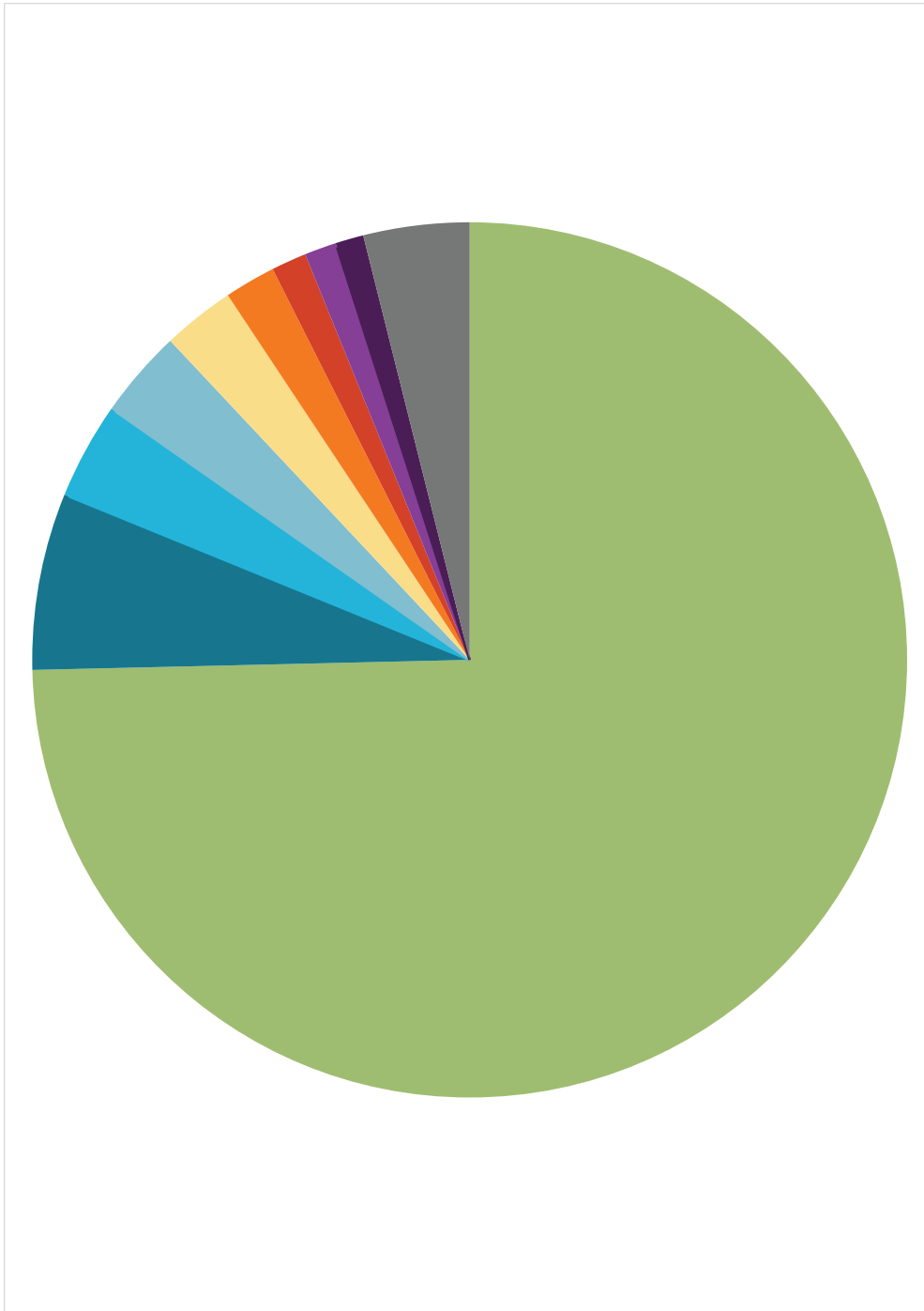


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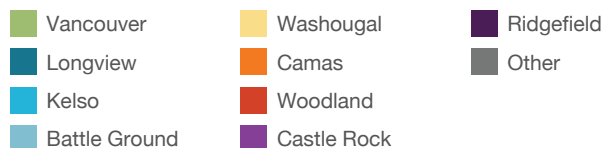
July 2017 - September 2017



Percent of contacts by city



| | |
|---------------|-------------|
| Vancouver | 2,011 (75%) |
| Longview | 176 (7%) |
| Kelso | 96 (4%) |
| Battle Ground | 88 (3%) |
| Washougal | 72 (3%) |
| Camas | 51 (2%) |
| Woodland | 35 (1%) |
| Castle Rock | 32 (1%) |
| Ridgefield | 28 (1%) |
| Other | 105 (4%) |

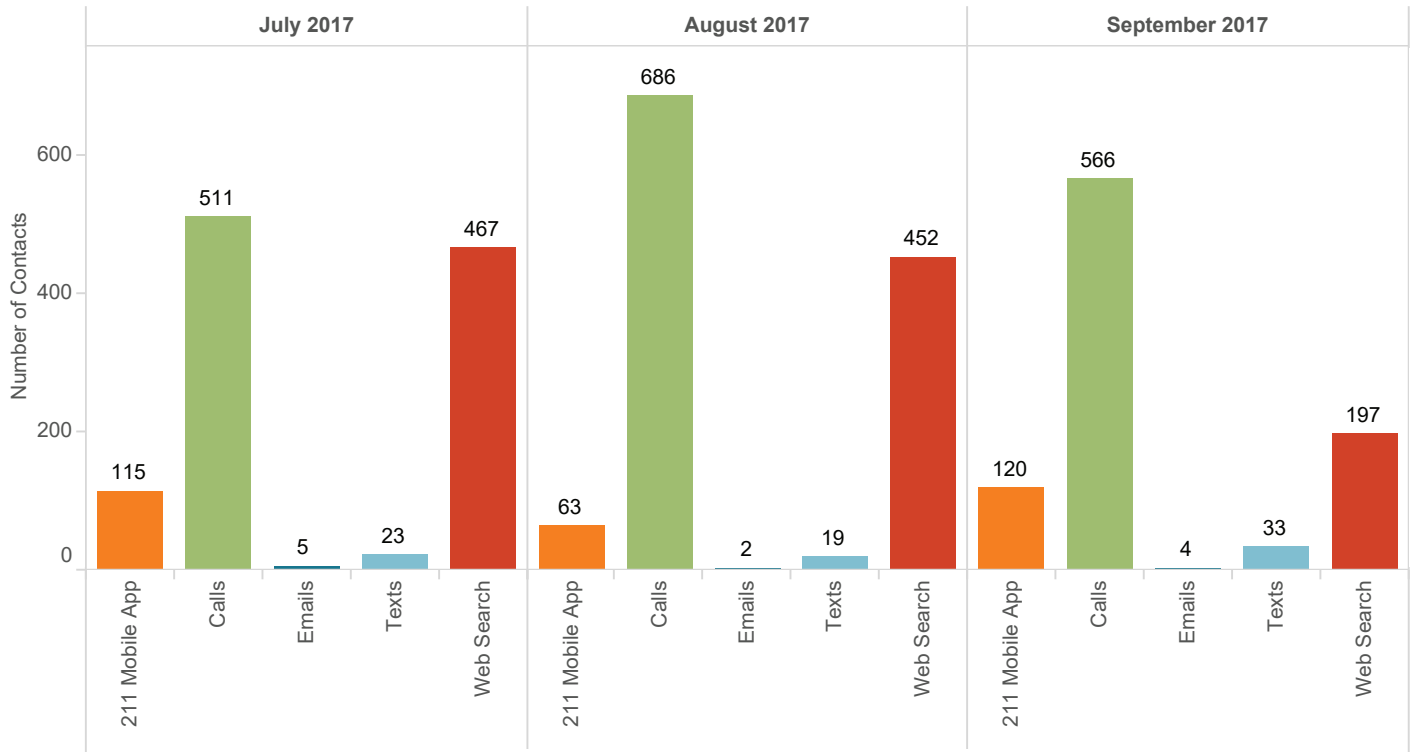


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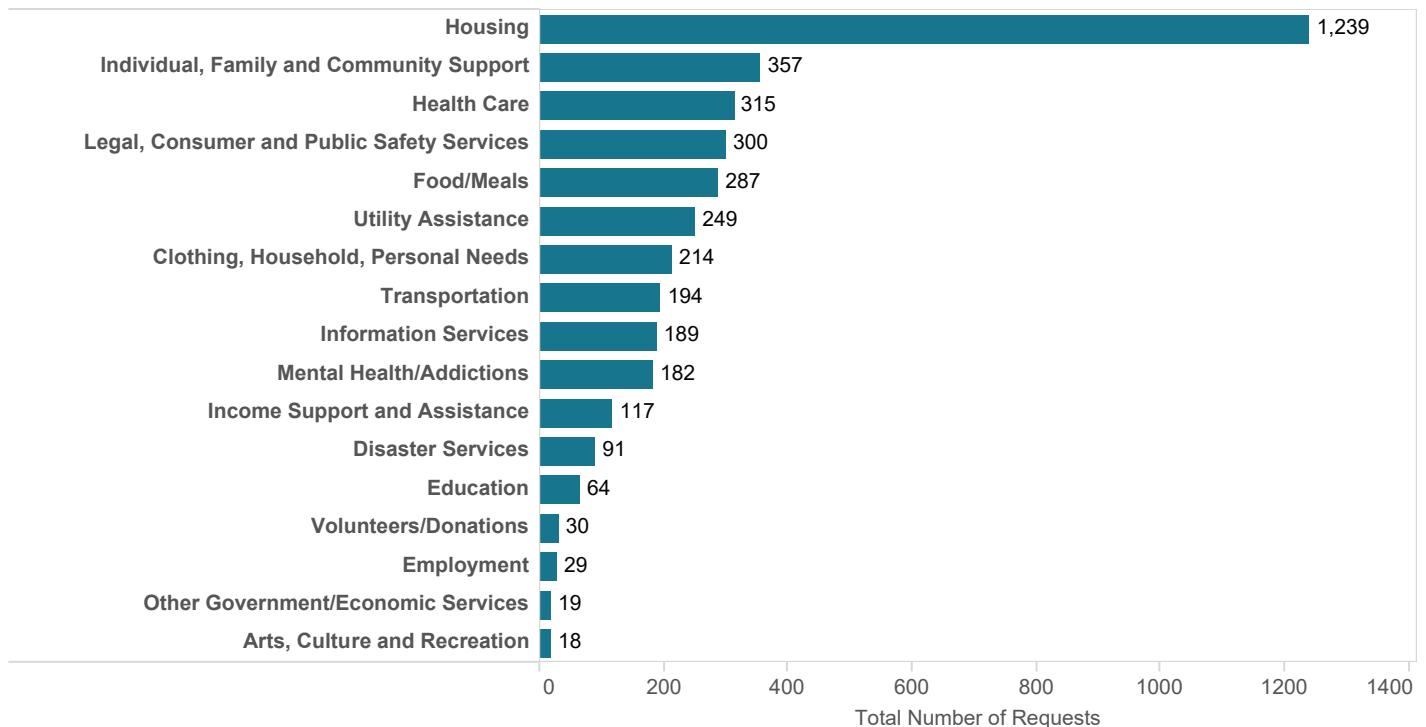


Number of contacts, grouped by month and contact type



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

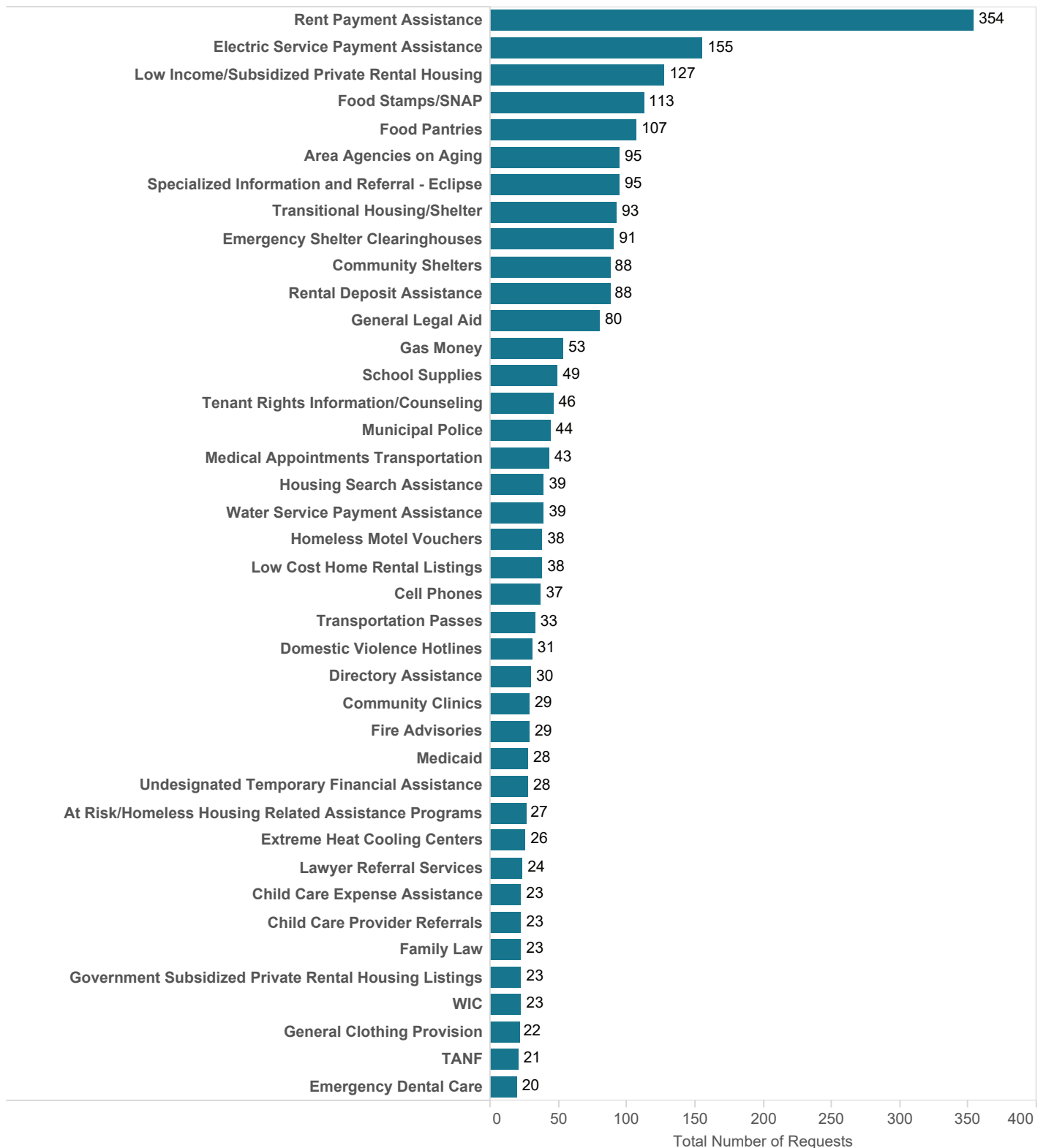


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Number of services with 20 or more requests across all contact types

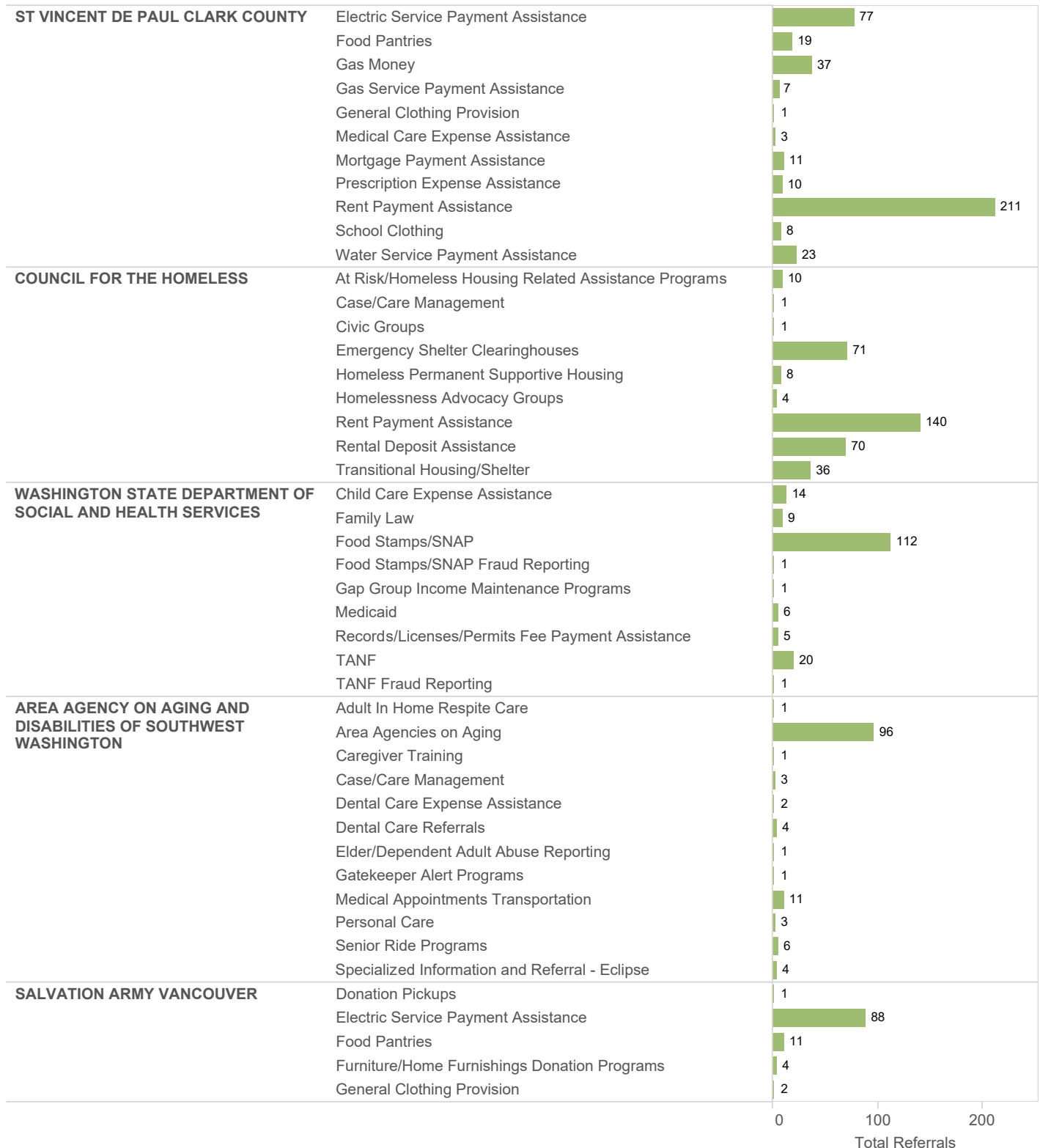


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Top 5 agencies referred to across all contact types



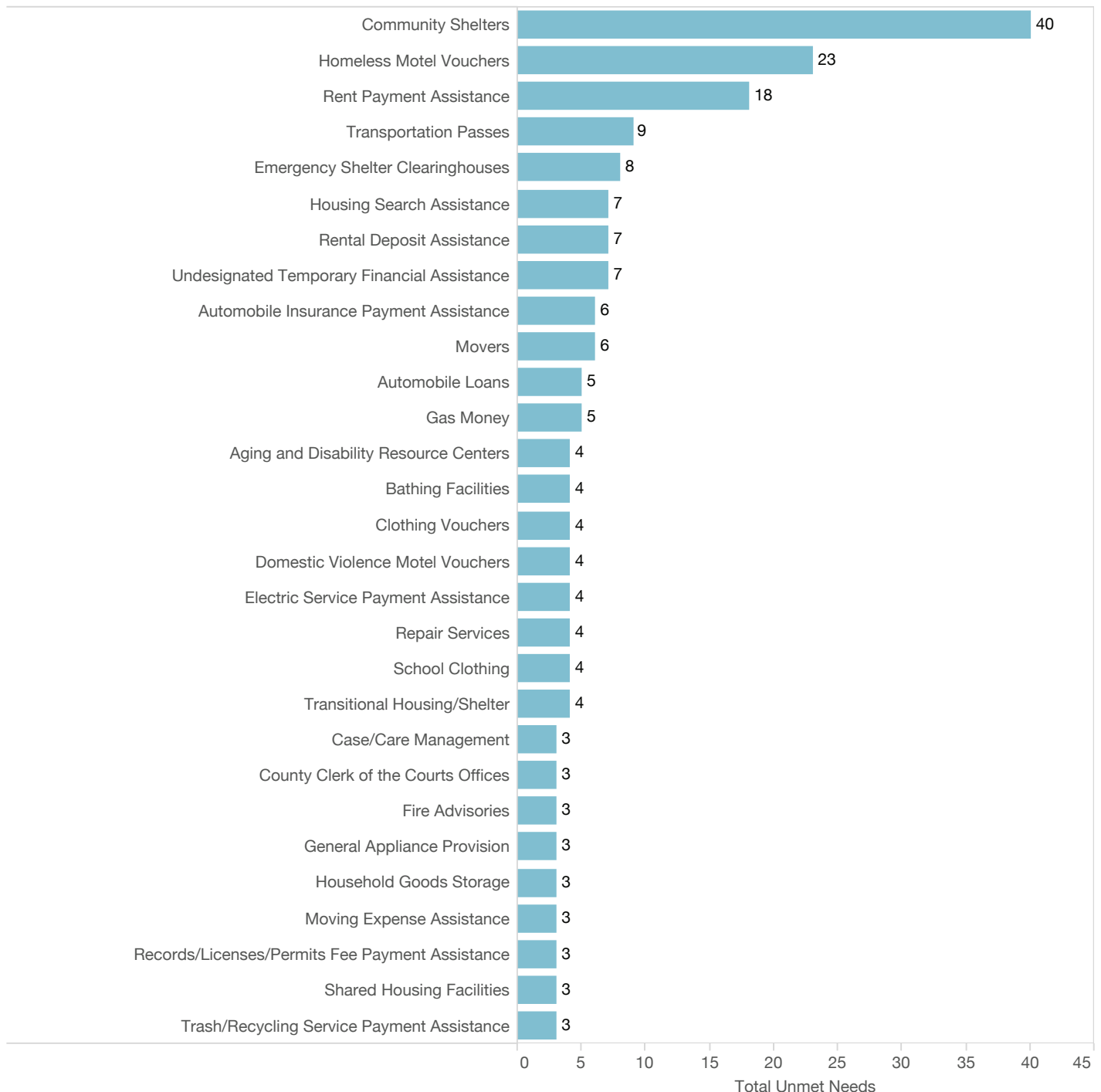
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There were 323 instances where there wasn't an appropriate referral for the contact's requested need. A referral may not be available for various reasons. In some cases, agencies are at capacity for a program; community need often outweighs the help available; and some services simply 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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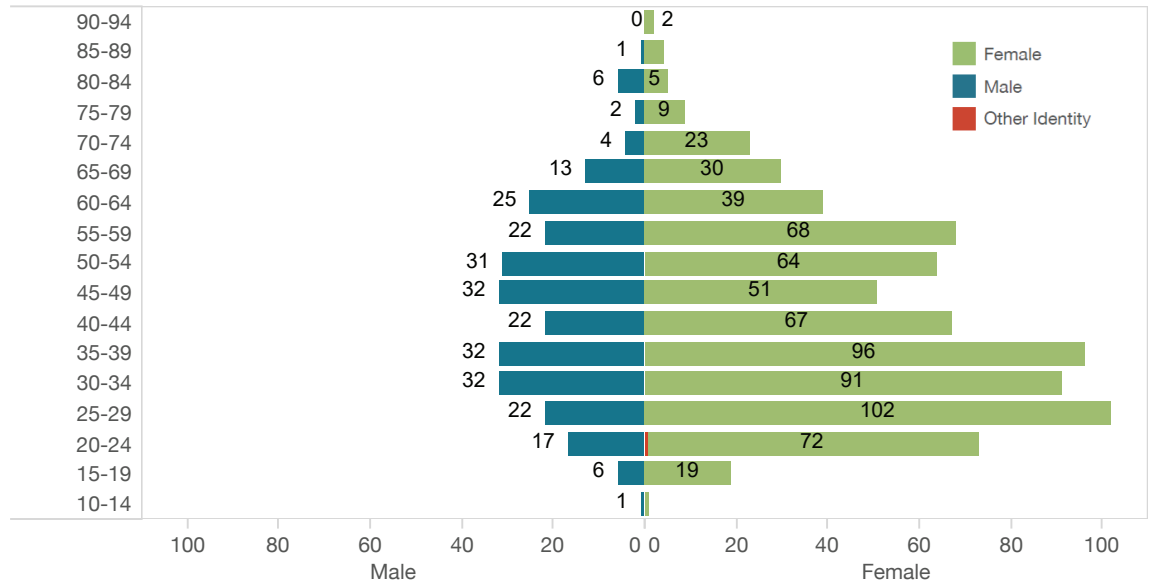
July 2017 - September 2017



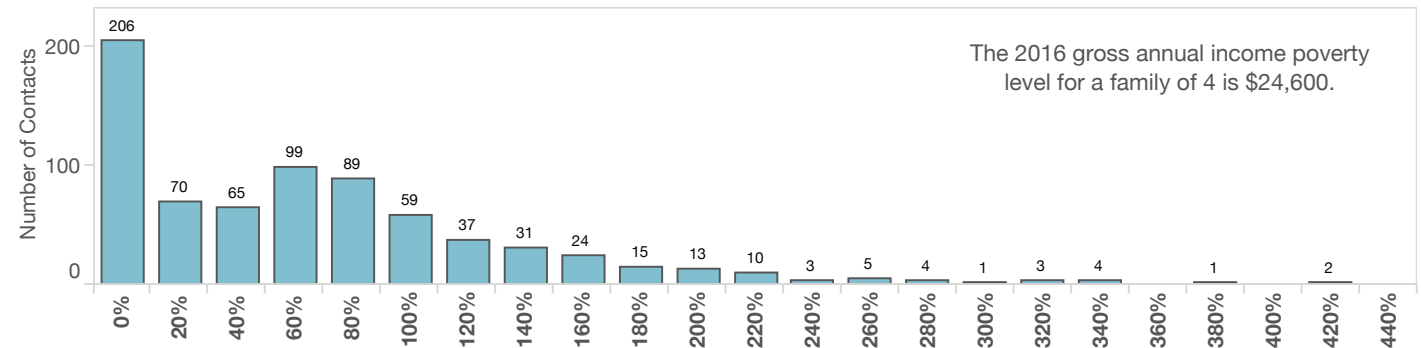
Age

| | |
|-------|--------|
| 90-94 | 0.20% |
| 85-89 | 0.51% |
| 80-84 | 1.11% |
| 75-79 | 1.01% |
| 70-74 | 2.63% |
| 65-69 | 4.14% |
| 60-64 | 6.36% |
| 55-59 | 8.89% |
| 50-54 | 9.49% |
| 45-49 | 8.18% |
| 40-44 | 8.89% |
| 35-39 | 12.53% |
| 30-34 | 12.32% |
| 25-29 | 12.22% |
| 20-24 | 8.79% |
| 15-19 | 2.53% |
| 10-14 | 0.20% |

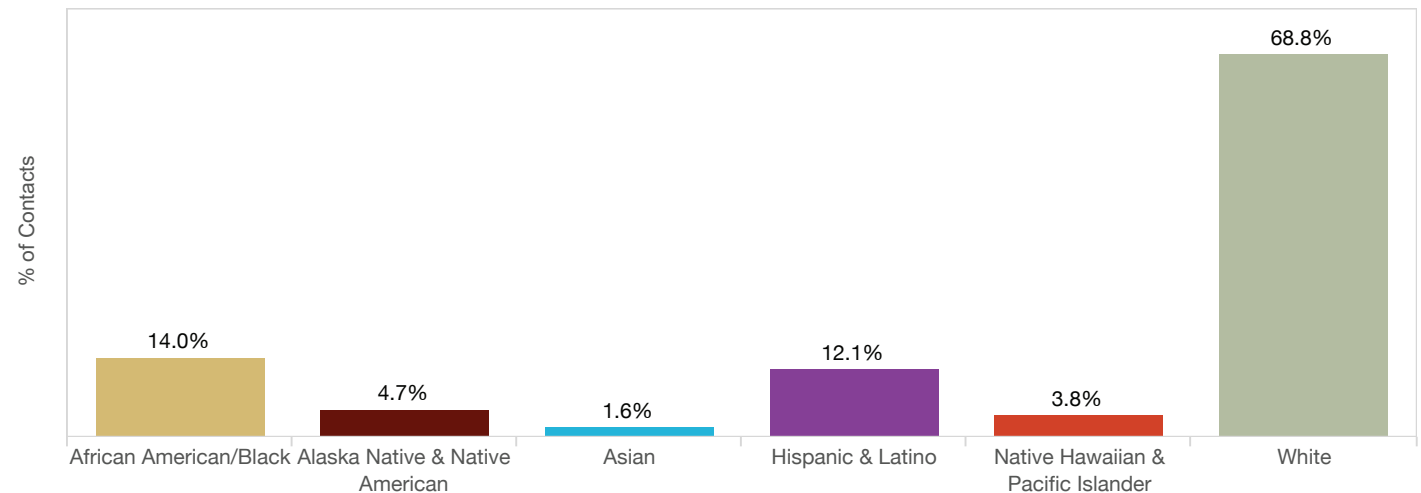
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

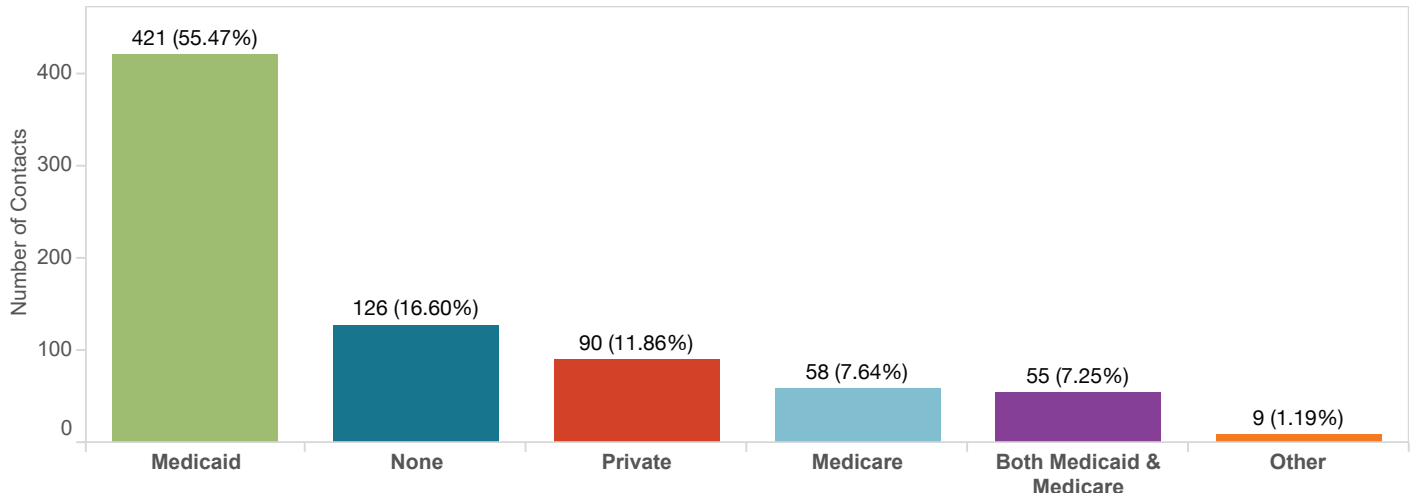


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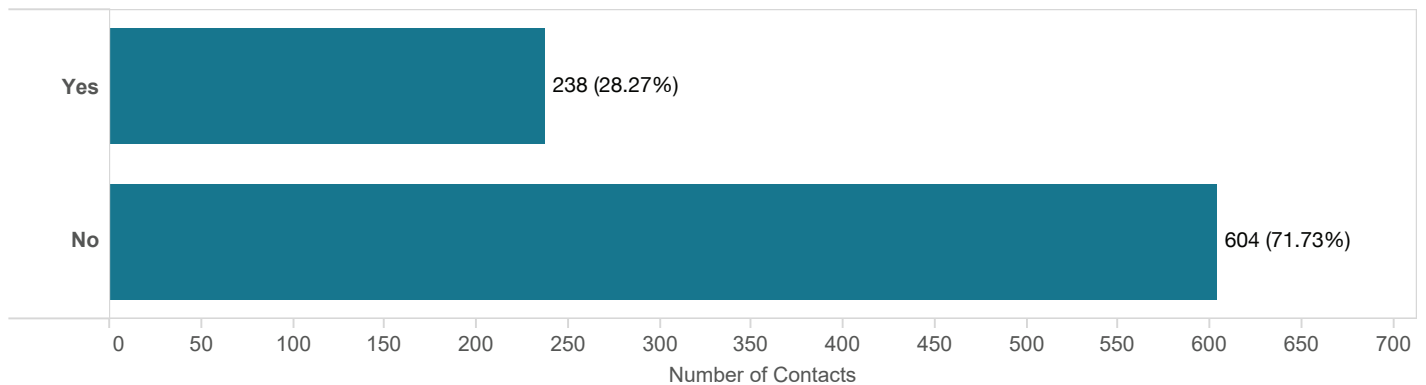
July 2017 - September 2017



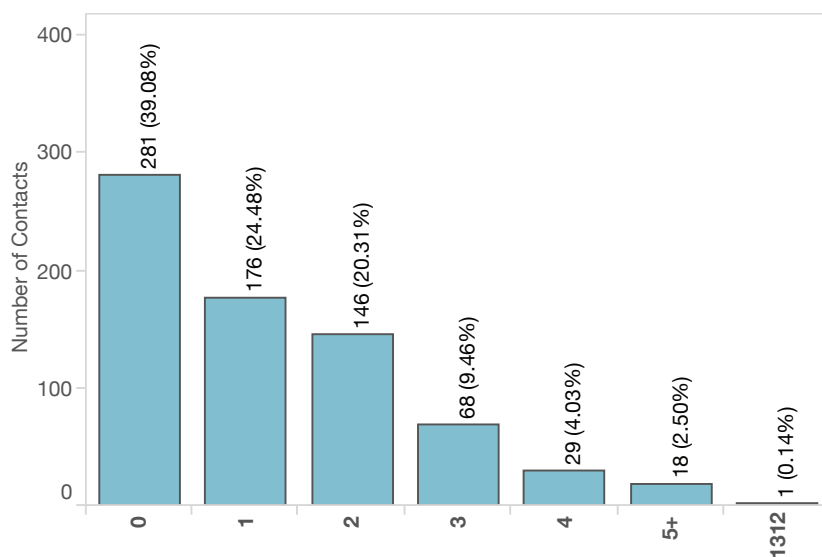
Health insurance status



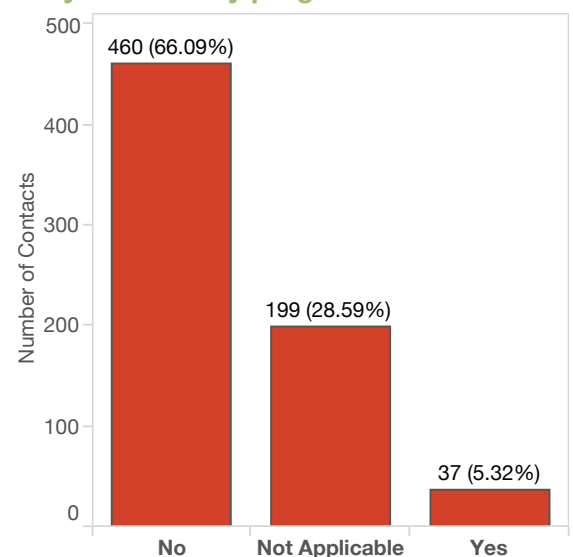
Are you currently homeless?



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?

