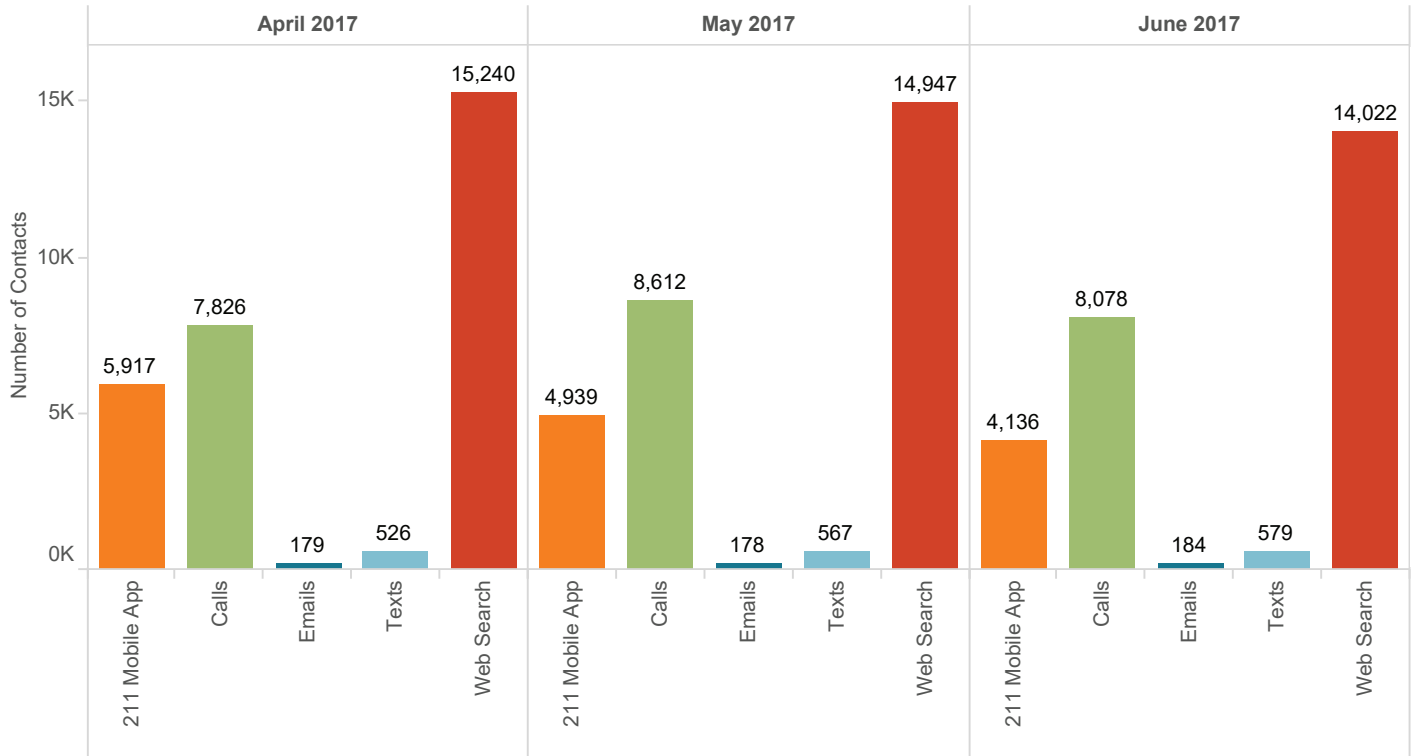


# 211INFO SERVICE AREA

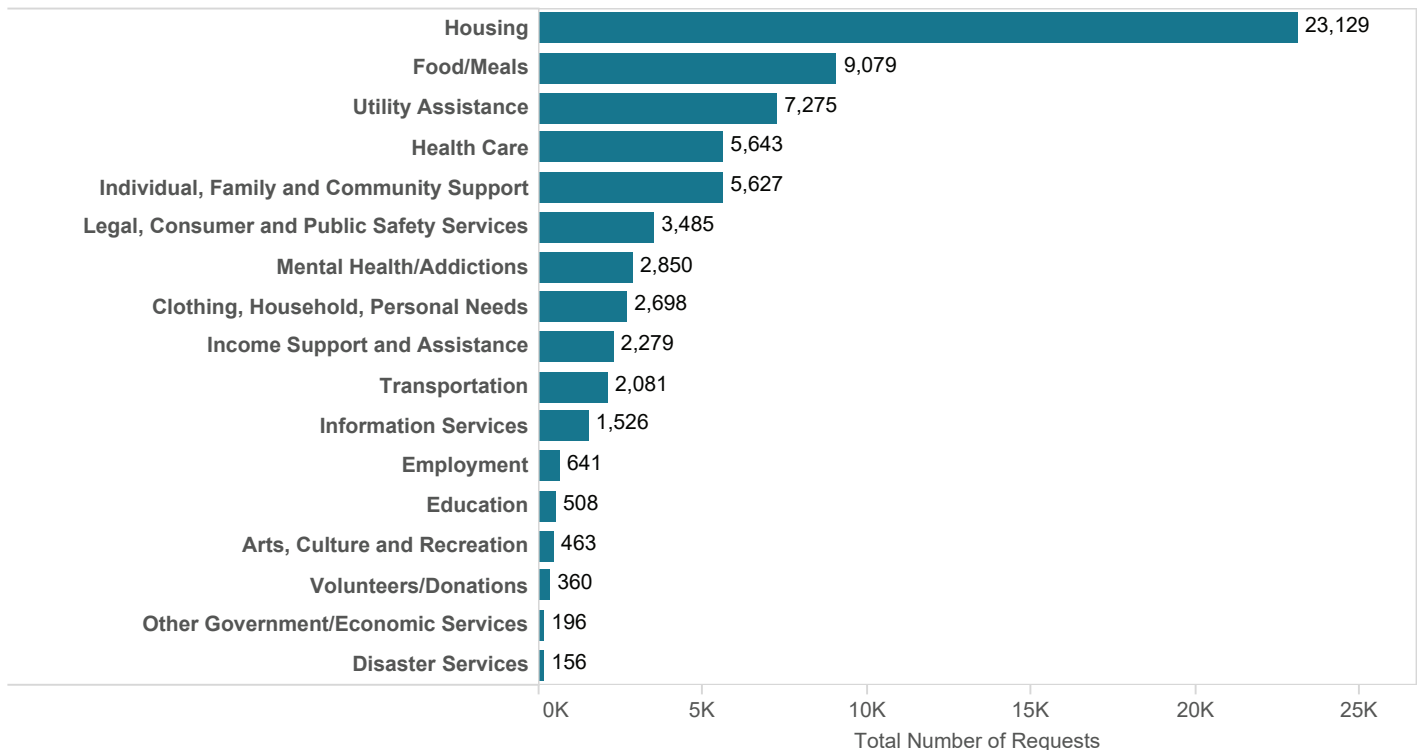
April 1, 2017 - June 30, 2017



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



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

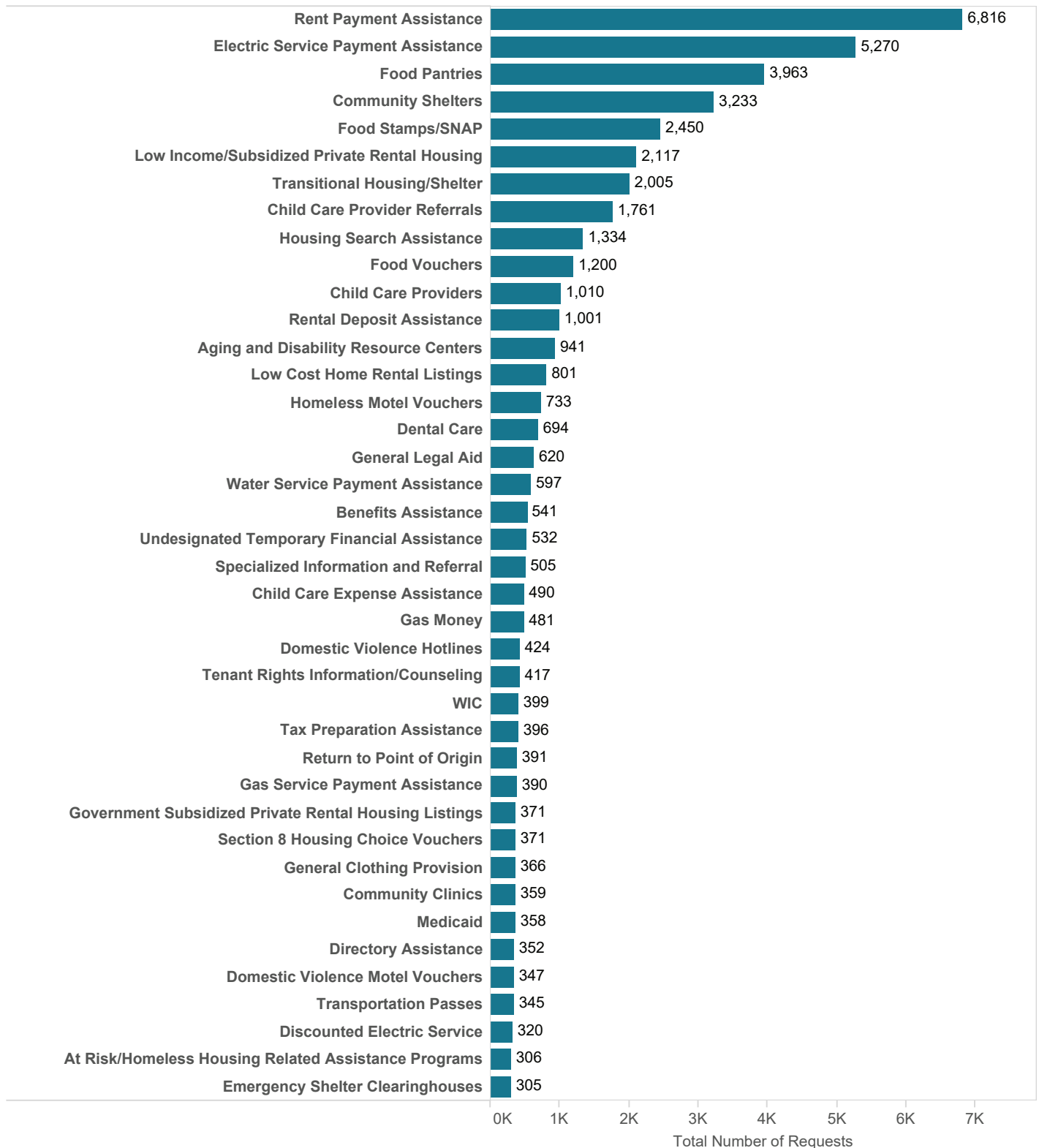


# 211INFO SERVICE AREA

April 1, 2017 - June 30, 2017



## Number of services with 300 or more requests across all contact types



# 211INFO SERVICE AREA

April 1, 2017 - June 30, 2017



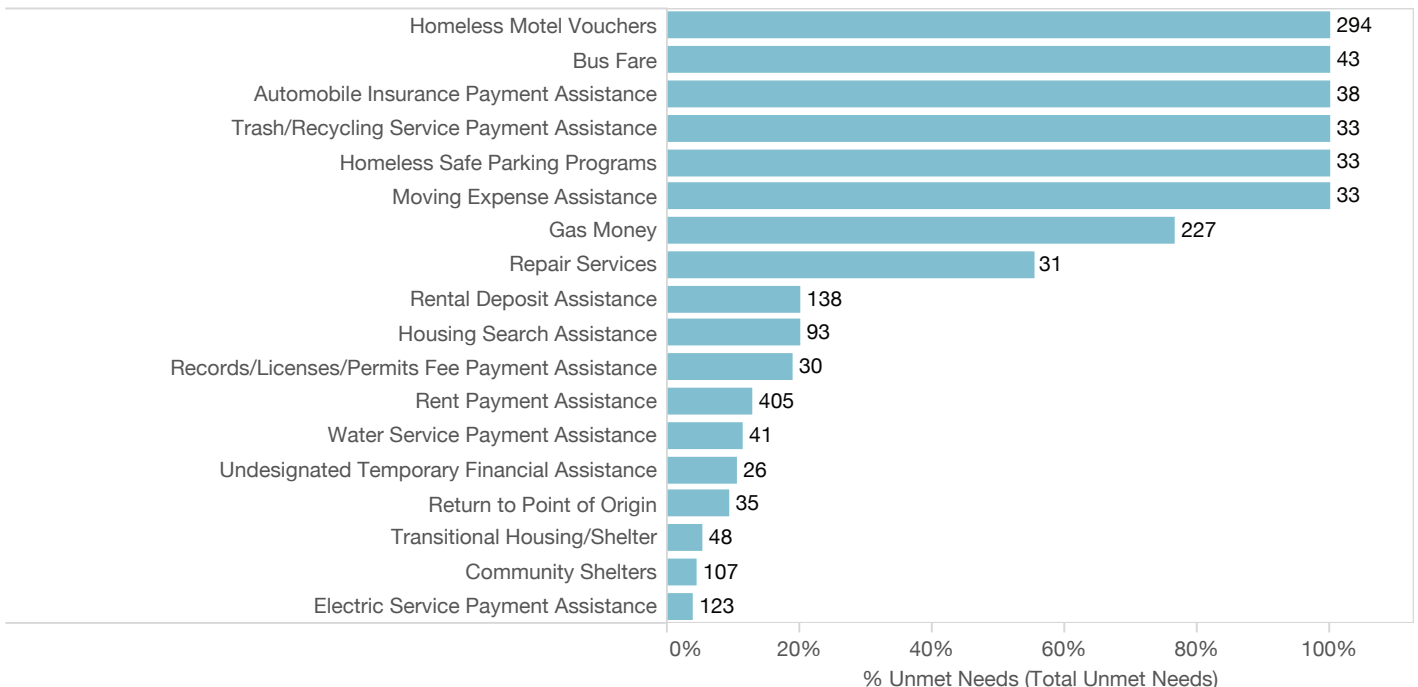
There were 2,946 instances where there wasn't an appropriate referral for the contact's requested need. Housing requests represent the largest number of unmet community needs. Transportation requests represent the greatest proportion of unmet community needs.

## What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Requests	% of Requests	Number of Requests	% of Requests
Transportation	896	69%	413	32%
Arts, Culture and Recreation	224	81%	55	20%
Disaster Services	36	82%	8	18%
Other Government/Economic Services	129	85%	23	15%
Clothing/Personal/Household Needs	982	86%	164	14%
Housing	11,284	90%	1,365	11%
Employment	232	92%	25	10%
Individual, Family and Community Support	1,628	93%	139	8%
Utility Assistance	4,031	94%	303	7%
Legal, Consumer and Public Safety Services	2,007	94%	146	7%
Volunteers/Donations	136	94%	8	6%
Education	195	96%	9	4%
Health Care	3,433	97%	128	4%
Income Support/Assistance	1,406	97%	49	3%
Mental Health/Addictions	1,156	98%	33	3%
Information Services	1,197	99%	18	1%
Food/Meals	4,563	99%	60	1%
<b>Grand Total</b>	<b>33,535</b>	<b>93%</b>	<b>2,946</b>	<b>8%</b>

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 25 or more requests are displayed below.

## What are potential service gaps?



# 211INFO SERVICE AREA

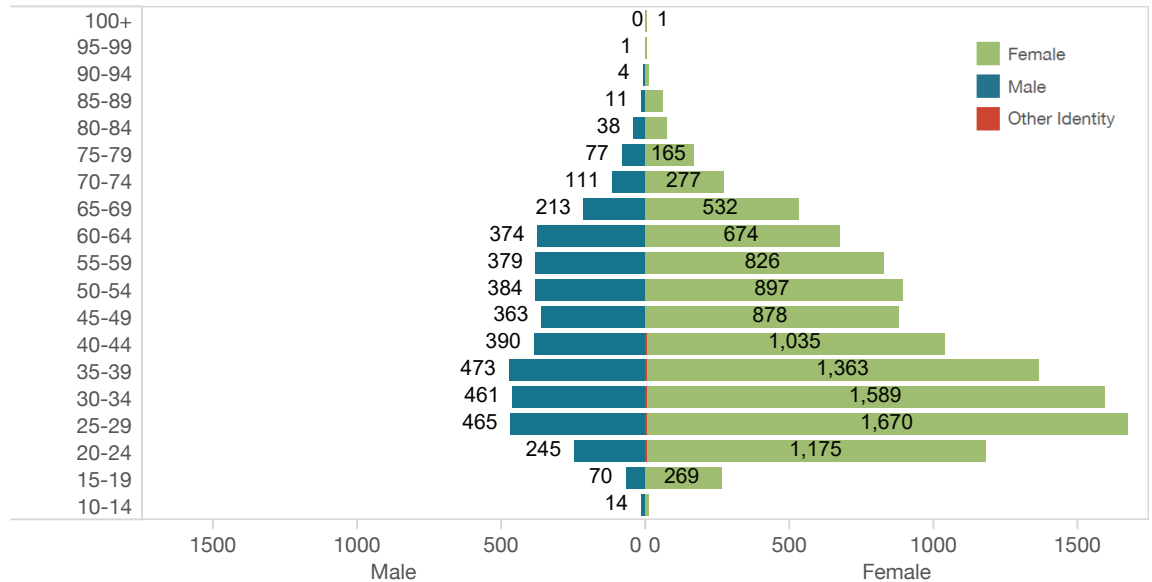
April 1, 2017 - June 30, 2017



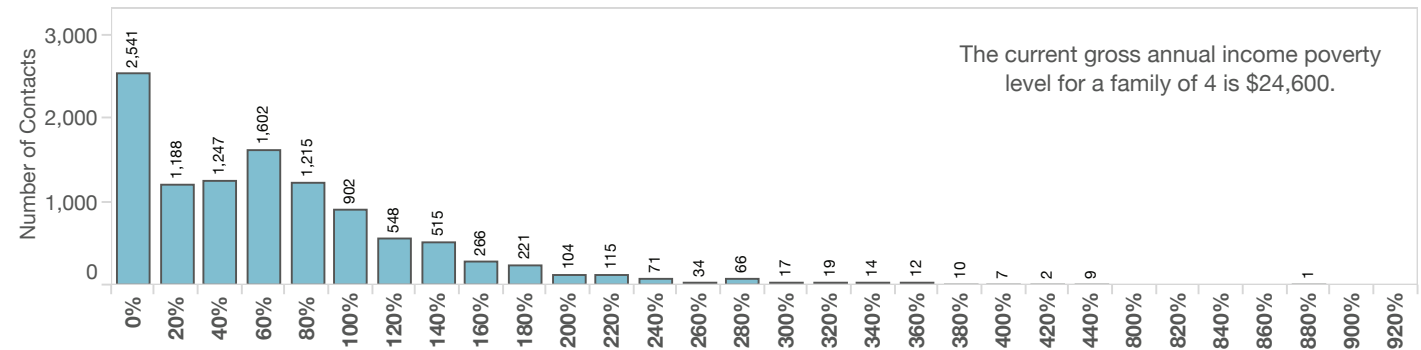
## Age

100+	0.01%
95-99	0.02%
90-94	0.12%
85-89	0.46%
80-84	0.74%
75-79	1.61%
70-74	2.56%
65-69	4.94%
60-64	6.99%
55-59	7.92%
50-54	8.34%
45-49	8.13%
40-44	9.23%
35-39	11.56%
30-34	12.80%
25-29	13.40%
20-24	8.87%
15-19	2.20%
10-14	0.18%

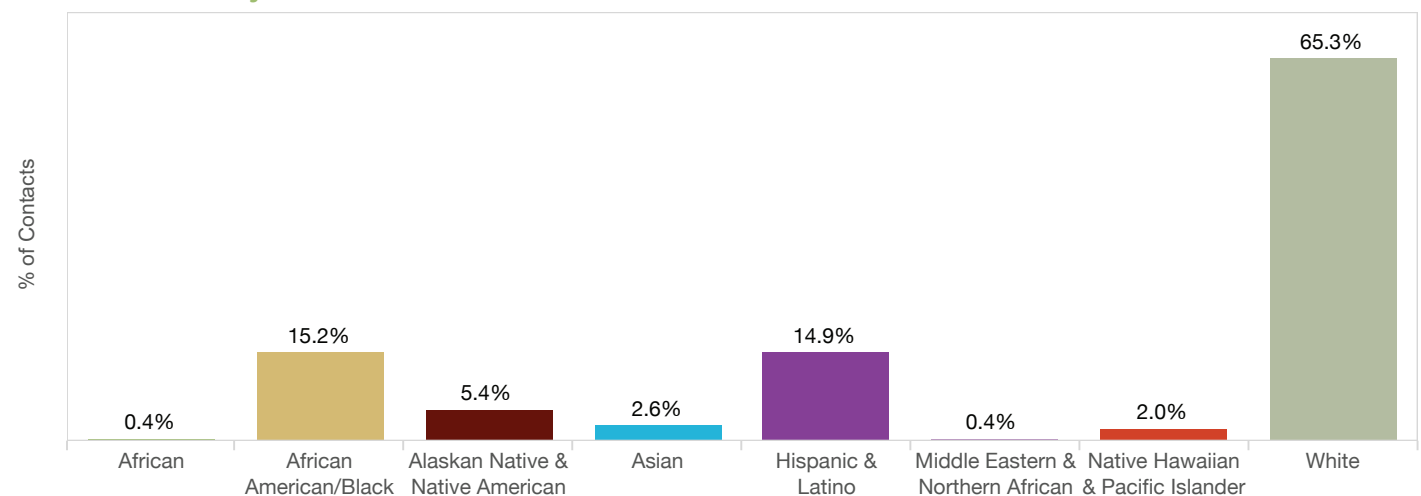
## Age and gender



## Income as a percentage of the poverty level



## Race and ethnicity

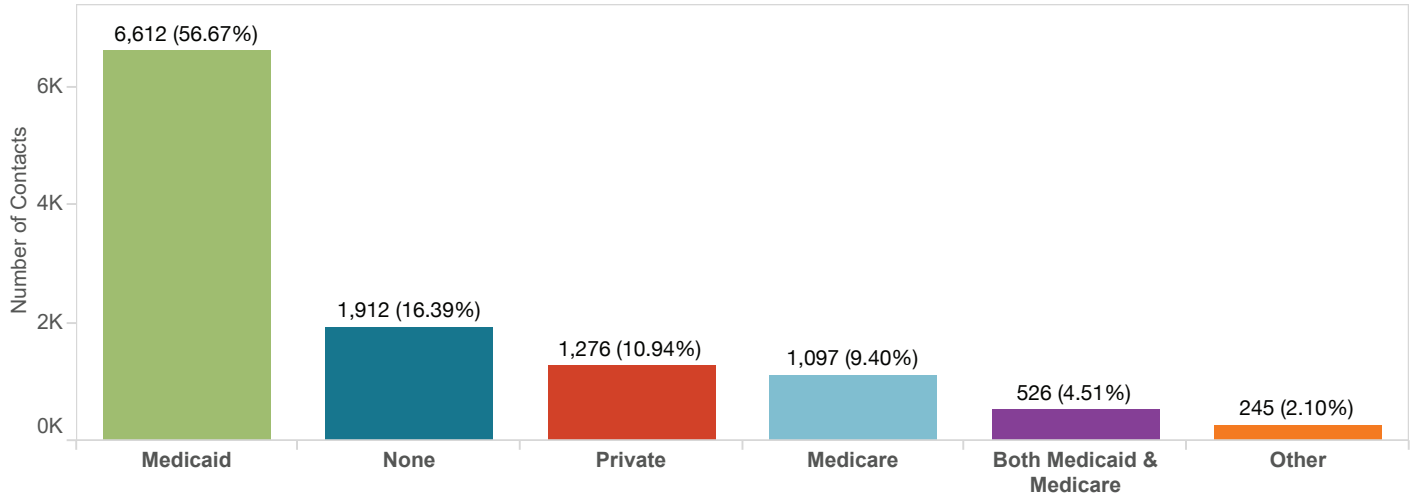


# 211INFO SERVICE AREA

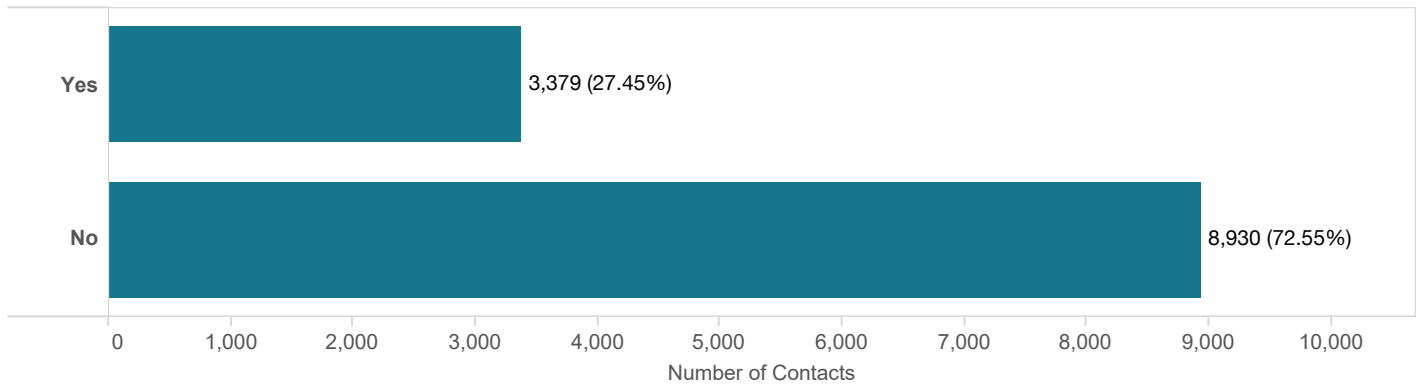
April 1, 2017 - June 30, 2017



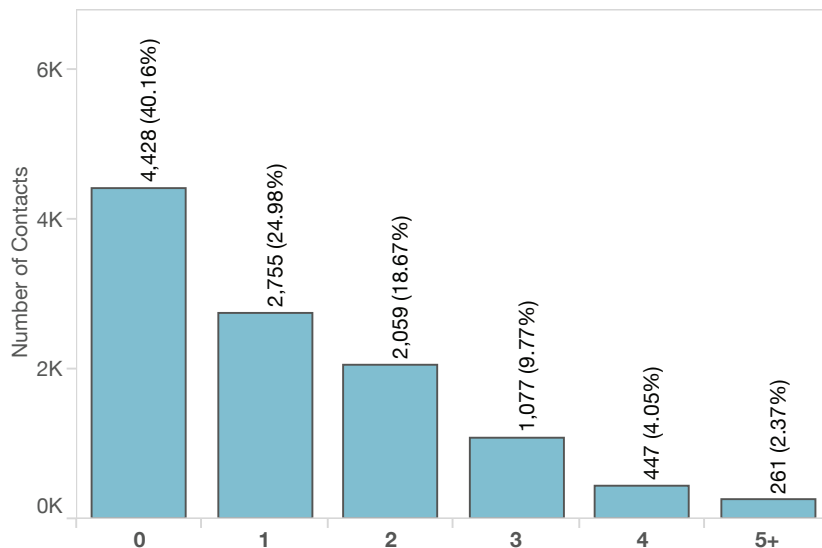
## Health insurance status



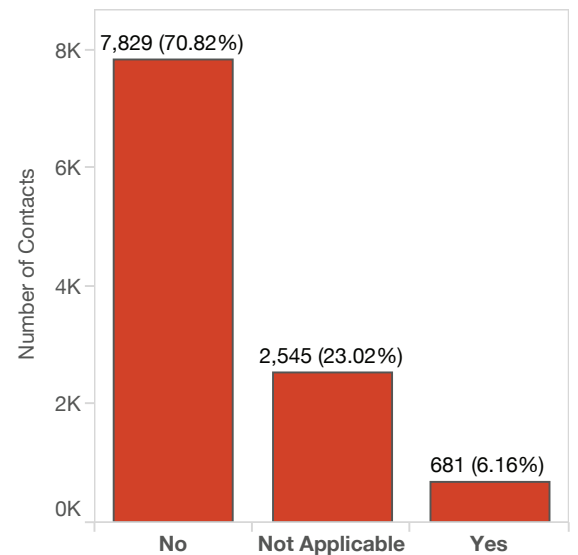
## Are you currently homeless?



## Number of children in the household



## Are you currently pregnant?





# 211INFO SERVICE AREA

April 1, 2017 - June 30, 2017



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

