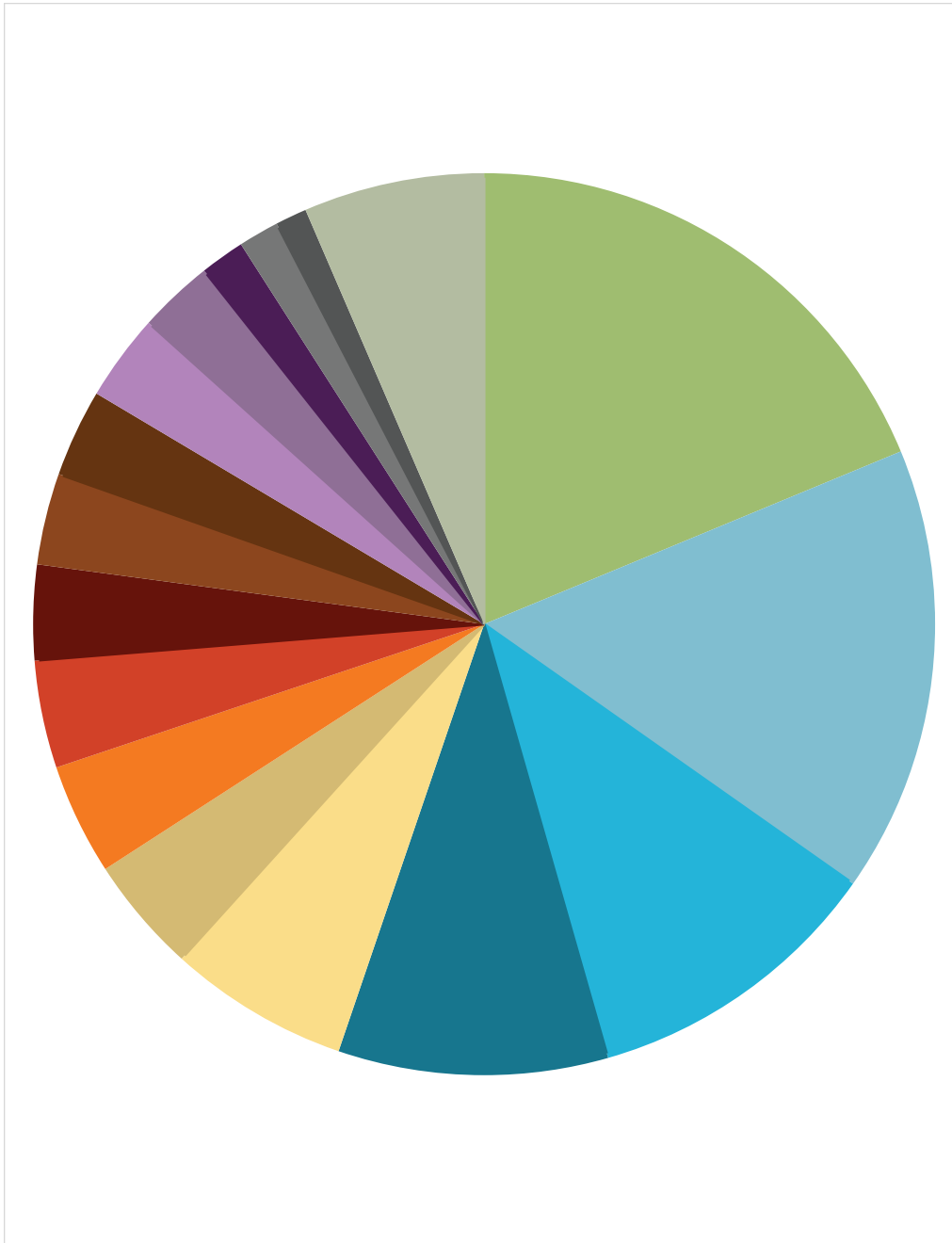


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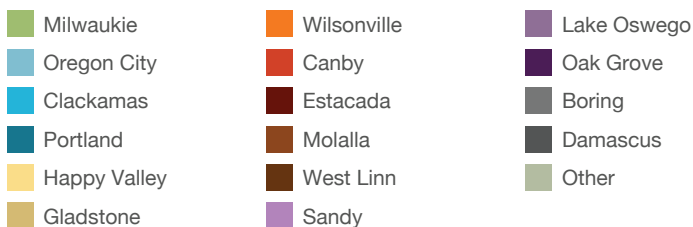
July 2017 - September 2017



Percent of contacts by city



Milwaukie	760 (19%)
Oregon City	650 (16%)
Clackamas	439 (11%)
Portland	391 (10%)
Happy Valley	263 (7%)
Gladstone	169 (4%)
Wilsonville	162 (4%)
Canby	156 (4%)
Estacada	138 (3%)
Molalla	133 (3%)
West Linn	128 (3%)
Sandy	126 (3%)
Lake Oswego	109 (3%)
Oak Grove	65 (2%)
Boring	59 (1%)
Damascus	46 (1%)
Other	262 (6%)

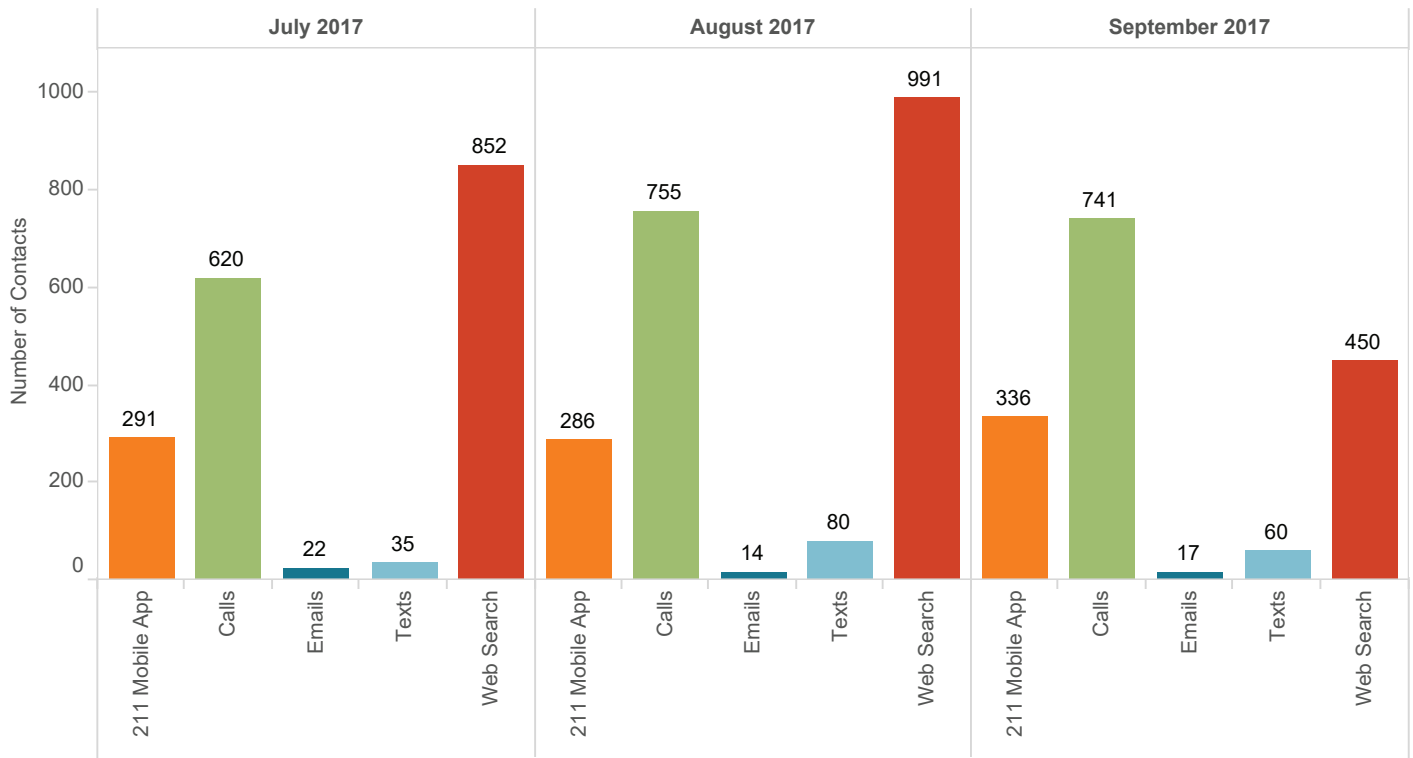


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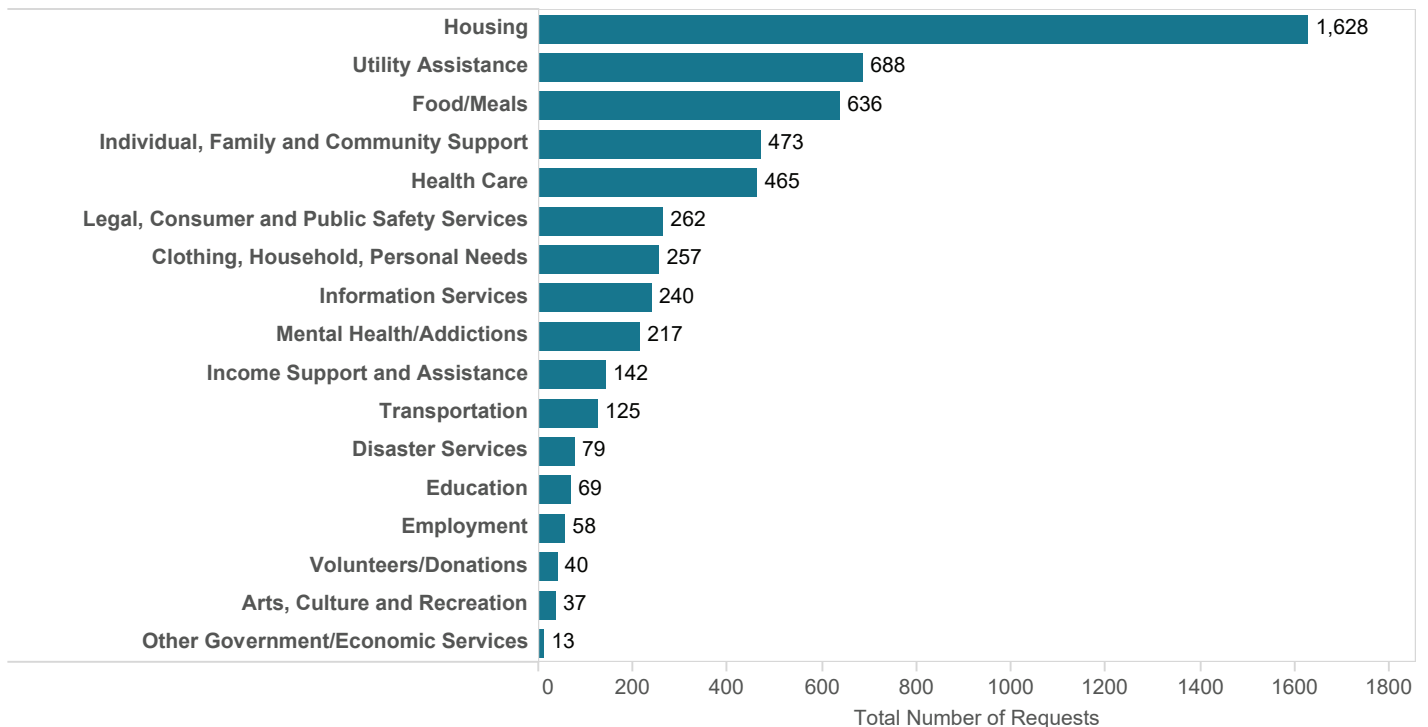


Number of contacts, grouped by month and contact type



The chart above shows individual, anonymous contacts who reach out to 211info and not the total number of referrals given.

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

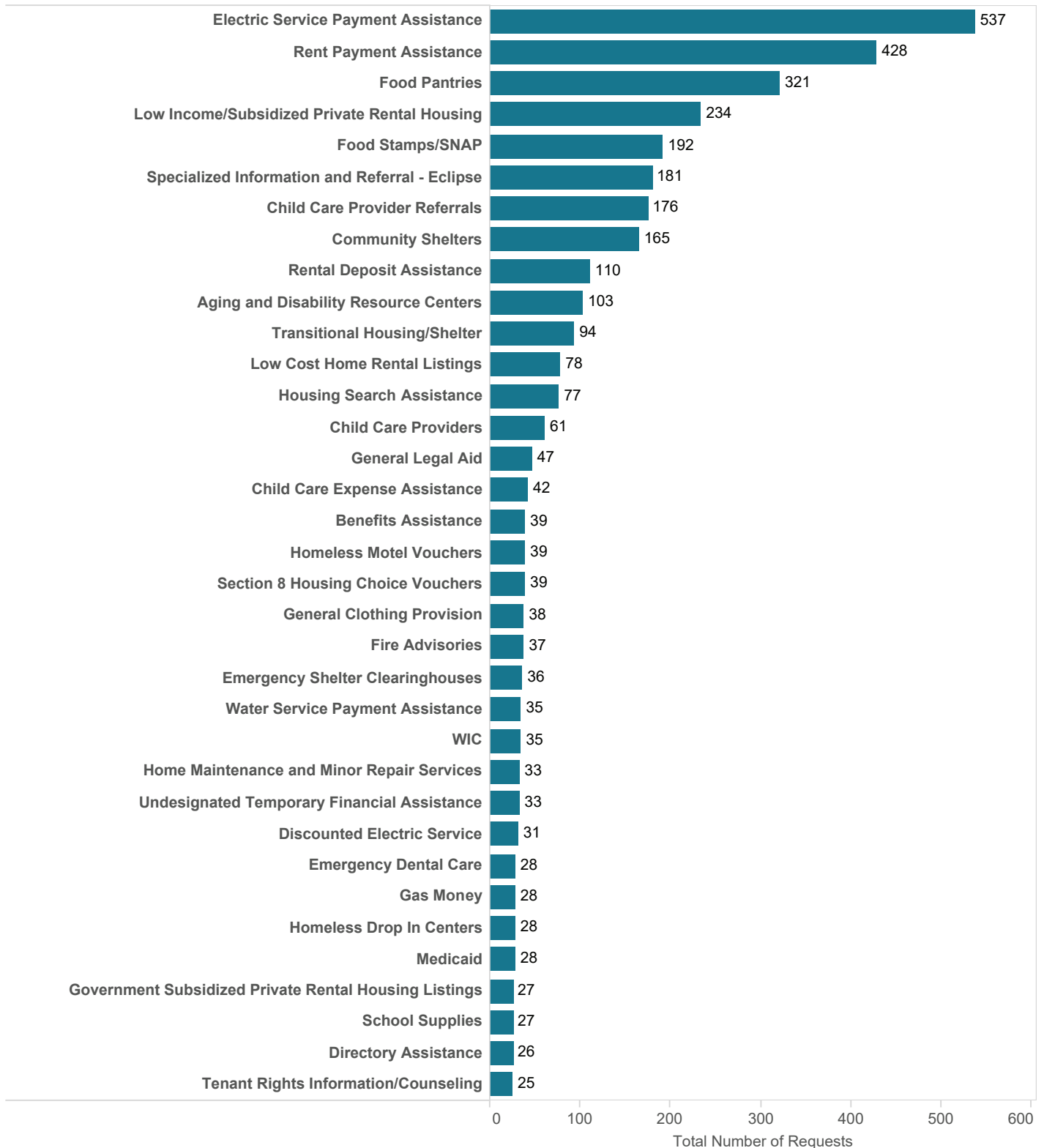


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Number of services with 25 or more requests across all contact types

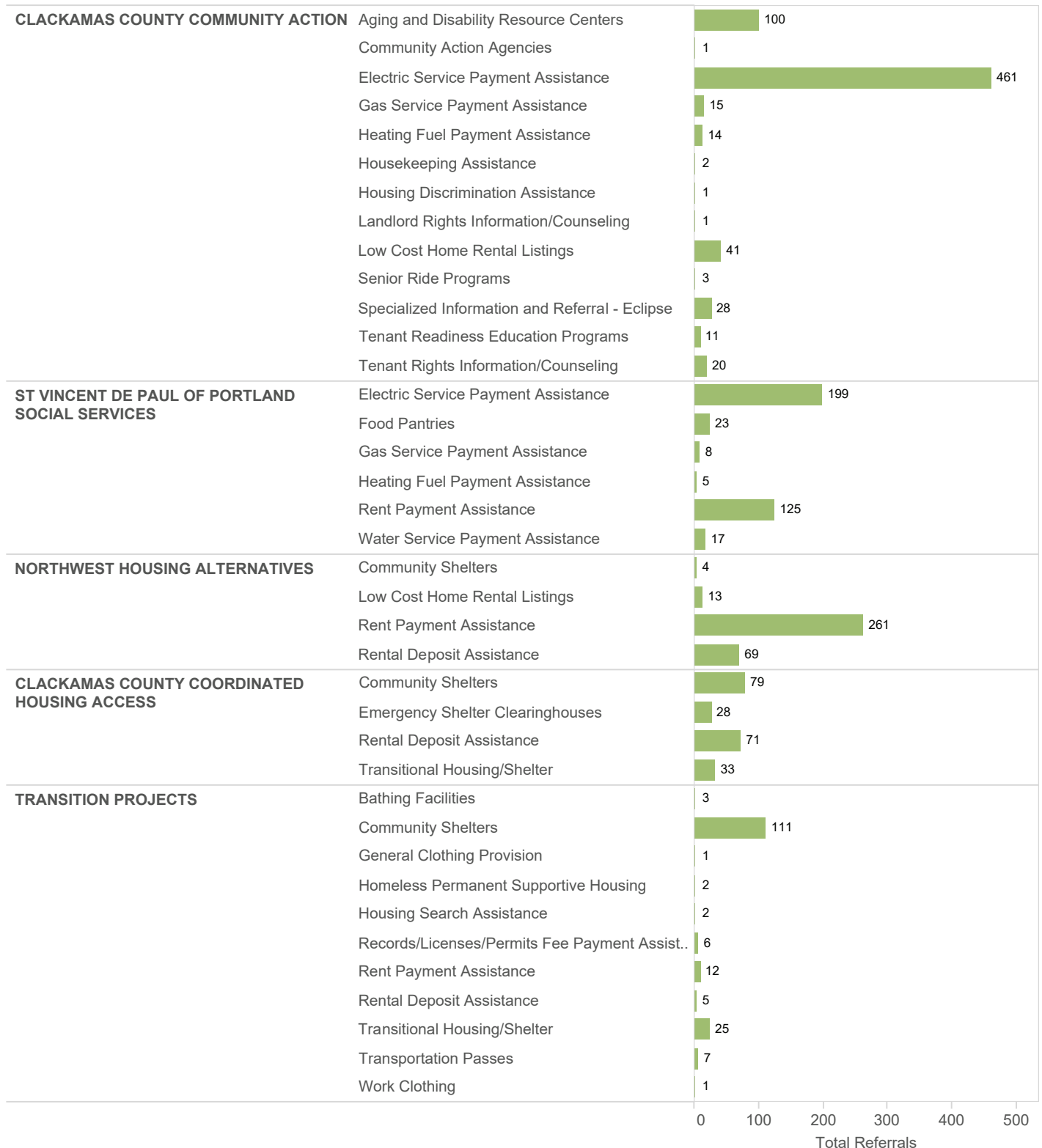


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Top 5 agencies referred to across all contact types



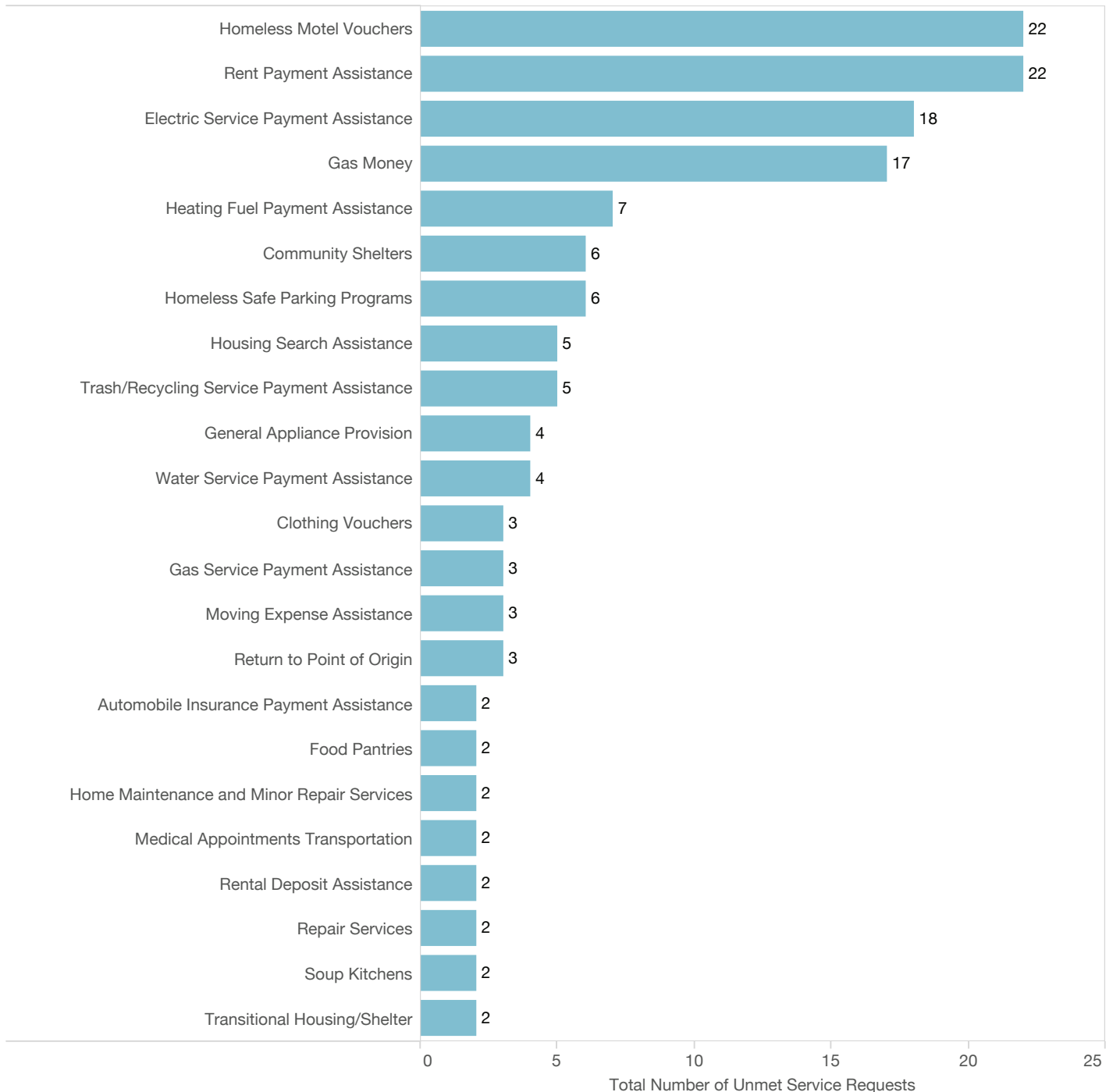
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There were 174 instances where there wasn't an appropriate referral for the contact's requested need. A referral may not be available for various reasons. In some cases, agencies are at capacity for a program; community need often outweighs the help available; and some services simply may not exist in a community. Services with 2 or more unmet service requests are displayed below.

What are potential service gaps?



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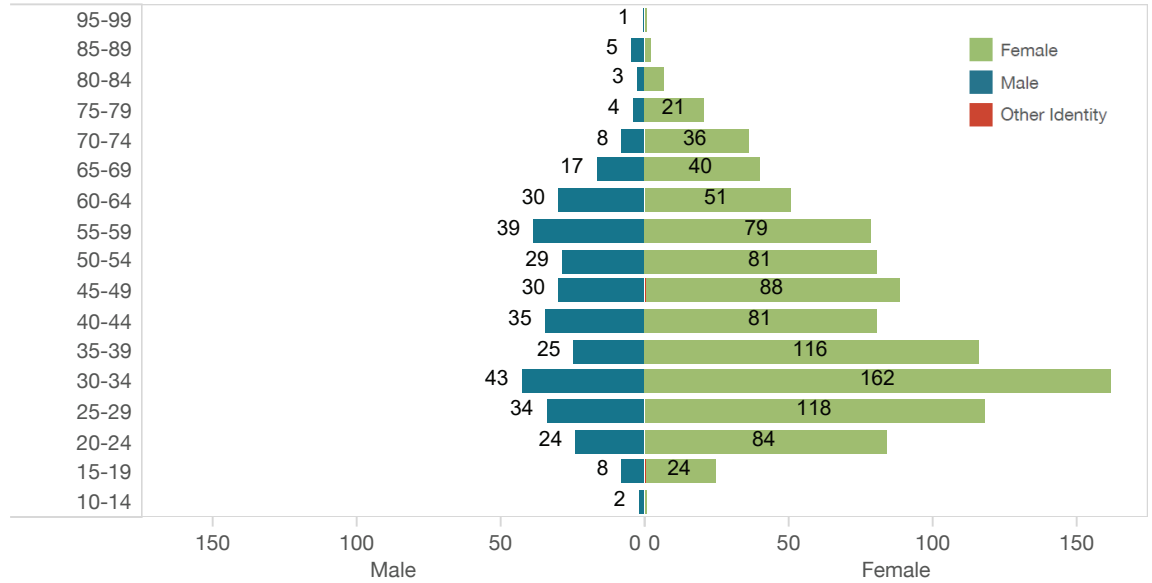
July 2017 - September 2017



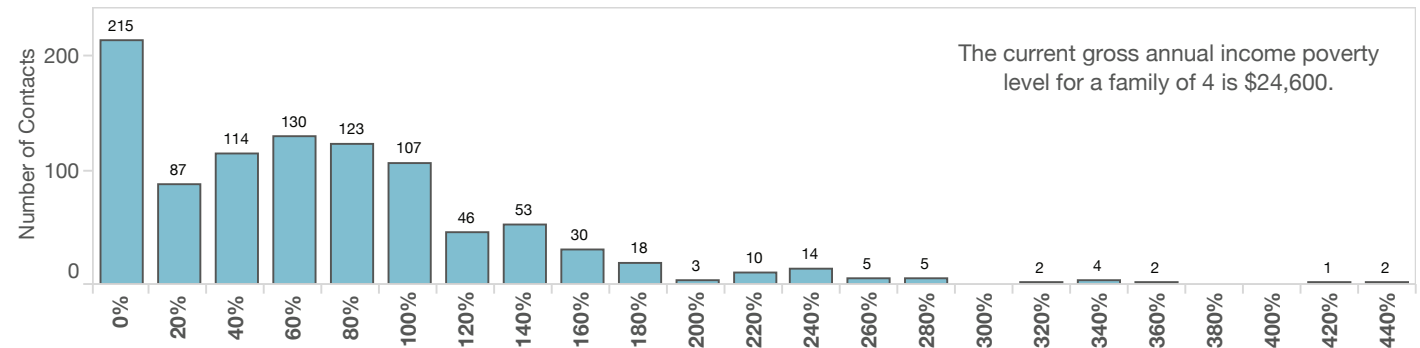
Age

95-99	0.17%
85-89	0.50%
80-84	0.83%
75-79	1.91%
70-74	3.56%
65-69	4.56%
60-64	6.30%
55-59	9.20%
50-54	8.12%
45-49	9.11%
40-44	9.03%
35-39	10.52%
30-34	15.33%
25-29	11.02%
20-24	7.62%
15-19	2.07%
10-14	0.25%

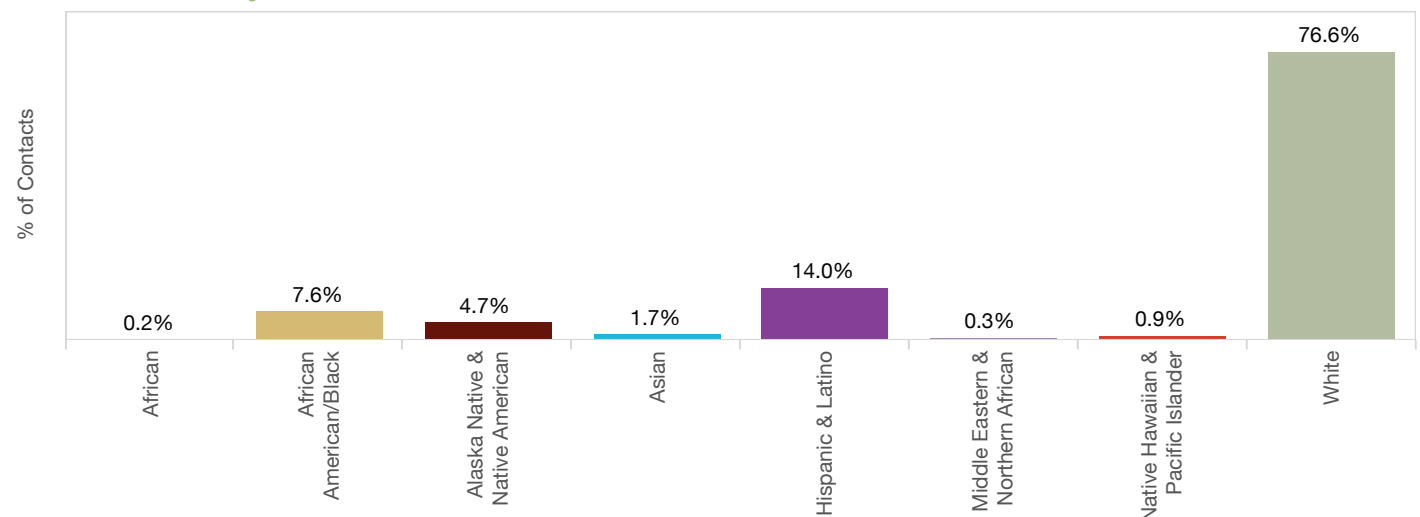
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

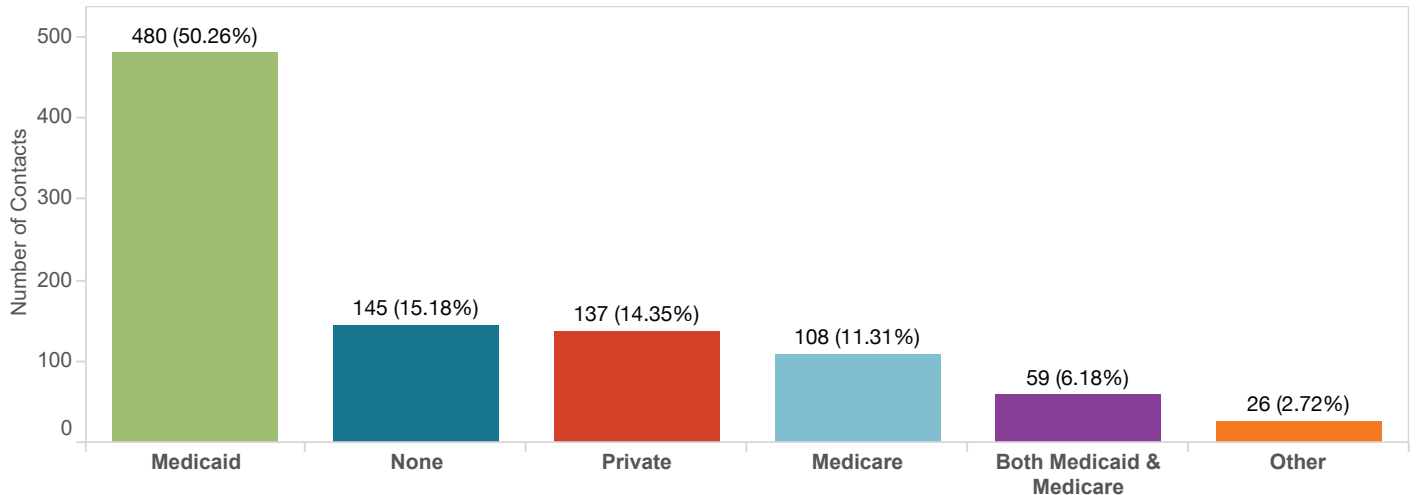


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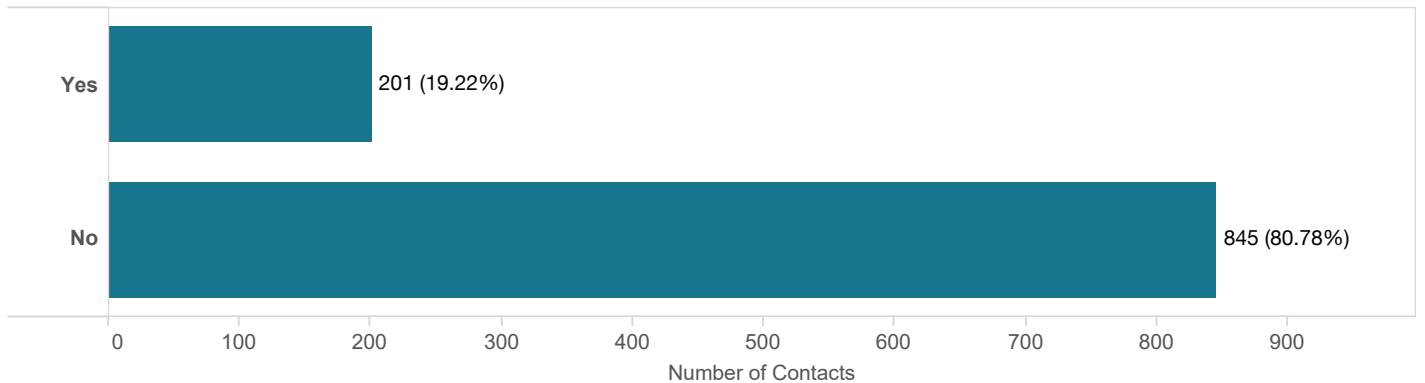
July 2017 - September 2017



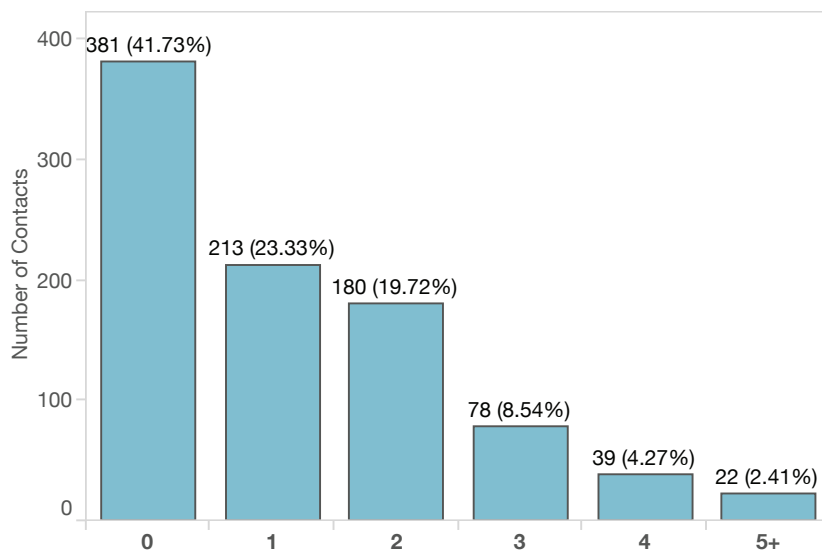
Health insurance status



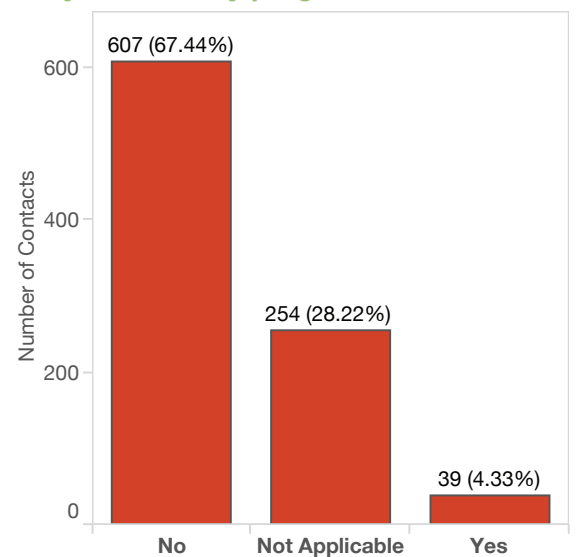
Are you currently homeless?



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?

