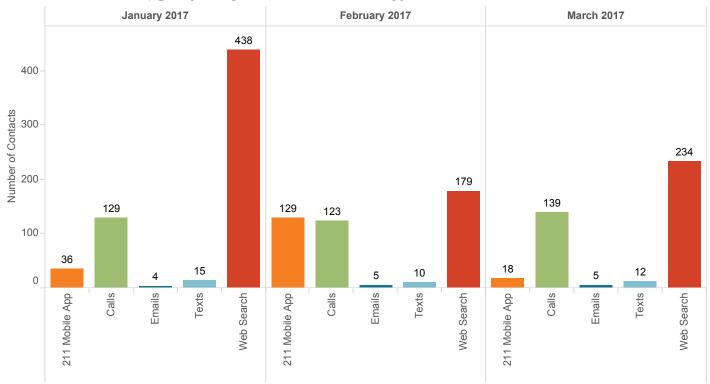


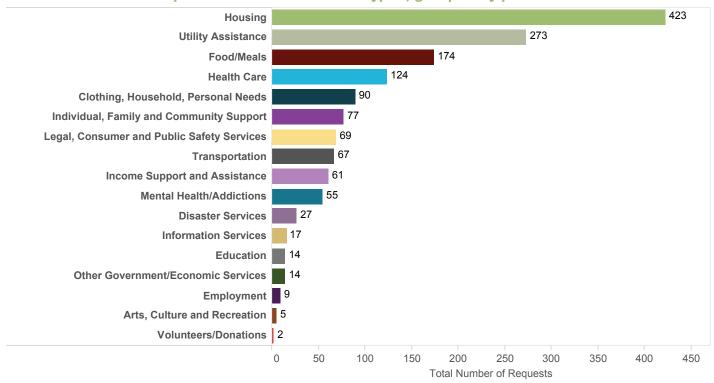
January 1, 2017 - March 31, 2017



Number of contacts, grouped by month and contact type



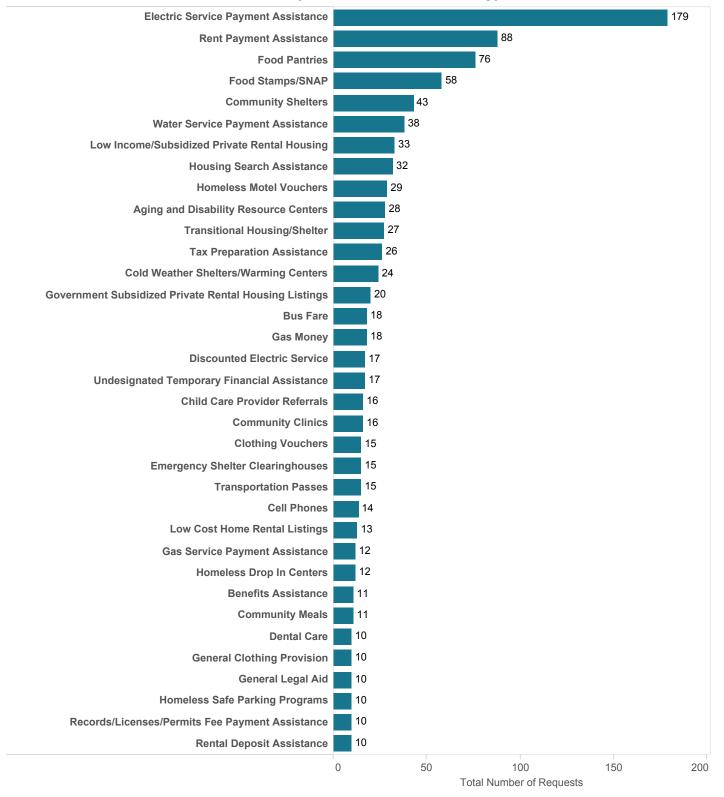
Number of services requested across all contact types, grouped by problem need



January 1, 2017 - March 31, 2017



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





Top 6 agencies referred to across all contact types

COMMUNITY SERVICES CONSORTIUM	Electric Service Payment Assistance	10
	Food Banks/Food Distribution Warehouses	1
	Gas Service Payment Assistance	9
	Heating Fuel Payment Assistance	7
	Job Search/Placement	1
	Rent Payment Assistance	40
	Rental Deposit Assistance	5
	Tenant Readiness Education Programs	1
	Weatherization Programs	3
FISH OF ALBANY, INC	Bus Fare	2
	Child Passenger Safety Seats	1
	Electric Service Payment Assistance	40
	Food Pantries	6
	Gas Service Payment Assistance	4
	Prescription Expense Assistance	4
	Transportation Passes	5
	Water Service Payment Assistance	14
FISH OF LEBANON	Electric Service Payment Assistance	25
	Food Pantries	6
	Gas Service Payment Assistance	3
	General Clothing Provision	2
	Heating Fuel Payment Assistance	1
	Prescription Expense Assistance	2
	Records/Licenses/Permits Fee Payment Assistance	1
	Rent Payment Assistance	6
	Water Service Payment Assistance	5
SWEET HOME EMERGENCY MINISTRIES	Electric Service Payment Assistance	23
	Food Pantries	4
	Gas Money	2
	Heating Fuel Payment Assistance	4
	Rent Payment Assistance	10
	Water Service Payment Assistance	3
RIVER CENTER	Electric Service Payment Assistance	26
	Food Pantries	5
	Gas Service Payment Assistance	2
	General Clothing Provision	2
	Heating Fuel Payment Assistance	1
	Rent Payment Assistance	5
OREGON DHS CHILDREN AND FAMILIES DIVISION FOR BENTON, LINN AND LINCOLN COUNTIES	Child Care Expense Assistance	3
	Food Stamps/SNAP	19
	TANF	2
	Undesignated Temporary Financial Assistance	1



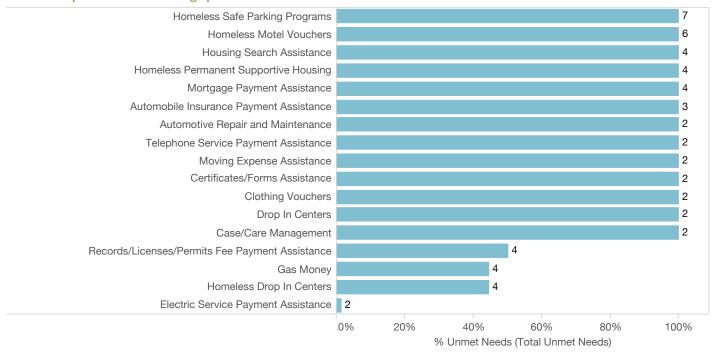
There were 78 instances where there wasn't an appropriate referral for the contact's requested need. Housing requests represent the largest number of unmet community needs.

What are potential community gaps by need?

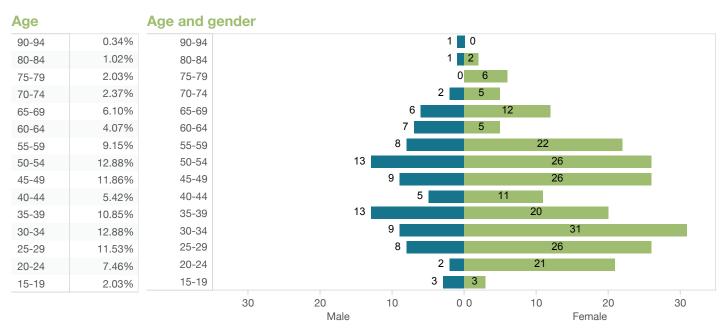
	Referral Given		Unfulfilled Referrals	
	Number of Requests	% of Requests	Number of Requests	% of Requests
Transportation	17	65%	9	35%
Clothing/Personal/Household Needs	18	75%	7	29%
Housing	134	79%	35	21%
Individual, Family and Community Support	23	79%	6	21%
Legal, Consumer and Public Safety Services	39	85%	7	15%
Information Services	11	92%	1	8%
Utility Assistance	178	95%	10	5%
Health Care	81	96%	3	4%
Income Support/Assistance	38	100%		
Other Government/Economic Services	3	100%		
Disaster Services	8	100%		
Volunteers/Donations	1	100%		
Mental Health/Addictions	11	100%		
Food/Meals	54	100%		
Employment	2	100%		
Education	1	100%		
Arts, Culture and Recreation	2	100%		
Grand Total	621	89%	78	11%

A referral may not be available for various reasons. In some cases, agencies are at capacity 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.

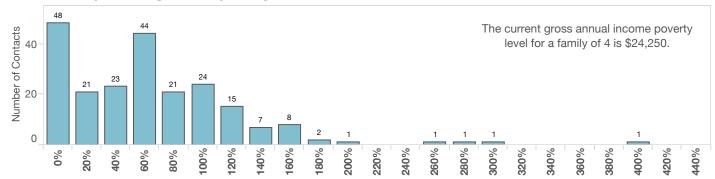
What are potential service gaps?



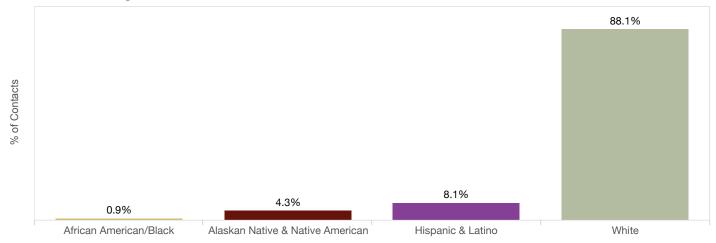




Income as a percentage of the poverty level

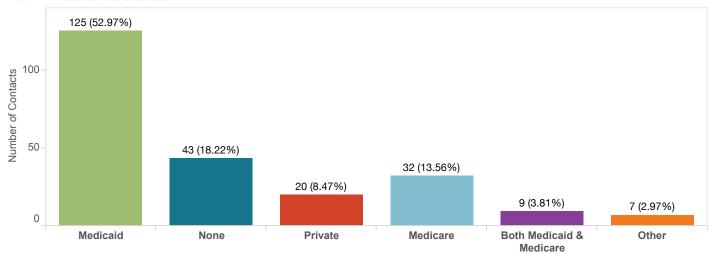


Race and ethnicity

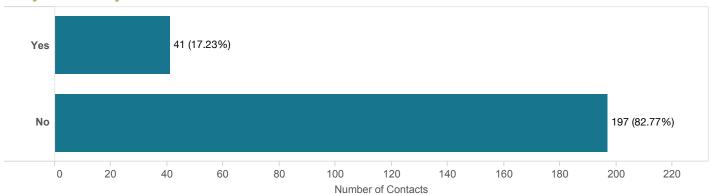




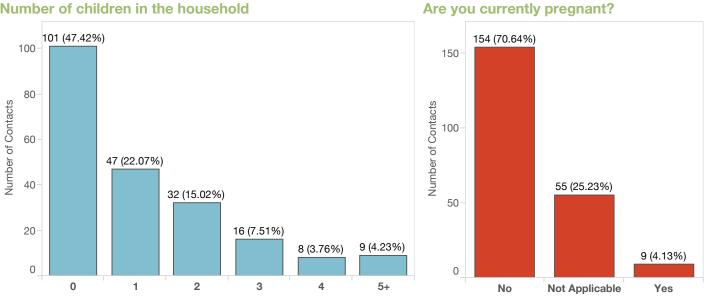
Health insurance status



Are you currently homeless?



Number of children in the household





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

