

South Sound 2-1-1 Year-End Report 2014

- **South Sound 2-1-1 reached over 79,349 people in 2014!**

- **Total calls handled for 2014 = 44,103**

In addition to information and referrals provided by phone, the statewide online 2-1-1 resource database is a source of information and referrals for a large number of residents in Pierce, Thurston and Lewis Counties. System-wide, WIN211 recorded **159,646 unique visitors to the WA State 211** website in 2014. Of those 159,646 visitors, there were **35,246 searches from our tri-county service area.**

- **Here is how we are helping individuals and families:**

- **Keeping People Housed:** South Sound 2-1-1 assists people seeking rent, mortgage, and move-in assistance. We helped **4,306** people get connected to rental assistance and housing stability programs and another **4,285** to shelter or affordable housing options.
- **Keeping Warm in Winter:** South Sound 2-1-1 referred **6,685** people to utility assistance programs.
- **Accessing Health Care:** South Sound 2-1-1 referred **3,372** people to dental care, vision care, and general health care resources. Our call center also assisted **5,194** Pierce, Thurston, and Lewis county residents in finding the best place to apply for affordable health insurance through the Washington Health Benefits Exchange.
- **Helping People Keep More of Their Income:** South Sound 2-1-1 helped **453** families get the tax credits they were eligible for through referrals to local VITA Tax Sites. In addition to managing local tax calls, our call center participated in a national partnership with United Way Worldwide and MyFreeTaxes.com connecting callers through a nationwide network to free tax assistance.
- **Getting People to Where They Need to Go:** Transportation can be a huge barrier to accessing needed services for many Pierce County residents. South Sound 2-1-1's Transportation Specialist helped **2,198** people get to jobs, medical appointments, the grocery store or food bank, and other essential trips. South Sound 2-1-1's transportation project provides caller data to inform Special Needs Transportation Coordination Planners, both locally and regionally.
- **Keeping People Fed:** South Sound 2-1-1 assisted more than **2,633** people in finding local food programs and provided application assistance to **155** people applying for Basic Food benefits.

- **Follow-up contact results...**

- 92.4% of callers contacted had called the referrals
- 51.8% of callers contacted had actually received the help they needed
- 90.4% of callers contacted felt more familiar with community resources as a result of calling 211
- 96.7% of callers contacted felt the I&R Specialist they talked with was helpful
- 97.4% of callers contacted would refer others to 211
- 97.6% of callers contacted would call 211 again

PROBLEM/NEEDS (Top 10)	<u>2014</u>	<u>2013</u>
▪ Utilities Assistance	20.4%	24.2%
▪ Rent/Mortgage/Move In Assistance	13.1%	19.0%
▪ Housing/Low Cost Housing	8.7%	8.0%
▪ Physical Health Issues	8.3%	7.3%
▪ Food	8.0%	5.8%
▪ Transportation	6.7%	5.4%
▪ Emergency Shelter	5.6%	4.6%
▪ Legal	4.6%	3.7%
▪ Household, Clothing and Personal Goods	4.3%	3.5%
▪ Transitional Housing	4.3%	3.5%

Top 5 UNMET Needs - % of total requests in a category where there was not a resource available to meet the need	<u>2014</u>	<u>2013</u>
▪ Rent/Mortgage/Move In Assistance	52.3%	48.5%
▪ Utilities Assistance	21.5%	25.6%
▪ Transportation	14.0%	25.1%
▪ Emergency Shelter	4.0%	7.6%
▪ Holiday Assistance	2.2%	8.8%

Most Referred To Organizations

- MDC – Making a Difference in Community
- Pierce County Community Connections
- Associated Ministries
- Salvation Army-Tacoma & Puyallup Corps
- DSHS – Pierce County CSOs
- St. Francis Cabrini Church
- Rescue Mission
- All Saints Community Services
- WA Healthplanfinder
- Volunteer Legal Services

Most searched agencies/programs on website:

- DSHS – Financial Assistance
- Bates Technical College – Dental Services
- Community Health Care
- Community Action Council
- Army Community Services – JBLM
- Korean Women’s Association
- Catholic Community Services
- Buckley Senior Center – ADRC Senior Dental Program
- CHOICE Regional Health Network – Access to Baby & Child Dentistry
- Toys 4 Tots – Holiday Assistance

• **Top 10 Zip Codes for Highest Call Volumes**

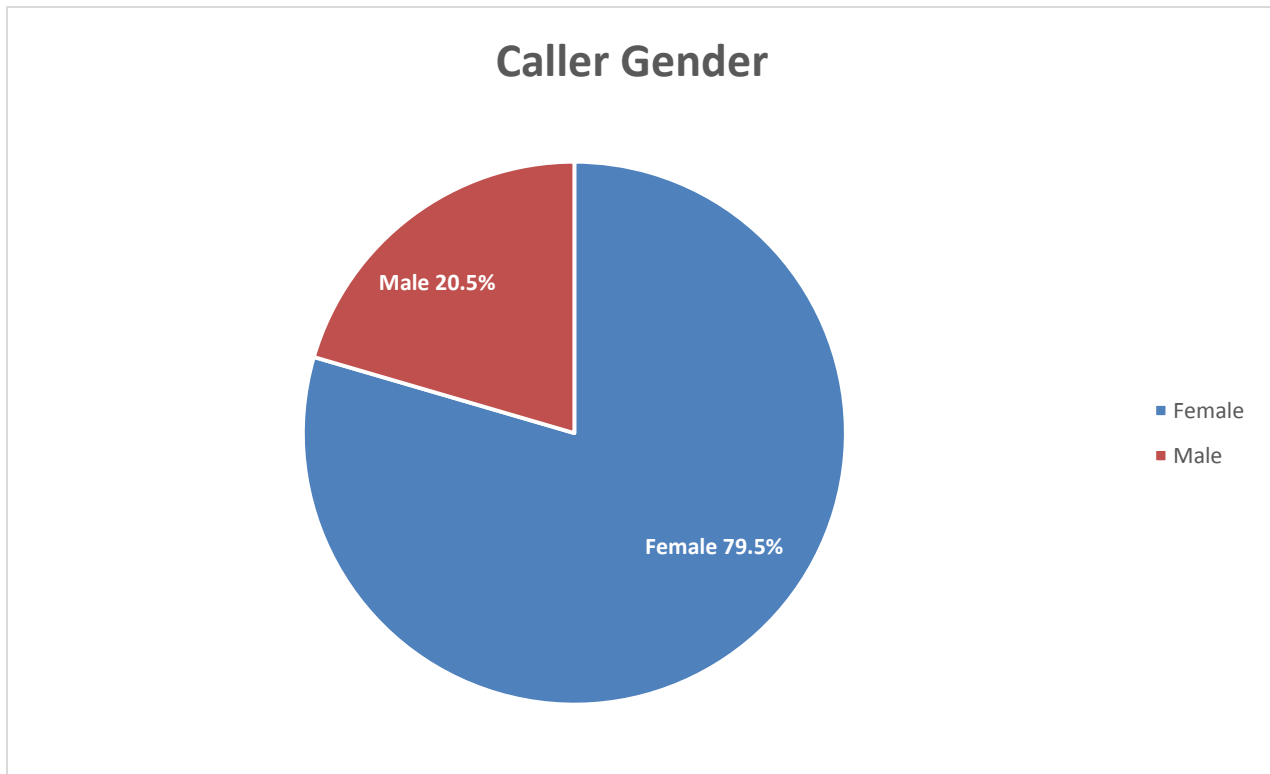
- 98405 (Tacoma-Hilltop)
- 98499 (Lakewood)
- 98444 (Parkland)
- 98404 (Tacoma-Eastside)
- 98409 (Tacoma-South End)
- 98387 (Spanaway)
- 98498 (Lakewood)
- 98408 (Tacoma)
- 98466 (West Tacoma-University Place)
- 98418 (Tacoma)

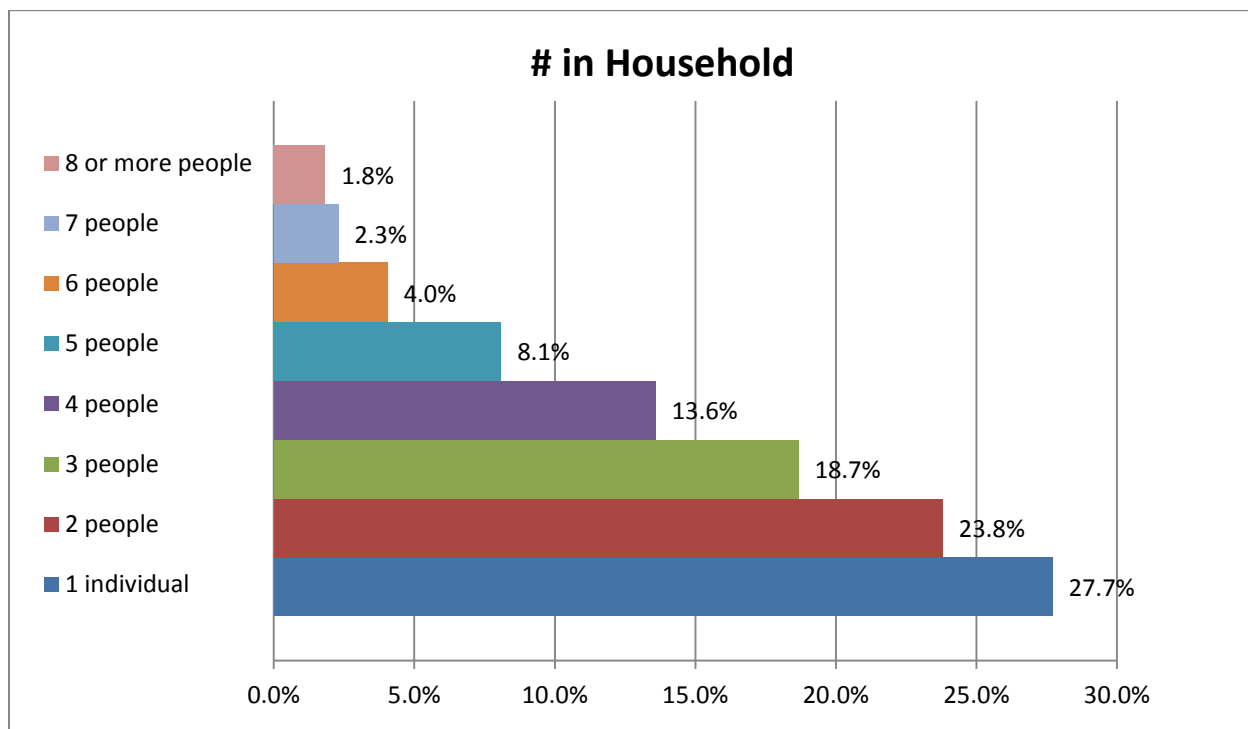
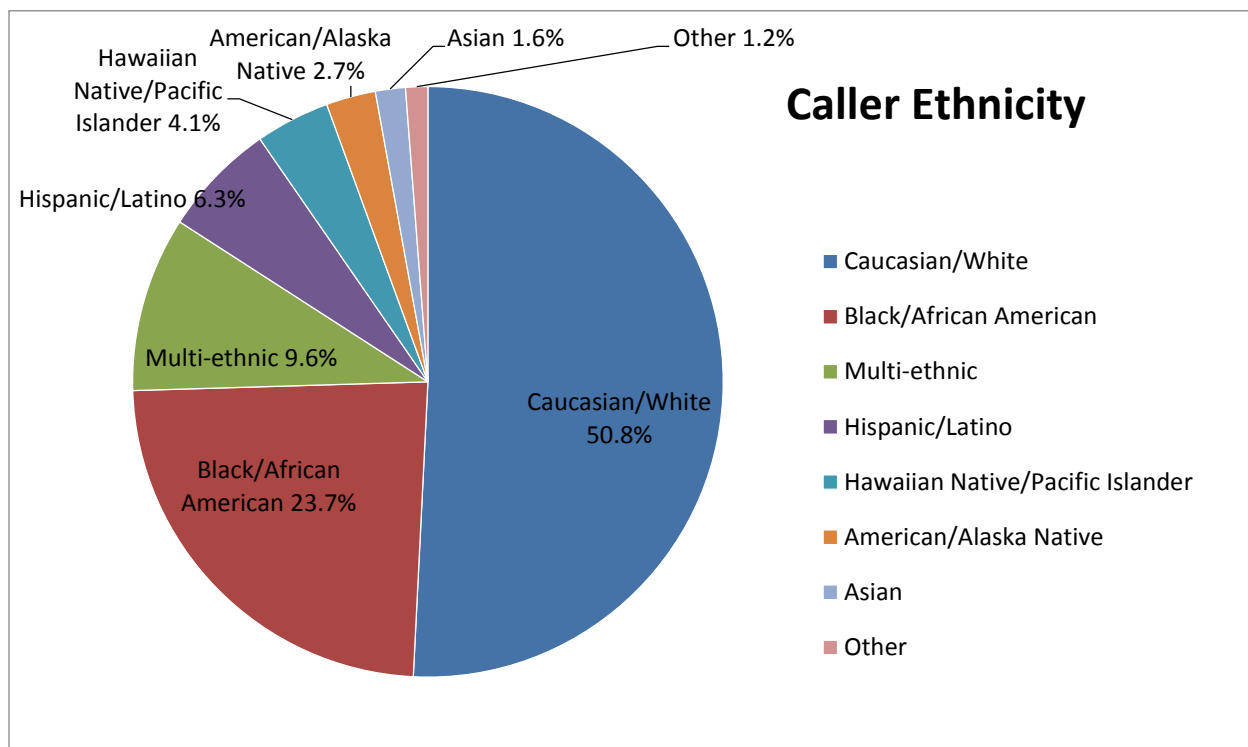
• **2-1-1 Website Information-Top 5 cities searched from within our service area were:**

2014
Tacoma – 21,749 searches
Olympia – 8,410 searches
Centralia – 1,533 searches
Puyallup – 759 searches
Lakewood – 726 searches

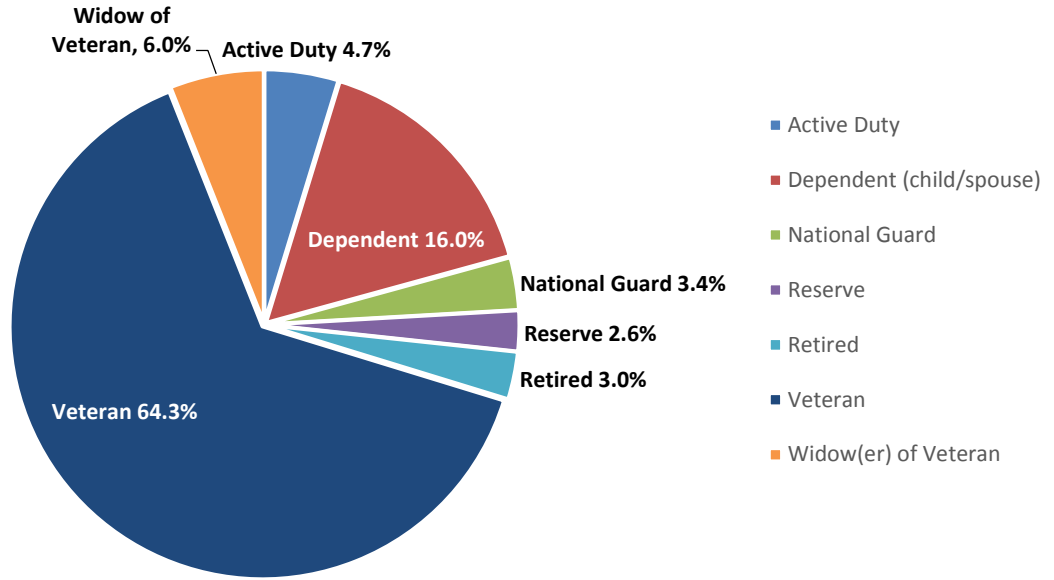
2013
Tacoma – 19,912 searches
Olympia – 7,731 searches
Puyallup – 1,085 searches
Centralia – 1,054 searches
Lakewood – 872 searches

What We Know About Our Callers

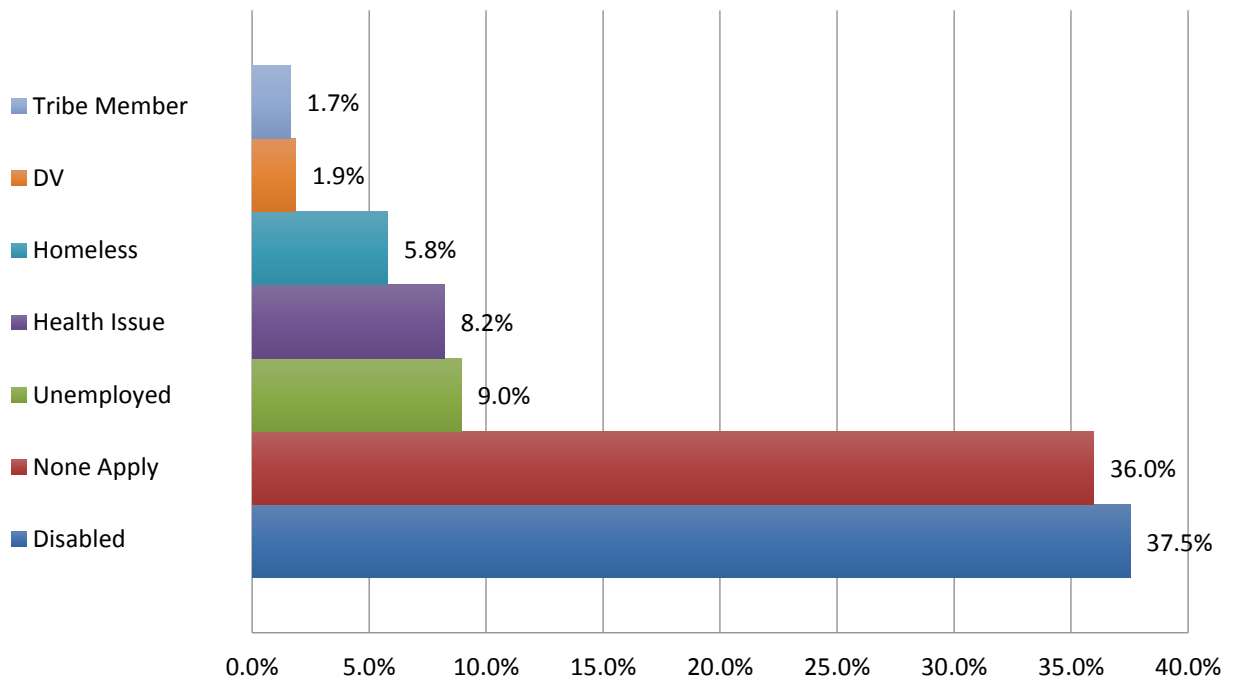




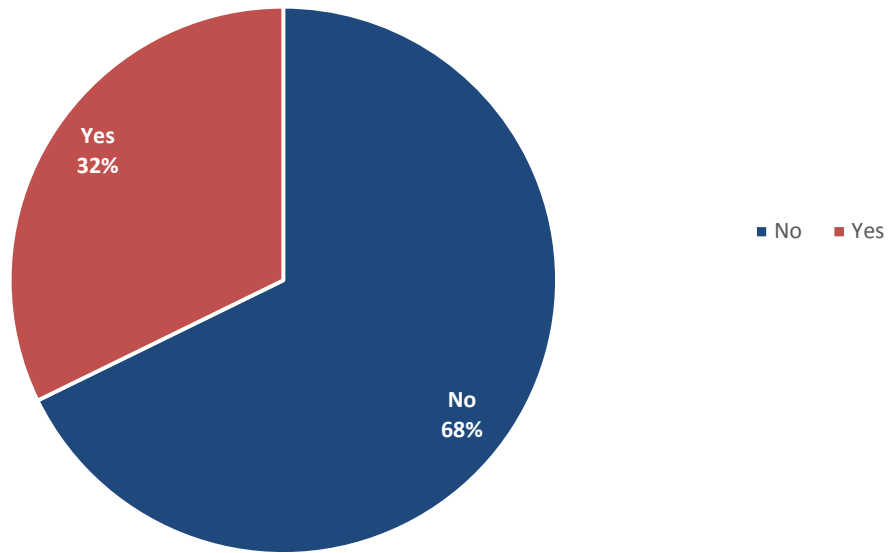
Military Affiliation



% of Callers Identifying with Consumer Groups



Children under 5 in the home?



Household Income

