

Greater Columbia 2-1-1

Volume 3, Issue 7

Update Report

July 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 July.

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Date	Event
July 10	Conference call with United Way of Grant County re: funding and partnership
July 17	Booth at 20 th Annual Tri-Cities Rotary Duck Race
July 17	Roundtable networking meeting with member agencies of United Way of Chelan and Douglas Counties in Wenatchee
July 23	Attended grand opening of the Pacific NW Osteopathic Medical School in Yakima



Changes in 2-1-1

WIN 2-1-1 Call Centers Experience Change to the System.

Washington State's 2-1-1 Network (WIN 2-1-1) has recently completed a reorganization of its eight regional locations due to funding shortfalls. All eight locations will continue with resource data maintenance and local outreach. However, 2-1-1 calls will be received at only six of the eight locations.

Eastern Washington 2-1-1 (EW211) Call Center in Spokane will continue to collect and maintain their database and do outreach, but their calls will be answered by the Greater Columbia 2-1-1 Call Center in Yakima. The callers from Spokane, Ferry, Stevens and Pend Oreille counties will experience NO difference in service as a result of this change.

Western Counties 2-1-1 (WC211) Call Center in Olympia will continue to collect and maintain their database and do outreach, but their calls will be answered by the Pierce County 2-1-1 Call Center in Tacoma and the Peninsulas 2-1-1 Call Center in Bremerton. The callers from Thurston, Mason, Lewis, Grays Harbor and Pacific counties will experience NO difference in service as a result of this change.

Statistics for July 1 – July 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
2-1-1 Business Card	16.08%	14.54%	16.32%	15.87%
Agency	24.85%	18.27%	30.14%	22.48%
Billboard	0.56%	0.39%	0.42%	0.46%
Bus Ad	0.10%	0.00%	0.00%	0.35%
Church	0.31%	0.00%	0.73%	0.12%
Community Meetings	0.10%	0.20%	0.21%	0.00%
Flyer	6.26%	7.47%	6.13%	5.79%
Friend	2.76%	4.32%	1.14%	3.48%
Misc Advertising	0.03%	0.00%	0.10%	0.00%
Newsletter	0.00%	0.00%	0.00%	0.00%
Newspaper	0.00%	0.00%	0.00%	0.00%
No Response	0.00%	0.00%	0.00%	0.00%
Other	0.24%	0.00%	0.42%	0.23%
Radio	0.21%	0.39%	0.00%	0.23%
Returned Caller	37.15%	40.08%	37.94%	35.34%
TV	10.70%	13.95%	6.03%	14.48%
Unable to Ask	0.56%	0.39%	0.42%	1.16%
Web Site	0.07%	0.00%	0.00%	0.00%

Percentage of Total Calls by Ethnicity:

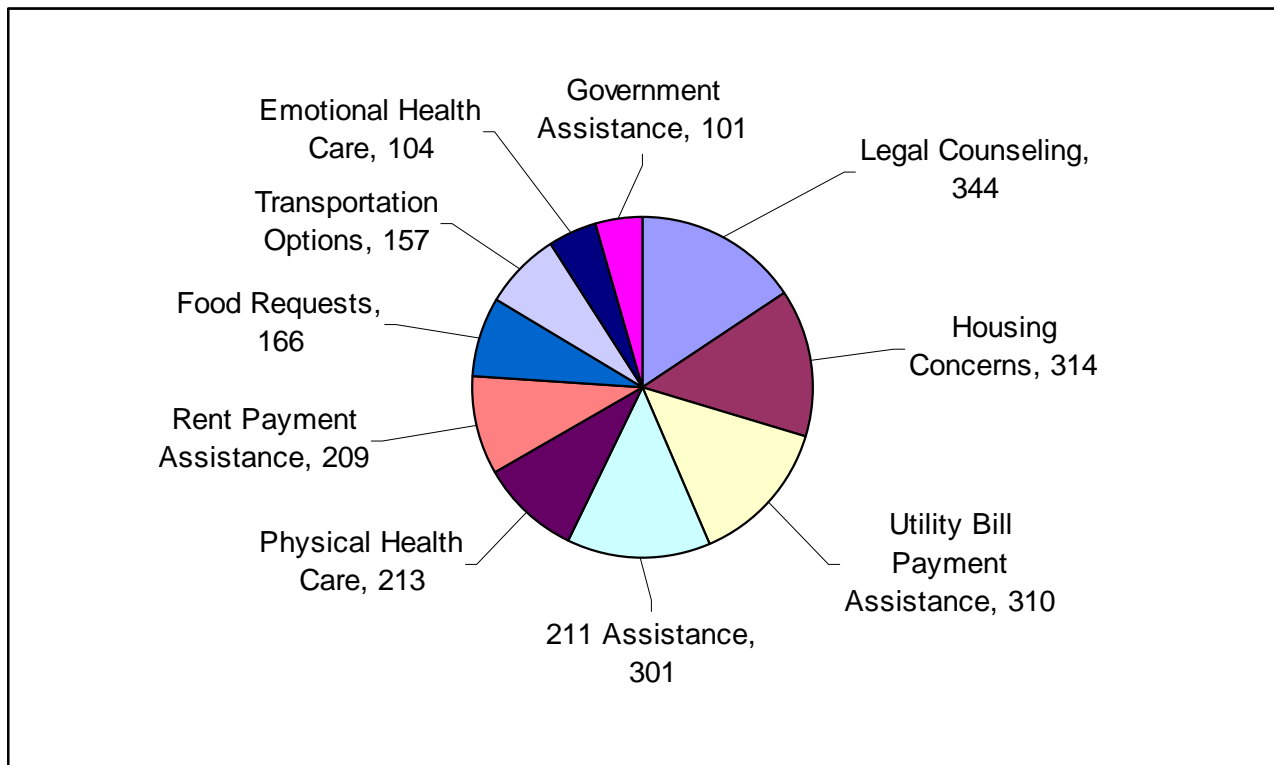
	All Counties	Benton & Franklin Counties	EW211- Spokane, Stevens, Ferry and Pend Oreille Counties	Yakima County
African American	3.85%	2.09%	3.53%	1.79%
Asian American	0.53%	0.26%	0.68%	0.51%
Caucasian	75.28%	77.81%	85.29%	63.27%
Declined	2.32%	1.83%	2.28%	2.17%
Hispanic	11.24%	12.79%	2.28%	22.45%
Multi-Racial	1.49%	1.57%	1.03%	1.79%
Native American	2.82%	0.26%	2.62%	6.12%
Other	0.57%	1.31%	0.46%	0.51%
Pacific Islander	0.38%	0.78%	0.11%	0.13%
Unknown	1.52%	1.31%	1.71%	1.28%

Percentage of Total Calls by Gender:

	All Counties	Benton & Franklin Counties	EW211- Spokane, Stevens, Ferry and Pend Oreille Counties	Yakima County
Female	77.33%	82.77%	74.80%	77.42%
Male	22.51%	17.23%	24.86%	22.45%
Unknown	0.15%	0.00%	0.34%	0.13%

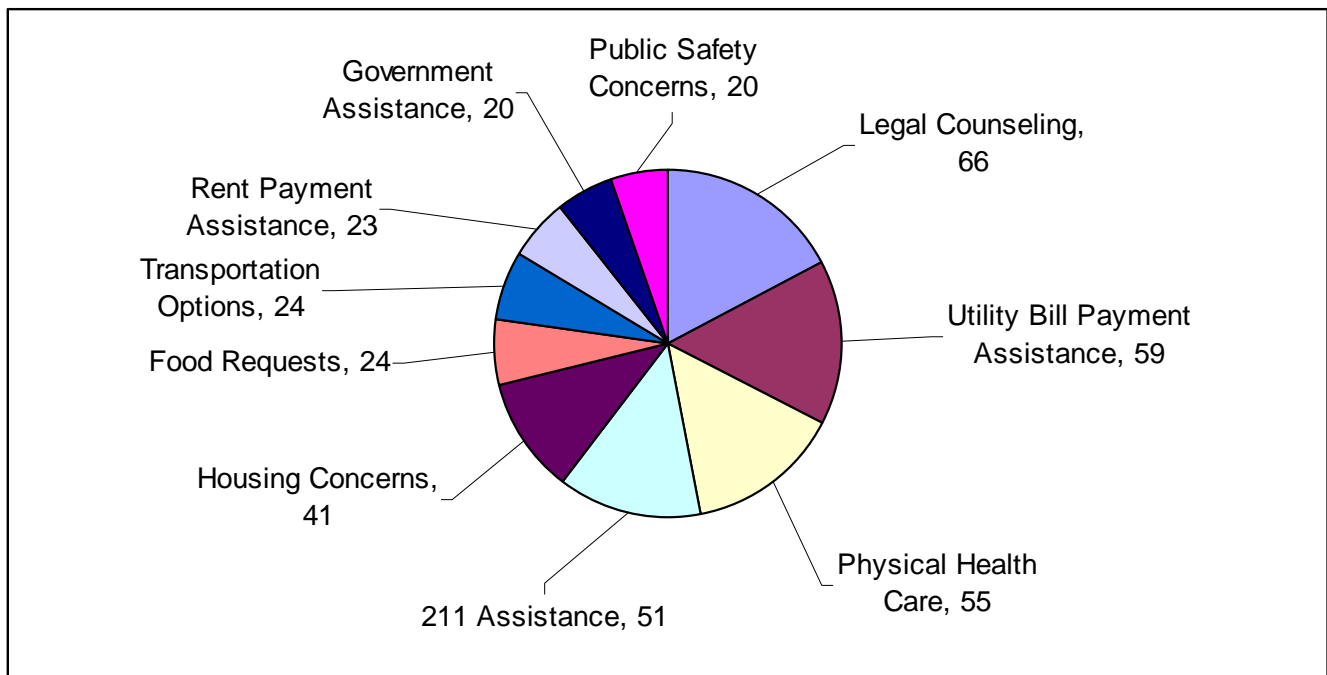
Top 10 Requested Community Health & Human Resources for All Counties

Requested Resources	# of Requests
Legal Counseling	344
Housing Concerns	314
Utility Bill Payment Assistance	310
2-1-1 Assistance	301
Physical Health Care	213
Rent Payment Assistance	209
Food Requests	166
Transportation Options	157
Emotional Health Care	104
Government Assistance	101



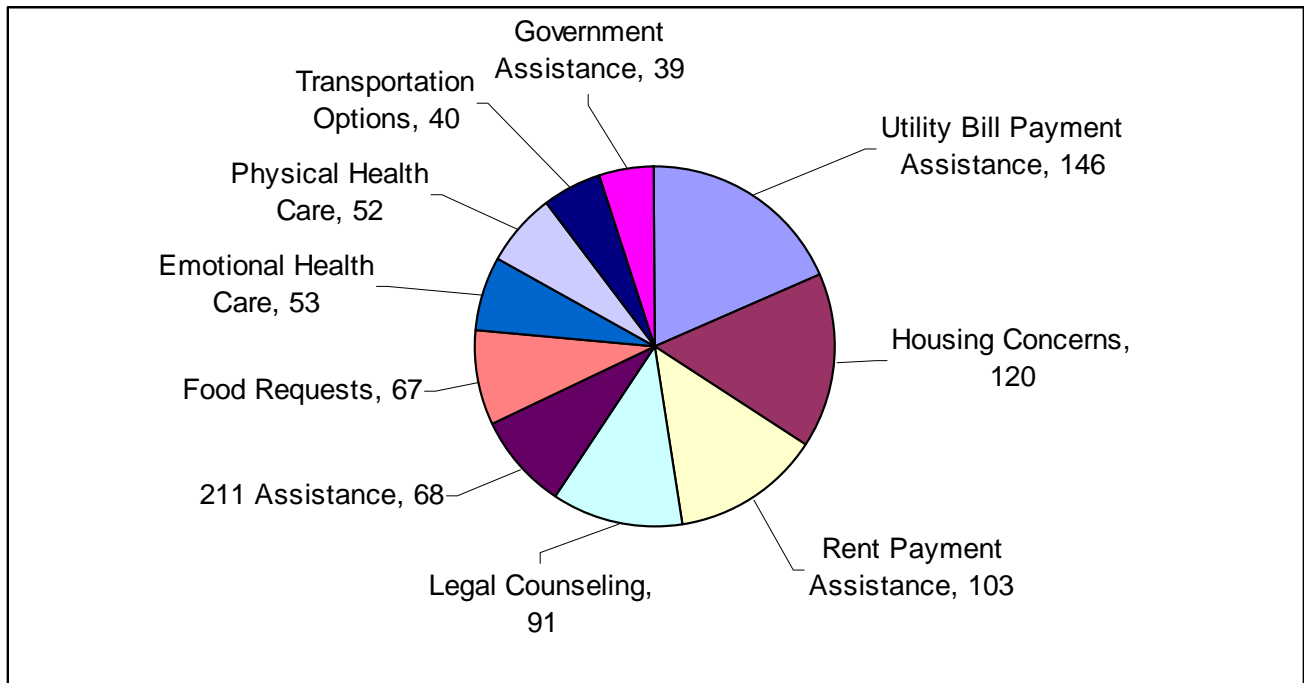
Top 10 Requested Community Health & Human Resources for Benton and Franklin Counties

Requested Resource	# of Requests
Legal Counseling	66
Utility Bill Payment Assistance	59
Physical Health Care	55
2-1-1 Assistance	51
Housing Concerns	41
Food Requests	24
Transportation Options	24
Rent Payment Assistance	23
Government Assistance	20
Public Safety Concerns	20



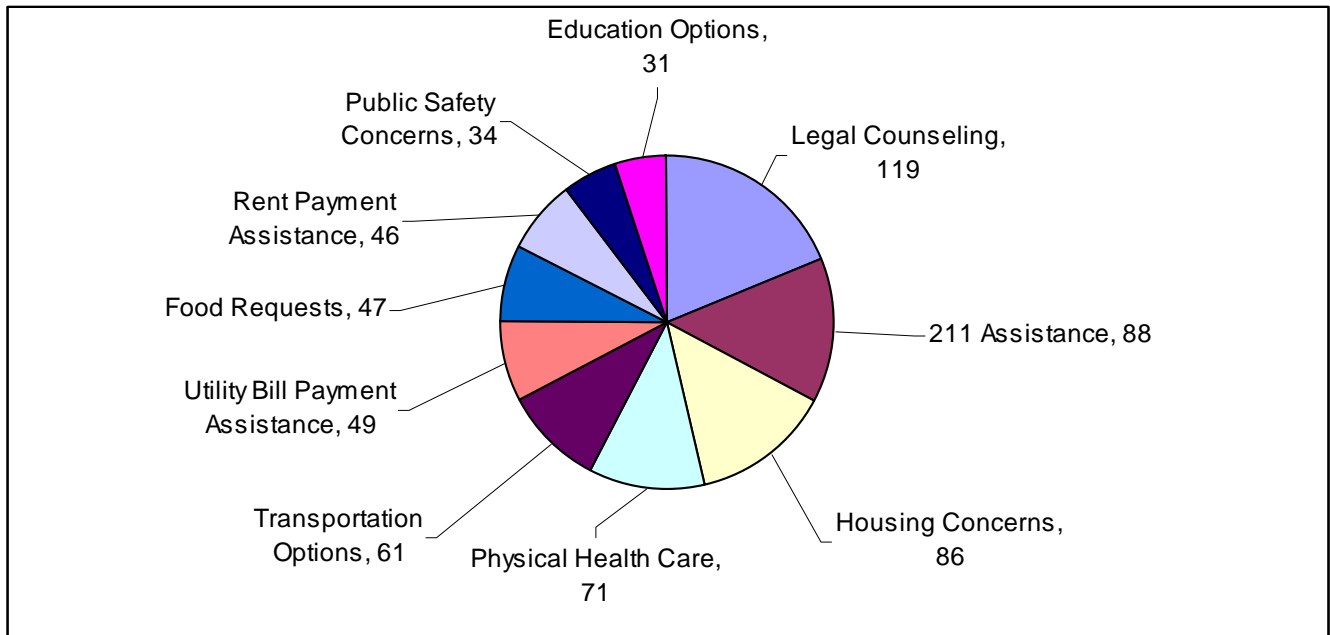
Top 10 Requested Community Health & Human Resources for Eastern WA 2-1-1 (Spokane, Stevens, Ferry and Pend Oreille Counties)

Requested Resource	# of Requests
Utility Bill Payment Assistance	146
Housing Concerns	120
Rent Payment Assistance	103
Legal Counseling	91
2-1-1 Assistance	68
Food Requests	67
Emotional Health Care	53
Physical Health Care	52
Transportation Options	40
Government Assistance	39



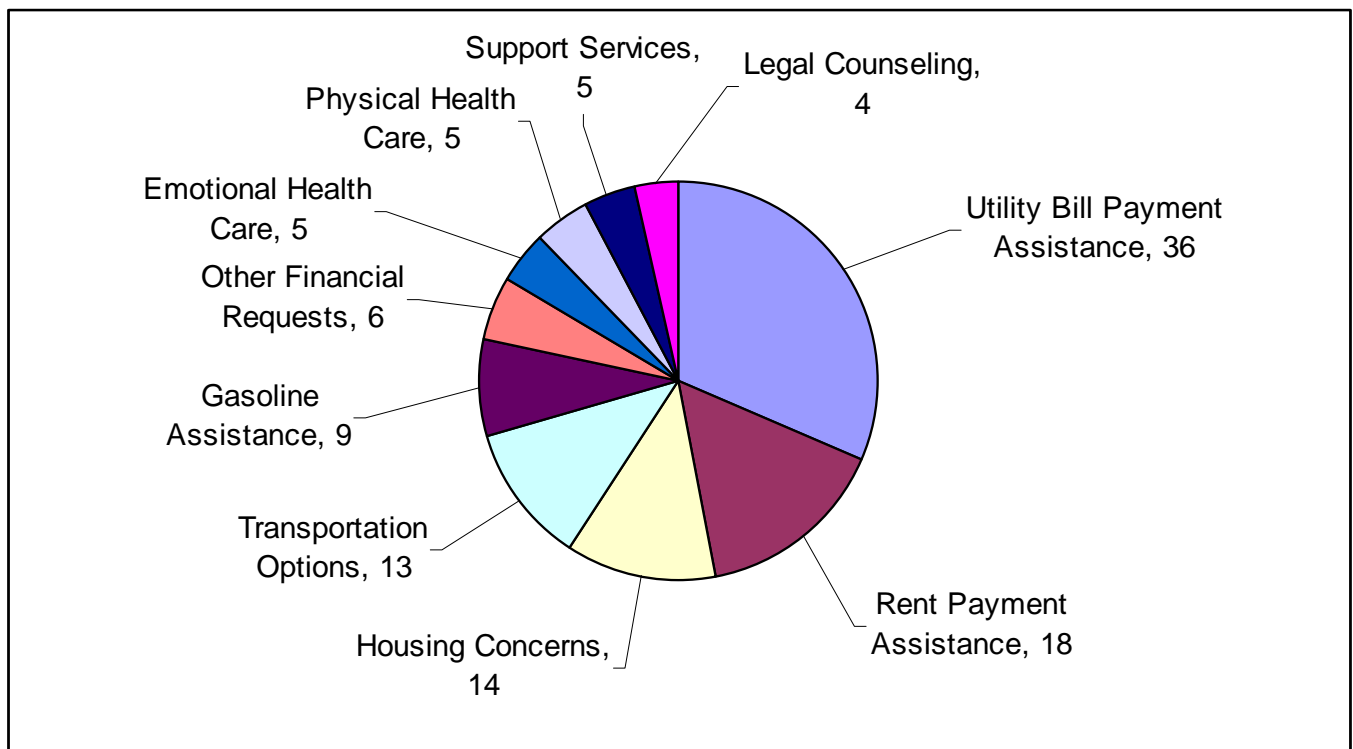
Top 10 Requested Community Health & Human Resources for Yakima Counties

Requested Resource	# of Requests
Legal Counseling	119
2-1-1 Assistance	88
Housing Concerns	86
Physical Health Care	71
Transportation Options	61
Utility Bill Payment Assistance	49
Food Requests	47
Rent Payment Assistance	46
Public Safety Concerns	34
Education Options	31



Top 10 Gaps in Service for All Counties

Requested Resource	# of Requests
Utility Bill Payment Assistance	36
Rent Payment Assistance	18
Housing Concerns	14
Transportation Options	13
Gasoline Assistance	9
Other Financial Requests	6
Emotional Health Care	5
Physical Health Care	5
Support Services	5
Legal Counseling	4



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

Total Calls

Call Origin	Received Calls	Abandoned Calls	Handled Calls	Total Minutes	Average Minutes	Out of Service
2-1-1 Toll Free	81	1	80	240.57	2.97	5
Peninsulas English	168	4	164	423.90	2.52	11
Peninsulas Only	1	0	1	4.05	4.05	1
Peninsulas Spanish	2	0	2	6.85	3.43	1
Peninsulas West English	31	0	31	90.78	2.93	3
Peninsulas West Spanish	2	0	2	2.00	1.00	0
Pierce County English	99	1	98	359.02	3.63	25
Pierce County Spanish	1	0	1	1.27	1.27	0
Pierce County Voicemail	10	0	10	304.85	30.49	5
Pierce West English	16	0	16	48.73	3.05	2
Yakima English	1770	43	1727	5358.72	3.03	39
Yakima Only	20	0	20	79.20	3.96	4
Yakima Outbound	215	0	215	609.23	2.83	0
Yakima Voicemail Return	21	0	21	50.37	2.40	0
Yakima Spanish	104	8	96	312.85	3.01	2
Yakima Voicemail	241	0	241	11159.35	46.30	73
Totals	2782	57	2725	19051.73	7.30	171

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 EITC English	1	1	1	3.45	3.45	1
Spokane English	1286	40	1246	4,510.17	3.51	47
Spokane Only	5	0	5	16.73	3.35	2
Spokane Spanish	10	1	9	49.25	4.93	3
Totals	1302	42	1261	4,579.60	3.81	53

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

County	211 Toll Free	Peninsulas English	Peninsulas Only	Peninsulas Spanish	Peninsulas West English	Peninsulas West Spanish	Pierce County English	Pierce County Spanish	Pierce County Voicemail	Pierce West English	Yakima English	Yakima Only	Yakima Outbound	Yakima Voicemail Return	Yakima Spanish	Yakima Voicemail	Grand Total
Adams											8				2		10
Asotin											11						11
Benton											407	3			16		426
Chelan		1									43				2		46
Douglas											7				1		8
Franklin											141	2			6		149
Grant											50	1			1		52
Kittitas											58	2			1		61
Klickitat											6				1		7
Lincoln											2						2
Okanogan											16	1			1		18
Other Call Centers	1	160	1	2	31	2	91	1		16	13						318
Out of State	22										7						29
Spokane											1	1					2
Unknown	57	3					7		10		1		52	1		241	372
Walla Walla											48				5		53
Whitman											10						10
Yakima											898	10	163	20	60		1151
Grand Total	80	164	1	2	31	2	98	1	10	16	1727	20	215	21	96	241	2725

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

County	Spokane EITC English	Spokane English	Spokane Only	Spokane Spanish	Grand Total
Chelan		1			1
Douglas		1			1
Ferry		1			1
Franklin		2			2
Grant		1			1
Lincoln		1			1
Yakima		1	13	3	17
Out of State		3			3
Pend Oreille		3			3
Spokane		1187	2	9	1198
Stevens		7			7
Unknown		26			26
Grand Total		1	1246	5	1261

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

County	City	211 Toll Free	Peninsulas English	Peninsulas Only	Peninsulas Spanish	Peninsulas West English	Peninsulas West Spanish	Pierce County English	Pierce County Spanish	Pierce County Voicemail	Pierce West English	Yakima English	Yakima Only	Yakima Outbound	Yakima Voicemail Return	Yakima Spanish	Yakima Voicemail	Grand Total
Adams	Hatton											7						9
	Ritzville											1						1
Asotin	Clarkston											11						11
Benton	Benton City											8				1		9
	Kennewick											314	2			12		328
	Prosser											7				3		10
	Richland											70	1					71
	West Richland											8						8
Chelan	Chelan											2				1		3
	Leavenworth											3						3
	Manson			1								2						3
	Wenatchee											36				1		37
Douglas	Bridgeport											7				1		8
Franklin	Basin City											2						2
	Connell											2						2
	Pasco											137	2			6		145
Grant	Coulee City											1						1
	Ephrata											7						7
	Moses Lake											37				1		38
	Royal City											1	1					2
	Soap Lake											1						1
	Warden											3				0		3
Kittitas	Ole Elum											1						1
	Ellensburg											57	2					59
Klickitat	Dallesport															1		1
	Goldendale											2						2
	White Salmon											4						4
Lincoln	Davenport											1						1
	Odessa											1						1
Okanogan	Coulee Dam											1						1
	Omak											9						9
	Oroville											1	1					2
	Pateros											1				1		2
	Tonasket											3						3
	Winthrop											1						1
Other Call Centers	Aberdeen						9	1										10
	Auburn		1					1				1						3
	Belfair		3															3
	Bellevue											1						1
	Bonney Lake							1										1
	Bothell											1						1
	Brainbridge Island		2															2
	Bremerton		50	1		1												52
	Burien		1															1
	Center		2															2
	Centralia											1						1
	Clallam Bay		0															0
	Colby		12															12
	Crosby		2															2
	Eatonville							1										1
	Elma						2											2
	Forks		5															5
	Gig Harbor		1					1										2
	Graham							1										1
	Hoodspport		1															1
	Issaquah											1						1
	Kingston		4															4
	Lacey											2						2
	Long Beach						1											1
	Mt. Cleary						2											2
	Montesano						1											1

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

County	City	211 Toll Free	Peninsulas English	Peninsulas Only	Peninsulas Spanish	Peninsulas West English	Peninsulas West Spanish	Pierce County English	Pierce County Spanish	Pierce County Voicemail	Pierce West English	Yakima English	Yakima Only	Yakima Outbound	Yakima Voice mail Return	Yakima Spanish	Yakima Voicemail	Grand Total
	Ocean Park					1												1
	Ocean Shores					1												1
	Ocosta					1												1
	Olympia										9							9
	Orting							1										1
	Port Angeles		11															11
	Port Ludlow		1															1
	Port Orchard		12															12
	Port Townsend		5															5
	Poulsbo		4		1													5
	Puyallup							4										4
	Rochester		1															1
	Salkum										2							2
	Seattle											4						4
	Sequim		8															8
	Shelton					10												10
	Silver Lake (Snohomish)											1						1
	Silverdale		33									1						34
	South Bend					1	1											2
	Tacoma		1					81	1			2						85
	Tahuya					2												2
	Vancouver										1	1						2
	Wilsonville		1															1
	Yelm										1							1
Out of State	Out Of State	22										7						29
Spokane	Spokane											1	1					2
Unknown	Unknown	57	3					7		10		1		52	1		241	372
Walla Walla	Eureka											1						1
	Walla Walla											47					5	52
Whitman	Pullman											5						5
	Rosalia											2						2
	Thornton											1						1
	Uniontown											2						2
Yakima	Cowiche											4						4
	Grandview											14					4	18
	Granger											3						3
	Harrah											4						4
	Mabton											2				2		4
	Nile											2						2
	Sunnyside											101	1				12	114
	Tieton											4					1	5
	Toppenish											33					2	35
	Wapato											25					3	28
	White Swan											4						4
	Yakima											695	9	163	20	38		925
	Zillah											7						7
Total		80	164	1	2	31	2	98	1	10	16	1727	20	215	21	96	241	2725

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

County	City	Spokane EITC English	Spokane English	Spokane Only	Spokane Spanish	Total
Chelan	Wenatchee		1			1
Douglas	Bridgeport		1			1
Ferry	Curlew		0			0
	Republic		1			1
Franklin	Matthews Corner		2			2
Grant	Moses Lake		1			1
Lincoln	Rearдан		1			1
Other Call Centers	Aberdeen		2			2
	Auburn		3			3
	Everett	1		1		2
	Langley			1		1
	Marble Mount			1		1
	Seattle		3			3
	Shelton		1			1
	Silverdale		1			1
	Tacoma		2			2
	Yelm		1			1
Out of State	Out Of State		3			3
Pend Oreille	Newport		3			3
Spokane	Cheney		5			5
	Deer Park		6			6
	Elk		15			15
	Fairfield		1			1
	Green Bluff		1			1
	Liberty Lake		2			2
	Medical Lake		6			6
	Newman Lake		5			5
	Rockford		1			1
	Spokane		1041	2	8	1051
	Spokane Valley		104		1	105
Stevens	Chewelah		3			3
	Colville		1			1
	Kettle Falls		1			1
	Springdale		2			2
Unknown	Unknown		26			26
Total		1	1246	5	9	1261

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	Total
Out of State	867	203	29	34	91	23	32						1279
Other Call Centers	287	307	318	310	239	563	332						2356
Ferry							0						0
Pend Oreille							3						3
Spokane							1092						1092
Stevens							6						6
Adams	45	26	10	19	7	3	10						120
Asotin	21	18	10	21	10	17	11						108
Benton	593	660	610	448	382	346	426						3465
Chelan	104	75	41	36	35	32	46						369
Columbia	0												0
Douglas	11	2	6	2	2	1	9						33
Franklin	280	252	207	193	153	122	151						1358
Garfield	2	3	2	1		2	0						10
Grant	142	122	47	32	44	50	53						490
Kittitas	71	81	62	37	60	43	61						415
Klickitat	33	24	9	12	13	12	7						110
Lincoln	10	6	6	5	2	7	3						39
Okanogan	47	48	20	24	14	27	18						198
Walla Walla	112	96	53	30	41	44	53						429
Whitman	11	12	13	16	13	9	10						84
Yakima	1695	2495	1905	1472	1342	1373	1547						11829
Total	4331	4430	3348	2692	2448	2674	3870	0	0	0	0	0	23,793

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)	7/1/2008 (Monthly)	% of Goal (Monthly)	Total as of July 2008 (Annual)	Average (Annual)	Projected YTD Total Call for 2-1-1 (Annual)	% of Goal (Annual)
Out of State				-	355	0%	3,395	485	5,820	0%
Adams	16,803	1,344	538	45	10	22%	127	18	218	40%
Asotin	21,178	1,694	678	56	11	19%	102	15	175	26%
Benton	157,950	12,636	5,054	421	436	104%	3,565	509	6,111	121%
Chelan	69,791	5,583	2,233	186	47	25%	385	55	660	30%
Columbia	4,129	330	132	11	-	0%	-	-	-	0%
Douglas	34,977	2,798	1,119	93	8	9%	39	6	67	6%
Franklin	63,011	5,041	2,016	168	150	89%	1,385	198	2,374	118%
Garfield	2,344	188	75	6	-	0%	8	1	14	18%
Grant	81,229	6,498	2,599	217	54	25%	495	71	849	33%
Kittitas	36,841	2,947	1,179	98	64	65%	439	63	753	64%
Klickitat	19,839	1,587	635	53	7	13%	105	15	180	28%
Lincoln	10,381	830	332	28	3	11%	35	5	60	18%
Okanogan	39,782	3,183	1,273	106	18	17%	189	27	324	25%
Walla Walla	57,558	4,605	1,842	153	57	37%	446	64	765	42%
Whitman	40,170	3,214	1,285	107	10	9%	85	12	146	11%
Yakima	231,586	18,527	7,411	618	1,348	218%	11,605	1,658	19,894	268%
Total	887,569	71,006	28,402	2,367	2,725	109%	22,405	3,201	38,409	135%

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)	7/1/2008 (Monthly)	% of Goal (Monthly)	Total as of July 2008 (Annual)	Average (Annual)	Projected YTD Total Call for 2-1-1 (Annual)	% of Goal (Annual)
Out of State				-	29	0%	29	29	348	0%
Other Counties		-	-	-	23	0%	23	23	276	0%
Ferry	7,560	605	242	20	1	5%	1	1	12	5%
Pend Oreille	12,951	1,036	414	35	3	9%	3	3	36	9%
Spokane	446,706	35,736	14,295	1,191	1,198	101%	1,198	1,198	14,376	101%
Stevens	42,632	3,411	1,364	114	7	6%	7	7	84	6%
Total	-	40,788	16,315	1,360	1,261	91%	1,261	1,261	15,132	93%

Disclaimer Statement: Information included in the Greater Columbia 2-1-1 "Update Report" does not represent all available data and is intended for informational purposes only. All reasonable measures have been taken to ensure the quality, reliability, and accuracy of the information included in this publication. GC 2-1-1 may delete, add to, or amend data which may affect the information included in this communication without notice, and is not responsible for the content of other publications linked to, or referenced from, this report. If you receive this e-mail in error, or wish to discontinue receipt of the "Update Report," please respond to sender by return e-mail.