

Required Data Fields

Referral and Assistance Call Types
Caller
Method of Contact
Referral Source
Non-consumer Contact Info – if caller is not calling for self
Name (first, last)
Phone Number
Date of Birth
County
Zip
Call Type (Referral or Assistance)
Age – If caller did not give DOB
Gender
Race
Ethnicity
Veteran
Need
Met or Unmet
Referrals
Notes

Examples of Information calls are: *I need the number to ABC agency; What time is PDX Food Pantry open?; Where's the city water department located?*

Information Only Calls
Caller
Method of Contact
Referral Source
Gender
County
Zip
Call Type (Information)
Referral – Program Information was given on
Notes