

## 211info Service in Oregon

211info provides rapid, nimble, cost-effective solutions to help Oregonians navigate health and human services systems, and to assist government agencies with system alignment, coordinated entry and disaster response services.

The benefit of 211info's service to clients is provision of a single phone number to connect people to wrap-around referrals that may include services in more than one state program -- or in municipal, nonprofit or faith-based organizations. 211info produces efficient interaction among private and public agencies. State agencies gain a set of tools and services including a single point of contact, reduced time spent with any members of the public who need a different agency, greater visibility of programs, comprehensive referrals and the efficiencies of a high-volume contact center.

The attached statewide and county-by-county reports provide a snapshot of 211info's service in calendar year 2014. Quarterly reports offer further details, including callers' zip codes, age, gender, size of household, race/ethnicity, language, monthly income and health insurance status. Data gathered and reports may be customized to meet an agency's needs -- for example, 211info asks all callers if they receive SNAP benefits.

### Terms used in attached reports

- Service type: The 211info database contains nearly 26,000 services that are categorized into these 10 topic areas.
- Services in database: Some agencies offer multiple services in a county or statewide.
- Referrals made: Number of services that callers received information about. If necessary, referrals are offered to services in neighboring counties or Salem if the services are unavailable in the caller's county.
- Total call volume: All calls that came into the 211 number. This includes calls that were answered, calls that came in outside of service hours and calls that 211info did not have the staff capacity to answer. This is a good measure of the demand for 211 service in each county.
- Total web sessions: Anyone who accesses 211info.org can search the same database used by the contact center. The website also provides breaking news on disaster response and other quickly changing events. In addition, quarterly reports are available by county.

# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Oregon State

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 953                  | 44,712         |
| Utilities                                   | 439                  | 28,007         |
| Income support and employment               | 1,759                | 18,054         |
| Healthcare                                  | 6,713                | 16,752         |
| Individual and family life                  | 4,687                | 8,802          |
| Food assistance                             | 1,144                | 6,910          |
| Criminal justice and legal                  | 1,225                | 7,771          |
| Organizational, community and international | 2,216                | 6,493          |
| Mental health and substance abuse           | 2,920                | 5,203          |
| Other                                       | 3,870                | 15,053         |
| <b>TOTAL</b>                                | <b>25,926</b>        | <b>157,757</b> |

### TOP NEEDS



1. Electric service payment assistance



2. Rent / Deposit assistance



3. Shelter



4. Food stamps / SNAP



5. Food pantries

### TOTAL CALL VOLUME



300,739

### TOTAL WEB SESSIONS



189,155

# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Baker County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 6                    | 11             |
| Utilities                                   | 4                    | 17             |
| Income support and employment               | 17                   | 8              |
| Healthcare                                  | 61                   | 3              |
| Individual and family life                  | 25                   | 4              |
| Food assistance                             | 6                    | 2              |
| Criminal justice and legal                  | 4                    | 2              |
| Organizational, community and international | 4                    | 5              |
| Mental health and substance abuse           | 13                   | 1              |
| Other                                       | 12                   | 5              |
| <b>TOTAL</b>                                | <b>154</b>           | <b>58</b>      |

### TOP NEEDS



1. Electric service payment assistance



2. Food stamps / SNAP



3. Rent / Deposit assistance



4. Water service payment assistance



5. Shelter

### TOTAL CALL VOLUME



393

### TOTAL WEB SESSIONS



54

# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Benton County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 41                   | 164            |
| Utilities                                   | 10                   | 82             |
| Income support and employment               | 30                   | 127            |
| Healthcare                                  | 196                  | 104            |
| Individual and family life                  | 120                  | 28             |
| Food assistance                             | 31                   | 27             |
| Criminal justice and legal                  | 15                   | 29             |
| Organizational, community and international | 42                   | 53             |
| Mental health and substance abuse           | 89                   | 26             |
| Other                                       | 80                   | 89             |
| <b>TOTAL</b>                                | <b>654</b>           | <b>729</b>     |

### TOP NEEDS



1. Food stamps / SNAP



2. Rent / Deposit assistance



3. Electric service payment assistance



4. Shelter



5. Medicaid

### TOTAL CALL VOLUME



2,069

### TOTAL WEB SESSIONS



2,713

# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Clackamas County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 56                   | 4,005          |
| Utilities                                   | 15                   | 2,964          |
| Income support and employment               | 80                   | 1,908          |
| Healthcare                                  | 237                  | 1,739          |
| Individual and family life                  | 304                  | 949            |
| Food assistance                             | 77                   | 924            |
| Criminal justice and legal                  | 72                   | 875            |
| Organizational, community and international | 132                  | 730            |
| Mental health and substance abuse           | 128                  | 498            |
| Other                                       | 303                  | 1,340          |
| <b>TOTAL</b>                                | <b>1,404</b>         | <b>15,932</b>  |

### TOP NEEDS



1. Electric service payment assistance



2. Rent / Deposit assistance



3. Food stamps / SNAP



4. Food pantries



5. Shelter

### TOTAL CALL VOLUME



22,307

### TOTAL WEB SESSIONS



11,966

# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Clatsop County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 15                   | 97             |
| Utilities                                   | 3                    | 29             |
| Income support and employment               | 34                   | 50             |
| Healthcare                                  | 63                   | 58             |
| Individual and family life                  | 23                   | 10             |
| Food assistance                             | 22                   | 8              |
| Criminal justice and legal                  | 8                    | 16             |
| Organizational, community and international | 10                   | 20             |
| Mental health and substance abuse           | 25                   | 11             |
| Other                                       | 37                   | 45             |
| <b>TOTAL</b>                                | <b>240</b>           | <b>344</b>     |

### TOP NEEDS

-   
**1. Rent / Deposit assistance**
-   
**2. Shelter**
-   
**3. Food stamps / SNAP**
-   
**4. Electric service payment assistance**
-   
**5. Medicaid**

### TOTAL CALL VOLUME



**1,482**

### TOTAL WEB SESSIONS



**399**

# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Columbia County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 10                   | 95             |
| Utilities                                   | 11                   | 47             |
| Income support and employment               | 23                   | 84             |
| Healthcare                                  | 99                   | 81             |
| Individual and family life                  | 38                   | 14             |
| Food assistance                             | 14                   | 15             |
| Criminal justice and legal                  | 28                   | 31             |
| Organizational, community and international | 21                   | 26             |
| Mental health and substance abuse           | 23                   | 28             |
| Other                                       | 34                   | 47             |
| <b>TOTAL</b>                                | <b>301</b>           | <b>468</b>     |

### TOP NEEDS



1. Food stamps / SNAP



2. Rent / Deposit assistance



3. Electric service payment assistance



4. Dental



5. Medicaid

### TOTAL CALL VOLUME



1,219

### TOTAL WEB SESSIONS



128

# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Coos County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 14                   | 127            |
| Utilities                                   | 6                    | 84             |
| Income support and employment               | 22                   | 97             |
| Healthcare                                  | 108                  | 71             |
| Individual and family life                  | 30                   | 36             |
| Food assistance                             | 13                   | 51             |
| Criminal justice and legal                  | 10                   | 45             |
| Organizational, community and international | 14                   | 33             |
| Mental health and substance abuse           | 32                   | 18             |
| Other                                       | 28                   | 121            |
| <b>TOTAL</b>                                | <b>277</b>           | <b>683</b>     |

### TOP NEEDS



1. Food stamps / SNAP



2. Electric service payment assistance



3. Food pantries



4. Rent / Deposit assistance



5. Shelter

### TOTAL CALL VOLUME



4,923

### TOTAL WEB SESSIONS



1,034



# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Crook County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 10                   | 88             |
| Utilities                                   | 4                    | 36             |
| Income support and employment               | 14                   | 50             |
| Healthcare                                  | 97                   | 34             |
| Individual and family life                  | 49                   | 19             |
| Food assistance                             | 5                    | 21             |
| Criminal justice and legal                  | 9                    | 18             |
| Organizational, community and international | 6                    | 22             |
| Mental health and substance abuse           | 28                   | 13             |
| Other                                       | 12                   | 36             |
| <b>TOTAL</b>                                | <b>234</b>           | <b>337</b>     |

### TOP NEEDS



1. Electric service payment assistance



2. Rent / Deposit assistance



3. Food stamps / SNAP



4. Food pantries



5. Shelter

### TOTAL CALL VOLUME



1,308

### TOTAL WEB SESSIONS



195

# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Curry County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 11                   | 34             |
| Utilities                                   | 3                    | 14             |
| Income support and employment               | 22                   | 47             |
| Healthcare                                  | 94                   | 38             |
| Individual and family life                  | 29                   | 13             |
| Food assistance                             | 11                   | 6              |
| Criminal justice and legal                  | 7                    | 22             |
| Organizational, community and international | 18                   | 20             |
| Mental health and substance abuse           | 19                   | 13             |
| Other                                       | 36                   | 22             |
| <b>TOTAL</b>                                | <b>250</b>           | <b>229</b>     |

### TOP NEEDS



1. Food stamps / SNAP



2. Medicaid



3. Rent / Deposit assistance



4. Legal aid



5. Electric service payment assistance

### TOTAL CALL VOLUME



446

### TOTAL WEB SESSIONS



255

# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Deschutes County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 58                   | 1,012          |
| Utilities                                   | 18                   | 569            |
| Income support and employment               | 89                   | 608            |
| Healthcare                                  | 330                  | 557            |
| Individual and family life                  | 278                  | 254            |
| Food assistance                             | 34                   | 259            |
| Criminal justice and legal                  | 51                   | 269            |
| Organizational, community and international | 133                  | 281            |
| Mental health and substance abuse           | 148                  | 219            |
| Other                                       | 140                  | 545            |
| <b>TOTAL</b>                                | <b>1,279</b>         | <b>4,573</b>   |

### TOP NEEDS



1. Electric service payment assistance



2. Rent / Deposit assistance



3. Food stamps / SNAP



4. Food pantries



5. Shelter

### TOTAL CALL VOLUME



12,675

### TOTAL WEB SESSIONS



3,771

# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Douglas County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 44                   | 510            |
| Utilities                                   | 26                   | 437            |
| Income support and employment               | 73                   | 294            |
| Healthcare                                  | 413                  | 224            |
| Individual and family life                  | 310                  | 134            |
| Food assistance                             | 153                  | 141            |
| Criminal justice and legal                  | 89                   | 136            |
| Organizational, community and international | 179                  | 115            |
| Mental health and substance abuse           | 132                  | 76             |
| Other                                       | 272                  | 418            |
| <b>TOTAL</b>                                | <b>1,691</b>         | <b>2,485</b>   |

### TOP NEEDS



1. Electric service payment assistance



2. Rent / Deposit assistance



3. Food stamps / SNAP



4. Food pantries



5. Shelter

### TOTAL CALL VOLUME



7,879

### TOTAL WEB SESSIONS



1,786

# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Gilliam County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 0                    | 2              |
| Utilities                                   | 0                    | 0              |
| Income support and employment               | 8                    | 3              |
| Healthcare                                  | 5                    | 1              |
| Individual and family life                  | 5                    | 0              |
| Food assistance                             | 5                    | 0              |
| Criminal justice and legal                  | 2                    | 0              |
| Organizational, community and international | 0                    | 1              |
| Mental health and substance abuse           | 12                   | 1              |
| Other                                       | 7                    | 1              |
| <b>TOTAL</b>                                | <b>44</b>            | <b>9</b>       |

### TOP NEEDS



1. Housing search assistance



2. WIC



3. Medicaid



4. Environmental hazard evaluation



5. Medical information lines

### TOTAL CALL VOLUME



205

### TOTAL WEB SESSIONS



8

# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Grant County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 4                    | 5              |
| Utilities                                   | 3                    | 5              |
| Income support and employment               | 17                   | 3              |
| Healthcare                                  | 51                   | 2              |
| Individual and family life                  | 24                   | 0              |
| Food assistance                             | 9                    | 2              |
| Criminal justice and legal                  | 4                    | 4              |
| Organizational, community and international | 4                    | 13             |
| Mental health and substance abuse           | 23                   | 0              |
| Other                                       | 8                    | 5              |
| <b>TOTAL</b>                                | <b>147</b>           | <b>39</b>      |

### TOP NEEDS



1. Electric service payment assistance



2. Shelter



3. Comprehensive I&R



4. Food pantries



5. Food stamps / SNAP

### TOTAL CALL VOLUME



458

### TOTAL WEB SESSIONS



91

# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Harney County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 3                    | 3              |
| Utilities                                   | 2                    | 0              |
| Income support and employment               | 18                   | 2              |
| Healthcare                                  | 38                   | 3              |
| Individual and family life                  | 15                   | 0              |
| Food assistance                             | 3                    | 1              |
| Criminal justice and legal                  | 2                    | 1              |
| Organizational, community and international | 2                    | 2              |
| Mental health and substance abuse           | 12                   | 0              |
| Other                                       | 4                    | 0              |
| <b>TOTAL</b>                                | <b>99</b>            | <b>12</b>      |

### TOP NEEDS



1. Shelter



2. Food pantries



3. Medicaid



4. Rent / Deposit assistance



5. Gas money

### TOTAL CALL VOLUME



550

### TOTAL WEB SESSIONS



13

# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Hood River County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 14                   | 72             |
| Utilities                                   | 6                    | 20             |
| Income support and employment               | 32                   | 17             |
| Healthcare                                  | 116                  | 16             |
| Individual and family life                  | 79                   | 3              |
| Food assistance                             | 8                    | 5              |
| Criminal justice and legal                  | 24                   | 9              |
| Organizational, community and international | 26                   | 10             |
| Mental health and substance abuse           | 24                   | 1              |
| Other                                       | 62                   | 17             |
| <b>TOTAL</b>                                | <b>391</b>           | <b>170</b>     |

### TOP NEEDS



1. Rent / Deposit assistance



2. Shelter



3. Housing search / subsidized rental



4. Electric service payment assistance



5. Food stamps / SNAP

### TOTAL CALL VOLUME



998

### TOTAL WEB SESSIONS



551



# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Jackson County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 37                   | 792            |
| Utilities                                   | 13                   | 337            |
| Income support and employment               | 55                   | 524            |
| Healthcare                                  | 467                  | 346            |
| Individual and family life                  | 160                  | 118            |
| Food assistance                             | 27                   | 93             |
| Criminal justice and legal                  | 39                   | 170            |
| Organizational, community and international | 66                   | 127            |
| Mental health and substance abuse           | 132                  | 121            |
| Other                                       | 171                  | 441            |
| <b>TOTAL</b>                                | <b>1,167</b>         | <b>3,069</b>   |

### TOP NEEDS



1. Rent / Deposit assistance



2. Food stamps / SNAP



3. Electric service payment assistance



4. Shelter



5. Medicaid

### TOTAL CALL VOLUME



10,575

### TOTAL WEB SESSIONS



3,375

# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Jefferson County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 8                    | 80             |
| Utilities                                   | 0                    | 55             |
| Income support and employment               | 28                   | 22             |
| Healthcare                                  | 73                   | 24             |
| Individual and family life                  | 47                   | 22             |
| Food assistance                             | 14                   | 26             |
| Criminal justice and legal                  | 10                   | 22             |
| Organizational, community and international | 20                   | 18             |
| Mental health and substance abuse           | 17                   | 1              |
| Other                                       | 35                   | 48             |
| <b>TOTAL</b>                                | <b>252</b>           | <b>318</b>     |

### TOP NEEDS



1. Electric service payment assistance



2. Rent / Deposit assistance



3. Food pantries



4. Shelter



5. Food stamps / SNAP

### TOTAL CALL VOLUME



1,554

### TOTAL WEB SESSIONS



182

# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Josephine County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 23                   | 193            |
| Utilities                                   | 11                   | 83             |
| Income support and employment               | 46                   | 125            |
| Healthcare                                  | 203                  | 107            |
| Individual and family life                  | 220                  | 22             |
| Food assistance                             | 82                   | 33             |
| Criminal justice and legal                  | 61                   | 46             |
| Organizational, community and international | 126                  | 25             |
| Mental health and substance abuse           | 94                   | 16             |
| Other                                       | 144                  | 107            |
| <b>TOTAL</b>                                | <b>1,010</b>         | <b>757</b>     |

### TOP NEEDS



1. Rent / Deposit assistance



2. Electric service payment assistance



3. Food stamps / SNAP



4. Shelter



5. Food pantries

### TOTAL CALL VOLUME



5,492

### TOTAL WEB SESSIONS



970

# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Klamath County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 12                   | 633            |
| Utilities                                   | 7                    | 304            |
| Income support and employment               | 36                   | 189            |
| Healthcare                                  | 131                  | 135            |
| Individual and family life                  | 41                   | 76             |
| Food assistance                             | 33                   | 82             |
| Criminal justice and legal                  | 17                   | 79             |
| Organizational, community and international | 89                   | 93             |
| Mental health and substance abuse           | 51                   | 42             |
| Other                                       | 44                   | 244            |
| <b>TOTAL</b>                                | <b>461</b>           | <b>1,877</b>   |

### TOP NEEDS



1. Rent / Deposit assistance



2. Electric service payment assistance



3. Shelter



4. Food stamps / SNAP



5. Food pantries

### TOTAL CALL VOLUME



5,813

### TOTAL WEB SESSIONS



788

# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Lake County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 3                    | 26             |
| Utilities                                   | 6                    | 6              |
| Income support and employment               | 26                   | 8              |
| Healthcare                                  | 52                   | 4              |
| Individual and family life                  | 26                   | 4              |
| Food assistance                             | 13                   | 4              |
| Criminal justice and legal                  | 5                    | 4              |
| Organizational, community and international | 5                    | 4              |
| Mental health and substance abuse           | 16                   | 3              |
| Other                                       | 13                   | 6              |
| <b>TOTAL</b>                                | <b>165</b>           | <b>69</b>      |

### TOP NEEDS



1. Rent / Deposit assistance



2. Shelter



3. Electric service payment assistance



4. Food pantries



5. Food stamps / SNAP

### TOTAL CALL VOLUME



527

### TOTAL WEB SESSIONS



32

# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Lane County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 71                   | 1,565          |
| Utilities                                   | 70                   | 826            |
| Income support and employment               | 99                   | 861            |
| Healthcare                                  | 530                  | 563            |
| Individual and family life                  | 483                  | 366            |
| Food assistance                             | 48                   | 242            |
| Criminal justice and legal                  | 107                  | 287            |
| Organizational, community and international | 156                  | 229            |
| Mental health and substance abuse           | 412                  | 242            |
| Other                                       | 329                  | 791            |
| <b>TOTAL</b>                                | <b>2,305</b>         | <b>5,972</b>   |

### TOP NEEDS



1. Electric service payment assistance



2. Rent / Deposit assistance



3. Food stamps / SNAP



4. Shelter



5. Low income / subsidized housing

### TOTAL CALL VOLUME



21,069

### TOTAL WEB SESSIONS



16,301

# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Lincoln County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 22                   | 290            |
| Utilities                                   | 11                   | 84             |
| Income support and employment               | 54                   | 161            |
| Healthcare                                  | 275                  | 115            |
| Individual and family life                  | 86                   | 47             |
| Food assistance                             | 75                   | 46             |
| Criminal justice and legal                  | 26                   | 53             |
| Organizational, community and international | 27                   | 45             |
| Mental health and substance abuse           | 54                   | 40             |
| Other                                       | 125                  | 131            |
| <b>TOTAL</b>                                | <b>755</b>           | <b>1,012</b>   |

### TOP NEEDS



1. Food stamps / SNAP



2. Rent / Deposit assistance



3. Shelter



4. Electric service payment assistance



5. Medicaid

### TOTAL CALL VOLUME



4,402

### TOTAL WEB SESSIONS



984

# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Linn County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 38                   | 742            |
| Utilities                                   | 29                   | 532            |
| Income support and employment               | 70                   | 378            |
| Healthcare                                  | 188                  | 338            |
| Individual and family life                  | 126                  | 151            |
| Food assistance                             | 49                   | 149            |
| Criminal justice and legal                  | 27                   | 159            |
| Organizational, community and international | 44                   | 148            |
| Mental health and substance abuse           | 131                  | 139            |
| Other                                       | 139                  | 528            |
| <b>TOTAL</b>                                | <b>841</b>           | <b>3,264</b>   |

### TOP NEEDS



1. Electric service payment assistance



2. Rent / Deposit assistance



3. Food stamps / SNAP



4. Water service payment assistance



5. Shelter

### TOTAL CALL VOLUME



8,677

### TOTAL WEB SESSIONS



1,793



# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Malheur County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 15                   | 34             |
| Utilities                                   | 5                    | 34             |
| Income support and employment               | 28                   | 29             |
| Healthcare                                  | 79                   | 22             |
| Individual and family life                  | 30                   | 8              |
| Food assistance                             | 12                   | 2              |
| Criminal justice and legal                  | 11                   | 11             |
| Organizational, community and international | 12                   | 15             |
| Mental health and substance abuse           | 54                   | 4              |
| Other                                       | 31                   | 13             |
| <b>TOTAL</b>                                | <b>277</b>           | <b>172</b>     |

### TOP NEEDS



1. Electric service payment assistance



2. Food stamps / SNAP



3. Rent / Deposit assistance



4. Shelter



5. Medicaid

### TOTAL CALL VOLUME



351

### TOTAL WEB SESSIONS



97

# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Marion County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 65                   | 3,061          |
| Utilities                                   | 31                   | 2,376          |
| Income support and employment               | 137                  | 1,439          |
| Healthcare                                  | 313                  | 1,413          |
| Individual and family life                  | 281                  | 688            |
| Food assistance                             | 48                   | 598            |
| Criminal justice and legal                  | 112                  | 584            |
| Organizational, community and international | 131                  | 380            |
| Mental health and substance abuse           | 120                  | 457            |
| Other                                       | 292                  | 1,558          |
| <b>TOTAL</b>                                | <b>1,530</b>         | <b>12,554</b>  |

### TOP NEEDS



1. Electric service payment assistance



2. Rent / Deposit assistance



3. Food stamps / SNAP



4. Food pantries



5. Shelter

### TOTAL CALL VOLUME



21,287

### TOTAL WEB SESSIONS



13,312

# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Morrow County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 0                    | 17             |
| Utilities                                   | 4                    | 7              |
| Income support and employment               | 7                    | 12             |
| Healthcare                                  | 107                  | 6              |
| Individual and family life                  | 28                   | 0              |
| Food assistance                             | 3                    | 7              |
| Criminal justice and legal                  | 12                   | 7              |
| Organizational, community and international | 3                    | 3              |
| Mental health and substance abuse           | 26                   | 6              |
| Other                                       | 5                    | 9              |
| <b>TOTAL</b>                                | <b>195</b>           | <b>74</b>      |

### TOP NEEDS



1. Food stamps / SNAP



2. Food pantries



3. Rent / Deposit assistance



4. Shelter



5. Electric service payment assistance

### TOTAL CALL VOLUME



787

### TOTAL WEB SESSIONS



110

# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Multnomah County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 179                  | 24,529         |
| Utilities                                   | 75                   | 14,601         |
| Income support and employment               | 318                  | 7,406          |
| Healthcare                                  | 1,162                | 7,565          |
| Individual and family life                  | 1,027                | 4,315          |
| Food assistance                             | 151                  | 2,736          |
| Criminal justice and legal                  | 210                  | 3,395          |
| Organizational, community and international | 522                  | 2,911          |
| Mental health and substance abuse           | 530                  | 2,360          |
| Other                                       | 863                  | 5,827          |
| <b>TOTAL</b>                                | <b>5,037</b>         | <b>75,645</b>  |

### TOP NEEDS



1. Electric service payment assistance



2. Rent / Deposit assistance



3. Shelter



4. Food stamps / SNAP



5. Housing search assistance

### TOTAL CALL VOLUME



119,034

### TOTAL WEB SESSIONS



104,869

# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Polk County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 17                   | 310            |
| Utilities                                   | 9                    | 237            |
| Income support and employment               | 33                   | 184            |
| Healthcare                                  | 125                  | 190            |
| Individual and family life                  | 95                   | 111            |
| Food assistance                             | 14                   | 73             |
| Criminal justice and legal                  | 26                   | 68             |
| Organizational, community and international | 45                   | 56             |
| Mental health and substance abuse           | 58                   | 72             |
| Other                                       | 56                   | 153            |
| <b>TOTAL</b>                                | <b>478</b>           | <b>1,454</b>   |

### TOP NEEDS



1. Electric service payment assistance



2. Rent / Deposit assistance



3. Food stamps / SNAP



4. Food pantries



5. Medicaid

### TOTAL CALL VOLUME



1,659

### TOTAL WEB SESSIONS



1,678

# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Sherman County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 1                    | 4              |
| Utilities                                   | 0                    | 1              |
| Income support and employment               | 7                    | 0              |
| Healthcare                                  | 6                    | 3              |
| Individual and family life                  | 11                   | 1              |
| Food assistance                             | 3                    | 0              |
| Criminal justice and legal                  | 1                    | 1              |
| Organizational, community and international | 3                    | 3              |
| Mental health and substance abuse           | 6                    | 0              |
| Other                                       | 9                    | 2              |
| <b>TOTAL</b>                                | <b>47</b>            | <b>15</b>      |

### TOP NEEDS



1. Shelter



2. Dental



3. Electric service payment assistance



4. Rent / Deposit assistance



5. Child care provider referrals

### TOTAL CALL VOLUME



297

### TOTAL WEB SESSIONS



12

# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Tillamook County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 9                    | 37             |
| Utilities                                   | 3                    | 10             |
| Income support and employment               | 30                   | 45             |
| Healthcare                                  | 149                  | 44             |
| Individual and family life                  | 34                   | 6              |
| Food assistance                             | 9                    | 25             |
| Criminal justice and legal                  | 3                    | 5              |
| Organizational, community and international | 9                    | 16             |
| Mental health and substance abuse           | 17                   | 7              |
| Other                                       | 35                   | 21             |
| <b>TOTAL</b>                                | <b>298</b>           | <b>216</b>     |

### TOP NEEDS



1. Food stamps / SNAP



2. Food pantries



3. Rent / Deposit assistance



4. Dental



5. Electric service payment assistance

### TOTAL CALL VOLUME



1,568

### TOTAL WEB SESSIONS



255

# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Umatilla County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 23                   | 90             |
| Utilities                                   | 10                   | 34             |
| Income support and employment               | 58                   | 77             |
| Healthcare                                  | 134                  | 62             |
| Individual and family life                  | 59                   | 7              |
| Food assistance                             | 21                   | 19             |
| Criminal justice and legal                  | 30                   | 28             |
| Organizational, community and international | 29                   | 28             |
| Mental health and substance abuse           | 91                   | 24             |
| Other                                       | 79                   | 54             |
| <b>TOTAL</b>                                | <b>534</b>           | <b>423</b>     |

### TOP NEEDS



1. Food stamps / SNAP



2. Rent / Deposit assistance



3. Electric service payment assistance



4. Shelter



5. Dental

### TOTAL CALL VOLUME



4,450

### TOTAL WEB SESSIONS



326



# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Union County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 10                   | 32             |
| Utilities                                   | 3                    | 5              |
| Income support and employment               | 17                   | 13             |
| Healthcare                                  | 89                   | 2              |
| Individual and family life                  | 29                   | 5              |
| Food assistance                             | 6                    | 4              |
| Criminal justice and legal                  | 8                    | 5              |
| Organizational, community and international | 10                   | 3              |
| Mental health and substance abuse           | 25                   | 4              |
| Other                                       | 16                   | 18             |
| <b>TOTAL</b>                                | <b>213</b>           | <b>91</b>      |

### TOP NEEDS



1. Rent / Deposit assistance



2. Food stamps / SNAP



3. Shelter



4. Food pantries



5. Housing search assistance

### TOTAL CALL VOLUME



1,056

### TOTAL WEB SESSIONS



194

# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Wallowa County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 5                    | 0              |
| Utilities                                   | 3                    | 4              |
| Income support and employment               | 16                   | 1              |
| Healthcare                                  | 38                   | 4              |
| Individual and family life                  | 23                   | 0              |
| Food assistance                             | 4                    | 1              |
| Criminal justice and legal                  | 6                    | 1              |
| Organizational, community and international | 5                    | 2              |
| Mental health and substance abuse           | 13                   | 0              |
| Other                                       | 12                   | 3              |
| <b>TOTAL</b>                                | <b>125</b>           | <b>16</b>      |

### TOP NEEDS



1. Electric service payment assistance



2. Aging and disability resources



3. Food pantries



4. Dental



5. Medicaid

### TOTAL CALL VOLUME



43

### TOTAL WEB SESSIONS



90

# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Wasco County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 25                   | 62             |
| Utilities                                   | 6                    | 22             |
| Income support and employment               | 37                   | 44             |
| Healthcare                                  | 98                   | 17             |
| Individual and family life                  | 74                   | 10             |
| Food assistance                             | 10                   | 12             |
| Criminal justice and legal                  | 18                   | 22             |
| Organizational, community and international | 25                   | 9              |
| Mental health and substance abuse           | 36                   | 5              |
| Other                                       | 37                   | 32             |
| <b>TOTAL</b>                                | <b>366</b>           | <b>235</b>     |

### TOP NEEDS



1. Food stamps / SNAP



2. Rent / Deposit assistance



3. Low income / subsidized housing



4. Electric service payment assistance



5. Food pantries

### TOTAL CALL VOLUME



1,244

### TOTAL WEB SESSIONS



317

# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Washington County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 66                   | 5,853          |
| Utilities                                   | 15                   | 3,516          |
| Income support and employment               | 104                  | 2,899          |
| Healthcare                                  | 418                  | 2,562          |
| Individual and family life                  | 297                  | 1,257          |
| Food assistance                             | 76                   | 1,163          |
| Criminal justice and legal                  | 111                  | 1,232          |
| Organizational, community and international | 227                  | 942            |
| Mental health and substance abuse           | 190                  | 684            |
| Other                                       | 260                  | 1,984          |
| <b>TOTAL</b>                                | <b>1,764</b>         | <b>22,092</b>  |

### TOP NEEDS



1. Electric service payment assistance



2. Rent / Deposit assistance



3. Food stamps / SNAP



4. Food pantries



5. Shelter

### TOTAL CALL VOLUME



27,222

### TOTAL WEB SESSIONS



19,221

# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Wheeler County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 0                    | 2              |
| Utilities                                   | 0                    | 0              |
| Income support and employment               | 5                    | 5              |
| Healthcare                                  | 25                   | 1              |
| Individual and family life                  | 5                    | 0              |
| Food assistance                             | 0                    | 0              |
| Criminal justice and legal                  | 1                    | 0              |
| Organizational, community and international | 0                    | 1              |
| Mental health and substance abuse           | 13                   | 1              |
| Other                                       | 1                    | 1              |
| <b>TOTAL</b>                                | <b>50</b>            | <b>11</b>      |

### TOP NEEDS



1. Food stamps / SNAP



2. Medicaid / general health insurance



3. Shelter



4. Rent / Deposit assistance



5. Mental health

### TOTAL CALL VOLUME



163

### TOTAL WEB SESSIONS



1

# OREGON PROVIDER & CALLER STATISTICS

CALENDAR YEAR 2014



## Yamhill County

| SERVICE TYPE                                | SERVICES IN DATABASE | REFERRALS MADE |
|---------------------------------------------|----------------------|----------------|
| Housing and shelter                         | 38                   | 674            |
| Utilities                                   | 17                   | 694            |
| Income support and employment               | 69                   | 392            |
| Healthcare                                  | 143                  | 373            |
| Individual and family life                  | 176                  | 155            |
| Food assistance                             | 55                   | 165            |
| Criminal justice and legal                  | 59                   | 159            |
| Organizational, community and international | 69                   | 116            |
| Mental health and substance abuse           | 126                  | 120            |
| Other                                       | 139                  | 469            |
| <b>TOTAL</b>                                | <b>891</b>           | <b>3,317</b>   |

### TOP NEEDS



1. Electric service payment assistance



2. Rent / Deposit assistance



3. Food stamps / SNAP



4. Shelter



5. Food pantries

### TOTAL CALL VOLUME



6,566

### TOTAL WEB SESSIONS



1,284