



Upgrade 211 Services

WHY 211?

In 2019, the Washington State Legislature renewed its commitment to the 211 system by restoring funding cuts and increasing operating funds by \$500,000. This investment has helped reduce call wait times and decreased abandoned calls by up to 47% in some regions of the state - improving citizen access to statewide health and human services.

- Every day, 211 connects roughly a 1,000 Washingtonians to local community services. On an annual basis, 211 makes nearly a half million service referrals.
- 211 tracks calls and referrals providing a real-time snapshot of community needs and gaps in services.
- 211 has been a central point of contact for emergency responders, volunteers and donors during local and statewide emergencies.

REQUEST

Washington 211 is requesting \$222,000 in the Capital Budget to replace aging computers, servers, and backup systems and to upgrade equipment such as headsets, laptops and mobile hot-spots to provide mobile outreach and navigation services.

NEED

- The last time Washington 211 received capital support was 2005 before launching the 211 statewide system
- Washington 211's current technology infrastructure does not support efficient access to 211's expansive resource database - increasing call length, response time and abandoned calls
- Inadequate mobile computing capabilities limits 211's ability to expand community outreach or to operate away from a call center during a disaster

BENEFITS

- Increased call response time
- Decreased abandoned calls
- Improved disaster response with greater service continuity
- Deeper community engagement and outreach
- Enhanced community reliance and use of 211