

**CALLER NEEDS MET FROM  
JULY 2020 - JUNE 2021:**

**HOUSING  
& SHELTER**



**116,137**

**HEALTHCARE**



**93,010**

**GENERAL  
SERVICE NEEDS\***



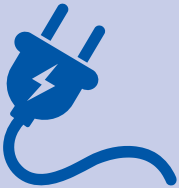
**78,774**

**GOVERNMENT  
& LEGAL**



**37,582**

**UTILITIES**



**37,061**

**FOOD**



**26,341**

**EMPLOYMENT  
& INCOME**



**18,742**

**CLOTHING &  
HOUSEHOLD**



**14,270**

**MENTAL HEALTH  
& ADDICTIONS**



**9,349**

**TRANSPORTATION  
ASSISTANCE**



**8,794**

\* Includes: Disaster 8,857

**GET CONNECTED.  
GET HELP.**



*Dear Washington Legislators,*

In honor of National 2-11 Day, we want to share our appreciation for your support so we can ensure your constituents get the timely information and help they need. Thanks to your investment, Washington 211 continues serving as the "go to" system for Washingtonians in need of accurate community health and human service information and referrals. When our state's vulnerable residents need help, they most often prefer to talk to a real person and we are there for them.



**Washington**

**Voices of Gratitude Provide Depth to Annual Report Numbers**

While our most [recent annual report](#) covers how statewide call volume more than doubled from the previous year, it's the comments shared by those we help that tell the real story of 211 such as:

- "It's a relief to know that I'll have electricity and a place to live and food. I really appreciate you guys" – from a caller who received referrals to rental, utility and food assistance.
- "This system works. . .If someone else doesn't use it, they're missing out" – from a caller who received a referral to legal assistance.
- "Even if you don't have the information I need, you can always point me toward where I can get it." – This caller sought a crisis line regarding domestic abuse.

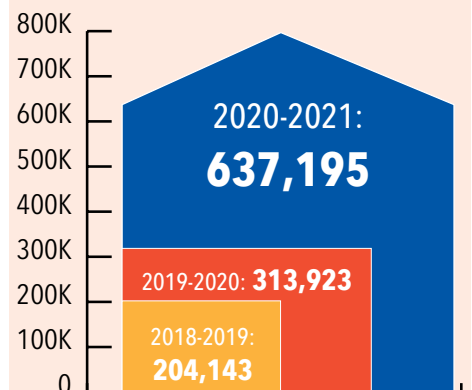
**Improving our Services and Delivery Moving Forward**

The Washington 211 Network is now engaged in advancing these priority strategies for the coming year:

- 1) Expand and support equity and diversity learning, policies and practices across the network
- 2) Expand exposure: marketing/public and agency outreach
- 3) Create a Washington 211 system emergency management plan
- 4) Increase quality assurance and training support
- 5) Grow and enhance strategic partnerships

**Call Growth Continues**

Total call volume exceeded 637,000 this last year -- **more than doubling** from the year before which in turn was a **50 percent** increase from the previous year.



**TEXT**  
your zipcode to 898211



**DIAL**  
211



**SEARCH**  
www.wa211.org