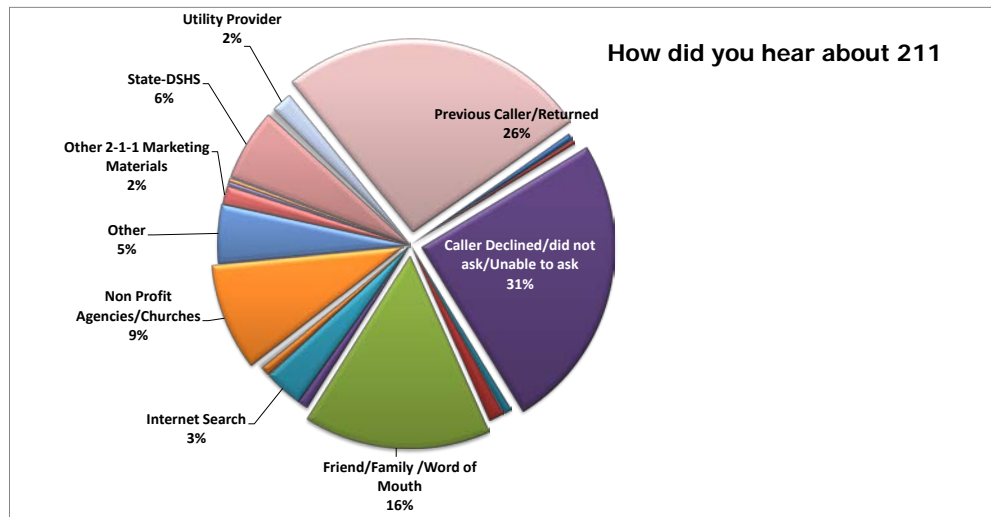
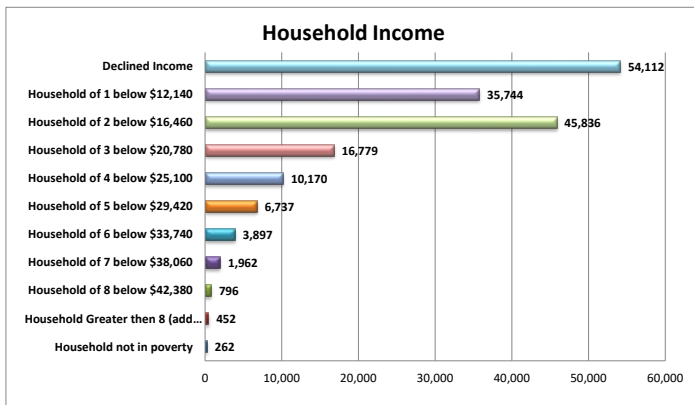
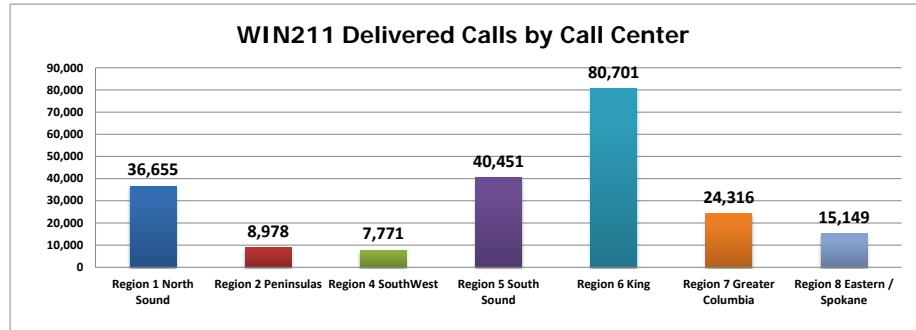
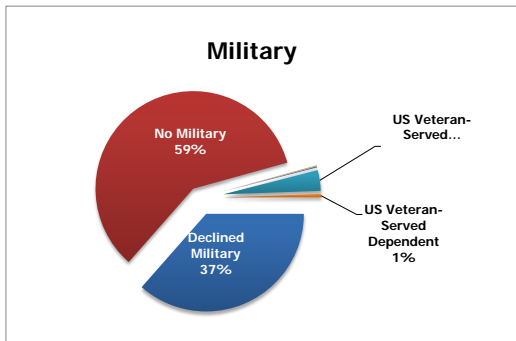
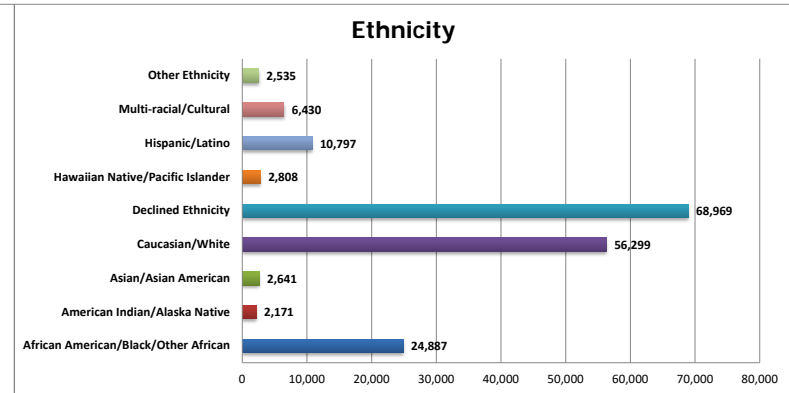
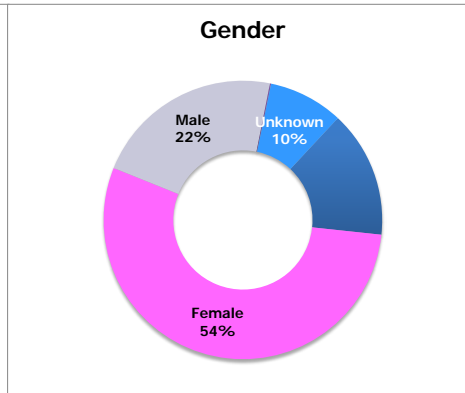
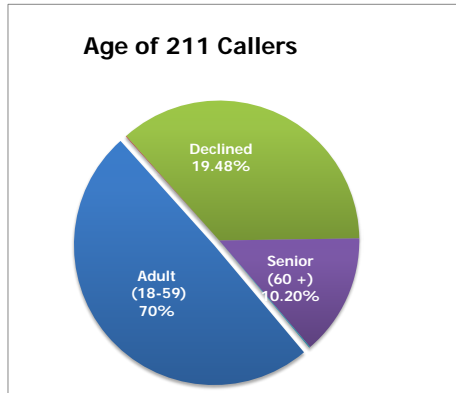
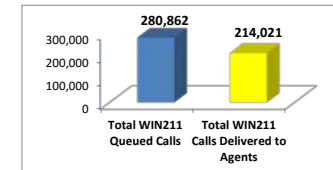
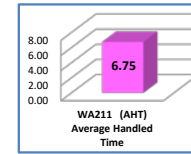


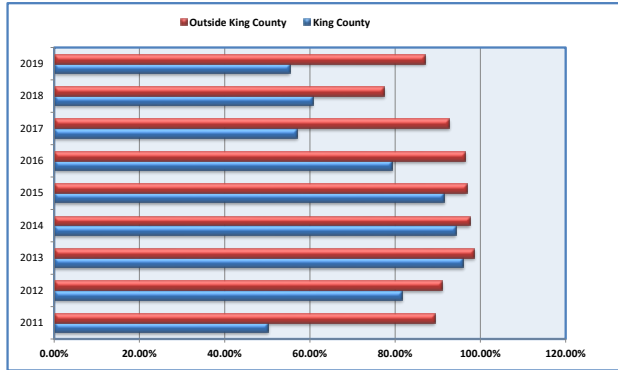
# Demographics Report

WA211 YTD 2019  
Report Start Date: 1/1/2019  
Report End Date: 6/30/2019

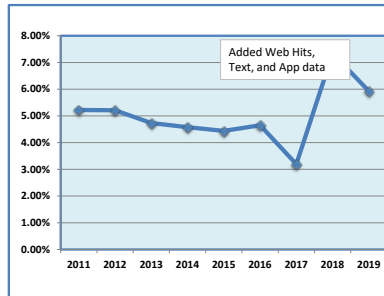




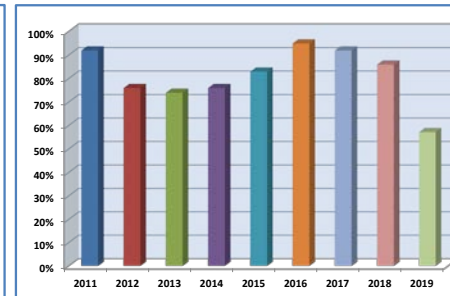
80% of incoming phone calls will be answered in an average of 7 minutes



Population Reached



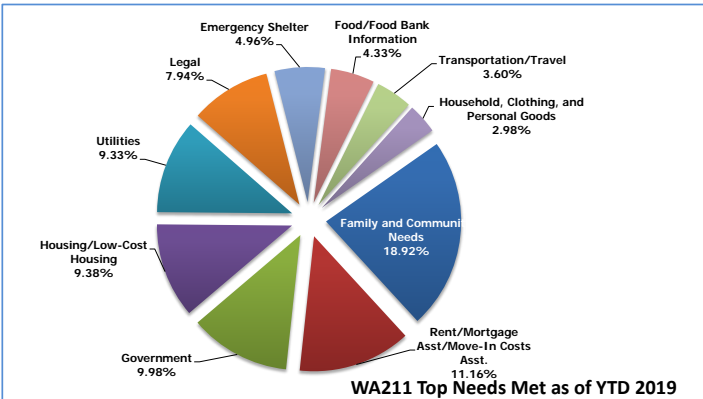
Database updates



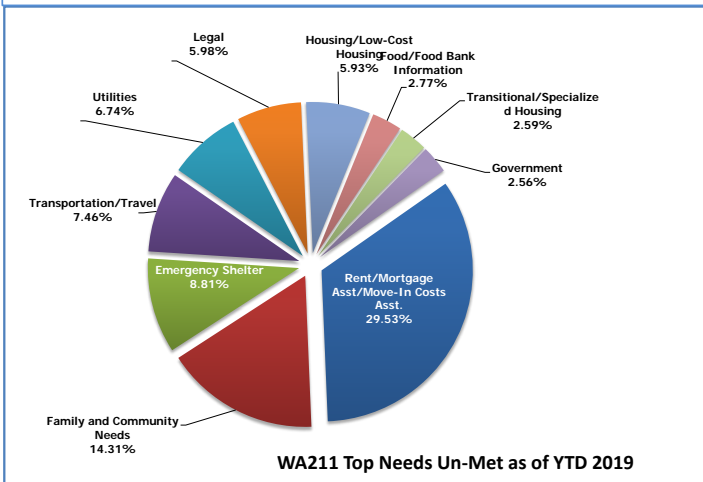
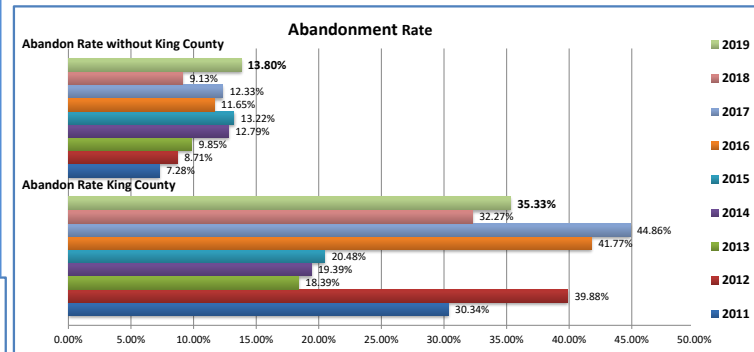
YTD 2019 Unmet goals by call center:

Service Level 80% in 7 minutes  
**KC211 43.70% & SS211 76.82%**  
 Abandon Rate will not exceed 15% and King County 30%  
**SS211 22.41%, SW211 24.33% and KC211 41.21%**

Database goals will be updated next quarter due to the new database system VisionLink



WA211 Top Needs Met as of YTD 2019



WA211 Top Needs Un-Met as of YTD 2019

