

Greater Columbia 2-1-1

Volume 3, Issue 10

Update Report

October 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 October.

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Date	Event
October 7	Meeting with Homeless Coalition of Yakima
October 8	YVCC Community Fair
October 10	Presentation to the Yakima Valley Farm Workers Clinic AmeriCorp Volunteers
October 12	Meeting with Madelyn Carlson and Steven Hill, Yakima County Community Services
October 13	Presentation to Triumph Treatment Services Staff
October 14	Presentation to the Upper Valley Providers Consortium in Yakima
October 16	Attended fundraiser, spoke with Congressman Inslee about "Calling for 2-1-1 Act"
October 29	Meeting with the Homeless Network of Yakima



GREATER COLUMBIA 2-1-1 REGION 7 AND REGION 8

Call Summary in Region 7 and Region 8 Year to Date

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	Totals
Out of State	867	203	29	34	91	23	33	32	34	44			1390
Other Call Centers	287	307	318	310	239	563	338	221	298	960			3841
King													0
Ferry							1			1			2
Pend Oreille							3	1	9	4			17
Spokane							1135	1067	1090	1105			4397
Stevens							7	17	7	15			46
Adams	45	26	10	19	7	3	10	20	11	4			155
Asotin	21	18	10	21	10	17	11	6	20	5			139
Benton	593	660	610	448	382	346	436	442	413	391			4721
Chelan	104	75	41	36	35	32	47	43	45	43			501
Columbia	0												0
Douglas	11	2	6	2	2	1	9	3	4	4			44
Franklin	280	252	207	193	153	122	152	164	140	152			1815
Garfield	2	3	2	1		2	0						10
Grant	142	122	47	32	44	50	55	45	48	44			629
Kittitas	71	81	62	37	60	43	64	67	59	59			603
Klickitat	33	24	9	12	13	12	7	6	7	9			132
Lincoln	10	6	6	5	2	7	5	6	2	2			51
Okanogan	47	48	20	24	14	27	18	13	15	22			248
Walla Walla	112	96	53	30	41	44	57	56	53	56			598
Whitman	11	12	13	16	13	9	10	13	12	11			120
Yakima	1695	2495	1905	1472	1342	1373	1577	1651	1795	1752			17057
Total	4,331	4430	3348	2692	2448	2674	3975	3873	4062	4683	0	0	36,516

**Total Call Count in Region 7 and Region 8
October 1 – October 30**

Call Origin	Received Calls	Abandoned Calls	Handled Calls	Total Minutes	Average Minutes	Out of Service
211 Toll Free	113	7	113	289.38	2.24	15
King County Dir Asst English	48	0	48	145.43	2.10	16
King County English	1	0	1	12.67	6.73	1
Peninsulas English	225	4	225	582.08	2.21	38
Peninsulas Spanish	2	0	2	3.80	1.68	0
Peninsulas West English	38	6	38	78.05	1.64	6
Peninsulas West Spanish	2	0	2	10.97	5.03	1
Pierce County English	172	1	172	593.47	2.76	55
Pierce County Only	2	0	2	31.95	10.96	2
Pierce West English	57	0	57	206.73	2.80	23
Spokane English	1160	49	1160	4036.58	3.26	46
Spokane Only	5	0	5	31.32	5.56	1
Spokane Spanish	23	3	23	76.45	2.86	3
VOA INFO English	413	5	413	772.88	1.61	36
Western English	1	0	1	2.42	2.23	0
Yakima English	1804	81	1804	5155.62	2.64	70
Yakima Holiday	2	0	2	1.90	0.82	0
Yakima Only	17	2	17	49.32	2.60	3
Yakima Outbound	288	0	288	555.47	1.93	0
Yakima Voicemail Return	18	0	18	36.85	2.05	0
Yakima Spanish	129	10	129	446.48	3.25	4
Yakima Voicemail	163	0	163	212.62	0.86	16
Total	4683	168	4683	13332.43	3.08	336

Statistics for October 1 – October 30
Detail of the 2-1-1 Question: How Did You Hear about 2-1-1?
Region 7 and Region 8

	All Counties	Benton & Franklin Counties	EW211- Spokane, Stevens, Ferry and Pend Oreille Counties	Yakima County
211 Business Card	20.61%	21.73%	22.08%	19.81%
Agency	15.40%	15.74%	21.04%	15.42%
Billboard	0.33%	0.22%	0.10%	0.64%
Bus Ad	0.21%	0.22%	0.31%	0.32%
Church	0.27%	0.22%	0.52%	0.11%
Community Meetings	0.03%	0.00%	0.00%	0.11%
EITC Coupon	0.09%	0.44%	0.00%	0.00%
Flyer	0.66%	0.67%	1.04%	0.64%
Friend	2.01%	3.77%	2.50%	1.61%
Misc Advertising	0.03%	0.00%	0.10%	0.00%
Newspaper	0.03%	0.00%	0.00%	0.00%
No Response	0.09%	0.00%	0.21%	0.11%
Other	0.27%	0.44%	0.21%	0.32%
Poster	0.03%	0.00%	0.00%	0.11%
Radio	0.33%	0.44%	0.21%	0.64%
Returned Caller	46.11%	44.79%	44.48%	50.43%
TV	2.43%	3.99%	2.08%	3.85%
Unable to Ask	10.84%	7.10%	4.79%	5.89%
Web Site	0.12%	0.22%	0.31%	0.00%

Percentage of Total Calls by Ethnicity in Region 7 and Region 8:

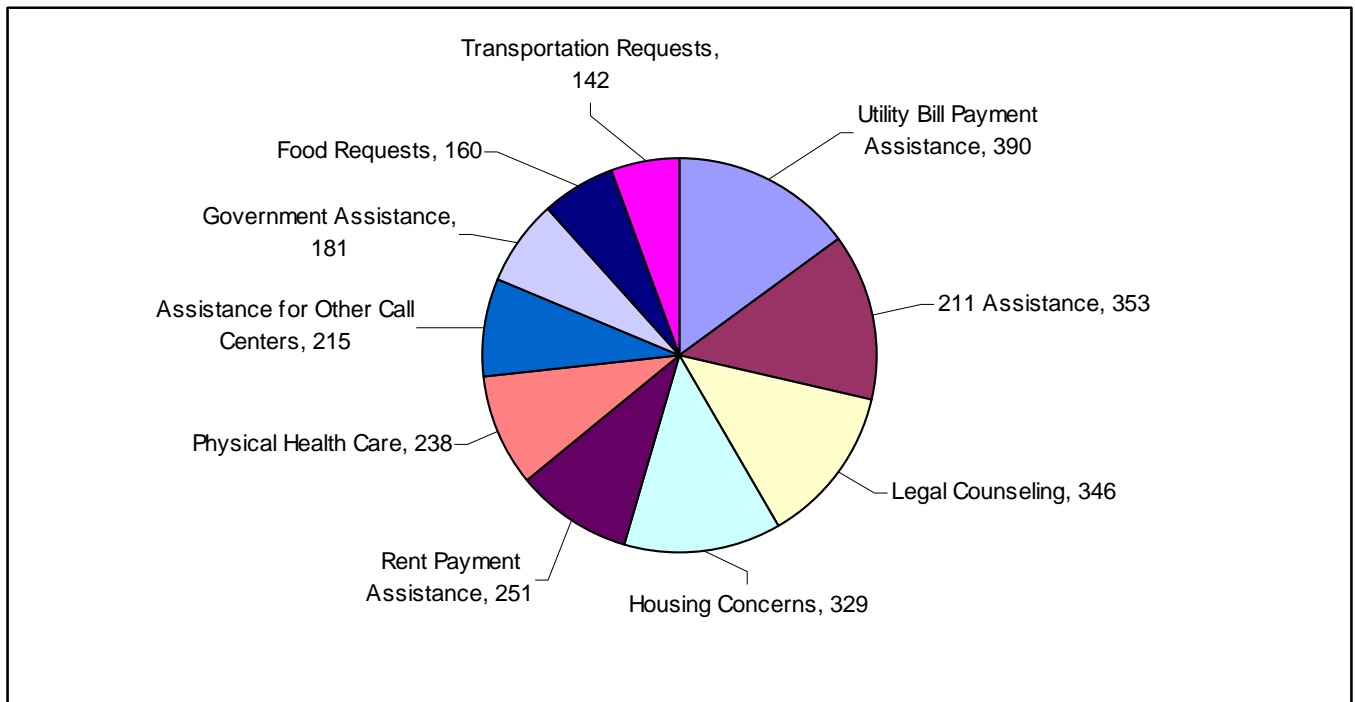
	All Counties	Benton & Franklin Counties	EW211- Spokane, Stevens, Ferry and Pend Oreille Counties	Yakima County
African American	3.12%	1.52%	2.24%	1.24%
Asian American	0.20%	0.30%	0.11%	0.22%
Caucasian	72.35%	77.58%	81.77%	64.68%
Declined	3.73%	3.64%	3.69%	1.80%
Hispanic	9.42%	6.97%	2.91%	20.13%
Multi-Racial	0.78%	0.91%	1.12%	0.45%
Native American	1.83%	0.91%	1.34%	4.16%
Other	0.41%	1.52%	0.22%	0.45%
Pacific Islander	0.03%	0.00%	0.11%	0.00%
Unknown	8.13%	6.67%	6.49%	6.86%

Percentage of Total Calls by Gender in Region 7 and Region 8:

	All Counties	Benton & Franklin Counties	EW211- Spokane, Stevens, Ferry and Pend Oreille Counties	Yakima County
Female	75.67%	80.00%	72.48%	75.37%
Male	23.99%	20.00%	26.96%	24.52%
Transgendered	0.07%	0.00%	0.22%	0.00%
Unknown	0.27%	0.00%	0.34%	0.11%

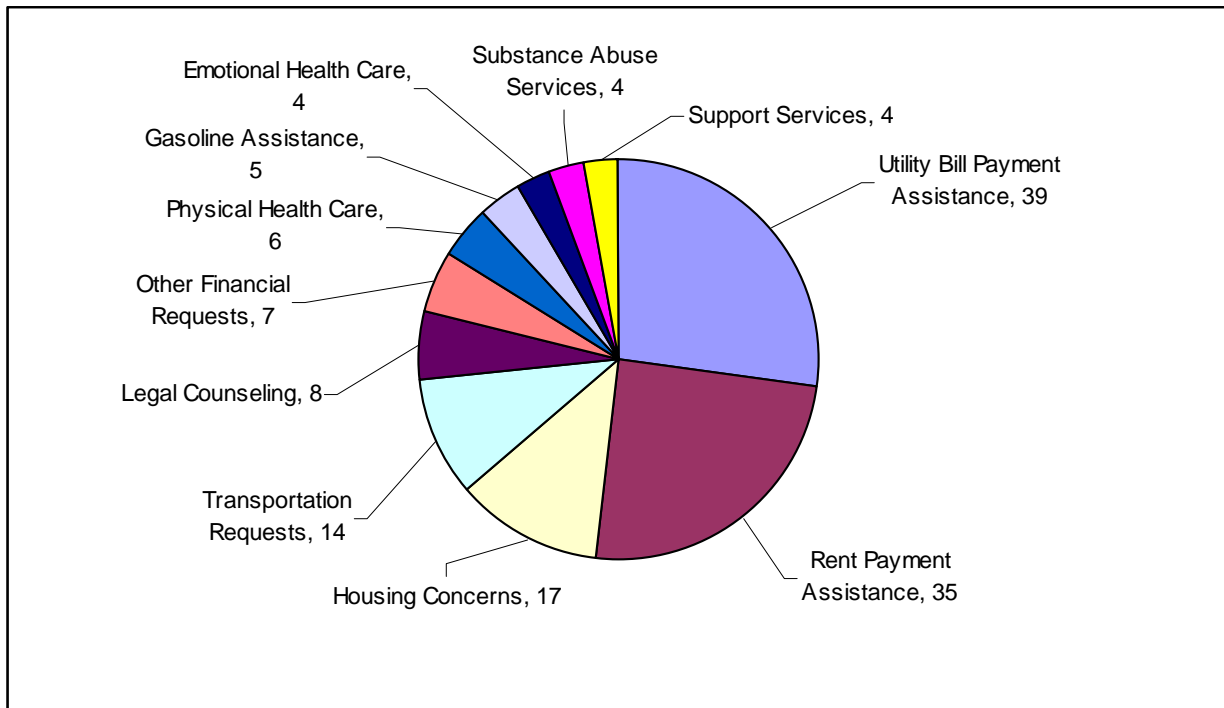
Top 10 Requested Community Health & Human Resources for All Counties in Region 7 and Region 8

Requested Resources	# of Requests
Utility Bill Payment Assistance	390
211 Assistance	353
Legal Counseling	346
Housing Concerns	329
Rent Payment Assistance	251
Physical Health Care	238
Assistance for Other Call Centers	215
Government Assistance	181
Food Requests	160
Transportation Requests	142



Top 10 Gaps in Service for All Counties in Region 7 and Region 8

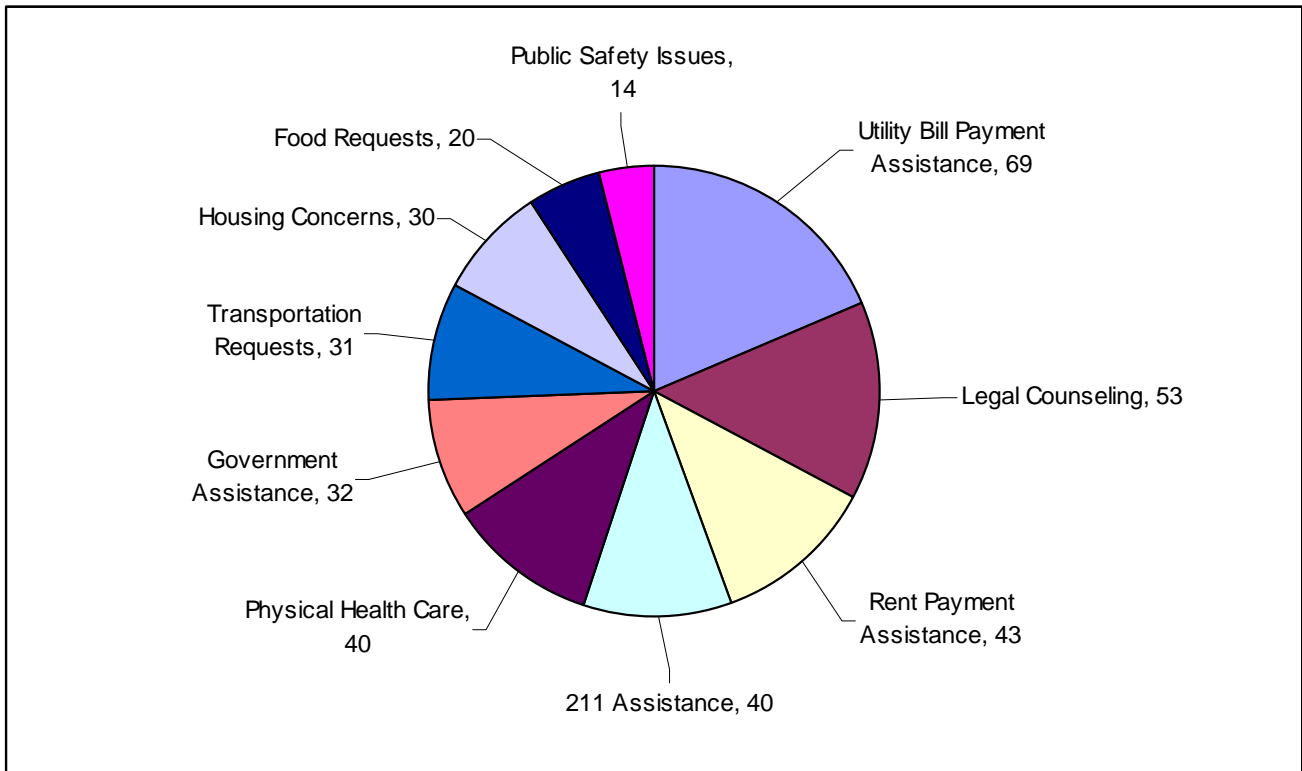
Requested Resource	# of Requests
Utility Bill Payment Assistance	39
Rent Payment Assistance	35
Housing Concerns	17
Transportation Requests	14
Legal Counseling	8
Other Financial Requests	7
Physical Health Care	6
Gasoline Assistance	5
Emotional Health Care	4
Substance Abuse Services	4
Support Services	4



REGION 7

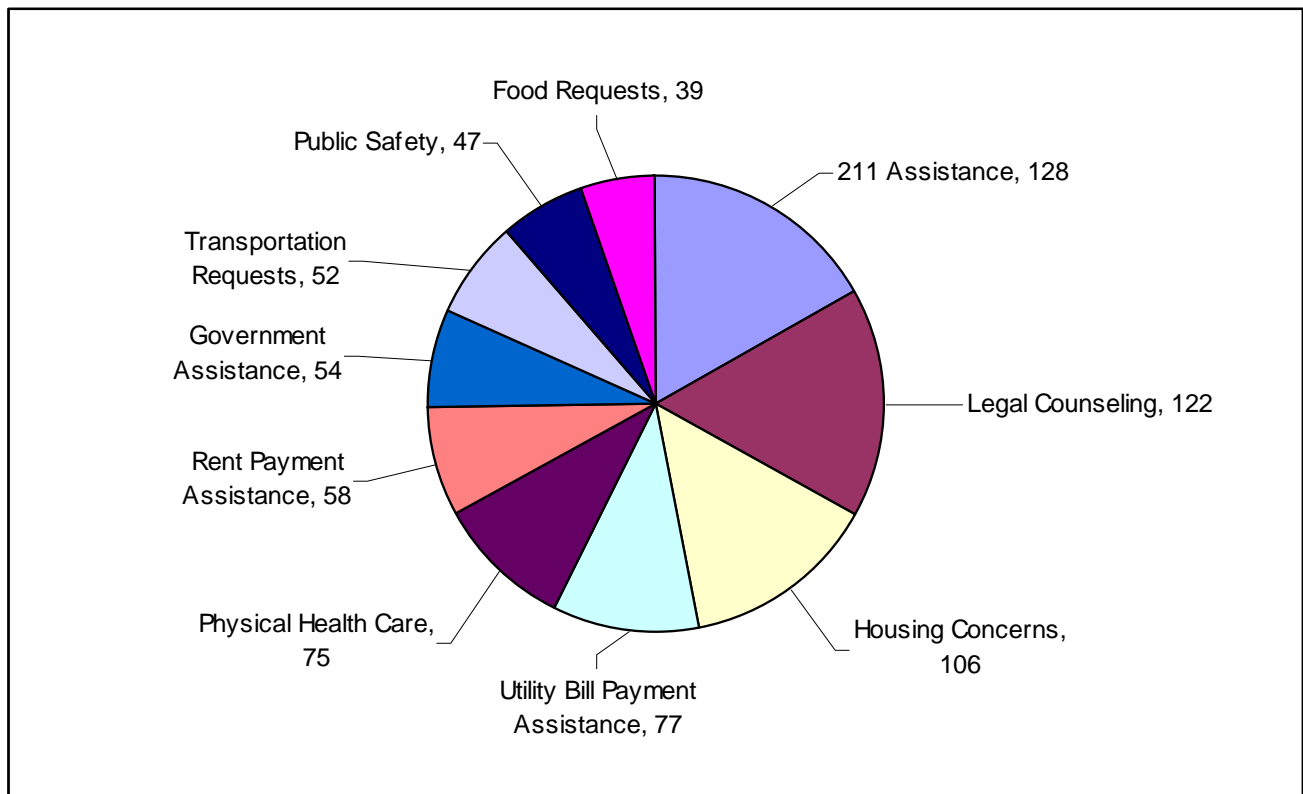
Top 10 Requested Community Health & Human Resources for Benton and Franklin Counties in Region 7

Requested Resource	# of Requests
Utility Bill Payment Assistance	69
Legal Counseling	53
Rent Payment Assistance	43
211 Assistance	40
Physical Health Care	40
Government Assistance	32
Transportation Requests	31
Housing Concerns	30
Food Requests	20
Public Safety Issues	14



Top 10 Requested Community Health & Human Resources for Yakima Counties in Region 7

Requested Resource	# of Requests
211 Assistance	128
Legal Counseling	122
Housing Concerns	106
Utility Bill Payment Assistance	77
Physical Health Care	75
Rent Payment Assistance	58
Government Assistance	54
Transportation Requests	52
Public Safety	47
Food Requests	39



Greater Columbia Region 7 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	Totals
Out of State	867	203	29	34	91	23	30	27	29	38			1371
Other Call Centers	287	307	318	310	239	563	323	212	291	942			3792
King													0
Spokane							2	5	3	1			11
Stevens								3	4	3			10
Adams	45	26	10	19	7	3	10	19	11	4			154
Asotin	21	18	10	21	10	17	11	6	19	5			138
Benton	593	660	610	448	382	346	436	442	413	391			4721
Chelan	104	75	41	36	35	32	47	43	44	43			500
Columbia	0												0
Douglas	11	2	6	2	2	1	8	3	4	4			43
Franklin	280	252	207	193	153	122	150	163	140	152			1812
Garfield	2	3	2	1		2	0						10
Grant	142	122	47	32	44	50	54	44	48	44			627
Kittitas	71	81	62	37	60	43	65	67	58	59			603
Klickitat	33	24	9	12	13	12	7	6	7	9			132
Lincoln	10	6	6	5	2	7	3	4	1	2			46
Okanogan	47	48	20	24	14	27	18	12	15	22			247
Walla Walla	112	96	53	30	41	44	57	56	52	56			597
Whitman	11	12	13	16	13	9	10	12	12	10			118
Yakima	1695	2495	1905	1472	1342	1373	1562	1625	1762	1710			16941
Total	4,331	4430	3348	2692	2448	2674	2793	2749	2913	3495	0	0	31,873

Call Projections/Actual for the Greater Columbia Region 7

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)	9/1/2008 (Monthly)	% of Goal (Monthly)	Total as of October 2008 (Annual)	Average (Annual)	Projected YTD Total Call for 2-1-1 (Annual)	% of Goal (Annual)
Out of State				-	984	0%	5,184	518	6,221	0%
Adams	16,803	1,344	538	45	4	9%	154	15	185	34%
Asotin	21,178	1,694	678	56	5	9%	138	14	166	24%
Benton	157,950	12,636	5,054	421	391	93%	4,721	472	5,665	112%
Chelan	69,791	5,583	2,233	186	43	23%	500	50	600	27%
Columbia	4,129	330	132	11	-	0%	-	-	-	0%
Douglas	34,977	2,798	1,119	93	4	4%	43	4	52	5%
Franklin	63,011	5,041	2,016	168	152	90%	1,812	181	2,174	108%
Garfield	2,344	188	75	6	-	0%	10	1	12	16%
Grant	81,229	6,498	2,599	217	44	20%	627	63	752	29%
Kittitas	36,841	2,947	1,179	98	59	60%	603	60	724	61%
Klickitat	19,839	1,587	635	53	9	17%	132	13	158	25%
Lincoln	10,381	830	332	28	2	7%	46	5	55	17%
Okanogan	39,782	3,183	1,273	106	22	21%	247	25	296	23%
Walla Walla	57,558	4,605	1,842	153	56	36%	597	60	716	39%
Whitman	40,170	3,214	1,285	107	10	9%	118	12	142	11%
Yakima	231,586	18,527	7,411	618	1,710	277%	16,941	1,694	20,329	274%
Total	887,569	71,006	28,402	2,367	3,495	148%	31,873	3,187	38,248	135%

Detail Handled Call Totals for Greater Columbia Region 7 by County

County	211 Toll Free	King County Dir Asst English	King County English	Peninsulas English	Peninsulas Spanish	Peninsulas West English	Peninsulas West Spanish	Pierce County English	Pierce County Only	Pierce West English	VOA INFO English	Western English	Yakima English	Yakima Holiday	Yakima Only	Yakima Outbound	Yakima Voicemail Return	Yakima Spanish	Yakima Voicemail	Grand Total
Adams													3					1		4
Asotin													5							5
Benton													375	3			13			391
Chelan													41				2			43
Douglas													4							4
Ferry																				1
Franklin													132	1			19			152
Grant													40				4			44
Kittitas													58				1			59
Klickitat													9							9
Lincoln													2							2
Okanogan													21				1			22
Other Call Centers		44	1	222	2	38	2	155	2	56	403		15	2						960
Out of State	28												10							44
Pend Oreille																				4
Spokane															1					1105
Stevens													3							15
Unknown	85	4		3				17		1	10	1	17	1			5	163		349
Walla Walla													53				3			56
Whitman													10							11
Yakima													1006	2	9	288	18	80		1403
Grand Total	113	48	1	225	2	38	2	172	2	57	413	1	1804	2	17	288	18	129	163	4683

Detail Call Totals for Greater Columbia Region 7 by County/City

County	City	211 Toll Free	King County Dir Asst English	King County English	Peninsulas English	Peninsulas Spanish	Peninsulas West English	Peninsulas West Spanish	Pierce County English	Pierce County Only	Pierce West English	Spokane English	Spokane Only	Spokane Spanish	VOA INFO English	Western English	Yakima English	Yakima Holiday	Yakima Only	Yakima Outbound	Yakima Voicemail Return	Yakima Spanish	Yakima Voicemail	Grand Total
Adams	Hatton																3					1		4
Asotin	Clarkston																5							5
Benton	Benton City																10							10
	Kennewick																256	3				11		270
	Prosser																10							10
	Richland																91							91
	West Richland																8					2		10
Chelan	Chelan																2							2
	Entiat																					1		1
	Leavenworth																6							6
	Wenatchee																33					1		34
Douglas	Bridgeport																4							4
Franklin	Connell																4							4
	Mesa																1							1
	Pasco																127	1				19		147
Grant	Ephrata																7					1		8
	Moses Lake																22					3		25
	Quincy																5							5
	Royal City																1							1
	Soap Lake																3							3
	Warden																2							2
Kittitas	Cle Elum																6							6
	Easton																					1		1
	Ellensburg																52							52
Klickitat	Dallesport																1							1
	Goldendale																5							5
	White Salmon																2							2
	Whitstran																1							1
Lincoln	Davenport																1							1
	Odessa																1							1
Okanogan	Brewster																					1		1
	Coulee Dam																5							5
	Molson																3							3
	Nespelem																1							1
	Omak																9							9
	Oroville																2							2
	Tonasket																1							1
Other Call Centers	Aberdeen					12																		12
	Acme														8									8
	Anacortes														2									2
	Arlington														6									6
	Auburn	4			2			1							1									8
	Belfair				5	1																		6
	Bellevue	1													4		1							6
	Bellingham														1									1
	Bothell														21									21
	Brainbridge Island				2																			2
	Bremerton				69				1															70
	Burien	3								1														4
	Burlington																		1					1
	Camano Island (Marysville)														2									2
	Centralia									6					3									9
	Chehalis									5														5
	Clearview														1									1
	Colby				11																			11
	Concrete											1			1									2
	Crosby				2																			2
	Curtis											1												1
	Darrington														3									3
	Des Moines		1																					5
	Eatonville								1									4						1
	Elma					4																		4
	Everett			1						1	1	1			184		2		1					191
	Federal Way		1																					1

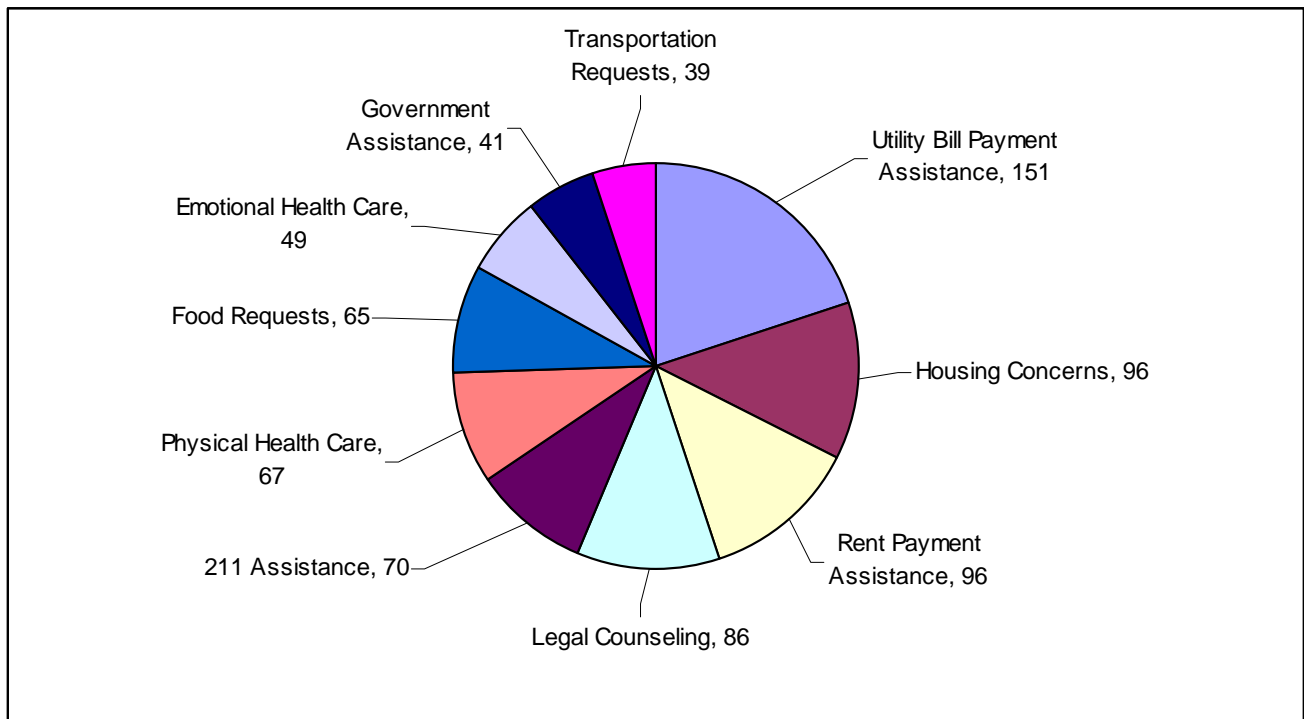
Detail Call Totals for Greater Columbia Region 7 by County/City (cont)

County	City	211 Toll Free	King County Dir Asst English	King County English	Peninsulas English	Peninsulas Spanish	Peninsulas West English	Peninsulas West Spanish	Pierce County English	Pierce County Only	Pierce West English	Spokane English	Spokane Only	Spokane Spanish	VOA INFO English	Western English	Yakima English	Yakima Holiday	Yakima Only	Yakima Outbound	Yakima Voicemail Return	Yakima Spanish	Yakima Voicemail	Grand Total
	Forks											1												1
	Gig Harbor				8				4															12
	Graham								5															5
	Granite Falls														3									3
	Grayland				1	2																		3
	Hamilton														1									1
	Hoodspport				1																			1
	Island														2									2
	Kent	2													1									3
	Kingston				3																			3
	Kirkland											1												1
	La Conner														1									1
	Lacey									15														15
	Lake Goodwin														2									2
	Lakebay								1															1
	Long Beach						1																	1
	Lynden																	2						2
	Lynnwood														58		2							60
	Marble Mount														13									13
	Marysville														19									19
	Mc Cleary						1																	1
	Monroe														1									1
	Mount Vernon														3									3
	Ocean Shores						1																	1
	Ocosta						1																	1
	Olympia									21	1													22
	Onalaska									1														1
	Orting								1															1
	Port Angeles				20																			20
	Port Orchard				17																			17
	Port Townsend				4																			4
	Poulsbo				15																			15
	Puyallup								4															4
	Quilcene				1																			1
	Raymond						1																	1
	Redmond	2													1									3
	Renton	2											2											4
	Richmond Beach														2									2
	Rochester										1													1
	Seattle	28		4				3			4				25		3							67
	Sedro Woolley														2									2
	Sequim				6																			6
	Shelton						13	2			4													19
	Silver Lake (Snohomish)														21									21
	Silverdale				49	1									2									52
	Snohomish														5									5
	Sultan														4									4
	Sumner								1															1
	Sunnyslope				1																			1
	Tacoma				1	1		129				5					1							137
	University Place								4															4
	Vancouver								1			1												2
	Westport						1																	1
	Yelm										1													1
Out of State	Lapwai	1																						1
	Out Of State	27										6					10							43
Unknown	Unknown	85	4		3			17		1		40	1	1	10	1	17		1			5	163	349
Walla Walla	Walla Walla																53					3		56
Whitman	Colfax																1							1
	Farmington											1												1
	Pullman																7							7
	Tekoa																1							1
	Uniontown																1							1
Yakima	Cowiche																6							6

REGION 8

Top 10 Requested Community Health & Human Resources for Eastern WA Region 8

Requested Resource	# of Requests
Utility Bill Payment Assistance	151
Housing Concerns	96
Rent Payment Assistance	96
Legal Counseling	86
211 Assistance	70
Physical Health Care	67
Food Requests	65
Emotional Health Care	49
Government Assistance	41
Transportation Requests	39



Detail Call Totals for Eastern WA Region 8 by County/City

County	City	Spokane English	Spokane Only	Spokane Spanish	Grand Total
Ferry	Republic	1			1
Other Call Centers	Bellevue	1			1
	Bothell	1			1
	Concrete	1			1
	Curtis	1			1
	Everett	1			1
	Forks	1			1
	Kirkland	1			1
	Olympia	1			1
	Renton	2			2
	Seattle	4			4
	Tacoma	5			5
	Vancouver	1			1
Out of State	Out Of State	6			6
Pend Oreille	Newport	4			4
Spokane	Cheney	5			5
	Deer Park	20			20
	Elk	7			7
	Green Bluff	2			2
	Latah	1			1
	Liberty Lake	4			4
	Medical Lake	4			4
	Newman Lake	5			5
	Rockford	1			1
	Spokane	1080	4	22	1106
	Spokane Valley	114		1	115
Stevens	Chewelah	2			2
	Colville	4			4
	Hunters	5			5
	Loon Lake	2			2
Unknown	Unknown	50	1	1	52
Whitman	Farmington	1			1
Grand Total		1338	5	24	1367

Total Calls for Eastern WA Region 8

Call Origin	Received Calls	Abandoned Calls	Handled Calls	Total Minutes	Average Minutes	Out of Service
Spokane English	1160	49	1160	4036.58	3.26	46
Spokane Only	5	0	5	31.32	5.56	1
Spokane Spanish	23	3	23	76.45	2.86	3
Totals	1188	52	1188	4144.35	3.89	50

Detail Handled Call Totals for Eastern WA Region 8 by County

County	Spokane English	Spokane Only	Spokane Spanish	Grand Total
Ferry	1			1
Other Call Centers	20			20
Out of State	6			6
Pend Oreille	4			4
Spokane	1243	4	23	1270
Stevens	13			13
Unknown	50	1	1	52
Whitman	1			1
Grand Total	1338	5	24	1367

Call Projections/Actual for Eastern WA Region 8

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)	9/1/2008 (Monthly)	% of Goal (Monthly)	Total as of October 2008 (Annual)	Average (Annual)	Projected YTD Total Call for 2-1-1 (Annual)	% of Goal (Annual)
Out of State				-	58	0%	99	25	297	0%
Other Counties		-	-	-	21	0%	136	34	408	0%
Ferry	7,560	605	242	20	1	5%	2	1	6	2%
Pend Oreille	12,951	1,036	414	35	4	12%	18	5	54	13%
Spokane	446,706	35,736	14,295	1,191	1,270	107%	4,827	1,207	14,481	101%
Stevens	42,632	3,411	1,364	114	13	11%	40	10	120	9%
Total	-	40,788	16,315	1,360	1,367	101%	5,122	1,281	15,366	94%

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