

# Greater Columbia 2-1-1

Volume 4, Issue 5

Update Report

May 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 numerous outreach events in May.

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Date	Event
May 1	Meeting with Lee Maras, Yakima School District
May 7	Attended Dispute Resolution Fund Raising Event
May 12	Represented GC 2-1-1 at annual Yakima County Job Fair
May 19	Attended United Way of Central Washington annual meeting
May 20	Presented to May 2009 Home Based Housing Continuum of Care Meeting



# 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	45	34	35								251
Other Call Centers	712	231	408	297	321								1969
King	0	0	0	0	0								0
Ferry	1	0	0	3	0								4
Pend Oreille	10	15	8	3	8								44
Spokane	2454	1588	1533	1240	1198								8013
Stevens	36	44	17	21	20								138
Adams	34	22	14	7	7								84
Asotin	29	16	16	22	10								93
Benton	732	605	620	454	357								2768
Chelan	123	104	70	45	44								386
Columbia	0	0	0	0	0								0
Douglas	8	11	0	0	2								21
Franklin	313	311	224	173	154								1175
Garfield	2	1	0	1	0								4
Grant	148	150	64	58	39								459
Kittitas	96	84	84	65	51								380
Klickitat	21	25	15	16	7								84
Lincoln	21	16	23	11	7								78
Okanogan	57	57	34	11	15								174
Walla Walla	118	98	63	42	42								363
Whitman	34	24	35	18	22								133
Yakima	3410	2792	2533	2049	1826								12610
Total	8,428	6262	5806	4570	4165	0	0	0	0	0	0	0	29,231

# Call Summary By County

	211 Toll Free	Peninsulas English	Peninsulas Holiday	Peninsulas Spanish	Peninsulas West English	Peninsulas West Spanish	Pierce County English	Pierce County Info Only	Pierce County Spanish	Pierce West English	Pierce West Info Only	Portland English	Spokane English	Spokane Only	Spokane Spanish	Yakima English	Yakima Only	Yakima Outbound	Yakima Return VM Outb	Yakima Spanish	Yakima Voicemail	Grand Total
Adams													1			3				3		7
Asotin																10						10
Benton																334	2			21		357
Chelan																37				7		44
Douglas																1				1		2
Franklin																137	1			16		154
Grant													1			33				5		39
Kittitas																50				1		51
Klickitat																7						7
Lincoln													2			5						7
Okanogan													1			12				2		15
Other Call Centers	2	133	1	1	22	3	68	11	1	14	1	28	16			16	4					321
Out of State	11											6	13			5						35
Pend Oreille													8									8
Spokane													1175	4	16	2	1					1198
Stevens													14			6						20
Unknown	50	2					16	1		1			68		1	8				1	201	349
Walla Walla																36				6		42
Whitman																18				4		22
Yakima	2															1091	5	229	3	147		1477
Grand Total	65	135	1	1	22	3	84	12	1	15	1	34	1299	4	17	1811	13	229	3	214	201	4165

**Total Call Count  
May 1 – May 30**

Call Origin	Received Calls	Abandoned Calls	Total Minutes	Average Minutes	Out of Service
211 Toll Free	65	2	124.97	1.69	2
Peninsulas English	135	8	244.77	1.52	17
Peninsulas Holiday	1	0	5.25	5.13	0
Peninsulas Spanish	1	0	2.32	2.12	0
Peninsulas West English	22	0	45.97	1.87	0
Peninsulas West Spanish	3	0	7.97	2.47	0
Pierce County English	84	2	230.68	2.18	24
Pierce County Info Only	12	0	42.83	2.27	5
Pierce County Spanish	1	0	2.45	0.73	1
Pierce West English	15	0	42.17	2.50	3
Pierce West Info Only	1	0	5.73	2.50	1
Portland English	34	0	47.72	0.85	7
Spokane English	1299	52	3447.43	2.43	33
Spokane Only	4	0	13.30	2.70	1
Spokane Outbound	2	0	0.85	0.43	0
Spokane Spanish	17	4	26.27	1.37	1
Yakima English	1811	82	4052.85	2.03	36
Yakima Only	13	1	43.75	3.10	1
Yakima Outbound	229	0	705.58	3.08	0
Yakima Return VM Outbound	3	0	3.37	1.12	0
Yakima Spanish	214	17	483.70	2.07	2
Yakima Voicemail	201	0	135.85	0.28	39
<b>Grand Total</b>	<b>4167</b>	<b>168</b>	<b>9715.77</b>	<b>44.44</b>	<b>173</b>

## Statistics for May 1 – May 30

### 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	1.17%	1.35%	1.62%	0.55%
Agency	22.96%	18.60%	29.66%	18.90%
Billboard	0.87%	0.27%	1.82%	0.55%
Bus Ad	0.11%	0.00%	0.30%	0.00%
Church	0.04%	0.00%	0.10%	0.00%
Community Meetings	0.00%	0.00%	0.00%	0.00%
Flyer	0.15%	0.27%	0.10%	0.11%
Friend	0.98%	0.81%	0.81%	1.32%
Newsletter	0.08%	0.00%	0.20%	0.00%
Newspaper	0.00%	0.00%	0.00%	0.00%
No Response	0.45%	0.45%	0.10%	0.33%
Other	0.11%	0.00%	0.20%	0.11%
Poster	0.04%	0.27%	0.00%	0.00%
Radio	0.11%	0.00%	0.10%	0.11%
Returned Caller	71.75%	75.47%	64.67%	76.59%
TV	1.02%	2.96%	0.20%	1.43%
Unable to Ask	0.08%	0.00%	0.00%	0.00%
Web Site	0.08%	0.00%	0.10%	0.00%

## Percentage of Total Calls by Ethnicity:

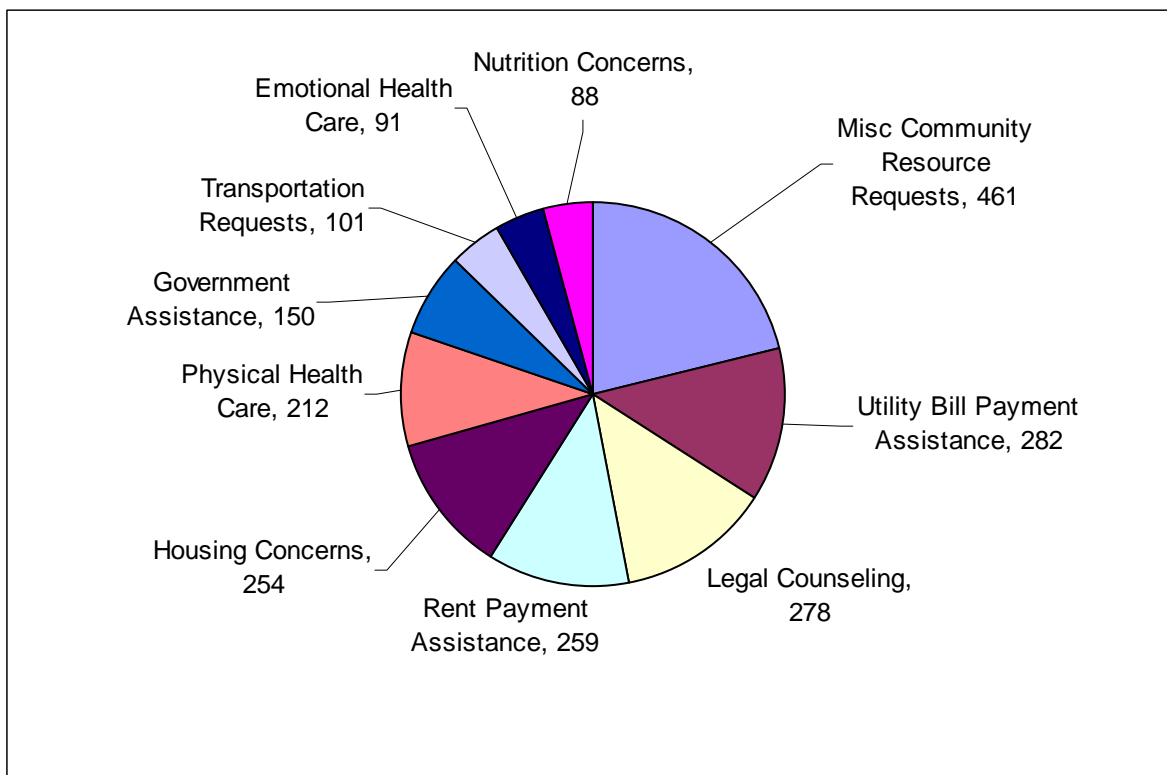
	All Counties	Benton & Franklin Counties	EW211- Spokane, Stevens, Ferry and Pend Oreille Counties	Yakima County
African American	1.96%	0.00%	1.45%	1.80%
Asian American	0.21%	0.37%	0.11%	0.26%
Caucasian	82.87%	88.15%	94.77%	68.93%
Declined	0.56%	0.00%	0.33%	0.26%
Hispanic	12.39%	9.26%	1.78%	26.96%
Multi-Racial	0.21%	0.00%	0.44%	0.00%
Native American	0.64%	0.00%	0.67%	1.03%
Other	0.34%	1.11%	0.33%	0.13%
Pacific Islander	0.00%	0.00%	0.00%	0.00%
Unknown	0.81%	1.11%	0.11%	0.64%

## Percentage of Total Calls by Gender:

	All Counties	Benton & Franklin Counties	EW211- Spokane, Stevens, Ferry and Pend Oreille Counties	Yakima County
Female	78.56%	80.37%	78.87%	78.43%
Male	21.36%	19.63%	21.13%	21.57%
Transgendered	0.00%	0.00%	0.00%	0.00%
Unknown	0.09%	0.00%	0.00%	0.00%

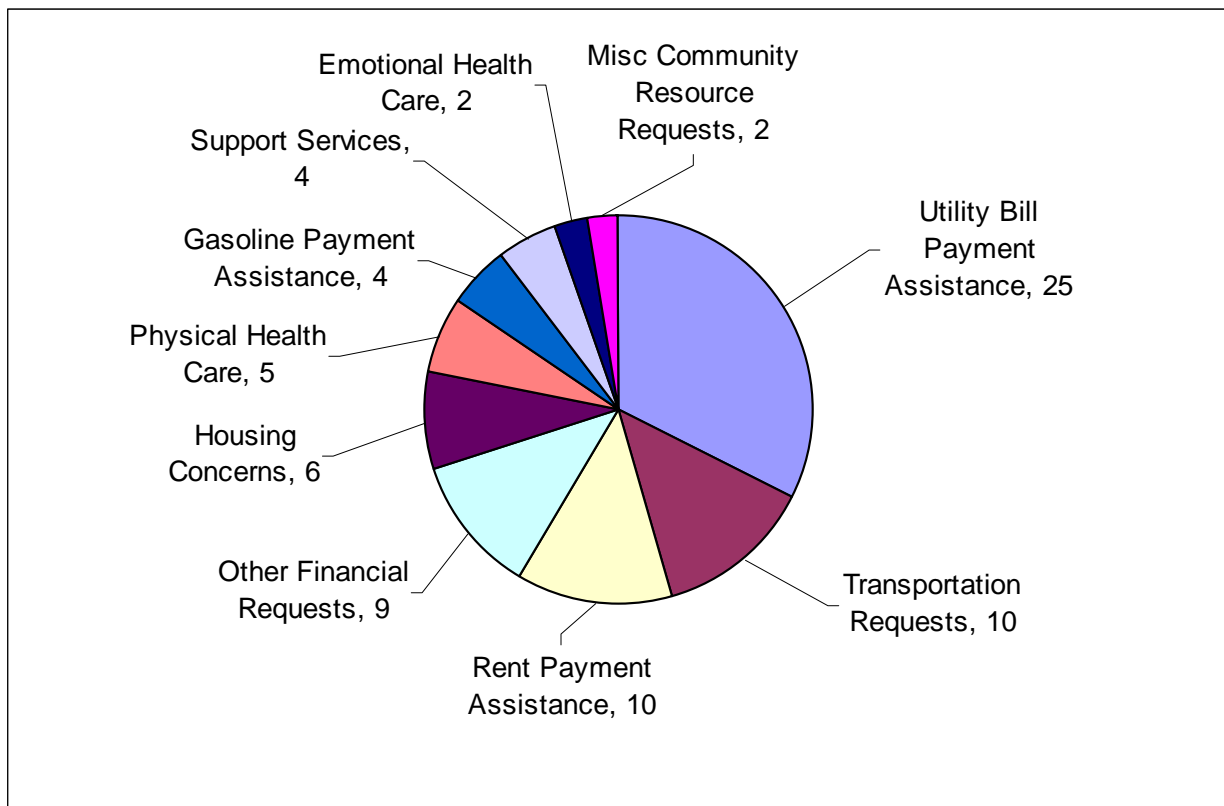
## Top 10 Requested Community Resources for All Counties

Requested Resources	# of Requests
Misc Community Resource Requests	461
Utility Bill Payment Assistance	282
Legal Counseling	278
Rent Payment Assistance	259
Housing Concerns	254
Physical Health Care	212
Government Assistance	150
Transportation Requests	101
Emotional Health Care	91
Nutrition Concerns	88



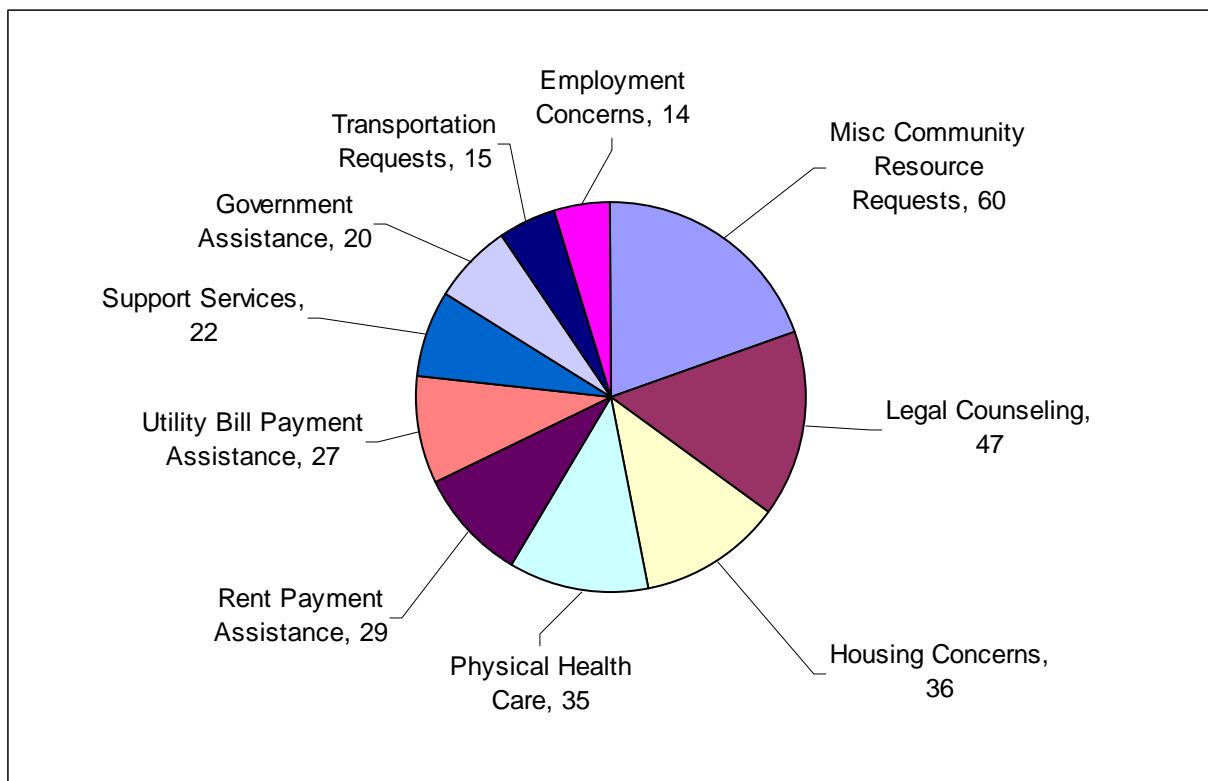
## Top 10 Gaps in Service for All Counties

Requested Resource	# of Requests
Utility Bill Payment Assistance	25
Transportation Requests	10
Rent Payment Assistance	10
Other Financial Requests	9
Housing Concerns	6
Physical Health Care	5
Gasoline Payment Assistance	4
Support Services	4
Emotional Health Care	2
Misc Community Resource Requests	2



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

Requested Resource	# of Requests
Misc Community Resource Requests	60
Legal Counseling	47
Housing Concerns	36
Physical Health Care	35
Rent Payment Assistance	29
Utility Bill Payment Assistance	27
Support Services	22
Government Assistance	20
Transportation Requests	15
Employment Concerns	14



## 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)	4/1/2009 (Monthly)	% of Goal (Monthly)	Total as of May 2009 (Annual)	Average (Annual)	Projected YTD Total Call for 2-1-1 (Annual)	% of Goal (Annual)
Out of State				-	1,582	0%	10,419	2,084	25,006	0%
Adams	16,982	1,359	1,019	85	7	8%	84	17	202	20%
Asotin	21,111	1,689	1,267	106	10	9%	93	19	223	18%
Benton	159,414	12,753	9,565	797	357	45%	2,768	554	6,643	69%
Chelan	70,993	5,679	4,260	355	44	12%	386	77	926	22%
Columbia	3,986	319	239	20	-	0%	-	-	-	0%
Douglas	36,177	2,894	2,171	181	2	1%	21	4	50	2%
Franklin	69,578	5,566	4,175	348	154	44%	1,175	235	2,820	68%
Garfield	2,050	164	123	10	-	0%	4	1	10	8%
Grant	83,047	6,644	4,983	415	39	9%	459	92	1,102	22%
Kittitas	38,542	3,083	2,313	193	51	26%	380	76	912	39%
Klickitat	20,097	1,608	1,206	100	7	7%	84	17	202	17%
Lincoln	10,255	820	615	51	7	14%	78	16	187	30%
Okanogan	39,782	3,183	2,387	199	15	8%	174	35	418	17%
Walla Walla	57,709	4,617	3,463	289	42	15%	363	73	871	25%
Whitman	41,229	3,298	2,474	206	22	11%	133	27	319	13%
Yakima	233,062	18,645	13,984	1,165	1,826	<b>157%</b>	12,610	2,522	30,264	<b>216%</b>
Ferry	7,373	590	442	37	-	0%	4	1	10	2%
Pend Oreille	12,760	1,021	766	64	8	13%	44	9	106	14%
Spokane	456,175	36,494	27,371	2,281	1,198	53%	8,013	1,603	19,231	70%
Stevens	41,835	3,347	2,510	209	20	10%	138	28	331	13%
<b>Total</b>	<b>904,014</b>	<b>72,321</b>	<b>54,241</b>	<b>4,520</b>	<b>4,165</b>	<b>92%</b>	<b>29,231</b>	<b>5,846</b>	<b>70,154</b>	<b>129%</b>

