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# **Snohomish County 211 “One Call” Proposal**

Presented by Amanda Etchey, 211 Director



# 211 One Call Proposal

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- Our project will:
  - Increase 2-1-1 staffing to help Snohomish County callers navigate transportation services and provide direct referrals.
  - Implement the "One-Call" portion of the "One-click/One-call" effort in Snohomish County.

**\*A recent survey showed 79% of respondents supported this programming.**

\*Conducted by SnoTrac in their Strategic Planning community engagement process

# Preservation of Existing Services

- Recent loss of funding resulted in lay-offs of 3FTE, as of November 2024.
- Due to losses, wait times are expected to increase between 10-60 minutes (depending on date), resulting in an increased dropped call rate and fewer services provided.

Transportation Assistance Provided Jan-Sept 2024

Assistance Type	Requests
Automobile assistance	100
Bus tickets/passes	666
Gas money	1093
Other transportation assistance	43
Ride Services	548
<b>Total Transportation Requests</b>	<b>2450</b>

# Support Coordinated Mobility Plan

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- Strategy 3.2
  - Our project is a direct implementation of the "one-call" mobility management in Snohomish County.
- Strategy 3.1
  - supported through increasing access to transportation to residents with limited English proficiency and other special needs.

# Service Coordination

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- ✓ Pierce County 211 has already demonstrated success with this program model and guided our proposed plan
- ✓ Efforts leverages existing outreach for 211 and community awareness of services
- ✓ Supports multimodal partnerships

# Performance Measures & Targets

Output	Year 1	Year 2
# Served with Transportation Navigation In Snohomish Co	2,800	3,000
Hire additional three staff to support transportation navigation	3	0
# of Community Resource Specialists Trained in “Find-A-Ride” enrollment tool by HopeLink	15-18 FTE	TBD- all new staff trained at onboarding
% of follow-up survey calls conducted by 211 for people receiving transportation services	50%	50%
Quarterly quantitative & qualitative mobility reports shared with SnoTrac network	4 reports	4 reports

# Performance Measures & Targets

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- ✓ Decrease in the % of callers with an “unmet” need from our baseline of 22%
- ✓ Increase in the number of transportation services provided
- ✓ Sustain seven minutes or less wait time for calls to be answered



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# Equitable Engagement & Communications

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vietnamese farsi french dari  
chuukese russian  
somali cambodian  
korean amharic  
hindi spanish tigrinya  
ukrainian kinyarwanda  
marshallese portuguese  
achi arabic chinese



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Questions?