

**King County 2-1-1
3rd Qtr. 2011 Program Highlights**



Operations

- Resource Center staff finalized the database listings for our new statewide WA Recovery Help Line.
- Information & Referral Specialists responded to over 325 calls from community members seeking school supplies for their children.
- Information & Referral Specialists handled a total of 20,957 calls in the 3rd Quarter, an increase of 2,213 calls over 2nd Quarter.

External Relations

- In September, 2-1-1 staff provided the second in-house community training session on the Art of Referral and Accessing Community Resources. Attendance was at capacity and attendee feedback was very positive.
- I&R Specialists participated in the Educational Resource Street Fair and the Latino Health and Safety Fair providing information about King County 2-1-1 and other Crisis Clinic services.
- At the request of Red Cross, the 2-1-1 Director attended a WA VOAD meeting. Connections with this group will be beneficial during and after local disasters; however, staff resources and current priorities will limit our ongoing in-person participation.
- The 2-1-1 Director participated in multiple learning and discussion sessions provided by King County in connection with the Preventing and Ending Family Homelessness in King County initiative. Providers from Chicago, Salt Lake City and Grand Rapids presented information on their programs and lessons learned.
- Collaborative efforts continue with WA State Dept. of Health's Oral Health Program and other providers seeking an efficient statewide dental referral system. There may be funding available to help support updating of the resource database listings related to dental services.
- The 2-1-1 Director provided a WIN211 update at the 2012 EITC/Free Tax Preparation meeting and participated with representatives from WA State Dept. of Commerce, volunteer tax site program coordinators and service providers from across the state in planning for next year's tax season.

Positive Feedback from Callers:

- Unprompted feedback from a caller seeking utility assistance, "I like that you give the dates and times to call, and not just the telephone numbers. It will really help me organize my time, and know where to start."
- Caller in Newcastle, 98056, called in to thank us. She was seeking utility assistance and wanted us to know she received help after being referred to St Vincent de Paul.
- Caller in Seattle, 98108, "2-1-1 rocks! I thought I didn't have anything when I called, but now I have a chest of gold."

- Caller in Redmond, 98053, requesting legal referrals regarding housing: "Well, thank you, ma'am. You have been nothing but helpful. If there is help out there, we will find it – and with the help of people like you. You are a great asset to your community."
- Caller in Seattle, 98104, "I tried to reach you yesterday and couldn't get through, so I called back after trying some other numbers, and I'm glad I did. You are fabulous; you always have something new to offer and I do appreciate you very much."
- Caller from Seattle, 98118, said "2-1-1 is the best thing that has ever happened to Seattle. This place is a godsend. The resources you guys have are phenomenal."
- Caller said, "I want you to know that I have called a LOT of places, and you are the only person who has been nice to me."
- Caller in Kenmore, 98028, looking for housing for a senior who is being evicted because her apt complex has been sold. Caller said, "I want you to know that I have called a LOT of places, and you are the only person who has been nice to me."
- Caller in Renton, 98058, in need of food and financial assistance. "You have no idea how helpful this is for me. Thank you so much. Now at least I know that there is some help out there."
- Caller in Shoreline, 98133, homeless couple, "Thank you so much. What you've given me is very helpful. Now I can begin to see a direction. Stability was the main thing, and we can go from there."
- Elderly, disabled gentleman in Bellevue, 98004, with electricity shut-off expected and needing refrigeration for medication – "Do you spend this much time with everybody? You're the only one who will talk with me."
- Agency representative in Seattle, 98144, advocating regarding family law issues, "Well, this is so helpful. This is a lot of very good information. Thank you so much. Now at least I will be able to provide the family with some direction."
- Caller looking for energy assistance in Burien, 98166, "Thank you. I feel better just talking with you. You are so kind. Sometimes you speak to people and it's like they don't care but we're all going through rough times. Thank you. You have a wonderful week."

2011 2-1-1 Line

Service Unit Description:	Total Projected Clients {minimum clients served by city}	All Funding Sources			
		1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.
Service Unit /Performance Measure	Incoming Calls	Incoming Calls	Incoming Calls	Incoming Calls	Incoming Calls
Auburn	74	1,220	1,168	1,128	
Burien	631	906	893	883	
Covington	132	135	68	103	
Des Moines	111	520	466	553	
Renton	1,162	1,412	1,190	1,460	
SeaTac	294	488	448	524	
Tukwila	111	484	480	467	
Totals	2,105	5,165	4,713	5,118	

Service Unit /Performance Measure	Total Projected Clients {minimum clients served by city}	
	Calls	Training
Auburn	5	2
Burien	5	2
Covington	5	5
Des Moines	5	2
Tukwila	5	4
Totals	25	16

Funding Sources	3 rd Quarter		4 th Quarter	
	Incoming Calls	Students Trained	Incoming Calls	Students Trained
	8	28		
	5	0		
	2	0		
	4	0		
	2	0		
Totals	21	28		