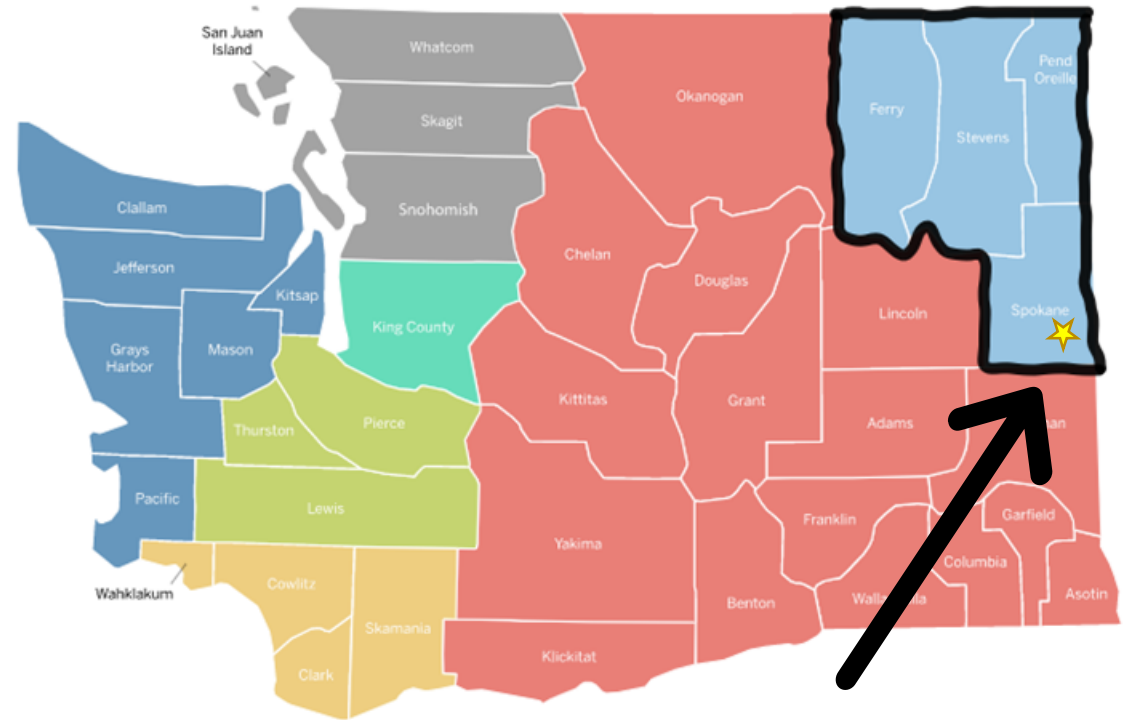


# EASTERN WASHINGTON 211



**COUNTIES SERVED:**  
**SPOKANE**  
**FERRY**  
**STEVENS**  
**PEND OREILLE**



**EW211 TEAM IS LOCATED IN  
SPOKANE WASHINGTON AT  
FRONTIER BEHAVIORAL  
HEALTH**

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# WHAT IS 211?

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Washington

- 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.



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24/7 resources  
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# COMMUNITY AWARENESS & PARTNERSHIPS

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- 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.



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# DATABASE

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- 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.



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# EMERGENCY RESPONSE

- 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



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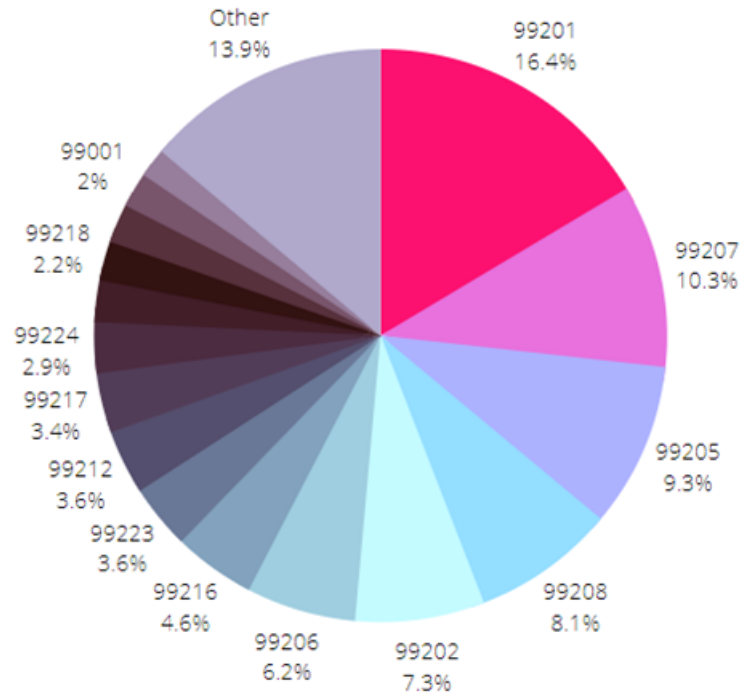
# 2021 DATA

TOTAL CONTACTS: 19,021  
CALLS, EMAILS, TEXTS

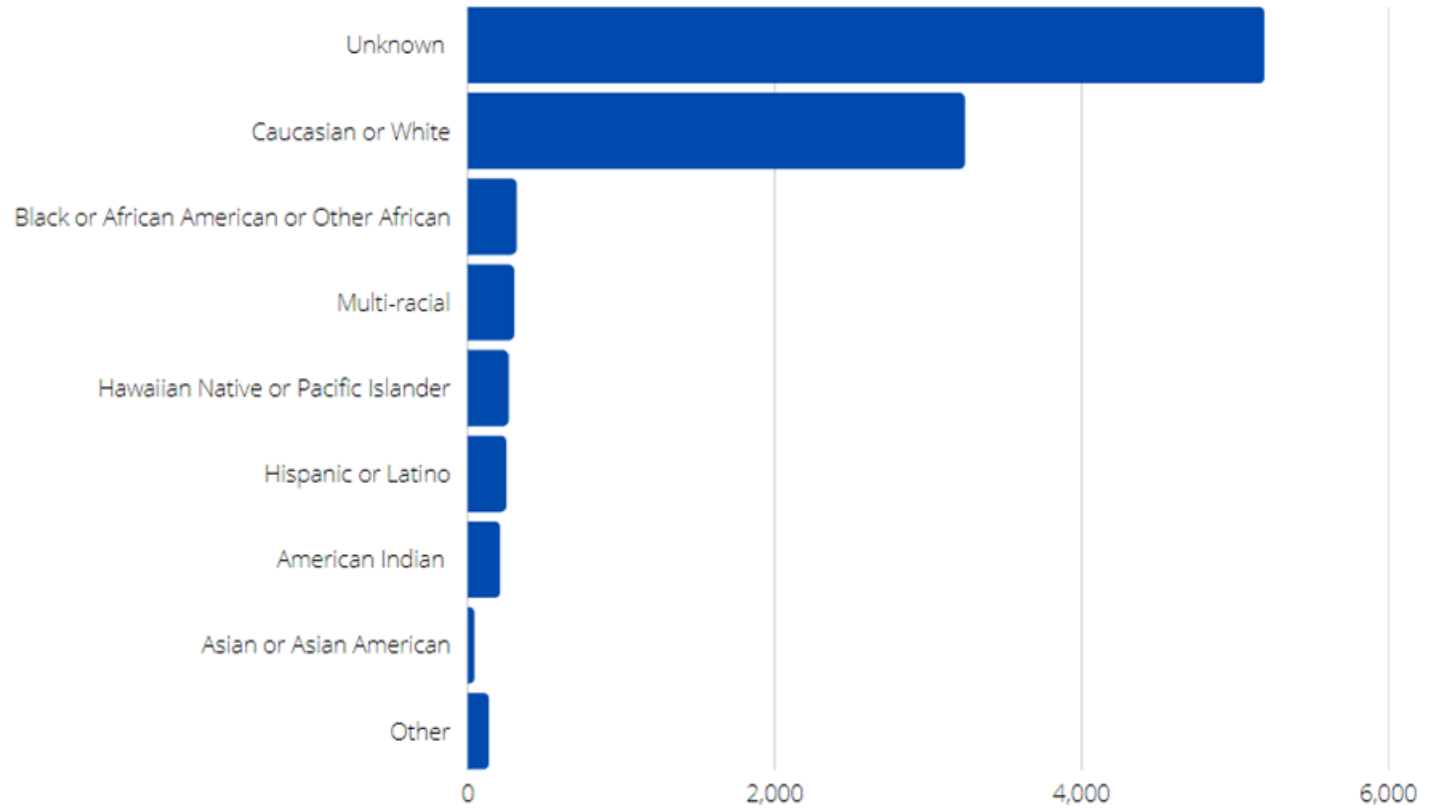
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## THE NEED



## ETHNICITY



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# 2021 DATA

## 33,752 TOTAL REFERRALS

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### 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



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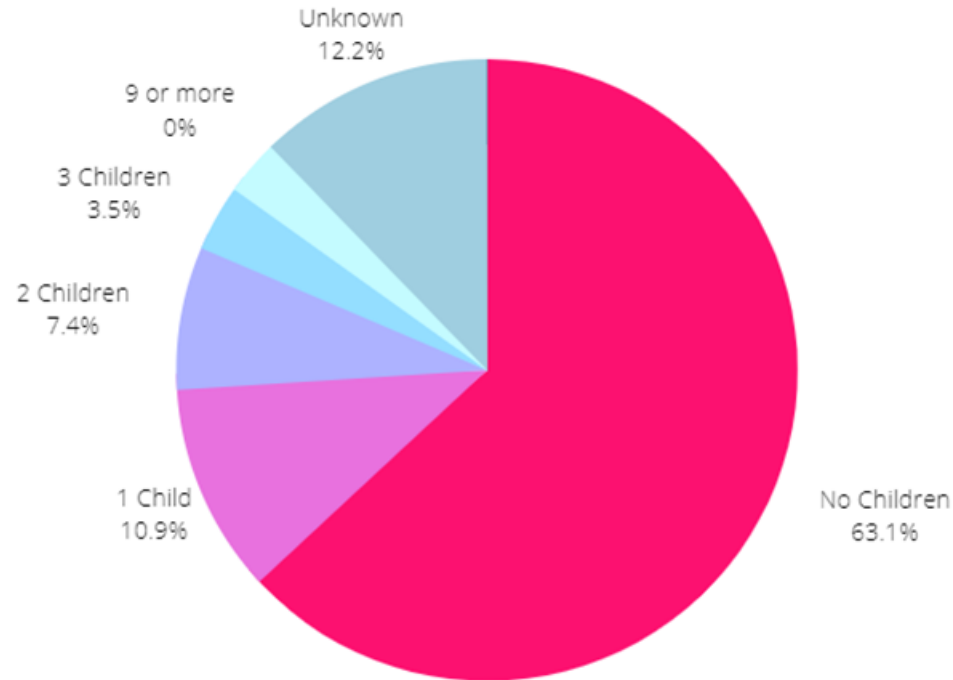
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# 2021 DATA

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## CALLERS WITH CHILDREN



## 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



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# 211 Counts

[www.wa211.org/community-data](http://www.wa211.org/community-data)



WA

Choose data to display

99201 LAST 365 DAYS

TOTAL REQUESTS FOR YOUR FILTERS

**3,447**

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

TOP REQUEST CATEGORIES Display as:  PERCENT  COUNT

Housing & Shelter	20.7%
Food	3.8%
Utilities	6.0%
Healthcare & COVID-19	10.6%
Mental Health & Addictions	16.9%
Employment & Income	4.8%
Clothing & Household	3.0%
Child Care & Parenting	<1%
Government & Legal	9.2%
Transportation Assistance	3.1%
Education	<1%
Disaster	2.1%
Other	19.6%
<b>Total for top requests</b>	<b>100%</b>

TOP HOUSING & SHELTER REQUESTS

Home repair/ maintenance	5.1%	6%
Low-cost housing	26.4%	6%
Mortgage assistance	<1%	0%
Move-in assistance	<1%	100%
Rent assistance	16.2%	25%
Shelters	24.2%	19%
Other housing & shelter	27.2%	3%
Directory assistance	0%	0%

0 = No requests made  
Not Available = Data not collected  
Some requests are only computed at the category level

UNMET ?

**Requests by ZIP Code** Housing & Shelter | 99201

ZIP Code - Requests - Adult Population -

- in poverty State rate: -	- unemployed State rate: -	- < h.s. diploma State rate: -	- rental housing State rate: -
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Hover to show details

TOP 10: Highest rates of requests for *Housing & Shelter* by ZIP Code

Rank	ZIP Code	Rank	ZIP Code
1	98201	6	98424
2	98204	7	98002
3	98405	8	98402
4	98134	9	98203
5	98104	10	98499



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Thank you!

*Questions?*



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