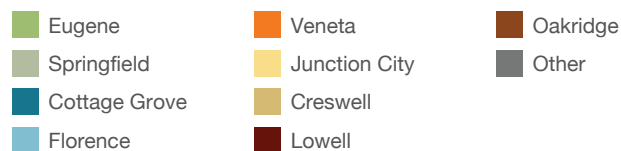
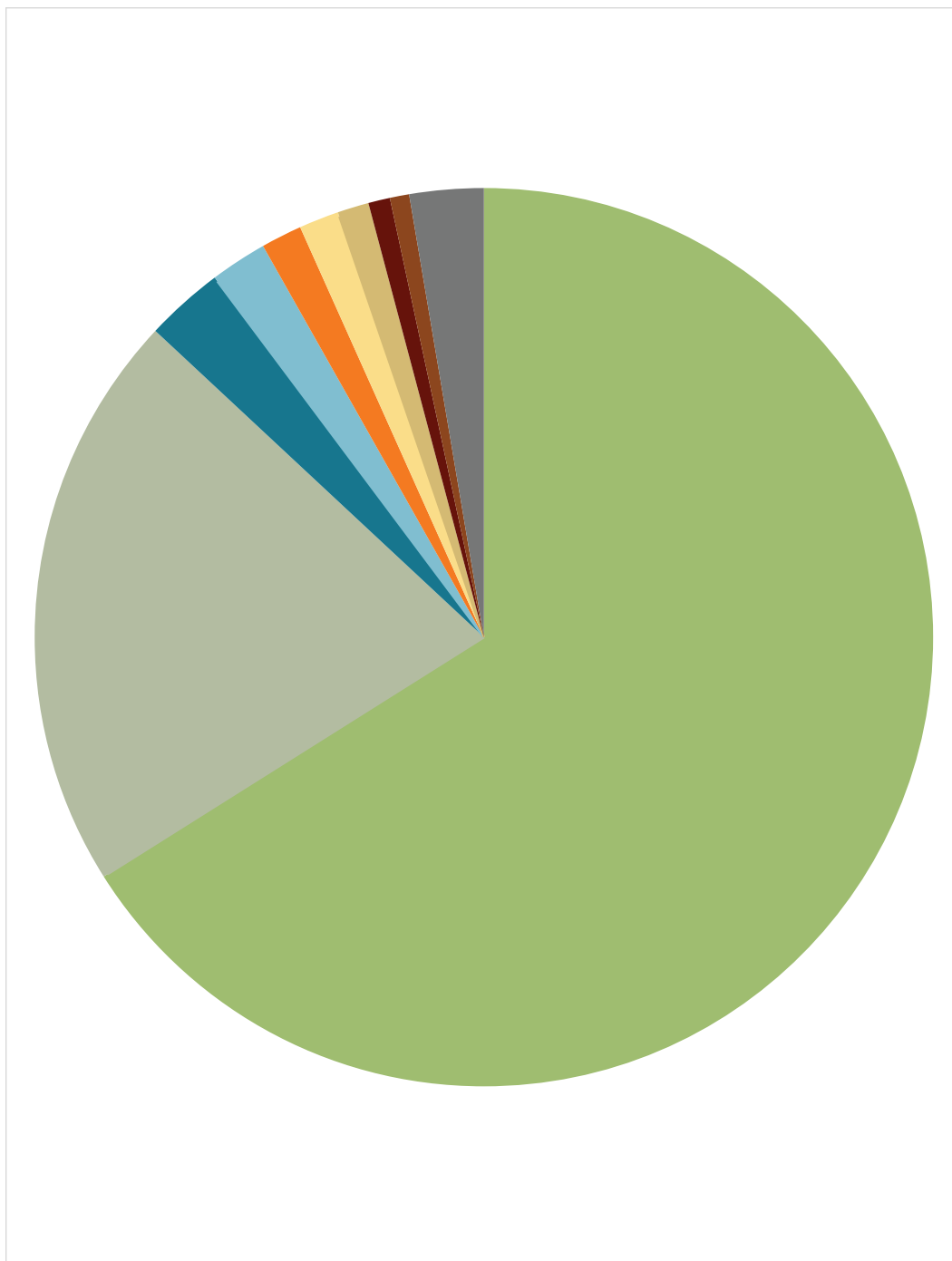


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Percent of contacts by city



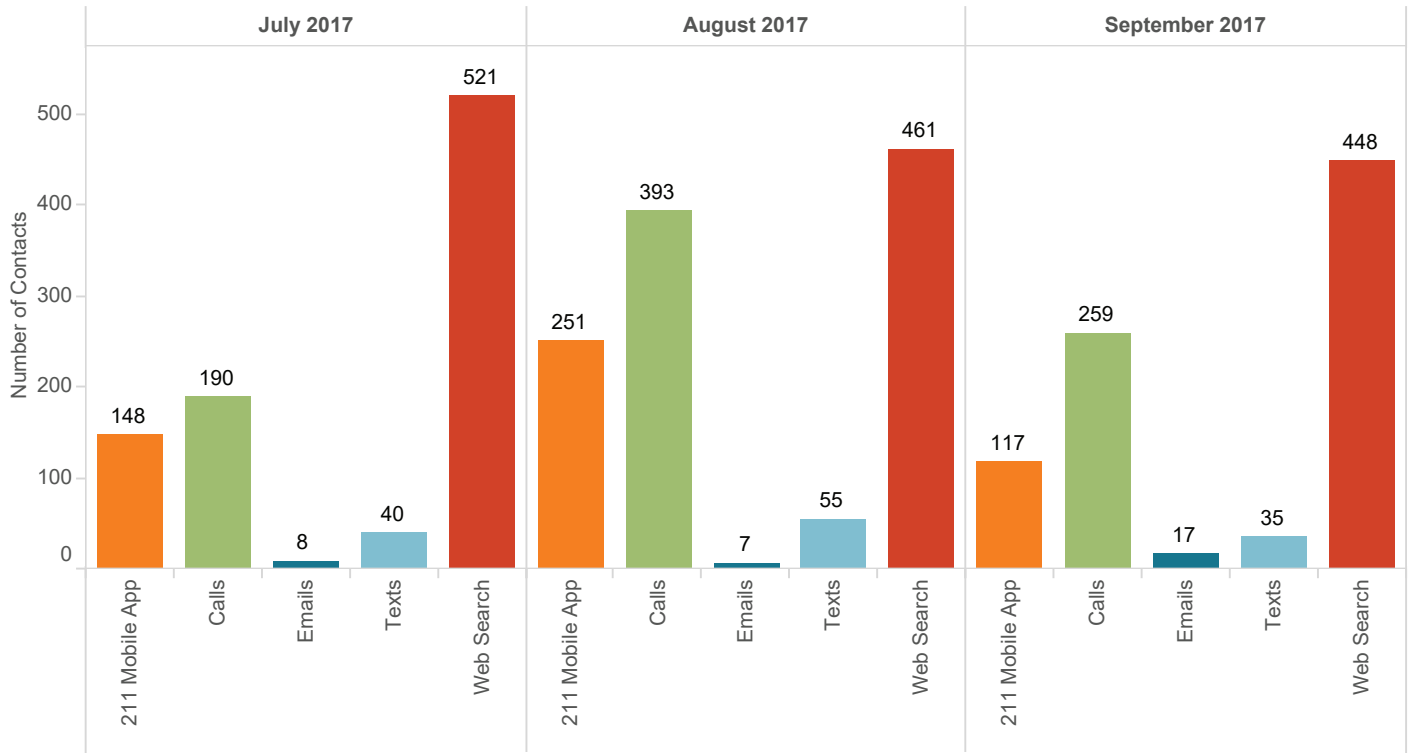
Eugene	1,423 (66%)
Springfield	450 (21%)
Cottage Grove	61 (3%)
Florence	44 (2%)
Veneta	32 (1%)
Junction City	31 (1%)
Creswell	24 (1%)
Lowell	17 (1%)
Oakridge	15 (1%)
Other	57 (3%)

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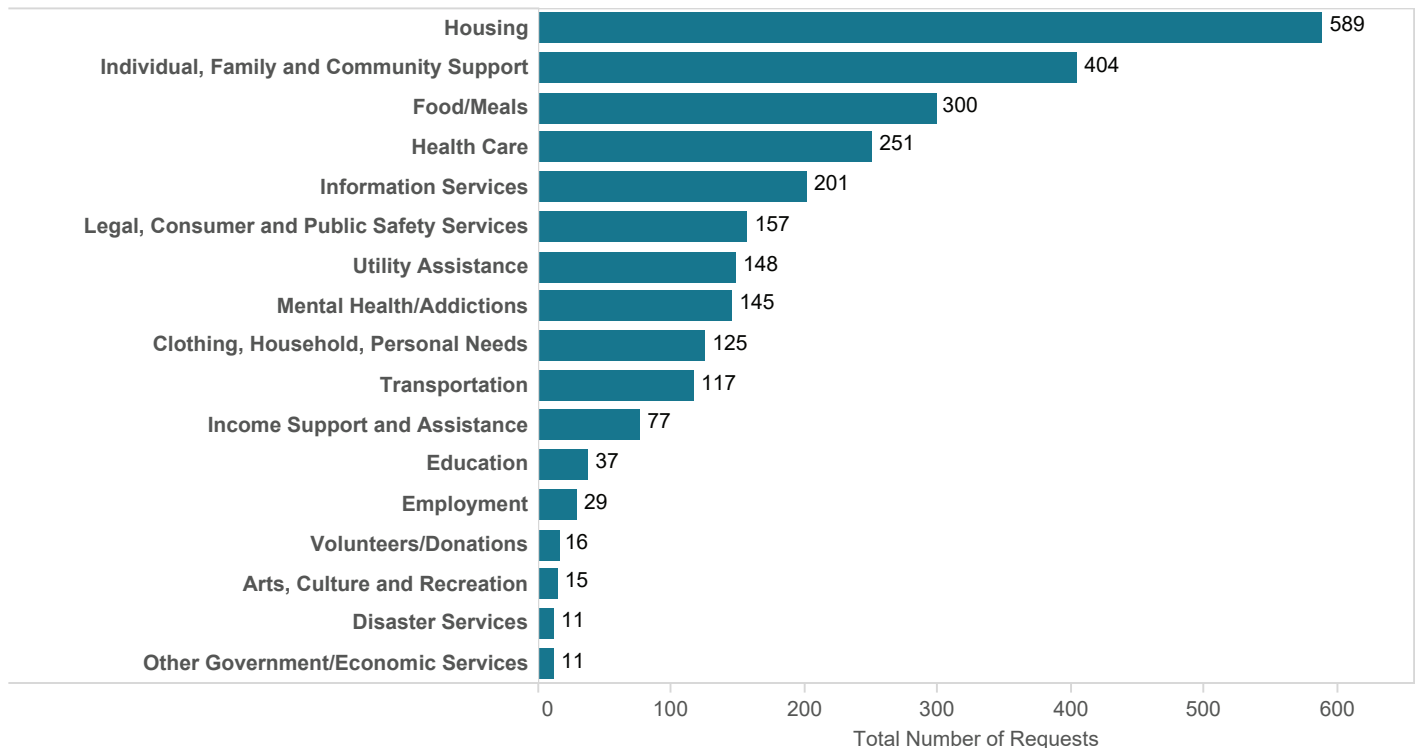


Number of contacts, grouped by month and contact type

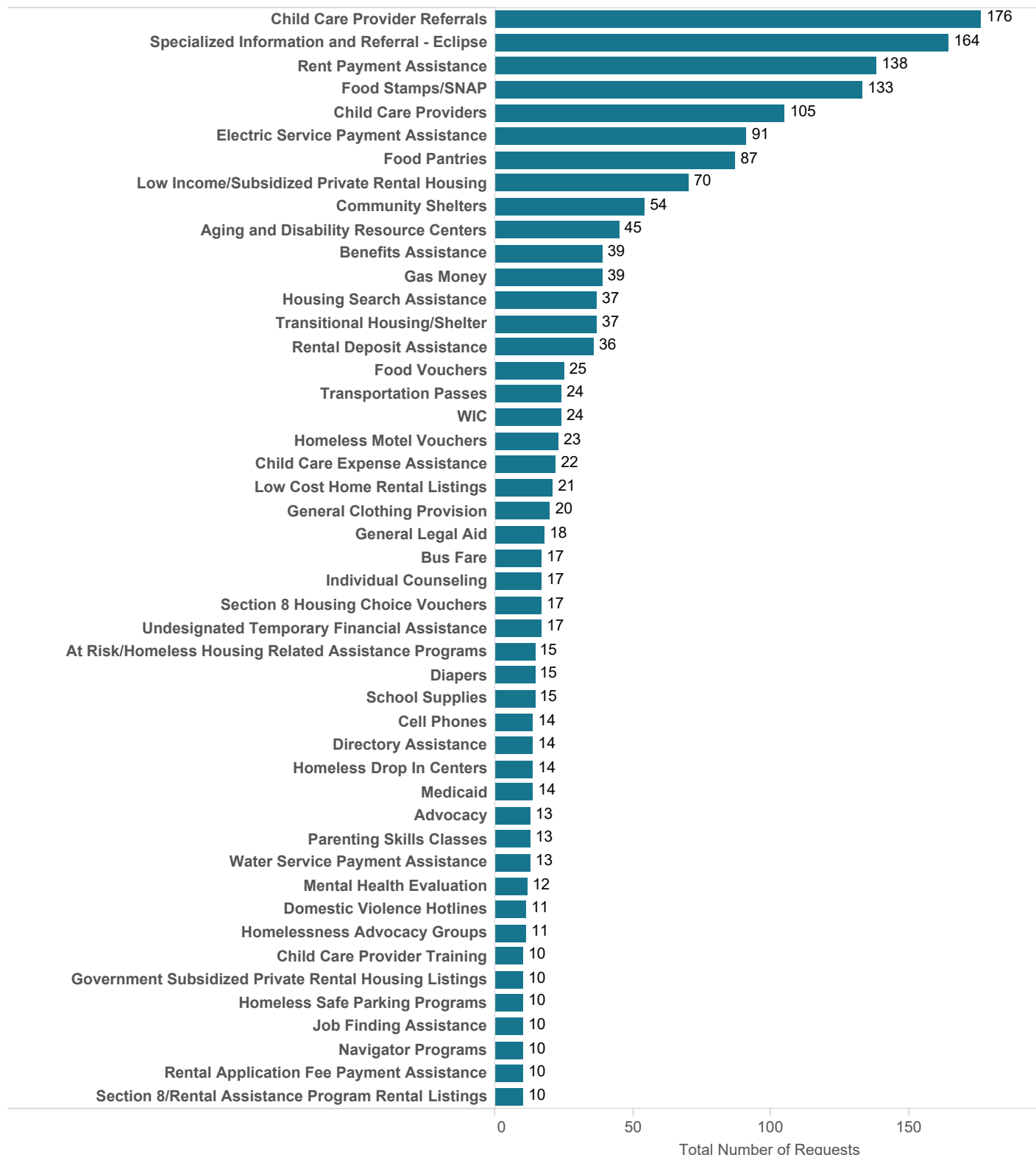


The chart above shows individual, anonymous contacts who reach out to 211info and not the total number of referrals given.

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



Number of services with 10 or more requests across all contact types

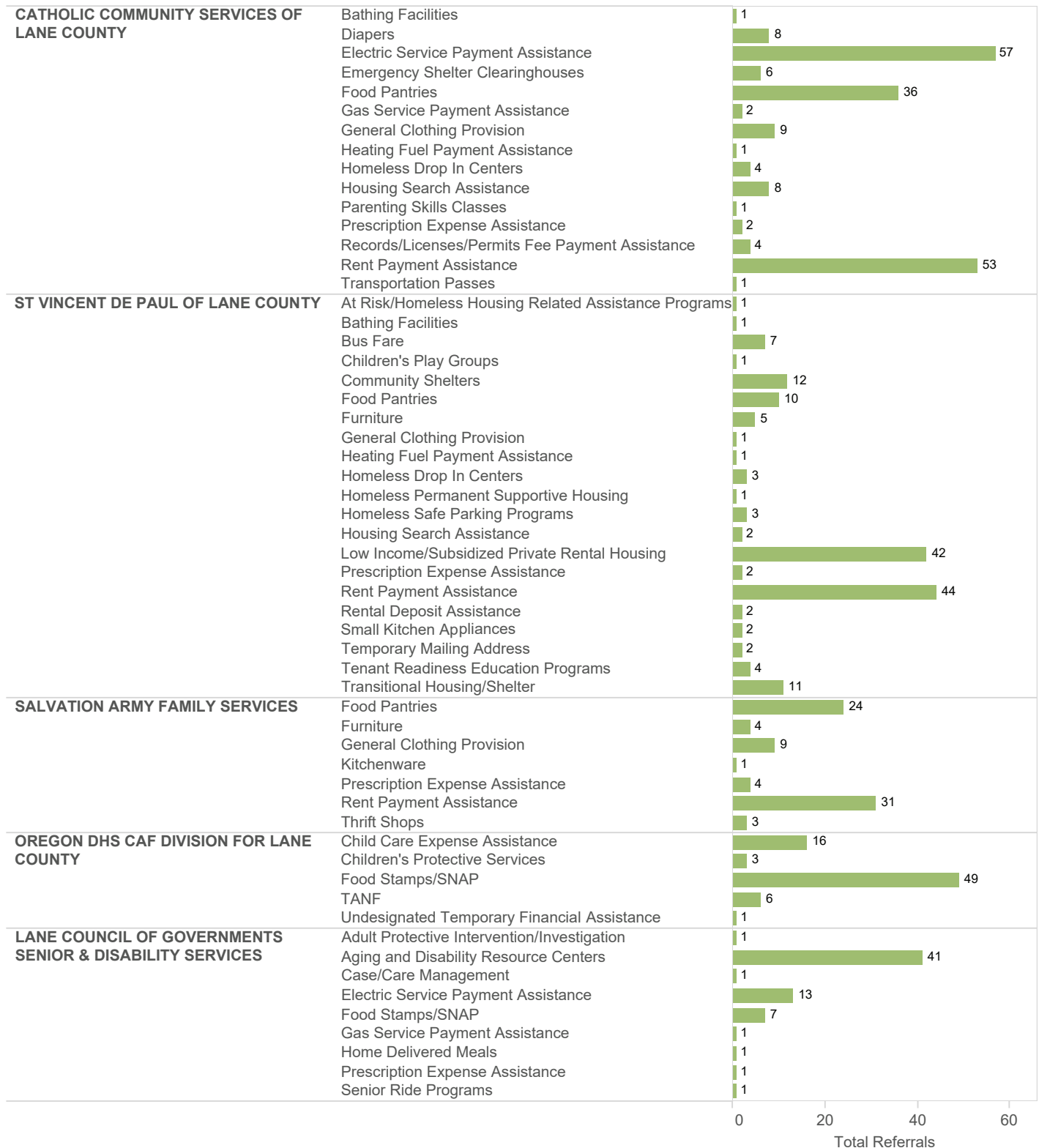


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Top 5 agencies referred to across all contact types



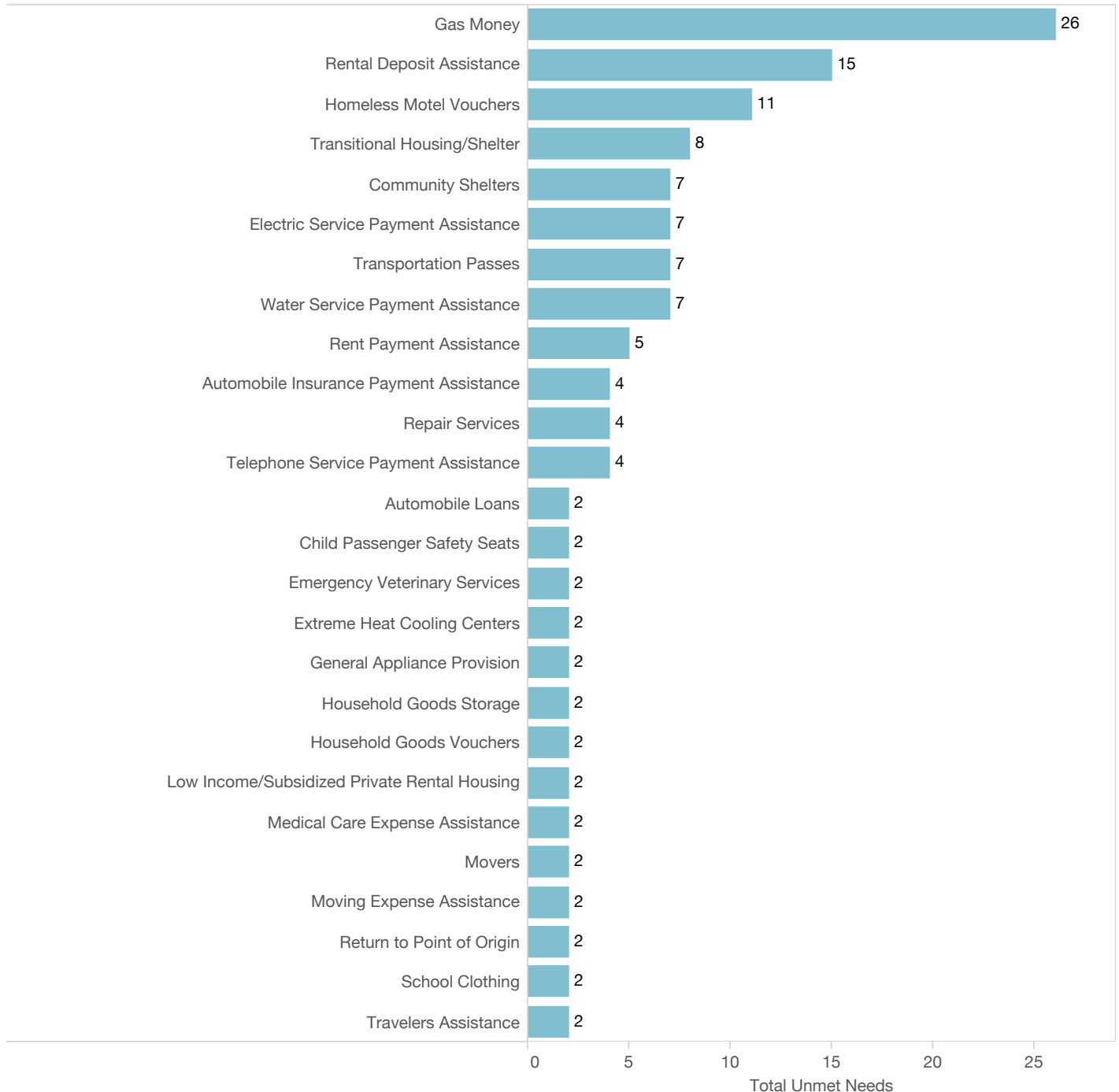
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There were 176 instances where there wasn't an appropriate referral for the contact's requested need. A referral may not be available for various reasons. In some cases, agencies are at capacity for a program; community need often outweighs the help available; and some services simply don't exist in a community. Unmet community services with two or more requests are displayed below.

What are potential service gaps?



LANE COUNTY

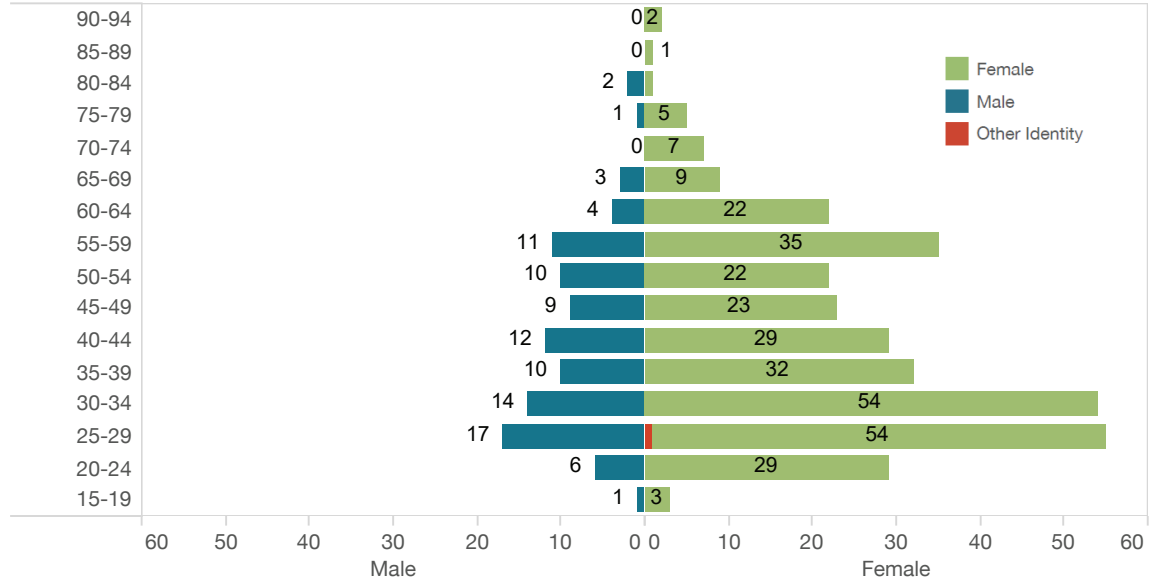
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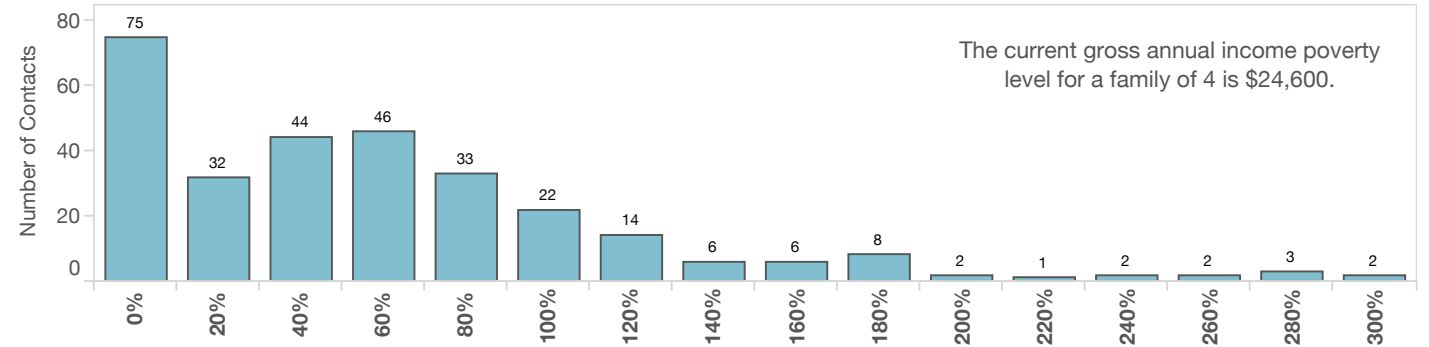
Age

90-94	0.52%
85-89	0.26%
80-84	0.77%
75-79	1.55%
70-74	1.80%
65-69	3.09%
60-64	6.44%
55-59	11.34%
50-54	7.47%
45-49	8.25%
40-44	9.79%
35-39	9.79%
30-34	15.72%
25-29	14.69%
20-24	7.73%
15-19	1.03%

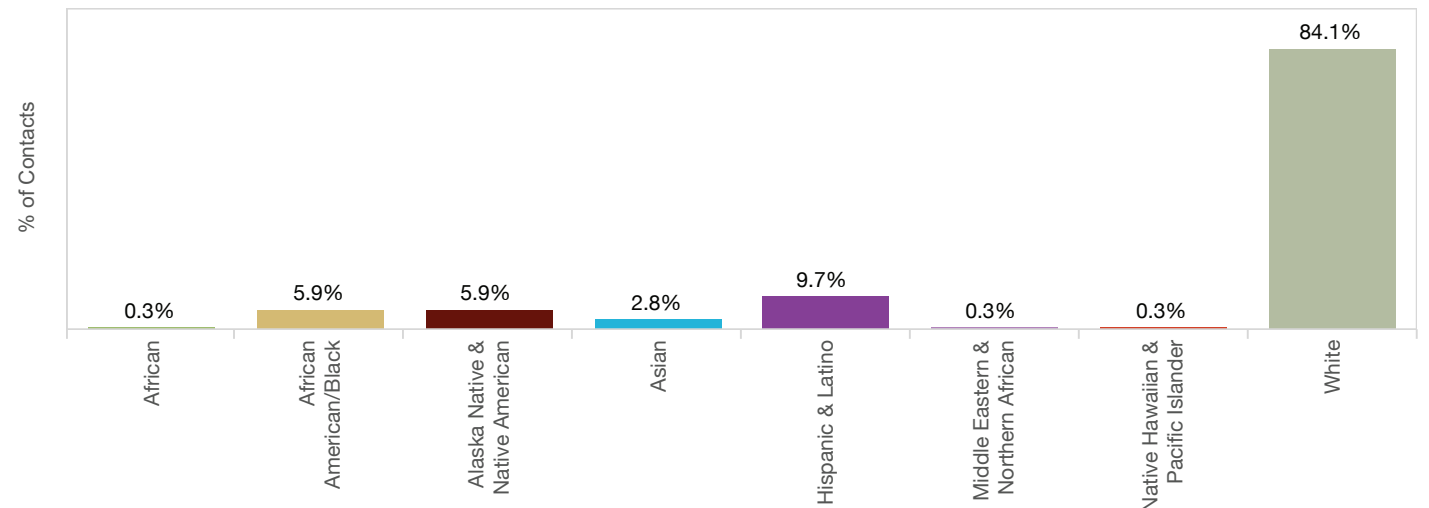
Age and gender



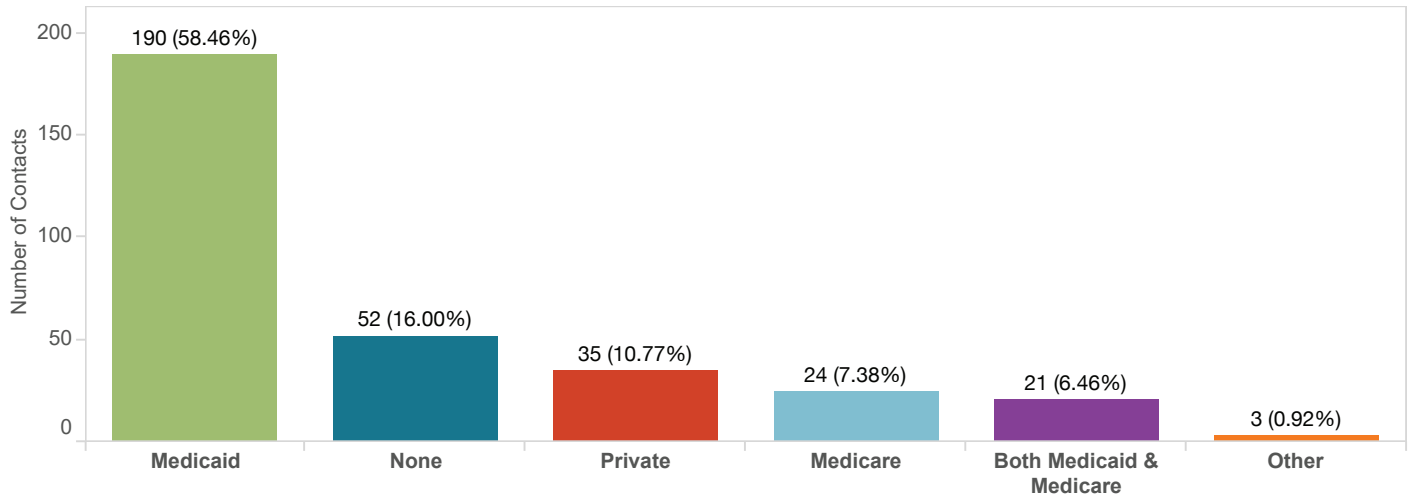
Income as a percentage of the poverty level



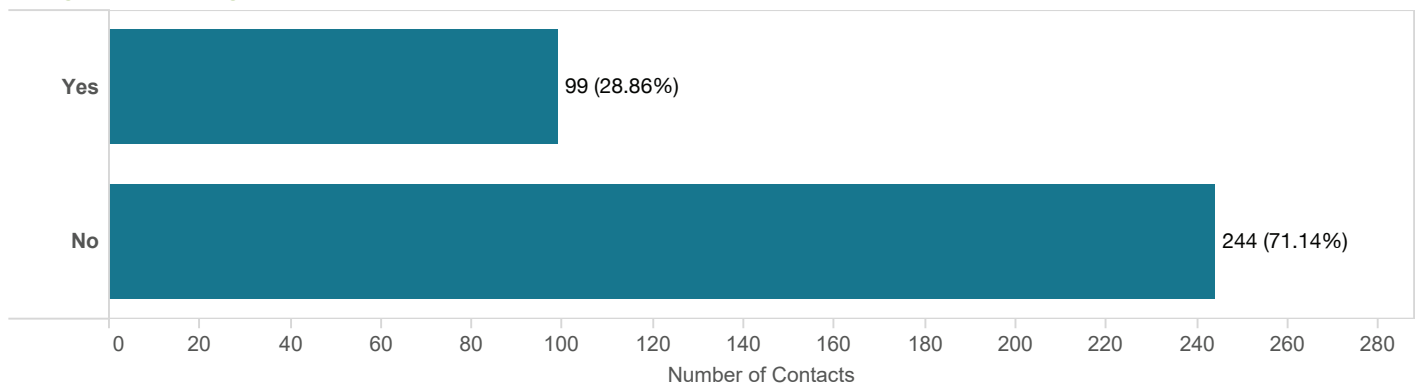
Race and ethnicity



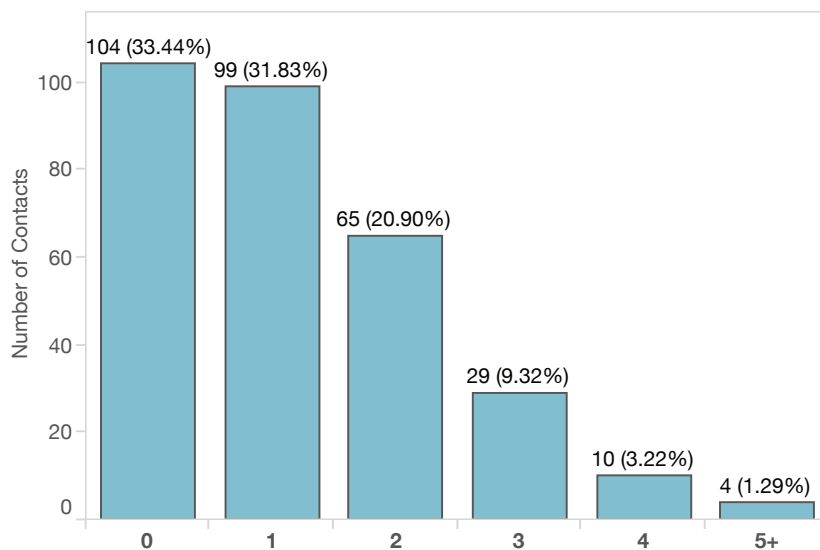
Health insurance status



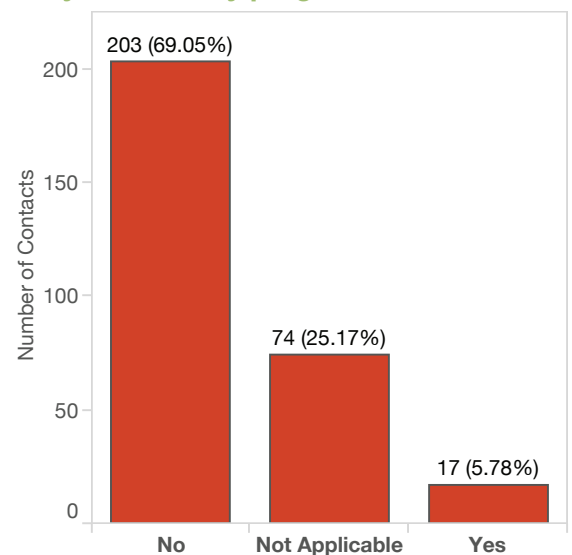
Are you currently homeless?



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?

