



# Helping Washingtonians improve their lives since 2006

## 2022 ANNUAL REPORT

### July 2021 - June 2022

With the addition of the new national 988 Suicide Prevention Lifeline, Washington State now has three distinct 3 three-digit dialing systems that provide 3 critical levels of support for people in crisis.

# 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



Whole Person Care

This year, Washington 211 began a partnership with 911 report and 988 to develop a whole person continuum of care crisis response system for the State of Washington. Like a Fire Fighter and an EMT or a School Nurse and School Counselor working together, the 211 Community Resource Specialist, 911 emergency response dispatcher and 988 Crisis line Intervention Specialist will work in tandem to ensure that all persons living in the state, who are experiencing both a mental health and personal crisis, are connected to a caring professional who will address their needs no matter their situation or number they call.

## WELCOME TO WASHINGTON 211

After responding to over five million calls for assistance since Washington 211 began service in 2006, we have learned a great deal about our state, its people, their needs and our collective ability to help people get through a crisis. But perhaps the most significant lesson has been the value of personal interaction in responding to people's needs and working with partners to meet them. 211 provides a flexible, easy to access portal to our state's health and human service infrastructure while providing a window to ever changing needs and issues confronting Washingtonians.

85%



85 percent believe 2-1-1 is an essential service. 2022 stakeholder survey by Deloitte Company.

## 211 QUICK FACTS

(JULY 1, 2021 - JUNE 30, 2022)

- **397,400** calls answered
- **691,000** referrals made
- **31,000** additional contacts through texts & other means
- **190** specialists handled calls
- Average hours of operation – Monday through Friday, 8 a.m. to 5 p.m.
- Average call length **8.5** minutes (a 30 percent increase over the last four years, representing a need for multiple referrals per call)
- Continued handling state's COVID-19 hotline **171,083** calls

95%

93.5 percent customer satisfaction.



## CALLER NEEDS BASED ON DATA AVAILABLE AT WA.211COUNTS.ORG

- Nearly **130,000** requests for assistance with rent and finding low-cost housing and shelter. Another **15,000** requests for housing legal assistance,
- Over **76,000** requests for healthcare information
- Over **30,000** requests for assistance with utilities
- Another **30,000** requests for help buying food and accessing food banks

- Nearly **15,000** requests for transportation help.
- Housing and shelter surpass COVID and other health-related calls. In the last quarter of this annual report year, Washington 211 received nearly 3,000 more requests for information and referrals for housing and shelter than the same period the year before, representing an **11 percent increase**. And while requests for utility

assistance and childcare are relatively fewer, the percentage increase from last year were **59 percent** and 64 percent respectively.

211 Counts is an online searchable 211 caller data dashboard <https://wa211.org/community-data/>. With 2-1-1 Counts, you can create a snapshot of community-specific needs based on call data as recent as yesterday, displayed by ZIP code, region or call center enabling you to easily check trends, make comparisons and share information.

HOUSING & SHELTER **11%**



130,000

LEGAL



15,000

HEALTHCARE



76,000

UTILITIES **59%**



30,000

FOOD



30,000

TRANSPORTATION ASSISTANCE



15,000



TEXT

211WAOD to 898211



DIAL

211



SEARCH

[www.wa211.org](http://www.wa211.org)



VIDEO

[www.wa211.org](http://www.wa211.org)

## HIGHLIGHTS OF THIS REPORT YEAR

- Partnership with Washington Department of Social and Health Services to provide information and referral and navigation services to Washingtonians affected by or caring for someone with a traumatic brain injury.
- Continued operation of state's COVID hotline handling **171,083** calls. Have added screening and referrals for telehealth appointments for

therapeutics. Created API client data exchange for closed loop referrals between 211 and DOH Care Connect platforms.

- Partnered with the Washington University in St. Louis Health Communications Research Laboratory on a national study to expand population-level interventions to help more low-income smokers quit.

Callers in the Greater Columbia 211 Region, who identified as a smoker and interested in participating in the smoking cessation study, were referred to the National Quit Line or enrolled in the Smoke Free Homes program. Of callers who participated in the study **16 percent quit smoking** compared to 7.5 percent for the general population and 22 percent created a smoke-free home.



## LOOKING AHEAD

The Deloitte Company assisted Washington 211 this year to identify the strategic direction and future of 211 in the coming years.

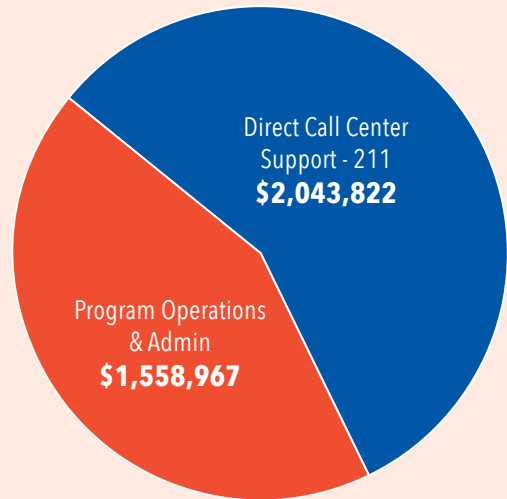
This work started with a statewide stakeholder survey of 548 users and community partners, including: partner agencies, contact centers (partners), board members, agency partners (resource database listed partners), legislators, and state agencies, responded to the survey. The process ended with a two-day planning retreat and the creation of a future roadmap for 211.

While Washington so far continues to exhibit a robust economy, this success means little to those who struggle from day to day in their pursuit of health, safety, and security. 211 provides a single point of entry into our state's health and human services system accessible anywhere in the state, providing equitable access to services that can help families move forward from poverty or are experiencing an unexpected crisis.

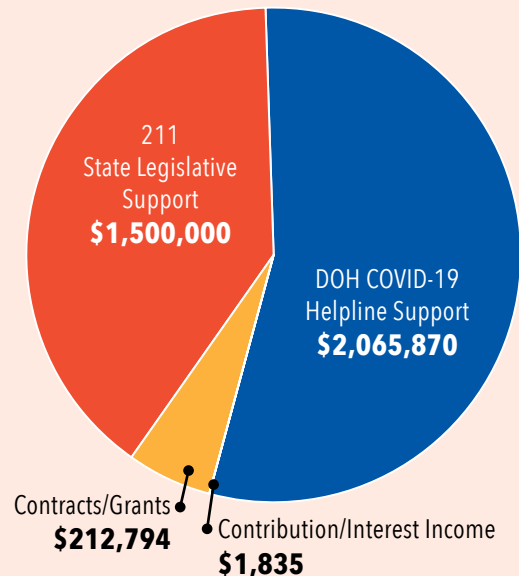
For Washington to realize the full potential of 211, this historically underfunded service, it will need a significant investment from the state legislature. We have developed a Legislative request and ask you to help 211 advocate for greater capacity.

## WA211 2022 FINANCIALS

Expenses: **\$3,602,789**



Revenue: **\$3,567,705**



**TEXT**

211WAOD to 898211



**DIAL**

211



**SEARCH**

[www.wa211.org](http://www.wa211.org)



**VIDEO**

[www.wa211.org](http://www.wa211.org)



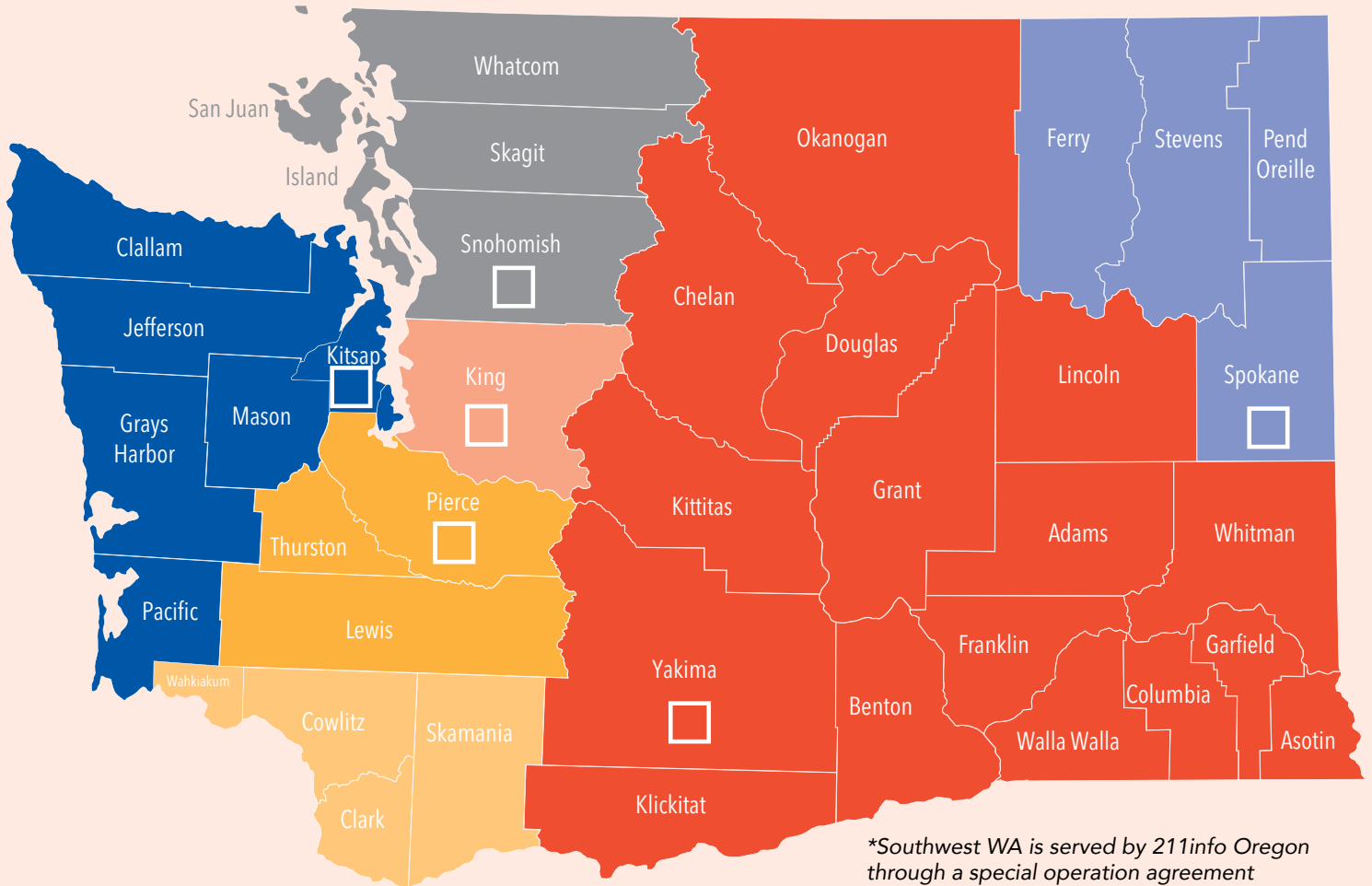


Washington

# GET CONNECTED. GET HELP.



## REGIONAL SERVICE AREAS



## WA211 REGIONAL CONTACT CENTERS

- Eastern 211 Region – Frontier Behavioral Health
- Greater Columbia 211 Region – People for People
- King County 211 Region – Crisis Connections
- North Sound 211 Region – Volunteers of America
- Peninsulas 211 Region – United Way of Kitsap Co.
- South Sound 211 Region – United Way of Pierce Co.
- Southwest 211 Region – 211info