Throughout Washington State, WA211 connects people to help when they need it, builds community resilience, and advocates for breaking cycles of need.
STRATEGIC HIGHLIGHTS

The face of Washington 211 is rapidly changing to meet the growing needs of communities across the state as it is at the national level. In June of this year the National 2-1-1 Team under United Way Worldwide introduced a new logo and branding for 2-1-1. We love the new look and its message and look forward to integrating it into our marketing and promotions over the next few months.

Over a year ago, Washington 211 embarked on an ambitious project to update our resource database technology. The 2-1-1 database is the backbone of our statewide 2-1-1 system and we went in with the goal of selecting a more robust and scalable cloud based database platform and selected CommunityOS by VisionLink. In April, the King County Region went live with the new database and the rest of the regions followed in June. We are proud to report that the transition went well and was seamless to 2-1-1 users. Next we will be launching a brand new website with an integrated online resource search application and an events calendar that can highlight local and regional events, community meetings and classes.

Washington 211 has always had a hidden treasure-trove of community needs data that is collected with each call, text or email made to 2-1-1 and for every person that searches for a resource on the Washington 211 website. This data will now be available free to the public and accessible through the Washington 211 website. WA211 has partnered with 211Counts, a company that creates user friendly “live” data dashboards for 2-1-1’s, to provide access to local needs data. Look for this service at www.wa211.org. For organizations wanting customized printed need assessment reports using 2-1-1 data, 211 Counts can create those for fee.

FINANCIAL HIGHLIGHTS

In 2017, the State Legislature approved an increase of $500,000 over the state biennium in new funding for Washington 2-1-1. This was the first increase in State funding for Washington 211 since the service was launched in 2006. These funds brought some much needed operating support to the seven regional 211 Contact Centers to reduce operating deficits and prevent layoffs.

Washington 211 returned to the Legislature in 2019 to request $5 million for the 2019-2021 State Biennial Budget, which would have restored 211 state funding to 2007 levels. Though Washington 211 was not successful in restoring 211 funding to previous levels, funding for 2-1-1 was increased to $2 million for the 2019-2021 State Biennium Budget providing an additional $500,000 in support. Washington 211 plans to be strategic in using the increased support to help address growing caller abandonment rates that are occurring in the more populous regions of the state. The Washington 211 Board of Directors and the Regional Call Center leadership are once again thankful to Washington State House Representative Larry Springer for his work and dedication in championing 2-1-1.
TOTAL YEAR-END LIABILITIES AND NET ASSETS: **$352,921**
Call Volume vs. Funding Support

Call Volume

State Revenue (in millions)
User Statistics

Delivered Calls by Call Center

- Region 1 North Sound: 39,790
- Region 2 Peninsulas: 9,300
- Region 4 SouthWest: 8,511
- Region 5 South Sound: 34,171
- Region 6 King: 78,911
- Region 7 Greater Columbia: 23,516
- Region 8 Eastern / Spokane: 15,779

How did you hear about 211

- Previous Caller/Returned
- Caller Declined/did not ask/Unable to ask
- Non Profit Agencies/Churches
- Internet Search
- Friend/Family /Word of Mouth
- Other 2-1-1 Marketing Materials
- Other
- State-DSHS
- Utility Provider
USER STATISTICS

Top 10 Needs Met

- Rent/Mortgage Assistance/Move-In Costs Assistance
- Housing/Low-Cost Housing
- Legal
- Utilities
- Transportation/Travel
- Food/Food Bank Information
- Transitional/Specialized Housing
- Family and Community Needs
- Food/Food Bank Information
- Government

Top 10 Needs Un-Met

- Rent/Mortgage Assistance/Move-In Costs Assistance
- Housing/Low-Cost Housing
- Legal
- Holiday Related Assistance
- Transitional/Specialized Housing
- Food/Food Bank Information
- Transportation/Travel
- Family and Community Needs
- Emergency Shelter
USER STATISTICS

**Age**
- Adult (18-59) 70%
- Youth (14-17) 0.26%
- Senior (60 +) 10.20%
- Child (0-13) 0.20%
- Declined 19.48%

**Gender**
- Female 61%
- Male 23%
- Unknown 10%
- Transgender 0%
- Declined Gender 2%

**Ethnicity**
- Other Ethnicity: 4,918
- Multi-racial/Cultural: 6,131
- Hispanic/Latino: 10,672
- Hawaiian Native/Pacific Islander: 2,481
- Declined Ethnicity: 74,630
- Caucasian/White: 58,777
- Asian/Asian American: 2,630
- American Indian/Alaska Native: 2,143
- African American/Black/Other African: 25,604

Total www.wa211.org website searches: 392,274
### USER STATISTICS

#### Household Income

<table>
<thead>
<tr>
<th>Household Size</th>
<th>Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>Household Greater than 8...</td>
<td>498</td>
</tr>
<tr>
<td>Household of 8 below...</td>
<td>908</td>
</tr>
<tr>
<td>Household of 7 below...</td>
<td>1,980</td>
</tr>
<tr>
<td>Household of 6 below...</td>
<td>4,135</td>
</tr>
<tr>
<td>Household of 5 below...</td>
<td>7,252</td>
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<tr>
<td>Household of 4 below...</td>
<td>11,404</td>
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<tr>
<td>Household of 3 below...</td>
<td>16,625</td>
</tr>
<tr>
<td>Household of 2 below...</td>
<td>46,369</td>
</tr>
<tr>
<td>Household of 1 below...</td>
<td>29,862</td>
</tr>
<tr>
<td>Declined Income</td>
<td>70,356</td>
</tr>
<tr>
<td>Household not in poverty</td>
<td>193</td>
</tr>
</tbody>
</table>

#### Military

- No Military: 61%
- Declined Military: 33%
- US Veteran-Served: 4%
- US Veteran-Served Dependent: 1%
WA211 Board of Directors

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