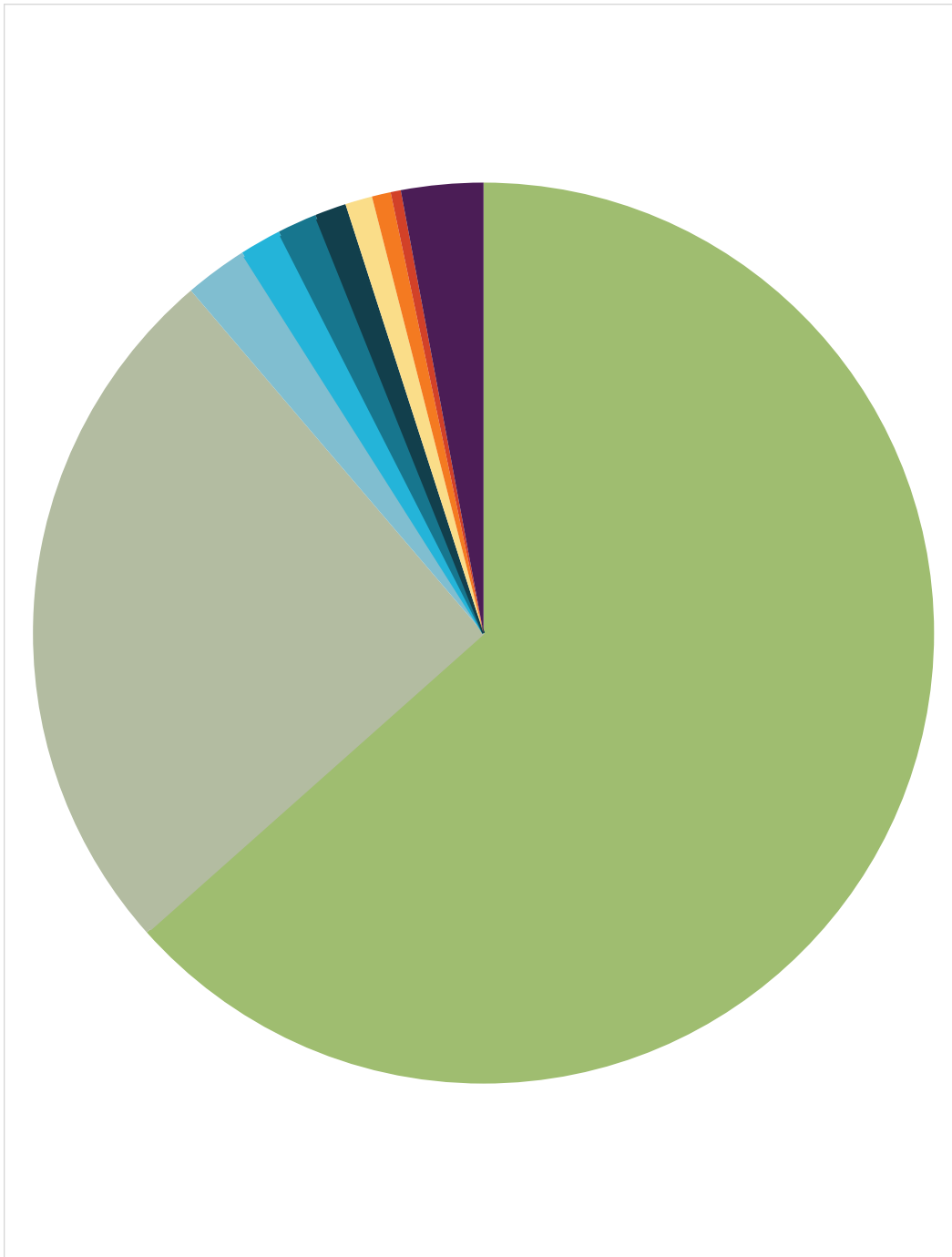


LANE COUNTY

October - December 2017



Percent of contacts by city



Eugene	847 (64%)
Springfield	338 (25%)
Cottage Grove	30 (2%)
Creswell	20 (2%)
Florence	19 (1%)
Veneta	15 (1%)
Junction City	13 (1%)
Lowell	9 (1%)
Oakridge	5 (0%)
Other	39 (3%)

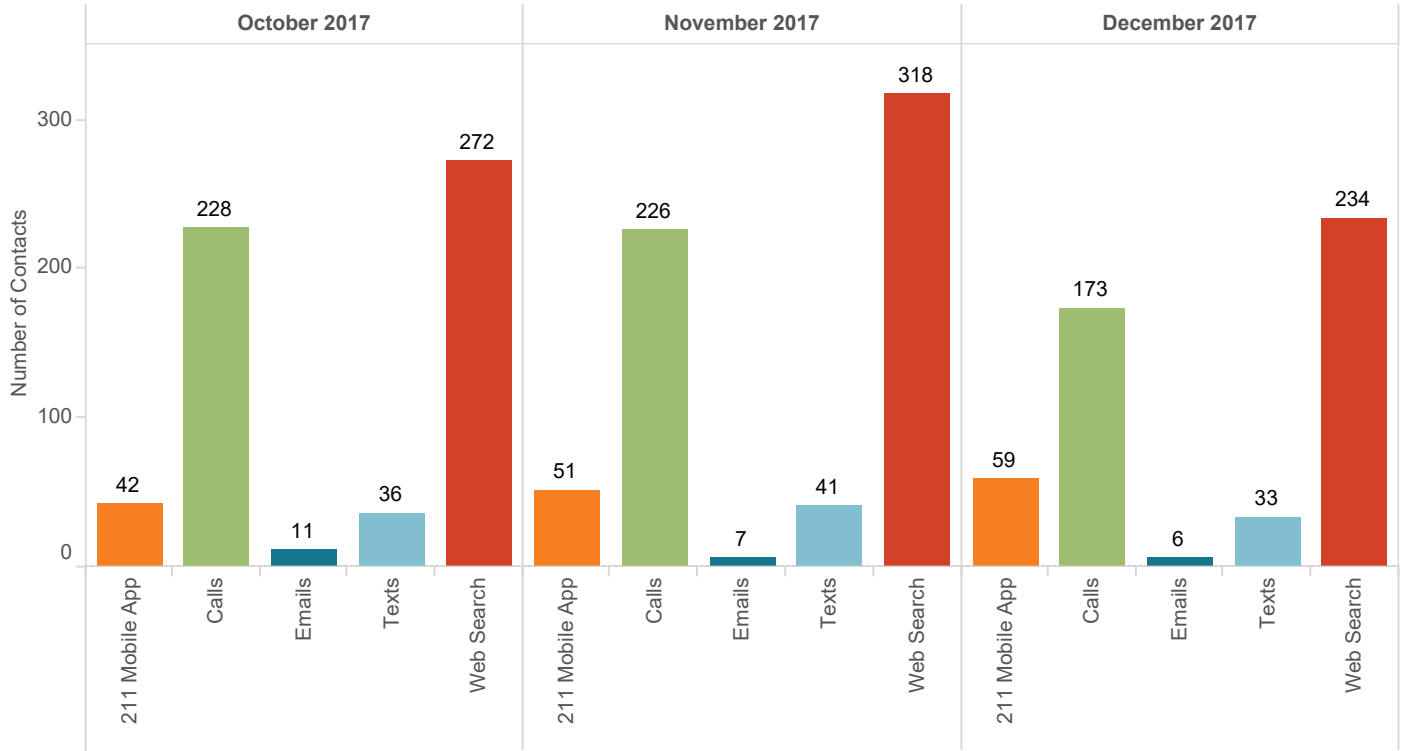


LANE COUNTY

October - December 2017

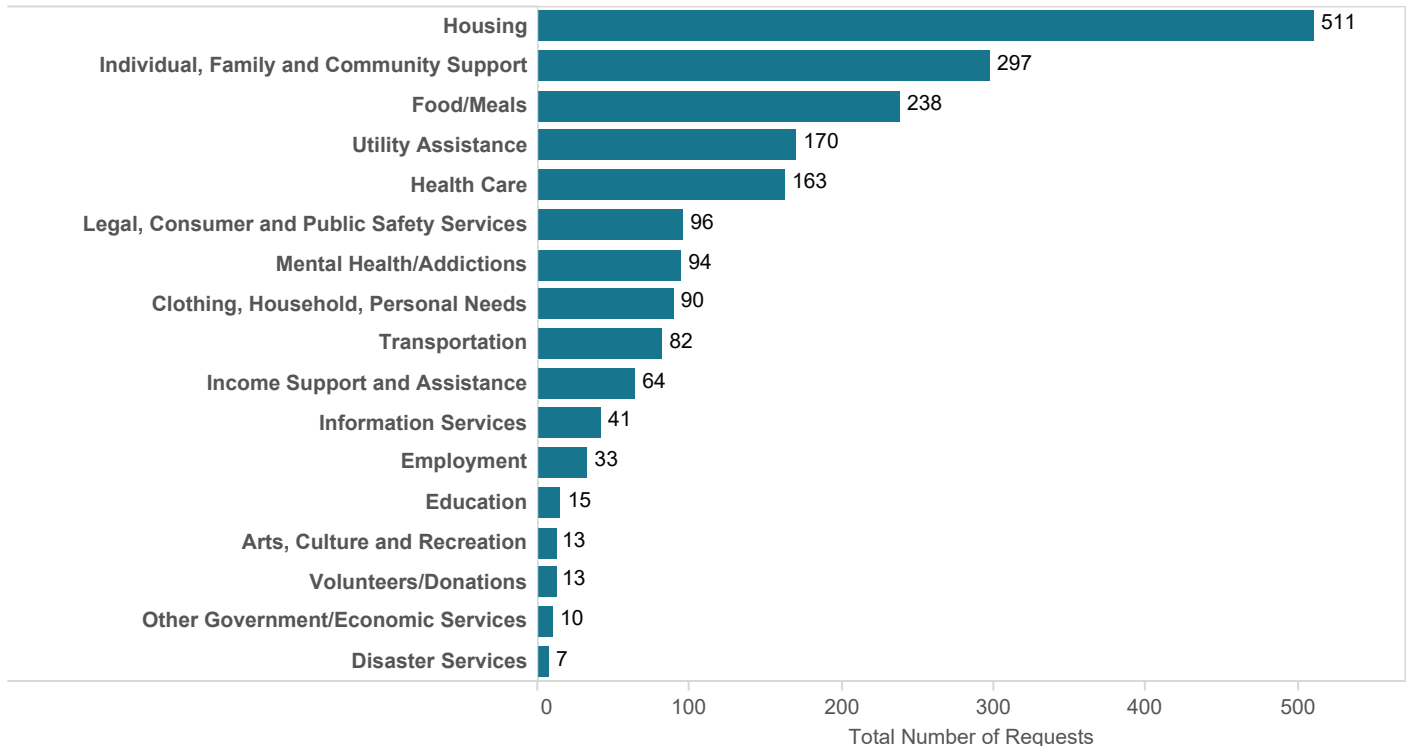


Number of contacts, grouped by month and contact type

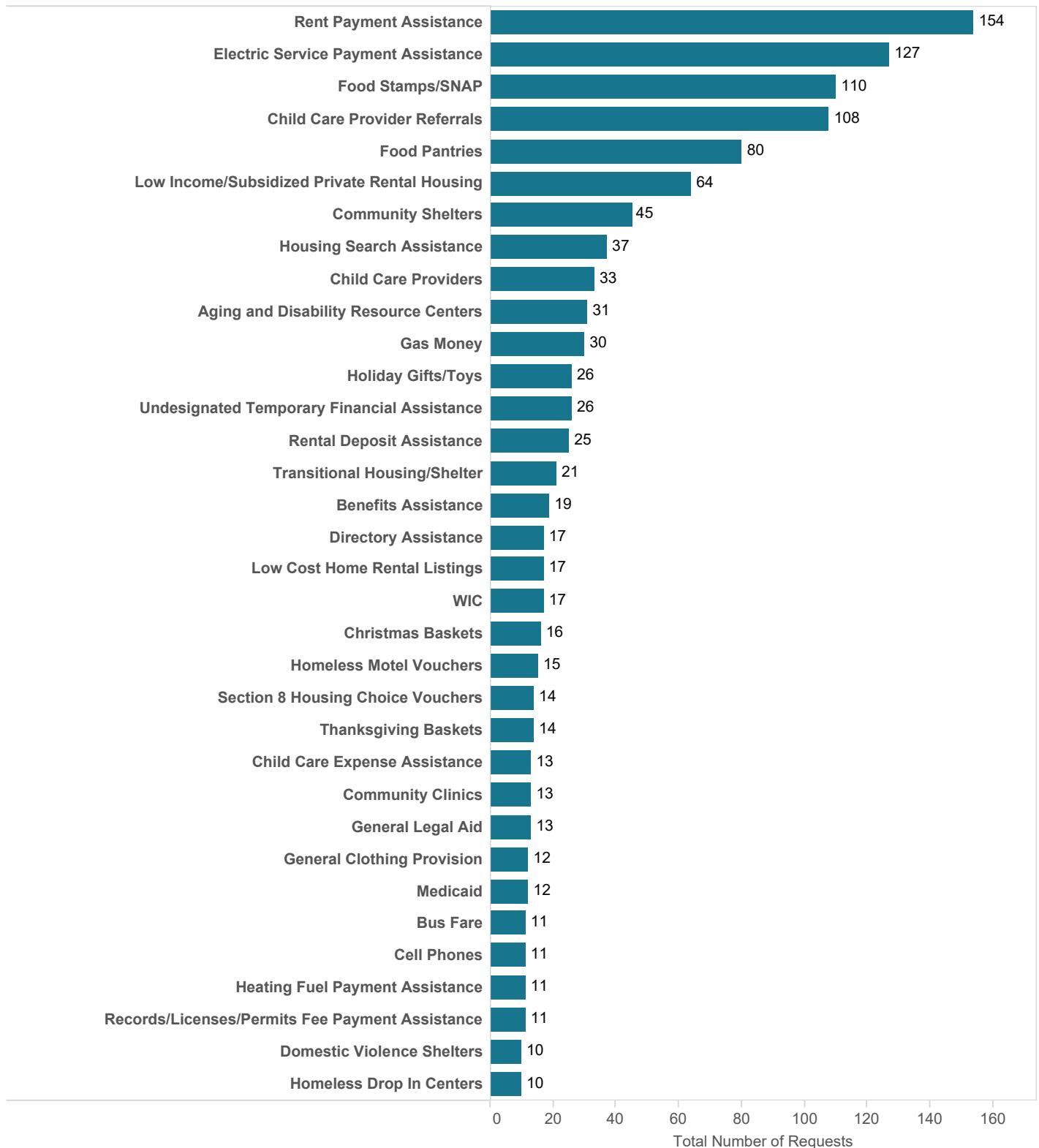


The chart above shows individual, anonymous contacts who reach out to 211info and not the total number of referrals given.

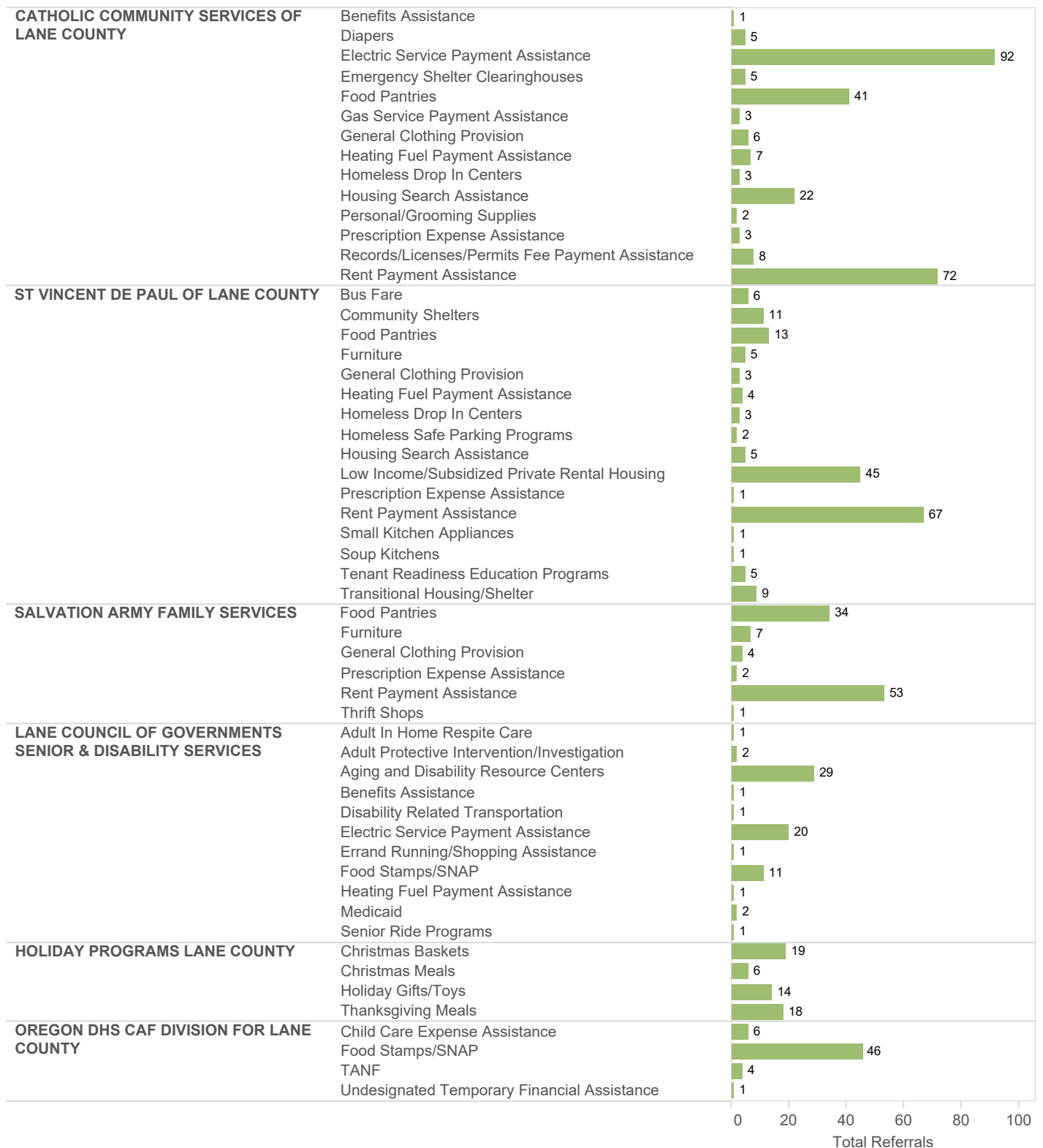
Number of services requested across all contact types, grouped by problem need



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

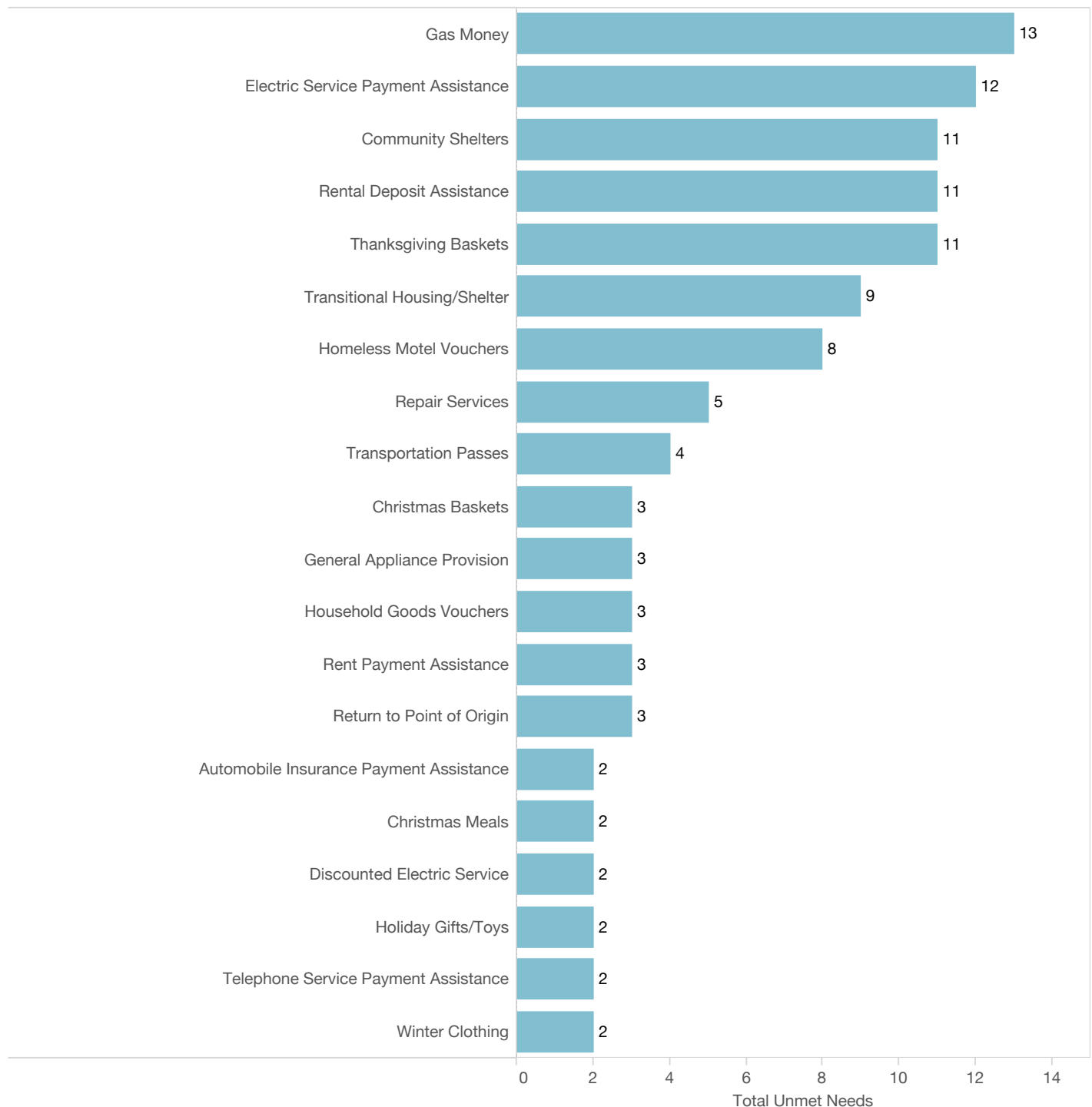


Top 6 agencies referred to across all contact types



There were 155 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.

Potential service gaps with 2 or more requests



LANE COUNTY

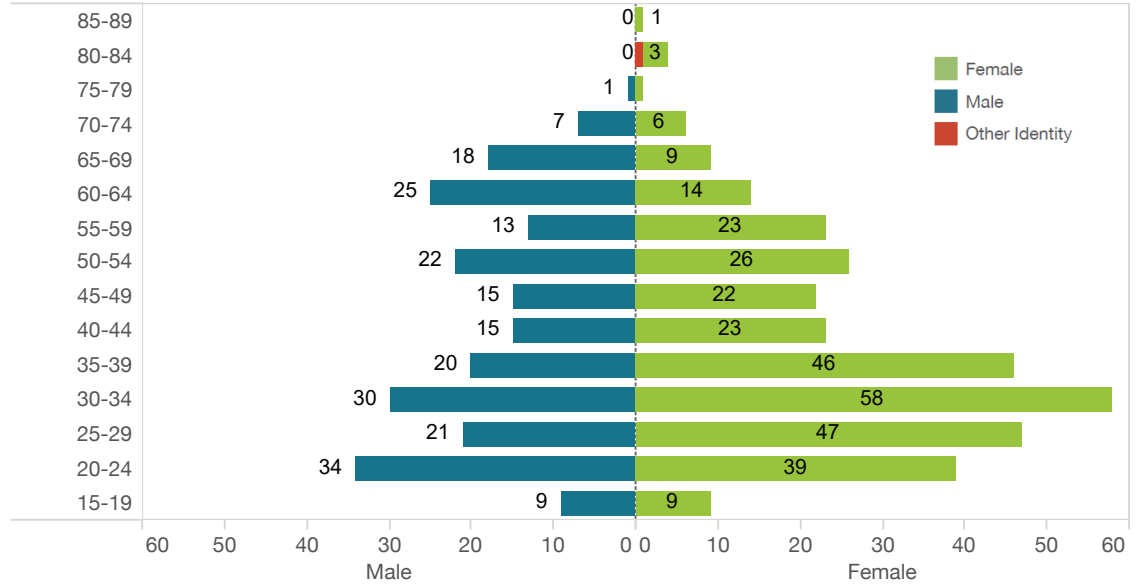
October - December 2017



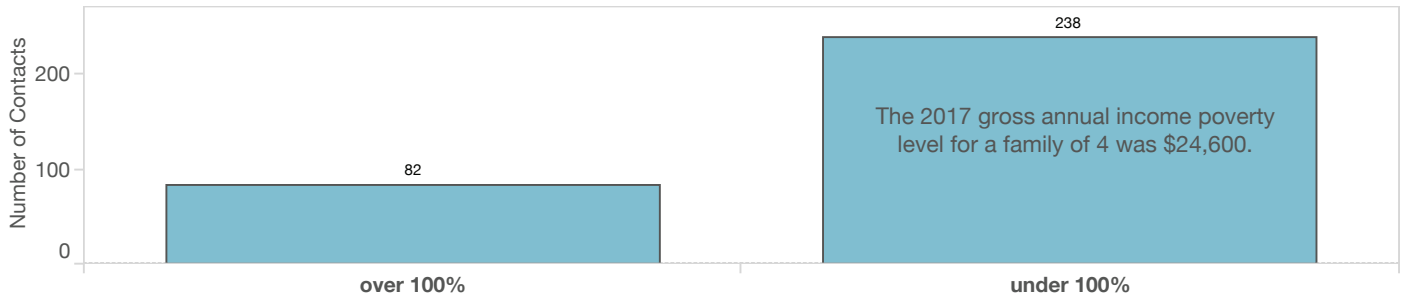
Age

85-89	0.24%
80-84	0.73%
75-79	0.24%
70-74	2.20%
65-69	3.90%
60-64	6.34%
55-59	6.83%
50-54	9.76%
45-49	7.56%
40-44	6.59%
35-39	12.93%
30-34	17.56%
25-29	12.93%
20-24	10.00%
15-19	2.20%

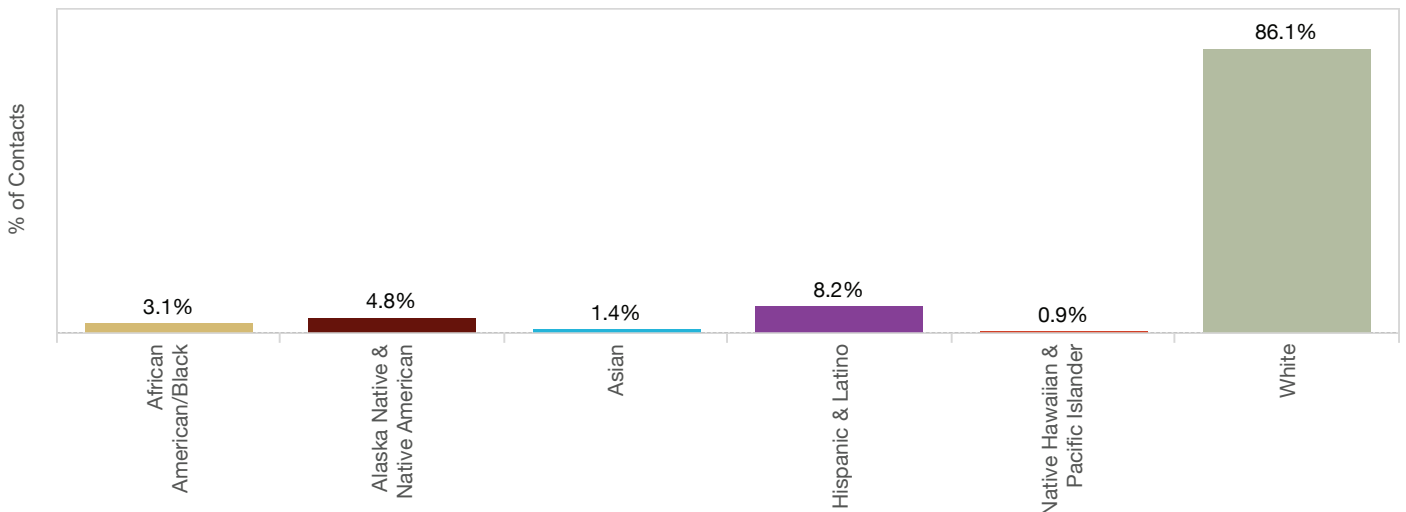
Age and gender



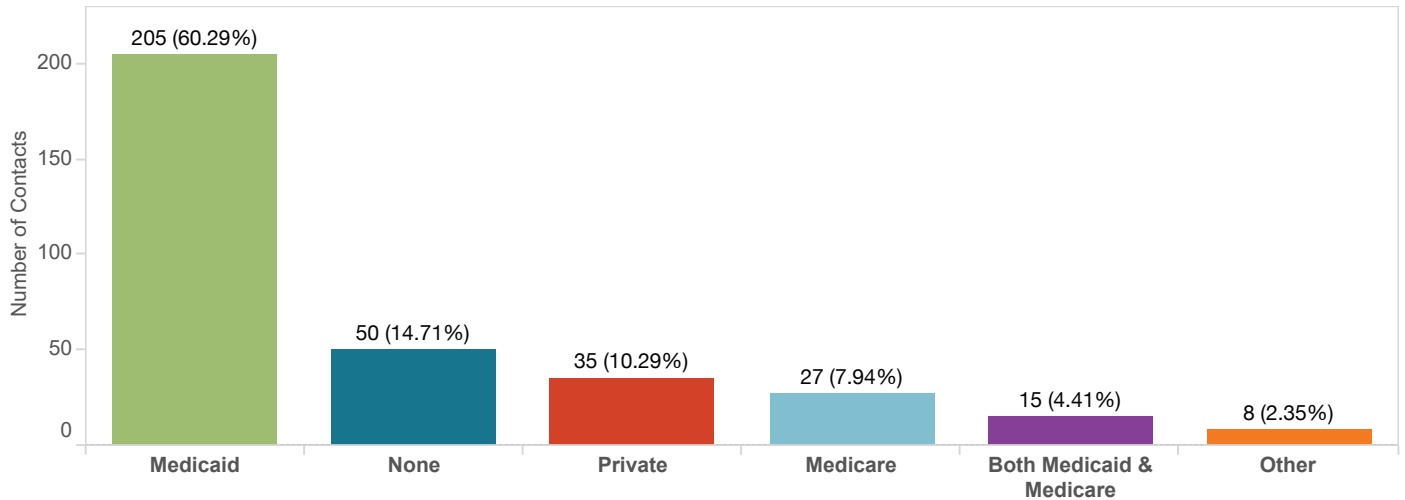
Income as a percentage of the poverty level



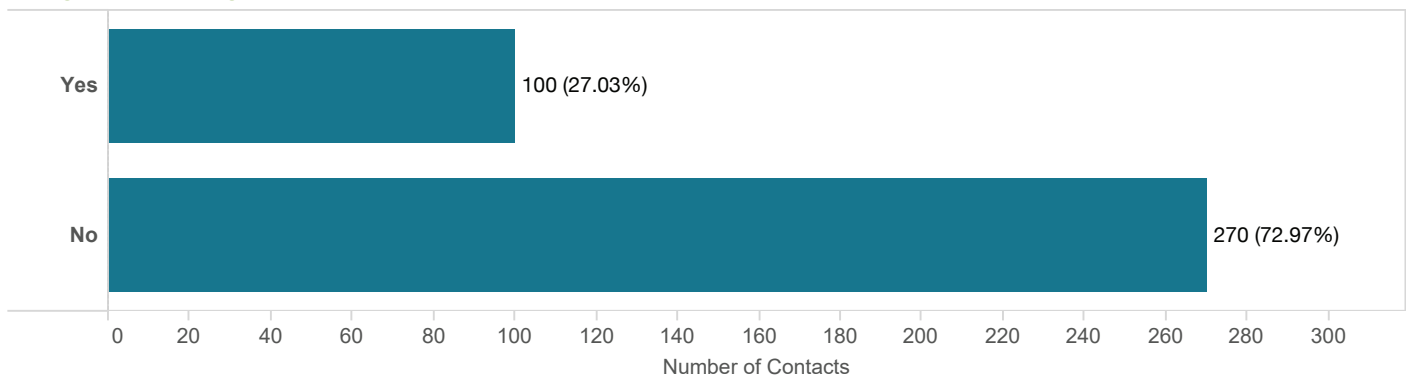
Race and ethnicity



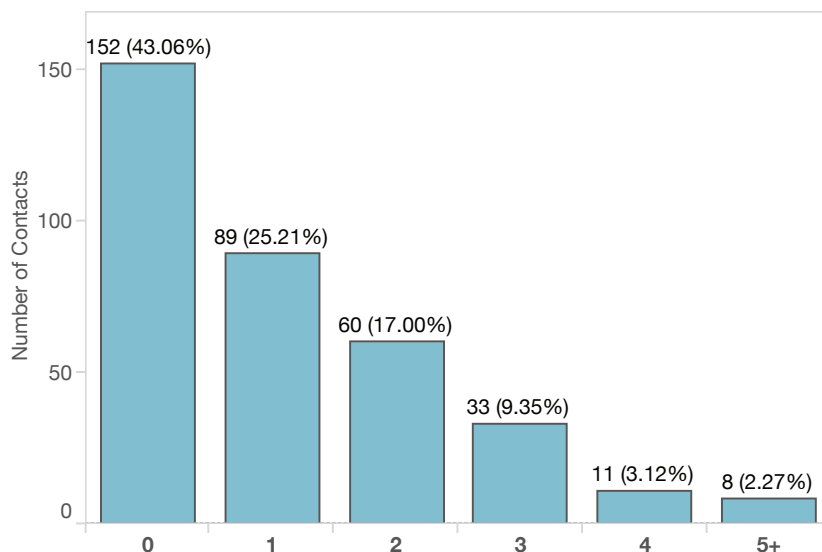
Health insurance status



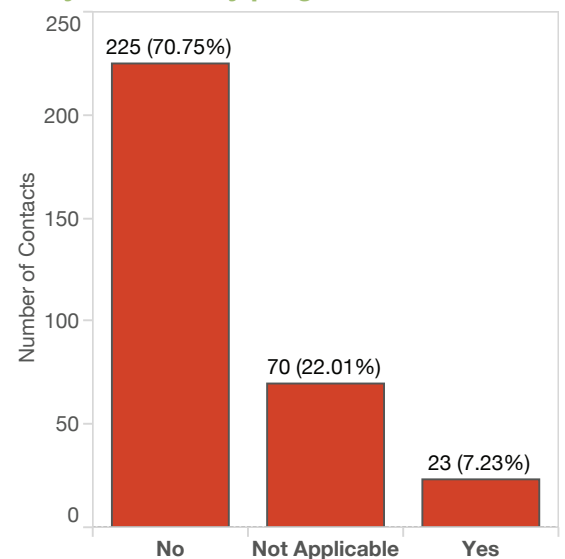
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



LANE COUNTY

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

