



2.1.1

Washington

## ANNUAL REPORT 2023 - 2024

Discover how 211 is building a stronger Washington in our 2023-2024 Annual Report. See how we're connecting people to vital resources and empowering communities to thrive.

### A CALL TO ACTION!

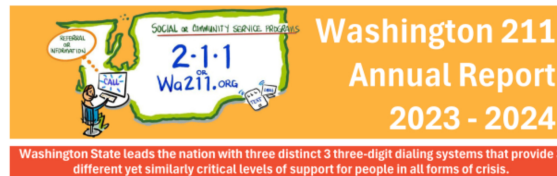
Since 2006, Washington 211 has been a lifeline, answering over 6 million calls and connecting people to critical human, social, and health services. When someone calls 211, they find help, hope, and a path forward—whether they need housing assistance, food, transportation, or support for their most basic needs.

Cutting or reducing 211 funding would have devastating consequences—leaving vulnerable individuals and families without access to vital services. This is not just a budget issue; it's a human issue that affects our neighbors, family, and friends.

We must maintain Washington 211's funding at \$2.5 million per year; a total of \$5 million from the General Fund for the 2025-2027 biennium.

Please urge your legislators to stand up for Washington's communities by supporting full funding for 211.

**Email** them today and tell them to advocate for this essential service!



## 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

Call for  
Information and  
Community Resources  
**211**

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 Crises
- Substance Use Crises
- Emotional Distress

Call for Suicide  
Intervention and  
Crisis Support  
**988**

Whole  
Person  
Care

911 provides first responder dispatch for:

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

Call for  
Emergencies  
**911**

Washington 211 remains a key partner with 911 and 988, strengthening Washington's crisis response system. Like firefighters and EMTs or school nurses and counselors, our teams collaborate to connect individuals in crisis with the right support. By uniting 211 Community Resource Specialists, 911 Dispatchers, and 988 Crisis Intervention Specialists, we ensure every resident has access to compassionate, immediate help. Together, we're building a more inclusive, responsive crisis care system—because help should always be within reach.

Thank you for supporting a community of care.



TEXT  
ZIP to 898211



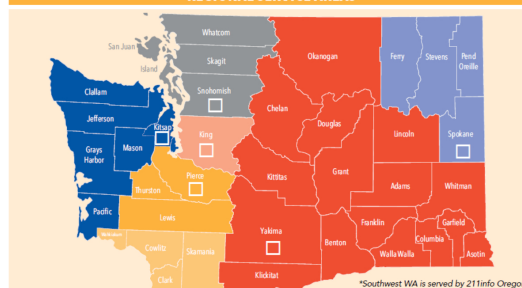
DIAL  
211



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

There are seven unique regions within Washington's 211 Statewide Information and Referral System. Each region supports local human service programs for residents in that area.

### REGIONAL SERVICE AREAS



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

WA211 REGIONAL CONTACT CENTERS

THIS IS WASHINGTON 211

After answering over six million calls since launching in 2006, Washington 211 has gained deep insight into our state, its people, and their evolving needs. Our greatest lesson? The power of personal connection in navigating crises and collaborating with partners to provide support. As a vital gateway to Washington’s health and human services, 211 offers both immediate access to assistance and a real-time view of the challenges our communities face.

211 QUICK FACTS  
(JULY 1, 2023 – JUNE 30, 2024)

• 342,284 calls answered

• 758,706 referrals made

• 167 Community Resource Specialists handled calls

• 43.8% of our calls were for Housing & Shelter

92%

Statewide Customer Satisfaction

Washington

WA211 2023 – 2024 FINANCIALS

State 211 System Revenue

Regional 211 Contact Centers \$4,806,528

Washington State Legislature \$1,500,000

Dept of Commerce ETC \$75,000

DSHS TR Grant \$236,343

State 211 System Expenses

Call Center Personnel \$4,840,979

Call Center Operations \$1,481,010

WA211 Program Services \$661,970

WA211 Administrative Support \$45,414

WA211 2023 - 2024 PROBLEM NEEDS

WA211 is a crucial resource in addressing the current housing crisis. As more affordable housing options become available, we will continue to be the key hub for connecting individuals to opportunities and coordinated intake centers.

HOUSING & SHELTER

43.8%

Community Services

12.1%

Government & Legal

10%

Utilities

8.9%

Food

8.7%

Empower Change: Donate Today to Support Vital Services

As we work towards a more equitable and resilient society, the funding of Washington 211 is not just an investment in a service, but an investment in the health, well-being, and future of our state.

Ways to Give

Washington 211 | 304 W. Lincoln Ave. | Yakima, WA 98902 US

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