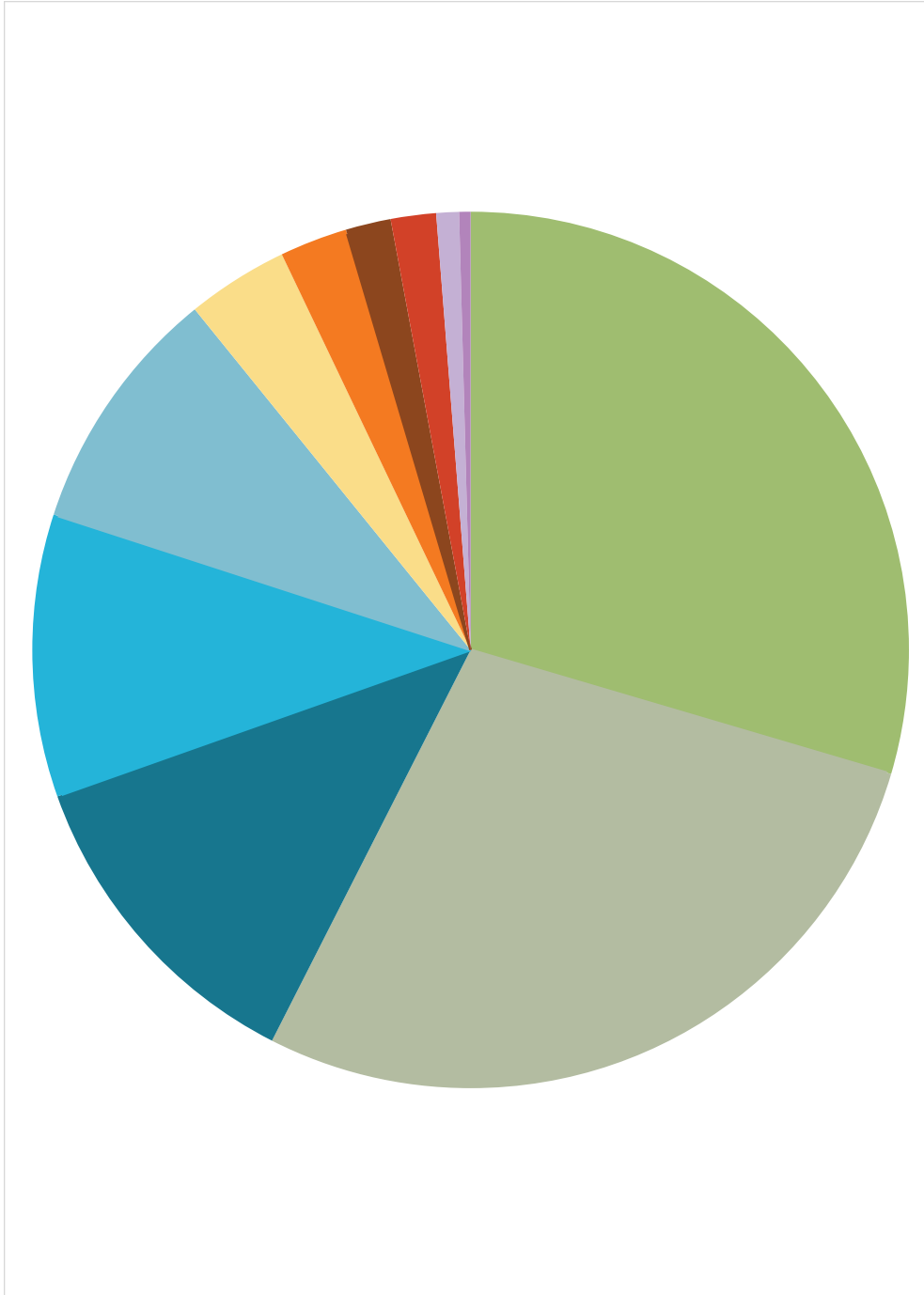


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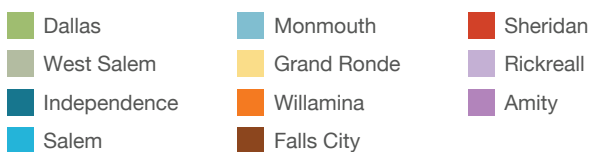
April 1, 2017 - June 30, 2017



Percent of contacts by city



Dallas	71 (29.71%)
West Salem	67 (28.03%)
Independence	29 (12.13%)
Salem	25 (10.46%)
Monmouth	22 (9.21%)
Grand Ronde	9 (3.77%)
Willamina	6 (2.51%)
Falls City	4 (1.67%)
Sheridan	4 (1.67%)
Rickreall	2 (0.84%)
Amity	1 (0.42%)

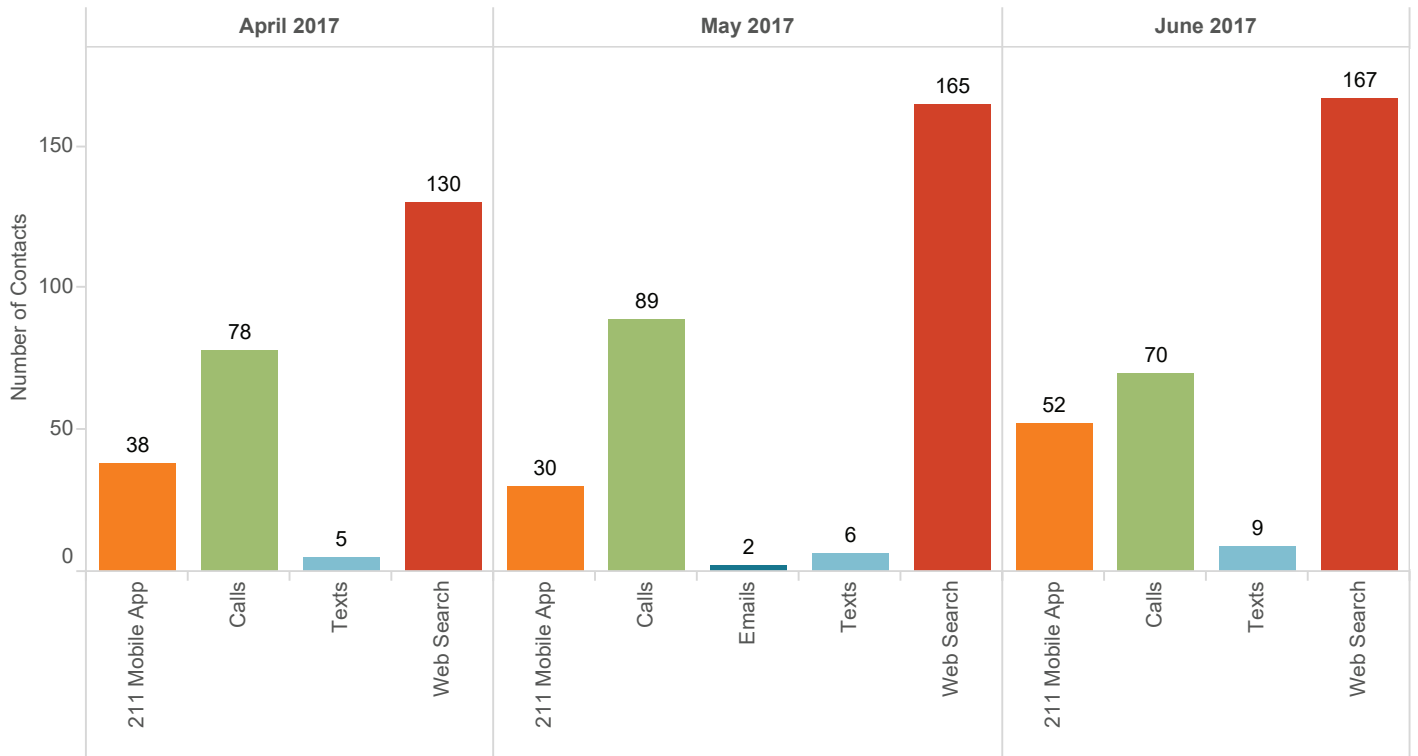


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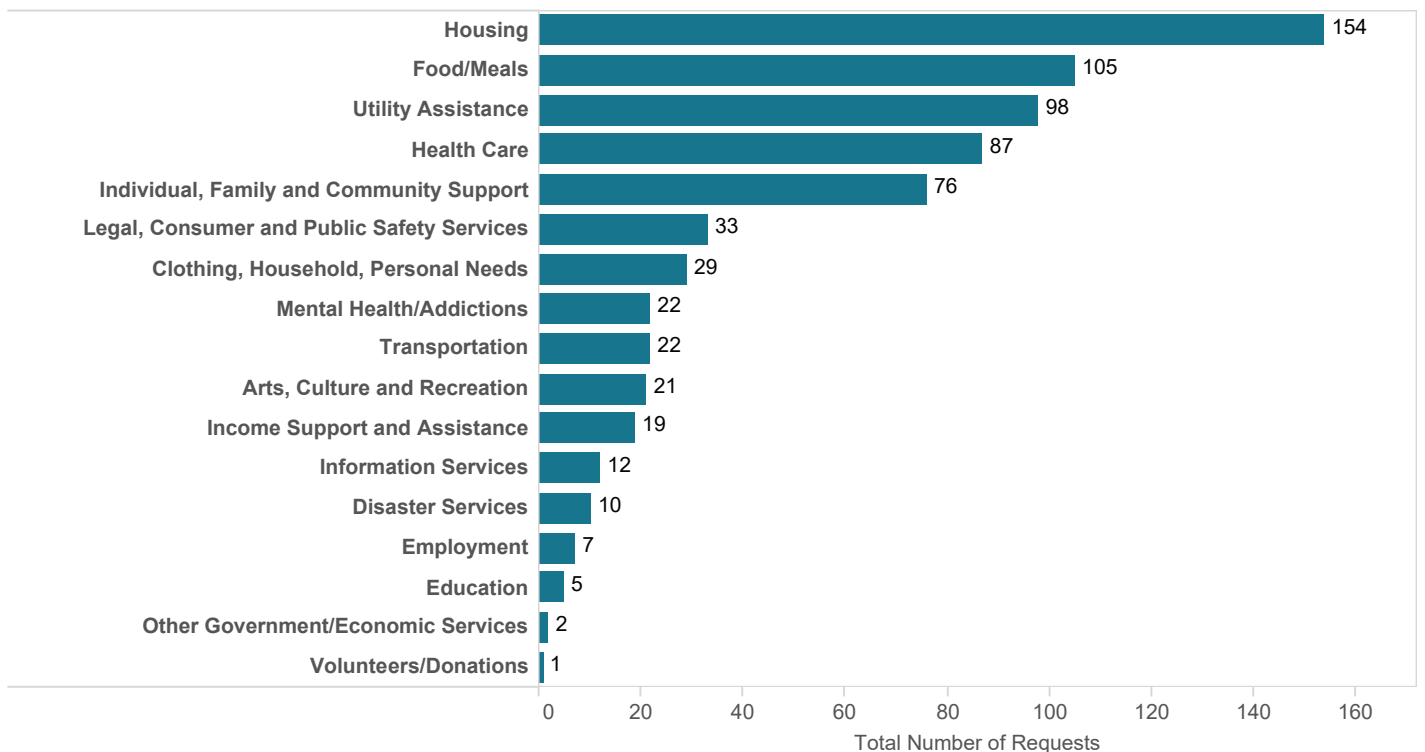
April 1, 2017 - June 30, 2017



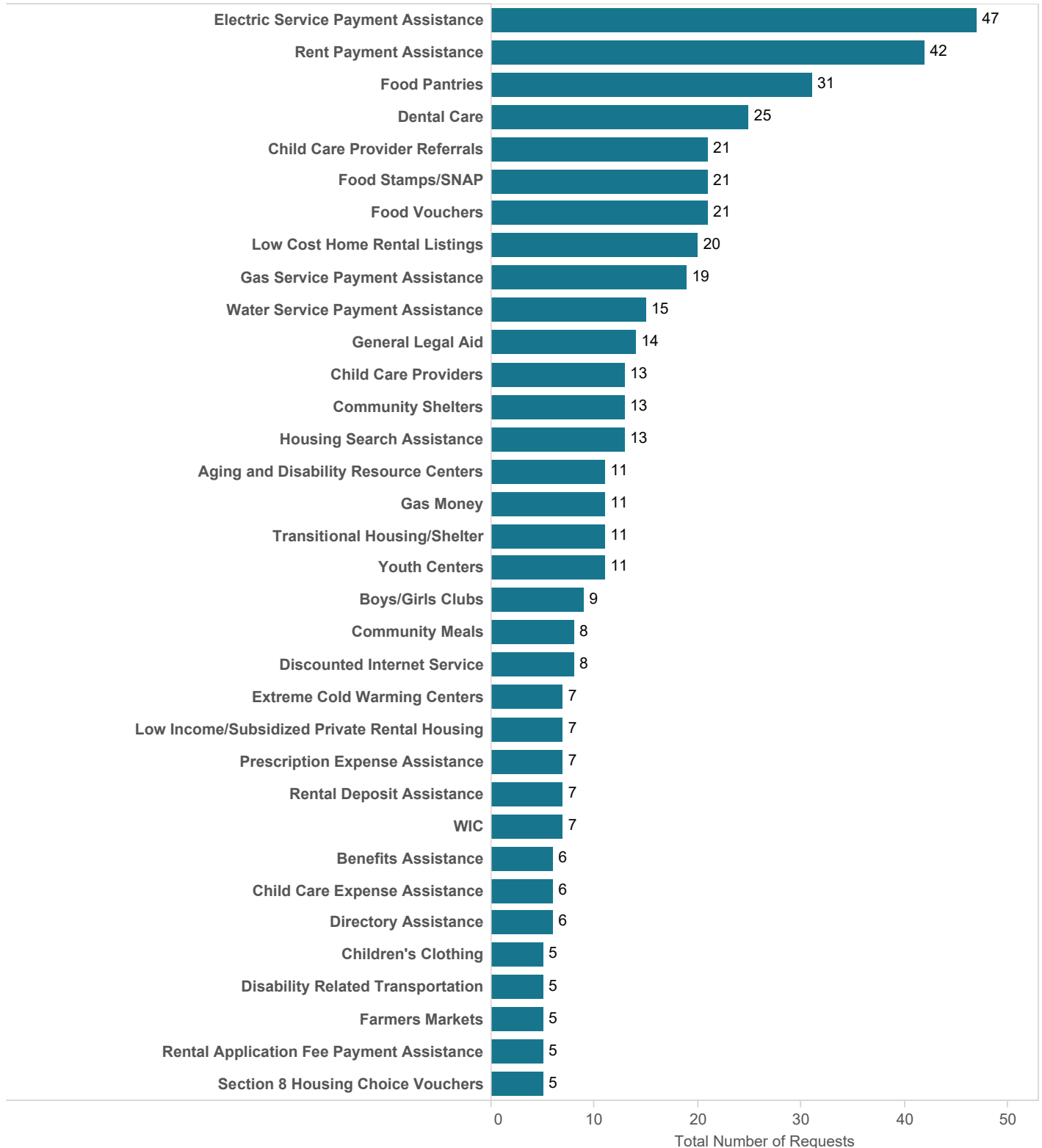
Number of contacts, grouped by month and contact type



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



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

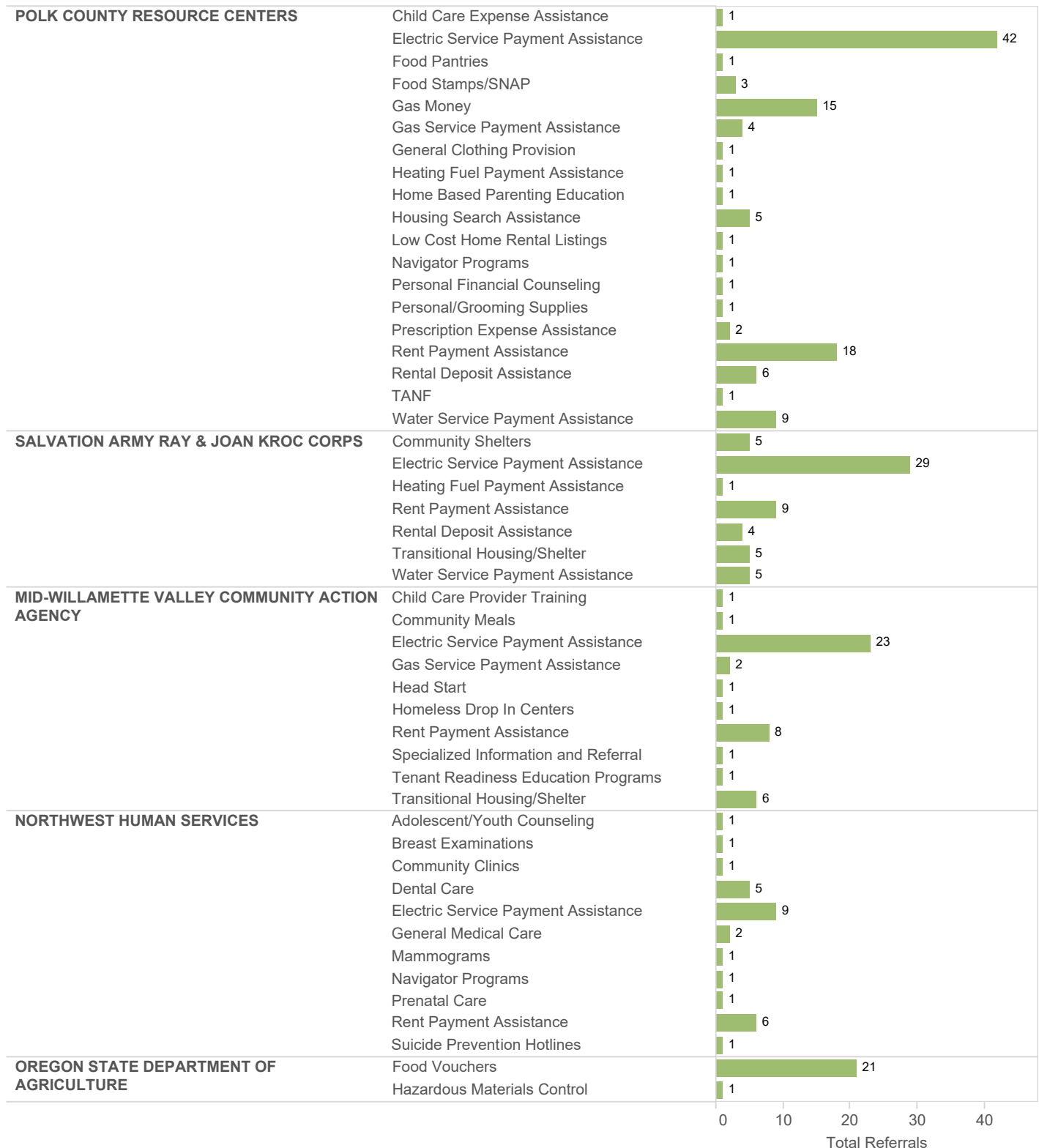


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Top 5 agencies referred to across all contact types



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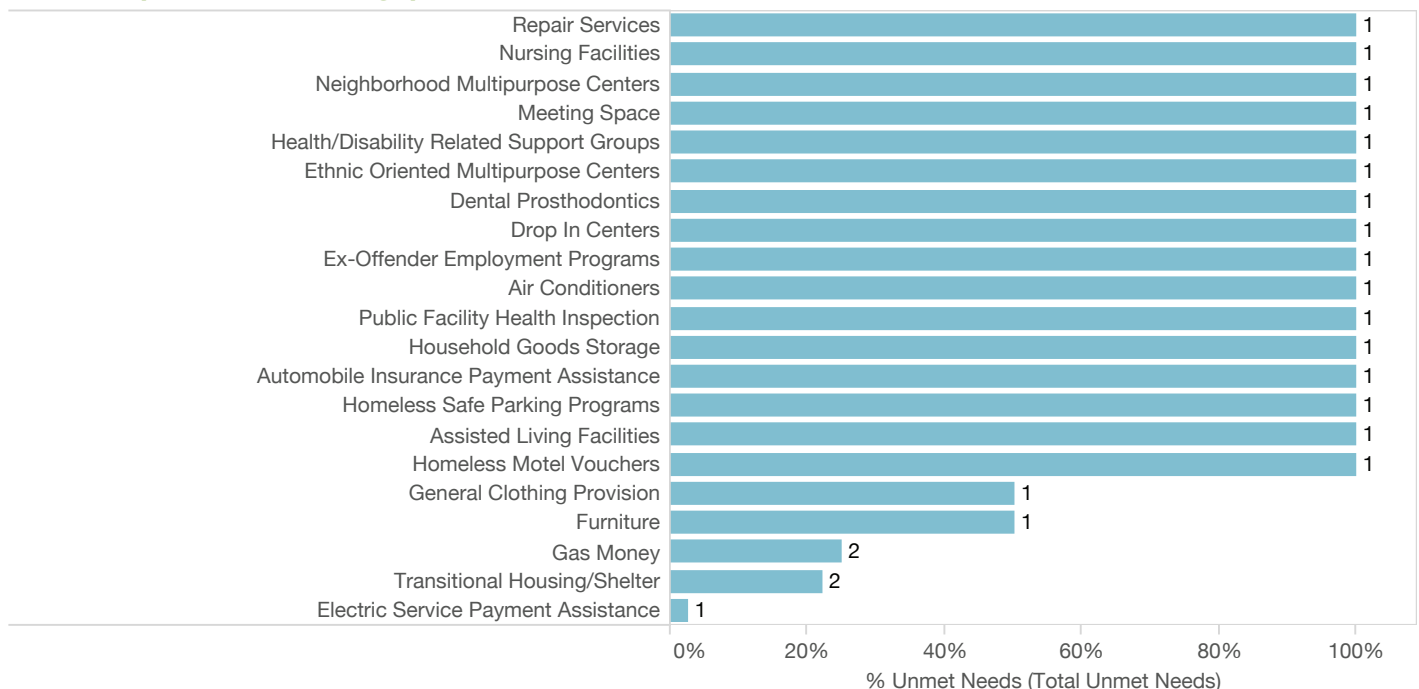
There were 23 instances where there wasn't an appropriate referral for the contact's requested need. Housing requests represent the largest number of unmet community needs.

What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Requests	% of Requests	Number of Requests	% of Requests
Employment	2	67%	1	33%
Clothing/Personal/Household Needs	9	75%	4	33%
Transportation	7	78%	3	33%
Individual, Family and Community Support	11	73%	4	27%
Housing	65	92%	6	8%
Health Care	48	92%	4	8%
Utility Assistance	53	100%	1	2%
Legal, Consumer and Public Safety Services	23	100%		
Income Support/Assistance	9	100%		
Volunteers/Donations	1	100%		
Other Government/Economic Services	2	100%		
Mental Health/Addictions	16	100%		
Food/Meals	60	100%		
Education	2	100%		
Information Services	9	100%		
Grand Total	317	94%	23	7%

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.

What are potential service gaps?



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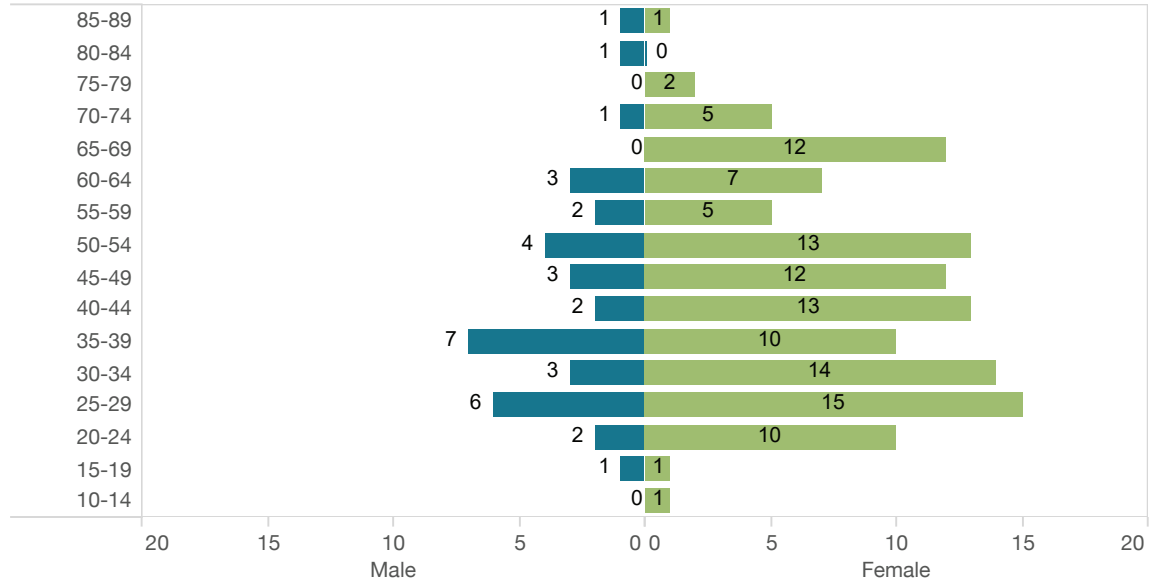
April 1, 2017 - June 30, 2017



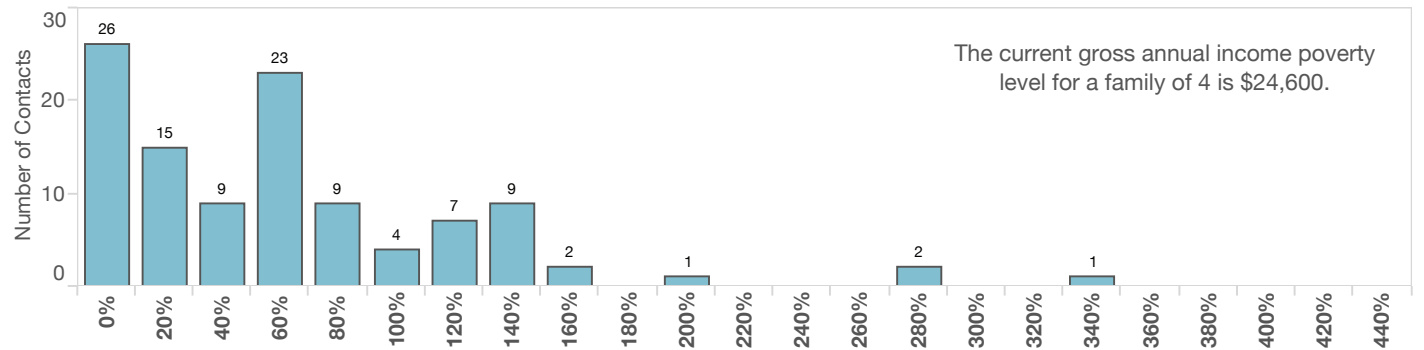
Age

85-89	1.36%
80-84	0.68%
75-79	1.36%
70-74	4.08%
65-69	8.16%
60-64	6.80%
55-59	4.08%
50-54	11.56%
45-49	9.52%
40-44	10.20%
35-39	9.52%
30-34	10.20%
25-29	12.93%
20-24	7.48%
15-19	1.36%
10-14	0.68%

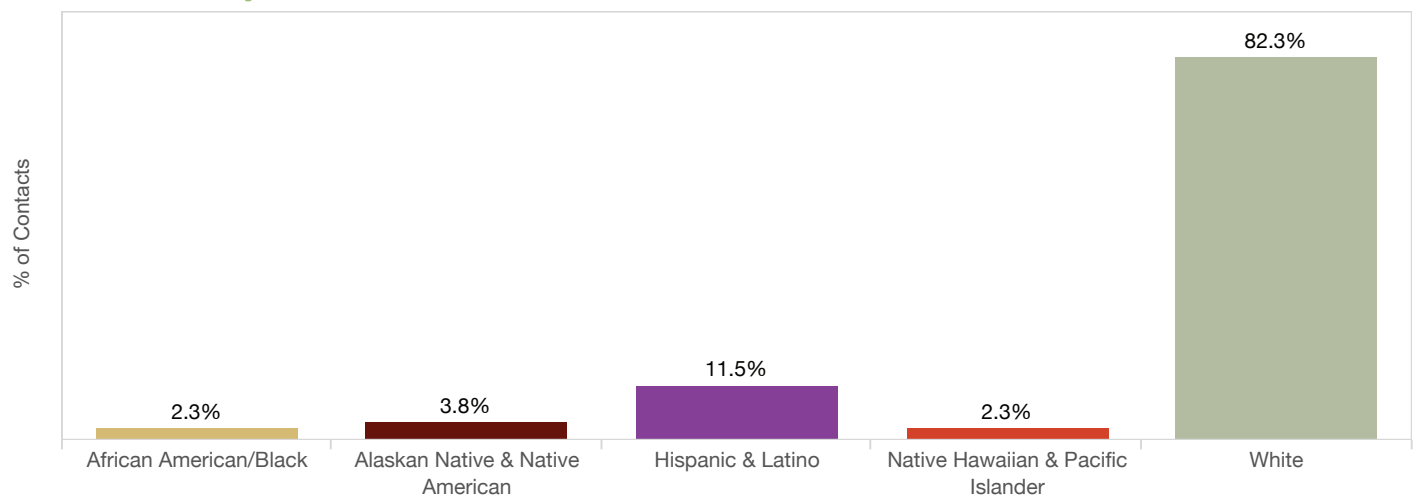
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

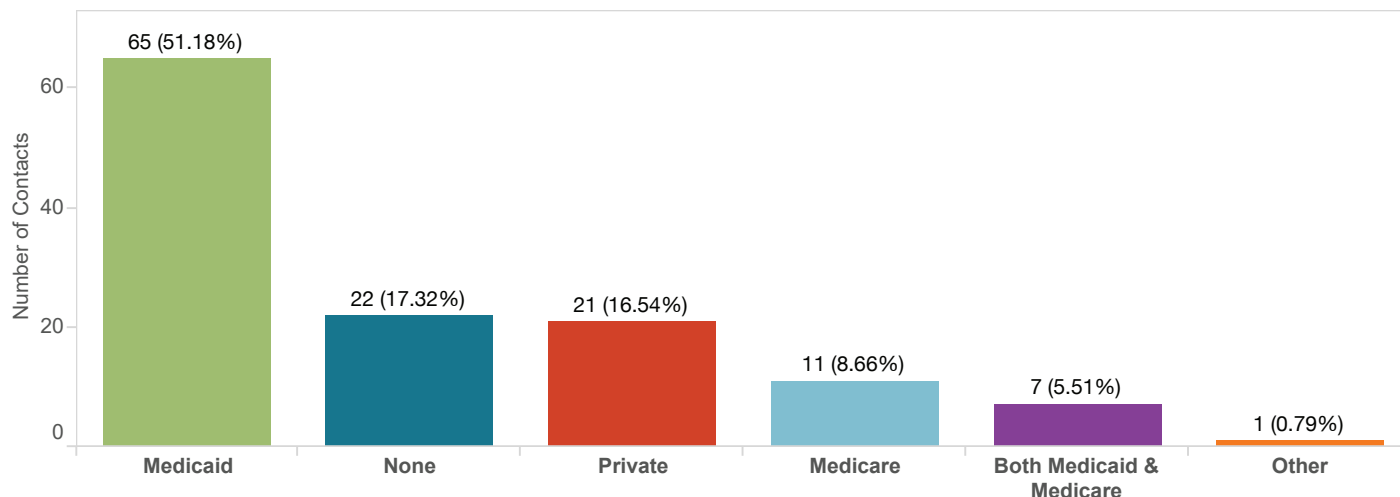


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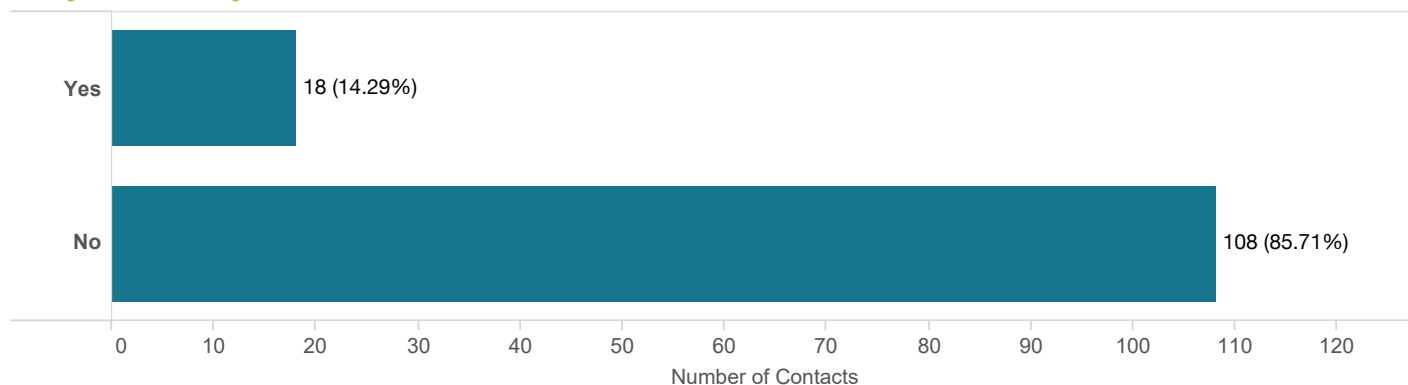
April 1, 2017 - June 30, 2017



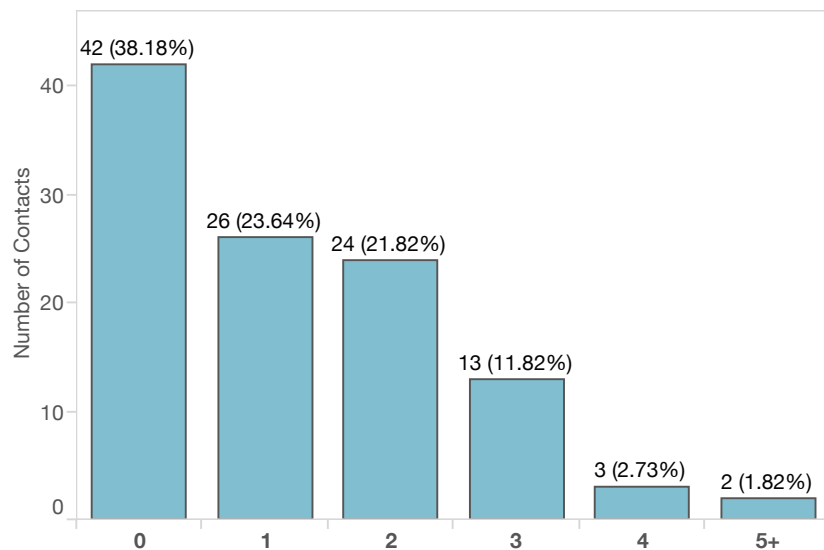
Health insurance status



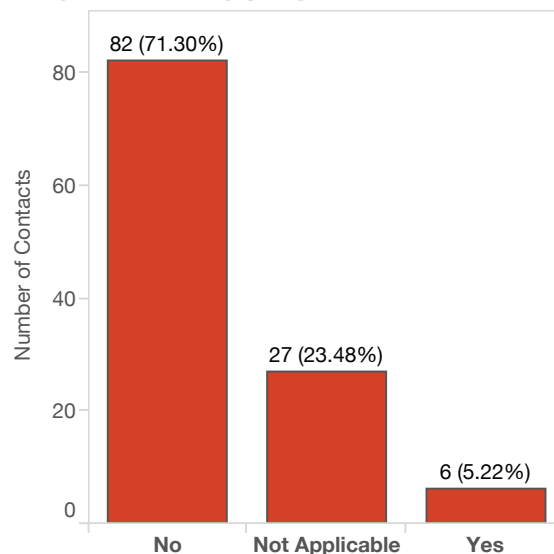
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



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

