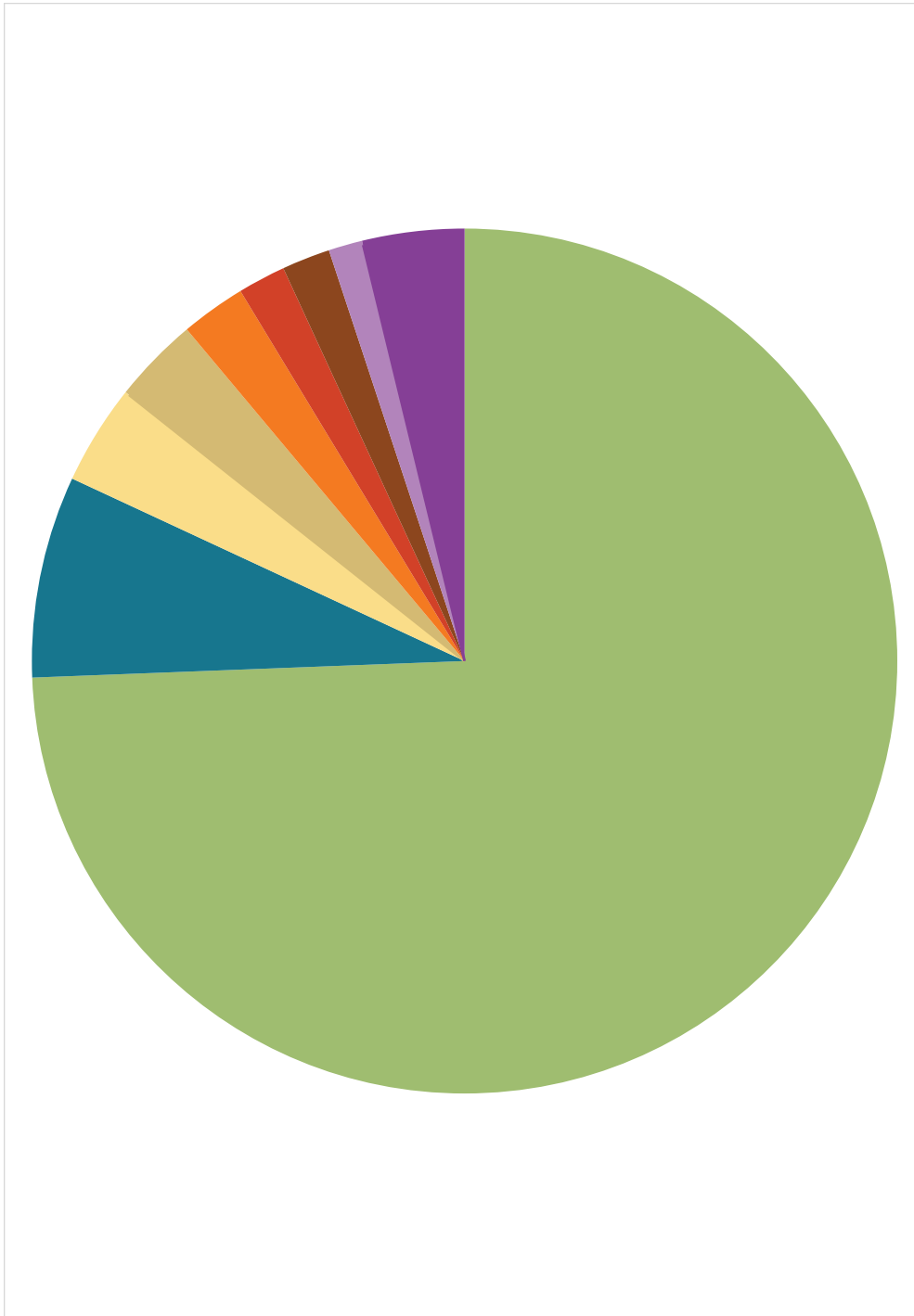


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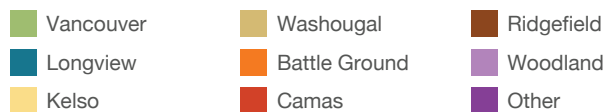
January 1, 2017 - March 31, 2017



Percent of contacts by city



Vancouver	1,409 (74.99%)
Longview	143 (7.61%)
Kelso	71 (3.78%)
Washougal	61 (3.25%)
Battle Ground	46 (2.45%)
Camas	34 (1.81%)
Ridgefield	34 (1.81%)
Woodland	24 (1.28%)
Other	72 (3.83%)

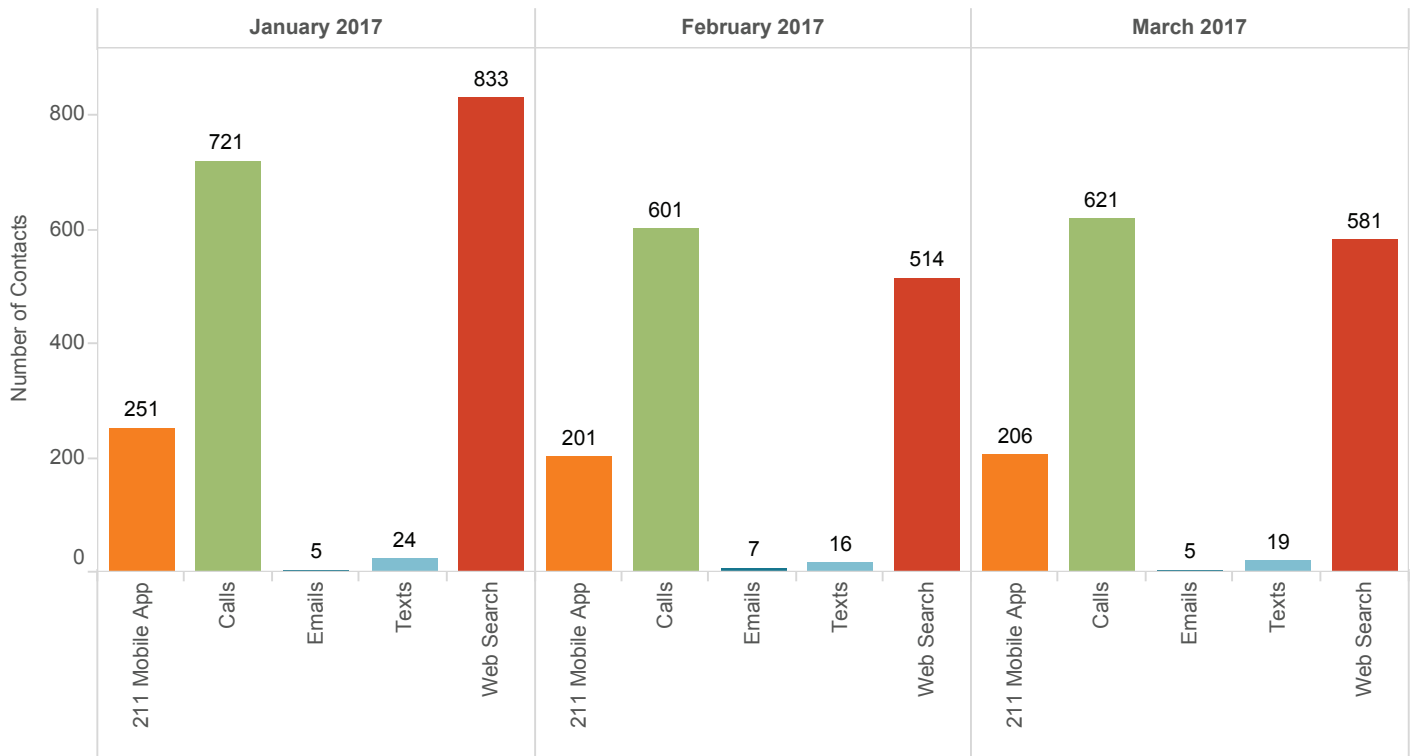


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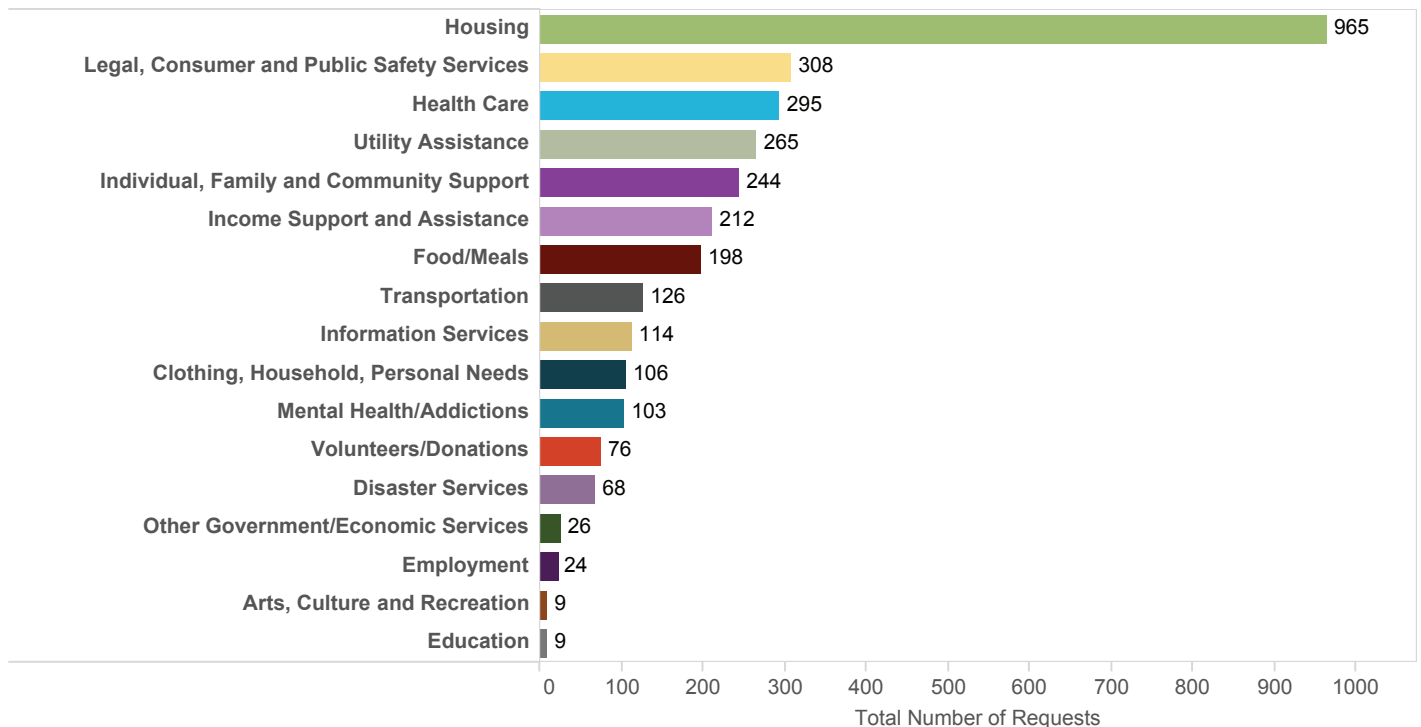
January 1, 2017 - March 31, 2017



Number of contacts, grouped by month and contact type



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

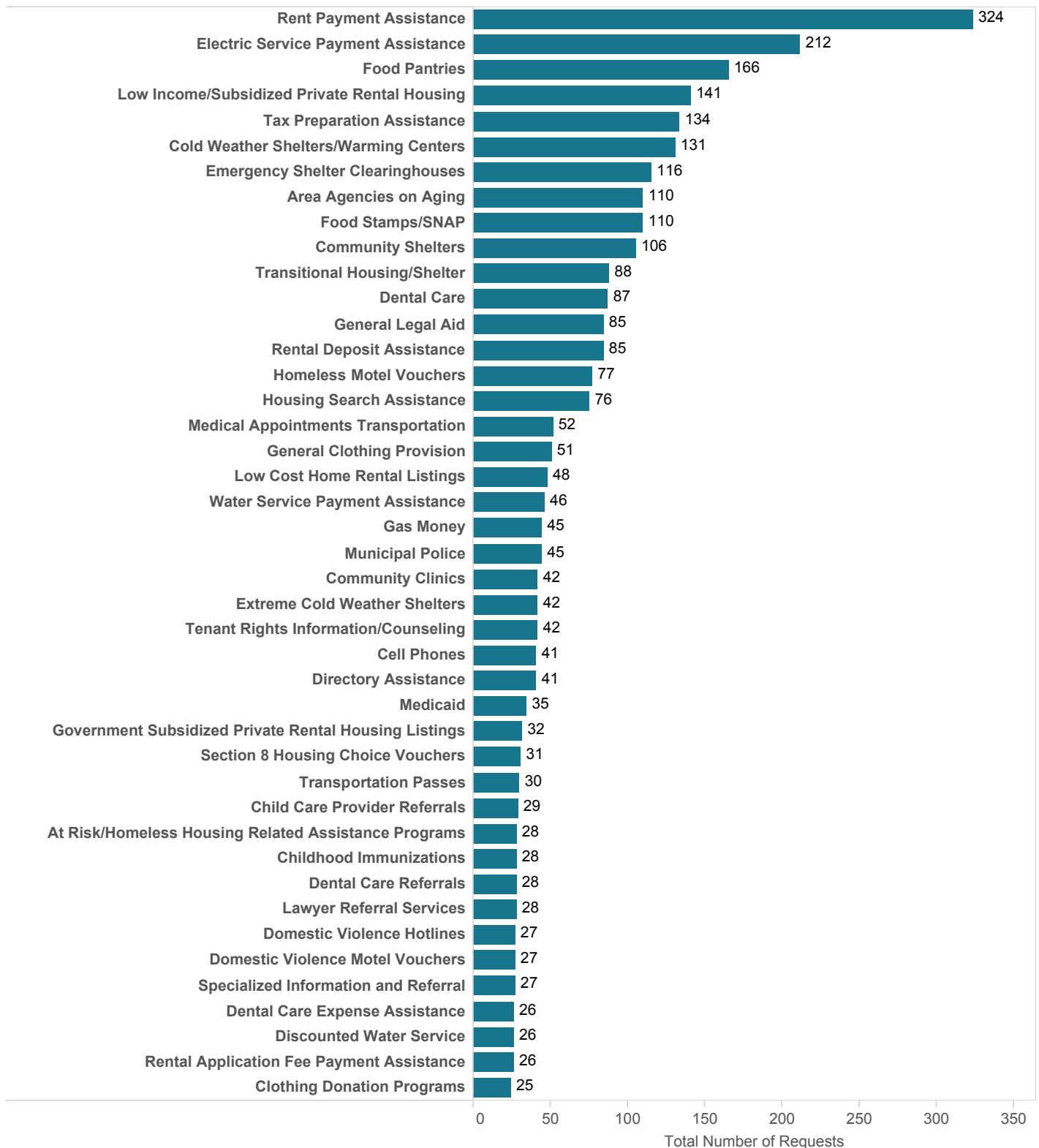


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Number of services with 25 or more requests across all contact types

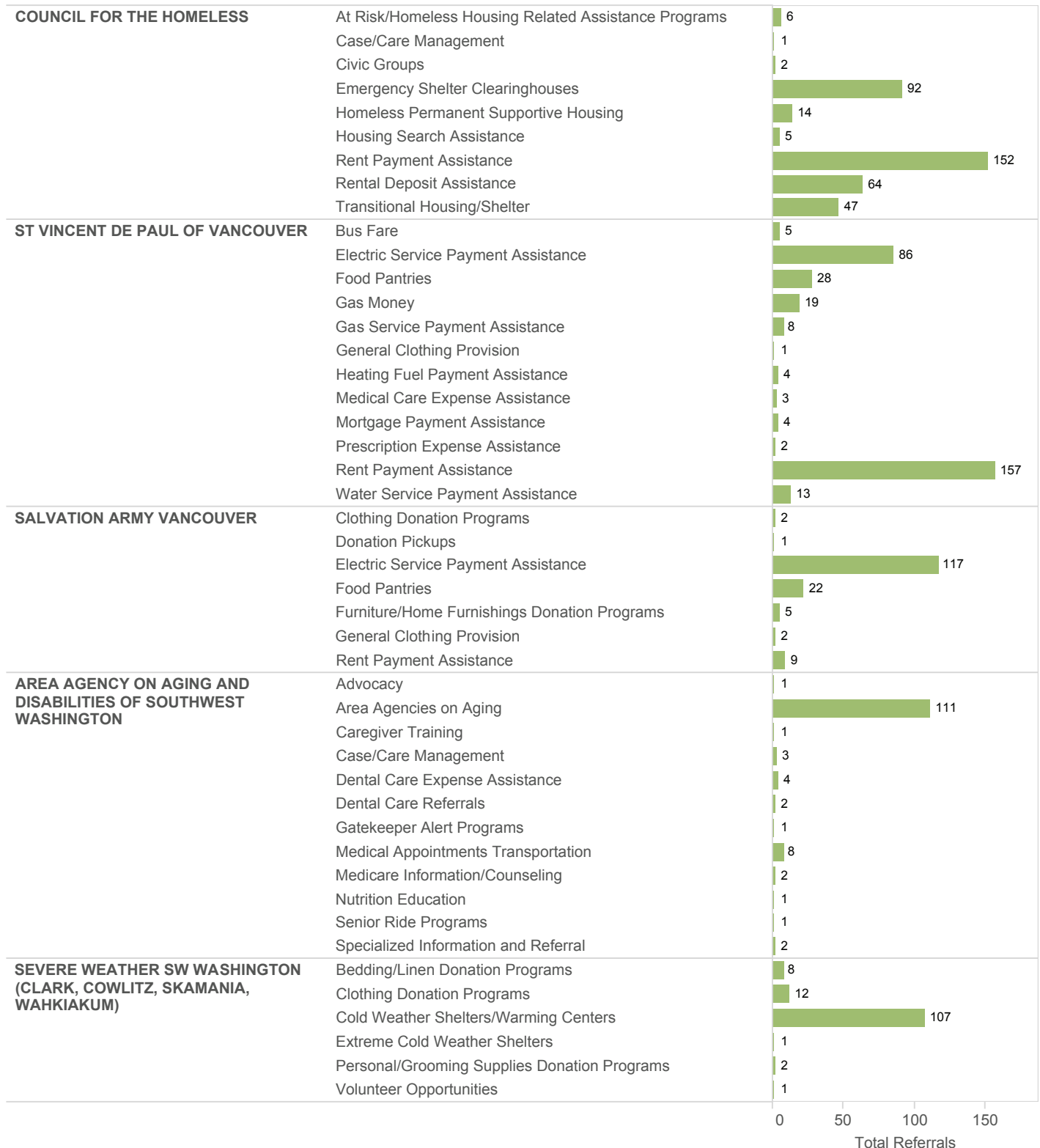


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Top 5 agencies referred to across all contact types



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January 1, 2017 - March 31, 2017



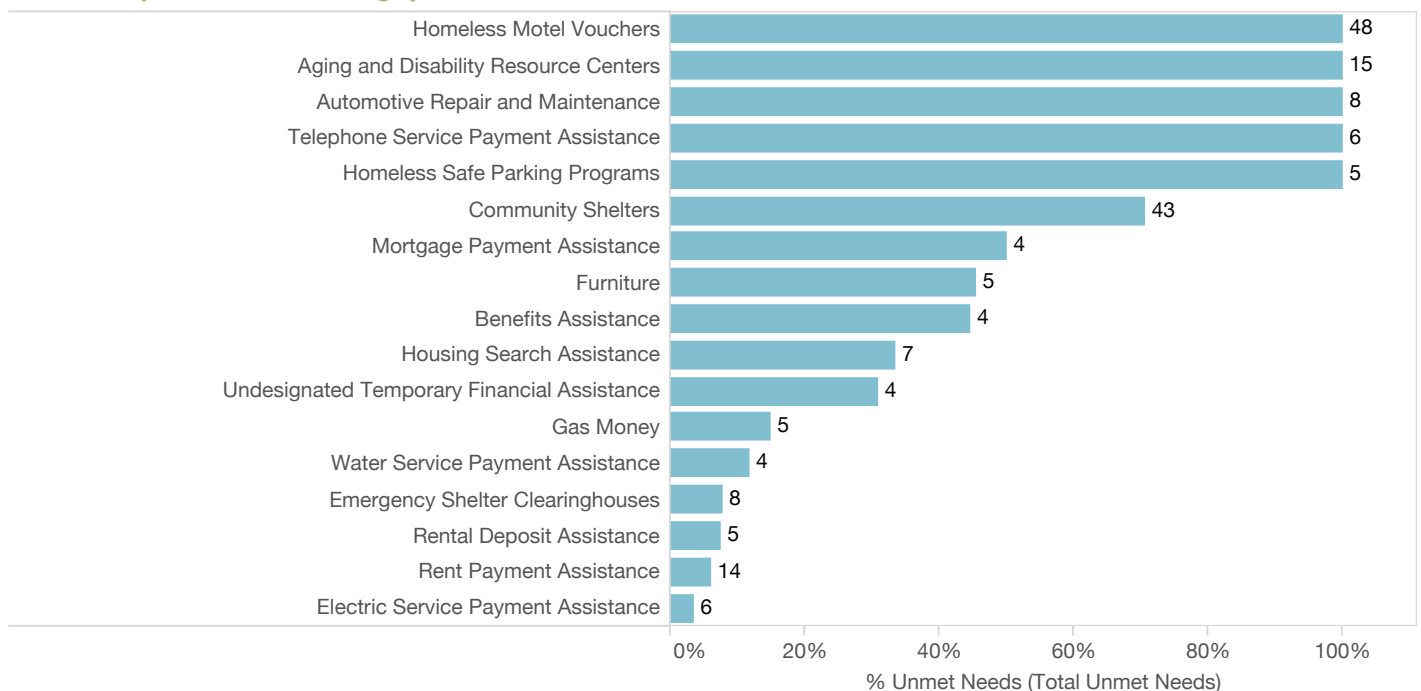
There were 367 instances where there wasn't an appropriate referral for the contact's requested need. Housing requests represent the largest number of unmet community needs.

What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Requests	% of Requests	Number of Requests	% of Requests
Other Government/Economic Services	13	50%	13	50%
Arts, Culture and Recreation	7	78%	3	33%
Clothing/Personal/Household Needs	81	76%	25	24%
Education	7	78%	2	22%
Housing	813	84%	161	17%
Health Care	255	86%	43	15%
Transportation	110	87%	17	13%
Utility Assistance	237	89%	29	11%
Legal, Consumer and Public Safety Services	283	92%	30	10%
Individual, Family and Community Support	230	94%	15	6%
Volunteers/Donations	72	95%	4	5%
Food/Meals	191	96%	9	5%
Information Services	109	96%	5	4%
Employment	23	96%	1	4%
Income Support/Assistance	205	97%	7	3%
Mental Health/Addictions	100	97%	3	3%
Disaster Services	69	100%		
Grand Total	2,805	89%	367	12%

A referral may not be available for various reasons. In some cases, agencies are at capacity 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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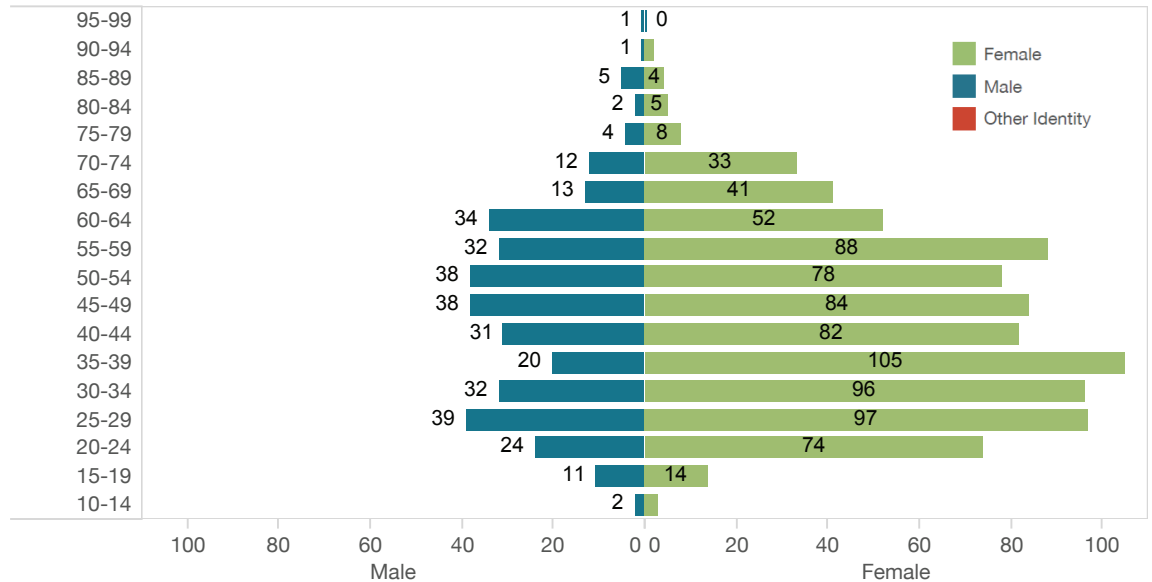
January 1, 2017 - March 31, 2017



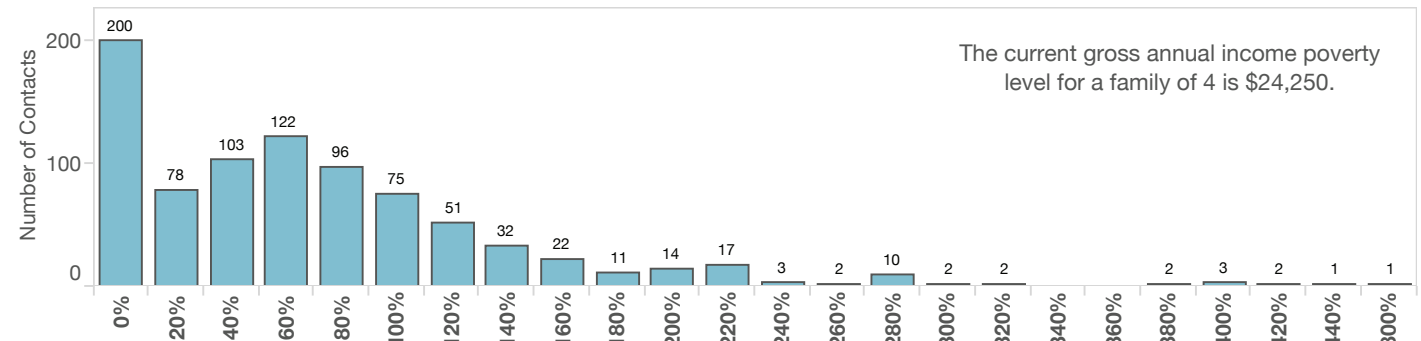
Age

95-99	0.08%
90-94	0.25%
85-89	0.76%
80-84	0.59%
75-79	1.02%
70-74	3.65%
65-69	4.58%
60-64	7.12%
55-59	10.09%
50-54	9.58%
45-49	9.92%
40-44	9.58%
35-39	10.09%
30-34	10.69%
25-29	11.54%
20-24	7.97%
15-19	2.04%
10-14	0.42%

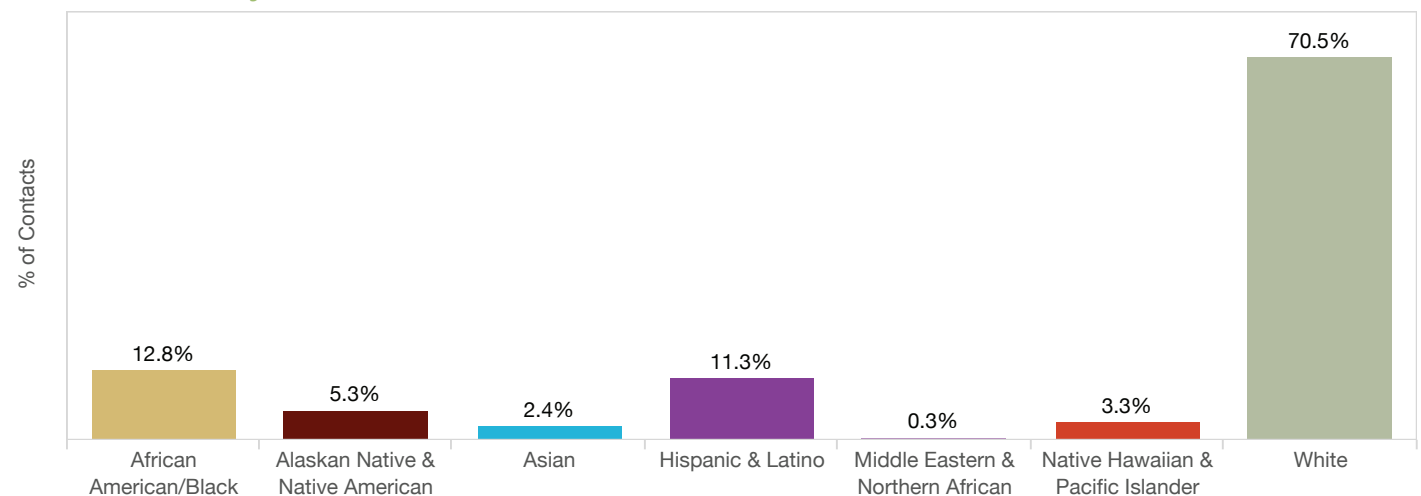
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

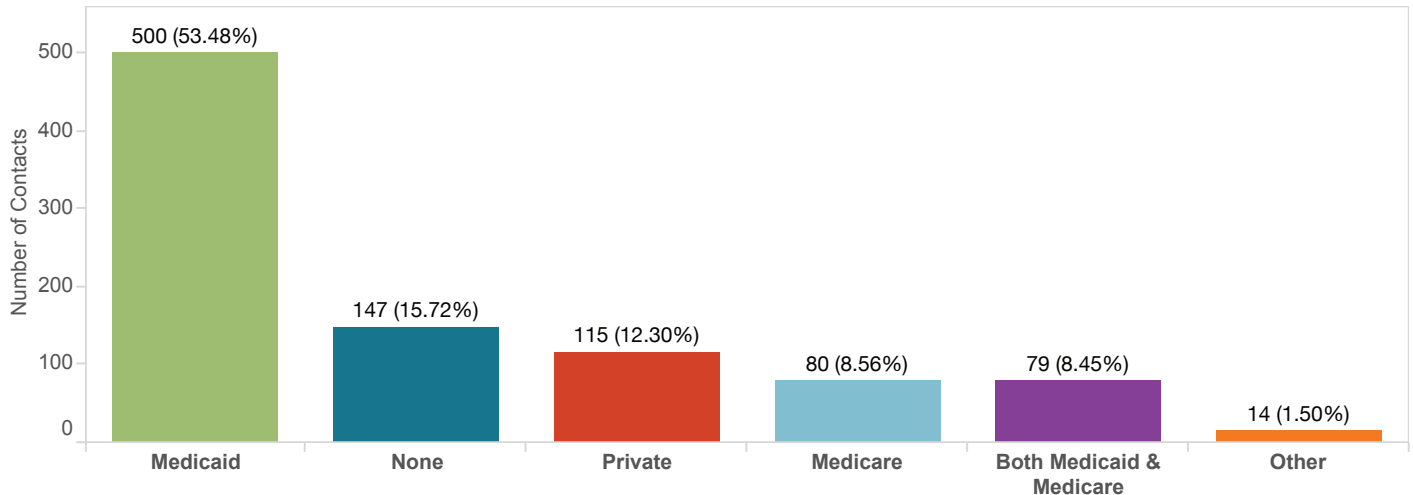


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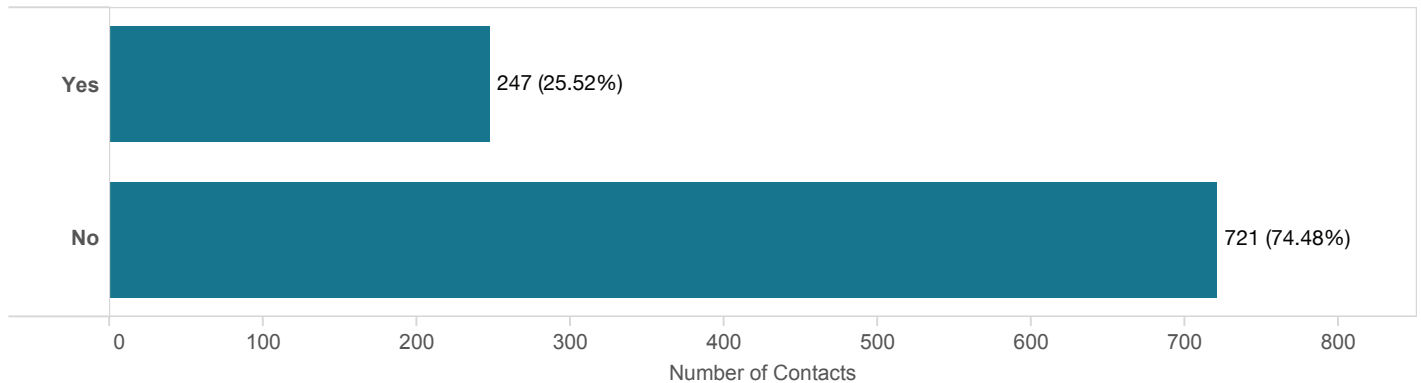
January 1, 2017 - March 31, 2017



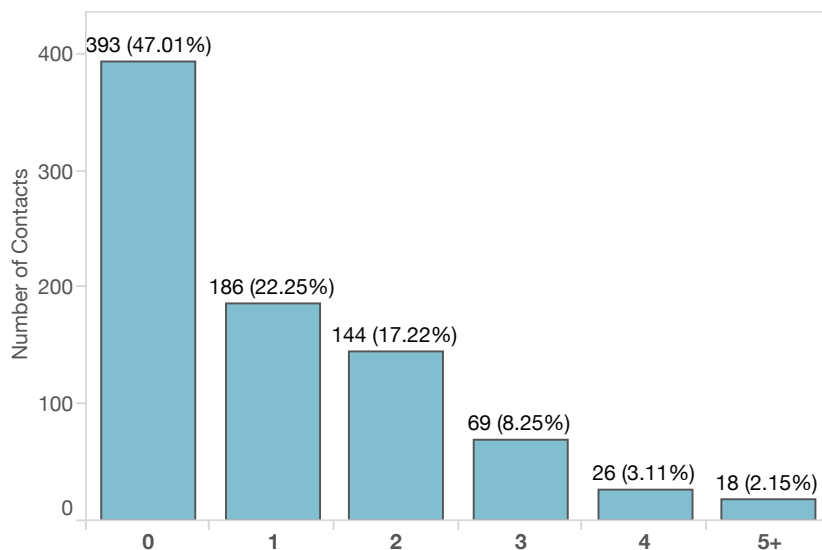
Health insurance status



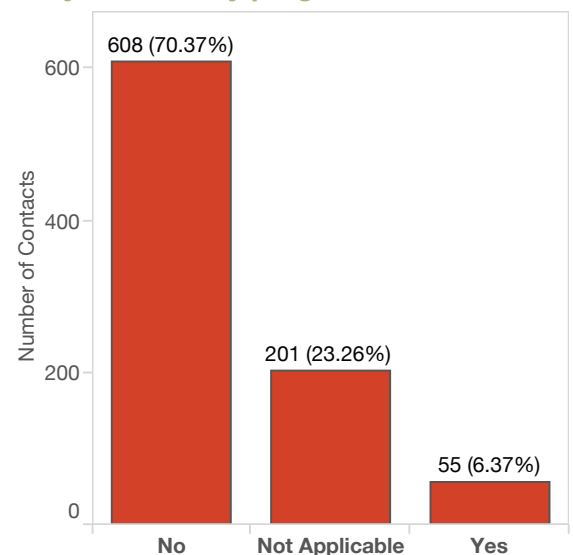
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



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January 1, 2017 - March 31, 2017



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

