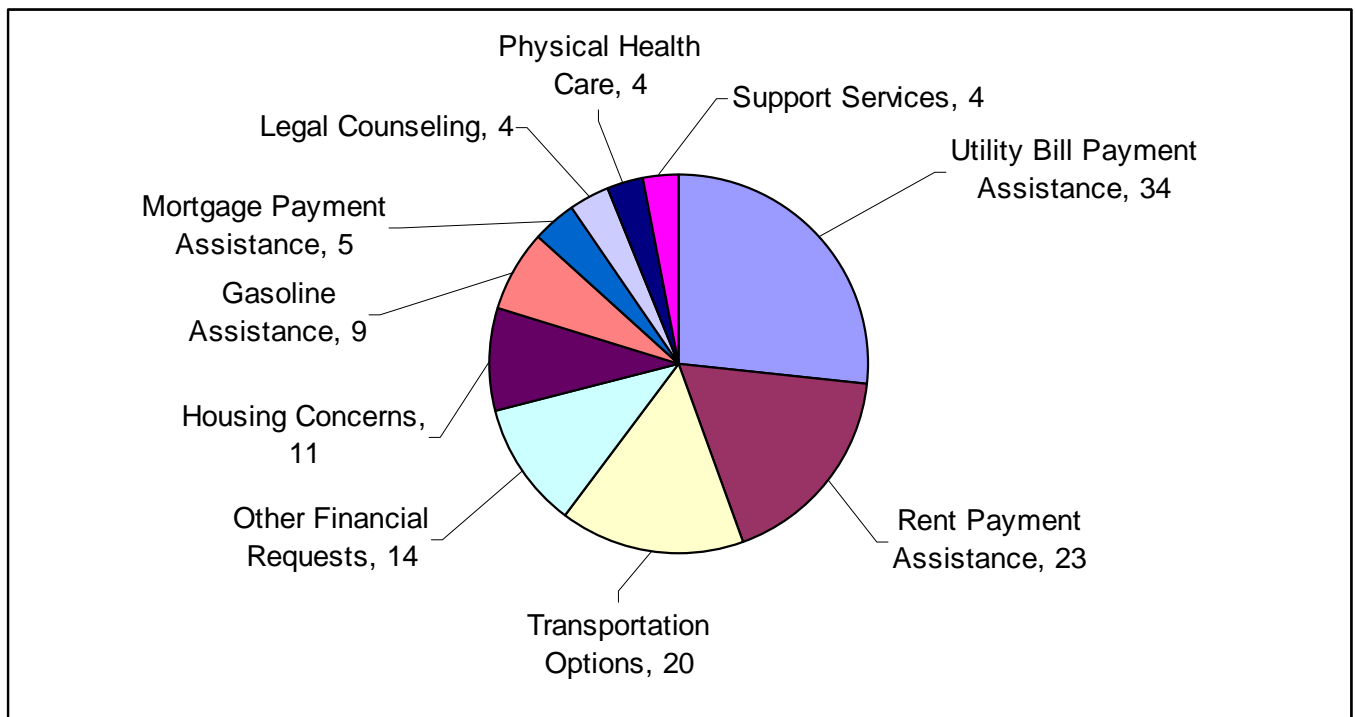
Top 10 Requested Community Health & Human Resources for Yakima Counties

Requested Resource	# of Requests
Legal Counseling	126
211 Assistance	89
Housing Concerns	83
Physical Health Care	78
Transportation Options	56
Educational Concerns	46
Utility Bill Payment Assistance	44
Public Safety	37
Support Services	36
Rent Payment Assistance	34



Top 10 Gaps in Service for All Counties

Requested Resource	# of Requests
Utility Bill Payment Assistance	34
Rent Payment Assistance	23
Transportation Options	20
Other Financial Requests	14
Housing Concerns	11
Gasoline Assistance	9
Mortgage Payment Assistance	5
Legal Counseling	4
Physical Health Care	4
Support Services	4



Call Summary
Greater Columbia 2-1-1 Call Center
August 1 – August 31

Total Calls

Call Origin	Received Calls	Abandoned Calls	Handled Calls	Total Minutes	Average Minutes	Out of Service
211 Toll Free	98	4	94	286.36	4.91	7
Emergency Operations	14	0	14	28.03	2.00	1
Peninsulas English	98	2	96	210.03	2.14	15
Peninsulas Spanish	1	0	1	0.85	0.85	0
Peninsulas West English	26	0	26	58.82	2.26	3
Peninsulas West Spanish	1	0	1	1.57	1.57	0
Pierce County English	60	1	59	236.92	3.95	15
Pierce County Only	1	0	1	5.82	5.82	0
Pierce County Spanish	1	0	1	4.67	4.67	0
Pierce West English	12	0	12	30.23	2.52	3
Spokane English	1115	38	1077	3863.76	4.48	28
Spokane Only	2	0	2	7.05	3.53	0
Spokane Spanish	7	1	6	37.30	6.51	1
Yakima English	1812	64	1748	5333.68	4.07	42
Yakima Only	25	5	20	75.85	3.85	6
Yakima Outbound	345	0	345	794.68	2.30	0
Yakima Voicemail Return	19	0	19	40.67	2.14	0
Yakima Spanish	105	7	98	374.25	4.41	2
Yakima Voicemail	130	0	130	2348.38	18.06	8
Totals	3873	122	3750	13738.93	80.04	131

Detail Handled Call Totals for Greater Columbia Call 2-1-1 Center by County

County	211 Toll Free	Emergency Operations	Peninsulas English	Peninsulas Spanish	Peninsulas West English	Peninsulas West Spanish	Pierce County English	Pierce County Only	Pierce County Spanish	Pierce West English	Spokane English	Spokane Only	Spokane Spanish	Yakima English	Yakima Only	Yakima Outbound	Yakima Voicemail Return	Yakima Spanish	Yakima Voicemail	Grand Total
Adams											1			18					1	20
Asotin														6						6
Benton														426	4			12		442
Chelan														39	1			3		43
Douglas														3						3
Franklin											1			143				20		164
Grant											1			41	1			2		45
Kittitas														67						67
Klickitat														5				1		6
Lincoln											2			4						6
Okanogan											1			12						13
Other Call Centers		4	98	1	26	1	51	1		11	9			18	1					221
Out of State	23										5			4						32
Pend Oreille											1									1
Spokane											1054	2	6	2	3					1067
Stevens											14			3						17
Unknown	75		1				9		1	1	25		1	3		345	19		130	610
Walla Walla														54	2					56
Whitman		1									1			10				1		13
Yakima		9												954	13			65		1041
Grand Total	98	14	99	1	26	1	60	1	1	12	1115	2	7	1812	25	345	19	105	130	3873

Detail Call Totals for Greater Columbia Call 2-1-1 Center by County/City

County	City	211 Toll Free	Emergency Operations	Peninsulas English	Peninsulas Spanish	Peninsulas West English	Peninsulas West Spanish	Pierce County English	Pierce County Only	Pierce County Spanish	Pierce West English	Spokane English	Spokane Only	Spokane Spanish	Yakima English	Yakima Only	Yakima Outbound	Yakima Voicemail Return	Yakima Spanish	Yakima Voicemail	Grand Total
Adams	Hatton														14					1	15
	Lind											1									1
	Ritzville														3						3
	Washtucna														1						1
Asotin	Clarkston														6						6
Benton	Benton City														8						8
	Kennewick														304	2			11		317
	Prosser														11						11
	Richland														85	2			1		88
	West Richland														18						18
Chelan	Cashmere														1	1					2
	Leavenworth														2						2
	Wenatchee														36				3		39
Douglas	Bridgeport														3						3
Franklin	Connell														2				1		3
	Matthews Corner												1								1
	Mesa														1						1
	Pasco														140				19		159
Grant	Ephrata														2				1		3
	Moses Lake											1			33						34
	Quincy															1			1		2
	Soap Lake														2						2
	Warden														3						3
	Wilson Creek														1						1
Kittitas	Cle Elum														8						8
	Easton														1						1
	Ellensburg														57						57
	Roslyn														1						1
Klickitat	Bickleton														2						2
	Dallesport																		1		1
	Goldendale														3						3
Lincoln	Creston														1						1
	Davenport														2						2
	Reardan											2									2
	Wilbur														1						1
Okanogan	Brewster														2						2
	Coulee Dam														1						1
	Nespelem														1						1
	Omak														6						6
	Oroville											1			1						2
	Pateros														1						1
Other Call Centers	Aberdeen					9															9
	Acme											1									1
	Auburn		1					1							1						3
	Belfair			1		1															2
	Bonney Lake							1													1
	Bothell											4			1						5
	Brainbridge Island			2																	2
	Bremerton			28																	28
	Centralia										1										1
	Colby			5																	5
	Crosby			3																	3
	Elma			1		3									1						5
	Everett							1				1			1						3
	Forks			1																	1
	Gig Harbor							2													2
	Granite Falls														1						1
	Hoodsport			1																	1
	Joyce			1																	1
	Kingston			1																	1
	Kirkland		1																		1
	Lacey										1				2						3
	Long Beach						1														1
	Longview														1						1
	Lynnwood														2						2

Detail Call Totals for Greater Columbia Call 2-1-1 Center by County/City (cont)

County	City	211 Toll Free	Emergency Operations	Peninsulas English	Peninsulas Spanish	Peninsulas West English	Peninsulas West Spanish	Pierce County English	Pierce County Only	Pierce County Spanish	Pierce West English	Spokane English	Spokane Only	Spokane Spanish	Yakima English	Yakima Only	Yakima Outbound	Yakima Voicemail Return	Yakima Spanish	Yakima Voicemail	Grand Total
	Kingston			1																	1
	Kirkland		1																		1
	Lacey										1				2						3
	Long Beach						1														1
	Longview														1						1
	Lynnwood														2						2
	Marysville															1					1
	Mc Cleary			1		3															4
	Montesano			1		5															6
	Ocosta					1															1
	Olympia										7	1			1						9
	Port Angeles			5																	5
	Port Orchard			11																	11
	Port Townsend			1																	1
	Poulsbo			4	1																5
	Puyallup							2													2
	Seattle		2									2			5						9
	Shelton					2					1										3
	Silver Lake (Snohomish)								1												1
	Silverdale			31																	31
	South Bend					1															1
	Tacoma							43							2						45
	Tenino										1										1
	University Place							1													1
	Westport					1															1
Out of State	Out Of State	23										5			4						32
Pend Oreille	Newport											1									1
Spokane	Cheney											4									4
	Deer Park											11									11
	Elk											3									3
	Green Bluff											2									2
	Medical Lake											2									2
	Newman Lake											2									2
	Rockford											2									2
	Spokane											929	2	5	1	3					940
	Spokane Valley											99		1	1						101
Stevens	Colville											5			3						8
	Hunters											2									2
	Kettle Falls											1									1
	Loon Lake											2									2
	Springdale											4									4
Unknown	Unknown	75		1				9		1	1	25		1	3		345	19		130	610
Walla Walla	Eureka														1						1
	Waitsburg														1						1
	Walla Walla														52	2					54
Whitman	Colfax														1						1
	Pullman														7						7
	St John											1									1
	Uniontown		1												2					1	4
Yakima	Cowiche														4						4
	Grandview														12	1				1	14
	Granger														4					1	5
	Harrah														2						2
	Mabton														2						2
	Naches														1						1
	Nile														4						4
	Sunnyside														101	1				18	120
	Tieton														6						6
	Toppenish														21	1				4	26
	Wapato														28						28
	White Swan														3						3
	Yakima		9												766	9				41	825
	Zillah															1					1
Grand Total		98	14	99	1	26	1	60	1	1	12	1115	2	7	1812	25	345	19	105	130	3873

Greater Columbia 2-1-1 Call Center Year-to-Date Calls

County	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Totals
Out of State	867	203	29	34	91	23	33	32					1312
Other Call Centers	287	307	318	310	239	563	338	221					2583
King													0
Ferry							1						1
Pend Oreille							3	1					4
Spokane							1135	1067					2202
Stevens							7	17					24
Adams	45	26	10	19	7	3	10	20					140
Asotin	21	18	10	21	10	17	11	6					114
Benton	593	660	610	448	382	346	436	442					3917
Chelan	104	75	41	36	35	32	47	43					413
Columbia	0												0
Douglas	11	2	6	2	2	1	9	3					36
Franklin	280	252	207	193	153	122	152	164					1523
Garfield	2	3	2	1		2	0						10
Grant	142	122	47	32	44	50	55	45					537
Kittitas	71	81	62	37	60	43	64	67					485
Klickitat	33	24	9	12	13	12	7	6					116
Lincoln	10	6	6	5	2	7	5	6					47
Okanogan	47	48	20	24	14	27	18	13					211
Walla Walla	112	96	53	30	41	44	57	56					489
Whitman	11	12	13	16	13	9	10	13					97
Yakima	1695	2495	1905	1472	1342	1373	1577	1651					13510
Total	4,331	4430	3348	2692	2448	2674	3975	3873	0	0	0	0	27,771

Call Projections/Actual for the Greater Columbia 2-1-1

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)	8/1/2008 (Monthly)	% of Goal (Monthly)	Total as of August 2008 (Annual)	Average (Annual)	Projected YTD Total Call for 2-1-1 (Annual)	% of Goal (Annual)
Out of State				-	247	0%	3,873	484	5,810	0%
Adams	16,803	1,344	538	45	19	42%	139	17	209	39%
Asotin	21,178	1,694	678	56	6	11%	114	14	171	25%
Benton	157,950	12,636	5,054	421	442	105%	3,917	490	5,876	116%
Chelan	69,791	5,583	2,233	186	43	23%	413	52	620	28%
Columbia	4,129	330	132	11	-	0%	-	-	-	0%
Douglas	34,977	2,798	1,119	93	3	3%	35	4	53	5%
Franklin	63,011	5,041	2,016	168	163	97%	1,520	190	2,280	113%
Garfield	2,344	188	75	6	-	0%	10	1	15	20%
Grant	81,229	6,498	2,599	217	44	20%	535	67	803	31%
Kittitas	36,841	2,947	1,179	98	67	68%	486	61	729	62%
Klickitat	19,839	1,587	635	53	6	11%	116	15	174	27%
Lincoln	10,381	830	332	28	4	14%	43	5	65	19%
Okanogan	39,782	3,183	1,273	106	12	11%	210	26	315	25%
Walla Walla	57,558	4,605	1,842	153	56	36%	489	61	734	40%
Whitman	40,170	3,214	1,285	107	12	11%	96	12	144	11%
Yakima	231,586	18,527	7,411	618	1,625	263%	13,469	1,684	20,204	273%
Total	887,569	71,006	28,402	2,367	2,749	116%	25,465	3,183	38,198	134%

Specific Details for Spokane, Stevens, Ferry and Pend Oreille Counties

Detail Call Totals for Eastern WA 2-1-1 (Spokane, Stevens, Ferry, and Pend Oreille Counties) County/City

County	City	Spokane English	Spokane Only	Spokane Spanish	Grand Total
Adams	Lind	1			1
Franklin	Matthews Corner	1			1
Grant	Moses Lake	1			1
Lincoln	Reardan	2			2
Okanogan	Omak	1			1
	Oroville	1			1
Other Call Centers	Acme	1			1
	Bothell	4			4
	Everett	1			1
	Olympia	1			1
	Seattle	2			2
Out of State	Out Of State	7			7
Pend Oreille	Newport	2			2
Spokane	Cheney	4			4
	Deer Park	11			11
	Elk	3			3
	Green Bluff	2			2
	Medical Lake	3			3
	Newman Lake	2			2
	Rockford	2			2
	Spokane	1011	2	5	1018
	Spokane Valley	103		1	104
Stevens	Chewelah	1			1
	Colville	5			5
	Hunters	2			2
	Kettle Falls	1			1
	Loon Lake	2			2
	Springdale	5			5
Unknown	Unknown	28		1	29
Whitman	Pullman	1			1
	St John	1			1
Grand Total		1212	2	7	1221

Total Calls for Eastern WA 2-1-1 (Spokane, Stevens, Ferry and Pend Oreille Counties)

Call Origin	Received Calls	Abandoned Calls	Handled Calls	Total Minutes	Average Minutes	Out of Service
Spokane English	1212	42	1168	4227.49	8.23	36
Spokane Only	2	0	2	7.05	3.53	0
Spokane Spanish	7	1	6	37.30	6.51	1
Totals	1221	43	1176	4271.84	18.26	37

Detail Handled Call Totals for Eastern WA 2-1-1 (Spokane, Stevens, Ferry, and Pend Oreille Counties) by County

	Spokane English	Spokane Only	Spokane Spanish	Grand Total
Adams	1			1
Franklin	1			1
Grant	1			1
Lincoln	2			2
Okanogan	2			2
Other Call Centers	9			9
Out of State	7			7
Pend Oreille	2			2
Spokane	1141	2	6	1149
Stevens	16			16
Unknown	28		1	29
Whitman	2			2
Grand Total	1212	2	7	1221

Call Projections/Actual for Eastern WA 2-1-1 (Spokane, Stevens, Ferry, and Pend Oreille Counties)

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)	8/1/2008 (Monthly)	% of Goal (Monthly)	Total as of August 2008 (Annual)	Average (Annual)	Projected YTD Total Call for 2-1-1 (Annual)	% of Goal (Annual)
Out of State				-	7	0%	36	18	216	0%
Other Counties		-	-	-	47	0%	70	35	420	0%
Ferry	7,560	605	242	20	-	0%	1	1	6	2%
Pend Oreille	12,951	1,036	414	35	2	6%	5	3	30	7%
Spokane	446,706	35,736	14,295	1,191	1,149	96%	2,347	1,174	14,082	99%
Stevens	42,632	3,411	1,364	114	16	14%	23	12	138	10%
Total	-	40,788	16,315	1,360	1,221	90%	2,482	1,241	14,892	91%

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