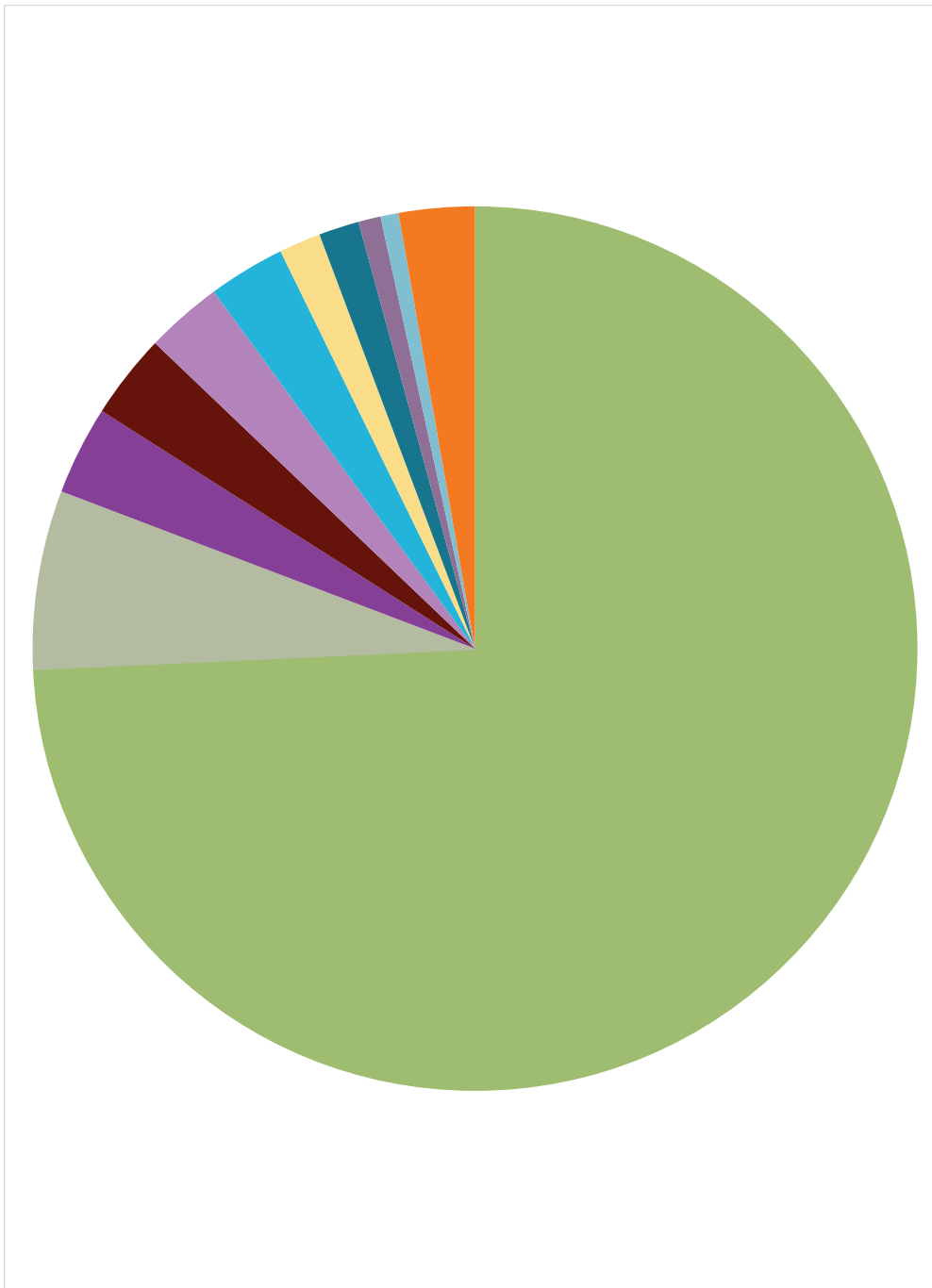


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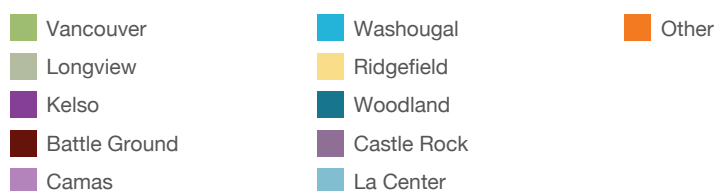
October 1, 2016 - December 31, 2016



Percent of contacts by city



Vancouver	1,265 (75.16%)
Longview	111 (6.60%)
Kelso	55 (3.27%)
Battle Ground	53 (3.15%)
Camas	48 (2.85%)
Washougal	48 (2.85%)
Ridgefield	26 (1.54%)
Woodland	25 (1.49%)
Castle Rock	14 (0.83%)
La Center	11 (0.65%)
Other	47 (2.79%)

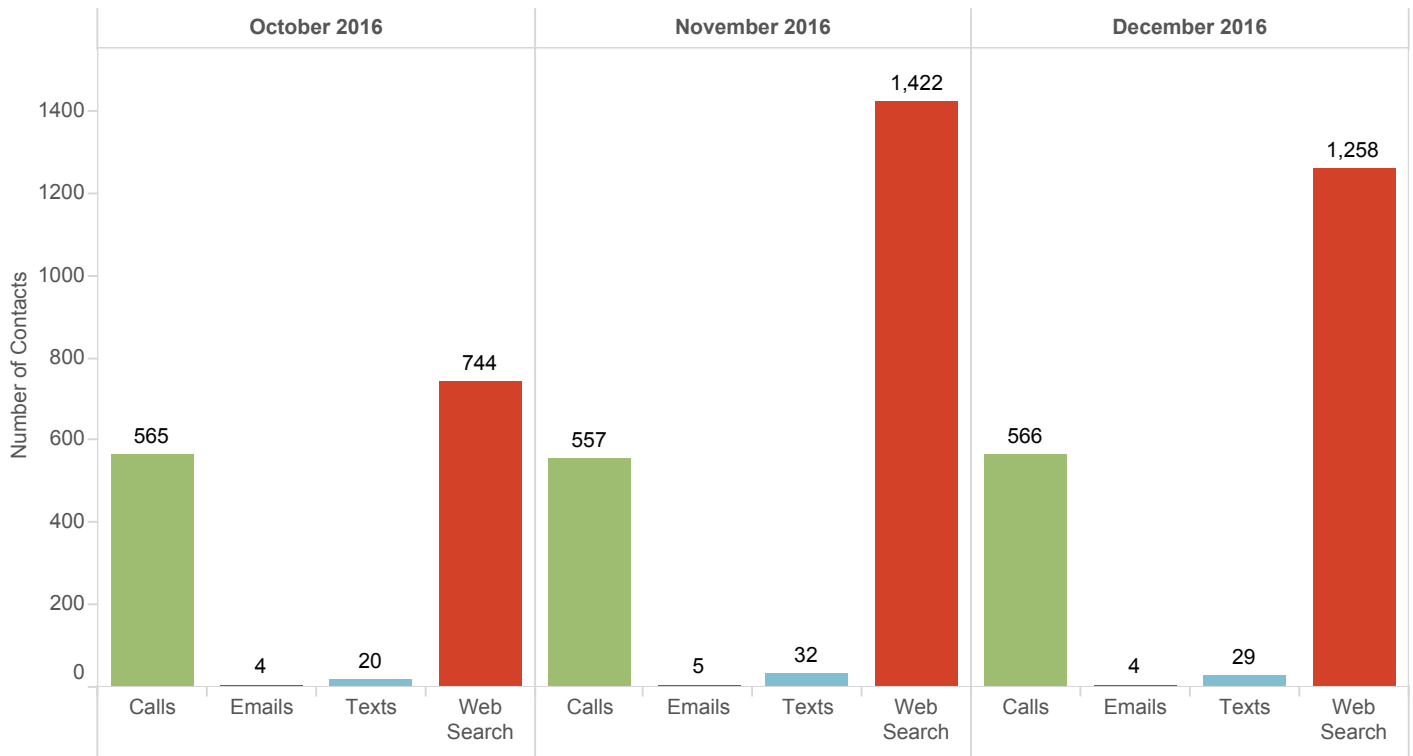


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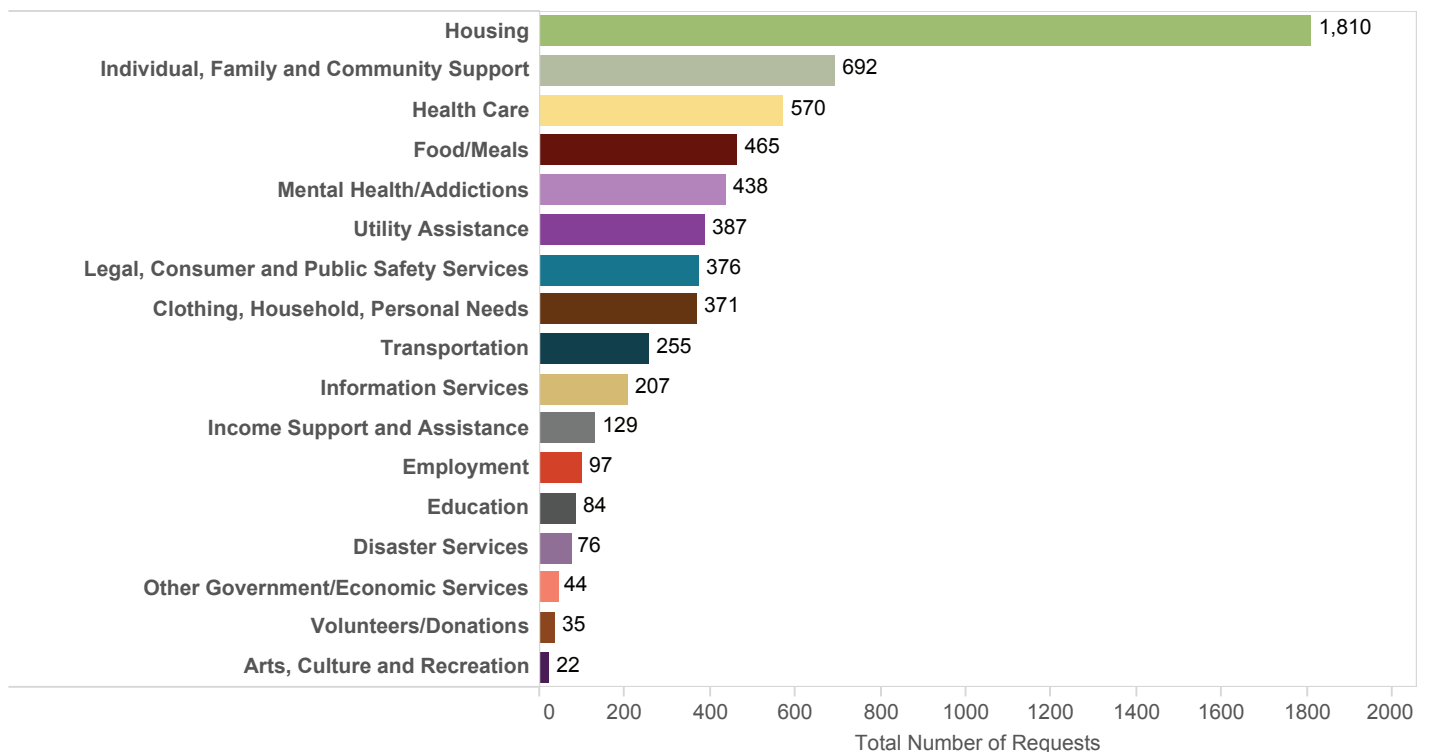
October 1, 2016 - December 31, 2016



Number of contacts, grouped by month and contact type



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

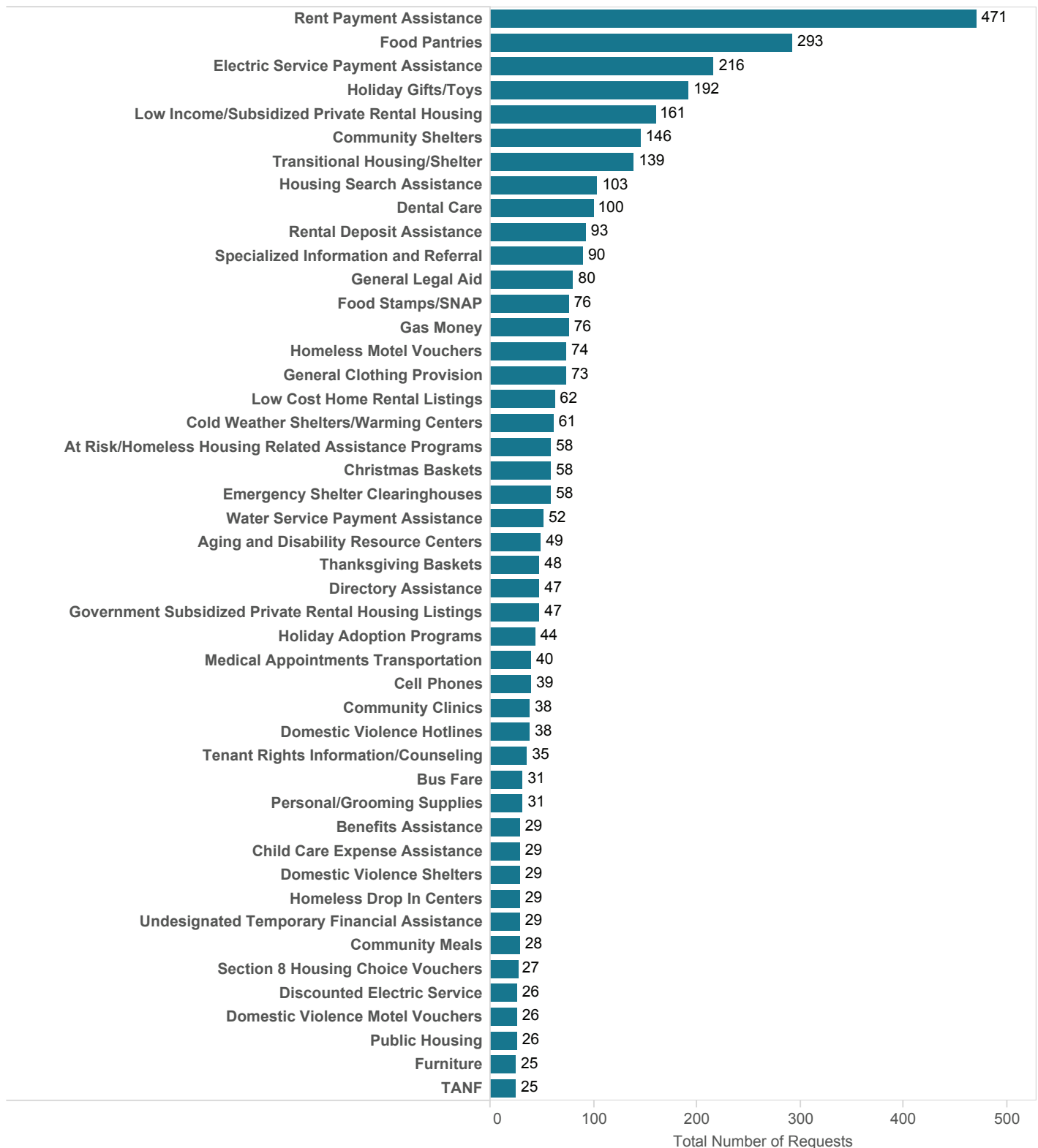


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Number of services with 25 or more requests across all contact types

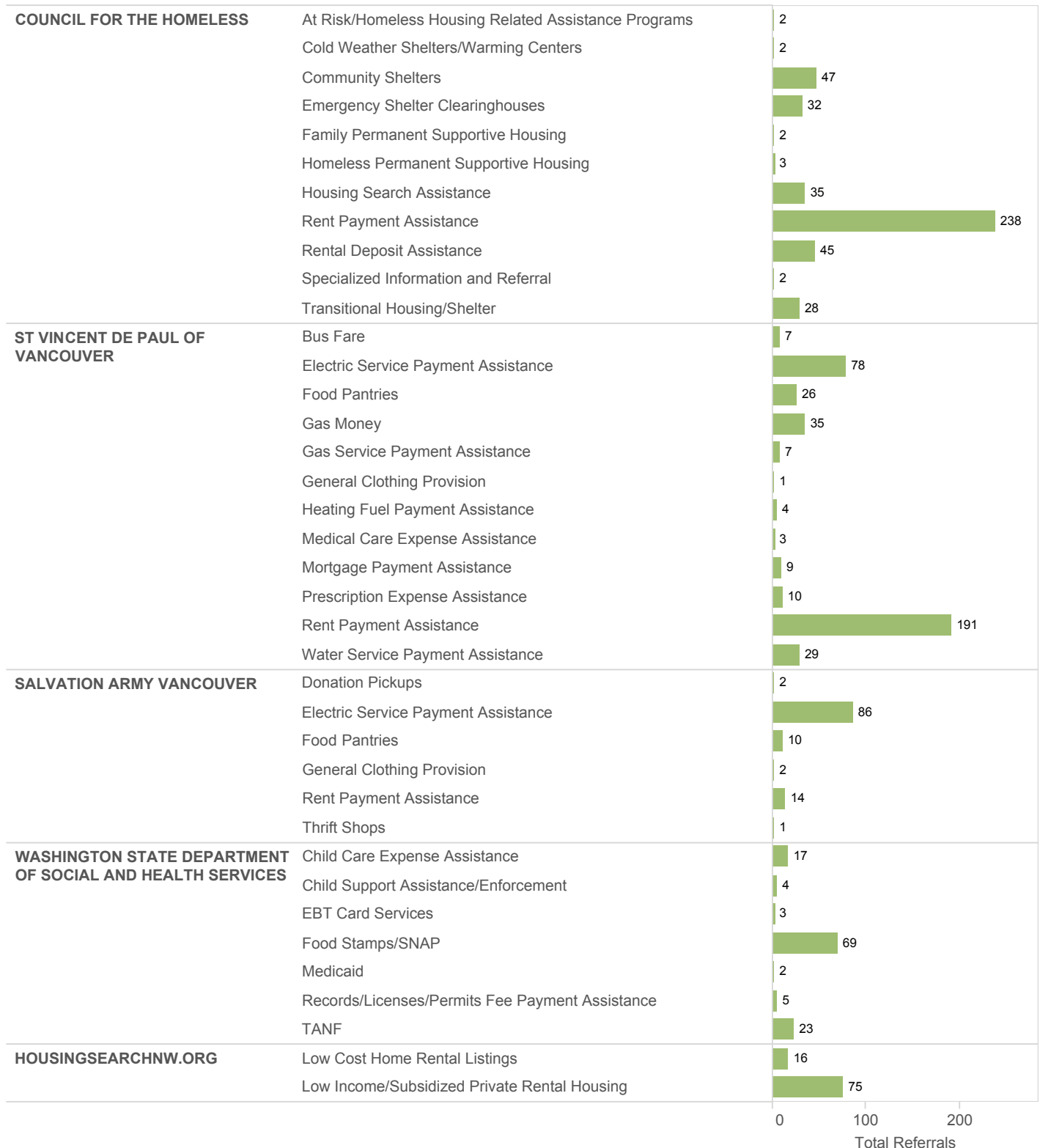


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Top 5 agencies referred to across all contact types



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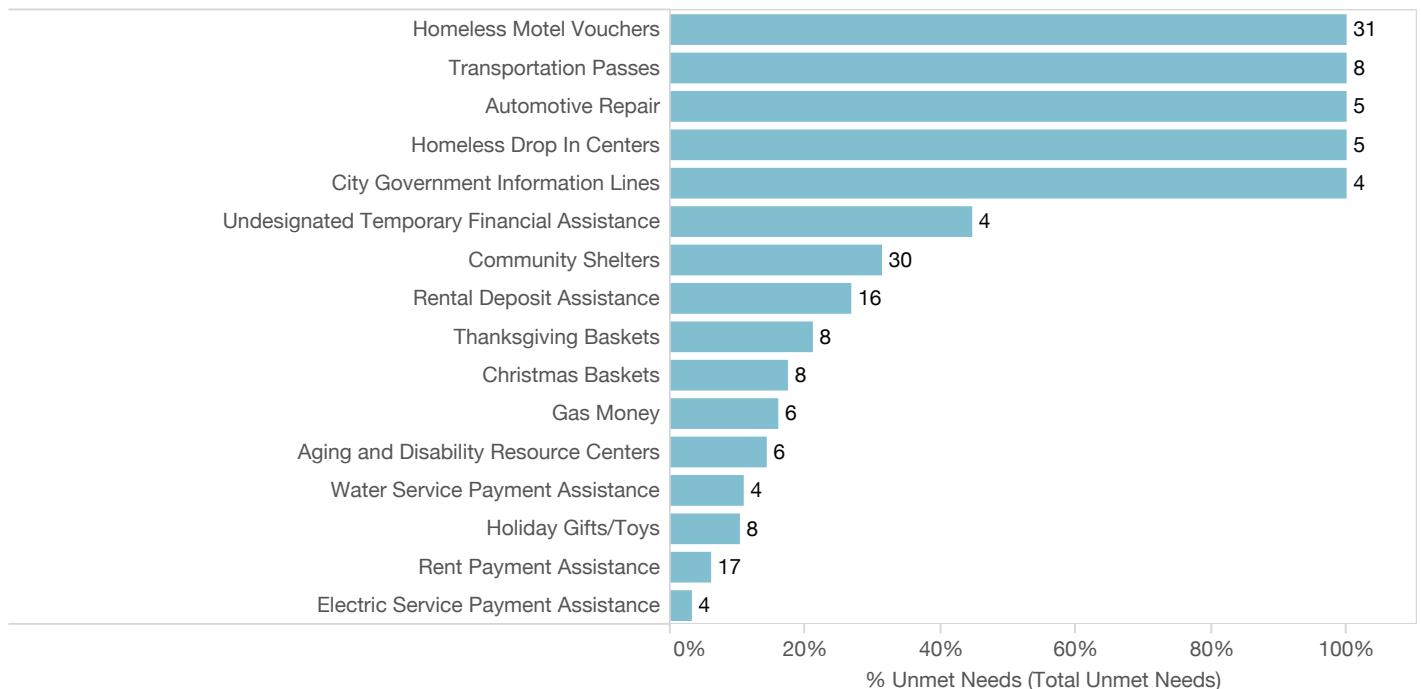
There were 277 instances where there wasn't an appropriate referral for the contact's requested need. Housing requests represent the largest number of unmet community needs, while transportation requests were the greatest proportion of unmet community needs.

What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Requests	% of Requests	Number of Requests	% of Requests
Transportation	85	79%	22	21%
Education	9	90%	2	20%
Employment	18	82%	4	18%
Housing	807	88%	120	13%
Individual, Family and Community Support	285	89%	39	12%
Arts, Culture and Recreation	10	91%	1	9%
Utility Assistance	206	92%	20	9%
Clothing/Personal/Household Needs	114	91%	11	9%
Legal, Consumer and Public Safety Services	212	92%	20	9%
Other Government/Economic Services	25	93%	2	7%
Income Support/Assistance	82	93%	6	7%
Health Care	275	95%	16	6%
Information Services	109	95%	6	5%
Mental Health/Addictions	120	96%	6	5%
Disaster Services	32	97%	1	3%
Food/Meals	172	99%	1	1%
Volunteers/Donations	15	100%		
Grand Total	2,576	91%	277	10%

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 four or more requests are displayed below.

What are potential service gaps?



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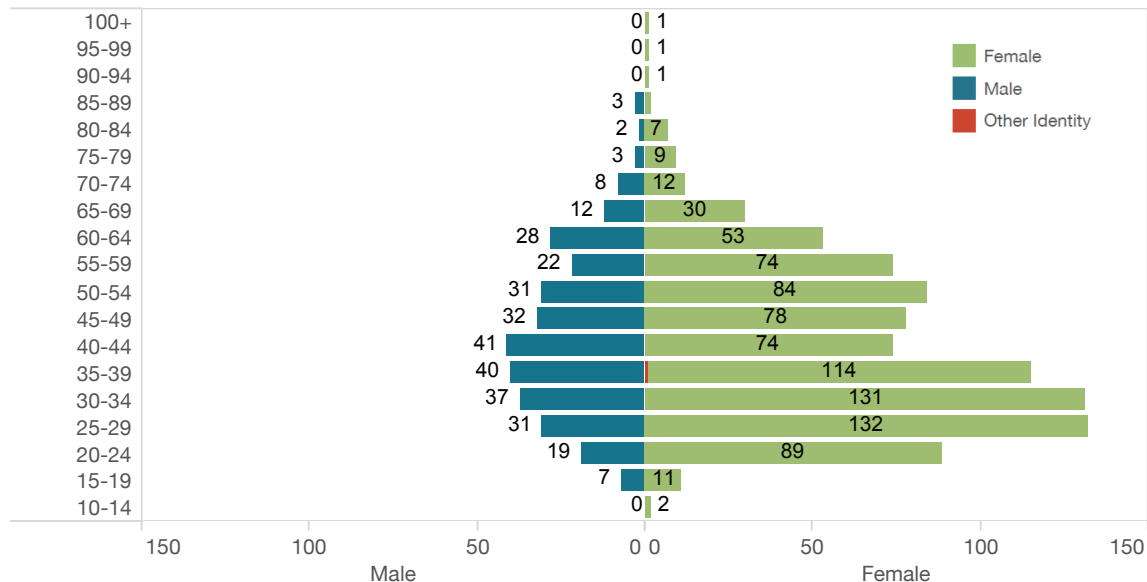
October 1, 2016 - December 31, 2016



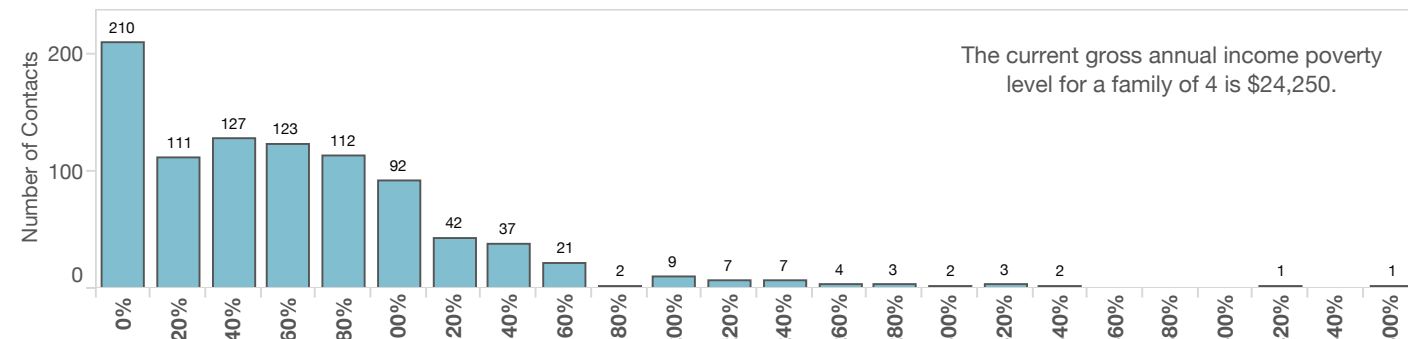
Age

100+	0.08%
95-99	0.08%
90-94	0.08%
85-89	0.42%
80-84	0.75%
75-79	1.00%
70-74	1.67%
65-69	3.34%
60-64	6.61%
55-59	7.86%
50-54	9.53%
45-49	8.95%
40-44	9.11%
35-39	12.79%
30-34	13.80%
25-29	13.38%
20-24	8.86%
15-19	1.51%
10-14	0.17%

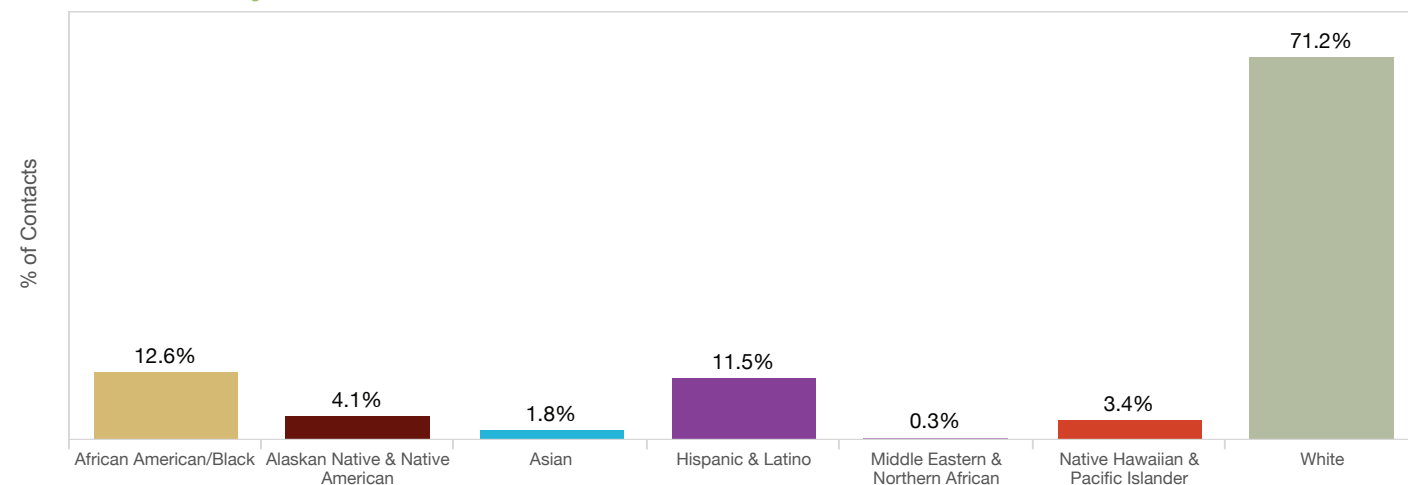
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

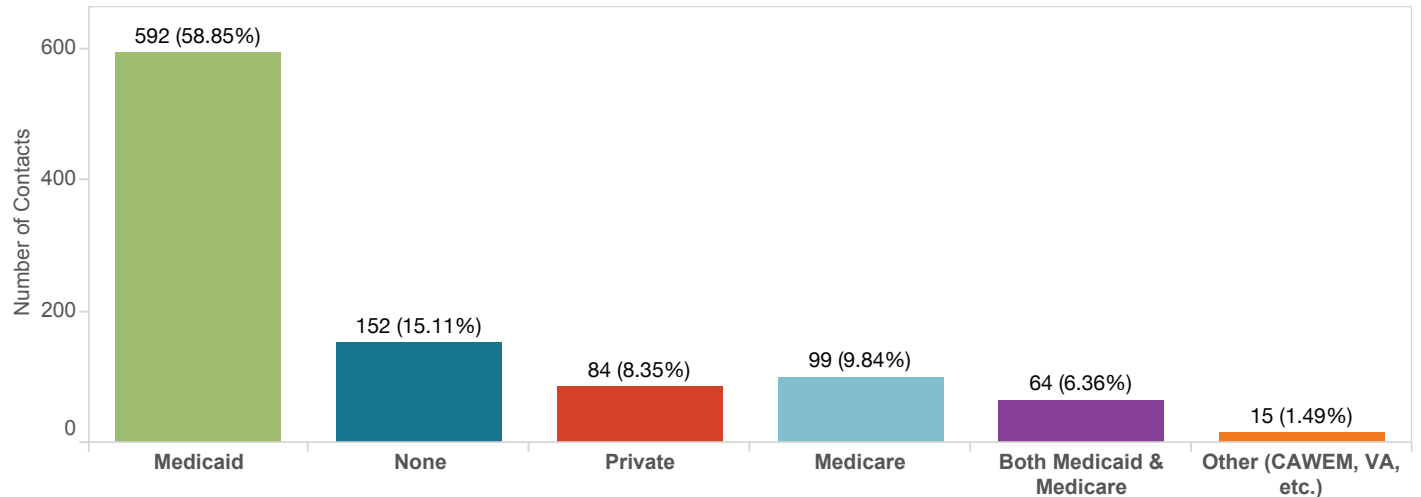


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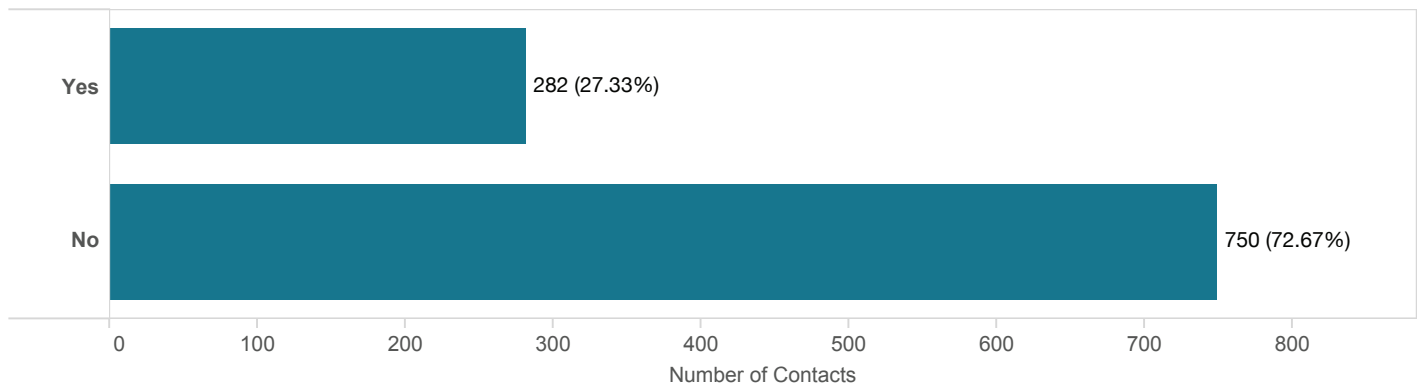
October 1, 2016 - December 31, 2016



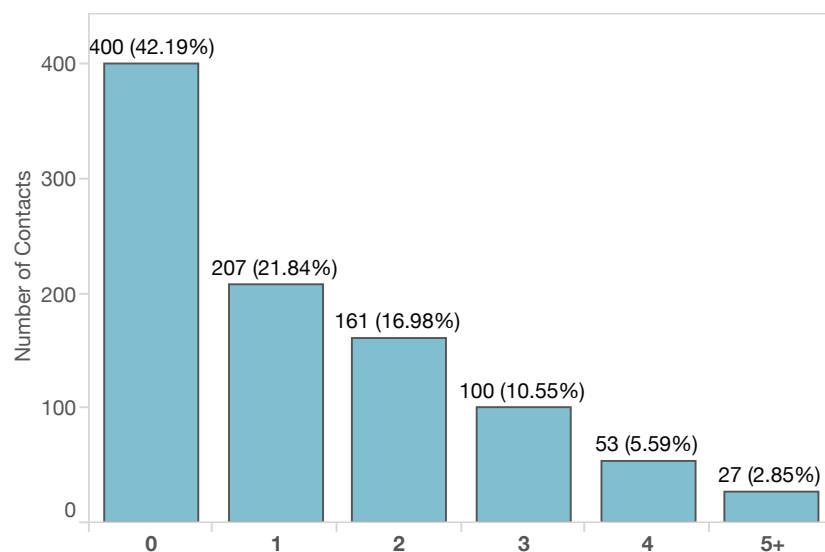
Health insurance status



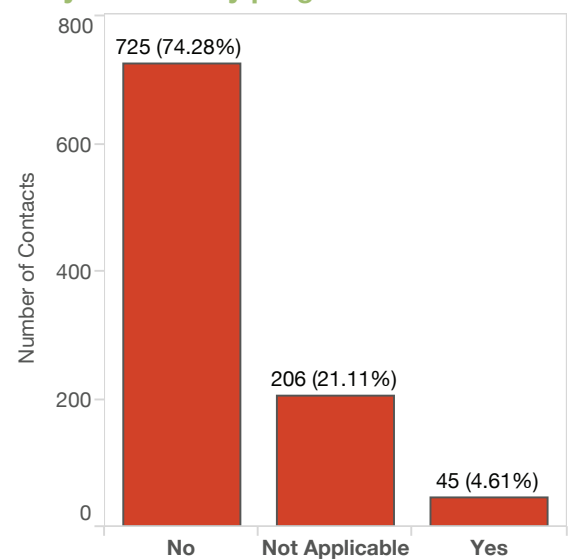
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



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

