

ISSUE BRIEF

DSHS updated and aligned the state's Traumatic Brain Injury (TBI) Information and Referral service to better serve the TBI Community.

"WA211 is more than just information and referral - people get a sense of hope and peace knowing that there's someone who cares on the other end of the line."

- WA211 Community Resource Specialist



THE ASK

Spread awareness that Washington 211 is the one-stop connection for those needing social and human services - including those experiencing a traumatic brain injury.

IN JUST 2 MONTHS, WA211 HAS

- Provided more than 5,100 referrals to resources for Washingtonians with TBI and their families, compared to 2,400 referrals total over the previous 12 months, resulting in a significant increase statewide for assistance.
- Individually supported nearly 2,300 people with TBI.
- Increased specialized training opportunities statewide for WA211 Community Resource Specialists.
- Collected more real-time data to help the State understand the needs of Washingtonians with TBI and their families.

BACKGROUND

After 14 years, DSHS updated its information and referral (I&R) service to align with state and national practice standards (AIRS Standards). This included an unbiased and fair process to partner with the I&R provider that best meets the needs of the TBI community. This partnership with WA211 began in October 2022.

GET CONNECTED. GET HELP.

Call 2-1-1 or text 211WAOD to 898211

DID YOU KNOW

- TBI is a leading cause of death and disability in the U.S. With more than 64,000 TBI-related deaths in 2020, that's about 176 deaths every day (source: CDC)
- Common causes of TBI are: falls, car accidents, assaults, firearm-related injuries.
- TBI affects people of all ages

WA211 FACTS

Thanks to WA211's infrastructure, expertise, and advertising, more people are being connected to resources related to traumatic brain injuries.

- One-stop connection with a database of 30,000 community resources
- Community resource specialists who are highly-trained and specialize in the unique needs of those experiencing a TBI
- Available 24/7/265, free, confidential and multilingual



Scan here to
access resources
and get connected.
wa211.org



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