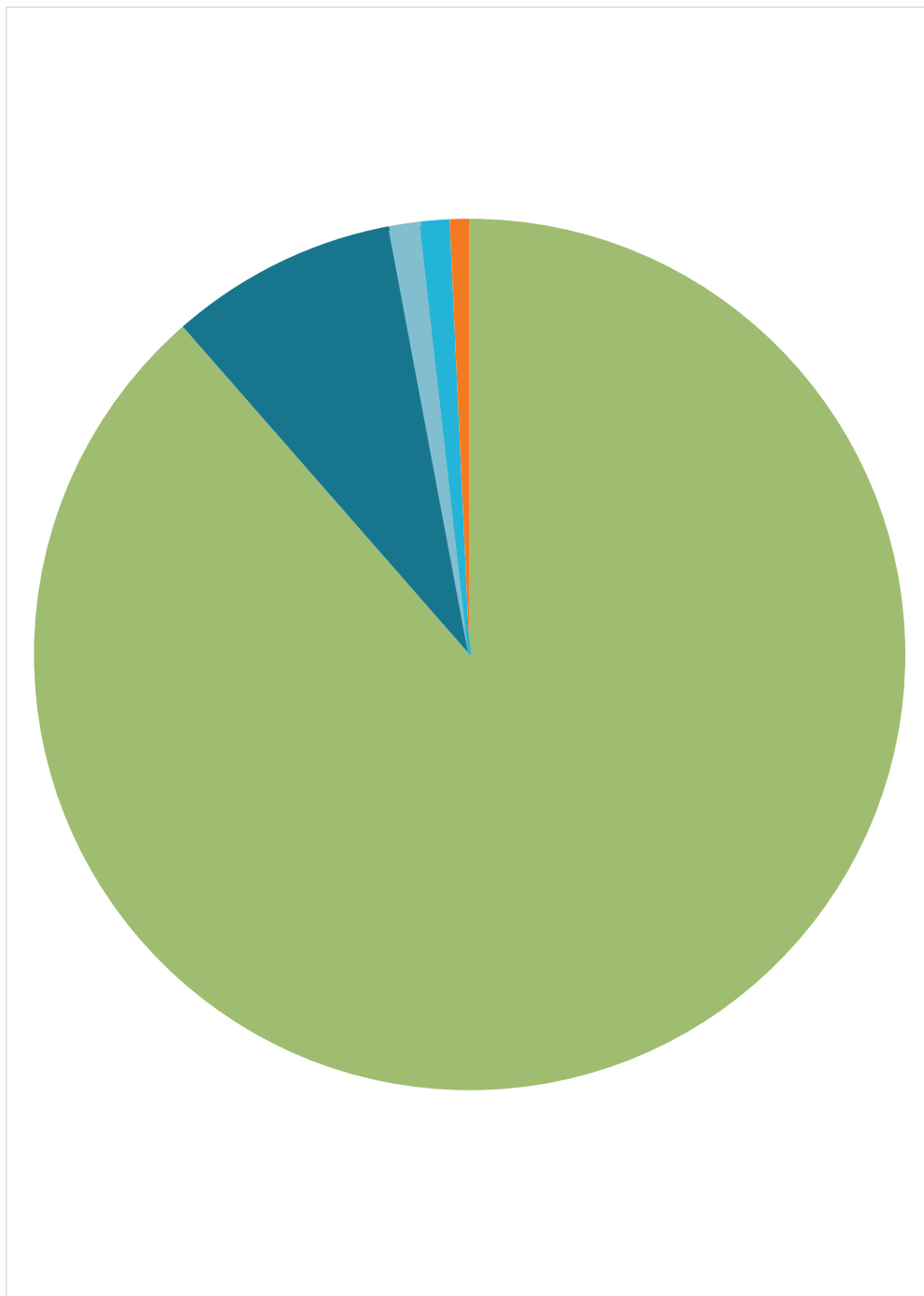


MULTNOMAH COUNTY

January - March 2018



Percent of contacts by city



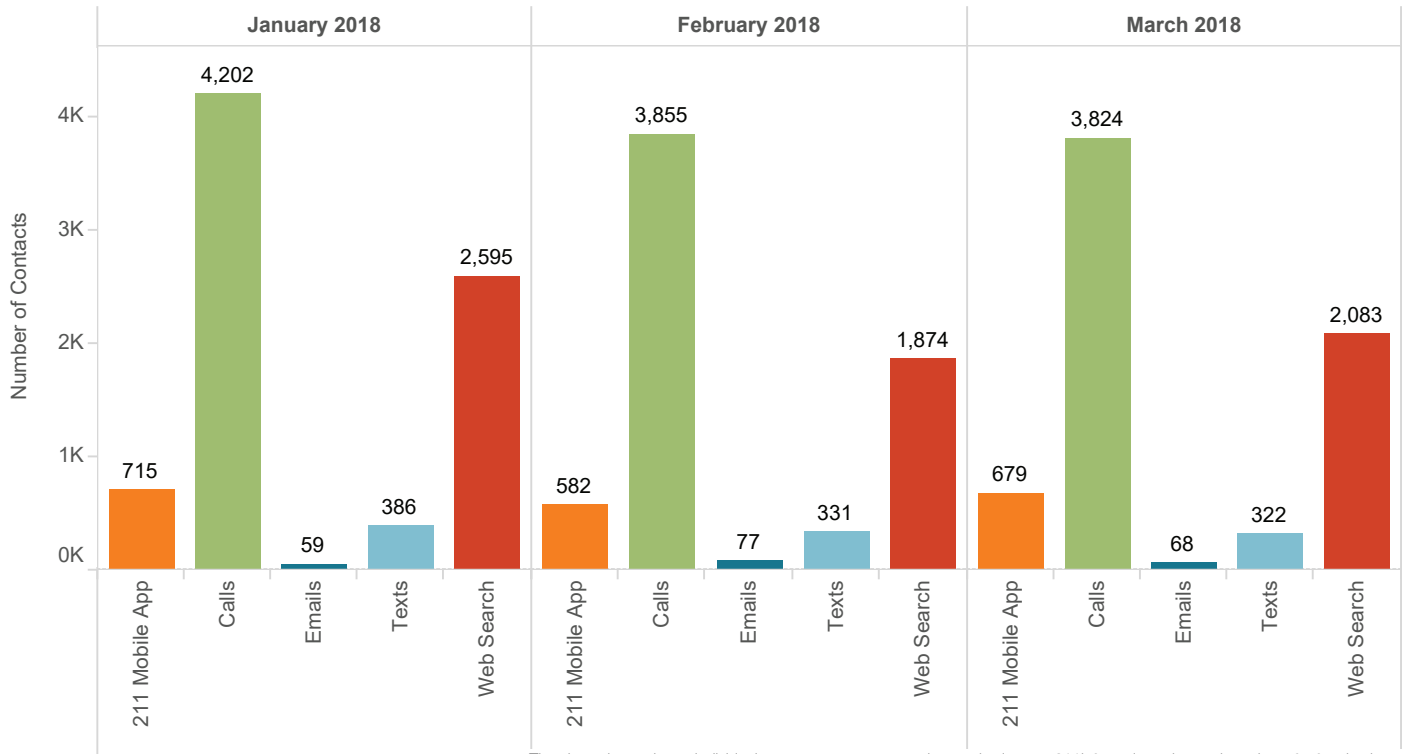
Portland	10,802 (89%)
Gresham	1,036 (9%)
Troutdale	140 (1%)
Fairview	131 (1%)
Other	87 (1%)

MULTNOMAH COUNTY

January - March 2018

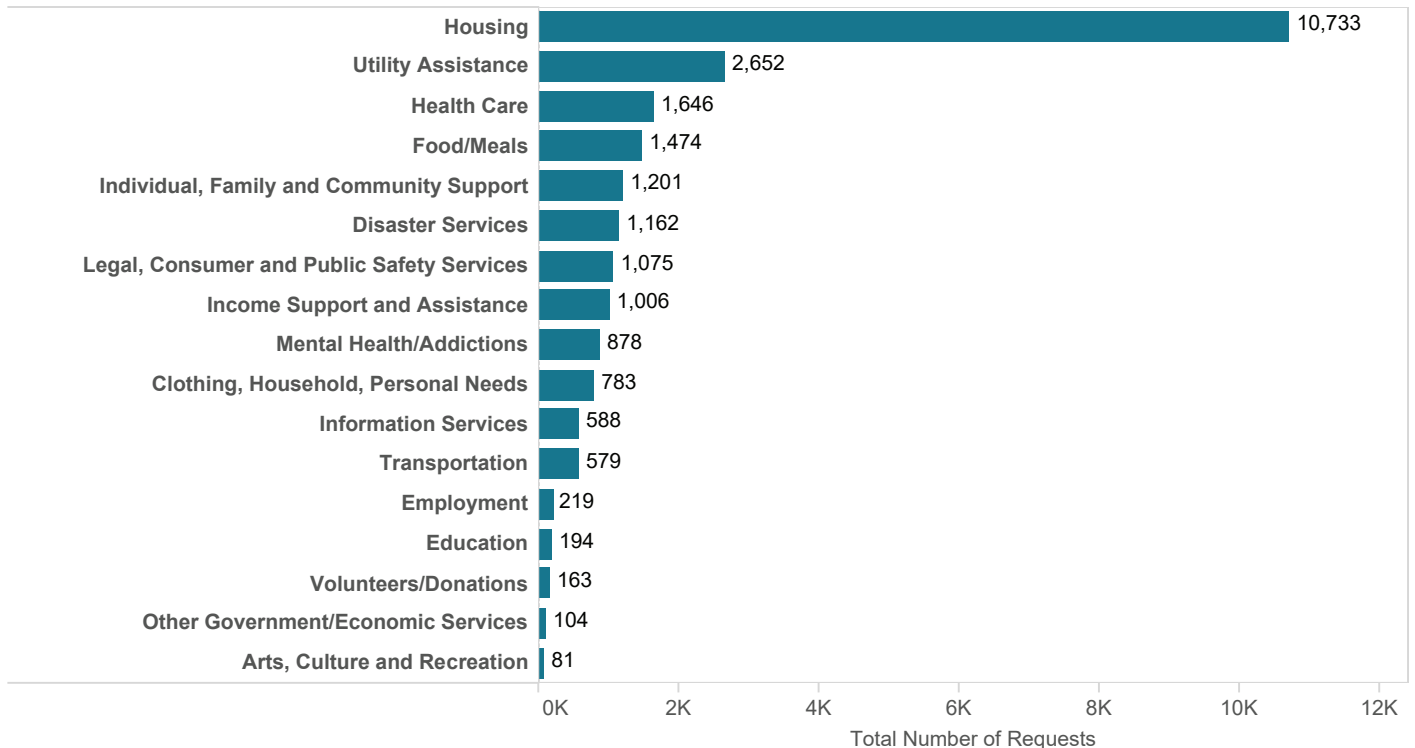


Number of contacts, grouped by month and contact type

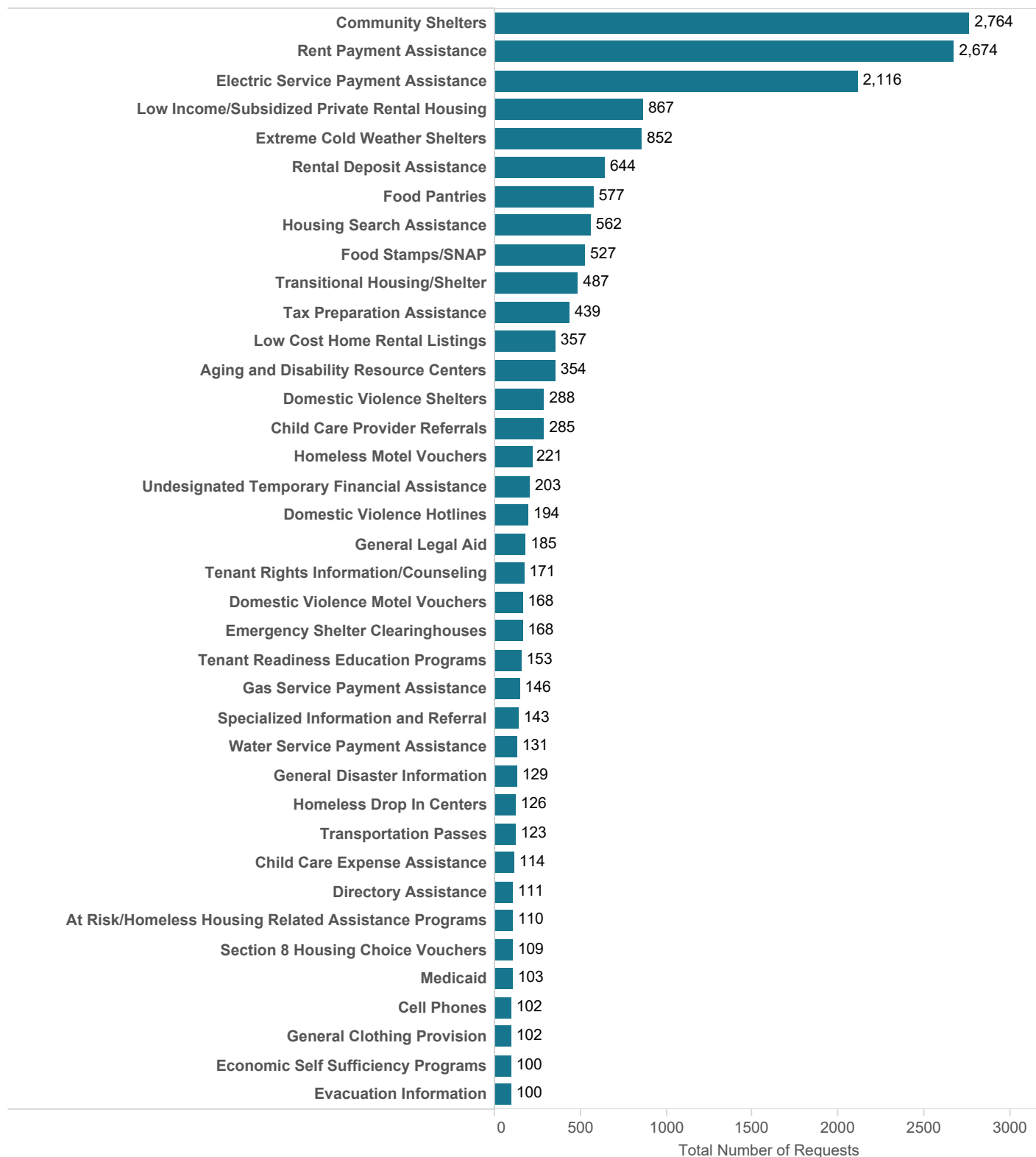


The chart above shows individual, anonymous contacts who reached out to 211info and not the total number of referrals given.

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



Number of services with 100 or more requests across all contact types

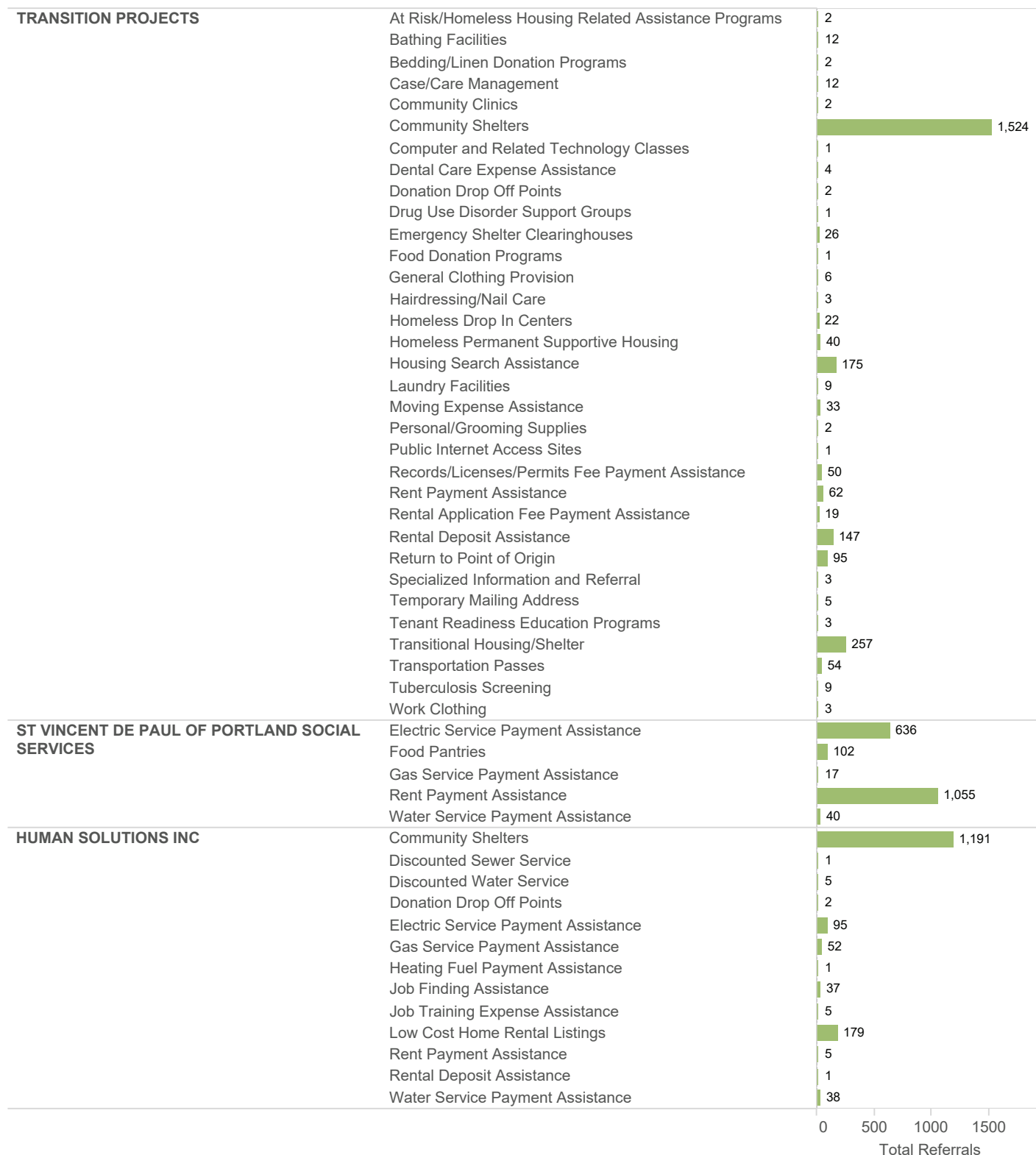


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Top 3 agencies referred to across all contact types



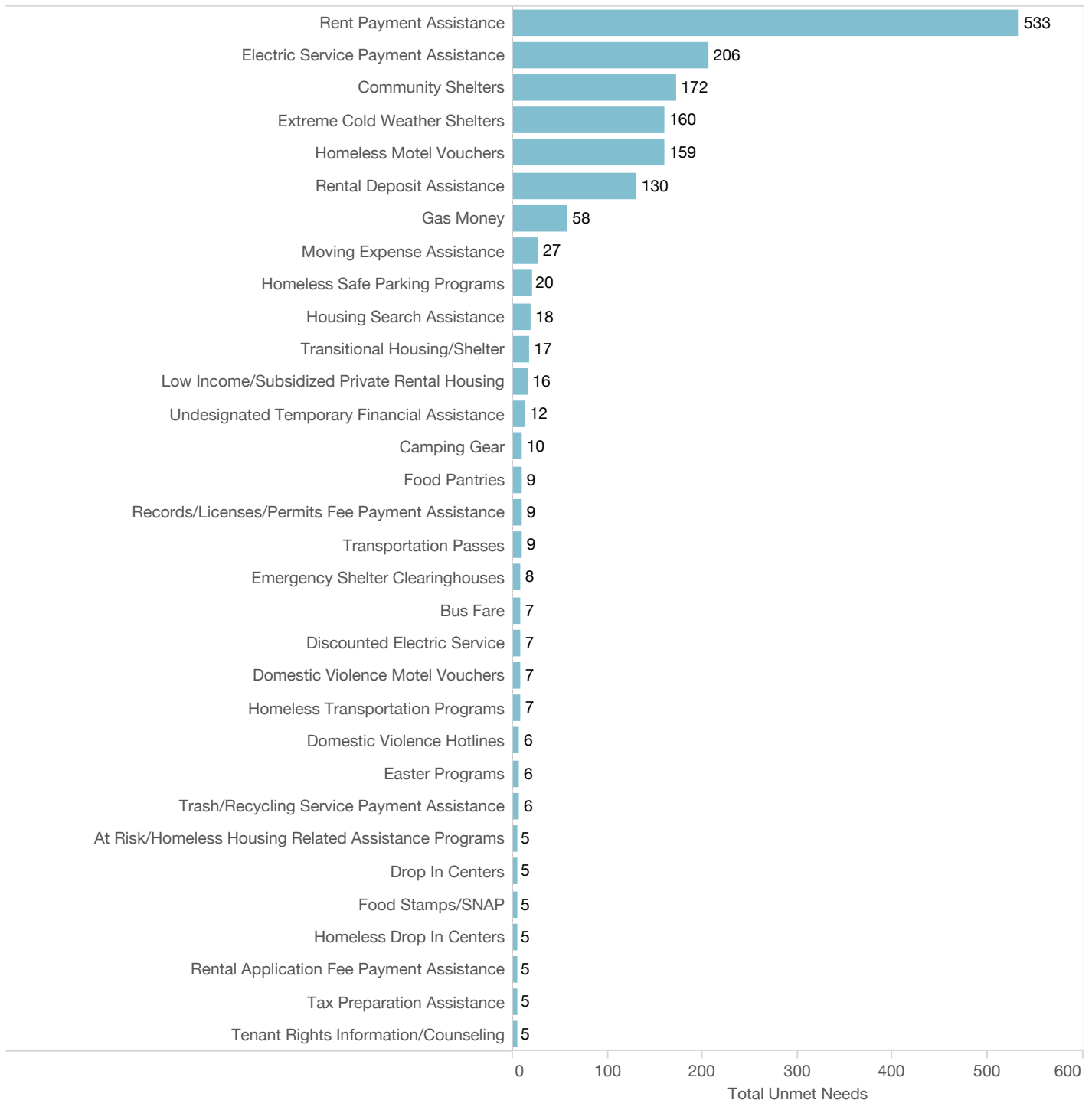
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There were 1,907 instances where there wasn't an appropriate referral for the contact's requested need. A referral may not be available for various reasons. In some cases, agencies are at capacity for a program; community need often outweighs the help available; and some services simply don't exist in a community.

Potential service gaps with 5 or more requests



MULTNOMAH COUNTY

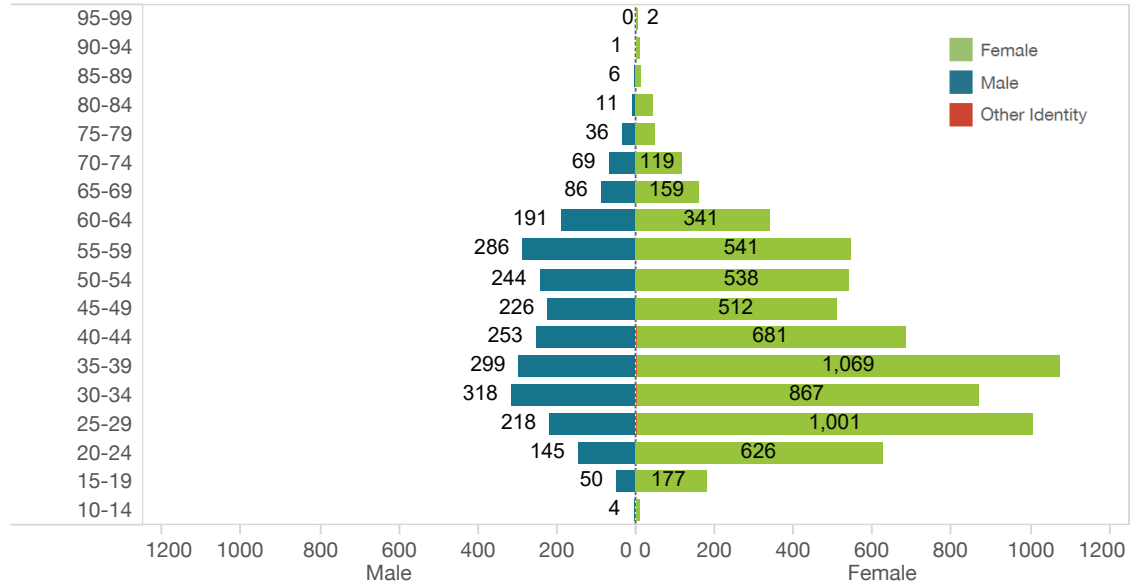
January - March 2018



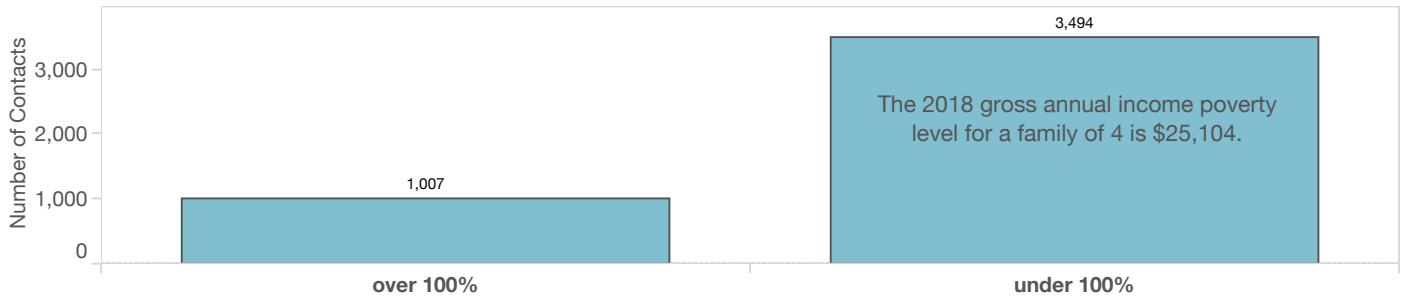
Age

95-99	0.02%
90-94	0.14%
85-89	0.27%
80-84	0.67%
75-79	0.95%
70-74	2.33%
65-69	2.67%
60-64	5.80%
55-59	8.95%
50-54	8.37%
45-49	7.94%
40-44	10.03%
35-39	14.60%
30-34	12.76%
25-29	13.33%
20-24	8.51%
15-19	2.53%
10-14	0.17%

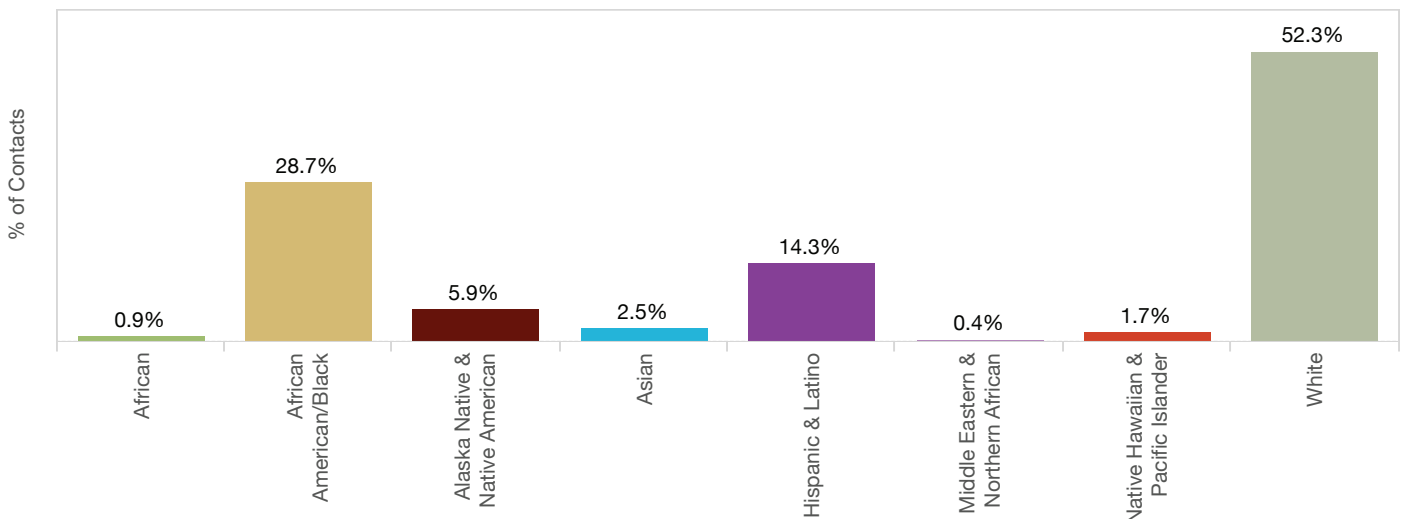
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

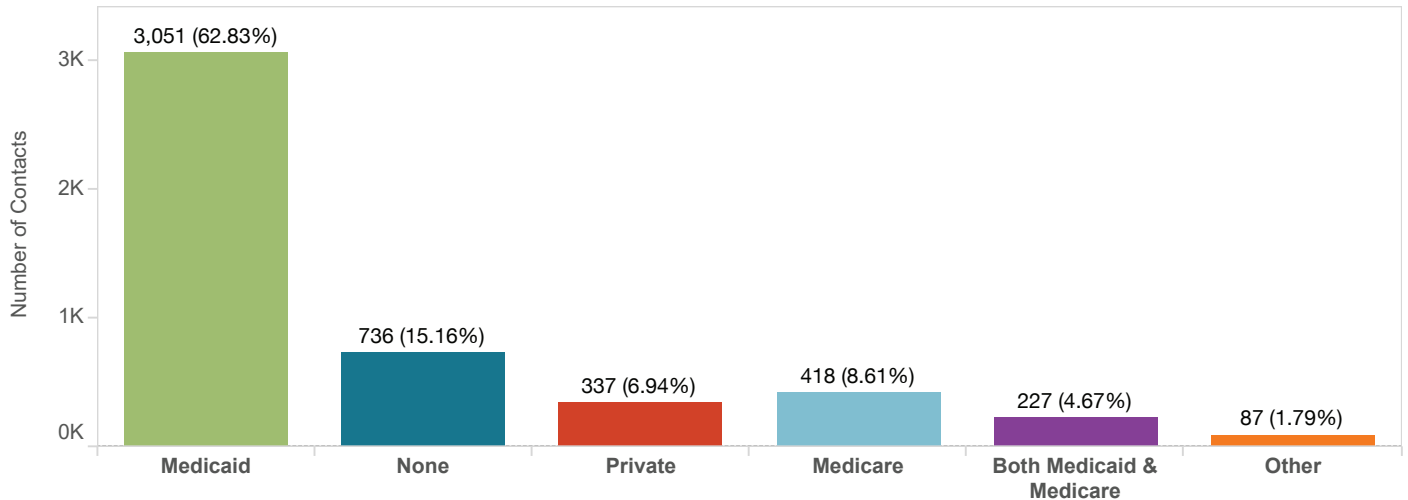


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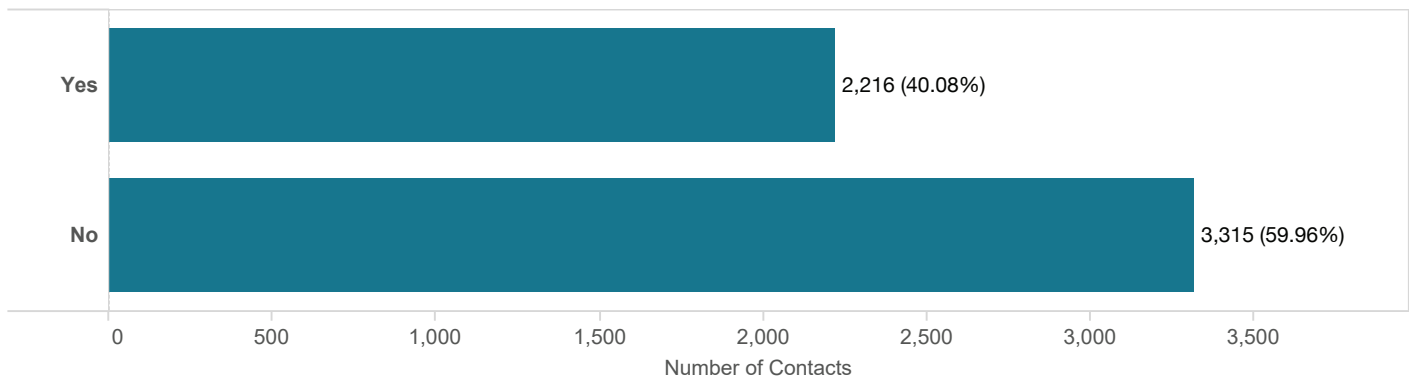
January - March 2018



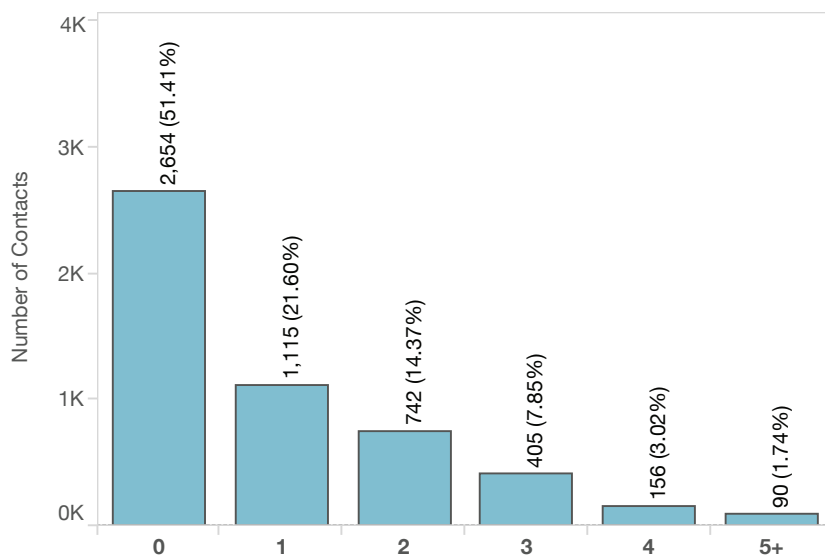
Health insurance status



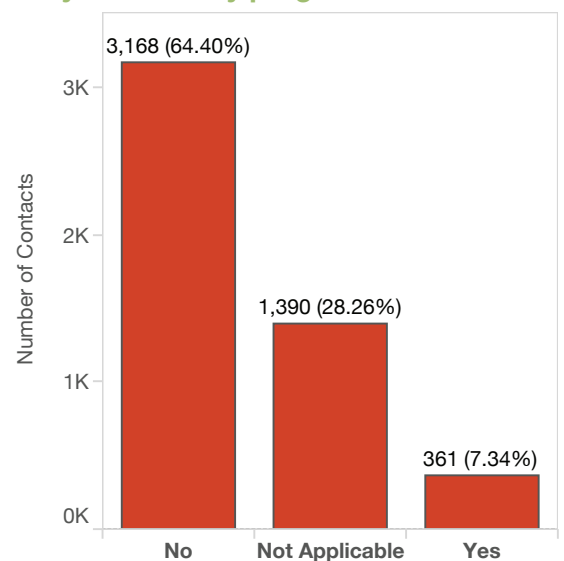
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



MULTNOMAH COUNTY

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

