211 DATA 2024 2.1.1 Washington Whatcom Washington San Juan **Pend Oreille** Okanogan Skagit **Ferry** Stevens Clallam Snohomish 263,736 Chelan **Douglas Jefferson Spokane** Lincoln Kitsap King Grays Harbor Mason **Calls Answered** Grant **Kittitas** Adams **Pierce** Whitman Thurston 702,937 **Pacific** Lewis Garfield Franklin Yakima Columbia Wahkiakum Benton Asotin Walla Walla Cowlitz **Referrals Made** 95,153 Skamania **Klickitat** Clark 54,038 92% 46,712 38,203 **CUSTOMER SATISFACTION** 13,887 9,296 6,447 **King County Peninsulas South West North Sound South Sound** Greater **Eastern** 211 Columbia Washington 211 211 211 211 211 211 **Caller Demographics** 42% Housing & Shelter 10% Government & Legal Adults 23% Caller Needs 20% 9% Utilities 49% Declined 9% Food 13% 4% Clothing & Household Senior **Ethnicity** 3% Transportation Assistance JUJU I I 15% 1% 26% 10% 5% 37% 2% 2% Asian/Asian African **American** Hispanic/Latino **Declined** Multi-**Other Ethnicity** Caucasian Hawaiian Indian/Alaska **American** American/ racial/Cultural /White Native/Pacific **Ethnicity** Black/Other **Native** Islander African