EASTERN WASHINGTON 211

COUNTIES SERVED: SPOKANE, FERRY, STEVENS, PEND OREILLE

EW211 TEAM IS LOCATED IN SPOKANE WASHINGTON AT FRONTIER BEHAVIORAL HEALTH
An easy to remember phone number, similar to 911, that provides a single point of access to over 27,000 local and statewide agencies for referrals and information related to social service needs.

- Over 140 languages, including TTY are available for limited English proficiency
- 211 offers resources via the web (WA211.org) texting and emailing as well.
- Washington State 211 Network is divided among 7 regions.
- Assist the State of Washington, local communities and first responders during and after a crisis or disaster to provide non-emergency information and resource coordination efforts.
- All staff are trained and certified Information & Referral Specialists who conduct a brief assessment of the caller’s needs, provide a list of services available, assist with information to enroll in services, and provide a warm transfer accordingly.

**Eastern Washington 211 (EW-211), operated by FBH:**
- 4 Full-time staff, 1 Supervisor
- Funded in large part by United Way of Spokane County. Additional funding through the State 211 network (legislative appropriations) and *People For People* in Yakima for assistance with Basic Food Applications.
- Eastern Washington 211’s (local) database includes an estimated 690 service sites/agencies, 1260 service options and 875 programs. Resources are updated daily, monthly or quarterly. At a minimum, all resources are updated annually.
COMMUNITY AWARENESS & PARTNERSHIPS

- Outreach Coordinator provides marketing and education for community providers by attending local events and engaging in face-to-face interaction. This position is designed to not only learn about new resources in the area but educate local agencies on the benefit of being apart of the 211 Database.
  - Ease of access: One stop shopping for our community members in need
  - Awareness for their services and free advertising
  - Access to update their own information in our database to ensure accuracy
- Partners rely on us to provide more than a google search (human connection), spending the time, providing multiple resources/avenues for their clients and advocating for both the provider and the caller if needed.
- Lyft Transportation through United Way Worldwide
  - December 2021 to present we have provided 553 free rides
- Perform Basic Food Applications for callers needing state benefits (Subcontracted through People for People).
- Spokane Public Schools data sharing for students and their families in need.
Online platform that connects directly to our phone system for advanced data collection.

Current EW211 Database: 502 agencies that are divided up into sites and services within each agency.

211 Counts is a public access website that pulls WA211 data with filtering options available to narrow down data by zip code, region, city, etc.

Database Specialist position oversees adding, deleting, and updating existing resources.
  • Updates are system generated with automatic annual renewal alerts to staff.
  • An email goes to the agency to update their own information first. Database Specialist then reviews and posts.
  • If the agency is unable to update, EW211 specialist will call and do research to ensure the information we do have is updated on time.
  • All resources are updated at least once a year.

Most agencies are not-for-profit, faith-based, social determinant of health providers, or public serving agencies. We are looking to expand to for profit services once capacity allows us to.
Coordination with Avista and Spokane Emergency Management to prepare for future disasters. Avista reported 27% of the community relies on 2-1-1 to obtain medical resources during a time of need (Windstorms, wildfires, power outages, etc.).

Department of Health (DOH) COVID-19 Calls:
- 491,098 handled by WA211 (March 2020 to present).
- Washington Notify Program
- Vaccine Appointments and information
2021 DATA
TOTAL CONTACTS: 19,021
CALLS, EMAILS, TEXTS

THE NEED

ETHNICITY

Unknown: 2,111
Caucasian or White: 1,988
Black or African American or Other African: 1,557
Multiracial: 1,479
Hawaiian Native or Pacific Islander: 1,140
Hispanic or Latino: 1,086
American Indian: 1,002
Asian or Asian American: 776
Other: 265

United Way
Call 2-1-1
866-904-9060
Text EW211 to 898-211
Search 24/7 resources wa211.org
## TOP 20 REFERRALS

- Electric Service Payment Assistance
- General Counseling Services
- Home Rental Listings
- Rent Payment Assistance
- Low Income/Subsidized Private Rental Housing
- Comprehensive Information and Referral
- Community Shelters
- Therapy Referrals
- Food Pantries
- Rapid Re-Housing Programs
- Undesignated Temporary Financial Assistance
- Eviction Prevention Legal Assistance
- Food Stamps/SNAP Applications
- Legal Information Services
- Water Service Payment Assistance
- Gas Money
- General Clothing Provision
- Psychiatric Medication Services
- Adolescent/Youth Counseling
- Central Intake/Assessment for Mental Health Services

## UNMET NEEDS

- Rent Payment Assistance
- Tax Preparation Assistance
- Automotive Repair and Maintenance
- Homeless Motel Vouchers
- Rental Deposit Assistance
- Pest Control Services
- Undesignated Temporary Financial Assistance
- Appliances
- COVID-19 Immunization Clinics
- Homeless Transportation Programs
- Long Distance Bus Services
- Mortgage Payment Assistance
- Child Passenger Safety Seats
- Community Shelters
- Comprehensive Information and Referral
- Disaster Related Cash Grants
- Home Maintenance and Minor Repair Services
- Housekeeping Assistance
- Long Distance Automobile Transportation
- Low Income/Subsidized Private Rental Housing
2021 DATA

CALLERS WITH CHILDREN

- No Children: 63.1%
- 1 Child: 10.9%
- 2 Children: 7.4%
- 3 Children: 3.5%
- 9 or more: 0%
- Unknown: 12.2%

TOP YOUTH REFERRALS

- 342 Adolescent/Youth Counseling
- 288 Family Crisis Shelters
- 123 Family Counseling Agencies
- 79 Family Law Courts
- 54 Child Care Centers
- 54 Family Counseling
- 49 Diapers
- 48 Food Stamps/SNAP Appeals/Complaints
- 40 Crisis Nurseries/Child Care
- 33 Children's Clothing
- 29 Child Care Provider Referrals
- 28 Child Care Expense Assistance
- 25 Holiday Gifts/Toys
- 16 Domestic/Family Violence Legal Services
- 16 Local Bus Transit Services
- 16 Parenting Skills Classes
- 14 WIC
- 13 Family and Community Medicine
- 13 Supervised Living for Older Youth
- 12 Child Support Assistance/Enforcement

CALL 2-1-1 866-904-9060
TEXT EW211 to 898-211
SEARCH 24/7 resources wa211.org

United Way
211 Counts

[Image of a webpage showing data on housing and shelter requests]

www.wa211.org/community-data

Top service requests April 29, 2021 to April 28, 2022

<table>
<thead>
<tr>
<th>Top REQUEST CATEGORIES</th>
<th>Display</th>
<th>PERCENT</th>
<th>COUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing &amp; Shelter</td>
<td>20.7%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Food</td>
<td>15.8%</td>
<td></td>
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<tr>
<td>Utilities</td>
<td>10.1%</td>
<td></td>
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<tr>
<td>Healthcare &amp; COVID-19</td>
<td>9.0%</td>
<td></td>
<td></td>
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<tr>
<td>Mental Health &amp; Addictions</td>
<td>8.9%</td>
<td></td>
<td></td>
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<tr>
<td>Employment &amp; Income</td>
<td>7.8%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clothing &amp; Household</td>
<td>7.3%</td>
<td></td>
<td></td>
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<tr>
<td>Child Care &amp; Parenting</td>
<td>&lt;1%</td>
<td></td>
<td></td>
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<tr>
<td>Government &amp; Legal</td>
<td>&lt;1%</td>
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<tr>
<td>Transportation Assistance</td>
<td>6.1%</td>
<td></td>
<td></td>
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<tr>
<td>Education</td>
<td>&lt;1%</td>
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<td></td>
</tr>
<tr>
<td>Disaster</td>
<td>2.1%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>10.0%</td>
<td></td>
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</tr>
<tr>
<td>Total for top requests</td>
<td>98.0%</td>
<td></td>
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</tr>
</tbody>
</table>

[Table showing top housing & shelter requests]

Requests by ZIP Code: Housing & Shelter (9/28/2021)

[Map with zip code information]

United Way

211
866-904-9060

EW211 to 898-211

Search 24/7 resources wa211.org
Thank you!

Questions?