

# Greater Columbia 2-1-1

Volume 1, Issue 3

Update Report

June 30, 2006

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## GC 2-1-1 is Getting the Word Out

Vista Volunteer, Hans Burger, traveled to various counties in the Greater Columbia area. He was on the Butch Bare show on KBSN in Moses Lake on June 27th. He spent an hour answering questions and talking about 211. He also had a meeting with Lori Kostors, the information and assistance program supervisor for Aging and Adult Care of Central Washington, regarding coordination of our services on that same day. Hans will be hosting a 2-1-1 Service Provider Forum on Tuesday, July 11, from 9:00 a.m. – 11:30 a.m. at the Moses Lake Fire Department in the multi-purpose room.

Date	Event
June 6	Grant/Adams Community Resource Forum
June 10	White Swan Community Health Fair
June 11	Slice of Yakima
June 14	Columbia Basin Health Association
June 16	Lincoln County Interagency Coordinating Council
June 19	Yakima KidsConnect Meeting
June 21	Yakima County Homeless Network Meeting
June 27	Grant County Senior Coalition

I&R Specialist, Laura Castilla and Silvia Ortiz, also attended the White Swan Community Health Fair and 211 Manager, Wanda Smith, attended the Slice of Yakima.

## What's New with Greater Columbia 2-1-1

We have after hours voicemail. Now a caller can reach us after 6:00 p.m. during the week, and anytime during the weekend and leave a message. We will return the call the next business day.



## GC 211 Continuing Education



Wanda Smith

211 Manager, Wanda Smith, and Resource Specialist, Jennifer Blizard, are now certified CIRS and CRS respectively. They attended the AIRS National Conference in Milwaukee, WI during the first week of June. They participated in a number of activities, attended training workshops and brought back helpful information to share with the call center. Congratulations Wanda and Jennifer!



Jennifer Blizard

## Greater Columbia 211 Going the Extra Mile



### Situation

I & R Specialist, Silvia Ortiz, received a call from a Kittitas County community member who needed assistance with finding an American Sign Language interpreter. Silvia was unable to find an agency that offered the service, so she referred a few hearing centers to the client with the hope that they would be able to provide further assistance.

### Outcome

Our follow up on this call revealed that the client was very happy with the referral. He was able to find several interpreters with this one referral. Even though the referral was not for what he originally asked for, he did get the help he needed. Great job, Silvia!

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### Situation

I&R Specialist, Martha Martin, received a call from a Benton/Franklin County community member who was new to the area and wanted to know who to contact to start the legalization process. The client had an acronym for an agency that was unfamiliar to us, so the staff searched on the internet. We located an agency that was dedicated to immigrants' rights. The agency gave us the correct acronym, and from this, we were able to find an agency in Benton/Franklin County to help her. Martha contacted the client with the information we had obtained.

### Outcome

The client informed Martha that the agency was very helpful and that she had started the legalization process. Way to go, Martha!

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## Situation



2-1-1 Manager, Wanda Smith, received a call from a Benton/Franklin County community member who needed assistance with the cost of her son’s prescription medication. She was feeling quite desperate, as she had tried everything she could think of with no success. Wanda found an agency that provides prescription assistance. The client was extremely happy and thankful for this new information.

## Outcome

Follow up on this call found that the client was able to receive prescription assistance and she would definitely call 2-1-1 again if needed. Great job, Wanda!

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## Statistics

**June 1 to June 30**

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

Benton & Franklin	% of Calls	All 12 Counties	% of Calls
No Response	1.00%	No Response	0.57%
Radio	1.00%	Radio	1.14%
TV	32.50%	TV	31.39%
Other	8.50%	Other	9.23%
Flyer	2.00%	Flyer	3.69%
Friend	7.50%	Friend	7.10%
Agency	43.00%	Agency	41.05%
Miscellaneous Advertising	0.50%	Miscellaneous Advertising	0.71%
Newspaper	1.50%	Newspaper	3.41%
Church	3.00%	Church	1.70%

### Percentage of Total Calls by Gender:

Benton & Franklin		All 12 Counties	
Gender	Target County	Gender	Target County
Female	80.21%	Female	73.37%
Male	19.79%	Male	26.09%
Unknown	0.00%	Unknown	0.54%

## Percentage of Total Calls by Ethnicity:

Benton & Franklin		All 12 Counties	
Ethnicity	Target County	Ethnicity	Target County
African American	3.13%	African American	3.26%
Asian American	0.00%	Asian American	0.27%
Caucasian	72.92%	Caucasian	67.12%
Declined	4.17%	Declined	4.08%
Hispanic	15.63%	Hispanic	19.57%
Multi-racial/cultural	2.08%	Multi-racial/cultural	1.90%
Native American	1.04%	Native American	2.45%
Unknown	0.00%	Unknown	0.54%
Other	1.04%	Other	0.82%

## Top 10 Requested Community Health & Human Resources for All 12 Counties

Code	Requested Resource	% of Resources Requested
BH	Housing/Shelter	18.20%
BR	Temporary Financial Assistance	14.80%
TJ	Information Services	7.00%
PH	Individual and Family Support Services	6.40%
BT	Transportation	5.40%
BD	Food	4.40%
FP	Legal Assistance Modalities	4.00%
BM	Material Goods	3.60%
FT	Legal Services	3.20%
ND	Employment	2.80%

## Top 15 Requested Community Health & Human Resources for Benton and Franklin Counties

Code	Requested Resource	% of Resources Requested
BH	Housing/Shelter	26.71%
BR	Temporary Financial Assistance	13.66%
BM	Material Goods	6.21%
FP	Legal Assistance Modalities	5.59%
TJ	Information Services	4.97%
PH	Individual and Family Support Services	4.97%
BD	Food	4.35%
NL	Public Assistance Programs	4.35%
FT	Legal Services	3.73%
LX	Substance Abuse Services	3.11%
BT	Transportation	2.48%
PX	Volunteer Opportunities	2.48%
RP	Outpatient Mental Health Care	2.48%
ND	Employment	1.86%
DD	Consumer Assistance and Protection	1.86%

### Call Summary Greater Columbia 211 Call Center June 1 – June 30

#### Total Calls

Call Origin	Calls Received	Abandoned Calls	% of Abandoned Calls	Total Minutes	Average Minutes	Out of Service Area	Service Level
211 Toll Free	51	2	3.92%	170.08	3.33	2	96.08%
English	854	47	5.50%	3487.15	4.08	24	97.19%
Outbound	471	0	0.00%	923.05	1.96	0	100.00%
Spanish	49	8	16.33%	161.65	3.30	0	100.00%
Voicemail	11	0	0.00%	1365.53	124.14	0	100.00%
<b>Total Calls Received</b>	<b>1436</b>	<b>55</b>		<b>5937.37</b>		<b>24</b>	

## Detail Call Totals by County

Call Center	County	211 Toll Free	English	Spanish	Outbound	Voicemail	Total Actual Calls
King County	King	4	0	0	0	0	4
Greater Columbia	Benton	3	173	6	0	0	182
	Franklin	2	57	6	0	0	65
	Kittitas	1	17	0	0	0	18
	Walla Walla	0	33	6	0	0	39
	#N/A	16	4	0	2	0	22
	Yakima	20	545	28	469		1062
	Unknown	0	0	0	0	6	6
	Adams	0	4	2	0	0	6
	Chelan	0	2	0	0		2
	Grant	1	14	1	0		16
	Unknown	0	0	0	0	5	5
	Spokane	3	0	0	0	0	3
	Lincoln	0	3	0	0		3
	Okanogan	0	2	0	0	0	2
	Asotin	1	0	0	0	0	1
<b>Total Calls</b>		<b>51</b>	<b>854</b>	<b>49</b>	<b>471</b>	<b>11</b>	<b>1436</b>

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

County	City	211 Toll Free	English	Spanish	Outbound	Voicemail	Total Calls	% of Calls
Adams	Othello	0	3	2	0	0	5	0%
	Ritzville	0	1	0	0	0	1	0%
Asotin	Clarkston	1	0	0	0	0	1	0%
Benton	Kennewick	1	112	3	0	0	116	8%
	Richland	1	55	1	0	0	57	4%
	Prosser	1	2	2	0	0	5	0%
	Benton City	0	4	0	0	0	4	0%
Chelan	Wenatchee	0	2	0	0	0	2	0%
Franklin	Pasco	2	53	6	0	0	61	4%
	Connell	0	3	0	0	0	3	0%
	Eltopia	0	1	0	0	0	1	0%
Grant	Moses Lake	1	14	1	0	0	16	1%
King	Seattle	4	0	0	0	0	4	0%
Kittitas	Ellensburg	0	10	0	0	0	10	1%
	Cle Elum	1	3	0	0	0	4	0%
	Kittitas	0	2	0	0	0	2	0%
	Roslyn	0	2	0	0	0	2	0%
Lincoln	Davenport	0	3	0	0	0	3	0%

County	City	211 Toll Free	English	Spanish	Outbound	Voicemail	Total Calls	% of Calls
Okanogan	Oroville	0	1	0	0	0	1	0%
	Winthrop	0	1	0	0	0	1	0%
Spokane	Elk-Grnblf	2	0	0	0	0	2	0%
	Spokane	1	0	0	0	0	1	0%
Unknown	Unknown	16	4	0	2	11	33	2%
Walla Walla	Walla Walla	0	31	6	0	0	37	3%
	Prescott	0	2	0	0	0	2	0%
Yakima	Yakima	18	432	20	469	0	939	65%
	Toppenish	0	22	2	0	0	24	2%
	Selah	0	22	1	0	0	23	2%
	Sunnyside	1	20	0	0	0	21	1%
	Wapato	0	13	1	0	0	14	1%
	Grandview	0	6	3	0	0	9	1%
	Granger	0	6	1	0	0	7	0%
	Tieton	0	6	0	0	0	6	0%
	Harrah	1	4	0	0	0	5	0%
	Zillah	0	4	0	0	0	4	0%
	Mabton	0	3	0	0	0	3	0%
	Naches	0	3	0	0	0	3	0%
	White Swan	0	2	0	0	0	2	0%
	Cowiche	0	1	0	0	0	1	0%
	Nile	0	1	0	0	0	1	0%
<b>Totals</b>		<b>51</b>	<b>854</b>	<b>49</b>	<b>471</b>	<b>11</b>	<b>1436</b>	

**Greater Columbia 211 Call Center  
Year-to-Date Calls**

<b>County</b>	<b>Feb-06</b>	<b>Mar-06</b>	<b>Apr-06</b>	<b>May-06</b>	<b>Jun-06</b>
Out of State	1	39	6	1	33
Adams	0	0	1	1	6
Asotin	0	0	0	0	1
Benton	139	529	312	290	182
Chelan	0	0	2	2	2
Douglas	0	0	0	0	0
Franklin	42	151	103	75	65
Grant	0	0	2	3	4
King	0	0	24	3	4
Kittitas	9	24	27	15	18
Klickitat	0	0	0	0	0
Lincoln	0	0	2	1	3
Okanogan	0	0	0	3	2
Spokane	0	0	0	0	3
Walla Walla	10	50	23	25	39
Yakima	208	970	695	1034	1062
<b>Total</b>	<b>409</b>	<b>1763</b>	<b>1197</b>	<b>1464</b>	<b>1436</b>

**Call Projections/Actual**

<b>County</b>	<b>Population</b>	<b>Nat'l Avg 8% of Population use 2-1-1 (Annual)</b>	<b>1st Year Goal 40% of 8% (Annual)</b>	<b>1st Year Goal 40% of 8% (Monthly)</b>	<b>Jun-06 (Monthly)</b>	<b>% of Goal (Monthly)</b>	<b>Total as of June 2006 (Annual)</b>	<b>Average (Annual)</b>	<b>Projected YTD Total Calls for 2-1-1 (Annual)</b>	<b>% of Goal (Annual)</b>
Out of State					33	0%	79	20	237	0%
Adams	16,803	1,344	538	45	6	13%	8	2	24	4%
Asotin					1	0%				0%
Benton	142,475	11,398	4,559	380	182	48%	1,313	328	3,939	86%
Chelan	69,791	5,583	2,233	186	2	1%	6	2	18	1%
Douglas	34,977	2,798	1,119	93		0%				0%
Franklin	63,011	5,041	2,016	168	65	39%	394	99	1182	59%
Grant	81,229	6,498	2,599	217	16	7%	32	8	96	4%
King					4	0%	31	8	93	0%
Kittitas	36,841	2,947	1,179	98	18	18%	84	21	252	21%
Klickitat	19,839	1,587	635	53		0%				0%
Lincoln	10,381	830	332	28	3	11%	6	2	18	5%
Okanogan	39,782	3,183	1,273	106	2	2%	5	1	15	1%
Spokane					3	0%	3	1	9	0%
Walla Walla	57,558	4,605	1,842	153	39	25%	137	34	411	22%
Yakima	231,586	18,527	7,411	618	1062	172	3,761	940	11,283	152%
<b>Total</b>	<b>804,273</b>	<b>64,342</b>	<b>25,737</b>	<b>2,145</b>	<b>1,436</b>	<b>67%</b>	<b>5,859</b>	<b>1,465</b>	<b>17,577</b>	<b>68%</b>