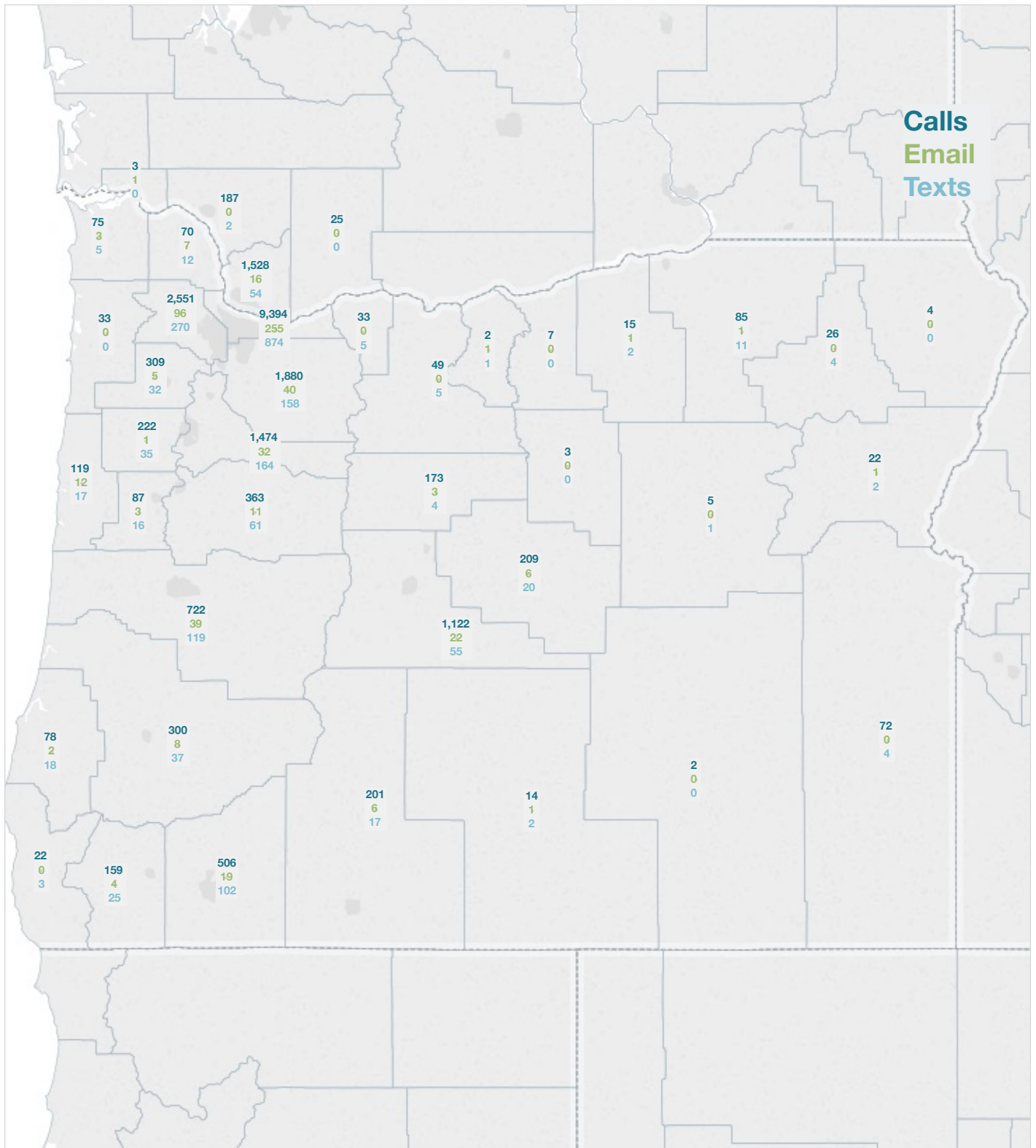


POLK COUNTY

July 1, 2016 - September 30, 2016



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



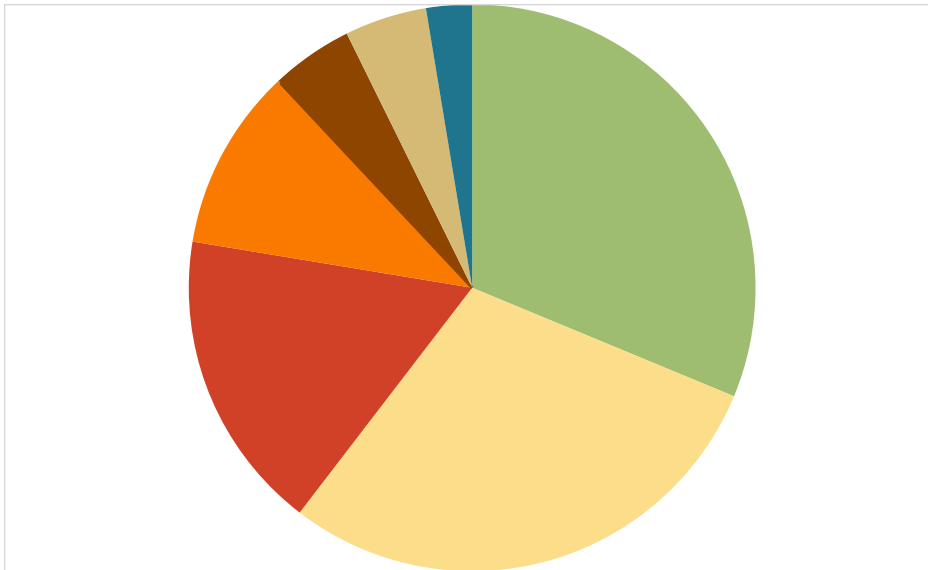
Calls
Email
Texts

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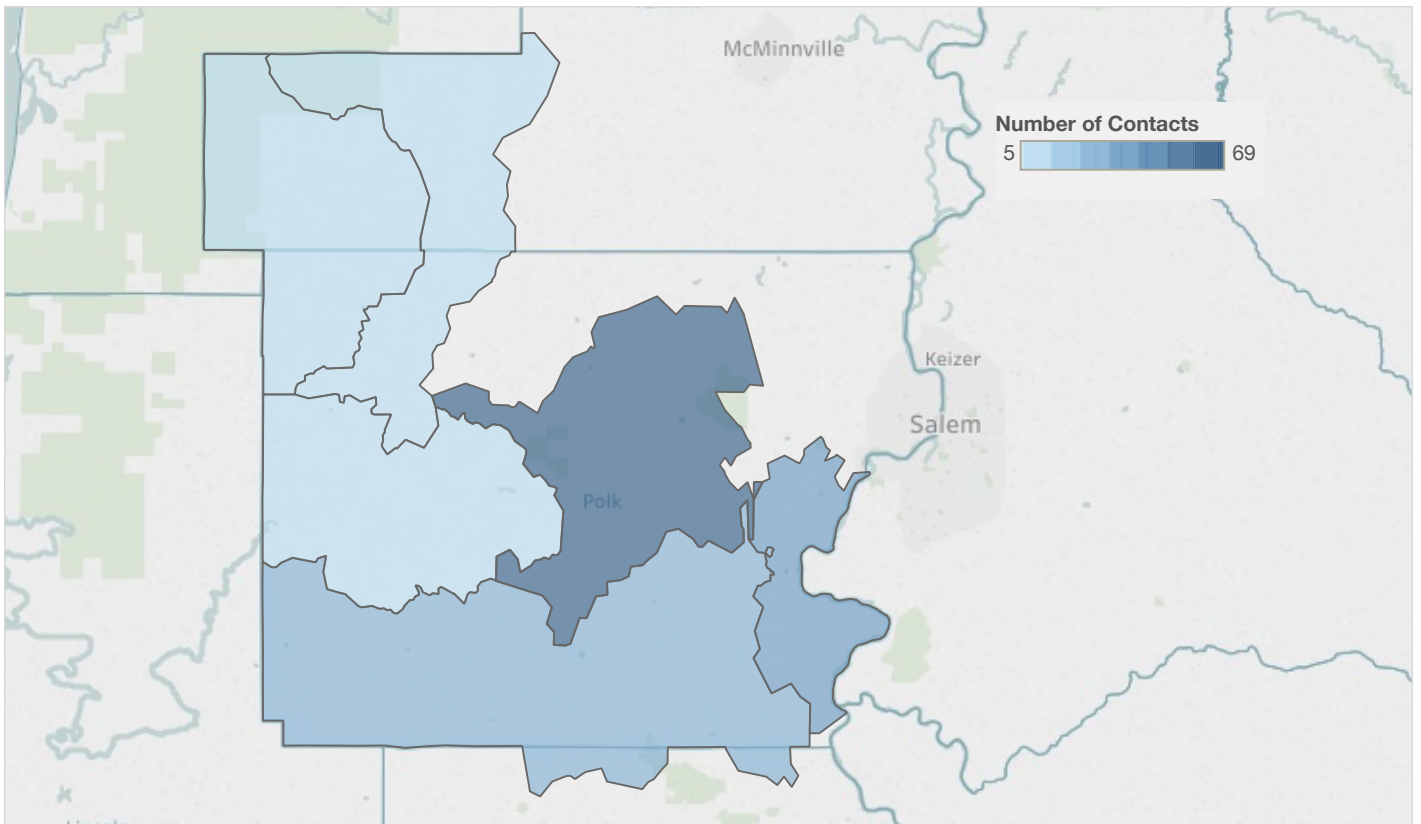
Contacts from Polk County came from which cities?



Dallas	31.25%
West Salem	29.17%
Independence	17.19%
Monmouth	10.42%
Grand Ronde	4.69%
Willamina	4.69%
Falls City	2.60%



Contacts from Polk County came from which zip codes?



POLK COUNTY

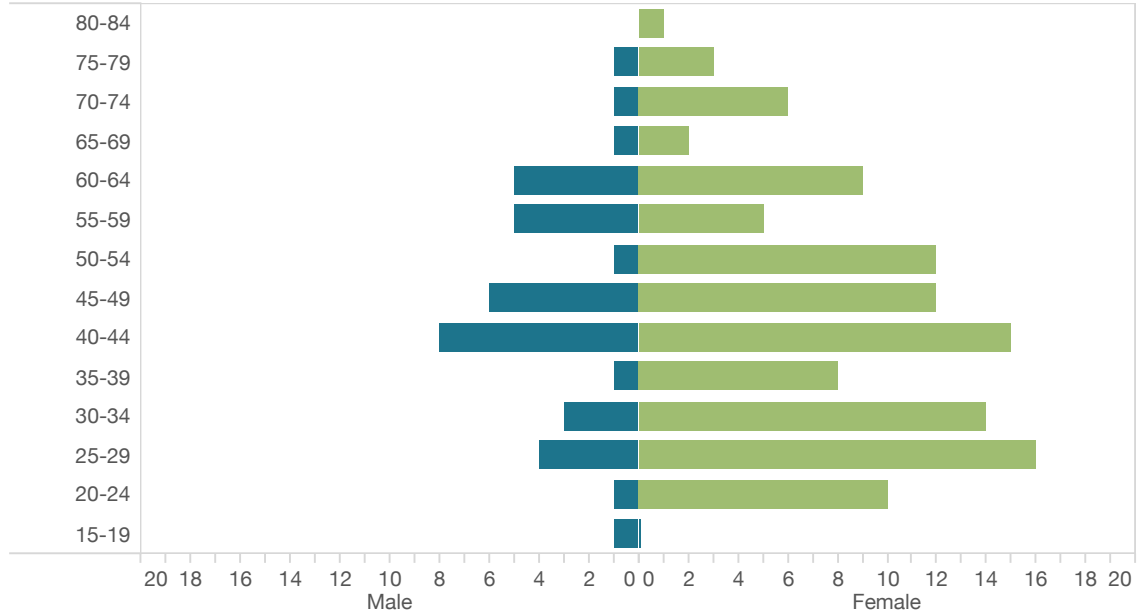
July 1, 2016 - September 30, 2016



Age

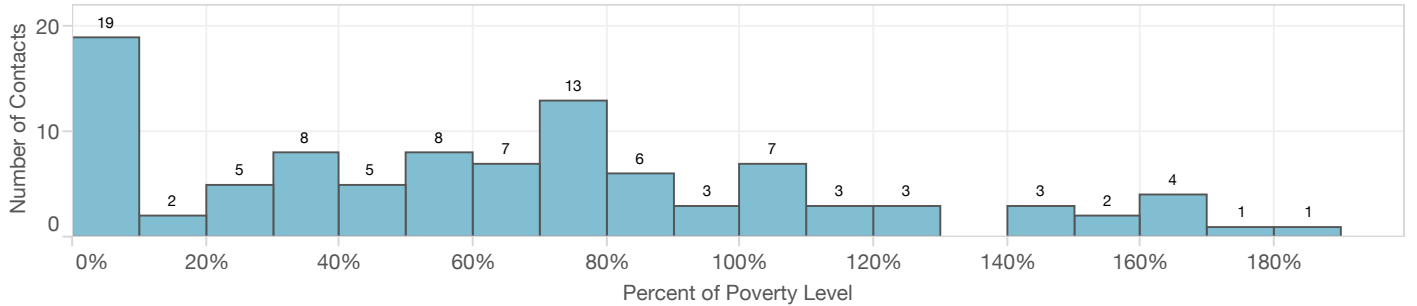
80-84	0.66%
75-79	2.65%
70-74	4.64%
65-69	1.99%
60-64	9.27%
55-59	6.62%
50-54	8.61%
45-49	11.92%
40-44	15.23%
35-39	5.96%
30-34	11.26%
25-29	13.25%
20-24	7.28%
15-19	0.66%

Age and Gender

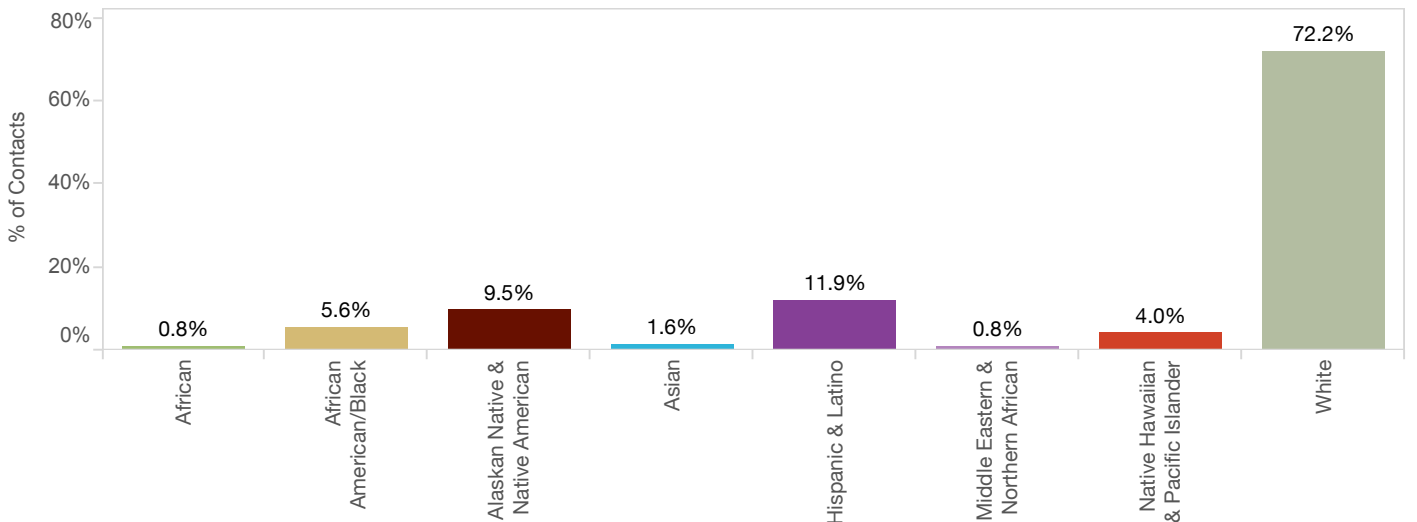


Income

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



Race and Ethnicity

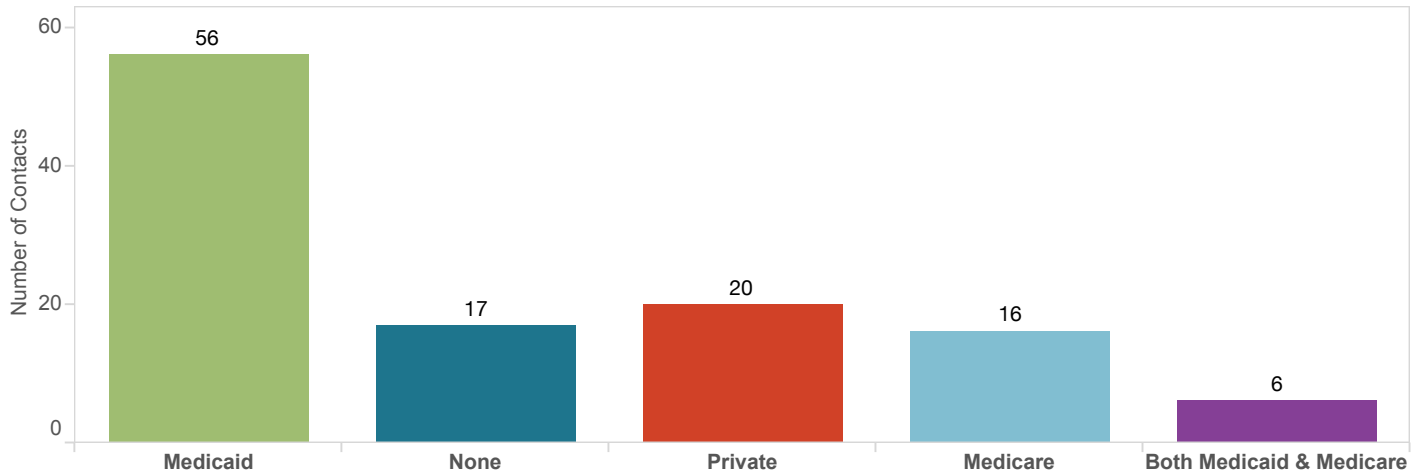


POLK COUNTY

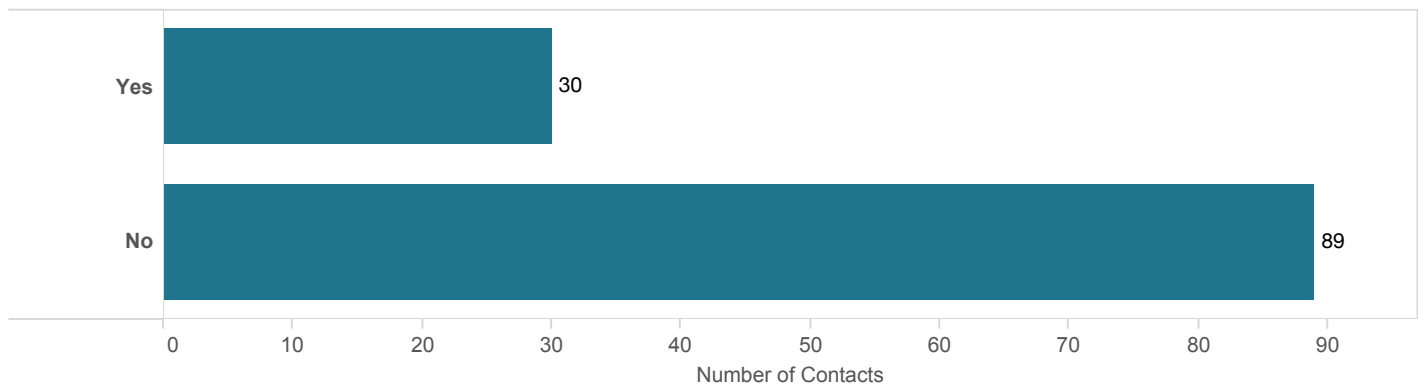
July 1, 2016 - September 30, 2016



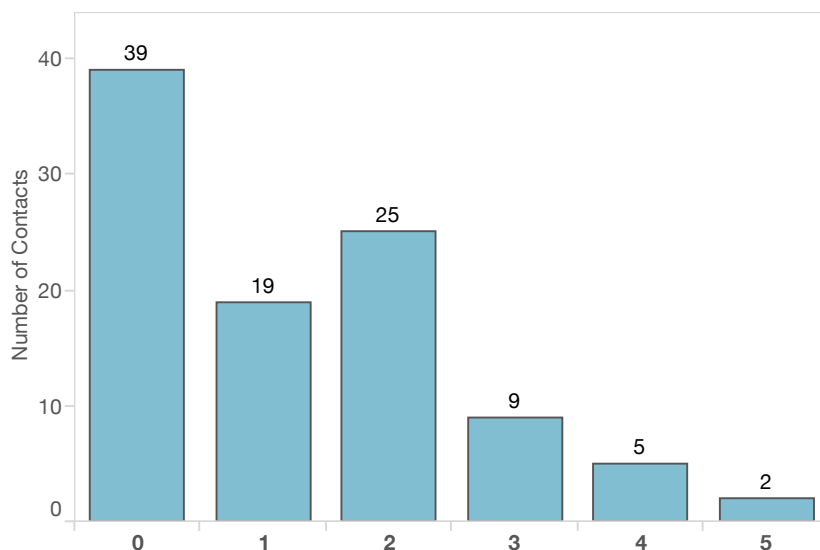
Health insurance status



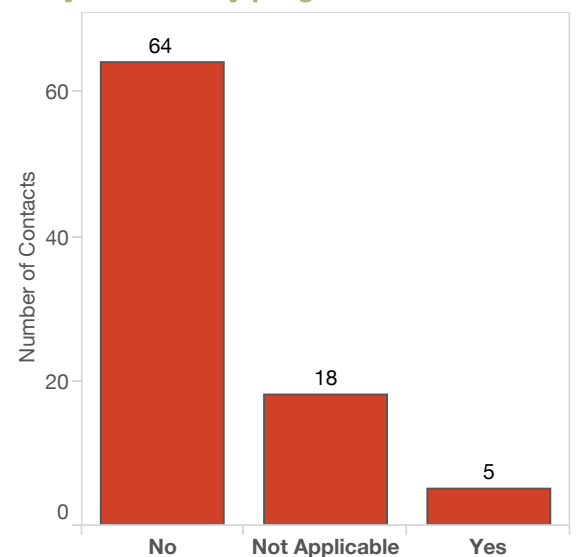
Are you currently homeless?



Number of children in the household



Are you currently pregnant?

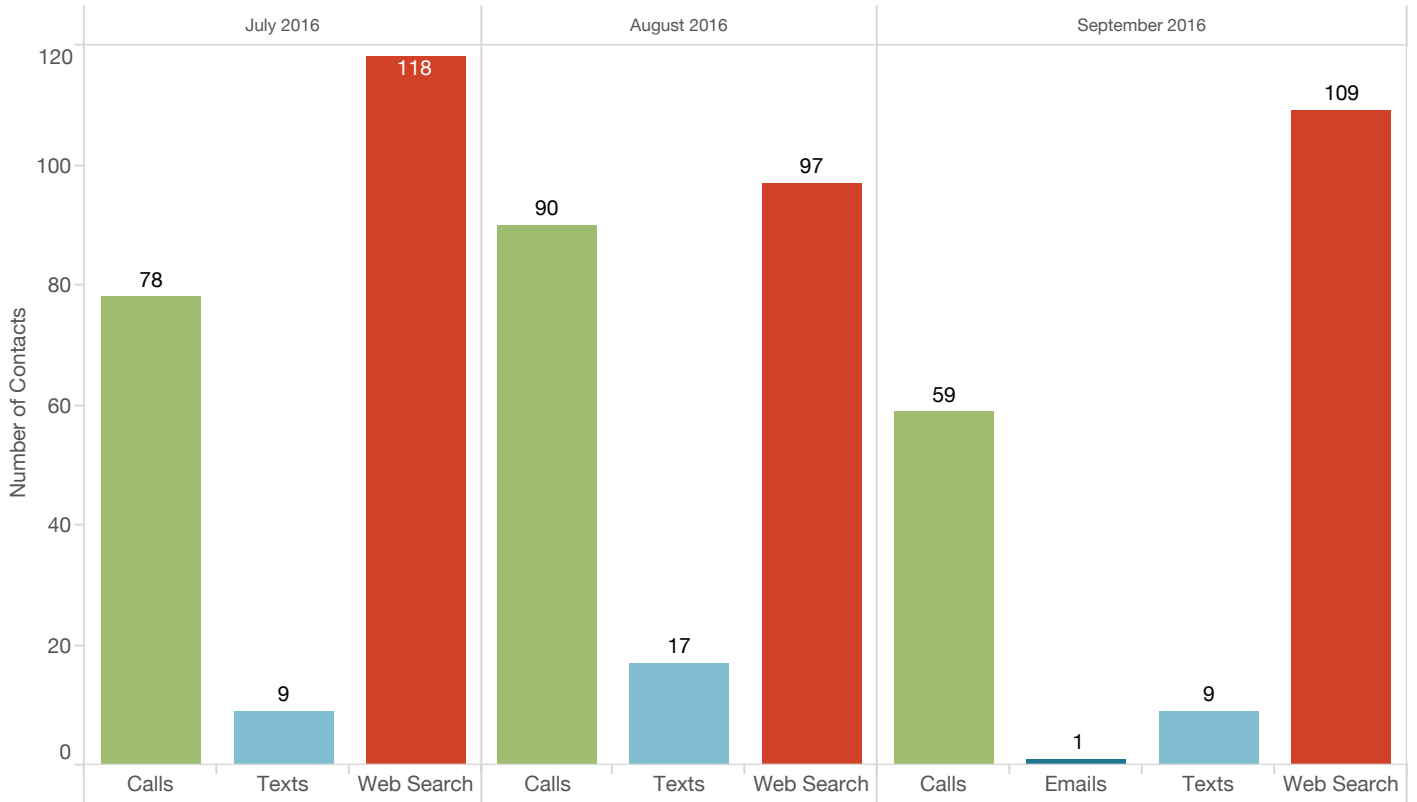


POLK COUNTY

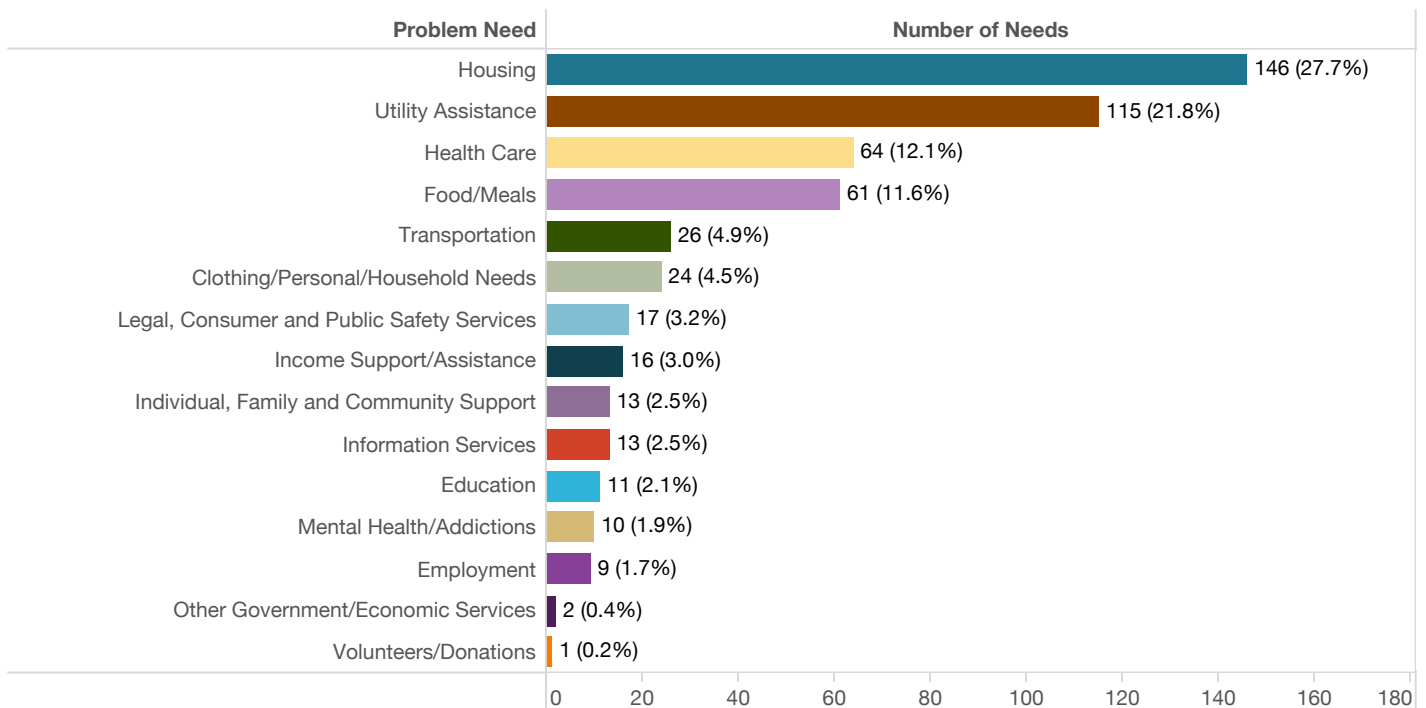
July 1, 2016 - September 30, 2016



How many contacts did we receive?



What were contacts' needs?

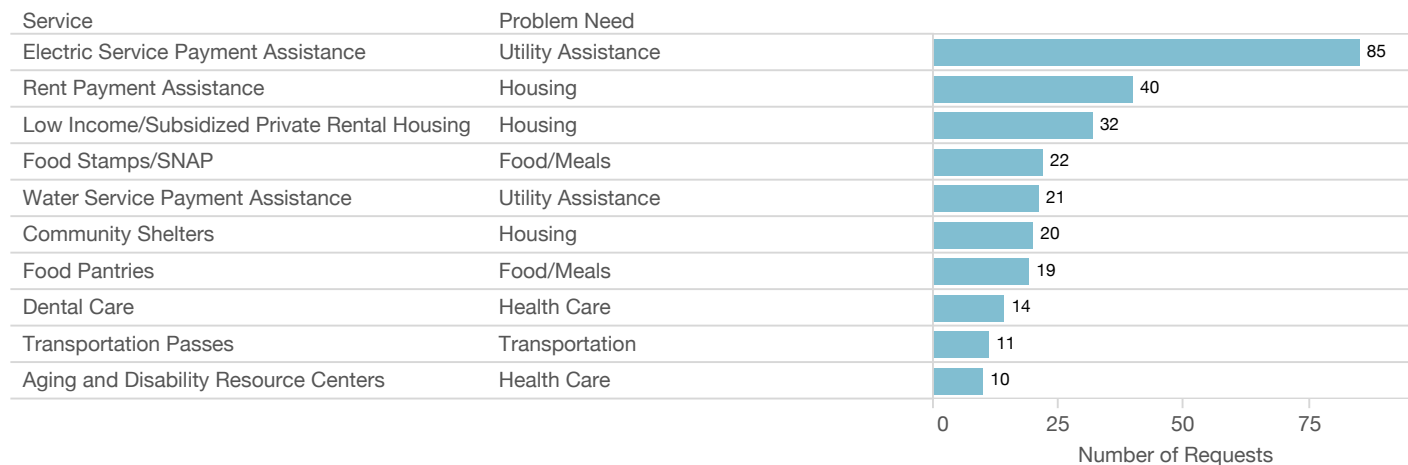


POLK COUNTY

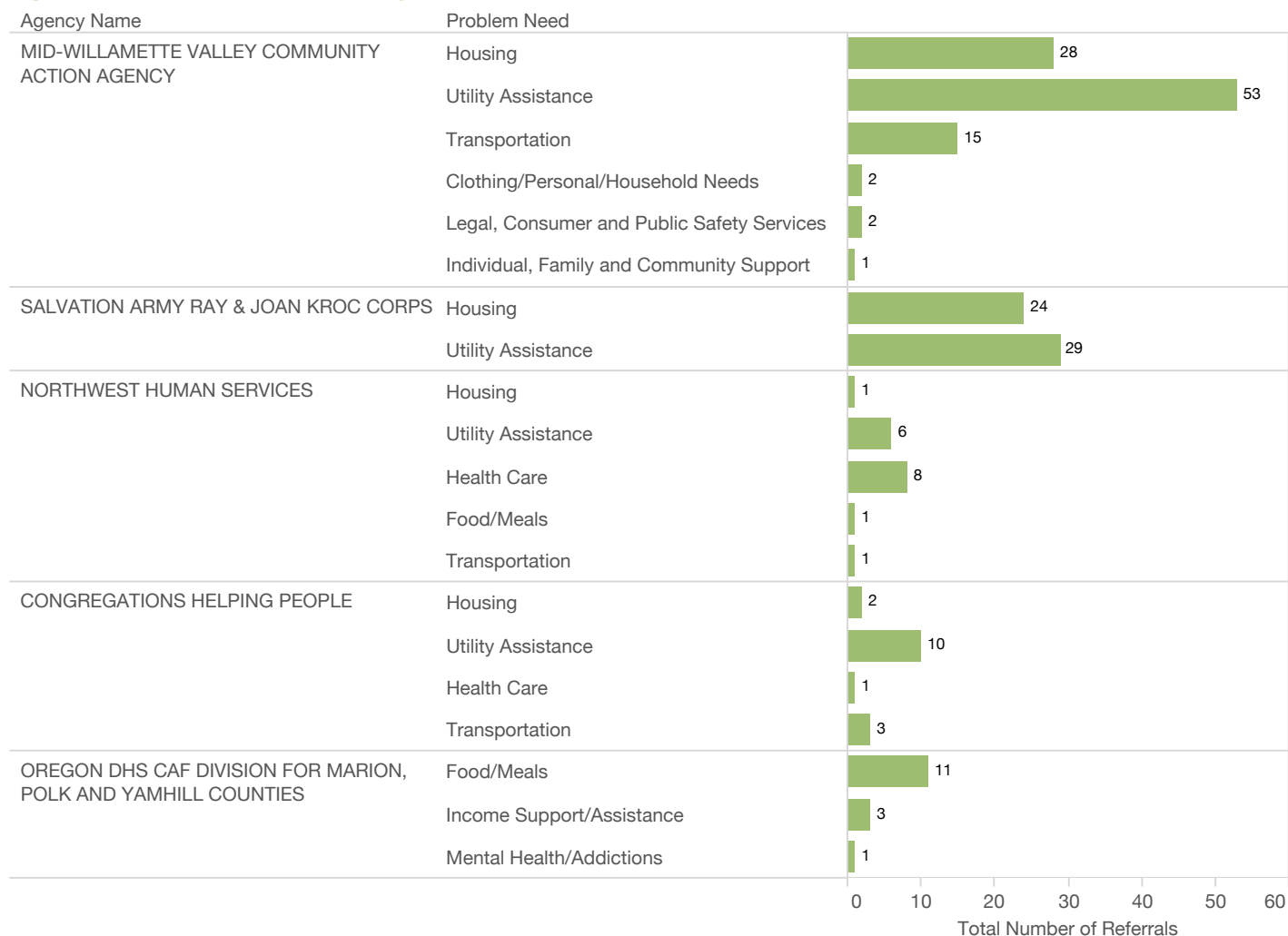
July 1, 2016 - September 30, 2016



Services most often requested by contacts



Agencies most often referred by 211info



DIAL 211

VISIT 211info.org

EMAIL help@211info.org

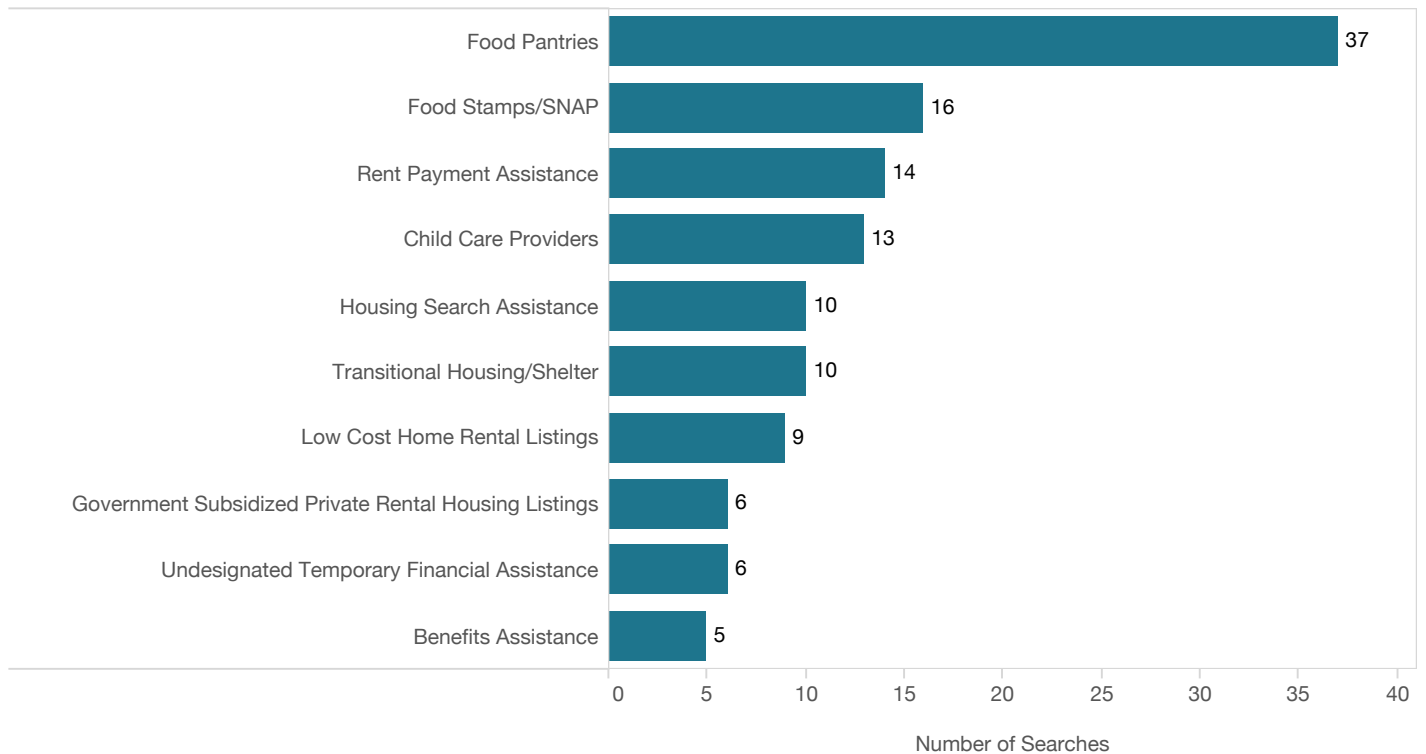
TEXT your zip code to 898211

POLK COUNTY

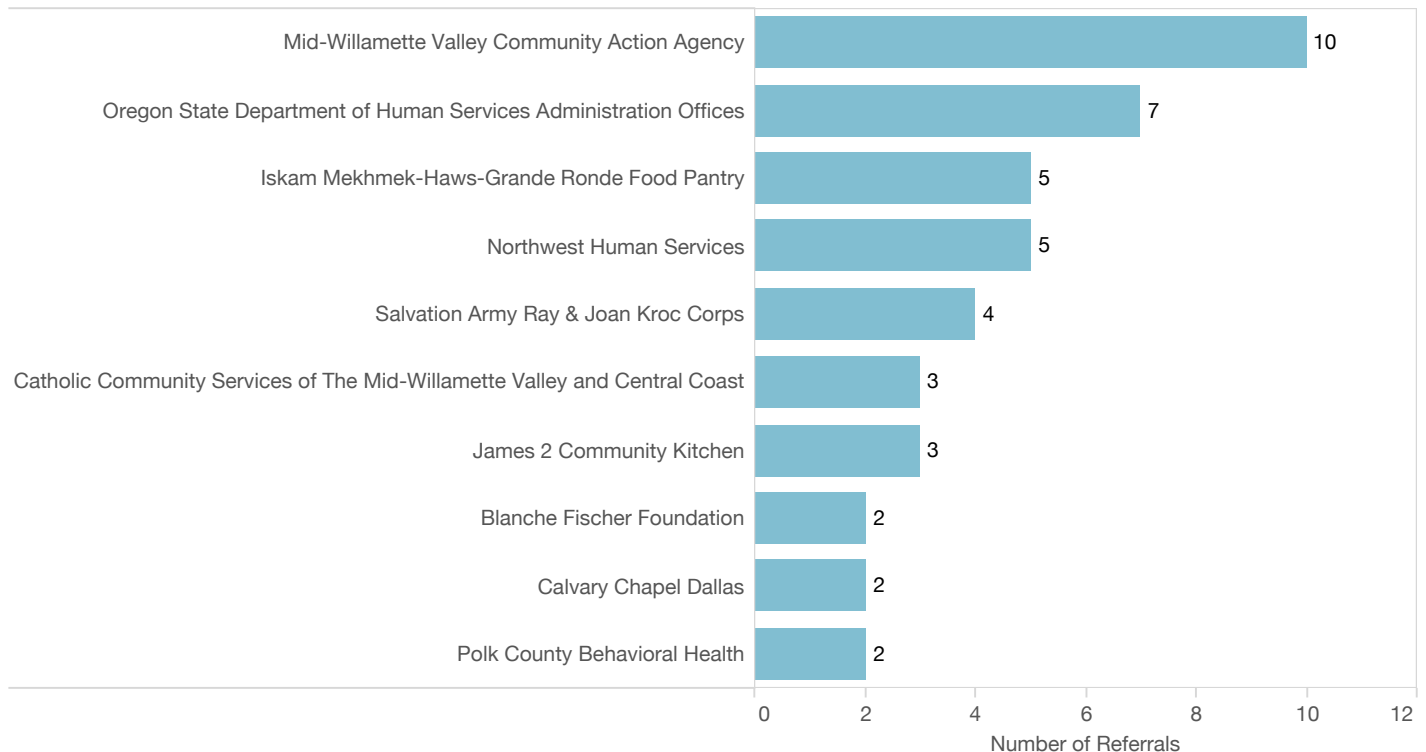
July 1, 2016 - September 30, 2016



Services most often searched in the online database



Agencies most often referred through the online database



POLK COUNTY

July 1, 2016 - September 30, 2016



There were 49 instances where a referral was not appropriate for the contact's requested need. While housing requests had the greatest number of unmet community needs, employment 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
Employment	4.0	44%	5.0	56%
Other Government/Economic Services	1.0	50%	1.0	50%
Housing	125.0	86%	21.0	14%
Health Care	57.0	89%	7.0	11%
Clothing/Personal/Household Needs	22.0	92%	2.0	8%
Information Services	12.0	92%	1.0	8%
Transportation	24.0	92%	2.0	8%
Food/Meals	57.0	93%	4.0	7%
Utility Assistance	109.0	95%	6.0	5%
Individual, Family and Community Support	13.0	100%		
Legal, Consumer and Public Safety Services	17.0	100%		
Mental Health/Addictions	10.0	100%		
Volunteers/Donations	1.0	100%		
Income Support/Assistance	16.0	100%		
Education	11.0	100%		

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

What are potential service gaps?

