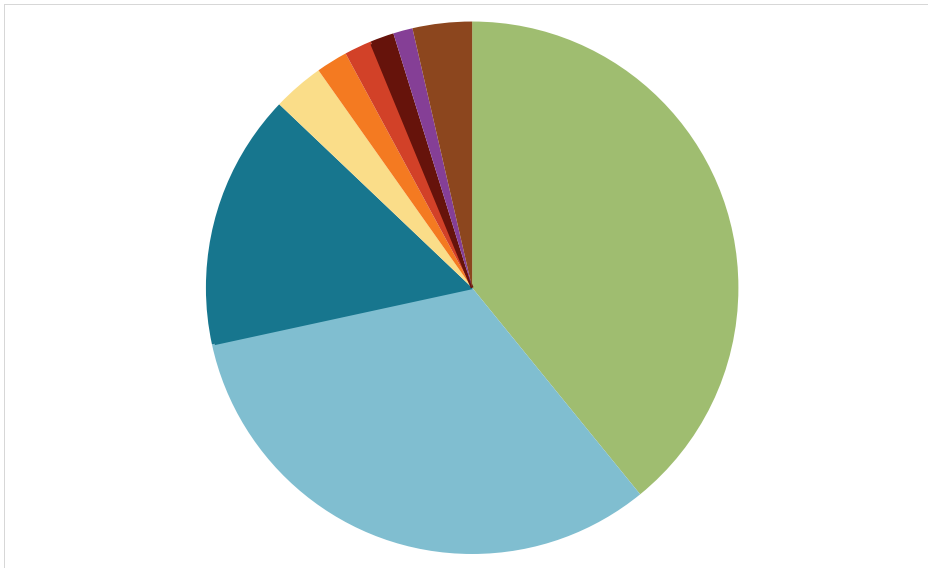


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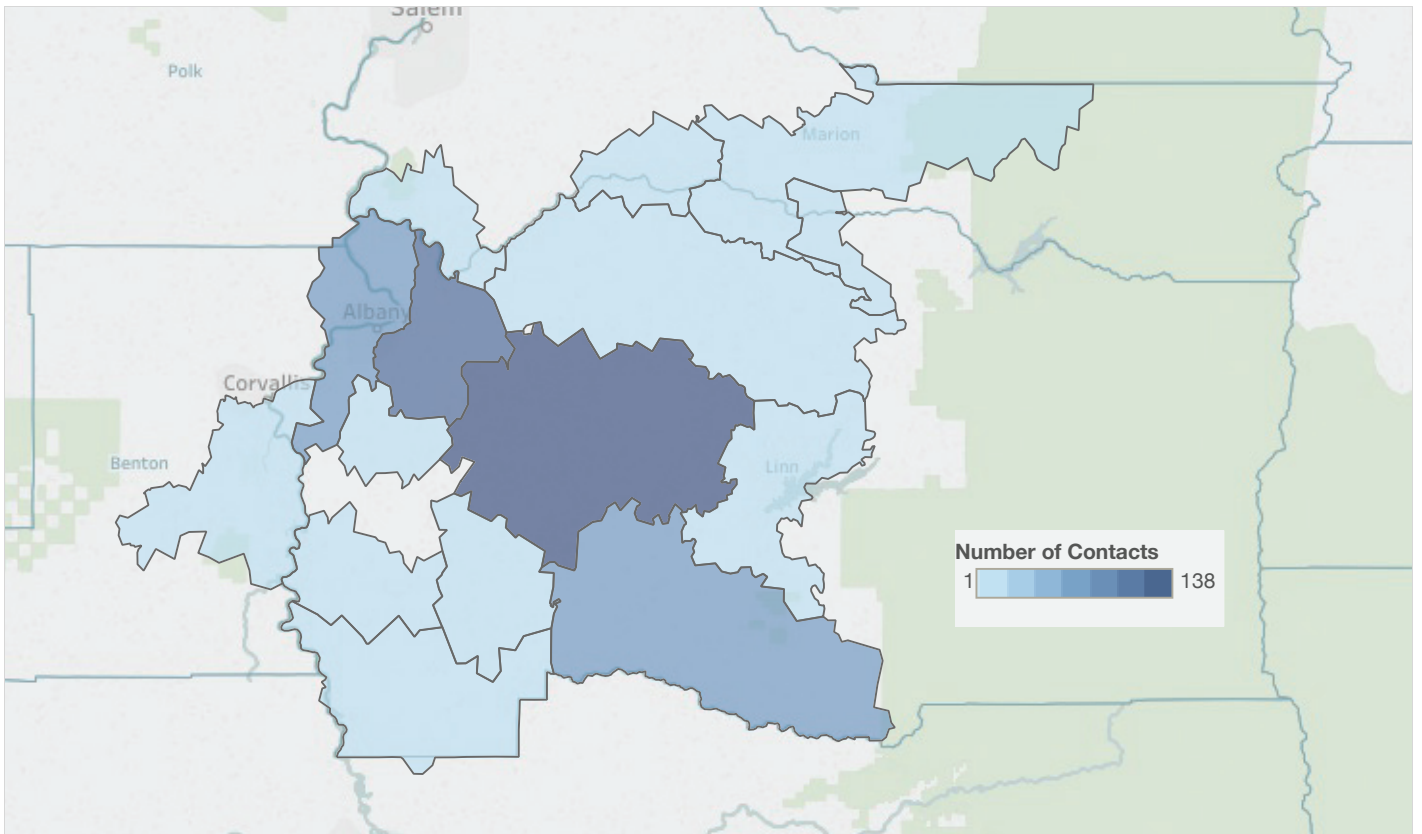
Cities



Albany	39.61%
Lebanon	32.85%
Sweet Home	15.70%
Scio	3.14%
Harrisburg	1.93%
Mill City	1.69%
Brownsville	1.45%
Lyons	1.21%
Other	3.62%



ZIP Codes

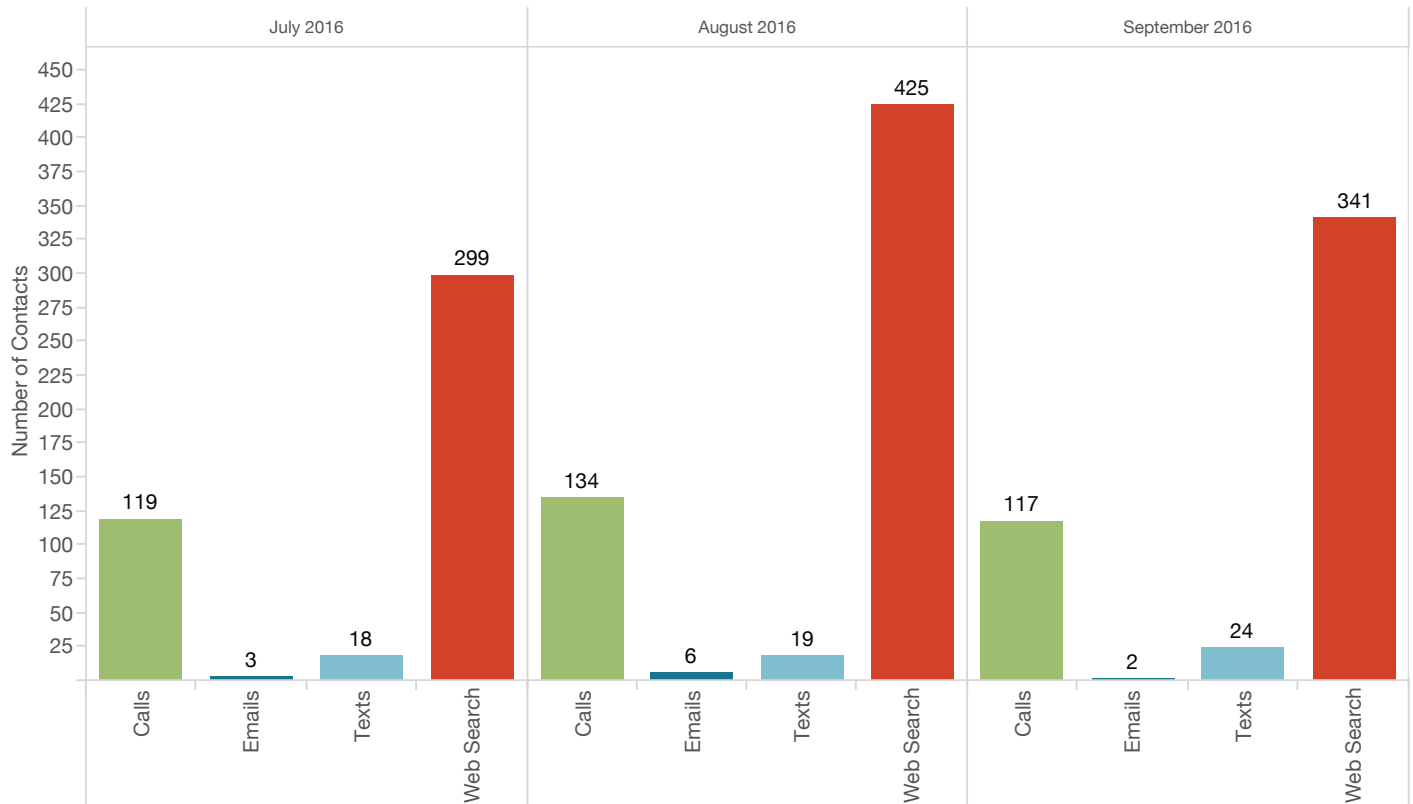


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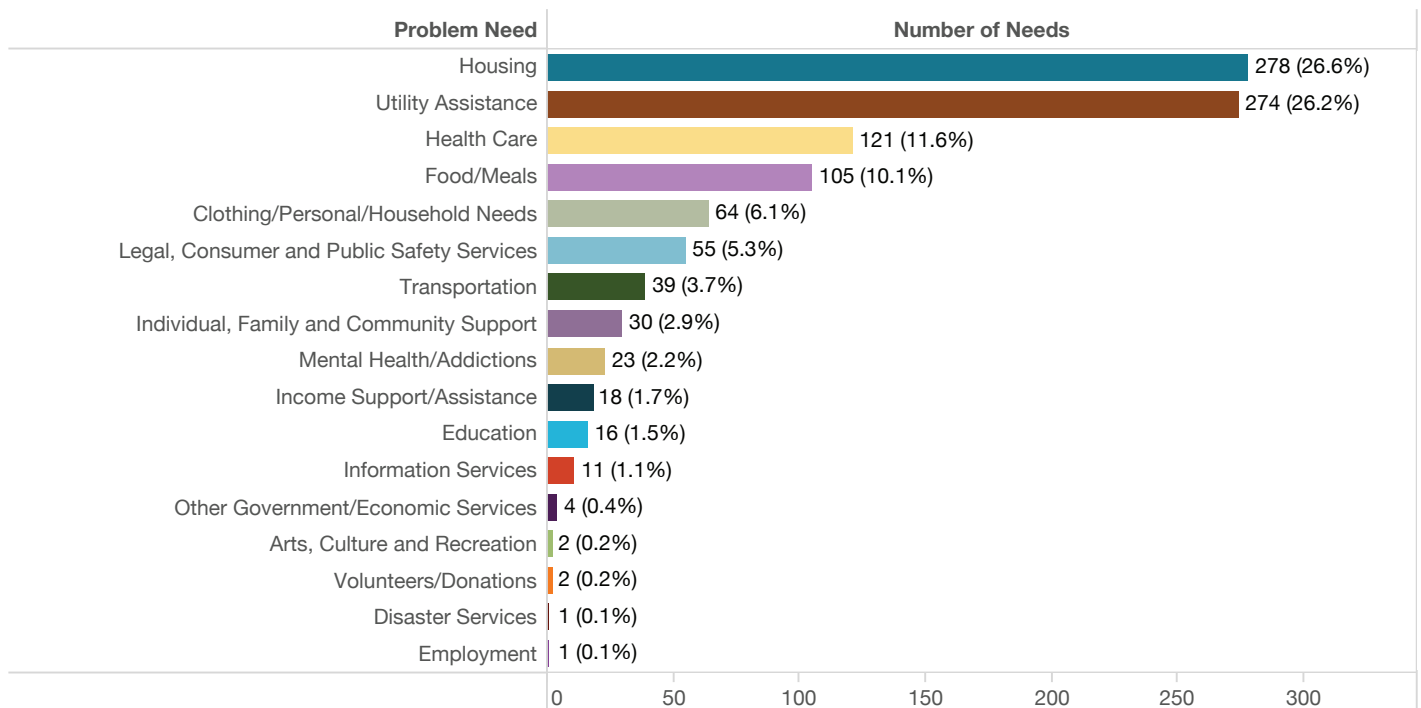
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How many contacts did we receive?



What were contacts' needs?

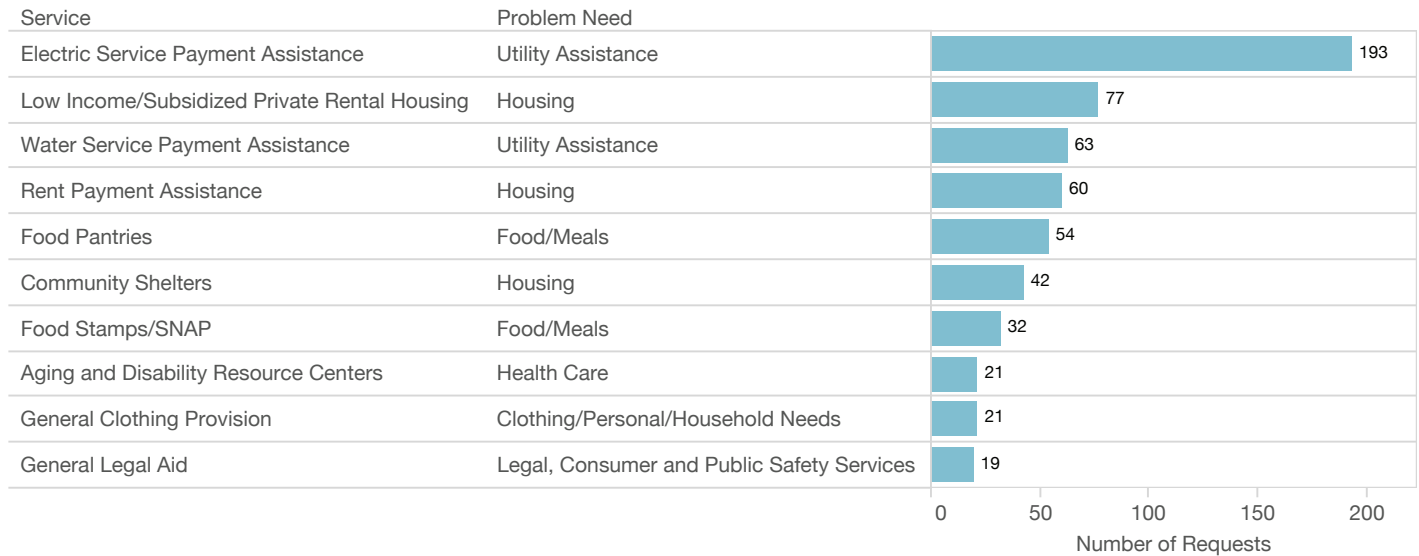


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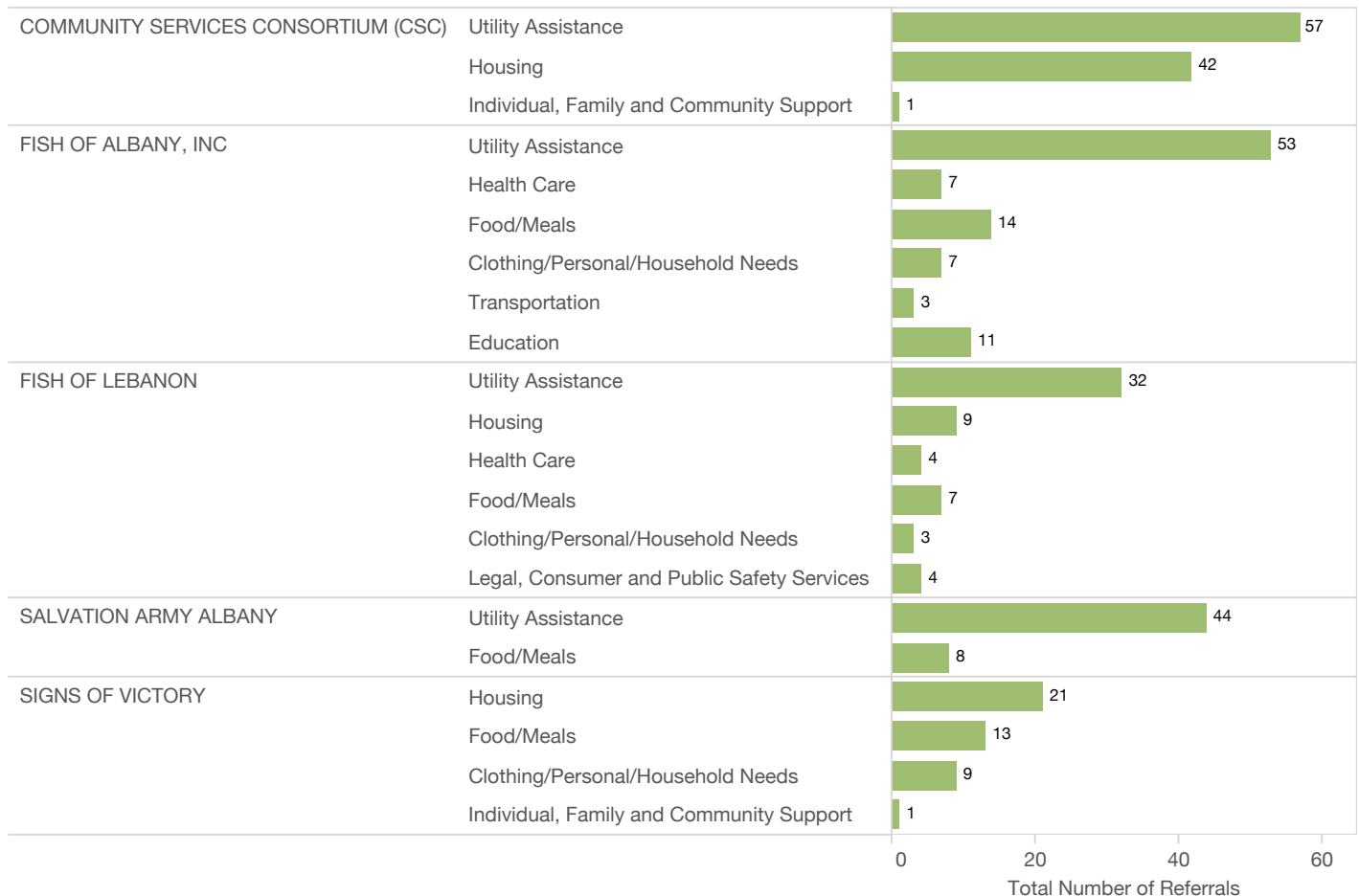
July 1, 2016 - September 30, 2016



Services most often requested by contacts



Agencies most often referred by 211info

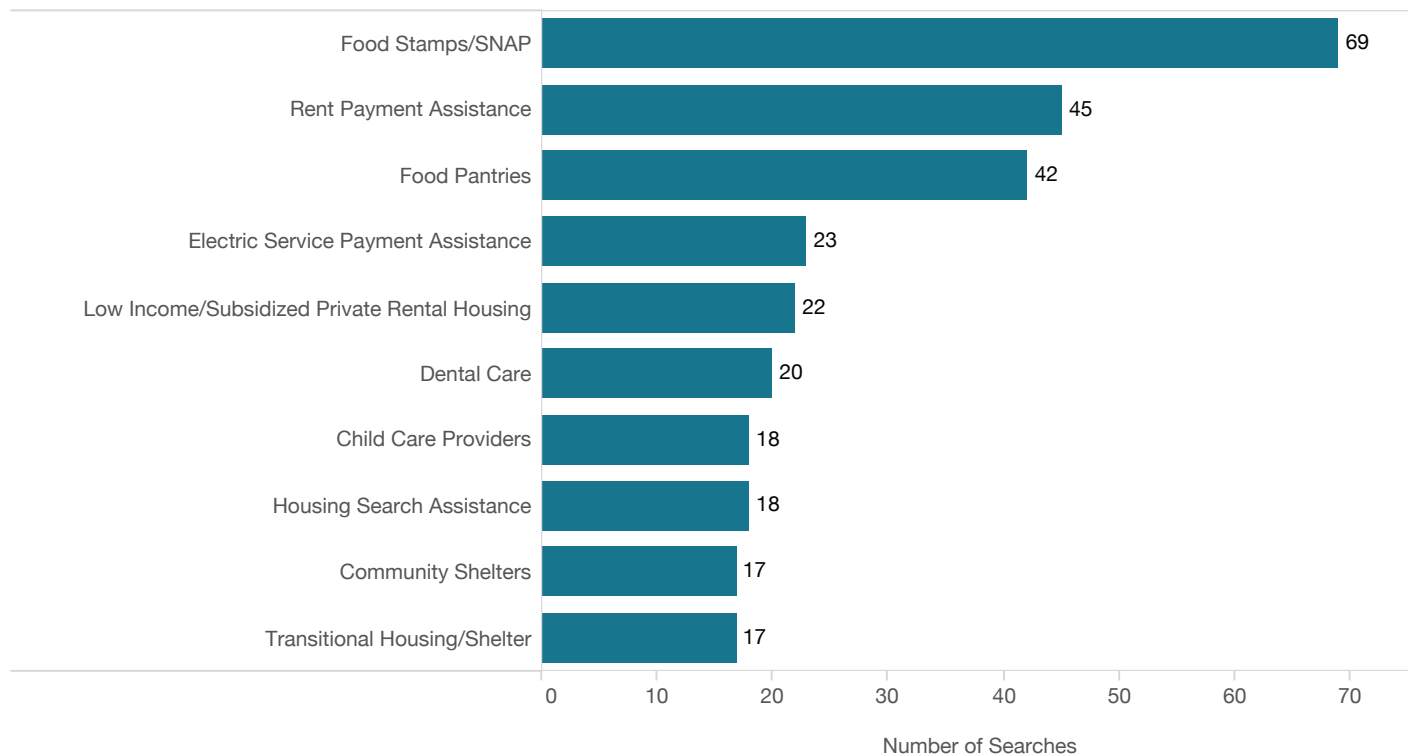


LINN COUNTY

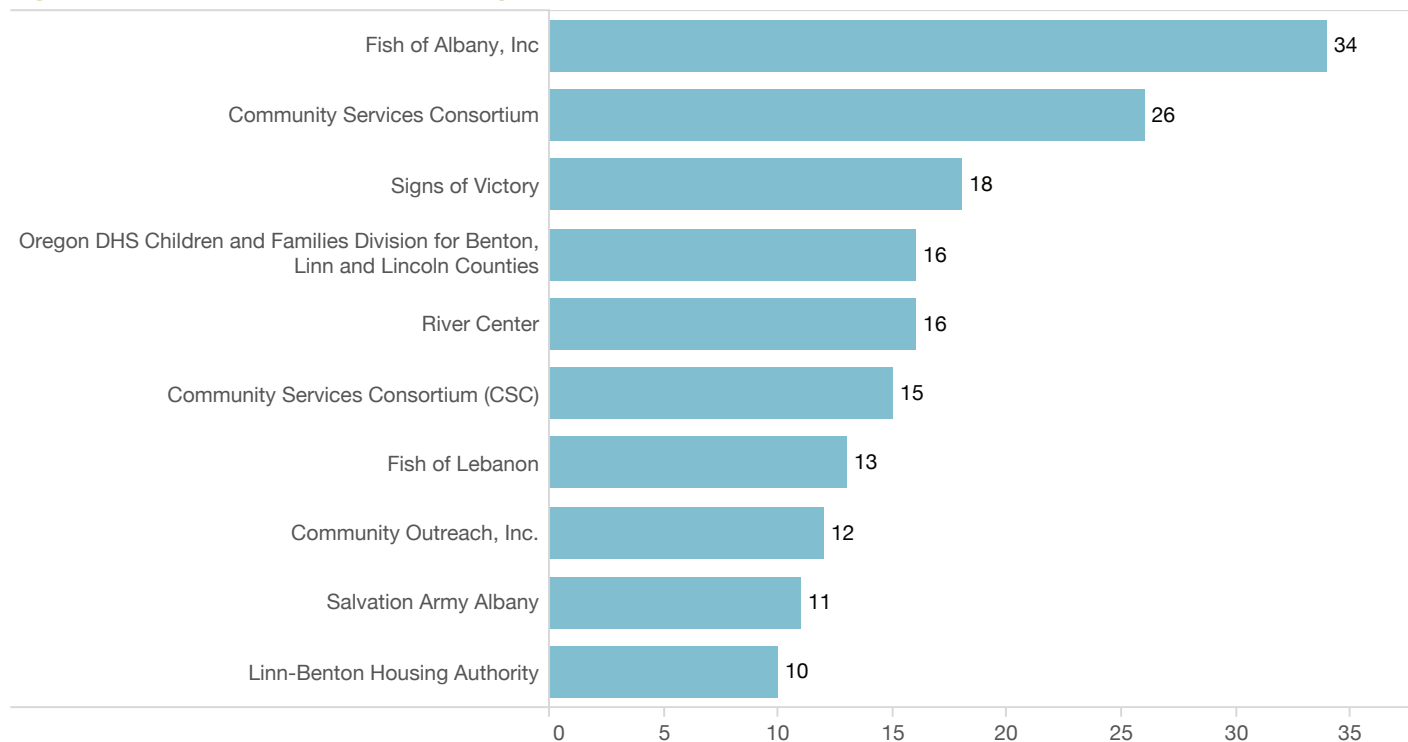
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Services most often searched in the online database



Agencies most often referred through the online database



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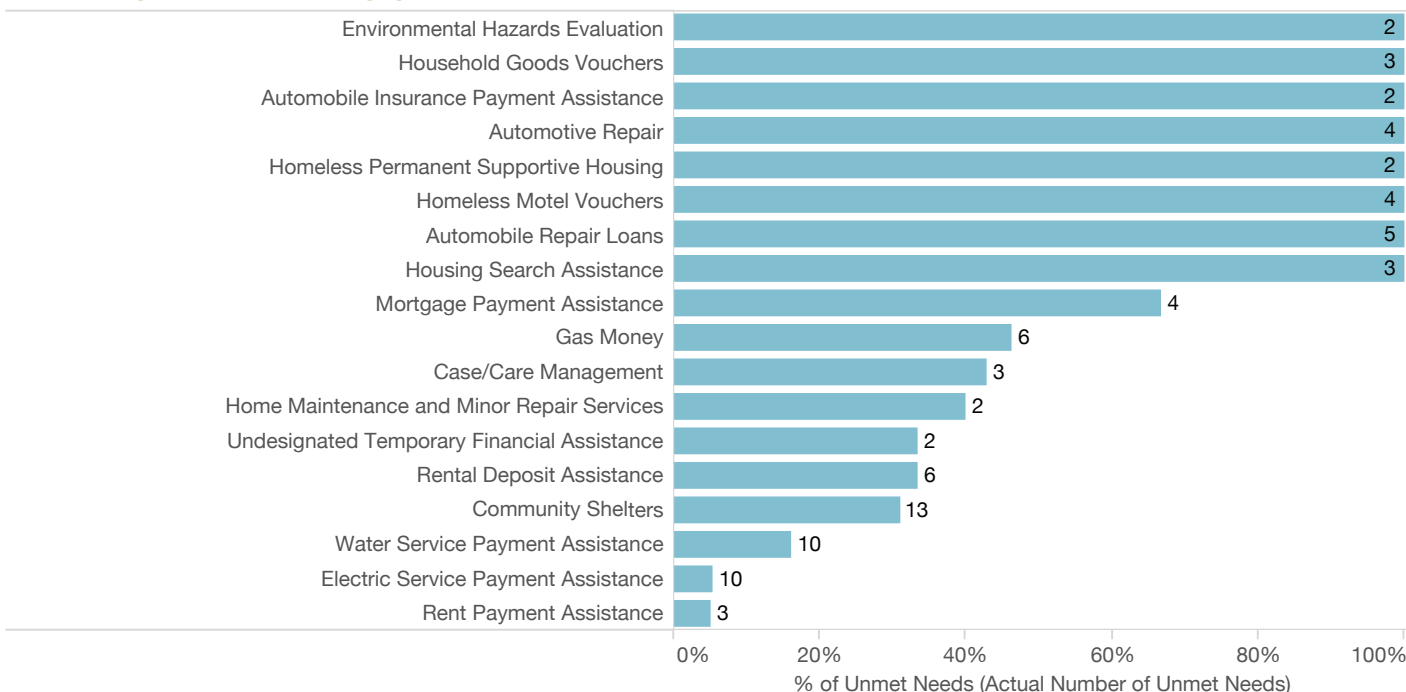
There were 114 instances where a referral was not appropriate for the contact's requested need. While housing requests had the greatest number of unmet community needs, only 14% of those requests were unmet needs.

What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Needs	% Requests	Number of Needs	% Requests
Disaster Services			1	100%
Arts, Culture and Recreation	1	50%	1	50%
Transportation	24	62%	15	38%
Individual, Family and Community Support	22	73%	8	27%
Other Government/Economic Services	3	75%	1	25%
Clothing/Personal/Household Needs	54	84%	10	16%
Housing	240	86%	38	14%
Income Support/Assistance	16	89%	2	11%
Information Services	10	91%	1	9%
Legal, Consumer and Public Safety Services	50	91%	5	9%
Utility Assistance	252	92%	22	8%
Health Care	113	93%	8	7%
Mental Health/Addictions	22	96%	1	4%
Food/Meals	104	99%	1	1%
Volunteers/Donations	2	100%		
Employment	1	100%		
Education	16	100%		

A referral may not be available for various reasons. In some cases, agencies are out of funding for a program; community need often outweighs the help available. There are many services within a need category, and some services simply don't exist in a community. Unmet community services with two or more requests are displayed below, sorted by proportion of referral requests.

What are potential service gaps?



LINN COUNTY

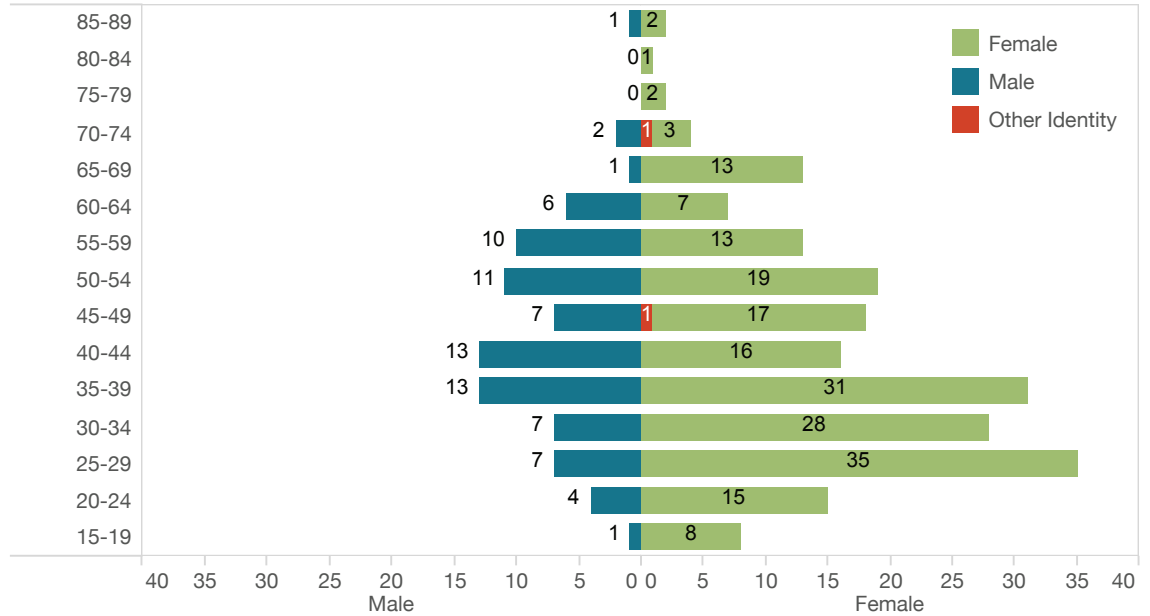
July 1, 2016 - September 30, 2016



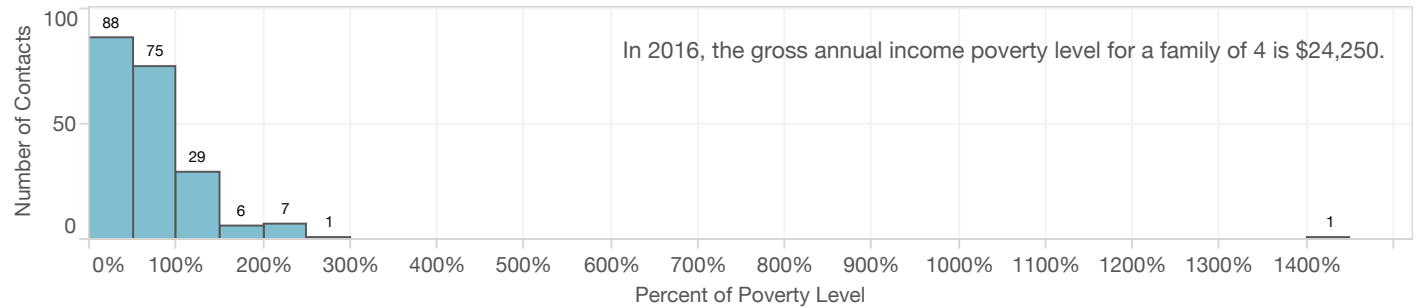
Age

85-89	1.02%
80-84	0.34%
75-79	0.68%
70-74	2.03%
65-69	4.75%
60-64	4.41%
55-59	7.80%
50-54	10.17%
45-49	8.47%
40-44	9.83%
35-39	14.92%
30-34	11.86%
25-29	14.24%
20-24	6.44%
15-19	3.05%

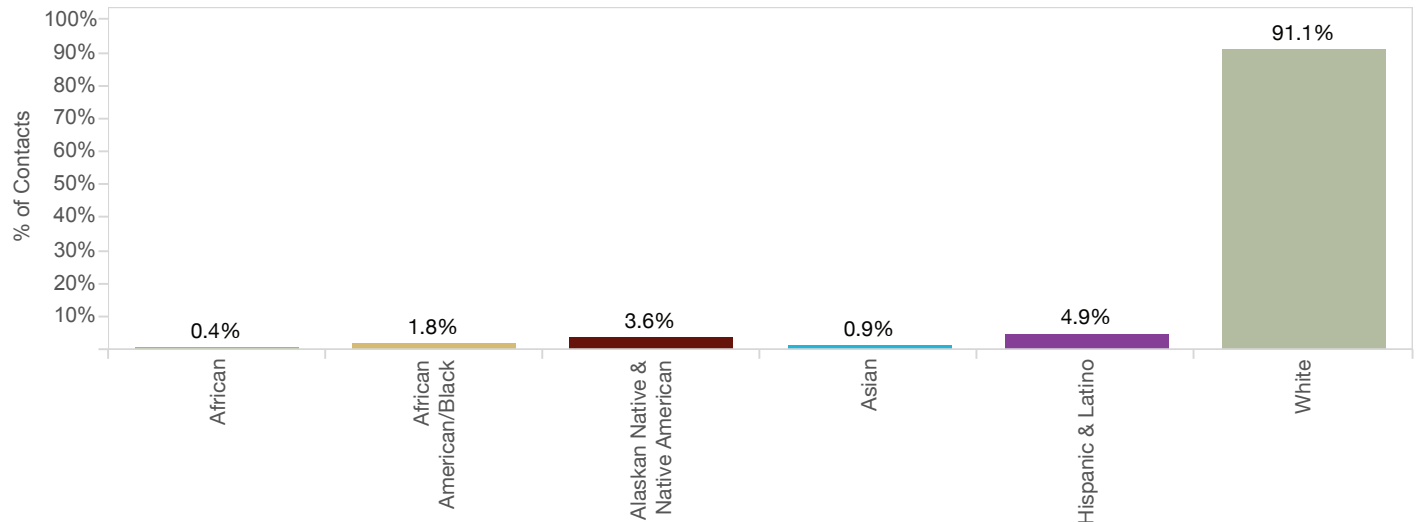
Age and Gender



Income



Race and Ethnicity

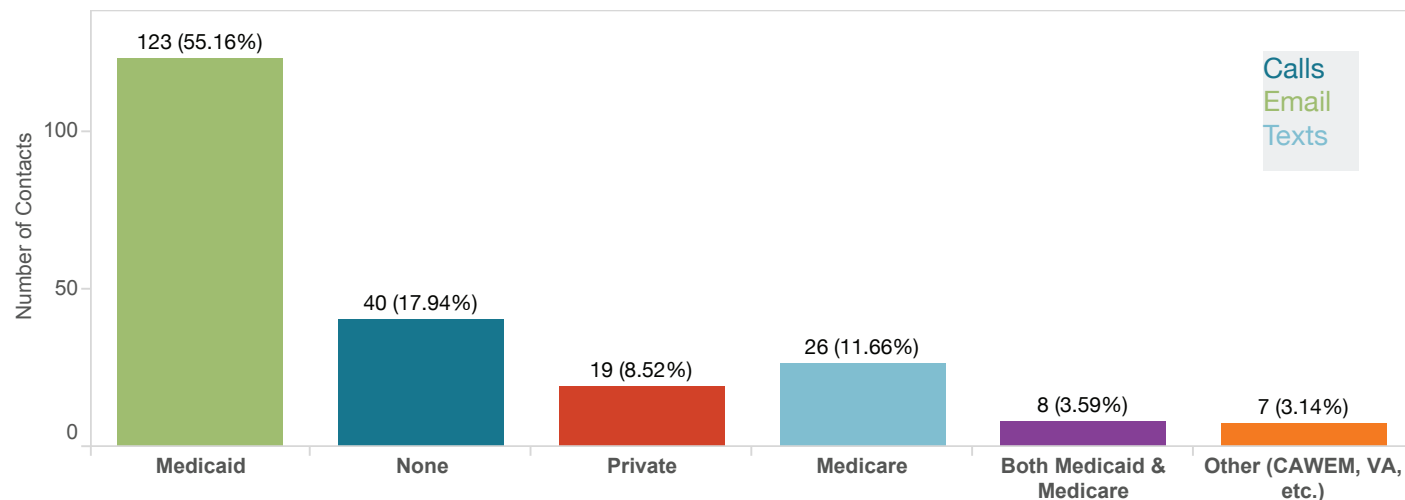


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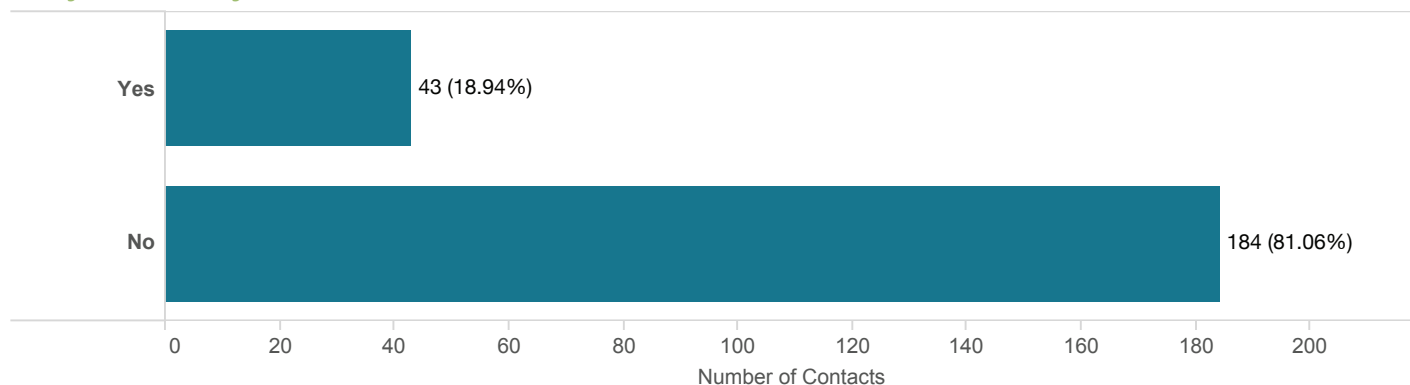
July 1, 2016 - September 30, 2016



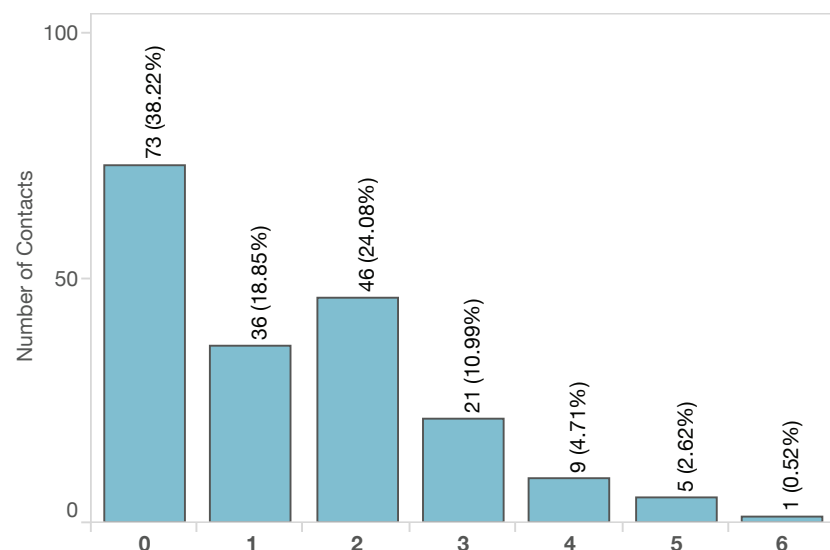
Health insurance status



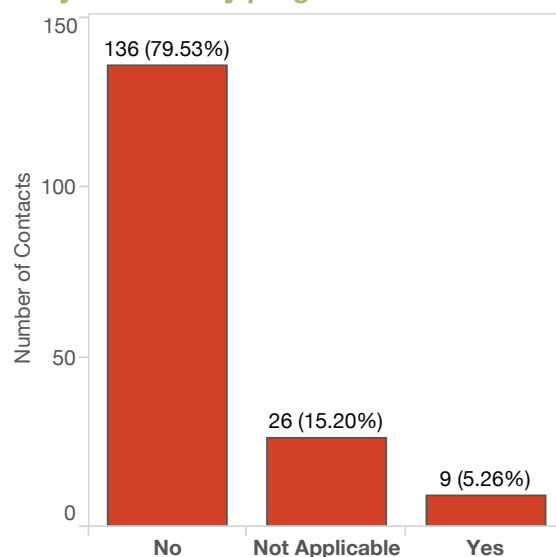
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



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How do calls, emails, and texts vary across 211info's service area?

