Problem Needs and QA Reports

WA211 YTD 2018
Report Start Date: 1/1/2018
Report End Date: 12/31/2018

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

Population Reached

Database updates

YTD 2018 Unmet goals by call center:
- Serving less than 3% of local population:
  - SouthWest: 2.21%
  - SouthSound 211 15.23%
- Abandon Rate will not exceed 15% and King County 30%
  - SouthSound 211 15.23% and King County 32.27%
- Service Level 80% in 7 minutes
  - King County 60.67% & SouthSound 211 75.13%
- Database 80% updated NorthSound 59%

Abandon Rate

WA211 Top Needs Un-Met as of YTD 2018

WIN211 Average Handled Time (AHT)
Demographics Report

WA211 YTD 2018
Report Start Date: 1/1/2018
Report End Date: 12/31/2018

Age of 211 Callers
- Adult (18-59): 70%
- Child (0-13): 0.20%
- Declined (14-17): 0.20%
- Senior (60+): 10.20%
- Youth (14-17): 0.26%

Gender
- Male: 23%
- Female: 61%
- Unknown: 10%

Ethnicity
- Caucasian/White: 74,630
- Hispanic/Latino: 9,300
- African American/Black/Other African: 8,511
- American Indian/Alaska Native: 6,200
- Asian/Asian American: 2,481
- Hawaiian Native/Pacific Islander: 2,481
- Multi-racial/Cultural: 10,672
- Other Ethnicity: 4,919

Military
- No Military: 61%
- US Veteran-Served: 4%
- US Veteran-Served Dependent: 1%

Household Income
- Household of 1 below $12,140: 39,882
- Household of 2 below $16,640: 16,625
- Household of 3 below $20,780: 11,404
- Household of 4 below $25,100: 7,212
- Household of 5 below $29,420: 4,135
- Household of 6 below $33,740: 1,181
- Household of 7 below $38,060: 958
- Household of 8 below $42,380: 468
- Household not in poverty: 113

How did you hear about 211
- State-DSHS: 5%
- Previous Caller/Returned: 34%
- Non Profit Agencies/Churches: 11%
- Callers Declined/did not ask/unable to ask: 31%
- Friend/Family/Word of Mouth: 12%
- Internet Search: 2%
- Other 2-1-1 Marketing Materials: 1%
- Other: 3%
- Utility Provider: 1%
- Other-2-1-1 Marketing Materials: 1%

WIN211 Delivered Calls by Call Center
- Region 1 North Sound: 39,790
- Region 2 Peninsula: 9,300
- Region 3 South Sound: 6,511
- Region 4 SouthWest: 34,171
- Region 6 King: 78,911
- Region 7 Greater Columbia: 23,516
- Region 8 Eastern & Spokane: 15,779