

# Greater Columbia 2-1-1

Volume 2, Issue 10

Update Report

October 31, 2007

## 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 September.

### In This Issue:

|                             |               |
|-----------------------------|---------------|
| <b>Outreach Events</b>      | <b>1</b>      |
| <b>211 in the Community</b> | <b>2</b>      |
| <b>Success Stories</b>      | <b>3-4</b>    |
| <b>Statistics</b>           | <b>5 – 12</b> |
| <b>Year-to-Date Calls</b>   | <b>13</b>     |
| <b>Call Projections</b>     | <b>14</b>     |

| Date          | Event   |
|---------------|---|
| October 1     | Greater Columbia 2-1-1 Partnership Meeting in Sunnyside   |
| October 2     | Attended Yakima City Council Meeting  |
| October 10    | Booth at Yakima Valley Community College  |
| October 15    | Presentation to Yakima School District Parents at People for People in Yakima   |
| October 15    | Attended Governor Gregoire Town Hall Meeting in Yakima  |
| October 17-18 | Presentation to Omak Behavioral Health, Omak WorkSource, DSHS, Colville Tribal Headquarters, and Northwest Indian College |
| October 24    | Presentation to Region 9 Emergency Managers in Spokane  |
| October 26    | Presentation to Yakima City Council committee regarding support for 2-1-1 funding   |



## **Greater Columbia 2-1-1: Within Our Call Center**

### **Welcome**



Greater Columbia 2-1-1 would like to welcome our new intern, Olivia Bill. Olivia comes to us through a partnership with the Yakama Nation. She is a student at Heritage College in Toppenish. Olivia has worked in the social services field previously in the Pierce County area.

### **Congratulations**



Information and Referral Specialist, Silvia Ortiz, is getting married. She and her fiancé, Luis Magaña, are planning their wedding for January 19<sup>th</sup>, 2008 in Portland, Oregon. May your futures be filled with happy memories and granted wishes.

# Greater Columbia 2-1-1 at Work

## Success Stories

### Situation



Resource Specialist, Jennifer Blizard, received a call from a Franklin County community member who was in need of transportation to go to the doctor for a check up and to get her medications refilled. Jennifer referred the client to People for People, to access their medical transportation services.

### Outcome

The caller was able to go to her physician and get a much needed prescription. She said thanks to 2-1-1 and People for People she is on the road to great health again.

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### Situation



Information and Referral Specialist, Silvia Ortiz, received a call from a Yakima County community member who needed to find out her rights under the landlord tenant laws. Silvia referred the caller to the Neighborhood Development Services.

### Outcome

The caller was able to access the information on her rights and now feels she is able to make informed decisions in regards to the home she is renting.

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### Situation



Information and Referral Specialist, Laura Castilla, received a call from a Chelan County community member who wanted to apply for temporary disability assistance. Laura referred her to the Social Security Office in Wenatchee.

### Outcome

The caller was able to apply for disability and is now getting temporary financial assistance until she is able to work again. Caller was very happy and relieved to have gotten the information from 2-1-1.

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## Situation



Resource Specialist, Jennifer Blizard, received a call from a Walla Walla County community member who needed help to find transportation and lodging to Spokane when their young daughter had surgery for a kidney related illness. Jennifer referred her to People for People and the National Kidney Foundation.

## Outcome

The caller was able to get the help she requested and much more from the referrals. The caller was very grateful for the information they received and the help for things they weren't focusing on but were in great need of.

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## Situation



Information and Referral Specialist, Silvia Ortiz, received a call from a Yakima County community member who assistance in paying her rent. Silvia referred her to Salvation Army and St. Vincent de Paul.

## Outcome

The caller was able to get the financial assistance she needed from St. Vincent de Paul to help her pay her rent. She was very happy for the 2-1-1 service.

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## Situation



Information and Referral Specialist, Laura Castilla, received a call from a Yakima County community member who needed transportation for the Yakima Valley. Laura referred her to the new Fort Road Transit system.

## Outcome

Through Laura the caller was able to get stop times and locations. The caller uses the Fort Road Transit every day now. The service is excellent. Was glad that any time she has a question she can pick up the phone and dial 2-1-1 to get an answer.

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## Statistics

October 1 – October 31

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

|                   | All Counties<br>% of Calls | Benton & Franklin<br>Counties % of Calls | Yakima County<br>% of Calls |
|-------------------|----------------------------|--|-----------------------------|
| 211 Business Card | 1.37%                      | 2.31%                                    | 0.80%                       |
| Agency            | 40.60%                     | 38.34%                                   | 40.16%                      |
| Billboard         | 1.12%                      | 1.15%                                    | 1.02%                       |
| Bus Ad            | 0.06%                      | 0.00%                                    | 0.00%                       |
| Church            | 1.00%                      | 1.85%                                    | 0.68%                       |
| Community Meeting | 0.06%                      | 0.00%                                    | 0.11%                       |
| Flyer             | 1.99%                      | 3.00%                                    | 1.71%                       |
| Friend            | 5.42%                      | 4.85%                                    | 5.69%                       |
| Misc. Advertising | 0.31%                      | 0.00%                                    | 0.57%                       |
| Newspaper         | 0.31%                      | 0.23%                                    | 0.46%                       |
| No Response       | 0.19%                      | 0.46%                                    | 0.00%                       |
| Other             | 1.37%                      | 1.15%                                    | 1.59%                       |
| Poster            | 0.06%                      | 0.00%                                    | 0.11%                       |
| Radio             | 0.44%                      | 0.00%                                    | 0.80%                       |
| Returned Caller   | 36.55%                     | 36.95%                                   | 35.72%                      |
| TV                | 7.29%                      | 8.78%                                    | 8.42%                       |
| Unable to Ask     | 1.74%                      | 0.92%                                    | 2.16%                       |
| Web Site          | 0.12%                      | 0.00%                                    | 0.00%                       |

### Percentage of Total Calls by Ethnicity:

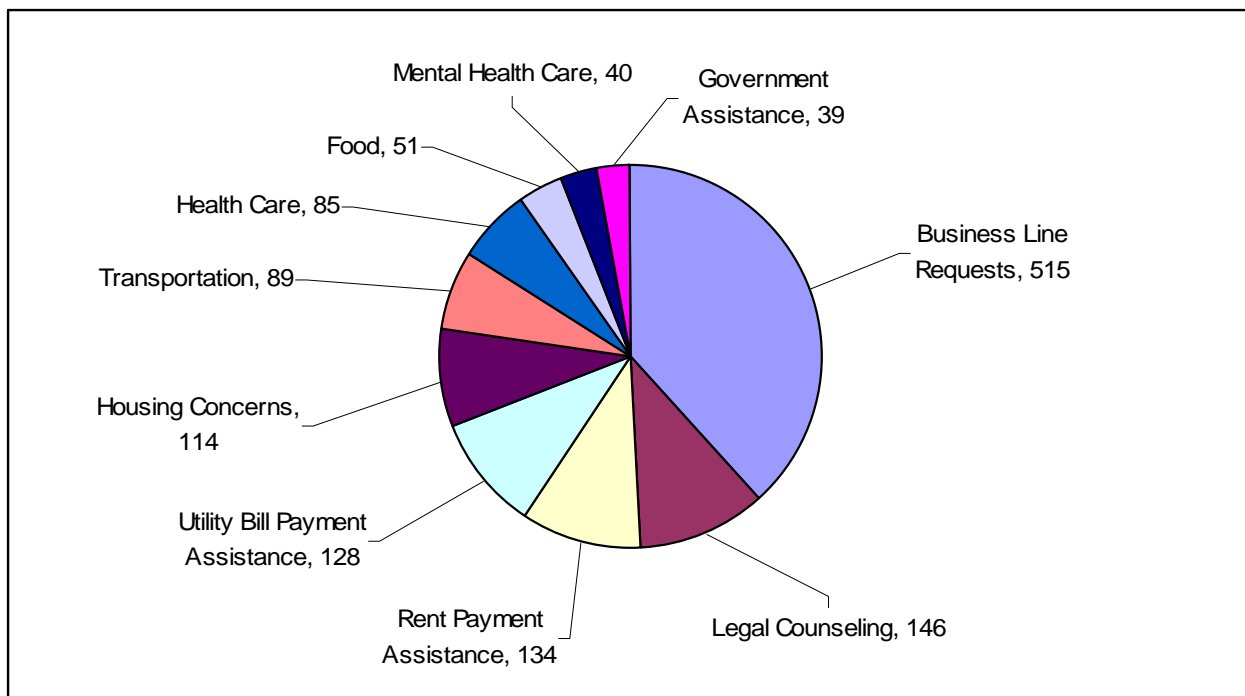
|                  | All Counties<br>% of Calls | Benton & Franklin<br>Counties % of Calls | Yakima County<br>% of Calls |
|------------------|----------------------------|--|-----------------------------|
| African American | 3.38%                      | 4.06%                                    | 1.86%                       |
| Asian American   | 0.31%                      | 0.00%                                    | 0.43%                       |
| Caucasian        | 57.49%                     | 73.80%                                   | 49.07%                      |
| Declined         | 8.15%                      | 5.90%                                    | 9.30%                       |
| Hispanic         | 20.91%                     | 10.33%                                   | 26.47%                      |
| Multi-Racial     | 1.23%                      | 0.74%                                    | 1.57%                       |
| Native American  | 2.92%                      | 1.11%                                    | 4.86%                       |
| Other            | 0.61%                      | 0.37%                                    | 0.72%                       |
| Pacific Islander | 0.46%                      | 0.00%                                    | 0.72%                       |
| Unknown          | 4.53%                      | 3.69%                                    | 5.01%                       |

## Percentage of Total Calls by Gender:

|             | All Counties<br>% of Calls | Benton & Franklin<br>Counties % of Calls | Yakima County<br>% of Calls |
|-------------|----------------------------|--|-----------------------------|
| Female      | 74.56%                     | 71.96%                                   | 74.82%                      |
| Male        | 24.67%                     | 26.57%                                   | 24.32%                      |
| Transgender | 0.08%                      | 0.37%                                    | 0.00%                       |
| Unknown     | 0.69%                      | 1.11%                                    | 0.86%                       |

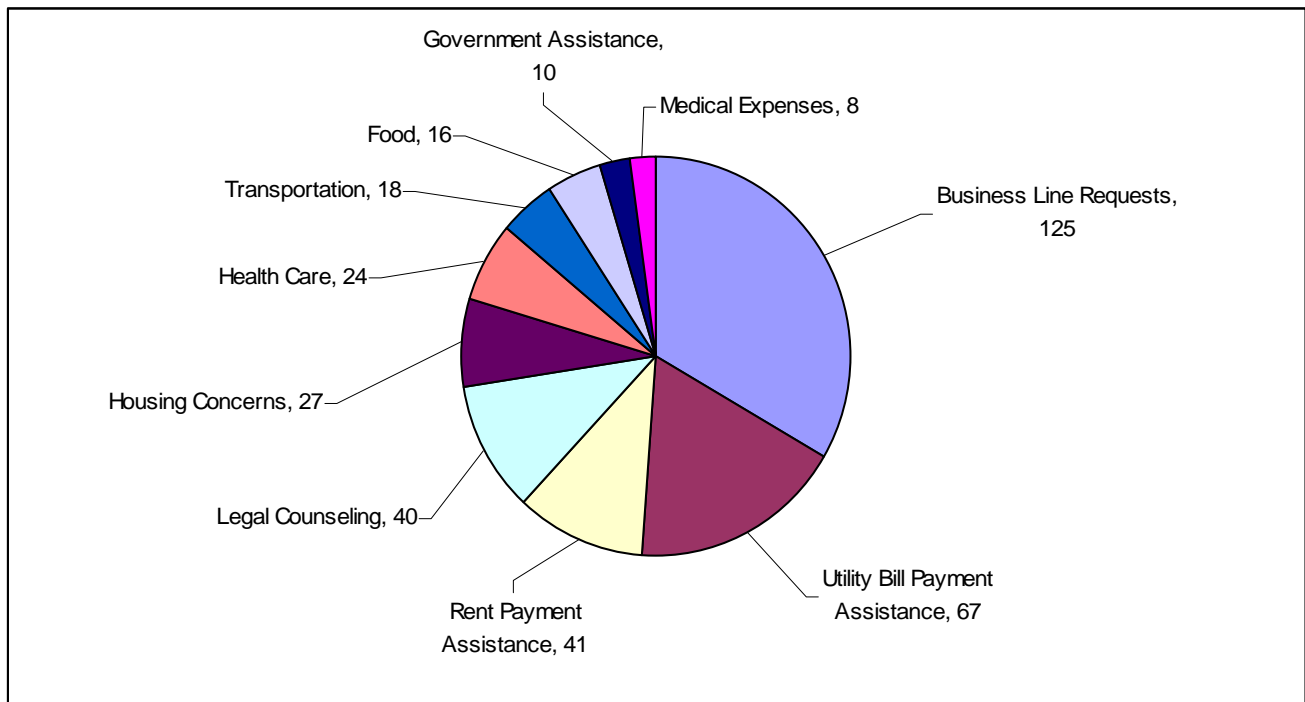
## Top 10 Requested Community Health & Human Resources for All Counties

| Requested Resources             | # of Requests |
|---------------------------------|---------------|
| Business Line Requests          | 515           |
| Legal Counseling                | 146           |
| Rent Payment Assistance         | 134           |
| Utility Bill Payment Assistance | 128           |
| Housing Concerns                | 114           |
| Transportation                  | 89            |
| Health Care                     | 85            |
| Food                            | 51            |
| Mental Health Care              | 40            |
| Government Assistance           | 39            |



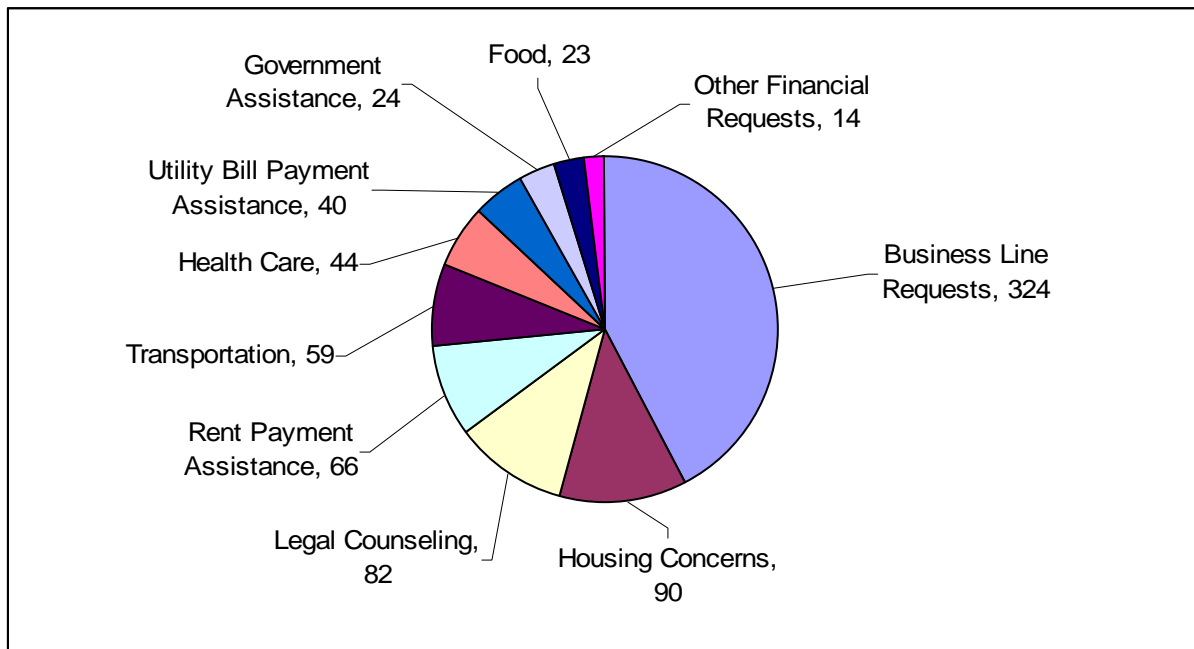
## Top 10 Requested Community Health & Human Resources for Benton and Franklin Counties

| Requested Resource              | # of Requests |
|---------------------------------|---------------|
| Business Line Requests          | 125           |
| Utility Bill Payment Assistance | 67            |
| Rent Payment Assistance         | 41            |
| Legal Counseling                | 40            |
| Housing Concerns                | 27            |
| Health Care                     | 24            |
| Transportation                  | 18            |
| Food                            | 16            |
| Government Assistance           | 10            |
| Medical Expenses                | 8             |



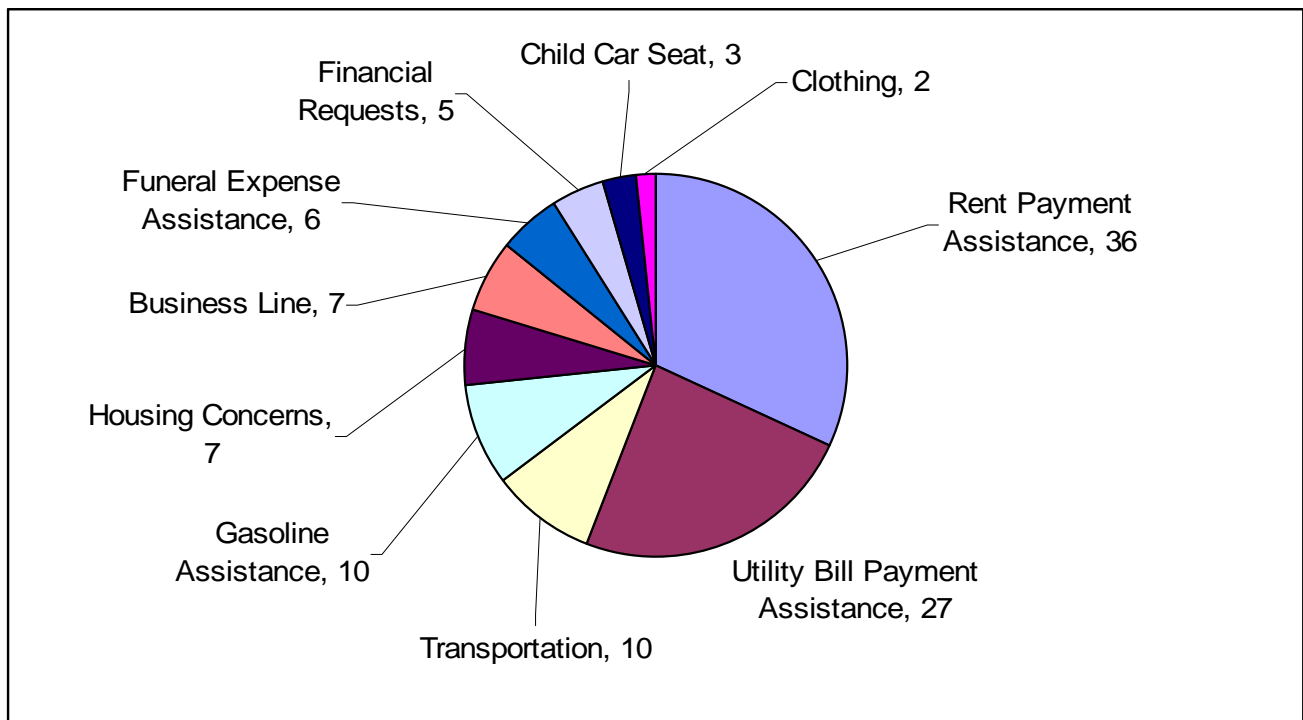
## Top 10 Requested Community Health & Human Resources for Yakima Counties

| Requested Resource              | # of Requests |
|---------------------------------|---------------|
| Business Line Requests          | 324           |
| Housing Concerns                | 90            |
| Legal Counseling                | 82            |
| Rent Payment Assistance         | 66            |
| Transportation                  | 59            |
| Health Care                     | 44            |
| Utility Bill Payment Assistance | 40            |
| Government Assistance           | 24            |
| Food                            | 23            |
| Other Financial Requests        | 14            |



## Top 10 Gaps in Service for All Counties

| Requested Resource              | # of Requests |
|---------------------------------|---------------|
| Rent Payment Assistance         | 36            |
| Utility Bill Payment Assistance | 27            |
| Transportation                  | 10            |
| Gasoline Assistance             | 10            |
| Housing Concerns                | 7             |
| Business Line                   | 7             |
| Funeral Expense Assistance      | 6             |
| Financial Requests              | 5             |
| Child Car Seat                  | 3             |
| Clothing                        | 2             |



# Call Summary

## Greater Columbia 2-1-1 Call Center

### October 1 – October 31

#### Total Calls

| Call Origin             | Received Calls | Abandoned Calls | Handled Calls | Total Minutes   | Average Minutes | Out of Service |
|-------------------------|----------------|-----------------|---------------|-----------------|-----------------|----------------|
| 211 Toll Free           | 43             | 0               | 43            | 146.78          | 3.41            | 3              |
| King County English     | 34             | 2               | 32            | 70.08           | 2.06            | 1              |
| King County Spanish     | 1              | 0               | 1             | 1.32            | 1.32            | 0              |
| Peninsulas English      | 9              | 0               | 9             | 36.28           | 4.03            | 2              |
| Pierce County English   | 93             | 0               | 93            | 304.05          | 3.27            | 5              |
| Pierce County Spanish   | 4              | 2               | 2             | 5.62            | 1.40            | 0              |
| Spokane English         | 11             | 0               | 11            | 49.43           | 4.49            | 5              |
| Western English         | 7              | 0               | 7             | 16.80           | 2.40            | 0              |
| Yakima English          | 1744           | 85              | 1659          | 4794.60         | 4.17            | 121            |
| Yakima Outbound         | 375            | 0               | 375           | 702.93          | 1.87            | 0              |
| Yakima Return Voicemail | 21             | 0               | 21            | 43.02           | 2.05            | 0              |
| Yakima Spanish          | 124            | 15              | 109           | 375.50          | 3.93            | 8              |
| Yakima Voicemail        | 198            | 0               | 198           | 17334.49        | 239.43          | 28             |
| <b>Totals</b>           | <b>2664</b>    | <b>104</b>      | <b>2560</b>   | <b>23880.90</b> | <b>273.85</b>   | <b>173</b>     |

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

|                    | 211 Toll Free | King County English | King County Spanish | Peninsulas English | Pierce County English | Pierce County Spanish | Spokane English | Western English | Yakima English | Yakima Outbound | Yakima Return Voicemail | Yakima Spanish | Yakima Voicemail | Grand Total |
|--------------------|---------------|---------------------|---------------------|--------------------|-----------------------|-----------------------|-----------------|-----------------|----------------|-----------------|-------------------------|----------------|------------------|-------------|
| Adams              |               |                     |                     |                    |                       |                       |                 |                 | 11             |                 |                         | 1              |                  | 12          |
| Asotin             |               |                     |                     |                    |                       |                       |                 |                 | 8              |                 |                         | 0              |                  | 8           |
| Benton             |               |                     |                     |                    |                       |                       |                 |                 | 332            |                 |                         | 8              |                  | 340         |
| Chelan             |               |                     |                     |                    |                       |                       |                 |                 | 22             |                 |                         | 4              |                  | 26          |
| Douglas            |               |                     |                     |                    |                       |                       |                 |                 | 0              |                 |                         |                |                  | 0           |
| Franklin           |               |                     |                     |                    |                       |                       |                 | 1               | 157            |                 |                         | 13             |                  | 171         |
| Garfield           |               |                     |                     |                    |                       |                       |                 |                 | 1              |                 |                         |                |                  | 1           |
| Grant              |               |                     |                     |                    |                       |                       |                 |                 | 37             |                 |                         | 6              |                  | 43          |
| Kittitas           |               |                     |                     |                    |                       |                       |                 |                 | 62             |                 |                         | 2              |                  | 64          |
| Klickitat          |               |                     |                     |                    |                       |                       |                 |                 | 6              |                 |                         |                |                  | 6           |
| Lincoln            |               |                     |                     |                    |                       |                       |                 |                 | 5              |                 |                         | 1              |                  | 6           |
| Okanogan           |               |                     |                     |                    |                       |                       |                 |                 | 11             |                 |                         | 3              |                  | 14          |
| Other Call Centers |               | 30                  | 1                   | 9                  | 86                    | 2                     | 11              | 6               | 26             |                 |                         |                |                  | 171         |
| Out of State       | 18            |                     |                     |                    |                       |                       |                 |                 | 2              |                 |                         |                |                  | 20          |
| Unknown            | 25            | 2                   |                     |                    | 7                     |                       |                 |                 | 26             |                 |                         | 2              | 198              | 257         |
| Walla Walla        |               |                     |                     |                    |                       |                       |                 |                 | 31             |                 |                         | 2              |                  | 33          |
| Whitman            |               |                     |                     |                    |                       |                       |                 |                 | 14             |                 |                         |                |                  | 14          |
| Yakima             |               |                     |                     |                    |                       |                       |                 |                 | 908            | 375             | 21                      | 67             |                  | 1371        |
| <b>Grand Total</b> | <b>43</b>     | <b>32</b>           | <b>1</b>            | <b>9</b>           | <b>93</b>             | <b>2</b>              | <b>11</b>       | <b>7</b>        | <b>1659</b>    | <b>375</b>      | <b>21</b>               | <b>109</b>     | <b>198</b>       | <b>2560</b> |

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

|           |               | 211<br>Toll<br>Free | King<br>County<br>English | King<br>County<br>Spanish | Peninsulas<br>English | Pierce<br>County<br>English | Pierce<br>County<br>Spanish | Spokane<br>English | Western<br>English | Yakima<br>English | Yakima<br>Outbound | Yakima<br>Return<br>Voicemail | Yakima<br>Spanish | Yakima<br>Voicemail | Grand<br>Total |
|-----------|---------------|---------------------|---------------------------|---------------------------|-----------------------|-----------------------------|-----------------------------|--------------------|--------------------|-------------------|--------------------|-------------------------------|-------------------|---------------------|----------------|
| Adams     | Hatton        |                     |                           |                           |                       |                             |                             |                    |                    | 5                 |                    |                               | 1                 |                     | 6              |
|           | Ritzville     |                     |                           |                           |                       |                             |                             |                    |                    | 4                 |                    |                               |                   |                     | 4              |
|           | Washuona      |                     |                           |                           |                       |                             |                             |                    |                    | 2                 |                    |                               |                   |                     | 2              |
| Asotin    | Anatone       |                     |                           |                           |                       |                             |                             |                    |                    | 1                 |                    |                               |                   |                     | 1              |
|           | Asotin        |                     |                           |                           |                       |                             |                             |                    |                    | 1                 |                    |                               |                   |                     | 1              |
|           | Clarkston     |                     |                           |                           |                       |                             |                             |                    |                    | 6                 |                    |                               | 0                 |                     | 6              |
| Benton    | Benton City   |                     |                           |                           |                       |                             |                             |                    |                    | 15                |                    |                               |                   |                     | 15             |
|           | Kemewick      |                     |                           |                           |                       |                             |                             |                    |                    | 228               |                    |                               | 7                 |                     | 235            |
|           | Prosser       |                     |                           |                           |                       |                             |                             |                    |                    | 16                |                    |                               | 1                 |                     | 17             |
|           | Richland      |                     |                           |                           |                       |                             |                             |                    |                    | 62                |                    |                               |                   |                     | 62             |
|           | West Richland |                     |                           |                           |                       |                             |                             |                    |                    | 11                |                    |                               |                   |                     | 11             |
| Chelan    | Cashmere      |                     |                           |                           |                       |                             |                             |                    |                    | 1                 |                    |                               |                   |                     | 1              |
|           | Chelan        |                     |                           |                           |                       |                             |                             |                    |                    | 1                 |                    |                               |                   |                     | 1              |
|           | Leavenworth   |                     |                           |                           |                       |                             |                             |                    |                    |                   |                    |                               | 1                 |                     | 1              |
|           | Manson        |                     |                           |                           |                       |                             |                             |                    |                    | 1                 |                    |                               |                   |                     | 1              |
|           | Wenatchee     |                     |                           |                           |                       |                             |                             |                    |                    | 19                |                    |                               | 3                 |                     | 22             |
| Douglas   | Bridgeport    |                     |                           |                           |                       |                             |                             |                    |                    | 0                 |                    |                               |                   |                     | 0              |
| Franklin  | Cornell       |                     |                           |                           |                       |                             |                             |                    |                    | 2                 |                    |                               |                   |                     | 2              |
|           | Etopia        |                     |                           |                           |                       |                             |                             |                    |                    | 1                 |                    |                               |                   |                     | 1              |
|           | Pasco         |                     |                           |                           |                       |                             |                             |                    | 1                  | 154               |                    |                               | 13                |                     | 168            |
| Garfield  | Pomeroy       |                     |                           |                           |                       |                             |                             |                    |                    | 1                 |                    |                               |                   |                     | 1              |
| Grant     | Coulee City   |                     |                           |                           |                       |                             |                             |                    |                    | 1                 |                    |                               |                   |                     | 1              |
|           | Ephrata       |                     |                           |                           |                       |                             |                             |                    |                    | 8                 |                    |                               | 1                 |                     | 9              |
|           | Moses Lake    |                     |                           |                           |                       |                             |                             |                    |                    | 24                |                    |                               | 2                 |                     | 26             |
|           | Quincy        |                     |                           |                           |                       |                             |                             |                    |                    | 1                 |                    |                               | 2                 |                     | 3              |
|           | Soap Lake     |                     |                           |                           |                       |                             |                             |                    |                    | 3                 |                    |                               | 1                 |                     | 4              |
| Kittitas  | Ole Elum      |                     |                           |                           |                       |                             |                             |                    |                    | 6                 |                    |                               |                   |                     | 6              |
|           | Ellensburg    |                     |                           |                           |                       |                             |                             |                    |                    | 55                |                    |                               | 2                 |                     | 57             |
|           | Roslyn        |                     |                           |                           |                       |                             |                             |                    |                    | 1                 |                    |                               |                   |                     | 1              |
| Klickitat | Dellesport    |                     |                           |                           |                       |                             |                             |                    |                    | 1                 |                    |                               |                   |                     | 1              |
|           | Goldendale    |                     |                           |                           |                       |                             |                             |                    |                    | 2                 |                    |                               |                   |                     | 2              |
|           | White Salmon  |                     |                           |                           |                       |                             |                             |                    |                    | 3                 |                    |                               |                   |                     | 3              |
| Lincoln   | Davenport     |                     |                           |                           |                       |                             |                             |                    |                    | 2                 |                    |                               |                   |                     | 2              |
|           | Edwall        |                     |                           |                           |                       |                             |                             |                    |                    | 2                 |                    |                               |                   |                     | 2              |
|           | Harrington    |                     |                           |                           |                       |                             |                             |                    |                    |                   |                    |                               | 1                 |                     | 1              |
|           | Odessa        |                     |                           |                           |                       |                             |                             |                    |                    | 1                 |                    |                               |                   |                     | 1              |
| Okanogan  | Brewster      |                     |                           |                           |                       |                             |                             |                    |                    | 1                 |                    |                               |                   |                     | 1              |
|           | Coulee Dam    |                     |                           |                           |                       |                             |                             |                    |                    | 1                 |                    |                               |                   |                     | 1              |
|           | Oruk          |                     |                           |                           |                       |                             |                             |                    |                    | 7                 |                    |                               | 1                 |                     | 8              |
|           | Pateros       |                     |                           |                           |                       |                             |                             |                    |                    |                   |                    |                               | 1                 |                     | 1              |
|           | Tonasket      |                     |                           |                           |                       |                             |                             |                    |                    | 0                 |                    |                               | 1                 |                     | 1              |
|           | Twisp         |                     |                           |                           |                       |                             |                             |                    |                    | 1                 |                    |                               |                   |                     | 1              |
|           | Winthrop      |                     |                           |                           |                       |                             |                             |                    |                    | 1                 |                    |                               |                   |                     | 1              |

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

|                    |                  | 211 Toll Free | King County English | King County Spanish | Peninsulas English | Pierce County English | Pierce County Spanish | Spokane English | Western English | Yakima English | Yakima Outbound | Yakima Return Voicemail | Yakima Spanish | Yakima Voicemail | Grand Total |
|--------------------|------------------|---------------|---------------------|---------------------|--------------------|-----------------------|-----------------------|-----------------|-----------------|----------------|-----------------|-------------------------|----------------|------------------|-------------|
| Other Call Centers | Auburn           |               | 1                   |                     |                    |                       |                       |                 |                 |                |                 |                         |                |                  | 1           |
|                    | Bremerton        |               |                     |                     | 2                  |                       |                       |                 |                 |                |                 |                         |                |                  | 2           |
|                    | Burien           |               | 1                   |                     |                    |                       |                       |                 |                 |                |                 |                         |                |                  | 1           |
|                    | Colby            |               |                     |                     | 1                  |                       |                       |                 |                 |                |                 |                         |                |                  | 1           |
|                    | Colville         |               |                     |                     |                    |                       |                       |                 |                 | 6              |                 |                         |                |                  | 6           |
|                    | Enumclaw         |               | 1                   |                     |                    |                       |                       |                 |                 |                |                 |                         |                |                  | 1           |
|                    | Everett          |               |                     |                     |                    |                       |                       | 1               |                 | 1              |                 |                         |                |                  | 2           |
|                    | Federal Way      |               | 1                   | 1                   |                    |                       |                       |                 |                 |                |                 |                         |                |                  | 2           |
|                    | Kent             |               | 2                   |                     |                    |                       |                       |                 |                 | 1              |                 |                         |                |                  | 3           |
|                    | Kirkland         |               | 1                   |                     |                    |                       |                       |                 |                 |                |                 |                         |                |                  | 1           |
|                    | Lacey            |               |                     |                     |                    |                       |                       |                 | 2               |                |                 |                         |                |                  | 2           |
|                    | Lynnwood         |               |                     |                     |                    |                       |                       |                 |                 | 1              |                 |                         |                |                  | 1           |
|                    | Olympia          |               |                     |                     |                    |                       |                       |                 | 4               |                |                 |                         |                |                  | 4           |
|                    | Port Angeles     |               |                     |                     | 1                  |                       |                       |                 |                 | 0              |                 |                         |                |                  | 1           |
|                    | Port Orchard     |               |                     |                     | 2                  |                       |                       |                 |                 |                |                 |                         |                |                  | 2           |
|                    | Port Townsend    |               |                     |                     | 1                  |                       |                       |                 |                 |                |                 |                         |                |                  | 1           |
|                    | Puyallup         |               |                     |                     |                    | 13                    |                       |                 |                 |                |                 |                         |                |                  | 13          |
|                    | Renton           |               | 1                   |                     |                    |                       |                       |                 |                 |                |                 |                         |                |                  | 1           |
|                    | Seattle          |               | 20                  |                     |                    |                       |                       |                 |                 | 5              |                 |                         |                |                  | 25          |
|                    | Silverdale       |               |                     |                     | 1                  |                       |                       |                 |                 |                |                 |                         |                |                  | 1           |
|                    | Spokane          |               |                     |                     |                    |                       |                       | 10              |                 | 6              |                 |                         |                |                  | 16          |
|                    | Sunnyslope       |               |                     |                     | 1                  |                       |                       |                 |                 |                |                 |                         |                |                  | 1           |
|                    | Tacoma           |               | 2                   |                     |                    | 70                    | 2                     |                 |                 | 3              |                 |                         |                |                  | 77          |
|                    | University Place |               |                     |                     |                    | 3                     |                       |                 |                 |                |                 |                         |                |                  | 3           |
|                    | Vancouver        |               |                     |                     |                    |                       |                       |                 |                 | 3              |                 |                         |                |                  | 3           |
| Out of State       | Out Of State     | 18            |                     |                     |                    |                       |                       |                 |                 | 2              |                 |                         |                |                  | 20          |
| Unknown            | Unknown          | 25            | 2                   |                     |                    | 7                     |                       |                 |                 | 26             |                 |                         | 2              | 198              | 260         |
| Walla Walla        | Walla Walla      |               |                     |                     |                    |                       |                       |                 |                 | 31             |                 |                         | 2              |                  | 33          |
| Whitman            | Colfax           |               |                     |                     |                    |                       |                       |                 |                 | 4              |                 |                         |                |                  | 4           |
|                    | Oakesdale        |               |                     |                     |                    |                       |                       |                 |                 | 1              |                 |                         |                |                  | 1           |
|                    | Pullman          |               |                     |                     |                    |                       |                       |                 |                 | 6              |                 |                         |                |                  | 6           |
|                    | Sprague          |               |                     |                     |                    |                       |                       |                 |                 | 1              |                 |                         |                |                  | 1           |
|                    | Tekoa            |               |                     |                     |                    |                       |                       |                 |                 | 1              |                 |                         |                |                  | 1           |
|                    | Thornton         |               |                     |                     |                    |                       |                       |                 |                 | 1              |                 |                         |                |                  | 1           |
| Yakima             | Cowiche          |               |                     |                     |                    |                       |                       |                 |                 | 2              |                 |                         |                |                  | 2           |
|                    | Grandview        |               |                     |                     |                    |                       |                       |                 |                 | 11             |                 |                         |                |                  | 11          |
|                    | Granger          |               |                     |                     |                    |                       |                       |                 |                 | 2              |                 |                         |                |                  | 2           |
|                    | Harrah           |               |                     |                     |                    |                       |                       |                 |                 | 4              |                 |                         |                |                  | 4           |
|                    | Mabton           |               |                     |                     |                    |                       |                       |                 |                 | 6              |                 |                         |                |                  | 6           |
|                    | Naches           |               |                     |                     |                    |                       |                       |                 |                 | 2              |                 |                         |                |                  | 2           |
|                    | Nile             |               |                     |                     |                    |                       |                       |                 |                 | 2              |                 |                         |                |                  | 2           |
|                    | Sunnyside        |               |                     |                     |                    |                       |                       |                 |                 | 76             |                 |                         | 9              |                  | 85          |
|                    | Tieton           |               |                     |                     |                    |                       |                       |                 |                 | 9              |                 |                         | 4              |                  | 13          |
|                    | Toppenish        |               |                     |                     |                    |                       |                       |                 |                 | 27             |                 |                         | 7              |                  | 34          |
|                    | Wapato           |               |                     |                     |                    |                       |                       |                 |                 | 23             |                 |                         |                |                  | 23          |
|                    | White Swan       |               |                     |                     |                    |                       |                       |                 |                 | 1              |                 |                         |                |                  | 1           |
|                    | Yakima           |               |                     |                     |                    |                       |                       |                 |                 | 738            | 375             | 21                      | 47             |                  | 1181        |
|                    | Zillah           |               |                     |                     |                    |                       |                       |                 |                 | 5              |                 |                         |                |                  | 5           |
| Grand Total        |                  | 43            | 32                  | 1                   | 9                  | 93                    | 2                     | 11              | 7               | 1659           | 375             | 21                      | 109            | 198              | 2560        |

## Greater Columbia 2-1-1 Call Center Year-to-Date Calls

| County             | Jan-07       | Feb-07      | Mar-07      | Apr-07      | May-07      | Jun-07      | Jul-07      | Aug-07      | Sep-07      | Oct-07      | 2007 Totals   |
|--------------------|--------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|---------------|
| Out of State       | 1438         | 314         | 1130        | 102         | 647         | 215         | 78          | 26          | 167         | 82          | 4199          |
| Other Call Centers | 1            | 0           | 0           | 0           | 0           | 0           | 0           | 624         | 157         | 171         | 953           |
| King               | 6            | 6           | 9           | 8           | 7           | 0           | 0           | 0           | 0           | 0           | 36            |
| Spokane            | 45           | 278         | 69          | 5           | 9           | 0           | 0           | 0           | 0           | 0           | 406           |
| Stevens            | 21           | 18          | 7           | 7           | 0           | 0           | 0           | 0           | 0           | 0           | 53            |
| Adams              | 128          | 37          | 19          | 8           | 6           | 6           | 21          | 14          | 9           | 12          | 260           |
| Asotin             | 72           | 30          | 17          | 28          | 12          | 27          | 10          | 20          | 10          | 8           | 234           |
| Benton             | 488          | 364         | 332         | 280         | 269         | 239         | 265         | 294         | 272         | 340         | 3143          |
| Chelan             | 167          | 92          | 42          | 28          | 16          | 32          | 32          | 29          | 25          | 26          | 489           |
| Columbia           | 8            | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 8             |
| Douglas            | 11           | 20          | 0           | 2           | 3           | 1           | 0           | 0           | 0           | 0           | 37            |
| Franklin           | 307          | 171         | 132         | 125         | 124         | 82          | 106         | 87          | 97          | 171         | 1402          |
| Garfield           | 3            | 1           | 2           | 1           | 2           | 0           | 0           | 1           | 0           | 1           | 11            |
| Grant              | 204          | 85          | 47          | 28          | 30          | 45          | 44          | 54          | 53          | 43          | 633           |
| Kittitas           | 82           | 54          | 50          | 40          | 25          | 29          | 34          | 30          | 27          | 64          | 435           |
| Klickitat          | 50           | 32          | 19          | 20          | 12          | 6           | 17          | 13          | 19          | 6           | 194           |
| Lincoln            | 8            | 4           | 6           | 2           | 1           | 4           | 2           | 4           | 4           | 6           | 41            |
| Okanogan           | 73           | 30          | 31          | 22          | 9           | 17          | 37          | 31          | 17          | 14          | 281           |
| Walla Walla        | 145          | 70          | 46          | 23          | 28          | 25          | 38          | 36          | 30          | 33          | 474           |
| Whitman            | 27           | 21          | 20          | 15          | 14          | 10          | 6           | 9           | 11          | 14          | 147           |
| Yakima             | 1222         | 1527        | 778         | 1396        | 597         | 1272        | 2009        | 1691        | 893         | 1569        | 12954         |
| <b>Total</b>       | <b>4,506</b> | <b>3154</b> | <b>2756</b> | <b>2140</b> | <b>1811</b> | <b>2010</b> | <b>2699</b> | <b>2963</b> | <b>1791</b> | <b>2560</b> | <b>26,390</b> |

## Call Projections/Actual

| County         | Population     | National Average<br>8% of Population<br>use 2-1-1<br>(Annual) | 2nd Year Goal<br>40% of 8%<br>(Annual) | 2nd Year Goal<br>40% of 8%<br>(Monthly) | 10/1/2007<br>(Monthly) | % of Goal<br>(Monthly) | Total as of<br>October 2007<br>(Annual) | Average<br>(Annual) | Projected YTD<br>Total Call for 2-1-1<br>(Annual) | % of Goal<br>(Annual) |
|----------------|----------------|---|--|---|------------------------|------------------------|---|---------------------|---|-----------------------|
| Out of State   |                |   |  | -                                       | 253                    | 0%                     | 5,647                                   | 565                 | 6,776   | 0%                    |
| Adams          | 16,803         | 1,344   | 538                                    | 45                                      | 12                     | 27%                    | 260                                     | 26                  | 312   | 58%                   |
| Asotin         | 21,178         | 1,694   | 678                                    | 56                                      | 8                      | 14%                    | 234                                     | 23                  | 281   | 41%                   |
| Benton         | 157,950        | 12,636  | 5,054                                  | 421                                     | 340                    | 81%                    | 3,143                                   | 314                 | 3,772   | 75%                   |
| Chelan         | 69,791         | 5,583   | 2,233                                  | 186                                     | 26                     | 14%                    | 489                                     | 49                  | 587   | 26%                   |
| Columbia       | 4,129          | 330   | 132                                    | 11                                      | -                      | 0%                     | 8                                       | 1                   | 10  | 7%                    |
| Douglas        | 34,977         | 2,798   | 1,119                                  | 93                                      | -                      | 0%                     | 37                                      | 4                   | 44  | 4%                    |
| Franklin       | 63,011         | 5,041   | 2,016                                  | 168                                     | 171                    | 102%                   | 1,402                                   | 140                 | 1,682   | 83%                   |
| Garfield       | 2,344          | 188   | 75                                     | 6                                       | 1                      | 16%                    | 11                                      | 1                   | 13  | 18%                   |
| Grant          | 81,229         | 6,498   | 2,599                                  | 217                                     | 43                     | 20%                    | 633                                     | 63                  | 760   | 29%                   |
| Kittitas       | 36,841         | 2,947   | 1,179                                  | 98                                      | 64                     | 65%                    | 435                                     | 44                  | 522   | 44%                   |
| Klickitat      | 19,839         | 1,587   | 635                                    | 53                                      | 6                      | 11%                    | 194                                     | 19                  | 233   | 37%                   |
| Lincoln        | 10,381         | 830   | 332                                    | 28                                      | 6                      | 22%                    | 41                                      | 4                   | 49  | 15%                   |
| Okanogan       | 39,782         | 3,183   | 1,273                                  | 106                                     | 14                     | 13%                    | 281                                     | 28                  | 337   | 26%                   |
| Walla<br>Walla | 57,558         | 4,605   | 1,842                                  | 153                                     | 33                     | 22%                    | 474                                     | 47                  | 569   | 31%                   |
| Whitman        | 40,170         | 3,214   | 1,285                                  | 107                                     | 14                     | 13%                    | 147                                     | 15                  | 176   | 14%                   |
| Yakima         | 231,586        | 18,527  | 7,411                                  | 618                                     | 1,569                  | 254%                   | 12,954                                  | 1,295               | 15,545  | 210%                  |
| <b>Total</b>   | <b>887,569</b> | <b>71,006</b>   | <b>28,402</b>                          | <b>2,367</b>                            | <b>2,560</b>           | <b>108%</b>            | <b>26,390</b>                           | <b>2,639</b>        | <b>31,668</b>                                     | <b>111%</b>           |