

Washington



Washington Information Network 211

ANNUAL REPORT

FY 2017-2018

Throughout Washington State, WA211 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 another year of remarkable growth and change for 2-1-1 in Washington State. The most noticeable change is our name. Washington Information Network 211 officially changed its name to **WASHINGTON 2-1-1** on February 2, 2018. We believe that "Washington 2-1-1" better represents the ownership we all share in ensuring that 2-1-1 remains a viable service for all of Washington's residents now and into the future.



The Washington 2-1-1 Board of Directors approved a new strategic vision at the beginning of 2018. The new strategic framework has five key themes or actions that focus on client service navigation and coordination, increased visibility and usage of 2-1-1, strengthening 2-1-1's role in local, regional or statewide disasters, extensive analysis and public sharing of 2-1-1 needs data and expanding 2-1-1's capabilities for advocating and building capacity around common issues or opportunities.

Washington 211 was awarded a Capstone Project from the University of Washington Department of Human Centered Design and Engineering to develop a new mobile search platform. Four undergraduate students spent the winter and spring quarters developing platform which will be implemented in late 2018.

FINANCIAL HIGHLIGHTS

Washington 2-1-1 regional call centers appreciated having additional financial stability this past year. An increase from the 2017 Legislature helped in filling a gap in 2-1-1 call center operating budgets which have been declining since early 2010. We will once again be asking the 2019 Legislature to make a long-term investment in 2-1-1 to ensure the future viability of this basic human service as we continue to seek public private investment through 2-1-1 innovation and collaboration.

OPERATING HIGHLIGHTS

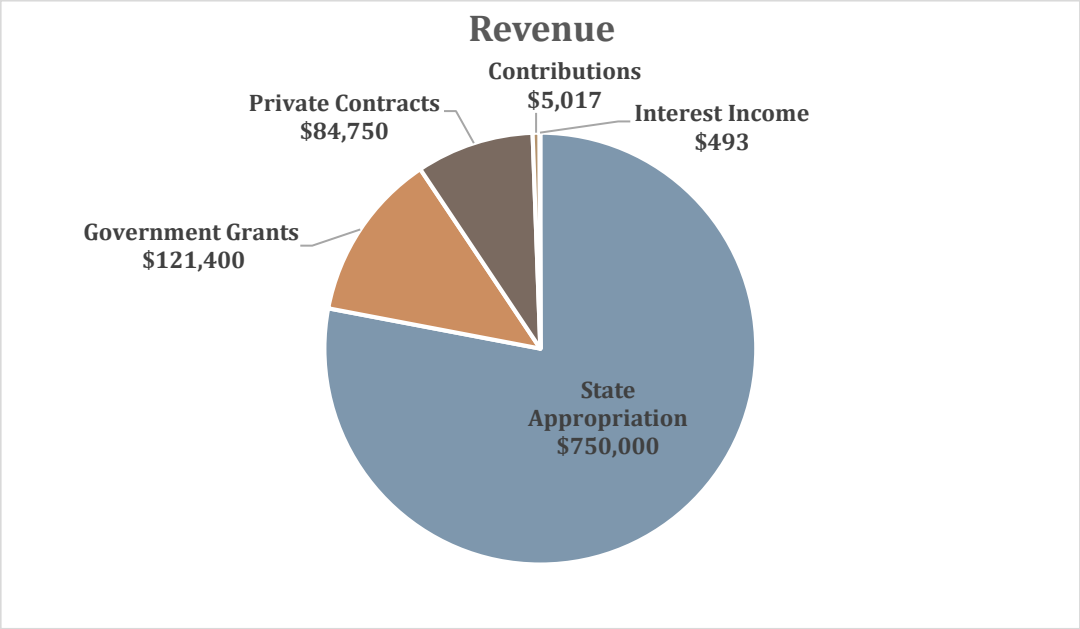
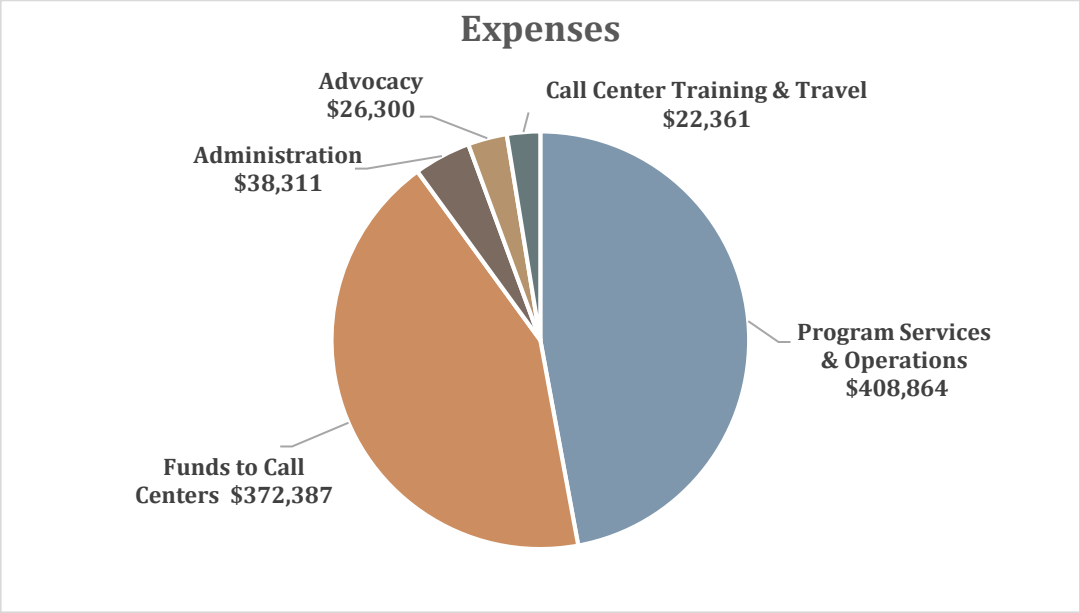


Last year, Washington 2-1-1 began implementing text services to provide state residents with more options on how they seek and stay informed about services. Texting was used this past year to provide individual service referral information, scheduling for free tax filing and messaging about resources available during local emergencies. Inbound text assistance is now available in one region of the state with others planning to come online by the end of 2018.

Washington 2-1-1 was one of 11 state 2-1-1 systems to be selected to test a new National 2-1-1 Text "Opioid" to 898211 service. Washington 2-1-1 is partnering with the North Central Accountable Communities of Health and the Okanogan Public Health to demonstrate a new National resource for persons impacted by the Opioid Crisis. The goal of this project is to provide persons with mobile phones, instant access to local, state, and national resource information regarding opioid abuse, proper storage and disposal of opioids, and locations for treatment and support services.

FINANCIAL SUMMARY

Financial Summary

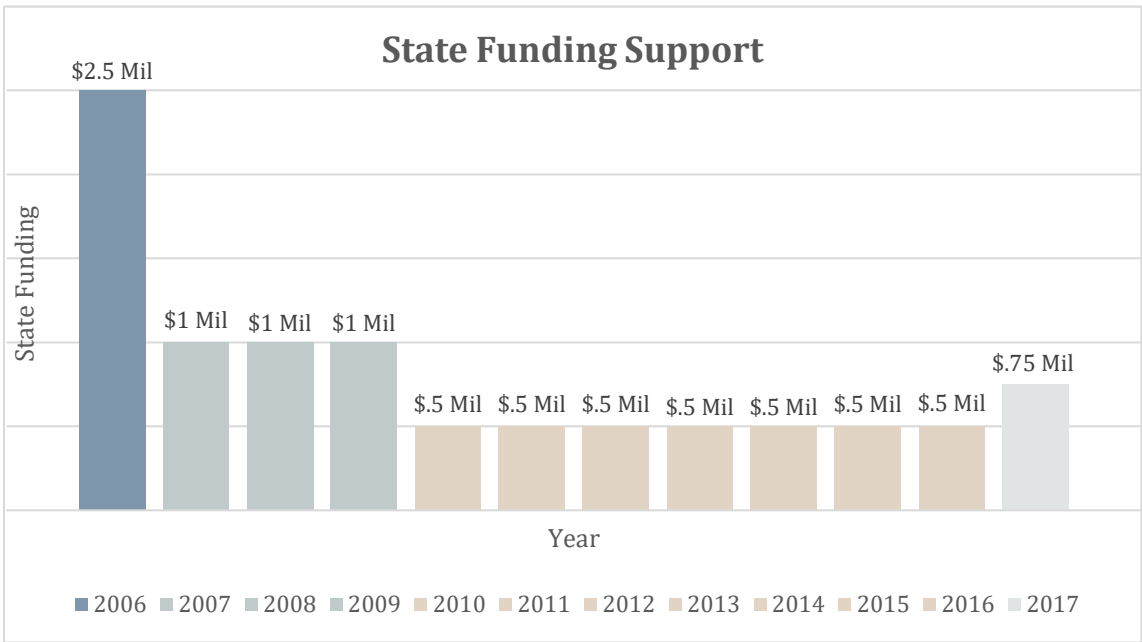
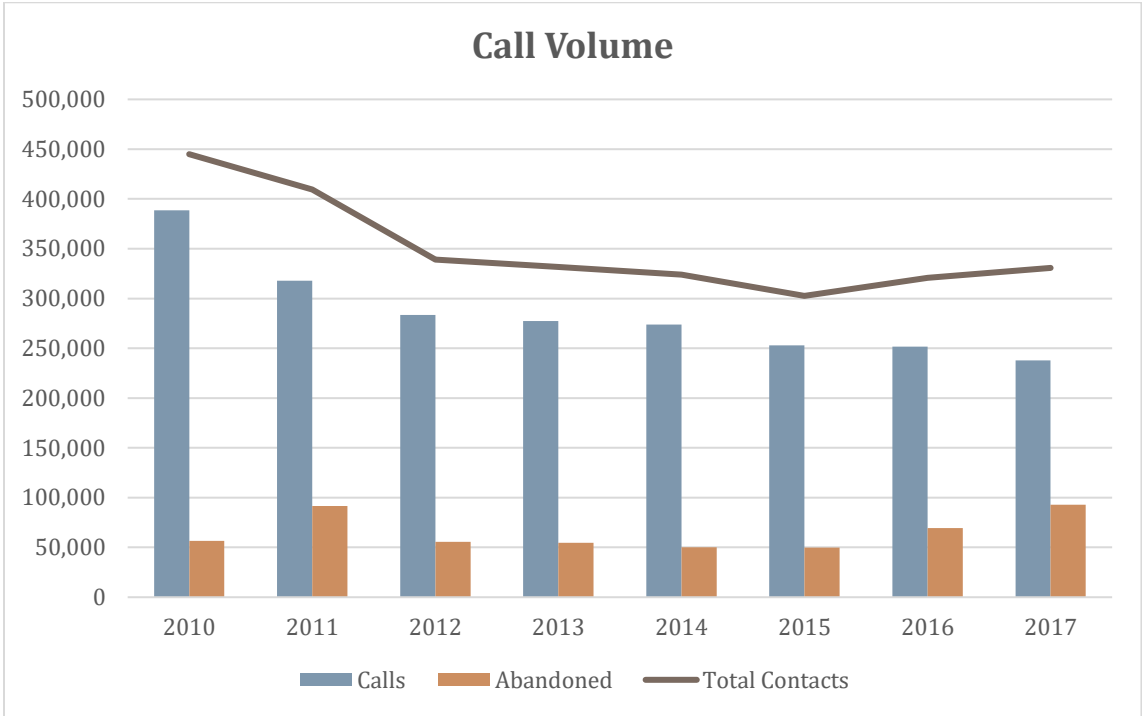


NET PROFIT/LOSS: \$92,437

NET YEAR END ASSETS: \$429,311

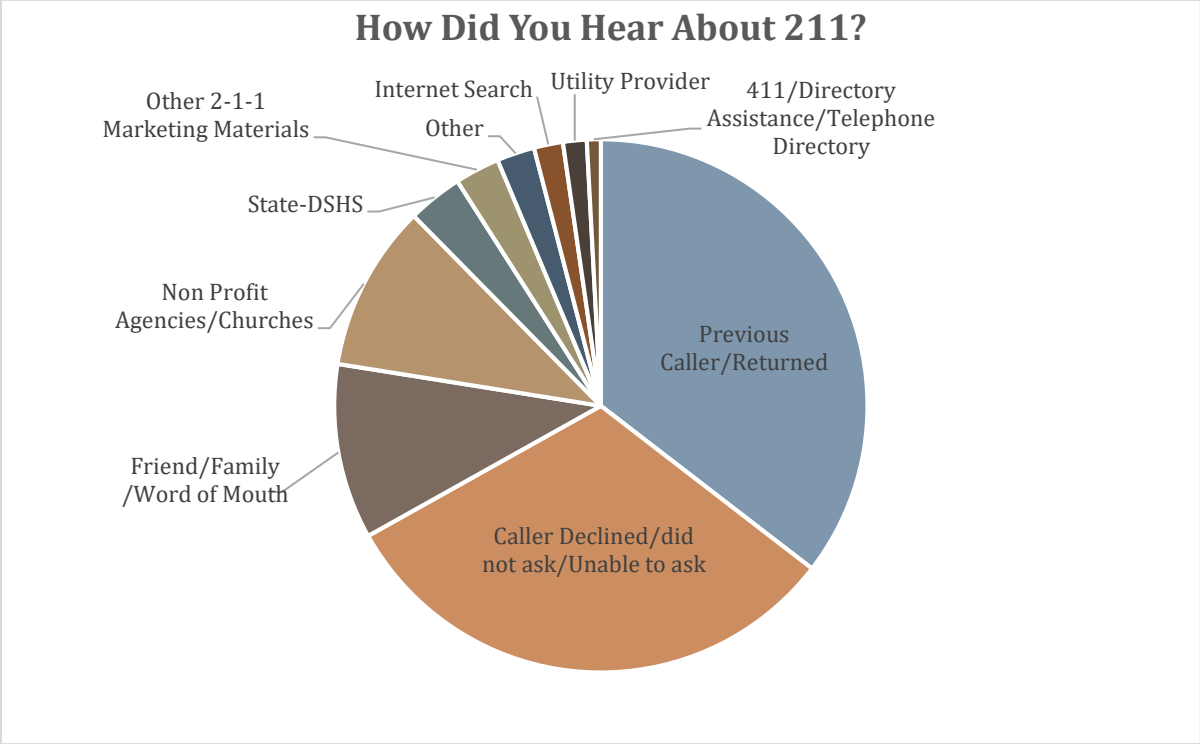
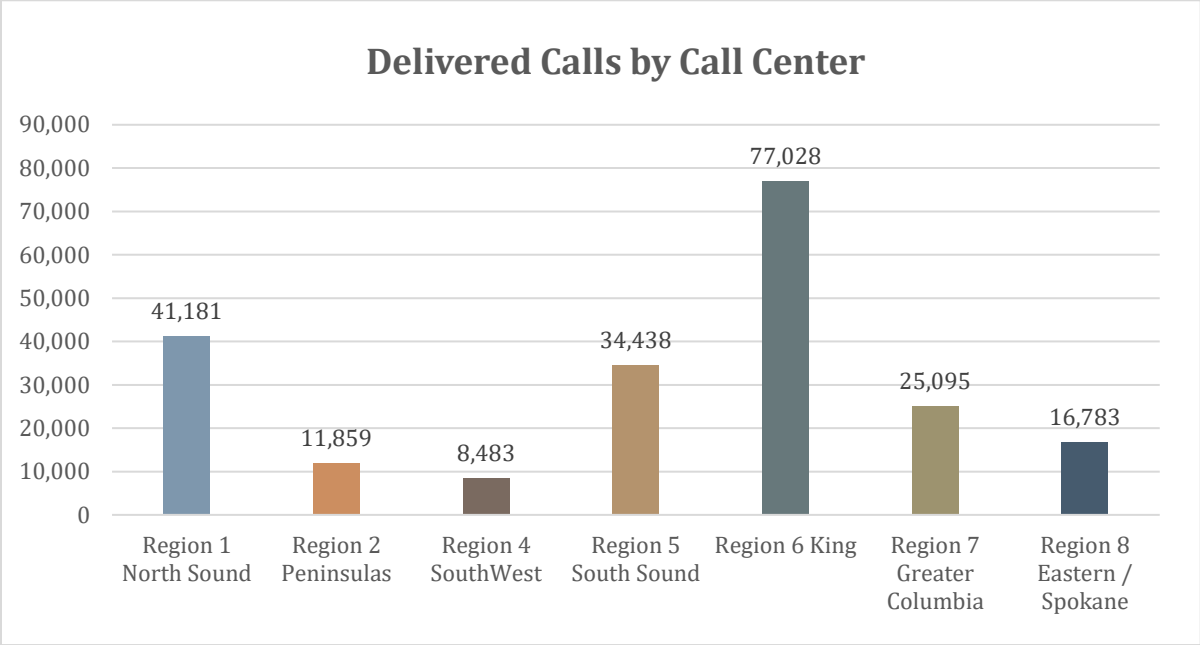
CALL VOLUME VS. FUNDING SUPPORT

Call Volume vs. Funding Support



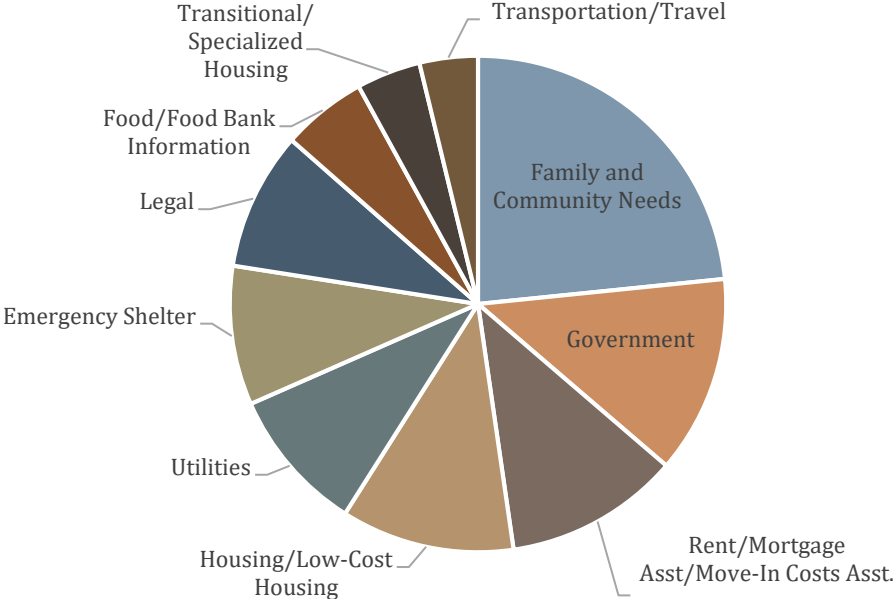
USER STATISTICS

User Statistics

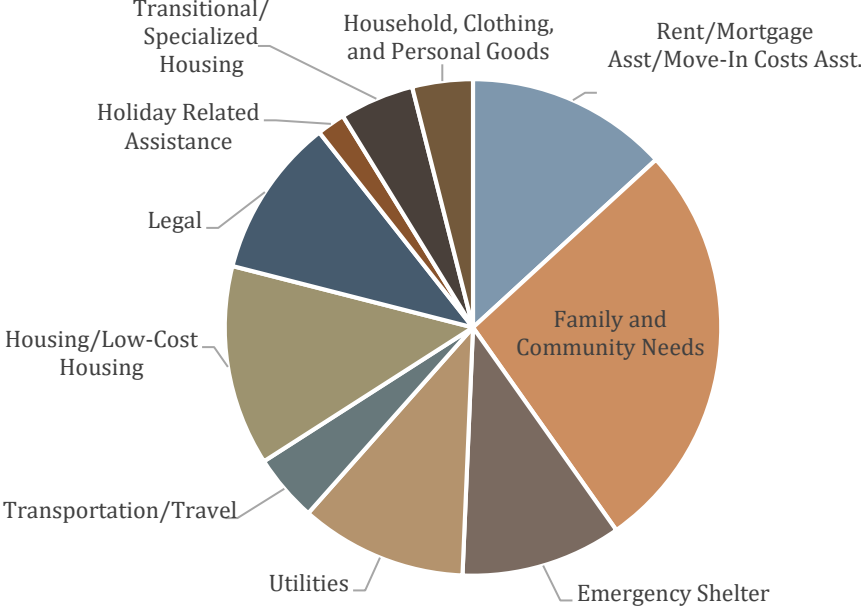


USER STATISTICS

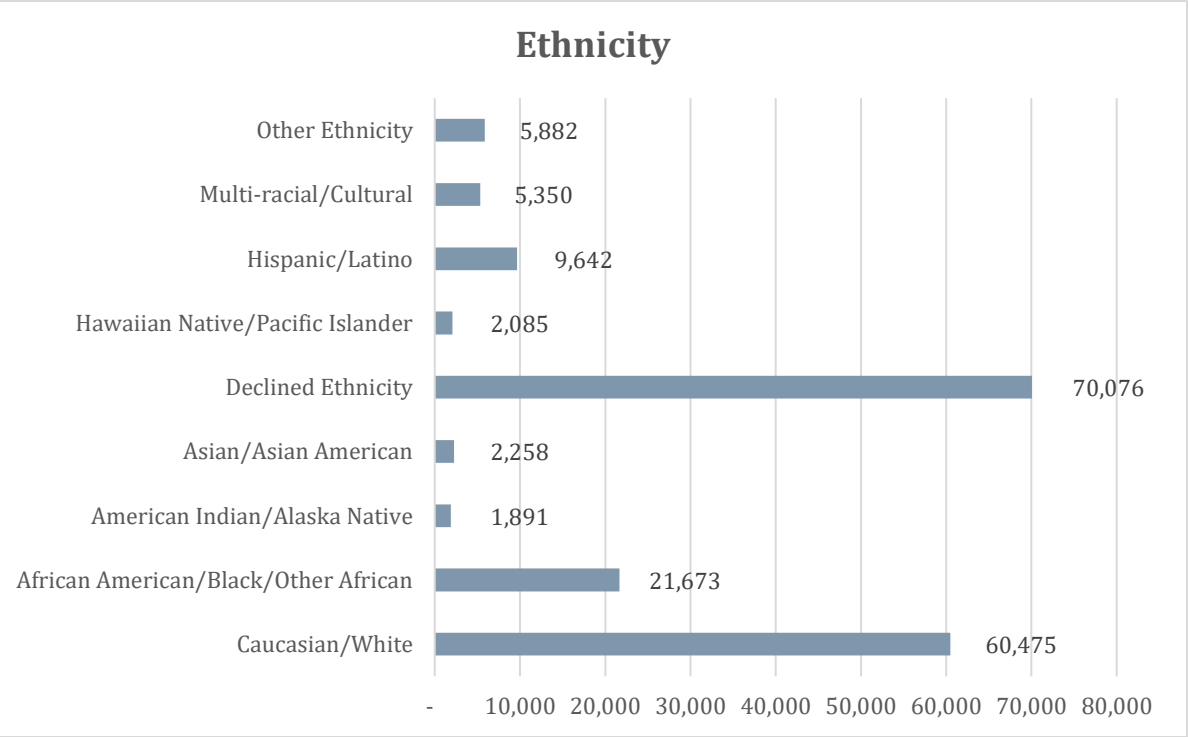
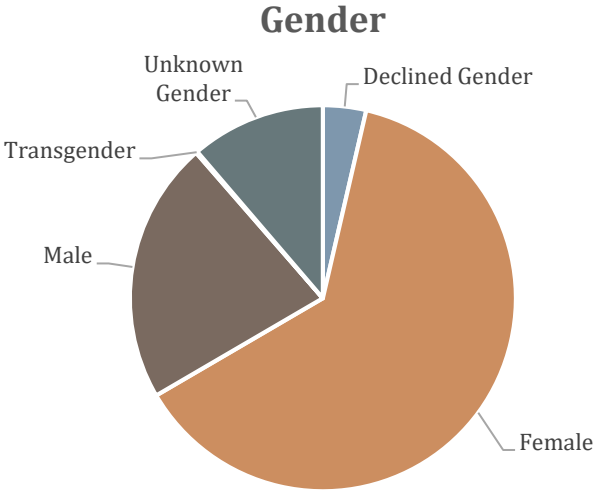
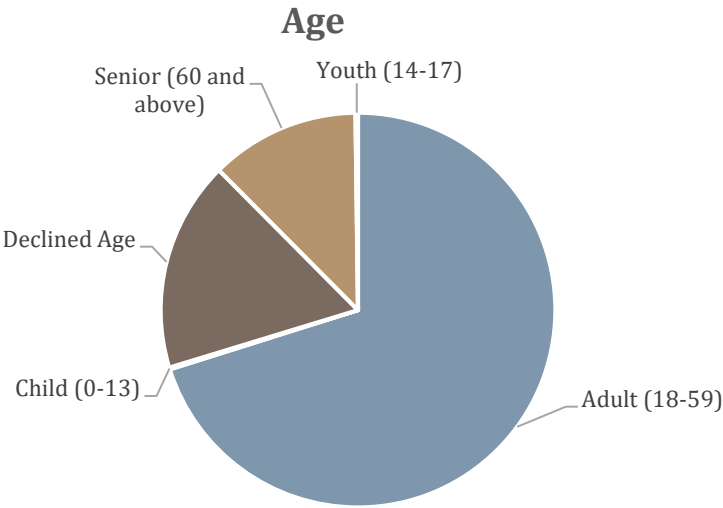
Top 10 Needs Met



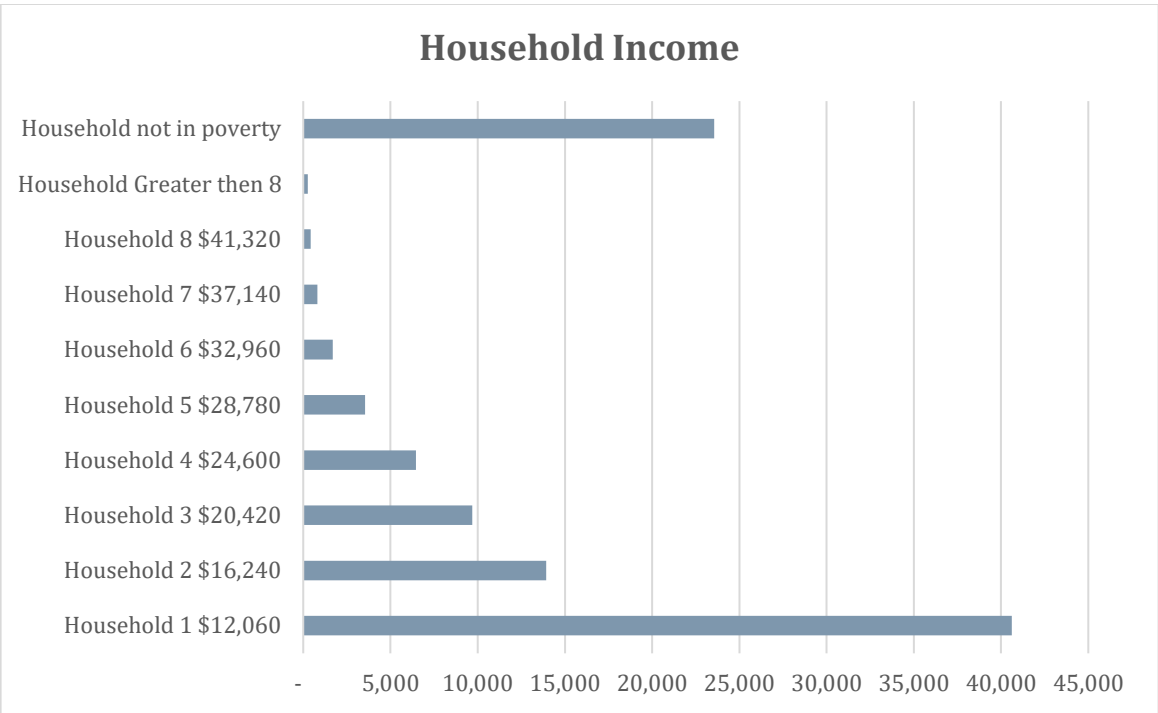
Top 10 Needs Unmet



USER STATISTICS



USER STATISTICS



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WA211 Board of Directors

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Six Sigma Business Consultant

Jenny Slagle
Better Health Together

David Sarabacha
Deloitte & Touche LLP

CONTACT INFORMATION

Contact Information

TIM SULLIVAN
WASHINGTON 211
(509) 654-7866
TSULLIVAN@PFP.ORG

PENNI BELCHER
SOUTH SOUND REGION
(253) 272-4263
PENNIB@UWPC.ORG

STACY KELLOGG
GREATER COLUMBIA REGION
(509) 654-7356
SKELLOGG@PFP.ORG

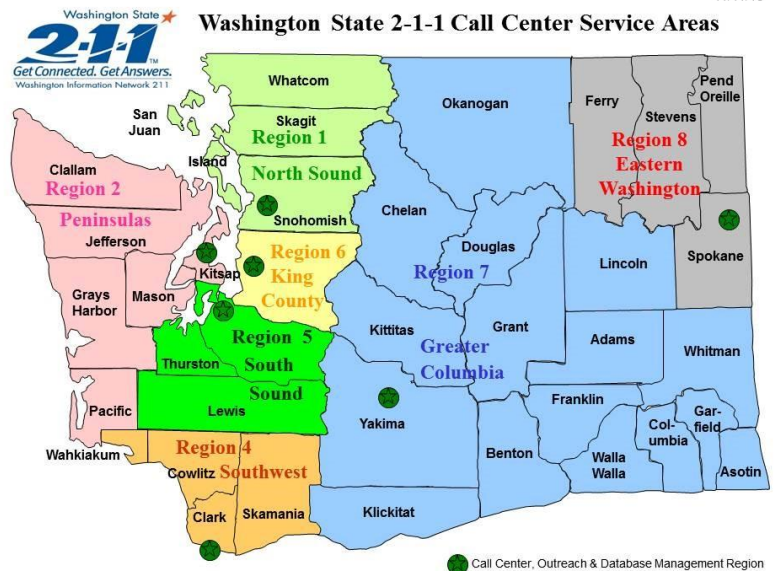
KELLY SCHWAB
PENINSULAS' REGION
(306) 415-5815
KELLYS@KNHS.ORG

CHRIS HATCH
NORTH SOUND 211 REGION
(425) 212-2972
CHATCH@VOAWW.ORG

STACEY OKIHARA
EASTERN WA REGION
(509) 838-4651
SOKIHARA@FBHWA.ORG

CARA KANGAS
SW WASHINGTON REGION
(503) 416-2632
CARA.KANGAS@211INFO.ORG

LIZ MILLS
KING COUNTY REGION
(206) 436-2979
LMILLS@CRISISCLINIC.ORG



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2-1-1TM
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Washington Information Network 211

304 W. Lincoln Ave.
Yakima, WA 98902
www.WA211.org