



**Washington
Association for
Community Health**
Community Health Centers
Advancing Quality Care for All



Helping Vulnerable Populations Access Needed Resources

Webinar Training: 12pm-1pm, June 11, 2020

BACKGROUND



Health centers serve vulnerable populations with unmet social needs. COVID-19 is exacerbating these needs, especially employment, food and housing.

Washington State Community Action Partnership and Washington 211 will describe their roles helping people in need connect to resources.



Washington
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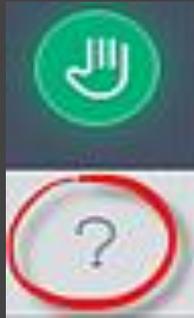
TRAINING OBJECTIVE



- Increase health centers' awareness of resources in Washington to meet clients' social needs.



Housekeeping



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Click on the Webinar Evaluation link in your Dashboard to provide feedback.



Host: Patricia Gepert, Outreach & Equity Coordinator

PRESENTERS



Jeff DeLuca, Executive Director
Washington State Community Action Partnership



Tim Sullivan, Statewide Director
Washington 211



Washington State Community Action Partnership

Helping People. Changing Lives.



The Promise of Community Action

- * Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.



What is WSCAP?

The Washington State Community Action Partnership (WSCAP) represents and supports the network 30 Community Action Agencies in WA

- * WSCAP is a 501c3 nonprofit organization
- * Provides training and technical assistance to the local agencies
- * Engages in statewide advocacy on issues of poverty, equity and access to services

Washington Community Action Agencies



What is a Community Action Agency?

A Community Action Agency (CAA or CAP) is an organization with a mission to help people and change lives by alleviating the impact of poverty in its community, with an ultimate goal of ending poverty.

The Economic Opportunity Act (EOA) of 1964 ([Pub.L. 88-452](#)) authorized the formation of local Community Action Agencies as part of [Lyndon B. Johnson's War on Poverty](#).

A Community Action Agency is designated as such at the state level and receives a specific type federal funding called the Community Services Block Grant (CSBG).

The purpose of CSBG funding is "to provide assistance to States and local communities, working through a network of community action agencies... for the reduction of poverty, the revitalization of low-income communities, and the empowerment of low-income families and individuals in rural and urban areas to become fully self-sufficient"

CAA Programs Include

- * Housing & Emergency Shelter
- * Employment Training / Work Experience
- * Financial Literacy/Money Management / Credit Repair
- * Education / Literacy / Early Learning
- * Energy Assistance and Weatherization
- * Legal Aid / Advocacy / Info & Referral
- * Food Assistance / Health & Nutrition
- * And many more...

In Washington, Community Action Agencies provided services to **678,267 low income individuals.**

Vulnerable populations served included:



76,705
seniors



91,615
people with
disabilities



39,176
people who
lacked health
insurance



152,461
children

*Data provided by the National Association for State Community Services Programs (2017)

Community Action Facts: At A Glance

- * In 2017*:
 - * 76% of families served in WA by the CAA Network lived below 100% of the Federal Poverty Guidelines.
 - * 36% of families served in WA were in severe poverty, below 50% of the Federal Poverty Guidelines.
 - * Nationally, of the 6.3 million families served by the CAA Network who reported income, 82.8% were living at or below 125% of the Federal Poverty Guidelines.
 - * For every \$1 of CSBG, the WA CAA Network leveraged \$34.83 from federal, state, local, and private sources, including the value of volunteer hours.
- * *Data provided by the National Association for State Community Services Programs (2017)

Community Action and Community Health

- * Three public health related funding streams are common (or core) to the CAA network
 - * CSBG (Community Service Block Grant)
 - * Weatherization
 - * LIHEAP (Low Income Housing and Energy Assistance Program)

CSBG Programs

- * CSBG is the most flexible of the three funding streams focusing strictly on poverty alleviation
- * As a block grant CSBG can be used to pay for programs ranging from food banks to linkages among anti-poverty programs and community health initiatives
- * CSBG is frequently the "glue that binds" as many other programs strictly limit administrative costs

Weatherization

The Benefits of a Weatherized Home



ENERGY COSTS SAVINGS



WATER COST SAVINGS



LESS OUT-OF-POCKET
HEALTH COSTS



LOWER LOAN INTEREST
PAYMENTS

Weatherization

- * The US Department of Energy's Weatherization Assistance Program improves health and safety for 35,000 households each year.
- * Weatherization includes:
 - * improving indoor air quality
 - * Determining combustion safety
 - * Evaluating and mitigating carbon monoxide exposure
 - * Identifying mold infestations

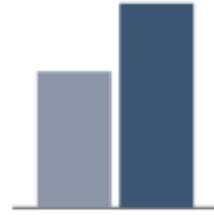
*Data courtesy the Office of Efficiency and Renewable Energy (2020)

Low Income Housing and Energy Assistance Program (LIHEAP)

- * LIHEAP provides funds to households in danger of a utility service shut off
- * In order to be eligible, you must:
 - * have not received a LIHEAP grant during the current program year (Oct.-Sept.)
 - * The \$500 benefit is contingent on folks who have already been served in the grant year
 - * your household meets the income guidelines for the program, set at 125% of the federal poverty level (FPL)
 - * Grants may also include up to \$1,000 in rental assistance
- * LIHEAP users may also qualify for support through the Weatherization program

The National Need

Overall, 10% of people in the U.S. remain



uninsured. **This increases to 14.8% for people of color**

More than

41 million

Americans cannot consistently afford adequate food for their household



2.1 million people have an opioid use disorder

Our Reach

More than 300 CAAs provide health services

More than 500 CAAs provide food assistance



CAAs distributed more than 24 million food boxes

More than 500 CAAs offer programs that help families with their energy bills

Our Annual Impact

629,000 individuals obtained healthcare services for themselves or a family member

More than **8 million** people received food 



487,000 children obtained age-appropriate immunizations, medical and dental care

The health-related benefits for each weatherized unit is valued at more than

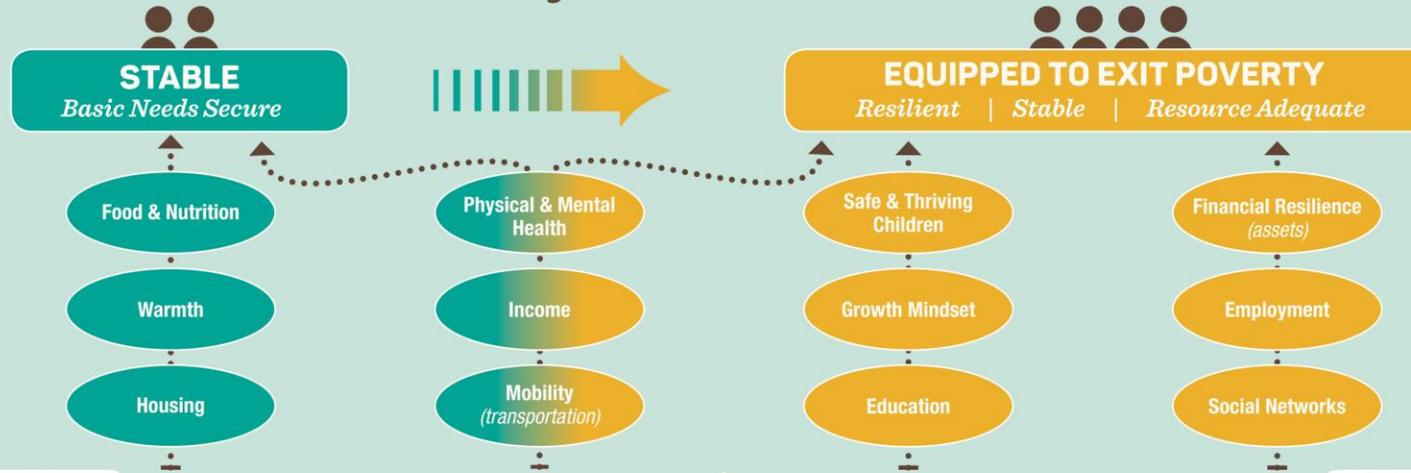
\$14,000 per home

What else does Community Action do?

- * **Innovative & Individual Projects**
 - * **Wind Energy** – creating and selling power to benefit low income families
 - * **Working Wheels** – various car purchasing/repair programs allowing low income people to get to work
 - * **Micro–Enterprise** – helping agencies and families save and start small businesses
 - * **Small Business Incubators** – helping small businesses get off the ground with in-house admin support in the first year
 - * **Sexual Assault Counseling and Legal Assistance for children**
 - * **Dental Clinics** – serve low income families while helping train dental professionals
 - * **School Based Mentoring and Family Outreach** – to support families when the school lacks the resources.

Increasing Stability and Creating Community Pathways Out of Poverty

Healthy Individuals & Families



FUTURES
Advancing the clarity, impact, and performance of community action

A Community Action Model

Diverse, Equitable, Inclusive and Healthy Communities



Economic Impacts

- * CAP Agencies are often one of the largest employers in their communities. In 2012:
 - * Statewide, we employed nearly 4,000 people
 - * Combined funding was nearly \$355 Million
 - * Administrative costs were on average under 10%
 - * CSBG funding was just over \$8 Million (2% overall)
 - * Every \$1 in CSBG leveraged \$51.18

How can you support Community Action?

- * Opportunities to get involved
 - * Volunteer on a local agency Board of Directors
 - * Volunteer as a financial or business mentor for a family or new agency director
 - * Donate personally or professionally through:
 - * Grants
 - * Furniture / Goods
 - * Conduct Corporate Food/Clothing/Diaper Drives
 - * Conduct a Corporate “Take Action” campaign in your community – choose a project or ask a local agency for ideas.

Contact Us

Washington State Community Action Partnership

PO Box 7130

Olympia, WA 98507

www.wapartnership.org

Jeff DeLuca, Executive Director

360-464-4290 | jeff@wapartnership.org



**GET CONNECTED.
GET HELP.**

211

Washington 211

6/11/2020



Agenda

- History of 211
- Washington 211
- What we do
- Use of Technology
- Data and Analytics
- Questions

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What is 211?

History

- May 6, 1997, United Way of Metropolitan Atlanta adopted 211 as a simple, easy number to remember to call when people need access to human services or want to help their community
- In 2000, United Way Worldwide successfully petitioned the Federal Communications Commission to assign 211 as the national abbreviated dialing code for consumer access to community information and referral services
- In 2003, the Washington State Legislature passed Engrossed Senate House Bill 1787 which supported the creation of a state 211 system and gave leadership responsibilities to Washington Information Network 211 (Washington 211)
- February 11, 2006, (National 211 Day) the first 211 call in the state was made

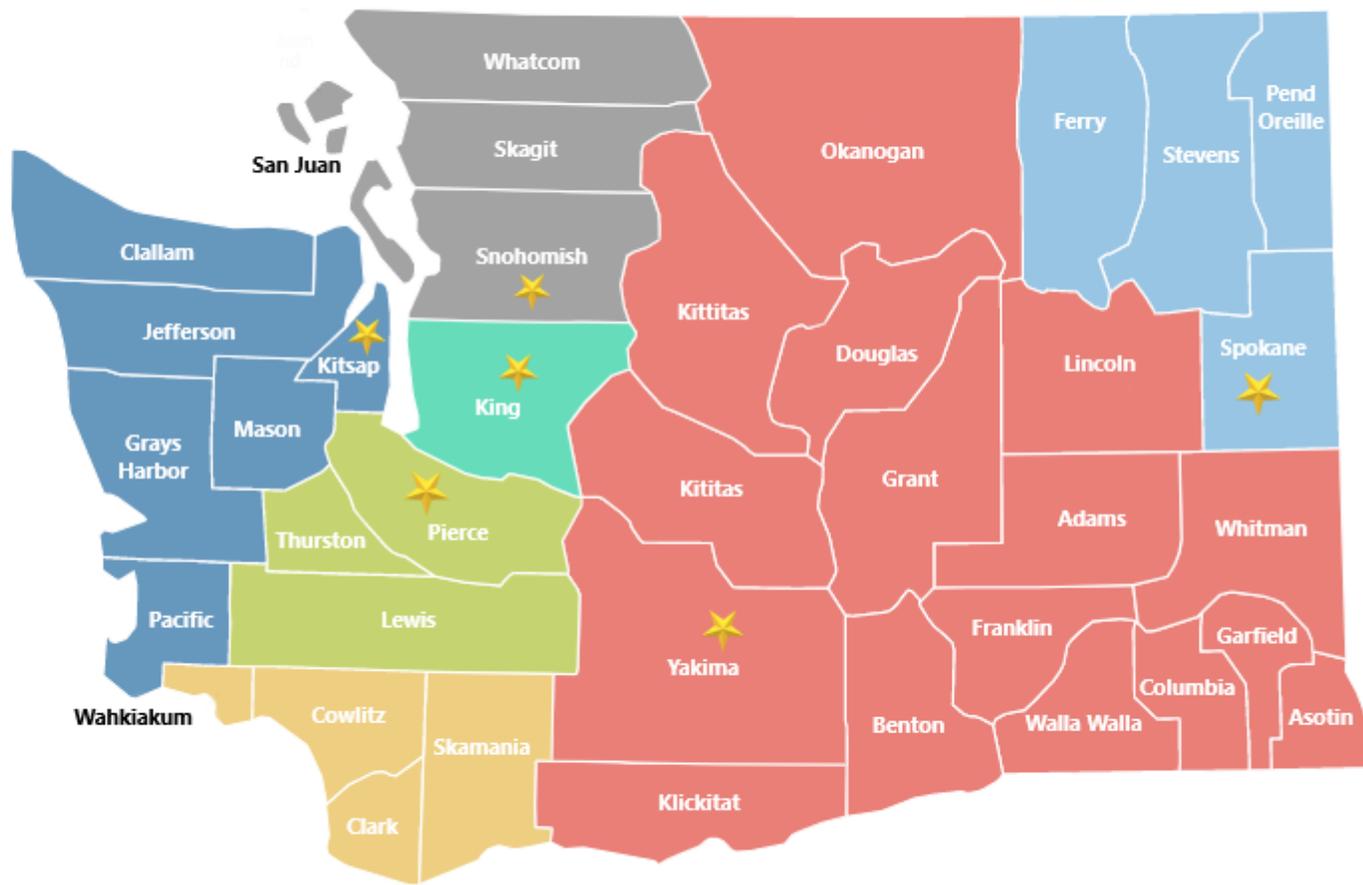
Washington 211 (WA211)

- Operates 211, an easy-to-remember phone number similar to 911 that provides a single point of access to over 27,000 local and statewide agencies and services
- WA211 oversees a network of seven regional nonprofit contact centers that provide 211 services seamlessly across the state
- The main source of funding for WA211 is from the State Legislature through an annual appropriation of \$1 million to support statewide infrastructure and operations
- Regional 211 Contact Centers leverage an additional \$3.5 million from local, public and private sources
- For every \$1 in State funding for 211, regional contact centers leverage an additional \$5 in public-private funds to support center staffing and operations

Washington 211 Regional Service Areas



- Washington 211 Regional Contact Centers**
- ★ Eastern 211 Region - Spokane
 - ★ Greater Columbia 211 Region - Yakima
 - ★ King County 211 Region - Seattle
 - ★ North Sound 211 Region - Everett
 - ★ Peninsulas 211 Region - Bremerton
 - ★ South Sound 211 Region - Tacoma
 - ★ Southwest 211 Region - Portland, OR



★ Southwest Washington is served by 211info Oregon through a special operation agreement



WA211 Services

- Assess caller needs and provide free confidential referrals to services for Washington's 7.6 million residents regardless of language, income or status
- Maintain a comprehensive shared resource database of over 27,000 agencies and services that are continuously updated by a statewide team of database specialists
- 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 (WA211 currently operates the DOH COVID-19 Helpline)
- Utilize technologies to provide low touch self-referrals and high touch service navigation and closed loop referrals
- Provide a view of community needs by collecting and reporting data on caller needs and service referrals

WA211 Enhanced Services



- **Service Navigation**
- **Exchange 211 resource data through API's**
- **Bi-directional or closed looped referrals**
- **Specialized Resource Navigation & Care Coordination**

211 National Response

United Way Worldwide - CDC "Flu on Call"

- Develop a coordinated national network of triage lines for use during a severe pandemic



United Way Worldwide - "My Free Taxes"

- Provides national network of 211 Information and Referral Specialists to refer callers to free tax filing resources



United Way Worldwide - "Ride United"

- Provides free Lyft rides to low income persons for medical appointments, job interviews and other necessary appointments



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What we do.





**Homeless man
with diabetes**

What services could help?

- **Stable housing**
- **Food Assistance**
- **Employment & Training**
- **Access to Healthcare**
- **Transportation**
- **Other available services**



What options are available for finding appropriate services?

- **Ask family or friend**
- **Call or visit a local church, government office or community based organization**
- **Call 911 for a non-emergency**
- **Search internet**
- **Go to the emergency room**
- **Or.....**



No Wrong Door Access to Health and Human Services

Points of access to 211

- Free phone call to a trained information and referral specialist from anywhere in the state
- Search mobile friendly 24/7 resource database at wa211.org
- Text your zip code to 1-877-211-9274

What happens once you contact 211?

- A trained, certified information and referral specialist conducts an assessment of the caller's needs
- Database is searched for appropriate services
- List of services is provided to caller, or
- Caller receives a warm transfer to an appropriate service provider

Transportation



211 information and referral specialists coordinate trip planning with regional mobility managers and in some regions provide direct transportation navigation services

Housing



Coordinated Entry

Several regional 211 contact centers partner with local government to provide coordinated entry into the homeless service system

Food Assistance



Washington State Basic Food Program

211 helps determine client eligibility for the State's Basic Food Program and assists callers to complete Basic Food Applications

Health Care



211 provides a point of access to Social Determinants of Health and partners with Accountable Communities of Health across the state to support care coordination



**211 information and referral specialists
coordinate referrals to local Work First
programs and in some regions provide
employment navigation**

Emergency Response



- Ability to mobilize statewide during times of disaster
- Relieve pressure on 911 and other first responder phone systems (15-20% of 911 calls are non-emergency)
- Central point of contact for emergency responders to share up to date information on shelter locations, evacuation routes, road closures and public health advisories
- Coordinate community volunteers and donations
- 211 is integrated into the state emergency response plan and many local and regional recovery plans

Other Resources

- **Social/Community Connection**
- **Activities of Daily Living**
- **Criminal Justice/Legal**
- **Income**
- **Personal Hygiene/Household Goods**
- **Utility Assistance**
- **Safety/Disaster**
- **Education**

A Much Much More!

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Use of Technology.

Integrated Telephony System

- Inter-connective automated call distribution routes calls to their local regional 211 contact center
- Customizable voice prompts in English and Spanish
- Language Line interpreter services for over 140 languages including TTY
- Automated call back feature when lines are busy as well as scripted messaging services
- Transition from voice to text message

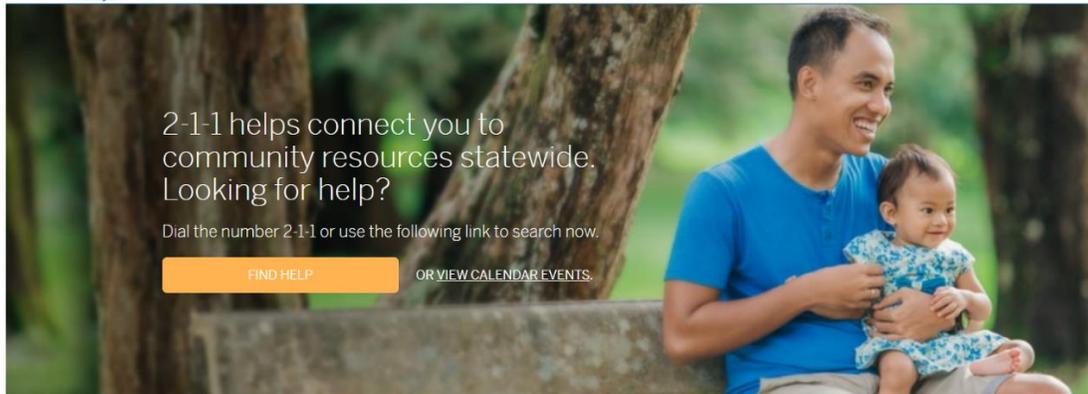
GET CONNECTED.
GET HELP.

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Website Resource Search

2-1-1
Washington

Find Help About Providers News Events



2-1-1 helps connect you to community resources statewide. Looking for help?

Dial the number 2-1-1 or use the following link to search now.

[FIND HELP](#) [OR VIEW CALENDAR EVENTS.](#)

2-1-1 connects callers, at no cost, to critical health and human services in their community.

[LEARN MORE ABOUT 2-1-1](#)

IF YOU'RE UNABLE TO FIND A SERVICE, PLEASE DIAL 2-1-1 FOR ASSISTANCE. IF YOU'RE OUTSIDE OF WASHINGTON OR HAVING A PROBLEM USING THE 2-1-1 NUMBER, [CLICK HERE](#).

Searching for? (i.e. rent, clothing)
food pantry

Where? (ZIP or city) *
98902

Search Radius
20 miles

Category (Optional)

[SEARCH](#)

SHOW ADVANCED FILTERS

Catholic Charities Serving Central Washington
5301 Tieton Dr Suite C Yakima, WA 98908

Child care/early education program/maternity/parenting; family and senior programs; kinship; counseling mental health

509-965-7000 [VISIT WEBSITE](#) [GET DIRECTIONS](#)

[MORE DETAILS](#)

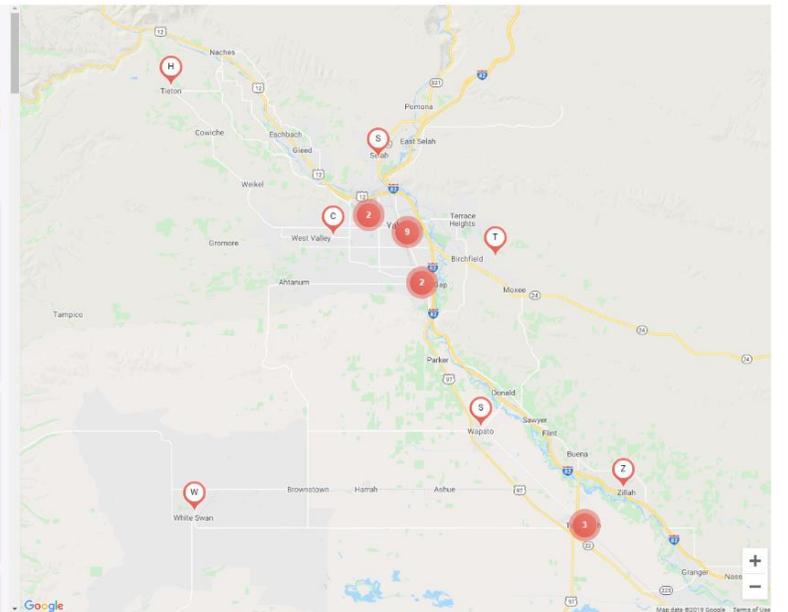
Fairview SDA Church Food Pantry
1010 S. Fair Ave Yakima, WA 98901

Food distribution to people, not to other food pantries.

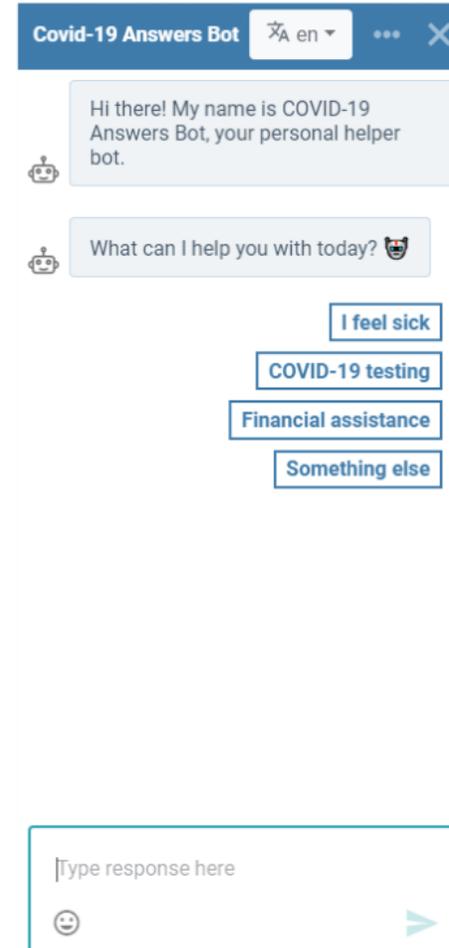
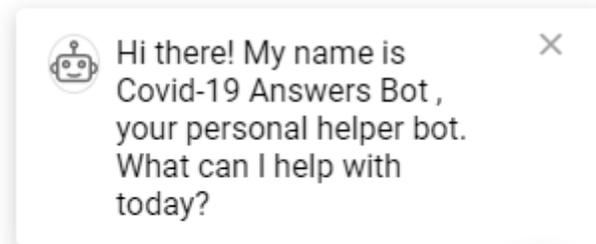
509-959-4823 [VISIT WEBSITE](#) [GET DIRECTIONS](#)

[MORE DETAILS](#)

Henry Beauchamp Community Center
1211 S 7th St Yakima, WA 98901



Resource Chat Bot



Powered by AdmitHub

Text



1-877-211-9274



**OPIOIDS
TOOK MY
FAMILY FROM ME**

Seeking support for yourself?
Concerned for a loved one?
Are you a professional seeking help
for someone in your care?

**JOIN US
IN THE
FIGHT**

**Text
"OPIOID"
to 898211**

Available resources are
sent right to your phone.

*Standard text messaging rates may apply

2-1-1's and local communities are working together to decrease the harms of opioid abuse.



2-1-1 Opioid National Text Platform Demonstration Project

Text "Opioid" To 898211

"Text message interventions are capable of producing positive change in preventive health behaviors. Preliminary evidence indicates that these effects can be maintained after the intervention stops." - 2017 American Journal of Preventive Medicine

WA211 Text Opioid to 898211
Radio PSA



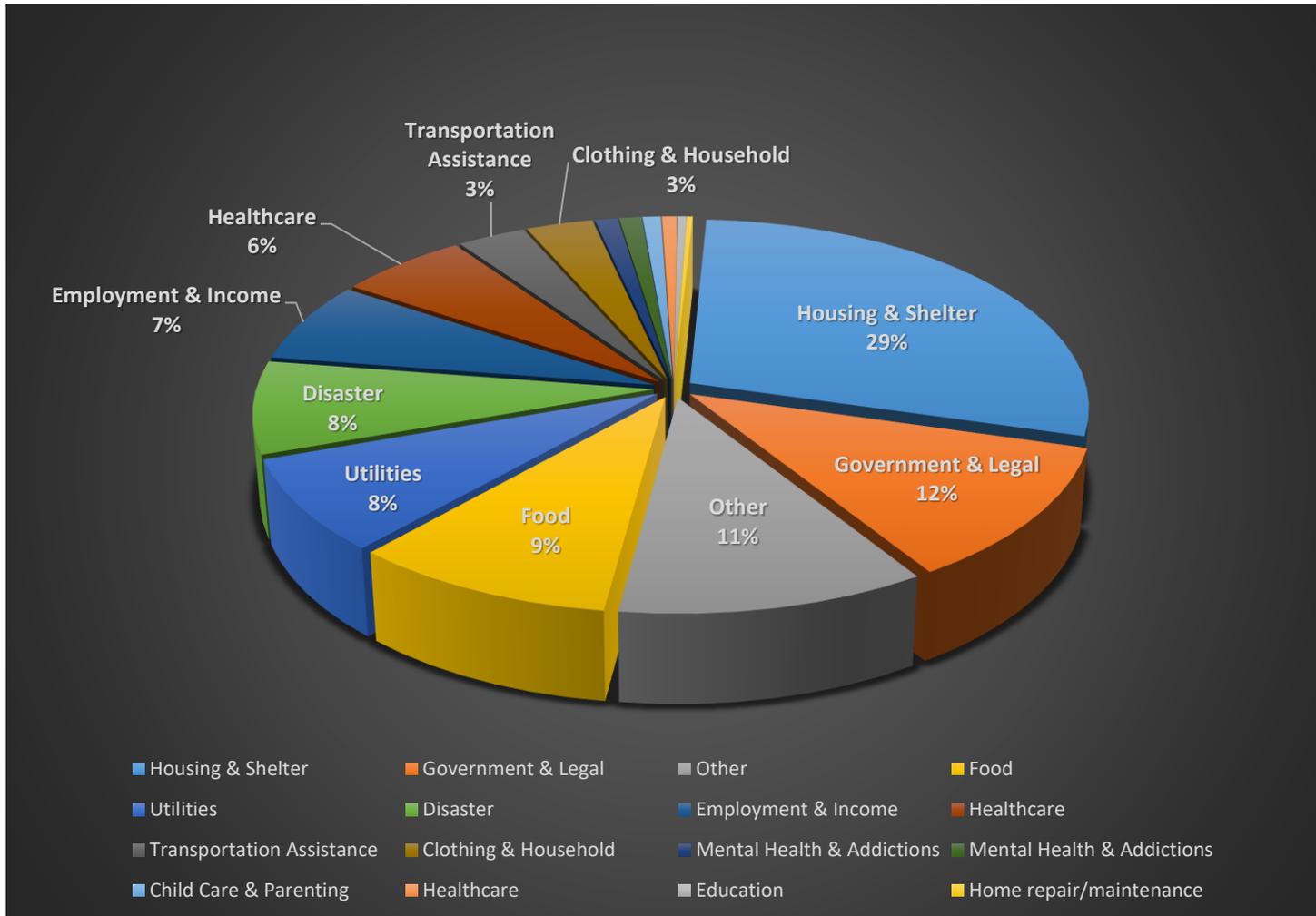
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Data and Analytics.

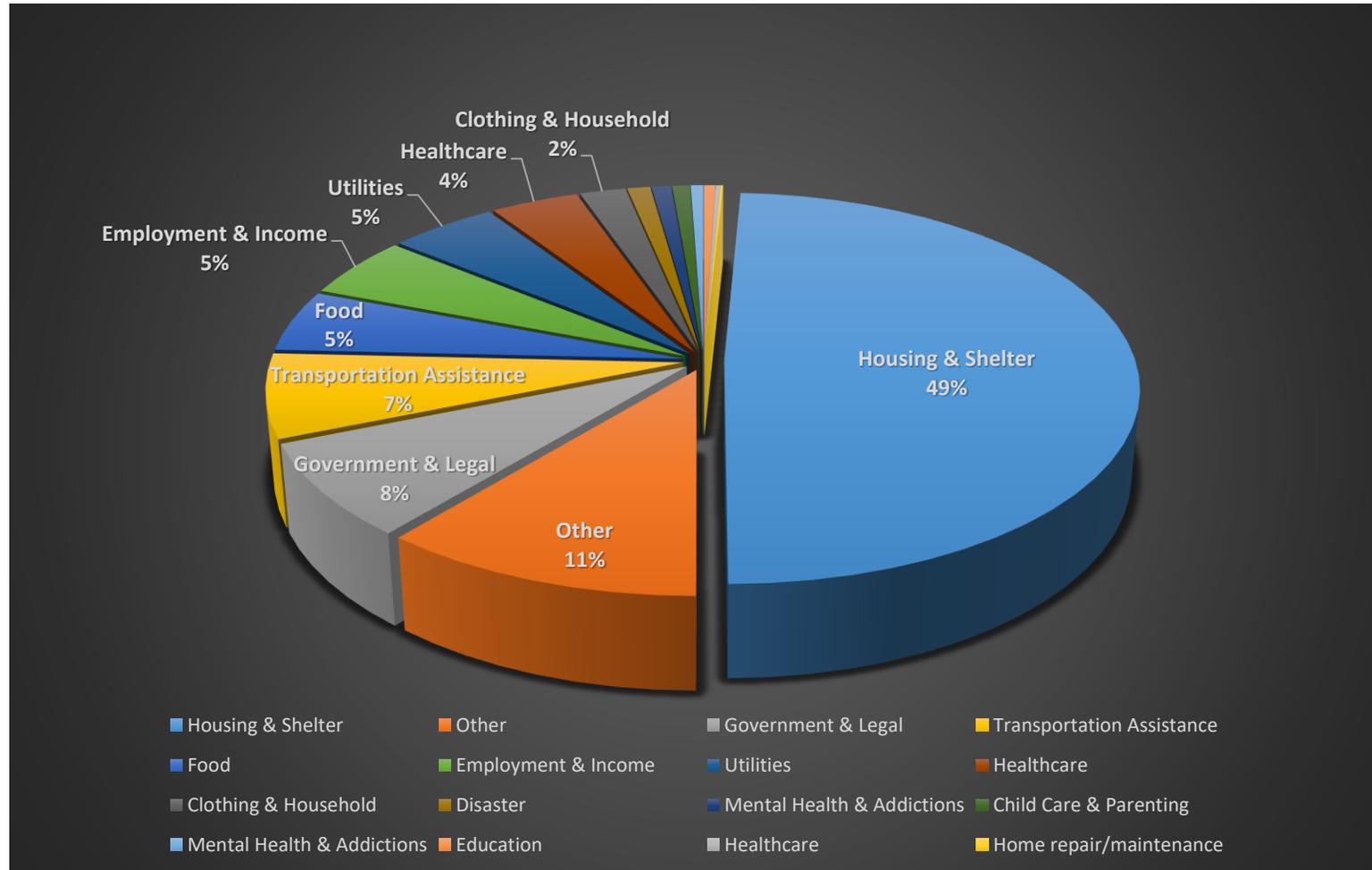
Impact

- In 2019, WA211 received 280,862 calls that resulted in 434,670 referrals to services
- 249,737 searches for community resources on wa211.org
- On average 211 directs over 980 residents to resources each day
- Since COVID-19, 211 directs on average 1,380 residents to resources each day
- Since 2006, over 4 million calls answered.

Met Needs (May 2020)



Unmet Needs (May 2020)





- 2-1-1 Counts is an online tool that provides real-time, searchable and visual presentations of caller data from Washington 211's network of seven regional contact centers.
- 2-1-1 Counts can be accessed at www.wa211.org/community-data
- 2-1-1 Counts provides information on community-specific needs and gaps in services that can be displayed at the state and county level as well as by congressional, legislative and school district level.
- Users can share 2-1-1 Counts data through social media and email or through downloadable PDF reports.

Top service requests Jun 03, 2019 to Jun 01, 2020

TOP REQUEST CATEGORIES Display as: PERCENT COUNT

Housing & Shelter	28.0%
Food	6.6%
Utilities	6.6%
Healthcare	5.9%
Mental Health & Addictions	1.3%
Employment & Income	4.0%
Clothing & Household	3.4%
Child Care & Parenting	<1%
Government & Legal	10.3%
Transportation Assistance	2.6%
Education	<1%
Disaster	12.4%
Other	17.9%
Total for top requests	100%

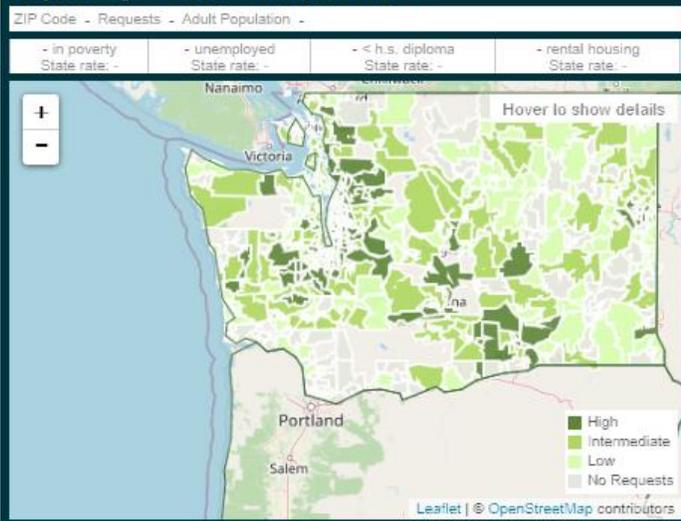
TOP HOUSING & SHELTER REQUESTS

Home repair/maintenance	<1%	6%
Low-cost housing	31.3%	3%
Mortgage assistance	<1%	16%
Move-in assistance	6.8%	17%
Rent assistance	36.0%	9%
Shelters	18.0%	7%
Other housing & shelter	4.8%	7%
Directory assistance	1.4%	2%

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

Requests >100 AND > 50%

Requests by ZIP Code Housing & Shelter | All



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

Rank	ZIP Code	Rank	ZIP Code
1	98201	6	98032
2	98104	7	98101
3	98134	8	98057
4	98330	9	98430
5	98405	10	98188

Request by time

Housing & Shelter requests in the last year



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Questions?



**GET CONNECTED.
GET HELP.**

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For more information contact:

Tim Sullivan

WA211 Director

tsullivan@pfp.org

(509) 654-7866

THANKS



Webinar slides and recording will be posted on Association's website.

Click on the Webinar Evaluation link in your Dashboard to provide feedback.

Questions/Comments contact: Patricia Gepert (pgepert@wacommunityhealth.org)



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