

# Washington 2-1-1 Quarterly Newsletter

October-December 2017

## Our Board of Directors

Bill Mitzel, Chair  
Owner/Operator  
Incident Readiness & Response

Paul Larsen, Vice Chair  
Community Investment Director,  
United Way of Thurston County

Curry Mayer, Secretary  
Emergency Manager  
City of Bellevue

Mark Todd, Treasurer  
Consultant  
Mark Todd Consulting

Ilona Kerby,  
Executive Director,  
Lower Columbia Community  
Action Council

David Sarabacha  
Principle/Partner  
Deloitte & Touche LLP

Todd Eckman  
VP/CIO  
Mission Support Alliance

Steve Phinney  
Consultant  
SixSigmaTV.net

Jenny Slagle  
Associate Director  
Better Health Together

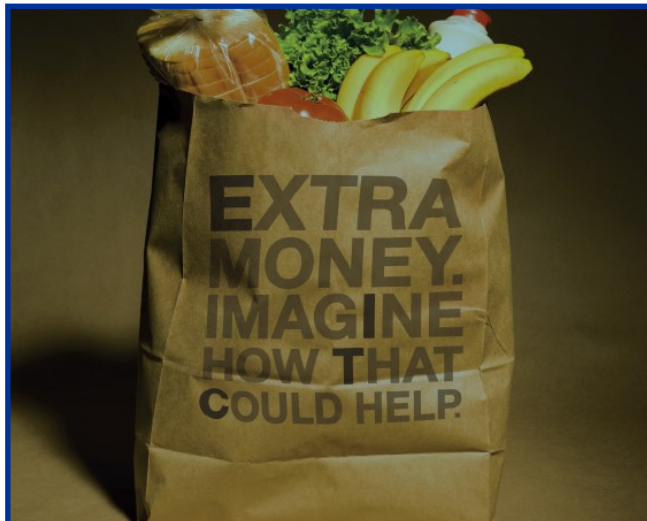
Download the WIN 2-1-1 App



## Free Tax Services and The Earned Income Tax Credit

Wouldn't it be nice to earn a little extra money for your hard work. Just think you could pay off that credit card, put a down payment on that car you've been needing or save for a rainy day. If you worked at all in 2017 and earned between \$1 and \$53,930 you may be eligible to receive up to \$6,318 in Earned Income Tax Credits (EITC).

According the Washington State Department of Commerce, last year 436,000 people in Washington applied for the credit, claiming close to \$956 million in refunds and generating about \$1.43 billion for our state's economy. Even so, an estimated \$270 million in federal tax credits go unclaimed in Washington.



## Department of Commerce

If you are unsure if you qualify for the EITC or would like help filing your taxes, the answer is just three numbers away, by dialing 2-1-1. Since 2006, Washington 2-1-1 has partnered with the Department of Commerce to promote the EITC benefit and to direct residents to their nearest Volunteer Income Tax Assistance (VITA) sites. In 2016, 2-1-1 assisted 6,446 callers to connect to the EITC benefit and free tax filing assistance. An additional 581 searches for EITC/Free Tax Assistance were completed on the Washington 2-1-1 website [www.win211.org](http://www.win211.org)

## File Your Taxes Online For Free!



United Way Worldwide in partnership with 2-1-1 is helping people easily and accurately file both their federal and state taxes through [www.MyFreeTaxes.com](http://www.MyFreeTaxes.com). MyFreeTaxes is the only free, national, online tax filing product offered by a nonprofit. United Way is committed to ensuring that people can easily and accurately file their taxes to receive the refunds they deserve. If your household earned less than \$66,000 in 2017 you can file both your federal and state returns for free. Just upload a photo of your W-2 to start filing on mobile, tablet, or desktop.

## 2-1-1 CALL CENTER NEWS AND STORIES

### Career Path Services and 2-1-1

Eastern Washington 211 (EW211) Call Center is partnering with Career Path Services to provide on the job training for persons with employment barriers. Participants not only learn the skills to be an Information and Referral Specialist they are also giving back to their community by helping others find needed services. In the past two years EW211 has had nearly a dozen participants come through the program, which not only helps the participants but provides much needed staffing support for 2-1-1. All participants have left with increased customer service skills, a greater appreciation for their community and most importantly, a job.



This experience is often a life transforming for participants too:

*"Before I started working with EW211, I was so scared to leave my house and doctors were telling me to just apply for disability so I wouldn't have to work. I had tried that but just couldn't sit there and collect money from the State and do nothing. I am so blessed that I was introduced to Career Path Services and EW211. I started working with them, and I worked really hard. I put in 110%. So many people thought I was silly for going out of my way to make a difference for my callers; I was just a volunteer after all. To me it was a job, and I wanted to fulfill my obligation. That hard work paid off, because I was able to help hundreds of callers and the knowledge I gained perfectly positioned me for the job I now enjoy. Thank you Career Path Services and EW211 for believing in me and encouraging me when the world told me to quit."*

### Youth Program Directory // King County



The Youth Program Directory strives to be a comprehensive, accessible, and timely source of information about youth programs and services available across King County that supports and enriches the lives of young people ages 5 to young adult. The Youth Program Directory [www.youthprogramdirectory.org](http://www.youthprogramdirectory.org) is a public service in partnership with the Youth Development Executives of King County, King County 2-1-1, SOAR, and The Road Map Project, with ongoing support from United Way of King County, The Bill and Melinda Gates Foundation and the Raikes Foundation

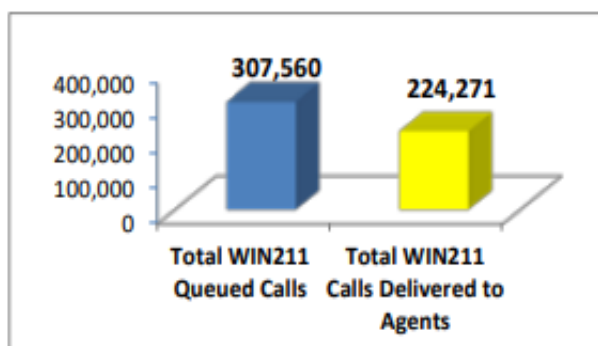
Lead Partners on the project include King County 2-1-1, who feeds more than 5,000 services into the Youth Program Directory as well as provides ongoing staffing to keep the program directory up to date and YDEKC, who maintains management, fund development and oversight of the website. This unique partnership benefits from using existing 2-1-1 resource data to address a specific community need without additional cost and staff time duplicating and updating a separate resource database. To learn more about the Youth Program Directory, please email [YouthProgramDirectory@ydekc.org](mailto:YouthProgramDirectory@ydekc.org) or to learn more about Washington 2-1-1 and how to partner on solving community needs, please email [tsullivan@pfp.org](mailto:tsullivan@pfp.org).

## 2-1-1 STATE DATA

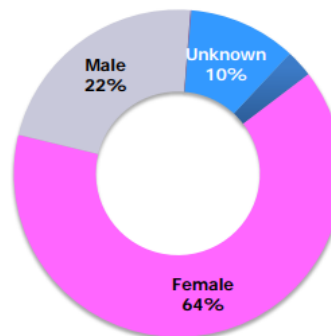
### Year-end 2017—Caller Demographic and Needs Data

WA211 collects the most comprehensive data on community needs in the State and can report data down to county, city and zip code

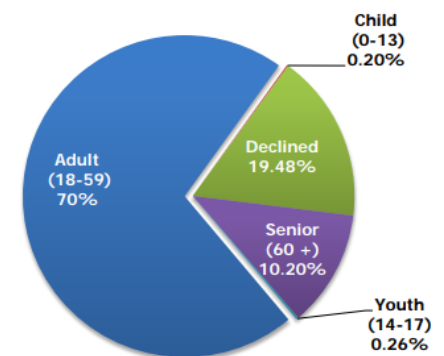
**2017 Total Calls**



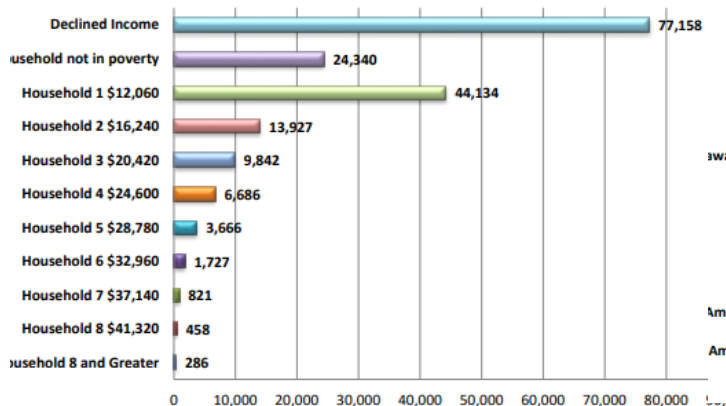
**Gender**



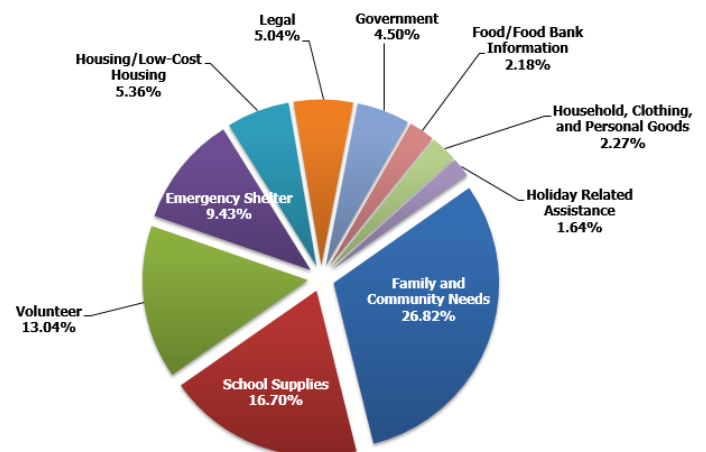
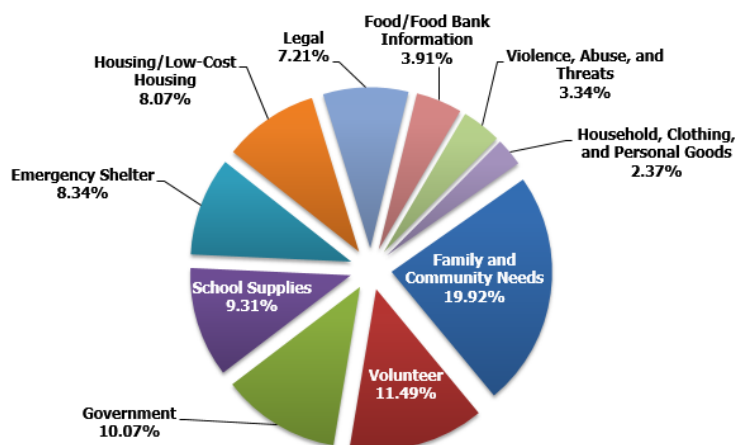
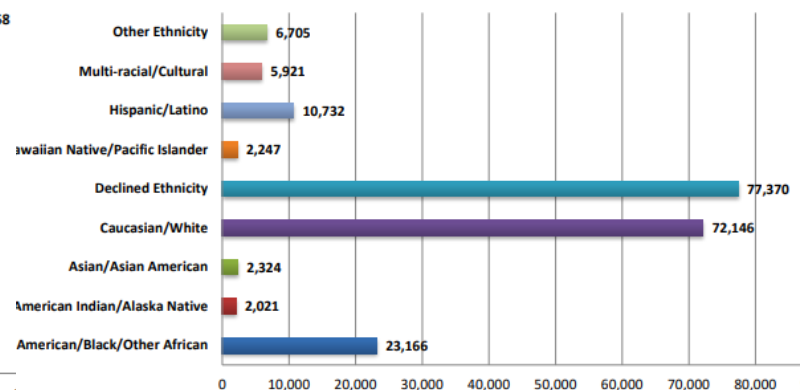
**Age of 211 Callers**



**Household Income**



**Ethnicity**



**Top Needs Met YTD 2017**

**Top Needs Un-Met YTD 2017**

## 2-1-1 STATE DATA

### Year-end 2017—Website and App Data

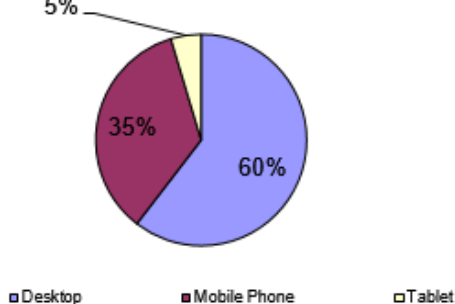
#### Website Data

Website Visits = **115,364**

##### Top Quicklink Searches

Rank	Link	Clicks
1	Low Income Housing	5426
2	Rent Payment Assistance	4959
3	Holiday Gifts/Toys	3572
4	Emergency Shelter	3322
5	Utility Assistance	3065
6	Food Pantry / Food Bank	2791
7	Bus Tickets / Gas Money	2666
8	Transitional Housing	2361
9	Rental Deposit Assistance	1916
10	Dental Care	1535

##### Mobile Overview



#### App Data

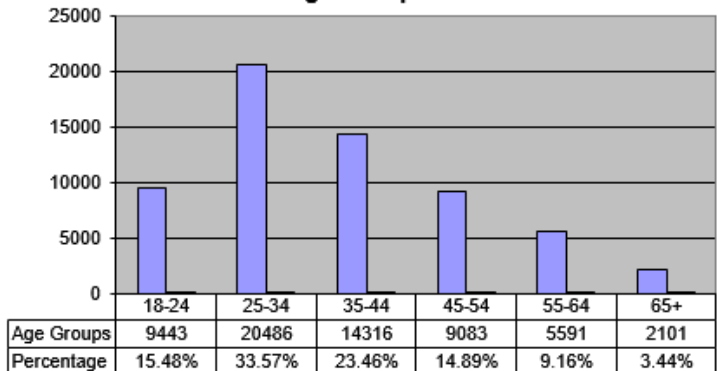
App Searches = **4,971**

App Installs = **2,860**

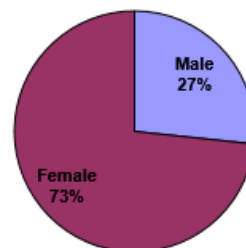
##### Top Quicklink Searches

Rank	Link	Clicks
1	Food Pantry / Food Bank	811
2	Advance Search	807
3	Low Income Housing	726
4	Rent Payment Assistance	641
5	Emergency Shelter	608
6	Bus Tickets / Gas Money	530
7	Transitional Housing	296
8	Utility Assistance	295
9	Rental Deposit Assistance	291
10	Holiday Gifts/Toys	278

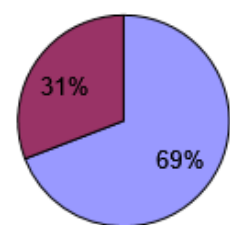
##### Age Groups



##### Gender



##### New Vs. Returning



□ New ■ Returning

#### Text Data

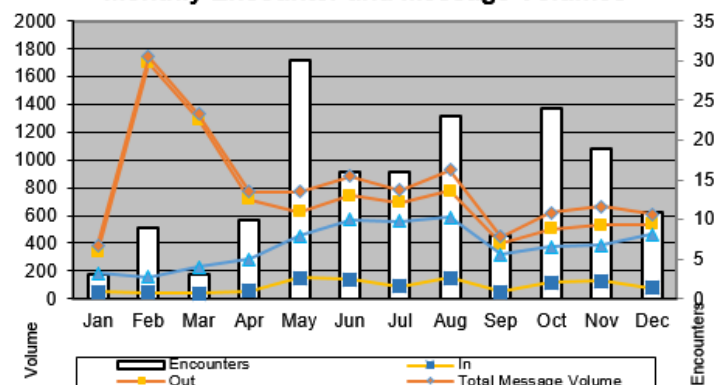
Total Incoming Texts: **1,092**

Total Outgoing Texts: **8,850**

Total Volume: **9,942**

Referrals Sent: **4,572**

##### Monthly Encounter and Message Volumes





# Washington 2-1-1 Quarterly Newsletter

## Contact Us



### WA211

#### Address:

WIN211 Admin Office  
304 W. Lincoln Ave.  
Yakima, WA 98902

#### Phone/Fax/E-mail:

Phone: 509-654-7866  
Fax: 509-249-4287  
Email: [tsullivan@pfpf.org](mailto:tsullivan@pfpf.org)

Regional Call Centers	Parent Agency Contact Information
Region 1—North Sound 2-1-1	Chris Hatch, <a href="mailto:chatch@voaww.org">chatch@voaww.org</a> Volunteers of America Western Washington
Peninsula 2-1-1	Kelly Schwab, <a href="mailto:kellys@kmhs.org">kellys@kmhs.org</a> Kitsap Mental Health
Southwest Washington 2-1-1	Ciara Doyle, <a href="mailto:ciara.doyle@211info.org">ciara.doyle@211info.org</a> 211info
South Sound 2-1-1	Penni Belcher, <a href="mailto:pennib@uwpc.org">pennib@uwpc.org</a> United Way Pierce County
King County 2-1-1	Liz Mills, <a href="mailto:lmills@crisisclinic.org">lmills@crisisclinic.org</a> Crisis Clinic
Greater Columbia 2-1-1	Stacy Kellogg, <a href="mailto:skellogg@pfpf.org">skellogg@pfpf.org</a> People For People
Eastern Washington 2-1-1	Stacey Okihara, <a href="mailto:sokihara@fbhwa.org">sokihara@fbhwa.org</a> Frontier Behavioral Health

11/11/15

Get Help – Give Help  
**Dial 2-1-1**



**TEXT**

zipcode to 898-211



**DIAL**

211

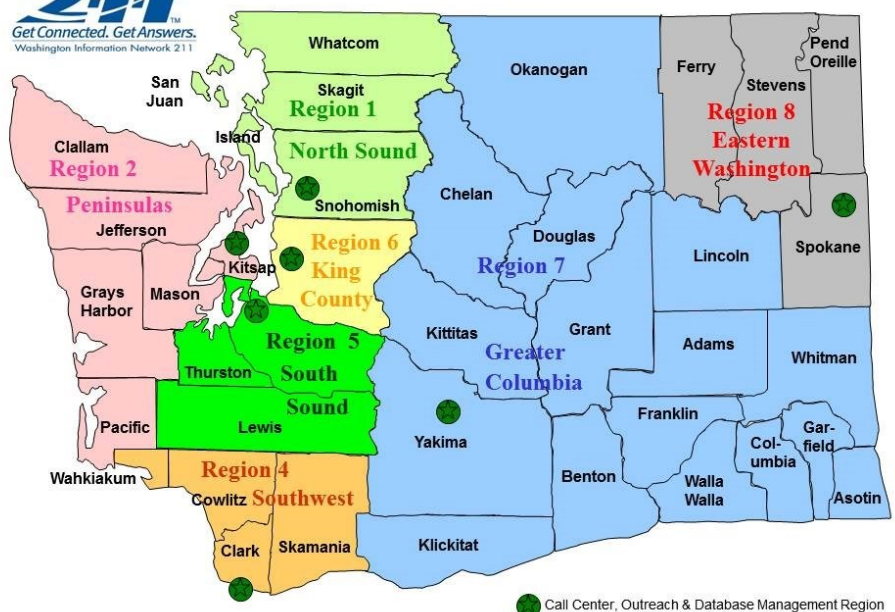


**SEARCH**

[WIN211.org](http://WIN211.org)



### Washington State 2-1-1 Call Center Service Areas



For more information or to search for services go to [www.win211.org](http://www.win211.org)