

OREGON AND SW WASHINGTON

January 1, 2014 – December 31, 2014



What needs do 211info callers have?

TOP 10 CALLER NEEDS



There was a total of 185,148 caller needs. The top 10 categories include electricity assistance, rent and rental deposit assistance, shelter, SNAP, food pantries, Medicaid, subsidized housing, housing search assistance, water payment assistance and gas payment assistance.

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Where are potential service gaps?

There were 18,699 instances where a referral was not available for the caller's requested need.

Sometimes this occurs when the agencies that provide a certain type of assistance are out of funds. Oftentimes, community need greatly outweighs the help available. Other times, services simply do not exist in a community. For example, there are often requests for free or low-cost burial services.

Top needs where a referral was not available

Rent and rent deposit assistance.....	2,672
Shelter.....	2,293
Electricity assistance.....	2,292
Gas money.....	782
Holiday programs.....	528

How many people call 211info?

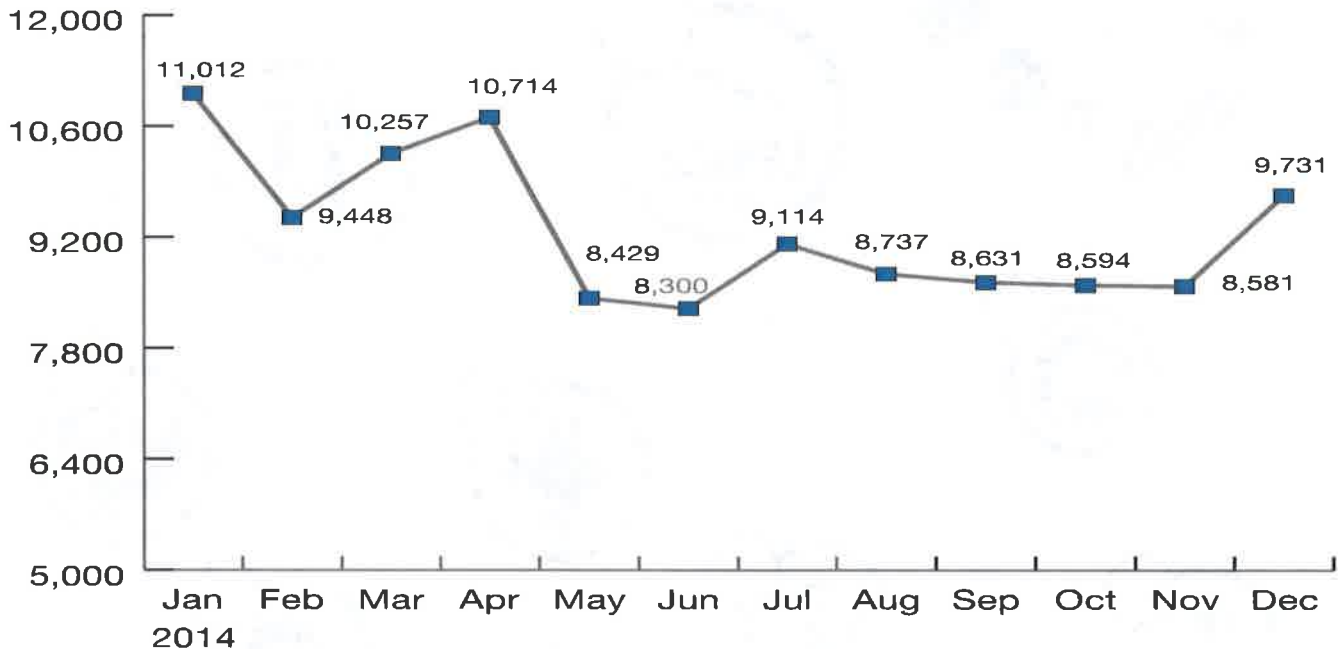


Chart shows calls, texts and emails to 211info. During the year we answered 106,423 calls and responded to 5,125 texts and emails.

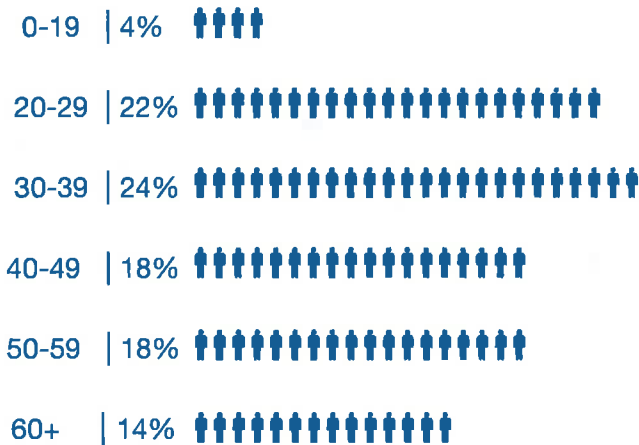
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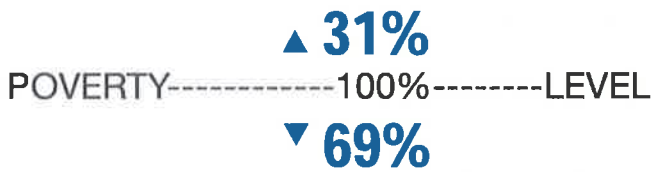
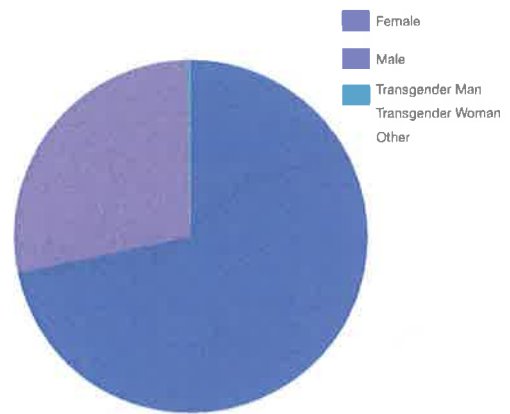


Who's calling 211info?

AGE

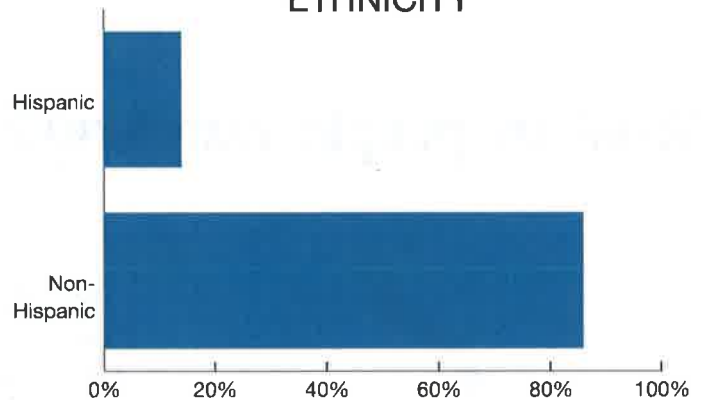


GENDER



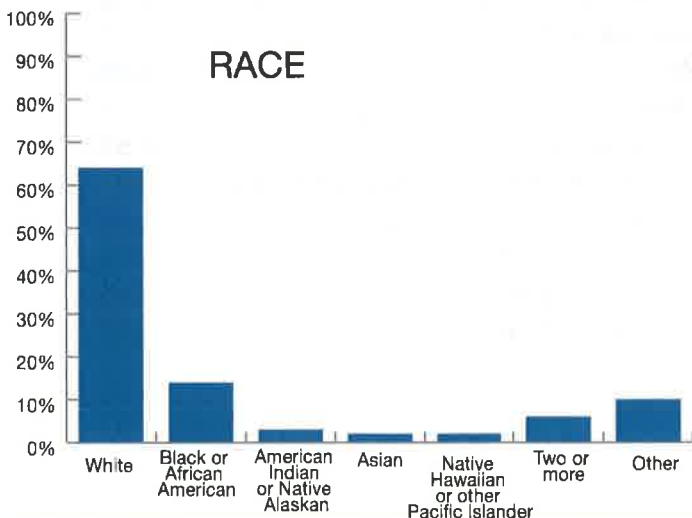
Most callers who reported income level were at or below the federal poverty level (FPL). In 2014 the poverty level for a family of 4 was \$23,850 gross annual income.

ETHNICITY



During the year, we assisted 3,346 callers in 40 languages other than English.

RACE



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How many people visit 211info.org?

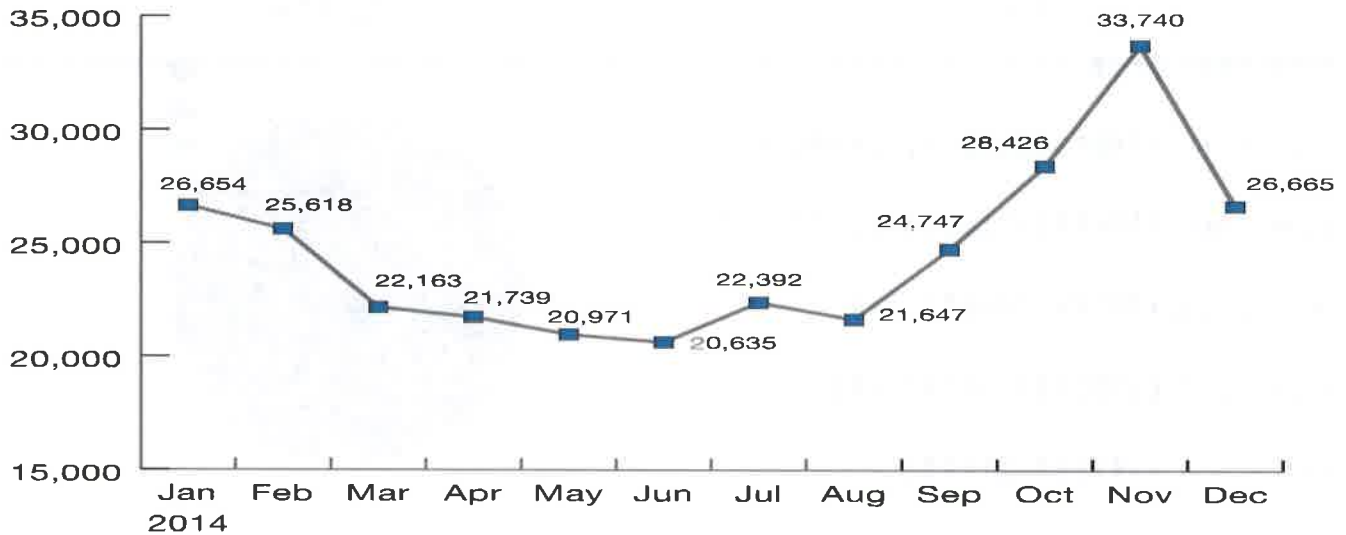


Chart shows web visits to 211info.org. During the year, there were 295,397 visits.

What are people searching for online?



Top 10 searched services

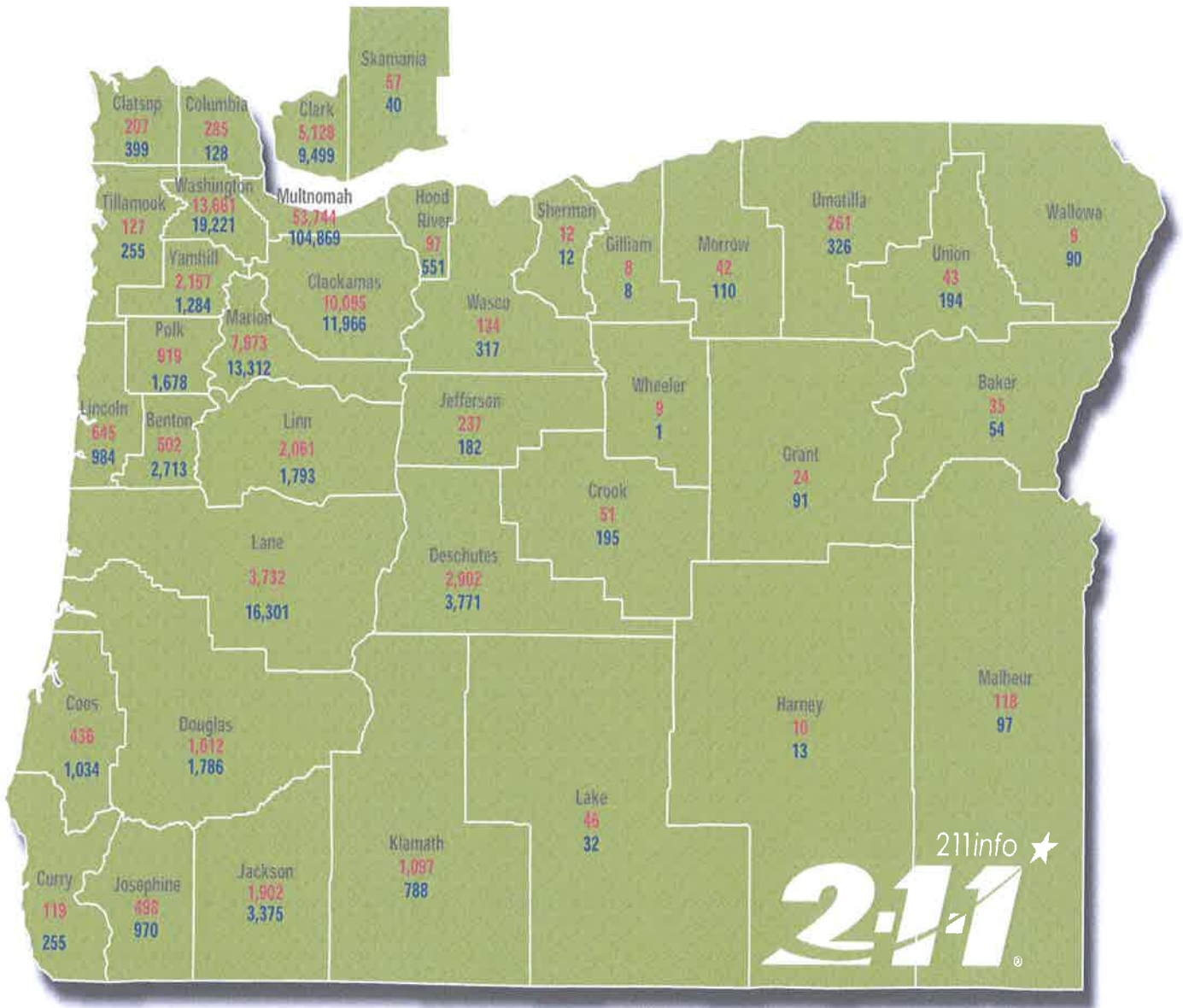
Rent payment assistance.....	14,861
Electricity assistance.....	12,357
Food pantries.....	8,862
Holiday gift/toys.....	7,466
Christmas programs.....	6,539
Low income/subsidized private rental housing.....	5,519
Transitional housing.....	5,056
Housing search assistance.....	4,314
Thanksgiving programs.....	4,303
Rental deposit assistance.....	3,973

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TOTAL CONTACTS: 406,945



 Calls, texts and emails

 Web visits

There were 96,703 web visits outside of Oregon and SW Washington and 388 calls where the county is unknown.

