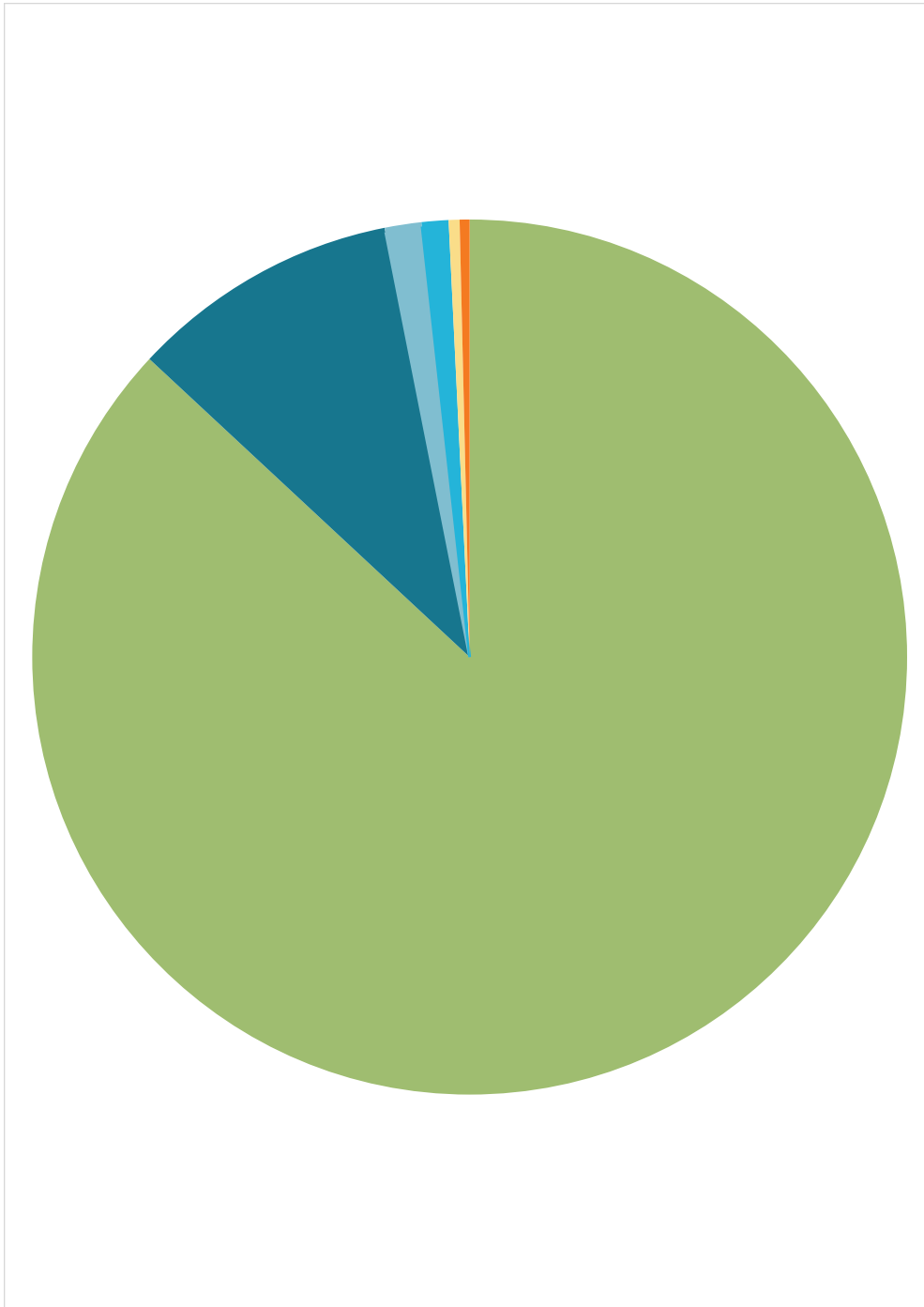


# MULTNOMAH COUNTY

April 1, 2017 - June 30, 2017



## Percent of contacts by city



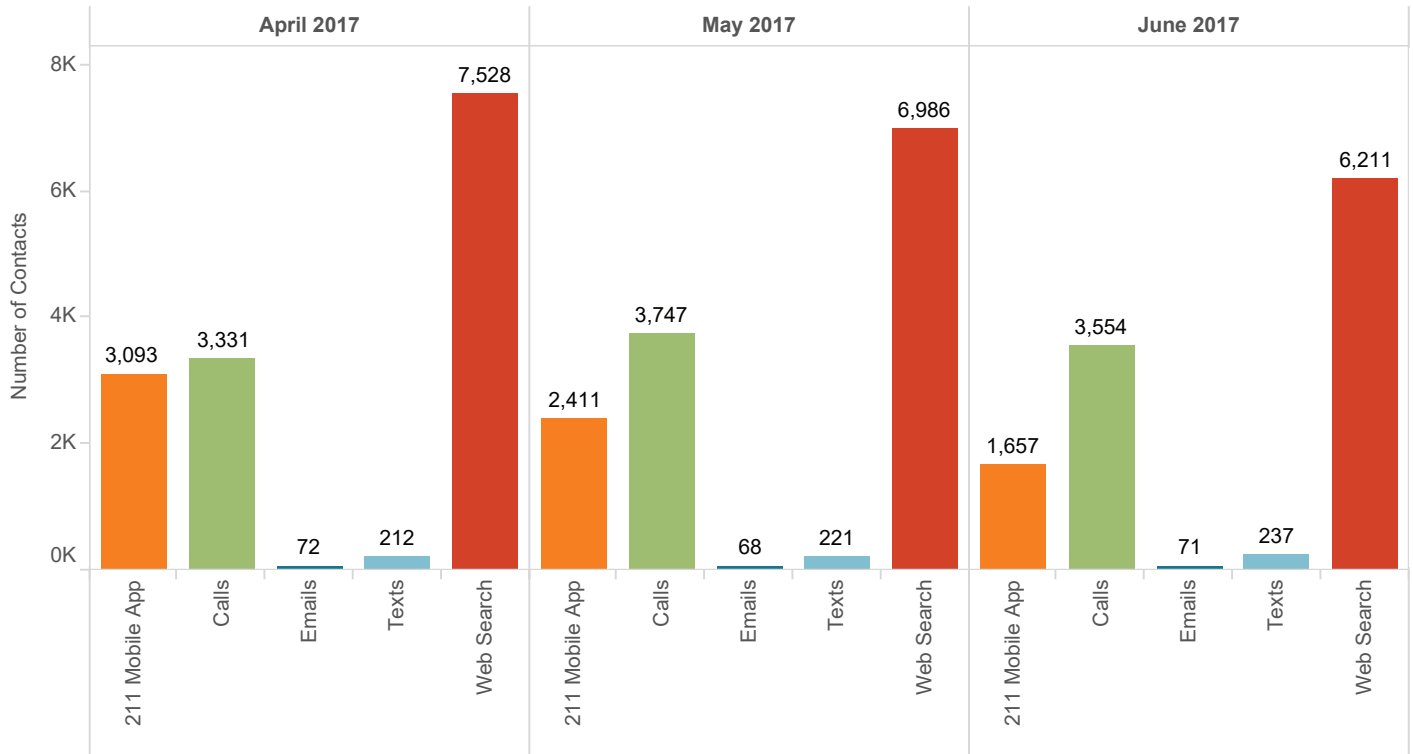
Portland	8,832 (87.10%)
Gresham	1,013 (9.99%)
Troutdale	136 (1.34%)
Fairview	102 (1.01%)
Wood Village	40 (0.39%)
Other	36 (0.36%)

# MULTNOMAH COUNTY

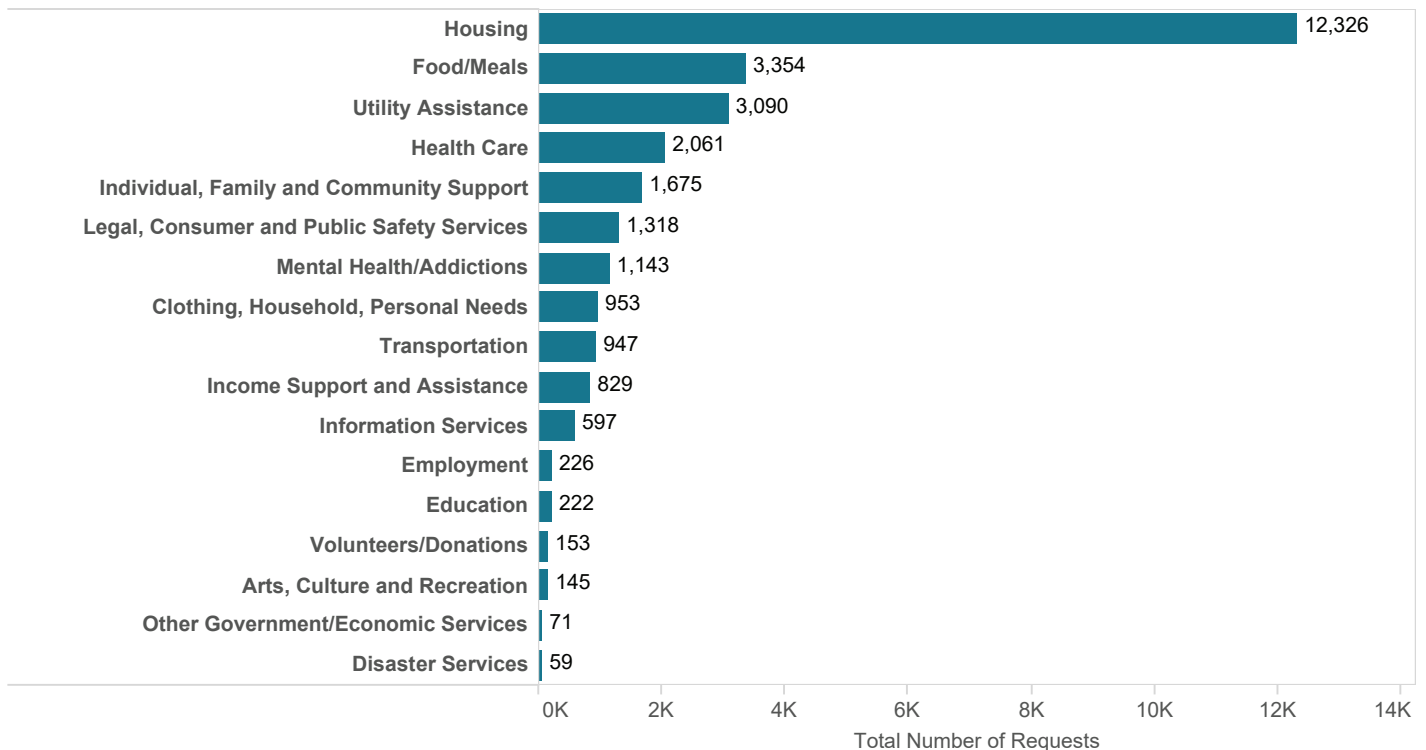
April 1, 2017 - June 30, 2017



## Number of contacts, grouped by month and contact type



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

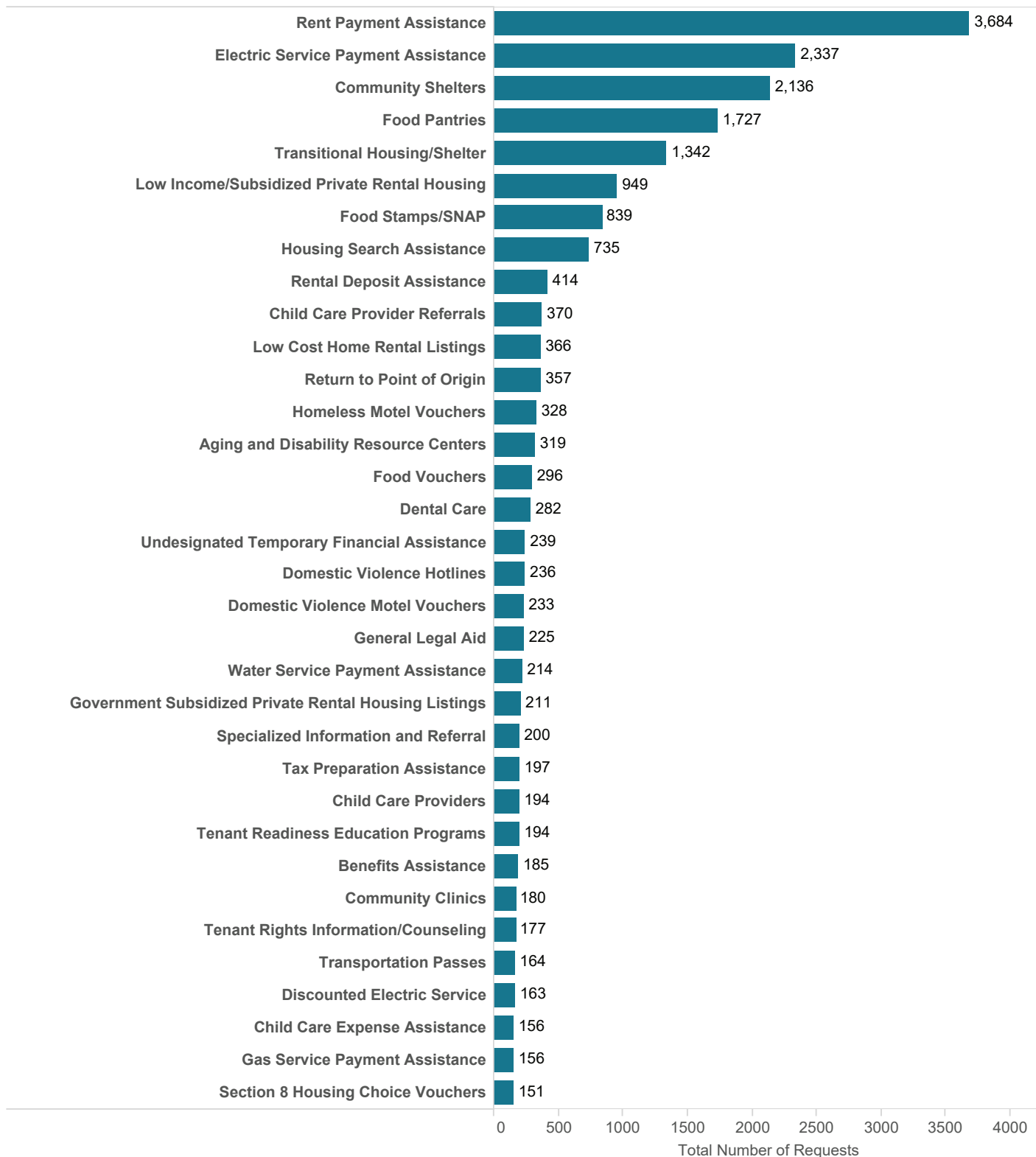


# MULTNOMAH COUNTY

April 1, 2017 - June 30, 2017



## Number of services with 150 or more requests across all contact types

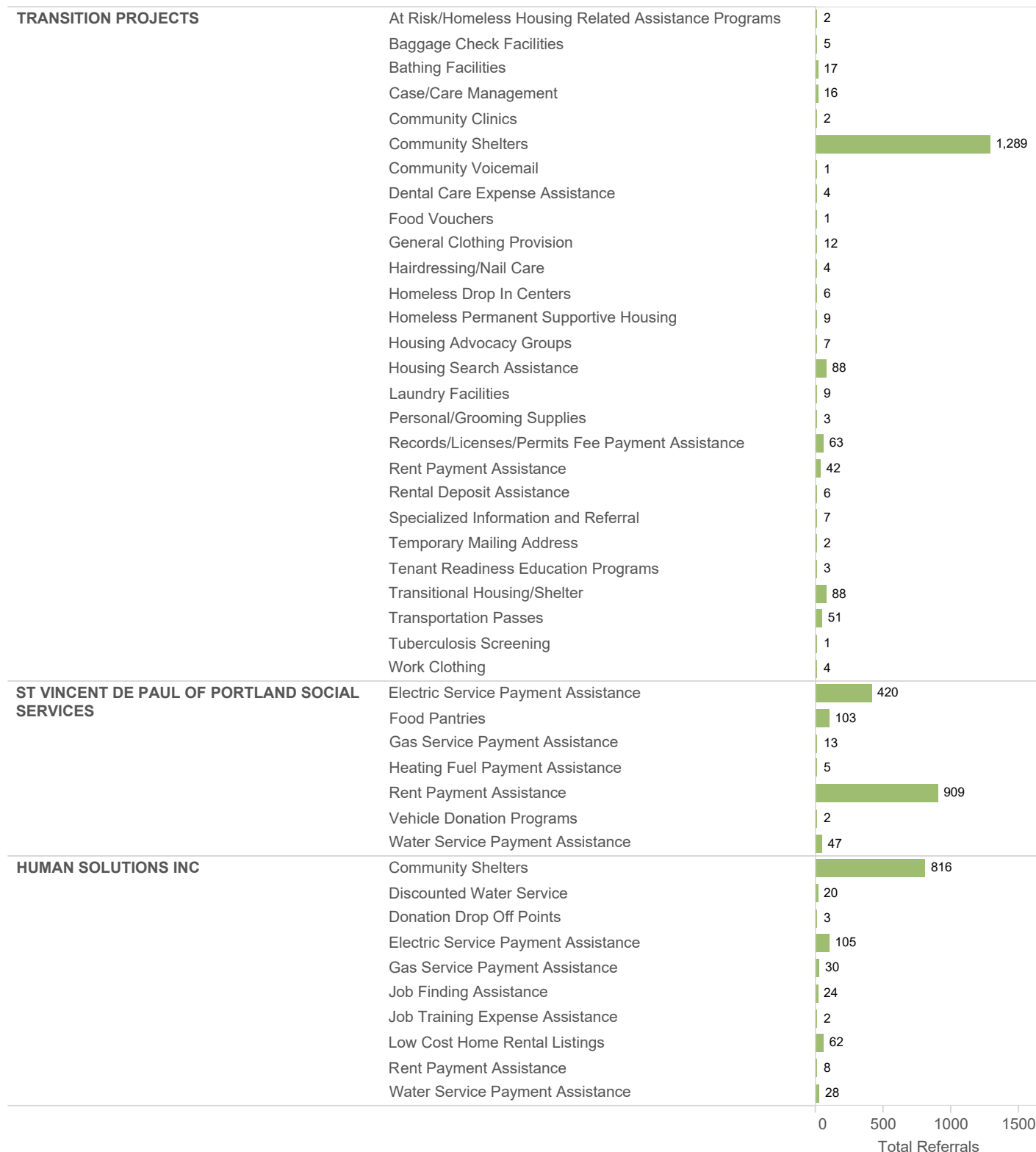


# MULTNOMAH COUNTY

April 1, 2017 - June 30, 2017



## Top 3 agencies referred to across all contact types



# MULTNOMAH COUNTY

April 1, 2017 - June 30, 2017



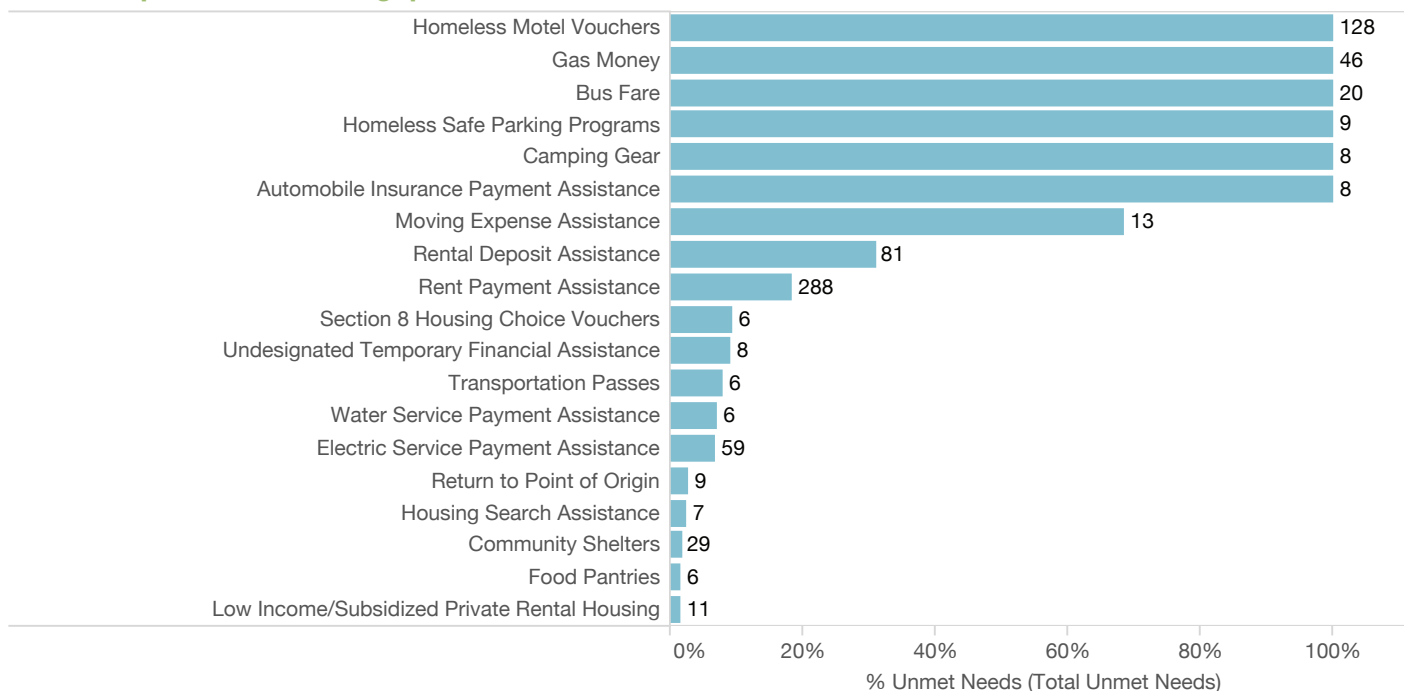
There were 985 instances where there wasn't an appropriate referral for the contact's requested need. Housing requests represent the largest number of unmet community needs. Arts, Culture, and Recreation requests represent the greatest proportion of unmet community needs.

## What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Requests	% of Requests	Number of Requests	% of Requests
Arts, Culture and Recreation	82	85%	15	16%
Transportation	541	85%	98	15%
Housing	6,011	91%	607	9%
Disaster Services	20	91%	2	9%
Clothing/Personal/Household Needs	366	92%	36	9%
Other Government/Economic Services	57	92%	5	8%
Utility Assistance	1,076	94%	79	7%
Volunteers/Donations	59	95%	3	5%
Individual, Family and Community Support	643	96%	31	5%
Employment	75	97%	3	4%
Legal, Consumer and Public Safety Services	789	97%	29	4%
Education	95	97%	3	3%
Income Support/Assistance	548	98%	15	3%
Health Care	1,229	98%	23	2%
Mental Health/Addictions	536	99%	9	2%
Food/Meals	1,540	99%	21	1%
Information Services	510	99%	6	1%
<b>Grand Total</b>	<b>14,177</b>	<b>94%</b>	<b>985</b>	<b>7%</b>

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?



# MULTNOMAH COUNTY

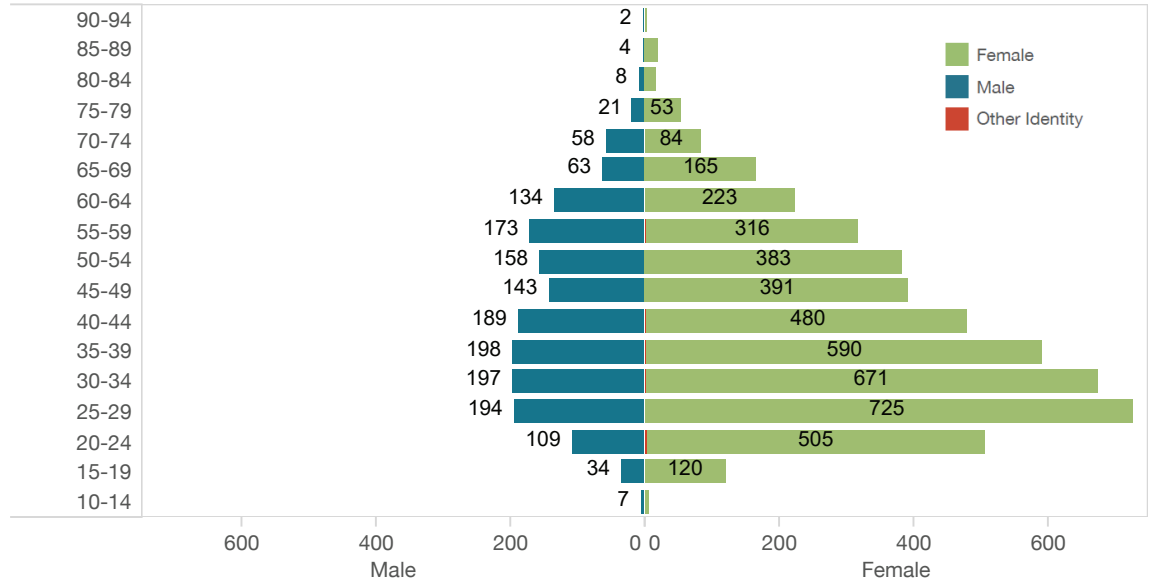
April 1, 2017 - June 30, 2017



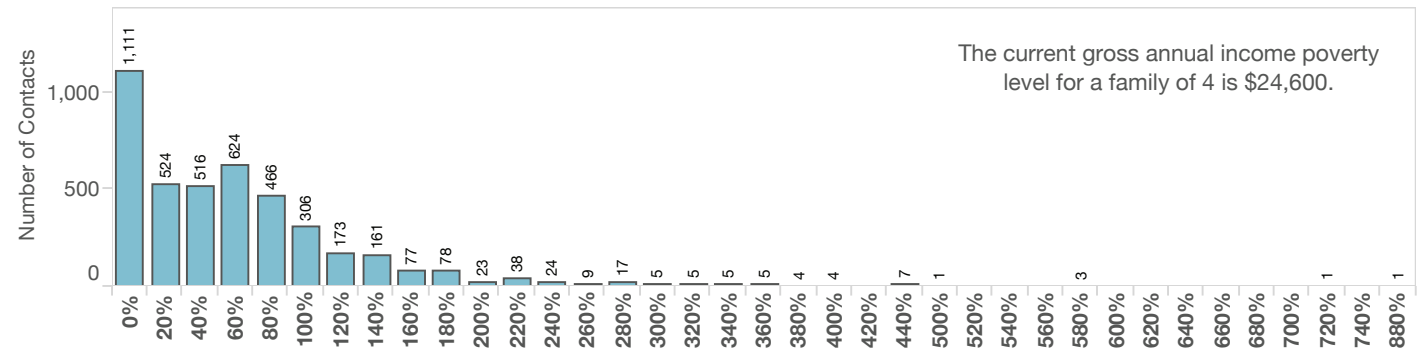
## Age

90-94	0.08%
85-89	0.38%
80-84	0.41%
75-79	1.18%
70-74	2.22%
65-69	3.60%
60-64	5.70%
55-59	7.65%
50-54	8.42%
45-49	8.35%
40-44	10.57%
35-39	12.04%
30-34	13.32%
25-29	14.19%
20-24	9.38%
15-19	2.45%
10-14	0.18%

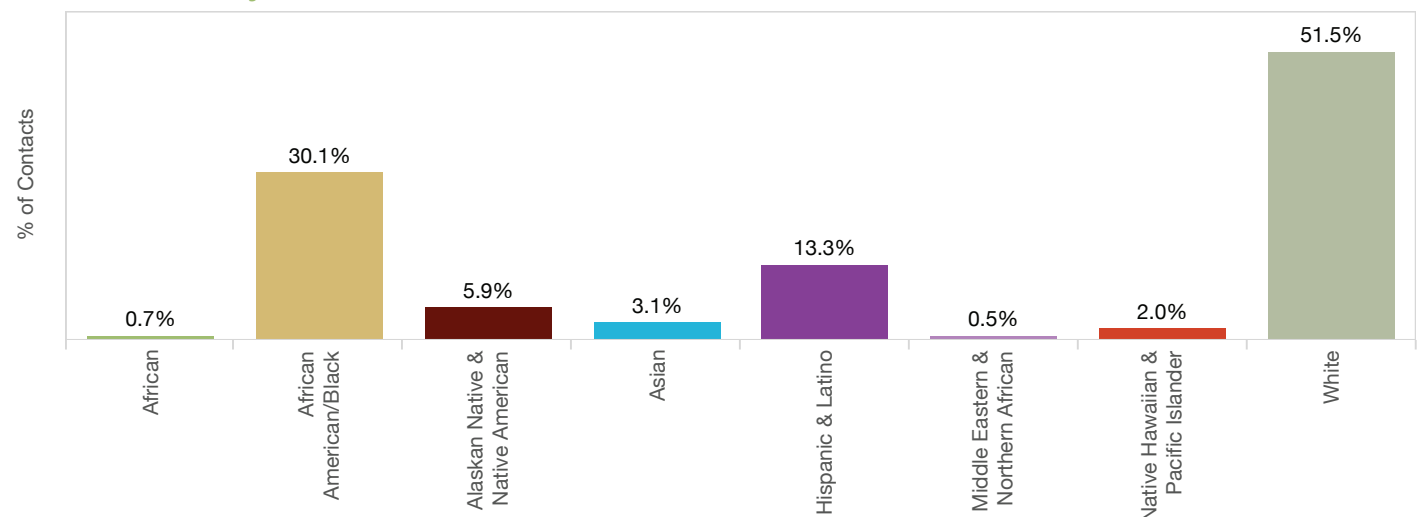
## Age and gender



## Income as a percentage of the poverty level



## Race and ethnicity

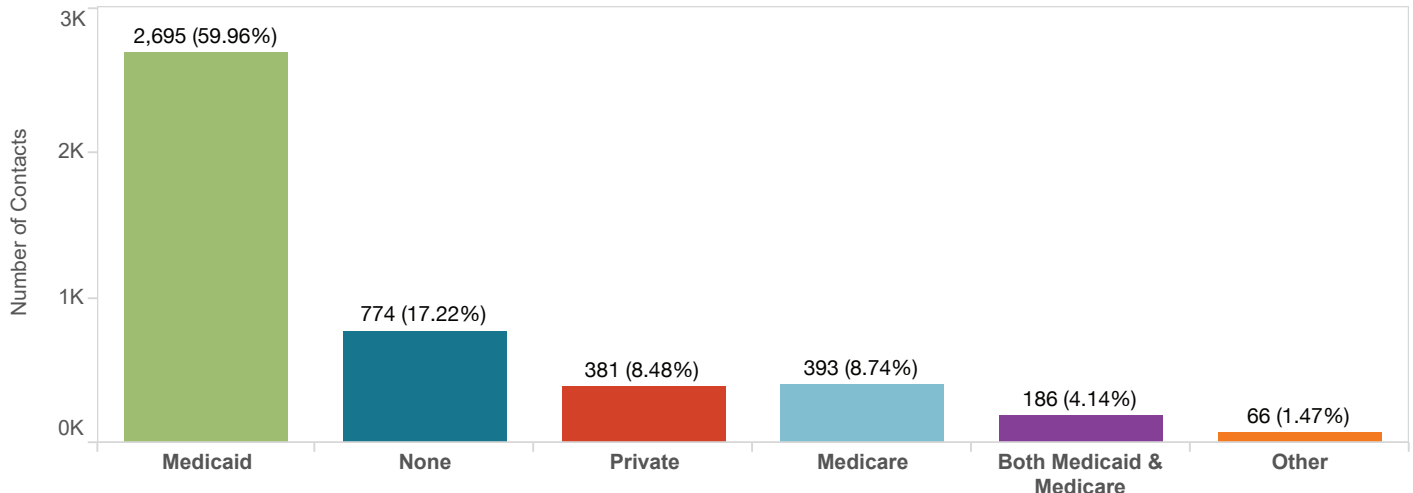


# MULTNOMAH COUNTY

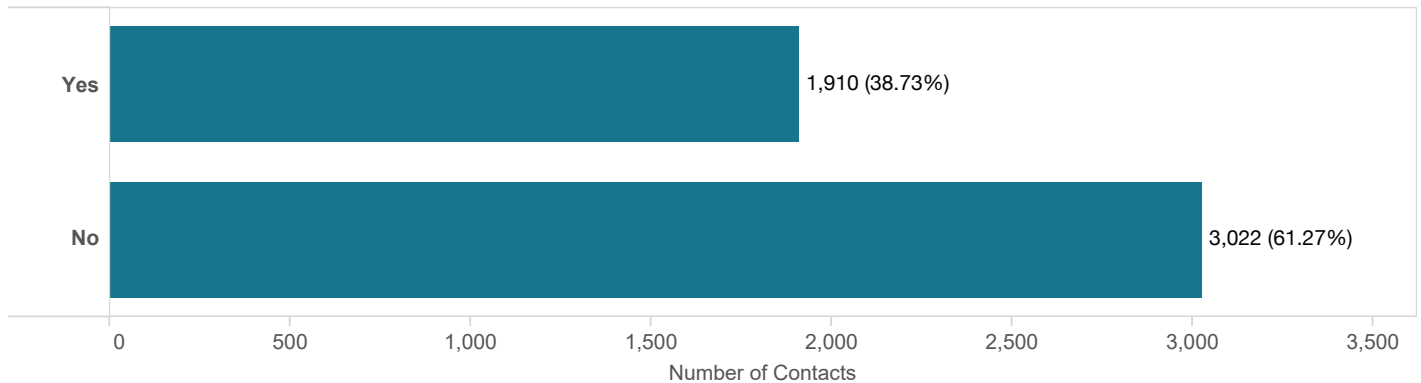
April 1, 2017 - June 30, 2017



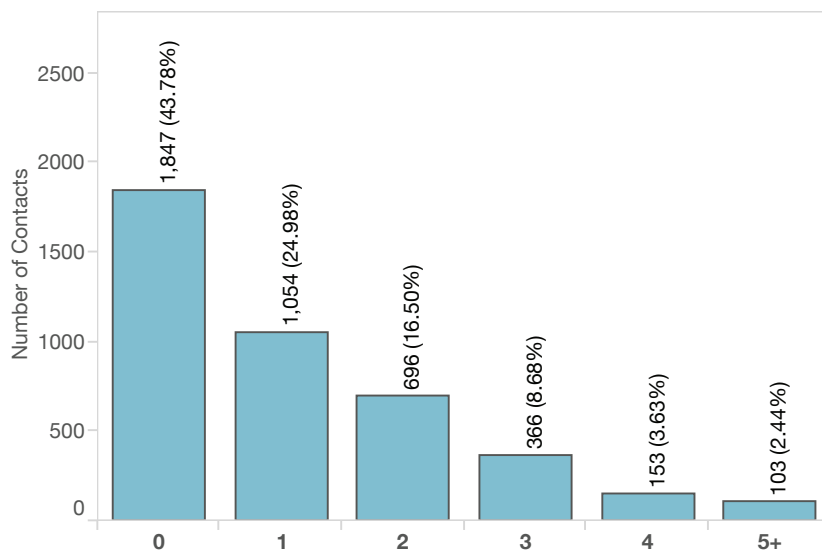
## Health insurance status



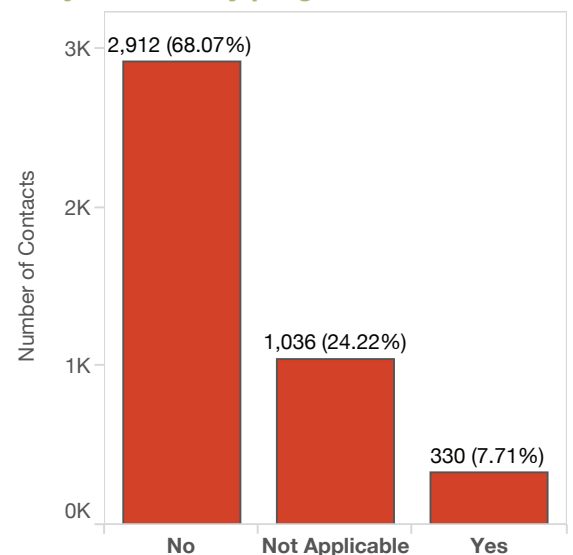
## Are you currently homeless?



## Number of children in the household



## Are you currently pregnant?



# MULTNOMAH COUNTY

April 1, 2017 - June 30, 2017



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

