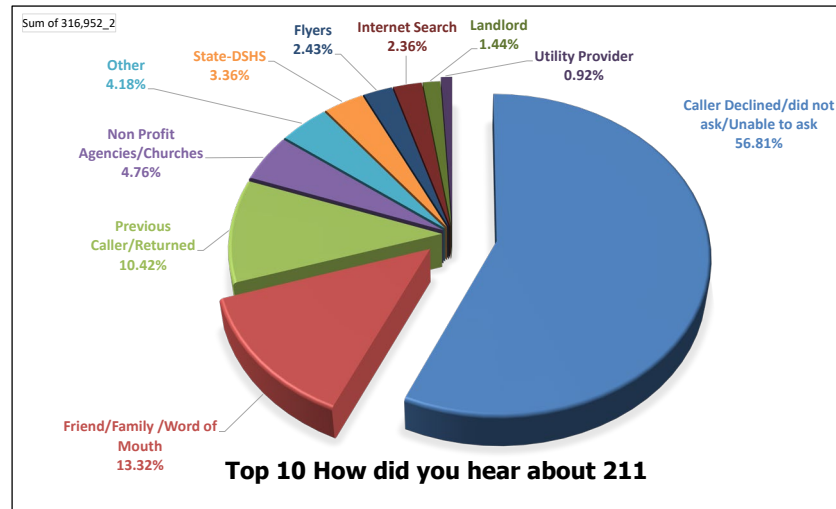
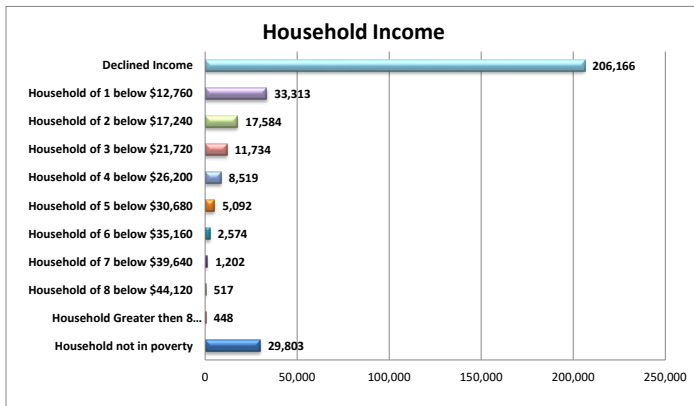
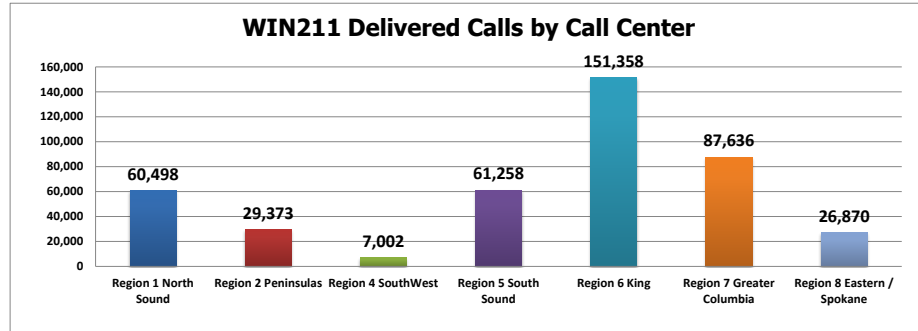
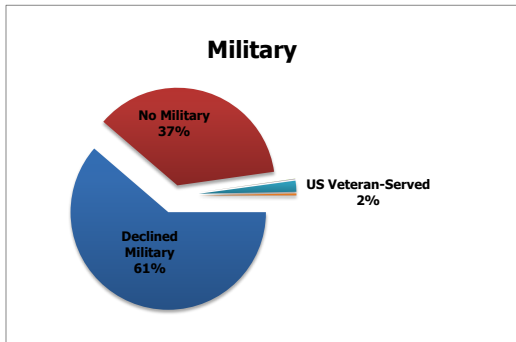
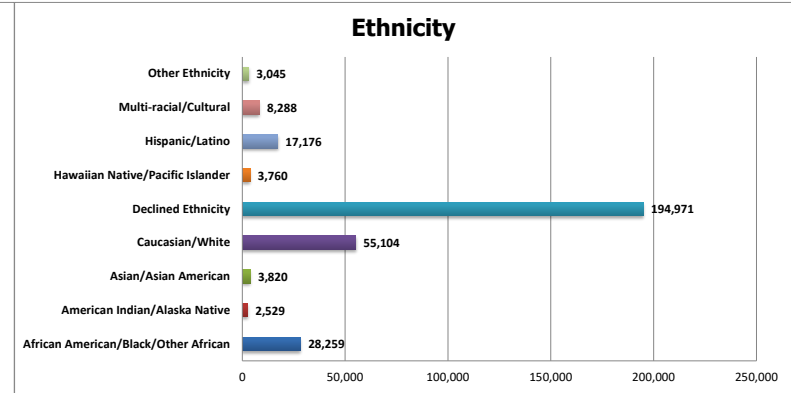
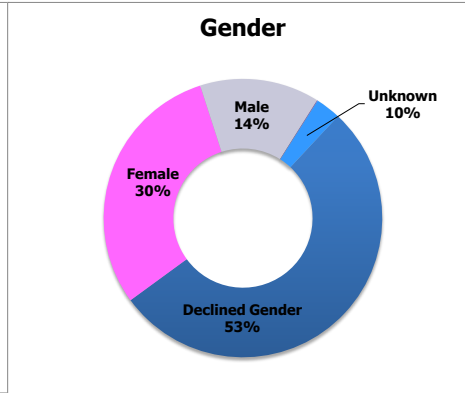
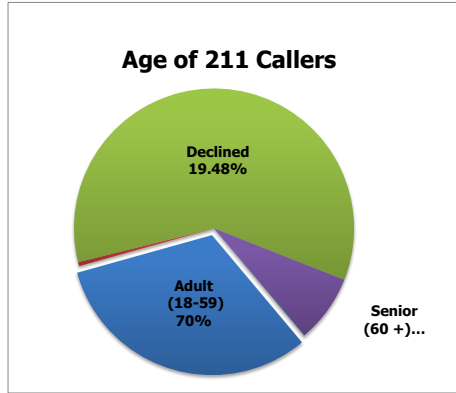
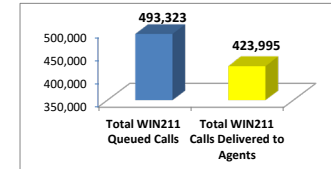


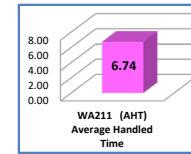
# Demographics Report

WA211 YTD 2020

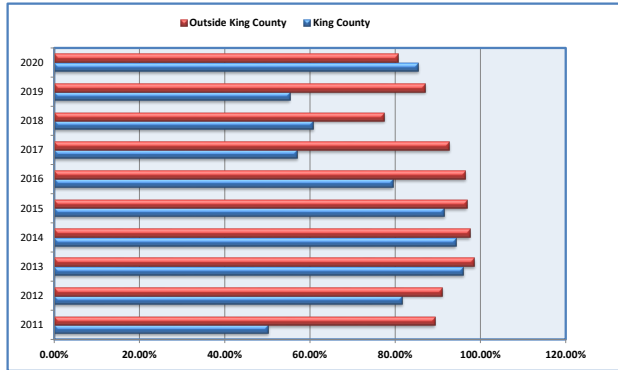
Report Start Date: 1/1/2020

Report End Date: 12/31/2020

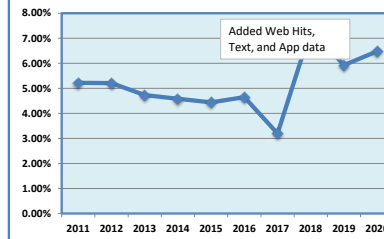




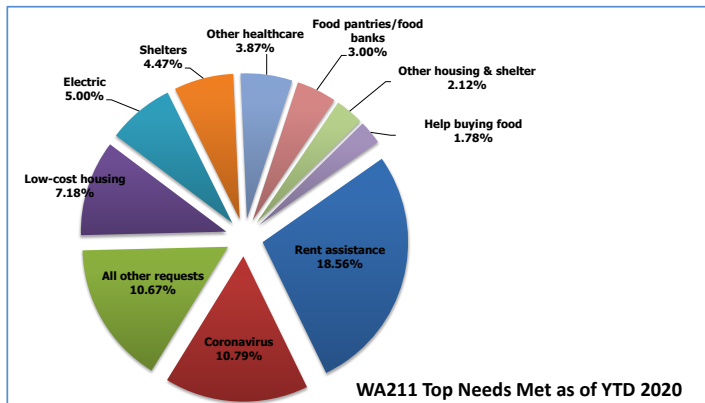
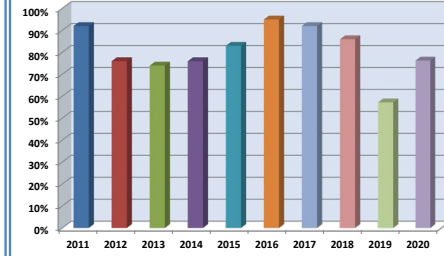
80% of incoming phone calls will be answered  
in an average of 7 minutes



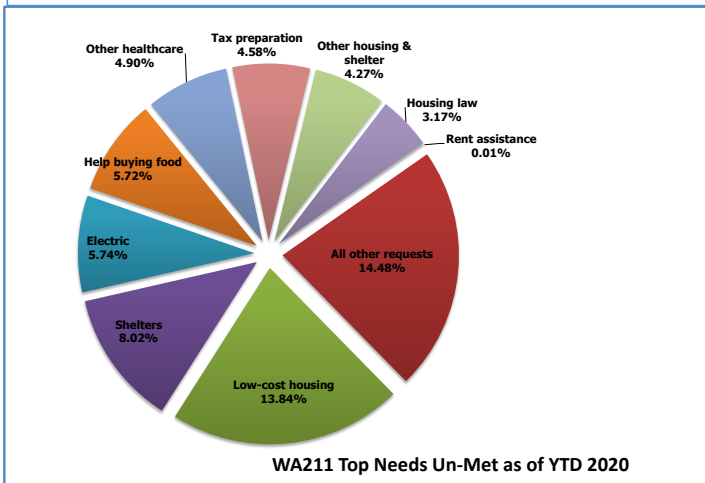
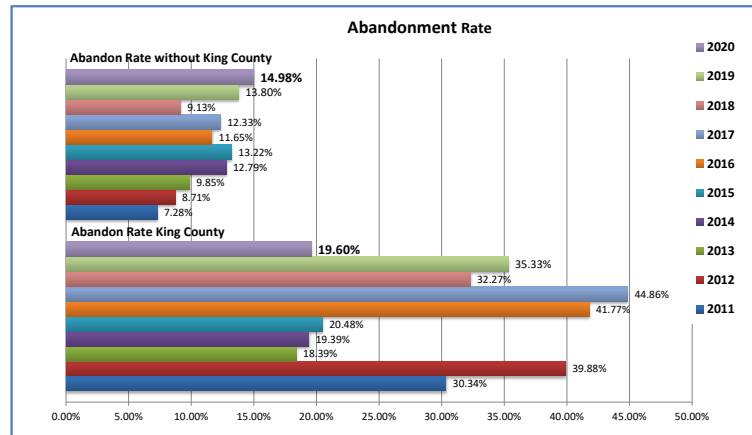
Population Reached



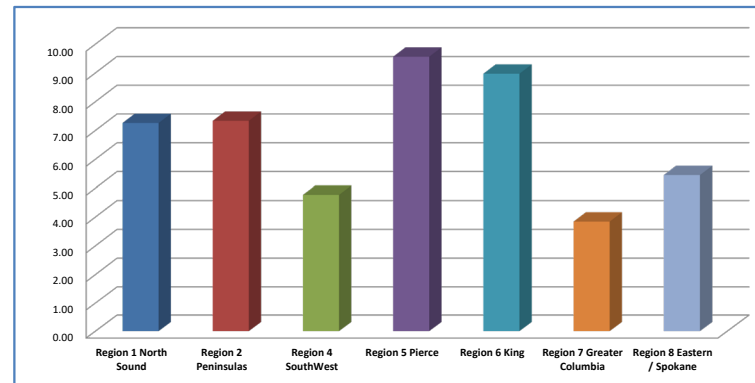
Database updates



Abandonment Rate



WIN211 Average Handled Time (AHT)





# WA211 Summary Report

Report Start Date 1/1/2020  
Report End Date 12/31/2020

<b>WIN211 Delivered Calls by Call Center</b>	<b>423,995</b>	<b>%</b>
Region 1 North Sound	60,498	14.27%
Region 2 Peninsulas	29,373	6.93%
Region 4 SouthWest	7,002	1.65%
Region 5 South Sound	61,258	14.45%
Region 6 King	151,358	35.70%
Region 7 Greater Columbia	87,636	20.67%
Region 8 Eastern / Spokane	26,870	6.34%

## Client Demographics

<b>Age</b>	<b>316,952</b>	<b>%</b>
Adult (18-59)	100,718	31.8%
Child (0-13)	1,450	0.46%
Declined Age	189,722	59.86%
Senior (60 and above)	24,882	7.85%
Youth (14-17)	180	0.06%

<b>Ethnicity</b>	<b>316,952</b>	<b>%</b>
African American/Black/Other African	28,259	8.92%
American Indian/Alaska Native	2,529	0.80%
Asian/Asian American	3,820	1.21%
Caucasian/White	55,104	17.39%
Declined Ethnicity	194,971	61.51%
Hawaiian Native/Pacific Islander	3,760	1.19%
Hispanic/Latino	17,176	5.42%
Multi-racial/Cultural	8,288	2.61%
Other Ethnicity	3,045	0.96%

<b>Gender</b>	<b>316,952</b>	<b>%</b>
Declined Gender	168,013	53.01%
Female	95,343	30.08%
Male	44,073	13.91%
Transgender	247	0.08%
Unknown Gender	9,276	2.93%

<b>How did you hear about 2-1-1</b>	<b>316,952</b>	<b>%</b>
411/Directory Assistance/Telephone Directory		0.00%
911/Fire Dept./Police	352	0.11%
Bus Ads		0.00%
Caller Declined/did not ask/Unable to ask	175,425	55.35%
City Government/County Government	2,061	0.65%
Community Meetings		0.00%
Community Voicemail		0.00%
Flyers	7,490	2.36%
Friend/Family /Word of Mouth	41,132	12.98%
Hospital		0.00%
Internet Search	7,273	2.29%
Landlord	4,459	1.41%
Legislatures/Legislative Aide	280	0.09%
Mailings		0.00%
Misc advertising	539	0.17%
Newsletters		0.00%
Newspapers	102	0.03%
Non Profit Agencies/Churches	14,694	4.64%
Other	12,923	4.08%
Other 2-1-1 Marketing Materials	1,433	0.45%
Posters		0.00%
School/Counselor/Staff	1,152	0.36%
State-Dept of Commerce	34	0.01%
State-Dept of Health	277	0.09%
State-DFI	38	0.01%
State-DSHS	10,379	3.27%
State-Other Agencies	802	0.25%
State-Unemployment Office	428	0.14%
Transportation Provider	191	0.06%
United Way	469	0.15%
Utility Provider	2,838	0.90%
Previous Caller/Returned	32,181	10.15%
<b>Military</b>	<b>316,952</b>	<b>%</b>
Declined Military	194,305	61.30%
No Military	115,552	36.46%
US Veteran-Active	132	0.04%
US Veteran-Active Dependent	136	0.04%
US Veteran-Served	5,784	1.82%
US Veteran-Served Dependent	1,043	0.33%
<b>Poverty</b>	<b>316,952</b>	<b>%</b>
Household not in poverty	29,803	9.40%
Household Greater then 8 (add \$5,600 for each additional person)	448	0.14%
Household of 8 below \$44,120	517	0.16%
Household of 7 below \$39,640	1,202	0.38%
Household of 6 below \$35,160	2,574	0.81%
Household of 5 below \$30,680	5,092	1.61%
Household of 4 below \$26,200	8,519	2.69%
Household of 3 below \$21,720	11,734	3.70%
Household of 2 below \$17,240	17,584	5.55%
Household of 1 below \$12,760	33,313	10.51%
Declined Income	206,166	65.05%