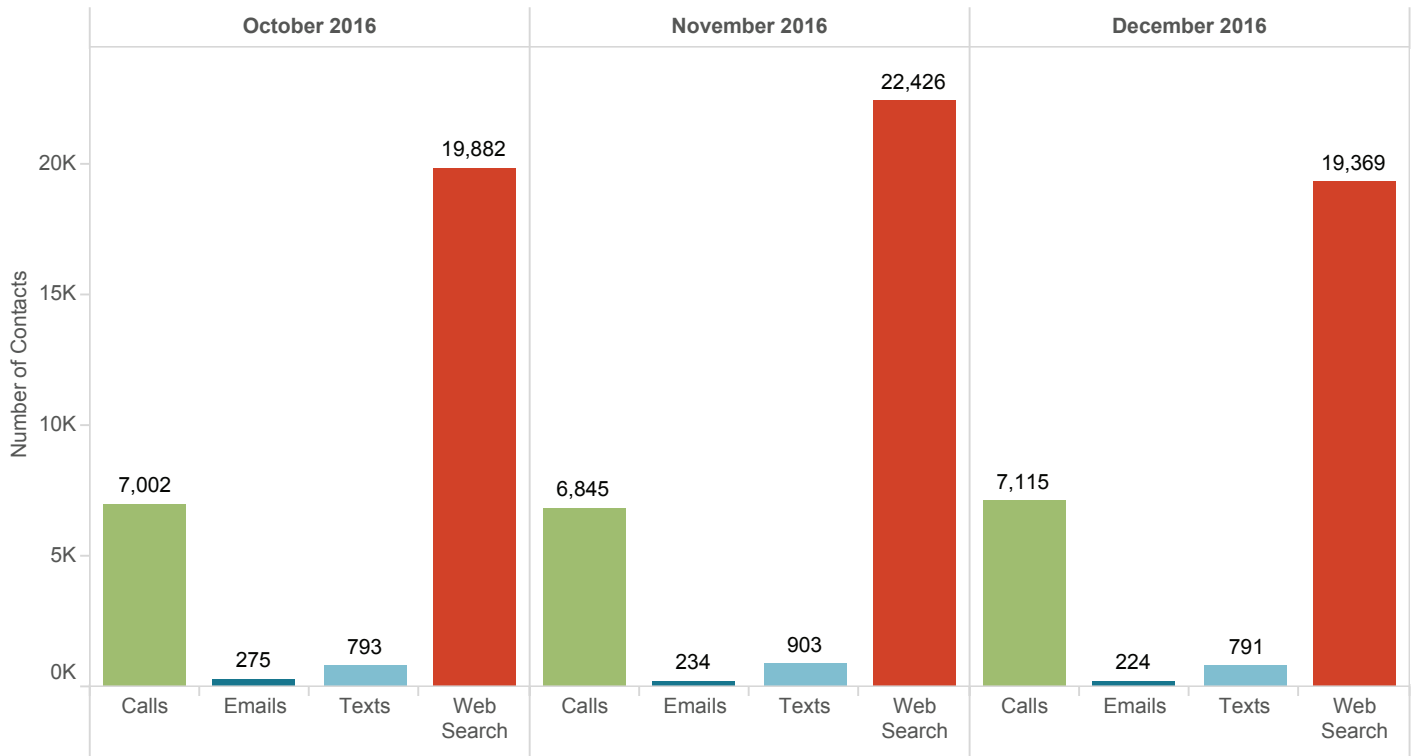


# 211INFO SERVICE AREA

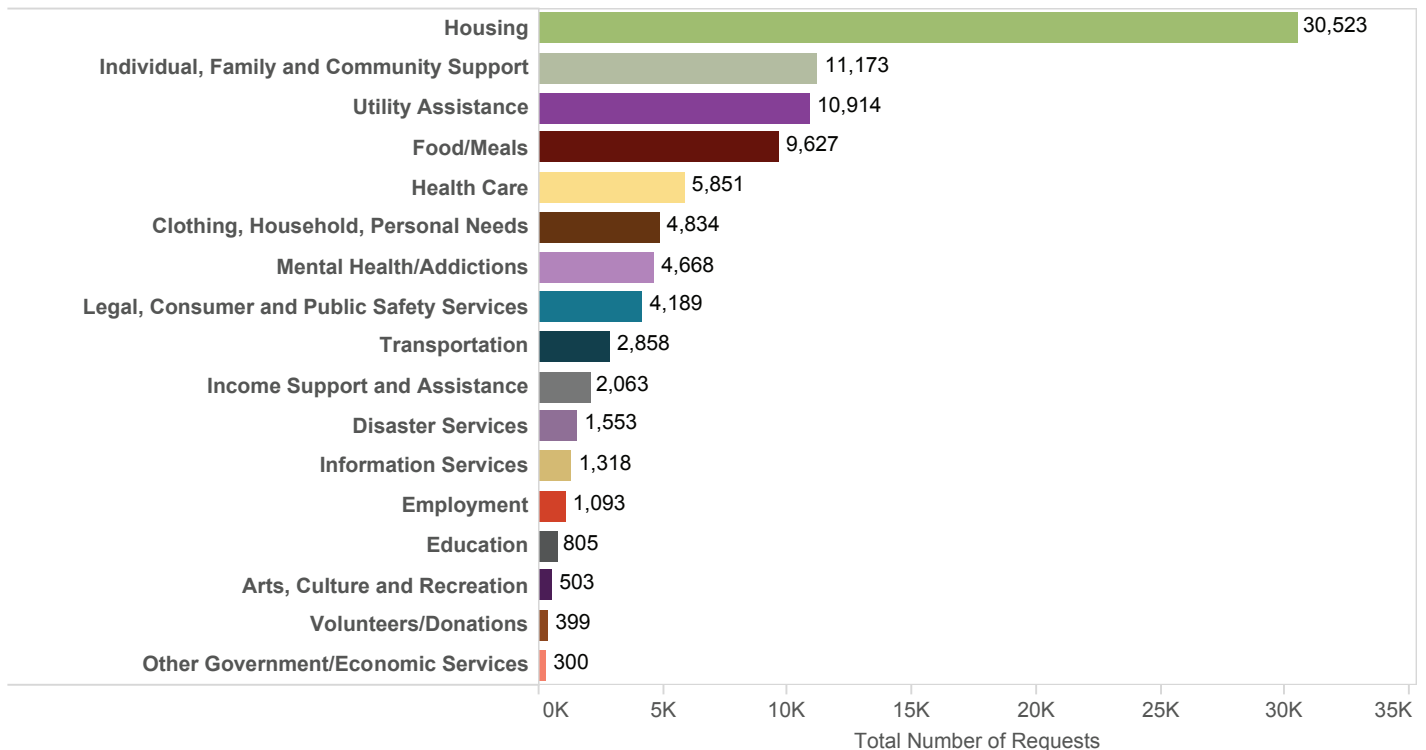
October 1, 2016 - December 31, 2016



## Number of contacts, grouped by month and contact type



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

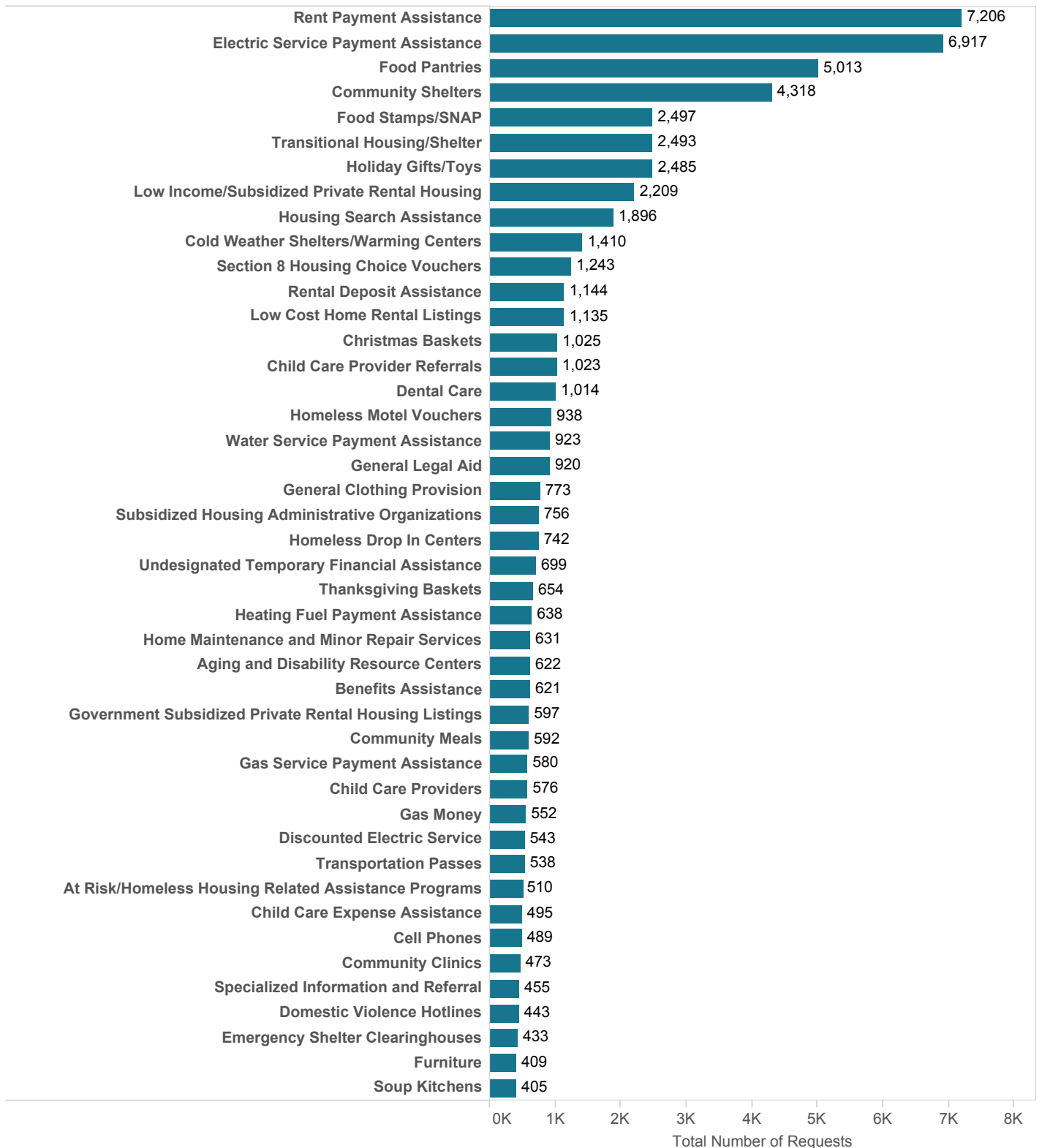


# 211INFO SERVICE AREA

October 1, 2016 - December 31, 2016



## Number of services with 400 or more requests across all contact types



# 211INFO SERVICE AREA

October 1, 2016 - December 31, 2016



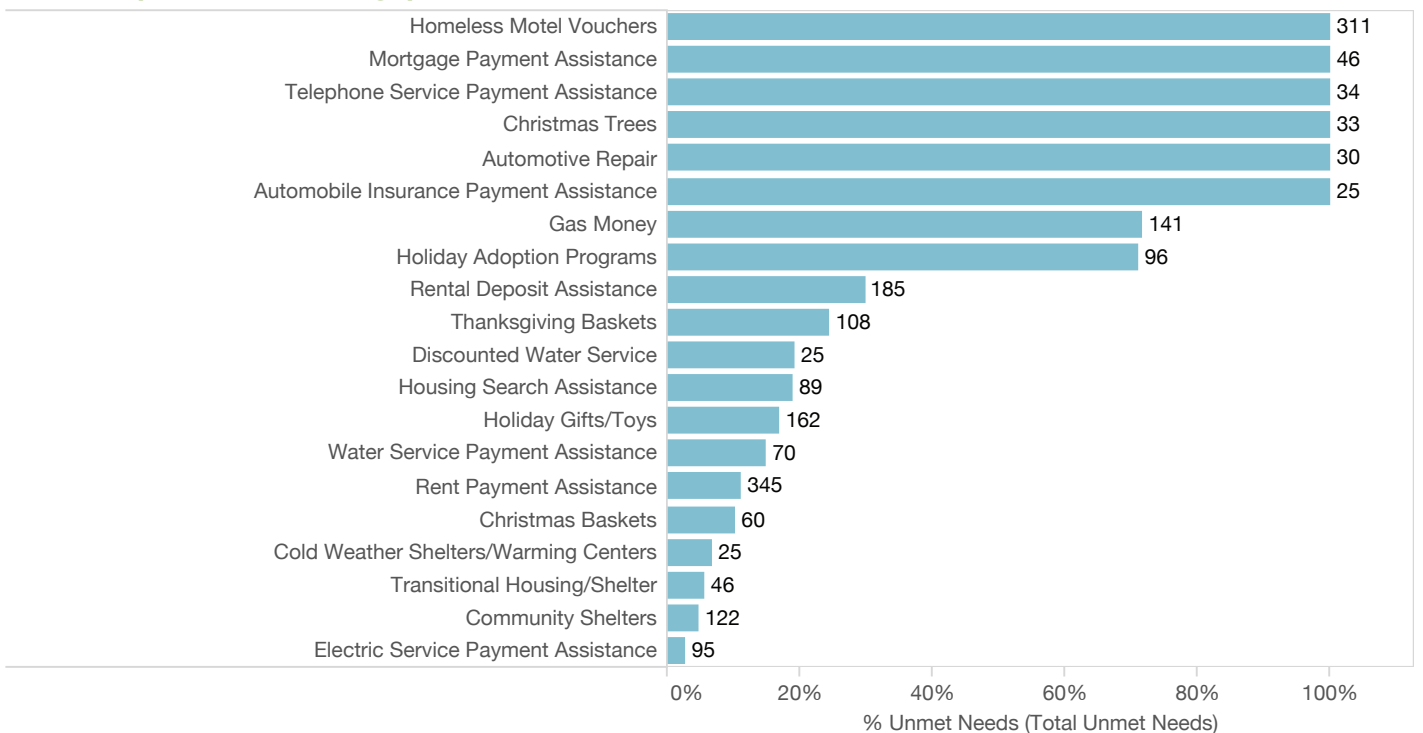
There were 3,077 instances where there wasn't an appropriate referral for the contact's requested need. Housing requests represent the largest number of unmet community needs, while transportation requests were the greatest proportion of unmet community needs.

## What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Requests	% of Requests	Number of Requests	% of Requests
Transportation	789	76%	259	25%
Arts, Culture and Recreation	91	82%	21	19%
Individual, Family and Community Support	3,339	85%	611	16%
Housing	10,761	90%	1,349	11%
Other Government/Economic Services	144	89%	17	11%
Clothing/Personal/Household Needs	1,109	90%	132	11%
Utility Assistance	4,779	94%	326	6%
Employment	173	94%	11	6%
Disaster Services	465	95%	31	6%
Legal, Consumer and Public Safety Services	1,637	95%	102	6%
Volunteers/Donations	141	96%	7	5%
Education	176	96%	9	5%
Income Support/Assistance	897	97%	34	4%
Health Care	2,893	98%	87	3%
Mental Health/Addictions	977	98%	28	3%
Information Services	808	98%	19	2%
Food/Meals	3,009	99%	34	1%
<b>Grand Total</b>	<b>32,188</b>	<b>92%</b>	<b>3,077</b>	<b>9%</b>

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 25 or more requests are displayed below.

## What are potential service gaps?



# 211INFO SERVICE AREA

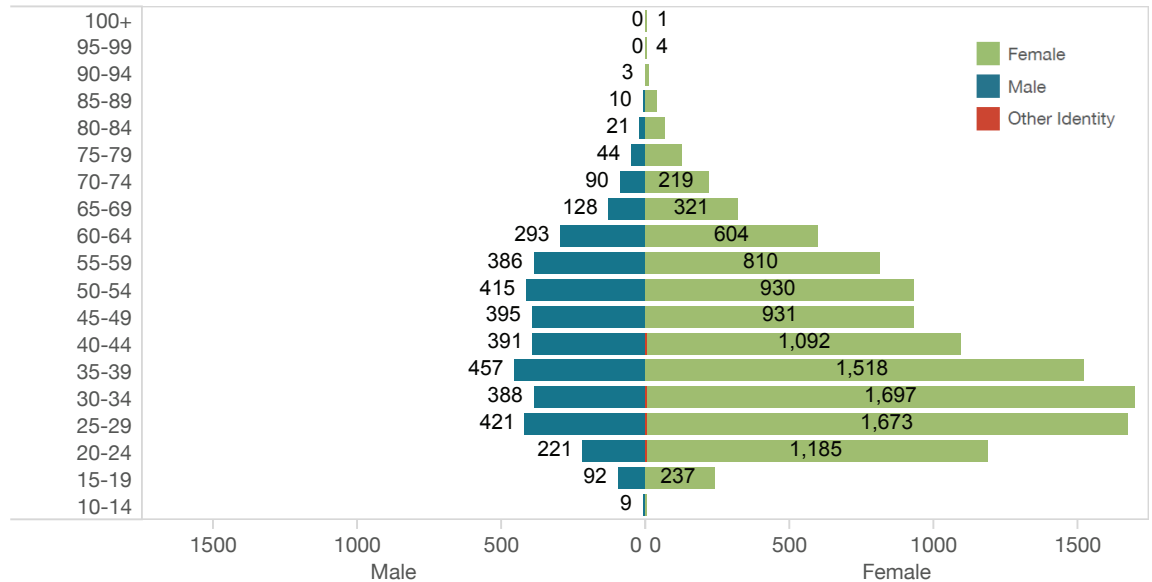
October 1, 2016 - December 31, 2016



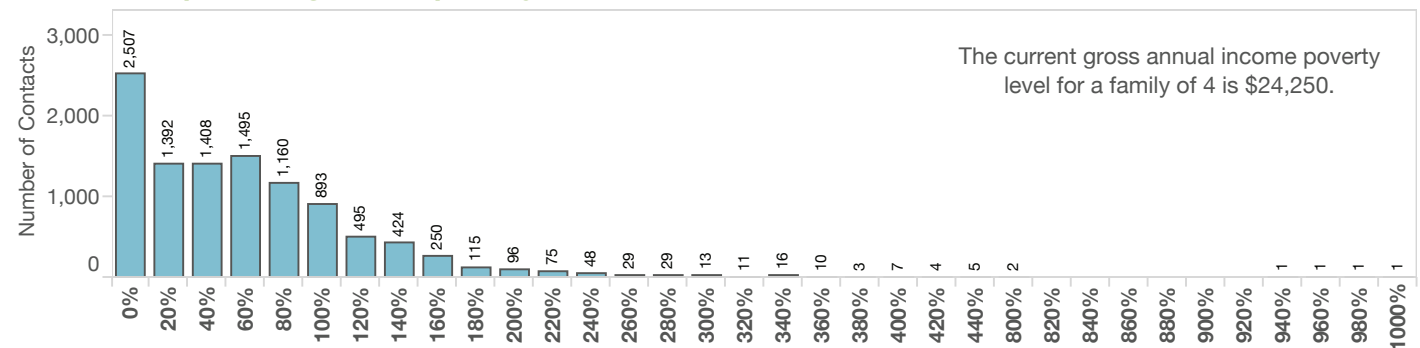
## Age

100+	0.01%
95-99	0.03%
90-94	0.09%
85-89	0.32%
80-84	0.59%
75-79	1.11%
70-74	2.09%
65-69	3.01%
60-64	6.06%
55-59	8.04%
50-54	9.03%
45-49	8.84%
40-44	9.77%
35-39	12.92%
30-34	13.48%
25-29	13.42%
20-24	8.95%
15-19	2.20%
10-14	0.13%

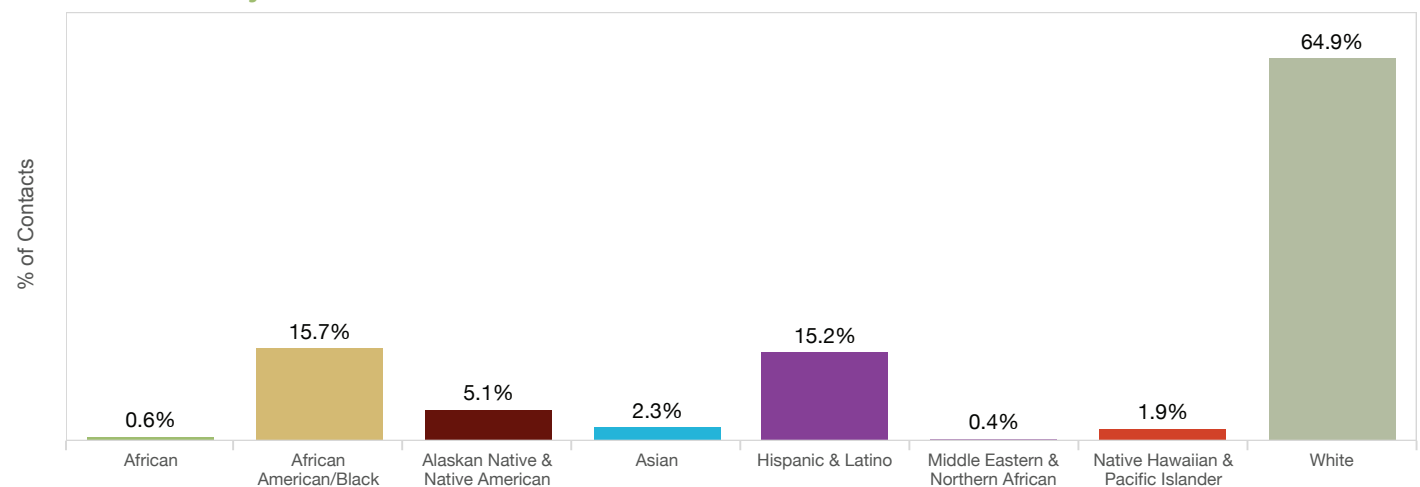
## Age and gender



## Income as a percentage of the poverty level



## Race and ethnicity

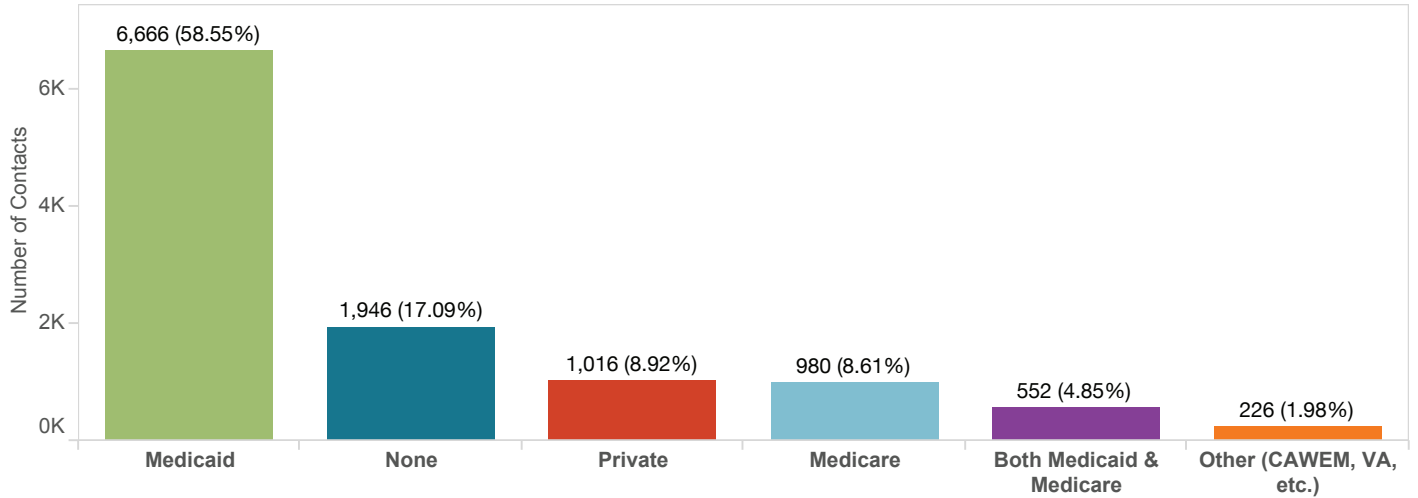


# 211INFO SERVICE AREA

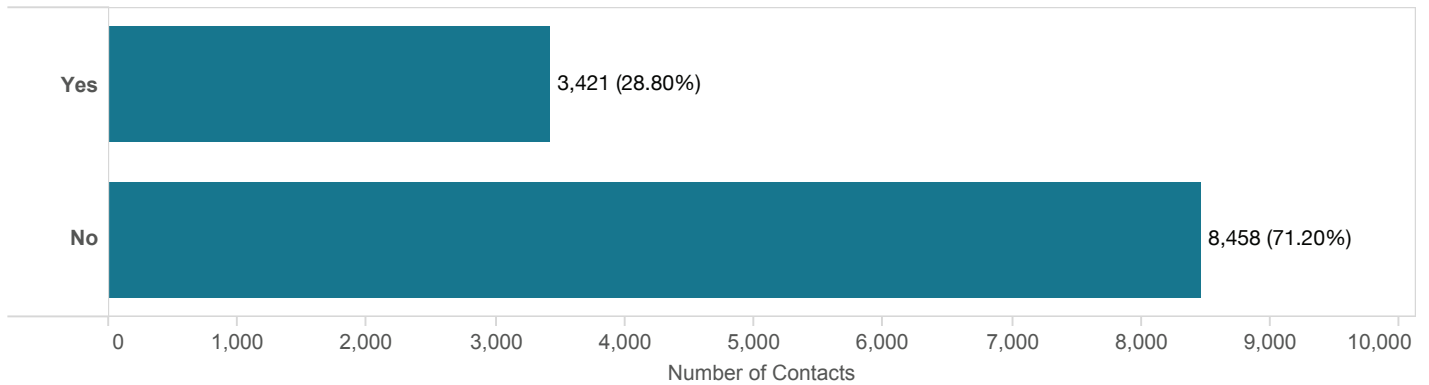
October 1, 2016 - December 31, 2016



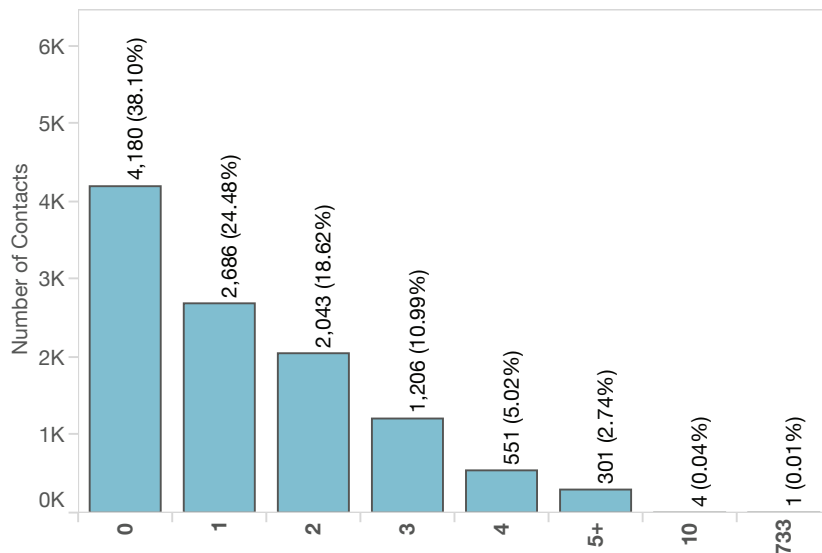
## Health insurance status



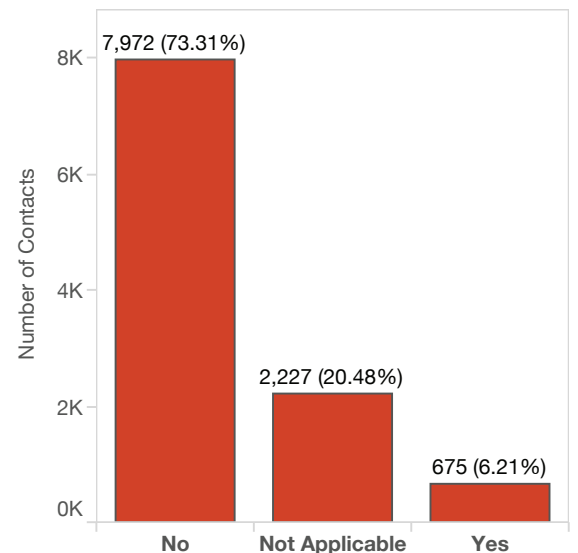
## Are you currently homeless?



## Number of children in the household



## Are you currently pregnant?



# 211INFO SERVICE AREA

October 1, 2016 - December 31, 2016



## Percent of contacts by county across all contact types



# 211INFO SERVICE AREA

October 1, 2016 - December 31, 2016



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

