



2-1-1 Community Information Line 2009 Year-End Report

Thank you for supporting Crisis Clinic's 2-1-1 Community Information Line in 2009. With your support, we were able to help a record-breaking number of callers in King County access health and human services.

Who called 2-1-1?

In 2009, 2-1-1 responded to 119,819 calls (an 11% over last year and our highest volume ever!).

We continue to serve some of the most vulnerable people in our community. In 2009:

- 96% of callers had incomes below poverty (97% in 2008)
- 9% were homeless (11% in 2008)
- 48% lived in households with children (49% in 2008)
- 22% identified as disabled (9% in 2008; more people are self-identifying as disabled)
- 68% were persons of color (65% in 2008)
- 4% spoke English as second language (4% in 2008)
- 6% were laid off (began tracking in 2009)
- 53% of callers were seeking help for basic needs and/or financial assistance (same as in 2008)

What were people's experiences when calling 2-1-1?

We ask a percentage of callers at the end of the call about their experience with our service. In 2009 our results were:

- 95% received *new* resources
- 100% planned to call the agencies for help
- 99% found the referrals and/or the service helpful

We also follow up with two percent of our callers to see if they actually secured help from the agencies recommended. Last year 33% said they received help, 31% were in the process and 36% had not received help. Two callers, when following up with them, recently told us:

"2-1-1 was the most helpful, the most informative place I talked with... It was very humbling to get that assistance. It was difficult for me to call because it felt like charity, but once I got past it, I felt good about it – it was heart-warming."

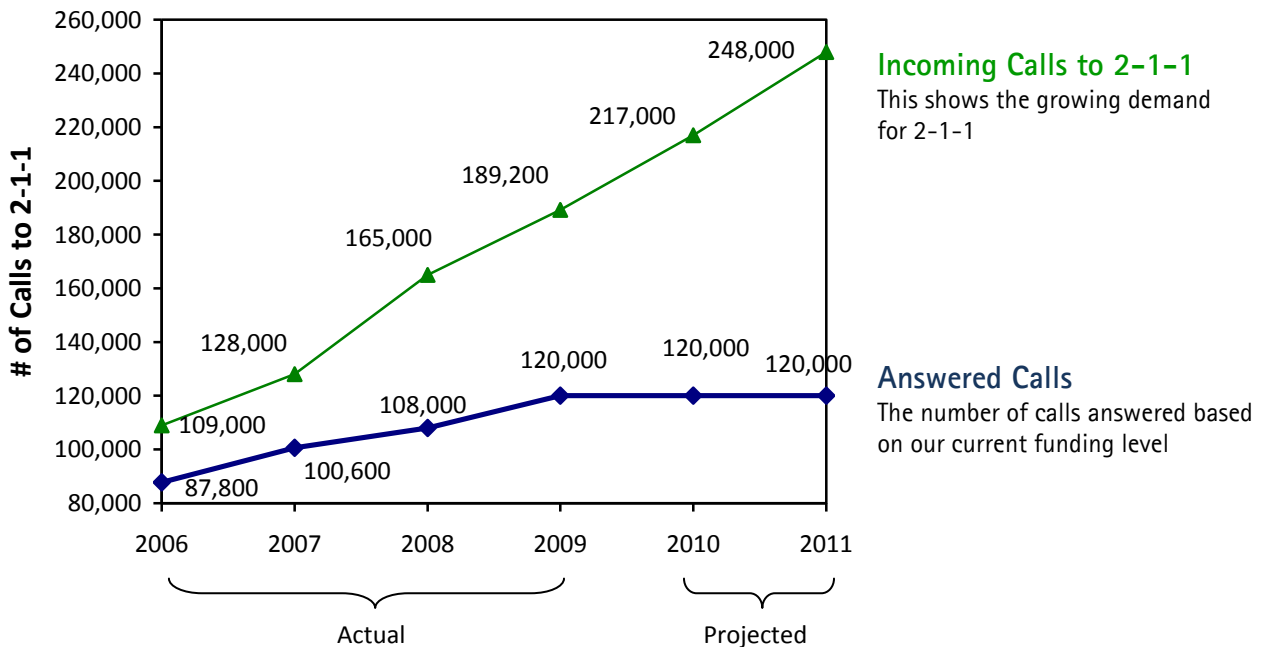
"They were great. Every time I call they're great. This rent thing had become so stressful that I was going to Sound Mental Health. Before this, I lost my house and was homeless, but now I have a fulltime job coming up and everything is looking up."

Trends

2-1-1 provides a barometer of our community’s needs. Here are some of the recent trends we are seeing:

Trend 1: The demand for 2-1-1 is growing; more people need help

In the last few years, 2-1-1’s response has grown 37% from handling 87,800 calls in 2006 to 120,000 calls in 2009. However, more people are calling than we are able to help. As the graph shows, we’ve seen a 74% increase in the number of people calling from 109,000 incoming calls in 2006 to 189,200 calls in 2009. We’ve made adjustments to increase our efficiency, however, our ability to answer *every* call is ultimately dependent on funding to hire staff. The increase in demand for 2-1-1 mirrors the need for more basic needs and financial assistance help we are seeing (as discussed below).



Trend 2: Increase in requests for basic needs services and financial assistance, and more middle class families calling for help.

Over the past 11 years, requests for basic needs services (food, shelter, housing, clothing and transportation) and financial assistance (rental/ mortgage assistance, utility assistance, credit counseling/debt management, tax preparation/EITC) have represented 50-60% of our calls. However, as the chart below indicates, several categories are increasing faster than our general call increase: rental assistance (77%), mortgage assistance (274%), utility assistance (102%), food (54%), legal assistance (207%) and physical healthcare (61%).

2-1-1 Call Information	2006	2007	2008	2009	06-09 % Change
Total Incoming Calls	87,760	100,597	107,873	119,818	37%
Identified as Homeless	11,575	15,279	12,172	10,472	-10%
Identified as Disabled	4,968	7,092	9,993	15,615	214%
<i>Called Regarding:</i>					
Emergency Shelter	10,812	12,297	10,880	9,955	-8%
Housing	5,956	6,510	6,864	6,275	5%
Rental Assistance	8,819	9,060	11,384	15,611	77%
Mortgage Assistance	303	396	584	1,134	274%
Move In Assistance	2,605	3,072	3,401	4,195	61%
Utility (Light & Heat) Assistance	7,316	10,793	11,836	14,788	102%
Food	3,350	4,087	4,632	5,148	54%
Legal Assistance	3,860	7,213	8,363	11,843	207%
Household & Clothing	2,489	2,530	2,553	2,897	16%
Physical Healthcare	2,834	2,996	3,751	4,550	61%

However, we're also seeing a trend that **more middle-class families are calling for help**. Traditionally, 98% of callers had incomes below the poverty line, but in 2009 that dropped to 96%. Four thousand callers said they just got laid off as the reason why they needed help. We've also seen the number of known homeless callers decrease from a high of 15,279 in 2007 to 10,472 in 2009, and the number of requests for emergency shelter decrease 8%.

Trend 3: Callers have multiple and more complex needs

In the past, callers asked for help with one or two needs. Now it is not uncommon for callers to have three or four serious needs. For example:

- I&R Specialists note higher emotional content of the calls. Many callers indicate that their relatives were helping them but are no longer able to help because they have also lost a job or are in a difficult financial situation.
- I&R Specialists are spending more time on each call. The average time per call increased from 3:42 minutes in 2006 to 5:31 in 2009. Specialists tell us that many callers have never needed assistance before and it takes longer to explain to them how the system works and to coach them on presenting their story in the most effective way.
- The number of referrals given to callers increased 19% from 2008 to 2009. In 2009 callers received an average of 2.8 referrals when they called.

Thank you, again!

Funding from private charitable sources has become increasingly important as the demand for 2-1-1 increases while, like many other charities, we face government funding reductions. Thank you for generously supporting this vital community service.

We invite you to visit Crisis Clinic and listen to actual 2-1-1 calls! To schedule a tour, or if you any questions, please contact Kathleen Southwick, Executive Director at 206-461-3210 x615 or ksouthwick@crisisclinic.org.