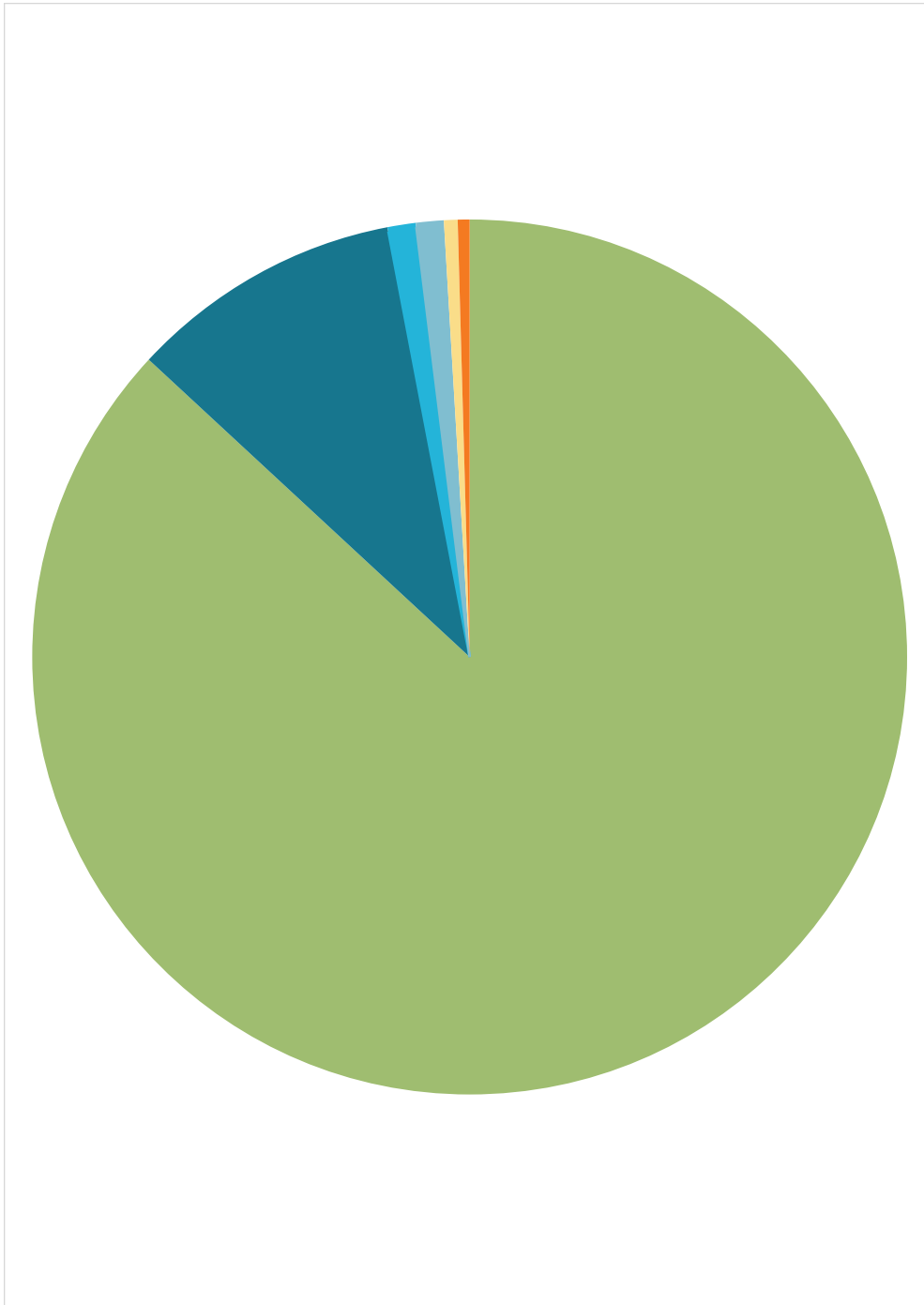


MULTNOMAH COUNTY

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Percent of contacts by city



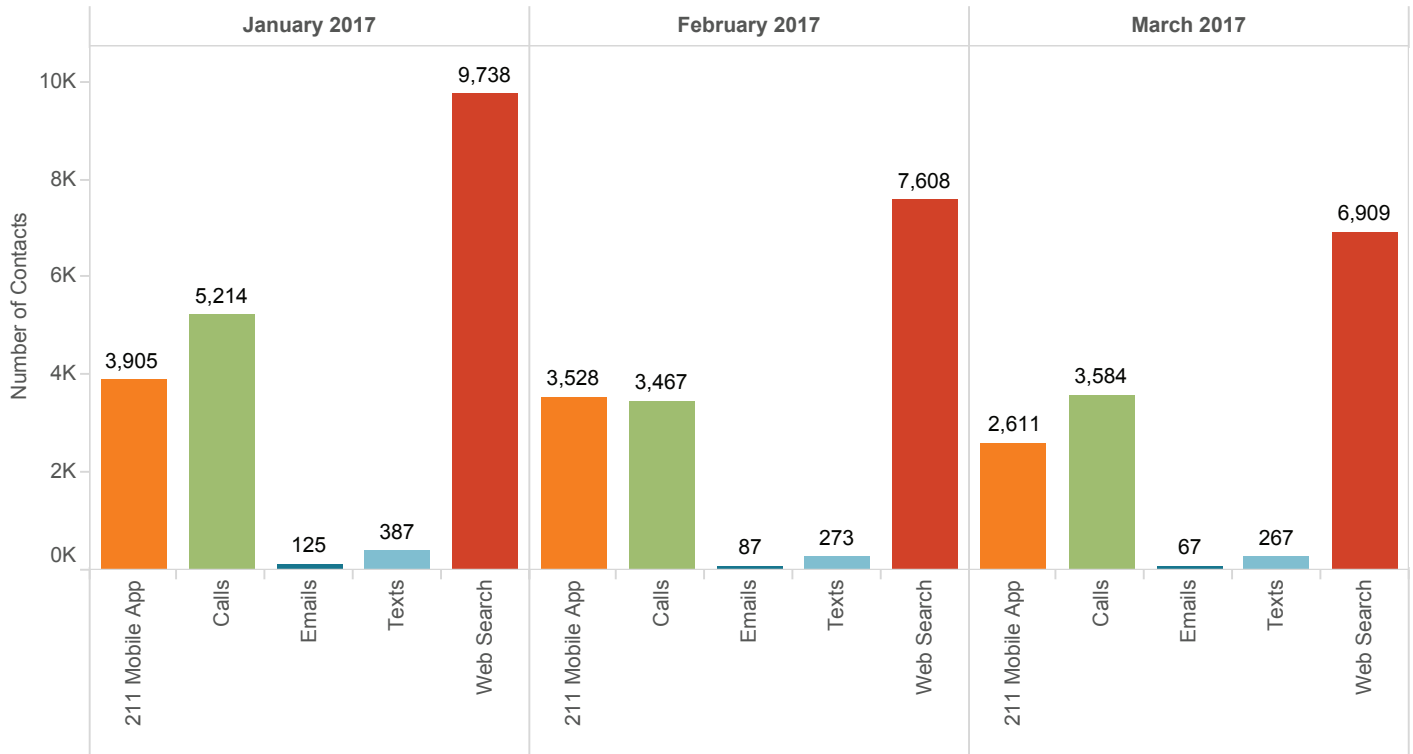
Portland	10,596 (87.14%)
Gresham	1,232 (10.13%)
Fairview	128 (1.05%)
Troutdale	124 (1.02%)
Wood Village	63 (0.52%)
Other	51 (0.42%)

MULTNOMAH COUNTY

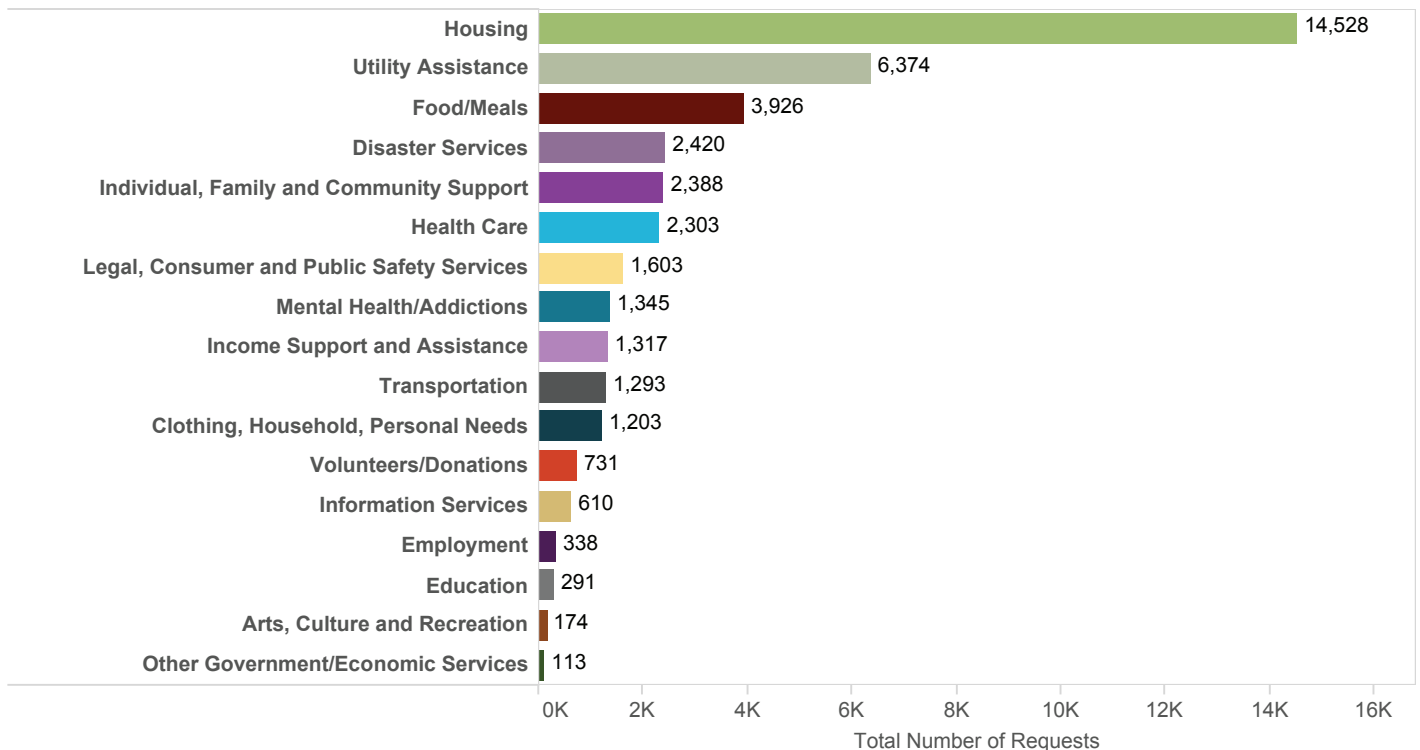
January 1, 2017 - March 31, 2017



Number of contacts, grouped by month and contact type



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

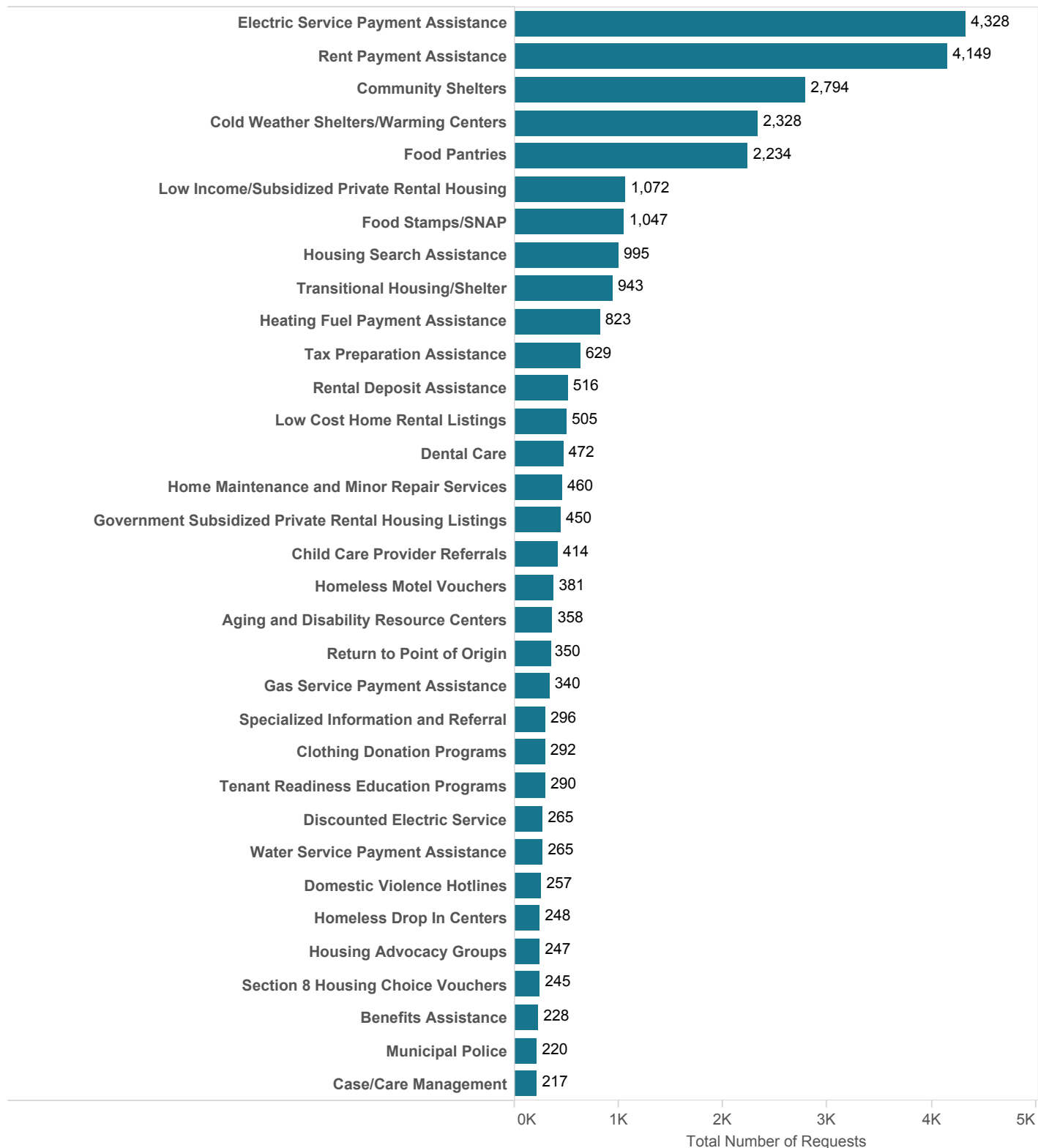


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Number of services with 200 or more requests across all contact types

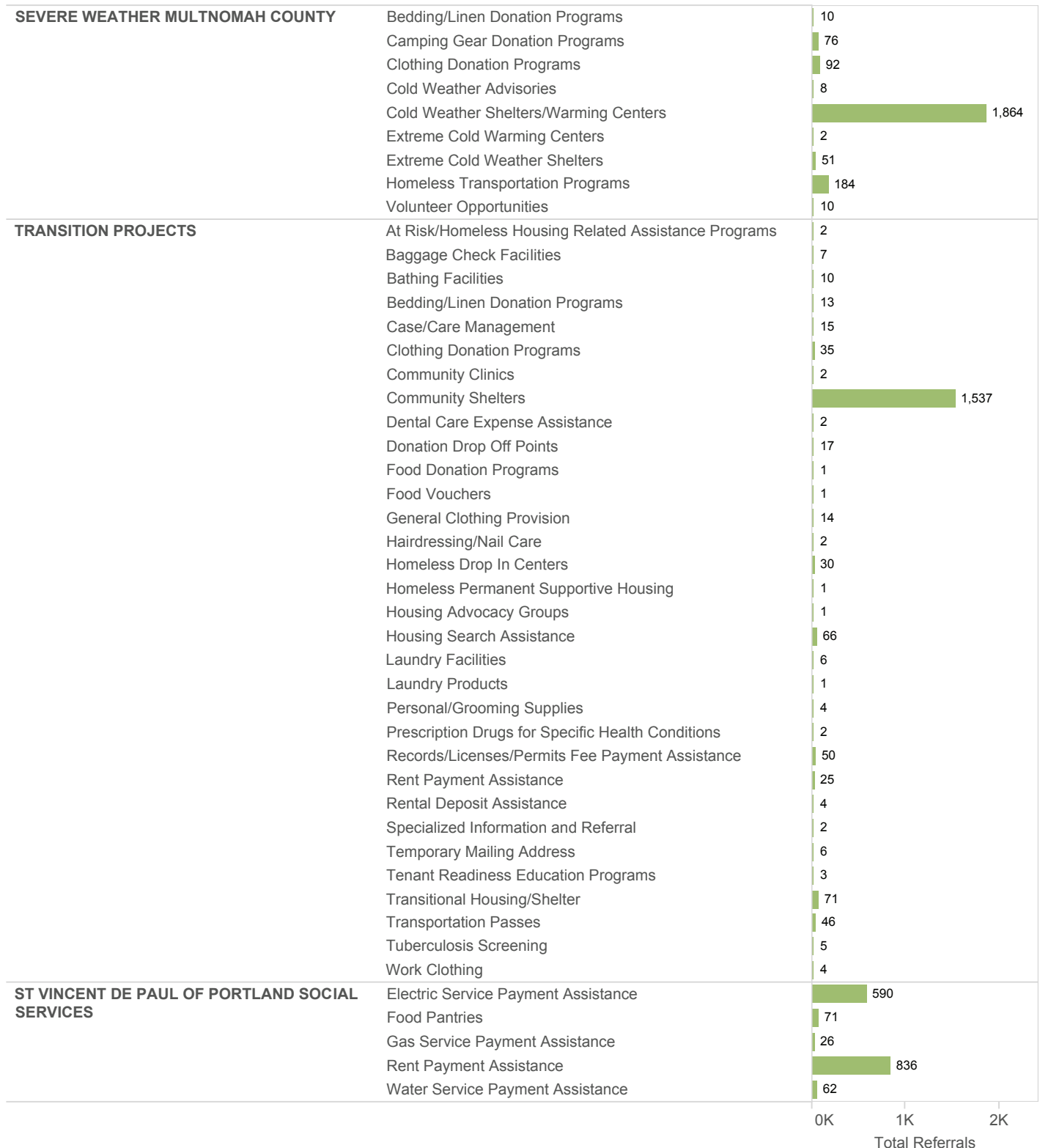


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Top 3 agencies referred to across all contact types



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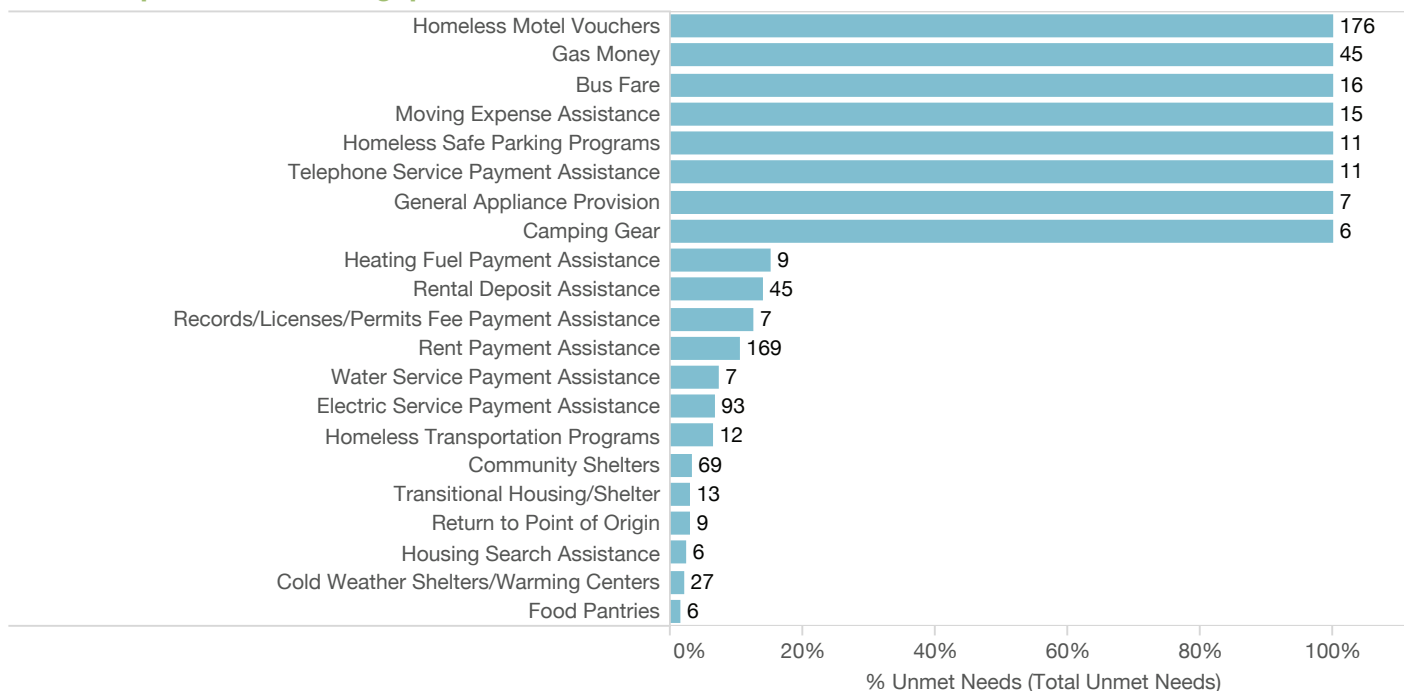
There were 971 instances where there wasn't an appropriate referral for the contact's requested need. Housing requests represent the largest number of unmet community needs.

What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Requests	% of Requests	Number of Requests	% of Requests
Arts, Culture and Recreation	37	84%	7	16%
Transportation	703	89%	93	12%
Clothing/Personal/Household Needs	322	91%	32	9%
Housing	6,435	93%	554	8%
Utility Assistance	1,736	94%	135	7%
Other Government/Economic Services	70	93%	5	7%
Individual, Family and Community Support	630	96%	26	4%
Legal, Consumer and Public Safety Services	916	96%	37	4%
Employment	89	98%	3	3%
Health Care	1,252	98%	30	2%
Education	91	98%	2	2%
Volunteers/Donations	605	99%	10	2%
Mental Health/Addictions	500	99%	7	1%
Information Services	426	99%	5	1%
Food/Meals	1,174	99%	12	1%
Income Support/Assistance	952	99%	9	1%
Disaster Services	1,294	100%	4	0%
Grand Total	17,232	95%	971	5%

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 six or more requests are displayed below.

What are potential service gaps?



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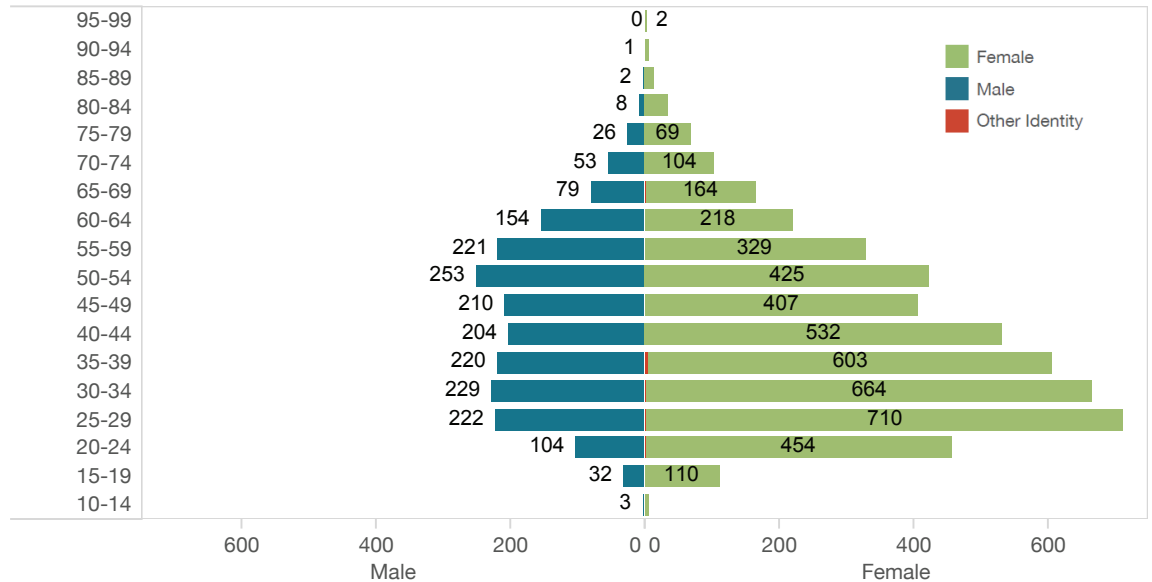
January 1, 2017 - March 31, 2017



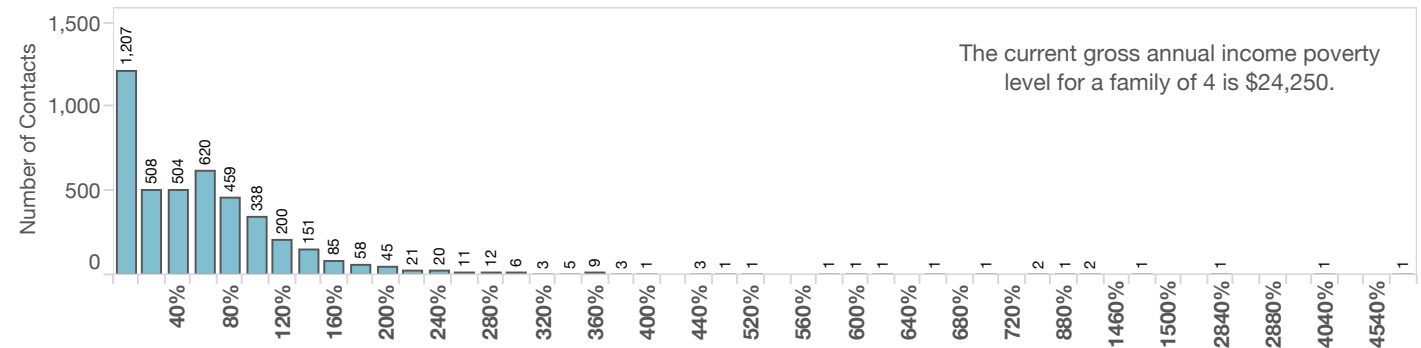
Age

95-99	0.03%
90-94	0.09%
85-89	0.24%
80-84	0.62%
75-79	1.40%
70-74	2.32%
65-69	3.56%
60-64	5.42%
55-59	8.07%
50-54	9.82%
45-49	9.05%
40-44	10.82%
35-39	11.93%
30-34	13.02%
25-29	13.36%
20-24	8.13%
15-19	2.08%
10-14	0.11%

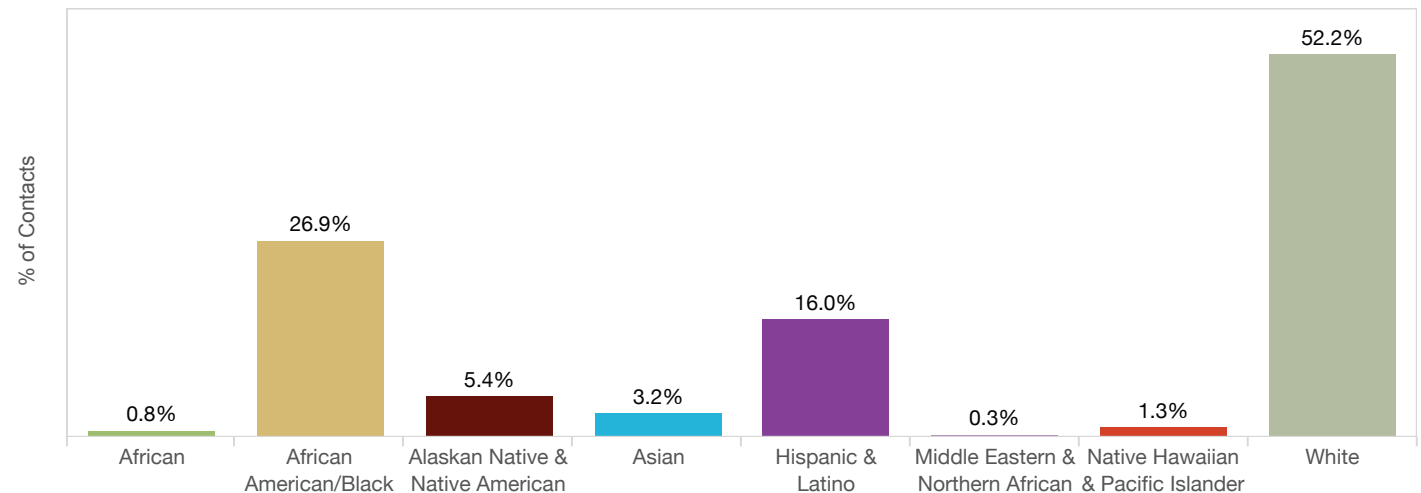
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

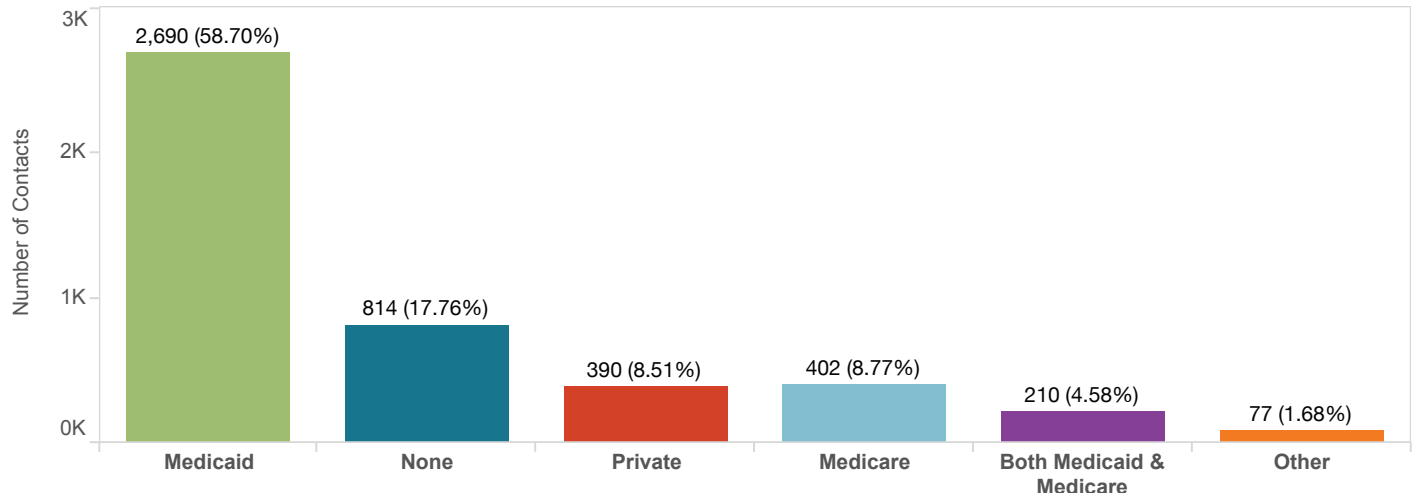


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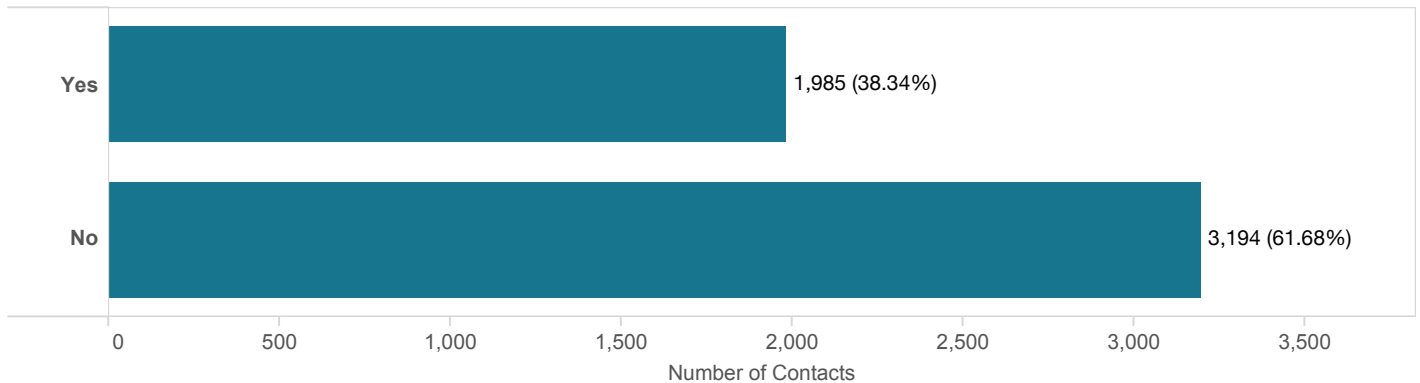
January 1, 2017 - March 31, 2017



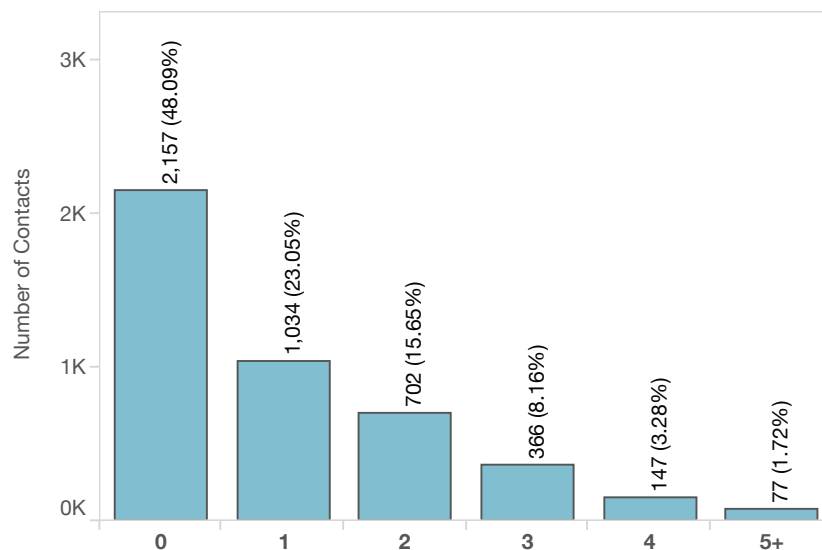
Health insurance status



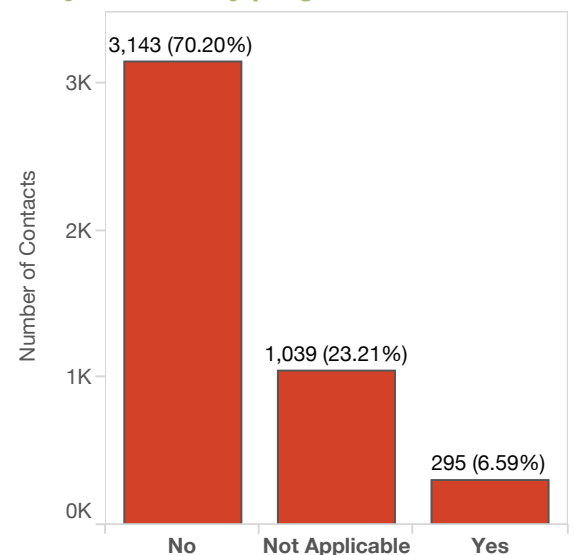
Are you currently homeless?



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?

