

March 7, 2017

211info provided 827 referrals over the phone related to vital records in Oregon during October 2015-September 2016 (table 1). Assistance with the fees associated with obtaining a vital record had the greatest number of requests (table 1). Of those who responded to the demographic questions related to household size and household income (table 2), the majority were at or below the federal poverty level (table 3).

*Table 1: Number of Referral Requests for various vital records.*

Service	Number of Referrals
Birth Certificates	90
Death Certificates	10
Driver Licenses	5
Identification Cards	38
Records/Licenses/Permits Fee Payment Assistance	684

*Table 2: Number of contacts who answered the demographic questions related to household size and household income, for each referral request.*

Service	Number of Respondents
Birth Certificates	12
Death Certificates	0
Driver Licenses	1
Identification Cards	9
Records/Licenses/Permits Fee Payment Assistance	287

*Table 3: Percentage of contacts who were at or below the federal poverty level, for each referral request.*

Service	Percentage At or Below Poverty Level
Birth Certificates	92%
Death Certificates	0%
Driver Licenses	100%
Identification Cards	82%
Records/Licenses/Permits Fee Payment Assistance	92%