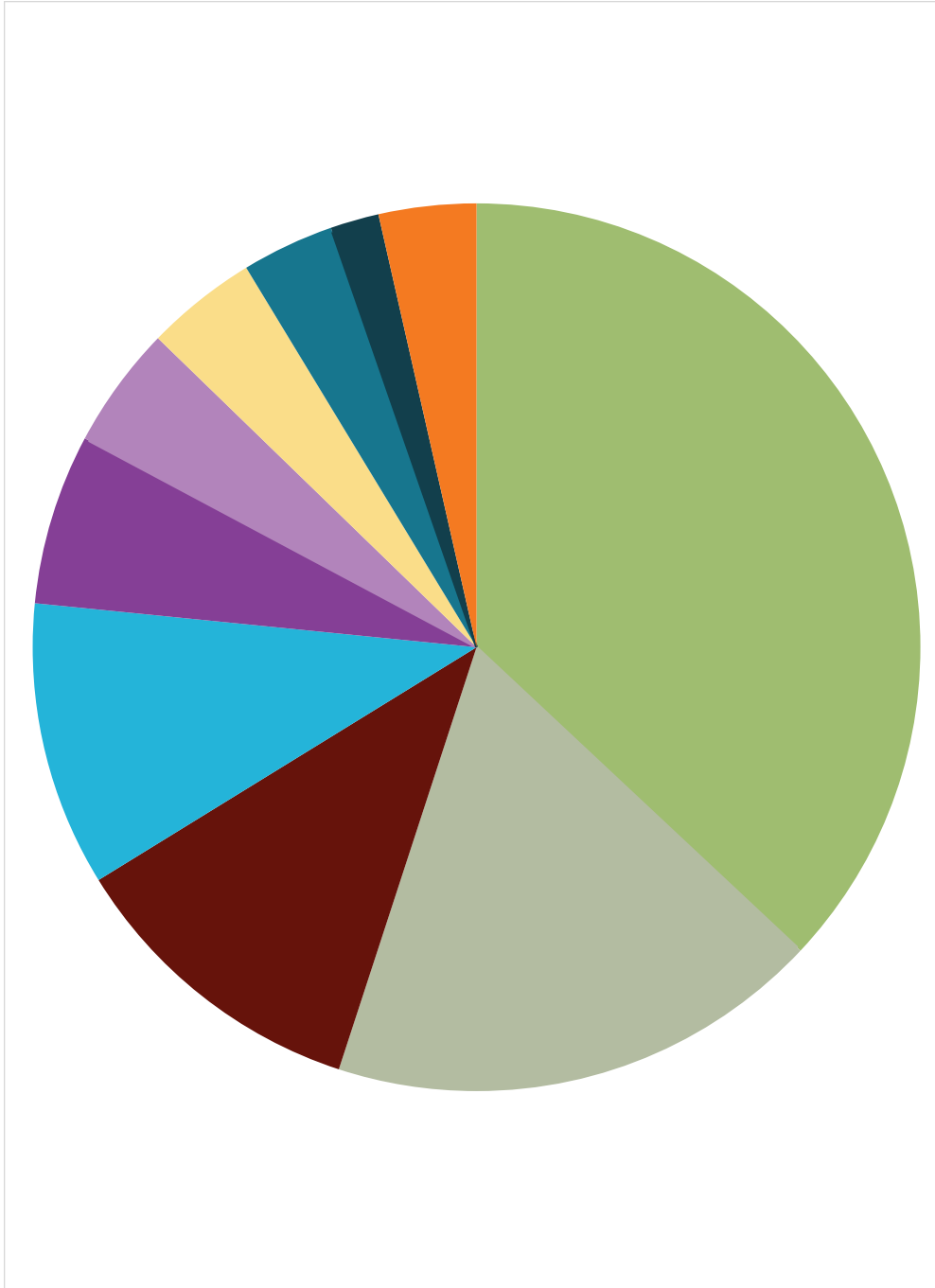


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Percent of contacts by city



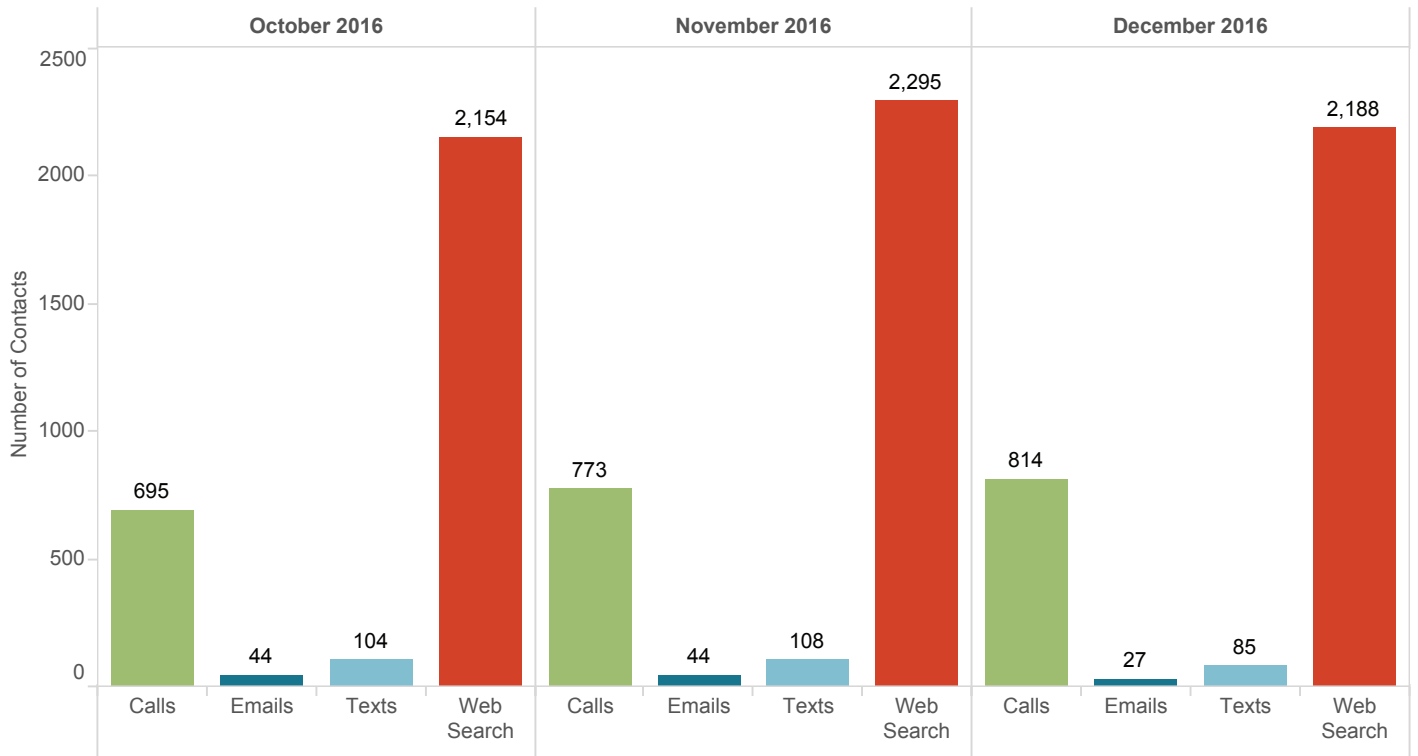
Beaverton	964 (37.41%)
Hillsboro	470 (18.24%)
Tigard	292 (11.33%)
Portland	270 (10.48%)
Aloha	162 (6.29%)
Tualatin	116 (4.50%)
Forest Grove	106 (4.11%)
Cornelius	88 (3.41%)
Sherwood	46 (1.79%)
Other	92 (3.57%)

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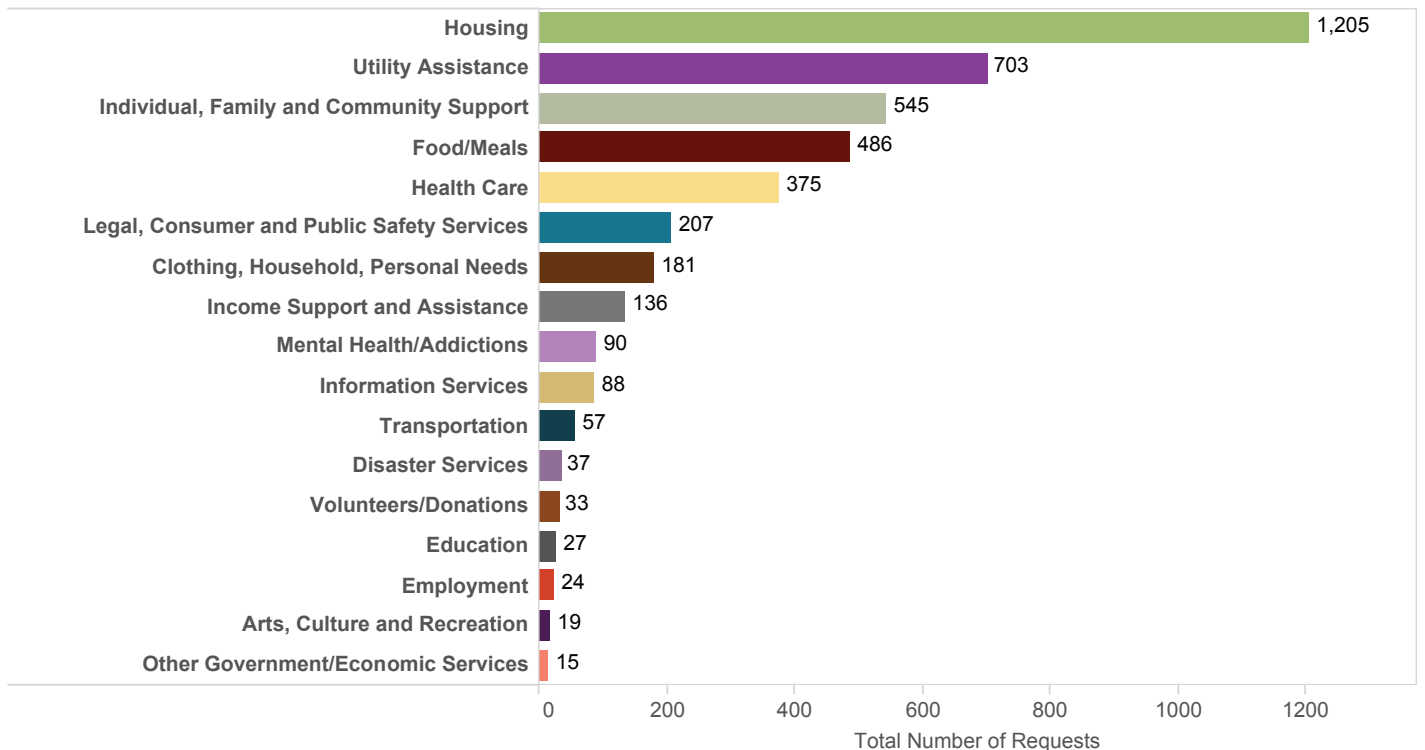
October 1, 2016 - December 31, 2016



Number of contacts, grouped by month and contact type



Number of services requested across all contact types, grouped by problem need

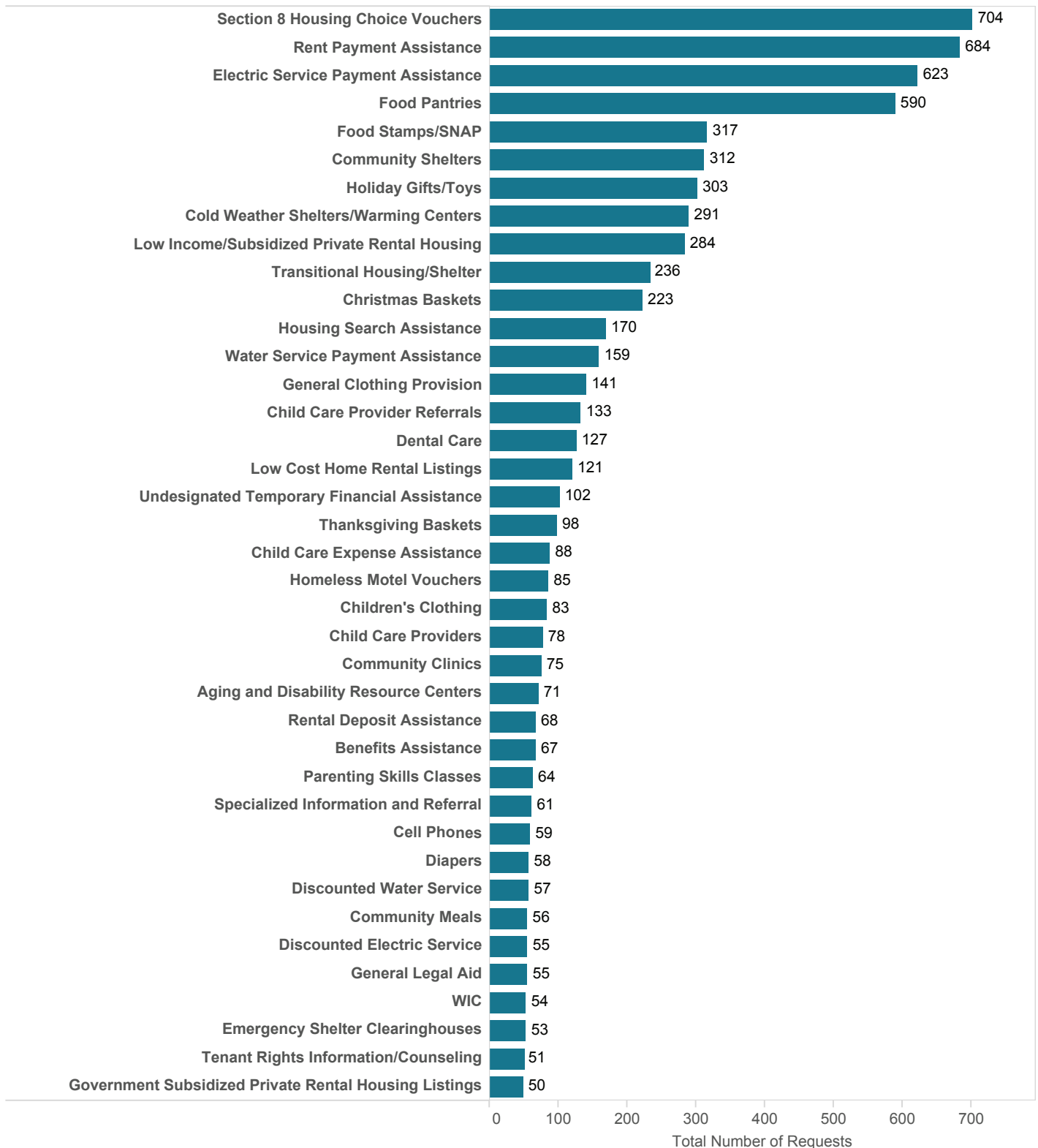


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Number of services with 50 or more requests across all contact types

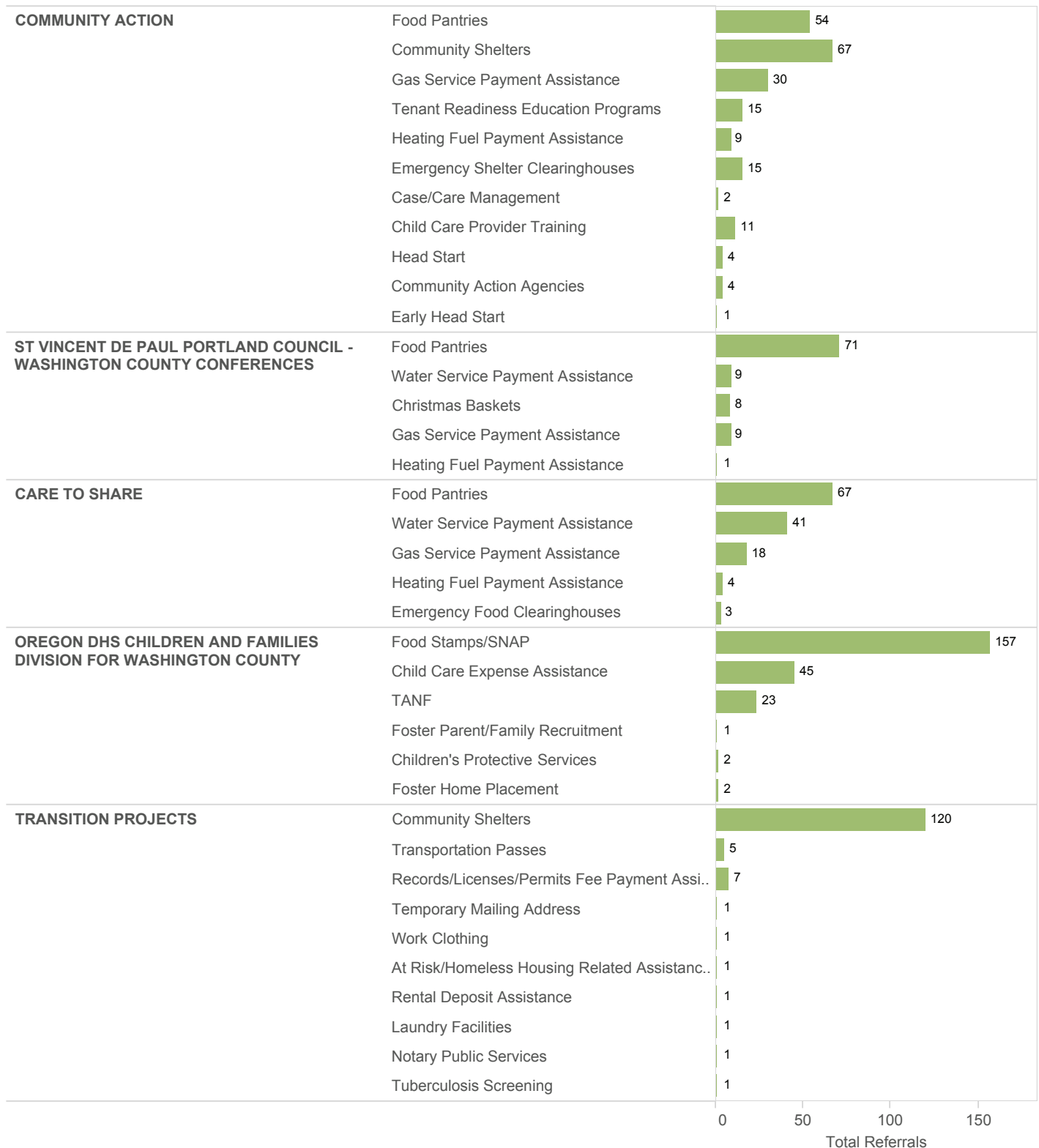


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Top 5 agencies referred to across all contact types



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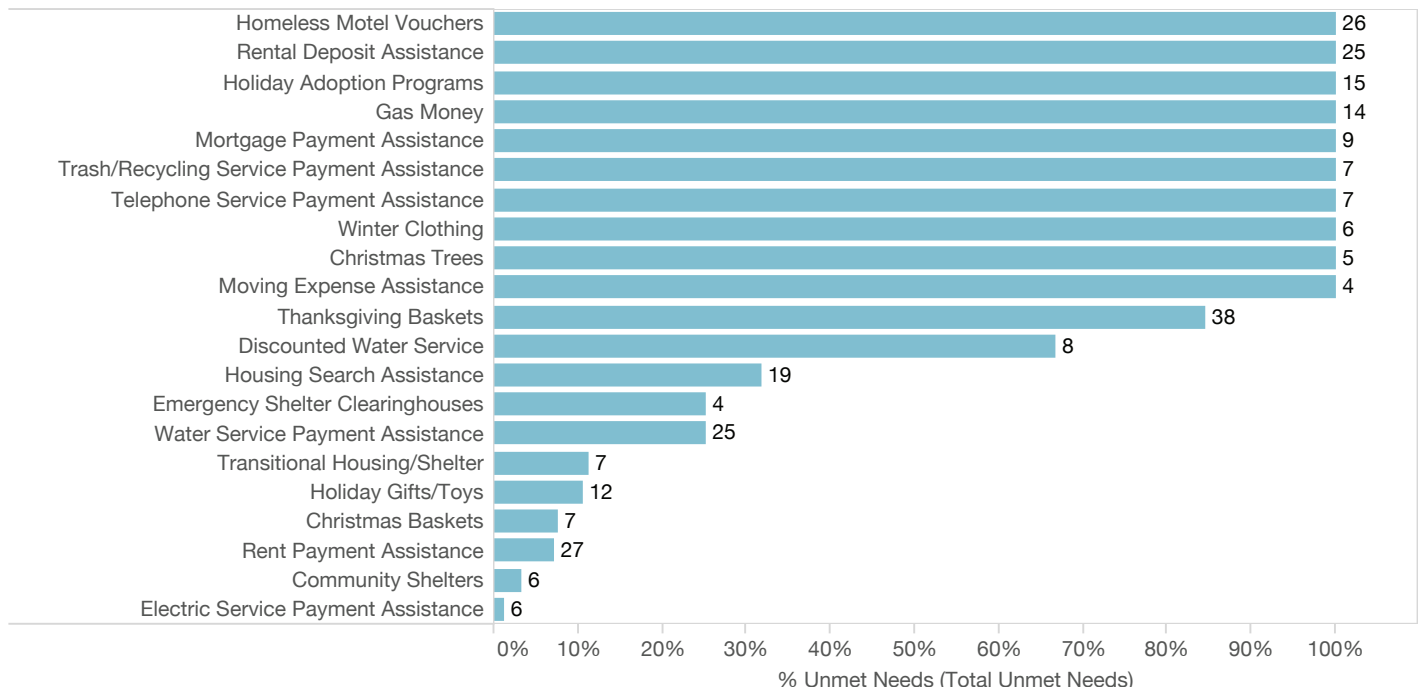
There were 369 instances where there wasn't an appropriate referral for the contact's requested need. Housing requests represent the largest number of unmet community needs, while transportation requests represent the largest proportion of unmet community needs.

What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Requests	% of Requests	Number of Requests	% of Requests
Transportation	34	60%	24	42%
Other Government/Economic Services	12	80%	3	20%
Individual, Family and Community Support	349	81%	84	19%
Housing	1,076	90%	138	12%
Clothing/Personal/Household Needs	167	92%	16	9%
Utility Assistance	644	92%	62	9%
Disaster Services	34	94%	2	6%
Arts, Culture and Recreation	18	95%	1	5%
Information Services	84	95%	4	5%
Mental Health/Addictions	88	98%	4	4%
Legal, Consumer and Public Safety Services	200	97%	9	4%
Education	26	96%	1	4%
Health Care	363	97%	12	3%
Income Support/Assistance	133	98%	4	3%
Food/Meals	481	99%	5	1%
Employment	24	100%		
Volunteers/Donations	33	100%		
Grand Total	3,766	92%	369	9%

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 four or more requests are displayed below.

What are potential service gaps?



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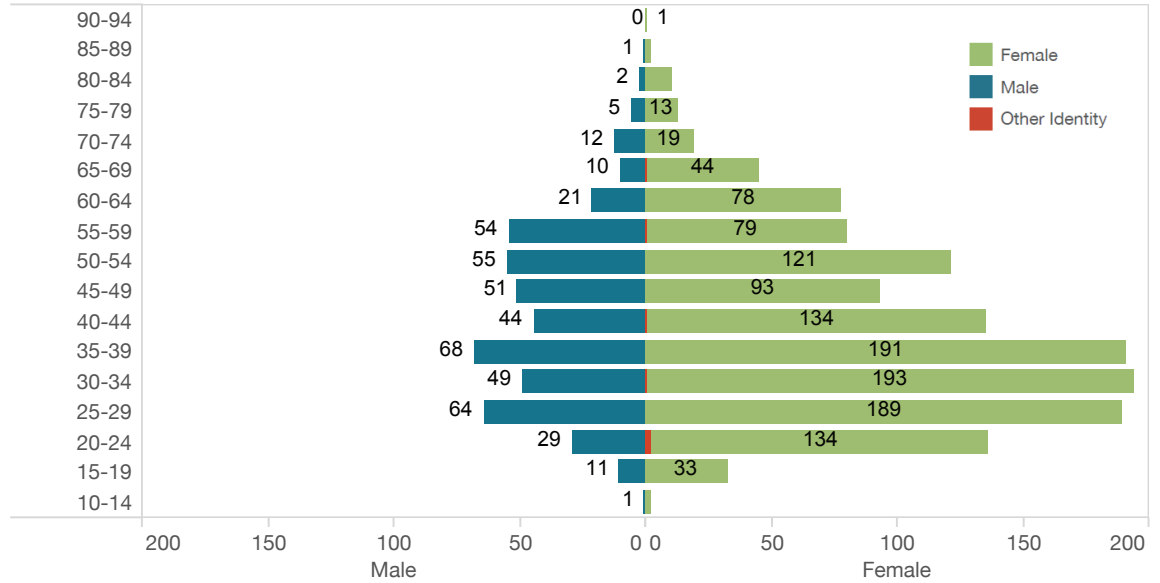
October 1, 2016 - December 31, 2016



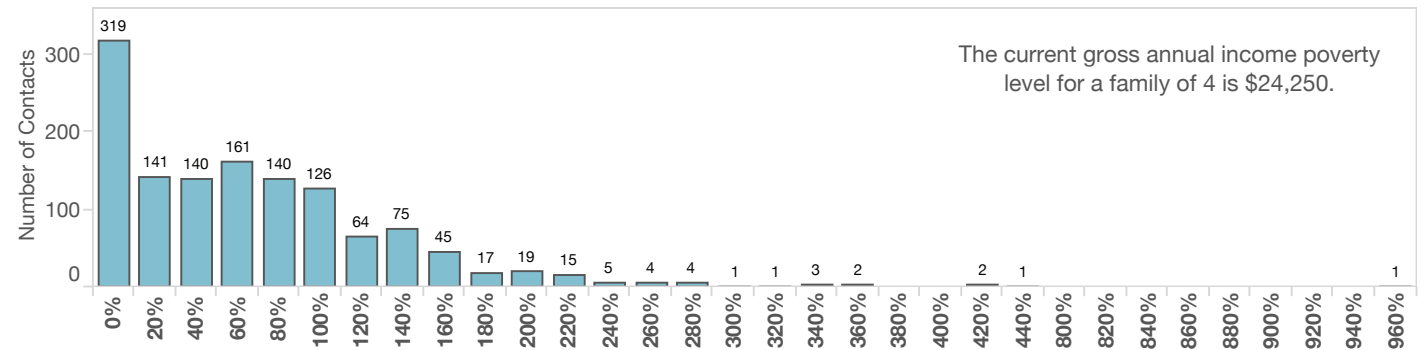
Age

90-94	0.06%
85-89	0.17%
80-84	0.74%
75-79	0.96%
70-74	1.70%
65-69	3.06%
60-64	5.55%
55-59	7.47%
50-54	9.85%
45-49	7.98%
40-44	9.79%
35-39	14.04%
30-34	13.24%
25-29	13.87%
20-24	9.05%
15-19	2.38%
10-14	0.17%

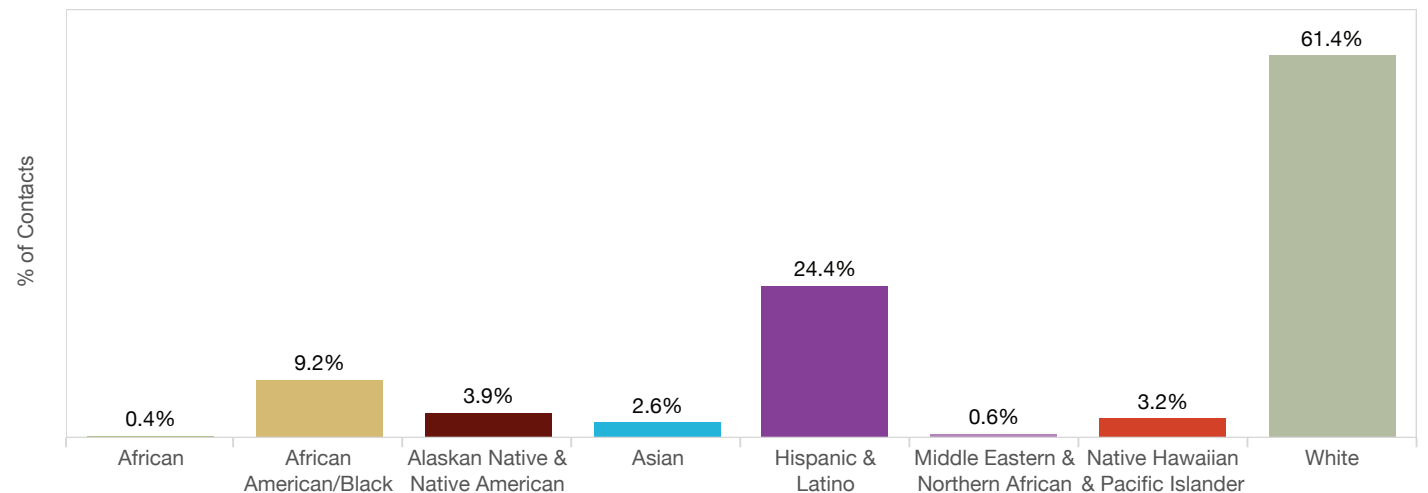
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

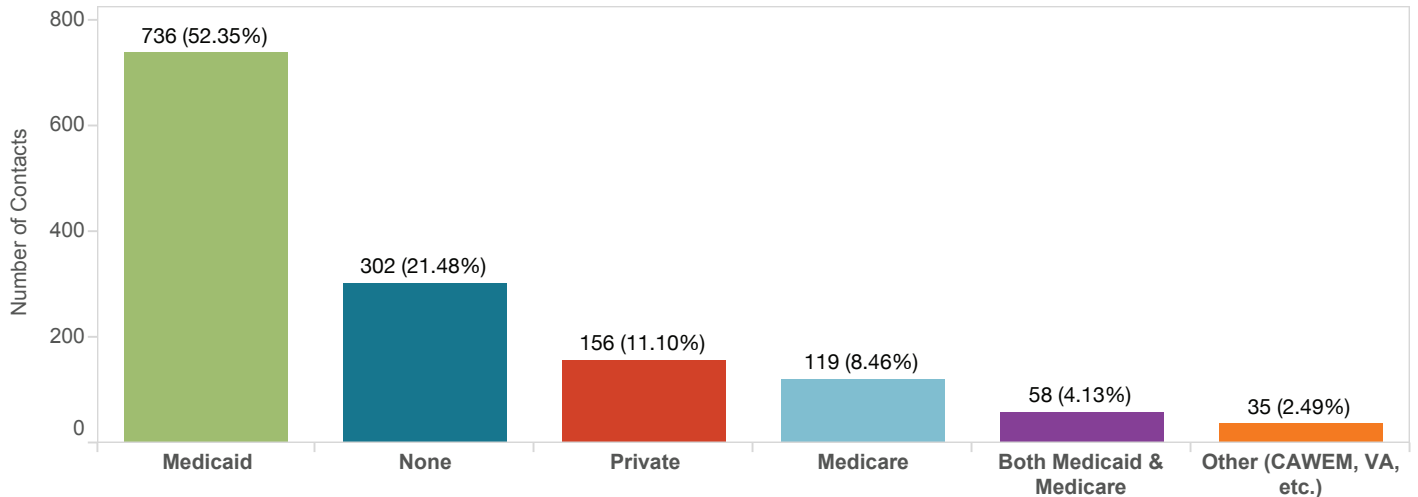


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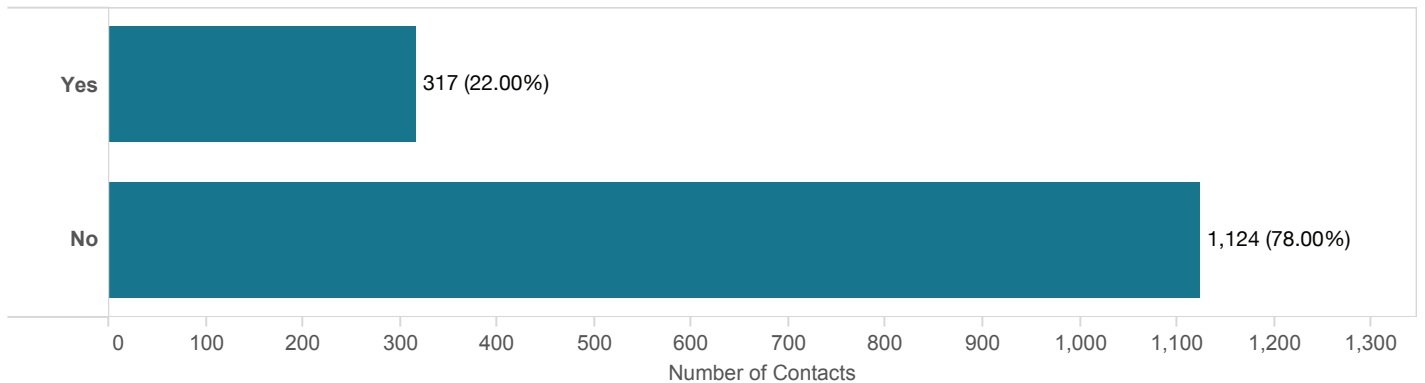
October 1, 2016 - December 31, 2016



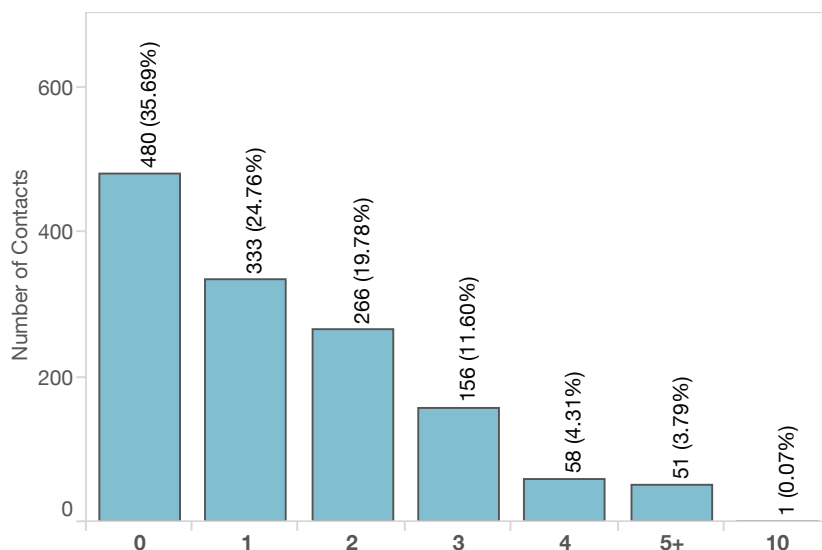
Health insurance status



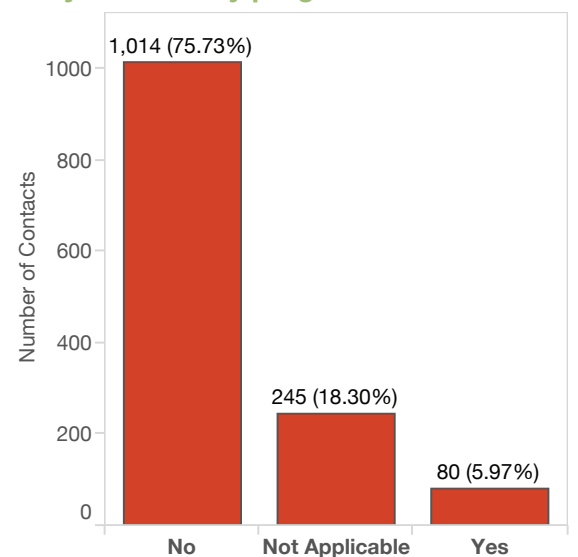
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



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

