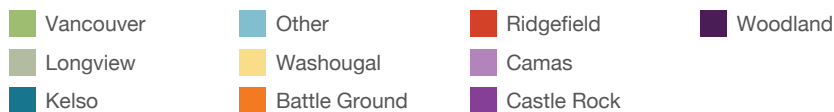
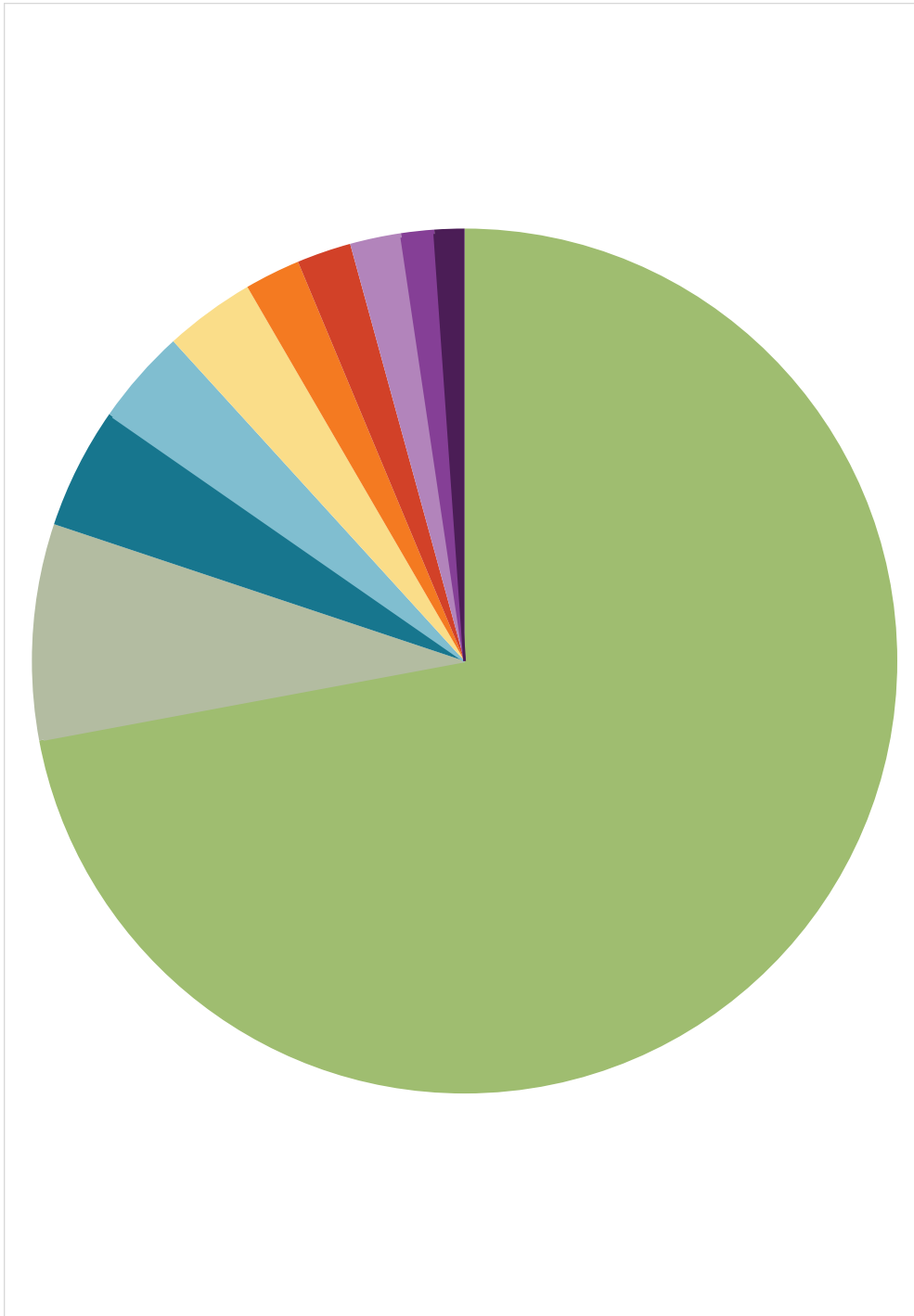


SOUTHWEST WASHINGTON

April 1, 2017 - June 30, 2017



Percent of contacts by city



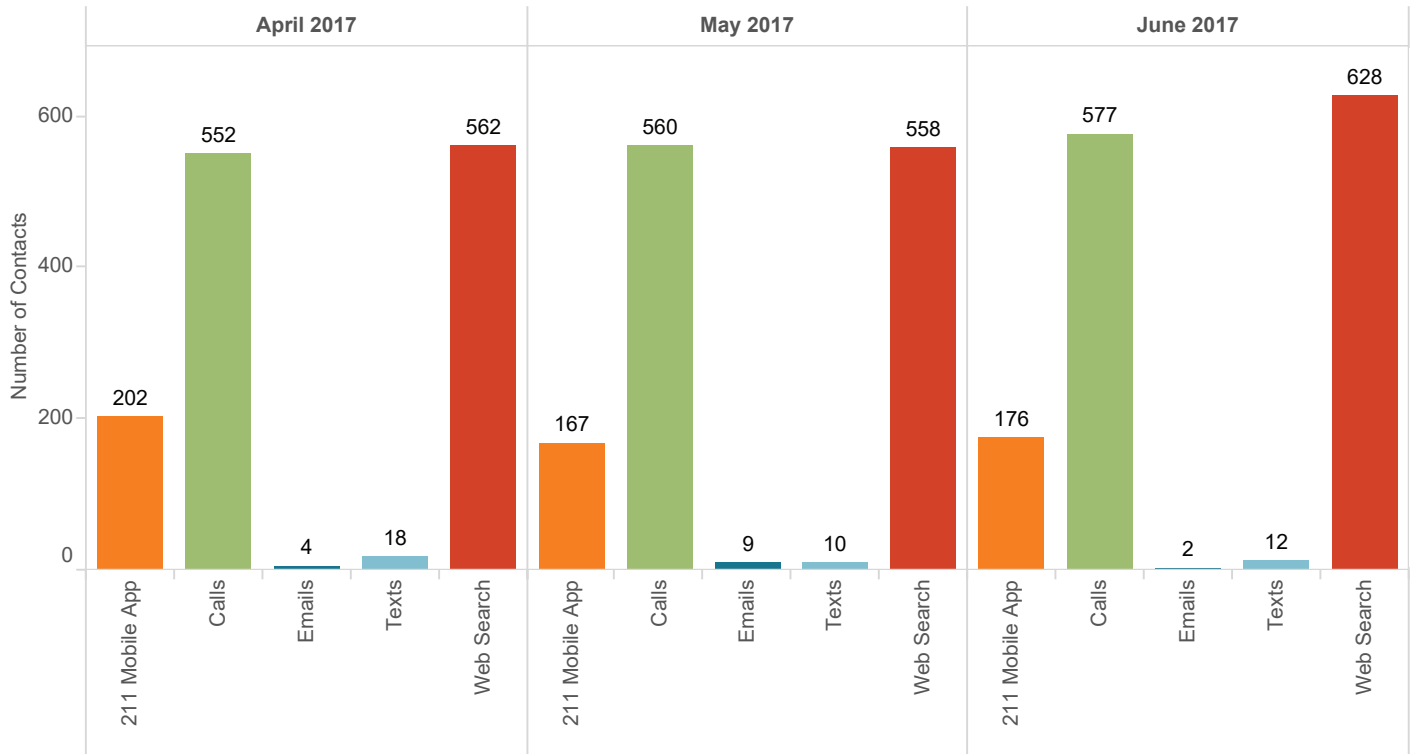
Vancouver	1,172 (73.16%)
Longview	131 (8.18%)
Kelso	74 (4.62%)
Washougal	55 (3.43%)
Battle Ground	34 (2.12%)
Ridgefield	33 (2.06%)
Camas	31 (1.94%)
Castle Rock	20 (1.25%)
Woodland	18 (1.12%)
Other	58 (3.62%)

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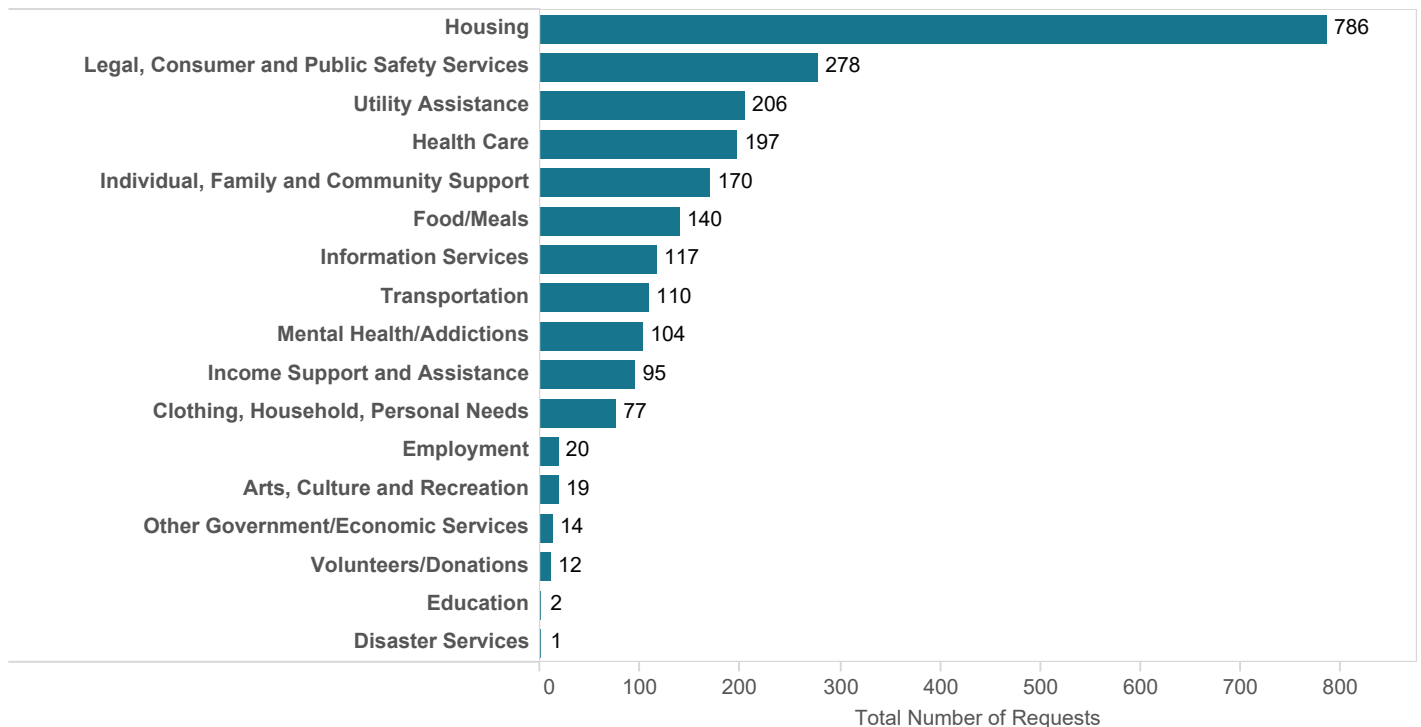
April 1, 2017 - June 30, 2017



Number of contacts, grouped by month and contact type



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

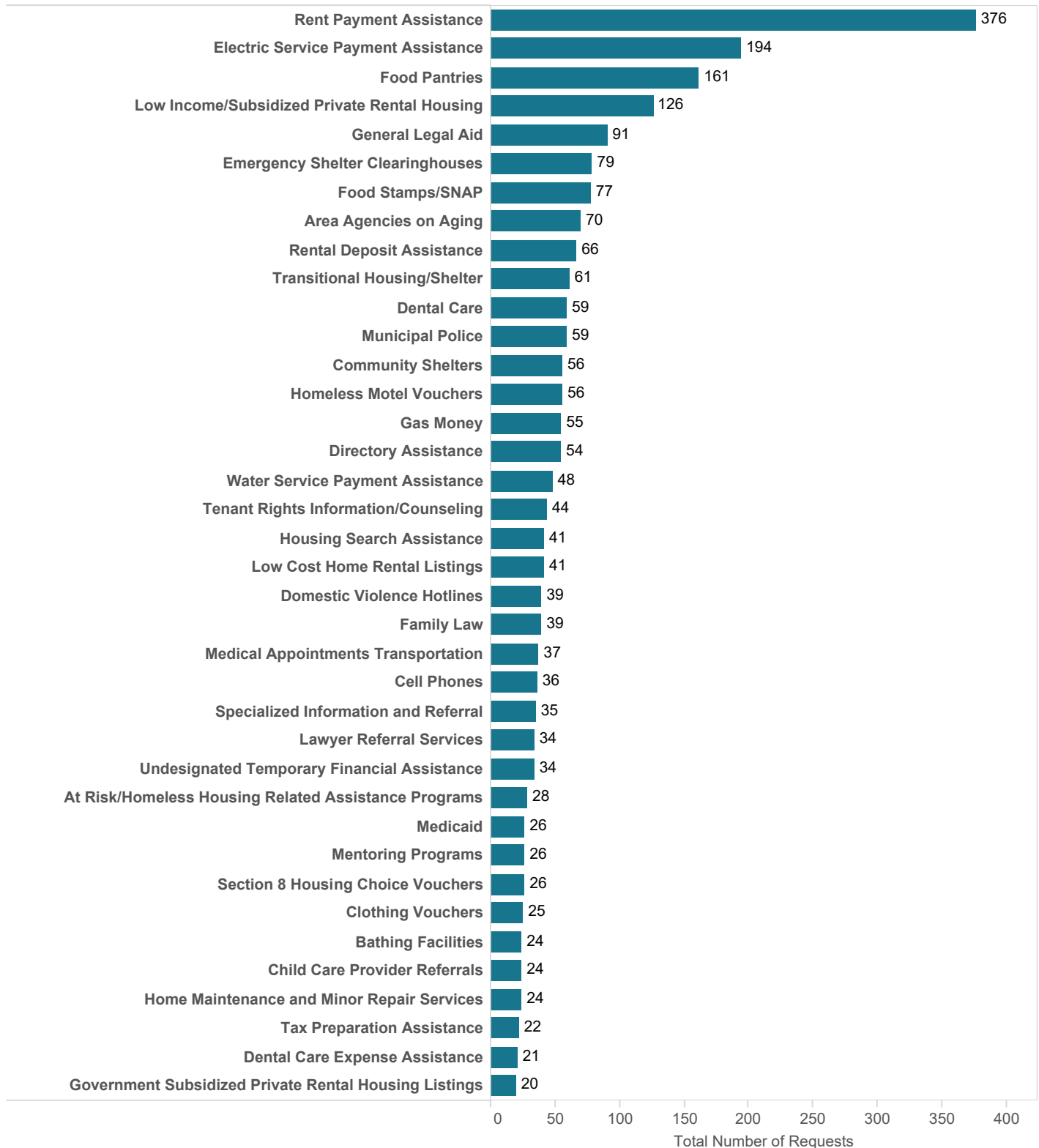


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April 1, 2017 - June 30, 2017



Number of services with 20 or more requests across all contact types

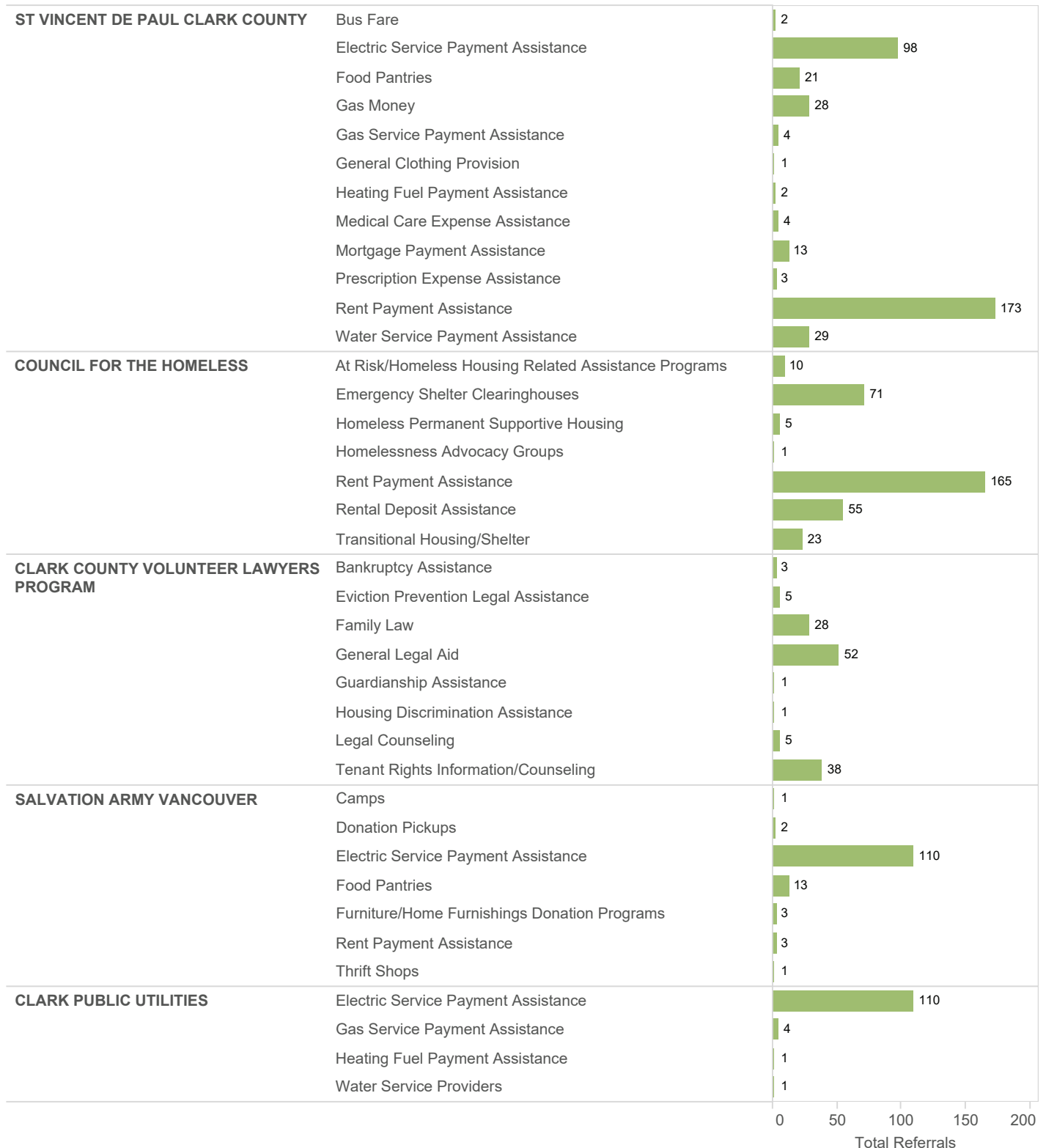


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April 1, 2017 - June 30, 2017



Top 5 agencies referred to across all contact types



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April 1, 2017 - June 30, 2017



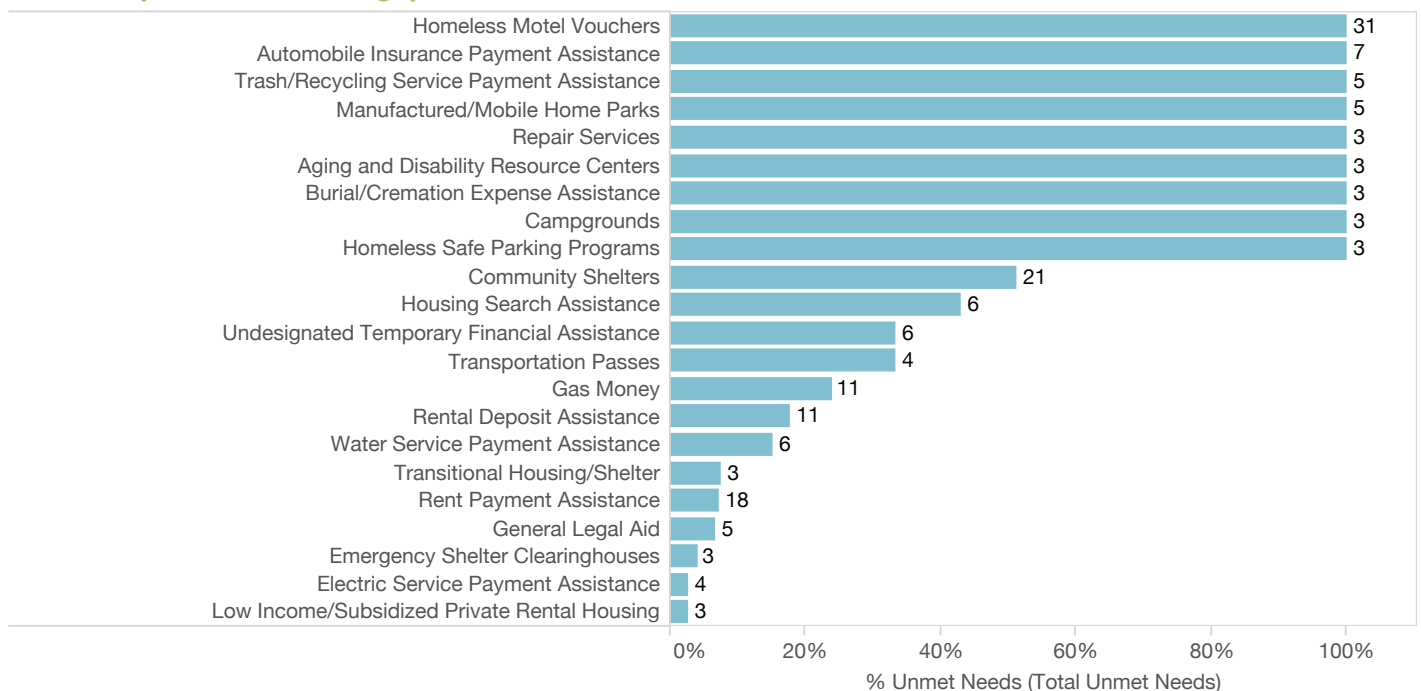
There were 270 instances where there wasn't an appropriate referral for the contact's requested need. Housing requests represent the largest number of unmet community needs while other government/economic service needs represent the largest proportion of unmet community needs.

What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Requests	% of Requests	Number of Requests	% of Requests
Other Government/Economic Services	13	76%	4	24%
Arts, Culture and Recreation	16	76%	5	24%
Transportation	98	76%	33	26%
Housing	769	88%	119	14%
Income Support/Assistance	97	91%	10	9%
Clothing/Personal/Household Needs	78	90%	9	10%
Utility Assistance	205	90%	25	11%
Volunteers/Donations	12	92%	1	8%
Health Care	196	93%	17	8%
Individual, Family and Community Support	172	93%	13	7%
Mental Health/Addictions	112	93%	8	7%
Legal, Consumer and Public Safety Services	282	95%	19	6%
Employment	24	92%	3	12%
Information Services	130	98%	2	2%
Food/Meals	154	99%	2	1%
Education	2	100%		
Disaster Services	1	100%		
Grand Total	2,361	91%	270	10%

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 three or more requests are displayed below.

What are potential service gaps?



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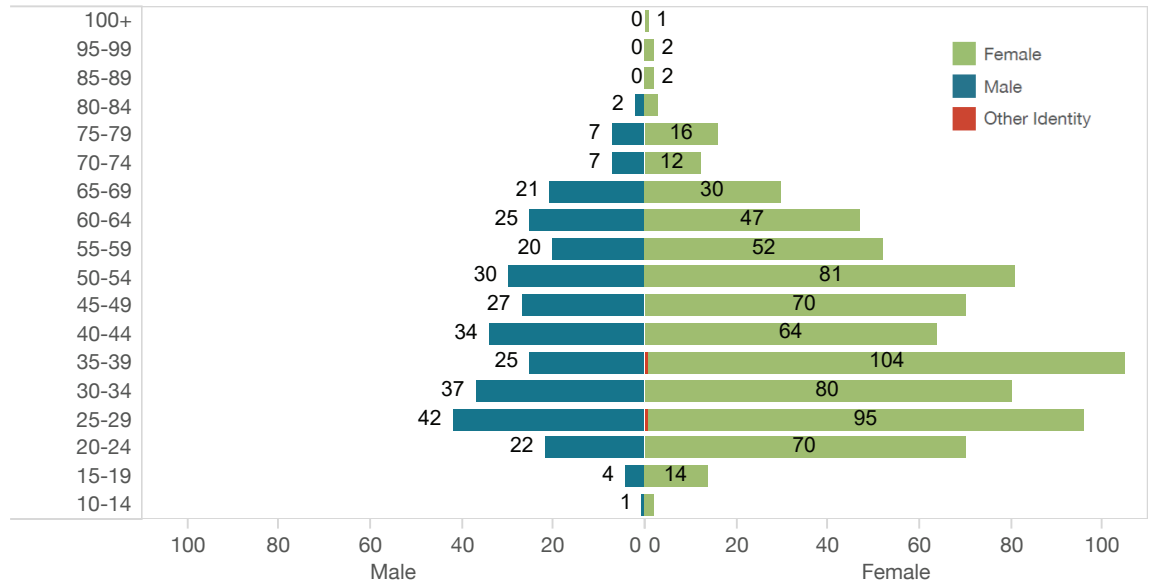
April 1, 2017 - June 30, 2017



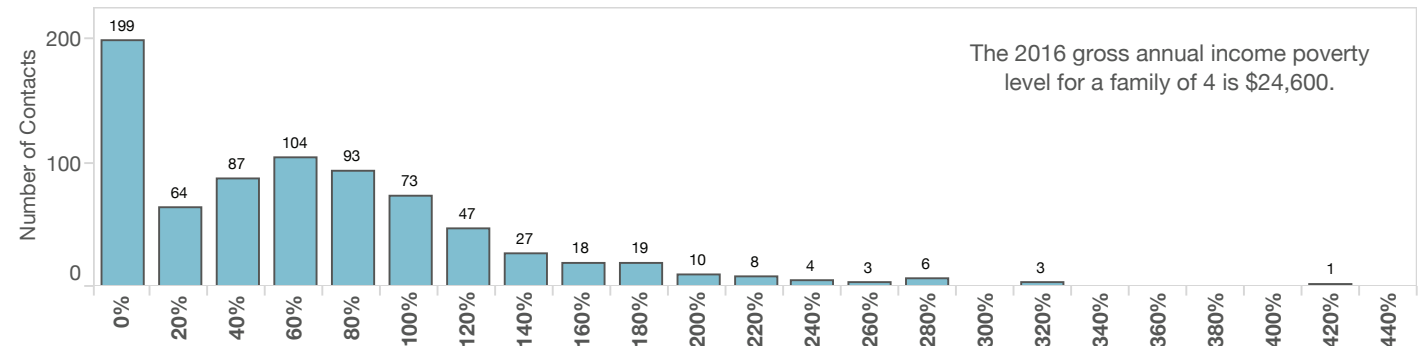
Age

100+	0.10%
95-99	0.19%
85-89	0.19%
80-84	0.48%
75-79	2.22%
70-74	1.84%
65-69	4.74%
60-64	6.96%
55-59	6.96%
50-54	10.44%
45-49	9.19%
40-44	9.19%
35-39	12.19%
30-34	11.22%
25-29	13.15%
20-24	8.90%
15-19	1.74%
10-14	0.29%

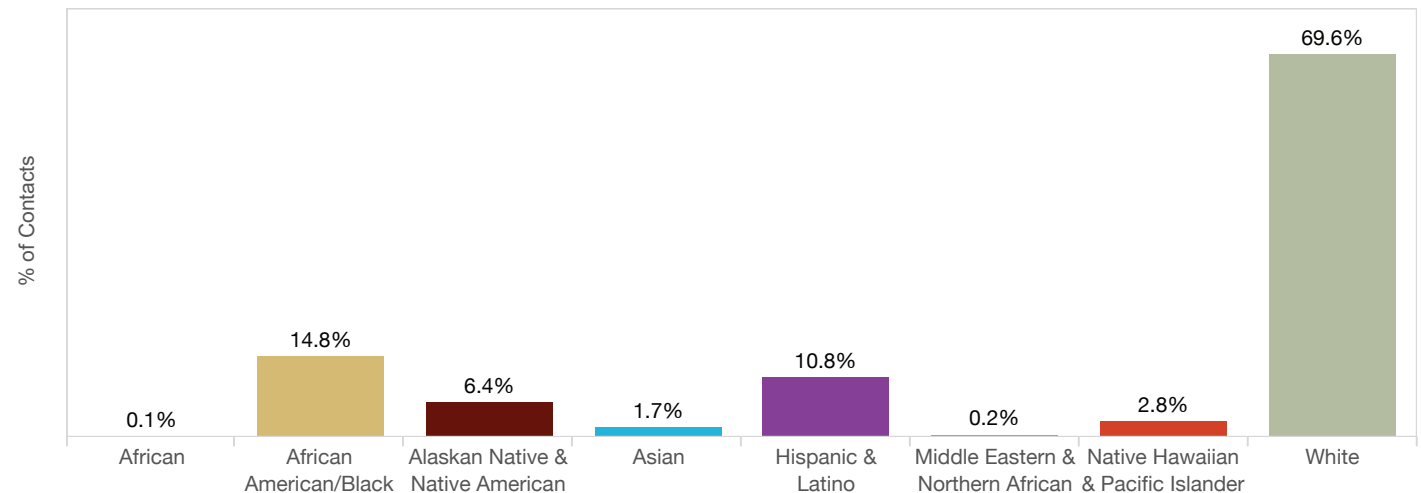
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

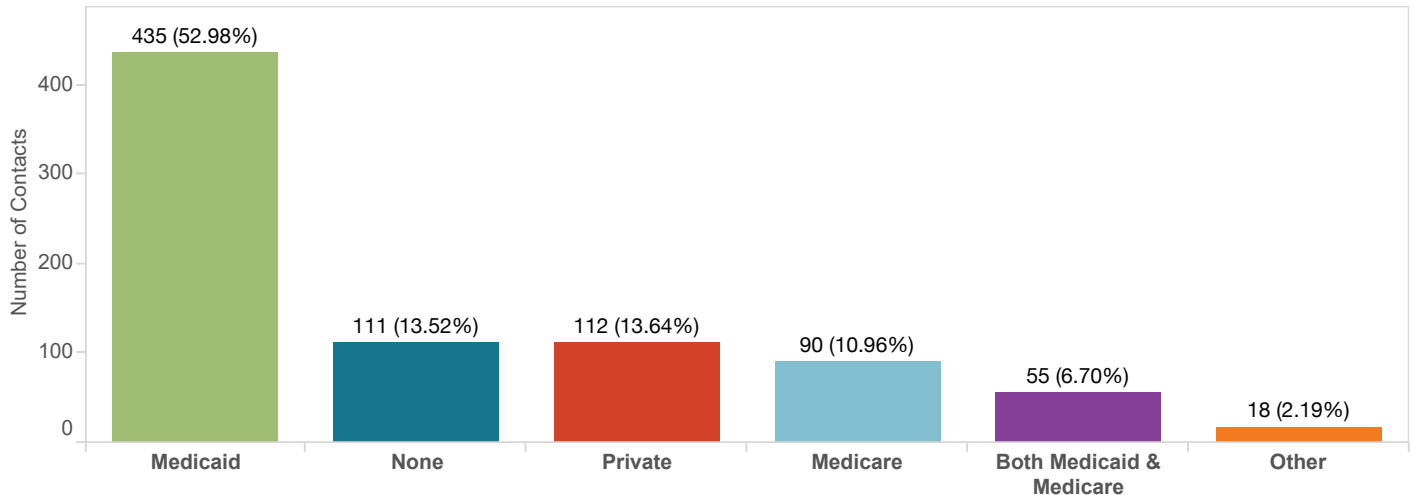


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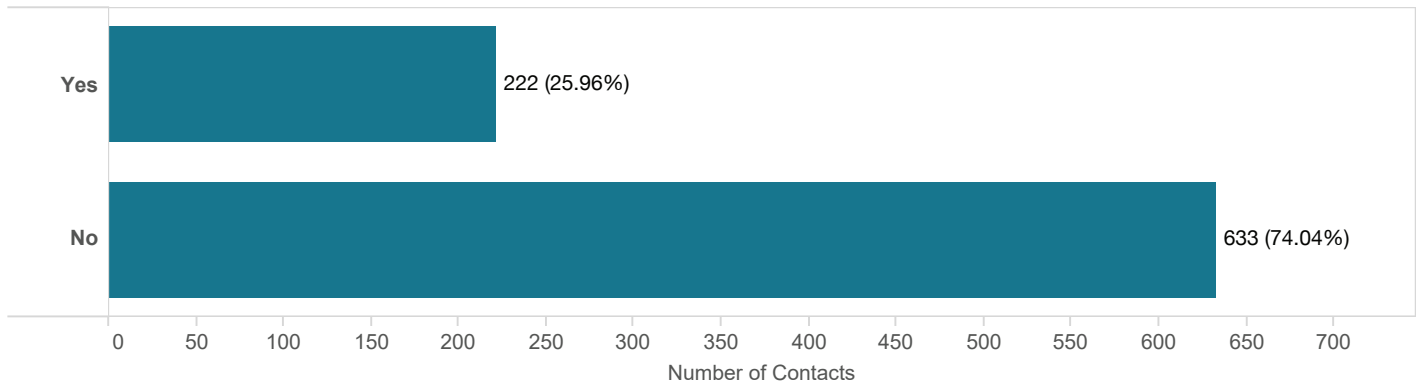
April 1, 2017 - June 30, 2017



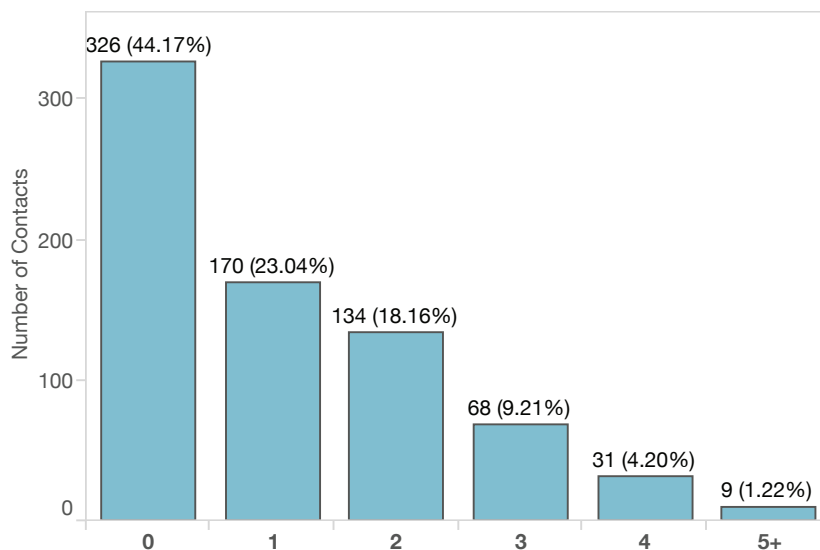
Health insurance status



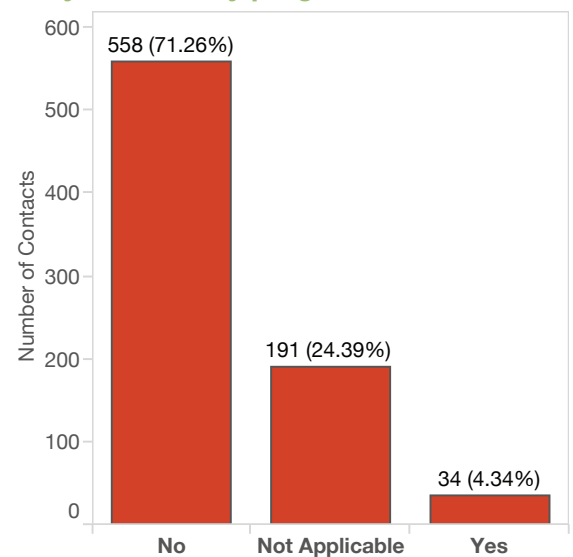
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



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April 1, 2017 - June 30, 2017



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

