



Talking Points about 211 Capital Request

211 improves the lives of hundreds of Washingtonians every day by connecting them with needed local services, such as programs that can help them with utility bills, nutrition, housing, health, child and elder care and much more. Specialists operating out of seven regional call centers share a comprehensive cloud database to access information about our state's nonprofit network and to make and track referrals.

The \$222,000 Capital Budget Request will replace aging computers, servers, and backup power generators as well as upgrade equipment such as headsets, laptops and mobile hotspots to provide mobile call center services.

Investment Benefits

- **Quicker call response** - Updating computing capability will reduce delays in accessing the Washington 211 cloud database which will shorten call length and speed up response time.
- **Greater referral tracking** - Reliable access to the Washington 211 cloud database will allow for more consistent tracking of referrals and their results.
- **Improved disaster response** - Mobile computing capability will allow 211 specialists to operate away from the call center in emergency situations when call volumes increase. Mobile computing increases 211 capacity.
- **Deeper community engagement** - Mobile computing capability will also allow more community outreach and in-person assessments even when clients are located in homeless shelters or encampments.

You might want to know:

- The last time Washington 211 received capital support was in 2005 before launching the 211 statewide system.
- Washington 211 has not been able to support call center technology upgrades. Each independent 211 region has pieced together its call center infrastructure.
- New workstations will allow Washington 211 call centers to make more efficient use of their existing workspace, allowing for more specialists to be deployed at the same time.
- The ability to collect additional 211 caller data will provide even more comprehensive data that will be useful in identifying social service needs and trends.
- Upgraded equipment such as wireless headsets, will allow Specialists to be mobile and able to leave their workstations while staying on the phone with the caller, while improving the caller experience by reducing background noise.