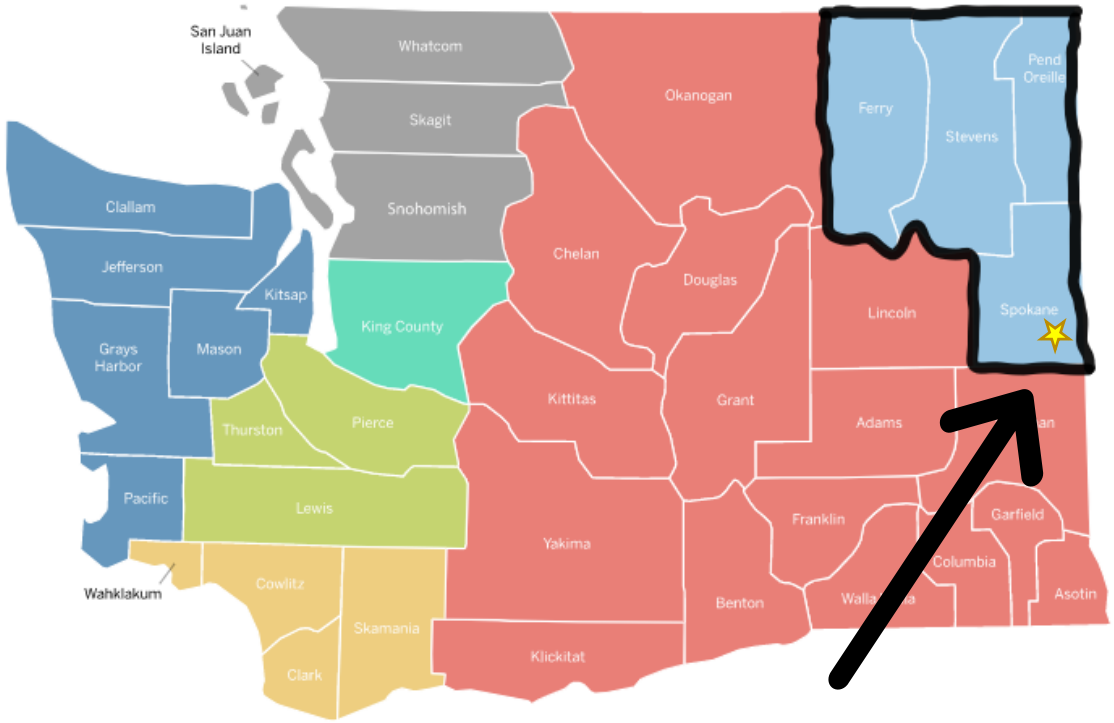
EASTERN WASHINGTON 211

COUNTIES SERVED:

SPOKANE
FERRY
STEVENS
PEND OREILLE



EW211 TEAM IS LOCATED IN SPOKANE WASHINGTON AT FRONTIER BEHAVIORAL HEALTH

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WHAT IS 211?

2·1·1 Washington

- An easy to remember phone number, similar to 911, that provides a single point of access to over 27,000 local and statewide agencies for referrals and information related to social service needs.
- Over 140 languages, including TTY are available for limited English proficiency
- 211 offers resources via the web (WA211.org) texting and emailing as well.
- Washington State 211 Network is divided among 7 regions.
- Assist the State of Washington, local communities and first responders during and after a crisis or disaster to provide non-emergency information and resource coordination efforts.
- All staff are trained and certified Information & Referral Specialists who conduct a brief assessment of the caller's needs, provide a list of services available, assist with information to enroll in services, and provide a warm transfer accordingly.
- Eastern Washington 211 (EW-211), operated by FBH:
  - 4 Full-time staff, 1 Supervisor
  - Funded in large part by United Way of Spokane County. Additional funding through the State 211 network (legislative appropriations) and *People For People* in Yakima for assistance with Basic Food Applications.
  - Eastern Washington 211's (local) database includes an estimated 690 service sites/agencies, 1260 service options and 875 programs. Resources are updated daily, monthly or quarterly. At a minimum, all resources are updated annually.

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COMMUNITY AWARENESS & PARTNERSHIPS

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- Outreach Coordinator provides marketing and education for community providers by attending local events and engaging in face-to-face interaction. This position is designed to not only learn about new resources in the area but educate local agencies on the benefit of being apart of the 211 Database.
    - Ease of access: One stop shopping for our community members in need
    - Awareness for their services and free advertising
    - Access to update their own information in our database to ensure accuracy
- Partners rely on us to provide more than a google search (human connection), spending the time, providing multiple resources/avenues for their clients and advocating for both the provider and the caller if needed.
- Lyft Transportation through *United Way Worldwide*
    - December 2021 to present we have provided 553 free rides
- Perform Basic Food Applications for callers needing state benefits (Subcontracted through *People for People*).
- Spokane Public Schools data sharing for students and their families in need.

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DATABASE

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- Online platform that connects directly to our phone system for advanced data collection.
- Current EW211 Database: 502 agencies that are divided up into sites and services within each agency.
- 211 Counts is a public access website that pulls WA211 data with filtering options available to narrow down data by zip code, region, city, etc.
- Database Specialist position oversees adding, deleting, and updating existing resources.
  - Updates are system generated with automatic annual renewal alerts to staff.
  - An email goes to the agency to update their own information first. Database Specialist then reviews and posts.
  - If the agency is unable to update, EW211 specialist will call and do research to ensure the information we do have is updated on time.
  - All resources are updated at least once a year.
- Most agencies are not-for-profit, faith-based, social determinant of health providers, or public serving agencies. We are looking to expand to for profit services once capacity allows us to.

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EMERGENCY RESPONSE

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- Coordination with Avista and Spokane Emergency Management to prepare for future disasters. Avista reported 27% of the community relies on 2-1-1 to obtain medical resources during a time of need (Windstorms, wildfires, power outages, etc.).

- Department of Health (DOH) COVID-19 Calls:
  - 491,098 handled by WA211 (March 2020 to present).
  - Washington Notify Program
  - Vaccine Appointments and information

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2021 DATA

TOTAL CONTACTS: 19,021

CALLS, EMAILS, TEXTS

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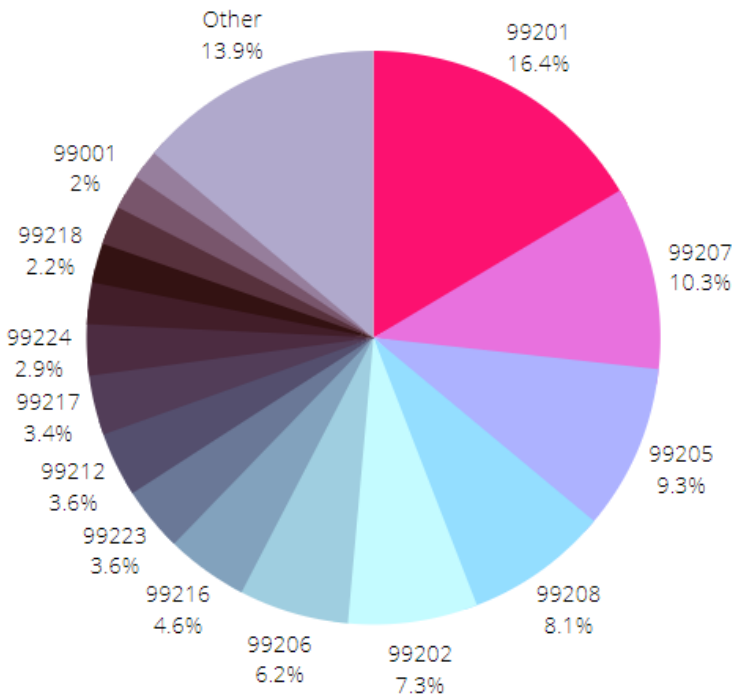
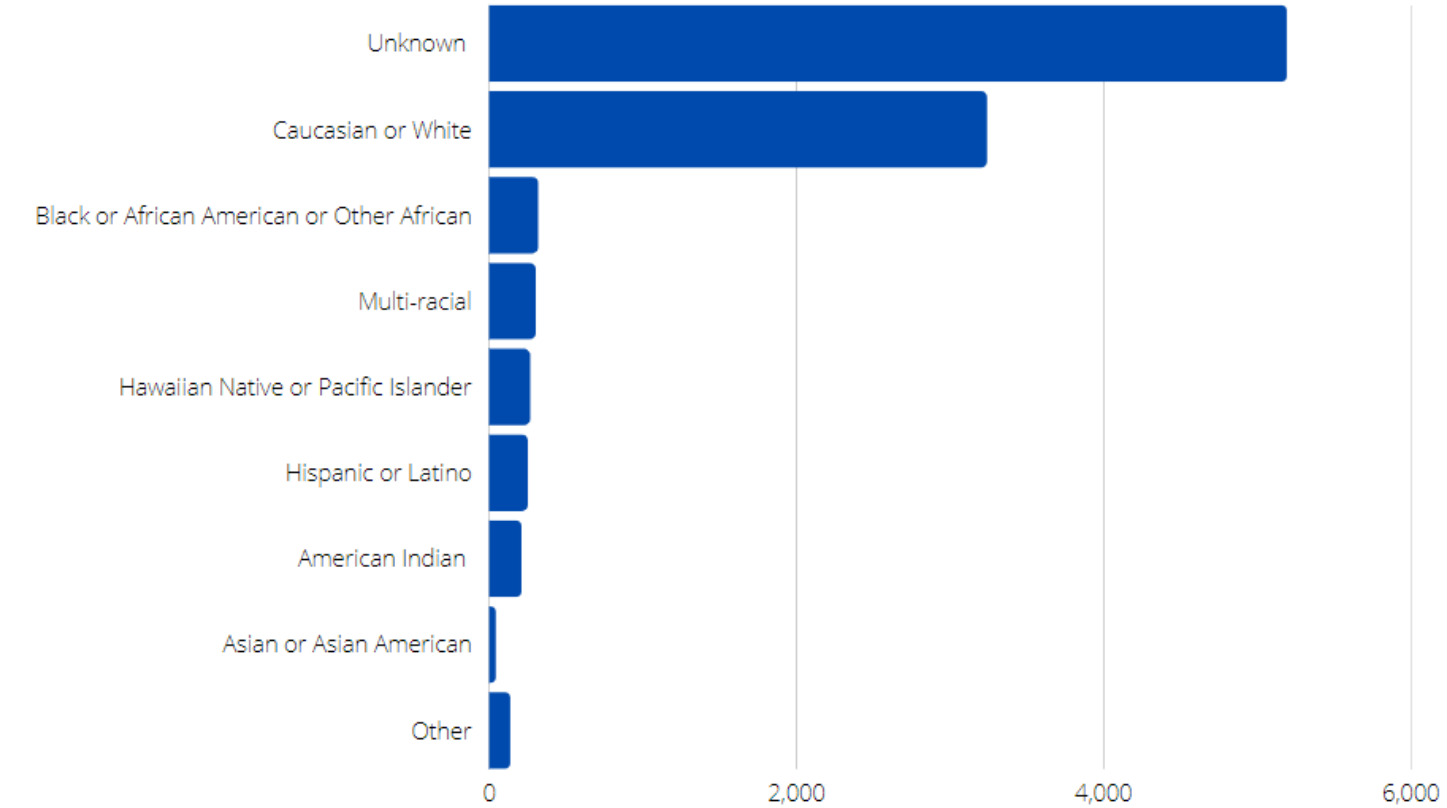
THE NEED



ETHNICITY



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2021 DATA

33,752 TOTAL REFERRALS

TOP 20 REFERRALS

Electric Service Payment Assistance
General Counseling Services
Home Rental Listings
Rent Payment Assistance
Low Income/Subsidized Private Rental Housing
Comprehensive Information and Referral
Community Shelters
Therapy Referrals
Food Pantries
Rapid Re-Housing Programs
Undesignated Temporary Financial Assistance
Eviction Prevention Legal Assistance
Food Stamps/SNAP Applications
Legal Information Services
Water Service Payment Assistance
Gas Money
General Clothing Provision
Psychiatric Medication Services
Adolescent/Youth Counseling
Central Intake/Assessment for Mental Health Services

UNMET NEEDS

Rent Payment Assistance
Tax Preparation Assistance
Automotive Repair and Maintenance
Homeless Motel Vouchers
Rental Deposit Assistance
Pest Control Services
Undesignated Temporary Financial Assistance
Appliances
COVID-19 Immunization Clinics
Homeless Transportation Programs
Long Distance Bus Services
Mortgage Payment Assistance
Child Passenger Safety Seats
Community Shelters
Comprehensive Information and Referral
Disaster Related Cash Grants
Home Maintenance and Minor Repair Services
Housekeeping Assistance
Long Distance Automobile Transportation
Low Income/Subsidized Private Rental Housing

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2021 DATA

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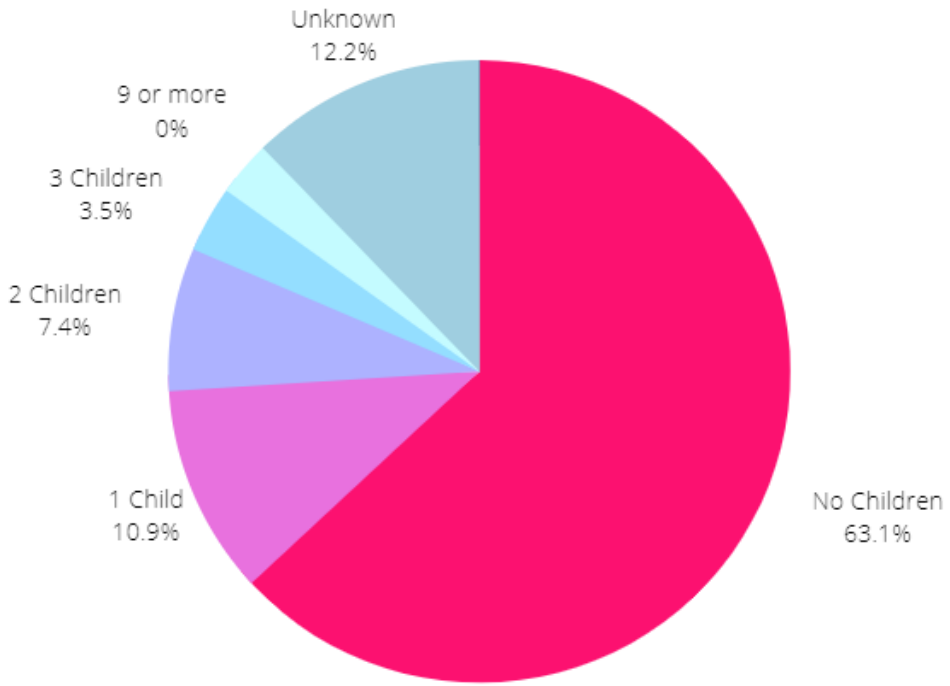
CALLERS WITH CHILDREN



TOP YOUTH REFERRALS

342	Adolescent/Youth Counseling
288	Family Crisis Shelters
123	Family Counseling Agencies
79	Family Law Courts
54	Child Care Centers
54	Family Counseling
49	Diapers
48	Food Stamps/SNAP Appeals/Complaints
40	Crisis Nurseries/Child Care
33	Children's Clothing
29	Child Care Provider Referrals
28	Child Care Expense Assistance
25	Holiday Gifts/Toys
16	Domestic/Family Violence Legal Services
16	Local Bus Transit Services
16	Parenting Skills Classes
14	WIC
13	Family and Community Medicine
13	Supervised Living for Older Youth
12	Child Support Assistance/Enforcement

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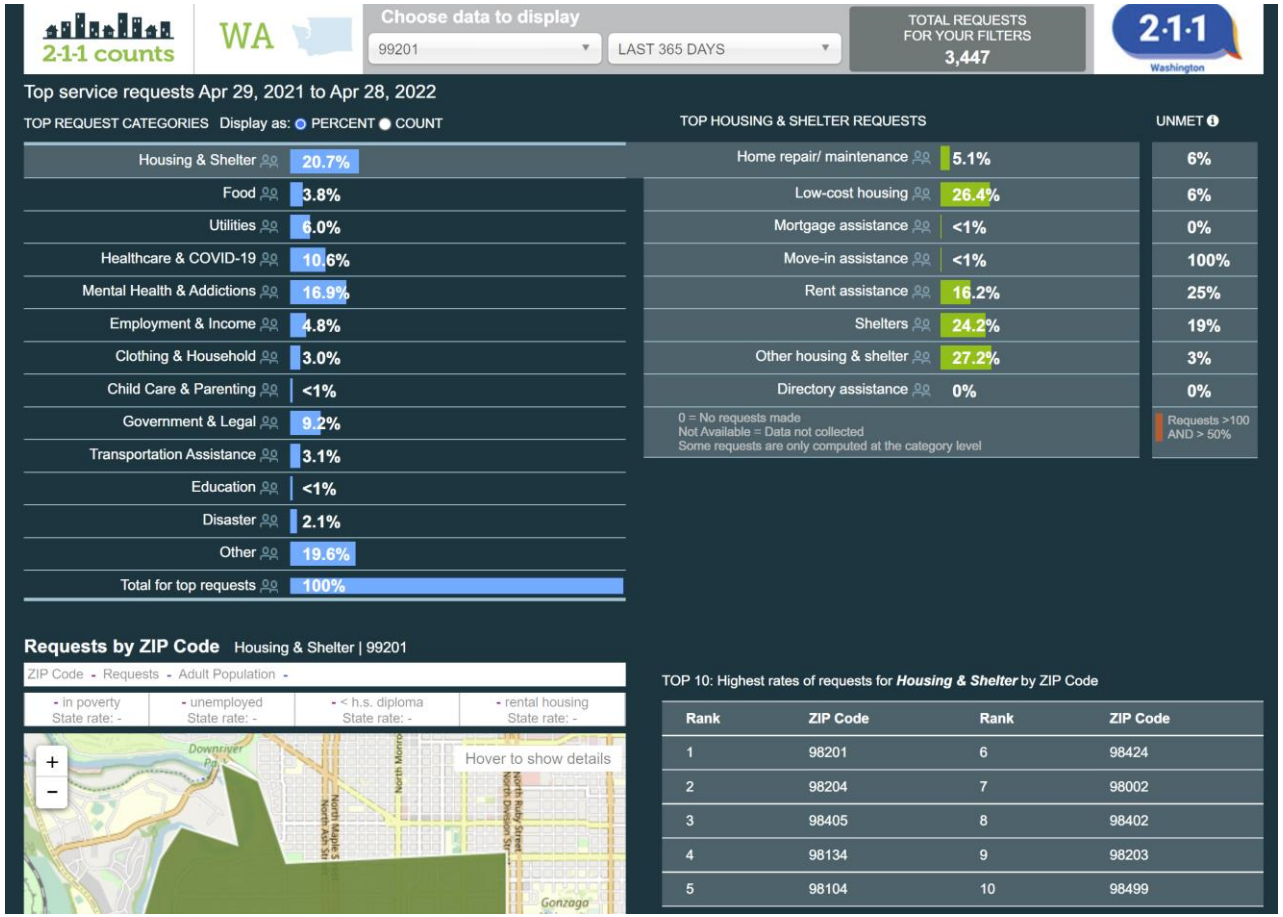
211 Counts

www.wa211.org/community-data



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Thank you!

Questions?

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