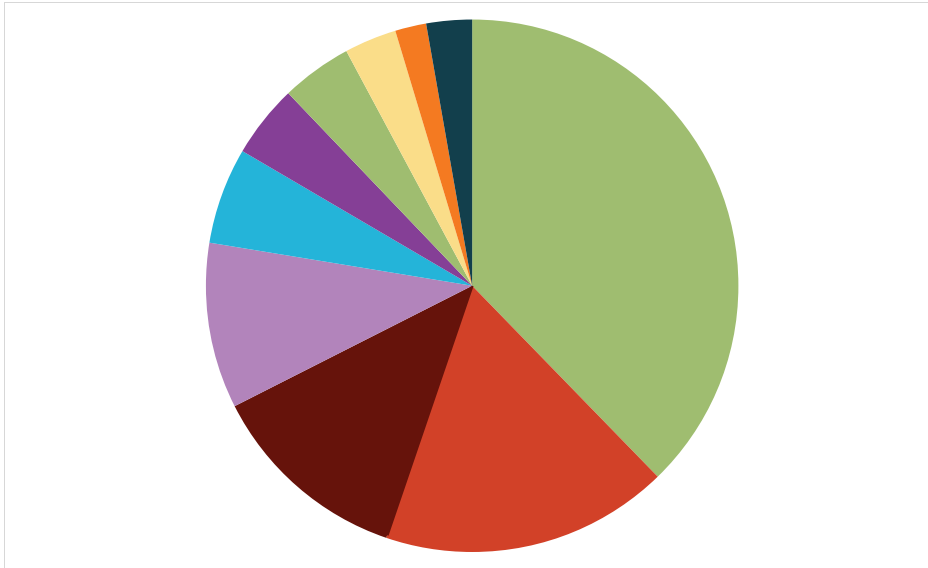


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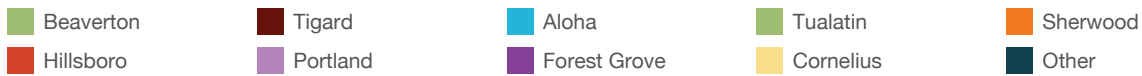
July 1, 2016 - September 30, 2016



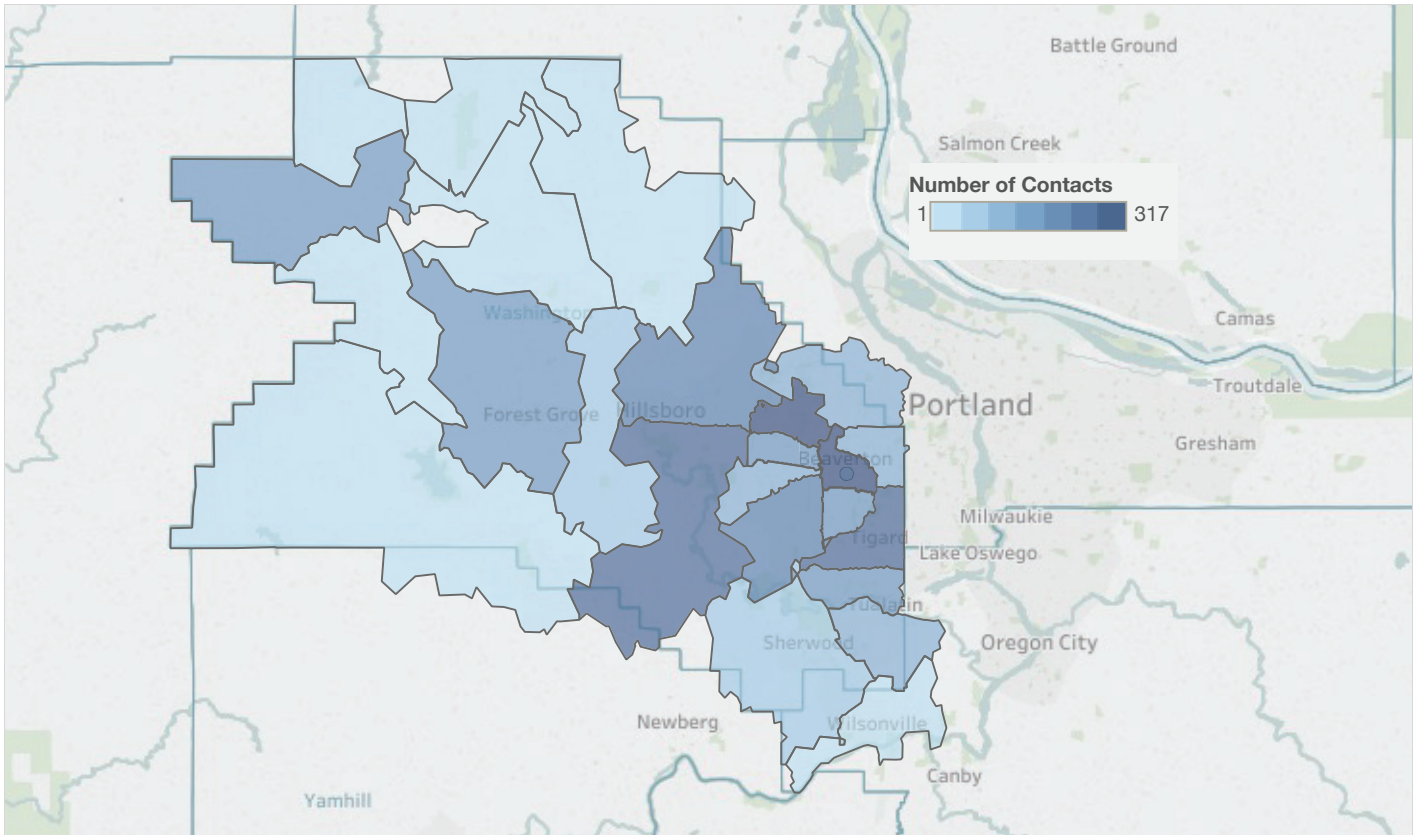
Cities



Beaverton	38.07%
Hillsboro	17.64%
Tigard	12.42%
Portland	10.14%
Aloha	5.91%
Forest Grove	4.46%
Tualatin	4.34%
Cornelius	3.20%
Sherwood	1.91%
Other	2.78%



ZIP Codes

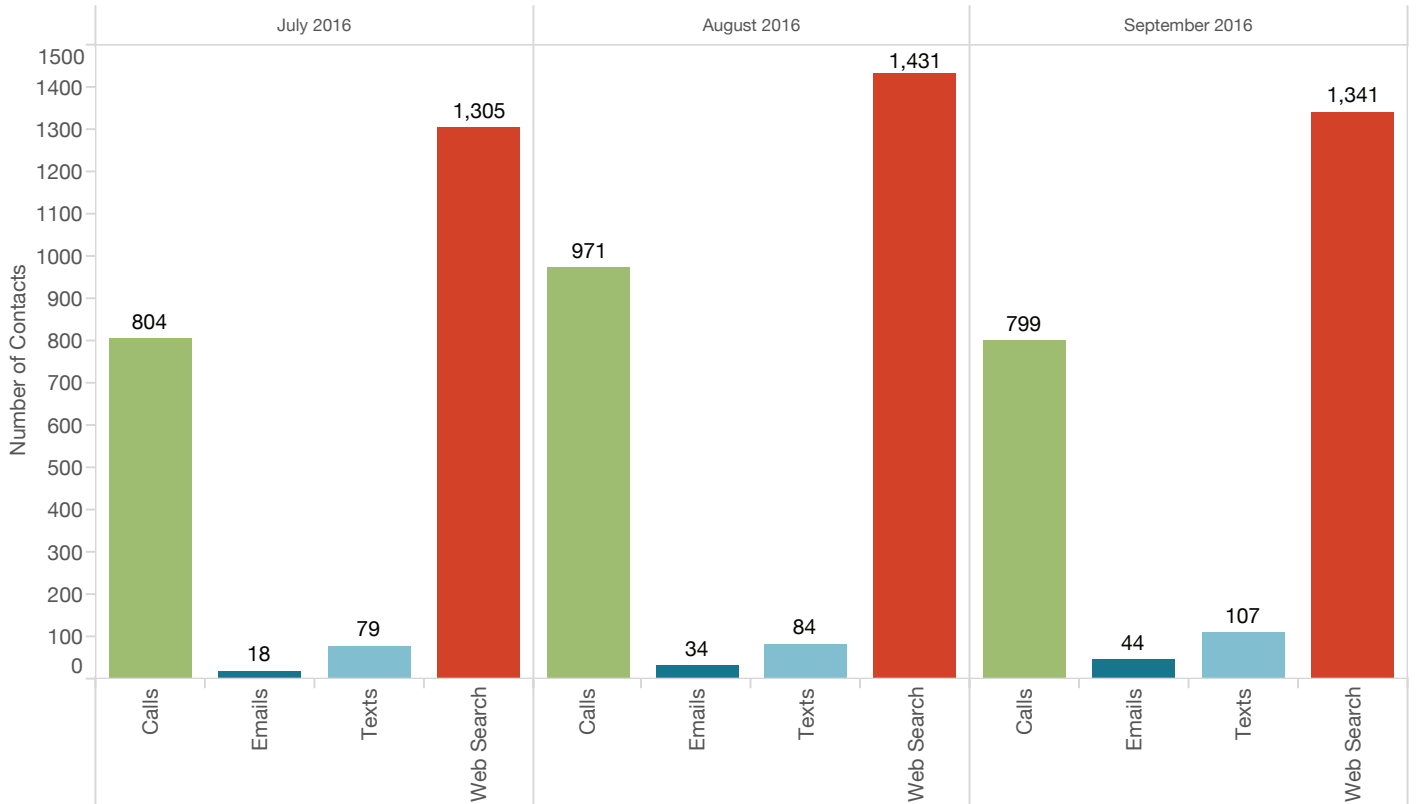


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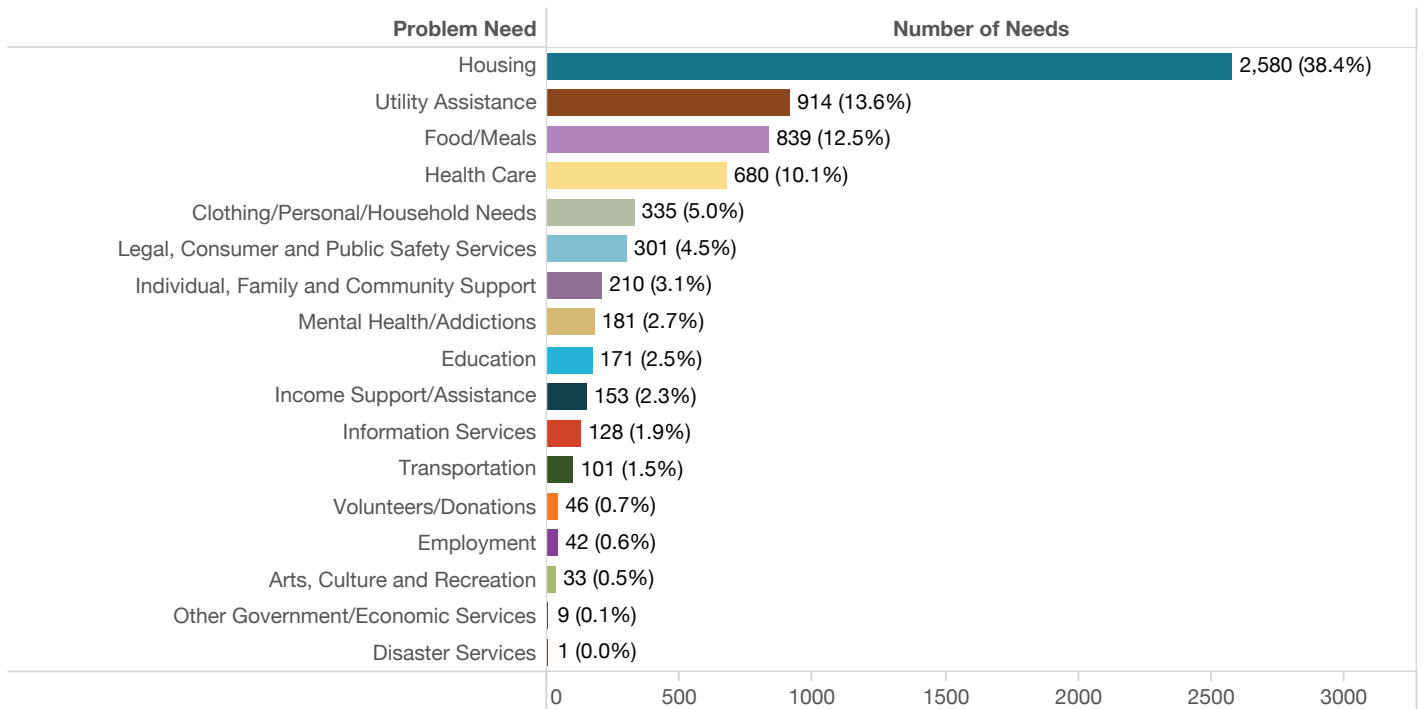
July 1, 2016 - September 30, 2016



How many contacts did we receive?



What were contacts' needs?

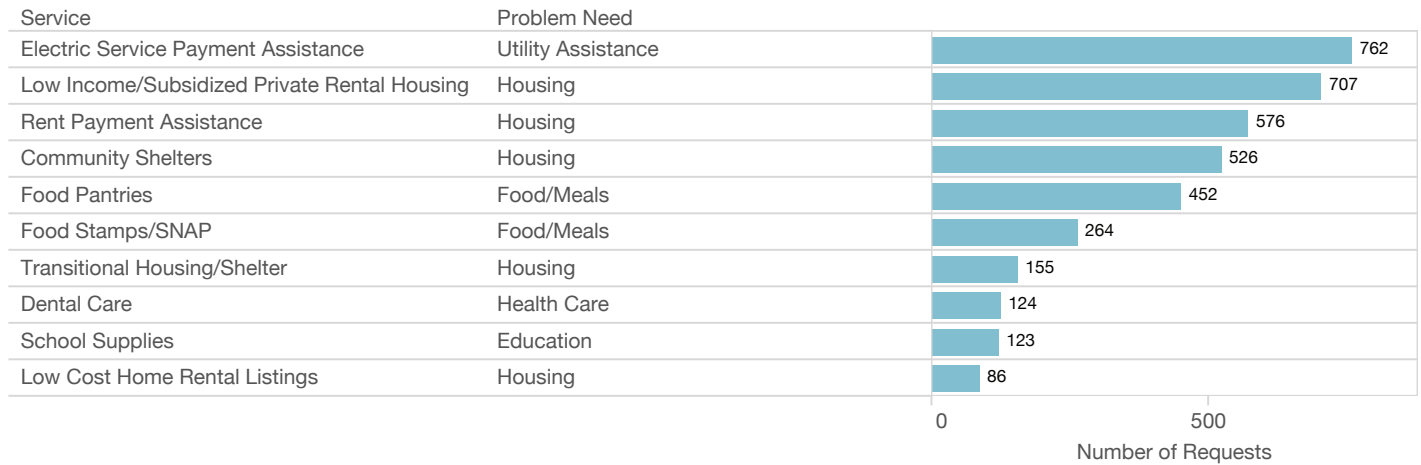


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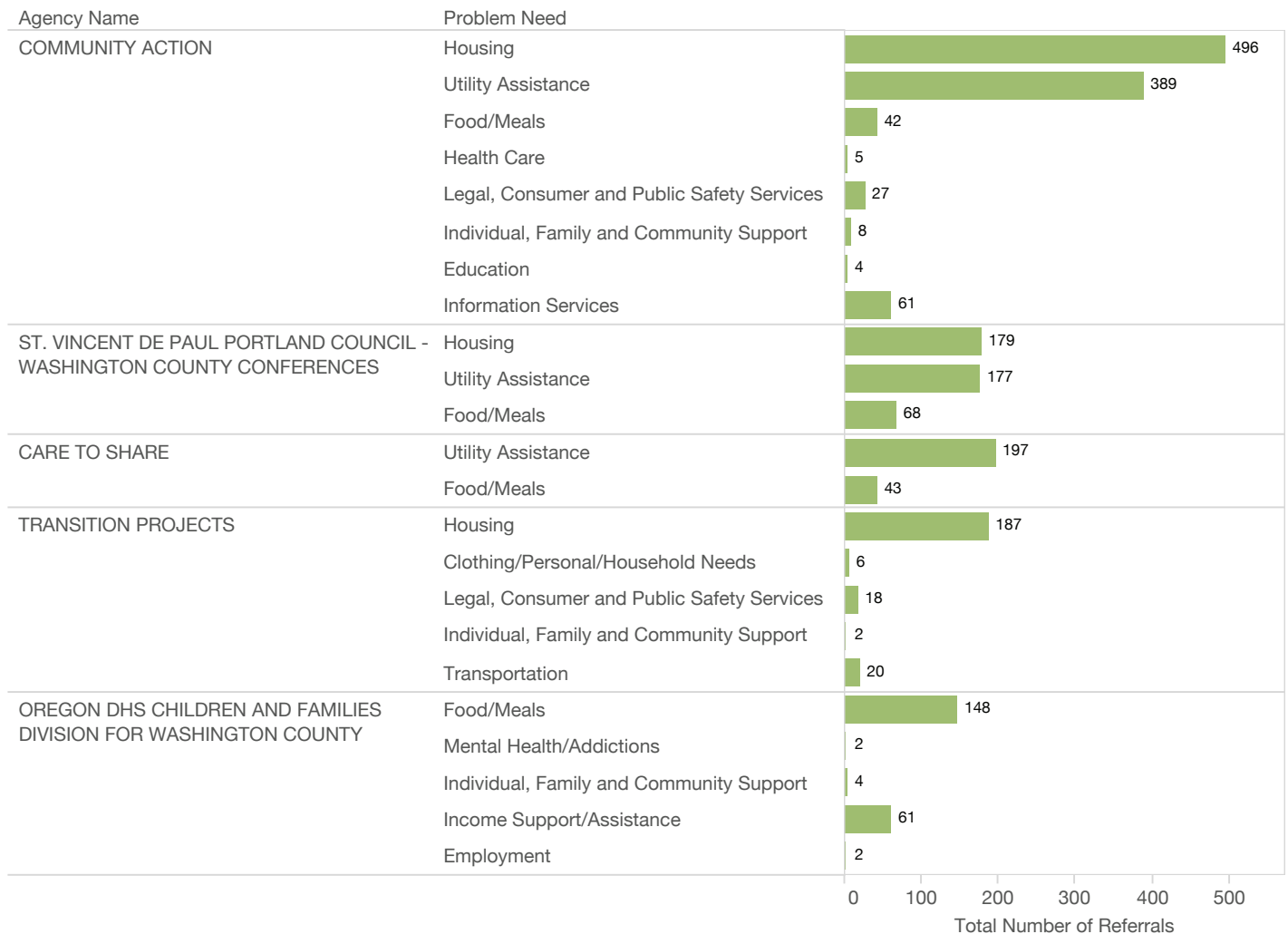
July 1, 2016 - September 30, 2016



Services most often requested by contacts



Agencies most often referred by 211info

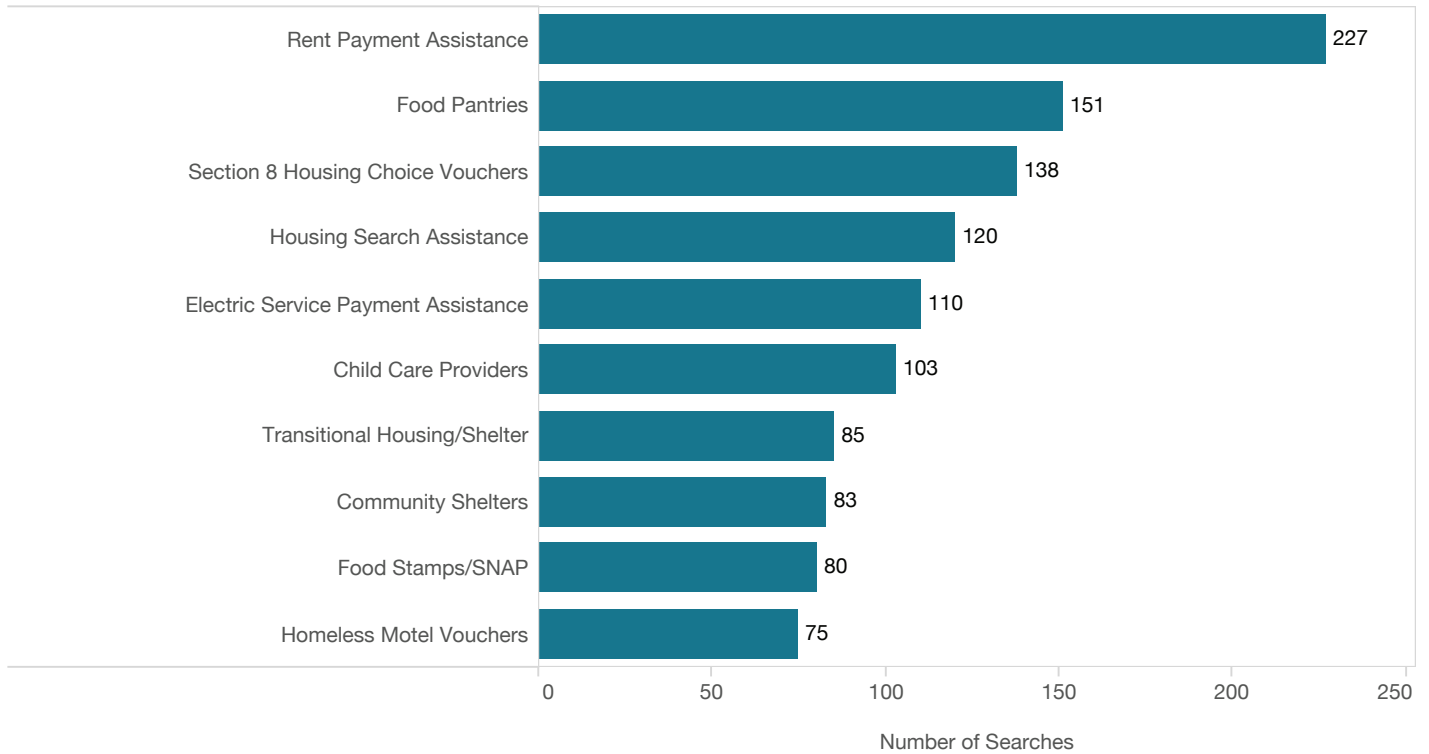


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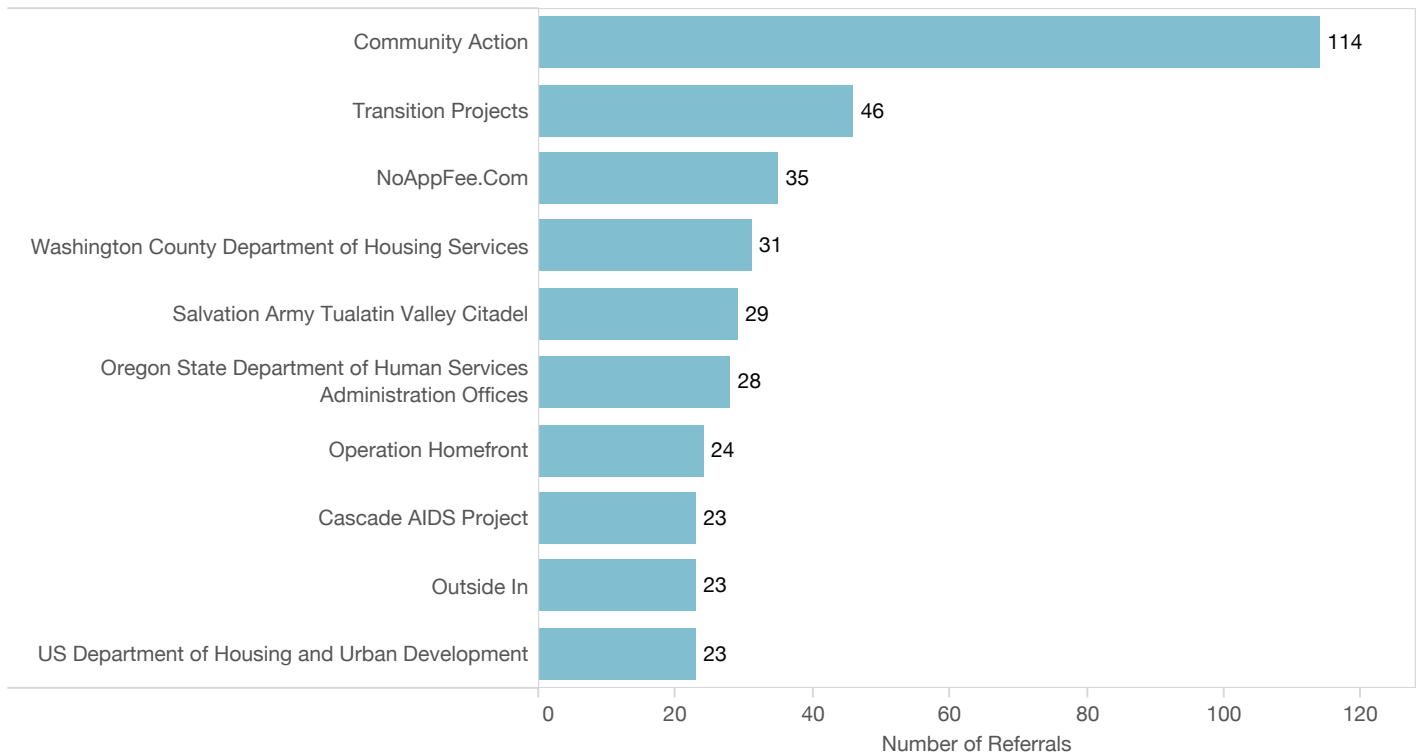
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Services most often searched in the online database



Agencies most often referred through the online database



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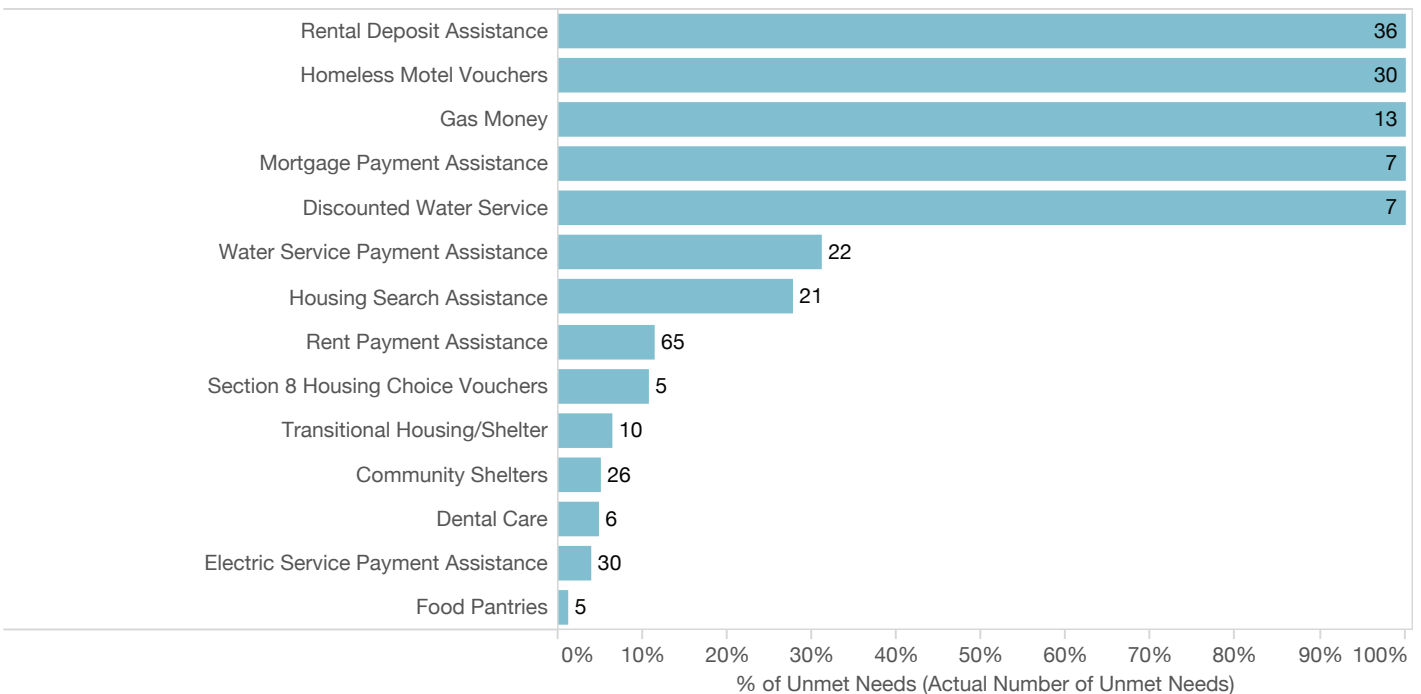
There were 425 instances where a referral was not appropriate for the contact's requested need. While housing requests had the greatest number of unmet community needs; disaster services, government services, and transportation needs all represent higher proportion of unmet needs.

What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Needs	% Requests	Number of Needs	% Requests
Disaster Services			1	100%
Other Government/Economic Services	6	67%	3	33%
Transportation	72	71%	29	29%
Housing	2,356	91%	224	9%
Utility Assistance	846	93%	68	7%
Arts, Culture and Recreation	31	94%	2	6%
Legal, Consumer and Public Safety Services	283	94%	18	6%
Individual, Family and Community Support	198	94%	12	6%
Employment	40	95%	2	5%
Income Support/Assistance	146	95%	7	5%
Health Care	655	96%	25	4%
Mental Health/Addictions	175	97%	6	3%
Clothing/Personal/Household Needs	324	97%	11	3%
Information Services	125	98%	3	2%
Food/Meals	827	99%	12	1%
Education	169	99%	2	1%
Volunteers/Donations	46	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 five or more requests are displayed below, sorted by proportion of referral requests.

What are potential service gaps?



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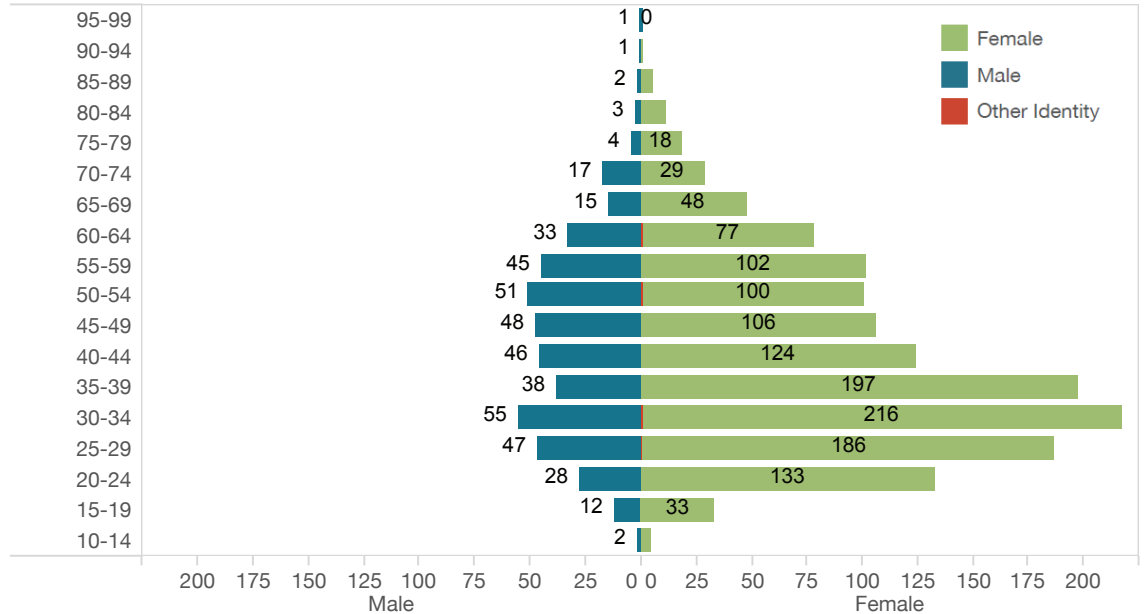
July 1, 2016 - September 30, 2016



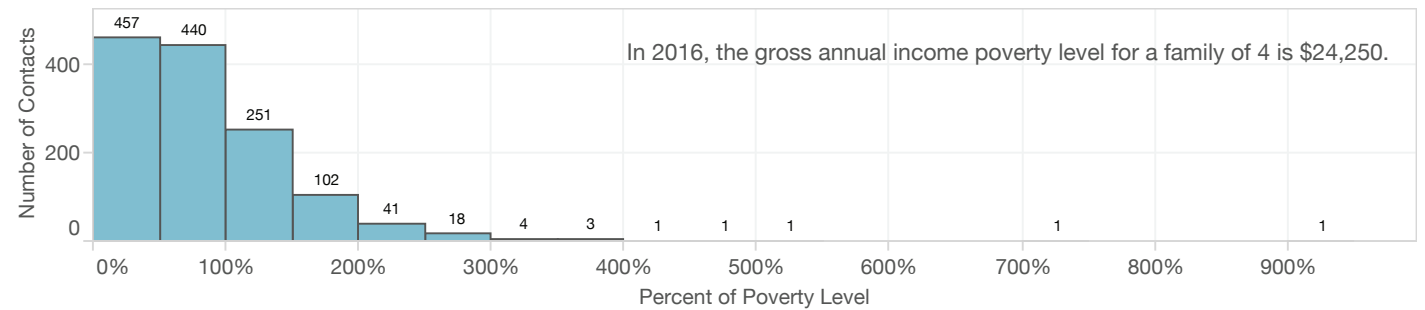
Age

95-99	0.05%
90-94	0.11%
85-89	0.38%
80-84	0.76%
75-79	1.20%
70-74	2.50%
65-69	3.42%
60-64	5.98%
55-59	7.98%
50-54	8.26%
45-49	8.37%
40-44	9.23%
35-39	12.76%
30-34	14.77%
25-29	12.71%
20-24	8.75%
15-19	2.44%
10-14	0.33%

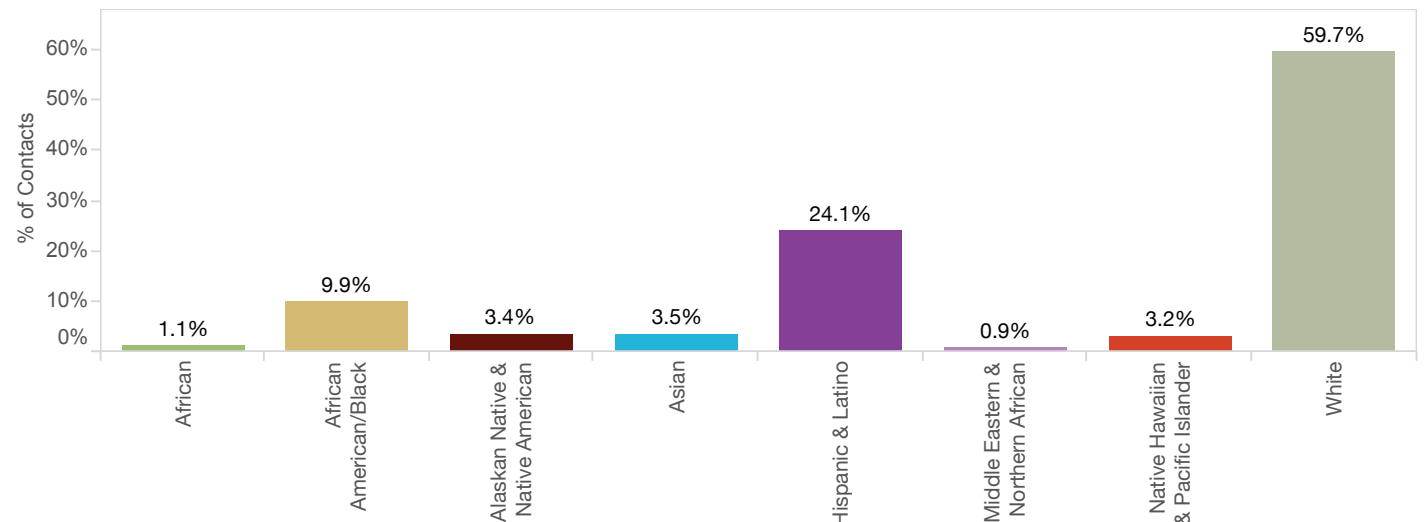
Age and Gender



Income



Race and Ethnicity

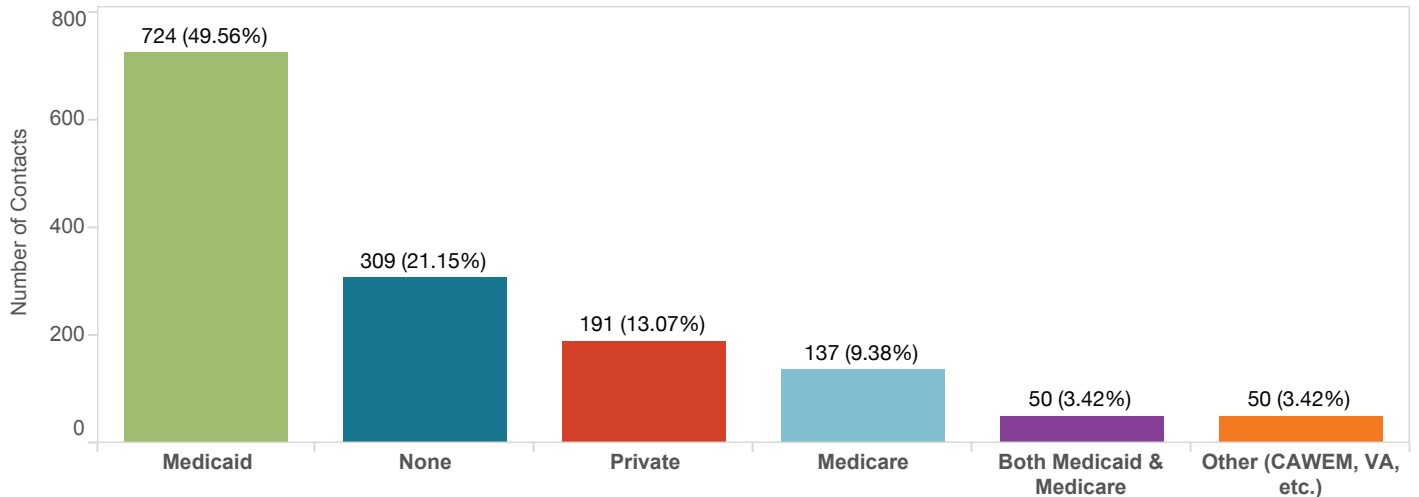


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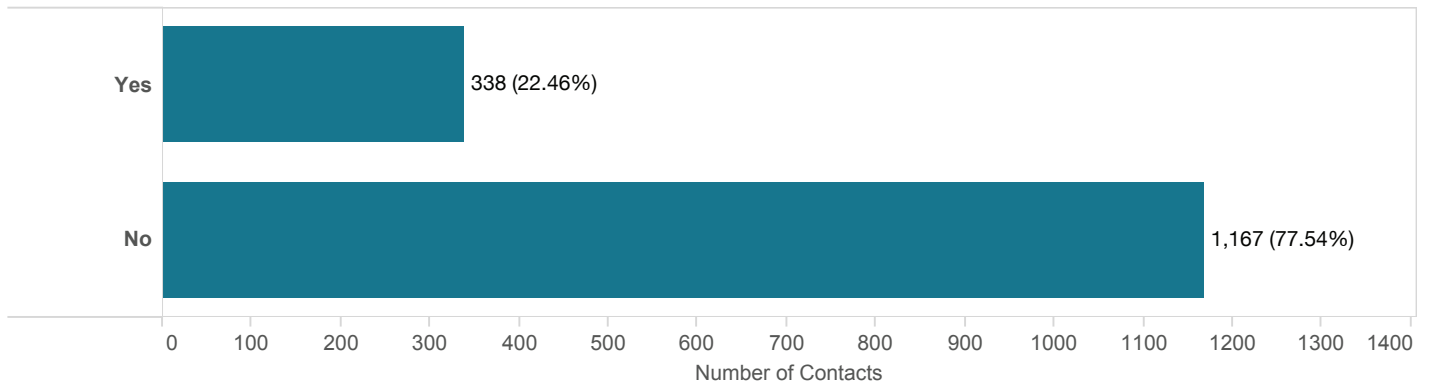
July 1, 2016 - September 30, 2016



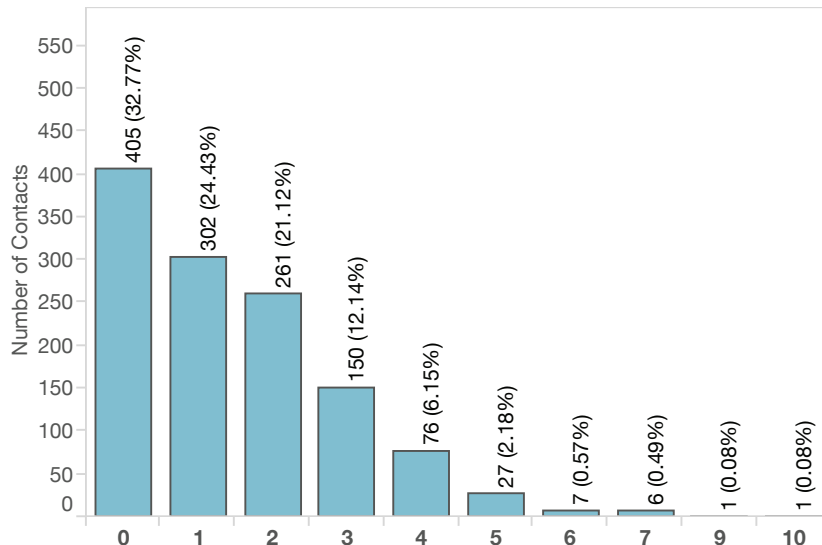
Health insurance status



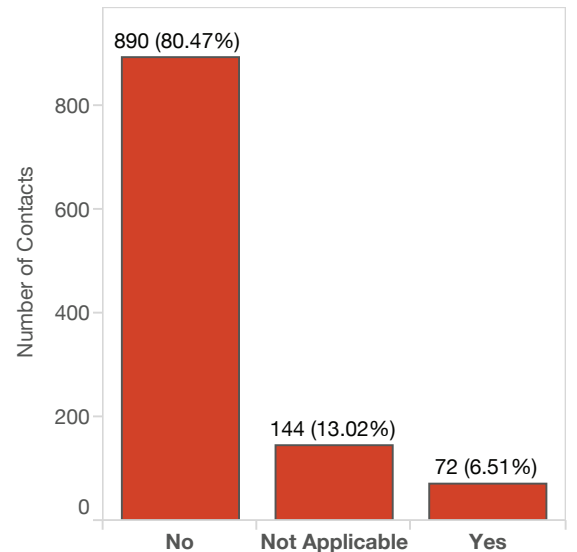
Are you currently homeless?



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?

