

Washington



Washington Information Network 211

ANNUAL REPORT

FY 2016-2017

Throughout Washington State, WIN211 connects people to help when they need it, builds community resilience, and advocates for breaking cycles of need.

TO OUR COMMUNITY PARTNERS

To Our Community Partners

STRATEGIC HIGHLIGHTS

It's been a remarkable year for 2-1-1 in Washington. WIN211 celebrated 10 years of service to the residents of our state which was recognized by the State Legislature and Governor Jay Inslee at a celebration event held at the Governor's Mansion on January 31st. This event was also a great opportunity to recognize those individuals and organizations that have contributed to the rich history and success of 2-1-1 such as visionary and previous board chair Barb Graff, legislative champion Representative Larry Springer and our partner and statewide advocate Washington State Department of Health.



FINANCIAL HIGHLIGHTS



WIN211 is on firm financial footing. The 2016-2017 Legislature stabilized base funding for WIN211 by giving 2-1-1 a permanent home in the State Operating Budget. The 2017-2018 Legislature increased support for 2-1-1 services, the first time in WIN211's history. WIN211 is truly grateful for the Legislature's recognition of the value 2-1-1 provides to our families, friends and neighbors, especially during what has been one of the most difficult legislative sessions in recent history. WIN211 is eternally grateful to Rep Larry Springer for being a Champion for WIN211 year in and year out and without whom this additional support would have been possible.

OPERATING HIGHLIGHTS

A new face and a new service for WIN211. In September of 2016, Tim Sullivan was hired as WIN211 Director. Tim has over 25 years of experience working with both non-profits and local Government. Fifteen of those years were spent with United Way of Central Washington as Community Impact Director where he assisted in implementing the Greater Columbia 2-1-1 Call Center to provide 211 services in Central Washington.

Texting services also joined WIN211 in September of 2016. Texting is the easiest and most common way that people communicate today. Washington's 2-1-1 service now allows anyone to text an information and referral specialist in their area who can assist them in accessing information on state and local resources and services. WIN211 is very excited about bringing this service to the State and look forward to expanding the use of texting in the future.

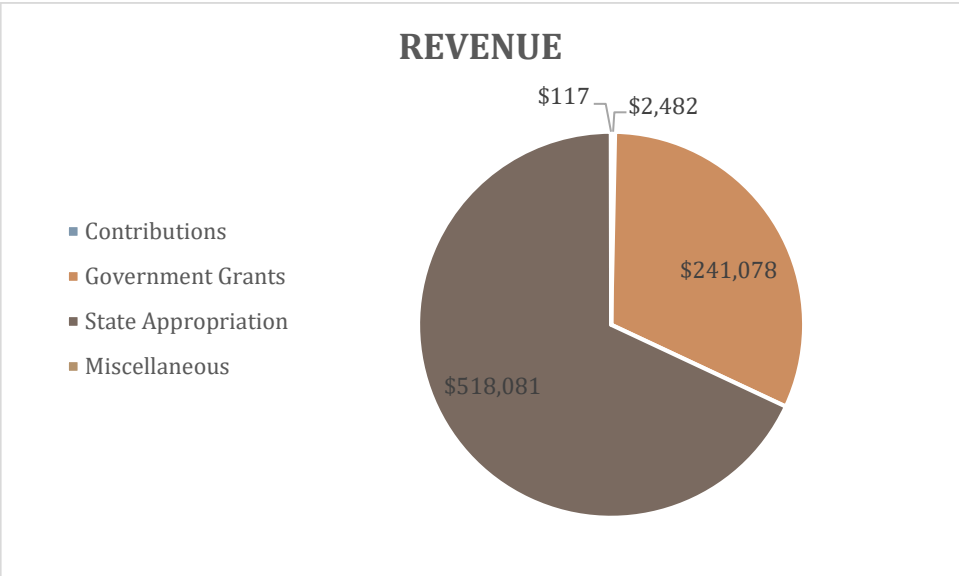
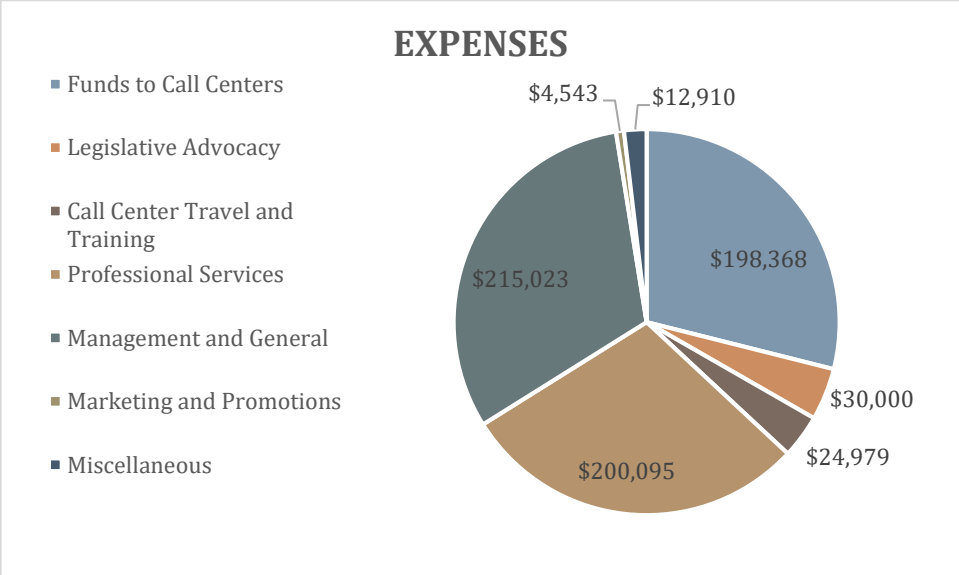


LOOKING AHEAD

In July of 2016 the WIN211 Board of Directors completed a strategic visioning process that was later approved as a strategic framework for WIN211's future direction. Five strategic themes were identified and the WIN211 Board of Directors, with input from the 2-1-1 Regional Call Centers, will be working toward implementing these strategies through a newly formed WIN211 Strategy Committee.

FINANCIAL SUMMARY

Financial Summary

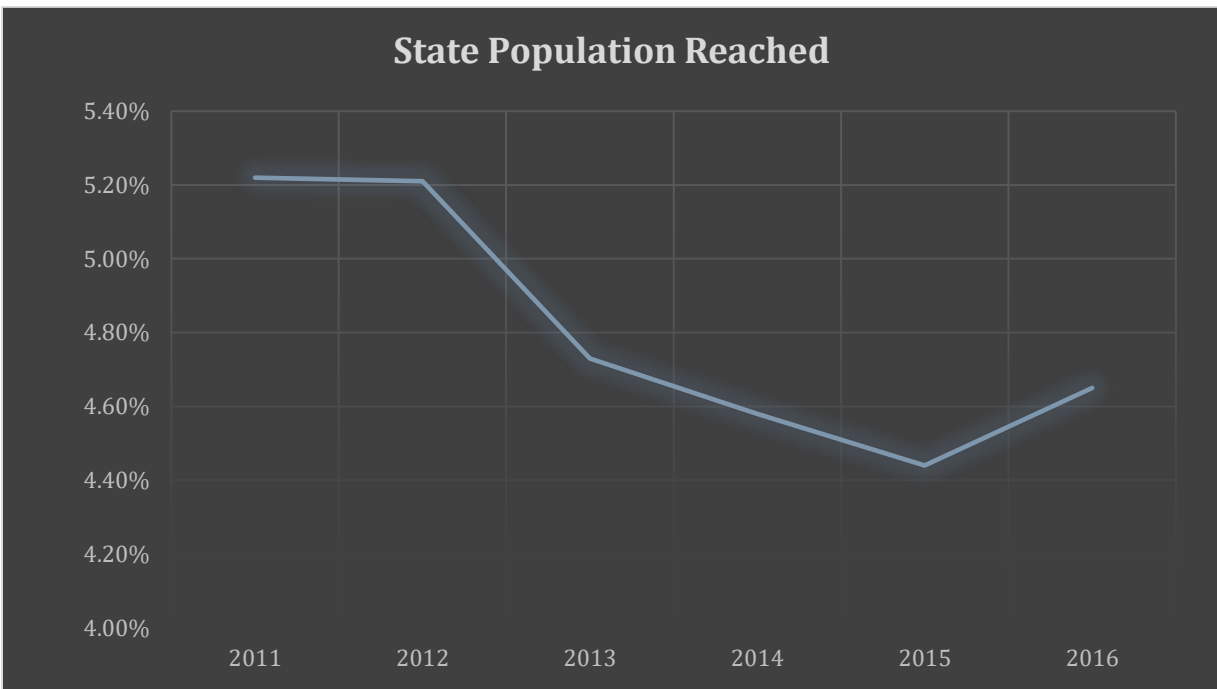
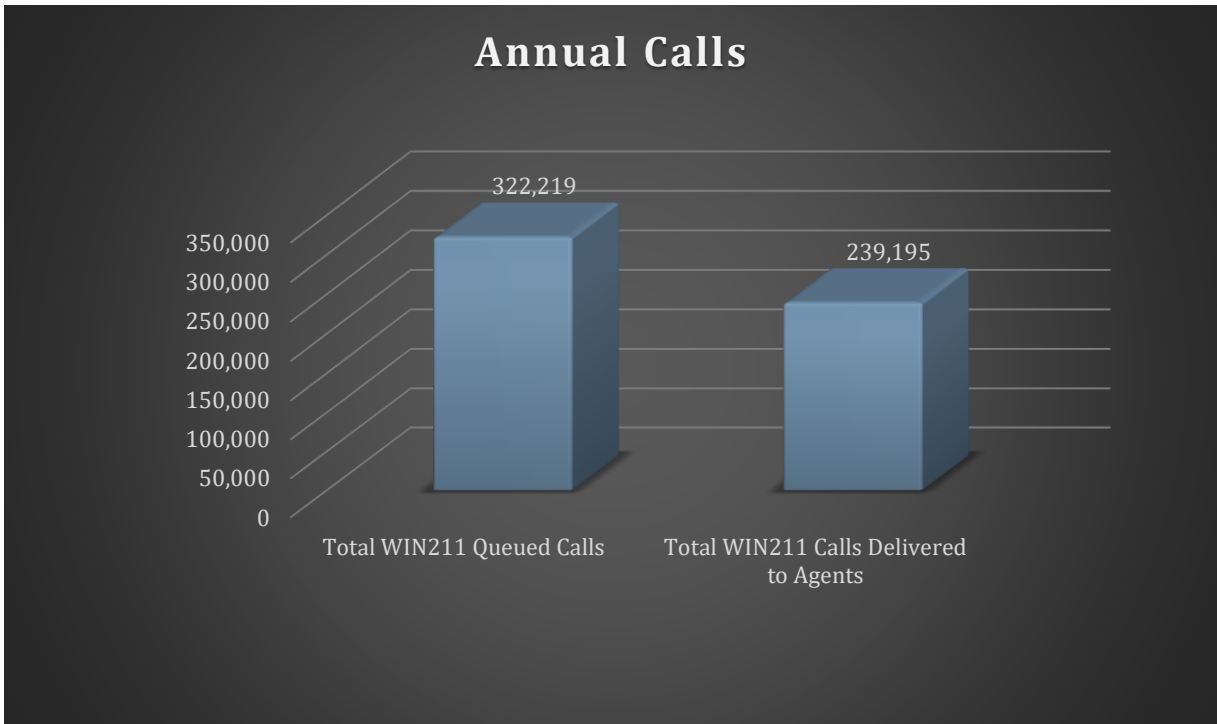


NET PROFIT/LOSS: **\$75,840**

NET YEAR END ASSETS: **\$237,648**

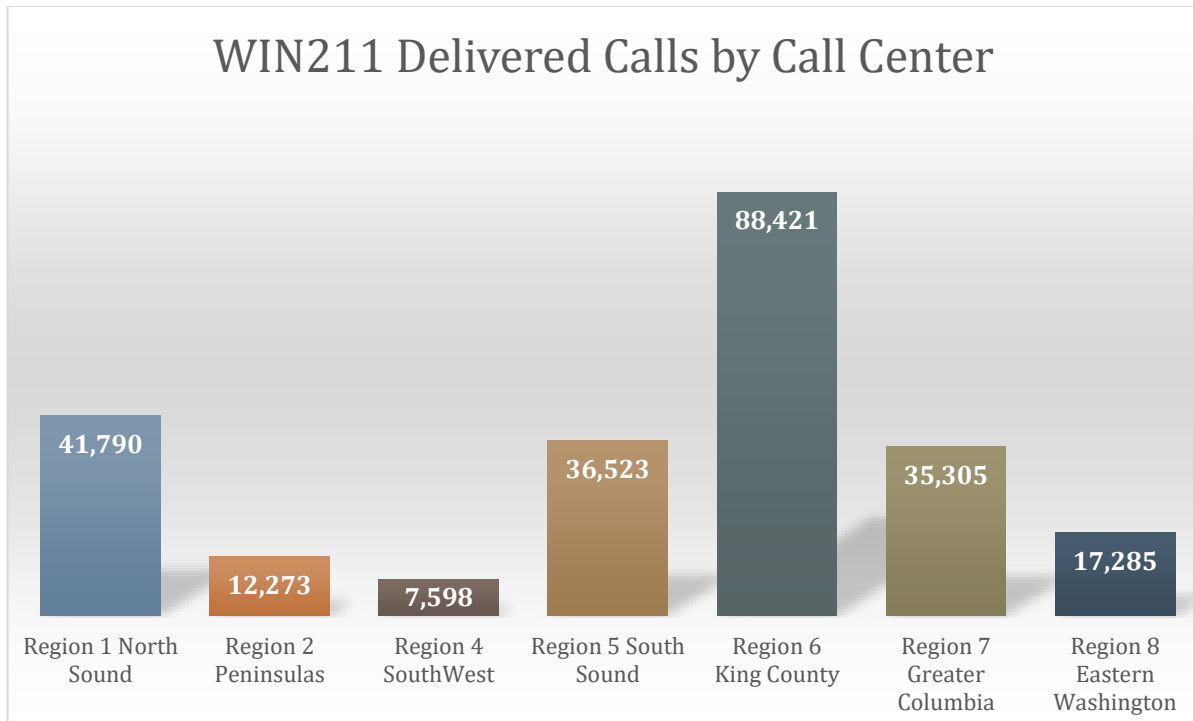
ANNUAL DATA AND STATISTICS

Annual Data and Statistics

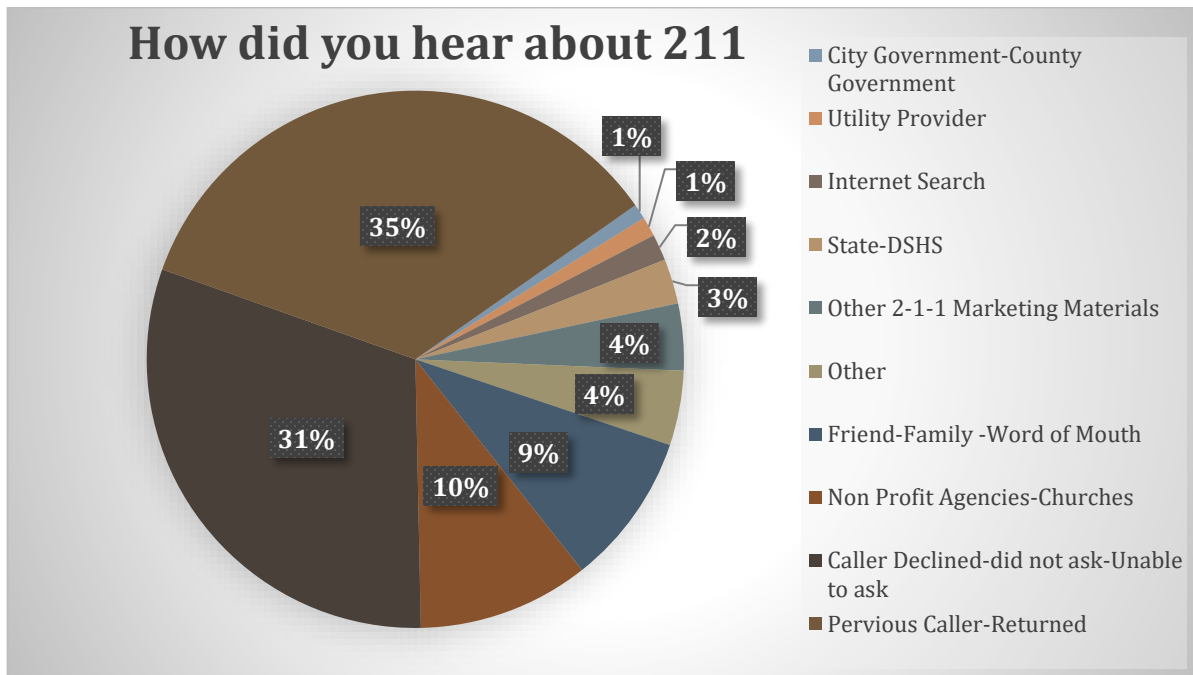


ANNUAL DATA AND STATISTICS

WIN211 Delivered Calls by Call Center

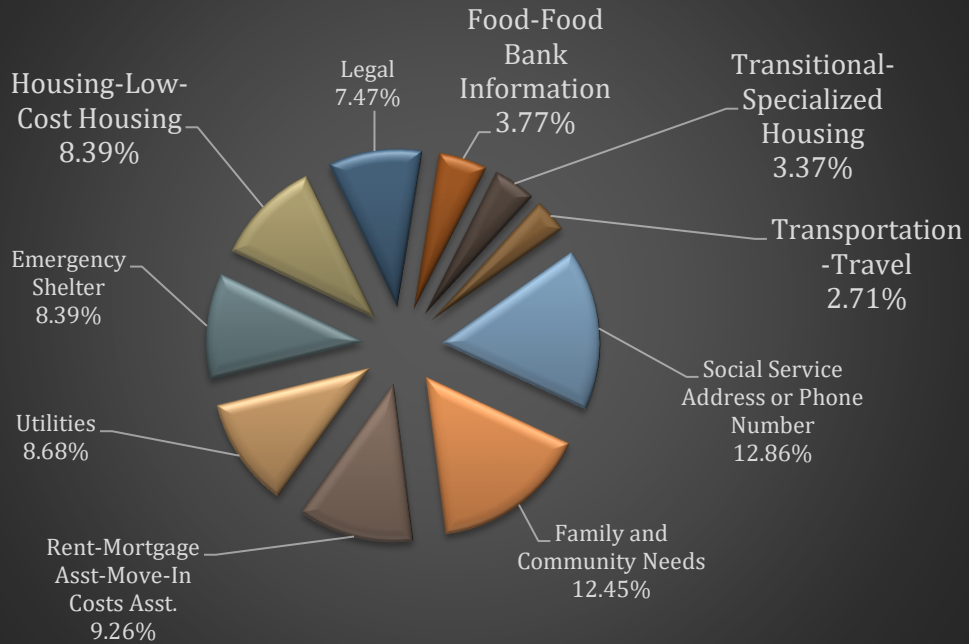


How did you hear about 211

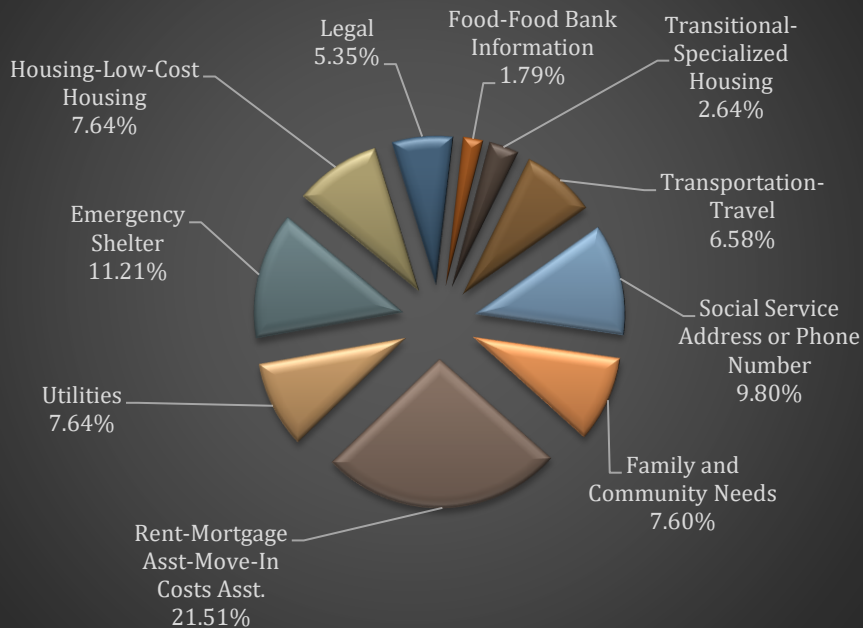


ANNUAL DATA AND STATISTICS

2016 Top 10 Needs Met

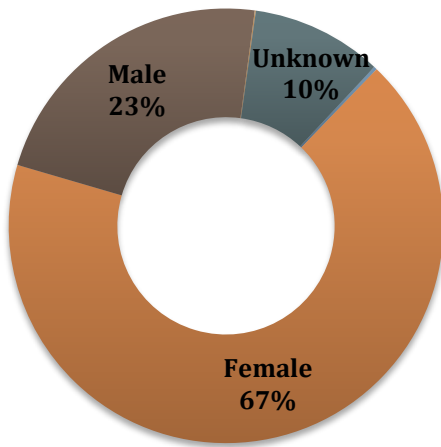


2016 Top 10 Needs Un-Met

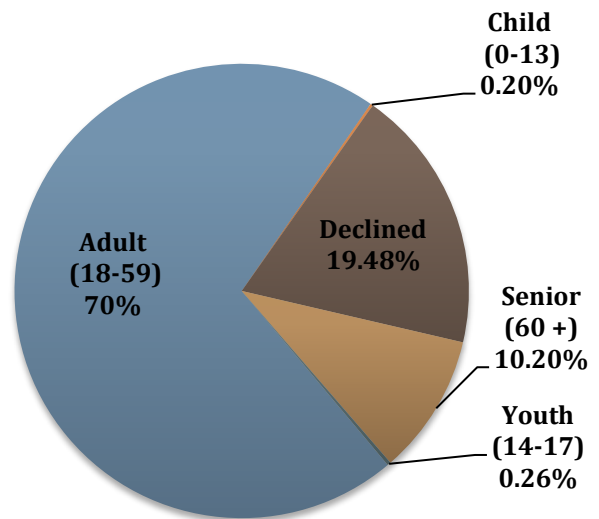


ANNUAL DATA AND STATISTICS

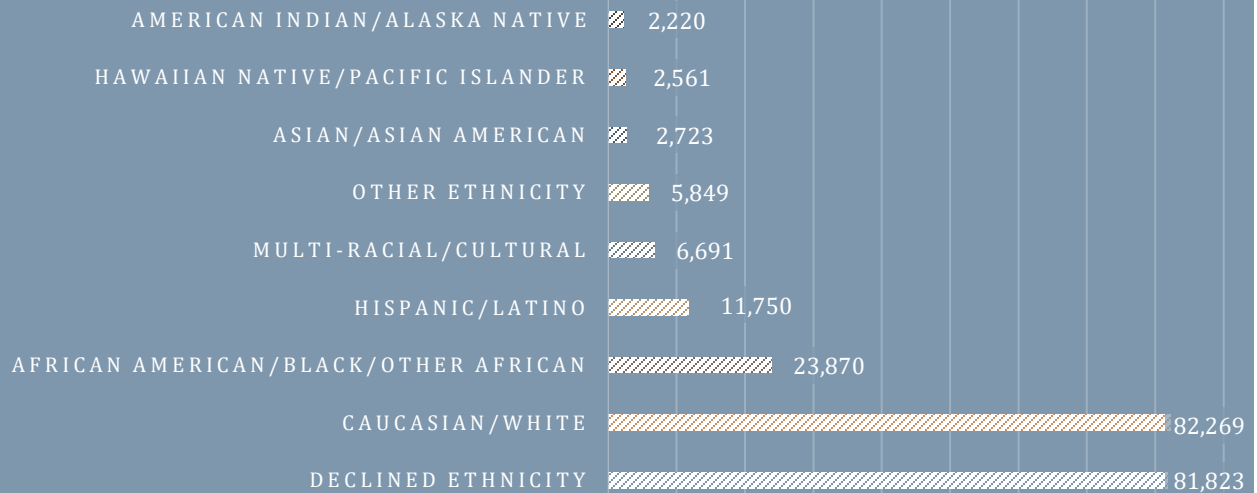
Gender



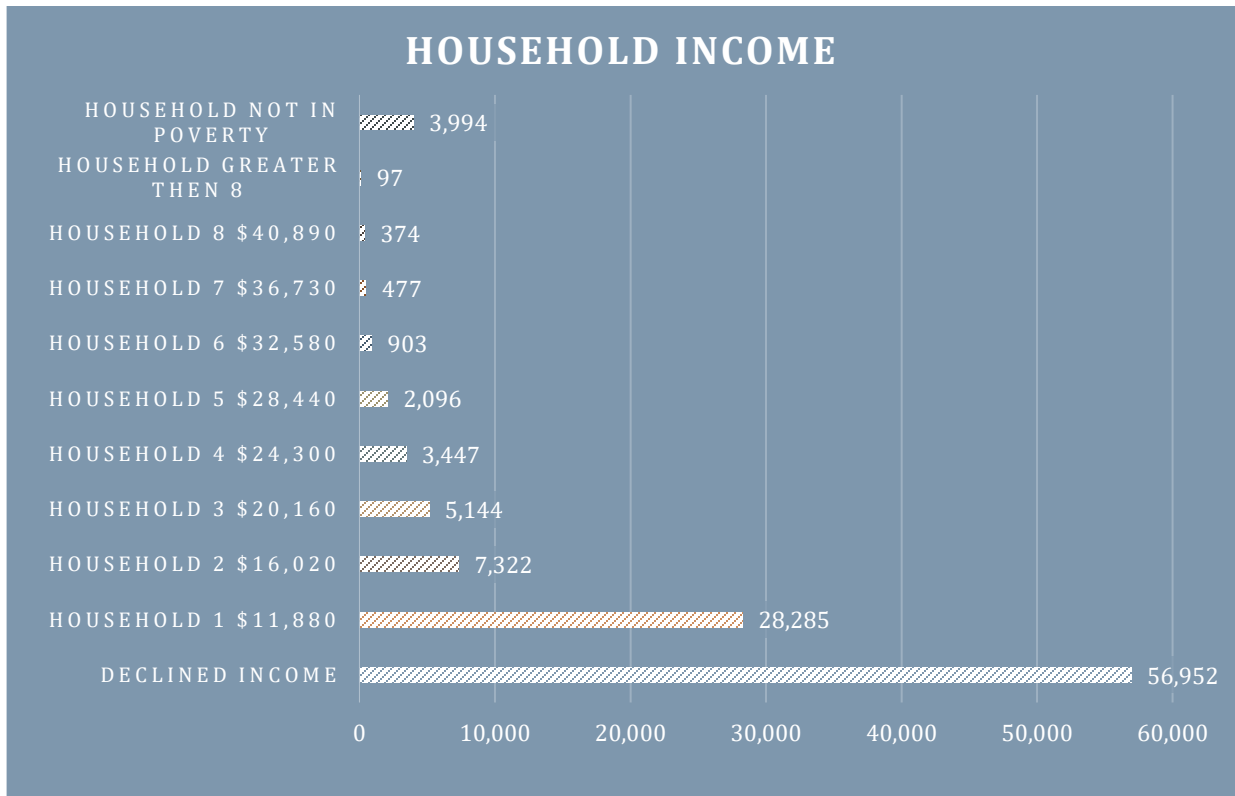
Age of 211 Callers



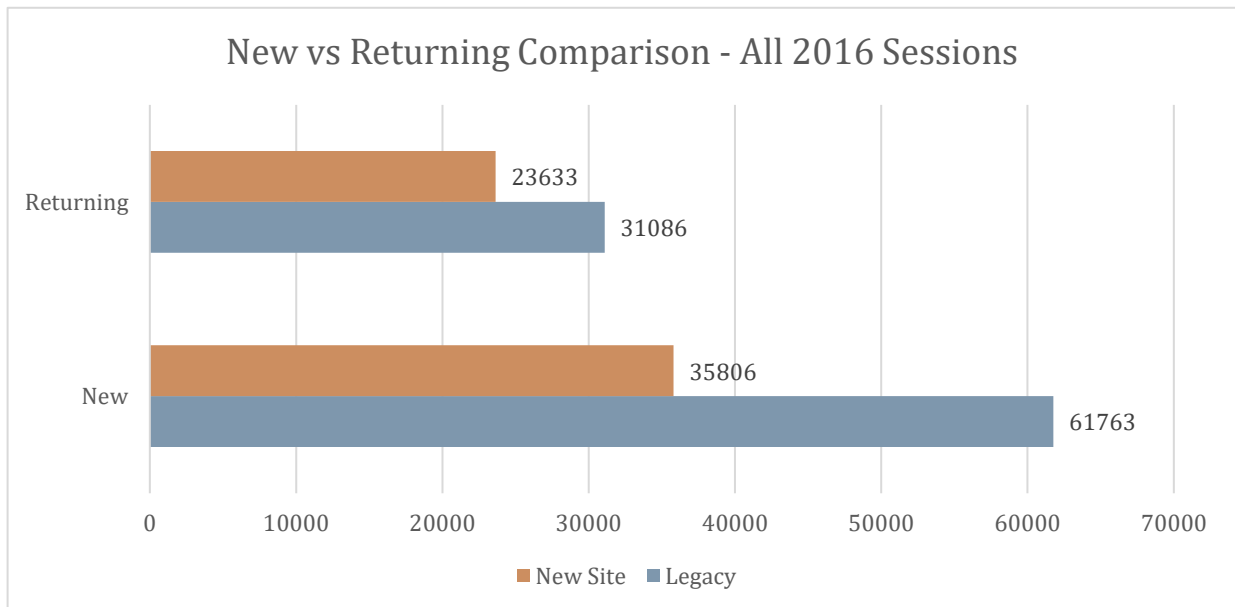
ETHNICITY



ANNUAL DATA AND STATISTICS



TOTAL WIN211.ORG WEBSITE SESSIONS: 256,719



WIN211 BOARD OF DIRECTORS

WIN211 Board of Directors

Bill Mitzel
MultiCare Health Services

Board Chair

Paul Larsen
United Way of Thurston County

Vice Chair

Rodona Marquez
Yakima Valley Farm Workers Clinic

Treasurer

Linda Crerar
Homeland Security - Center of
Excellence

Secretary

Mark Todd
Mark Todd Consulting

Ilona Kerby
Lower Columbia Community Action
Council

Todd Eckman
Mission Support Alliance, LLC

Steve Phinney
Amazon

Alison Carl White
Better Health Together

Curry Mayer
Emergency Manager-City of Bellevue

David Sarabacha
Deloitte & Touche LLP

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