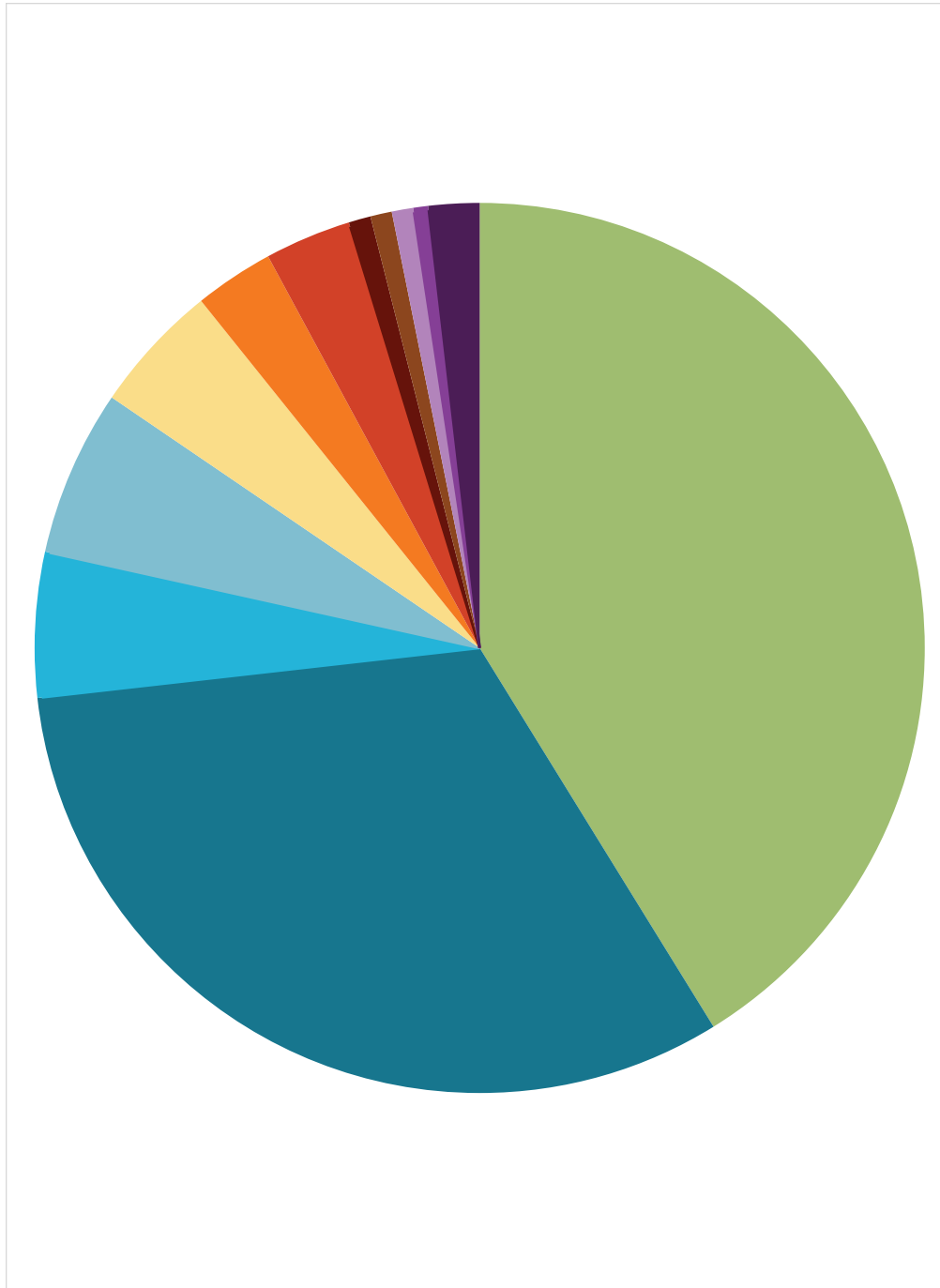


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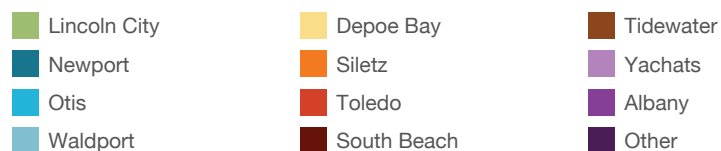
July 2017 - September 2017



Percent of contacts by city



Lincoln City	157 (41%)
Newport	122 (32%)
Otis	20 (5%)
Waldport	23 (6%)
Depoe Bay	18 (5%)
Siletz	11 (3%)
Toledo	12 (3%)
South Beach	3 (1%)
Tidewater	3 (1%)
Yachats	3 (1%)
Albany	2 (1%)
Other	7 (2%)

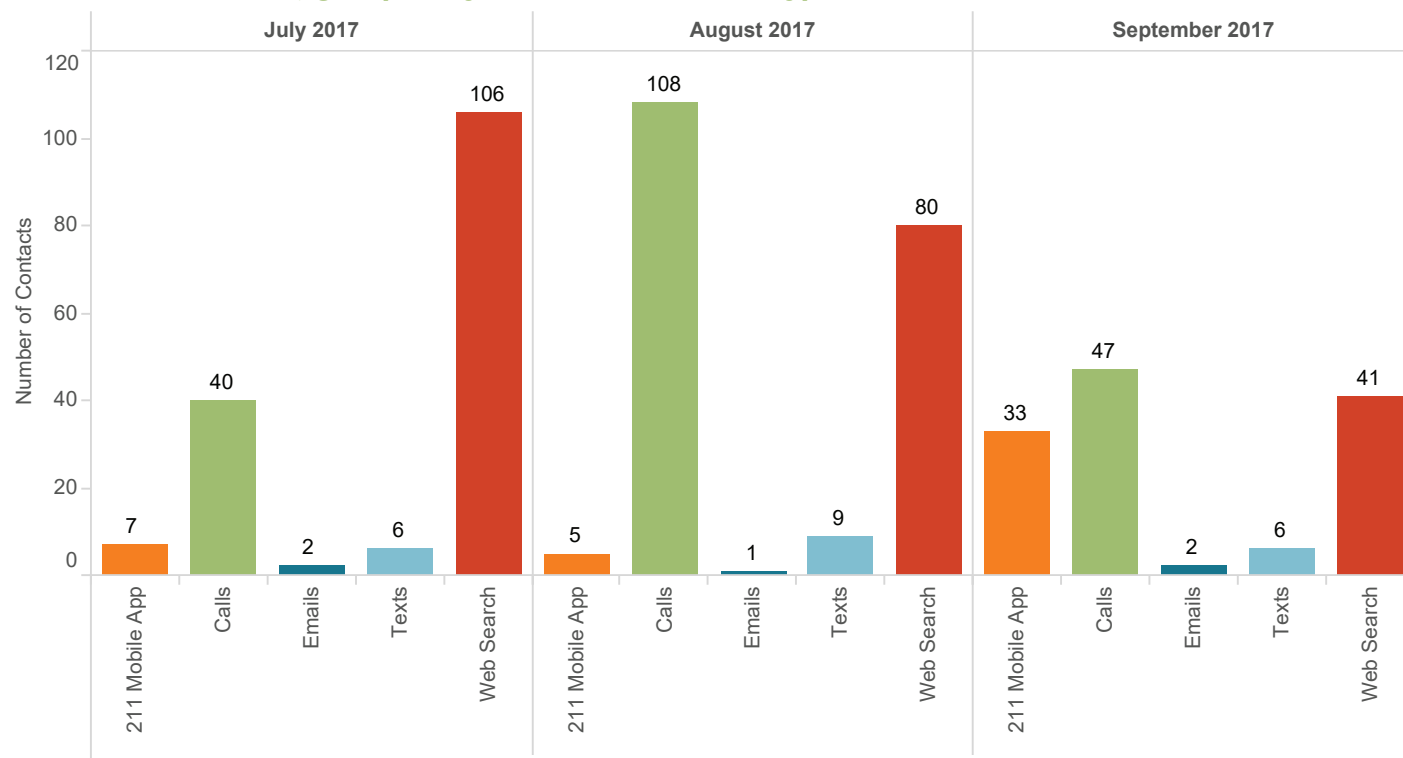


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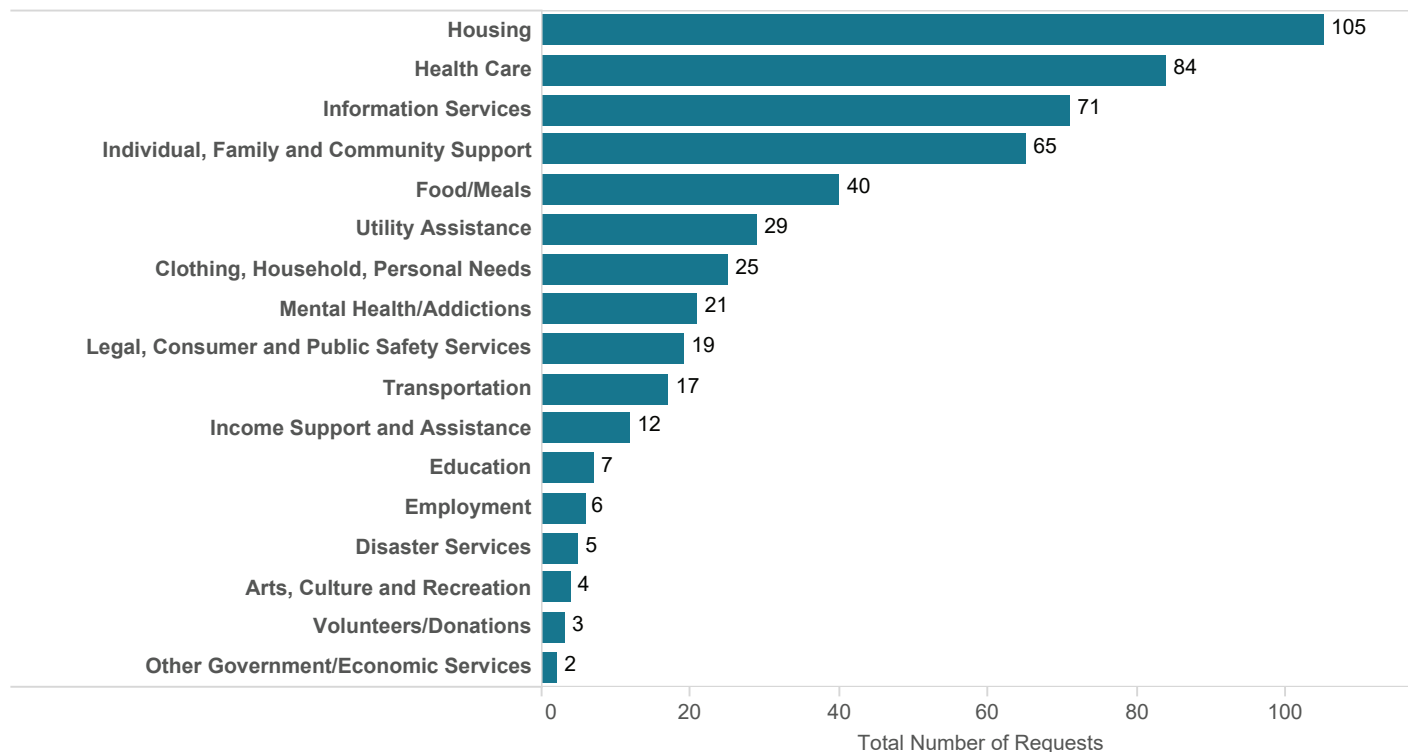


Number of contacts, grouped by month and contact type

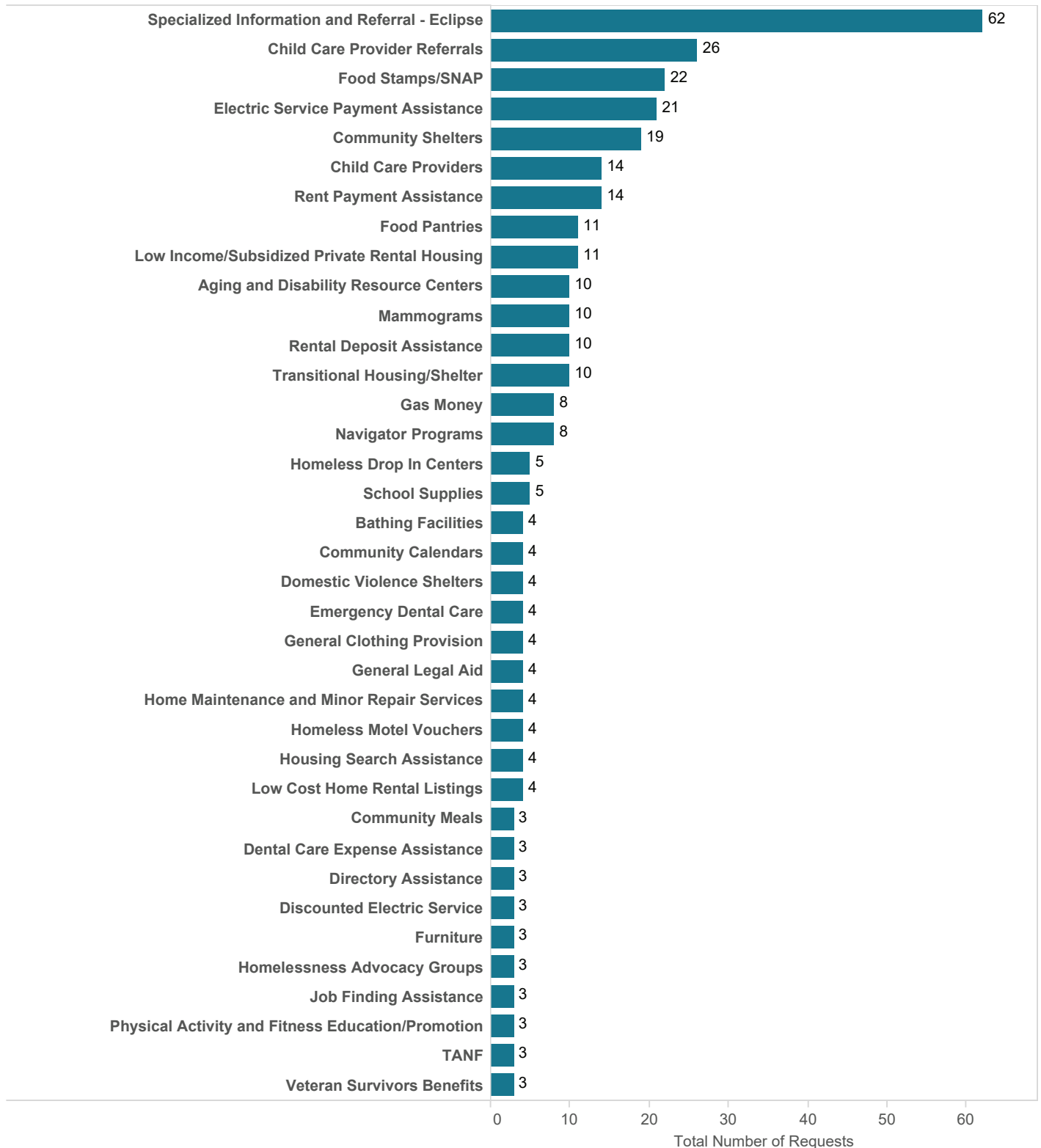


The chart above shows individual, anonymous contacts who reach out to 211info and not the total number of referrals given.

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



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

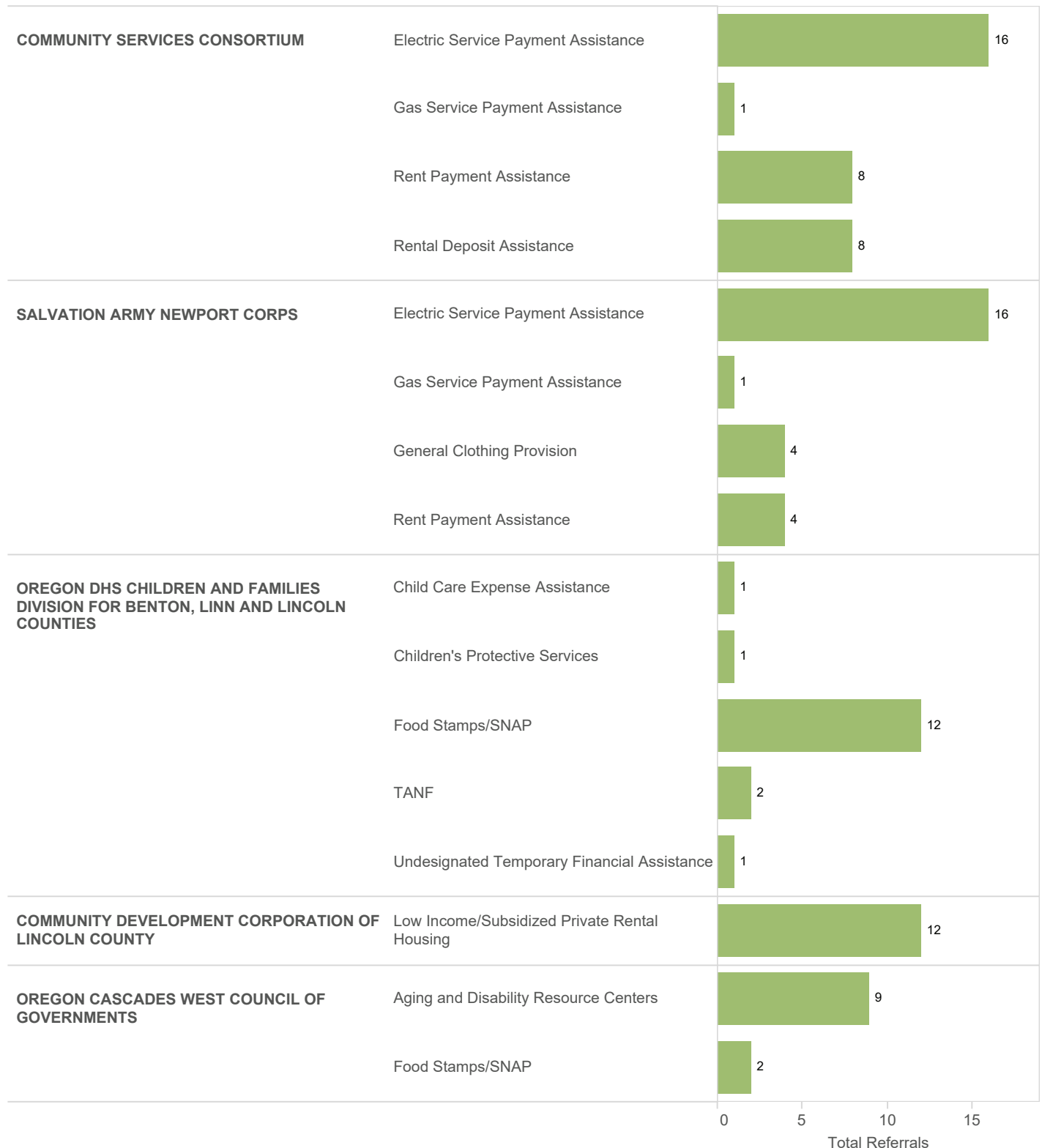


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Top five agencies referred to across all contact types



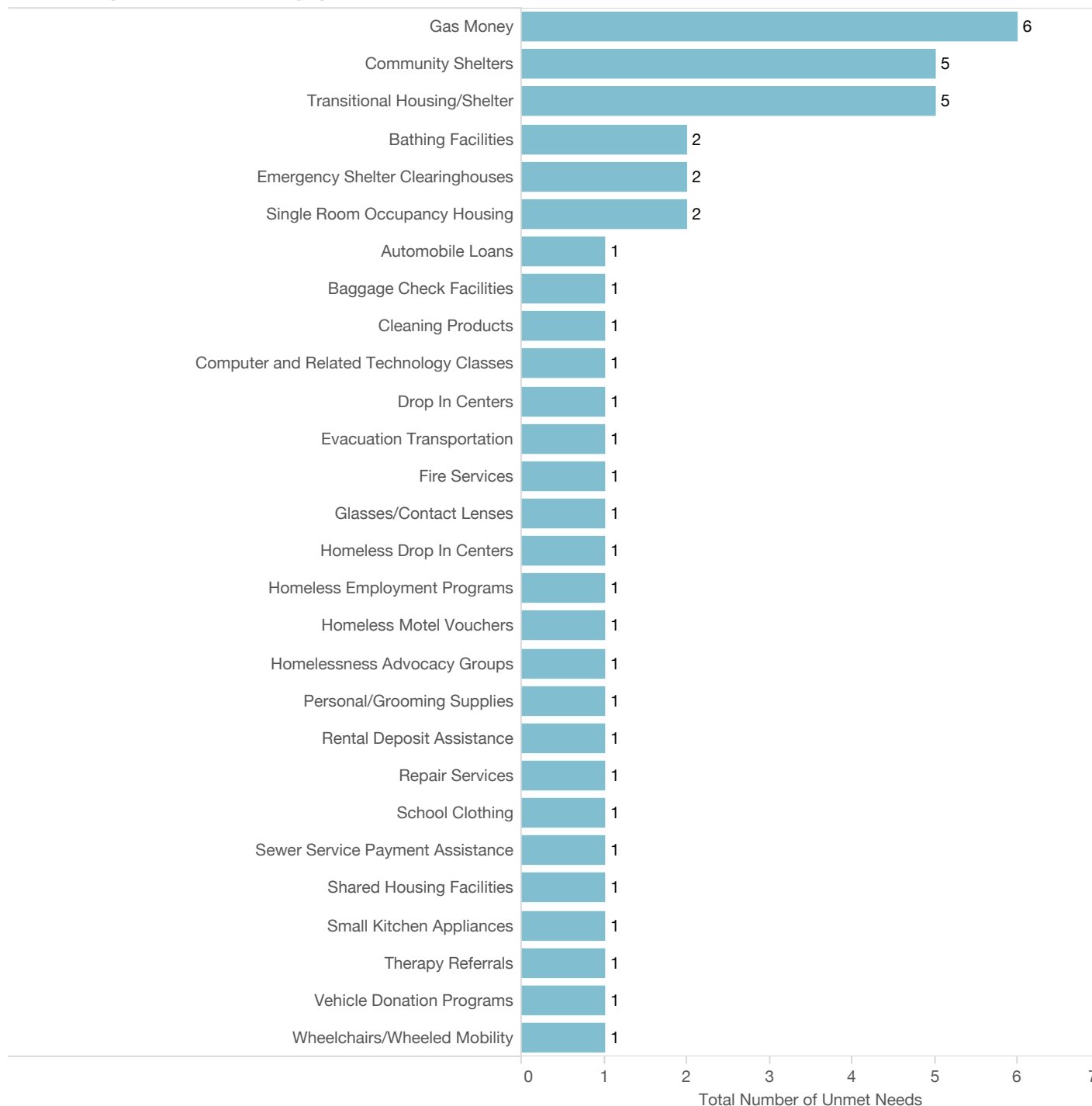
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There were 44 instances where there wasn't an appropriate referral for the contact's requested need. A referral may not be available for various reasons. In some cases, agencies are at capacity for a program; community need often outweighs the help available; and some services simply don't exist in a community.

What are potential service gaps?



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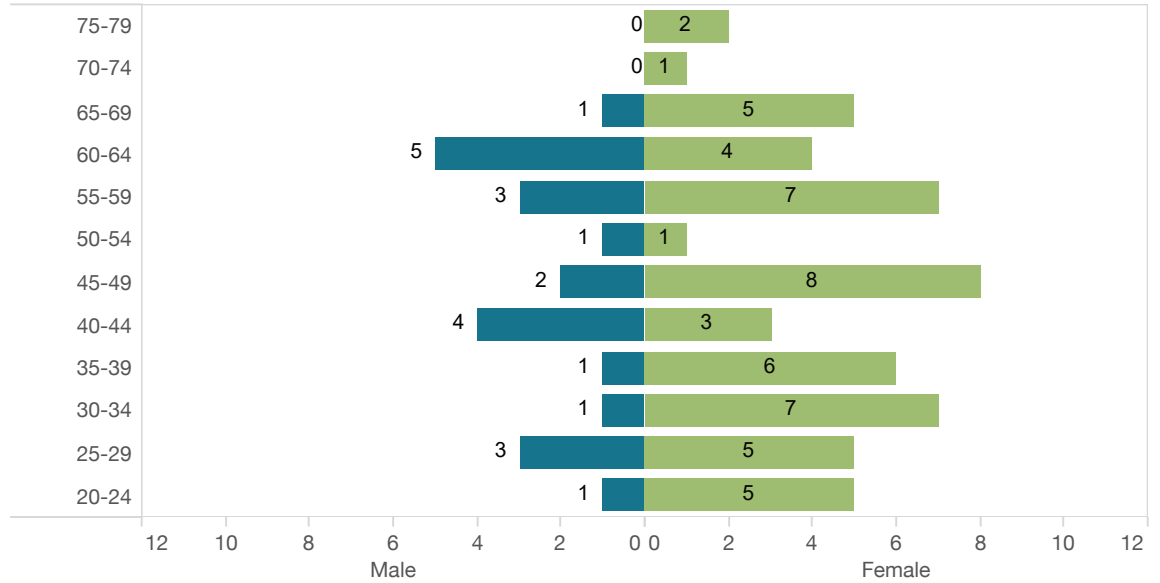
July 2017 - September 2017



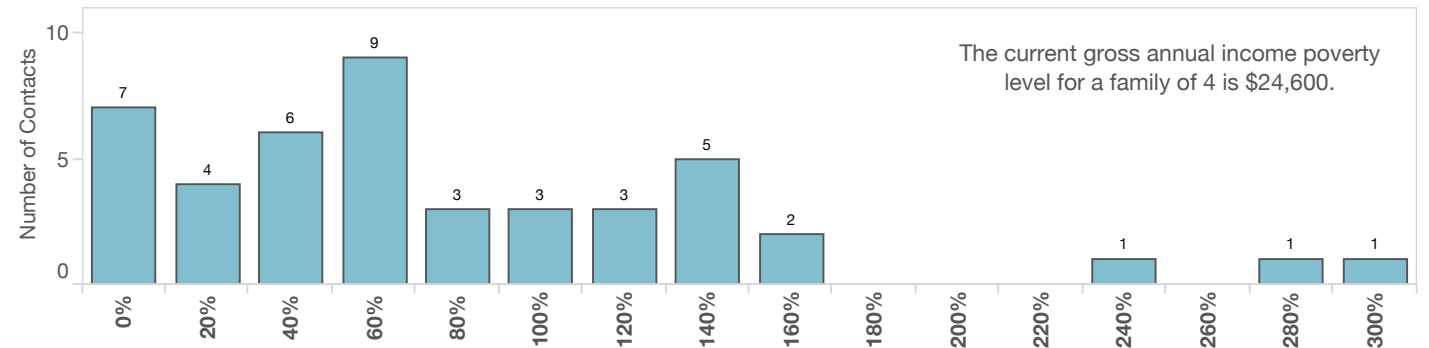
Age

75-79	2.99%
70-74	1.49%
65-69	8.96%
60-64	11.94%
55-59	14.93%
50-54	2.99%
45-49	13.43%
40-44	7.46%
35-39	10.45%
30-34	8.96%
25-29	8.96%
20-24	7.46%

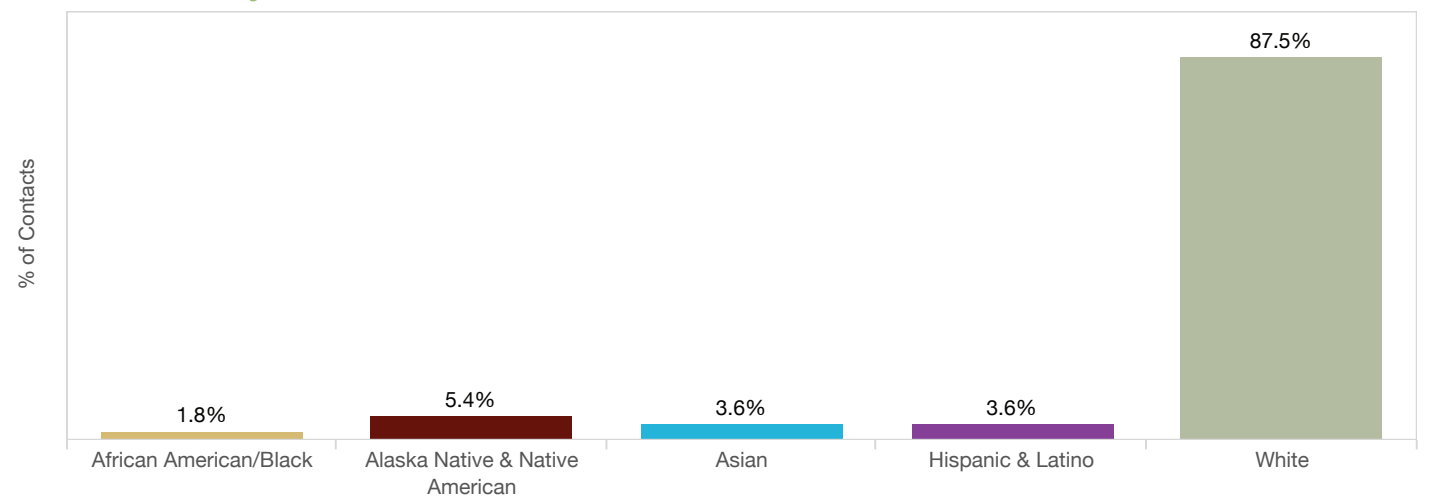
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

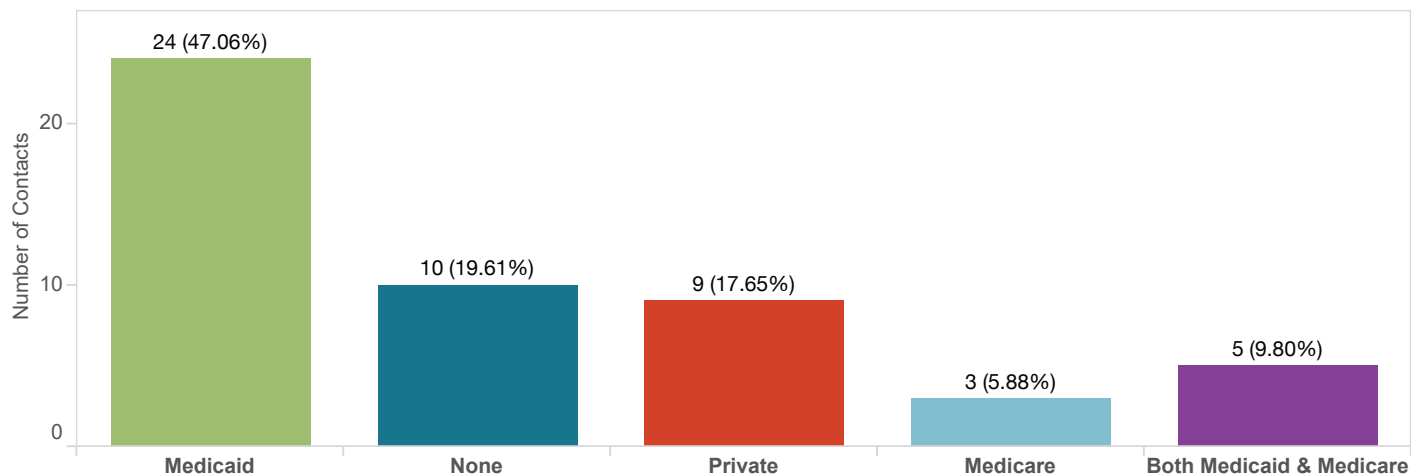


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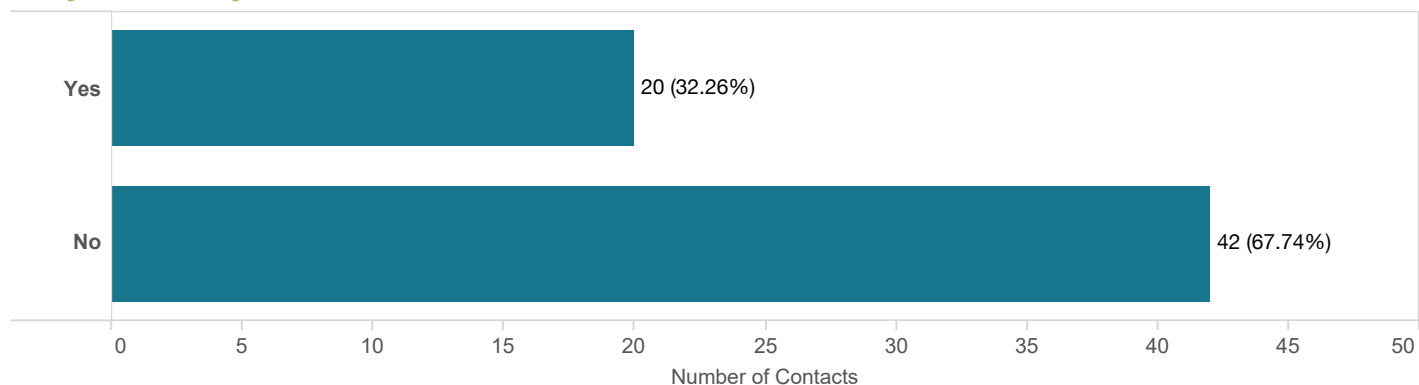
July 2017 - September 2017



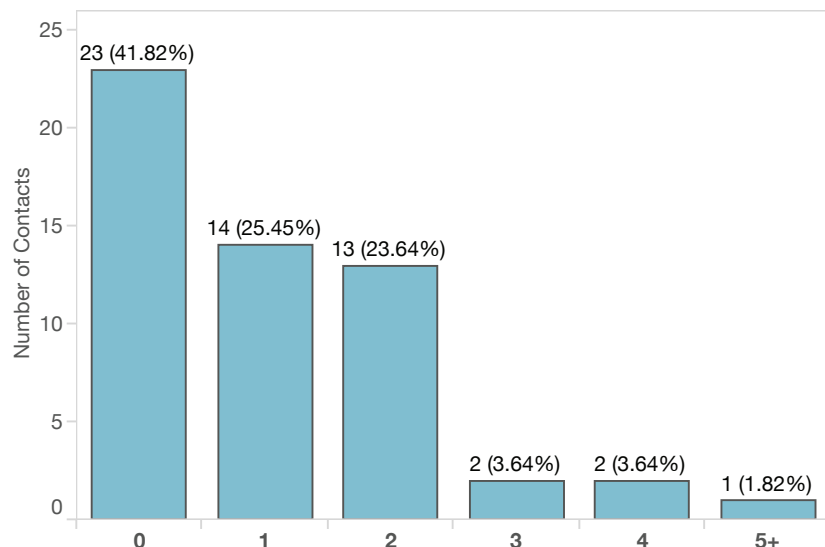
Health insurance status



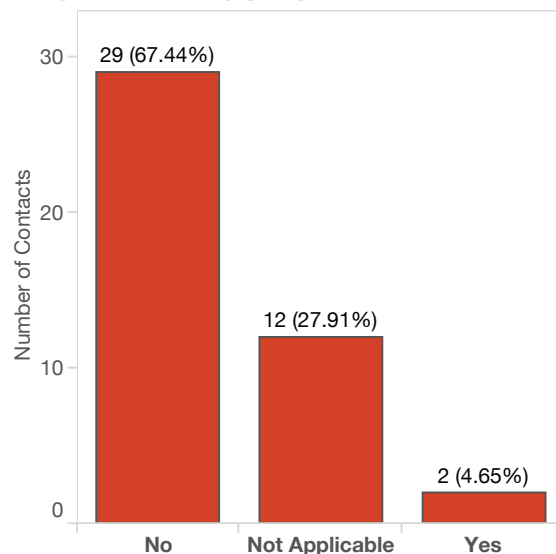
Are you currently homeless?



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?

