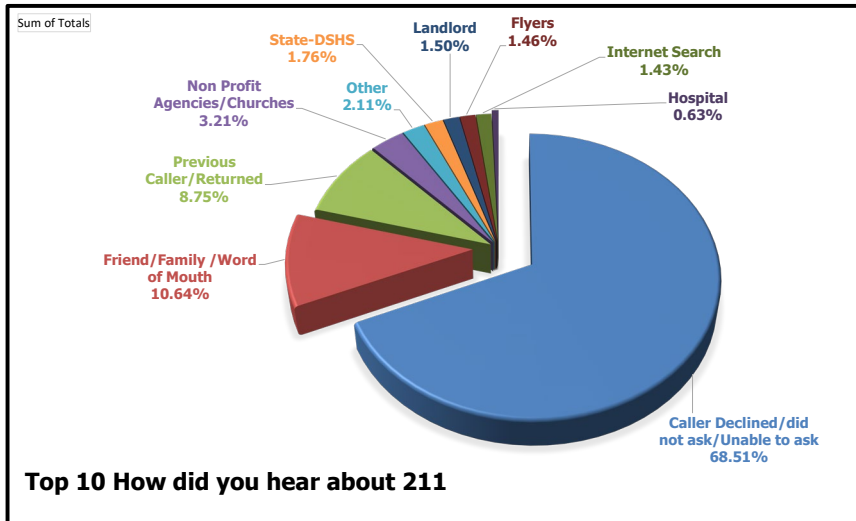
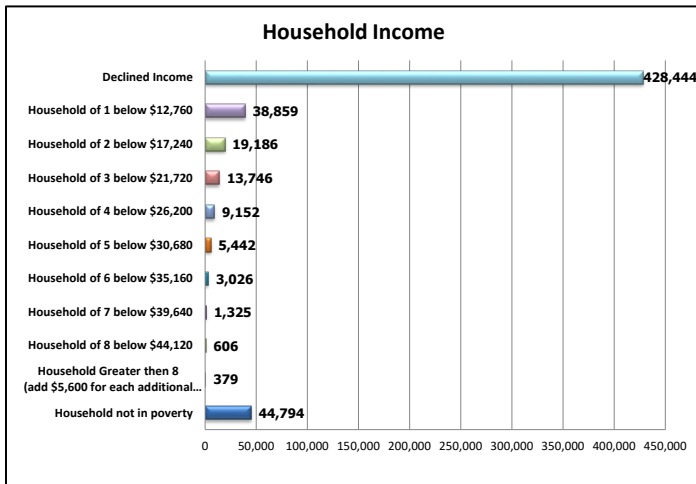
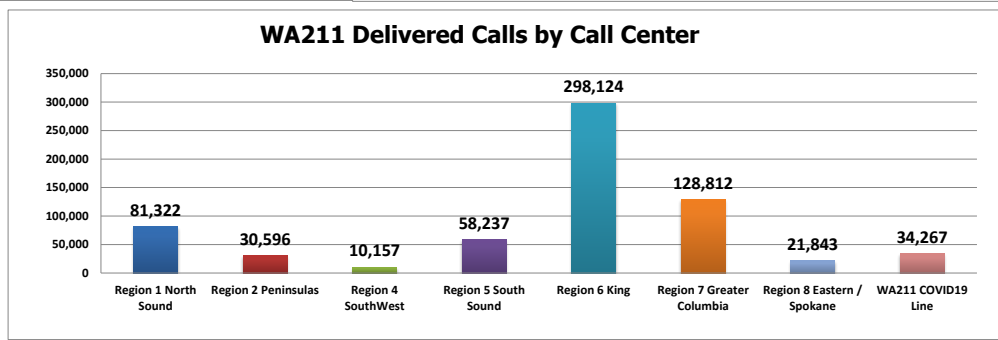
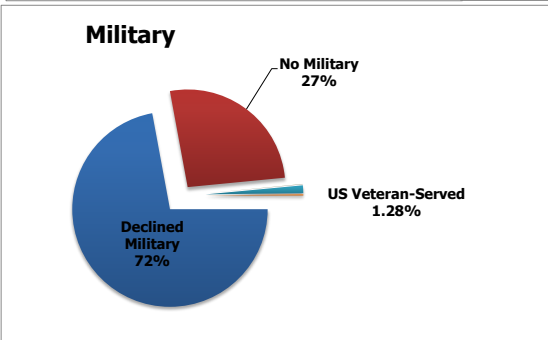
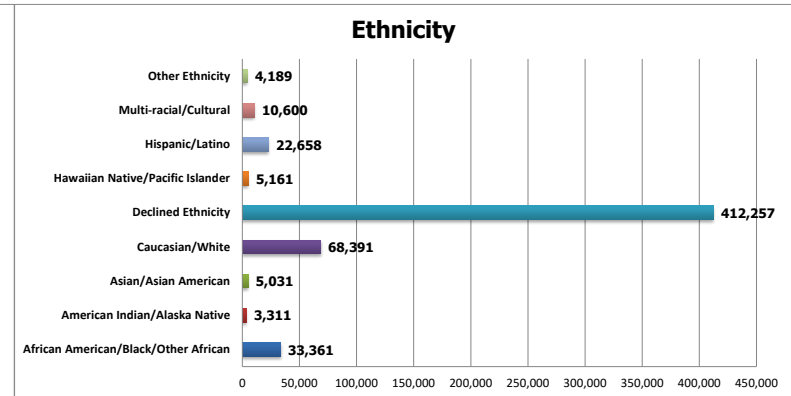
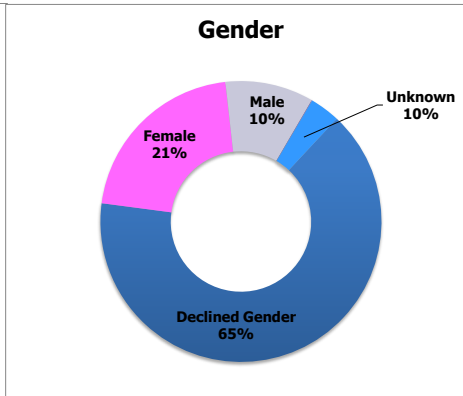
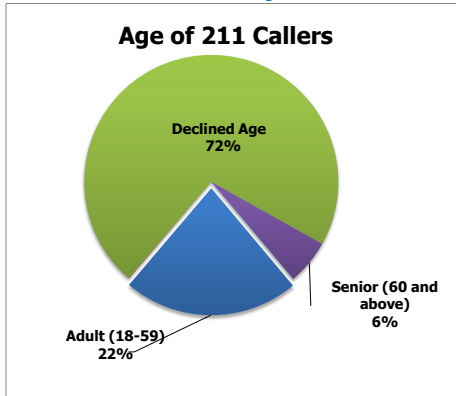
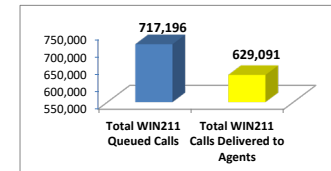




Demographics Report

WA211 YTD 2021
 Report Start Date: 1/1/2021
 Report End Date: 12/31/2021

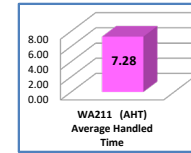




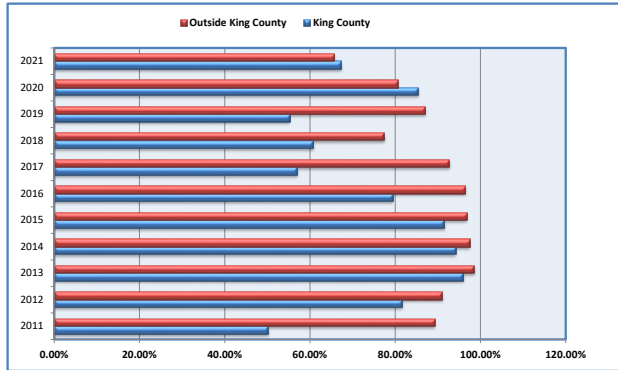
Washington

Problem Needs and QA Reports

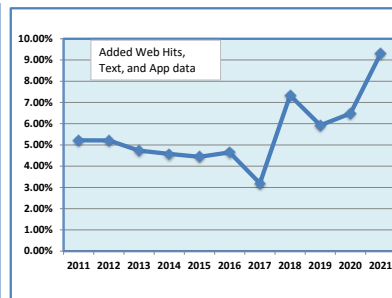
WA211 YTD 2021
 Report Start Date: 1/1/2021
 Report End Date: 12/31/2021



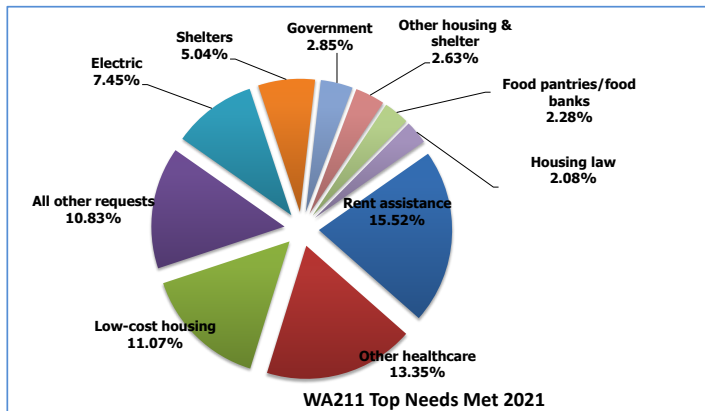
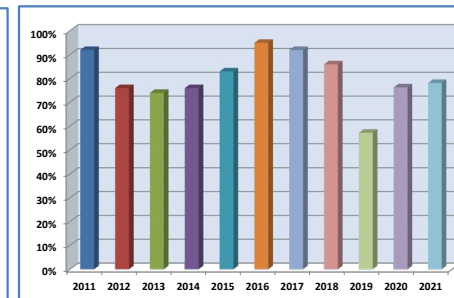
80% of incoming phone calls will be answered in an average of 7 minutes



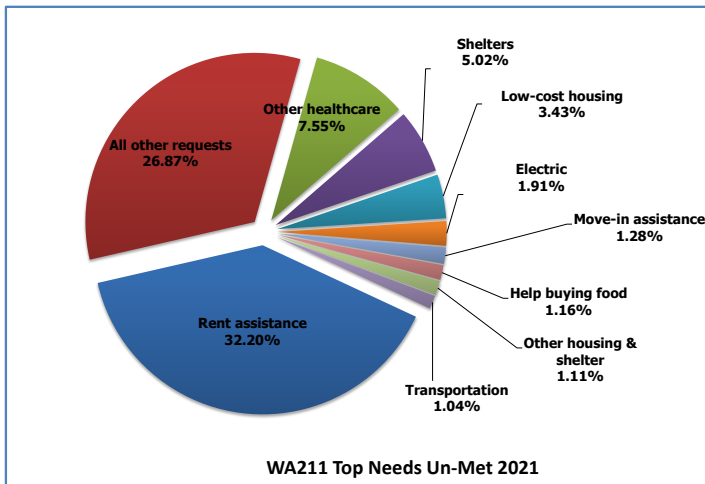
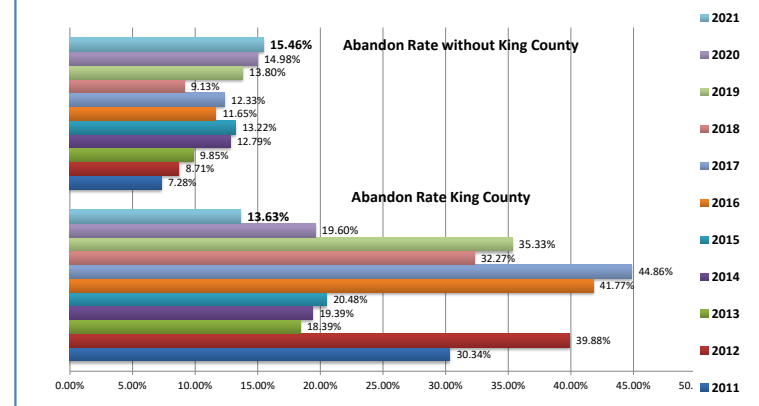
Population Reached



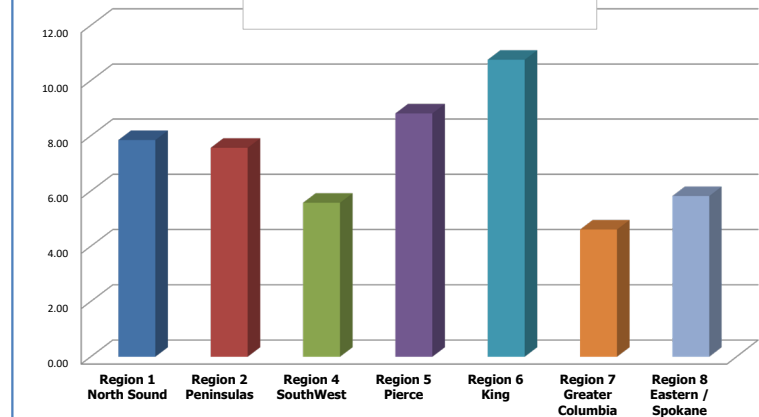
Database updates



Abandonment Rate



WIN211 Average Handled Time (AHT) 2021





WA211 Summary Report

Washington

Report Start Date 1/1/2021
Report End Date 12/31/2021

WIN211 Delivered Calls by Call Center	663,358	%
Region 1 North Sound	81,322	12.26%
Region 2 Peninsulas	30,596	4.61%
Region 4 SouthWest	10,157	1.53%
Region 5 South Sound	58,237	8.78%
Region 6 King	298,124	44.94%
Region 7 Greater Columbia	128,812	19.42%
Region 8 Eastern / Spokane	21,843	3.29%
WA211 COVID19 Line	34,267	5.17%

Client Demographics

Age	564,959	%
Adult (18-59)	126,160	22.3%
Child (0-13)	416	0.07%
Declined Age	405,776	71.82%
Senior (60 and above)	32,312	5.72%
Youth (14-17)	295	0.05%

Ethnicity	564,959	%
African American/Black/Other African	33,361	5.91%
American Indian/Alaska Native	3,311	0.59%
Asian/Asian American	5,031	0.89%
Caucasian/White	68,391	12.11%
Declined Ethnicity	412,257	72.97%
Hawaiian Native/Pacific Islander	5,161	0.91%
Hispanic/Latino	22,658	4.01%
Multi-racial/Cultural	10,600	1.88%
Other Ethnicity	4,189	0.74%

Gender	564,959	%
Declined Gender	367,983	65.13%
Female	119,492	21.15%
Male	57,480	10.17%
Transgender	337	0.06%
Unknown Gender	19,667	3.48%

How did you hear about 2-1-1	564,959	%
411/Directory Assistance/Telephone Directory	3	0.00%
911/Fire Dept./Police	459	0.08%
Bus Ads	0	0.00%
Caller Declined/did not ask/Unable to ask	376,930	66.72%
City Government/County Government	11	0.00%
Community Meetings	6	0.00%
Community Voicemail	0	0.00%
Flyers	8,047	1.42%
Friend/Family /Word of Mouth	58,562	10.37%
Hospital	3,440	0.61%
Internet Search	7,889	1.40%
Landlord	8,256	1.46%
Legislatures/Legislative Aide	261	0.05%
Mailings	858	0.15%
Misc advertising	2,386	0.42%
Newsletters	13	0.00%
Newspapers	133	0.02%
Non Profit Agencies/Churches	17,644	3.12%
Other	11,607	2.05%
Other 2-1-1 Marketing Materials	1,444	0.26%
Posters	12	0.00%
School/Counselor/Staff	1,243	0.22%
State-Dept of Commerce	37	0.01%
State-Dept of Health	437	0.08%
State-DFI	45	0.01%
State-DSHS	9,677	1.71%
State-Other Agencies	2,647	0.47%
State-Unemployment Office	609	0.11%
Transportation Provider	108	0.02%
United Way	622	0.11%
Utility Provider	3,417	0.60%
Previous Caller/Returned	48,156	8.52%
Military	564,959	%
Declined Military	407,263	72.09%
No Military	149,008	26.38%
US Veteran-Active	168	0.03%
US Veteran-Active Dependent	137	0.02%
US Veteran-Served	7,234	1.28%
US Veteran-Served Dependent	1,149	0.20%
Poverty	564,959	%
Household not in poverty	44,794	7.93%
Household Greater then 8 (add \$5,600 for each additional person)	379	0.07%
Household of 8 below \$44,120	606	0.11%
Household of 7 below \$39,640	1,325	0.23%
Household of 6 below \$35,160	3,026	0.54%
Household of 5 below \$30,680	5,442	0.96%
Household of 4 below \$26,200	9,152	1.62%
Household of 3 below \$21,720	13,746	2.43%
Household of 2 below \$17,240	19,186	3.40%
Household of 1 below \$12,760	38,859	6.88%
Declined Income	428,444	75.84%