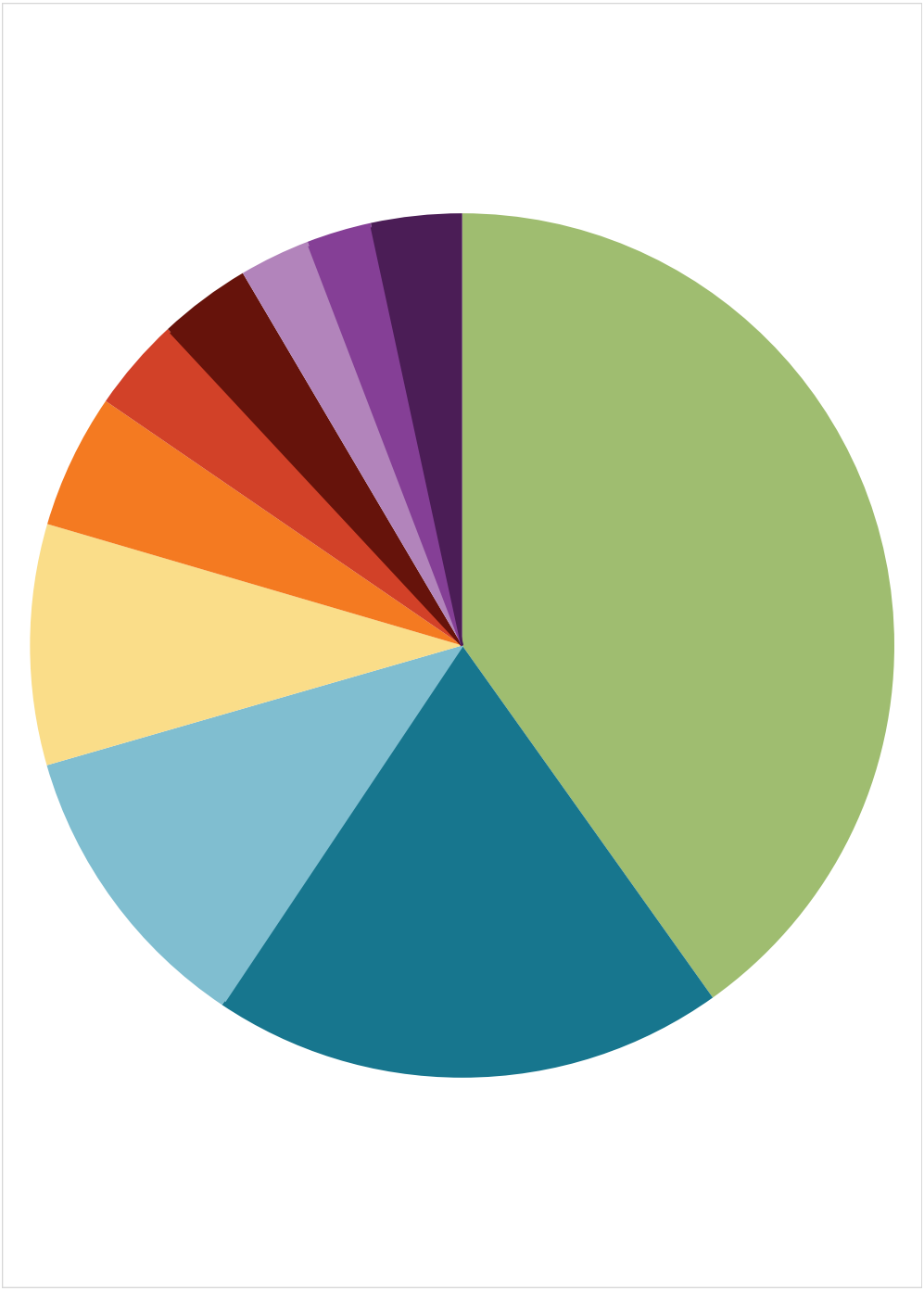
WASHINGTON COUNTY

July 2017 - September 2017

211info 2-1-1

Percent of contacts by city



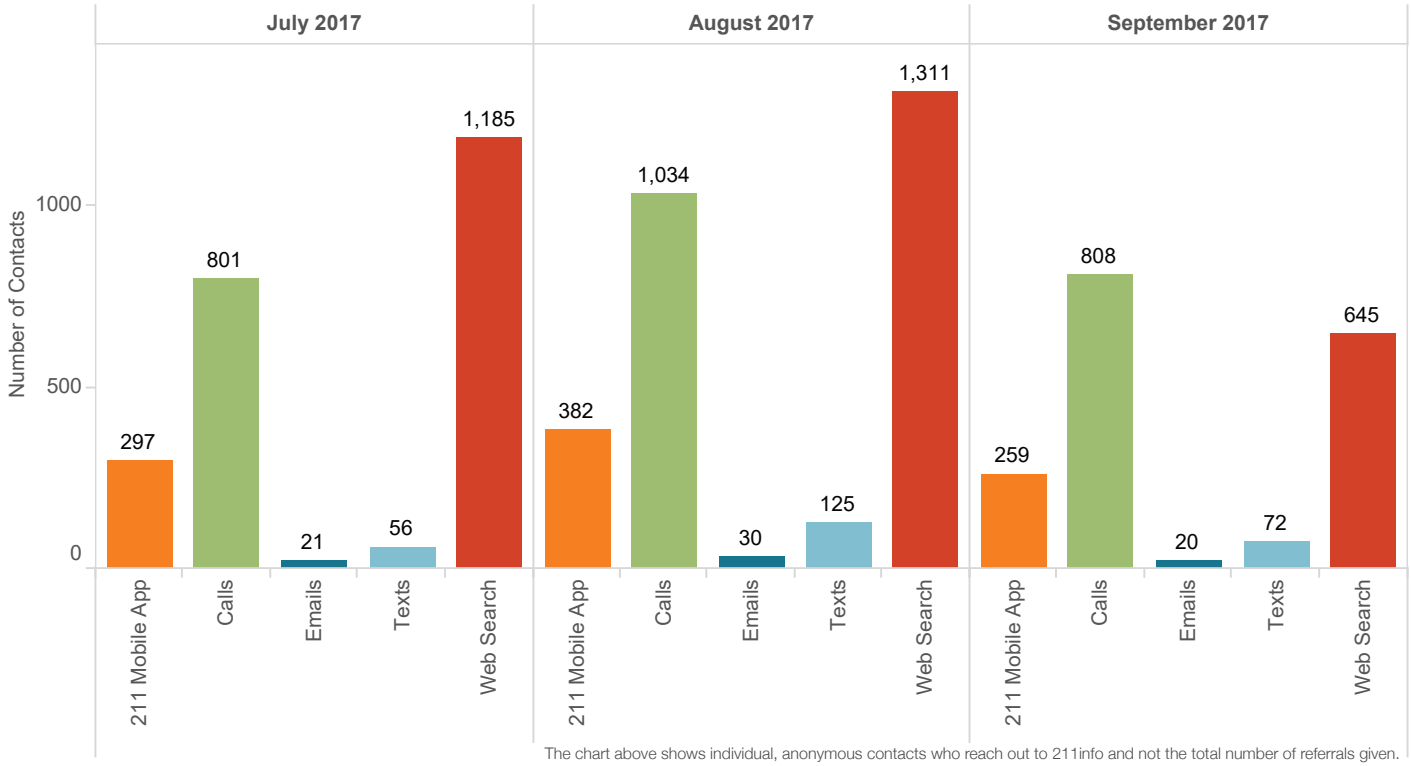
Beaverton	2,153 (40%)
Hillsboro	1,030 (19%)
Tigard	598 (11%)
Portland	482 (9%)
Aloha	270 (5%)
Tualatin	188 (4%)
Forest Grove	185 (3%)
Cornelius	143 (3%)
Sherwood	130 (2%)
Other	181 (3%)

WASHINGTON COUNTY

July 2017 - September 2017

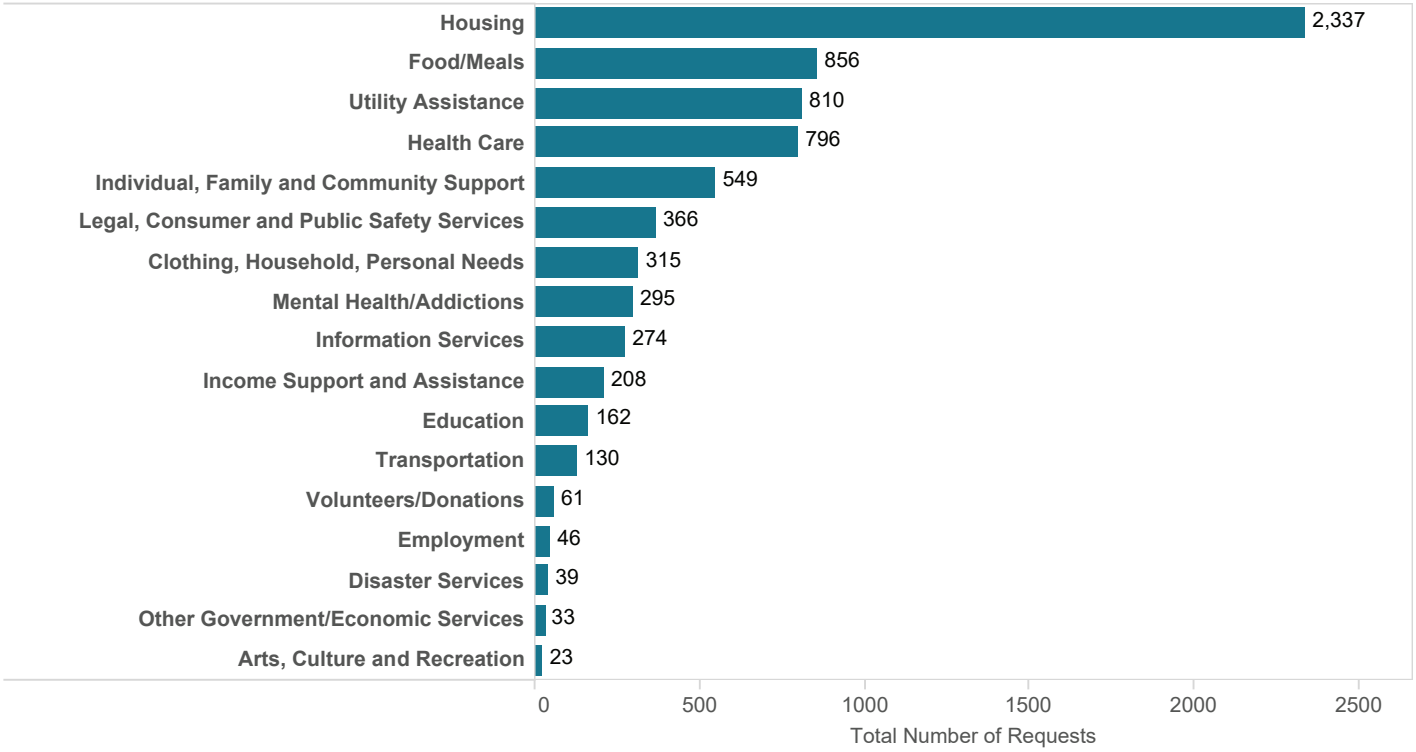
211info 2-1-1

Number of contacts, grouped by month and contact type



The chart above shows individual, anonymous contacts who reach out to 211info and not the total number of referrals given.

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



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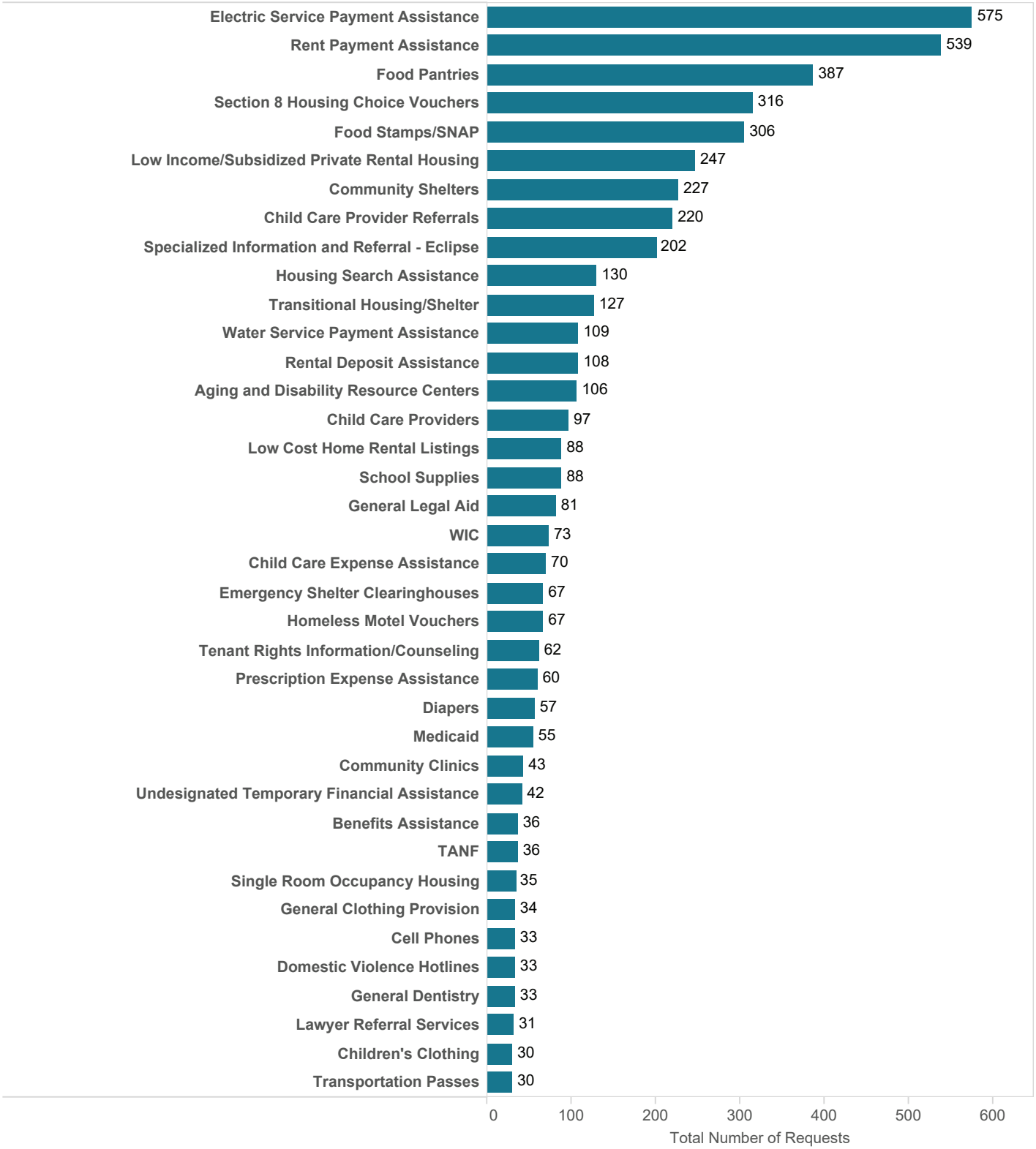
WASHINGTON COUNTY

July 2017 - September 2017

211info 2-1-1

Number of services with 30 or more requests across all contact types



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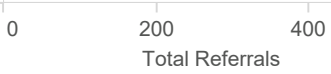
WASHINGTON COUNTY

July 2017 - September 2017

Top 5 agencies referred to across all contact types

COMMUNITY ACTION	Case/Care Management	1
	Child Care Provider Training	9
	Community Action Agencies	4
	Community Shelters	54
	Electric Service Payment Assistance	439
	Emergency Shelter Clearinghouses	52
	Food Pantries	43
	Gas Service Payment Assistance	17
	Head Start	5
	Heating Fuel Payment Assistance	2
	Home Based Parenting Education	2
	Homeless Permanent Supportive Housing	1
	Housing Search Assistance	48
	Navigator Programs	2
	Pregnancy Testing	1
	Prenatal/Postnatal Home Visitation Programs	2
	Rent Payment Assistance	226
	Rental Deposit Assistance	88
	Specialized Information and Referral - Eclipse	28
	Subject Specific Public Awareness/Education	1
	Tenant Readiness Education Programs	16
	Weatherization Programs	4
ST VINCENT DE PAUL WASHINGTON COUNTY	Electric Service Payment Assistance	464
	Food Pantries	67
	Gas Service Payment Assistance	17
	Heating Fuel Payment Assistance	3
	Rent Payment Assistance	237
	Water Service Payment Assistance	108
CARE TO SHARE	Electric Service Payment Assistance	224
	Emergency Food Clearinghouses	1
	Food Pantries	67
	Gas Service Payment Assistance	9
	Heating Fuel Payment Assistance	3
	Water Service Payment Assistance	43
TRANSITION PROJECTS	Baggage Check Facilities	2
	Bathing Facilities	4
	Community Shelters	171
	Homeless Drop In Centers	4
	Homeless Permanent Supportive Housing	5
	Laundry Facilities	2
	Records/Licenses/Permits Fee Payment Assistance	11
	Rent Payment Assistance	6
	Specialized Information and Referral - Eclipse	1
	Temporary Mailing Address	1
	Transitional Housing/Shelter	47
	Transportation Passes	18
	Tuberculosis Screening	1
	Work Clothing	2
OREGON DHS CHILDREN AND FAMILIES DIVISION FOR WASHINGTON COUNTY	Child Care Expense Assistance	37
	Children's Protective Services	4
	Food Stamps/SNAP	172
	TANF	29
	Undesignated Temporary Financial Assistance	2
	Vocational Rehabilitation	2

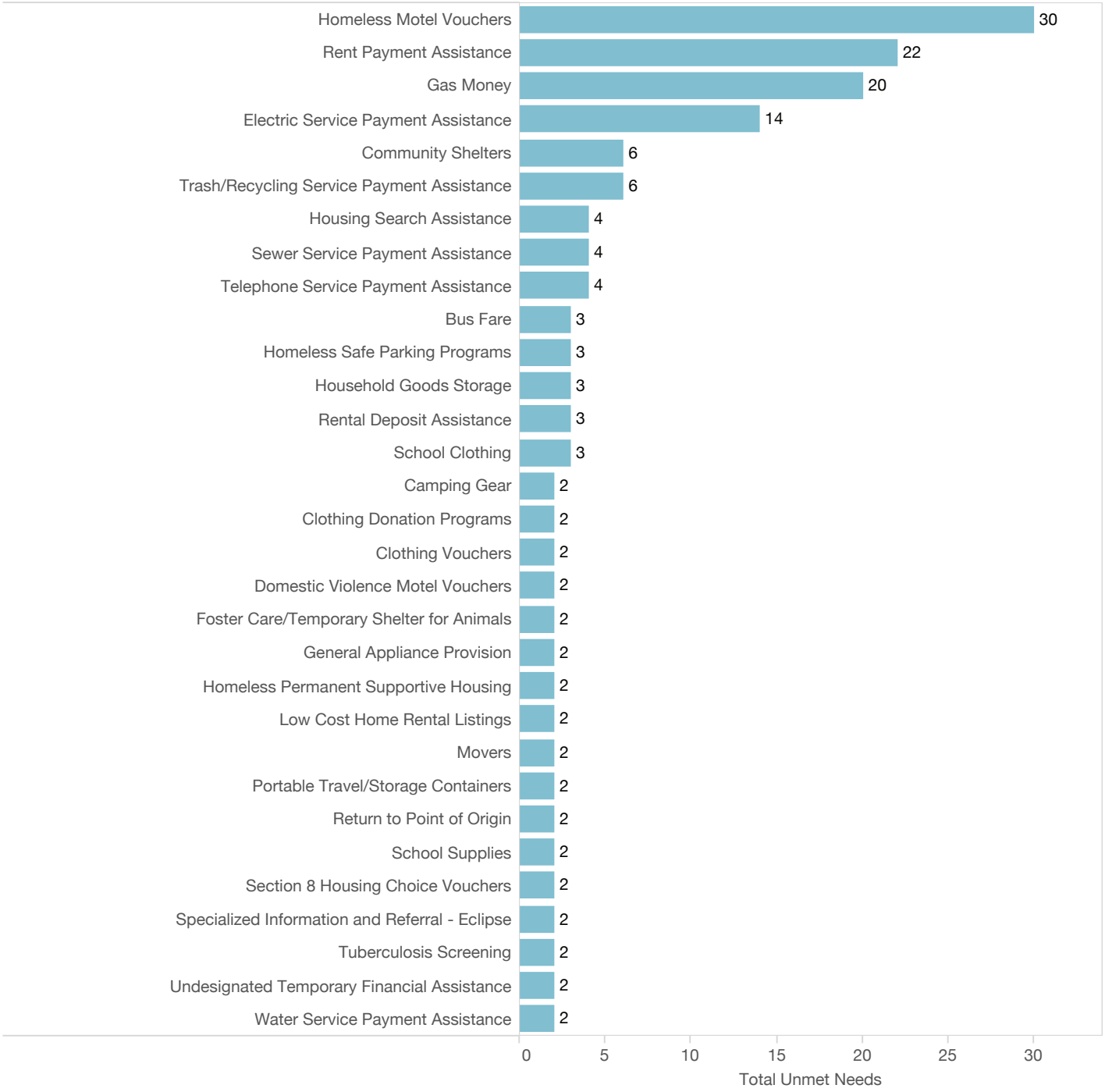


WASHINGTON COUNTY

July 2017 - September 2017

There were 221 instances where there wasn't an appropriate referral for the contact's requested need. 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; and some services simply don't exist in a community. Unmet community needs with two or more requests are displayed below.

What are potential service gaps?



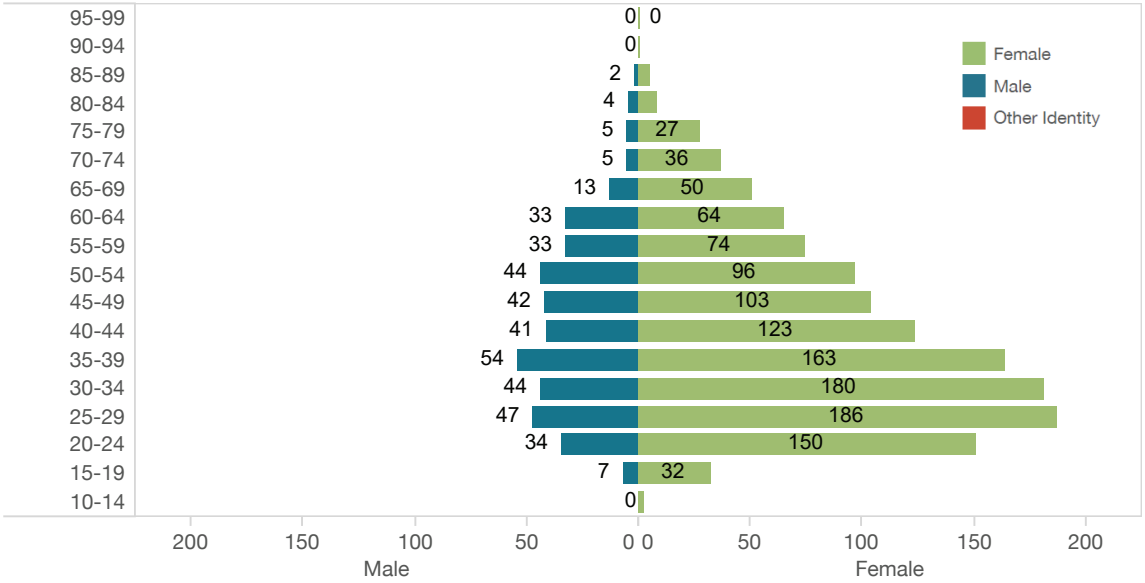
WASHINGTON COUNTY

July 2017 - September 2017

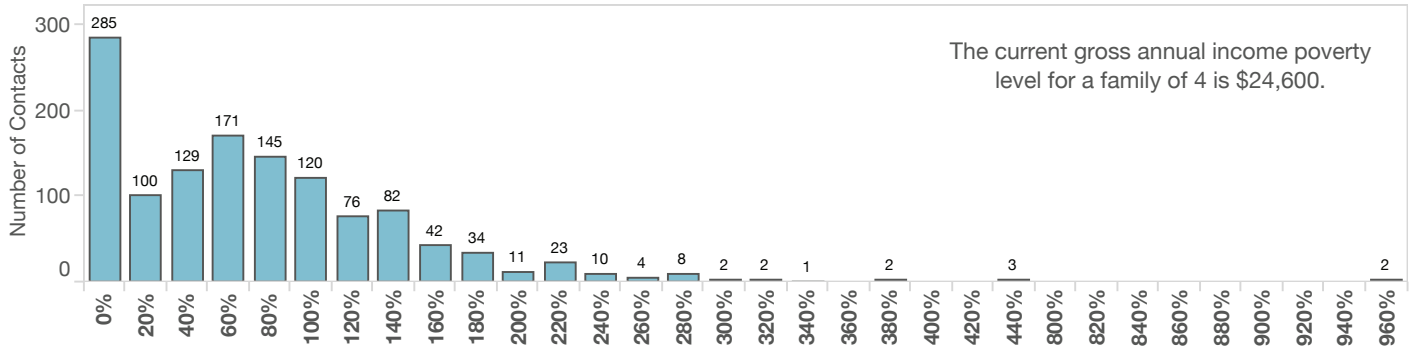
Age

90-94	0.06%
85-89	0.37%
80-84	0.75%
75-79	1.99%
70-74	2.55%
65-69	3.79%
60-64	5.78%
55-59	6.34%
50-54	8.46%
45-49	8.52%
40-44	9.64%
35-39	12.69%
30-34	13.12%
25-29	13.18%
20-24	10.51%
15-19	2.18%
10-14	0.12%

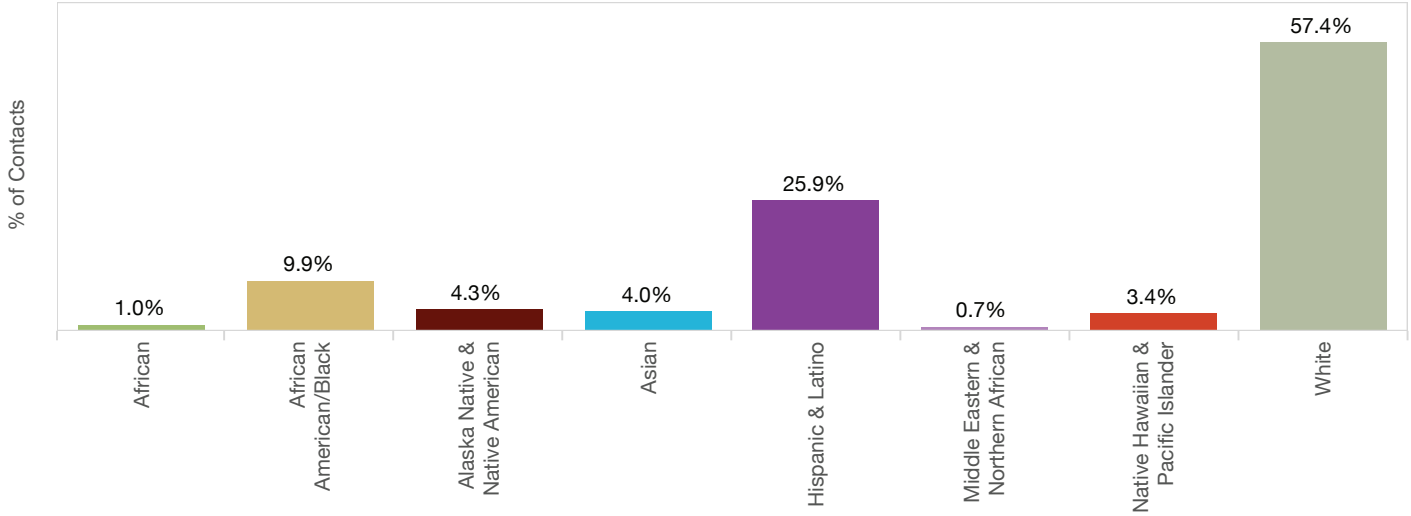
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

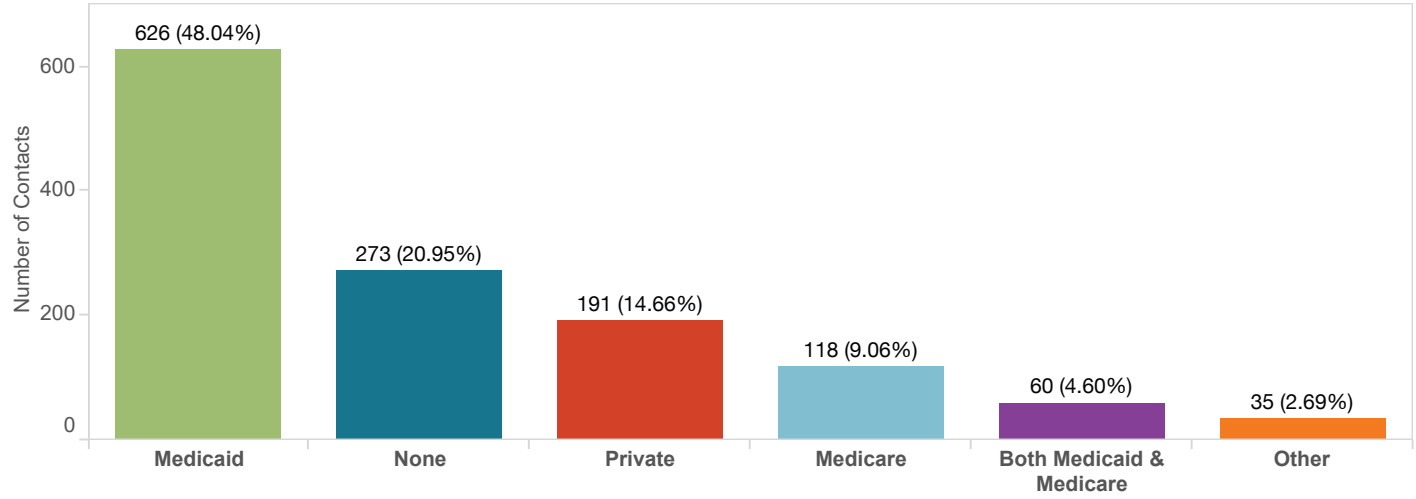


WASHINGTON COUNTY

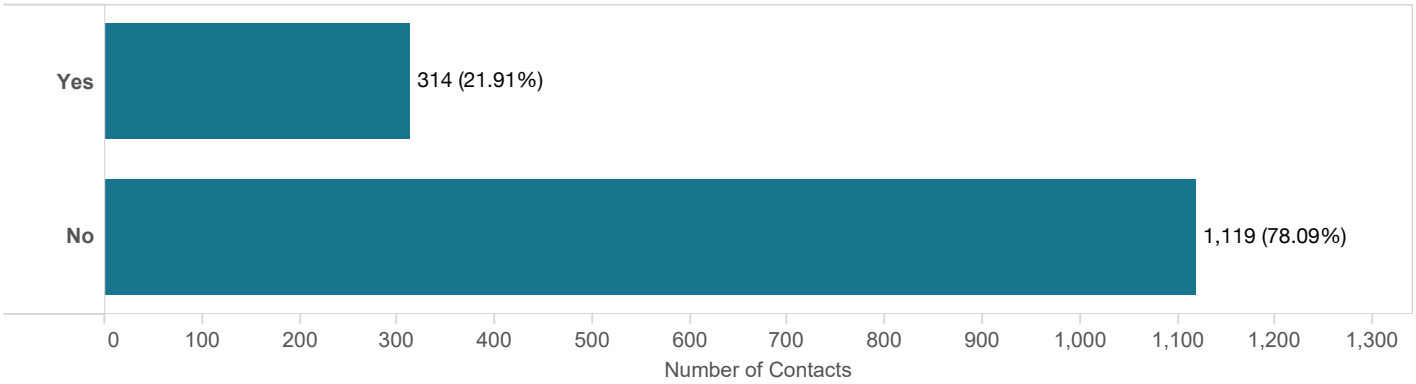
July 2017 - September 2017

211info 2-1-1

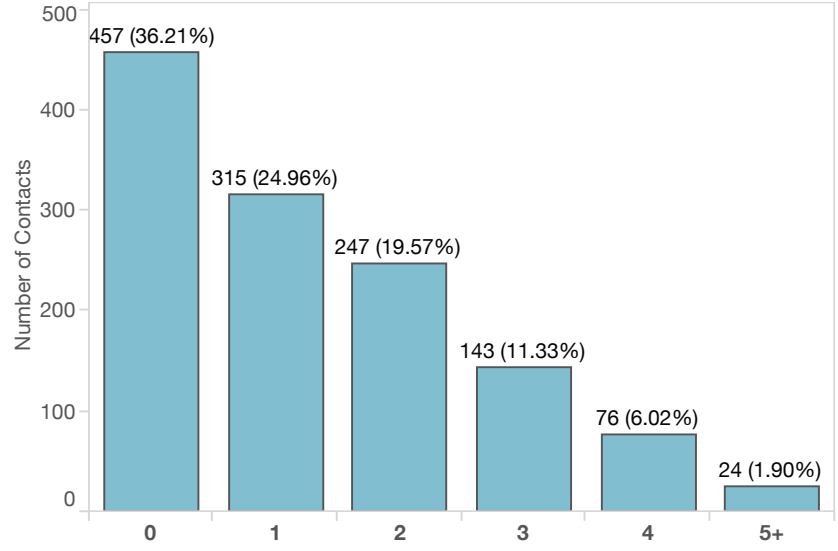
Health insurance status



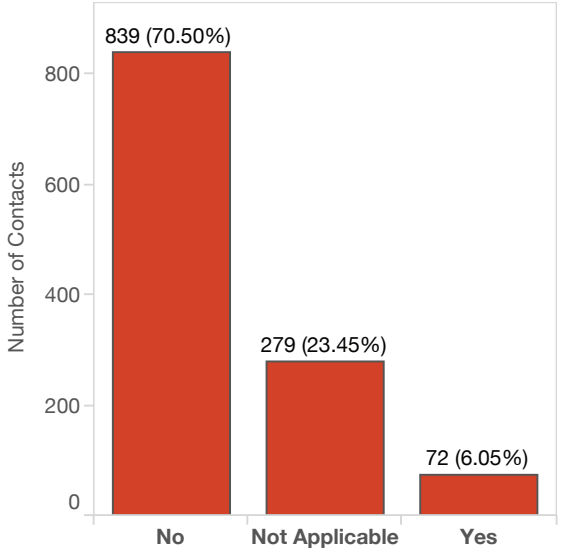
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



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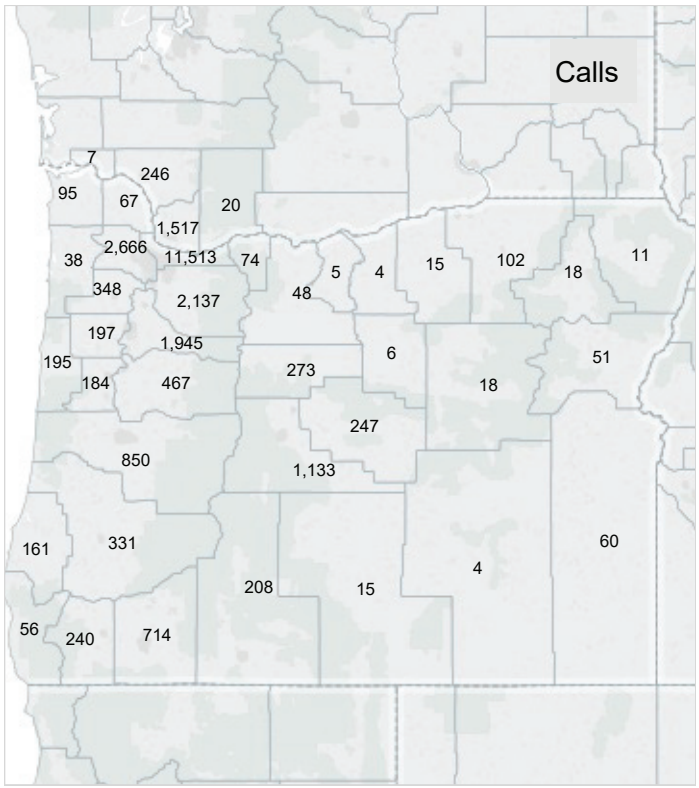
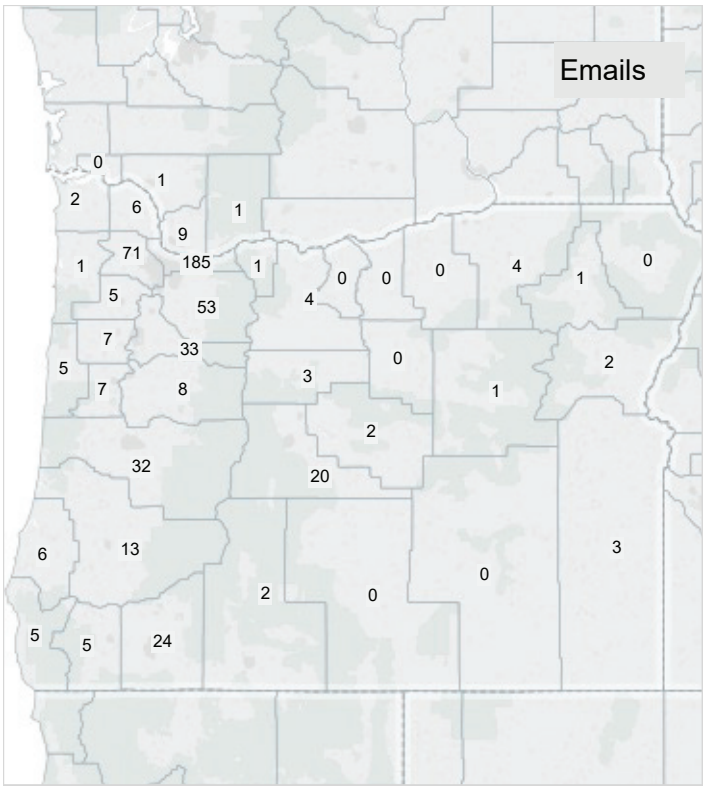
WASHINGTON COUNTY

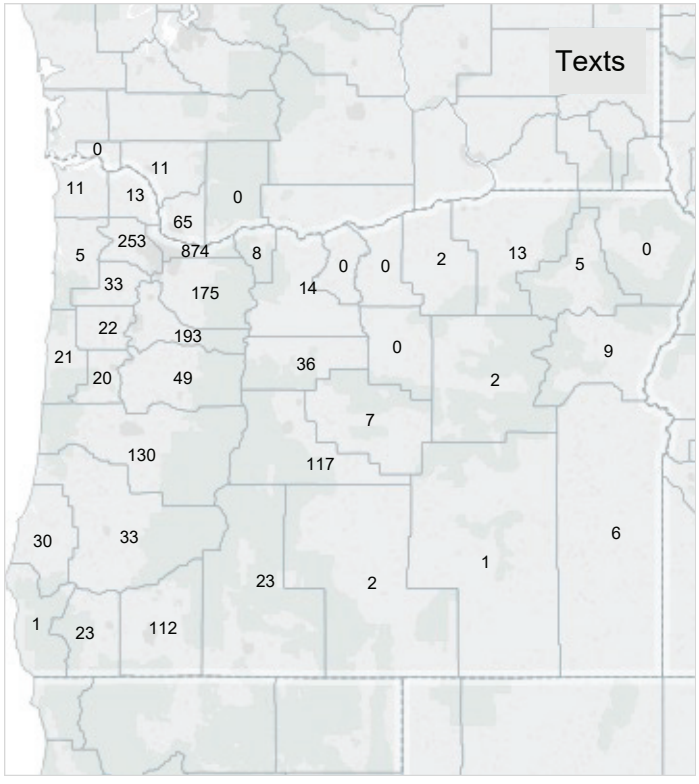
July 2017 - September 2017

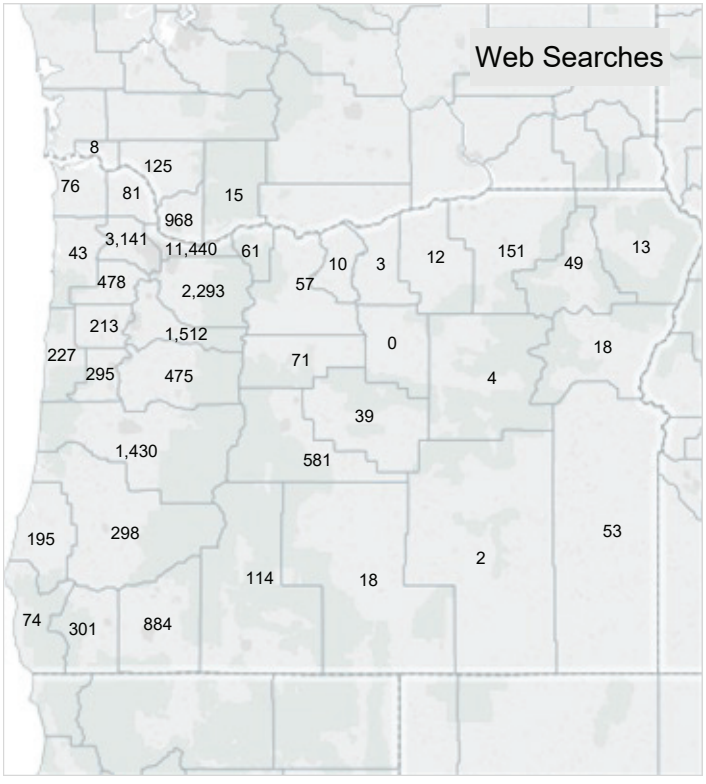
211info 2-1-1

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









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