

# Greater Columbia 2-1-1

Volume 4, Issue 2

Update Report

February 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 February.

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Date	Event
February 3	Attended funding meeting with United Way of Chelan and Douglas Counties
February 10	Attended funding meeting with United Way of Grant County
February 10	Presentation to the Upper Valley Consortium, Yakima
February 11	Overview and Handouts at the Local Planning Area monthly meeting
February 19	Overview at the Rural Health Network in Sunnyside
February 25	Attended meeting of the Homeless Network of Yakima County
February 27	Attended GC 2-1-1 Partnership meeting in Sunnyside
February 27	Presentation to the AmeriCorps volunteers at Yakima Valley Farm Workers Clinic



# 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											137
Other Call Centers	712	231											943
King													0
Ferry	1												1
Pend Oreille	10	15											25
Spokane	2454	1588											4042
Stevens	36	44											80
Adams	34	22											56
Asotin	29	16											45
Benton	732	605											1337
Chelan	123	104											227
Columbia													0
Douglas	8	11											19
Franklin	313	311											624
Garfield	2	1											3
Grant	148	150											298
Kittitas	96	84											180
Klickitat	21	25											46
Lincoln	21	16											37
Okanogan	57	57											114
Walla Walla	118	98											216
Whitman	34	24											58
Yakima	3410	2792											6202
Total	8,428	6262	0	0	0	0	0	0	0	0	0	0	14,690

# Call Summary By County

	211 Toll Free	Peninsulas EITC English	Peninsulas English	Peninsulas Spanish	Peninsulas West English	Peninsulas West Spanish	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												4	11	1				5		22
Asotin												4		12						16
Benton												68	30	459	8			29		605
Chelan												36	22	36				6		104
Douglas												1	7							11
Franklin								5		1	53	51	165					23		311
Garfield											1									1
Grant								1			42	40	50					6		150
Kittitas											24	5	51	1				2		84
Klickitat											8	3	11	1				1		25
Lincoln							1	4			7		4							16
Okanogan											13	10	19					7		57
Other Call Centers	5	2	145	4	27	6	1	7	2		3		14	9				2		231
Out of State	58						1	6			1		2							68
Pend Oreille							4	10		1										15
Spokane	1						353	4	1200	4	13	1		1	2					1588
Stevens							15	19			3		7							44
Unknown	115		1				6	49		2	2		3	2					489	669
Walla Walla								1			24	10	49	1				11		98
Whitman											4	2	14					2		24
Yakima											228	227	1064	20	202	78	181			2123
Grand Total	179	2	146	4	27	6	381	4	1302	6	17	527	418	1962	44	202	78	275	489	6262

**Total Call Count**  
**February 1 – February 28**

Call Origin	Received Calls	Abandoned Calls	Total Minutes	Average Minutes	Out of Service
211 Toll Free	179	9	354.73	1.51	22
Peninsulas EITC English	2	0	13.98	0.90	2
Peninsulas English	146	4	240.53	1.39	12
Peninsulas Spanish	4	0	6.70	1.50	0
Peninsulas West English	27	0	54.80	1.76	2
Peninsulas West Spanish	6	0	20.05	2.18	2
Pierce County Voicemail	334	0	260.95	0.29	102
Spokane EITC English	381	24	834.82	1.85	42
Spokane EITC Spanish	4	1	12.12	1.56	1
Spokane English	1302	41	2956.72	2.04	59
Spokane Only	6	0	18.43	2.86	0
Spokane Outbound	3	0	1.88	0.63	0
Spokane Spanish	17	2	30.75	1.52	2
VOA Email	240	0	232.98	0.34	92
VOA Voicemail	927	0	557.28	0.39	121
Yakima EITC English	527	44	1102.68	1.84	36
Yakima EITC Spanish	418	52	956.63	2.02	42
Yakima English	1962	75	4433.73	2.02	108
Yakima Only	44	2	145.27	2.74	12
Yakima Outbound	202	0	436.58	2.16	0
Yakima Return VM Outbound	78	0	166.63	2.14	0
Yakima Spanish	275	12	915.25	3.11	14
Yakima Voicemail	489	0	393.87	0.40	120
Grand Total	7573	277	14841.90	0.99	887

## Statistics for February 1 – February 28

### 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	6.19%	6.37%	8.60%	4.52%
Agency	16.49%	16.98%	16.58%	16.63%
Billboard	0.19%	0.27%	0.07%	0.22%
Bus Ad	0.07%	0.00%	0.07%	0.22%
Church	0.07%	0.00%	0.00%	0.22%
Community Meetings	0.09%	0.13%	0.00%	0.07%
EITC Coupon	17.08%	14.19%	12.07%	17.14%
Flyer	3.92%	4.11%	4.16%	3.72%
Friend	0.94%	1.19%	0.83%	0.95%
Misc Advertising	0.02%	0.00%	0.00%	0.07%
Newsletter	0.05%	0.13%	0.00%	0.07%
Newspaper	0.07%	0.00%	0.07%	0.15%
Other	0.05%	0.00%	0.14%	0.00%
Radio	0.42%	0.40%	0.49%	0.36%
Returned Caller	49.79%	49.34%	54.16%	50.40%
TV	4.04%	6.50%	2.22%	4.89%
Unable to Ask	0.49%	0.40%	0.49%	0.36%
Web Site	0.02%	0.00%	0.07%	0.00%

## Percentage of Total Calls by Ethnicity:

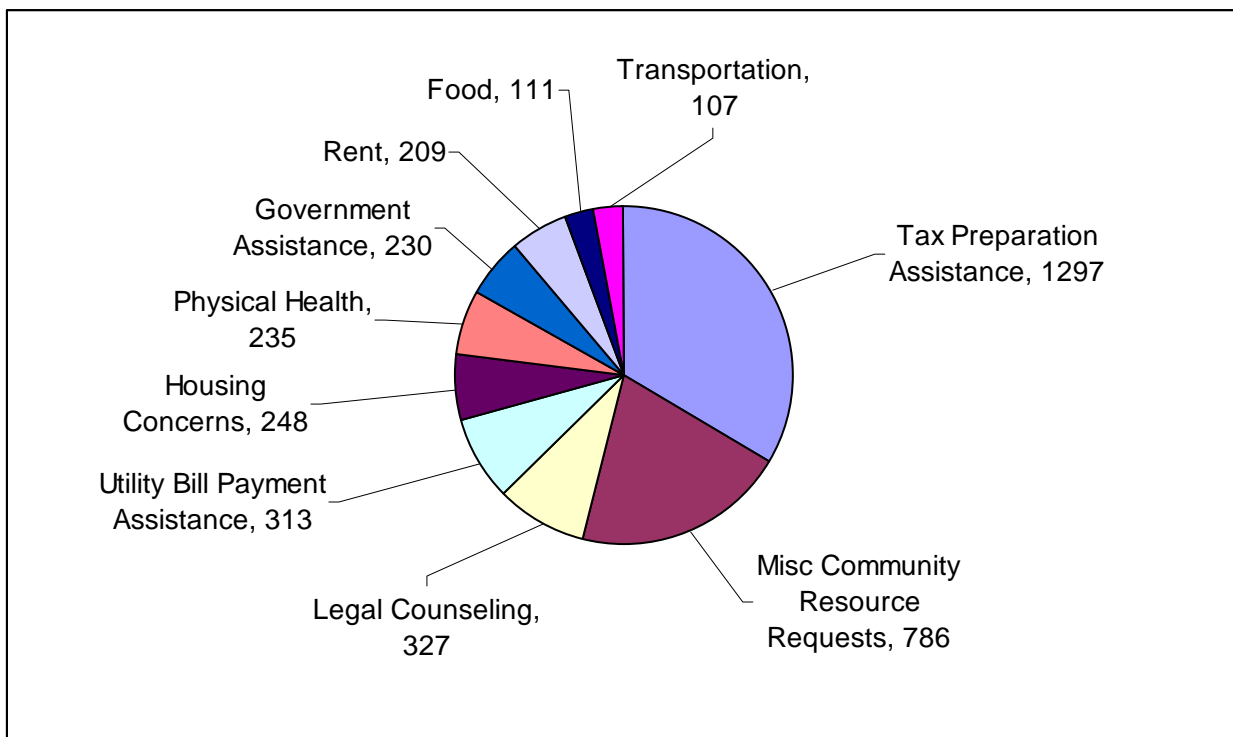
	All Counties	Benton & Franklin Counties	EW211- Spokane, Stevens, Ferry and Pend Oreille Counties	Yakima County
African American	1.23%	0.58%	1.01%	1.35%
Asian American	0.33%	0.19%	0.77%	0.08%
Caucasian	64.82%	68.71%	81.42%	50.60%
Declined	0.73%	0.38%	0.70%	0.68%
Hispanic	19.36%	14.40%	2.09%	33.68%
Multi-Racial	0.15%	0.19%	0.15%	0.23%
Native American	0.53%	0.00%	0.46%	1.05%
Other	0.23%	0.19%	0.31%	0.15%
Pacific Islander	0.03%	0.00%	0.00%	0.00%
Unknown	12.61%	15.36%	13.08%	12.18%

## Percentage of Total Calls by Gender:

	All Counties	Benton & Franklin Counties	EW211- Spokane, Stevens, Ferry and Pend Oreille Counties	Yakima County
Female	73.32%	77.93%	71.21%	73.01%
Male	26.65%	21.88%	28.79%	26.99%
Transgendered	0.00%	0.00%	0.00%	0.00%
Unknown	0.03%	0.19%	0.00%	0.00%

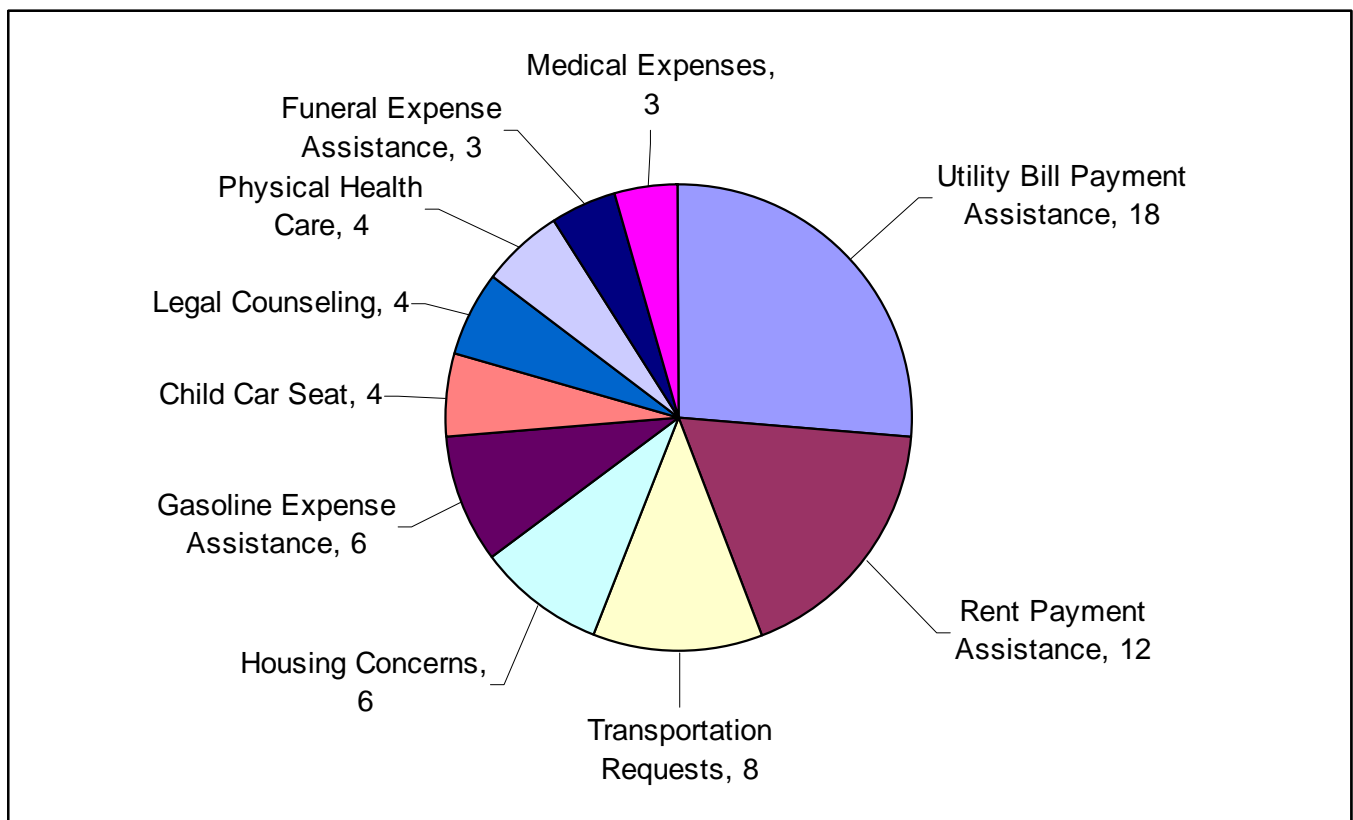
## Top 10 Requested Community Resources for All Counties

Requested Resources	# of Requests
Tax Preparation Assistance	1297
Misc Community Resource Requests	786
Legal Counseling	327
Utility Bill Payment Assistance	313
Housing Concerns	248
Physical Health	235
Government Assistance	230
Rent	209
Food	111
Transportation	107



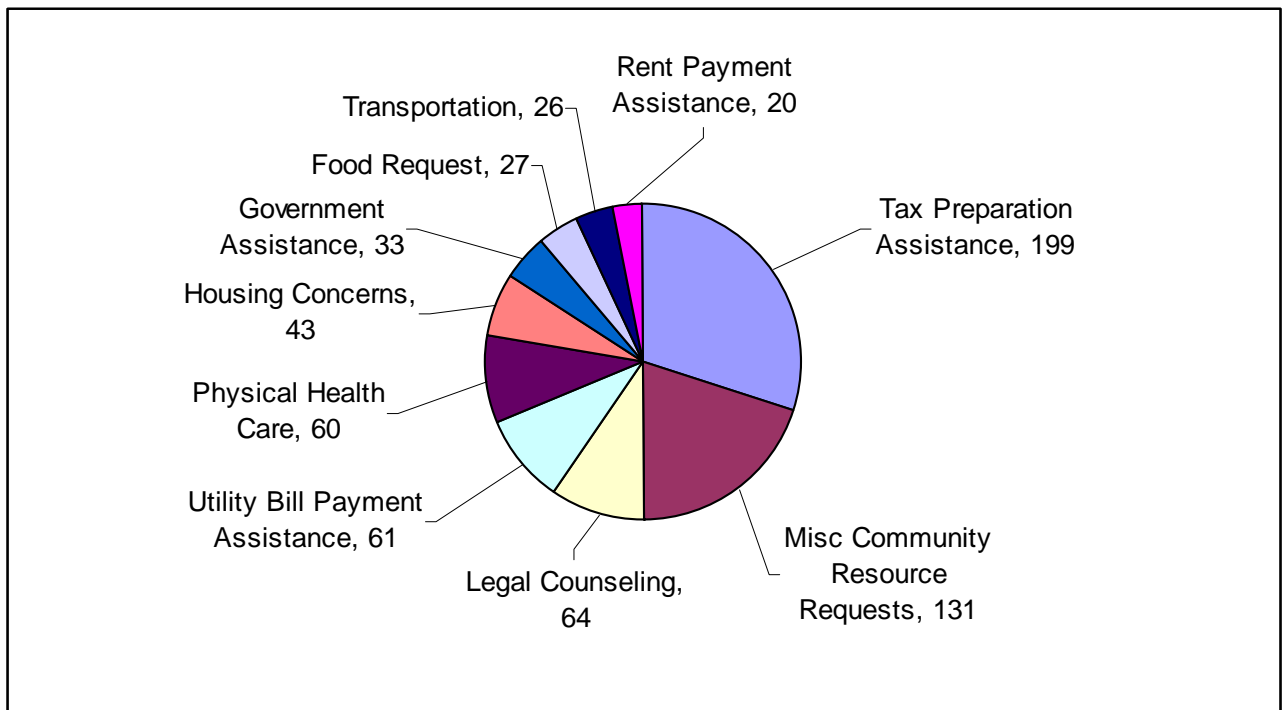
## Top 10 Gaps in Service for All Counties

Requested Resource	# of Requests
Utility Bill Payment Assistance	18
Rent Payment Assistance	12
Transportation Requests	8
Housing Concerns	6
Gasoline Expense Assistance	6
Child Car Seat	4
Legal Counseling	4
Physical Health Care	4
Funeral Expense Assistance	3
Medical Expenses	3



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

Requested Resource	# of Requests
Tax Preparation Assistance	199
Misc Community Resource Requests	131
Legal Counseling	64
Utility Bill Payment Assistance	61
Physical Health Care	60
Housing Concerns	43
Government Assistance	33
Food Request	27
Transportation	26
Rent Payment Assistance	20



## 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)	2/1/2009 (Monthly)	% of Goal (Monthly)	Total as of February 2009 (Annual)	Average (Annual)	Projected YTD Total Call for 2-1-1 (Annual)	% of Goal (Annual)
Out of State				-	1,946	0%	5,228	5,228	62,736	0%
Adams	16,803	1,344	1,008	84	22	26%	56	56	672	67%
Asotin	21,178	1,694	1,271	106	16	15%	45	45	540	42%
Benton	157,950	12,636	9,477	790	605	77%	1,337	1,337	16,044	169%
Chelan	69,791	5,583	4,187	349	104	30%	227	227	2,724	65%
Columbia	4,129	330	248	21	-	0%	-	-	-	0%
Douglas	34,977	2,798	2,099	175	11	6%	19	19	228	11%
Franklin	63,011	5,041	3,781	315	311	99%	624	624	7,488	198%
Garfield	2,344	188	141	12	1	9%	3	3	36	26%
Grant	81,229	6,498	4,874	406	150	37%	298	298	3,576	73%
Kittitas	36,841	2,947	2,210	184	84	46%	180	180	2,160	98%
Klickitat	19,839	1,587	1,190	99	25	25%	46	46	552	46%
Lincoln	10,381	830	623	52	16	31%	37	37	444	71%
Okanogan	39,782	3,183	2,387	199	57	29%	114	114	1,368	57%
Walla Walla	57,558	4,605	3,453	288	98	34%	216	216	2,592	75%
Whitman	40,170	3,214	2,410	201	24	12%	58	58	696	29%
Yakima	231,586	18,527	13,895	1,158	2,792	241%	6,202	6,202	74,424	536%
Ferry	7,560	605	454	38	-	0%	1	1	12	3%
Pend Oreille	12,951	1,036	777	65	15	23%	25	25	300	39%
Spokane	446,706	35,736	26,802	2,234	1,588	71%	4,042	4,042	48,504	181%
Stevens	42,632	3,411	2,558	213	44	21%	80	80	960	38%
<b>Total</b>	<b>887,569</b>	<b>71,006</b>	<b>53,254</b>	<b>4,438</b>	<b>6,262</b>	<b>141%</b>	<b>14,690</b>	<b>14,690</b>	<b>176,280</b>	<b>331%</b>

# Greater Columbia 211

