



Get Connected. Get Help.

Meeting real needs in real time.

Growing Need For 211 Services



486,142
Calls YTD

109,857
COVID-19 Calls YTD

413,657
Calls Handled YTD

Washington 211 Legislative Ask - Washington 211 is seeking \$2 million in state general funds to support operations at its seven regional contact centers during the 2021-23 biennium. This \$1 million increase over last biennium's appropriation will ensure that the 211 system has the staff and resources to provide ongoing crisis response and address the growing social needs crisis created by the COVID-19 pandemic.

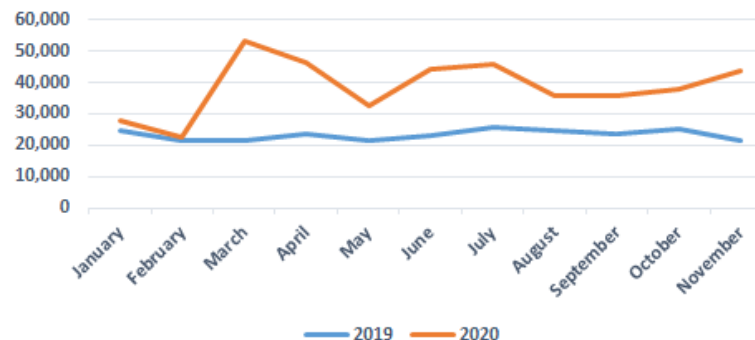
Washington 211 COVID-19 Response - Washington 211 partnered this year with the Washington State Department of Health to support an overwhelming need from Washington residents seeking COVID-19 information and assistance. WA211 handled over 2,000 calls a day when it began answering both 211 and COVID-19 assistance calls to the State's COVID-19 assistance line in March 2020. By mid-June, the WA211 system had responded to as many callers as it had during the entire 2019 operating year. Additional funding will ensure the WA211 system can maintain extended evening and weekend hours, add additional information and referral specialists to handle increased call volume, and be prepared to respond to the next state emergency.



65.5%

YTD Increase in calls over 2019

**WA211
Queued Calls**



143,332

Food, Housing & Utility Assistance Calls