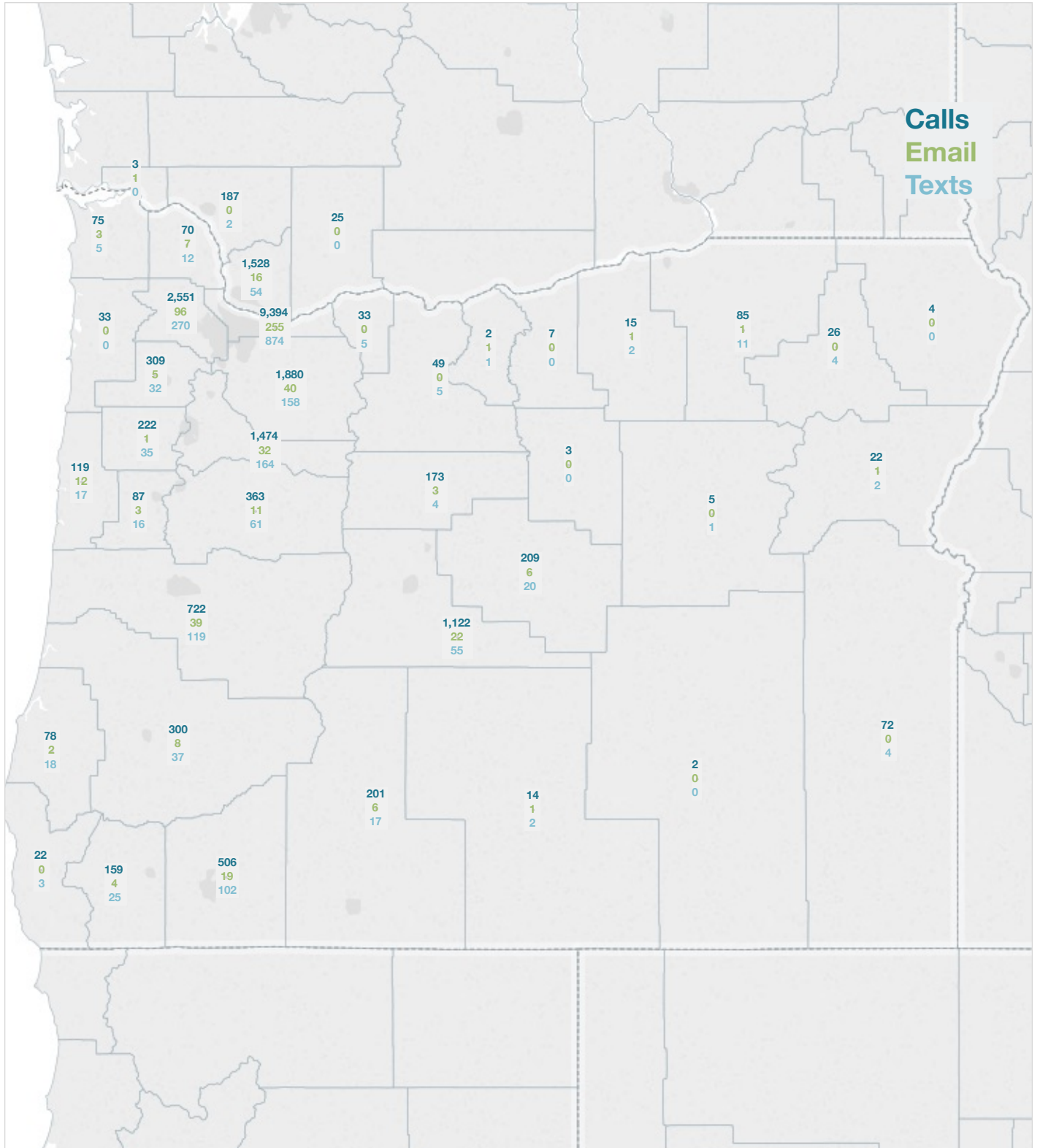


MARION COUNTY

July 1, 2016 - September 30, 2016



How do calls, emails, and texts vary across 211info's service area?



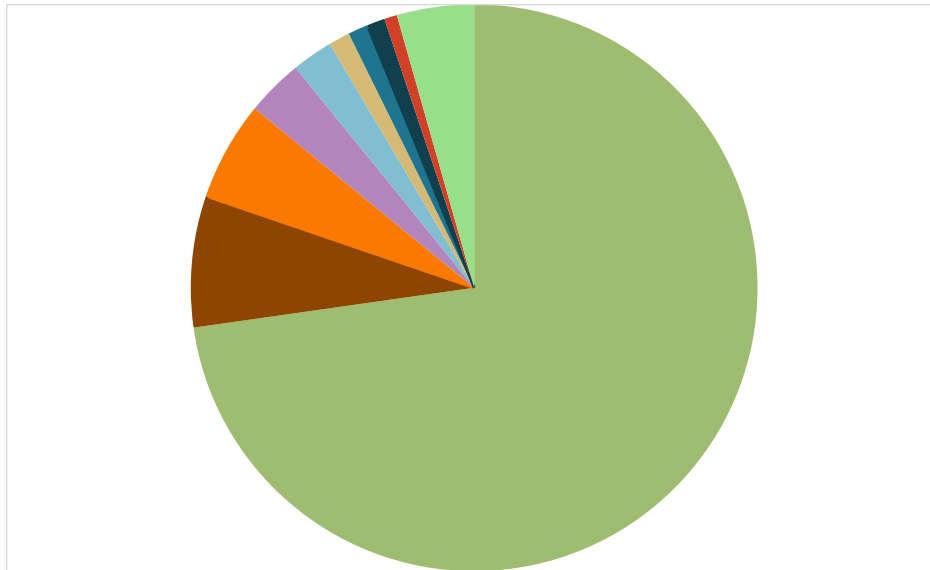
Calls
Email
Texts

MARION COUNTY

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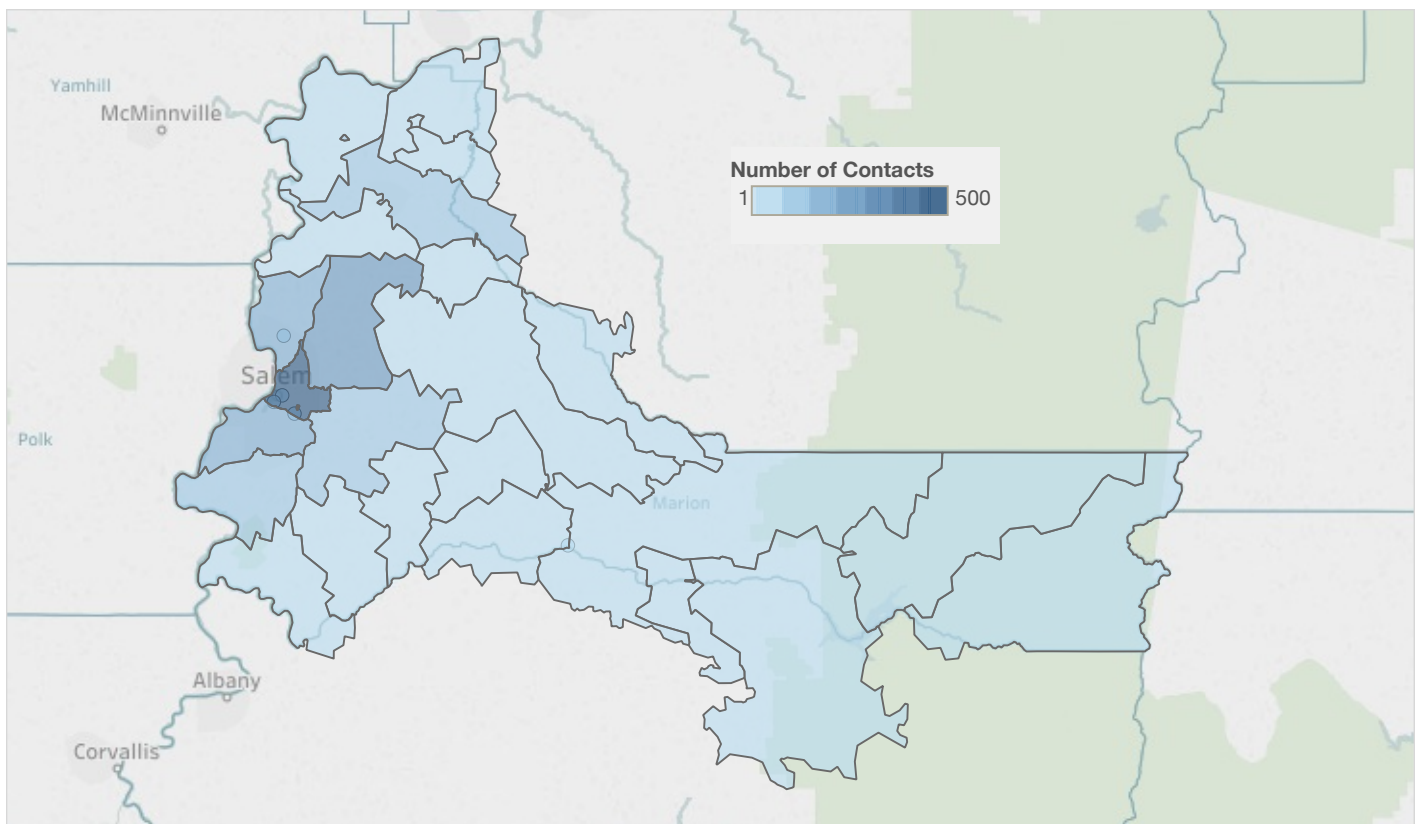
Contacts from Marion County came from which cities?



Salem	73.02%
Keizer	7.51%
Woodburn	5.68%
Silverton	3.25%
Stayton	2.37%
Gervais	1.22%
Aumsville	1.15%
Jefferson	1.01%
Mount Angel	0.74%
Other City	4.39%



Contacts from Marion County came from which zip codes?



MARION COUNTY

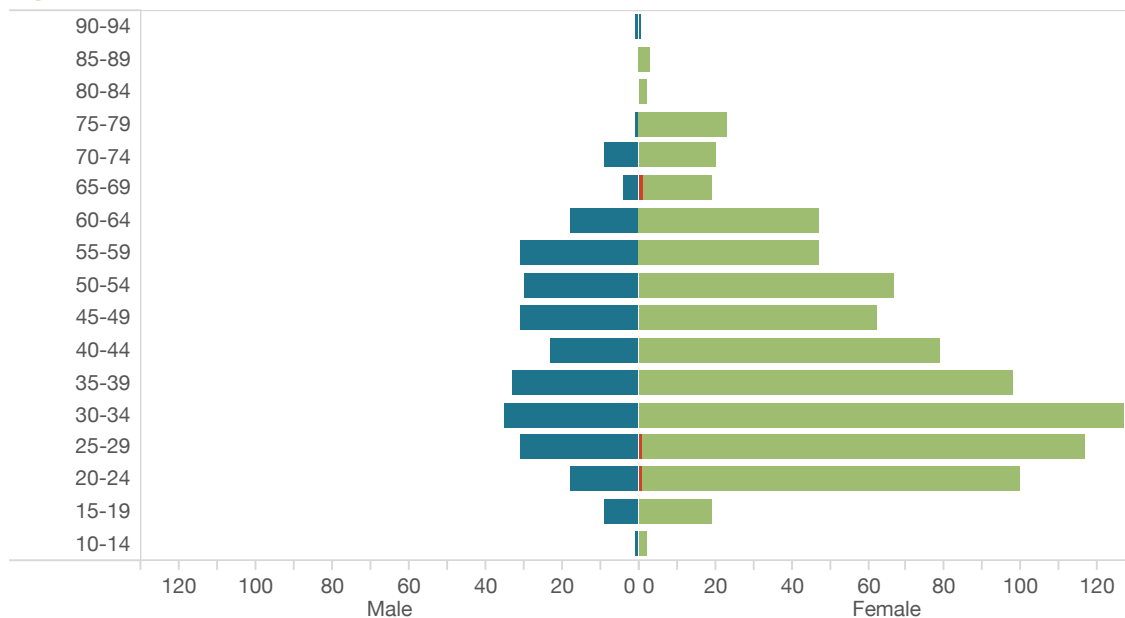
July 1, 2016 - September 30, 2016



Age

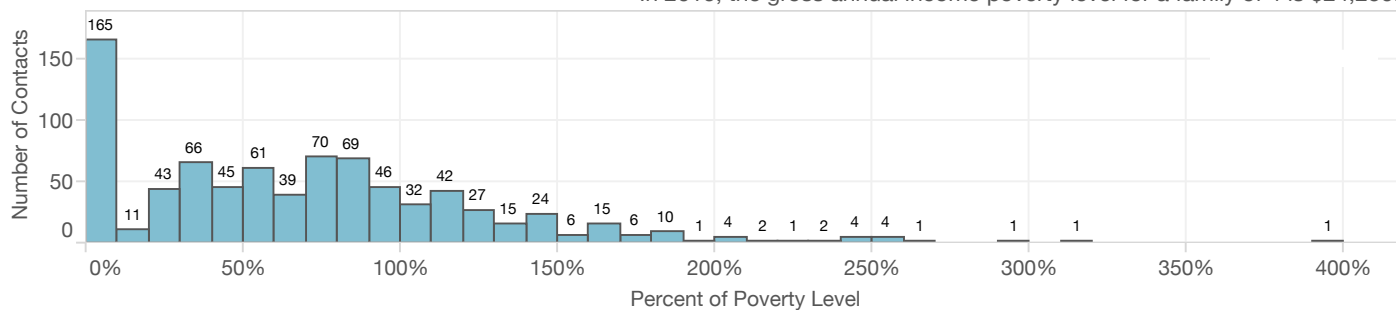
90-94	0.09%
85-89	0.27%
80-84	0.18%
75-79	2.17%
70-74	2.62%
65-69	2.08%
60-64	5.87%
55-59	7.05%
50-54	8.76%
45-49	8.40%
40-44	9.21%
35-39	11.83%
30-34	14.63%
25-29	13.37%
20-24	10.66%
15-19	2.53%
10-14	0.27%

Age and Gender

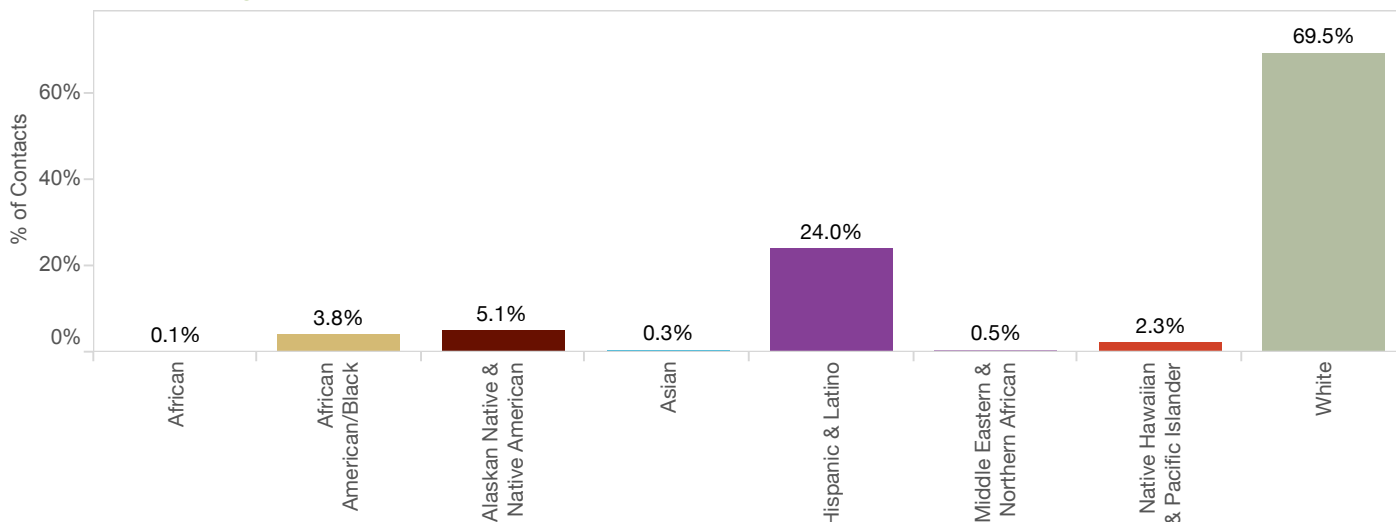


Income

In 2016, the gross annual income poverty level for a family of 4 is \$24,250.



Race and Ethnicity

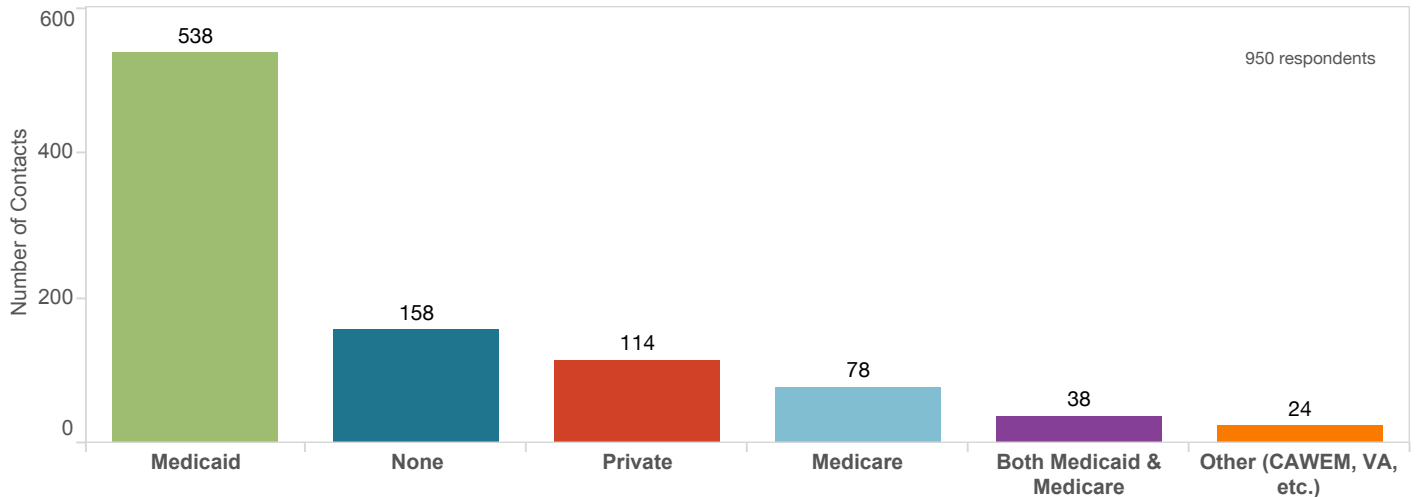


MARION COUNTY

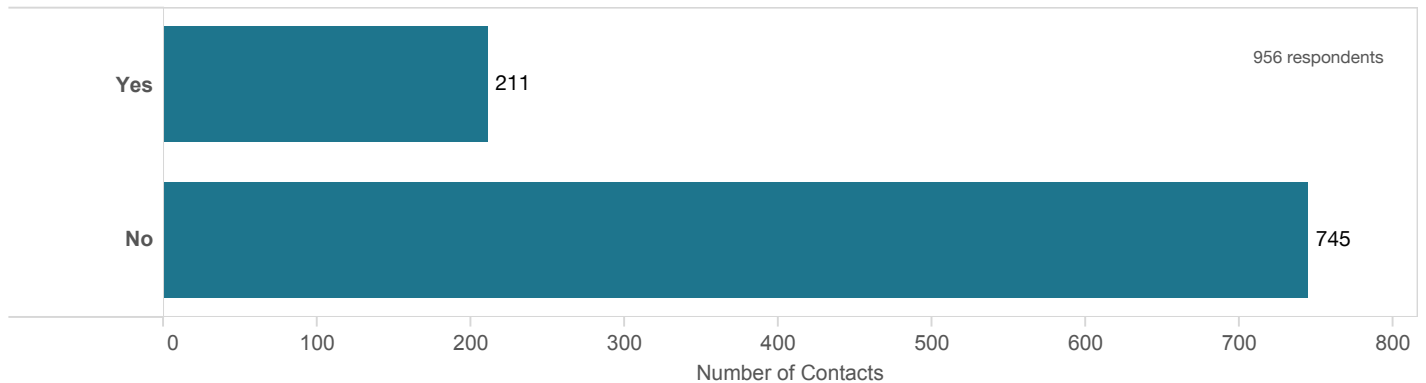
July 1, 2016 - September 30, 2016



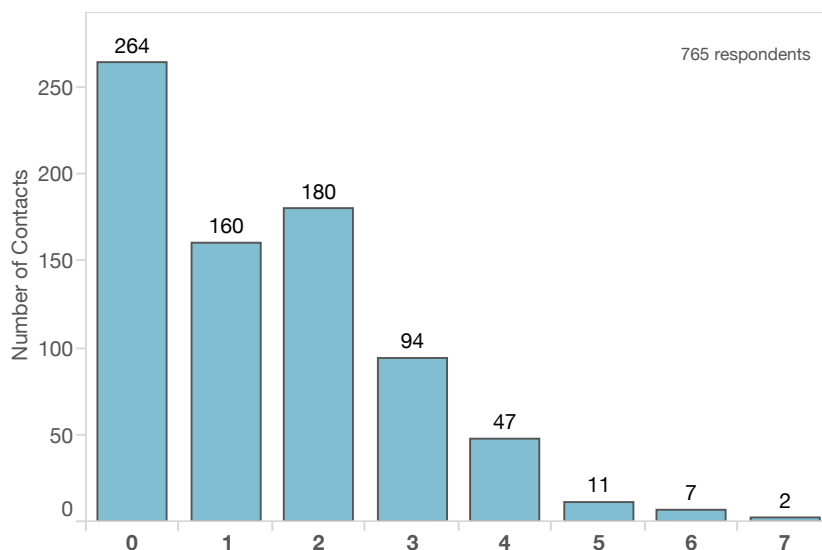
Health insurance status



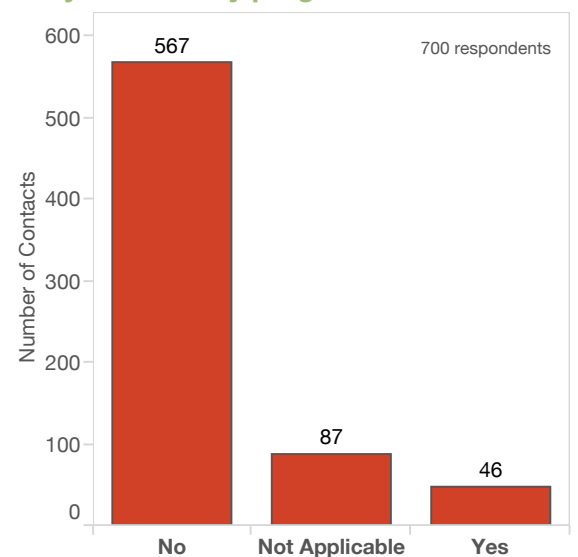
Are you currently homeless?



Number of children in the household



Are you currently pregnant?

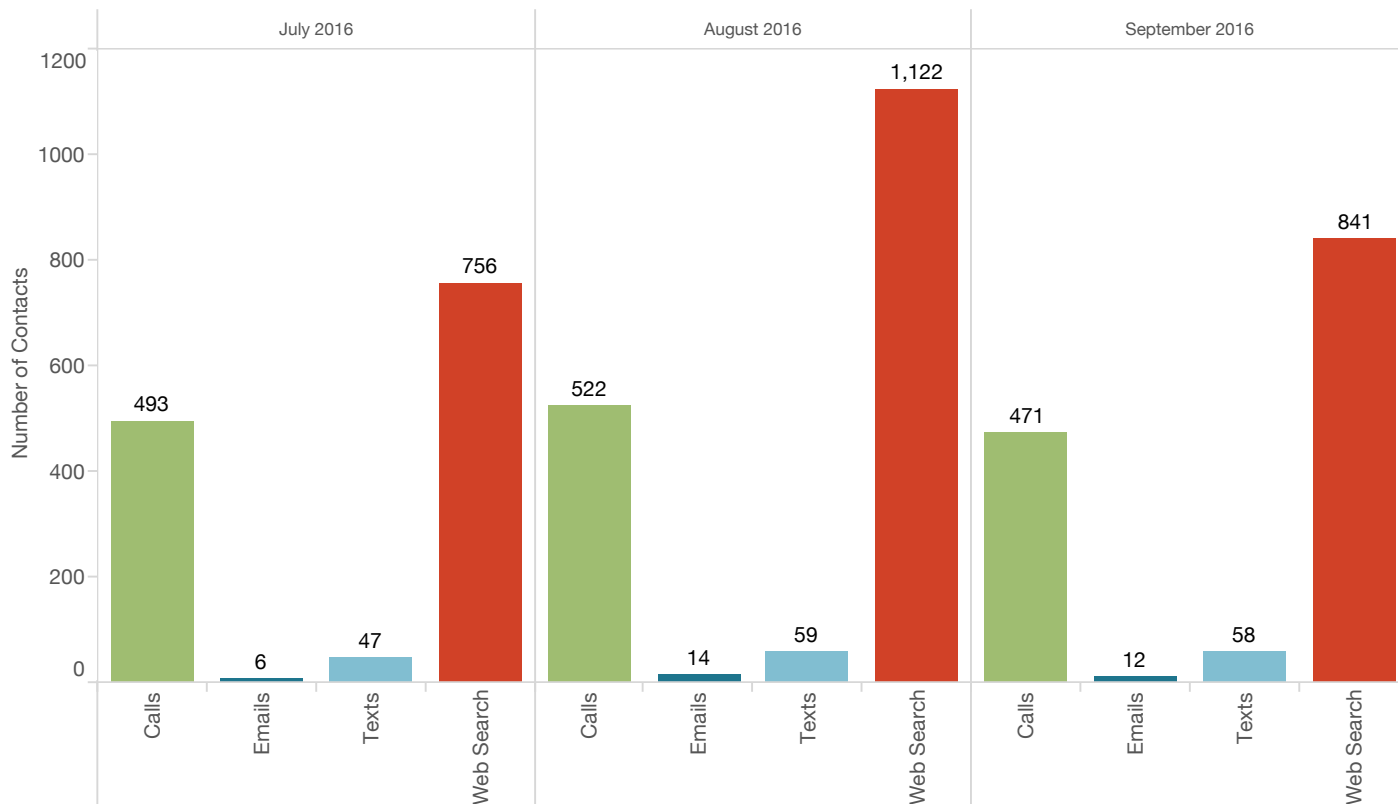


MARION COUNTY

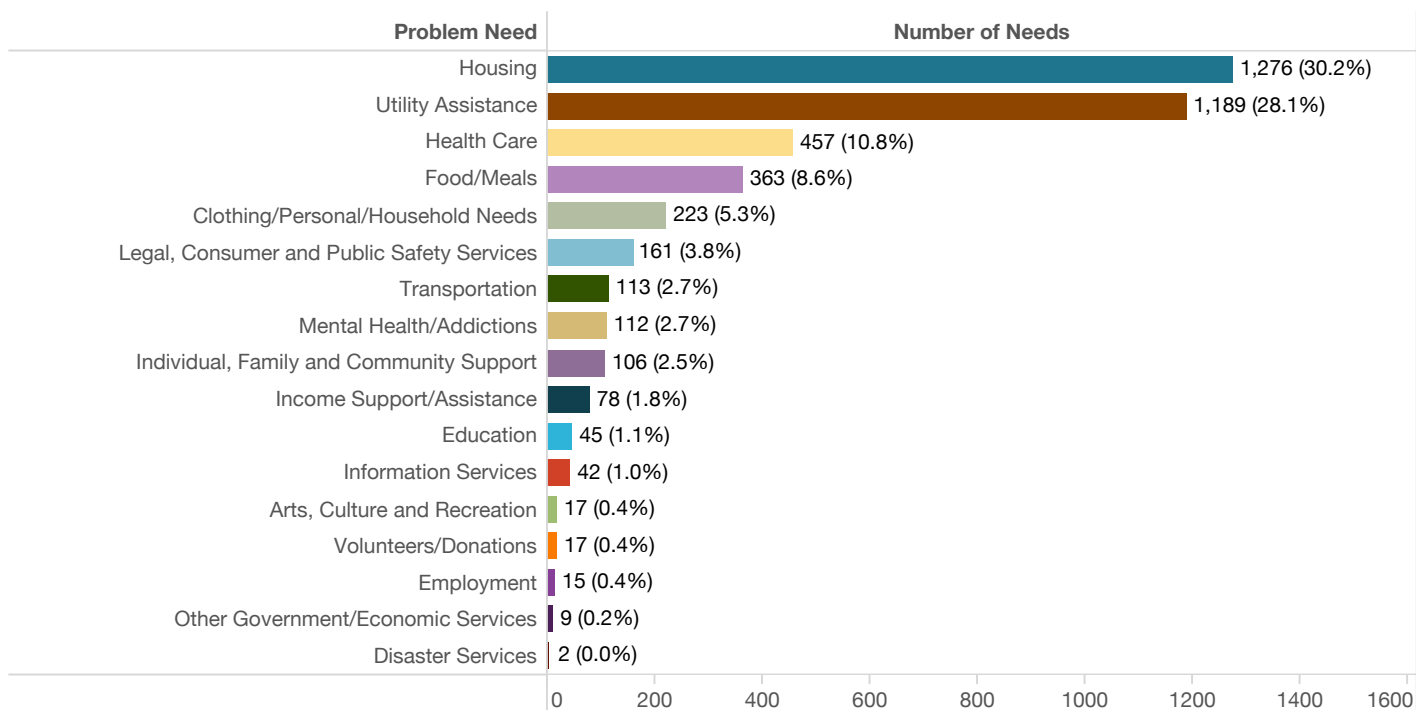
July 1, 2016 - September 30, 2016



How many contacts did we receive?



What were contacts' needs?

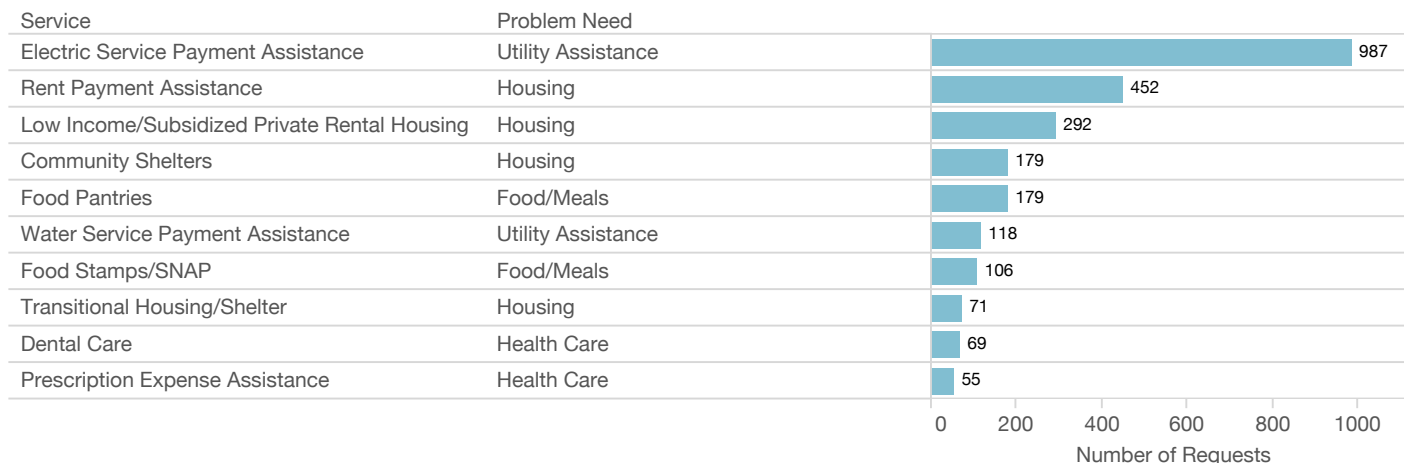


MARION COUNTY

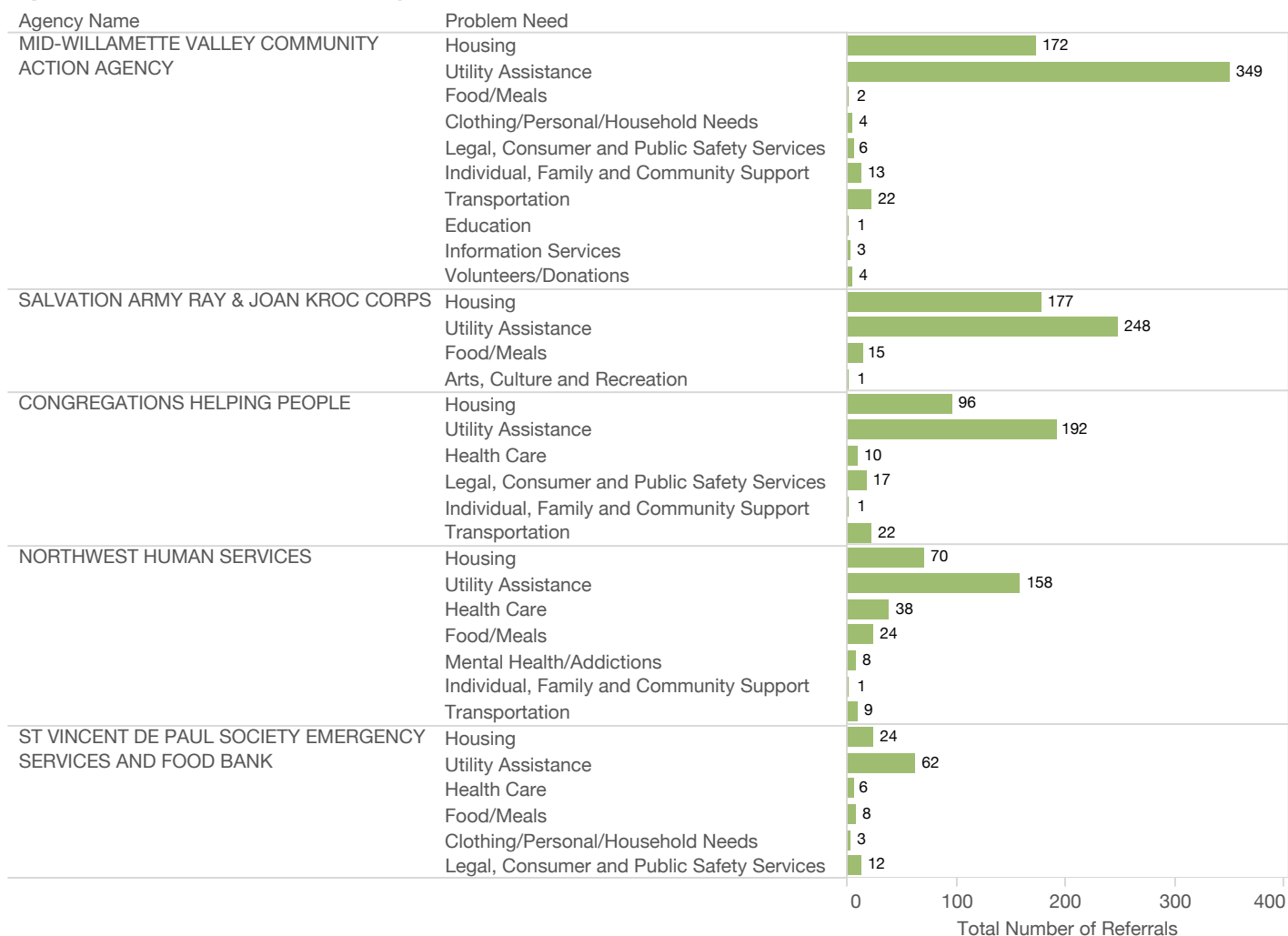
July 1, 2016 - September 30, 2016



Services most often requested by contacts



Agencies most often referred by 211info

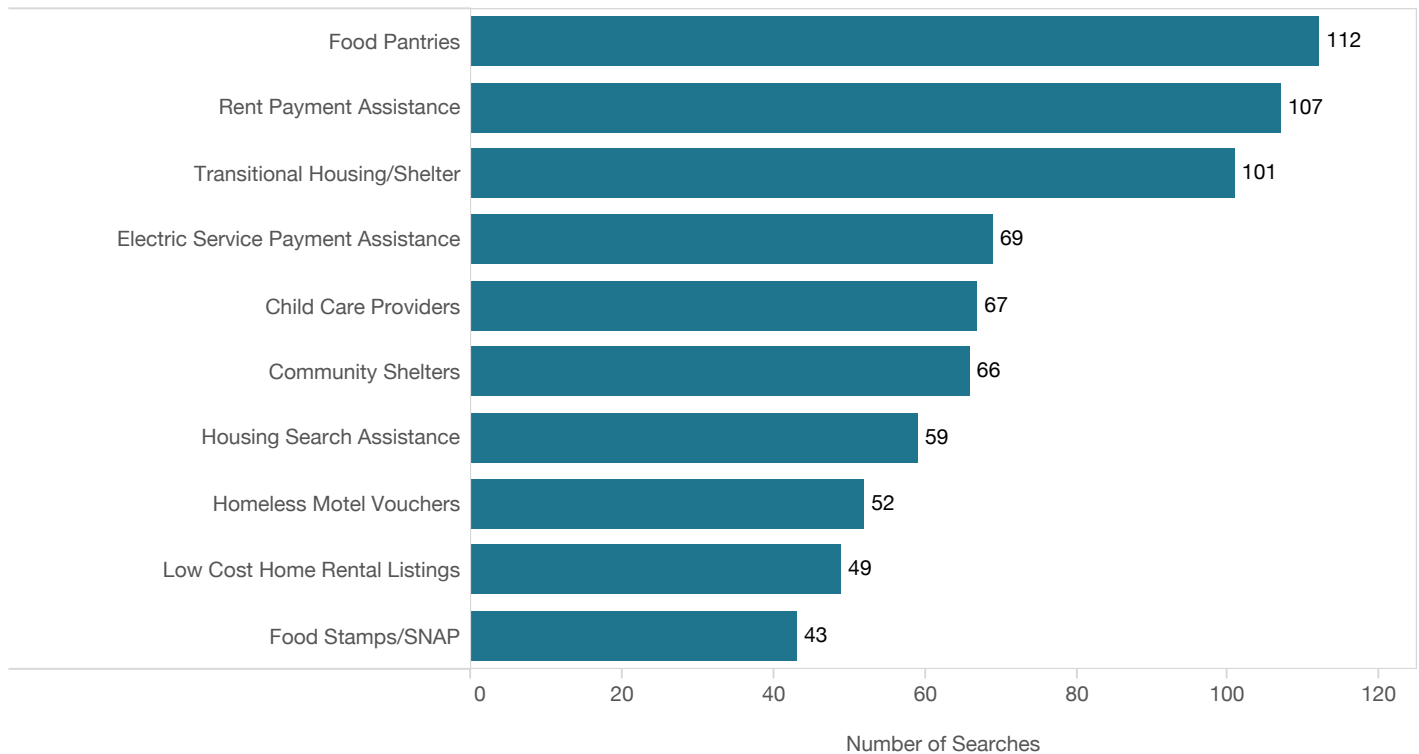


MARION COUNTY

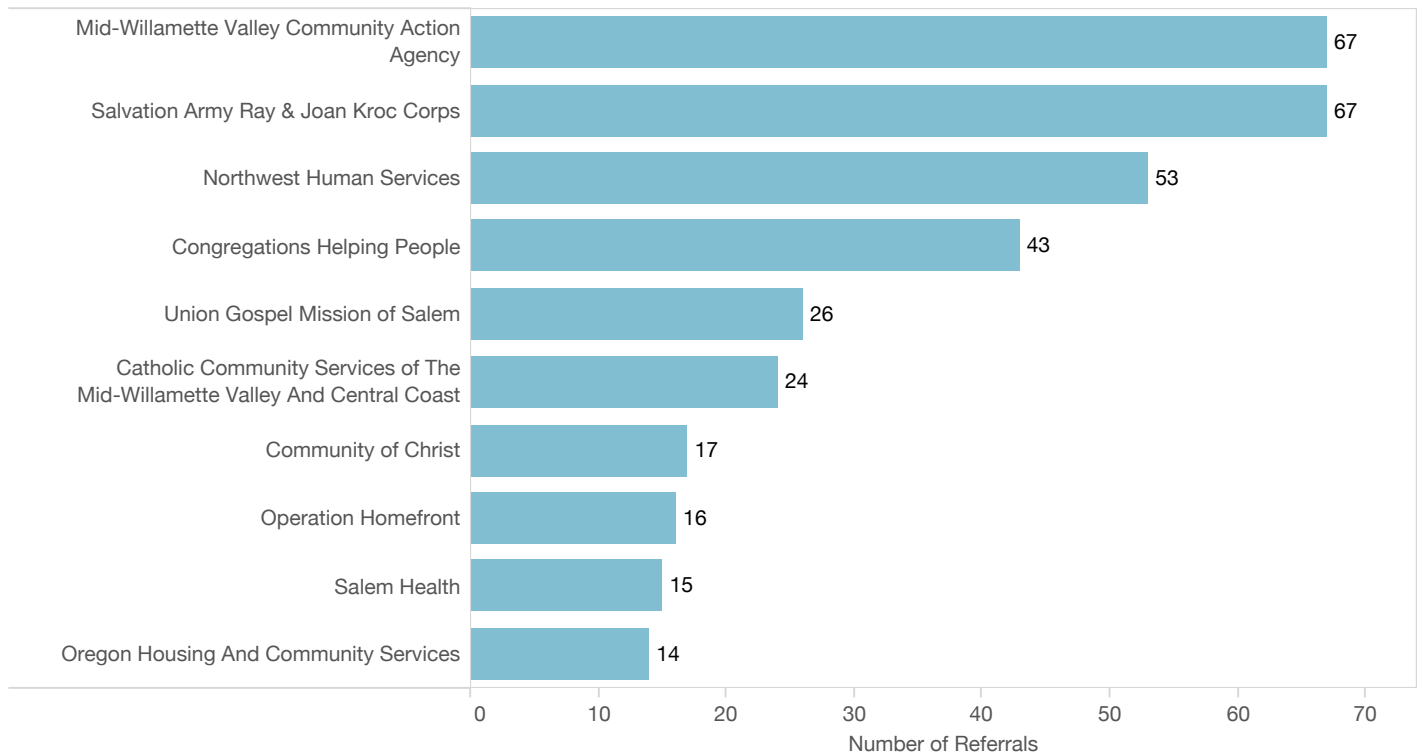
July 1, 2016 - September 30, 2016



Services most often searched in the online database



Agencies most often referred through the online database



MARION COUNTY

July 1, 2016 - September 30, 2016



There were 351 instances where a referral was not appropriate for the contact's requested need. While housing requests had the greatest number of unmet community need, disaster services and arts, culture, and recreation requests represent the greatest proportion of unmet community needs.

What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Needs	% Requests	Number of Needs	% Requests
Disaster Services	1	50%	1	50%
Arts, Culture and Recreation	11	65%	6	35%
Transportation	76	67%	37	33%
Employment	12	80%	3	20%
Individual, Family and Community Support	86	81%	20	19%
Volunteers/Donations	14	82%	3	18%
Clothing/Personal/Household Needs	192	86%	31	14%
Other Government/Economic Services	8	89%	1	11%
Housing	1,143	90%	133	10%
Mental Health/Addictions	103	92%	9	8%
Legal, Consumer and Public Safety Services	149	93%	12	7%
Health Care	427	93%	30	7%
Income Support/Assistance	73	94%	5	6%
Information Services	40	95%	2	5%
Utility Assistance	1,139	96%	50	4%
Education	44	98%	1	2%
Food/Meals	356	98%	7	2%

A referral may not be available for various reasons. In some cases, agencies are out of funding for a program; community need often outweighs the help available. There are many services within a need category, and some services simply don't exist in a community. Unmet community services with five or more requests are displayed below, sorted by proportion of referral requests.

What are potential service gaps?

