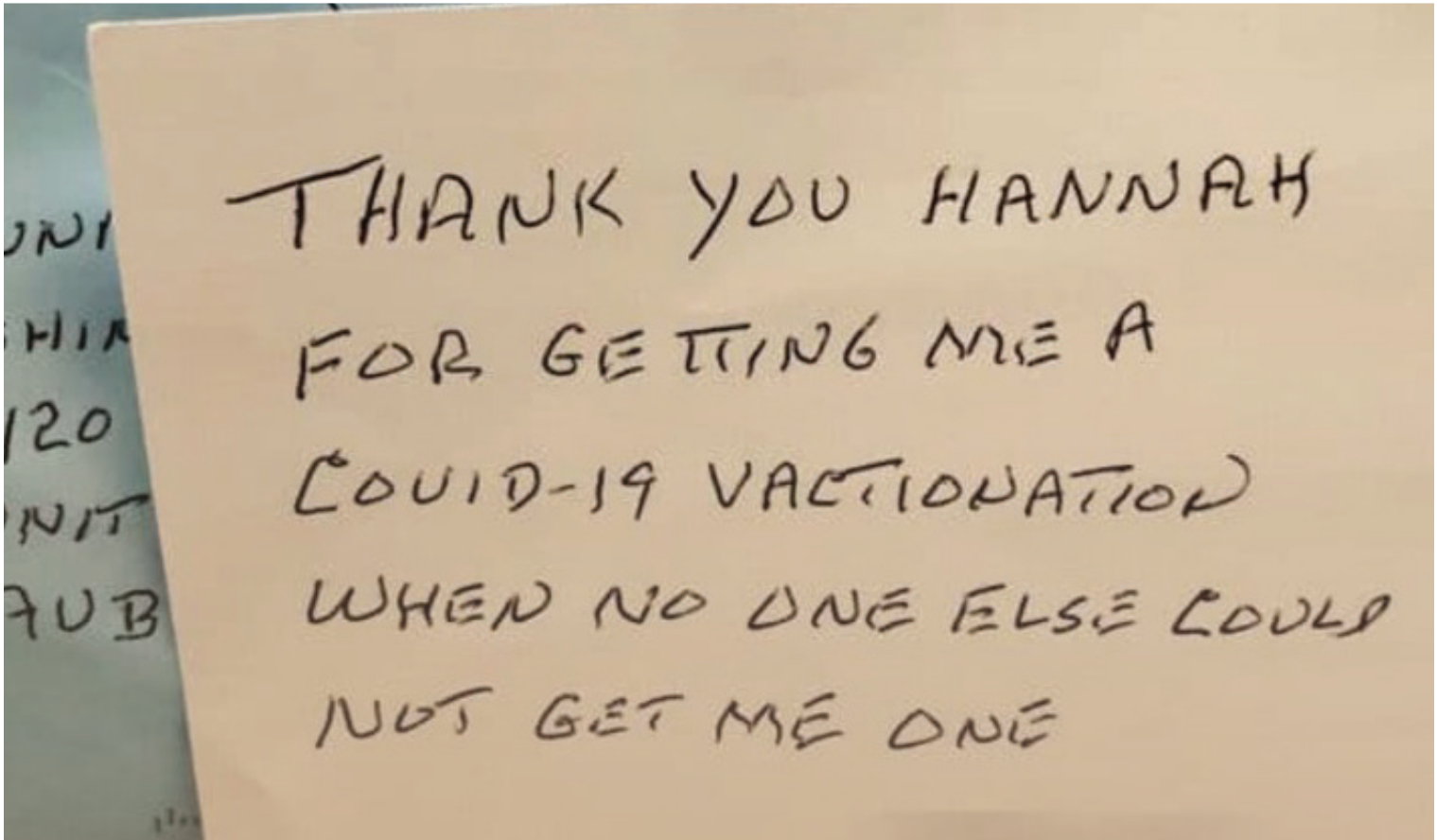




**GET CONNECTED.  
GET HELP.**



A note from an 89-year-old Yakima man who had no family or support system, no vehicle, no computer, and no mobile. But he could call 211 where a 211 specialist walked him through his eligibility; located an appointment for him; printed and mailed him his eligibility verification and his appointment confirmation page.

# 2021 ANNUAL REPORT

## July 2020 - June 2021



**TEXT**  
your zipcode to 898211



**DIAL**  
211



**SEARCH**  
[www.wa211.org](http://www.wa211.org)

Washington 211 continues its role serving as the “go to” system for Washingtonians in need of accurate community health and human service information and referrals. This annual report covers the 12-month period ending June 30, 2021.

As with last year when Washington 211 began handling the state’s COVID-19 hotline calls, the pandemic had a profound effect on our system. Vaccine rollout highlighted concerns of social equity, putting those without online computer skills or resources at a disadvantage in scheduling a vaccine appointment. Washington 211 handled an average of 2,000 calls a day during the first three months of 2021, mostly from people who struggled to access vaccines. Call volumes at the peak spiked above 5,000 daily, stressing the system’s seven call centers’ ability to respond and clearly demonstrating the demand for accurate and helpful in-person phone assistance.

## Department of Health Partnership

Washington continues to serve as an active partner with Washington State Department of Health in the protracted battle against COVID-19 spread. In addition to handling calls into the statewide COVID-19 hotline, Washington 211 has been a key player in scheduling vaccine appointments, assisting with contract tracing communication for WA Notify, vaccine record verification and updates as well as answers and guidance to caller questions.

Through WA211’s partnership with United Way Worldwide’s Ride United project, WA211 Specialists can schedule free rides to vaccine appointments through Lyft.

## Promoting Equity

Washington 211’s personal approach to working with people individually, creates the opportunity to identify unseen needs and obstacles that can be addressed to broaden the reach and equity of our human and social service network. For example, Washington 211 helped “level the playing field” due to barriers such as lack of technology, computer skills, Internet access, disability and language.

## Identifying Gaps and Channeling Partnerships

This hands-on approach with individuals and their needs allowed Washington 211 to identify transportation as an early roadblock to the COVID-19 vaccine, leading the way to partnerships such as the ones with United Ways and rideshare companies Lyft and Uber.

Similarly, early in the last school year, Washington 211 identified a spike in calls from King County residents seeking food assistance. This spurred the state’s Department of Social and Health Services to launch an emergency food benefit program, partnering with 211 to help eligible families complete the program application.

In addition, regional 211 contact centers are assisting with applications or referring callers to utility and rental assistance programs funded through the CARES Act.

## Getting More Essential Information To People

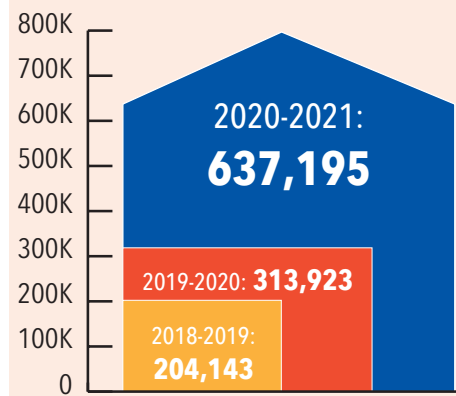
While there will likely always be a need for people to talk directly to a 211 specialist, an increasing number of people are finding the help they need by accessing WA211’s new on-line resource database search engine [Community Data - WA 2-1-1](#). The Connect 211 search engine can also be customized, re-branded and deployed on other websites to assist state and local agencies who wish to provide 211 resource information to their customers or clients. Call 509-654-7866 if you are interested in Connect 211.

### Response to cover image

Call agent Hannah: “It was a tiny thing that I could do for this person who desperately needed some humanity . . . I just wanted to thank you for hiring me because I’m really proud of what we do.”

## Call Growth Continues

Total call volume exceeded 637,000 this last year -- **more than doubling** from the year before which in turn was a **50 percent** increase from the previous year.



## CALLER NEEDS MET FROM JULY 2020 - JUNE 2021:

### HOUSING & SHELTER



116,137

### HEALTHCARE



93,010

### GENERAL SERVICE NEEDS\*



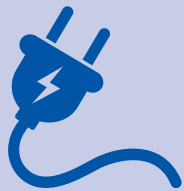
78,774

### GOVERNMENT & LEGAL



37,582

### UTILITIES



37,061

### FOOD



26,341

### EMPLOYMENT & INCOME



18,742

### CLOTHING & HOUSEHOLD



14,270

### MENTAL HEALTH & ADDICTIONS



9,349

### TRANSPORTATION ASSISTANCE



8,794

\* Includes: Disaster 8,857

## Improving our Services and Delivery Moving Forward

The Washington 211 Network is now engaged in advancing these priority strategies for the coming year:

- 1) Expand and support equity and diversity learning, policies and practices across the network
- 2) Expand exposure: marketing/public and agency outreach
- 3) Create a Washington 211 system emergency management plan
- 4) Increase quality assurance and training support
- 5) Grow and enhance strategic partnerships

## 211 - There when it matters

As a central repository of information and resources, Washington 211 is poised to serve as an integral part of our state's emergency preparation and response. From wildfires and heat waves to flooding and extreme winter weather, Washington 211 can help provide people with lifesaving information and referrals while helping to reduce the call volume burden on our emergency 911 system. ***Our critical role handling COVID calls and meeting hundreds of thousands of people's needs demonstrated clearly why 211 is a mandatory part of the our state's emergency response infrastructure.***

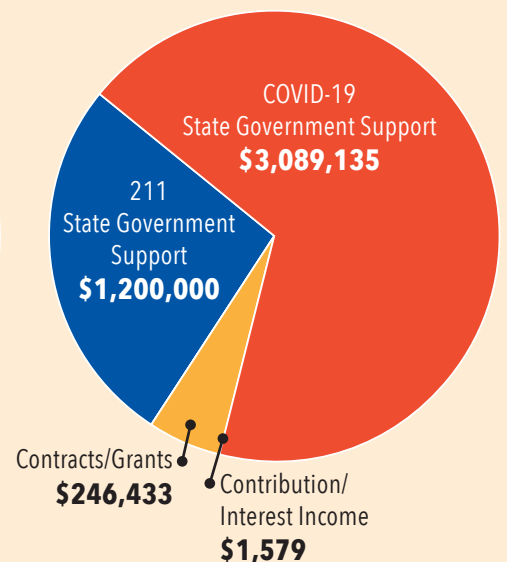
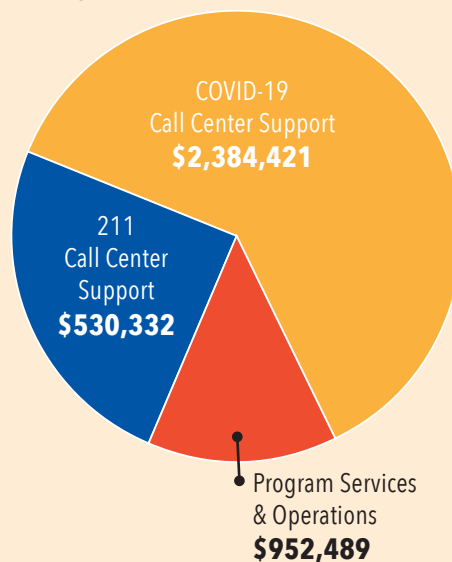
## Keeping An Eye on the Big Picture

We now have over two years of Washington 211 call data available online through our 211 Counts website [2-1-1 Counts](#). You can learn the number or percentage of callers who were seeking assistance (e.g. housing) by county, school district and zip code level. You can also break out the data by congressional and state legislative districts and track changes over the last two years.

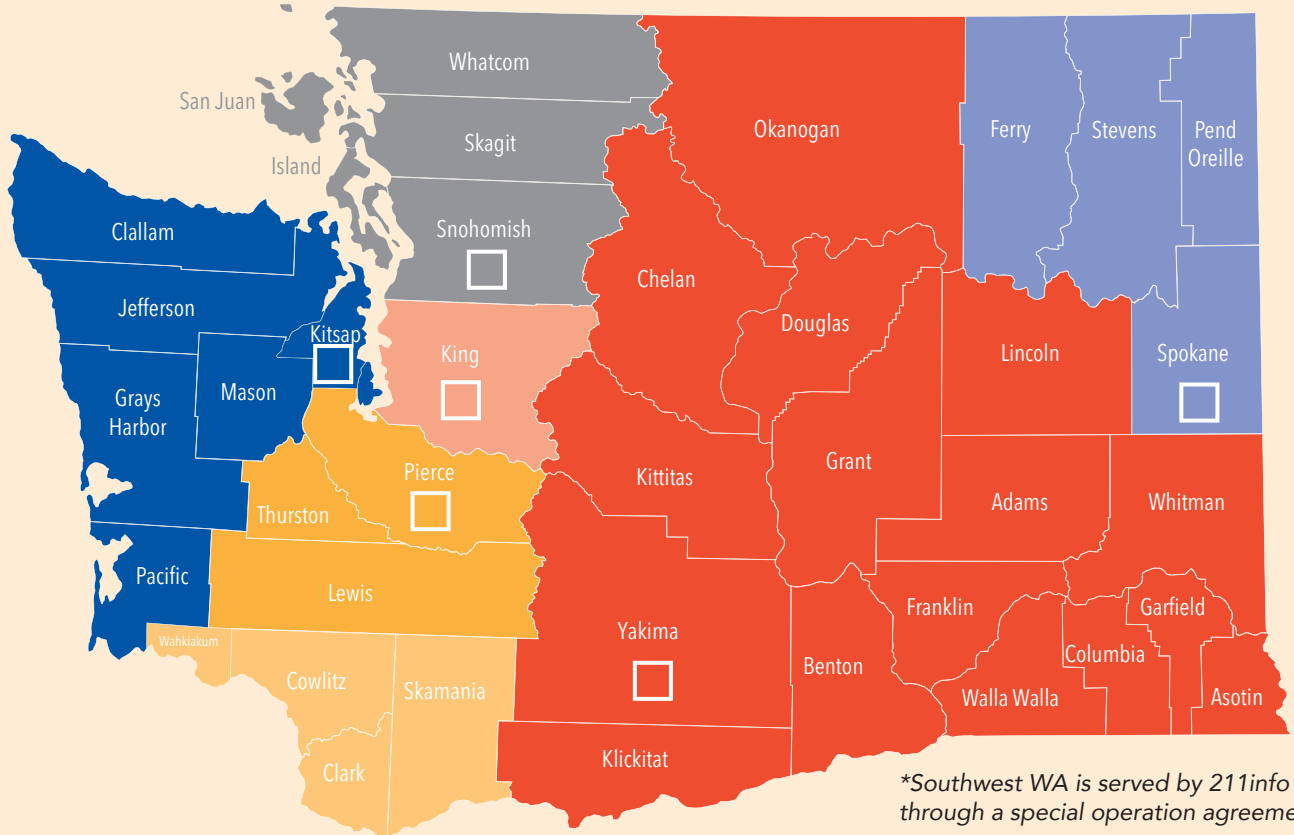
## WA211 2020 FINANCIALS

Expenses: **\$3,995,156**

Revenue: **\$4,597,887**



# REGIONAL SERVICE AREAS



\*Southwest WA is served by 211info Oregon through a special operation agreement

## WA211 REGIONAL CONTACT CENTERS

- Eastern 211 Region – Frontier Behavioral Health
- Greater Columbia 211 Region – People for People
- King County 211 Region – Crisis Connections
- North Sound 211 Region – Volunteers of America
- Peninsulas 211 Region – United Way of Kitsap Co.
- South Sound 211 Region – United Way of Pierce Co.
- Southwest 211 Region – 211info

*WA 211 meets unique needs for families and communities.*

### TOP FIVE SPECIALIZED SERVICES:

**Vaccination appointments**



**Vaccination ride assistance:**  
Lyft and Ride United



**Earned Income Tax Credit and tax assistance**



**Basic Food sign-up assistance**



**Eviction prevention services**



# 2.1.1

Washington

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