

Greater Columbia 2-1-1

Volume 4, Issue 1

Update Report

January 2009

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GC 2-1-1 is Getting the Word Out

Amy Peters, Project Coordinator, and Gracie Sexton, Public Outreach Coordinator attended the following outreach events in January.

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Date	Event
January 12	Presentation to Yakima Valley Farm Workers Clinic Patient Navigator caseworkers and Radio KDNA
January 13	Attended the Community Solutions meeting at United Way of Benton and Franklin
January 22	Attended Homeless Point in Time Count volunteer training
January 28	Attended monthly Homeless Network of Yakima County meeting
January 29	Resource Booth at Point in Time/Homeless Connect Event in Yakima



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

Call Summary Year to Date

County	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Totals
Out of State	69												69
Other Call Centers	712												712
King													0
Ferry	1												1
Pend Oreille	10												10
Spokane	2454												2454
Stevens	36												36
Adams	34												34
Asotin	29												29
Benton	732												732
Chelan	123												123
Columbia													0
Douglas	8												8
Franklin	313												313
Garfield	2												2
Grant	148												148
Kittitas	96												96
Klickitat	21												21
Lincoln	21												21
Okanogan	57												57
Walla Walla	118												118
Whitman	34												34
Yakima	3410												3410
Total	8,428	0	0	0	0	0	0	0	0	0	0	0	8,428

Total Call Count January 1 – January 31

Call Origin	Received Calls	Abandoned Calls	Total Minutes	Average Minutes	Out of Service
211 Toll Free	181	12	181	1.60	25
King County Dir Asst English	190	0	190	1.37	29
King County Dir Asst Spanish	2	0	2	0.84	0
King County English	1	0	1	2.08	1
King County Only	4	0	4	0.82	3
Peninsulas EITC English	2	0	2	1.78	1
Peninsulas English	306	9	306	1.63	73
Peninsulas Spanish	7	1	7	1.20	1
Peninsulas West English	86	3	86	1.81	17
Peninsulas West Spanish	7	0	7	2.55	1
Pierce County English	27	0	27	3.02	12
Pierce County Spanish	2	0	2	9.02	2
Pierce County Voicemail	566	0	566	0.22	139
Pierce West English	6	0	6	3.16	1
Pierce West Spanish	2	0	2	2.45	0
Spokane EITC English	343	22	343	2.14	66
Spokane EITC Spanish	8	3	8	1.59	1
Spokane English	2186	98	2186	2.14	254
Spokane Only	7	0	7	2.90	1
Spokane Spanish	27	2	27	2.30	8
Spokane Volunteer Services	4	0	5	1.67	4
VOA EITC English	1	0	1	0.52	1
VOA Email	393	0	393	0.28	116
VOA INFO English	44	0	44	1.80	4
VOA Only	2	0	2	2.69	0
VOA Skagit English	2	0	2	2.25	2
VOA Snohomish English	7	0	7	1.53	4
VOA Voicemail	625	0	625	0.27	81
Yakima EITC English	524	43	524	2.10	88
Yakima EITC Spanish	344	42	344	2.16	45
Yakima English	2438	124	2438	2.04	246
Yakima Only	58	3	58	2.64	16
Yakima Outbound	500	0	500	1.68	0
Yakima Return VM Outbound	27	0	27	1.41	0
Yakima Spanish	292	17	292	2.10	24
Yakima Voicemail	790	0	802	0.26	205
Grand Total	10011	379	10024	69.99	1471

Statistics for January 1 – January 31

Detail of the 2-1-1 Question: How Did You Hear about 2-1-1?

	All Counties	Benton & Franklin Counties	EW211- Spokane, Stevens, Ferry and Pend Oreille Counties	Yakima County
211 Business Card	7.14%	7.31%	10.07%	6.52%
Agency	11.93%	12.74%	11.37%	12.37%
Billboard	0.08%	0.13%	0.00%	0.20%
Bus Ad	0.04%	0.13%	0.00%	0.00%
Church	0.06%	0.00%	0.05%	0.00%
EITC Coupon	13.76%	11.85%	9.72%	14.19%
Flyer	2.93%	2.65%	2.79%	3.09%
Friend	0.86%	1.01%	0.95%	0.81%
Misc	0.09%	0.00%	0.00%	0.07%
Newsletter	0.06%	0.00%	0.10%	0.07%
Newspaper	0.13%	0.13%	0.20%	0.13%
No Response	0.04%	0.00%	0.05%	0.00%
Other	0.08%	0.13%	0.05%	0.07%
Poster	0.02%	0.00%	0.00%	0.07%
Radio	0.71%	0.50%	0.60%	0.74%
Returned Caller	55.26%	57.50%	56.58%	54.88%
TV	5.74%	5.67%	7.23%	6.05%
Unable to Ask	1.09%	0.25%	0.25%	0.74%

Percentage of Total Calls by Ethnicity:

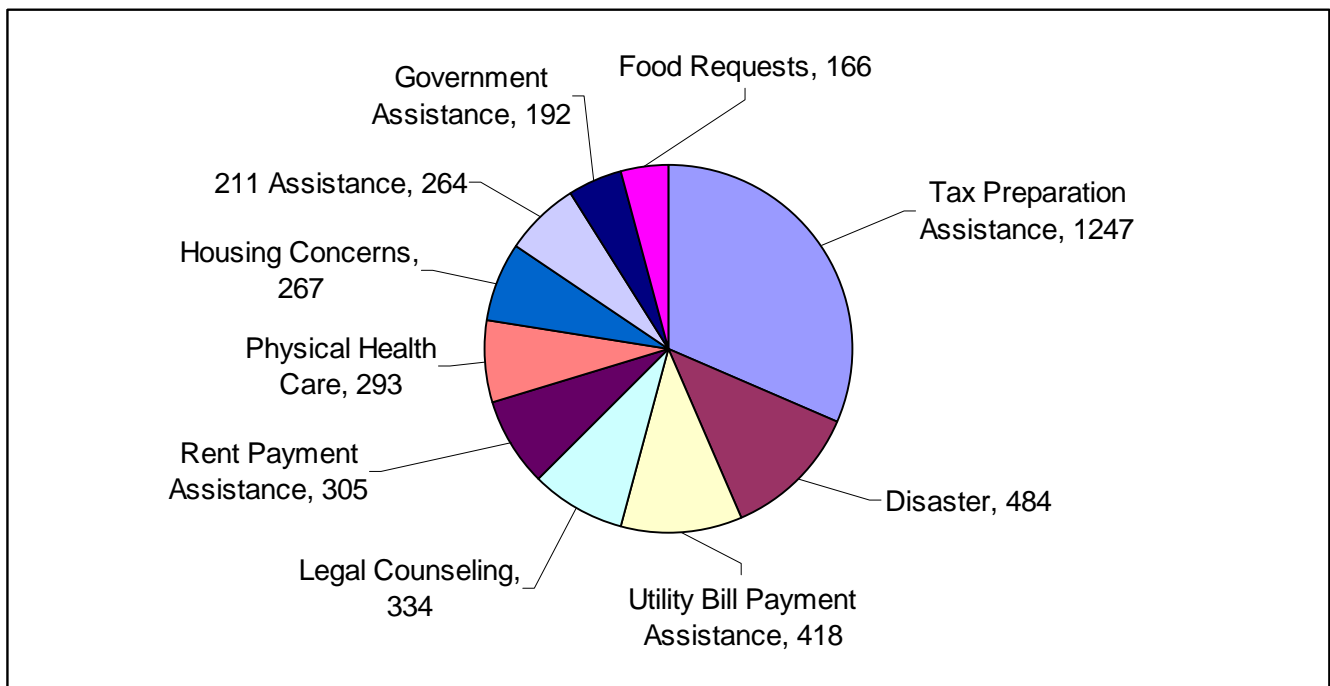
	All Counties	Benton & Franklin Counties	EW211- Spokane, Stevens, Ferry and Pend Oreille Counties	Yakima County
African American	1.66%	1.16%	1.71%	1.28%
Asian American	0.64%	0.39%	0.57%	0.14%
Caucasian	68.94%	72.83%	82.81%	56.49%
Declined	1.41%	0.19%	1.31%	1.49%
Hispanic	15.98%	11.95%	2.46%	28.53%
Multi-Racial	0.15%	0.00%	0.17%	0.14%
Native American	0.42%	0.00%	0.29%	0.85%
Other	0.31%	0.58%	0.51%	0.14%
Pacific Islander	0.06%	0.00%	0.17%	0.00%
Unknown	10.43%	12.91%	9.99%	10.93%

Percentage of Total Calls by Gender:

	All Counties	Benton & Franklin Counties	EW211- Spokane, Stevens, Ferry and Pend Oreille Counties	Yakima County
Female	73.55%	72.83%	72.70%	75.16%
Male	26.35%	27.17%	27.07%	24.84%
Transgendered	0.02%	0.00%	0.06%	0.00%
Unknown	0.08%	0.00%	0.17%	0.00%

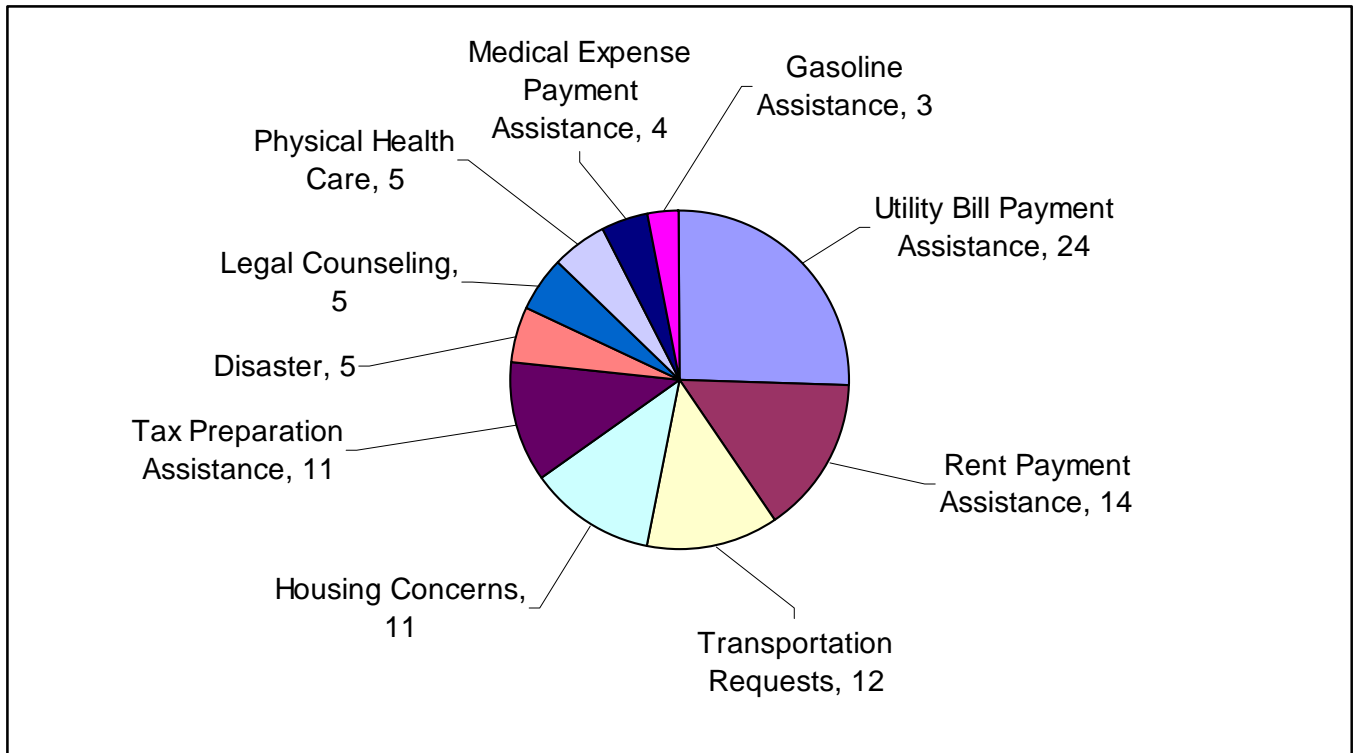
Top 10 Requested Community Resources for All Counties

Requested Resources	# of Requests
Tax Preparation Assistance	1247
Disaster	484
Utility Bill Payment Assistance	418
Legal Counseling	334
Rent Payment Assistance	305
Physical Health Care	293
Housing Concerns	267
211 Assistance	264
Government Assistance	192
Food Requests	166



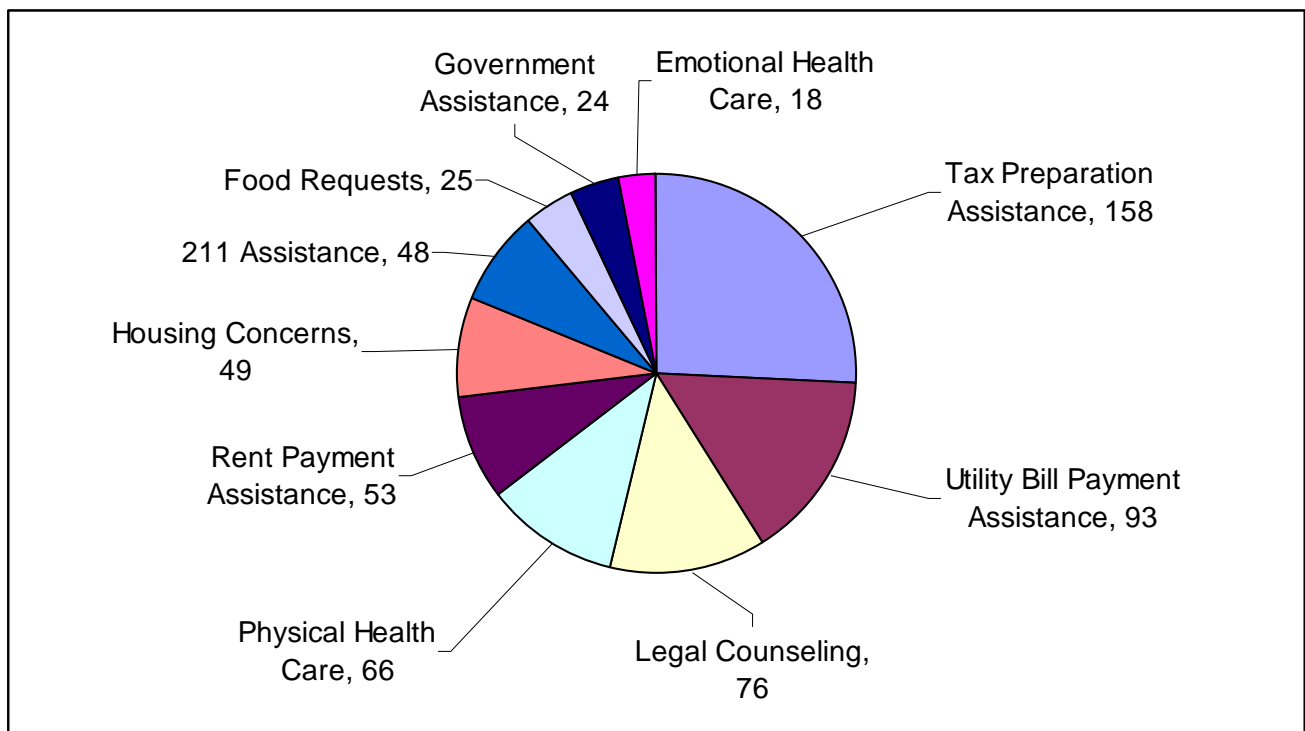
Top 10 Gaps in Service for All Counties

Requested Resource	# of Requests
Utility Bill Payment Assistance	24
Rent Payment Assistance	14
Transportation Requests	12
Housing Concerns	11
Tax Preparation Assistance	11
Disaster	5
Legal Counseling	5
Physical Health Care	5
Medical Expense Payment Assistance	4
Gasoline Assistance	3
Utility Bill Payment Assistance	24



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

Requested Resource	# of Requests
Tax Preparation Assistance	158
Utility Bill Payment Assistance	93
Legal Counseling	76
Physical Health Care	66
Rent Payment Assistance	53
Housing Concerns	49
211 Assistance	48
Food Requests	25
Government Assistance	24
Emotional Health Care	18



Call Projections/Actual for the Greater Columbia Region

County	Population	National Average 8% of Population use 2-1-1 (Annual)	3rd Year Goal 40% of 8% (Annual)	3rd Year Goal 40% of 8% (Monthly)	1/1/2009 (Monthly)	% of Goal (Monthly)	Total as of January 2009 (Annual)	Average (Annual)	Projected YTD Total Call for 2-1-1 (Annual)	% of Goal (Annual)
Out of State				-	3,282	0%	3,282	3,282	39,384	0%
Adams	16,803	1,344	1,008	84	34	40%	34	34	408	40%
Asotin	21,178	1,694	1,271	106	29	27%	29	29	348	27%
Benton	157,950	12,636	9,477	790	732	93%	732	732	8,784	93%
Chelan	69,791	5,583	4,187	349	123	35%	123	123	1,476	35%
Columbia	4,129	330	248	21	-	0%	-	-	-	0%
Douglas	34,977	2,798	2,099	175	8	5%	8	8	96	5%
Franklin	63,011	5,041	3,781	315	313	99%	313	313	3,756	99%
Garfield	2,344	188	141	12	2	17%	2	2	24	17%
Grant	81,229	6,498	4,874	406	148	36%	148	148	1,776	36%
Kittitas	36,841	2,947	2,210	184	96	52%	96	96	1,152	52%
Klickitat	19,839	1,587	1,190	99	21	21%	21	21	252	21%
Lincoln	10,381	830	623	52	21	40%	21	21	252	40%
Okanogan	39,782	3,183	2,387	199	57	29%	57	57	684	29%
Walla Walla	57,558	4,605	3,453	288	118	41%	118	118	1,416	41%
Whitman	40,170	3,214	2,410	201	34	17%	34	34	408	17%
Yakima	231,586	18,527	13,895	1,158	3,410	294%	3,410	3,410	40,920	294%
Ferry	7,560	605	454	38	1	3%	1	1	12	3%
Pend Oreille	12,951	1,036	777	65	10	15%	10	10	120	15%
Spokane	446,706	35,736	26,802	2,234	2,454	110%	2,454	2,454	29,448	110%
Stevens	42,632	3,411	2,558	213	36	17%	36	36	432	17%
Total	887,569	71,006	53,254	4,438	8,428	190%	8,428	8,428	101,136	190%

