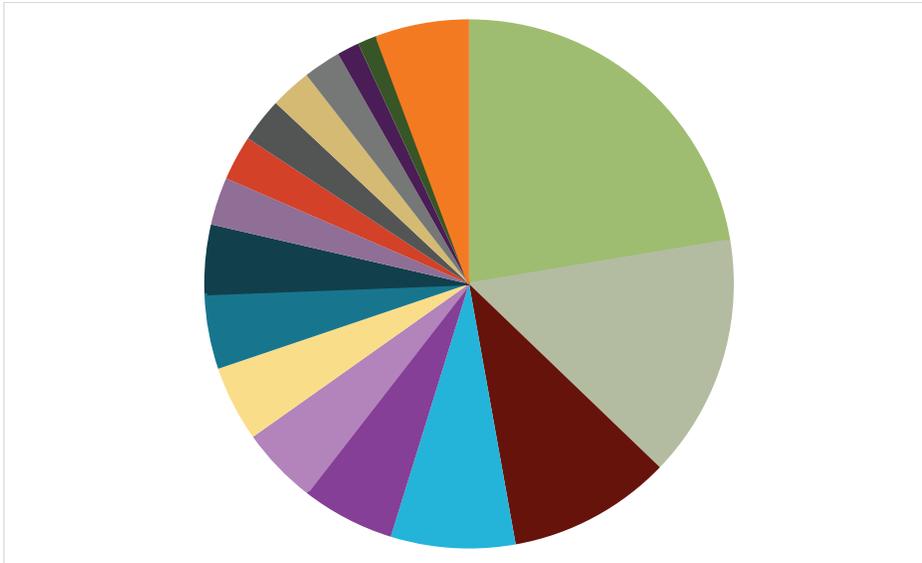


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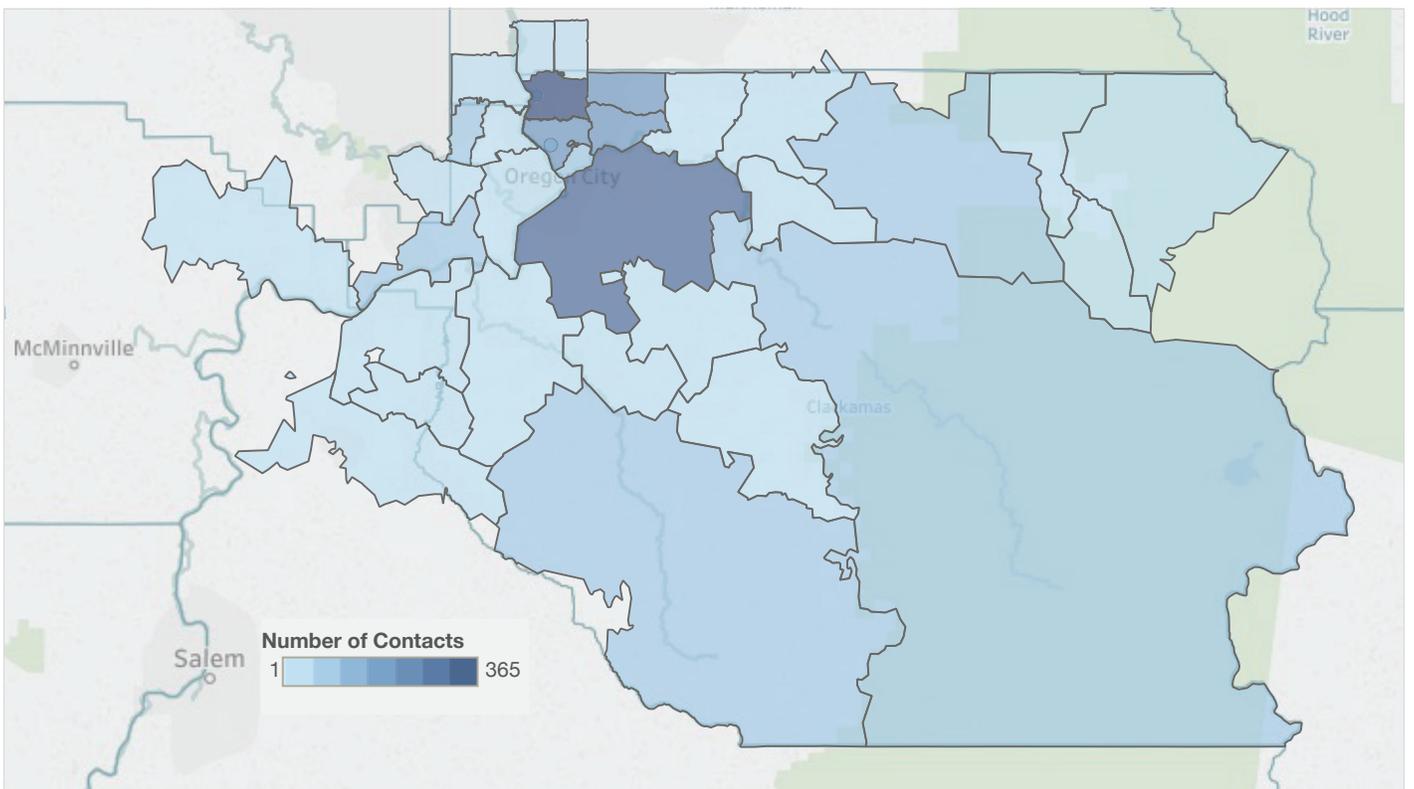
Cities



Milwaukie	22.43%
Oregon City	14.87%
Clackamas	10.02%
Happy Valley	7.62%
Portland	5.74%
Gladstone	4.69%
Lake Oswego	4.64%
Sandy	4.59%
Wilsonville	4.23%
Oak Grove	2.92%
Molalla	2.76%
Estacada	2.71%
Canby	2.50%
West Linn	2.30%
Boring	1.36%
Damascus	1.15%
Other	5.69%



ZIP Codes

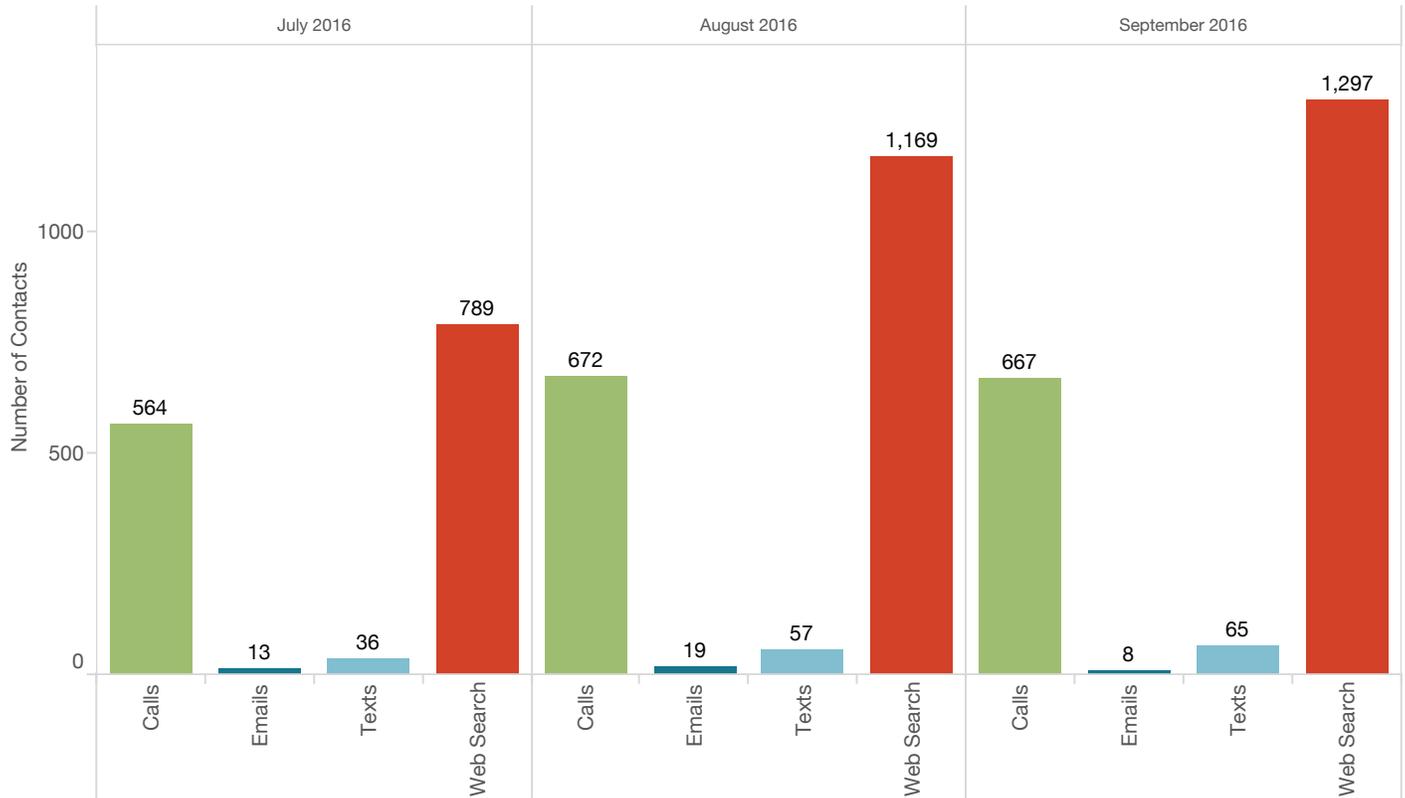


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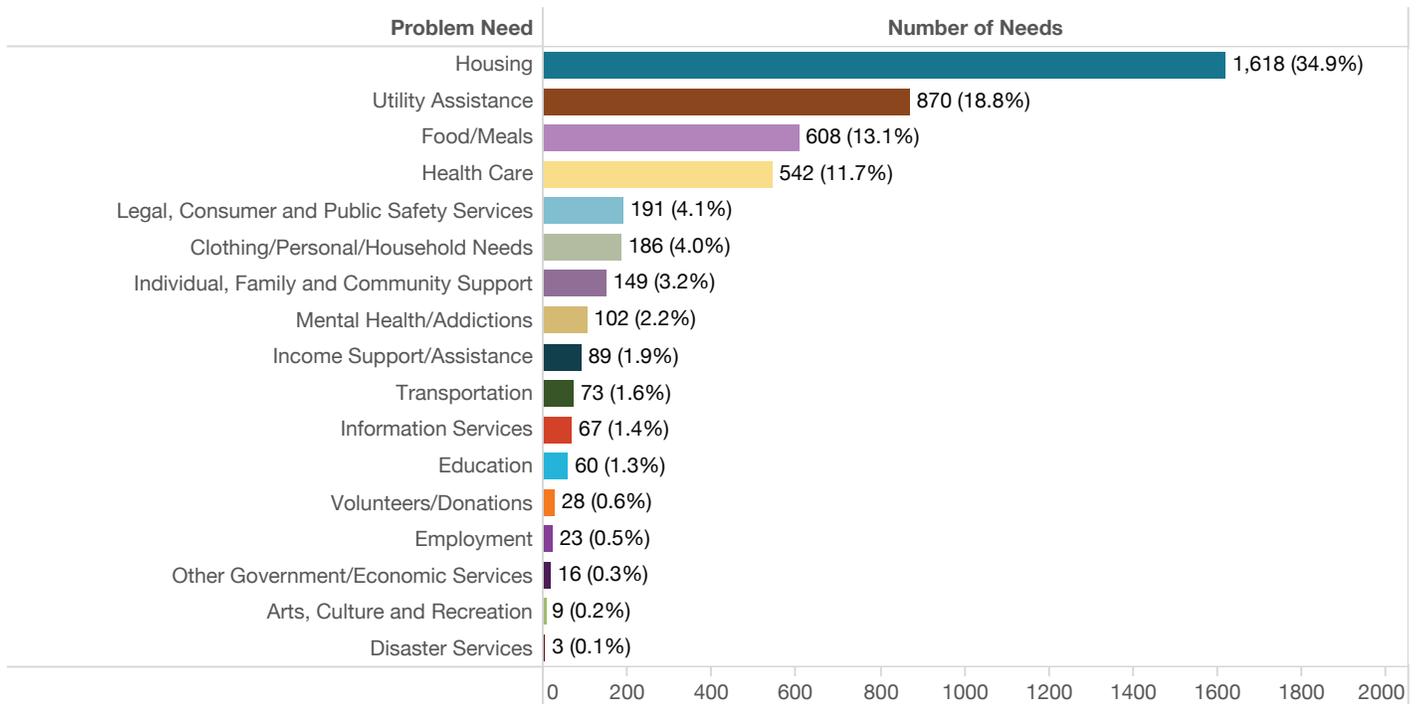
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How many contacts did we receive?



What were contacts' needs?



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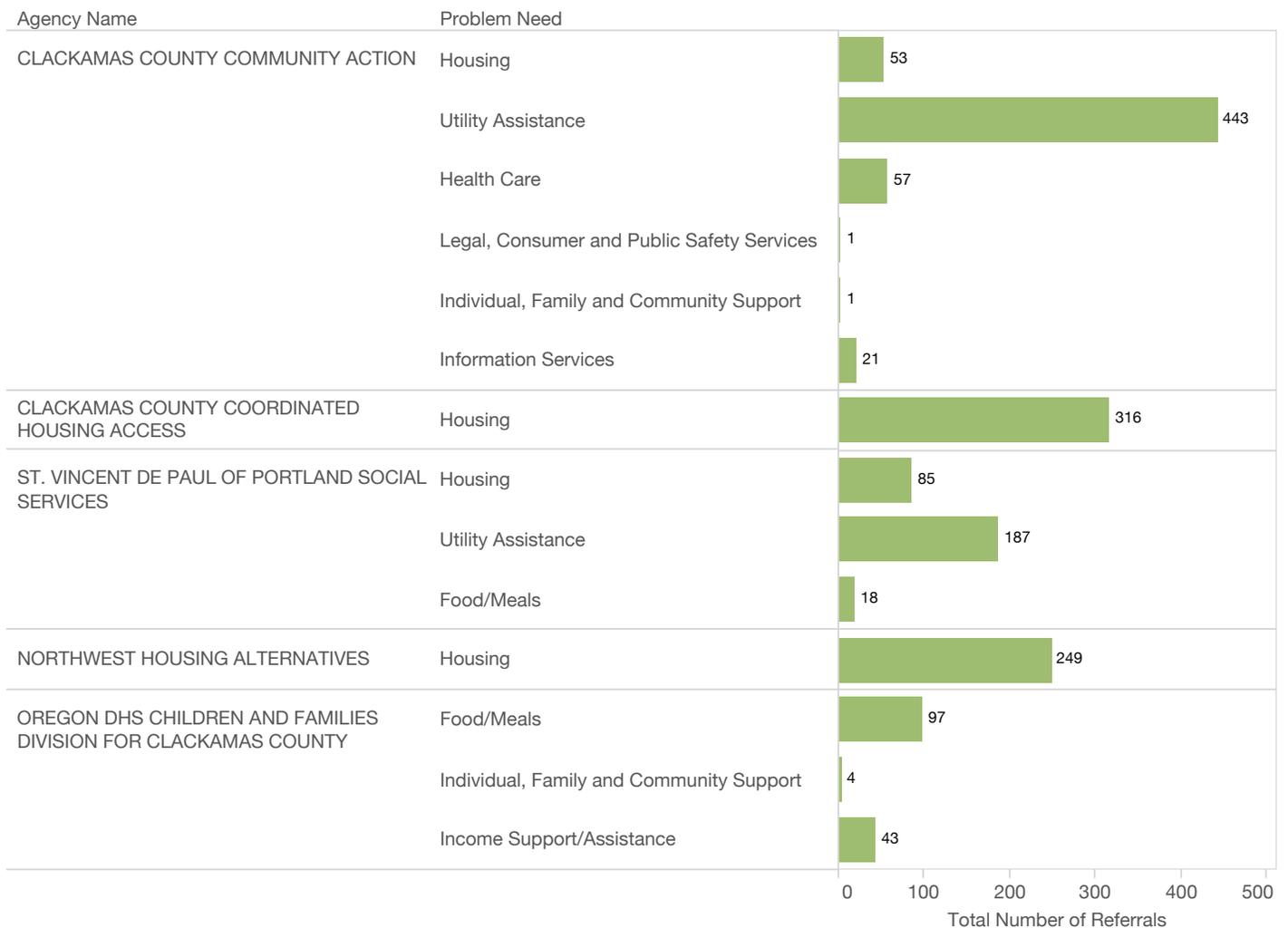
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Services most often requested by contacts



Agencies most often referred by 211info

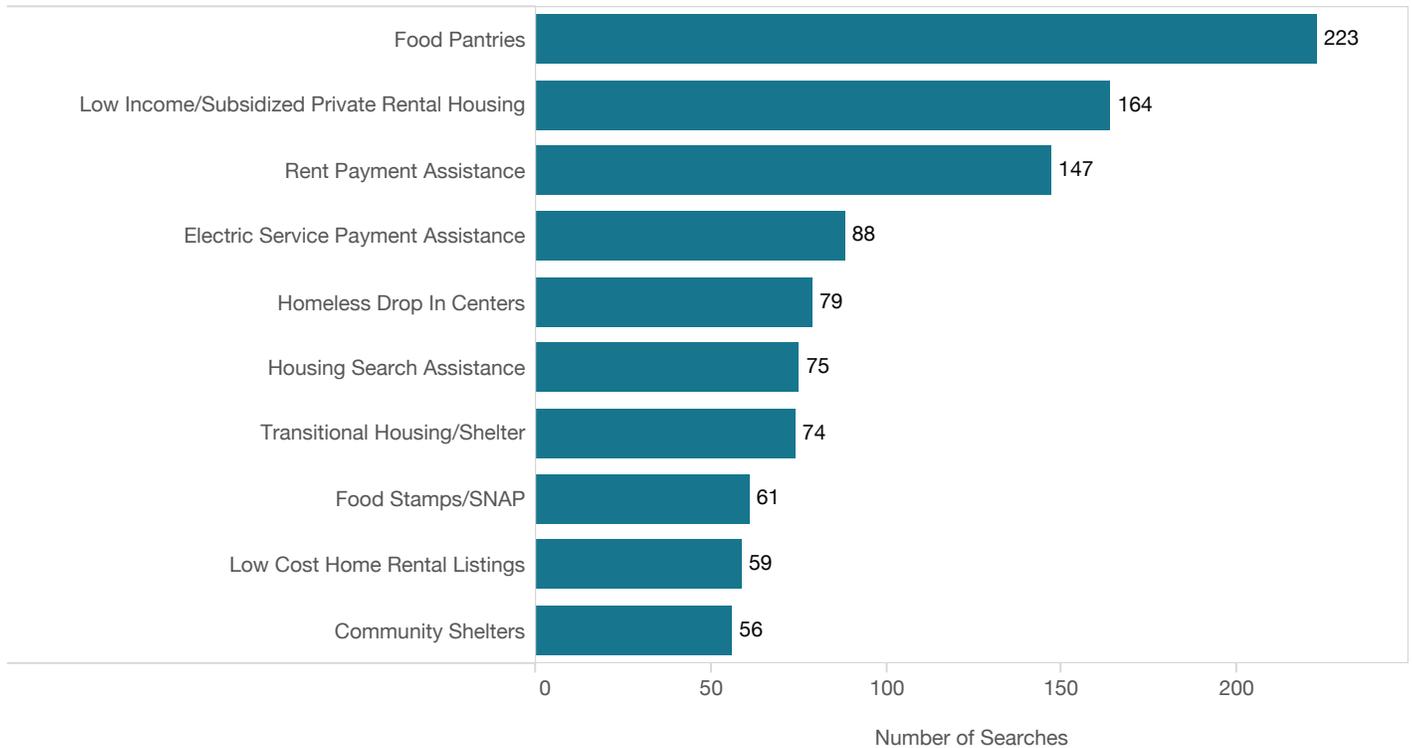


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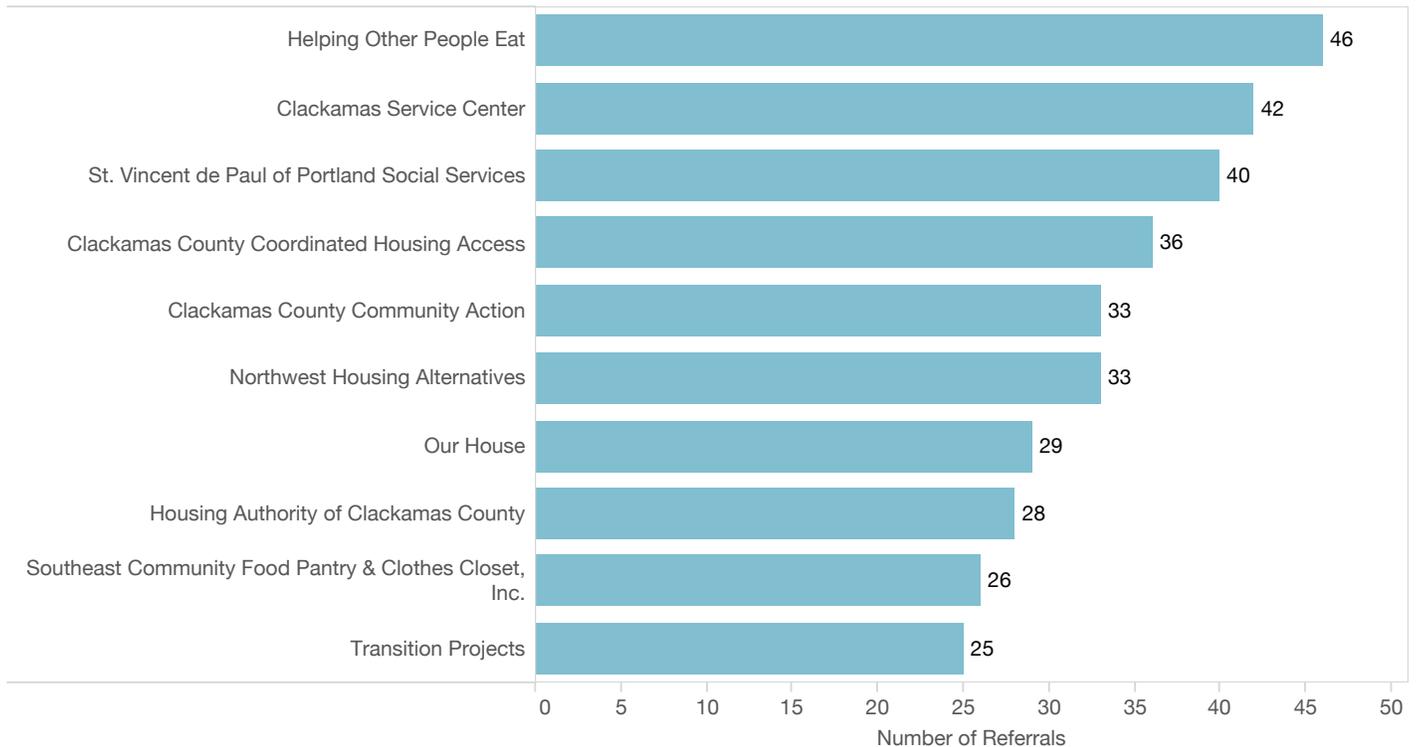
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Services most often searched in the online database



Agencies most often referred through the online database



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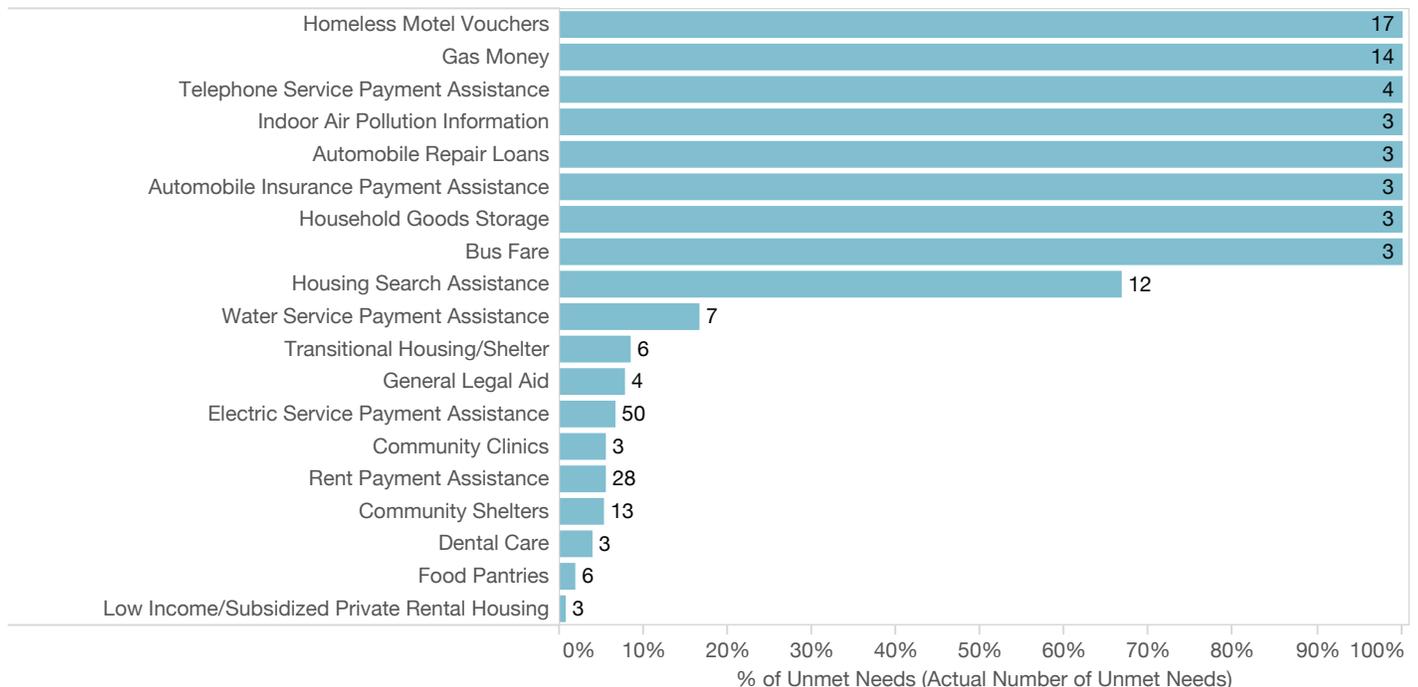
There were 263 instances where a referral was not appropriate for the contact's requested need. While housing requests had the greatest number of unmet community needs; arts, culture, and recreation requests represent a higher proportion of unmet needs.

What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Needs	% Requests	Number of Needs	% Requests
Arts, Culture and Recreation	4	44%	5	56%
Transportation	46	63%	27	37%
Disaster Services	2	67%	1	33%
Individual, Family and Community Support	134	90%	15	10%
Utility Assistance	805	93%	65	7%
Information Services	63	94%	4	6%
Housing	1,523	94%	95	6%
Education	57	95%	3	5%
Health Care	520	96%	22	4%
Mental Health/Addictions	98	96%	4	4%
Legal, Consumer and Public Safety Services	184	96%	7	4%
Volunteers/Donations	27	96%	1	4%
Clothing/Personal/Household Needs	182	98%	4	2%
Food/Meals	598	98%	10	2%
Other Government/Economic Services	16	100%		
Income Support/Assistance	89	100%		
Employment	23	100%		

A referral may not be available for various reasons. In some cases, agencies are out of funding 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 three or more requests are displayed below, sorted by proportion of referral requests.

What are potential service gaps?



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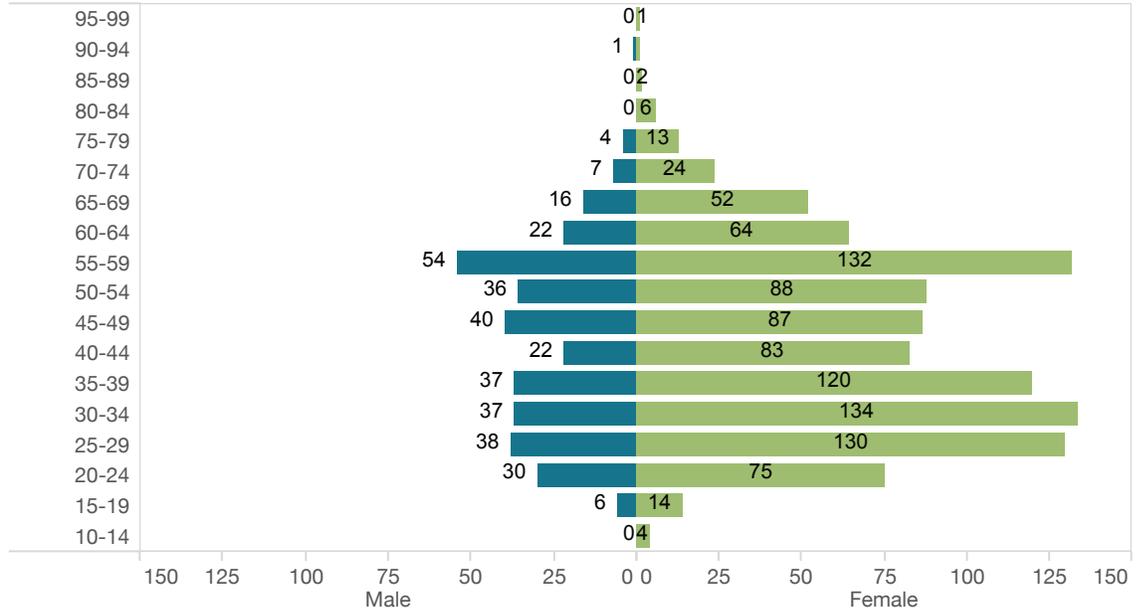
July 1, 2016 - September 30, 2016



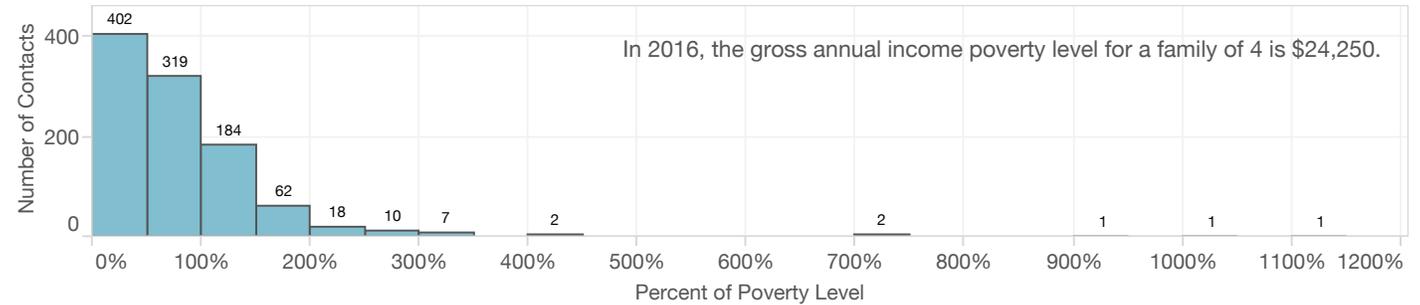
Age

95-99	0.07%
90-94	0.15%
85-89	0.15%
80-84	0.44%
75-79	1.23%
70-74	2.25%
65-69	4.93%
60-64	6.24%
55-59	13.42%
50-54	8.99%
45-49	9.21%
40-44	7.61%
35-39	11.39%
30-34	12.40%
25-29	12.18%
20-24	7.61%
15-19	1.45%
10-14	0.29%

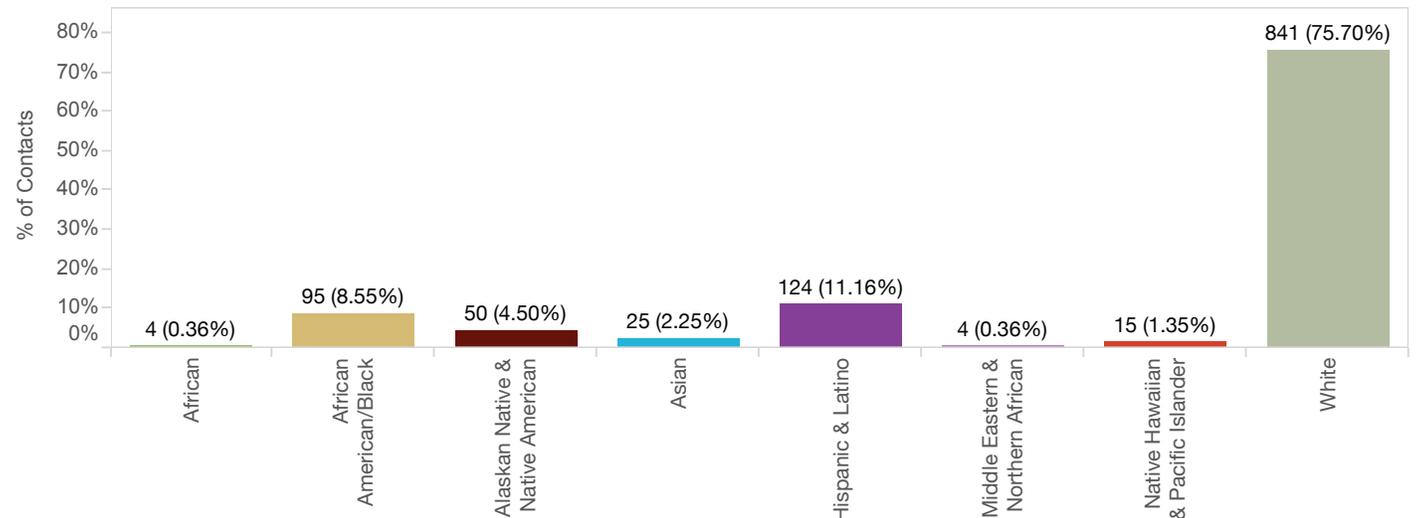
Age and Gender



Income



Race and Ethnicity

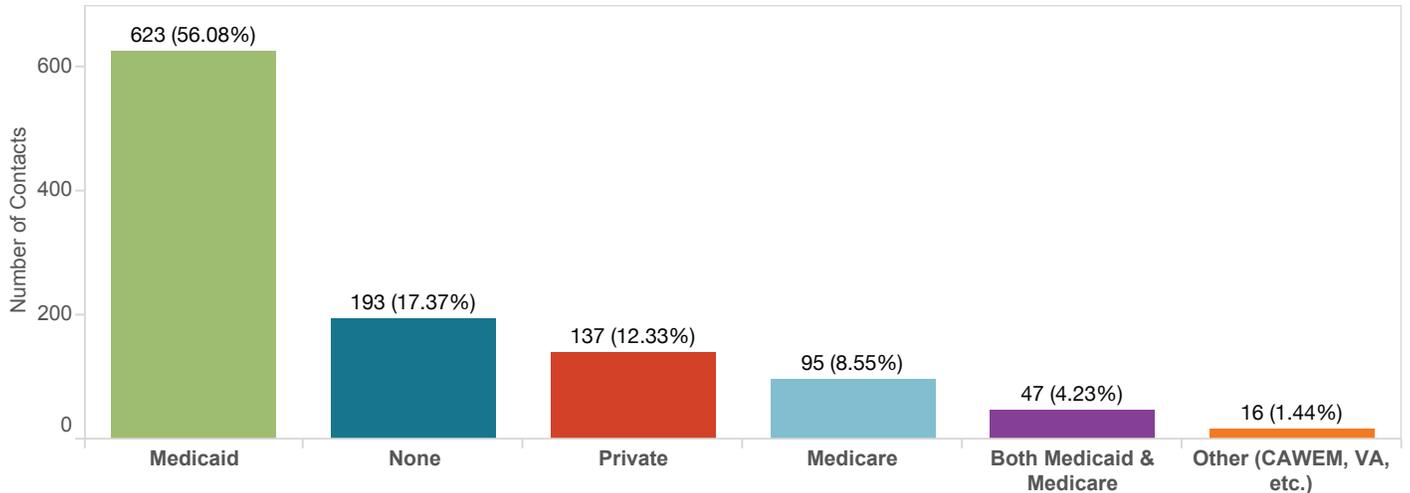


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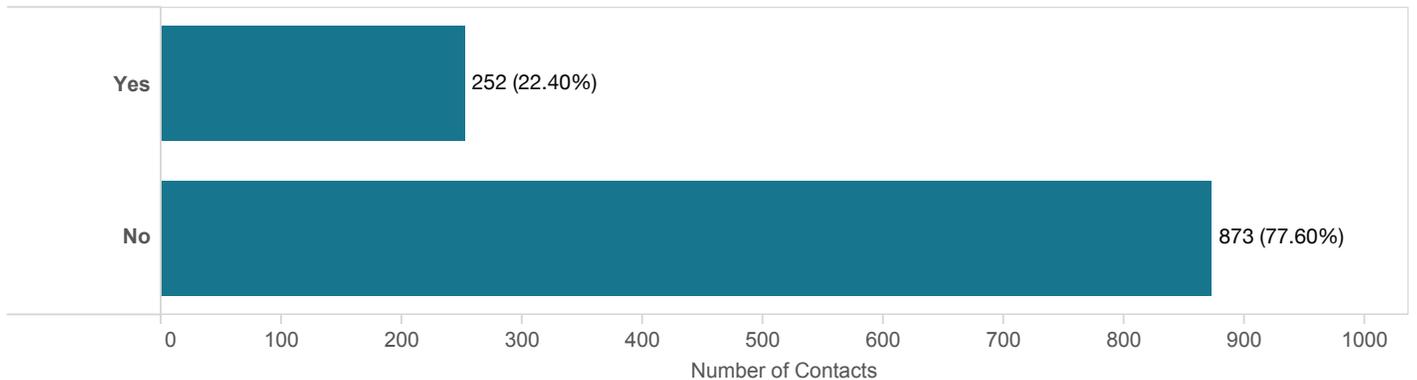
July 1, 2016 - September 30, 2016



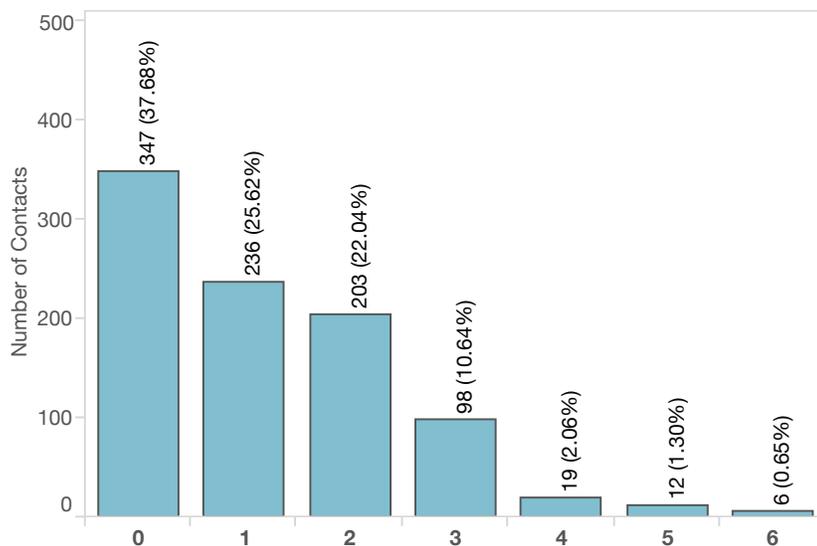
Health insurance status



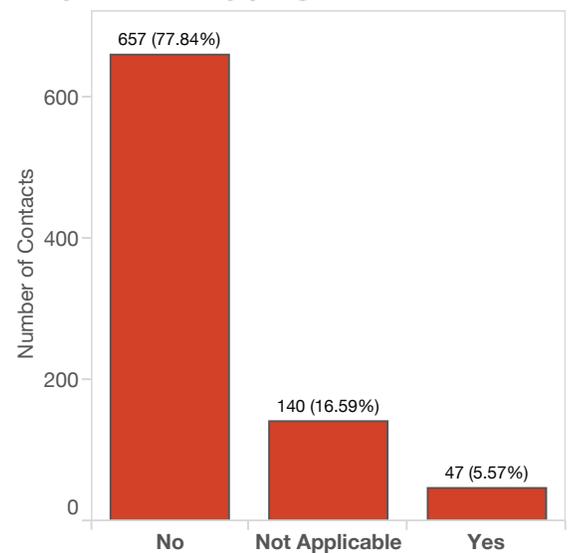
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



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

