

2018 SOUTH SOUND 2-1-1 REPORT

UNITED WAY OF PIERCE COUNTY



★ Ensuring there are Emergency Services for People in Need

Operated by United Way of Pierce County, South Sound 2-1-1 is a free, confidential, one-stop, online and phone line resource that increases the efficiency of connecting people, who are experiencing a human services crisis with the appropriate program or service they need. Last year, South Sound 211 fielded nearly 90,000 calls throughout Pierce, Thurston and Lewis Counties. And thanks to specialized 2-1-1 Navigators, we were able to provide individuals and families with 583 rides, 334 food benefits and 47 stable housing.

South Sound 2-1-1 reports on what needs are being presented in the community, how they are being met and who is helping to meet those needs. 2-1-1 specialists collect specific caller information based on location of caller, gender and age.



Providing a Lifeline to Critical Services

89,214 Total Contacts in Pierce, Thurston and Lewis Counties

5,599 connected to rental assistance

2,661 connected to emergency shelter

521 connected to free tax preparation

assistance to get eligible tax credits

334 completed basic food applications

2,743 connected to transportation

404 families were connected to childcare

2,923 had a military affiliation

Top 10 Caller Needs

1. Rent/Deposits
2. Utilities
3. Low Cost Housing
4. Transportation
5. Emergency Shelter
6. Legal Assistance
7. Food
8. Behavioral Health
9. Holiday Assistance

Most Frequent Referral Partners

- Saint Vincent de Paul
- Salvation Army
- Multifamily Affordable Properties
- Pierce County Human Services
- Metropolitan Development Council
- Rescue Mission
- Korean Women's Association
- Department of Social & Health Services
- Martin Luther King Housing and Development Association
- Pierce County Housing Authority

South Sound 2-1-1 Caller Statistics



Gender

- 73.24% Female
- 25.17% Male
- 1.31% Other
- .28% Transgender/Intersex



Age

- 85.17% Adult (age 18-59)
- 14.26% Senior (age 60+)
- .29% Child (age 0-13)
- .29% Youth (age 14-17)



Ethnicity

- 48.11% Caucasian
- 25.27% Black/African American
- 8.04% Multi-ethnic
- 6.43% Hispanic/Latino
- 4.08% Hawaiian Native/Pacific
- 3.99% Other
- 1.94% American/Alaskan Native



Income (monthly)

- 63.80% \$0 - \$1,128
- 12.3% \$1,129 - \$1,518
- 6.28% \$1,519 - \$1,907
- 6.18% \$1,908 - \$2,297
- 4.07% \$2,298 - \$2,686
- 2.87% \$2,687 - \$3,076
- 1.35% \$3,077 - \$3,466
- .96% \$3,467 - \$3,855
- 2.43% \$3,856 or more



In Household

- 1 - 32.74%
- 2 - 21.87%
- 3 - 15.24%
- 4 - 10.46%
- 5 - 5.83%
- 6 - 2.90%
- 7 - 9.89%



Top Zip Codes Served

- 98499
- 98405
- 98404
- 98409
- 98402
- 98387
- 98408
- 98498
- 98466

For questions or more information, please call South Sound 2-1-1 or visit uwpc.org/get-help-now



United Way of Pierce County



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HELP IS A CALL AWAY

When tough times hit, many people don't know where to turn. South Sound 2-1-1 can help. Operated by United Way of Pierce County, South Sound 2-1-1 is a free, easy-to-remember number, available in Pierce, Lewis and Thurston Counties that helps people cut through what can be a confusing and overwhelming maze of information and resources. Our trained specialists offer compassion, understanding and advocacy to callers by assessing their needs and linking people directly to the resources that will help empower them with the information and knowledge to change their circumstances.

We know it's absolutely critical to meet the basic needs of people in our community and help them develop skills to become more stable and gain self-sufficiency. South Sound 2-1-1 connects tens of thousands of people each year with services that help maintain stability, restore health, enhance productivity and foster system improvement. Every person who comes into contact with a 2-1-1 specialist is treated with respect and receives the motivation and means to achieve positive, sustained change. In fact, 96% of our callers say they would recommend South Sound 2-1-1. We are proud to play a role in their success.

We are deeply thankful for the many organizations in our community who are part of the growing network of providers across the region. Each day, they provide expertise, care and support to every individual and family—without judgement, regardless of each client's current situation.

Lastly, but certainly not least, we are so grateful for the generosity of our donors for making our work possible. Together, we are making a measurable difference in the lives of so many people in our community.

Thank you,

Dona Ponepinto,
President & CEO United Way of Pierce County

Penni Belcher,
South Sound 2-1-1 Call Center Manager

"I found myself and my four children homeless. The 2-1-1 Navigator not only helped, but reassured me to keep at it and stay positive. With their help I was able to locate permanent housing." – Leah



"2-1-1 has changed my life by signing me up for transportation services. I don't feel stuck at home. I have my independence back." – Richard

"I cannot believe 2-1-1 had such experienced staff that I could actually talk to. It is a blessing." – Julia



"I was at a very low point in my life and with the help of 2-1-1 got back up on my feet."— Damien

By simply dialing 2-1-1, callers can access a live Specialist Monday through Friday. Learn more about 2-1-1 at UWPC.org/get-help-now or contact a specialist at 211@UWPC.org. You may also get connected by downloading the WIN 2-1-1 APP.



Online
UWPC.org/get-help-now



Email
211@UWPC.org



APP
WIN 211