

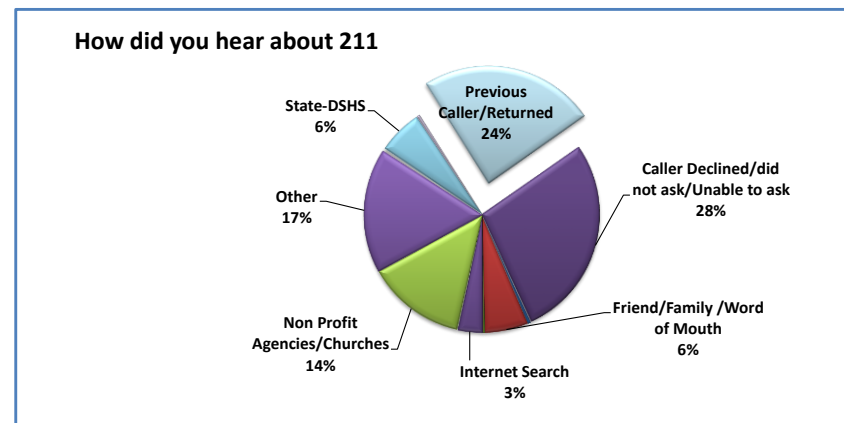
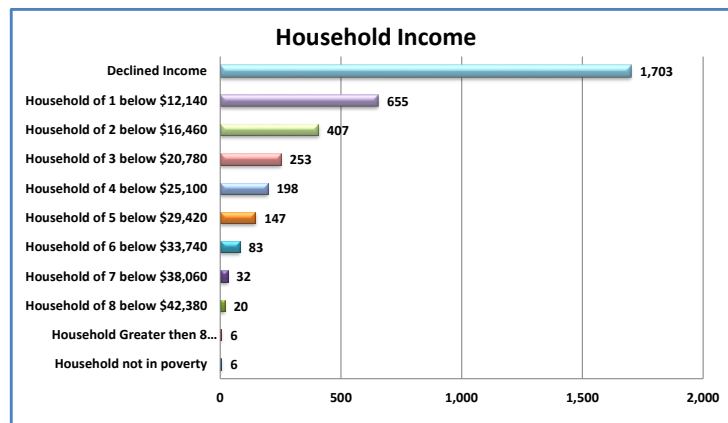
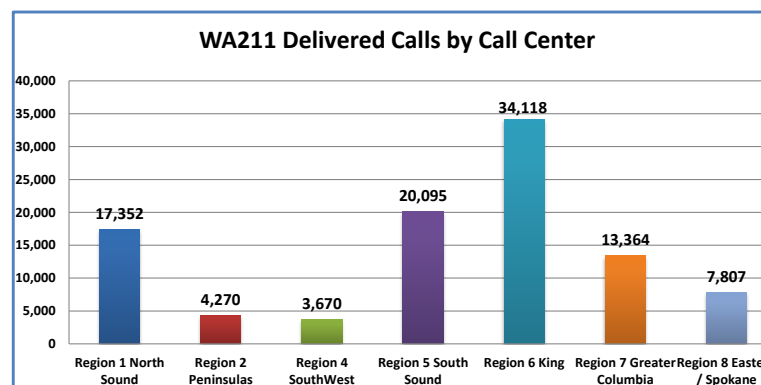
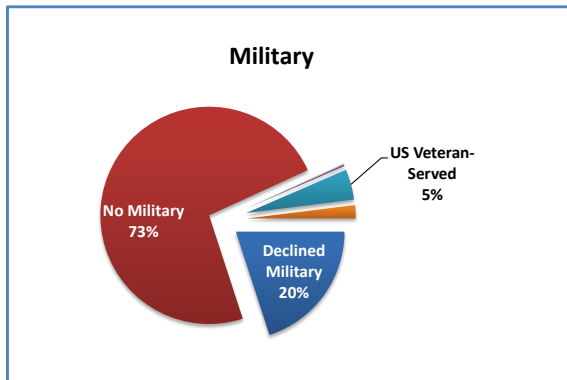
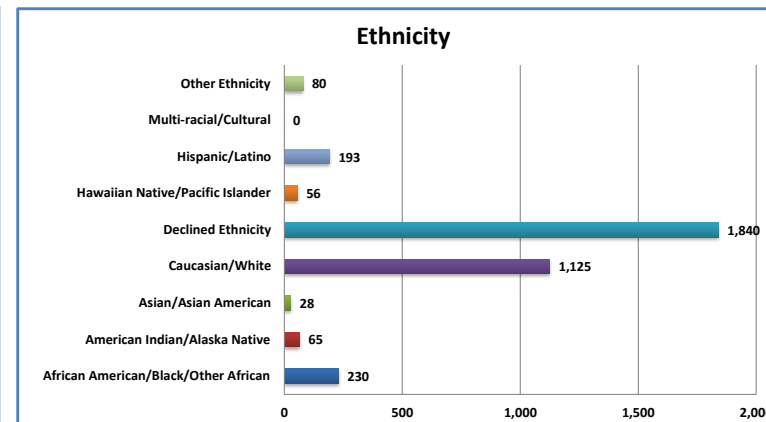
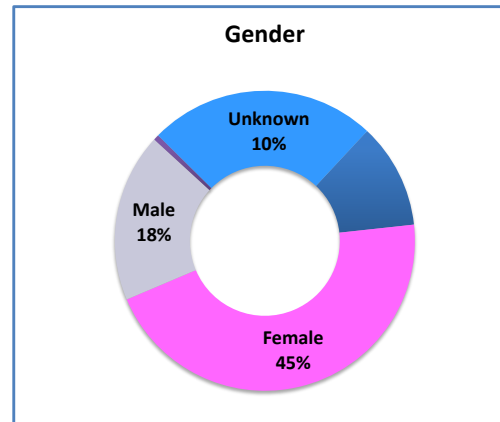
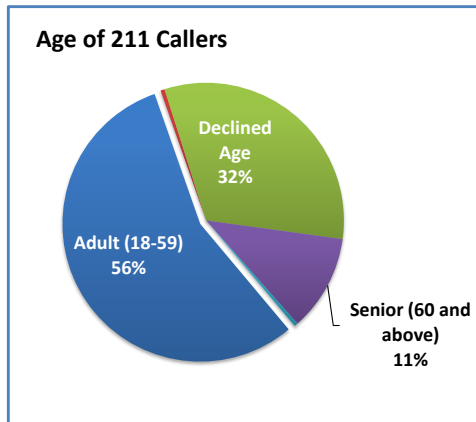
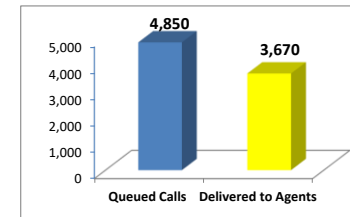
# Demographics Report

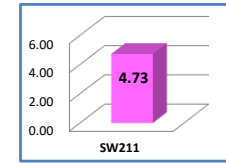
SouthWest 211

YTD 2019

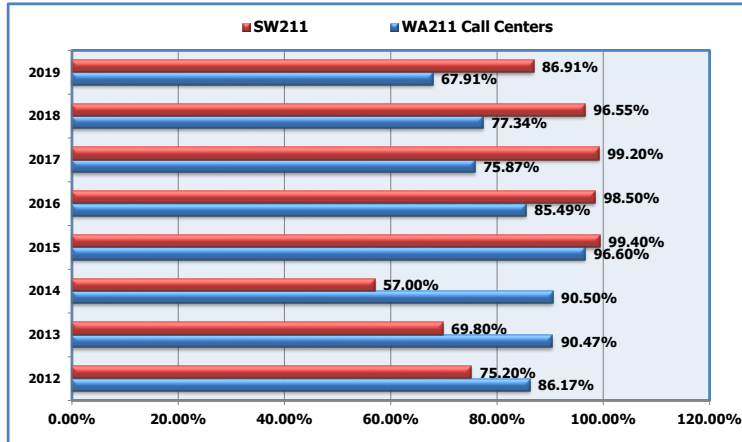
Report Start Date: 1/1/2019

Report End Date: 6/30/2019

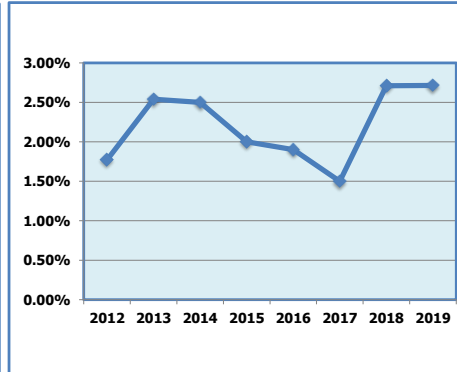




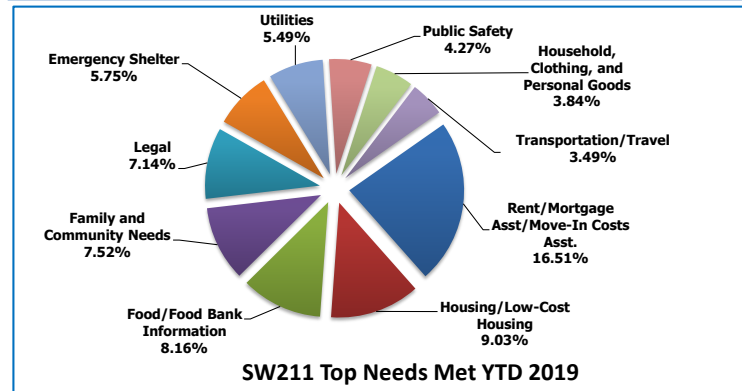
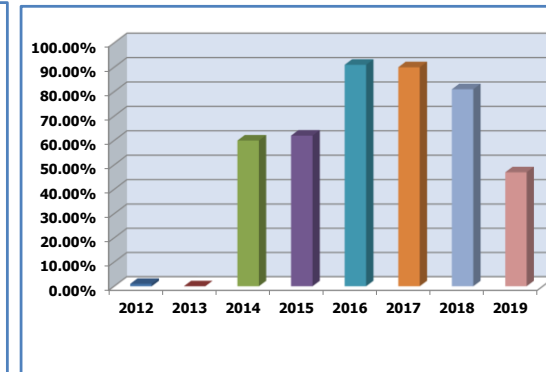
80% of incoming phone calls will be answered in an average of 7 minutes



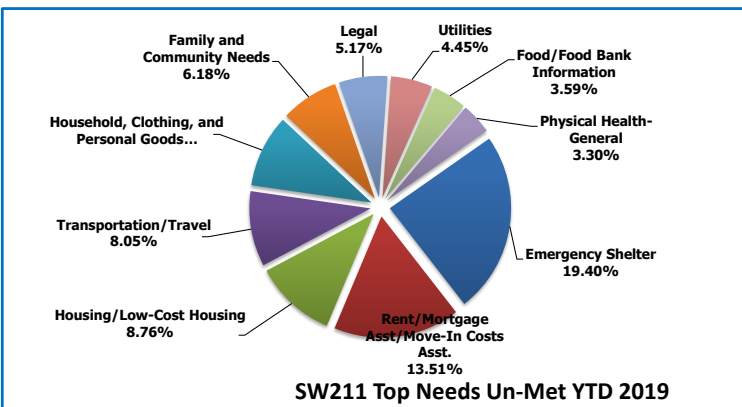
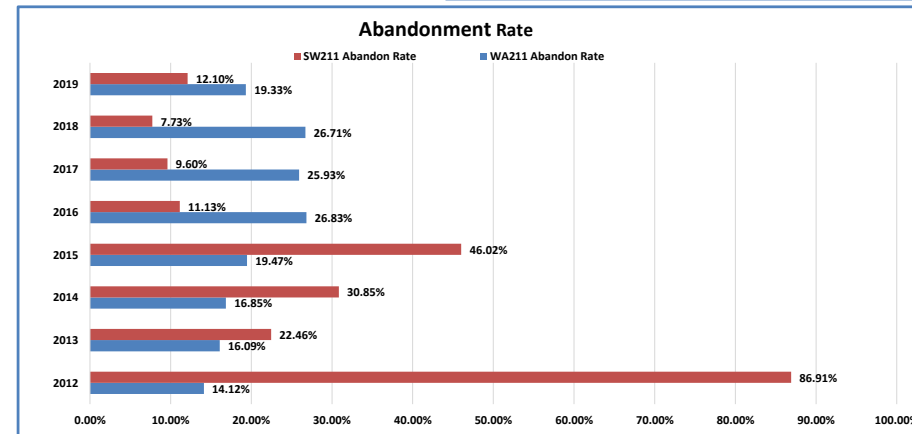
Population Reached



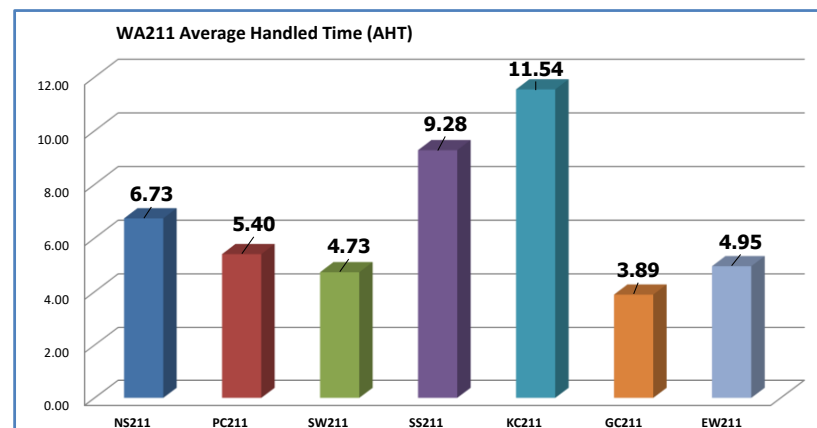
Database updates



Abandonment Rate



WA211 Average Handled Time (AHT)





# SS211 Summary Report

Report Start Date 1/1/2019  
 Report End Date 6/30/2019

<b>WIN211 Delivered Calls by Call Center</b>	<b>100,676</b>	<b>%</b>
Region 1 North Sound	17,352	17.24%
Region 2 Peninsulas	4,270	4.24%
Region 4 SouthWest	3,670	3.65%
Region 5 South Sound	20,095	19.96%
Region 6 King	34,118	33.89%
Region 7 Greater Columbia	13,364	13.27%
Region 8 Eastern / Spokane	7,807	7.75%

## Client Demographics

<b>Age</b>	<b>3,095</b>	<b>%</b>
Adult (18-59)	1,725	55.7%
Child (0-13)	15	0.48%
Declined Age	992	32.05%
Senior (60 and above)	350	11.31%
Youth (14-17)	13	0.42%

<b>Ethnicity</b>	<b>3,617</b>	<b>%</b>
African American/Black/Other African	230	6.36%
American Indian/Alaska Native	65	1.80%
Asian/Asian American	28	0.77%
Caucasian/White	1,125	31.10%
Declined Ethnicity	1,840	50.87%
Hawaiian Native/Pacific Islander	56	1.55%
Hispanic/Latino	193	5.34%
Multi-racial/Cultural	0	0.00%
Other Ethnicity	80	2.21%

<b>Gender</b>	<b>3,512</b>	<b>%</b>
Declined Gender	398	11.33%
Female	1,592	45.33%
Male	639	18.19%
Transgender	21	0.60%
Unknown Gender	862	24.54%

<b>How did you hear about 2-1-1</b>	<b>3,509</b>	<b>%</b>
411/Directory Assistance/Telephone Directory	0	0.00%
911/Fire Dept./Police	1	0.03%
Bus Ads	0	0.00%
Caller Declined/did not ask/Unable to ask	977	27.84%

City Government/County Government	1	0.03%
Community Meetings	0	0.00%
Community Voicemail	0	0.00%
Flyers	16	0.46%
Friend/Family /Word of Mouth	212	6.04%
Hospital	10	0.28%
Internet Search	118	3.36%
Landlord	0	0.00%
Legislatures/Legislative Aide	0	0.00%
Mailings	0	0.00%
Misc advertising	3	0.09%
Newsletters	0	0.00%
Newspapers	3	0.09%
Non Profit Agencies/Churches	474	13.51%
Other	601	17.13%
Other 2-1-1 Marketing Materials	4	0.11%
Posters	6	0.17%
School/Counselor/Staff	3	0.09%
State-Dept of Commerce	0	0.00%
State-Dept of Health	0	0.00%
State-DFI	0	0.00%
State-DSHS	215	6.13%
State-Other Agencies	0	0.00%
State-Unemployment Office	0	0.00%
Transportation Provider	0	0.00%
United Way	0	0.00%
Utility Provider	16	0.46%
Previous Caller/Returned	849	24.19%

<b>Military</b>	<b>2,122</b>	<b>%</b>
Declined Military	424	19.98%
No Military	1,553	73.19%
US Veteran-Active	2	0.09%
US Veteran-Active Dependent	5	0.24%
US Veteran-Served	96	4.52%
US Veteran-Served Dependent	42	1.98%

<b>Poverty</b>	<b>3,510</b>	<b>%</b>
Household not in poverty	6	
Household Greater then 8 (add \$4,320 for each additional person)	6	0.17%
Household of 8 below \$42,380	20	0.57%
Household of 7 below \$38,060	32	0.91%
Household of 6 below \$33,740	83	2.36%
Household of 5 below \$29,420	147	4.19%
Household of 4 below \$25,100	198	5.64%
Household of 3 below \$20,780	253	7.21%
Household of 2 below \$16,460	407	11.60%
Household of 1 below \$12,140	655	18.66%
Declined Income	1,703	48.52%