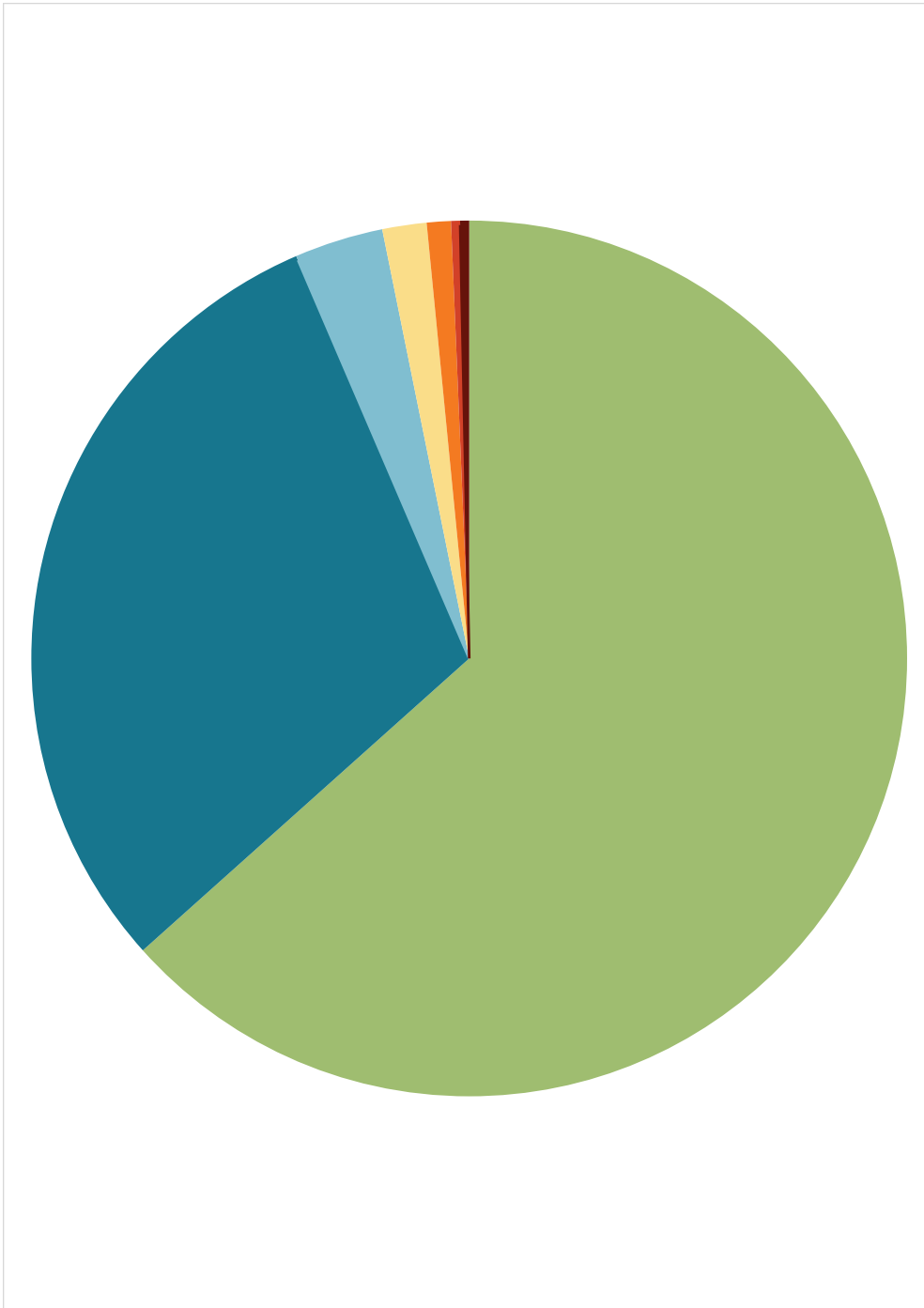


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Percent of contacts by city



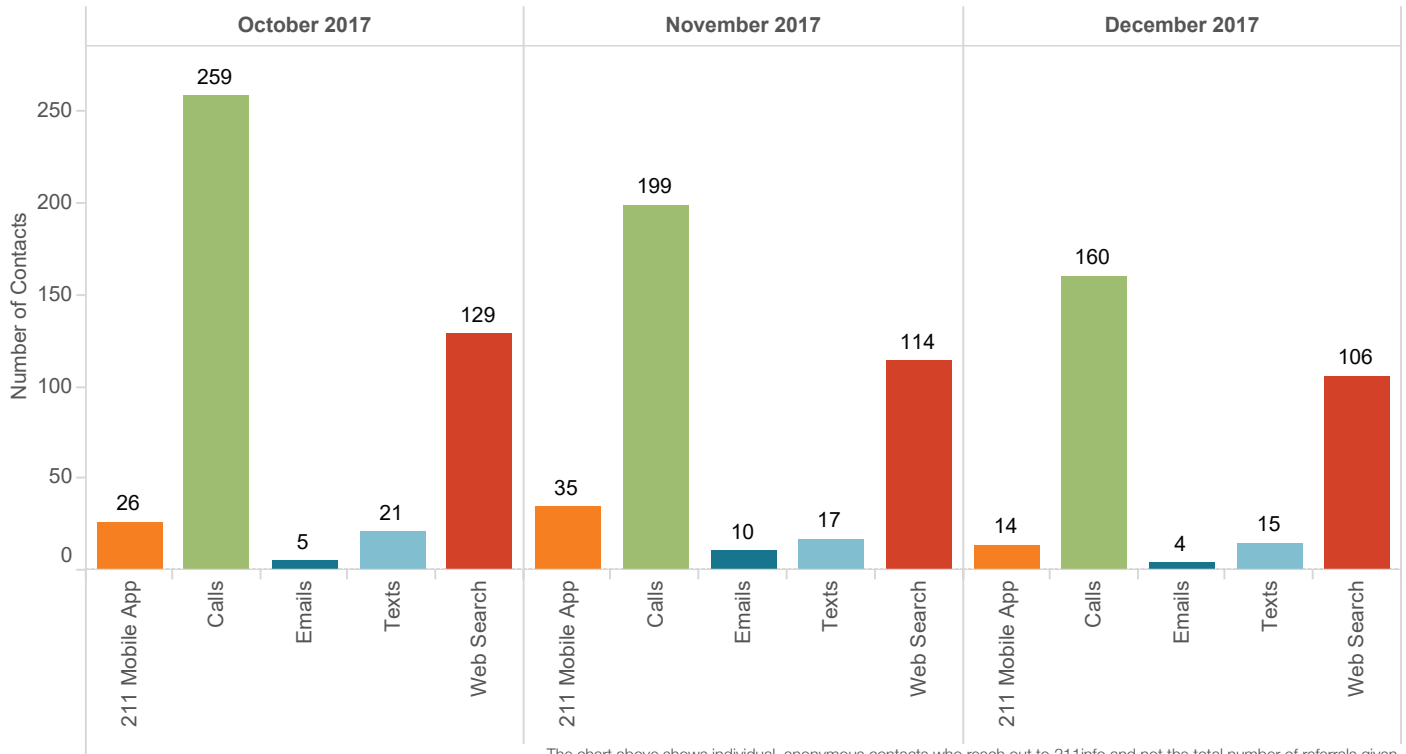
Bend	580 (63.7%)
Redmond	276 (30.3%)
La Pine	30 (3.3%)
Sisters	15 (1.6%)
Terrebonne	8 (0.9%)
Sunriver	3 (0.3%)
Three Rivers	3 (0.3%)

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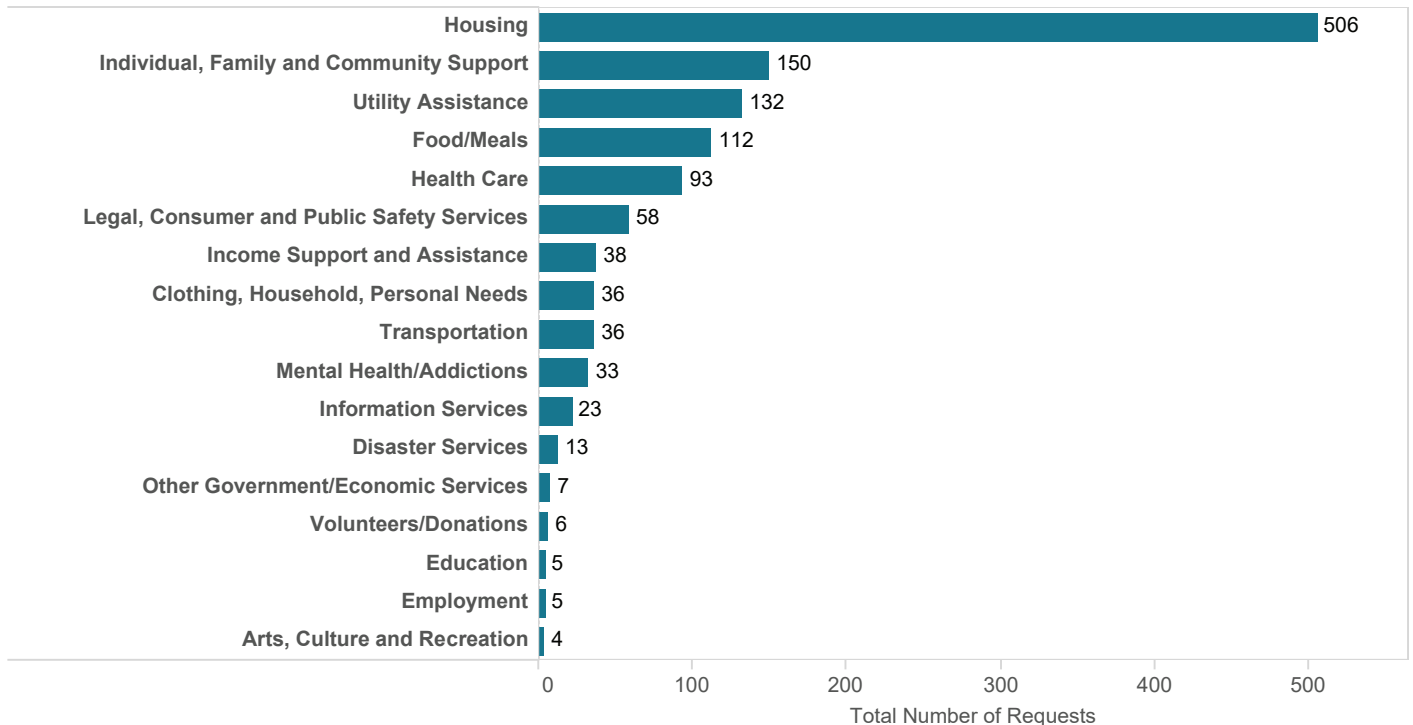


Number of contacts, grouped by month and contact type



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

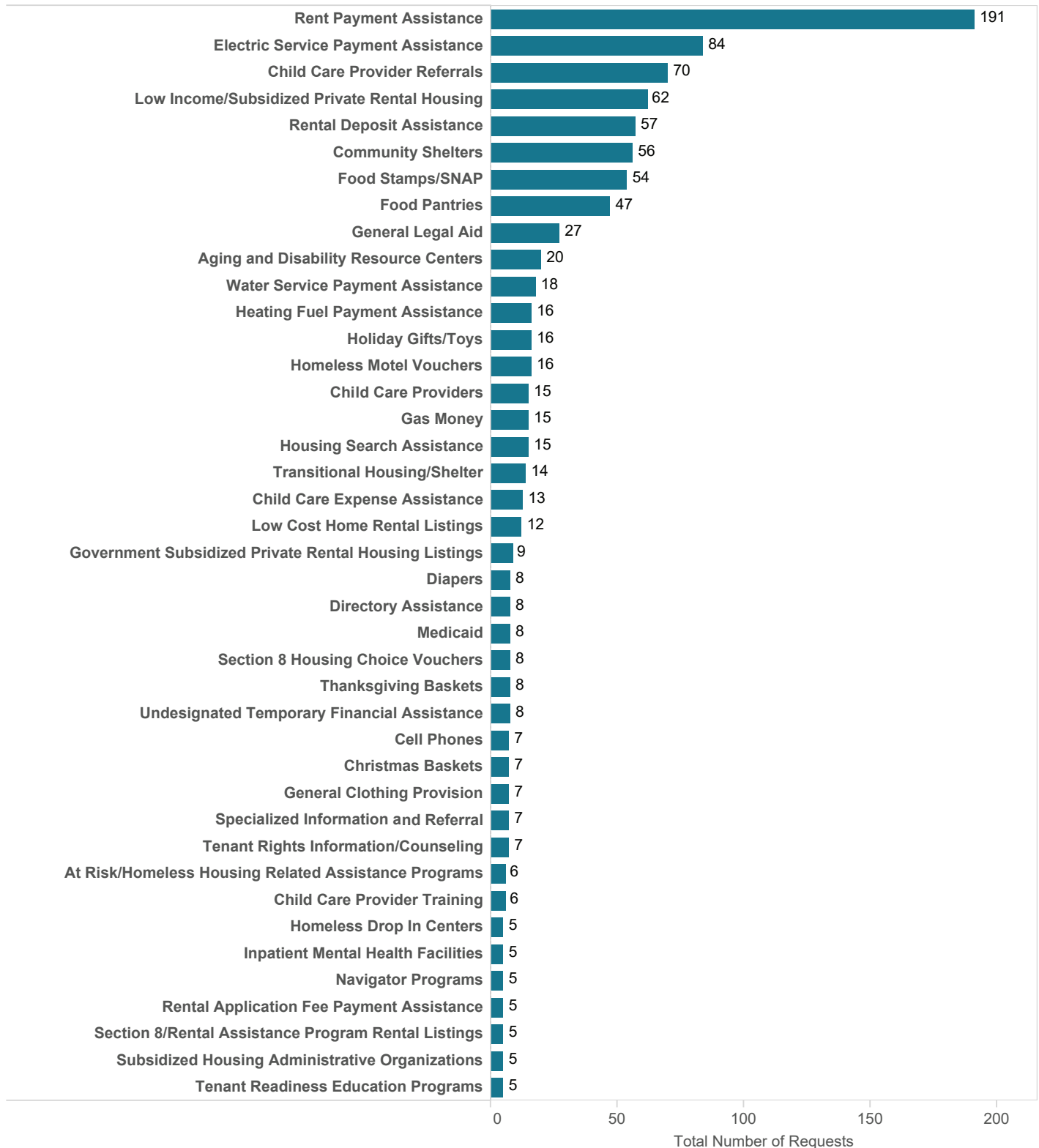


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Number of services with five or more requests across all contact types

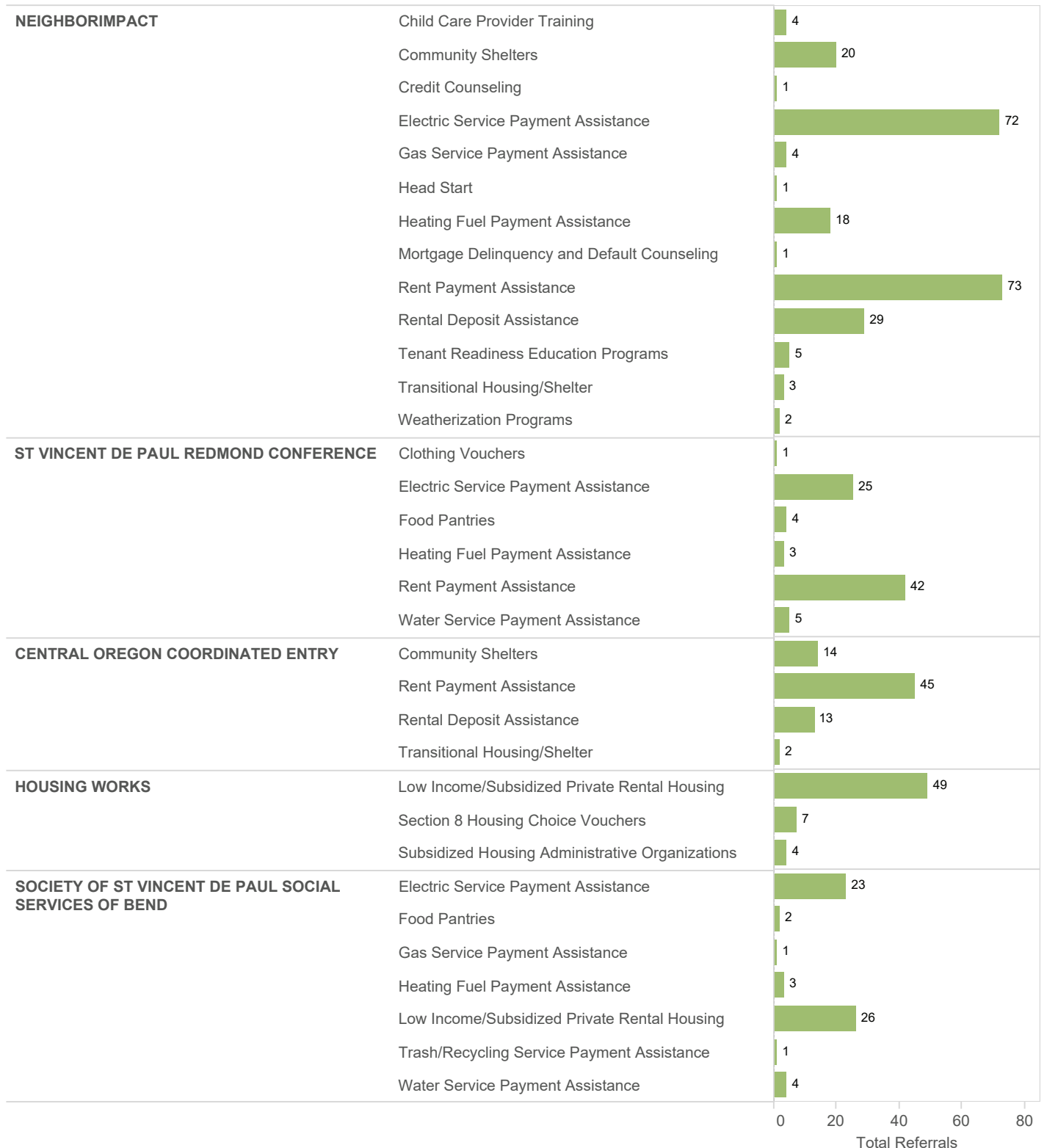


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Top 5 agencies referred to across all contact types



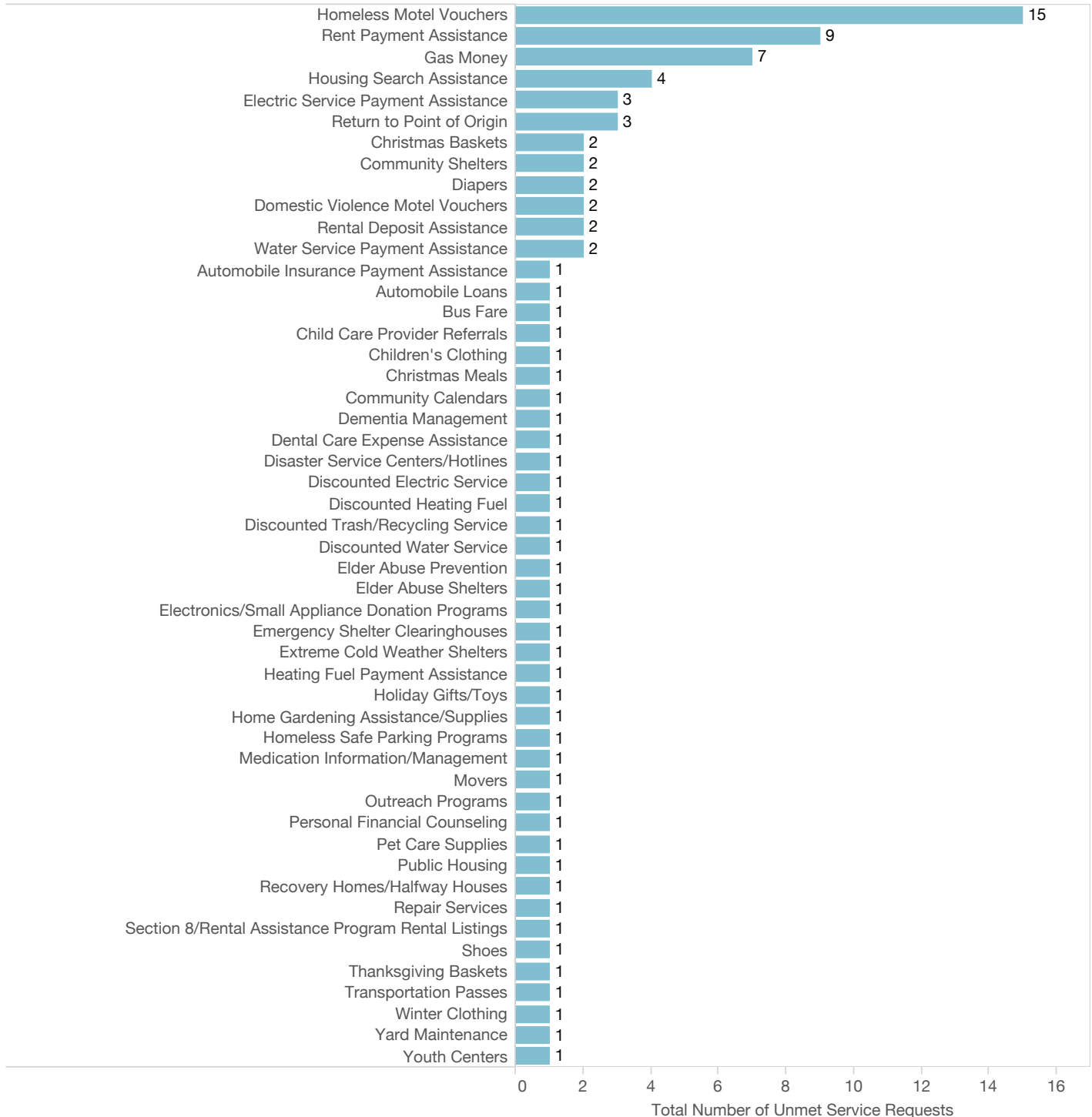
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There were 91 instances where there wasn't an appropriate referral for the contact's requested need. A referral may not be available for various reasons. In some cases, agencies are at capacity for a program; community need often outweighs the help available, and some services simply don't exist in a community.

What are potential service gaps?



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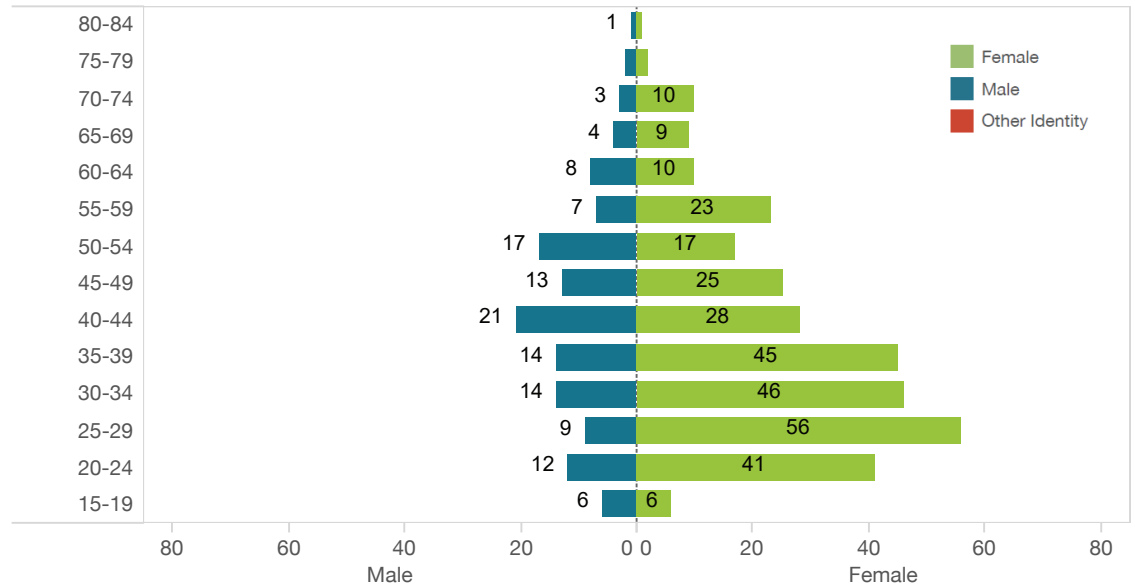
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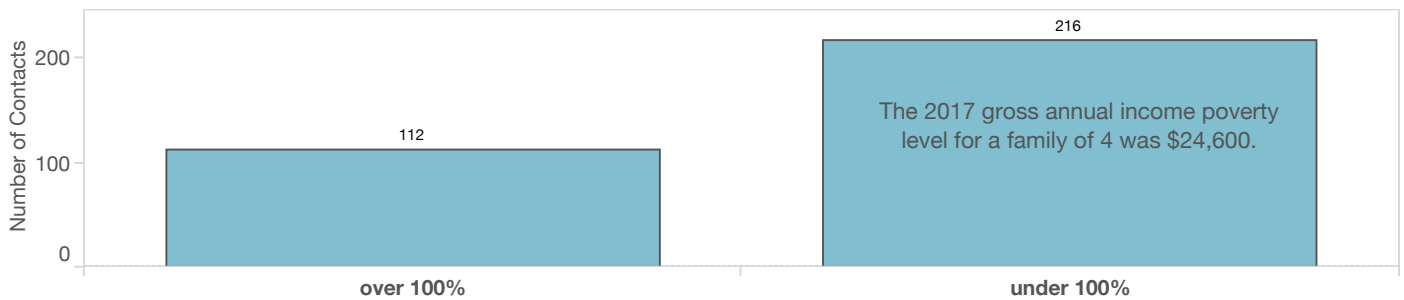
Age

80-84	0.53%
75-79	0.79%
70-74	3.17%
65-69	2.91%
60-64	4.23%
55-59	7.41%
50-54	8.20%
45-49	10.05%
40-44	10.85%
35-39	13.76%
30-34	11.64%
25-29	14.02%
20-24	10.85%
15-19	1.59%

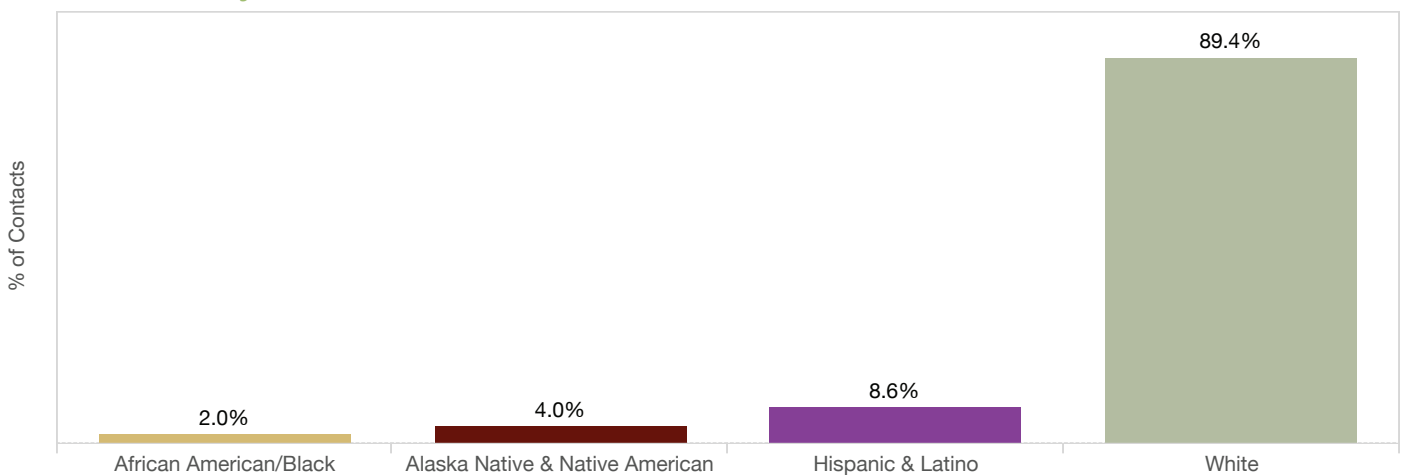
Age and gender



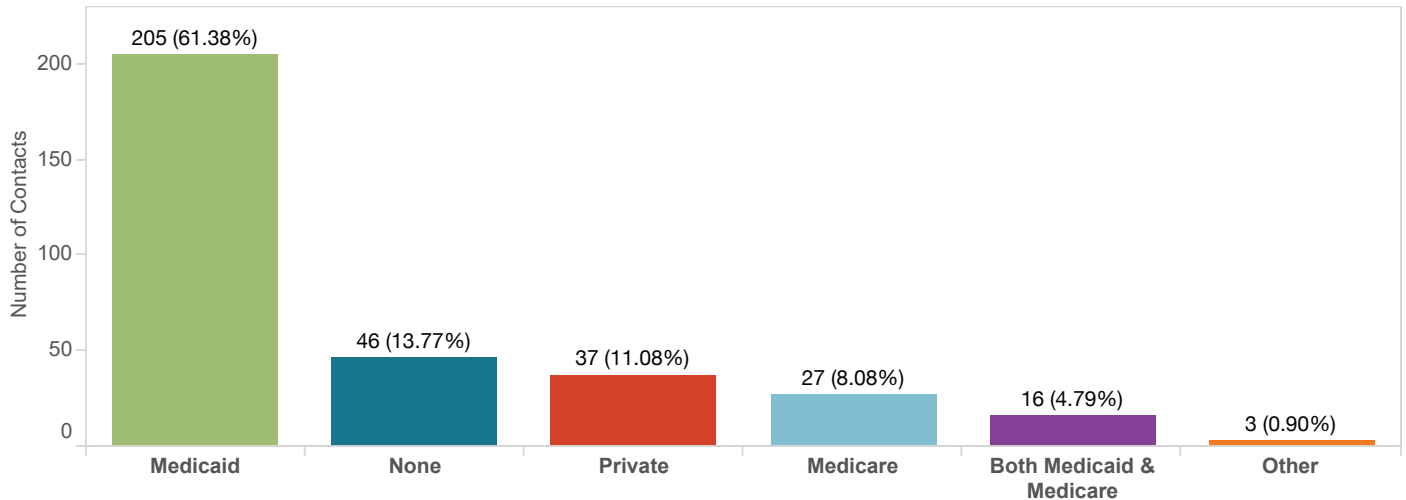
Income as a percentage of the poverty level



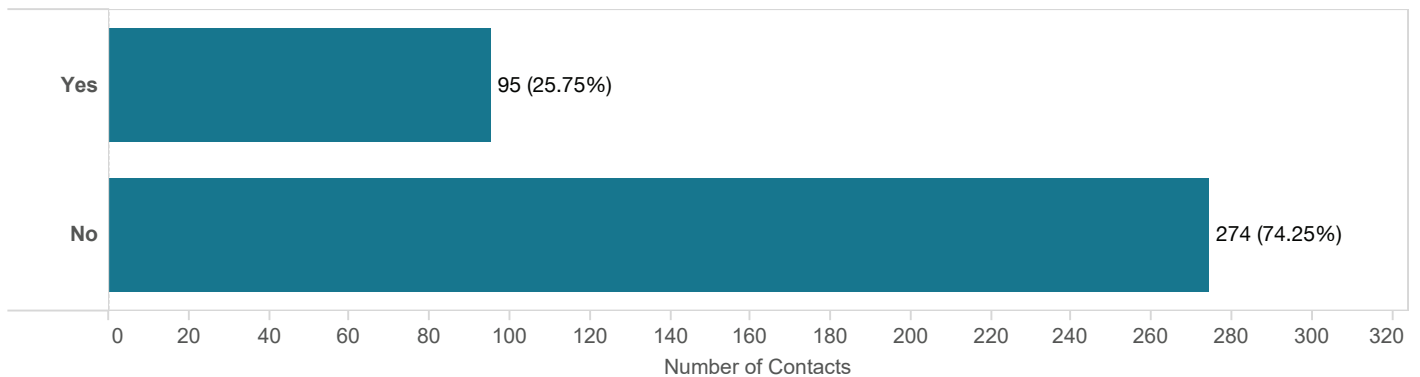
Race and ethnicity



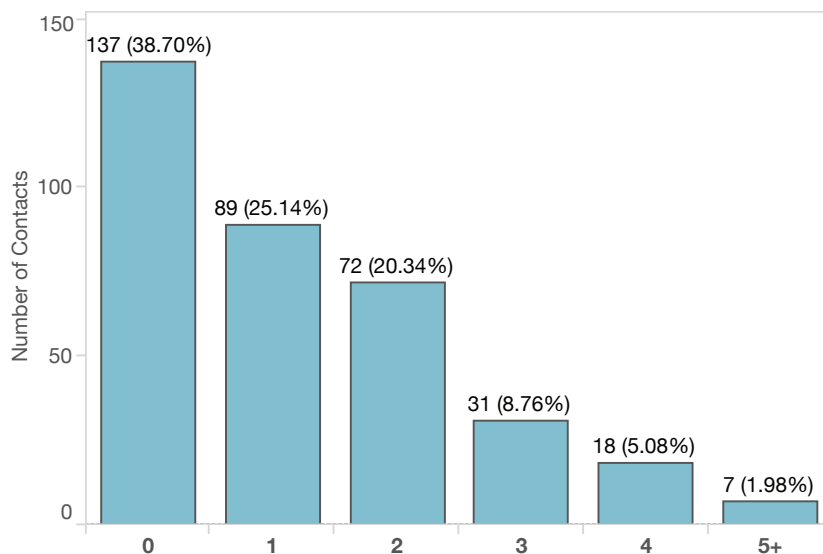
Health insurance status



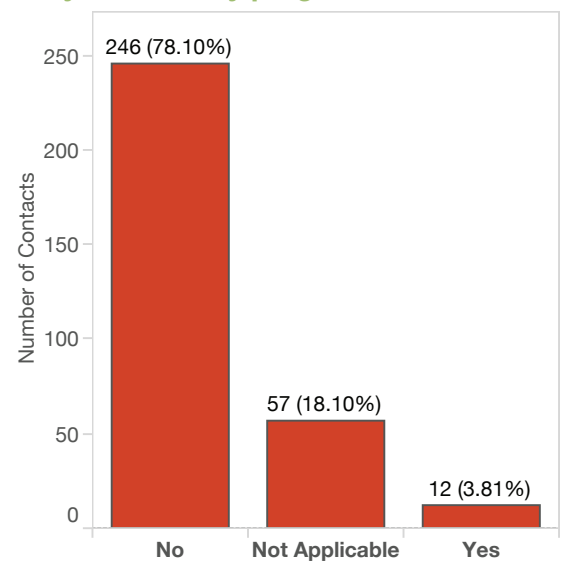
Are you currently homeless?



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?

