

# Greater Columbia 2-1-1

Volume 2, Issue 12

Update Report

December 31, 2007

## 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 December.

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Date	Event
December 4	Attended Benefits Fair sponsored by Medical Associates of Yakima
December 6	Met with Clark Satre of Pacific Power regarding potential funding opportunities
December 10	Madelyn Carlson and GC 2-1-1 staff met with Rep. Mary Skinner
December 12	All GC 2-1-1 staff attended Lethality Assessment Crisis Training



## **Greater Columbia 2-1-1: Within Our Call Center Comings and Goings**

Greater Columbia 2-1-1 would like to welcome work study student, Marina Gonzales. Marina comes to us through a partnership with Yakima Valley Community College. We would also like to welcome Yanet Castro. She has come to us through a partnership with People for People. Information and Referral Specialist, Silvia Ortiz, has left the Greater Columbia 2-1-1 office. She is moving to a new state to start life with her husband to be. We appreciate all the time and skills that she offered to the 2-1-1 call center.

### **Success Stories**

#### **Situation**



Information and Referral Specialist, Silvia Ortiz, received a call from a Franklin County community member who was in need of financial assistance to pay her utility bill as her power had been shut off. Silvia referred the client to the Benton Franklin Community Action Committee.

#### **Outcome**

The caller was able to go to use the resources provided by the Benton Franklin Community Action Committee to have her power re-connected.

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#### **Situation**



Information and Referral Specialist, Laura Castilla, received a call from a Benton County community member who needed assistance with Christmas. Laura did some research and investigation to help find this family assistance.

#### **Outcome**

Laura was able to find the assistance the family needed. Through Laura's efforts the family was able to have a very happy holiday.

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#### **Situation**



Resource Specialist, Jennifer Blizard, received a call from a Benton County community member who needed help pay her utility bill as well as assistance with Christmas gifts for her children. Jennifer referred her to In Step Church and the Benton Franklin Community Action Committee.

#### **Outcome**

The caller was able to get the help she needed. She said that for the holiday she received the gift of power from the Benton Franklin Community Action Committee and her children received the gift of a great Christmas through the In Step Church.

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## Statistics

December 1 – December 31

### Detail of 211 Question: How Did You Hear about 211?

	All Counties % of Calls	Benton & Franklin Counties % of Calls	Yakima County % of Calls
211 Business Card	0.71%	0.46%	0.65%
Agency	40.65%	37.24%	39.43%
Billboard	0.89%	0.69%	1.17%
Church	0.77%	0.69%	0.39%
Communtiy Meeting	0.06%	0.23%	0.00%
Flyer	2.20%	2.53%	1.70%
Friend	3.98%	3.22%	5.09%
Newspaper	0.18%	0.23%	0.26%
No Response	0.36%	0.46%	0.39%
Other	0.77%	0.46%	0.91%
Radio	0.24%	0.46%	0.26%
Returned Caller	39.88%	41.61%	38.64%
TV	5.99%	9.89%	6.40%
Unable to Ask	3.32%	1.84%	4.70%

### Percentage of Total Calls by Ethnicity:

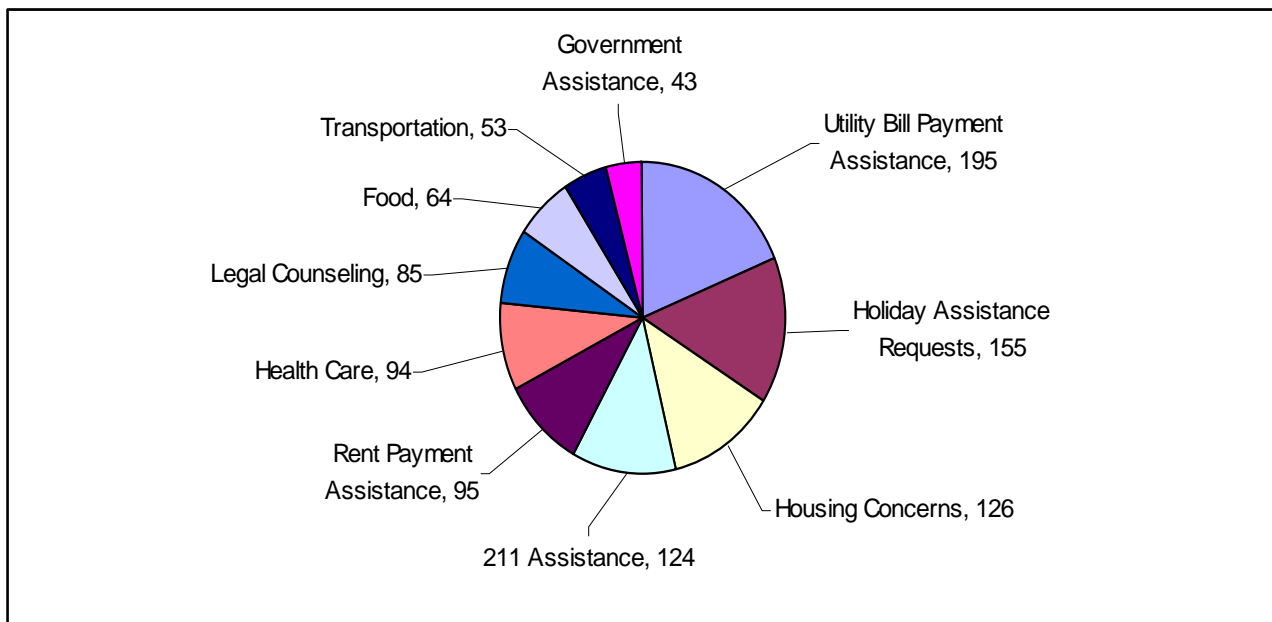
	All Counties % of Calls	Benton & Franklin Counties % of Calls	Yakima County % of Calls
African American	4.14%	2.87%	2.57%
Asian American	0.17%	0.41%	0.00%
Caucasian	56.54%	65.16%	48.16%
Declined	10.30%	10.25%	10.29%
Hispanic	18.82%	15.16%	24.63%
Multi-Racial	1.35%	1.64%	1.84%
Native American	3.54%	1.23%	6.43%
Other	0.59%	0.82%	0.74%
Pacific Islander	0.08%	0.00%	0.00%
Unknown	4.47%	2.46%	5.33%

## Percentage of Total Calls by Gender:

	All Counties % of Calls	Benton & Franklin Counties % of Calls	Yakima County % of Calls
<b>Female</b>	<b>74.18%</b>	<b>79.92%</b>	<b>71.69%</b>
<b>Male</b>	<b>25.65%</b>	<b>19.67%</b>	<b>28.31%</b>
<b>Transgender</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>
<b>Unknown</b>	<b>0.17%</b>	<b>0.41%</b>	<b>0.00%</b>

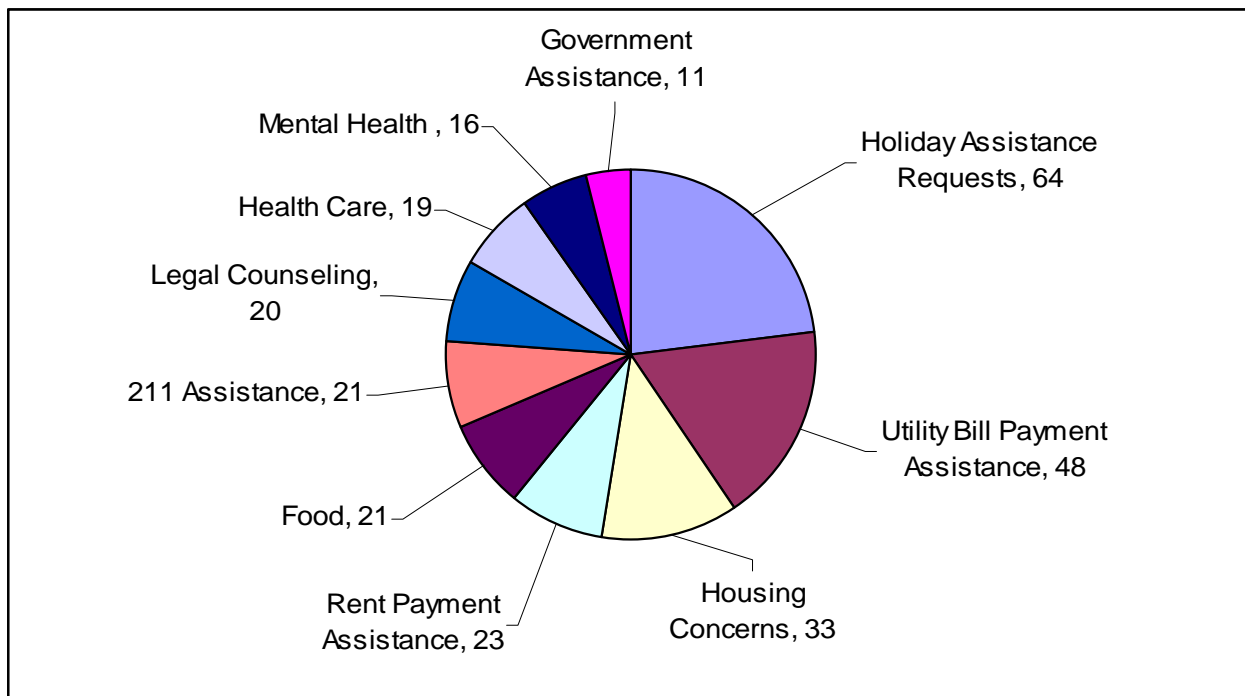
## Top 10 Requested Community Health & Human Resources for All Counties

Requested Resources	# of Requests
<b>Utility Bill Payment Assistance</b>	<b>195</b>
<b>Holiday Assistance Requests</b>	<b>155</b>
<b>Housing Concerns</b>	<b>126</b>
<b>211 Assistance</b>	<b>124</b>
<b>Rent Payment Assistance</b>	<b>95</b>
<b>Health Care</b>	<b>94</b>
<b>Legal Counseling</b>	<b>85</b>
<b>Food</b>	<b>64</b>
<b>Transportation</b>	<b>53</b>
<b>Government Assistance</b>	<b>43</b>



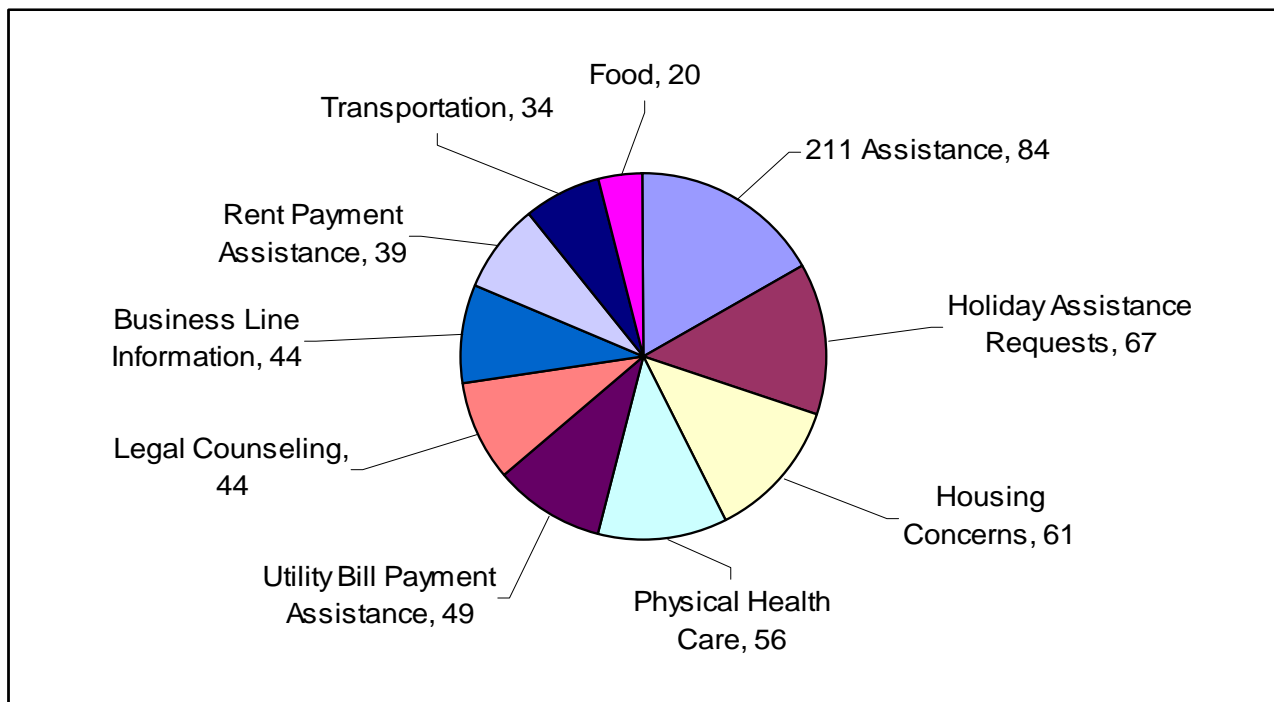
## Top 10 Requested Community Health & Human Resources for Benton and Franklin Counties

Requested Resource	# of Requests
Holiday Assistance Requests	64
Utility Bill Payment Assistance	48
Housing Concerns	33
Rent Payment Assistance	23
Food	21
211 Assistance	21
Legal Counseling	20
Health Care	19
Mental Health	16
Government Assistance	11



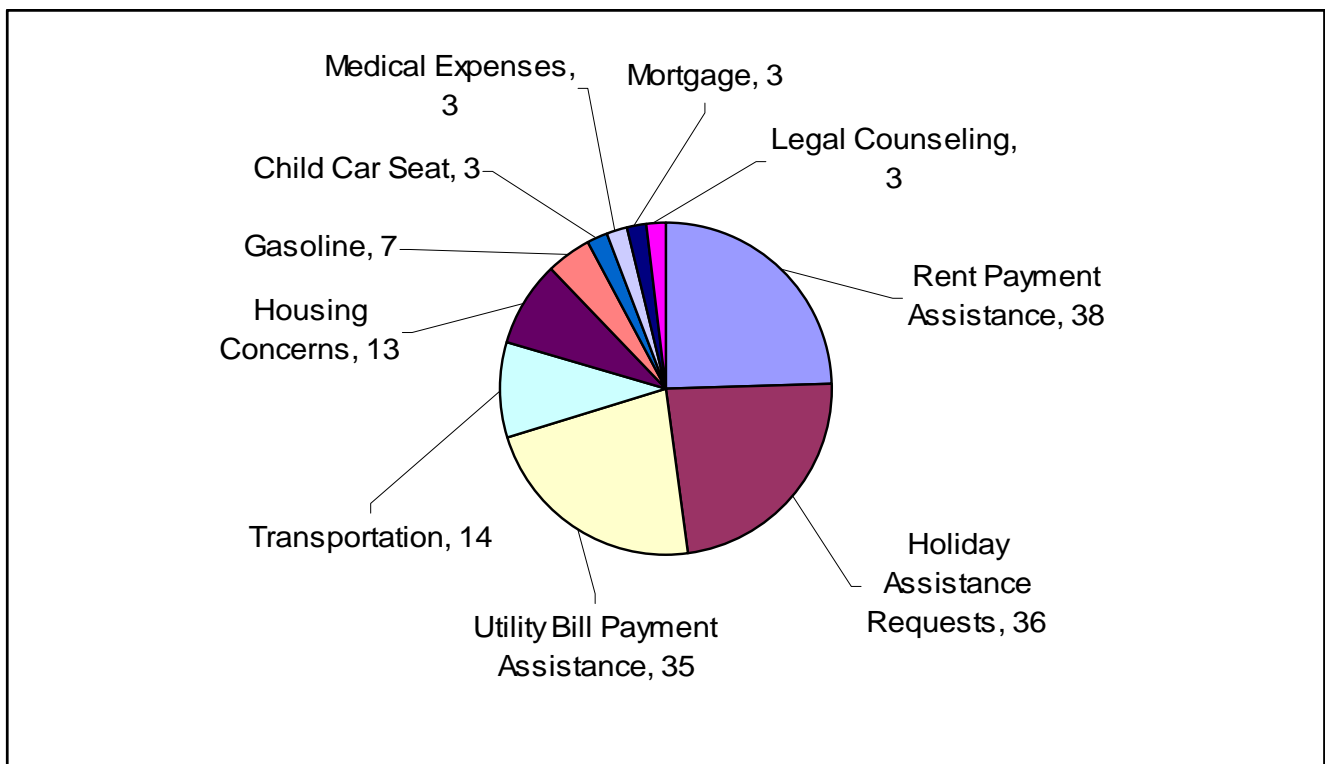
## Top 10 Requested Community Health & Human Resources for Yakima Counties

Requested Resource	# of Requests
211 Assistance	84
Holiday Assistance Requests	67
Housing Concerns	61
Physical Health Care	56
Utility Bill Payment Assistance	49
Legal Counseling	44
Business Line Information	44
Rent Payment Assistance	39
Transportation	34
Food	20



## Top 10 Gaps in Service for All Counties

Requested Resource	# of Requests
Rent Payment Assistance	38
Holiday Assistance Requests	36
Utility Bill Payment Assistance	35
Transportation	14
Housing Concerns	13
Gasoline	7
Child Car Seat	3
Medical Expenses	3
Mortgage	3
Legal Counseling	3



**Call Summary  
Greater Columbia 2-1-1 Call Center  
December 1 – December 31**

**Total Calls**

Call Origin	Received Calls	Abandoned Calls	Handled Calls	Total Minutes	Average Minutes	Out of Service
211 Toll Free	28	2	26	82.07	6.65	2
Emergency Operations	12	1	11	47.65	3.97	1
King County English	8	1	7	19.63	2.45	0
King County Christmas	4	0	4	8.10	2.03	0
Peninsulas English	24	0	24	67.68	2.82	0
Peninsulas Spanish	2	0	2	5.00	2.50	0
Pierce County English	111	2	109	354.28	3.19	6
Pierce County Spanish	10	3	7	24.72	2.47	0
Pierce County Voicemail	50	0	50	7648.50	152.97	5
Spokane English	184	16	168	431.33	2.44	1
Spokane Spanish	5	1	4	8.13	1.63	1
Western English	154	6	148	460.45	2.99	13
Western Spanish	5	0	5	18.07	3.61	0
Yakima EITC English	2	2	0	10.70	10.70	1
Yakima EITC Spanish	1	1	0	3.28	3.28	1
Yakima English	1554	72	1482	4274.34	4.44	65
Yakima Only	6	1	5	8.90	1.48	1
Yakima Outbound	584	0	584	1360.85	2.95	0
Yakima Voicemail Return	7	0	7	4.87	0.70	0
Yakima Spanish	126	11	115	409.91	5.06	8
Yakima Voicemail	207	0	207	12026.78	58.10	20
<b>Totals</b>	<b>3084</b>	<b>119</b>	<b>2965</b>	<b>27275.25</b>	<b>276.43</b>	<b>125</b>

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

	211 Toll Free	Emergency Operations	King County English	King County Xmas	Peninsulas English	Peninsulas Spanish	Pierce County English	Pierce County Spanish	Pierce County Voicemail	Spokane English	Spokane Spanish	Western English	Western Spanish	Yakima EITC English	Yakima EITC Spanish	Yakima English	Yakima Outbound	Yakima Return Voicemail	Yakima Spanish	Yakima Only	Yakima Voicemail	Grand Total
Adams																10			4			14
Asotin																10						10
Benton		1														367		23				391
Chelan														0		31		4				35
Franklin		1														137		11				149
Grant																29		3				32
Kittitas																45		2				47
Klickitat																4						4
Okanogan																8		2				10
Other Call Centers	1	6	6	4	24	2	99	7		167	4	145	5			32				5		502
Out of State	13											1				4						18
Unknown	12		1				10		50	0	2					13		7	1		207	303
Walla Walla																33			1			34
Whitman										1						4			2			7
Yakima		3												0	0	755	584		62			1404
Grand Total	26	11	7	4	24	2	109	7	50	168	4	148	5	0	0	1482	584	7	115	5	207	2965

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

		211 Toll Free	Emergency Operations	King County English	King County Christmas	Peninsulas English	Peninsulas Spanish	Pierce County English	Pierce County Spanish	Pierce County Voicemail	Spokane English	Spokane Spanish	Western English	Western Spanish	Yakima EITC English	Yakima EITC Spanish	Yakima English	Yakima Only
Adams	Hatton																	5
	Ritzville																	4
	Wash Tucna																	1
Asotin	Clarkston																	10
Benton	Benton City																	14
	Kennewick			1														260
	Prosser																	7
	Richland																	76
	West Richland																	10
Chelan	Cashmere																	1
	Chelan																	1
	Leavenworth																	3
	Wenatchee														0			26
Franklin	Connell																	1
	Eltopia																	4
	Mesa																	1
	Pasco			1														131
Grant	Coulee City																	0
	Ephrata																	3
	Moses Lake																	24
	Quincy																	0
	Soap Lake																	1
	Warden																	1
Kittitas	Cle Elum																	3
	Ellensburg																	42
Klickitat	Glenwood																	1
	Goldendale																	3
Okanogan	Brewster																	1
	Omak																	5
	Oroville																	
	Twisp																	1
	Winthrop																	1
Call Centers	Aberdeen			1													17	
	Auburn													1				
	Belfair						1											
	Bellingham												1					
	Black Diamond				0													
	Bremerton						7											
	Centralia												2					
	Chehalis												13		1			
	Cheney												7		2			
	Chewelah										0							
	Colby	0						1			2	1						
	Colville																	3
	Des Moines																	4

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

		211 Toll Free	Emergency Operations	King County English	King County Christmas	Peninsulas English	Peninsulas Spanish	Pierce County English	Pierce County Spanish	Pierce County Voicemail	Spokane English	Spokane Spanish	Western English	Western Spanish	Yakima EITC English	Yakima EITC Spanish	Yakima English	Yakima Only
	Elk										1							
	Elma												3					
	Everett												1					
	Gig Harbor								0									
	Graham							3										
	Hoodsport												1					1
	Kent												2					
	Kingston						2											
	Lacey												13					
	Long Beach												2					
	Longview												1					
	Montesano												2					
	Mossyrock												1					
	Napavine												1					
	Ocean Shores												1					
	Olympia	1											54					1
	Orting							1										
	Port Angeles					4							1					
	Port Orchard					3												
	Port Townsend					1												
	Poulsbo					1												
	Puyallup							4	1									
	Raymond													0				
	Renton			1	1													
	Rochester												3					
	Salkum												2					
	Seattle		1	5	3							1	1					5
	Sequim												1					
	Shelton		1										3	1				
	Silverdale					6												
	South Bend												1					
	South Prairie							1										
	Spokane		0															
	Spokane Valley												144	3	1			15
	Sumner							1					19					0
	Tacoma		3					86	6									1
	Tenino												5					
	University Place							3										
	Vancouver																	2
	Westport													1				
	Yelm												2					
Out of State	Nehalem																	1
	Out Of State	13											1					3
Unknown	Unknown	12		1				10		50	0		2					13
Walla Walla	Eureka																	1
	Walla Walla																	32
Whitman	Palouse																	2
	Sprague											1						1
	Uniontown																	1
Yakima	Cowiche																	1
	Grandview																	12
	Granger																	9
	Harrah																	4
	Mabton																	1
	Naches																	4
	Nile																	1
	Sunnyside																	63
	Tieton																	4
	Toppenish																	13
	Wapato																	12
	White Swan																	4
	Yakima		3												0	0	621	3
	Zillah																	6
Grand Total		26	11	7	4	24	2	109	7	50	168	4	148	5	0	0	1482	5

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

County	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Totals
Out of State	1438	314	1130	102	647	215	78	26	167	82	18	321	4538
Other Call Centers	1	0	0	0	0	0	0	624	157	171	231	502	1686
King	6	6	9	8	7	0	0	0	0	0	0		36
Spokane	45	278	69	5	9	0	0	0	0	0	0		406
Stevens	21	18	7	7	0	0	0	0	0	0	0		53
Adams	128	37	19	8	6	6	21	14	9	12	14	14	288
Asotin	72	30	17	28	12	27	10	20	10	8	5	10	249
Benton	488	364	332	280	269	239	265	294	272	340	445	391	3979
Chelan	167	92	42	28	16	32	32	29	25	26	27	35	551
Columbia	8	0	0	0	0	0	0	0	0	0	0		8
Douglas	11	20	0	2	3	1	0	0	0	0	0		37
Franklin	307	171	132	125	124	82	106	87	97	171	208	150	1760
Garfield	3	1	2	1	2	0	0	1	0	1	0		11
Grant	204	85	47	28	30	45	44	54	53	43	59	32	724
Kittitas	82	54	50	40	25	29	34	30	27	64	41	47	523
Klickitat	50	32	19	20	12	6	17	13	19	6	9	4	207
Lincoln	8	4	6	2	1	4	2	4	4	6	6		47
Okanogan	73	30	31	22	9	17	37	31	17	14	18	10	309
Walla Walla	145	70	46	23	28	25	38	36	30	33	53	34	561
Whitman	27	21	20	15	14	10	6	9	11	14	11	7	165
Yakima	1222	1527	778	1396	597	1272	2009	1691	893	1569	1529	1408	15891
Total	4,506	3154	2756	2140	1811	2010	2699	2963	1791	2560	2674	2965	32,029

## Call Projections/Actual

County	Population	National Average 8% of Population use 2-1-1 (Annual)	2nd Year Goal 40% of 8% (Annual)	2nd Year Goal 40% of 8% (Monthly)	12/1/2007 (Monthly)	% of Goal (Monthly)	Total as of December 2007 (Annual)	Average (Annual)	Projected YTD Total Call for 2-1-1 (Annual)	% of Goal (Annual)
Out of State				-	823	0%	6,719	560	6,719	0%
Adams	16,803	1,344	538	45	14	31%	288	24	288	54%
Asotin	21,178	1,694	678	56	10	18%	249	21	249	37%
Benton	157,950	12,636	5,054	421	391	93%	3,979	332	3,979	79%
Chelan	69,791	5,583	2,233	186	35	19%	551	46	551	25%
Columbia	4,129	330	132	11	-	0%	8	1	8	6%
Douglas	34,977	2,798	1,119	93	-	0%	37	3	37	3%
Franklin	63,011	5,041	2,016	168	150	89%	1,760	147	1,760	87%
Garfield	2,344	188	75	6	-	0%	11	1	11	15%
Grant	81,229	6,498	2,599	217	32	15%	724	60	724	28%
Kittitas	36,841	2,947	1,179	98	47	48%	523	44	523	44%
Klickitat	19,839	1,587	635	53	4	8%	207	17	207	33%
Lincoln	10,381	830	332	28	-	0%	47	4	47	14%
Okanogan	39,782	3,183	1,273	106	10	9%	309	26	309	24%
Walla Walla	57,558	4,605	1,842	153	34	22%	561	47	561	30%
Whitman	40,170	3,214	1,285	107	7	7%	165	14	165	13%
Yakima	231,586	18,527	7,411	618	1,408	<b>228%</b>	15,891	1,324	15,891	<b>214%</b>
<b>Total</b>	<b>887,569</b>	<b>71,006</b>	<b>28,402</b>	<b>2,367</b>	<b>2,965</b>	<b>125%</b>	<b>32,029</b>	<b>2,669</b>	<b>32,029</b>	<b>113%</b>