



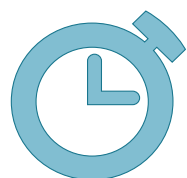
# Oregon's Hunger

January 2012- December 2012

Food-related calls are consistently one of 211info's top caller needs. These services, especially SNAP, have provided a foundation people can count on. We've gathered caller need and demographic data from January 2012 to December 2012 across Oregon.

211info caller data represents only a portion of the need. 211 was not available statewide until February 2013 and not all people who need assistance turn to 211.

Total number of calls: **24,093**

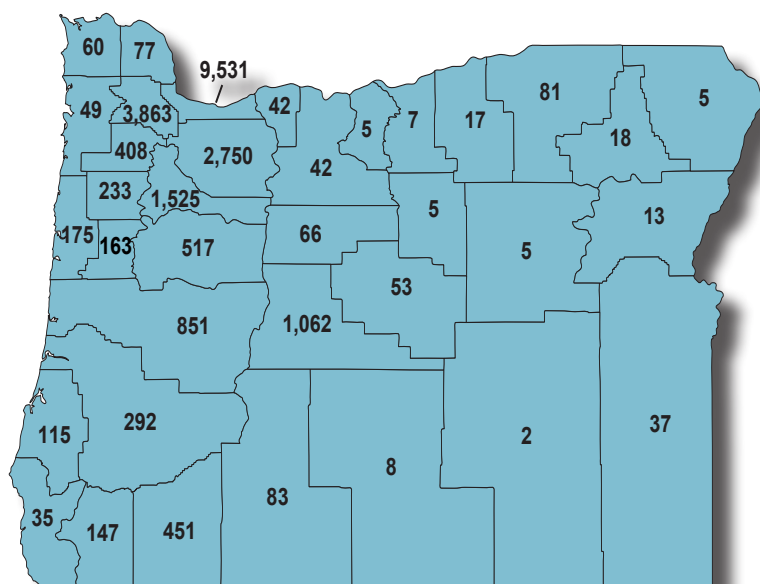


To put that in perspective, if we answered a hunger-related call every minute it would take us more than 16 straight days to meet everyone's need.

## CLIENT SCENARIO

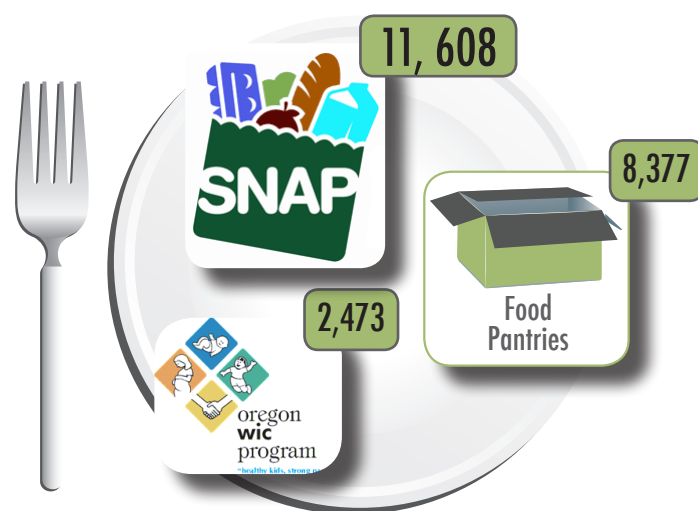
A 60-year-old man called because he couldn't afford to pay his water bill. In the course of the conversation, the call-taker asked if he received SNAP (food stamps) benefits. He said, "No, I usually give, not take." But he had recently been unable to pay his bills because of an injury, and he was willing to apply for SNAP benefits. SNAP helped free up some much-needed room in his budget. This type of call is very common in the 211info call center.

## FOOD CALLS PER COUNTY\*



\* 211 was not available statewide until February 2013. Data from 2-1-1 line and 1-800-Safenet.

## TOP PROGRAM REQUESTS



## TOP FOOD PANTRY REFERRALS



873



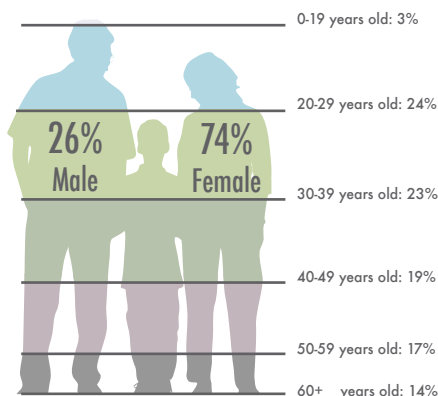
863

OPEN HEARTS, OPEN HANDS



685

## GENDER AND AGE



## ETHNICITY

