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# Greater Columbia 2-1-1

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Volume 1, Issue 2

Update Report

May 31, 2006

## Greater Columbia 211 is Getting the Word Out

Hans Burger did some traveling to provide 211 information to the following agencies in our expanding counties:

Date	Event
May 2	Staff meeting for the Yakima School District
May 3	Ellensburg DSHS
May 15	Benton-Franklin Community Health Alliance
May 17	Kittitas County Interagency Council
May 22	Volunteer Chore Services Board
May 23	Yakima DSHS staff meeting
May 26	WorkSource of Moses Lake
May 26	Local Provider Area meeting with representatives from 10 agencies of Grant and Adams counties

**211 is now providing services to the Greater Columbia area from 7:00 a.m. – 6:00 p.m. Monday - Friday.**

## Greater Columbia 211 Staff Volunteering within the Community

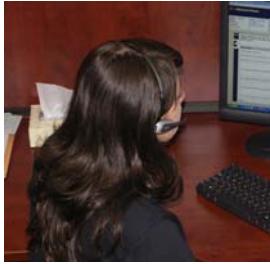
VISTA volunteer, Hans Burger, and I & R Specialists, Laura Castilla, Martha Martin, and Silvia Ortiz, volunteered their time at the United Way Foundation benefit dinner “Rock the Spirit.” The purpose of the event was to “build the Foundation for the United Way of Yakima County.” Everyone wore 211 shirts to emphasize the connection between 211 and United Way. 211 Manager, Wanda Smith, and our Network Administrator, David Lantis, attended the dinner that evening.

I&R Specialist, Yvette Compton, volunteered to assist ESL students with mock employment interviews. The interviews are a confidence building exercise designed to help the students improve their interviewing skills, and prepare them for questions that they might receive while at an interview.



## Greater Columbia 211 Going the Extra Mile

### Situation



I & R Specialist, Silvia Ortiz, received a call from a Yakima community member who was concerned about an acquaintance. He has Alzheimer's and had been abandoned in Oregon by his family. The Greater Columbia 211 staff was concerned that they couldn't help the individual because she was inquiring about services in another state. However, the staff searched the internet for agencies in Oregon. They were able to locate an agency, which is similar to DSHS in Washington.

### Outcome

After discussing the situation with a caseworker at the Oregon agency, Silvia was informed that they would take the case. The agency was going to help this individual find an apartment and acquire other basic needs. Great job, Silvia!

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### Situation



Database Specialist, Jennifer Robillard, received a call from a senior Yakima community member who felt an appliance sales representative who had come to her home took advantage of her. She had been trying to get the salesperson to bring her appliance back and pick up the one he left. In the process of doing this, she realized that they had taken money out of her account for payment of the new appliance. She had had no luck getting the company to respond and called Greater Columbia 211 as a last resort. Jennifer asked the caller if she would like her to advocate for her and try to get this problem resolved. Jennifer

was able to find an agency that specifically helps seniors with legal issues.

### Outcome

The woman informed Jennifer that the agency wrote a letter in her behalf. She received her money a few weeks later. Way to go, Jennifer!

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### Situation



I & R Specialist, Martha Martin, received a call from a senior Yakima community member who needed food, but was unable to get to any of the food banks due to his disability. He stated that he had been out of food for quite some time. Martha advocated for the caller and called several food banks in the area to see if any of them were making deliveries. She was able to locate an agency that was delivering in his area.

### Outcome

When the agency arrived at his home to deliver the food, they noticed that he was in serious need of food items. He is now on a monthly deliver schedule with this agency. Great job, Martha!

## Statistics

May 1 to May 31

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

Benton & Franklin	% of Calls	All 12 Counties	% of Calls
No Response	0.00%	No Response	1.25%
Radio	0.37%	Radio	0.37%
TV	43.28%	TV	39.28%
Other	5.97%	Other	6.61%
Flyer	0.00%	Flyer	1.75%
Friend	6.34%	Friend	7.73%
Agency	37.69%	Agency	34.54%
Miscellaneous Advertising	0.75%	Miscellaneous Advertising	1.62%
Newspaper	3.36%	Newspaper	4.49%
Church	2.24%	Church	2.37%

### Percentage of Total Calls by Gender:

Benton & Franklin		All 12 Counties	
Gender	% of Calls	Gender	% of Calls
Female	78.92%	Female	75.75%
Male	18.38%	Male	21.84%
Unknown	2.70%	Unknown	2.40%

### Percentage of Total Calls by Ethnicity:

Benton & Franklin		All 12 Counties	
Ethnicity	% of Calls	Ethnicity	% of Calls
African American	5.41%	African American	3.21%
Asian American	0%	Asian American	.80%
Caucasian	76.22%	Caucasian	64.53%
Declined	5.41%	Declined	5.41%
Hispanic	9.73%	Hispanic	17.64%
Multi-racial/cultural	.54%	Multi-racial/cultural	2.40%
Native American	1.08%	Native American	3.21%
Unknown	.54%	Unknown	1.40%
Other	1.08%	Other	1.40%

## Top 15 Requested Community Health & Human Resources for all 12 Counties

Code	Requested Resource	% of Resources Requested
BR	Temporary Financial Aid	17.73%
BH	Housing/Shelter	12.99%
PH	Individual and Family Support Services	9.48%
FT	Legal Services	5.57%
BD	Food	5.15%
BT	Transportation	3.51%
FP	Legal Assistance Modalities	3.51%
ND	Employment	3.51%
NL	Public Assistance Programs	3.51%
LX	Substance Abuse Services	3.30%
LH	Health Supportive Services	2.89%
RP	Outpatient Mental Health Care	2.89%
BM	Material Goods	2.68%
LV	Specialty Medicine	2.47%
TF	Community Services	1.65%

### Detail of Requested Resource: Housing/Shelter

Housing/Shelter Code	Requests for Housing/Shelter	% of Housing/Shelter Requests
BH-180	Emergency Shelter	2.89%
BH-700.460	Low Income/Subsidized Rental Housing	2.06%
BH-830.300	Housing Authorities	1.03%
BH-180.850	Homeless Shelter	0.82%
BH-300	Home Improvement/Accessibility	0.82%
BH-300.355-35	Home Rehabilitation/Repair Grants	0.82%
BH-180.150-10	Domestic Violence Shelters	0.62%
BH	Housing/Shelter	0.41%
BH-300.180-95	Weatherization Programs	0.41%
BH-300.355	Home Rehabilitation/Repair	0.41%
BH-700	Residential Housing Options	0.41%
BH-700.460-45	Low Income/Subsidized Private Rental Housing	0.41%
BH-700.460-70	Section 8 Housing Choice Vouchers	0.41%
BH-180.150	Crisis Shelter	0.21%
BH-180.850-30	Homeless Motel Vouchers	0.21%
BH-300.354	Home Barrier Removal Loans	0.21%
BH-350.340-85	USDA Rural Home Purchase Loan Programs	0.21%
BH-350.350	Housing Down Payment Loans/Grants	0.21%
BH-830	Subsidized Housing Administrative Organizations	0.21%
BH-900.875	Telephone Connection/Repair	0.21%

## Top 15 Requested Community Health & Human Resources for Benton and Franklin Counties

Code	Requested Resource	% of Resources Requested
BR	Temporary Financial Aid	19.57%
BH	Housing/Shelter	14.67%
PH	Individual and Family Support Services	10.33%
FT	Legal Services	6.52%
LX	Substance Abuse Services	4.35%
FP	Legal Assistance Modalities	3.80%
NL	Public Assistance Programs	3.80%
BD	Food	3.26%
RP	Outpatient Mental Health Care	3.26%
LH	Health Supportive Services	2.72%
BM	Material Goods	2.17%
BT	Transportation	2.17%
LV	Specialty Medicine	2.17%
TJ	Information Services	2.17%
YF	Diseases/Disabilities	2.17%

### Detail of Requested Resource: Housing/Shelter

Housing/Shelter Code	Requests for Housing/Shelter	% of Housing/Shelter Requests
BH-180	Emergency Shelter	4.35%
BH-700.460	Low Income/Subsidized Rental Housing	2.72%
BH-180.850	Homeless Shelter	1.09%
BH-700.460-70	Section 8 Housing Choice Vouchers	1.09%
BH	Housing/Shelter	0.54%
BH-300.354	Home Barrier Removal Loans	0.54%
BH-300.355	Home Rehabilitation/Repair	0.54%
BH-300.355-35	Home Rehabilitation/Repair Grants	0.54%
BH-350.340-85	USDA Rural Home Purchase Loan Programs	0.54%
BH-350.350	Housing Down Payment Loans/Grants	0.54%
BH-700	Residential Housing Options	0.54%
BH-700.460-45	Low Income/Subsidized Private Rental Housing	0.54%
BH-830.300	Housing Authorities	0.54%
BH-900.875	Telephone Connection/Repair	0.54%

**Call Summary**  
**Greater Columbia 211 Call Center**  
**May 1 – May 31**

**Total Calls**

Call Origin	Calls Received	Abandoned Calls	% of Abandoned Calls	Total Minutes	Average Minutes	Out of Service Area	Service Level
211 Toll Free	15	0	0.00%	55.37	3.69	1	93.33%
English	1026	37	3.61%	4189.65	4.08	46	95.52%
Outbound	369	0	0.00%	656.18	1.78	0	100.00%
Spanish	54	1	1.85%	381.73	7.07	3	94.44%
<b>Total Calls Received</b>	<b>1464</b>	<b>38</b>	<b>2.60%</b>	<b>5282.93</b>	<b>3.61</b>	<b>50</b>	<b>96.58%</b>

**Detail Call Totals by County**

Call Center	County	211 Toll Free	English	Spanish	Outbound	Total Actual Calls
King County	King	0	3	0	0	3
Greater Columbia	Benton	1	281	8	0	289
	Franklin	1	62	12	0	74
	Kittitas	0	15	0	0	15
	Walla Walla	0	25	0	0	25
	Yakima	13	620	33	368	1021
	Adams	0	1	0	0	1
	Chelan	0	2	0	0	2
	Grant	0	13	1	0	14
	Lincoln	0	1	0	0	1
	Okanogan	0	3	0	0	3
<b>Total Calls</b>		<b>15</b>	<b>1026</b>	<b>54</b>	<b>368</b>	<b>1448</b>

## Detail Call Totals by County/City

Call Center	County	City	Default	English	Spanish	Outbound	Total Actual Calls	% of Calls
Greater Columbia			0	0	0	1	1	0%
	Benton	Benton City	7	9	1	0	10	1%
		Kennewick	392	190	5	0	195	13%
		Paterson	33	0	0	0	0	0%
		Prosser	388	3	2	0	5	0%
		Richland	82	79	0	0	79	5%
		Whitstran	37	0	0	0	0	0%
	Franklin	Basin City	22	0	0	0	0	0%
		Connell	22	3	0	0	3	0%
		Eltopia	1	0	0	0	0	0%
		Kahlotus	3	0	0	0	0	0%
		Mathews Corner	9	1	1	0	2	0%
		Mesa	8	0	0	0	0	0%
		Pasco	143	58	11	0	69	5%
	Kittitas	Cle Elum	13	1	0	0	1	0%
		Ellensburg	66	12	0	0	12	1%
		Kittitas	21	1	0	0	1	0%
		Lauderdale	2	0	0	0	0	0%
		Roslyn	9	1	0	0	1	0%
		Thorp	38	0	0	0	0	0%
	Walla Walla	Eureka	6	0	0	0	0	0%
		Prescott	1	0	0	0	0	0%
		Waitsburg	2	0	0	0	0	0%
		Walla Walla	157	25	0	0	25	2%
	Yakima	Cowiche	6	1	0	0	1	0%
		Grandview	50	5	1	0	6	0%
		Granger	19	4	0	0	4	0%
		Harrah	52	5	0	0	5	0%
		Mabton	22	2	0	0	2	0%
		Naches	14	1	0	0	1	0%
		Nile	8	2	0	0	2	0%
	Yakima	Rimrock	3	0	0	0	0	0%
		Selah	69	29	1	0	30	2%
		Sunnyside	142	13	4	0	17	1%
		Tieton	9	2	0	0	2	0%
		Toppenish	47	30	2	0	32	2%
		Wapato	30	10	0	0	10	1%
		White Swan	15	3	0	0	3	0%
		Yakima	535	503	23	368	894	62%
<b>Call</b>	<b>County</b>	<b>City</b>	<b>Default</b>	<b>English</b>	<b>Spanish</b>	<b>Outbound</b>	<b>Total</b>	<b>% of</b>

Center							Actual Calls	Calls
		Zillah	40	10	2	0	12	1%
Yakima 2	Adams	Lind	26	1	0	0	1	0%
		Othello	51	0	0	0	0	0%
		Ritzville	8	0	0	0	0	0%
		Washtucna	3	0	0	0	0	0%
	Chelan	Wenatchee	99	2	0	0	2	0%
	Douglas	Coulee City	2	0	0	0	0	0%
	Grant	Ephrata	10	1	0	0	1	0%
		George	18	0	0	0	0	0%
		Mattawa	41	0	1	0	1	0%
		Moses Lake	56	12	0	0	12	1%
		Warden	14	0	0	0	0	0%
	Klickitat	Bickleton	1	0	0	0	0	0%
	Lincoln	Almira	1	0	0	0	0	0%
		Creston	1	0	0	0	0	0%
		Davenport	29	0	0	0	0	0%
		Edwall/Tyler	6	0	0	0	0	0%
		Harrington	8	0	0	0	0	0%
		Odessa	4	0	0	0	0	0%
		Reardan	15	0	0	0	0	0%
		Sprague	5	0	0	0	0	0%
		Wilbur	5	1	0	0	1	0%
	Okanogan	Coulee Dam	9	1	0	0	1	0%
		Loomis	1	0	0	0	0	0%
		Molson	15	0	0	0	0	0%
		Nespelem	30	0	0	0	0	0
	Okanogan	Omak	22	1	0	0	1	0%
		Oroville	8	0	0	0	0	0%
		Tonasket	159	0	0	0	0	0%
		Twisp	30	0	0	0	0	0%
		Winthrop	8	1	0	0	1	0%
	<b>Grand Total</b>		<b>3208</b>	<b>1023</b>	<b>54</b>	<b>369</b>	<b>1446</b>	
	<b>Average Calls</b>		<b>163</b>	<b>44</b>	<b>2</b>	<b>16</b>	<b>63</b>	
				<b>English</b>		<b>Spanish</b>		
	<b>Percentage</b>			<b>71%</b>		<b>4%</b>		