Multnomah County, Oregor July 1, 2016 - June 30, 2017



There were 122,665 contacts across 211info's call, text, email, web search, and mobile app referral platforms. Of those contacts, 38% requested housing-related services in Multnomah County. The top 20 distinct housing-related services are listed below, with 24% of contacts requesting rent payment assistance.

#### Number of services requested across all contact types, grouped by problem need

Housing		46,981 (38%)						
Utility Assistance	17,195 (14%)							
Food/Meals	11,054 (9%)							
Individual, Family and Community Support	9,670 (8%)							
Health Care	7,510 (6%)							
Legal, Consumer and Public Safety Services	5,616 (5%)							
Mental Health/Addictions	4,306 (4%)							
Clothing, Personal and Household Needs	4,213 (3%)							
Transportation	4,076 (3%)							
Income Support and Assistance	3,184 (3%)							
Disaster Services	2,847 (2%)							
Information Services	2,008 (2%)							
Education	1,167 (1%)							
Volunteers/Donations	1,060 (1%)							
Employment	937 (1%)							
Arts, Culture and Recreation	500 (0%)							
Other Governmental and Economic Services	341 (0%)							
	0K 10K 20K 30K 40K	50K 60K						
	Total Number of Requests							

#### Top 20 housing-related service requests

Rent Payment Assistance							12,	034 (24%
Community Shelters						9,361	(19%)	
Transitional Housing/Shelter			3,9	44 (8%)				
Low Income/Subsidized Private Rental Housing			3,552	2 (7%)				
Housing Search Assistance			3,076 (	6%)				
Cold Weather Shelters/Warming Centers		2,	628 (5%	6)				
Rental Deposit Assistance		1,822	(4%)					
Low Cost Home Rental Listings		1,662	(3%)					
Government Subsidized Private Rental Housing Listings		1,391 (3	3%)					
Homeless Motel Vouchers		1,218 (2	%)					
Section 8 Housing Choice Vouchers	8	98 (2%)						
Tenant Readiness Education Programs	74	14 (1%)						
Tenant Rights Information/Counseling	62	4 (1%)						
Homeless Drop In Centers	58	9 (1%)						
Domestic Violence Shelters	519	9 (1%)						
Domestic Violence Motel Vouchers	507	7 (1%)						
Rental Application Fee Payment Assistance	436	6 (1%)						
At Risk/Homeless Housing Related Assistance Programs	419	9 (1%)						
Emergency Shelter Clearinghouses	387	(1%)						
Public Housing	381	(1%)						
	0K	2K	4K	6K	8K	10K	12K	14K
		Total Number of Requests						

July 1. 2016 - June 30. 2017



The majority of housing-related requests in Multnomah County were generated from the City of Portland.					
Percent of contacts requesting housing-related services by city	Portland	87.4%			
	Gresham	10.1%			
	Troutdale	1.0%			
	Fairview	0.9%			
<ul> <li>Portland</li> <li>Gresham</li> <li>Troutdale</li> <li>Fairview</li> </ul>	Other	0.8%			

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Housing was the greatest need for individuals across all races and ethnicities. However, housing need requests were disproportionate when compared between races and ethnicities. For example, 36% of all rent payment assistance requests were made by contacts who self-identified as African American or Black.

#### Top 4 housing-related service requests, segmented by race and ethnicity



### HOUSING SERVICE REQUESTS Multnomah County, Oregon July 1, 2016 - June 30, 2017

#### Percentage of housing-related need requested across Multnomah County by ZIP code



#### Percentage of housing-related need requests within each ZIP code



July 1. 2016 - June 30. 2017











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July 1 2016 - June 30 2017



#### Health insurance status



#### Are you currently homeless?



#### Number of children in the household



DIAL 211 VISIT 211info.org EMAIL help@211info.org TEXT your zip code to 89821