



Washington 211 Legislative Funding Request

Since the inception of the three-digit dialing service in 2006, 211 has helped over 5 million callers in the state of Washington by providing “No Wrong Door” access to needed services with professional live assistance.

211 supports the state and its multi-layered network of social services by efficiently assessing needs and eligibility of callers then routing them to the most appropriate assistance available.

- 211 is the only organization in the state that maintains a comprehensive resource database of over 17,000 services maintained by a team of Certified Community Resource Data Curators, that can be publicly accessed at www.wa211.org or shared to support State Services like DOH [Care Connect](#).
- 211 is a key partner of our state’s emergency response and recovery system acting as an information hub for disaster-related resources, public rumor control, distributor of public health advisories and providing operational capability for the state Department of Health COVID-19 and Monkeypox Helpline.
- 211 supports the state’s healthcare system by providing community resource data, social and health service navigation, and Social Determinants of Health referrals for low-income Medicaid patients.
- 211 captures information about community needs from callers or persons searching at www.wa211.org, providing the leading surveillance system for social needs data in the state, accessible through a public online interactive data dashboard <https://wa.211counts.org/>.
- By handling non-emergency calls for persons in need of essential community services and providing “warm hand-offs” for people in crisis, 211 relieves pressure on both 911 and the new 988 system.

In Washington State, Help is 3 Numbers Away



211 maintains a comprehensive database of community resources and provides information and referrals for essential needs like:

- Food
- Housing and Shelter
- Utility Assistance
- Healthcare Services
- Government Services

211 also can connect people with information and referrals for:

- Transportation
- Legal Services
- Counseling and Support Groups
- Disaster Aftercare
- Everything Else

988 provides crisis support for:

- Thoughts of Suicide
- Mental Health Crisis
- Substance Use Crisis
- Emotional Distress



911 provides first responder dispatch for:

- Medical Emergency
- Fire
- Reporting a Crime
- Disaster Response
- Life Threatening Situation

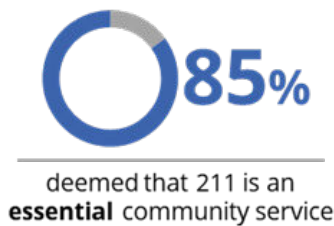
* Percent population served based actual/projected call volume

211 Users, Partners, Service Providers, State Agencies and Legislators Spoke Up

The Deloitte Company assisted Washington 211 this year to identify the strategic direction and future of 211 in the coming years. The project started with a statewide stakeholder survey that included responses from 548 users and community partners, including: 211 partner organizations, regional contact center partners, service providers (listed in 211 resource database), state agencies and legislators responded to the survey.



Respondents were very satisfied with the quality of 211 call services. 87% felt that 211's resource database is essential in helping people find services and 86% of respondents reported that it was extremely important that 211 operate 24/7 and meet our state legislative obligation under [RCW 43.211](#).



76% of respondents also felt that 211 should expand services. The top three services identified include, 1) the creation of an electronic client record and client follow up using closed looped referrals, 2) program eligibility screening and program enrollment and 3) Community based in-person information and referral and outreach.

With additional funding, 211 would be able to:

- **ASSIST MORE PEOPLE AND MEET OUR OBLIGATIONS** - by operating 24 hours a day, seven days a week.
- **REDUCE CALL WAIT TIMES**- by increasing staffing levels to meet current and future demand.
- **MAINTAIN AND IMPROVE REFERRALS** - by increasing professional training and retaining qualified staff
- **STRENGTHEN COMMUNITY CONNECTIONS AND SUPPORT** - by expanding community outreach staff.
- **TRACK AND MONITOR REFERRALS** - by implementing statewide client tracking and outcome reporting.

Fully Fund 211 to Realize the Full Potential of This State Resource

Annual Funding Needed

Full staff capacity to operate 24/7 and meet statewide demand for services
Expand emergency operations, training, quality assurance and communications
Current Annual State Funding

Annual Amount Requested

Annual Budget

\$3,465,000
\$ 225,000
\$1,500,000

\$5,190,000

Biennial Budget Request

\$10,380,000