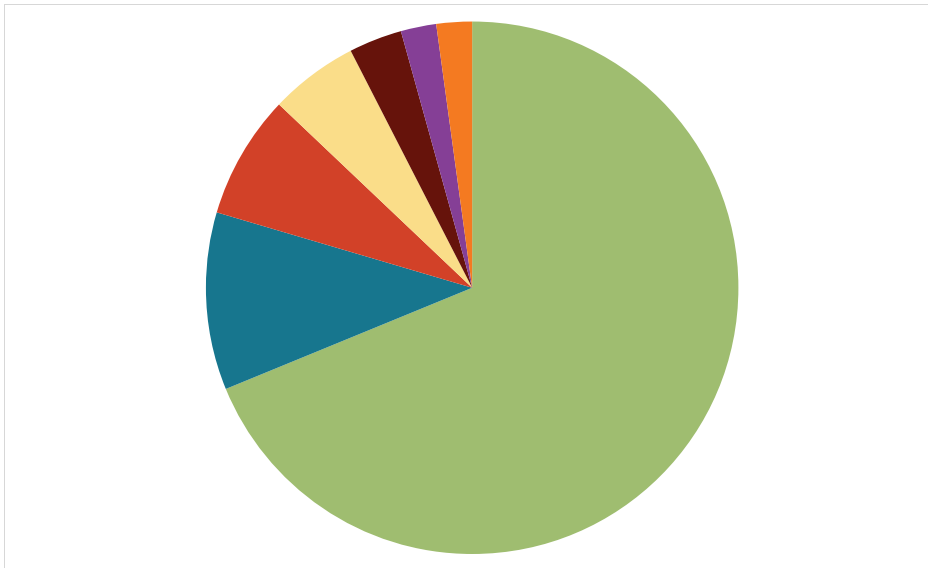


# BENTON COUNTY

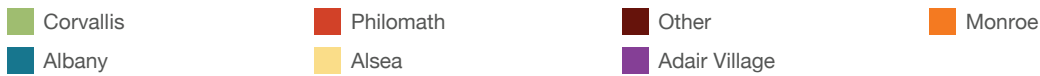
July 1, 2016 - September 30, 2016



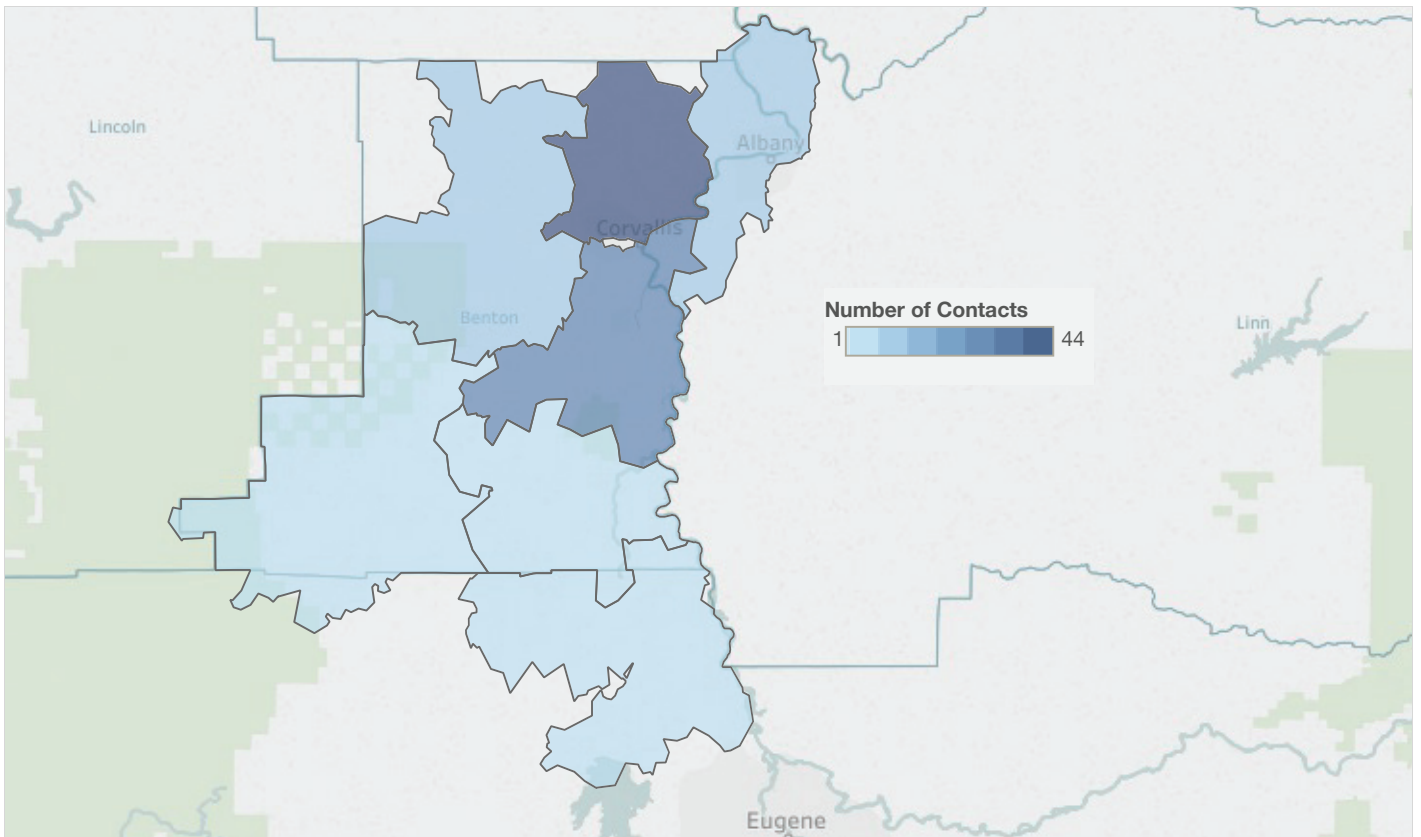
## Cities



Corvallis	68.82%
Albany	10.75%
Philomath	7.53%
Alsea	5.38%
Adair Village	2.15%
Monroe	2.15%
Other	3.23%



## ZIP Codes

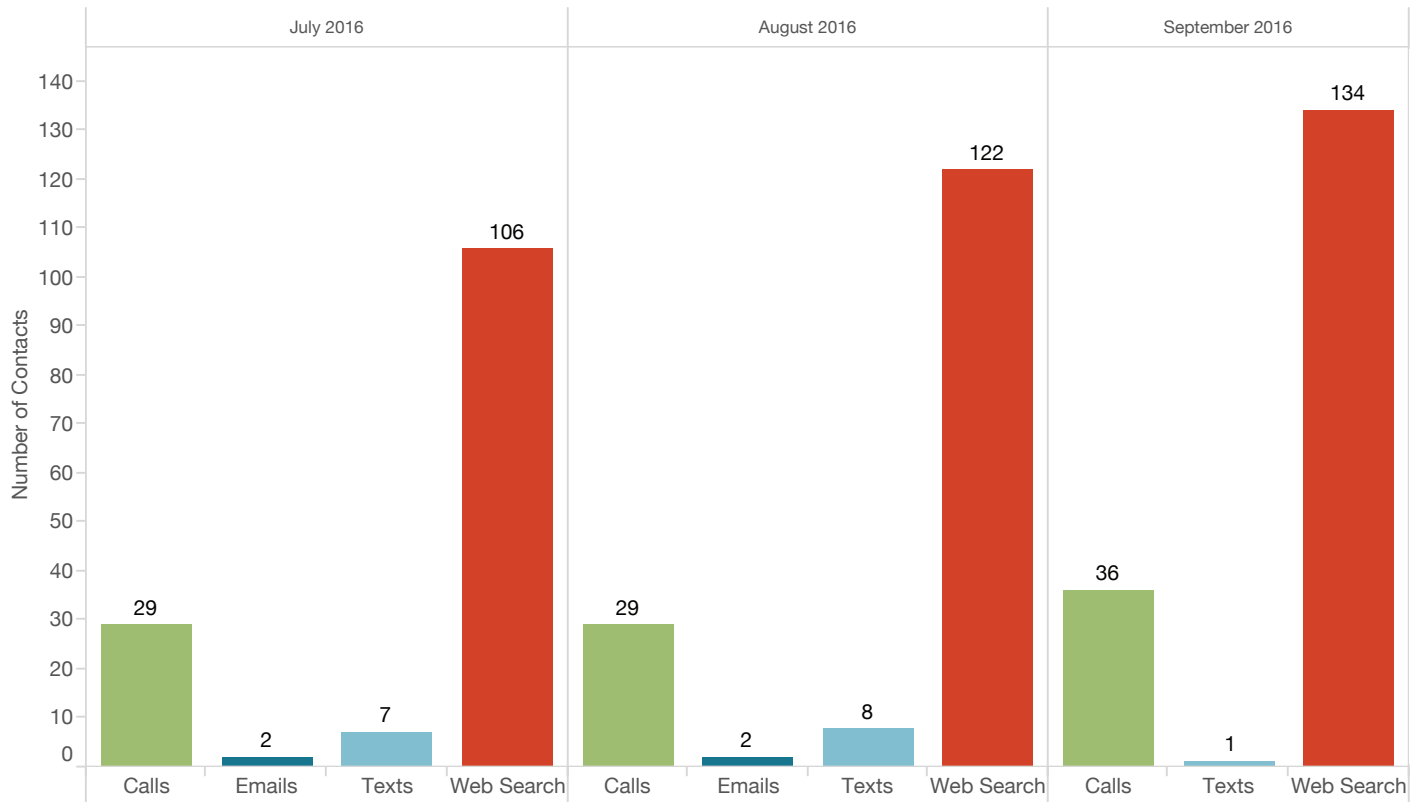


# BENTON COUNTY

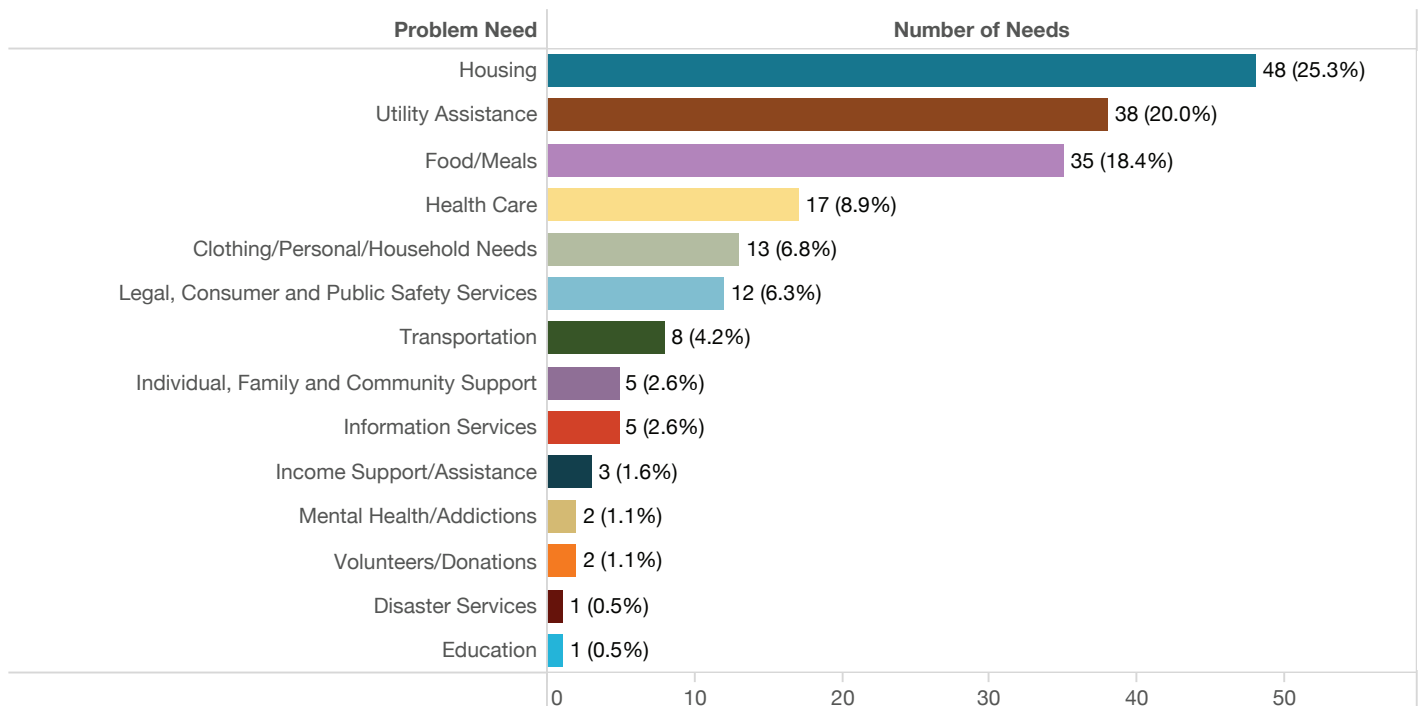
July 1, 2016 - September 30, 2016



## How many contacts did we receive?



## What were contacts' needs?

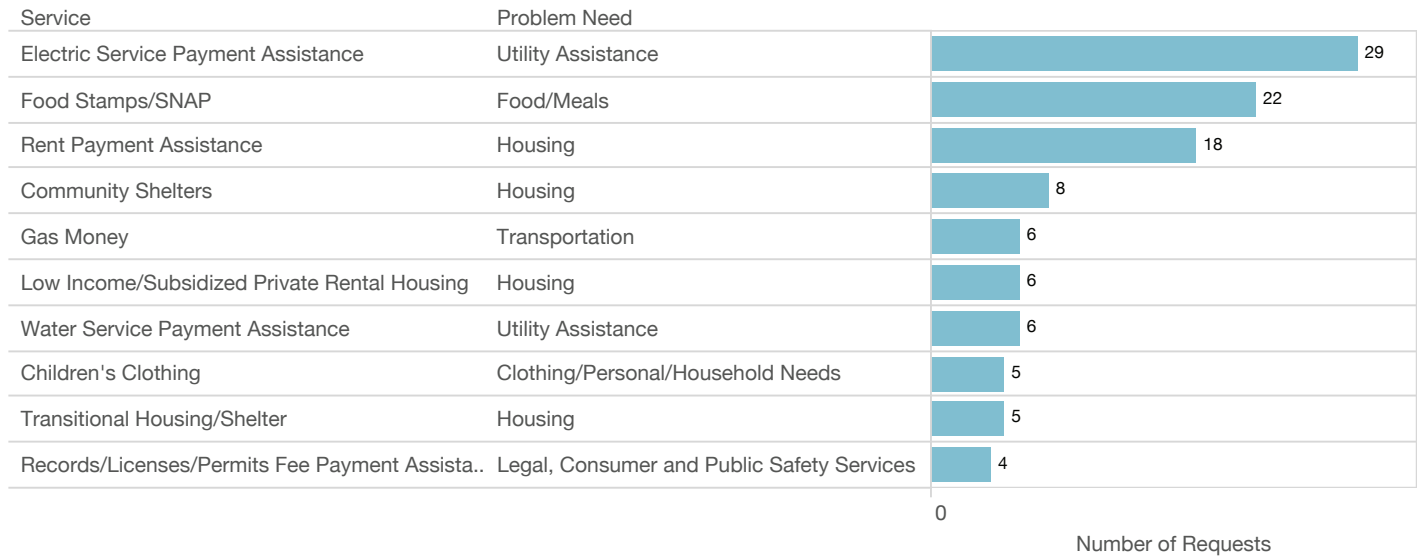


# BENTON COUNTY

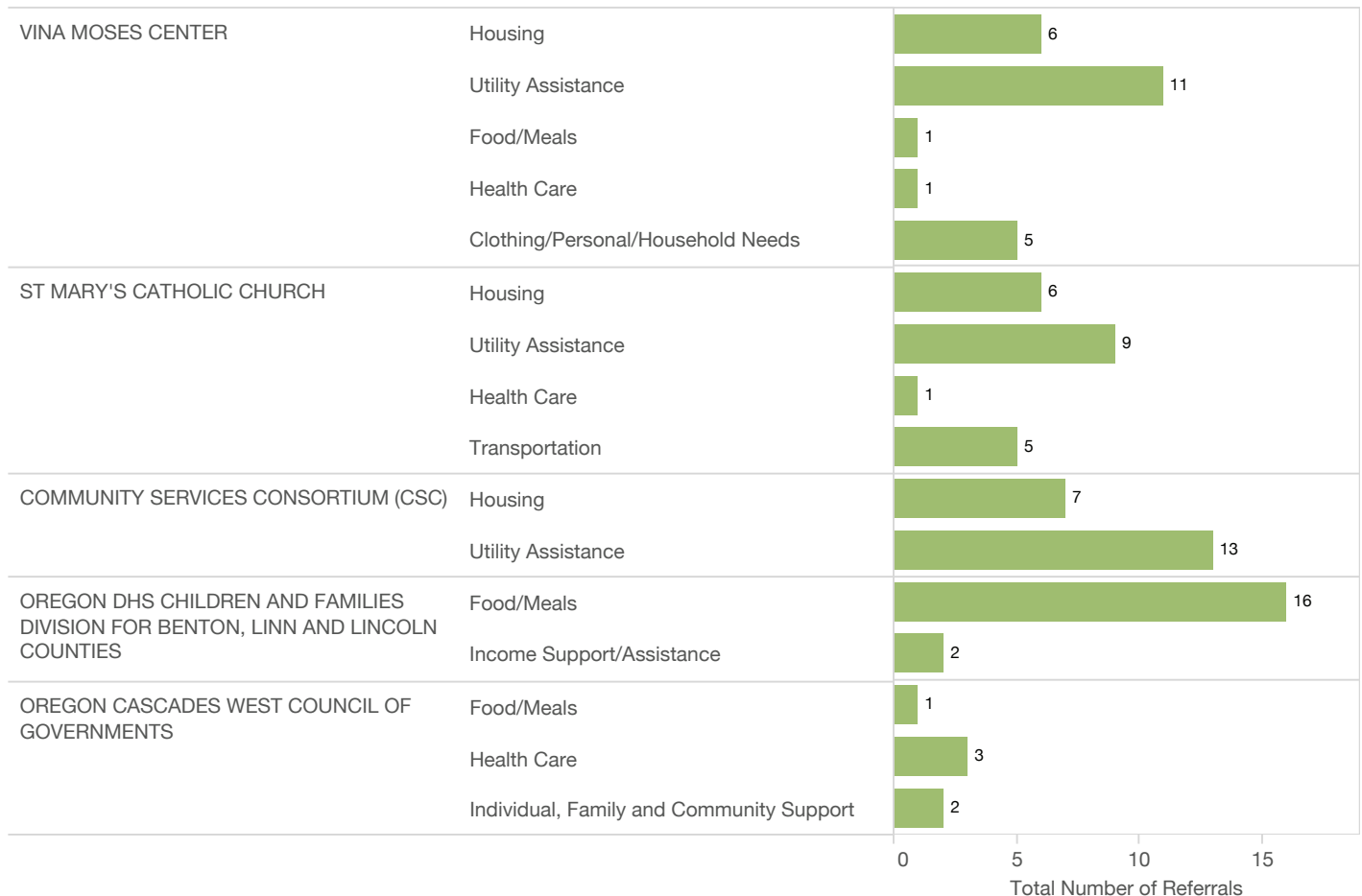
July 1, 2016 - September 30, 2016



## Services most often requested by contacts



## Agencies most often referred by 211info

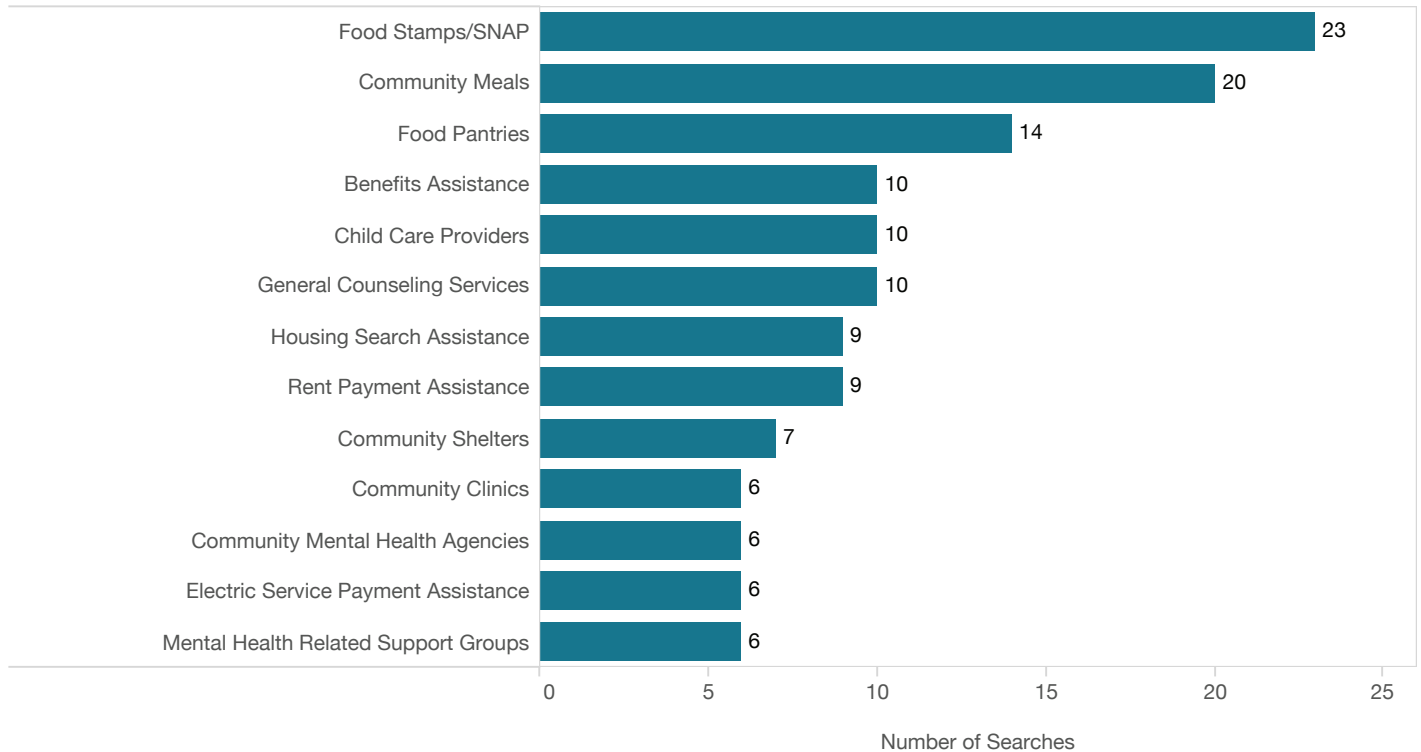


# BENTON COUNTY

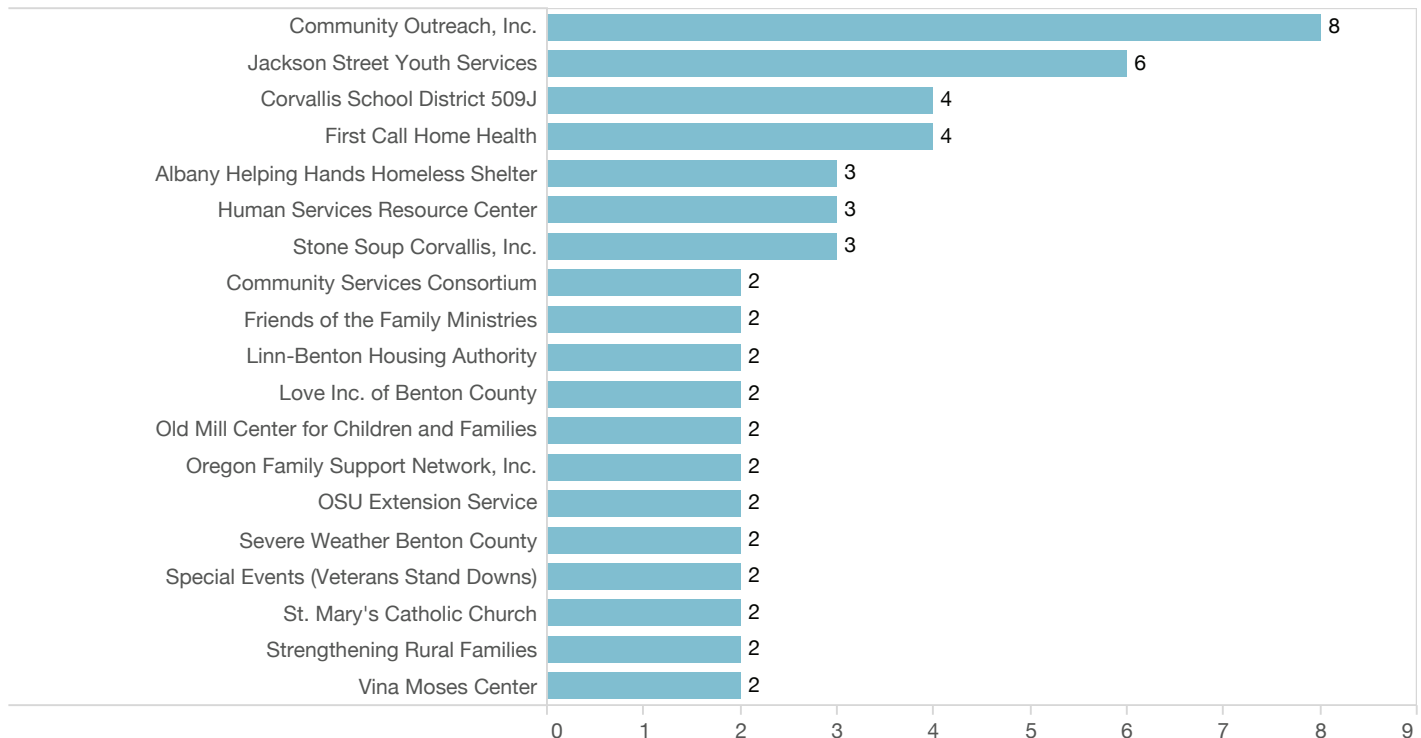
July 1, 2016 - September 30, 2016



## Services most often searched in the online database



## Agencies most often referred through the online database



# BENTON COUNTY

July 1, 2016 - September 30, 2016



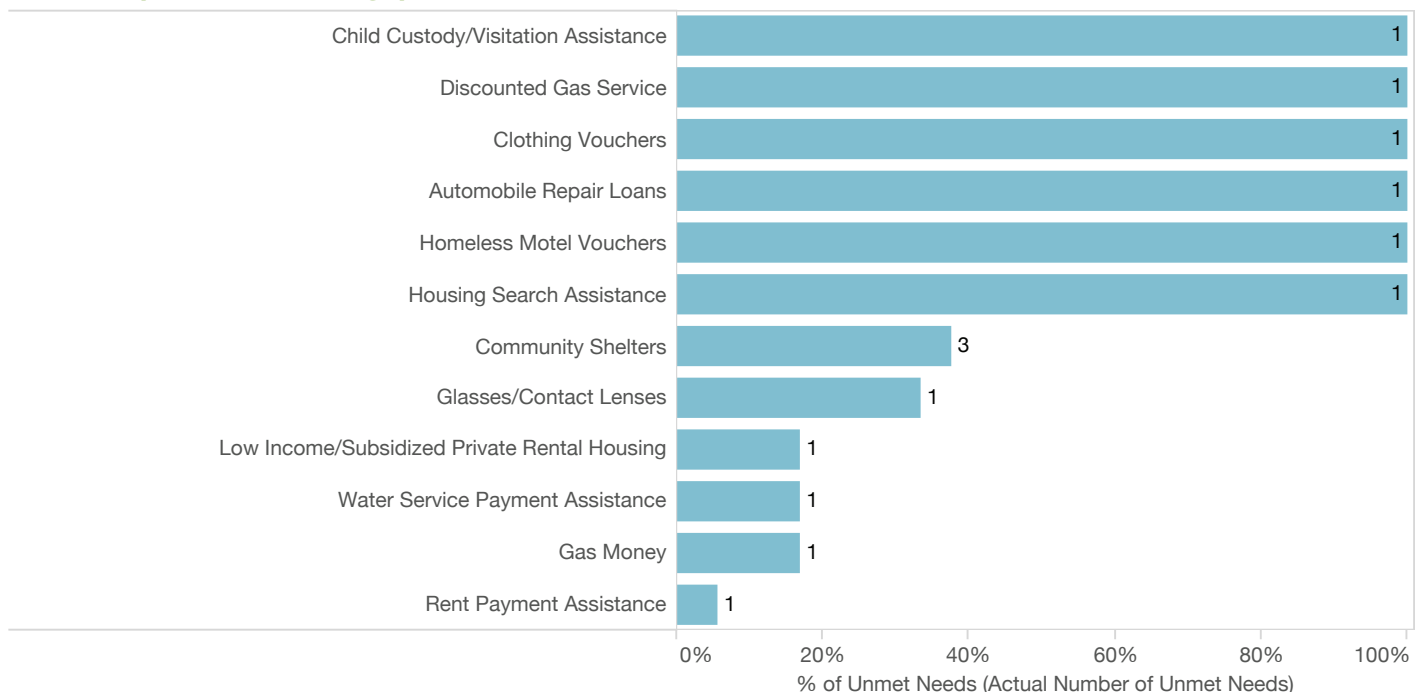
There were 14 instances where a referral was not appropriate for the contact's requested need. While housing requests had the greatest number of unmet community needs, transportation represents a greater proportion of unmet needs.

## What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Needs	% Requests	Number of Needs	% Requests
Transportation	6	75%	2	25%
Housing	41	85%	7	15%
Legal, Consumer and Public Safety Services	11	92%	1	8%
Clothing/Personal/Household Needs	12	92%	1	8%
Health Care	16	94%	1	6%
Utility Assistance	36	95%	2	5%
Individual, Family and Community Support	5	100%		
Food/Meals	35	100%		
Volunteers/Donations	2	100%		
Information Services	5	100%		
Mental Health/Addictions	2	100%		
Disaster Services	1	100%		
Education	1	100%		
Income Support/Assistance	3	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 are displayed below, sorted by proportion of referral requests.

## What are potential service gaps?



# BENTON COUNTY

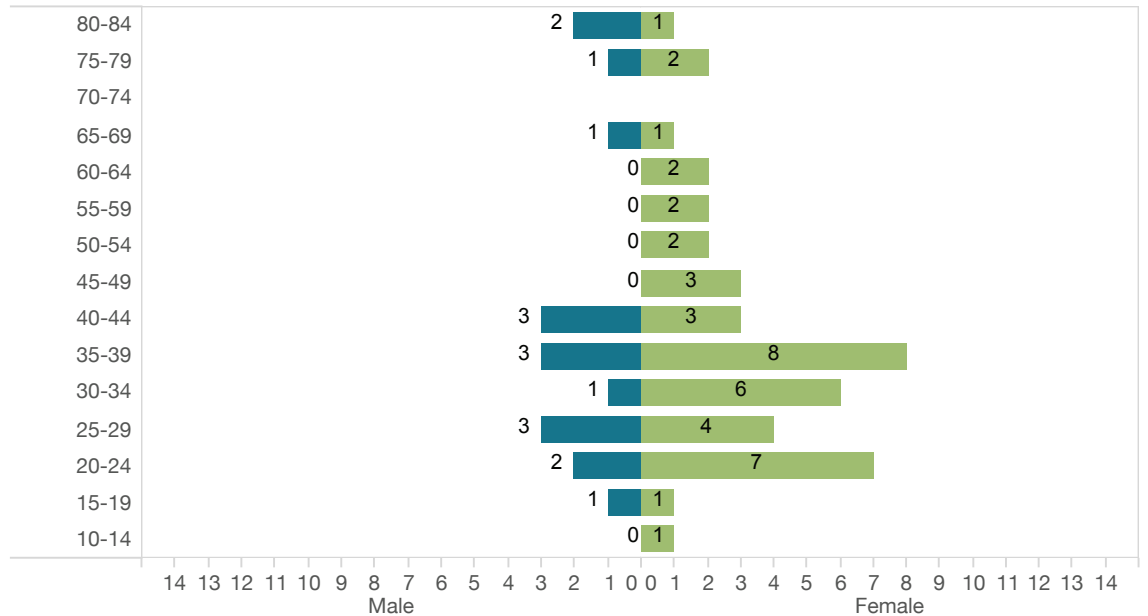
July 1, 2016 - September 30, 2016



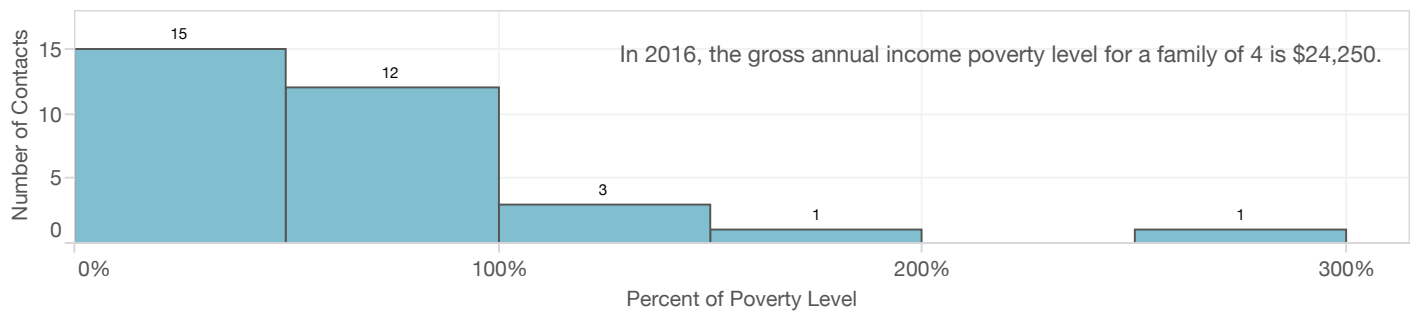
## Age

80-84	5.00%
75-79	5.00%
70-74	
65-69	3.33%
60-64	3.33%
55-59	3.33%
50-54	3.33%
45-49	5.00%
40-44	10.00%
35-39	18.33%
30-34	11.67%
25-29	11.67%
20-24	15.00%
15-19	3.33%
10-14	1.67%

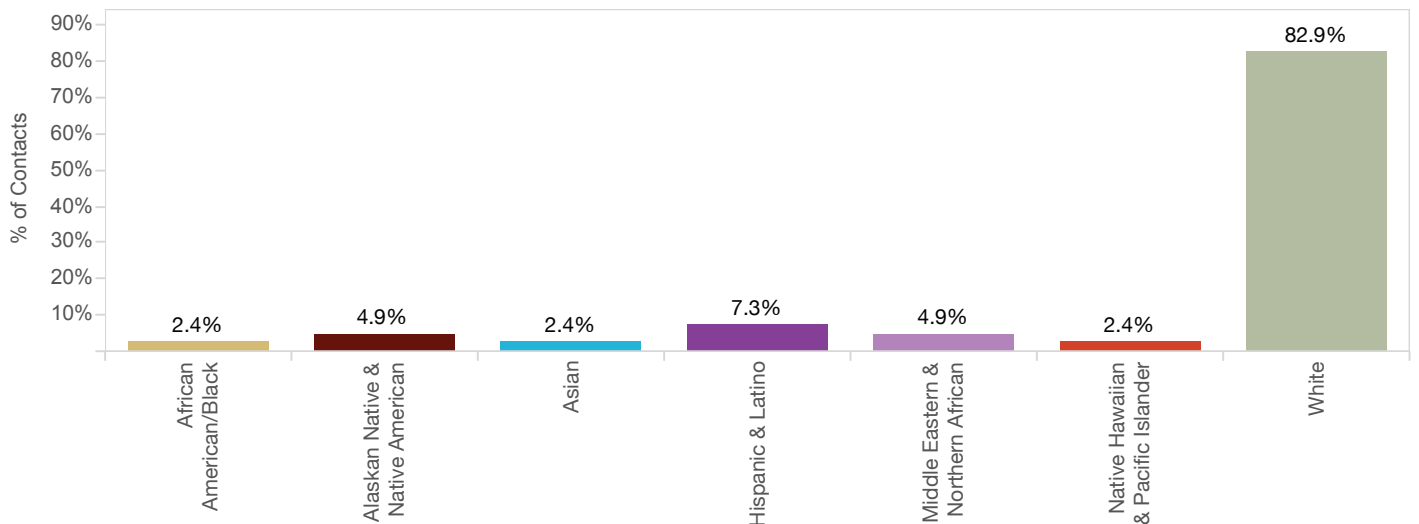
## Age and Gender



## Income



## Race and Ethnicity

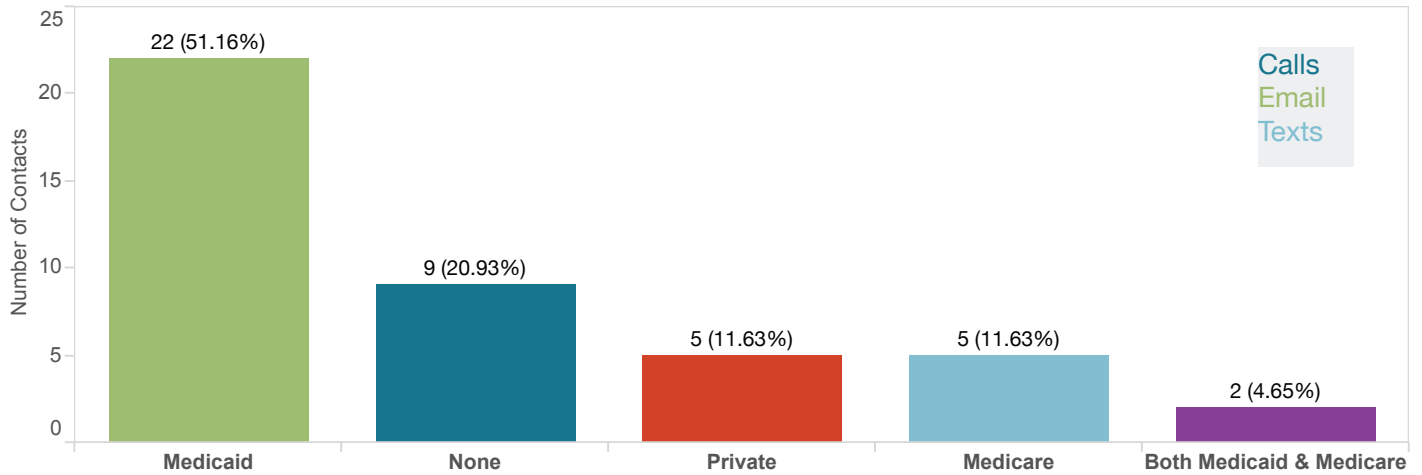


# BENTON COUNTY

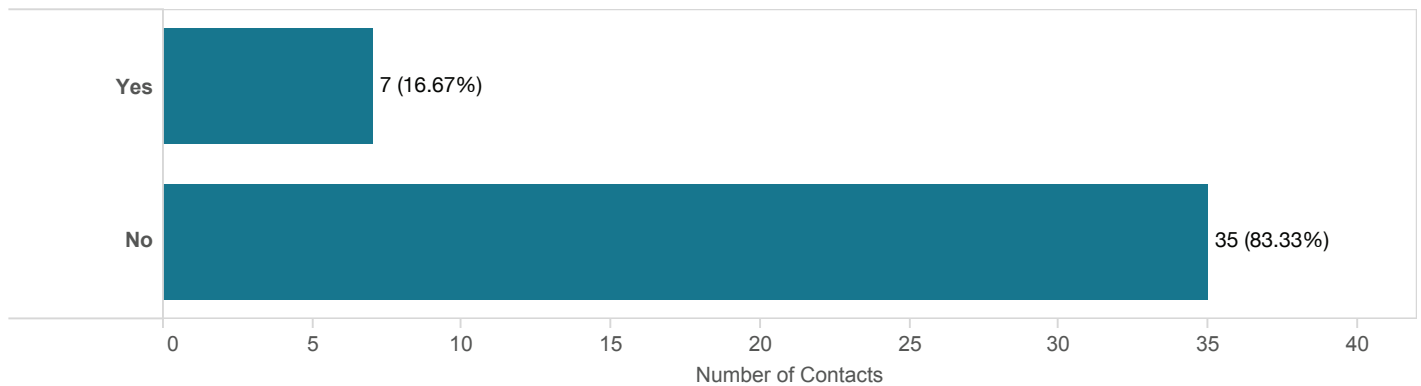
July 1, 2016 - September 30, 2016



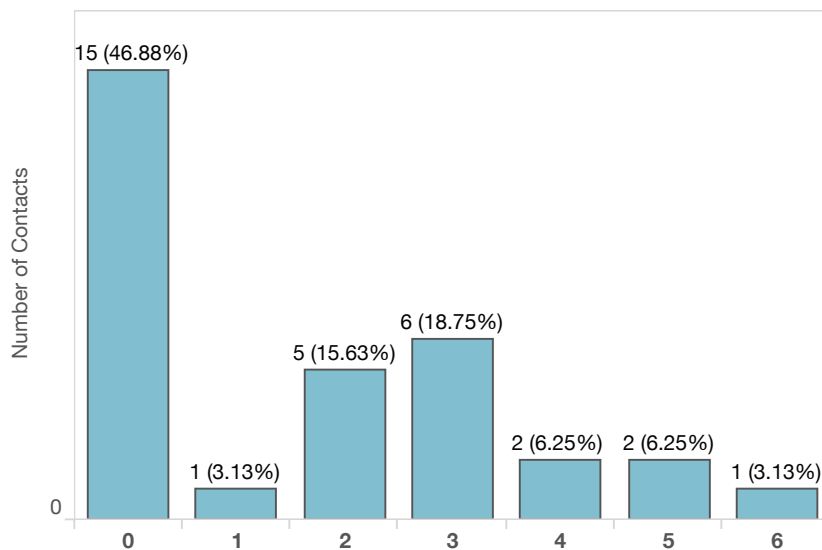
## Health insurance status



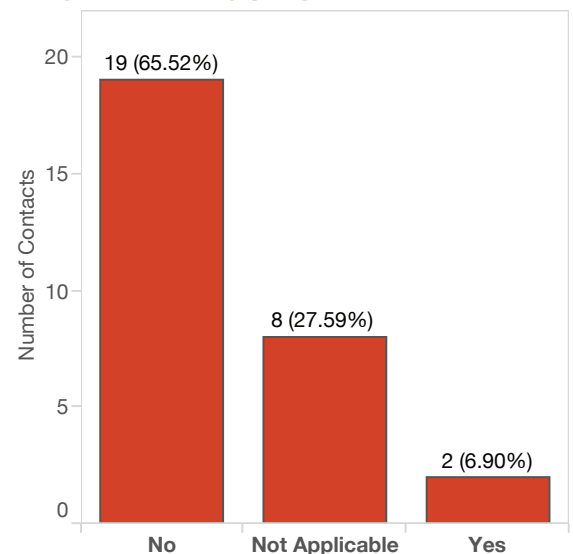
## Are you currently homeless?



## Number of children in the household



## Are you currently pregnant?



# BENTON COUNTY

July 1, 2016 - September 30, 2016



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

