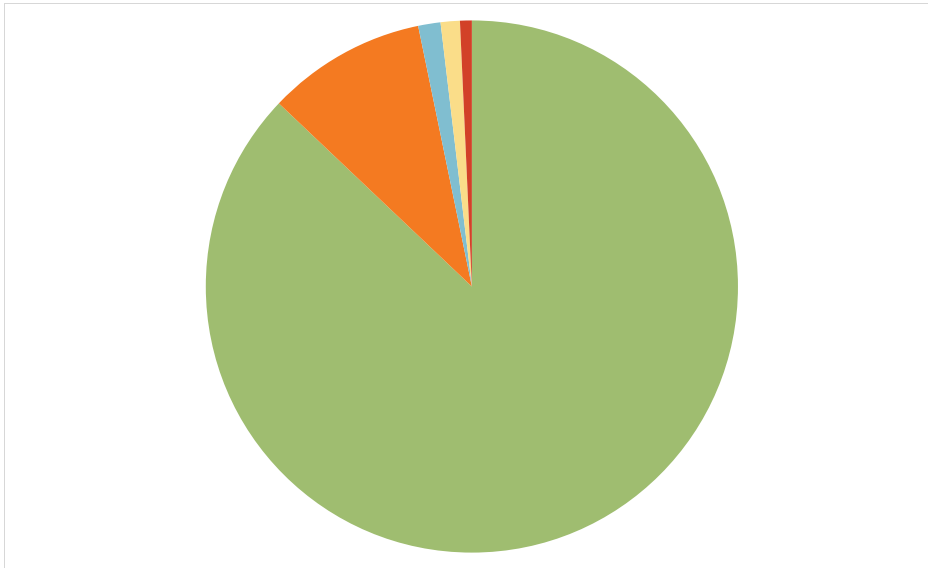


MULTNOMAH COUNTY

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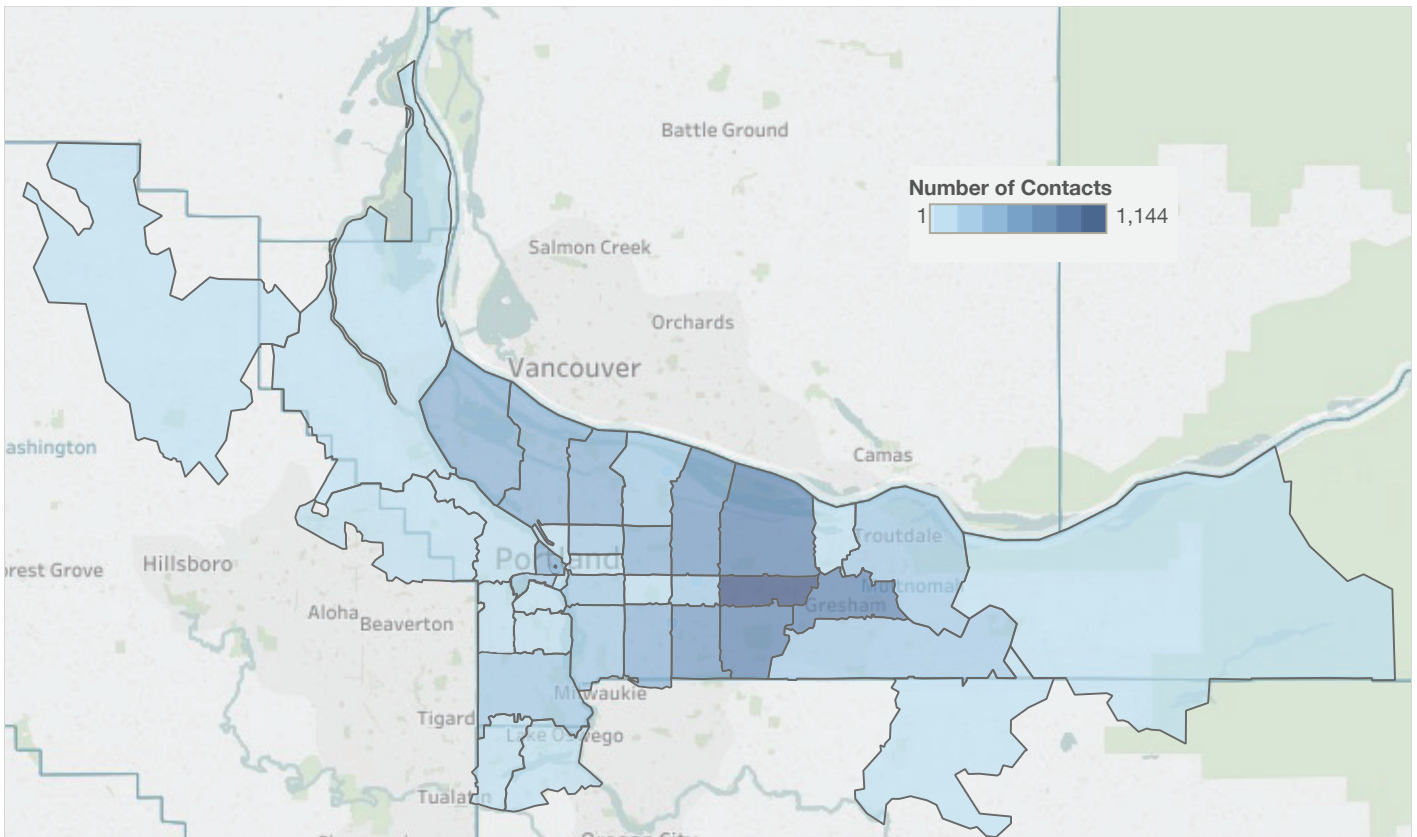
Cities



Portland	87.25%
Gresham	9.71%
Troutdale	1.36%
Fairview	1.17%
Other	0.70%



ZIP Codes

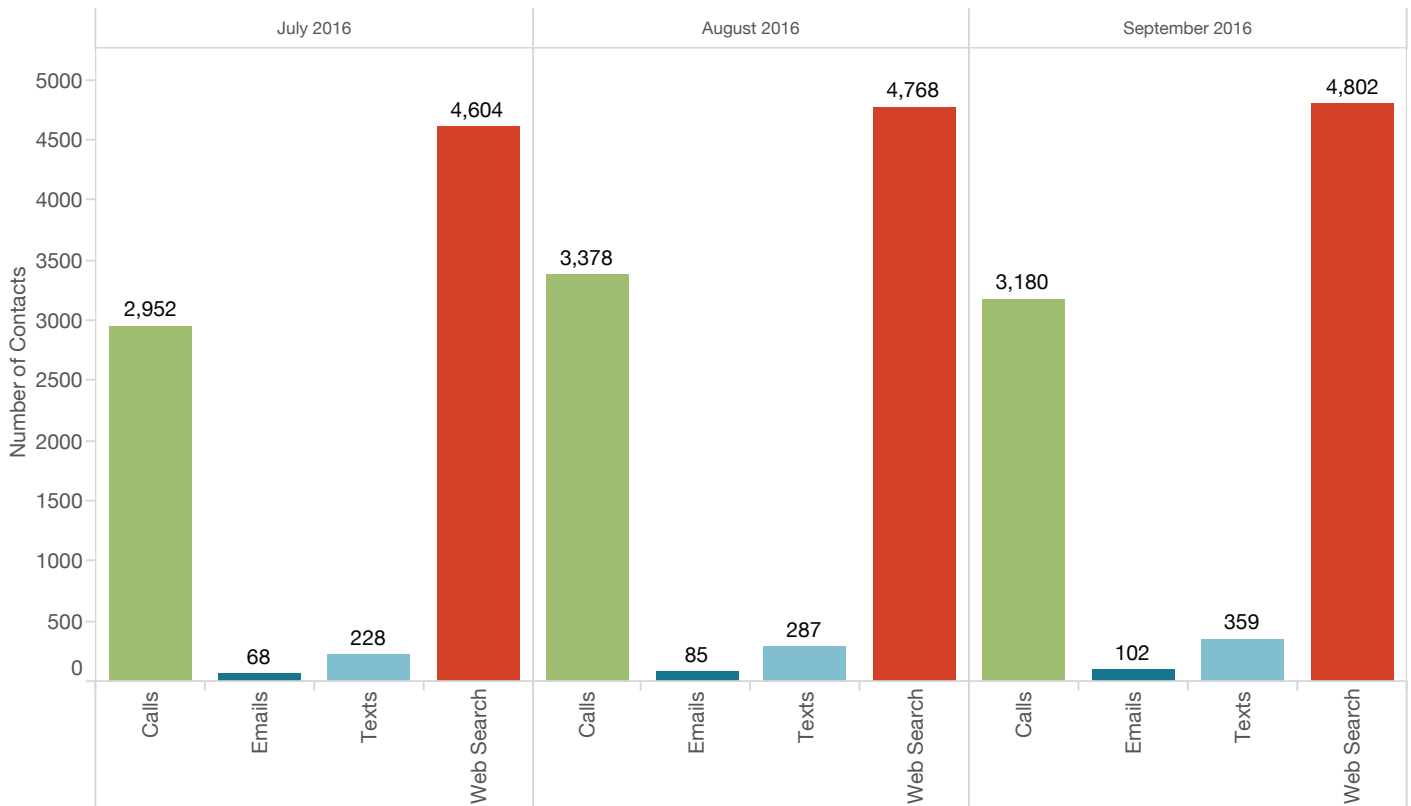


MULTNOMAH COUNTY

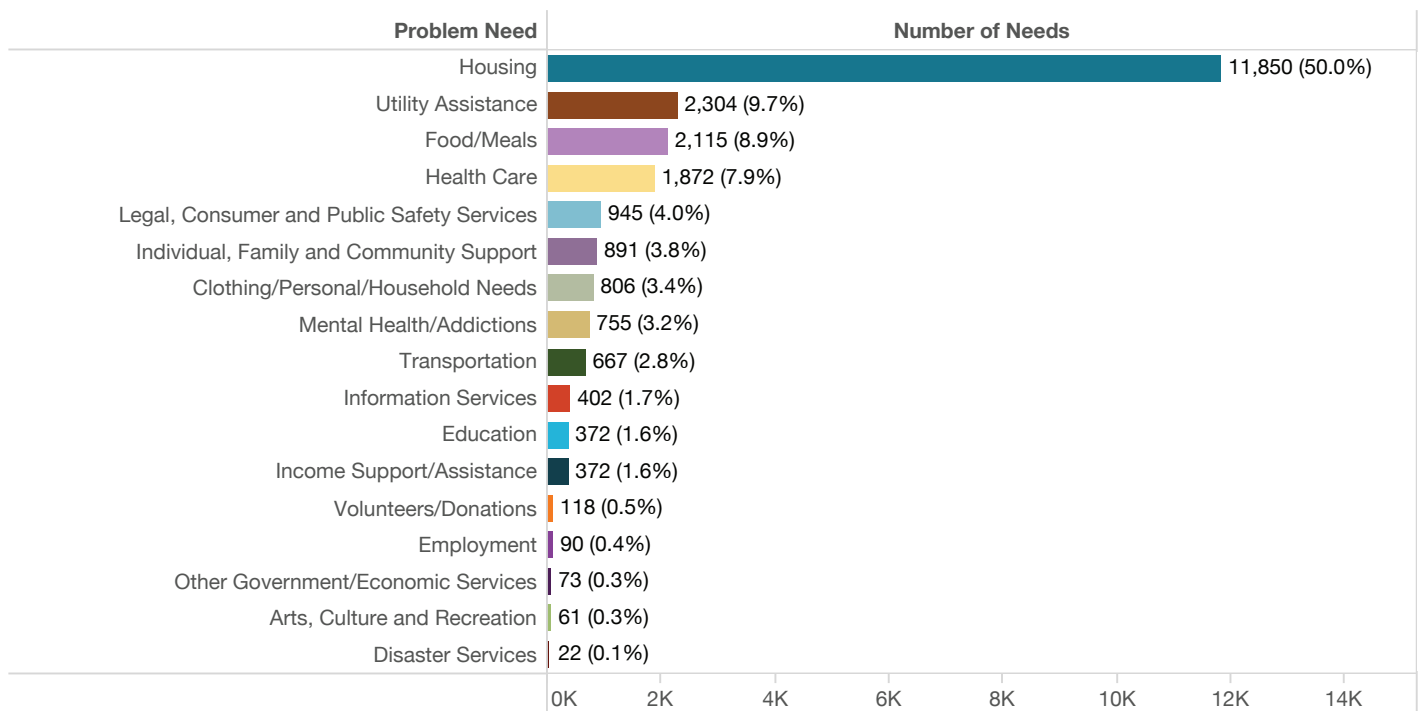
July 1, 2016 - September 30, 2016



How many contacts did we receive?



What were contacts' needs?



MULTNOMAH COUNTY

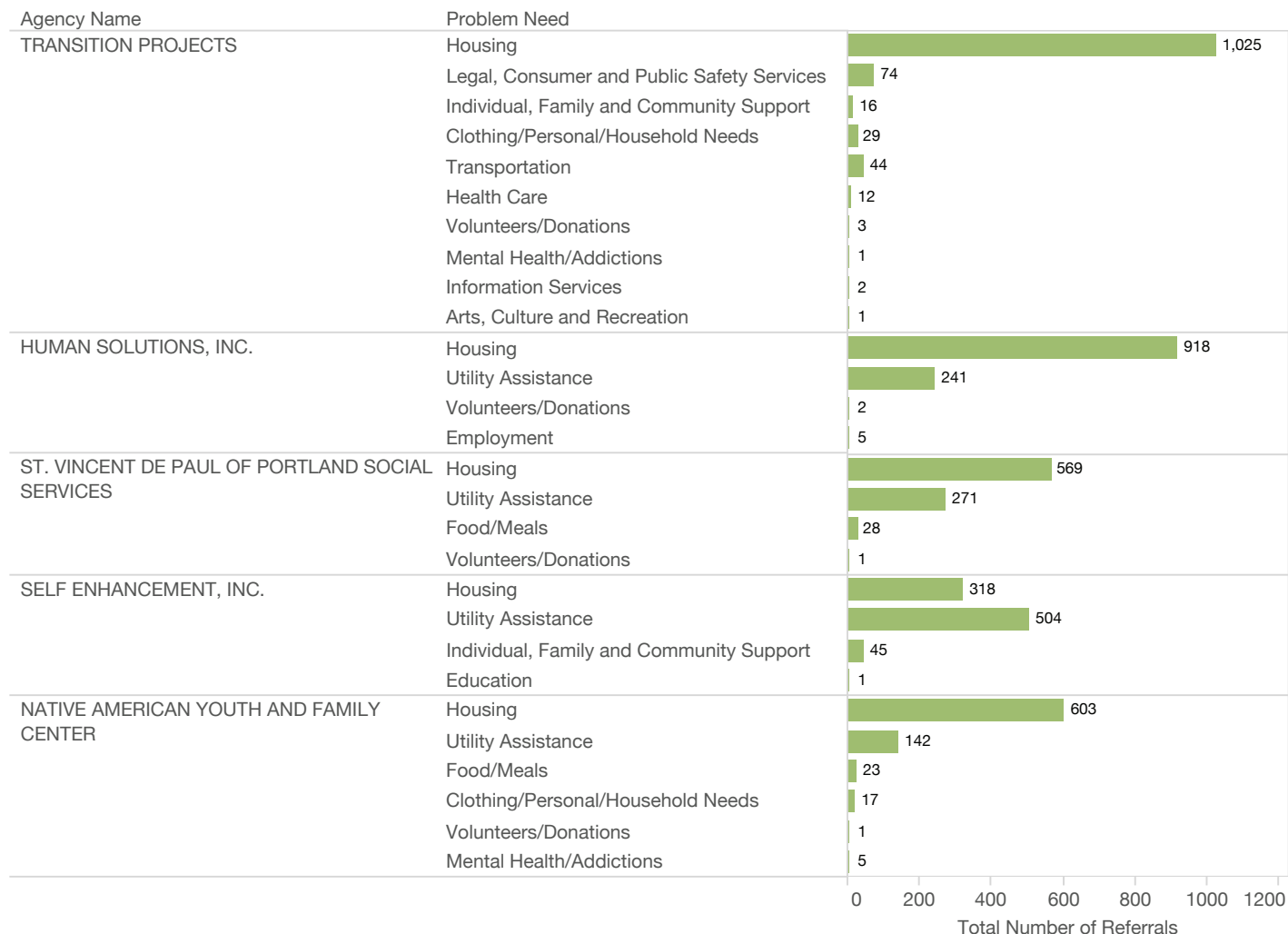
July 1, 2016 - September 30, 2016



Services most often requested by contacts



Agencies most often referred by 211info



DIAL 211

VISIT 211info.org

EMAIL help@211info.org

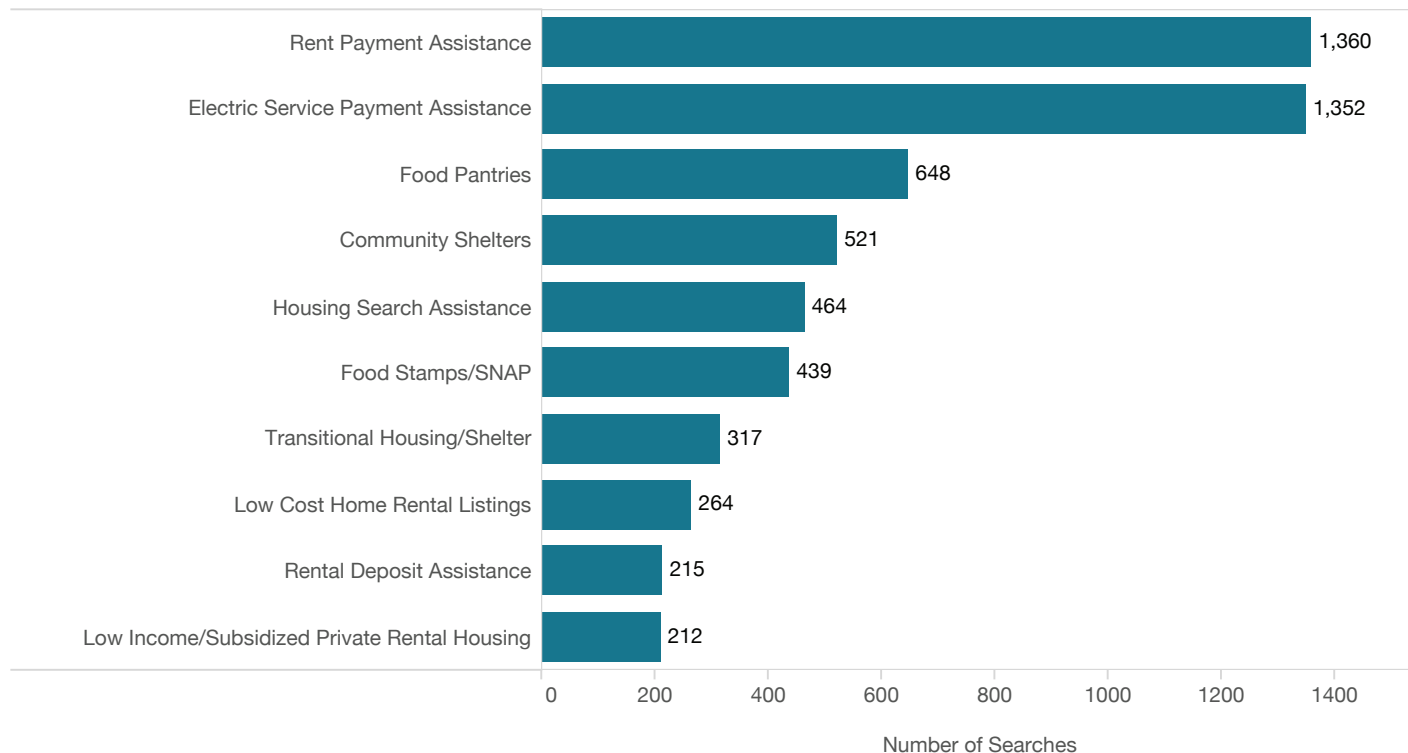
TEXT your zip code to 898211

MULTNOMAH COUNTY

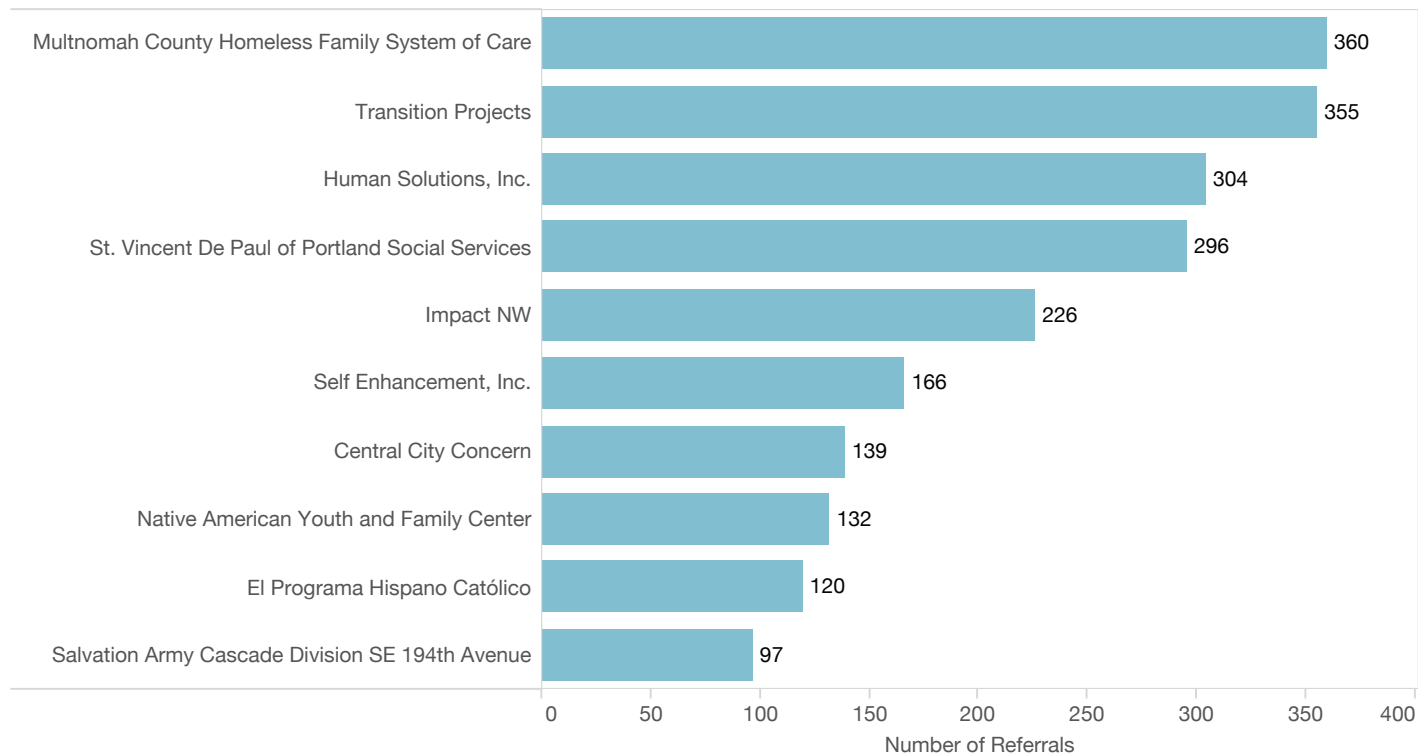
July 1, 2016 - September 30, 2016



Services most often searched in the online database



Agencies most often referred through the online database



DIAL 211

VISIT 211info.org

EMAIL help@211info.org

TEXT your zip code to 898211

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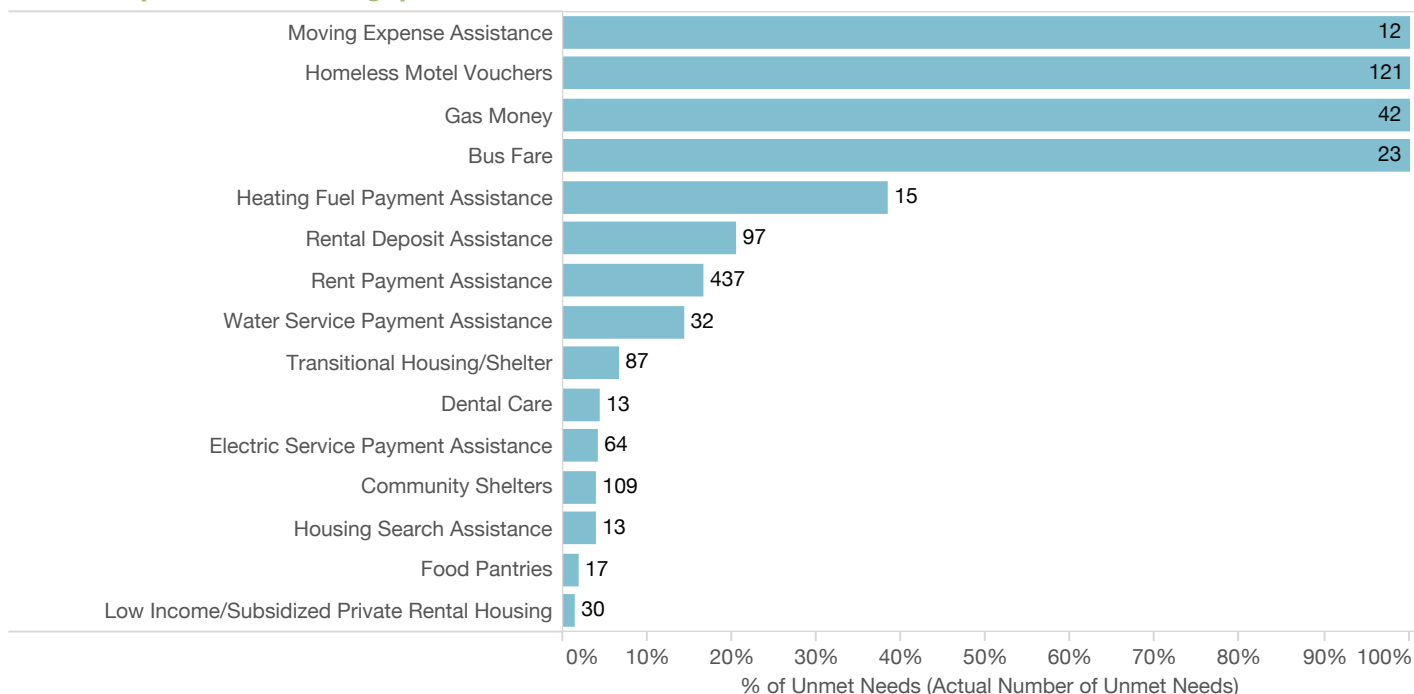
There were 1,531 instances where a referral was not appropriate for the contact's requested need. While housing requests had the greatest number of unmet community needs, disaster services represent a higher proportion of unmet needs.

What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Needs	% Requests	Number of Needs	% Requests
Disaster Services	17	77%	5	23%
Transportation	575	86%	92	14%
Other Government/Economic Services	63	86%	10	14%
Arts, Culture and Recreation	54	89%	7	11%
Housing	10,865	92%	985	8%
Utility Assistance	2,154	93%	150	7%
Individual, Family and Community Support	846	95%	45	5%
Legal, Consumer and Public Safety Services	900	95%	45	5%
Education	355	95%	17	5%
Health Care	1,791	96%	81	4%
Volunteers/Donations	113	96%	5	4%
Income Support/Assistance	358	96%	14	4%
Employment	87	97%	3	3%
Clothing/Personal/Household Needs	780	97%	26	3%
Information Services	394	98%	8	2%
Mental Health/Addictions	741	98%	14	2%
Food/Meals	2,091	99%	24	1%

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 10 or more requests are displayed below, sorted by proportion of referral requests.

What are potential service gaps?



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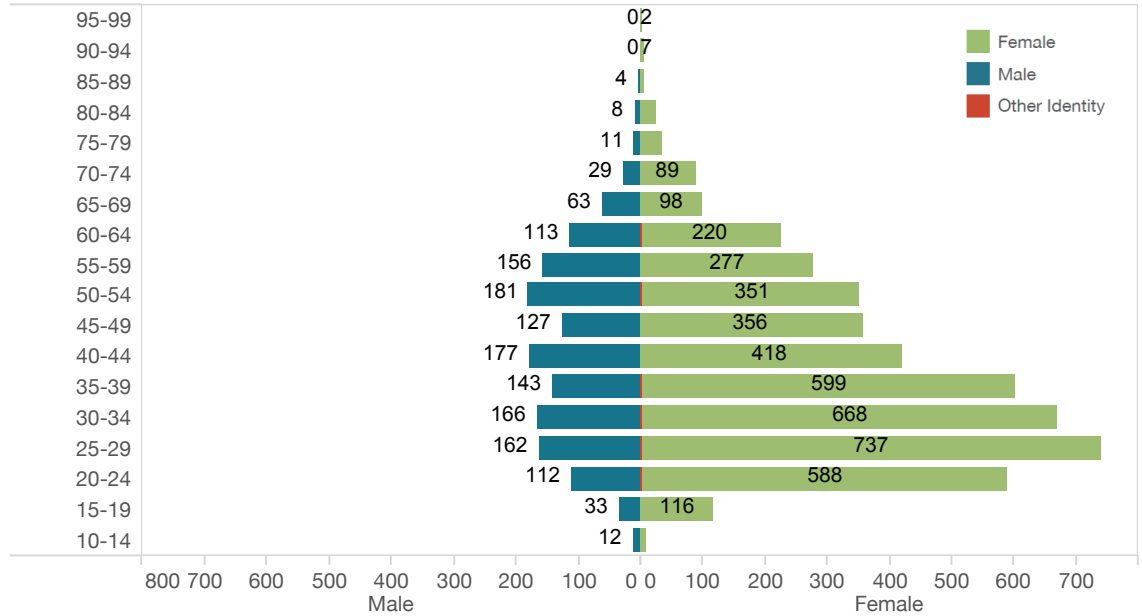
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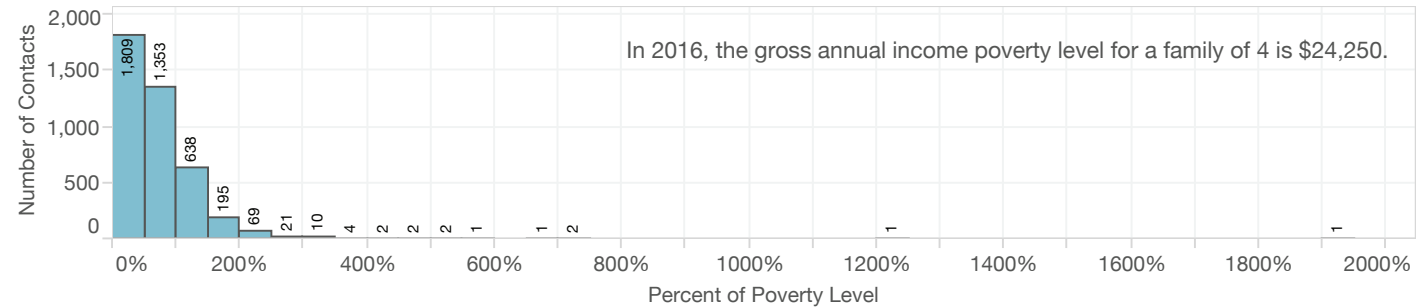
Age

95-99	0.03%
90-94	0.11%
85-89	0.15%
80-84	0.56%
75-79	0.75%
70-74	1.93%
65-69	2.63%
60-64	5.51%
55-59	7.08%
50-54	8.73%
45-49	7.91%
40-44	9.75%
35-39	12.17%
30-34	13.67%
25-29	14.77%
20-24	11.50%
15-19	2.45%
10-14	0.34%

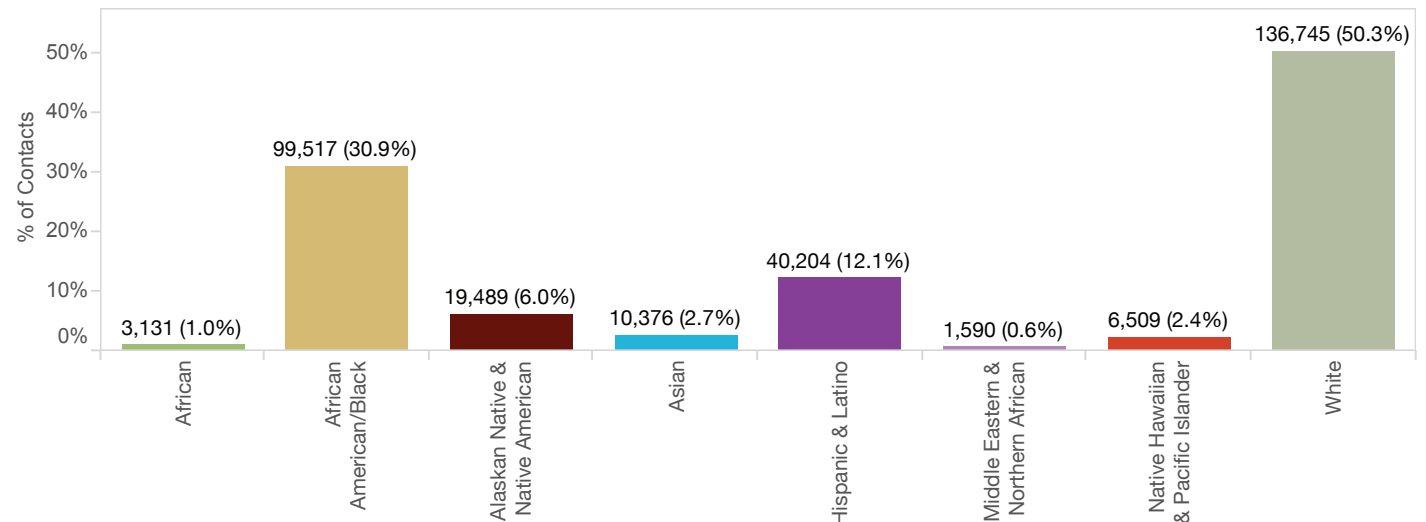
Age and Gender



Income



Race and Ethnicity

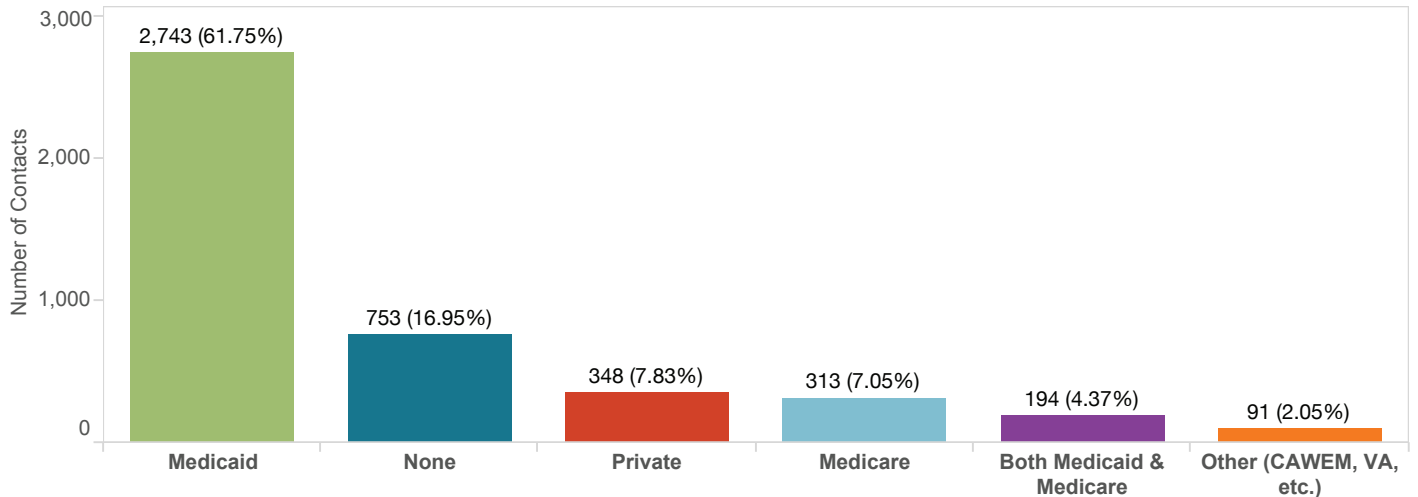


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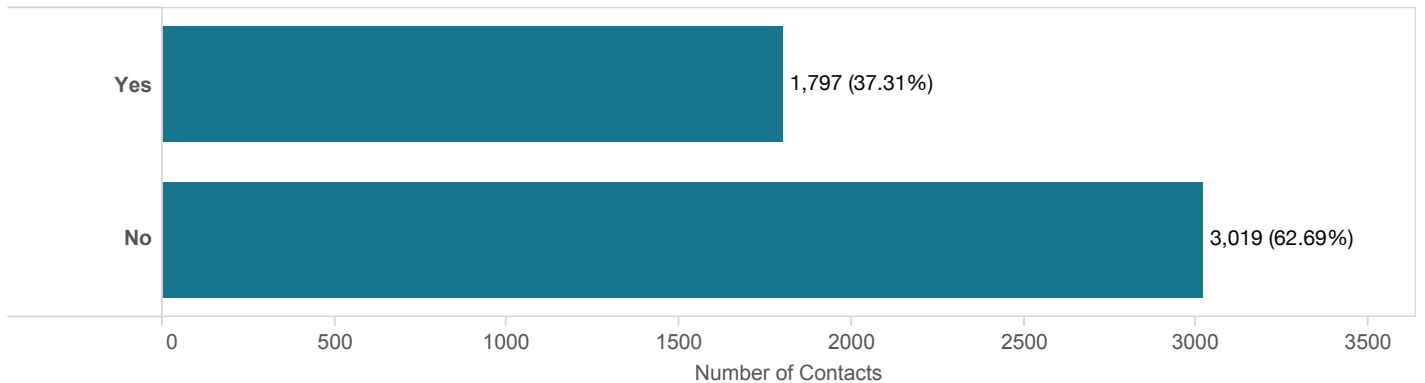
July 1, 2016 - September 30, 2016



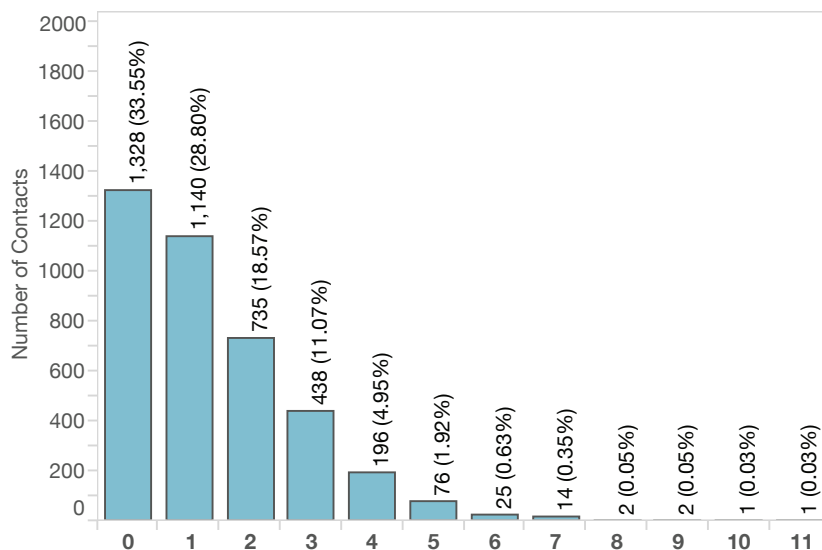
Health insurance status



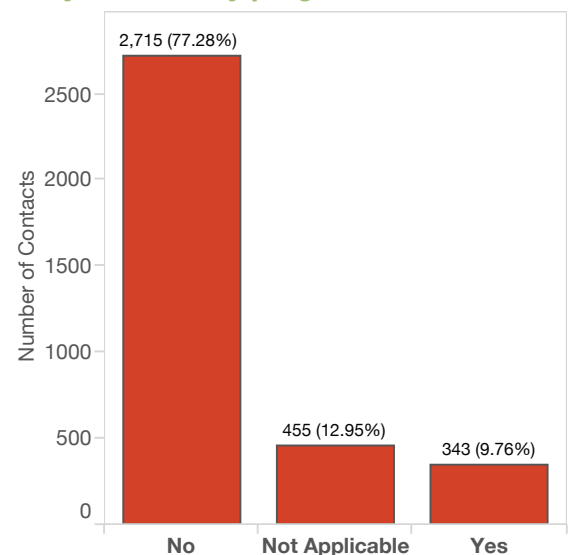
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



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

