

Greater Columbia 2-1-1

Volume 3, Issue 12

Update Report

December 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 December.

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Date	Event
November 3	Meeting with Three Rivers Community Foundation
November 6	Ready by 5 Presentation – Home-based early learning group
November 13	Meeting with Home Network Executive Committee
November 18	Meeting with “Our Babies Can’t Wait” Initiative Partners
November 19	Attended Mid Valley Providers Consortium
November 20	Homeless Connect/Point in Time Meeting
November 20	Presentation to Department of Children and Family Services
December 3	Homeless Network of Yakima Meeting
December 10	United Way of Benton and Franklin Counties Quarterly Partnership Meeting
December 11	Homeless Connect/Point in Time Meeting
December 17	Attended Mid Valley Providers Consortium



GREATER COLUMBIA 2-1-1 REGION 7 AND REGION 8

Call Summary in Region 7 and Region 8 Year to Date

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	34	44	24	26	1440
Other Call Centers	287	307	318	310	239	563	338	221	298	960	761	997	5599
King													0
Ferry							1			1	2	0	4
Pend Oreille							3	1	9	4		4	21
Spokane							1135	1067	1090	1105	1014	1818	7229
Stevens							7	17	7	15	11	21	78
Adams	45	26	10	19	7	3	10	20	11	4	8	7	170
Asotin	21	18	10	21	10	17	11	6	20	5	7	17	163
Benton	593	660	610	448	382	346	436	442	413	391	402	600	5723
Chelan	104	75	41	36	35	32	47	43	45	43	18	39	558
Columbia	0												0
Douglas	11	2	6	2	2	1	9	3	4	4		3	47
Franklin	280	252	207	193	153	122	152	164	140	152	170	218	2203
Garfield	2	3	2	1		2	0				1		11
Grant	142	122	47	32	44	50	55	45	48	44	38	46	713
Kittitas	71	81	62	37	60	43	64	67	59	59	46	70	719
Klickitat	33	24	9	12	13	12	7	6	7	9	5	9	146
Lincoln	10	6	6	5	2	7	5	6	2	2	0	9	60
Okanogan	47	48	20	24	14	27	18	13	15	22	8	22	278
Walla Walla	112	96	53	30	41	44	57	56	53	56	41	57	696
Whitman	11	12	13	16	13	9	10	13	12	11	14	17	151
Yakima	1695	2495	1905	1472	1342	1373	1577	1651	1795	1752	1655	2321	21033
Total	4,331	4430	3348	2692	2448	2674	3975	3873	4062	4683	4225	6301	47,042

**Total Call Count in Region 7 and Region 8
December 1 – December 31**

Call Origin	Received Calls	Abandoned Calls	Total Minutes	Average Minutes	Out of Service
211 Toll Free	55	4	57	1.67	6
King County Dir Asst English	349	3	349	1.50	34
King County Dir Asst Spanish	6	0	6	3.75	0
King County English	1	0	1	4.17	0
King County Only	5	0	5	4.86	4
Peninsula West Holiday Spanish	2	0	2	0.33	0
Peninsulas English	167	5	167	1.63	38
Peninsulas Holiday	26	0	26	1.61	5
Peninsulas Spanish	2	0	2	0.23	0
Peninsulas West English	40	1	40	1.64	9
Peninsulas West Holiday	6	0	6	1.53	2
Peninsulas West Spanish	2	0	2	10.39	0
Pierce County EITC English	1	0	1	1.12	1
Pierce County English	31	2	31	1.43	9
Pierce County Holiday	18	0	18	2.03	6
Pierce County Spanish	1	0	1	3.68	0
Pierce County Voicemail	867	0	867	0.22	88
Pierce West English	11	0	11	1.83	3
Pierce West Holiday	2	0	2	1.39	1
Spokane English	1724	85	1724	2.39	187
Spokane Holiday	190	2	190	2.67	7
Spokane Holiday Spanish	3	2	3	0.63	3
Spokane Only	5	0	5	4.02	1
Spokane Spanish	14	1	14	2.00	0
Spokane Volunteer Services	4	2	4	0.68	2
VOA Email	428	0	428	0.21	84
VOA INFO English	331	5	331	1.24	30
VOA Voicemail	810	0	810	0.10	34
Yakima English	1998	91	1999	2.27	112
Yakima Holiday	236	10	236	2.41	10
Yakima Holiday Spanish	40	4	40	2.47	7
Yakima Only	41	5	41	2.63	10
Yakima Outbound	436	0	437	2.37	0
Yakima Spanish	193	6	193	2.98	13
Yakima Voicemail	365	0	366	0.16	23
Grand Total	8514	235	12736	1.10	756

Statistics for December 1 – December 31
Detail of the 2-1-1 Question: How Did You Hear about 2-1-1?
Region 7 and Region 8

	All Counties	Benton & Franklin Counties	EW211- Spokane, Stevens, Ferry and Pend Oreille Counties	Yakima County
211 Business Card	17.24%	14.83%	23.32%	15.38%
Agency	14.26%	15.50%	15.32%	14.92%
Billboard	0.22%	0.67%	0.27%	0.18%
Bus Ad	0.02%	0.00%	0.00%	0.00%
Church	0.17%	0.33%	0.14%	0.18%
Community Meetings	0.10%	0.33%	0.00%	0.18%
EITC Coupon	0.02%	0.00%	0.07%	0.00%
Flyer	0.45%	0.67%	0.47%	0.55%
Friend	1.34%	2.17%	0.68%	2.58%
Newsletter	0.02%	0.00%	0.00%	0.09%
Newspaper	0.05%	0.17%	0.00%	0.00%
No Response	0.02%	0.00%	0.00%	0.00%
Other	0.37%	0.17%	0.41%	0.55%
Radio	0.52%	0.67%	0.61%	0.46%
Returned Caller	53.52%	55.17%	52.94%	55.89%
TV	4.96%	8.17%	4.47%	7.00%
Unable to Ask	6.60%	1.17%	1.22%	1.93%
Web Site	0.02%	0.00%	0.07%	0.09%

Percentage of Total Calls by Ethnicity in Region 7 and Region 8:

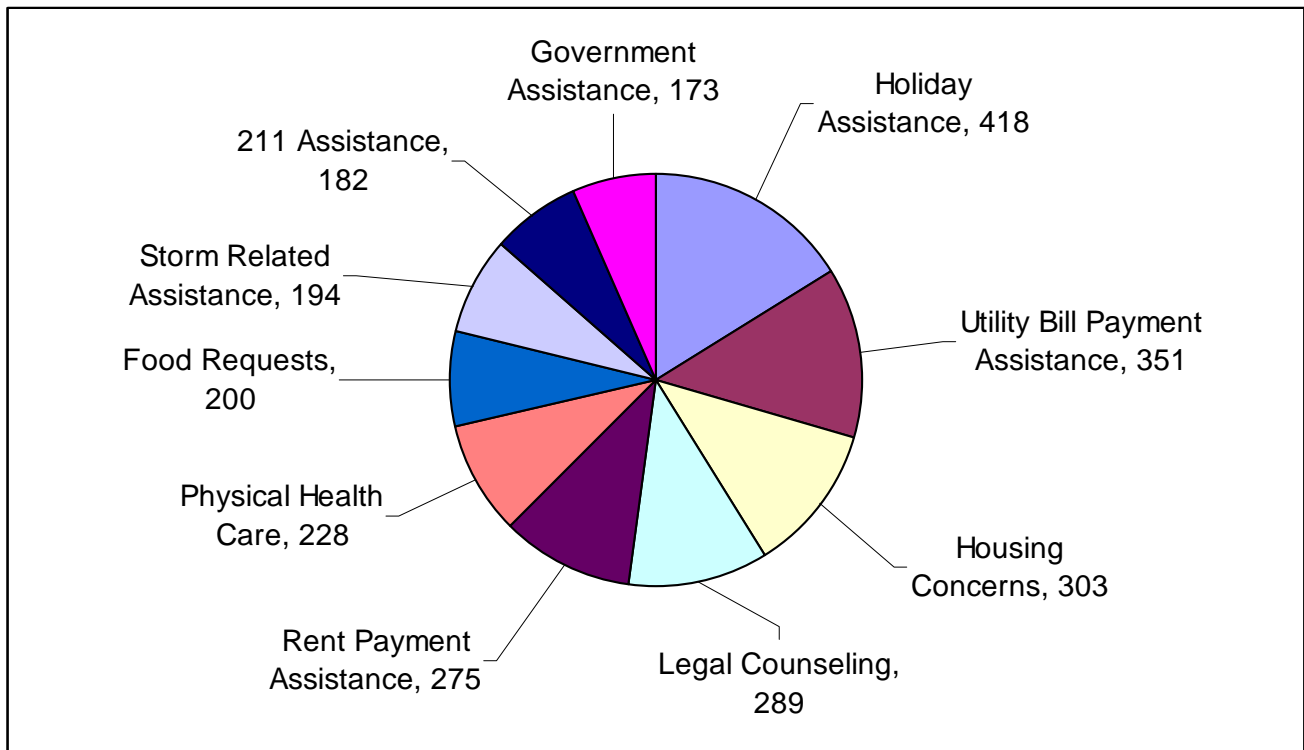
	All Counties	Benton & Franklin Counties	EW211- Spokane, Stevens, Ferry and Pend Oreille Counties	Yakima County
African American	2.37%	1.73%	2.22%	1.24%
Asian American	0.32%	0.43%	0.48%	0.21%
Caucasian	72.79%	73.59%	84.72%	62.86%
Declined	4.04%	2.16%	2.45%	3.11%
Hispanic	11.32%	14.72%	2.14%	23.86%
Multi-Racial	0.35%	0.22%	0.55%	0.00%
Native American	1.38%	1.08%	1.19%	2.49%
Other	0.41%	0.22%	0.55%	0.31%
Pacific Islander	0.06%	0.22%	0.00%	0.10%
Unknown	6.96%	5.63%	5.70%	5.81%

Percentage of Total Calls by Gender in Region 7 and Region 8:

	All Counties	Benton & Franklin Counties	EW211- Spokane, Stevens, Ferry and Pend Oreille Counties	Yakima County
Female	80.43%	82.47%	79.81%	81.22%
Male	19.43%	17.53%	20.19%	18.46%
Unknown	0.15%	0.00%	0.00%	0.31%

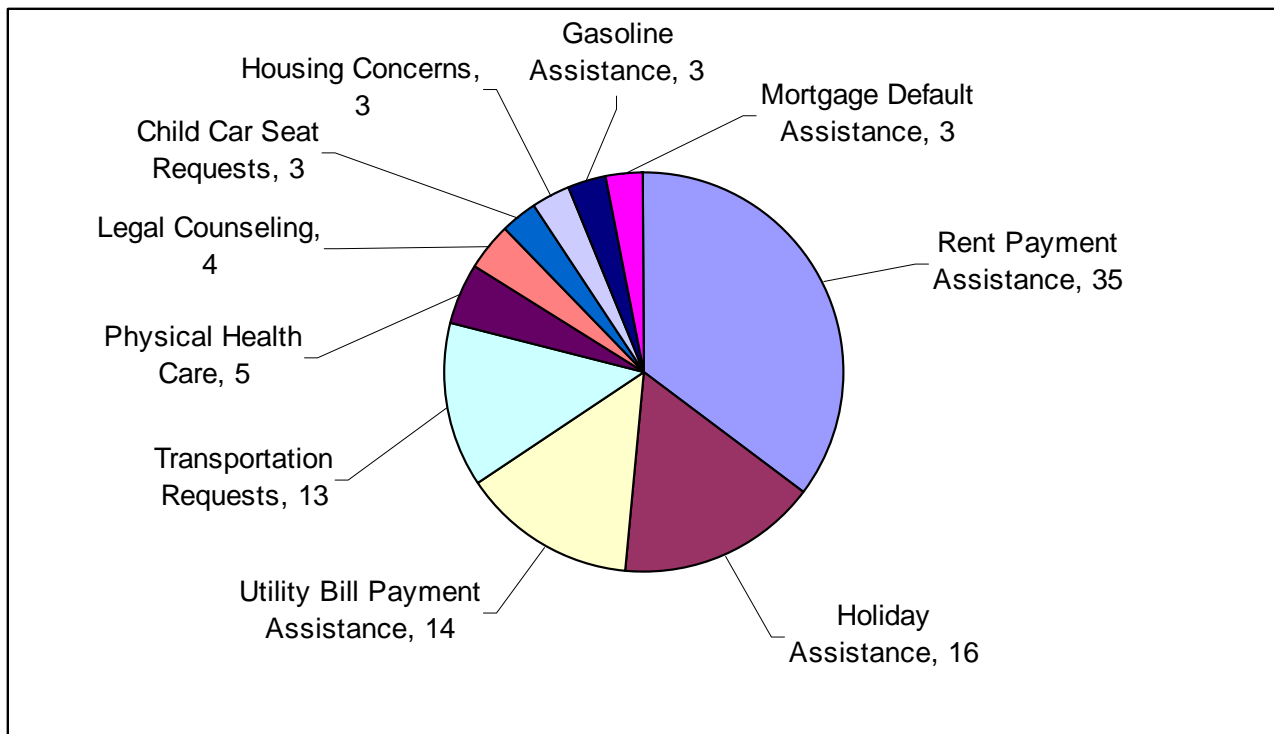
Top 10 Requested Community Health & Human Resources for All Counties in Region 7 and Region 8

Requested Resources	# of Requests
Holiday Assistance	418
Utility Bill Payment Assistance	351
Housing Concerns	303
Legal Counseling	289
Rent Payment Assistance	275
Physical Health Care	228
Food Requests	200
Storm Related Assistance	194
211 Assistance	182
Government Assistance	173



Top 10 Gaps in Service for All Counties in Region 7 and Region 8

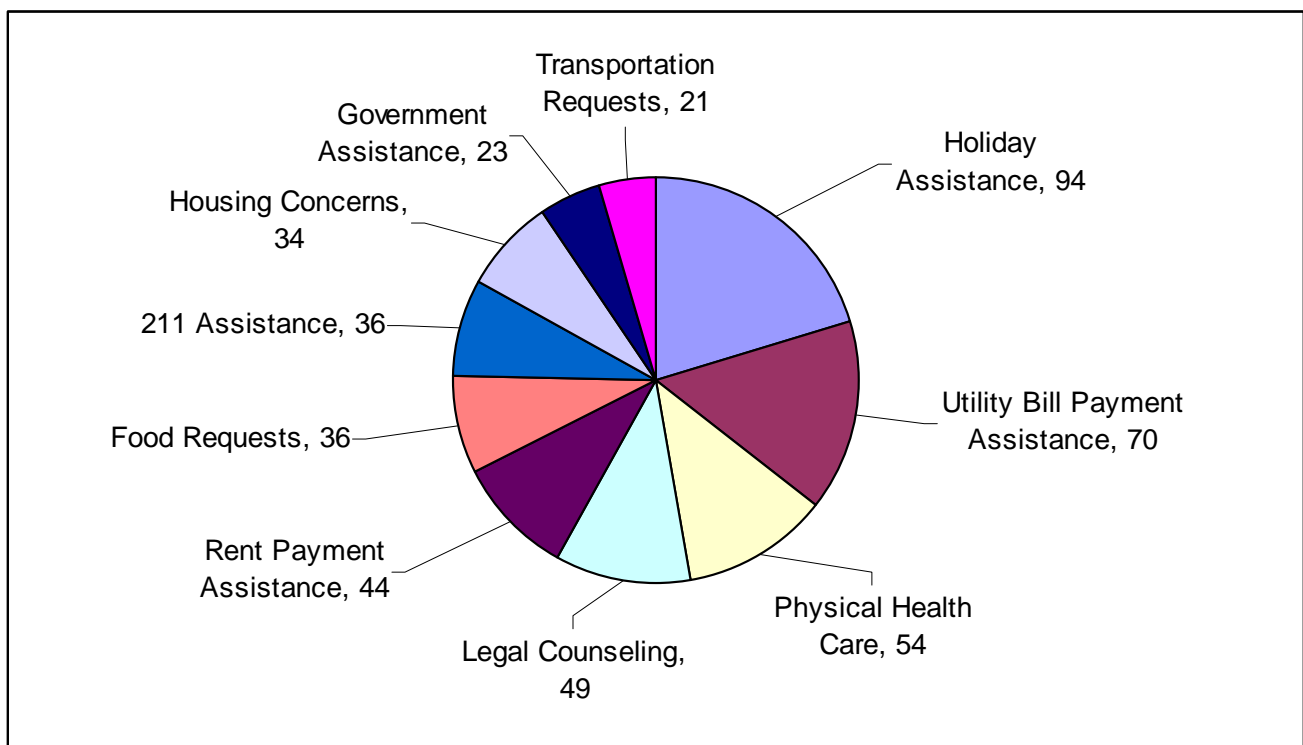
Requested Resource	# of Requests
Rent Payment Assistance	35
Holiday Assistance	16
Utility Bill Payment Assistance	14
Transportation Requests	13
Physical Health Care	5
Legal Counseling	4
Child Car Seat Requests	3
Housing Concerns	3
Gasoline Assistance	3
Mortgage Default Assistance	3
Rent Payment Assistance	35



REGION 7

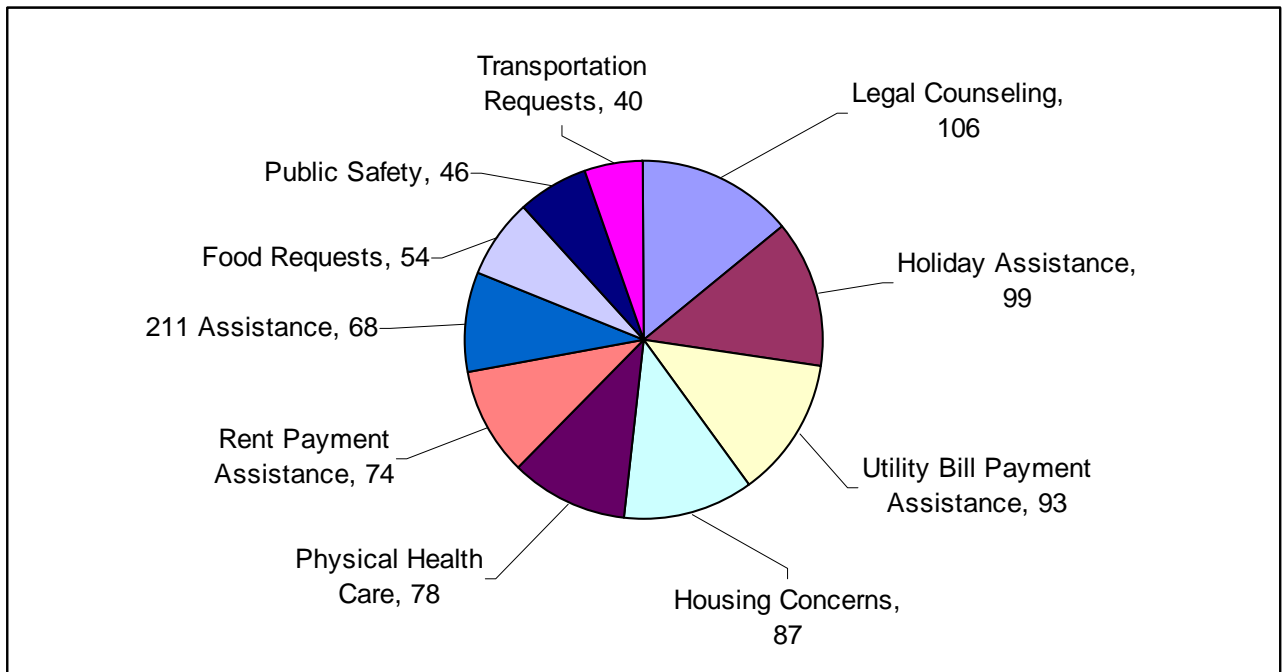
Top 10 Requested Community Health & Human Resources for Benton and Franklin Counties in Region 7

Requested Resource	# of Requests
Holiday Assistance	94
Utility Bill Payment Assistance	70
Physical Health Care	54
Legal Counseling	49
Rent Payment Assistance	44
Food Requests	36
211 Assistance	36
Housing Concerns	34
Government Assistance	23
Transportation Requests	21



Top 10 Requested Community Health & Human Resources for Yakima Counties in Region 7

Requested Resource	# of Requests
Legal Counseling	106
Holiday Assistance	99
Utility Bill Payment Assistance	93
Housing Concerns	87
Physical Health Care	78
Rent Payment Assistance	74
211 Assistance	68
Food Requests	54
Public Safety	46
Transportation Requests	40



Greater Columbia Region 7 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	30	27	29	38	20	20	1411
Other Call Centers	287	307	318	310	239	563	323	212	291	942	731	987	5510
King													0
Spokane							2	5	3	1	1	8	20
Stevens								3	4	3	3	2	15
Adams	45	26	10	19	7	3	10	19	11	4	8	7	169
Asotin	21	18	10	21	10	17	11	6	19	5	7	17	162
Benton	593	660	610	448	382	346	436	442	413	391	400	599	5720
Chelan	104	75	41	36	35	32	47	43	44	43	18	39	557
Columbia	0												0
Douglas	11	2	6	2	2	1	8	3	4	4	8	3	54
Franklin	280	252	207	193	153	122	150	163	140	152	170	211	2193
Garfield	2	3	2	1		2	0						10
Grant	142	122	47	32	44	50	54	44	48	44	38	46	711
Kittitas	71	81	62	37	60	43	65	67	58	59	46	70	719
Klickitat	33	24	9	12	13	12	7	6	7	9	5	9	146
Lincoln	10	6	6	5	2	7	3	4	1	2		4	50
Okanogan	47	48	20	24	14	27	18	12	15	22	7	22	276
Walla Walla	112	96	53	30	41	44	57	56	52	56	40	57	694
Whitman	11	12	13	16	13	9	10	12	12	10	13	16	147
Yakima	1695	2495	1905	1472	1342	1373	1562	1625	1762	1710	1631	2248	20820
Total	4,331	4430	3348	2692	2448	2674	2793	2749	2913	3495	3146	4365	39,384

Call Projections/Actual for the Greater Columbia Region 7

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)	9/1/2008 (Monthly)	% of Goal (Monthly)	Total as of December 2008 (Annual)	Average (Annual)	Projected YTD Total Call for 2-1-1 (Annual)	% of Goal (Annual)
Out of State				-	1,017	0%	6,956	580	6,956	0%
Adams	16,803	1,344	538	45	7	16%	169	14	169	31%
Asotin	21,178	1,694	678	56	17	30%	162	14	162	24%
Benton	157,950	12,636	5,054	421	599	142%	5,720	477	5,720	113%
Chelan	69,791	5,583	2,233	186	39	21%	557	46	557	25%
Columbia	4,129	330	132	11	-	0%	-	-	-	0%
Douglas	34,977	2,798	1,119	93	3	3%	54	5	54	5%
Franklin	63,011	5,041	2,016	168	211	126%	2,193	183	2,193	109%
Garfield	2,344	188	75	6	-	0%	10	1	10	13%
Grant	81,229	6,498	2,599	217	46	21%	711	59	711	27%
Kittitas	36,841	2,947	1,179	98	70	71%	719	60	719	61%
Klickitat	19,839	1,587	635	53	9	17%	146	12	146	23%
Lincoln	10,381	830	332	28	4	14%	50	4	50	15%
Okanogan	39,782	3,183	1,273	106	22	21%	276	23	276	22%
Walla Walla	57,558	4,605	1,842	153	57	37%	694	58	694	38%
Whitman	40,170	3,214	1,285	107	16	15%	147	12	147	11%
Yakima	231,586	18,527	7,411	618	2,248	364%	20,820	1,735	20,820	281%
Total	887,569	71,006	28,402	2,367	4,365	184%	39,384	3,282	39,384	139%

Detail Handled Call Totals for Greater Columbia Region 7 by County

County	211 Toll Free	King County Dir Asst English	King County Dir Asst Spanish	King County English	King County Only	Peninsula West Holiday Spanish	Peninsulas English	Peninsulas Holiday	Peninsulas Spanish	Peninsulas West English	Peninsulas West Holiday	Peninsulas West Spanish	Pierce County EITC English	Pierce County English	Pierce County Holiday	Pierce County Spanish	Pierce West English	Pierce West Holiday	Spokane English	Spokane Holiday	Spokane Holiday Spanish	Spokane Only	Spokane Spanish	VOA INFO English	Yakima English	Yakima Holiday	Yakima Holiday Spanish	Yakima Only	Yakima Outbound	Yakima Spanish	Yakima Voicemail	Grand Total
Adams																									6	1						7
Asotin																										15						17
Benton				1	1														1							478	79	2	10		28	600
Chelan																										30	5	1			3	39
Douglas																										1					2	3
Franklin					1														4	3						158	23	5	4		20	218
Grant																										31	11		1		3	46
Kittitas					1																					57	8				4	70
Klickitat																								1		8						9
Lincoln																			5							3	1					9
Okanogan																										22						22
Other Call Centers	337	5	2	2	165	26	2	40	6	2	1	29	17	1	11	2	8	1		1	321	15					3			997		
Out of State	16	1				1											6									2					26	
Pend Oreille																	2	1								1						4
Spokane	3																1617	174	3	4	13					1		3			1818	
Stevens																	18	1								2						21
Unknown	36	11	1			1							2	1			62	10			1	9	46	4	2	1		2	365	554		
Walla Walla																										50	1		1		5	57
Whitman																		1								8	2	2	1		3	17
Yakima																										1064	101	28	15	436	123	1767
Grand Total	55	349	6	1	5	2	167	26	2	40	6	2	1	31	18	1	11	2	1724	190	3	5	14	331	1998	236	40	41	436	193	365	6301

Detail Call Totals for Greater Columbia Region 7 by County/City

County	City	211 Toll Free	King County Dir Asst English	King County Dir Asst Spanish	King County English	King County Only	Peninsula West Holiday Spanish	Peninsulas English	Peninsulas Holiday	Peninsulas Spanish	Peninsulas West English	Peninsulas West Holiday	Peninsulas West Spanish	Pierce County EITC English	Pierce County English	Pierce County Holiday	Pierce County Spanish	Pierce West English	Pierce West Holiday	Spokane English	Spokane Holiday	Spokane Holiday Spanish	Spokane Only	Spokane Spanish	VOA IN FO English	Yakima English	Yakima Holiday	Yakima Holiday Spanish	Yakima Only	Yakima Outbound	Yakima Spanish	Yakima Voicemail	Grand Total
Adams	Hatton																									2	1						3
	Ritzville																									2							2
	Washtucna																									2							2
Asotin	Asotin																									1							1
	Clarkston																									14			2				16
Benton	Benton City																				1				14	1						16	
	Kennewick				1	1																			335	47	2	8		26		420	
	Paterson																												1			1	
	Prosser																								16	2						18	
	Richland																								85	28		1	1			115	
	West Richland																								28	1		1				30	
Chelan	Cashmere																								1	1						2	
	Chelan																								1							1	
	Manson																									1						1	
	Wenatchee																								28	3	1		3			35	
Douglas	Bridgeport																												2			2	
	Waterville																								1							1	
Franklin	Basin City																								1							1	
	Connell																								1							1	
	Eitopia																								1				1			2	
	Matthews Corner																				3	3										6	
	Mesa																								1							1	
	Pasco					1															1				154	23	5	4	19			207	
Grant	Coulee City																								1							1	
	Ephrata																								3				2			5	
	George																								1							1	
	Moses Lake																								22	7		1	1			31	
	Quincy																								1	1						2	
	Royal City																								2	2						4	
	Soap Lake																								1	1						2	
Kittitas	Cle Elum																								5							5	
	Easton																												3			3	
	Ellensburg					1																			50	7			1			59	
	Roslyn																								2	1						3	
Klickitat	Goldendale																								1	4						5	
	Roosevelt																								1							1	
	White Salmon																								2							2	
	Whitstran																								1							1	
Lincoln	Creston																								1							1	
	Davenport																								2							2	
	Edwall																										1					1	
	Reardan																								5							5	
Okanogan	Coulee Dam																								1							1	
	Omak																								10							10	
	Oroville																								3							3	
	Tonasket																								6							6	
	Twisp																								2							2	
Other Call Centers	Aberdeen											13	1	1																	15		
	Acme																								1							1	
	Arlington																								6							7	
	Auburn																								2		1					31	
	Belfair																															3	
	Bellevue																								5							21	
	Bothell																								11	1						14	
	Brainbridge Island																								3							3	
	Bremerton																								50	8	1					59	
	Burien																								14							14	
	Camano Island (Marysville)																								1							1	
	Clallam Bay																															1	

Detail Call Totals for Greater Columbia Region 7 by County/City (cont)

County	City	211 Toll Free	King County Dir. Asst. English	King County Dir. Asst. Spanish	King County English	King County Only	Peninsula West Holiday Spanish	Peninsulas English	Peninsulas Holiday	Peninsulas Spanish	Peninsulas West English	Peninsulas West Holiday	Peninsulas West Spanish	Pierce County EITC English	Pierce County English	Pierce County Holiday	Pierce County Spanish	Pierce West English	Pierce West Holiday	Spokane English	Spokane Holiday	Spokane Holiday Spanish	Spokane Only	Spokane Spanish	VOA INFO English	Yakima English	Yakima Holiday	Yakima Holiday Spanish	Yakima Only	Yakima Outbound	Yakima Spanish	Yakima Voicemail	Grand Total	
	Clearview																								1								1	
	Colby							7																									7	
	Crosby							1																									1	
	Darrington																								3								3	
	Des Moines		16																														16	
	Duwall																								2								2	
	Eatonville														1																		1	
	Elma										5																						5	
	Enumclaw		1																														1	
	Everett																			1					162	3			1					167
	Fall City		1																														1	
	Federal Way		3																														3	
	Forks							1																									1	
	Gig Harbor							9																									9	
	Graham														1																		1	
	Granite Falls																								2								2	
	Hamilton																								3								3	
	Island																								2	1							3	
	Issaquah		1																														1	
	Joyce							1																									1	
	Kent		12																														12	
	Kingston							3	2																								5	
	Kirkland		6																														6	
	Lacey																																2	
	Lake Goodwin																								2								2	
	Long Beach										3	1																					4	
	Lynnwood																								37								37	
	Maple Valley		1																														1	
	Marble Mount																								6			1					7	
	Marysville																								31								31	
	Monroe																								3								3	
	Montesano										2																						2	
	Mount Vernon																								2								2	
	North Bend																																2	
	Olympia													1				9	2	1			1				2						14	
	Port Angeles							14	3																								17	
	Port Orchard							15	2																								17	
	Port Townsend							2	1																								3	
	Poulsbo							11	2																								13	
	Puyallup														1	1																	2	
	Raymond						2						1																				3	
	Redmond		1																															1
	Renton		8																														8	
	Richmond Beach		1																							2							3	
	Seattle		219	4				5																	17	5			1				251	
	Sedro Woolley																								1								1	
	Sequim							5																									5	
	Shelton										17	4																					21	
	Silver Lake (Snohomish)																								6								6	
	Silverdale							27	6	1																							34	
	Snohomish																									4							4	
	Stanwood																									5							5	
	Sultan																									4							4	
	Sunnyslope							1	2																								3	
	Tacoma		8	1				5							27	15	1				4	1			2	1						65		
	Vancouver		1																								1						2	
Out of State	Out Of State		16	1				1																			2						26	
Pend Oreille	Newport																																4	
Spokane	Cheney																																6	

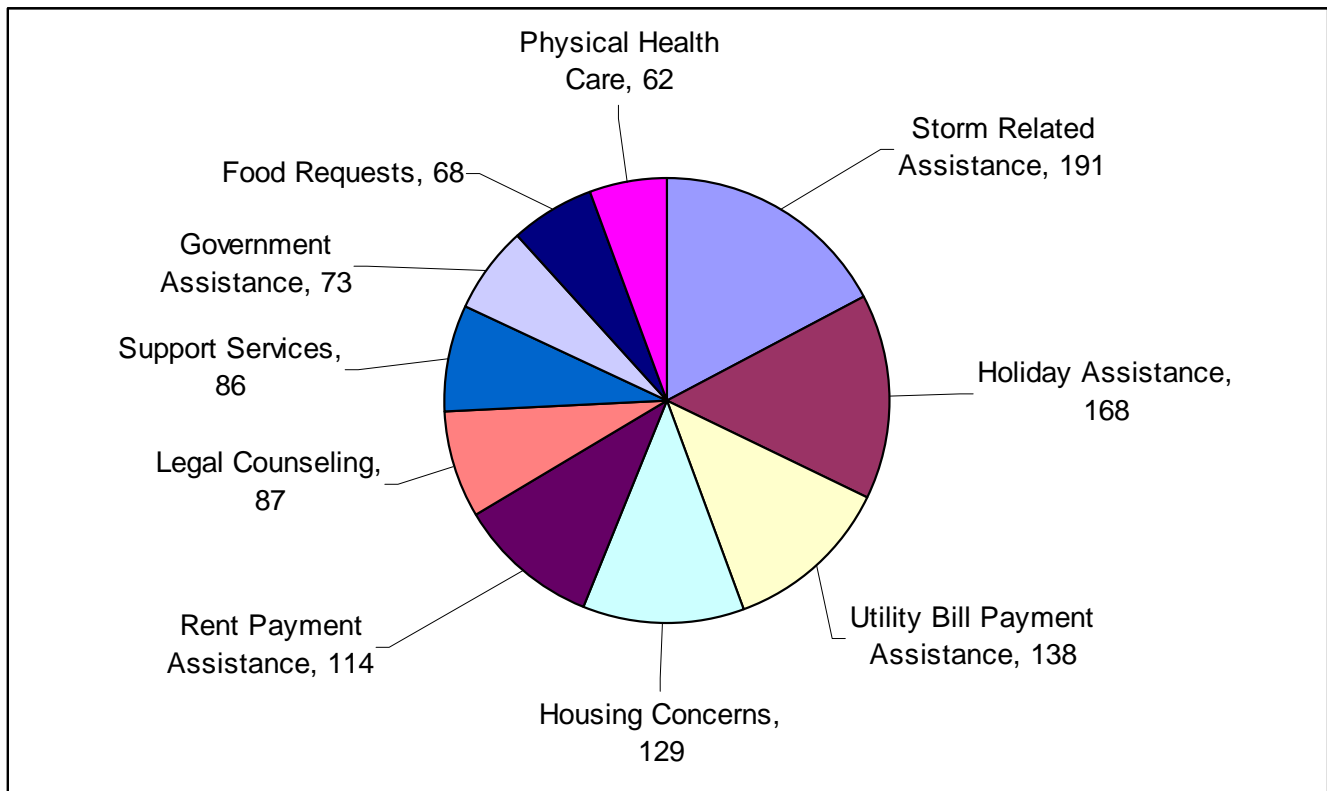
Detail Call Totals for Greater Columbia Region 7 by County/City

County	City	211 Toll Free	King County Dir Asst English	King County Dir Asst Spanish	King County English	King County Only	Peninsula West Holiday Spanish	Peninsulas English	Peninsulas Holiday	Peninsulas Spanish	Peninsulas West English	Peninsulas West Holiday	Peninsulas West Spanish	Pierce County EITC English	Pierce County English	Pierce County Holiday	Pierce County Spanish	Pierce West English	Pierce West Holiday	Spokane English	Spokane Holiday	Spokane Holiday Spanish	Spokane Only	Spokane Spanish	VOA INFO English	Yakima English	Yakima Holiday	Yakima Holiday Spanish	Yakima Only	Yakima Outbound	Yakima Spanish	Yakima Voicemail	Grand Total	
	Deer Park																			20												20		
	Elk																			10	2											12		
	Green Bluff																			7												7		
	Medical Lake																			10												10		
	Newman Lake																			10	2											12		
	Rockford																			2												2		
	Spangle																			2												2		
	Spokane	3																		1360	148	3	2	10		1		3				1530		
	Spokane Valley																			191	22		2	2								217		
Stevens	Chewelah																			2												2		
	Colville																			5						2							7	
	Hunters																			1	1												2	
	Kettle Falls																			1													1	
	Northport																			1													1	
	Springdale																			8													8	
Unknown	Unknown	36	11	1			1							2	1					62	10		1	9	46	4	2	1		2	365	554		
Walla Walla	Walla Walla																									50	1	1		5			57	
Whitman	Colfax																									1							1	
	Palouse																			1						1							2	
	Pullman																									2								2
	Sprague																										1							1
	Tekoa																									1		1						2
	Uniontown																									3	1	2			3			9
Yakima	Cowiche																									8	1							9
	Grandview																									18		1		8				27
	Granger																									7	1							8
	Harrah																									4								4
	Mabton																									4	1							5
	Naches																									5								5
	Nile																									5		1						6
	Sunnyside																									68	2	8	4		26			108
	Tieton																									3				1				4
	Toppenish																									17	3			2				22
	Wapato																									21	3			3				27
	White Swan																									4								4
	Yakima																									888	90	17	10	436	83			1524
	Zillah																									12	2							14
Grand Total		55	349	6	1	5	2	167	26	2	40	6	2	1	31	18	1	11	2	1724	190	3	5	14	331	1998	236	40	41	436	193	365	6301	

REGION 8

Top 10 Requested Community Health & Human Resources for Eastern WA Region 8

Requested Resource	# of Requests
Storm Related Assistance	191
Holiday Assistance	168
Utility Bill Payment Assistance	138
Housing Concerns	129
Rent Payment Assistance	114
Legal Counseling	87
Support Services	86
Government Assistance	73
Food Requests	68
Physical Health Care	62



Detail Call Totals for Eastern WA Region 8 by County/City

County	City	Spokane English	Spokane Holiday	Spokane Holiday Spanish	Spokane Only	Spokane Spanish	Spokane Volunteer Services	Grand Total
Benton	Benton City	1						1
Franklin	Matthews Corner	3	3					6
	Pasco	1						1
Lincoln	Reardan	5						5
Other Call Centers	Auburn	2						2
	Everett	2						2
	Olympia	2			1			3
	Renton	1						1
	Silverdale	1						1
	Tacoma	5	1					6
	Out of State	Out Of State	6					
Pend Oreille	Newport	2	1					3
Spokane	Cheney	7				1		8
	Deer Park	20						20
	Elk	11	2					13
	Green Bluff	7						7
	Liberty Lake	1						1
	Medical Lake	10	2					12
	Newman Lake	12	2					14
	Rockford	3						3
	Spangle	2						2
	Spokane	1549	189	3	2	10	4	1757
	Spokane Valley	214	26		2	2		244
Stevens	Chewelah	2						2
	Colville	5						5
	Hunters	1	1					2
	Kettle Falls	1						1
	Northport	1						1
	Springdale	8						8
Unknown	Unknown	71	13			1		85
Whitman	Palouse	1						1
Grand Total		1957	240	3	5	14	4	2223

Total Calls for Eastern WA Region 8

Call Origin	Received Calls	Abandoned Calls	Total Minutes	Average Minutes	Out of Service
Spokane English	1724	85	1724	2.39	187
Spokane Holiday	190	2	190	2.67	7
Spokane Holiday Spanish	3	2	3	0.63	3
Spokane Only	5	0	5	4.02	1
Spokane Spanish	14	1	14	2	0
Spokane Volunteer Services	4	2	4	0.68	2

Detail Handled Call Totals for Eastern WA Region 8 by County

County	Spokane English	Spokane Holiday	Spokane Holiday Spanish	Spokane Only	Spokane Spanish	Spokane Volunteer Services	Grand Total
Benton	1						1
Franklin	4	3					7
Lincoln	5						5
Other Call Centers	13	1		1			15
Out of State	6						6
Pend Oreille	2	1					3
Spokane	1836	221	3	4	13	4	2081
Stevens	18	1					19
Unknown	71	13			1		85
Whitman	1						1
Grand Total	1957	240	3	5	14	4	2223

Call Projections/Actual for Eastern WA Region 8

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)	9/1/2008 (Monthly)	% of Goal (Monthly)	Total as of December 2008 (Annual)	Average (Annual)	Projected YTD Total Call for 2-1-1 (Annual)	% of Goal (Annual)
Out of State				-	21	0%	151	25	302	0%
Other Counties		-	-	-	14	0%	157	26	314	0%
Ferry	7,560	605	242	20	-	0%	4	1	8	3%
Pend Oreille	12,951	1,036	414	35	3	9%	23	4	46	11%
Spokane	446,706	35,736	14,295	1,191	2,166	182%	8,076	1,346	16,152	113%
Stevens	42,632	3,411	1,364	114	19	17%	67	11	134	10%
Total	-	40,788	16,315	1,360	2,223	164%	8,478	1,413	16,956	104%

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