

# Greater Columbia 2-1-1

Volume 3, Issue 4

Update Report

April 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 April.

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Date	Event
April 10	NCCD meeting in Renton, WA
April 11	Wanda Smith and Norma Aguilar attended Customer Service Training with Dru Phelps
April 14	Staff attended 14 <sup>th</sup> District “Legislative Wrap Up” Luncheon
April 21	Booth at ALTC Resource Fair at the Harmon Center in Yakima
April 21	WIN 211 Quality Assurance and Training Manager visited GC 2-1-1
April 21	Meeting with Yakima County Homeless Coalition staff
April 22	Yakima Job Fair
April 23	Presentation to Leadership Yakima
April 24	Presentation to regional ALTC conference
April 26	Booth at Adams Elementary School’s Safety Saturday
April 30	Booth at Zirkle Fruit’s Employee Health Day



## Success Stories

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### Situation



Resource Specialist, Jennifer Blizard, received a call from a Yakima County community member who is a single mother and is also disabled. The caller was in desperate need of assistance because the county had placed a no occupancy notice on her home because of an enclosed addition. The client was referred to OIC and USDA Rural Development.

### Outcome

The caller was able to arrange for a grant through the USDA Rural Development to pay for the repairs that the county is requiring. This is allowing her and her children to stay in their home.

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## Congratulations



Project Coordinator, Amy Peters, is now a Certified Information and Referral Specialist. Amy took her test in Seattle last month and has received notice that she has passed the exam. There was never any doubt. So to Amy we would like to offer our sincere and hearty congratulations.

## Statistics

April 1 – April 30

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

	All Counties % of Calls	Benton & Franklin Counties % of Calls	Yakima County % of Calls
211 Business Card	16.60%	15.94%	16.51%
Agency	20.56%	20.29%	18.81%
Billboard	0.05%	0.00%	0.10%
Bus Ad	0.15%	0.18%	0.10%
Church	0.30%	0.18%	0.42%
Community Meeting	0.15%	0.18%	0.00%
EITC Coupon	1.34%	0.18%	1.15%
Flyer	2.43%	2.90%	2.61%
Friend	3.42%	3.44%	3.97%
Misc Advertising	0.10%	0.00%	0.00%
Newsletter	0.10%	0.36%	0.00%
Newspaper	0.05%	0.00%	0.10%
No Response	0.05%	0.00%	0.10%
Other	0.40%	0.54%	0.31%
Radio	0.30%	0.00%	0.52%
Returned Caller	45.34%	47.28%	45.77%
TV	5.85%	7.25%	6.58%
Unable to Ask	2.78%	1.27%	2.93%
Web Site	0.05%	0.00%	0.00%

### Percentage of Total Calls by Ethnicity:

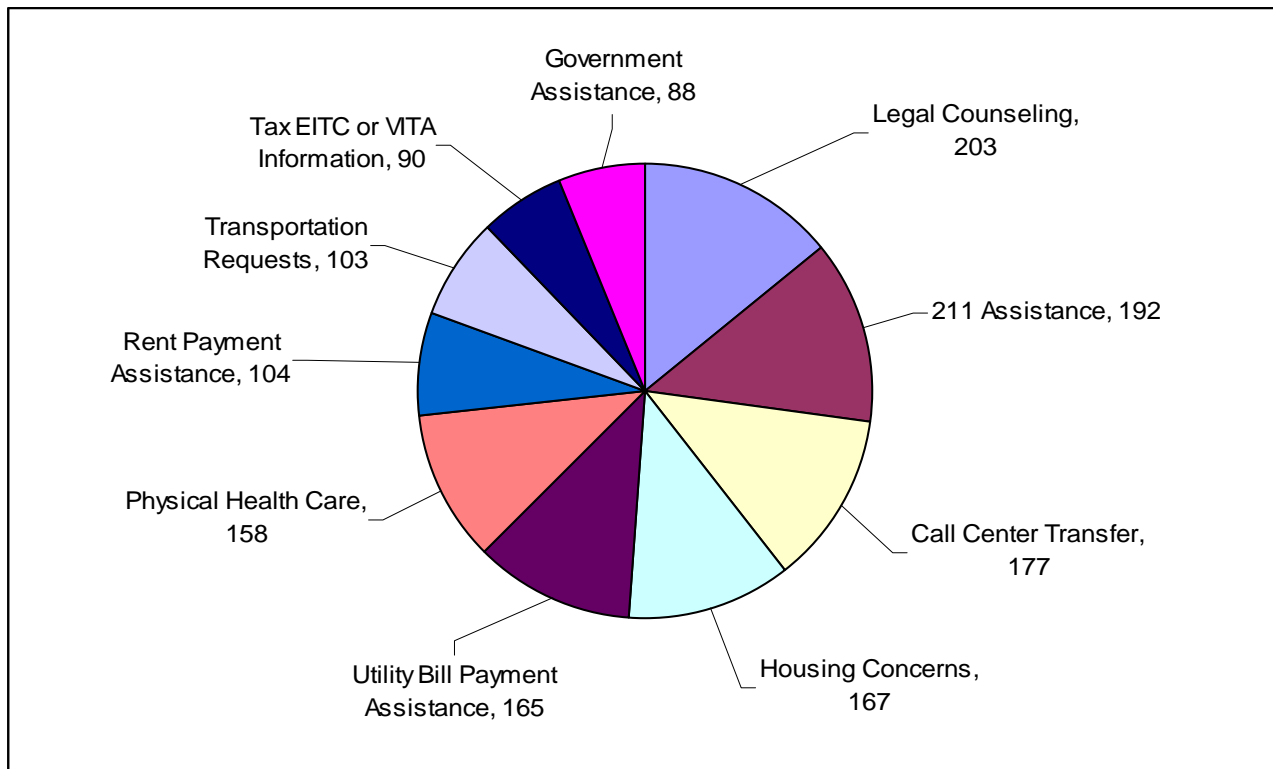
	All Counties % of Calls	Benton & Franklin Counties % of Calls	Yakima County % of Calls
African American	1.77%	1.85%	1.23%
Asian American	0.37%	0.00%	0.11%
Caucasian	62.67%	73.88%	57.38%
Declined	7.66%	7.39%	7.61%
Hispanic	20.03%	13.46%	26.40%
Multi-Racial	1.07%	1.32%	1.01%
Native American	1.66%	0.26%	2.57%
Other	0.16%	0.00%	0.22%
Pacific Islander	0.11%	0.26%	0.00%
Unknown	4.50%	1.58%	3.47%

## Percentage of Total Calls by Gender:

	All Counties % of Calls	Benton & Franklin Counties % of Calls	Yakima County % of Calls
Female	76.27%	75.99%	76.06%
Male	23.25%	23.75%	23.49%
Transgender	0.05%	0.00%	0.11%
Unknown	0.43%	0.26%	0.34%

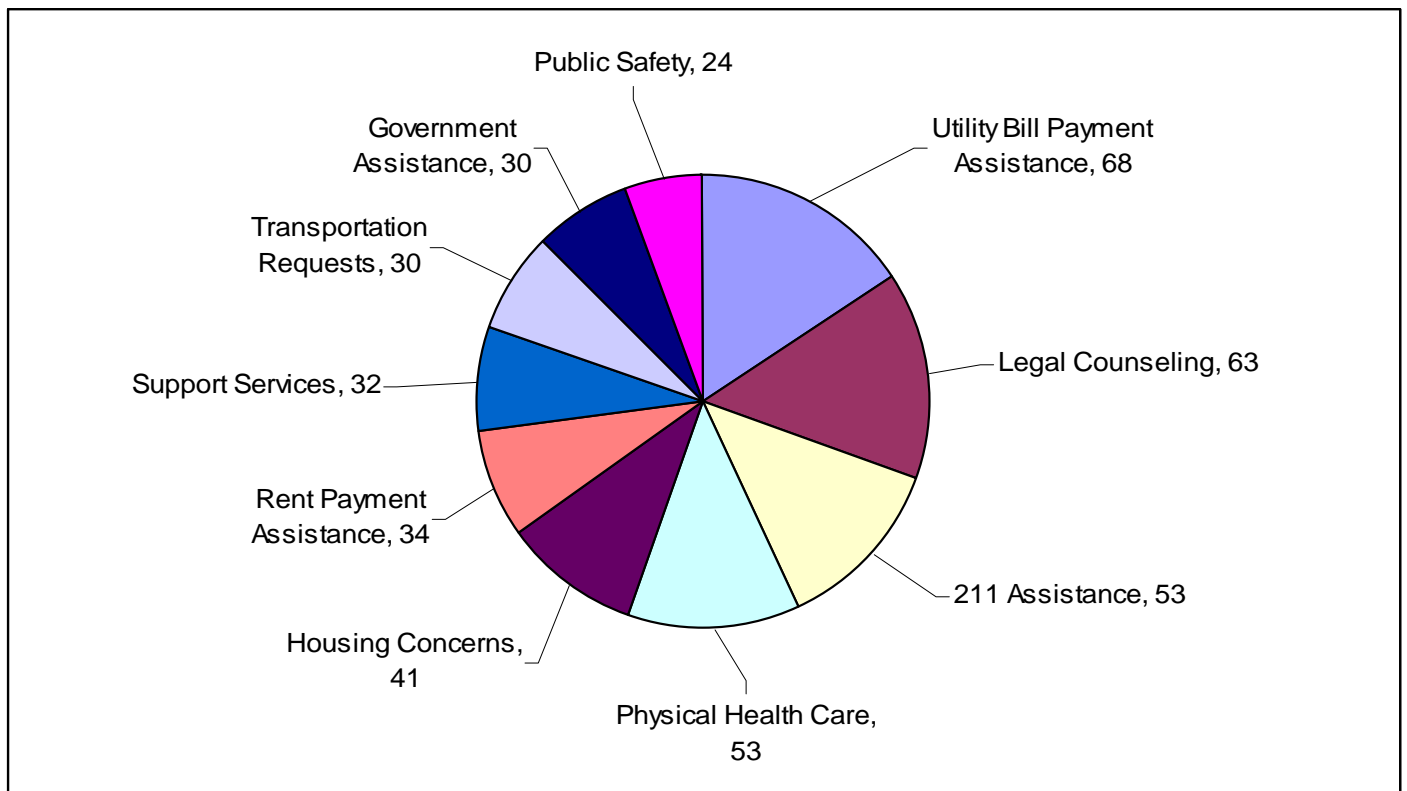
## Top 10 Requested Community Health & Human Resources for All Counties

Requested Resources	# of Requests
Legal Counseling	203
211 Assistance	192
Call Center Transfer	177
Housing Concerns	167
Utility Bill Payment Assistance	165
Physical Health Care	158
Rent Payment Assistance	104
Transportation Requests	103
Tax EITC or VITA Information	90
Government Assistance	88



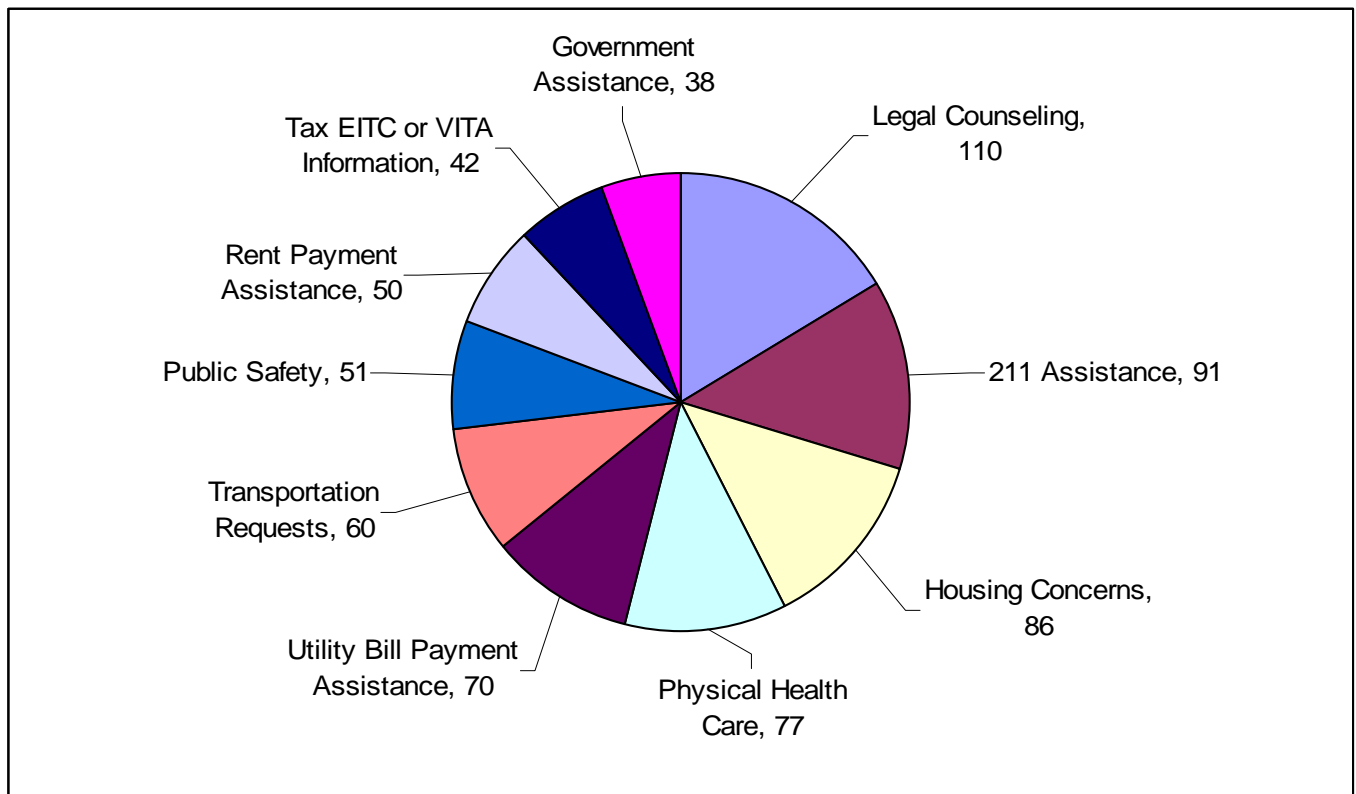
## Top 10 Requested Community Health & Human Resources for Benton and Franklin Counties

Requested Resource	# of Requests
Utility Bill Payment Assistance	68
Legal Counseling	63
211 Assistance	53
Physical Health Care	53
Housing Concerns	41
Rent Payment Assistance	34
Support Services	32
Transportation Requests	30
Government Assistance	30
Public Safety	24



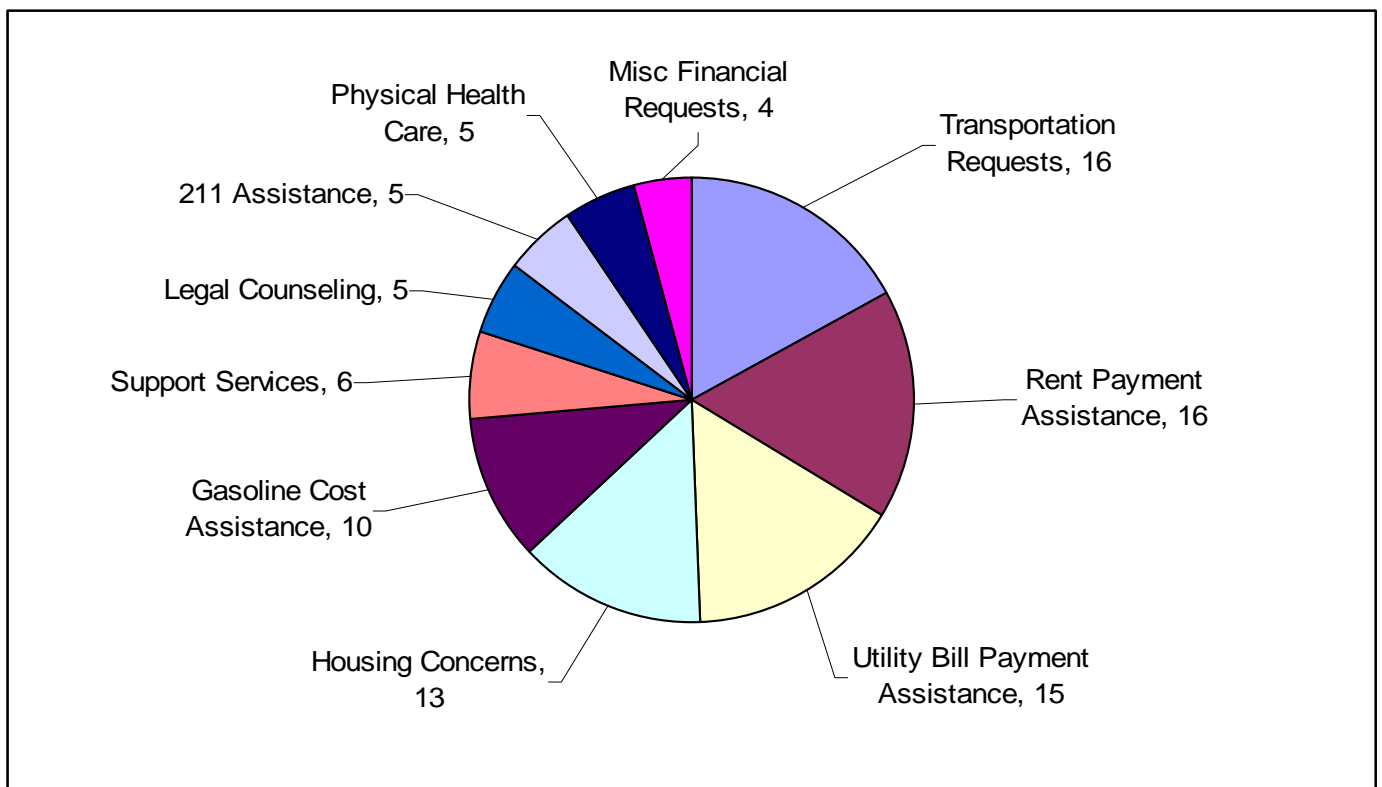
## Top 10 Requested Community Health & Human Resources for Yakima Counties

Requested Resource	# of Requests
Legal Counseling	110
211 Assistance	91
Housing Concerns	86
Physical Health Care	77
Utility Bill Payment Assistance	70
Transportation Requests	60
Public Safety	51
Rent Payment Assistance	50
Tax EITC or VITA Information	42
Government Assistance	38



## Top 10 Gaps in Service for All Counties

Requested Resource	# of Requests
Transportation Requests	16
Rent Payment Assistance	16
Utility Bill Payment Assistance	15
Housing Concerns	13
Gasoline Cost Assistance	10
Support Services	6
Legal Counseling	5
211 Assistance	5
Physical Health Care	5
Misc Financial Requests	4



**Call Summary**  
**Greater Columbia 2-1-1 Call Center**  
**April 1 – April 30**

**Total Calls**

Call Origin	Received Calls	Abandoned Calls	Handled Calls	Total Minutes	Average Minutes	Out of Service
211 Toll Free	119	0	119	374.43	3.15	2
King County Only	2	0	2	10.35	5.18	2
Peninsulas English	81	3	78	190.37	2.35	5
Peninsulas Spanish	1	0	1	2.22	2.22	0
Pierce County English	22	0	22	118.98	5.41	6
Pierce County Spanish	1	0	1	5.47	5.47	1
Spokane EITC English	1	0	1	8.22	8.22	0
Spokane English	35	0	35	129.30	3.69	1
Spokane Only	1	0	1	9.75	9.75	1
Spokane Spanish	2	0	2	4.10	2.05	0
Western English	130	4	126	313.57	2.41	13
Western Spanish	7	0	7	30.77	4.40	1
Yakima EITC English	100	15	85	279.58	3.76	4
Yakima EITC Spanish	11	1	10	39.00	3.55	2
Yakima English	1740	45	1695	5363.07	3.54	4
Yakima Only	30	2	28	121.47	4.35	0
Yakima Outbound	95	0	95	153.90	1.62	0
Yakima Return Voicemail	10	0	10	40.42	4.04	0
Yakima Spanish	139	6	133	600.73	4.32	1
Yakima Voicemail	241	0	241	13900.77	568.04	14
<b>Totals</b>	<b>2768</b>	<b>76</b>	<b>2692</b>	<b>21696.45</b>	<b>647.50</b>	<b>57</b>

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

County	211 Toll Free	King County Only	Peninsulas English	Peninsulas Spanish	Pierce County English	Pierce County Spanish	Spokane EITC English	Spokane English	Spokane Only	Spokane Spanish	Western English	Western Spanish	Yakima EITC English	Yakima EITC Spanish	Yakima English	Yakima Only	Yakima Outbound	Yakima Return Voicemail	Yakima Spanish	Yakima Voicemail	Grand Total
Adams													2	1	13	1			3		20
Asotin													3		18						21
Benton													16	406	8				19		449
Chelan													4	2	25				4		35
Douglas													1		1						2
Franklin													5	1	162				25		193
Garfield															1						1
Grant													6	1	23				1		31
Kittitas													2		33	3					38
Klickitat													1		10				1		12
Lincoln													1		4						5
Okanogan													4		16				4		24
Other Call Centers	1	1	76	1	20	1	1	33	1	2	114	7	2		34	5			1		300
Out of State	29														2						31
Unknown	86	1	1		2			2			8				9			10		241	360
Walla Walla													1	1	27				1		30
Whitman													2		13				1		16
Yakima													35	4	895	21	95		73		1123
Grand Total	116	2	77	1	22	1	1	35	1	2	122	7	85	10	1692	38	95	10	133	241	2692

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

County	City	211 Toll Free	King County Only	Peninsulas English	Peninsulas Spanish	Pierce County English	Pierce County Spanish	Spokane EITC English	Spokane English	Spokane Only	Spokane Spanish	Western English	Western Spanish	Yakima EITC English	Yakima EITC Spanish	Yakima English	Yakima Only	Yakima Outbound	Yakima Return Voicemail	Yakima Spanish	Yakima Voicemail	Grand Total
Adams	Hatton													2	1	12	1			3		19
	Ritzville															1						1
Asotin	Clarkston													3		18						21
Benton	Benton City															9						9
	Kennewick													11		290	5			17		323
	Prosser															17	1			2		20
	Richland													5		85	1					91
Chelan	West Richland															5	1					6
	Chelan															1						1
	Leavenworth															1						1
	Manson													0		2						2
Douglas	Wenatchee													4	2	21				4		31
	Bridgeport													1								1
Franklin	Mansfield															1						1
	Connell															1				1		2
Garfield	Pasco													5	1	161				24		191
	Pomeroy															1						1
Grant	Coulee City															1						1
	Ephrata															1	4					5
	George													1								1
	Moses Lake													3		14						17
	Quincy													1		2				1		4
	Royal City													1								1
Kittitas	Warden															2						2
	Cle Elum															4						4
	Ellensburg													2		28	3					33
	Roslyn															1						1
Klickitat	Goldendale													1		2						3
	Klickitat															2						2
	Trout Lake																			1		1
	White Salmon															2						2
	Whitstran															3						3
Lincoln	Wishram															1						1
	Davenport													1								1
	Edwall															4						4
	Brewster																			2		2
Okanogan	Coulee Dam															3				1		4
	Nespelem															1						1
	Omak													3		8						11
	Oroville															1						1
	Tonasket															3				1		4
	Twisp													1								1
	Other Call Centers	Aberdeen										8										
	Auburn			1																		1
	Belfair			3																		3
	Bremerton			13																		13
	Center			1																		1
	Centralia											3										3
	Chehalis										3											3
	Colby			3																		3
	Colville													1		11						12
	Crosby			1																		1
	Elma										1											1
	Everett															2						2

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

County	City	211 Toll Free	King County Only	Peninsulas English	Peninsulas Spanish	Pierce County English	Pierce County Spanish	Spokane EITC English	Spokane English	Spokane Only	Spokane Spanish	Western English	Western Spanish	Yakima EITC English	Yakima EITC Spanish	Yakima English	Yakima Only	Yakima Outbound	Yakima Return Voicemail	Yakima Spanish	Yakima Voicemail	Grand Total
	Gig Harbor			1		1																2
	Graham	1				1																2
	Kent			1																		1
	Kingston			1																		1
	Lacey											21	2				1					24
	Liberty Lake															1						1
	Long Beach											2										2
	Medical Lake								1													1
	Mossyrock											1										1
	Napavine											1										1
	Newman Lake										1											1
	Ocean Shores															3						3
	Olympia											62	3				1					66
	Orting					1																1
	Port Angeles			14																		14
	Port Orchard			12																		12
	Poulsbo			4	1																	5
	Puyallup																1					1
	Seattle											1		1		3						5
	Sequim			5																		5
	Shelton											5										5
	Silverdale			16																		16
	Spokane							1	30	1	1					12	2			1		48
	Spokane Valley								2							1						3
	Tacoma		1			17	1					2				1						22
	Tenino											1	1									2
	Yelm											3	1									4
Out of State	Out Of State	28														2						30
	Payette	1																				1
Unknown	Unknown	86	1	1		2		2				8				9			10		241	360
Walla Walla	Walla Walla													1	1	27				1		30
Whitman	Colfax															3						3
	Pullman													1		5						6
	Sprague															1						1
	Tekoa													0								0
	Uniontown													1		4				1		6
Yakima	Cowiche															3						3
	Grandview															10				5		15
	Granger															3						3
	Harrah															1						1
	Mabton															4						4
	Naches													1		6						7
	Nile															3	1					4
	Sunnyside													4		83	4			13		104
	Tieton															2				1		3
	Toppenish													3		19	1			1		24
	Wapato													2		12	1					15
	White Swan													1		2						3
	Yakima													24	4	740	14	95		53		930
	Zillah															7						7
Grand Total		116	2	77	1	22	1	1	35	1	2	122	7	85	10	1692	38	95	10	133	241	2692

## Greater Columbia 2-1-1 Call Center 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									1133
Other Call Centers	287	307	318	310									1222
Adams	45	26	10	19									100
Asotin	21	18	10	21									70
Benton	593	660	610	448									2311
Chelan	104	75	41	36									256
Columbia	0												0
Douglas	11	2	6	2									21
Franklin	280	252	207	193									932
Garfield	2	3	2	1									8
Grant	142	122	47	32									343
Kittitas	71	81	62	37									251
Klickitat	33	24	9	12									78
Lincoln	10	6	6	5									27
Okanogan	47	48	20	24									139
Walla Walla	112	96	53	30									291
Whitman	11	12	13	16									52
Yakima	1695	2495	1905	1472									7567
<b>Total</b>	<b>4,331</b>	<b>4430</b>	<b>3348</b>	<b>2692</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>14,720</b>

## Call Projections/Actual

County	Population	National Average 8% of Population use 2-1-1 (Annual)	2nd Year Goal 40% of 8% (Annual)	2nd Year Goal 40% of 8% (Monthly)	4/1/2008 (Monthly)	% of Goal (Monthly)	Total as of April 2007 (Annual)	Average (Annual)	Projected YTD Total Call for 2-1-1 (Annual)	% of Goal (Annual)
Out of State				-	344	0%	2,355	589	7,065	0%
Adams	16,803	1,344	538	45	19	42%	100	25	300	56%
Asotin	21,178	1,694	678	56	21	37%	70	18	210	31%
Benton	157,950	12,636	5,054	421	448	<b>106%</b>	2,311	578	6,933	<b>137%</b>
Chelan	69,791	5,583	2,233	186	36	19%	256	64	768	34%
Columbia	4,129	330	132	11	-	0%	-	-	-	0%
Douglas	34,977	2,798	1,119	93	2	2%	21	5	63	6%
Franklin	63,011	5,041	2,016	168	193	<b>115%</b>	932	233	2,796	<b>139%</b>
Garfield	2,344	188	75	6	1	16%	8	2	24	32%
Grant	81,229	6,498	2,599	217	32	15%	343	86	1,029	40%
Kittitas	36,841	2,947	1,179	98	37	38%	251	63	753	64%
Klickitat	19,839	1,587	635	53	12	23%	78	20	234	37%
Lincoln	10,381	830	332	28	5	18%	27	7	81	24%
Okanogan	39,782	3,183	1,273	106	24	23%	139	35	417	33%
Walla Walla	57,558	4,605	1,842	153	30	20%	291	73	873	47%
Whitman	40,170	3,214	1,285	107	16	15%	52	13	156	12%
Yakima	231,586	18,527	7,411	618	1,472	<b>225%</b>	7,567	1,872	22,458	<b>303%</b>
<b>Total</b>	<b>887,569</b>	<b>71,006</b>	<b>28,402</b>	<b>2,367</b>	<b>2,692</b>	<b>110%</b>	<b>14,801</b>	<b>3,680</b>	<b>44,160</b>	<b>155%</b>

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