

# Washington



Washington Information Network 211

## ANNUAL REPORT

FY 2018-2019

*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

## STRATEGIC HIGHLIGHTS

The face of Washington 211 is rapidly changing to meet the growing needs of communities across the state as it is at the national level. In June of this year the National 2-1-1 Team under United Way Worldwide introduced a new logo and branding for 2-1-1. We love the new look and its message and look forward to integrating it into our marketing and promotions over the next few months.



Over a year ago, Washington 211 embarked on an ambitious project to update our resource database technology. The 2-1-1 database is the backbone of our statewide 2-1-1 system and we went in with the goal of selecting a more robust and scalable cloud based database platform and selected CommunityOS by VisionLink. In April, the King County Region went live with the new database and the rest of the regions followed in June. We are proud to report that the transition went well and was seamless to 2-1-1 users. Next we will be launching a brand new website with an integrated online resource search application and an events calendar that can highlight local and regional events, community meetings and classes.



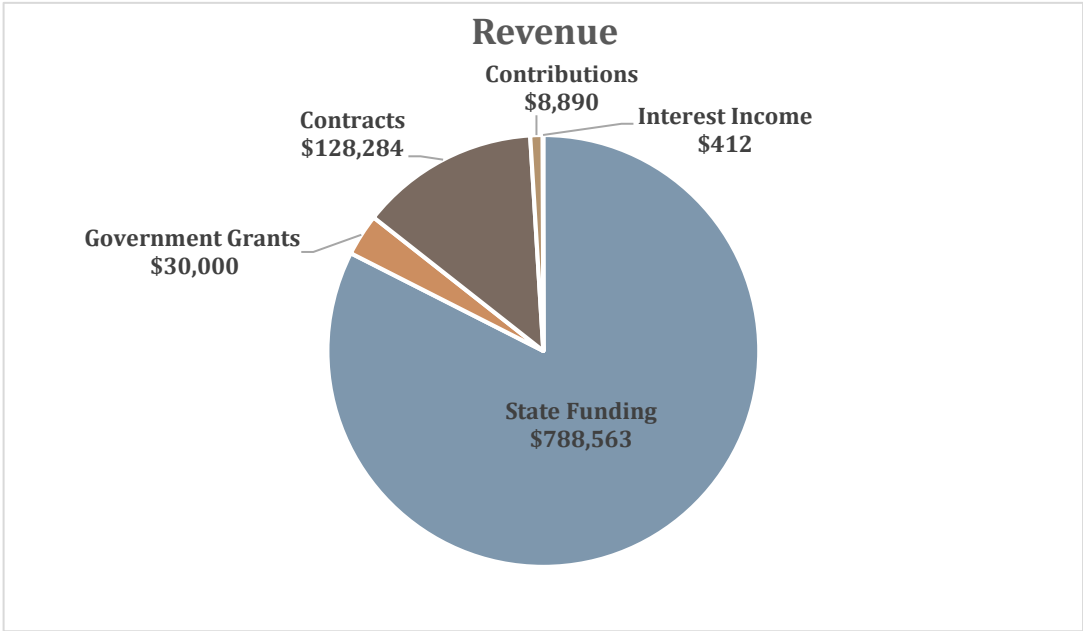
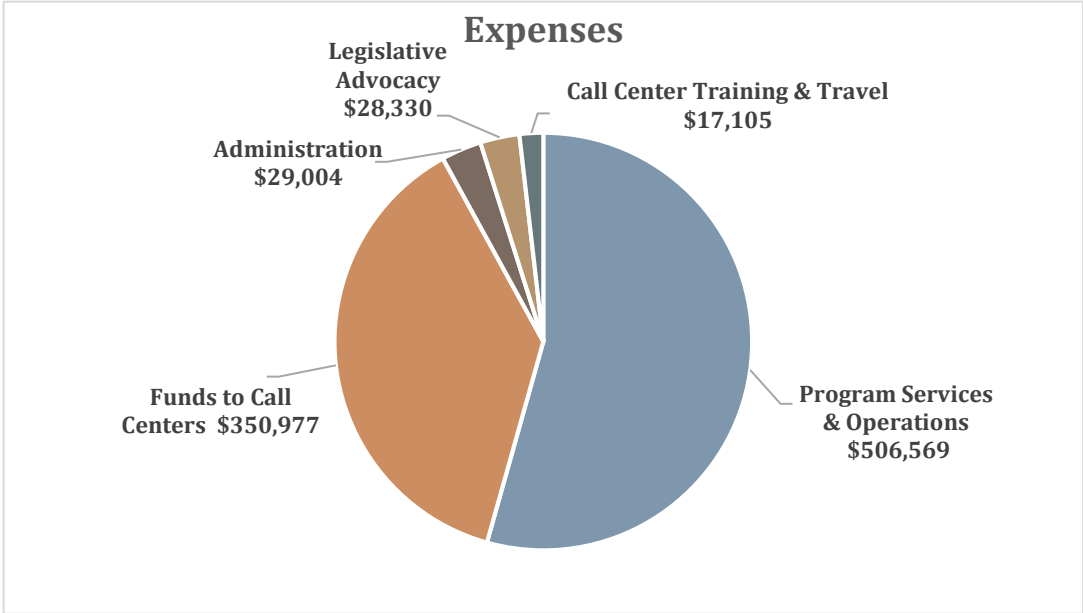
Washington 211 has always had a hidden treasure-trove of community needs data that is collected with each call, text or email made to 2-1-1 and for every person that searches for a resource on the Washington 211 website. This data will now be available free to the public and accessible through the Washington 211 website. WA211 has partnered with 211Counts, a company that creates user friendly “live” data dashboards for 2-1-1’s, to provide access to local needs data. Look for this service at [www.wa211.org](http://www.wa211.org). For organizations wanting customized printed need assessment reports using 2-1-1 data, 211 Counts can create those for fee

## FINANCIAL HIGHLIGHTS

In 2017, the State Legislature approved an increase of \$500,000 over the state biennium in new funding for Washington 2-1-1. This was the first increase in State funding for Washington 211 since the service was launched in 2006. These funds brought some much needed operating support to the seven regional 211 Contact Centers to reduce operating deficits and prevent layoffs.

Washington 211 returned to the Legislature in 2019 to request \$5 million for the 2019-2021 State Biennial Budget, which would have restored 211 state funding to 2007 levels. Though Washington 211 was not successful in restoring 211 funding to previous levels, funding for 2-1-1 was increased to \$2 million for the 2019-2021 State Biennium Budget providing an additional \$500,000 in support. Washington 211 plans to be strategic in using the increased support to help address growing caller abandonment rates that are occurring in the more populous regions of the state. The Washington 211 Board of Directors and the Regional Call Center leadership are once again thankful to Washington State House Representative Larry Springer for his work and dedication in championing 2-1-1.

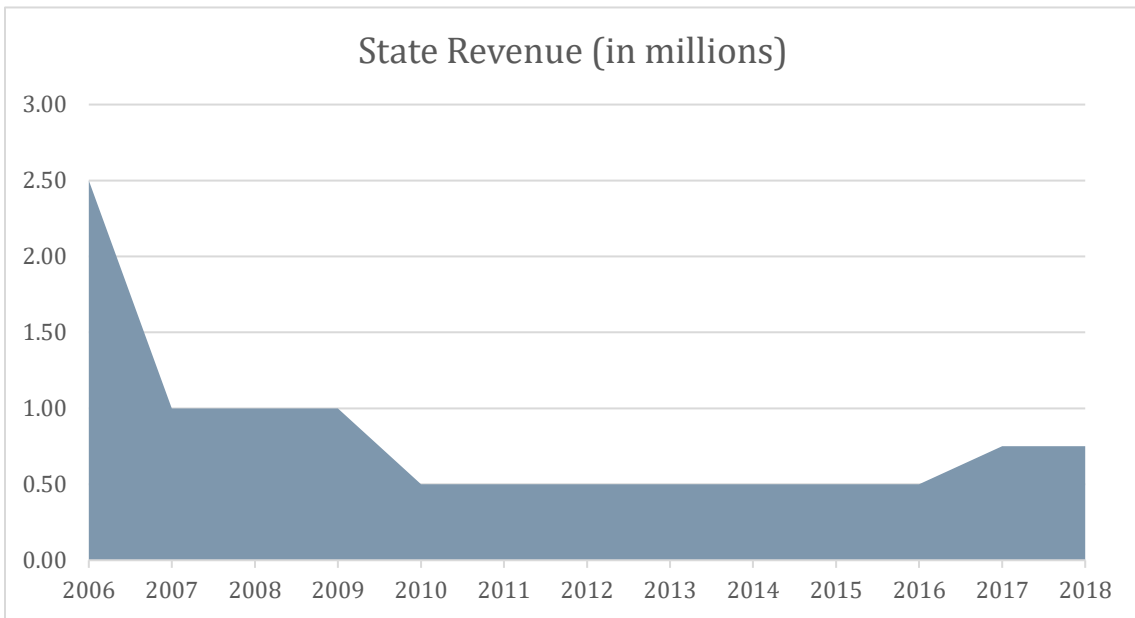
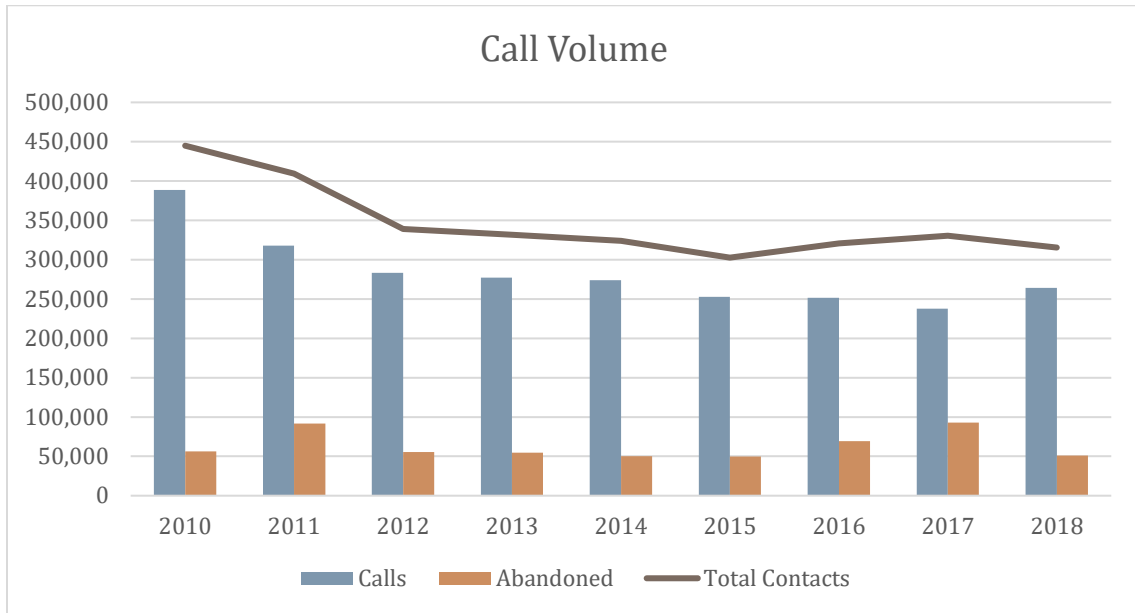
# FINANCIAL SUMMARY



TOTAL YEAR-END LIABILITIES AND NET ASSETS: **\$352,921**

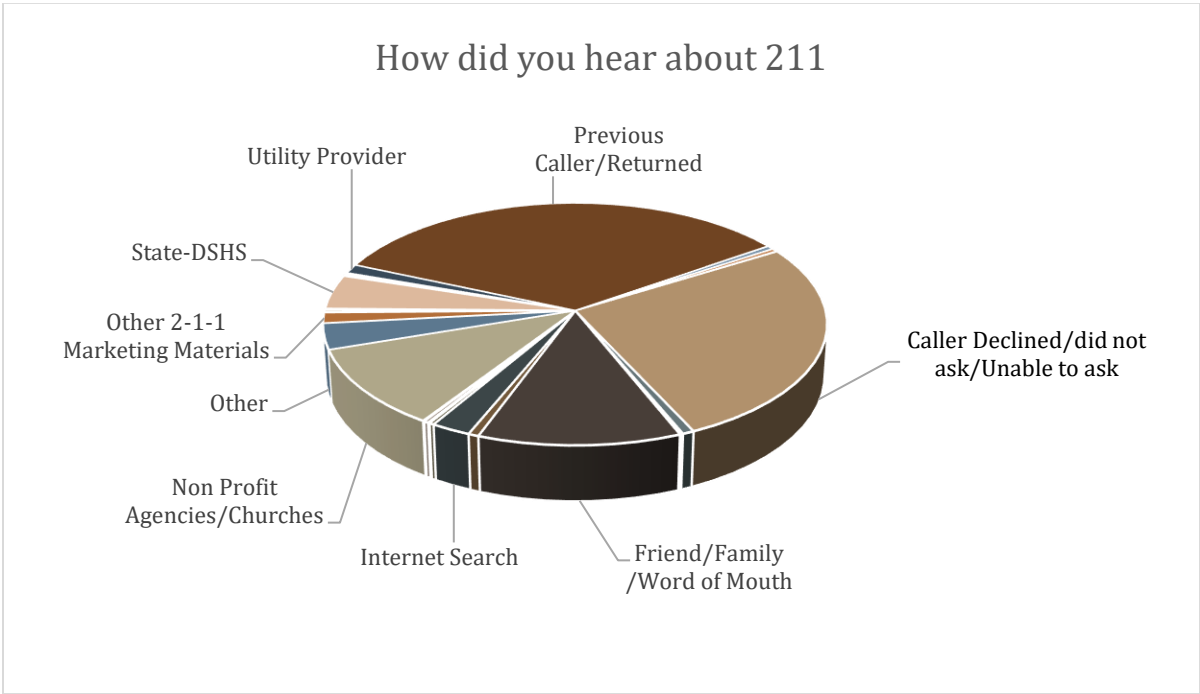
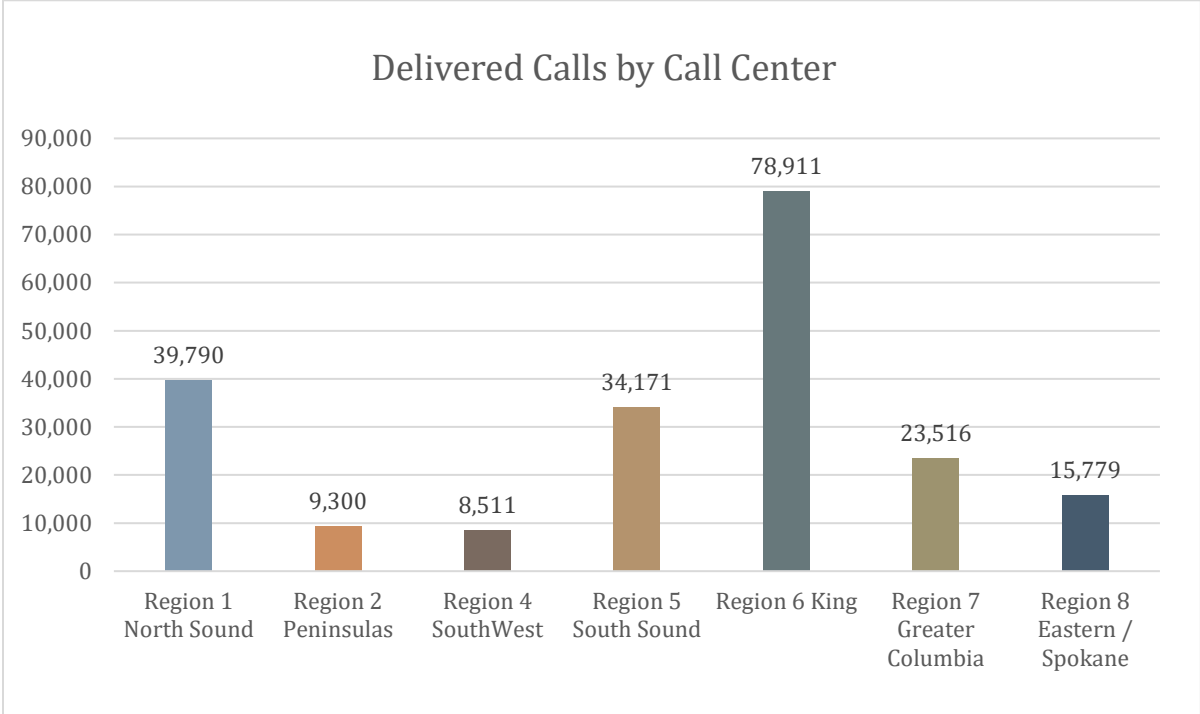
# CALL VOLUME VS. FUNDING SUPPORT

## Call Volume vs. Funding Support



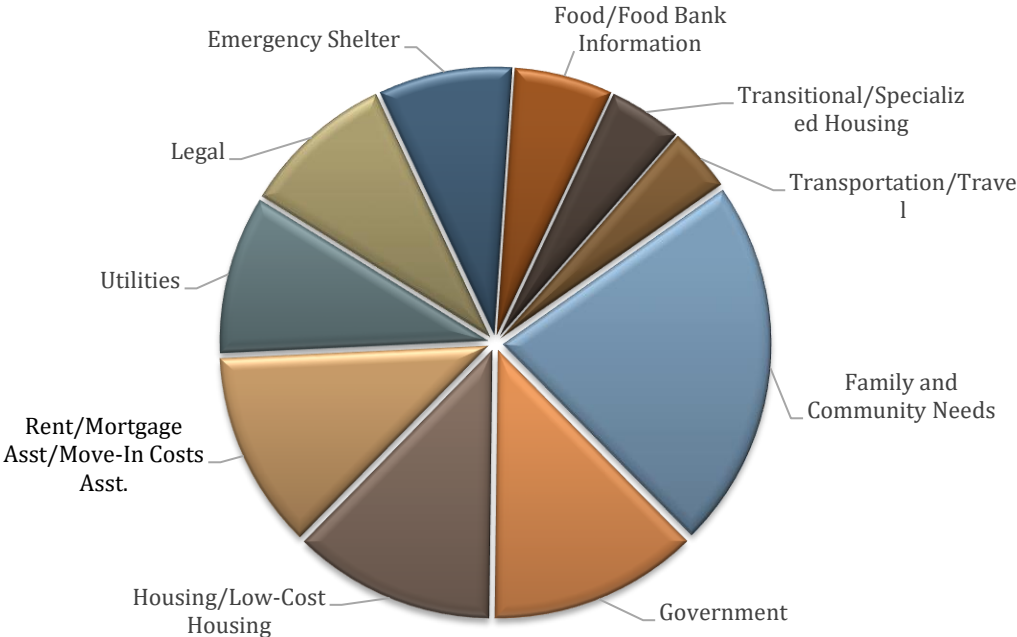
# USER STATISTICS

## User Statistics

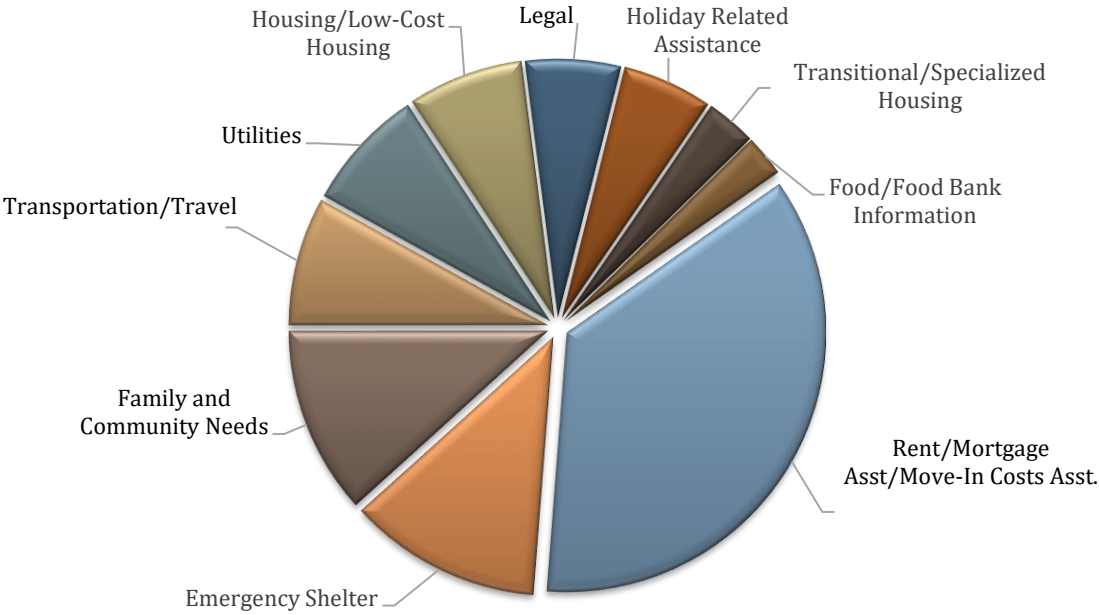


# USER STATISTICS

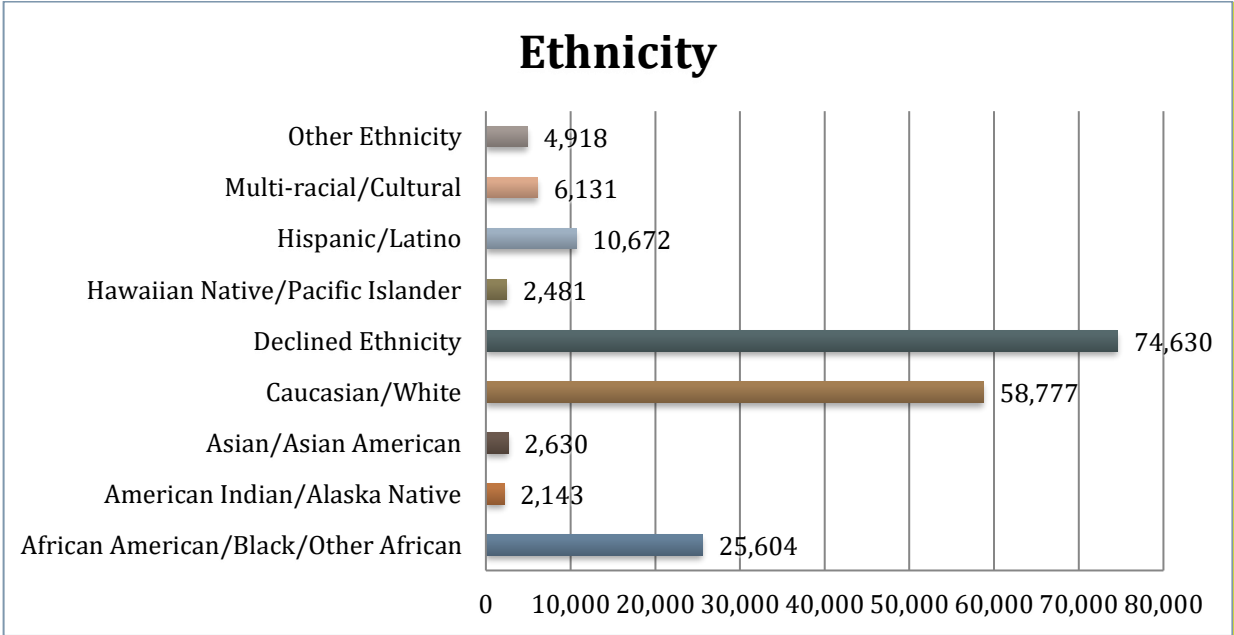
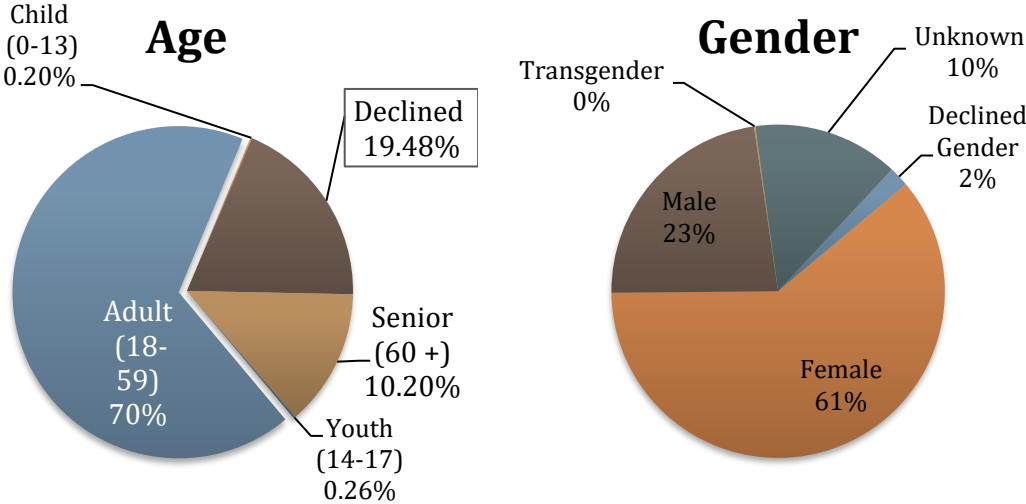
## Top 10 Needs Met



## Top 10 Needs Un-Met

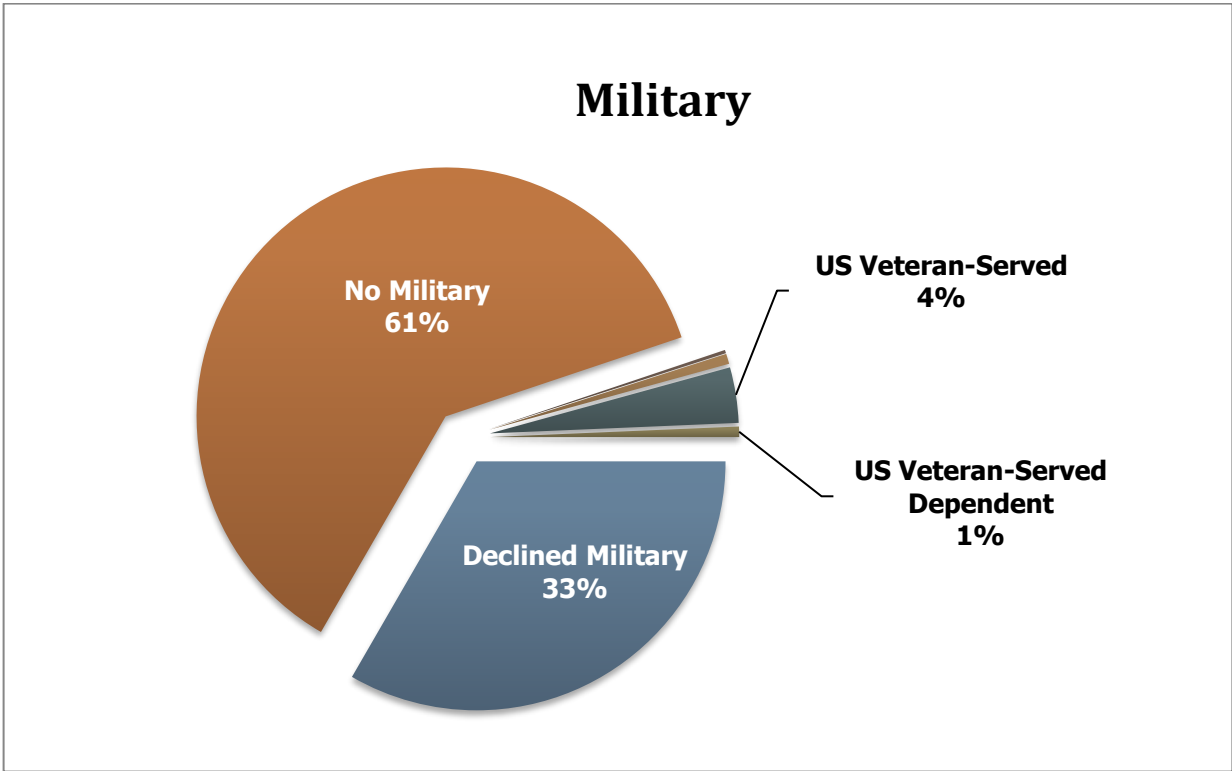
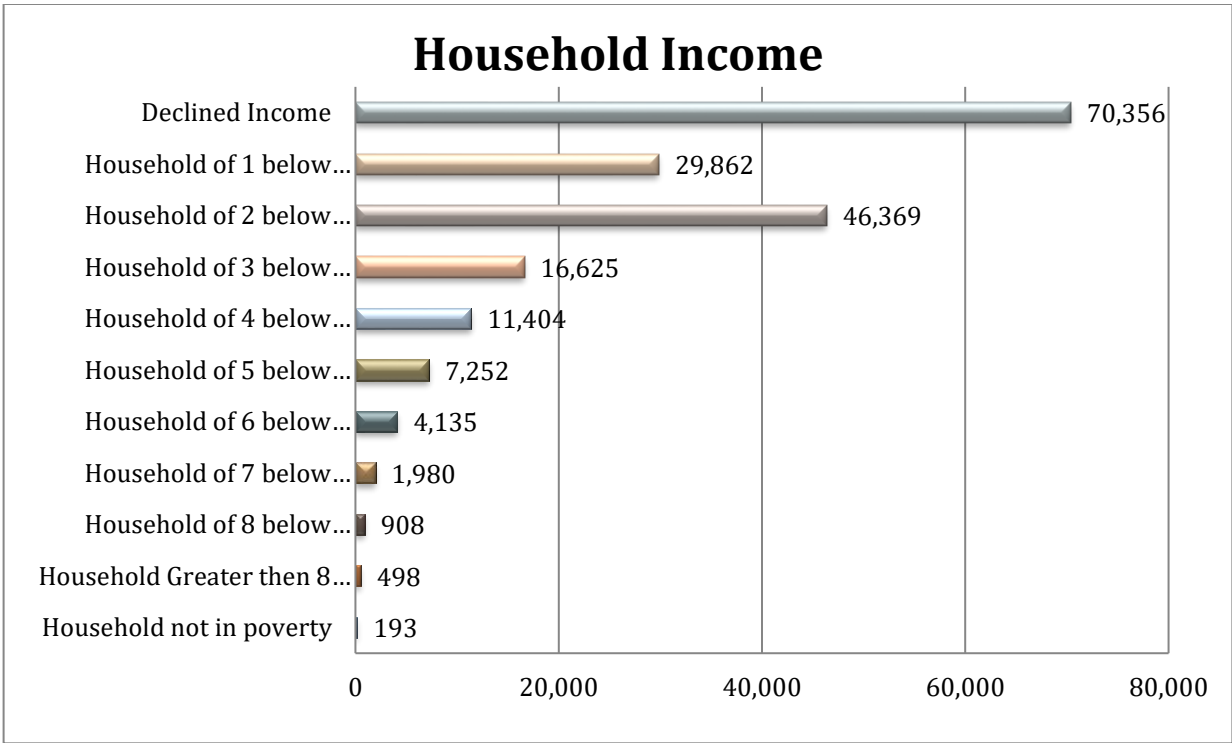


# USER STATISTICS



**Total www.wa211.org website searches: 392,274**

# USER STATISTICS







# 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

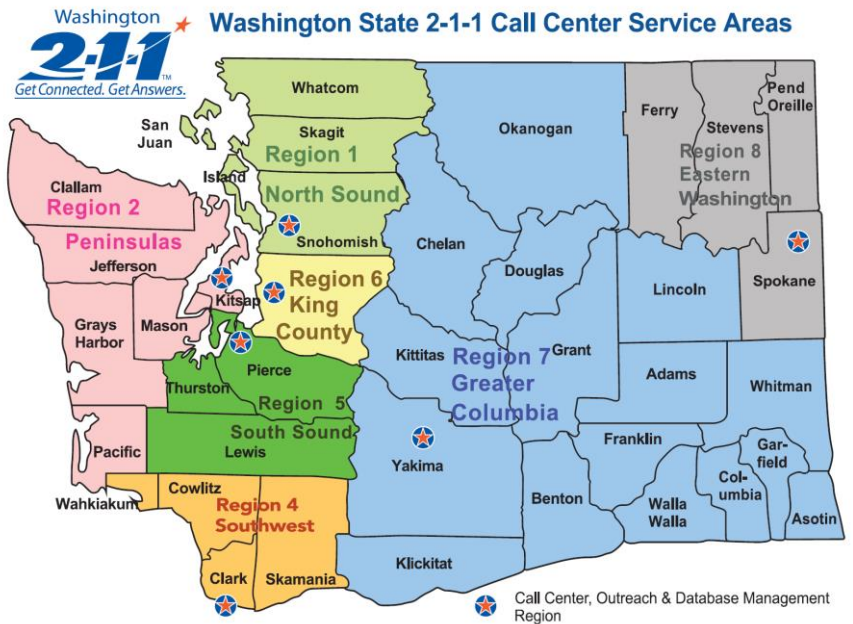
KELLY SCHWAB  
PENINSULAS' REGION  
(306) 415-5815  
KELLYS@KNHS.ORG

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

AMANDA EMERSON  
EASTERN WA REGION  
(509) 655-9251  
AEMERSON@FBHWA.ORG

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

LAUREN RIGERT  
KING COUNTY REGION  
(206) 436-2978  
LRIGERT@CRISISCONNECTIONS.ORG



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Washington Information Network 211

304 W. Lincoln Ave.  
Yakima, WA 98902  
[www.WA211.org](http://www.WA211.org)