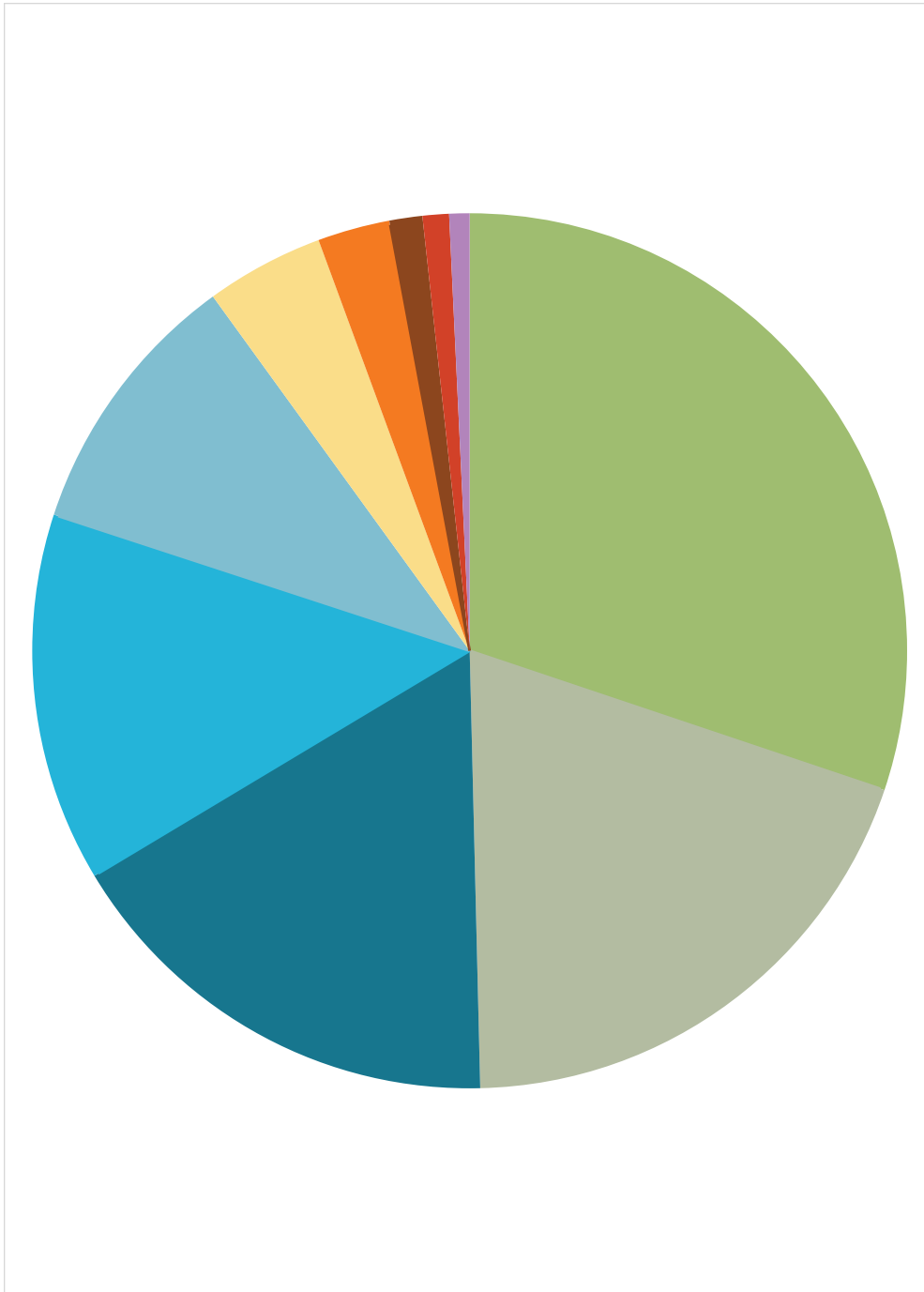


POLK COUNTY

July 2017 - September 2017



Percent of contacts by city



Dallas	124 (30%)
West Salem	80 (20%)
Independence	69 (17%)
Salem	56 (14%)
Monmouth	41 (10%)
Grand Ronde	18 (4%)
Willamina	11 (3%)
Falls City	5 (1%)
Sheridan	4 (1%)
Amity	3 (1%)

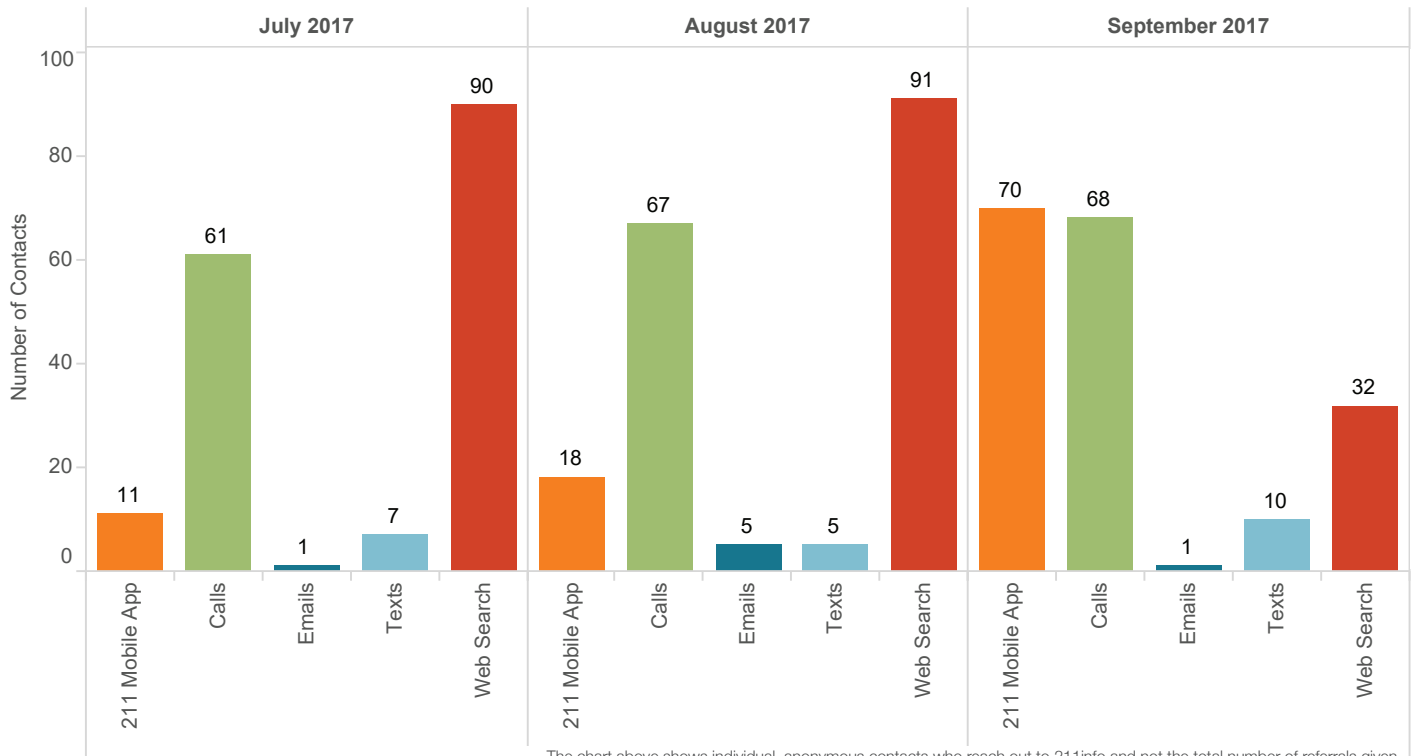
- Dallas
- West Salem
- Independence
- Salem
- Monmouth
- Grand Ronde
- Willamina
- Falls City
- Sheridan
- Amity

POLK COUNTY

July 2017 - September 2017

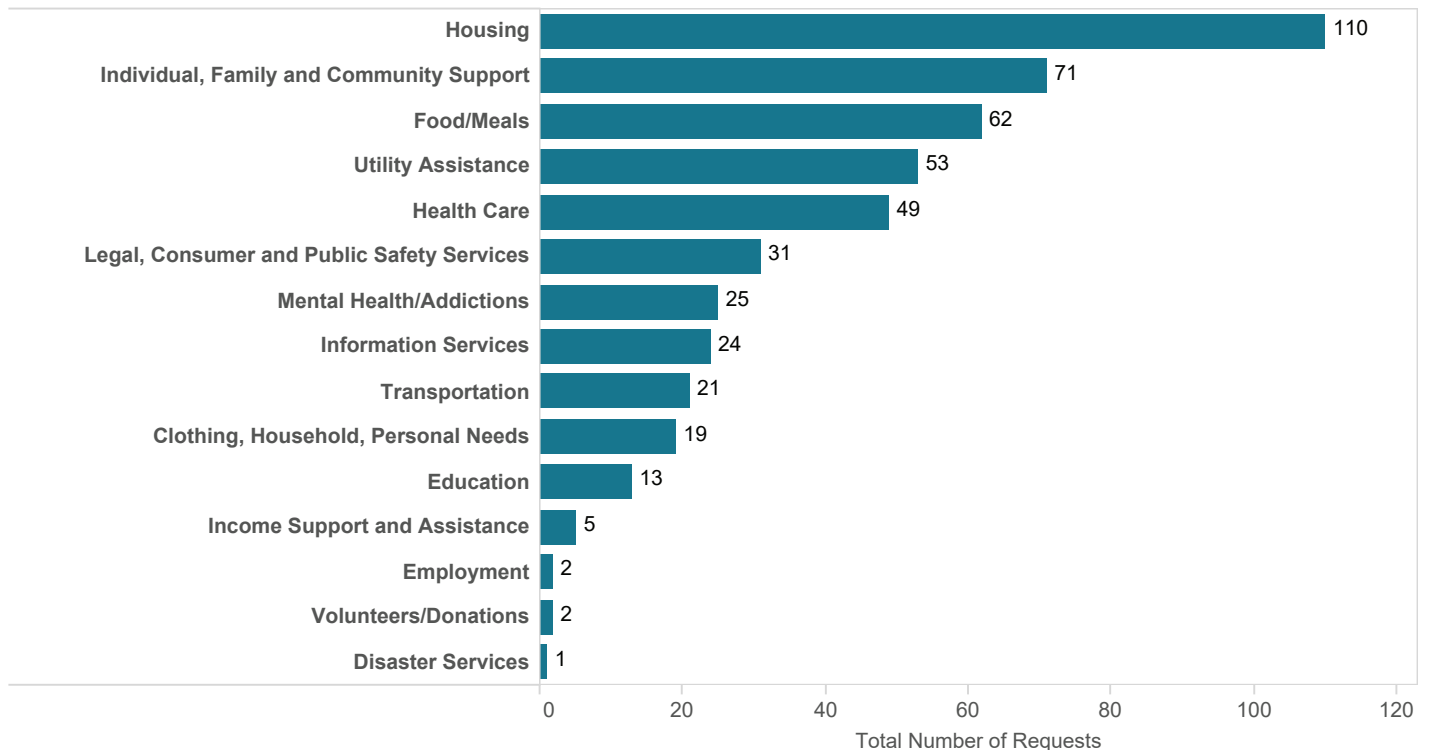


Number of contacts, grouped by month and contact type

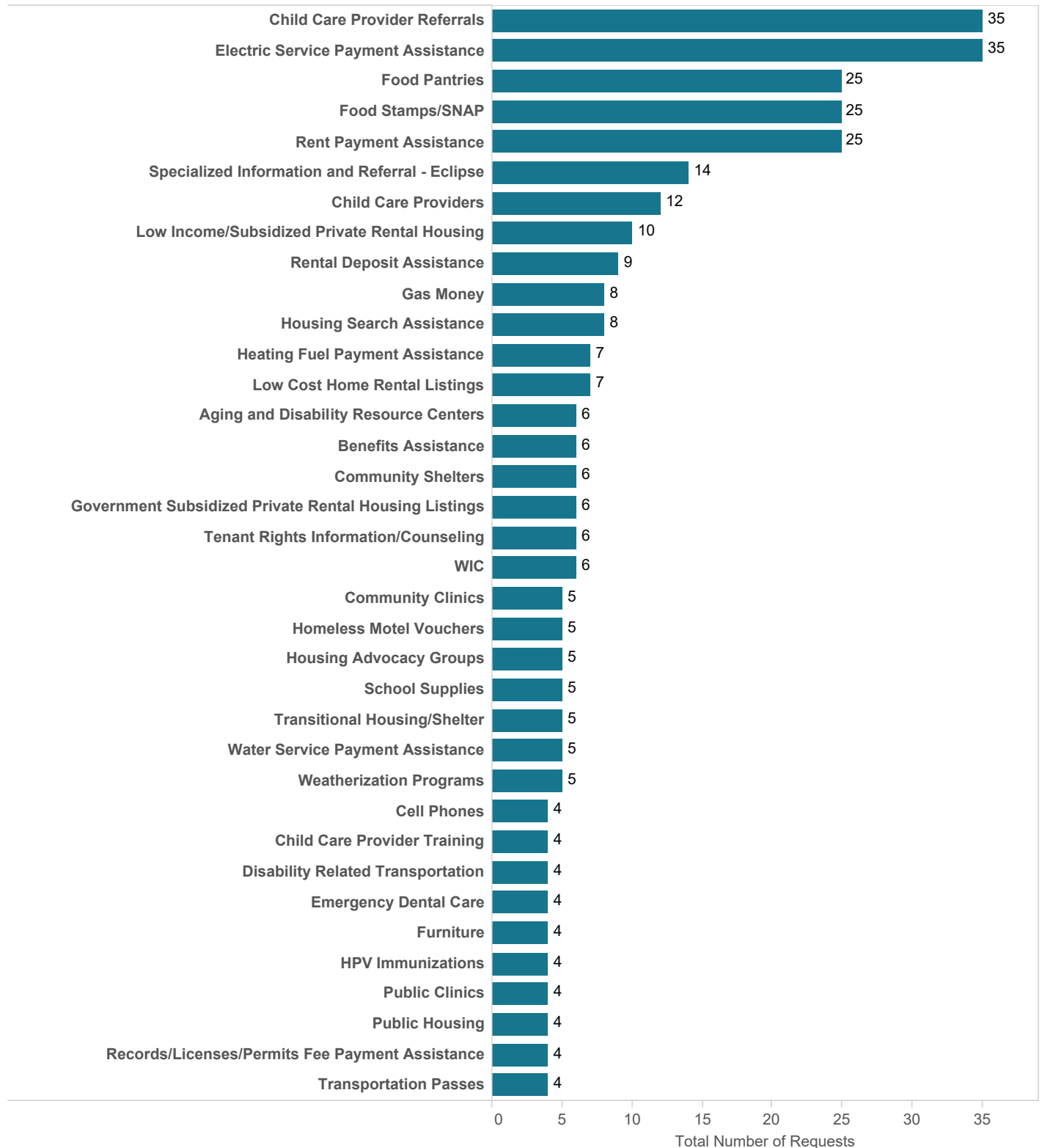


The chart above shows individual, anonymous contacts who reach out to 211info and not the total number of referrals given.

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



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

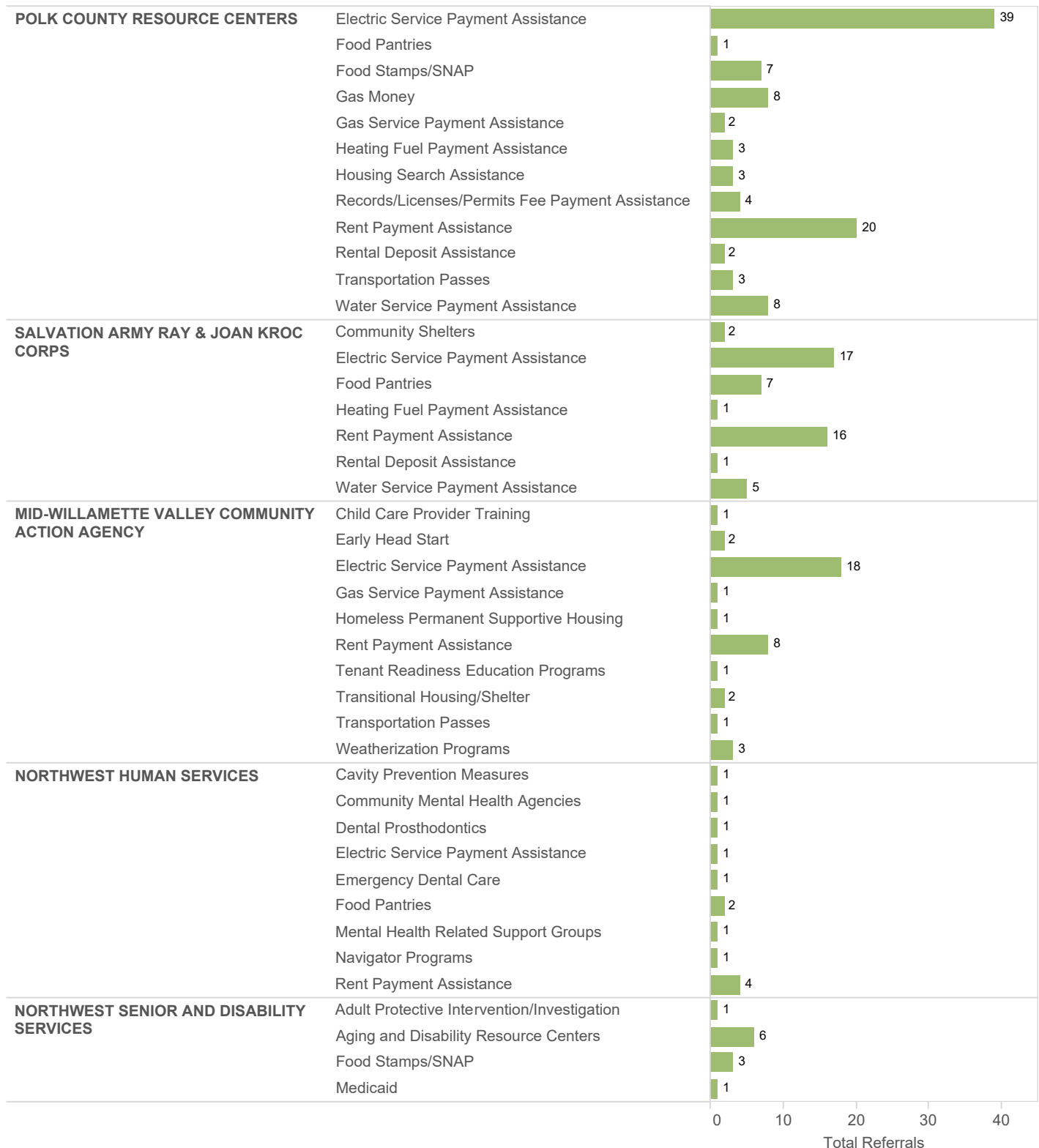


POLK COUNTY

July 2017 - September 2017



Top 5 agencies referred to across all contact types



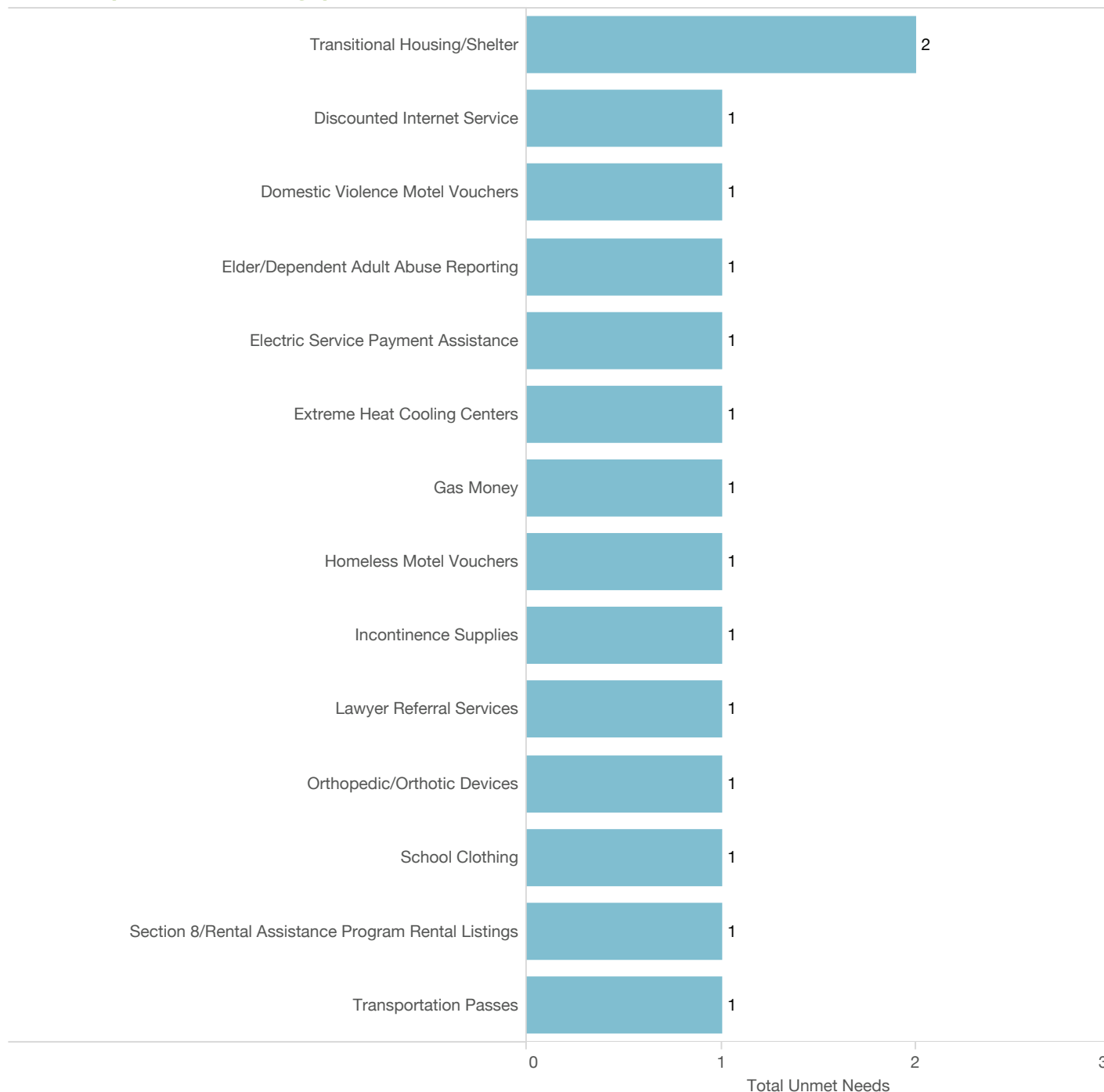
POLK COUNTY

July 2017 - September 2017



There were 15 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.

What are potential service gaps?



POLK COUNTY

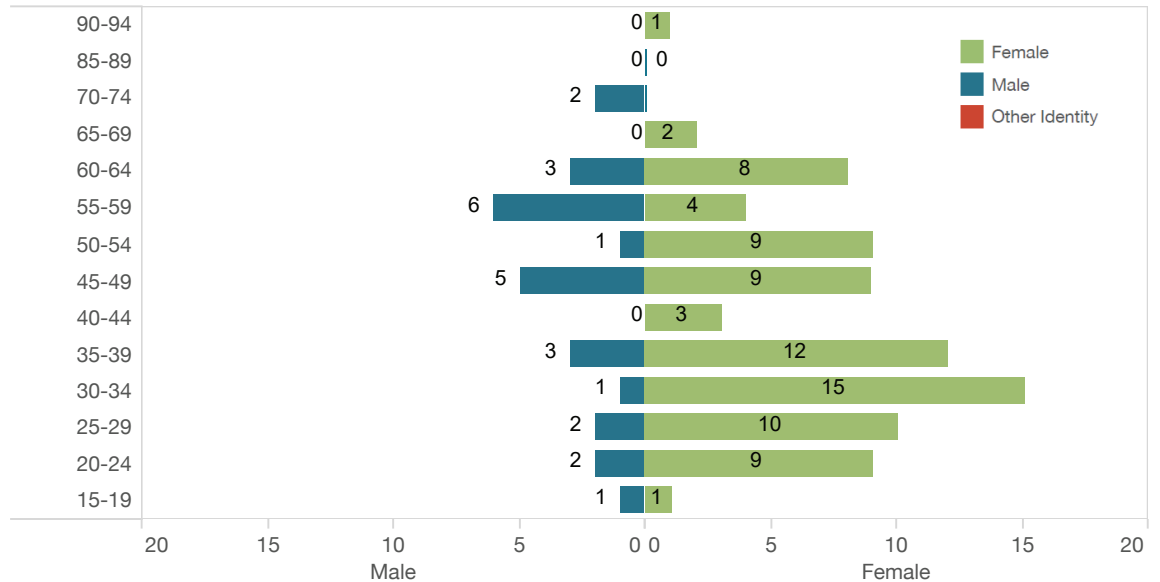
July 2017 - September 2017



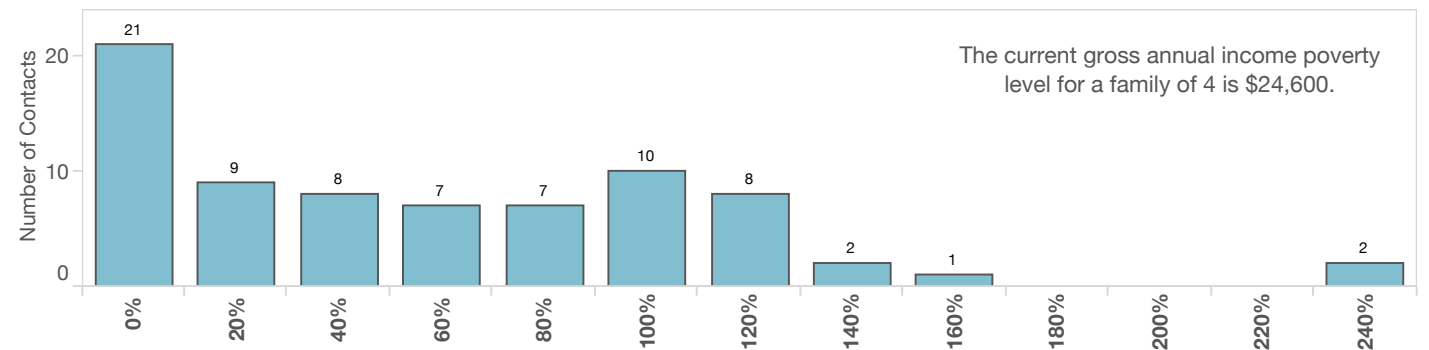
Age

90-94	0.98%
70-74	1.96%
65-69	1.96%
60-64	10.78%
55-59	9.80%
50-54	9.80%
45-49	12.75%
40-44	2.94%
35-39	12.75%
30-34	13.73%
25-29	10.78%
20-24	9.80%
15-19	1.96%

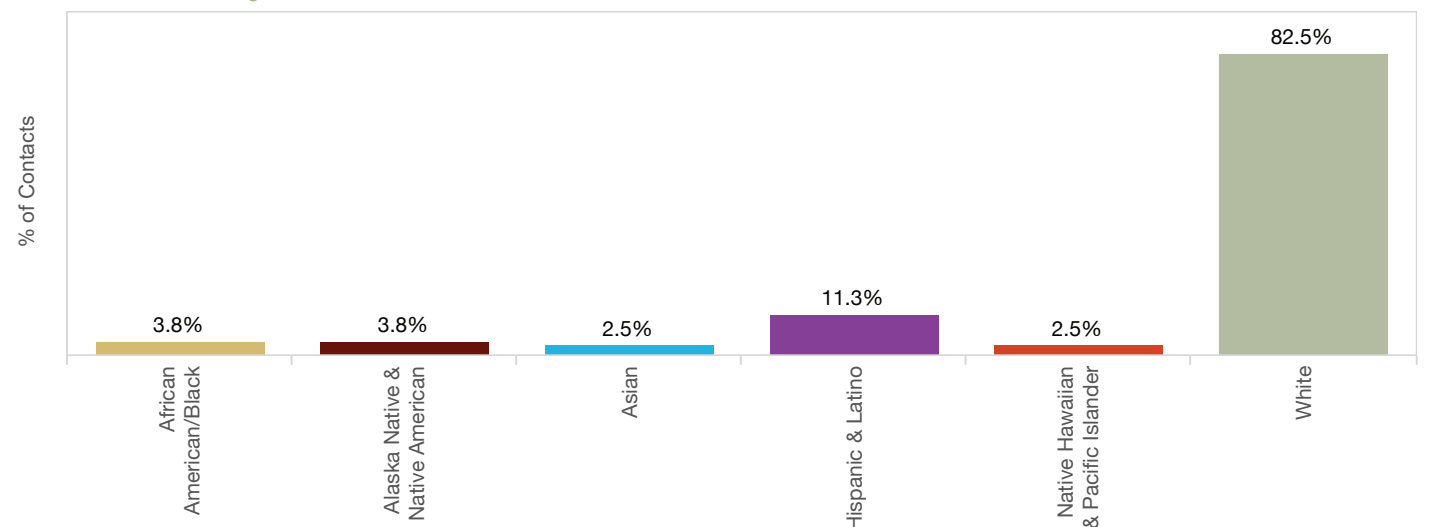
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

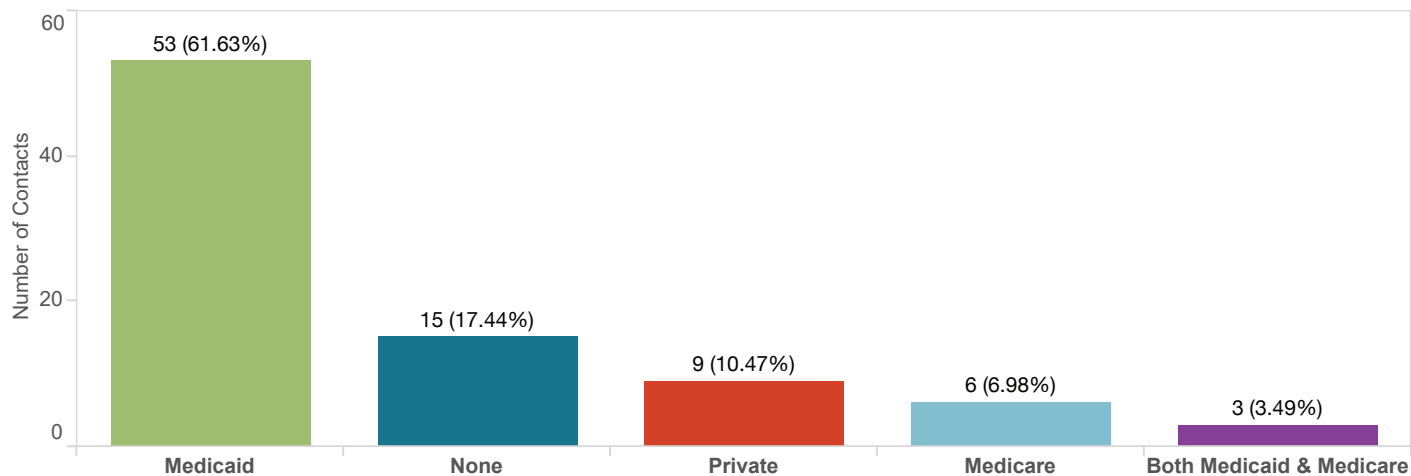


POLK COUNTY

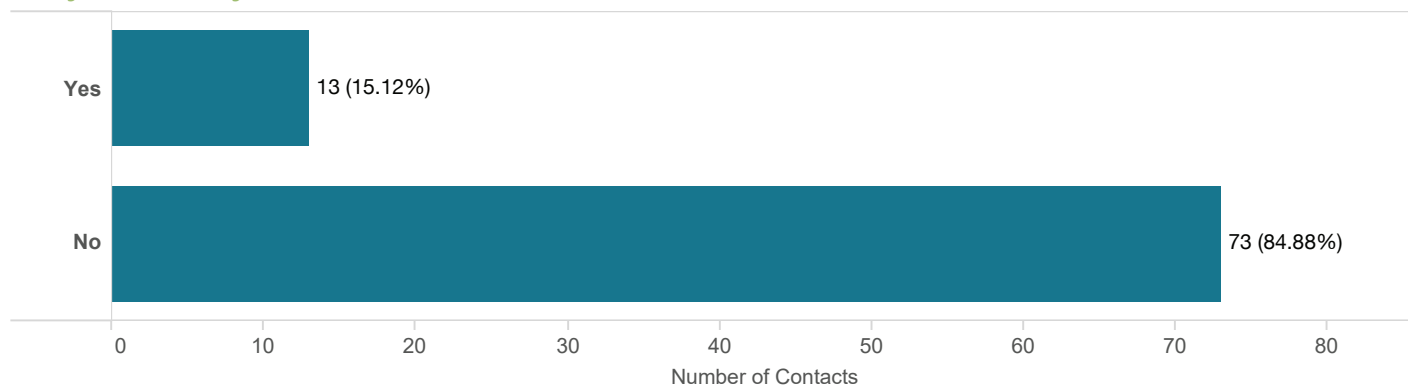
July 2017 - September 2017



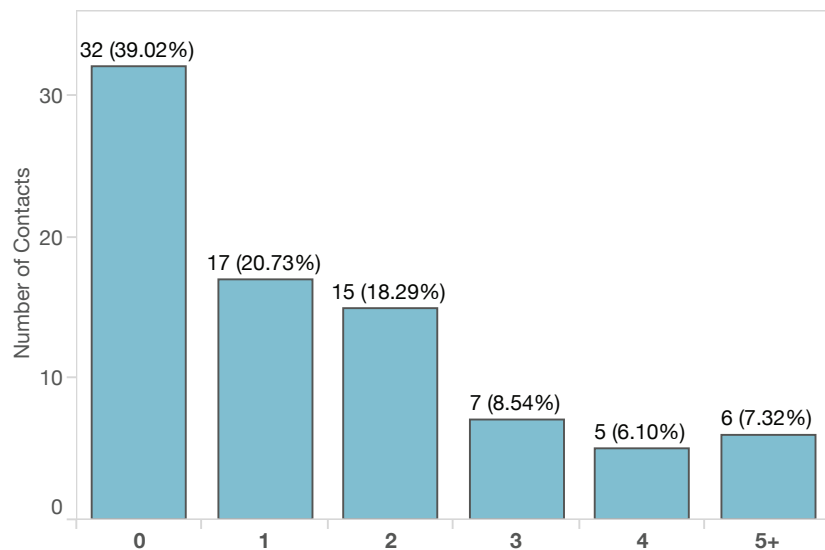
Health insurance status



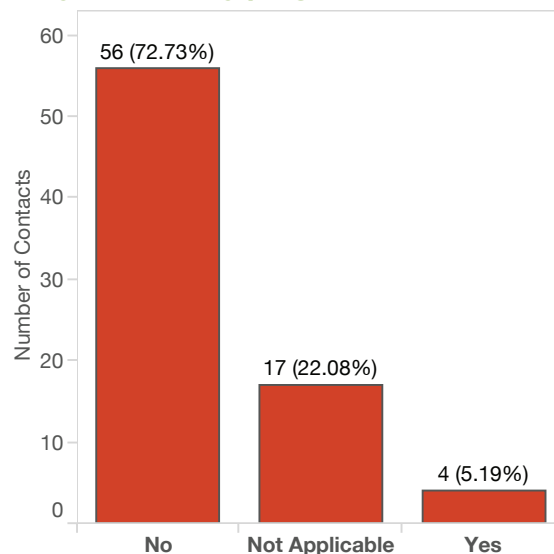
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



POLK COUNTY

July 2017 - September 2017



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

