

Greater Columbia 2-1-1

Volume 3, Issue 9

Update Report

September 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 September.

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Date	Event
September 2	Meeting with Ready by Five in Yakima
September 4	United Way of Yakima County Day of Caring
September 10	United Way of Benton Franklin Counties Quarterly Network Meeting in Tri-Cities
September 12	Meeting with Madelyn Carlson and Steven Hill, Yakima County Community Services
September 15	Booth at McClure Elementary School in Yakima
September 17	Meeting and tour with Elisabeth Tutsch from NW Justice Project
September 18	Booth at McKinley Elementary School in Yakima
September 24	Community Health of Central Washington Resource Fair
September 24	Attended Homeless Network of Yakima County meeting



DONOR SPOTLIGHT

The Pacific Power Foundation

The staff of Greater Columbia 2-1-1 would like to recognize and thank the **Pacific Power Foundation** for their generous support of our regional information and referral service. Earlier this year, the Pacific Power Foundation awarded \$7,500 to the Greater Columbia 2-1-1 to help us maintain and expand our valuable community service, and to further the Foundation's mission to support the growth and vitality of the communities where PacifiCorp and its businesses have operations, employees or interests. In 2008, the Pacific Power Foundation awarded more than \$193,000 to 40 nonprofit programs in 15 communities in Oregon, California and Washington.

Thank you, Pacific Power Foundation, for seeing the value of the 2-1-1 service and for supporting non-profit organizations in the communities you serve.

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				1346
Other Call Centers	287	307	318	310	239	563	338	221	298				2881
King													0
Ferry							1						1
Pend Oreille							3	1	9				13
Spokane							1135	1067	1090				3292
Stevens							7	17	7				31
Adams	45	26	10	19	7	3	10	20	11				151
Asotin	21	18	10	21	10	17	11	6	20				134
Benton	593	660	610	448	382	346	436	442	413				4330
Chelan	104	75	41	36	35	32	47	43	45				458
Columbia	0												0
Douglas	11	2	6	2	2	1	9	3	4				40
Franklin	280	252	207	193	153	122	152	164	140				1663
Garfield	2	3	2	1		2	0						10
Grant	142	122	47	32	44	50	55	45	48				585
Kittitas	71	81	62	37	60	43	64	67	59				544
Klickitat	33	24	9	12	13	12	7	6	7				123
Lincoln	10	6	6	5	2	7	5	6	2				49
Okanogan	47	48	20	24	14	27	18	13	15				226
Walla Walla	112	96	53	30	41	44	57	56	53				542
Whitman	11	12	13	16	13	9	10	13	12				109
Yakima	1695	2495	1905	1472	1342	1373	1577	1651	1792				15302
Total	4,331	4430	3348	2692	2448	2674	3975	3873	4059	0	0	0	31,830

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

Call Origin	Received Calls	Abandoned Calls	Handled Calls	Total Minutes	Average Minutes	Out of Service
211 Toll Free	113	2	111	113	2.148083	7
Emergency Operations	93	3	90	100	0.783333	3
Emergency Operations Spanish	1	0	1	1	1.433333	1
Peninsulas English	136	3	133	136	2.214338	8
Peninsulas Spanish	6	0	6	6	4.438889	1
Peninsulas West English	43	1	42	43	2.471318	8
Peninsulas West Spanish	1	1	0	1	0	0
Pierce County English	90	2	88	90	2.710185	7
Pierce County Spanish	1	0	1	1	3	0
Spokane English	1132	38	1094	1133	3.26827	33
Spokane Only	2	0	2	2	2.225	1
Spokane Spanish	12	1	11	12	2.273611	1
Yakima English	1823	79	1744	1825	2.838603	54
Yakima Only	21	3	18	21	2.881746	4
Yakima Outbound	343	0	343	343	2.752235	0
Yakima Return VM Outbound	7	0	7	7	0.892857	0
Yakima Spanish	105	3	102	105	2.994603	6
Yakima Voicemail	130	0	130	132	0.74899	6
Grand Total	4059	136	3923	4071	2.786216	140

Statistics for September 1 – September 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	13.70%	12.92%	15.68%	13.03%
Agency	21.75%	21.38%	28.18%	15.33%
Billboard	0.55%	0.00%	0.77%	0.63%
Bus Ad	0.18%	0.45%	0.00%	0.21%
Church	0.48%	1.11%	0.55%	0.10%
Community Meetings	0.18%	0.00%	0.22%	0.31%
EITC Coupon	0.07%	0.00%	0.11%	0.00%
Flyer	1.76%	1.34%	2.85%	0.83%
Friend	2.68%	4.01%	2.74%	2.50%
Misc Advertising	0.04%	0.22%	0.00%	0.00%
Newsletter	0.07%	0.00%	0.00%	0.21%
Newspaper	0.11%	0.22%	0.00%	0.21%
No Response	0.15%	0.00%	0.00%	0.31%
Other	0.59%	0.67%	0.00%	1.04%
Poster	0.04%	0.00%	0.00%	0.00%
Radio	0.51%	0.00%	0.11%	1.15%
Returned Caller	47.87%	46.55%	45.61%	48.70%
TV	5.25%	8.91%	1.75%	8.03%
Unable to Ask	3.67%	2.00%	1.10%	7.30%
Web Site	0.33%	0.22%	0.33%	0.10%

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

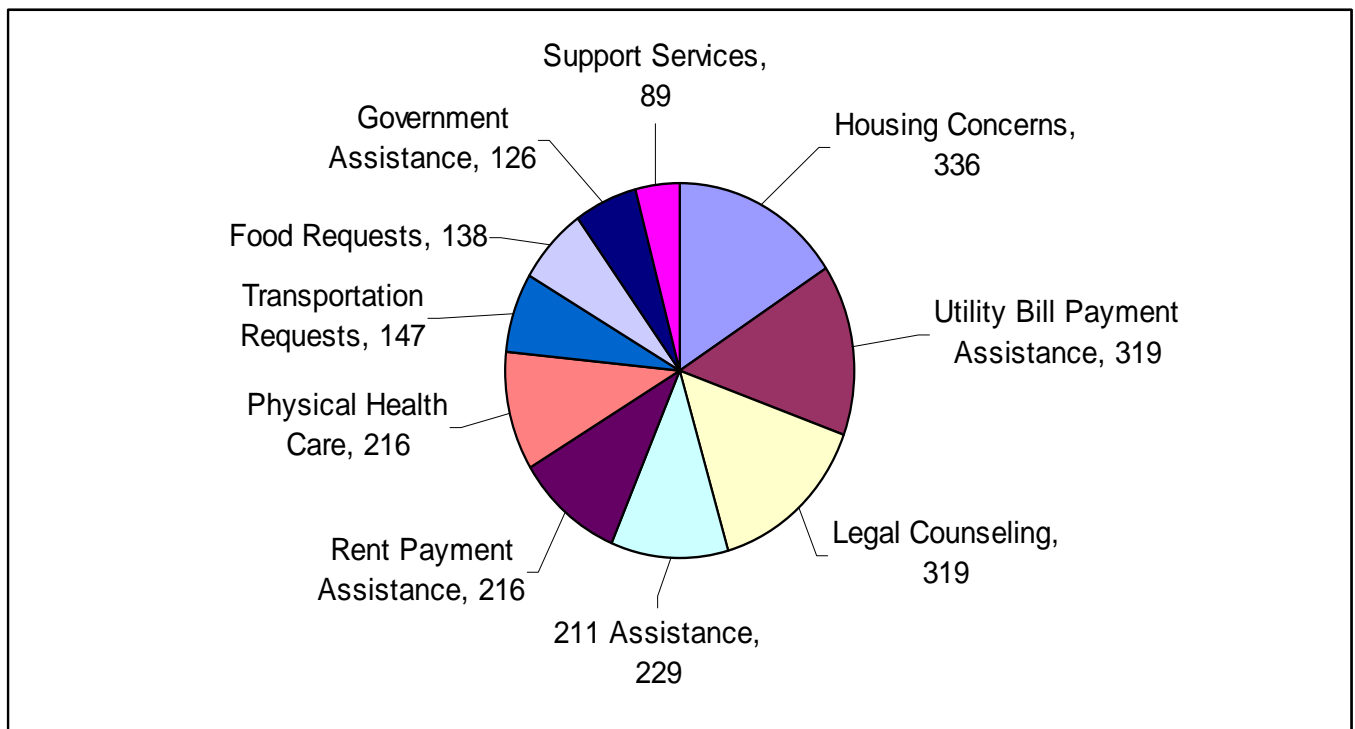
	All Counties	Benton & Franklin Counties	EW211- Spokane, Stevens, Ferry and Pend Oreille Counties	Yakima County
African American	3.08%	1.75%	3.42%	1.19%
Asian American	0.53%	0.58%	0.91%	0.33%
Caucasian	70.39%	74.85%	80.59%	58.57%
Declined	2.96%	1.75%	2.05%	4.45%
Hispanic	11.82%	12.57%	3.20%	20.39%
Multi-Racial	1.10%	0.58%	1.37%	1.08%
Native American	2.81%	2.34%	2.40%	4.12%
Other	0.27%	0.29%	0.23%	0.33%
Pacific Islander	0.38%	0.00%	1.03%	0.00%
Unknown	6.65%	5.26%	4.79%	9.54%

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	76.36%	83.63%	74.54%	75.49%
Male	22.31%	16.37%	25.34%	20.82%
Unknown	1.33%	0.00%	0.11%	3.69%

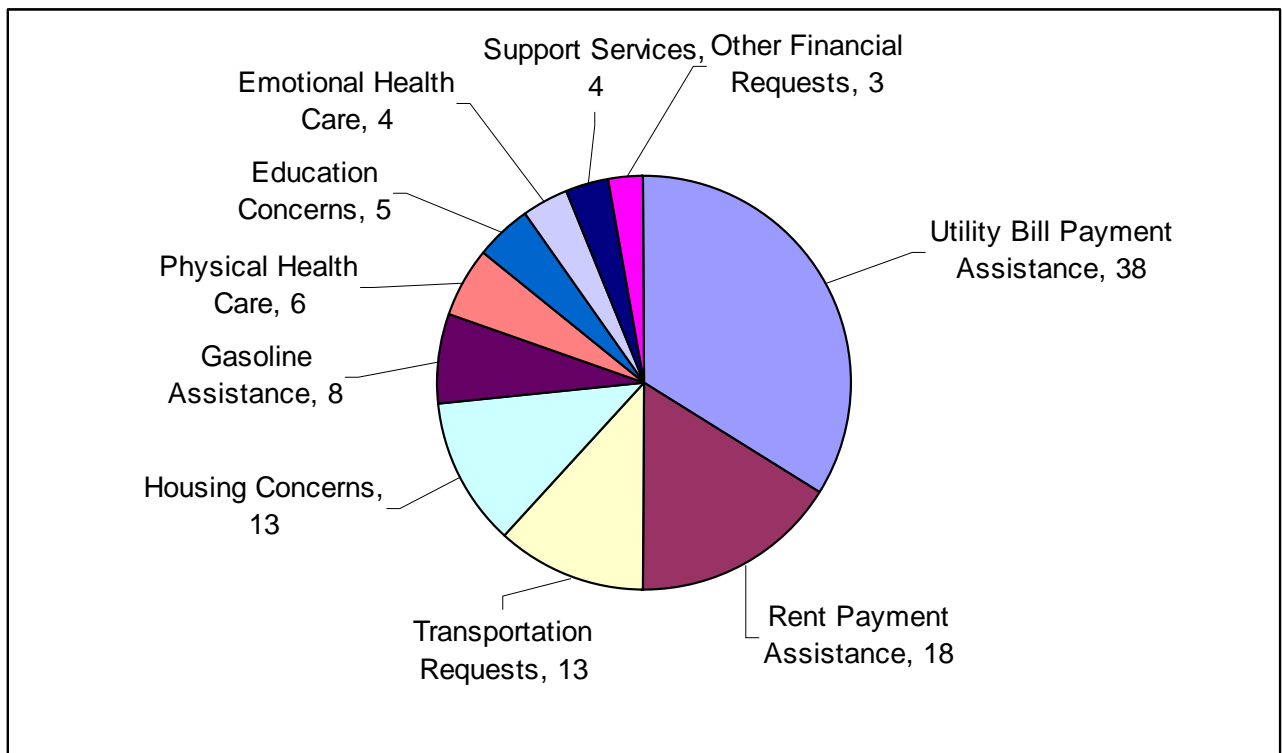
Top 10 Requested Community Health & Human Resources for All Counties in Region 7 and Region 8

Requested Resources	# of Requests
Housing Concerns	336
Utility Bill Payment Assistance	319
Legal Counseling	319
211 Assistance	229
Rent Payment Assistance	216
Physical Health Care	216
Transportation Requests	147
Food Requests	138
Government Assistance	126



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

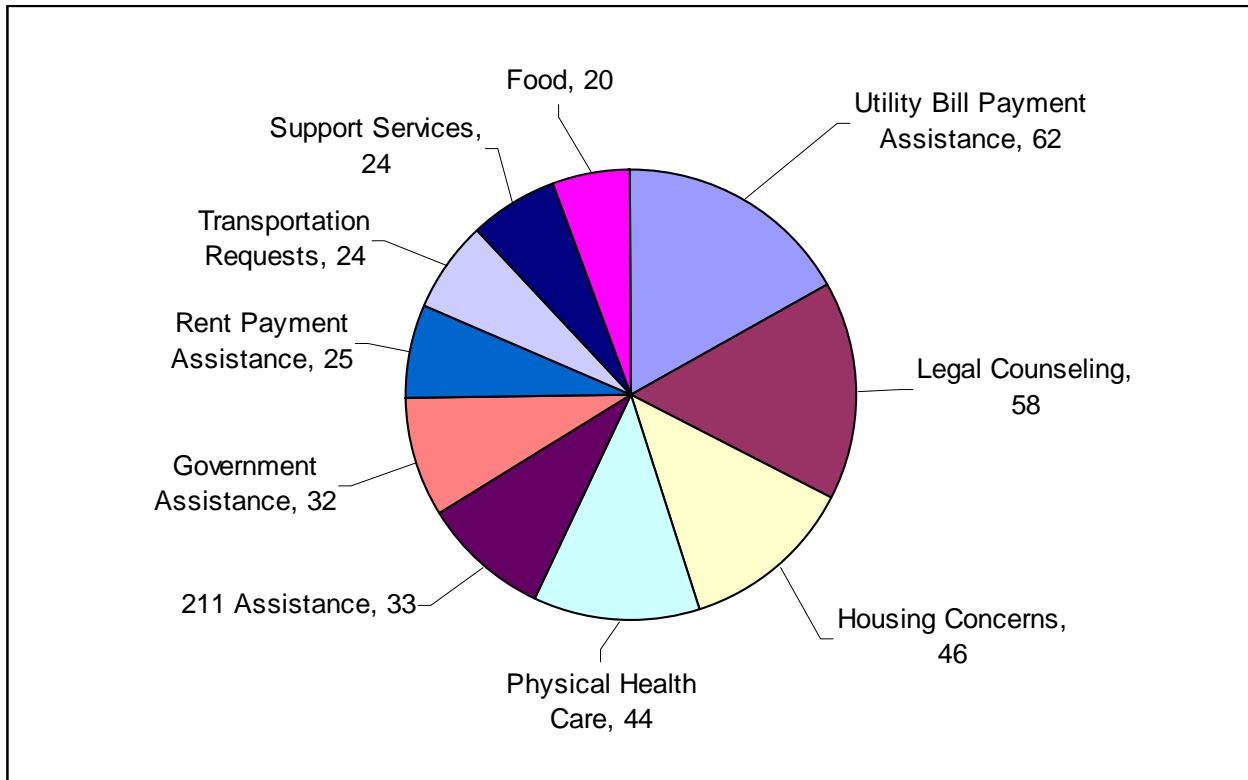
Requested Resource	# of Requests
Utility Bill Payment Assistance	38
Rent Payment Assistance	18
Transportation Requests	13
Housing Concerns	13
Gasoline Assistance	8
Physical Health Care	6
Education Concerns	5
Emotional Health Care	4
Support Services	4
Other Financial Requests	3



REGION 7

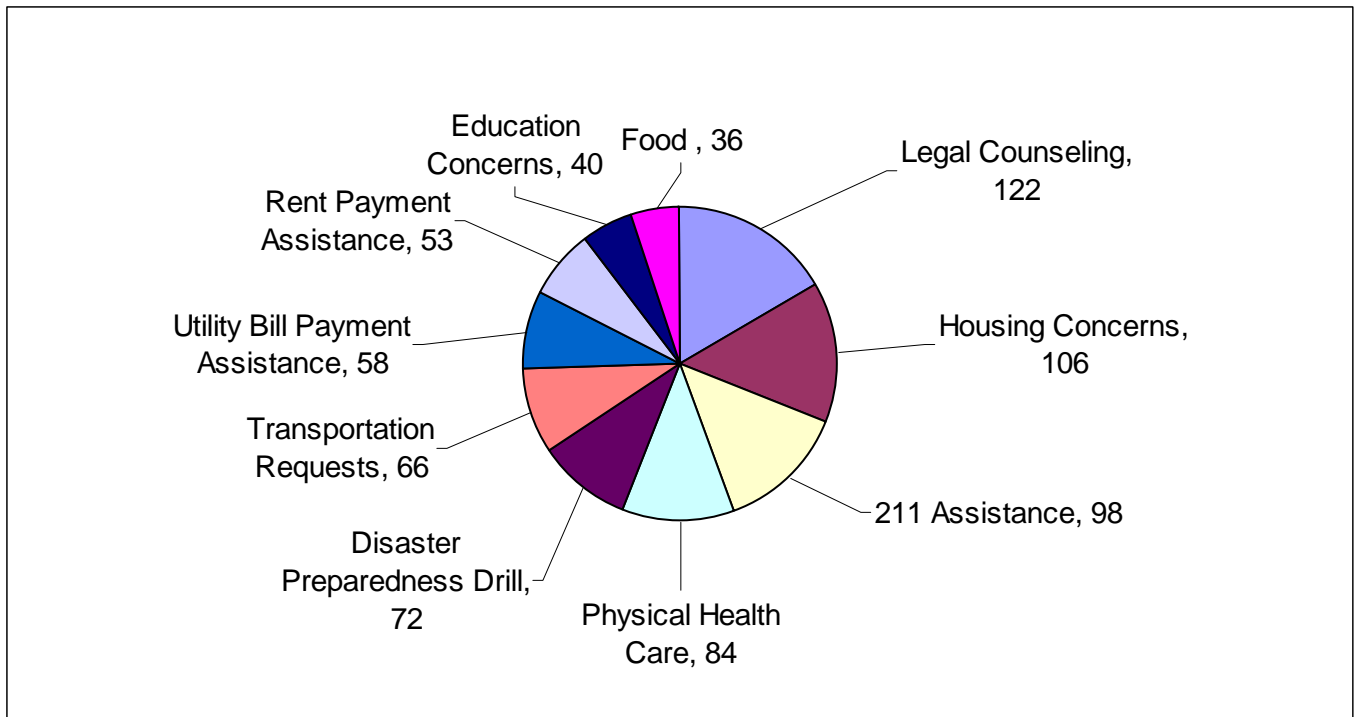
Top 10 Requested Community Health & Human Resources for Benton and Franklin Counties in Region 7

Requested Resource	# of Requests
Utility Bill Payment Assistance	62
Legal Counseling	58
Housing Concerns	46
Physical Health Care	44
211 Assistance	33
Government Assistance	32
Rent Payment Assistance	25
Transportation Requests	24
Support Services	24
Food	20



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

Requested Resource	# of Requests
Legal Counseling	122
Housing Concerns	106
211 Assistance	98
Physical Health Care	84
Disaster Preparedness Drill	72
Transportation Requests	66
Utility Bill Payment Assistance	58
Rent Payment Assistance	53
Education Concerns	40
Food	36



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				1333
Other Call Centers	287	307	318	310	239	563	323	212	291				2850
King													0
Spokane							2	5	3				10
Stevens								3	4				7
Adams	45	26	10	19	7	3	10	19	11				150
Asotin	21	18	10	21	10	17	11	6	19				133
Benton	593	660	610	448	382	346	436	442	413				4330
Chelan	104	75	41	36	35	32	47	43	44				457
Columbia	0												0
Douglas	11	2	6	2	2	1	8	3	4				39
Franklin	280	252	207	193	153	122	150	163	140				1660
Garfield	2	3	2	1		2	0						10
Grant	142	122	47	32	44	50	54	44	48				583
Kittitas	71	81	62	37	60	43	65	67	58				544
Klickitat	33	24	9	12	13	12	7	6	7				123
Lincoln	10	6	6	5	2	7	3	4	1				44
Okanogan	47	48	20	24	14	27	18	12	15				225
Walla Walla	112	96	53	30	41	44	57	56	52				541
Whitman	11	12	13	16	13	9	10	12	12				108
Yakima	1695	2495	1905	1472	1342	1373	1562	1625	1762				15231
Total	4,331	4430	3348	2692	2448	2674	2793	2749	2913	0	0	0	28,378

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 September 2008 (Annual)	Average (Annual)	Projected YTD Total Call for 2-1-1 (Annual)	% of Goal (Annual)
Out of State				-	327	0%	4,200	467	5,600	0%
Adams	16,803	1,344	538	45	11	25%	150	17	200	37%
Asotin	21,178	1,694	678	56	19	34%	133	15	177	26%
Benton	157,950	12,636	5,054	421	413	98%	4,330	481	5,773	114%
Chelan	69,791	5,583	2,233	186	44	24%	457	51	609	27%
Columbia	4,129	330	132	11	-	0%	-	-	-	0%
Douglas	34,977	2,798	1,119	93	4	4%	39	4	52	5%
Franklin	63,011	5,041	2,016	168	140	83%	1,660	184	2,213	110%
Garfield	2,344	188	75	6	-	0%	10	1	13	18%
Grant	81,229	6,498	2,599	217	48	22%	583	65	777	30%
Kittitas	36,841	2,947	1,179	98	58	59%	544	60	725	62%
Klickitat	19,839	1,587	635	53	7	13%	123	14	164	26%
Lincoln	10,381	830	332	28	1	4%	44	5	59	18%
Okanogan	39,782	3,183	1,273	106	15	14%	225	25	300	24%
Walla Walla	57,558	4,605	1,842	153	52	34%	541	60	721	39%
Whitman	40,170	3,214	1,285	107	12	11%	108	12	144	11%
Yakima	231,586	18,527	7,411	618	1,762	285%	15,231	1,692	20,308	274%
Total	887,569	71,006	28,402	2,367	2,913	123%	28,378	3,153	37,837	133%

Detail Handled Call Totals for Greater Columbia Region 7 by County

County	211 Toll Free	Emergency Operations	Emergency Operations Spanish	Peninsulas English	Peninsulas Spanish	Peninsulas West English	Peninsulas West Spanish	Pierce County English	Pierce County Spanish	Yakima English	Yakima Only	Yakima Outbound	Yakima Voicemail Return	Yakima Spanish	Yakima Voicemail	Grand Total
Adams										10				1		11
Asotin										19						19
Benton		1								388	3			21		413
Chelan										38				6		44
Douglas										4						4
Franklin										130	1			9		140
Grant										45	2			1		48
Kittitas										57				1		58
Klickitat										7						7
Lincoln										1						1
Okanogan										14				1		15
Other Call Centers		2		133	6	43	1	84	1	18	3					291
Out of State	22			2						5						29
Spokane										2	1					3
Stevens										4						4
Unknown	91	0	1	1				6		5					130	234
Walla Walla										50				2		52
Whitman										12						12
Yakima		93								1011	11	343	7	63		1528
Grand Total	113	96	1	136	6	43	1	90	1	1823	21	343	7	105	130	2913

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

County	City	211 Toll Free	Emergency Operations	Emergency Operation s Spanish	Peninsulas English	Peninsulas Spanish	Peninsulas West English	Peninsulas West Spanish	Pierce County English	Pierce County Spanish	Yakima English	Yakima Only	Yakima Outbound	Yakima Voice mail Return	Yakima Spanish	Yakima Voice mail	Grand Total
Adams	Hatton										8				1		9
	Ritzville										2						2
Asotin	Asotin										3						3
	Clarkston										16						16
Benton	Benton City										9						9
	Kennewick		1								277	2		17			297
	Paterson										1			1			2
	Prosser										14			1			15
	Richland										74	1		2			77
	West Richland										13						13
Chelan	Cashmere										3						3
	Chelan										1						1
	Manson										1						1
	Wenatchee										33			6			39
Douglas	Bridgeport										4						4
Franklin	Connell										2						2
	Pasco										128	1		9			138
Grant	Ephrata										3						3
	George													1			1
	Moses Lake										35	2					37
	Quincy										5						5
	Warden										2						2
Kittitas	Cle Elum										6						6
	Ellensburg										51				1		52
Klickitat	Bickleton										2						2
	Goldendale										1						1
	Lyle										1						1
	White Salmon										2						2
	Whitstran										1						1
Lincoln	Wilbur										1						1
Okanogan	Loomis										1						1
	Omak										11			1			12
	Tonasket										1						1
	Twisp										1						1
Other Call Centers	Aberdeen						14	1									15
	Auburn				1						1						2
	Belfair				3												3
	Bellevue										4						4
	Brainbridge Island				1												1
	Bremerton				36	1											37
	Brinnon				1												1
	Chehalis				1												1
	Colby				6												6
	Crosby				1												1
	Elma						6										6
	Everett										2	2					4
	Gig Harbor				2												2
	Graham								1								1

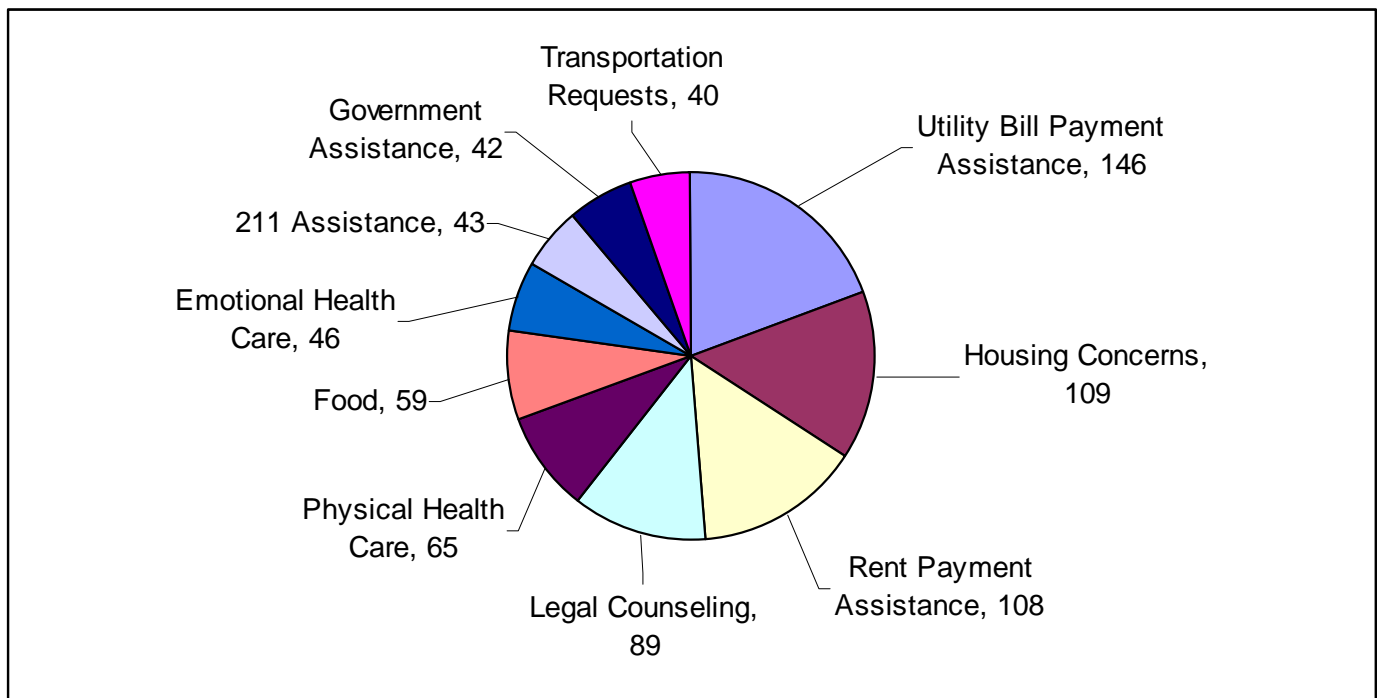
Detail Call Totals for Greater Columbia Region 7 by County/City (cont)

County	City	211 Toll Free	Emergency Operations	Emergency Operations Spanish	Peninsulas English	Peninsulas Spanish	Peninsulas West English	Peninsulas West Spanish	Pierce County English	Pierce County Spanish	Yakima English	Yakima Only	Yakima Outbound	Yakima Voice mail Return	Yakima Spanish	Yakima Voice mail	Grand Total
	Issaquah										1	1					2
	Kingston				2												2
	Long Beach						5										5
	Mc Cleary						1										1
	Montesano						1										1
	Olympia										5						5
	Onalaska		1														1
	Port Angeles				18												18
	Port Orchard				10	2											12
	Port Townsend				3												3
	Poulsbo				7	1											8
	Puyallup								4								4
	Raymond							1									1
	Seattle		1						1		3						5
	Sequim				8												8
	Shelton				1		15										16
	Silverdale				32	2											34
	Tacoma								77	1	1						79
	University Place								1								1
	Vancouver										1						1
Out of State	Out Of State	22			2						5						29
Spokane	Elk										1						1
	Spokane										1	1					2
Stevens	Colville										4						4
Unknown	Unknown	91	0	1	1				6		5					130	234
Walla Walla	Waitsburg										1						1
	Walla Walla										49				2		51
Whitman	Palouse										1						1
	Pullman										7						7
	Rosalia										1						1
	Sprague										2						2
	Uniontown										1						1
Yakima	Cowiche										2						2
	Grandview										16	1			8		25
	Granger										11				1		12
	Harrah										1						1
	Mabton										2				1		3
	Naches										2						2
	Sunnyside										83				11		94
	Tieton										4						4
	Toppenish										30						30
	Wapato										32						32
	White Swan										5						5
	Yakima		93								818	10	343	7	42		1313
	Zillah										5						5
Grand Total		113	96	1	136	6	43	1	90	1	1820	21	343	7	105	130	2913

REGION 8

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

Requested Resource	# of Requests
Utility Bill Payment Assistance	146
Housing Concerns	109
Rent Payment Assistance	108
Legal Counseling	89
Physical Health Care	65
Food	59
Emotional Health Care	46
211 Assistance	43
Government Assistance	42
Transportation Requests	40



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

County	City	Spokane English	Spokane Only	Spokane Spanish	Grand Total	
Asotin	Asotin	1			1	
Chelan	Wenatchee	1			1	
Kittitas	Ellensburg	1			1	
Lincoln	Rearadan	1			1	
Other Call Centers	Auburn	1			1	
	Bellevue	1			1	
	Everett	1			1	
	Hoodsport	1			1	
	Renton	1			1	
	Silverdale	1			1	
	Sumner	1			1	
	Tacoma	2			2	
	Out of State	Out Of State	5			5
	Pend Oreille	Newport	8		1	9
Spokane	Cheney	5			5	
	Deer Park	8			8	
	Elk	8			8	
	Fairfield	1			1	
	Green Bluff	2			2	
	Liberty Lake	2			2	
	Medical Lake	1			1	
	Newman Lake	4			4	
	Rockford	1			1	
		Spokane	1090	2	10	1102
	Spokane Valley	76			76	
Stevens	Chewelah	2			2	
	Kettle Falls	2			2	
Unknown	Unknown	30		1	31	
Walla Walla	Walla Walla	1			1	
Grand Total		1259	2	12	1273	

Total Calls for Eastern WA Region 8

Call Origin	Received Calls	Abandoned Calls	Handled Calls	Total Minutes	Average Minutes	Out of Service
Spokane English	1259	44	1214	4394.44	6.48	35
Spokane Only	2	0	2	5.22	2.61	1
Spokane Spanish	12	1	11	35.78	2.98	1
Totals	1273	45	1227	4394.44	6.48	35

Detail Handled Call Totals for Eastern WA Region 8 by County

County	Spokane English	Spokane Only	Spokane Spanish	Grand Total
Asotin	1			1
Chelan	1			1
Kittitas	1			1
Lincoln	1			1
Other Call Centers	9			9
Out of State	5			5
Pend Oreille	8		1	9
Spokane	1198	2	10	1210
Stevens	4			4
Unknown	30		1	31
Walla Walla	1			1
Grand Total	1259	2	12	1273

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 September 2008 (Annual)	Average (Annual)	Projected YTD Total Call for 2-1-1 (Annual)	% of Goal (Annual)
Out of State				-	5	0%	41	14	164	0%
Other Counties		-	-	-	45	0%	115	38	460	0%
Ferry	7,560	605	242	20	-	0%	1	0	4	2%
Pend Oreille	12,951	1,036	414	35	9	26%	14	5	56	14%
Spokane	446,706	35,736	14,295	1,191	1,210	102%	3,557	1,186	14,228	100%
Stevens	42,632	3,411	1,364	114	4	4%	27	9	108	8%
Total	-	40,788	16,315	1,360	1,273	94%	3,755	1,252	15,020	92%

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