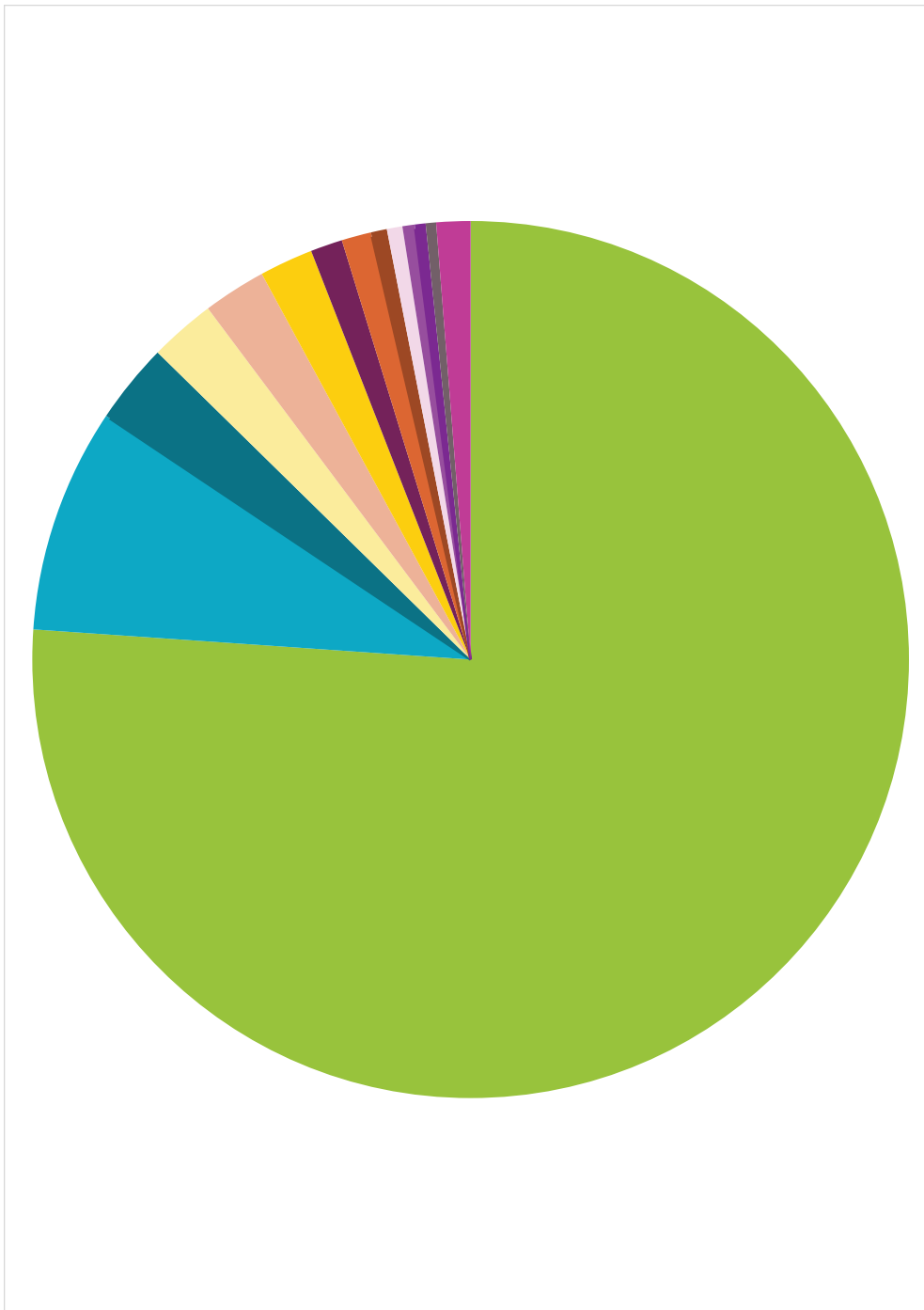


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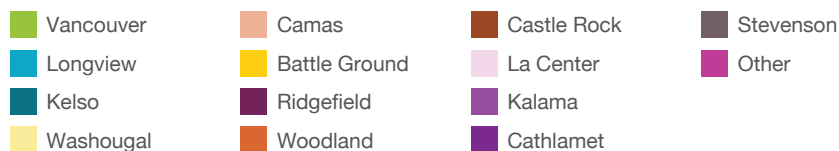
October - December 2017



Percent of contacts by city



Vancouver	2,153 (77%)
Longview	234 (8%)
Kelso	84 (3%)
Washougal	69 (2%)
Camas	66 (2%)
Battle Ground	56 (2%)
Ridgefield	33 (1%)
Woodland	31 (1%)
Castle Rock	17 (1%)
La Center	16 (1%)
Kalama	13 (0%)
Cathlamet	11 (0%)
Stevenson	11 (0%)
Other	35 (1%)

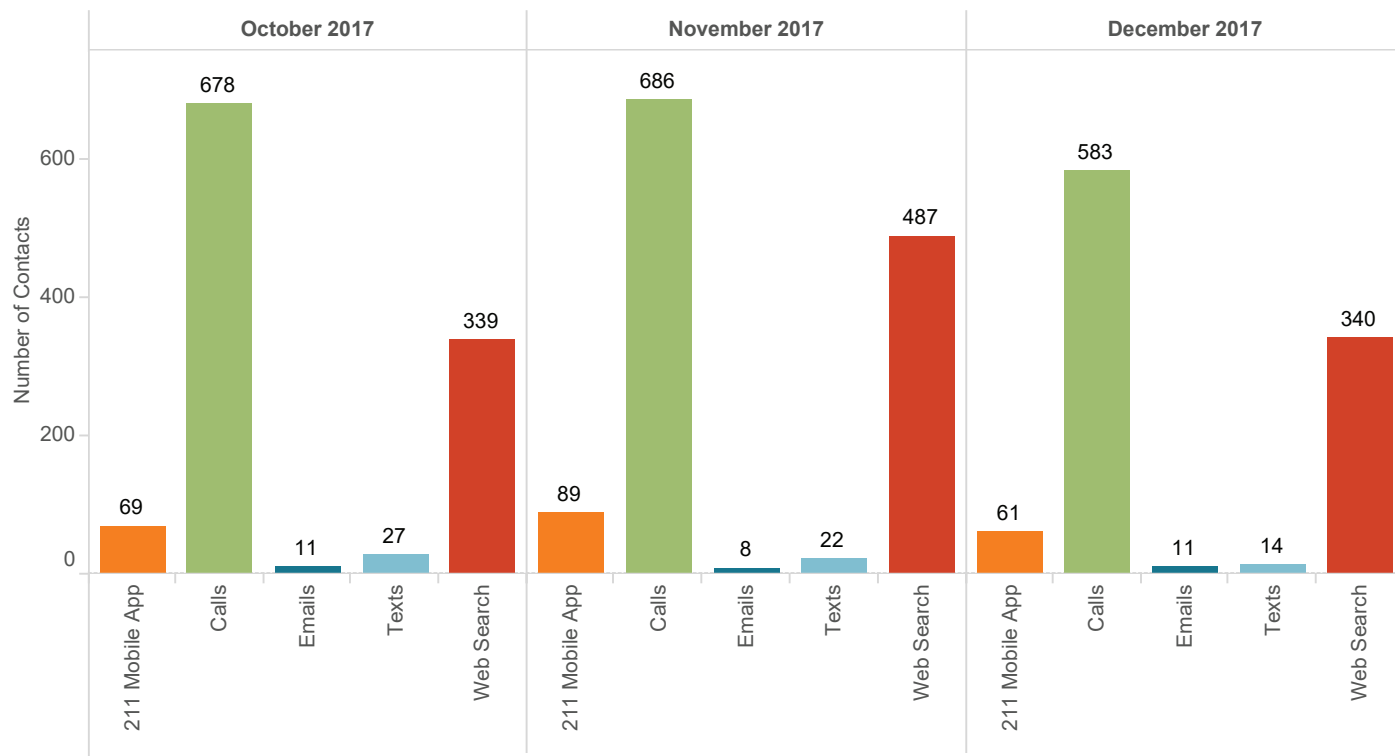


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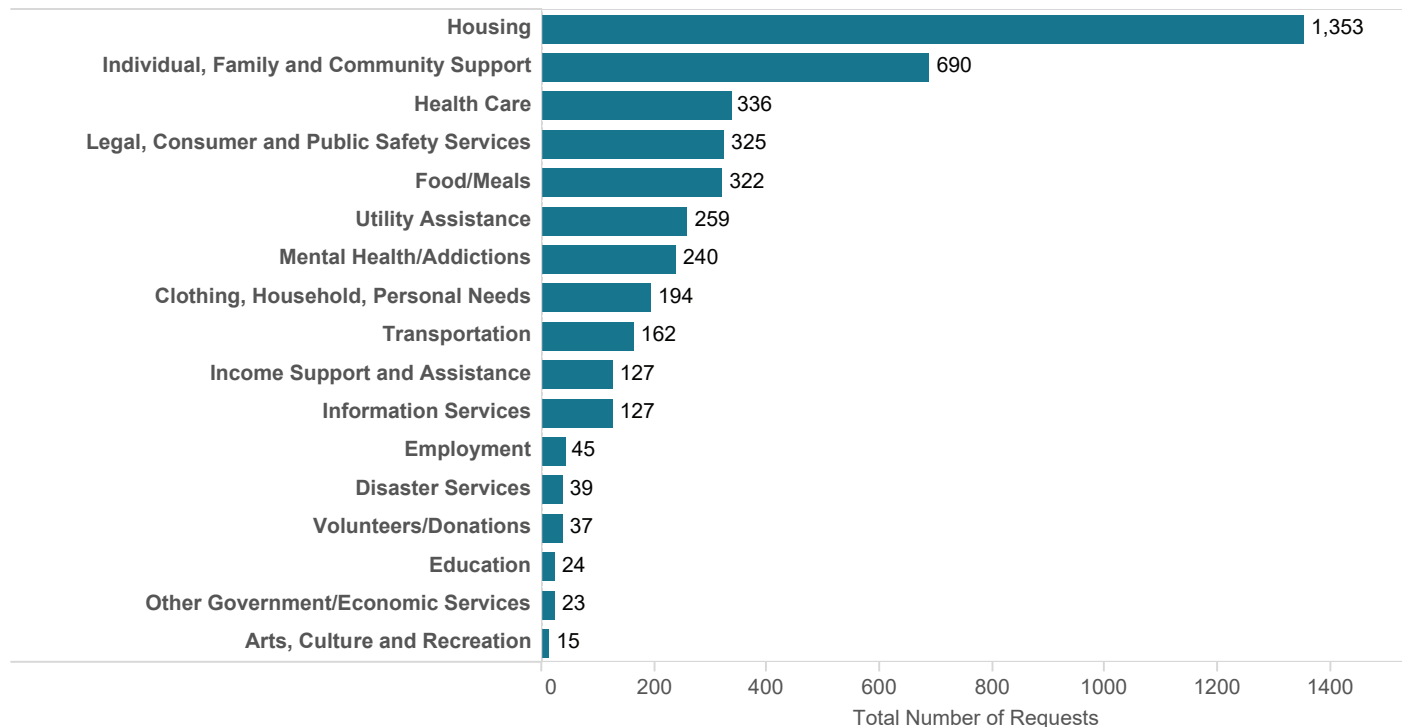


Number of contacts, grouped by month and contact type



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

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

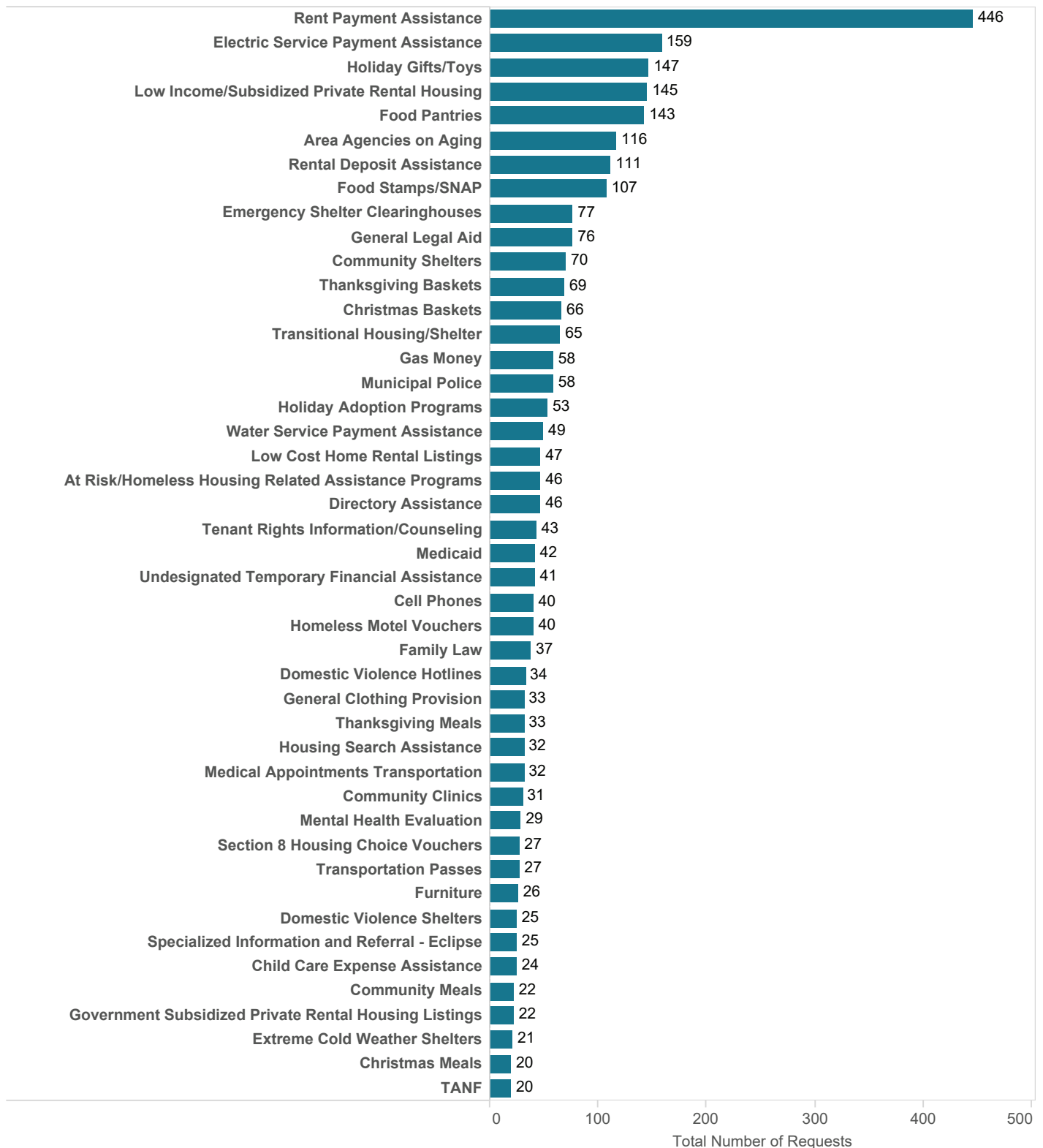


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Number of services with 20 or more requests across all contact types

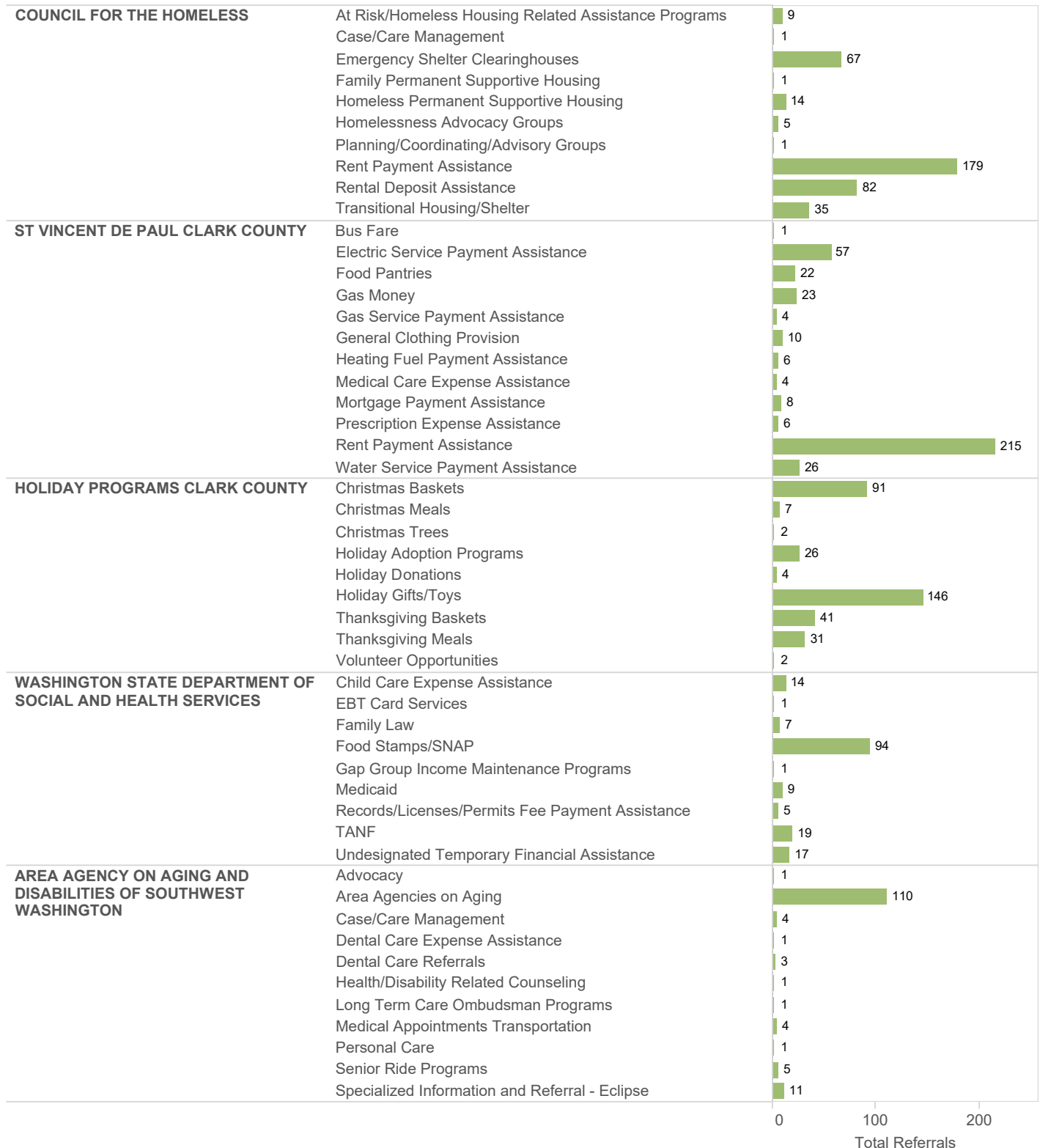


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Top 5 agencies referred to across all contact types



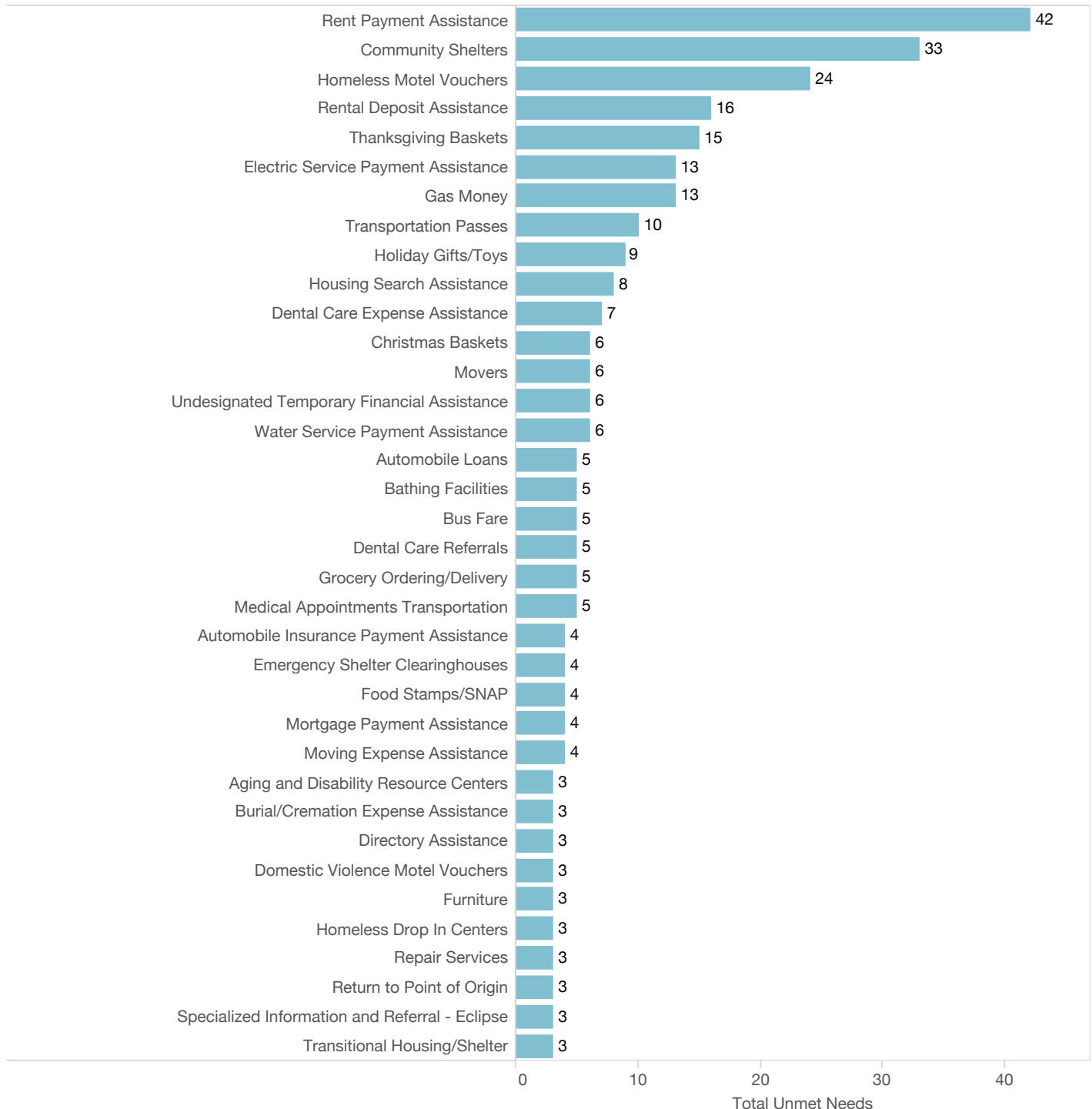
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There were 399 instances where there wasn't an appropriate referral for the contact's requested need. A referral may not be available for various reasons. In some cases, agencies are at capacity for a program; community need often outweighs the help available; and some services simply don't exist in a community.

Potential service gaps with three or more service requests



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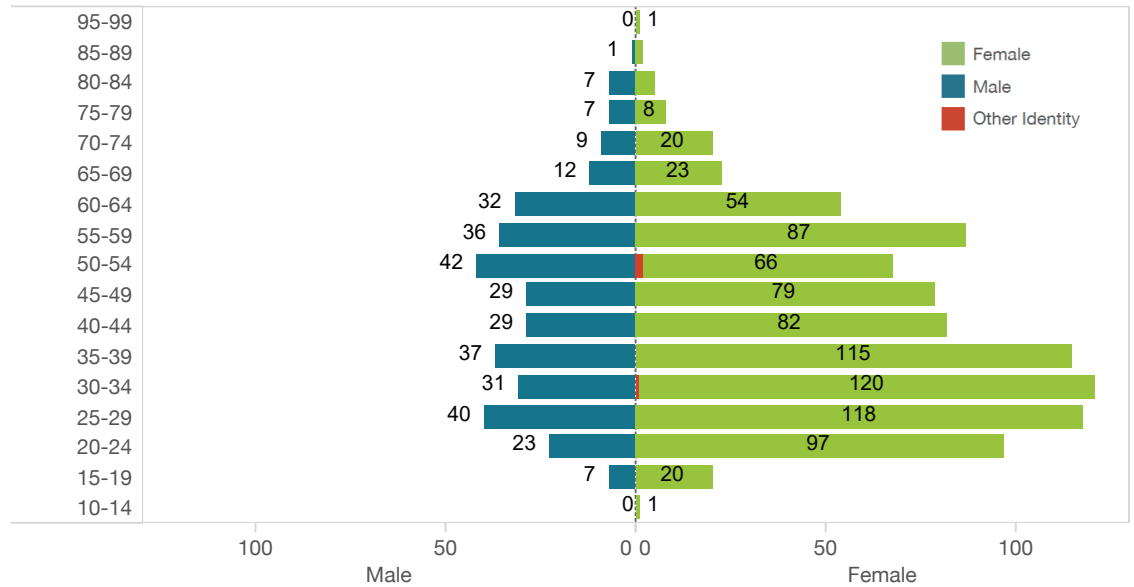
October - December 2017



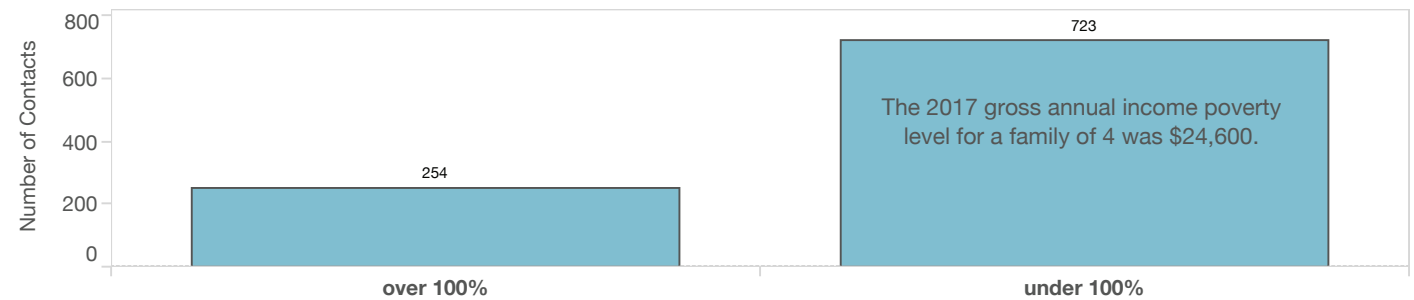
Age

95-99	0.08%
85-89	0.25%
80-84	0.90%
75-79	1.23%
70-74	2.30%
65-69	2.88%
60-64	7.07%
55-59	10.02%
50-54	8.71%
45-49	8.79%
40-44	8.71%
35-39	12.24%
30-34	12.33%
25-29	12.90%
20-24	9.29%
15-19	2.22%
10-14	0.08%

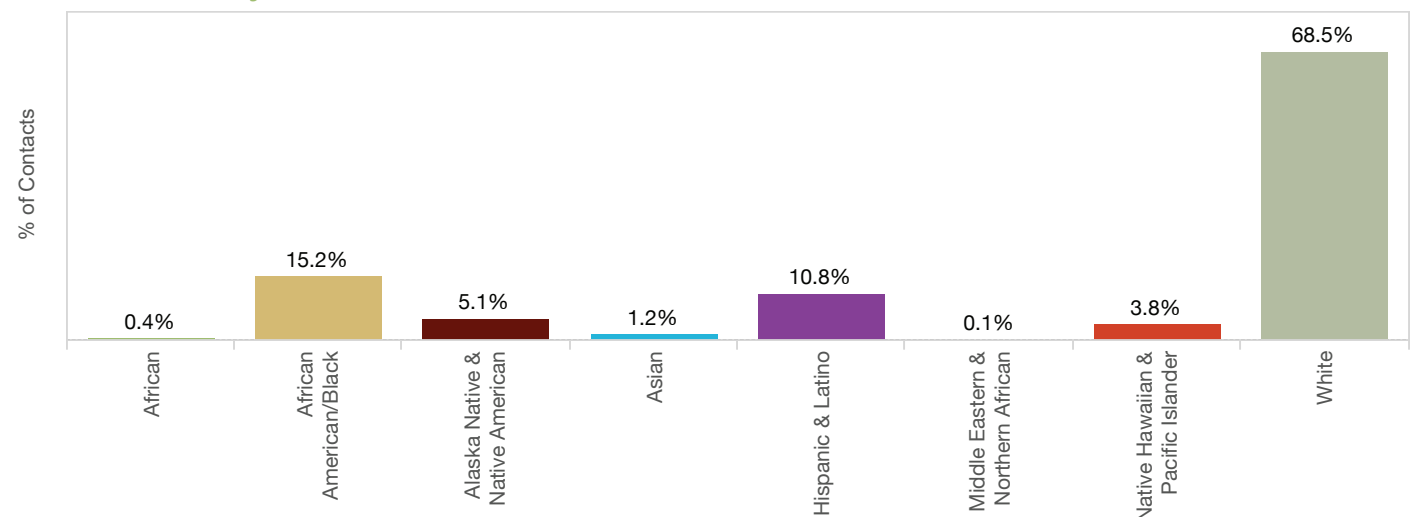
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

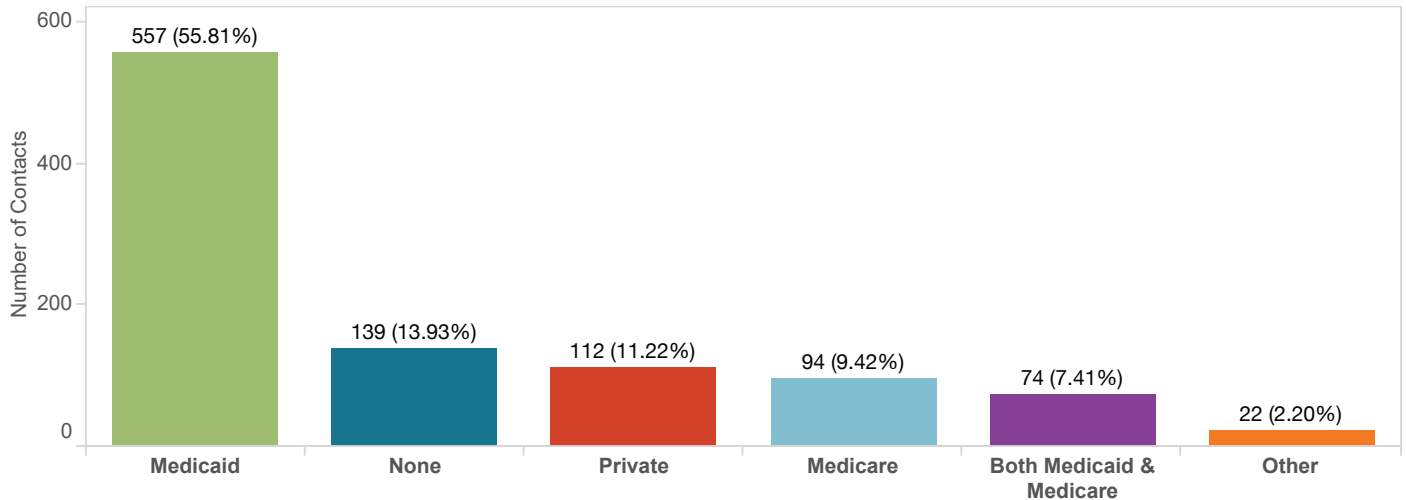


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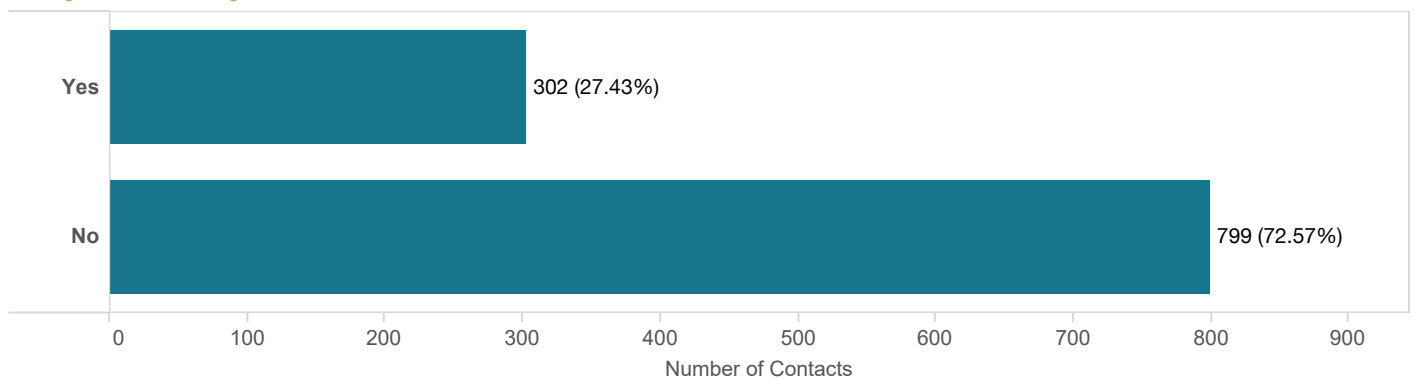
October - December 2017



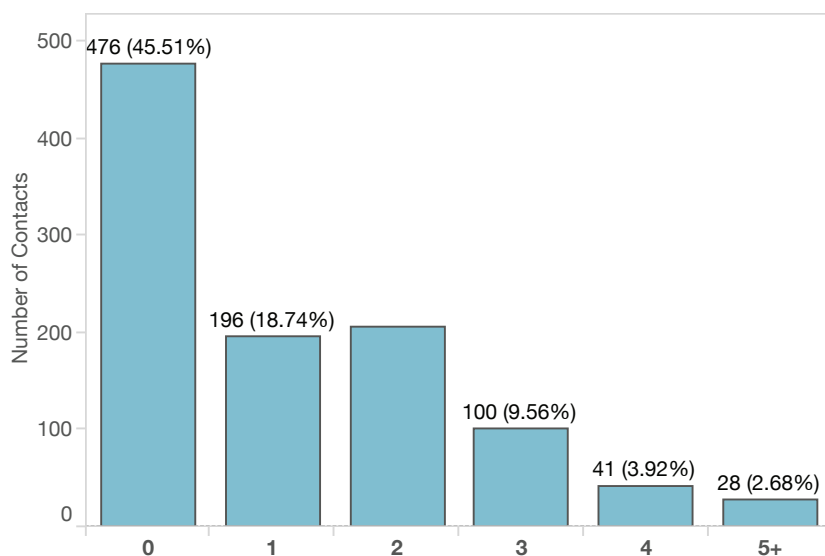
Health insurance status



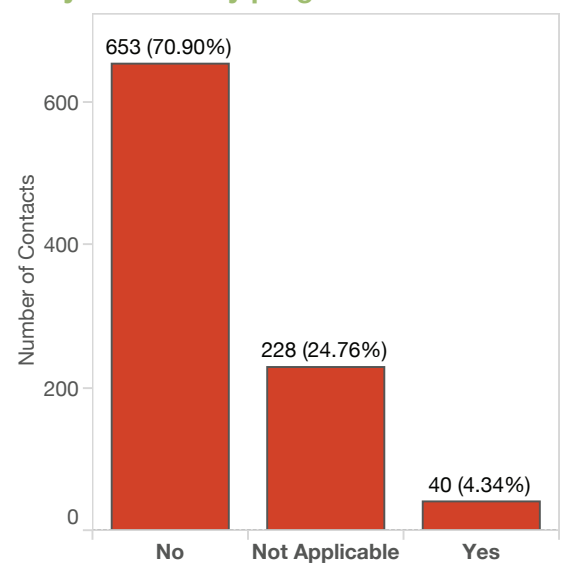
Are you currently homeless?



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?

