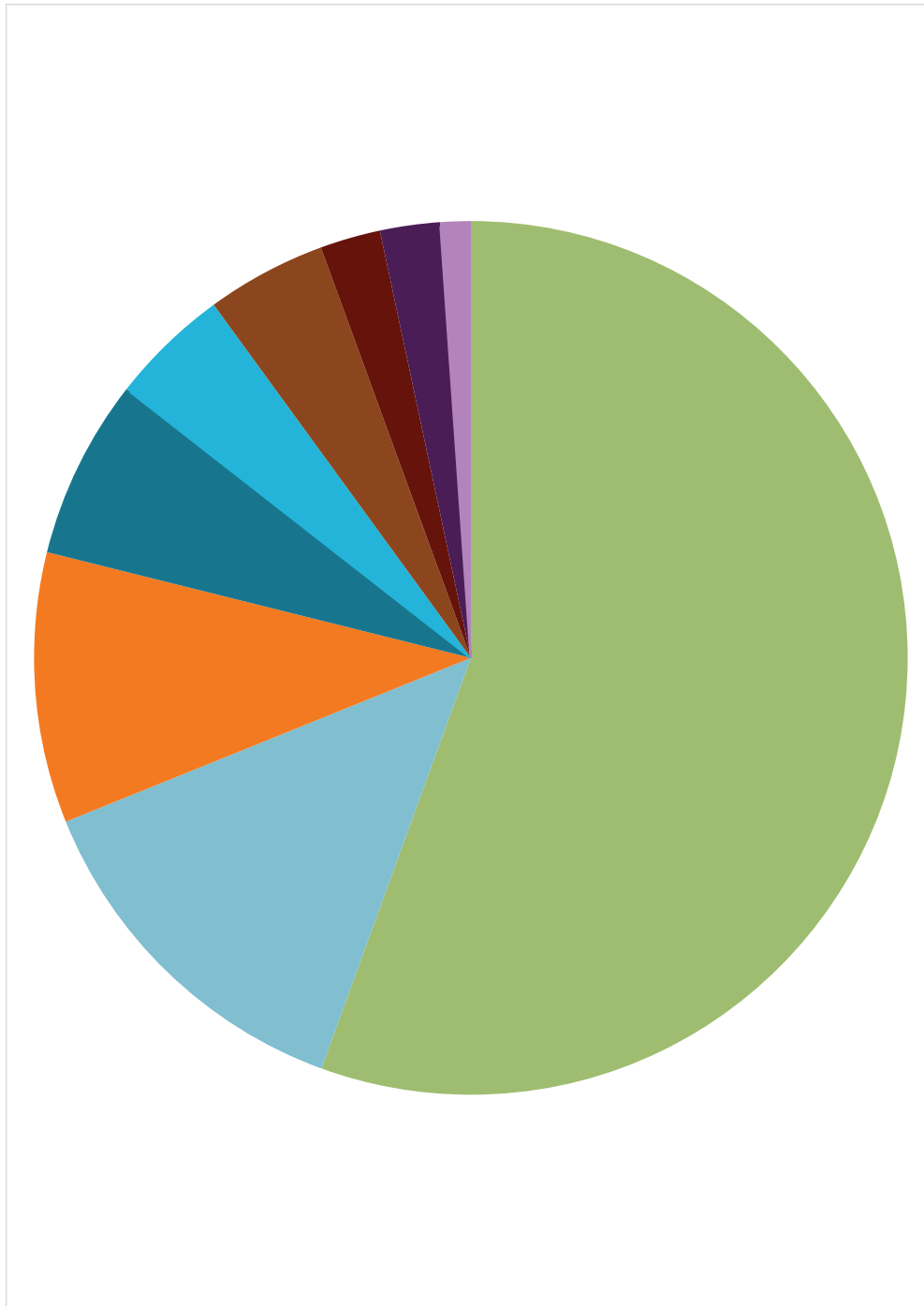


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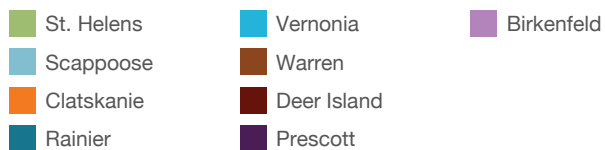
January - March 2018



Percent of contacts by city



St. Helens	50 (55.6%)
Scappoose	12 (13.3%)
Clatskanie	9 (10.0%)
Rainier	6 (6.7%)
Vernonia	4 (4.4%)
Warren	4 (4.4%)
Deer Island	2 (2.2%)
Prescott	2 (2.2%)
Birkenfeld	1 (1.1%)

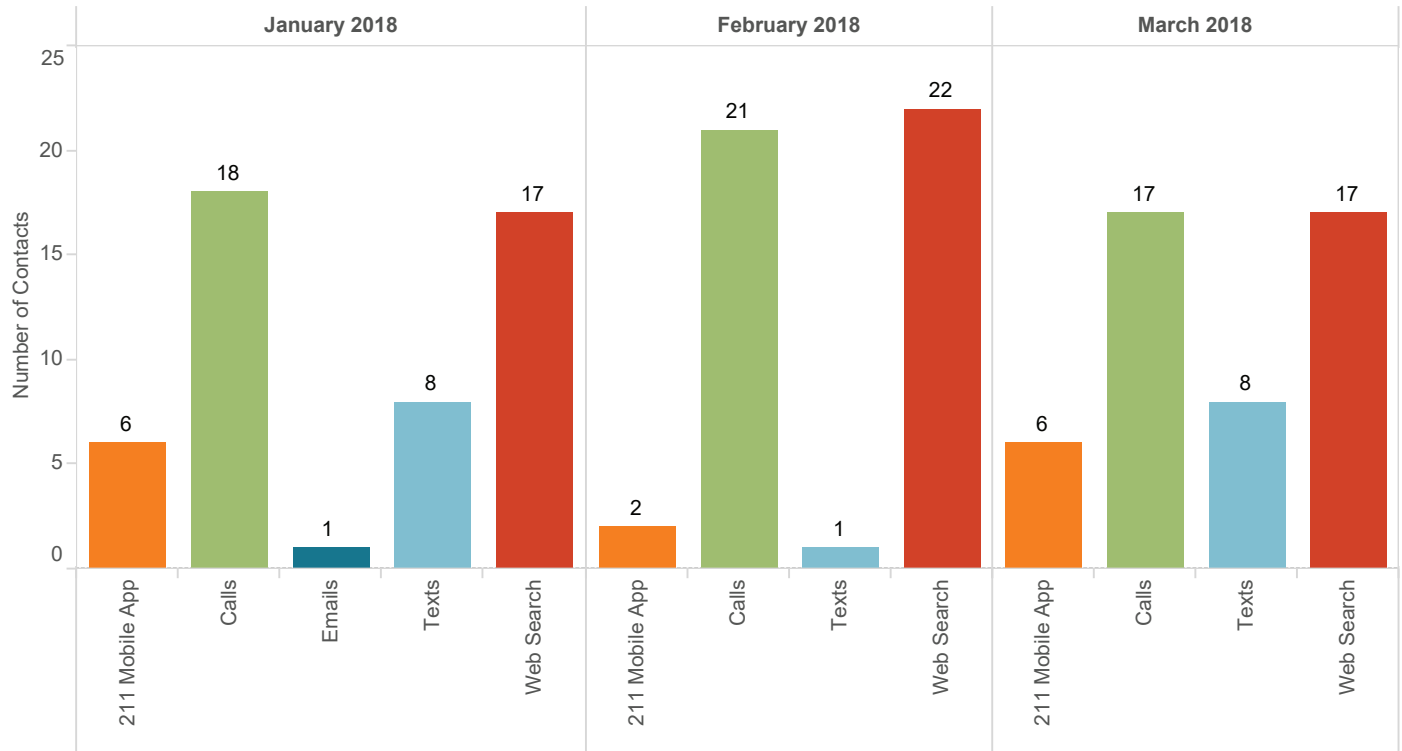


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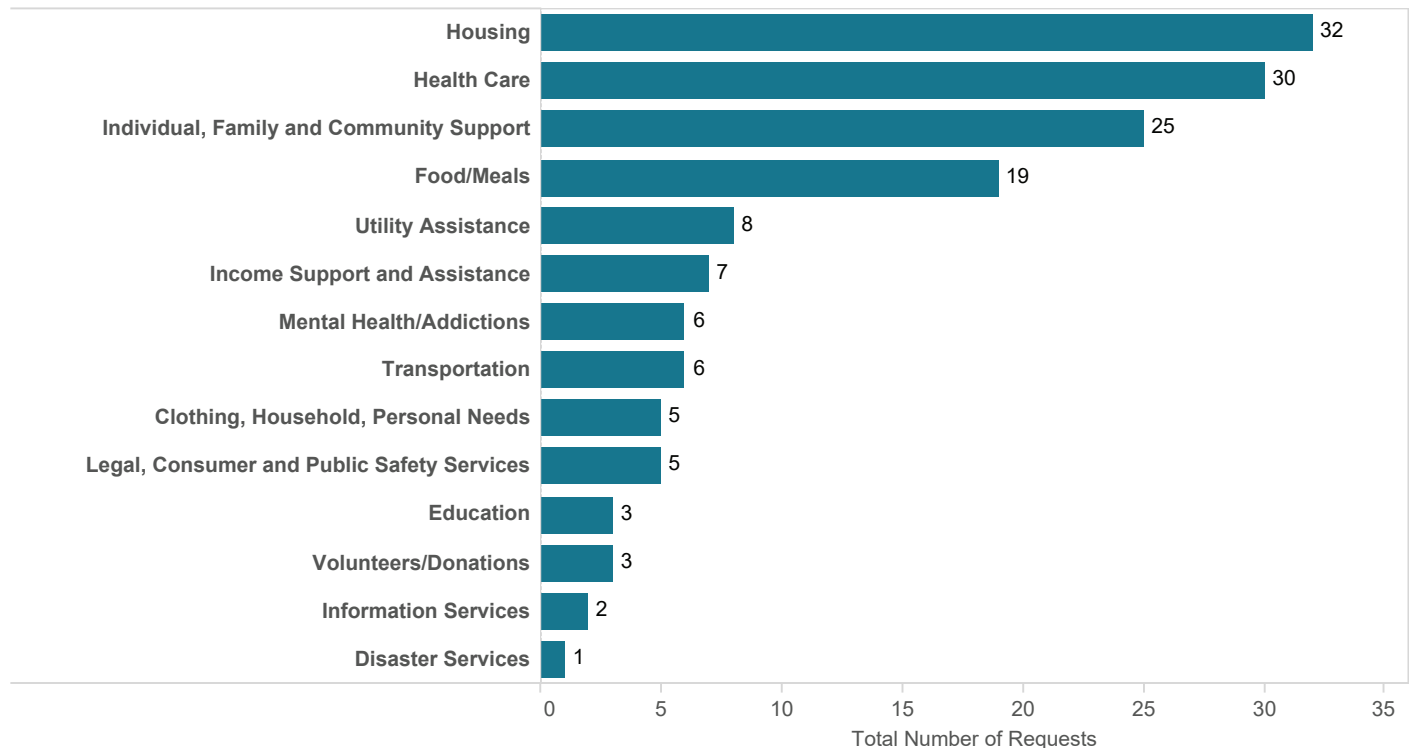


Number of contacts, grouped by month and contact type

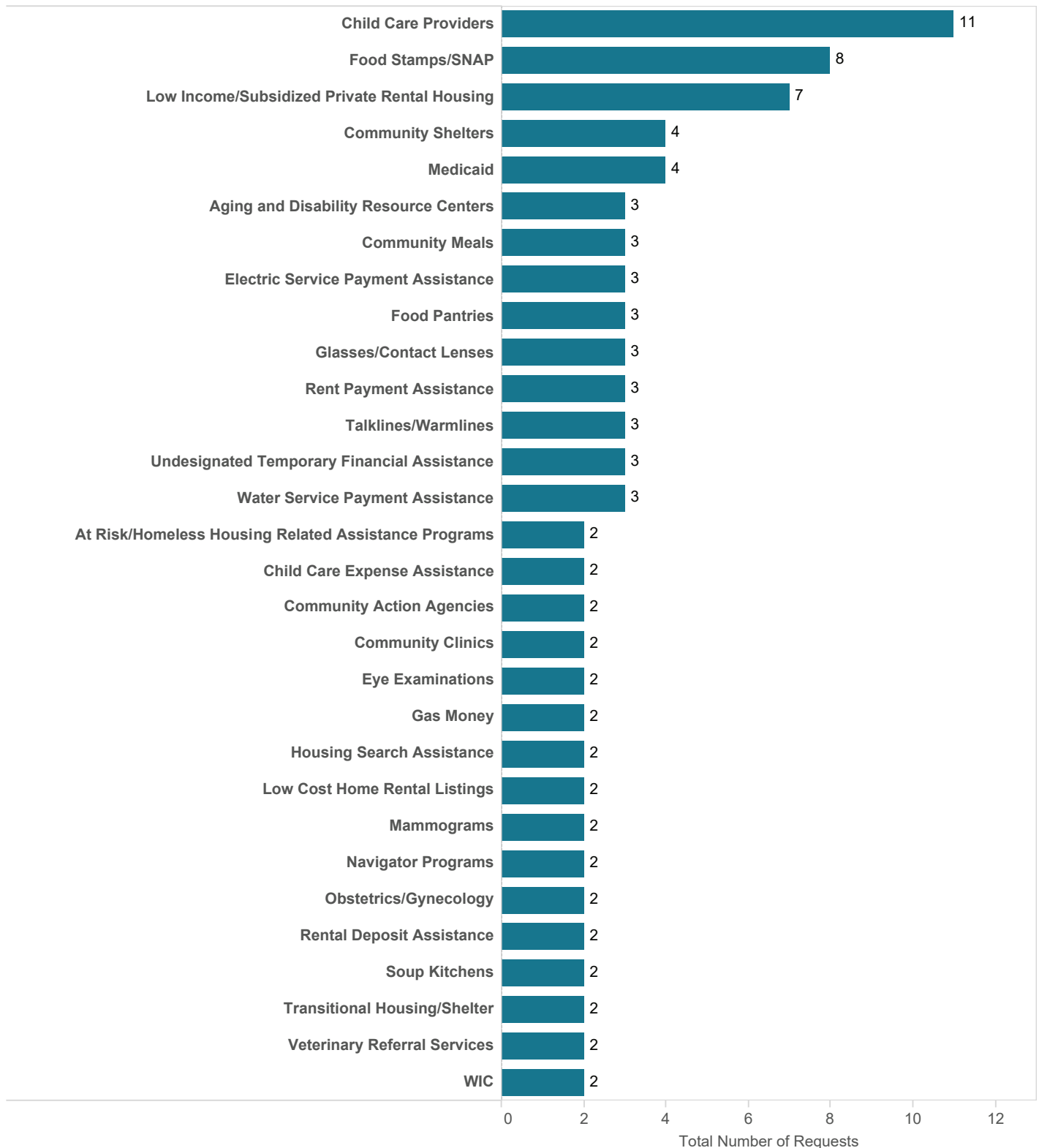


The chart above shows individual, anonymous contacts who reached out to 211info and not the total number of referrals given.

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



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

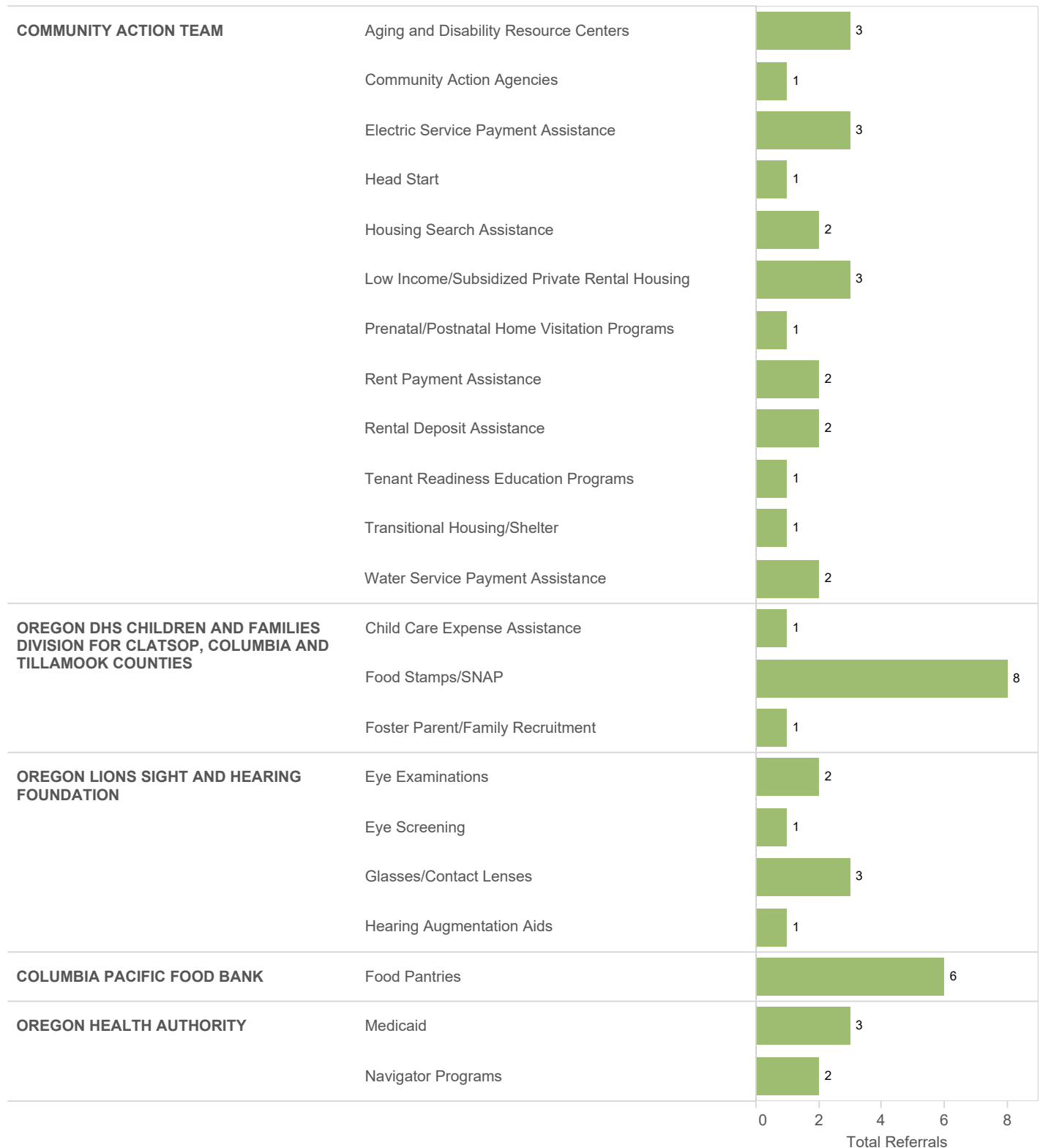


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Top 5 agencies referred to across all contact types



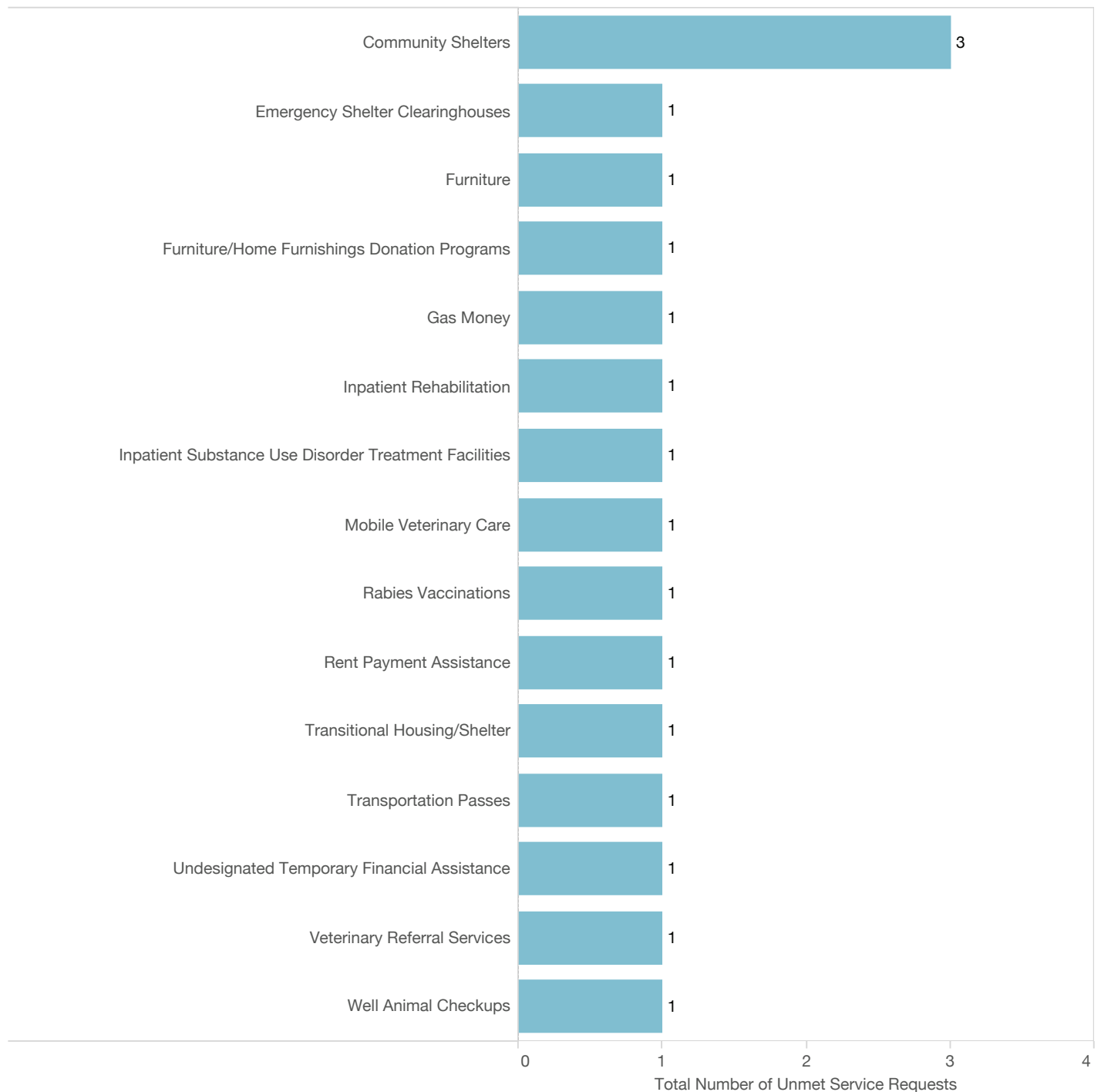
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There were 17 instances where there wasn't an appropriate referral for the contact's requested need. A referral may not be available for various reasons. In some cases, agencies are at capacity for a program; community need often outweighs the help available, and some services simply may not exist in a community.

What are potential service gaps?



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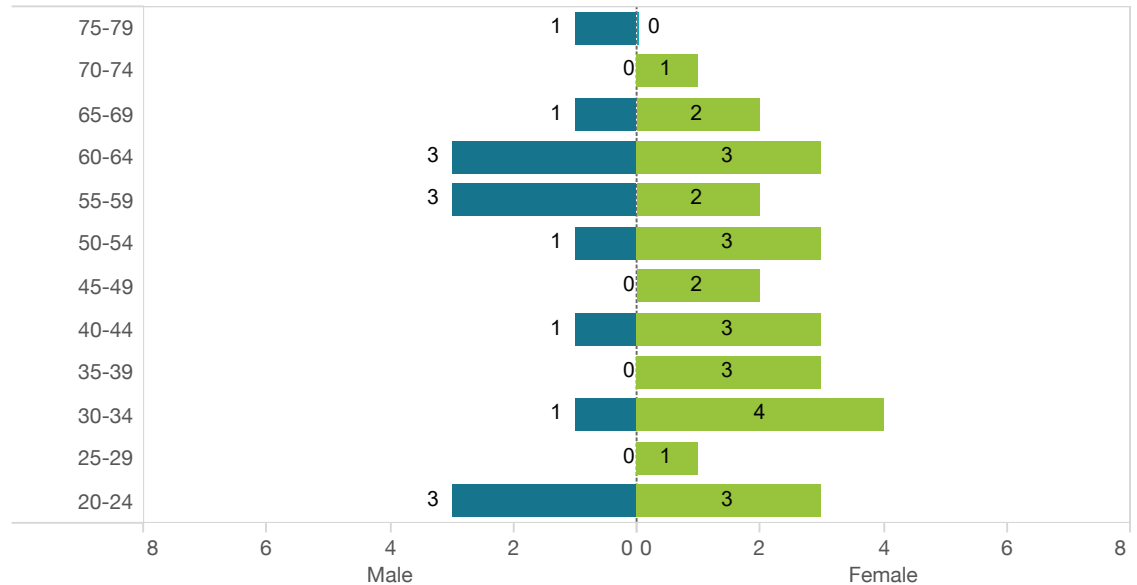
January - March 2018



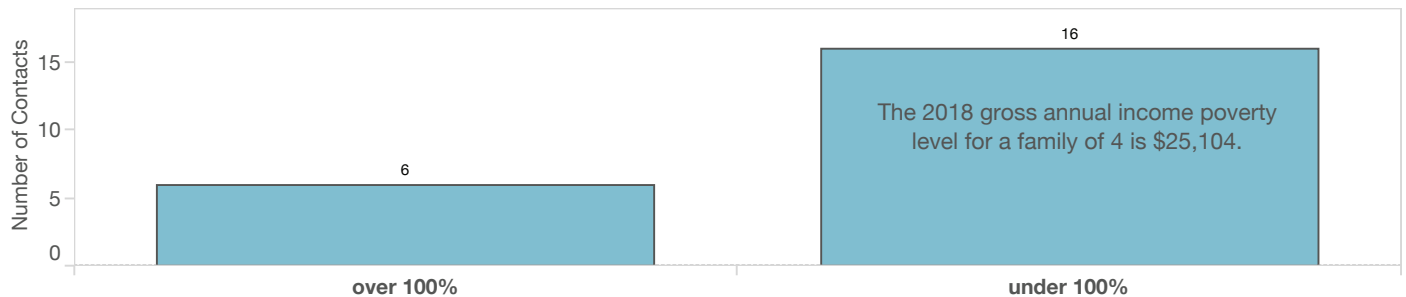
Age

75-79	3%
70-74	3%
65-69	9%
60-64	12%
55-59	15%
50-54	9%
45-49	6%
40-44	12%
35-39	9%
30-34	15%
25-29	3%
20-24	3%

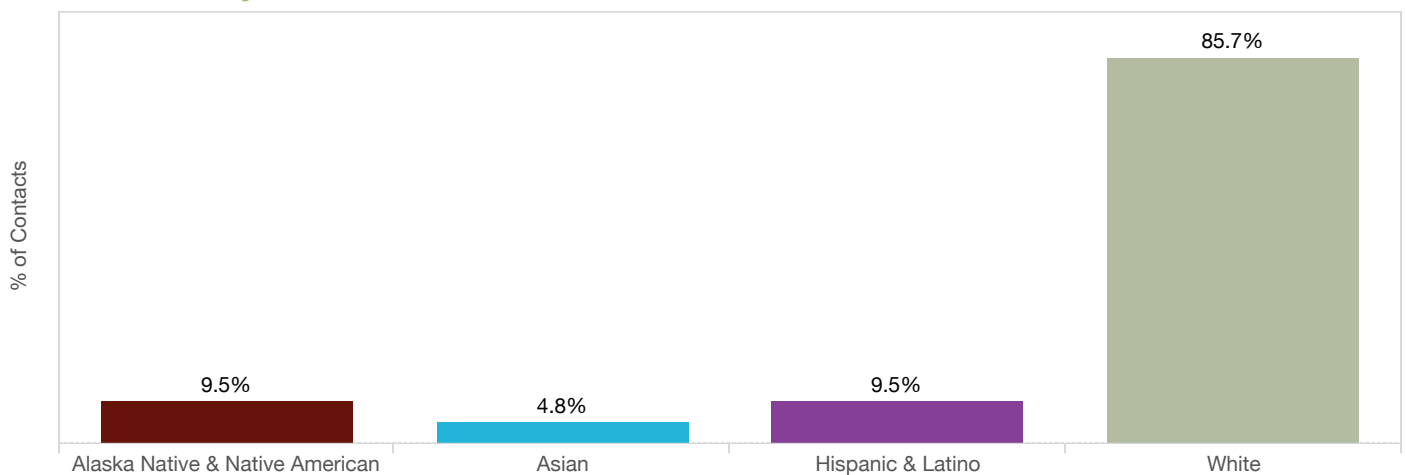
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

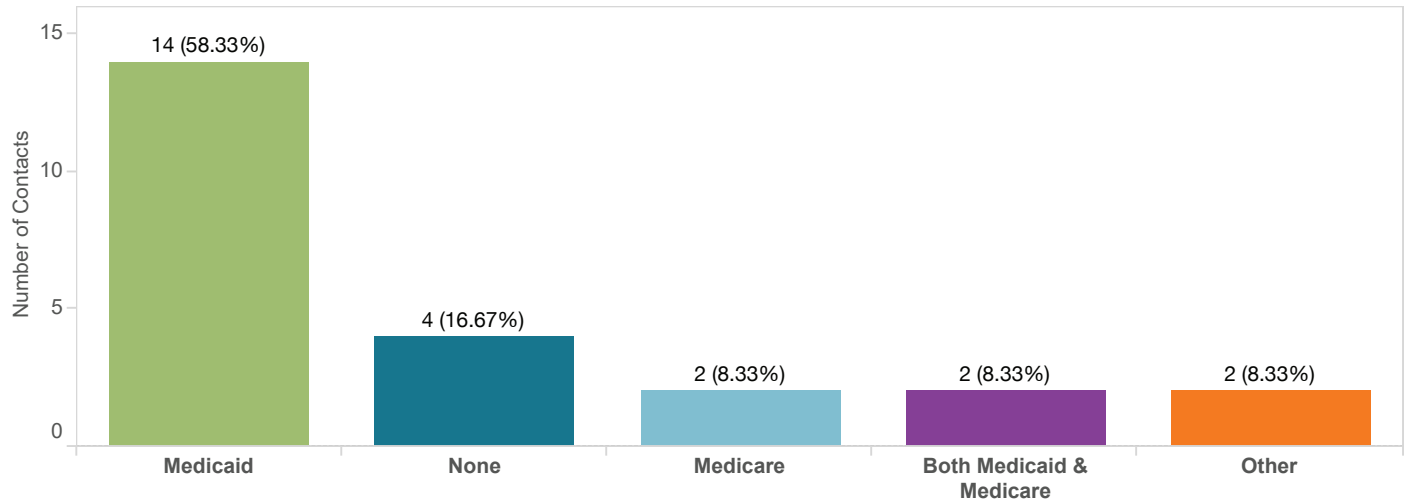


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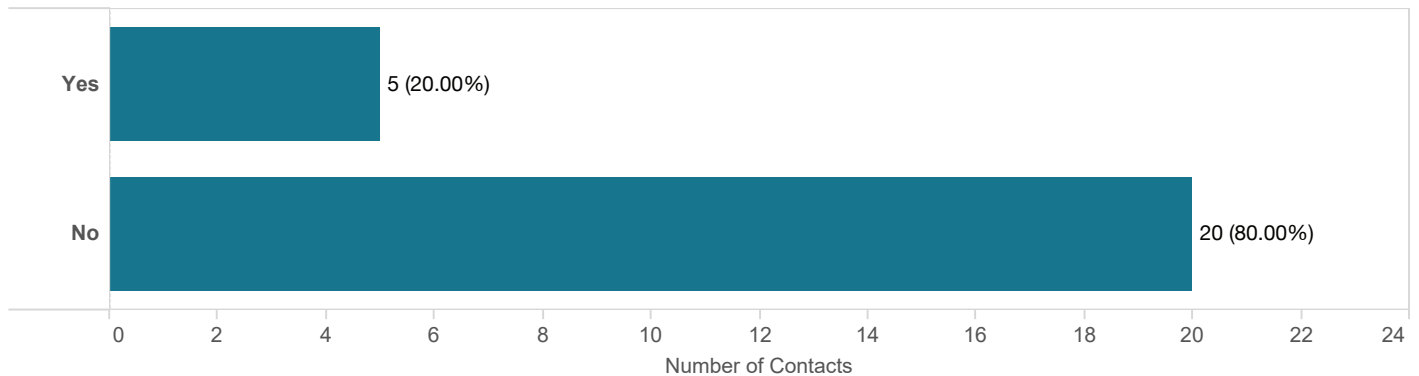
January - March 2018



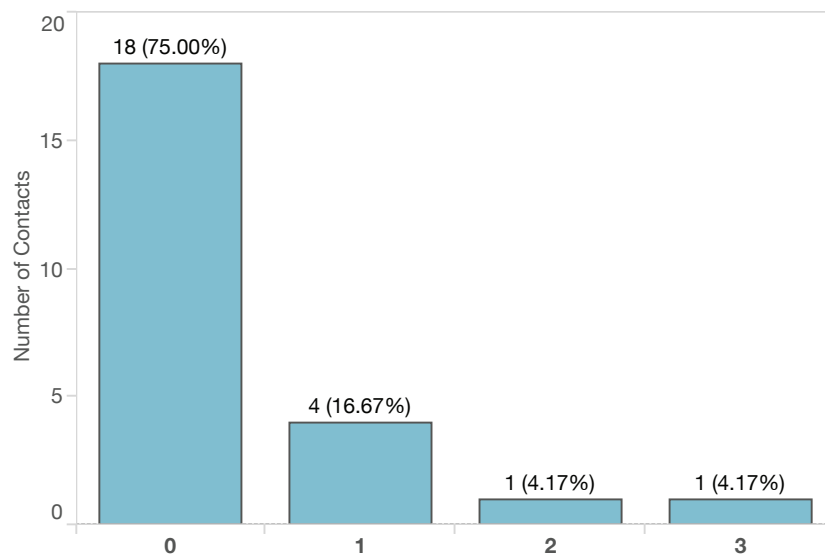
Health insurance status



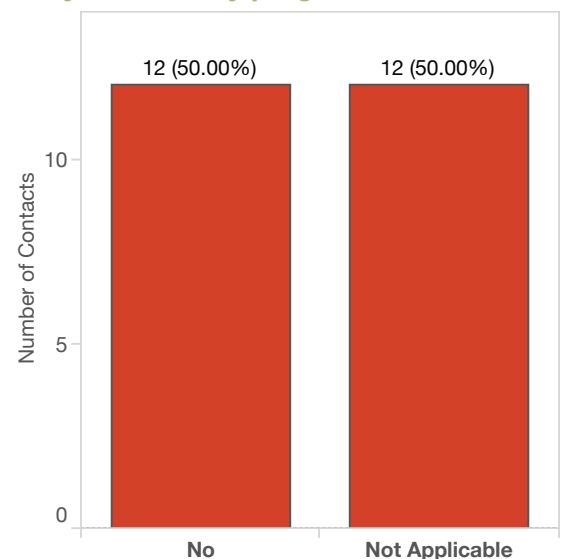
Are you currently homeless?



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?

