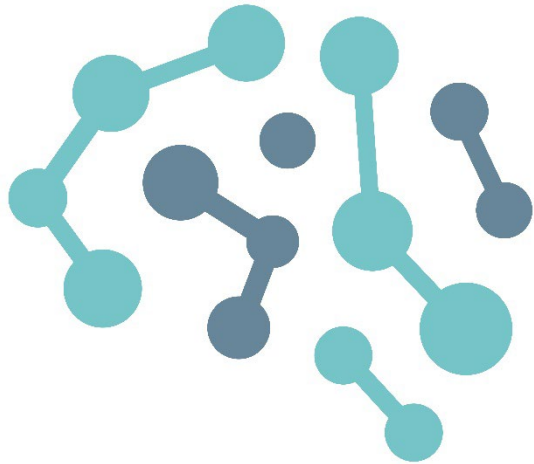


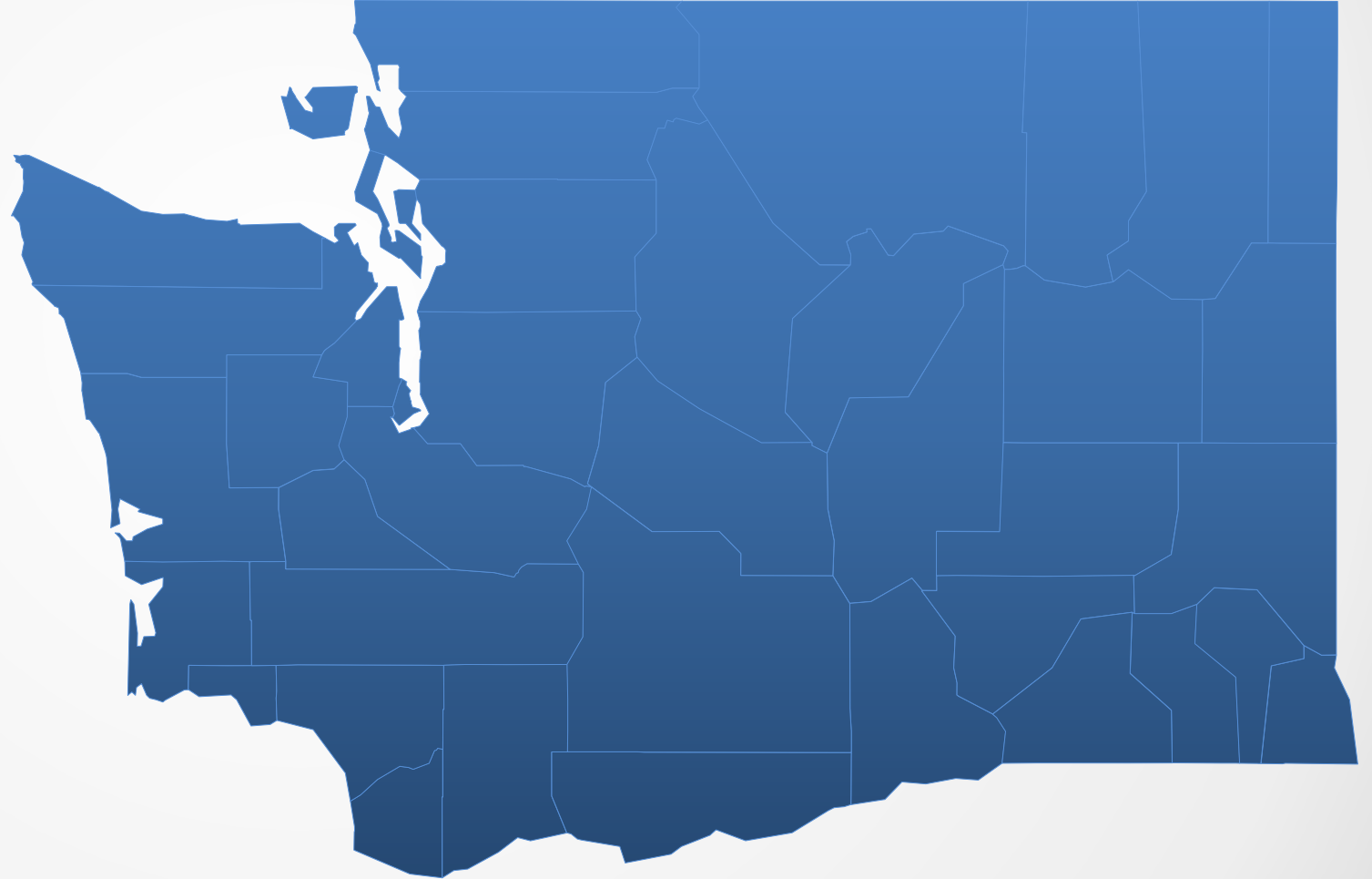


# Traumatic Brain Injury Strategic Partnership Advisory Council



**TRAUMATIC BRAIN INJURY**

Strategic Partnership Advisory  
Council of Washington State





# Traumatic Brain Injury Strategic Partnership Advisory Council

## Mission Statement (Art. II Bylaws)

The mission of the **TBI Council of Washington** is to advise and work in collaboration with the **Department of Social and Health Services (DSHS)** and other stakeholders to advise the **Governor**, the **Legislature** and the **Secretary of the Department of Social and Health Services** on the best ways to create and provide an array of coordinated, accessible services and supports which promote optimal quality of life for all individuals that have been impacted by a traumatic brain injury, including their families.



# Traumatic Brain Injury Strategic Partnership Advisory Council

## TBI Council Meeting Norms

- Respectfully engage and listen to discussions by allowing one member to speak at a time
- Address differences in opinion in a thoughtful and respectful manner
- Disclose any potential conflicts of interest that pertain to decisions made by the Council
- Adhere to meeting agenda timeframes and refrain from disrupting Council meetings
- Any accommodations for clarity or support among Council Members will be acknowledged and addressed
- Provide your Name, each time you are speaking



# Traumatic Brain Injury Strategic Partnership Advisory Council

## Approval of Meeting Minutes



# Traumatic Brain Injury Strategic Partnership Advisory Council

## Council Report



# Traumatic Brain Injury Strategic Partnership Advisory Council

## Washington Information Network 211 WA211







# Traumatic Brain Injury Strategic Partnership Advisory Council

## Palouse Falls State Park Washtucna, WA





# Traumatic Brain Injury Strategic Partnership Advisory Council

## **TBI Research Survey Study UO CBIRT**

**Center for Brain Injury  
Research and Training**





# Traumatic Brain Injury Strategic Partnership Advisory Council



The survey will help to inform future statewide partnership development, awareness, and local resources to better assist Washington residents who are experiencing TBI.

Survey for Persons with TBI

Survey for Caregivers

Survey for Providers

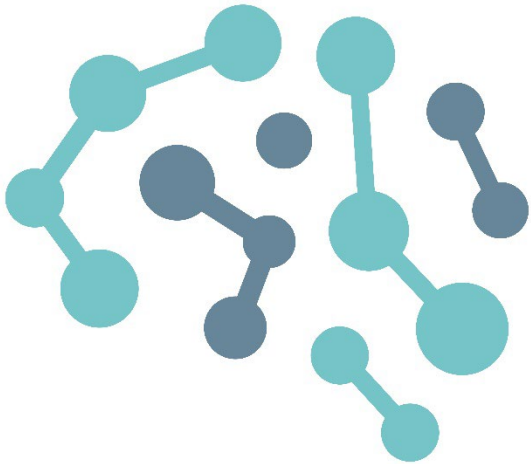


# Traumatic Brain Injury Strategic Partnership Advisory Council

## Pathway Brief / Discussion

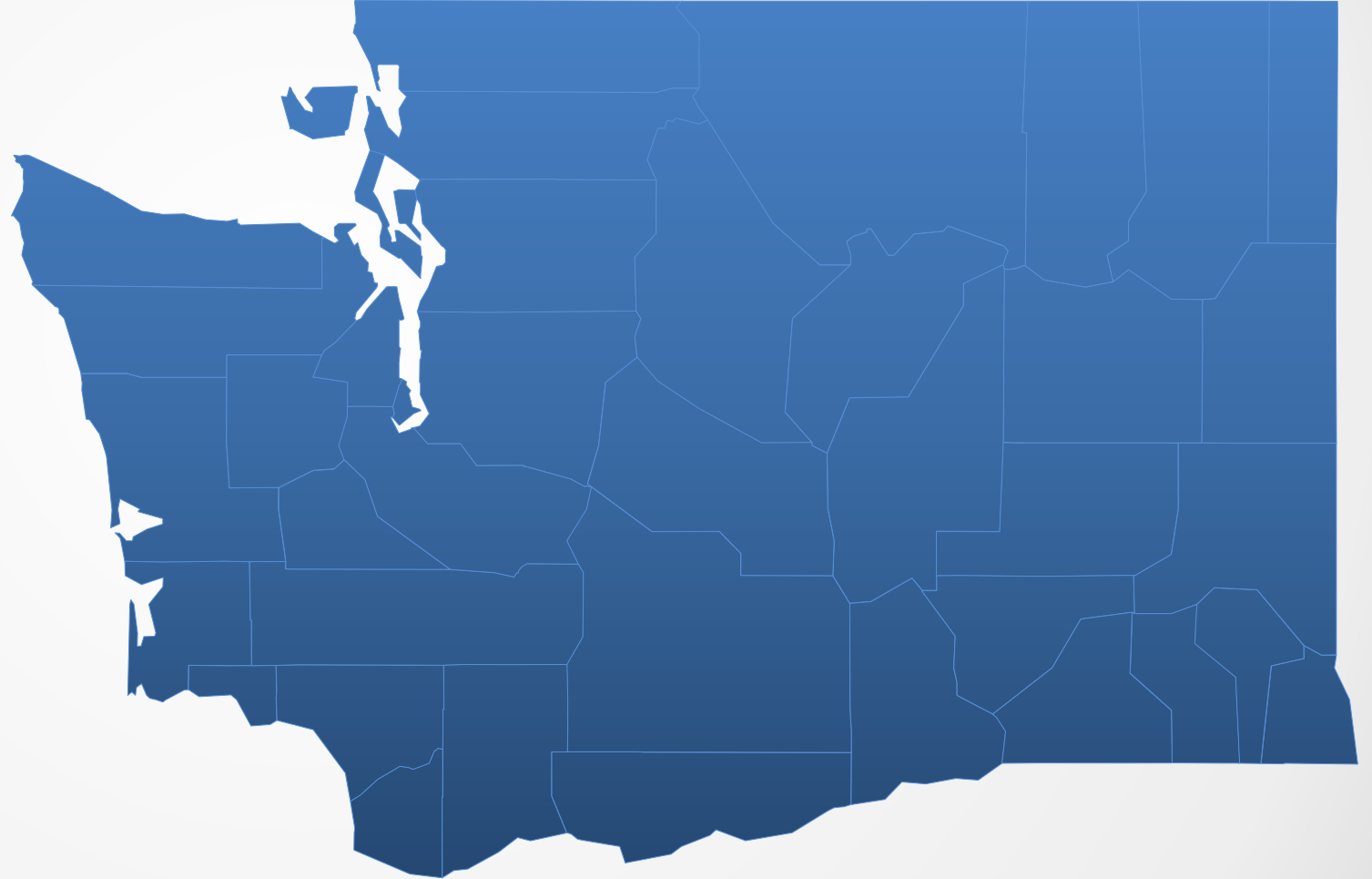


# Traumatic Brain Injury Strategic Partnership Advisory Council



**TRAUMATIC BRAIN INJURY**

Strategic Partnership Advisory  
Council of Washington State





GET CONNECTED.  
GET HELP.

211

# Washington 211

Thank you, Washington Traumatic Brain Injury Strategic Partnership Advisory Council, for having us!

# Agenda

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Who We Are

What We Do

How We Do It

Why We Do It

Questions



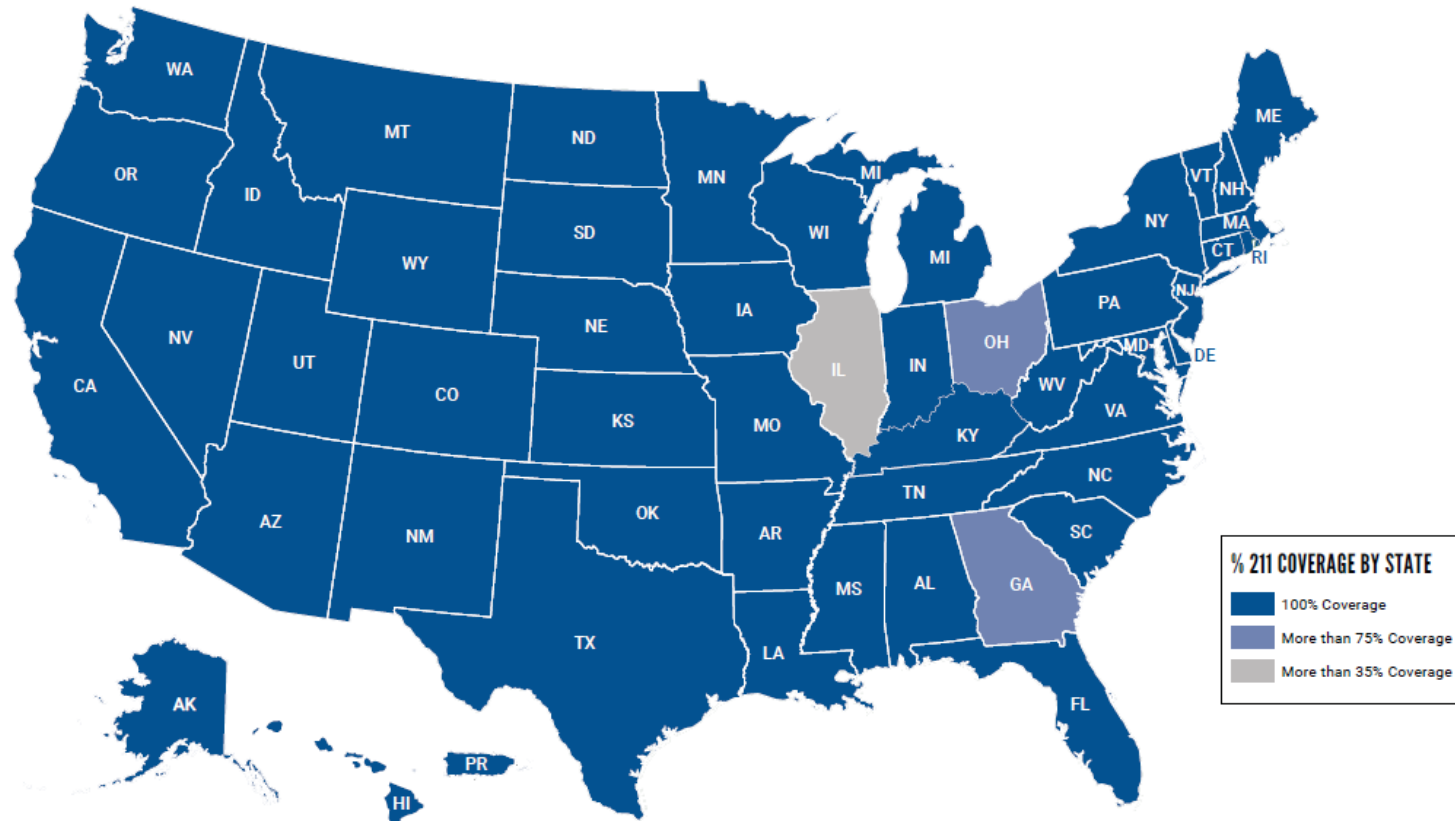
# 211

## Who We Are.

# 96% OVERALL COVERAGE



% of Population Covered\* by 211 in Each State

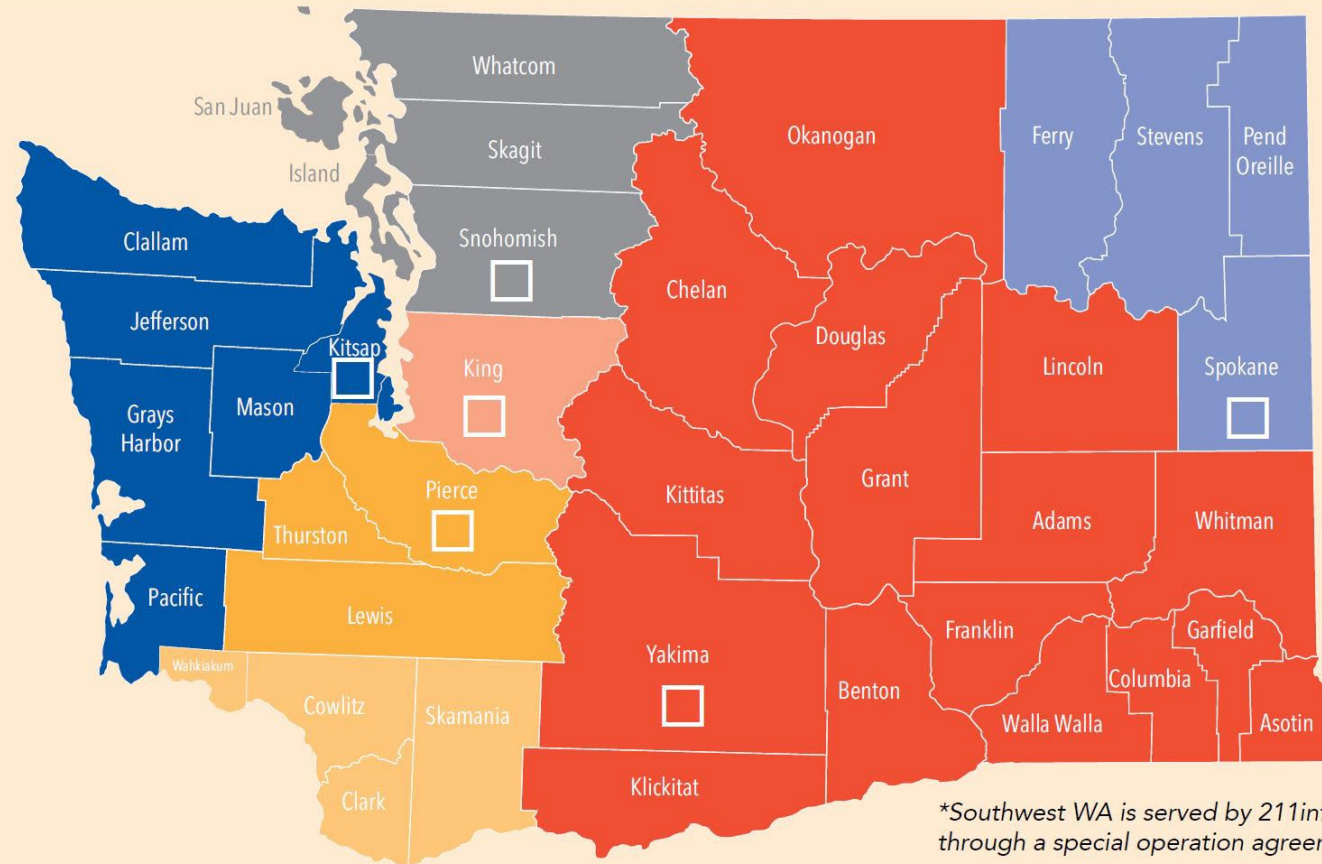


Data produced by UWW and AIRS: February 2022

\*Coverage is calculated by U.S. Census data.

© 2022 United Way Worldwide | 020122-IP

## REGIONAL SERVICE AREAS



## WA211 REGIONAL CONTACT CENTERS

- |   |   |
|---|---|
| ■ Eastern 211 Region – Frontier Behavioral Health | ■ Peninsulas 211 Region – United Way of Kitsap Co.  |
| ■ Greater Columbia 211 Region – People for People | ■ South Sound 211 Region – United Way of Pierce Co. |
| ■ King County 211 Region – Crisis Connections     | ■ Southwest 211 Region – 211info                    |
| ■ North Sound 211 Region – Volunteers of America  |   |

# 211

## What We Do.

# WA211 Services

Assess caller needs and provide free, confidential referrals to services for Washington residents regardless of language, income, or status

Maintain a comprehensive shared resource database of over 17,000 agencies and services that are continuously updated by a statewide team of database curators

Assist the State of Washington, local communities, and first responders before, during, and after a crisis or disaster to provide non-emergency information and resource coordination efforts

Utilize technologies to provide low touch self-referrals such as online resource search and high touch such individual service area navigation and closed loop referrals

Provide a view of community needs by collecting and reporting data on caller needs and service referrals through 211 Counts



# Help is 3 Numbers Away

2.1.1

Get Connected • Get Help™

**211** maintains a comprehensive database of community resources and provides information and referrals for essential needs like:

- Food
- Housing and Shelter
- Utility Assistance
- Healthcare Services
- Government Services

**211** also can connect people with information and referrals for:

- Transportation
- Legal Services
- Counseling and Support Groups
- Disaster Aftercare
- Everything Else

**988** provides crisis support for:

- Thoughts of Suicide
- Mental Health Crisis
- Substance Use Crisis
- Emotional Distress

**911** provides first responder dispatch for:

- Medical Emergency
- Fire
- Reporting a Crime
- Disaster Response
- Life Threatening Situation



# 211

**How We Do It.**

# **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**

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

509-965-7100 VISIT WEBSITE GET DIRECTIONS

MORE DETAILS

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

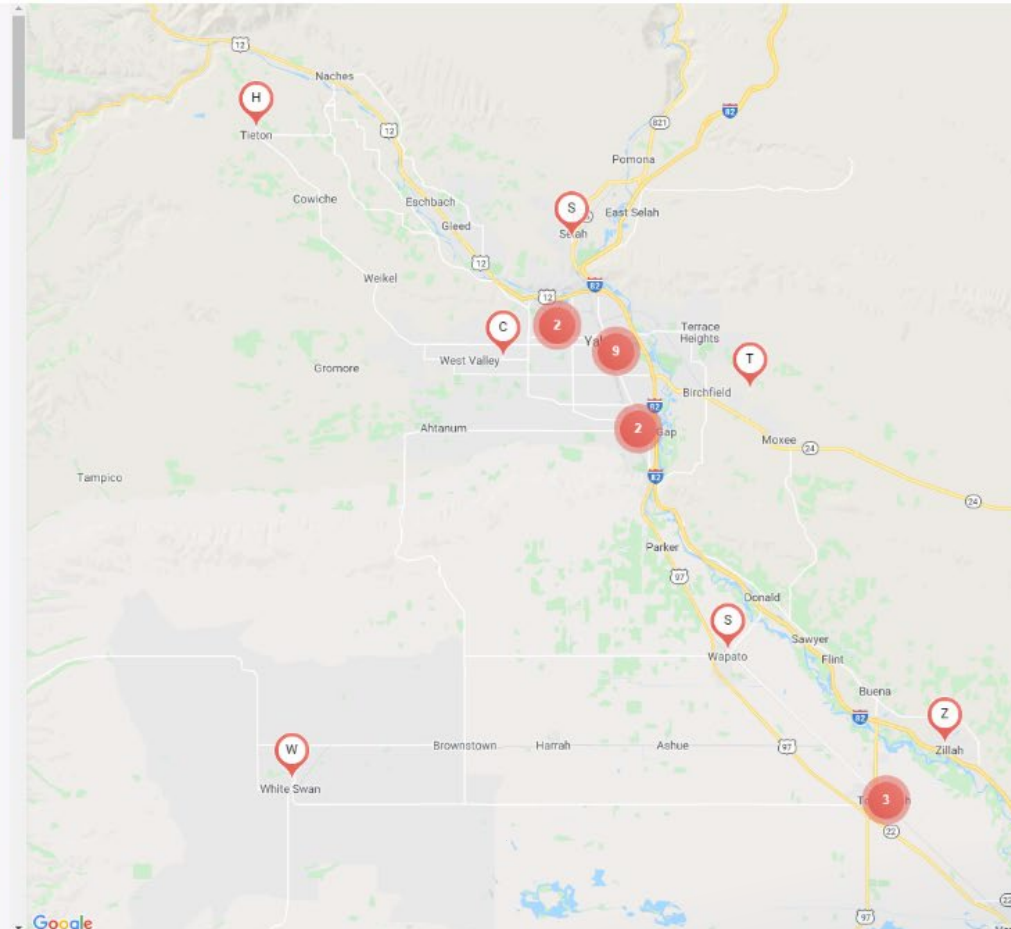
Food distribution to people, not to other food pantries.

509-969-4823 VISIT WEBSITE GET DIRECTIONS

MORE DETAILS

---

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



Find Help About Providers News

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

Call 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](#).

# Website Resource Search

# 211

**Why We Do It.**



# Our Recent Impact

## 211 QUICK FACTS

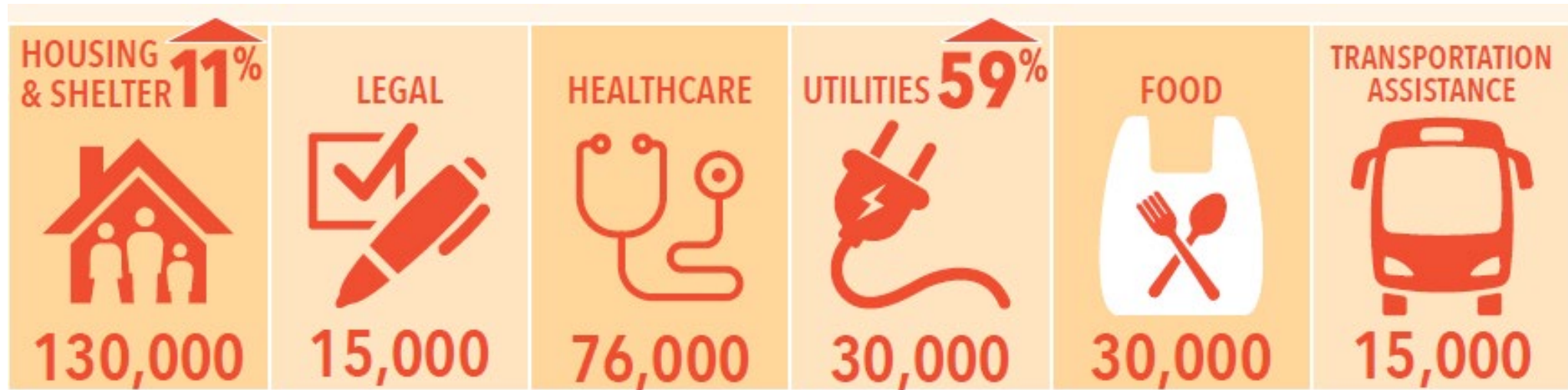
(JULY 1, 2021 - JUNE 30, 2022)

- **397,400** calls answered
- **691,000** referrals made
- **31,000** additional contacts through texts & other means
- **190** specialists handled calls
- Average hours of operation - Monday through Friday, 8 a.m. to 5 p.m.
- Average call length **8.5** minutes *(a 30 percent increase over the last four years, representing a need for multiple referrals per call)*
- Continued handling state's COVID-19 hotline **171,083** calls

**95%**

*93.5 percent customer satisfaction.*



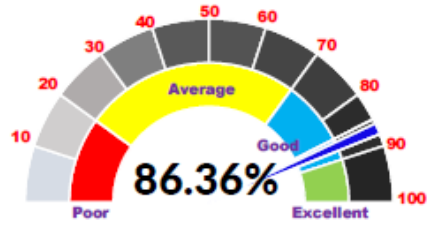


# Top Needs 2021-2022

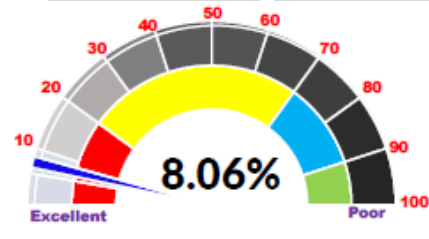
# WA211 TBI Dashboard

11-1-22 to 1-31-23

TBI Contacts Total	Abandoned by Caller	TBI Delivered Calls	Hold Length	Call Length (Avg.)
3,885	313	3,572	0:01:39	0:08:09

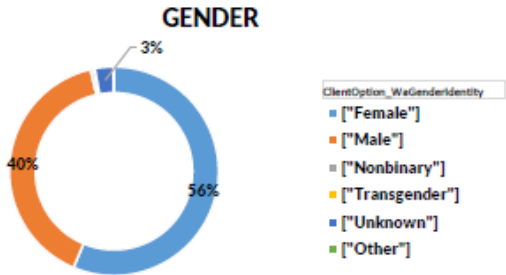


Customer Satisfaction %

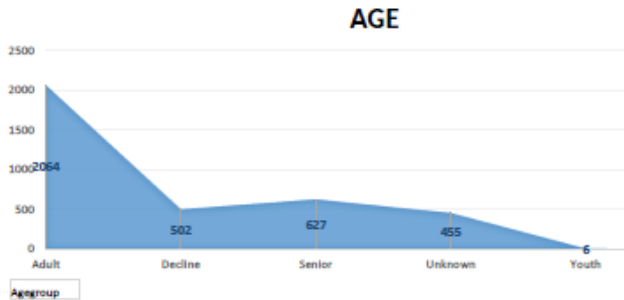


Abandoned %

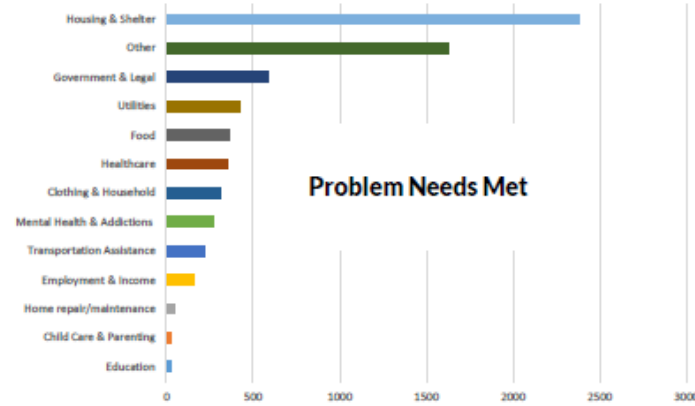
TBI I&R Initial Screen	TBI Enhanced I&R	TBI Navigator Transferred	TBI Navigator Intake Process	Total # Agencies Referred	Total Referrals
2,594	1,189	77	19	1029	7,573



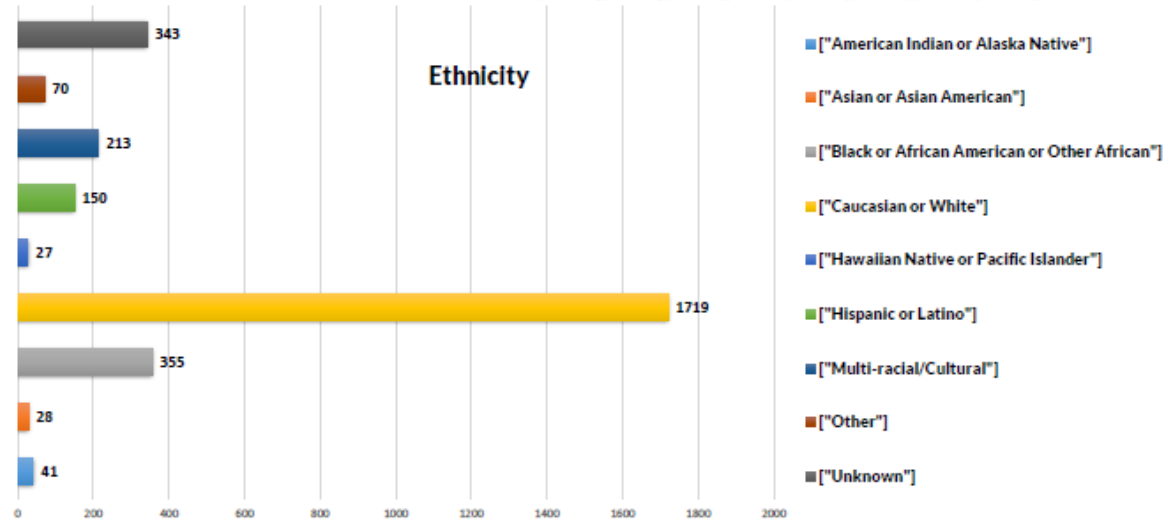
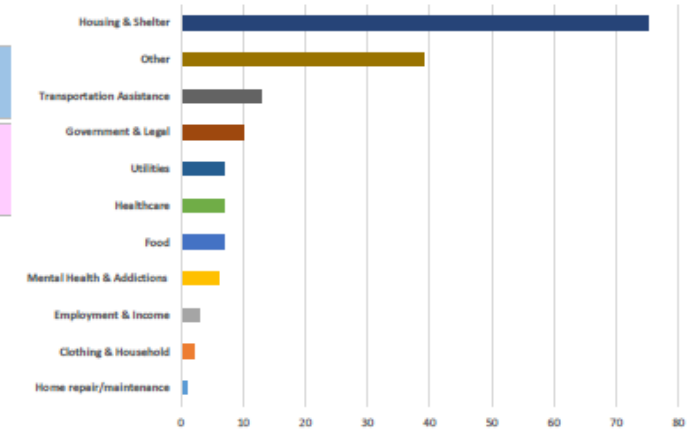
GENDER



AGE



Problem Needs Met



Ethnicity

- **217 callers screened for TBI by WA211 Specialists**
- **2,377 WA211 callers self select having a TBI**
- **1189 Qualified TBI Clients**
- **77 Qualified TBI Clients transferred to a Navigator**
- **19 TBI Navigator Clients processed**
- **7 Current TBI Navigator Clients as of Jan 31<sup>st</sup> 2023**

# 211

## Questions?