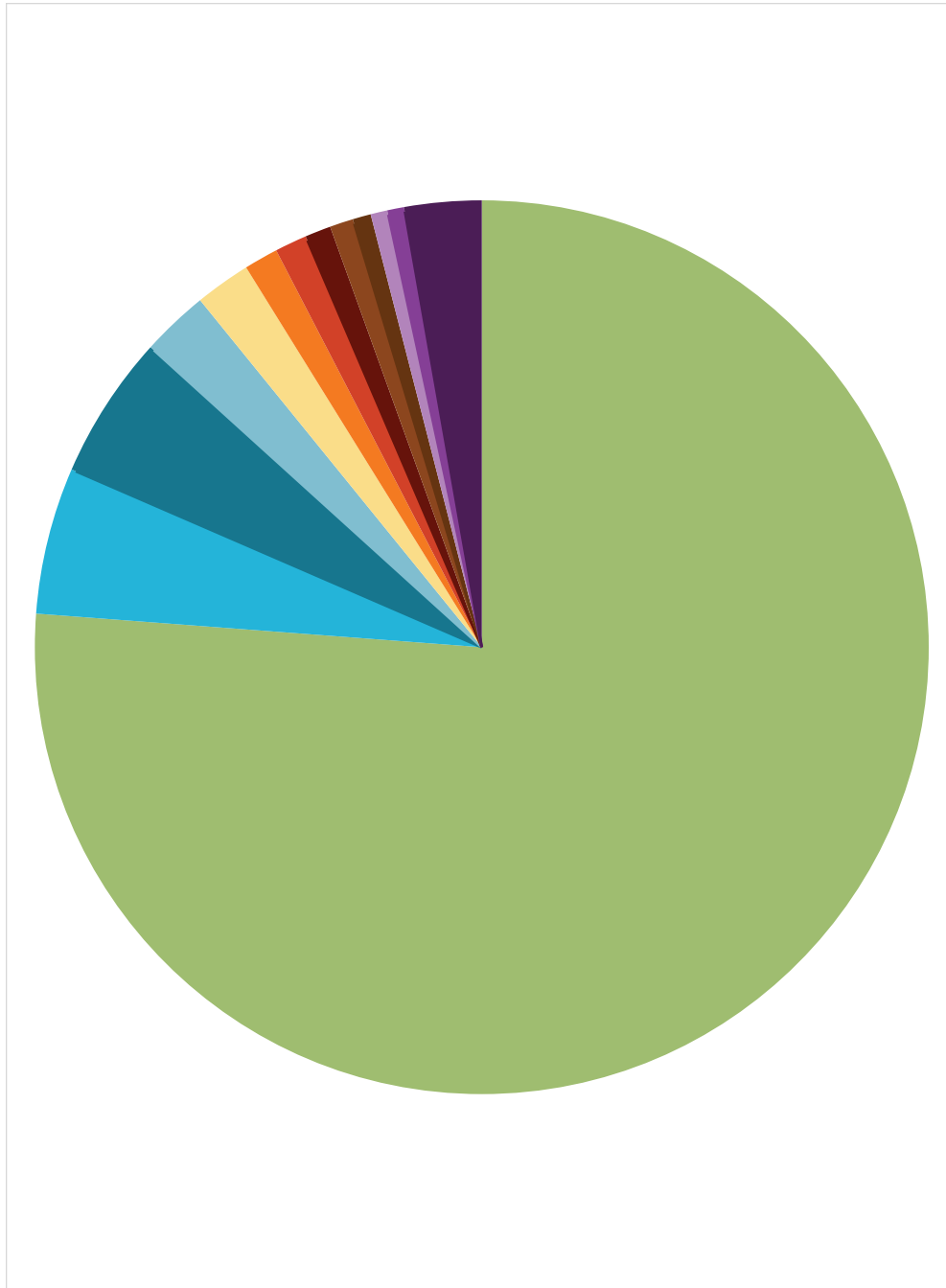


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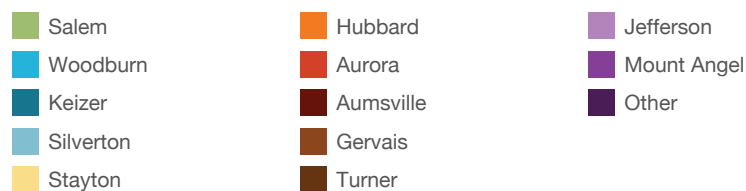
January - March 2018



Percent of contacts by city



Salem	1,624 (76%)
Woodburn	113 (5%)
Keizer	111 (5%)
Silverton	52 (2%)
Stayton	43 (2%)
Hubbard	26 (1%)
Aurora	25 (1%)
Aumsville	20 (1%)
Gervais	18 (1%)
Turner	14 (1%)
Jefferson	13 (1%)
Mount Angel	13 (1%)
Other	59 (3%)

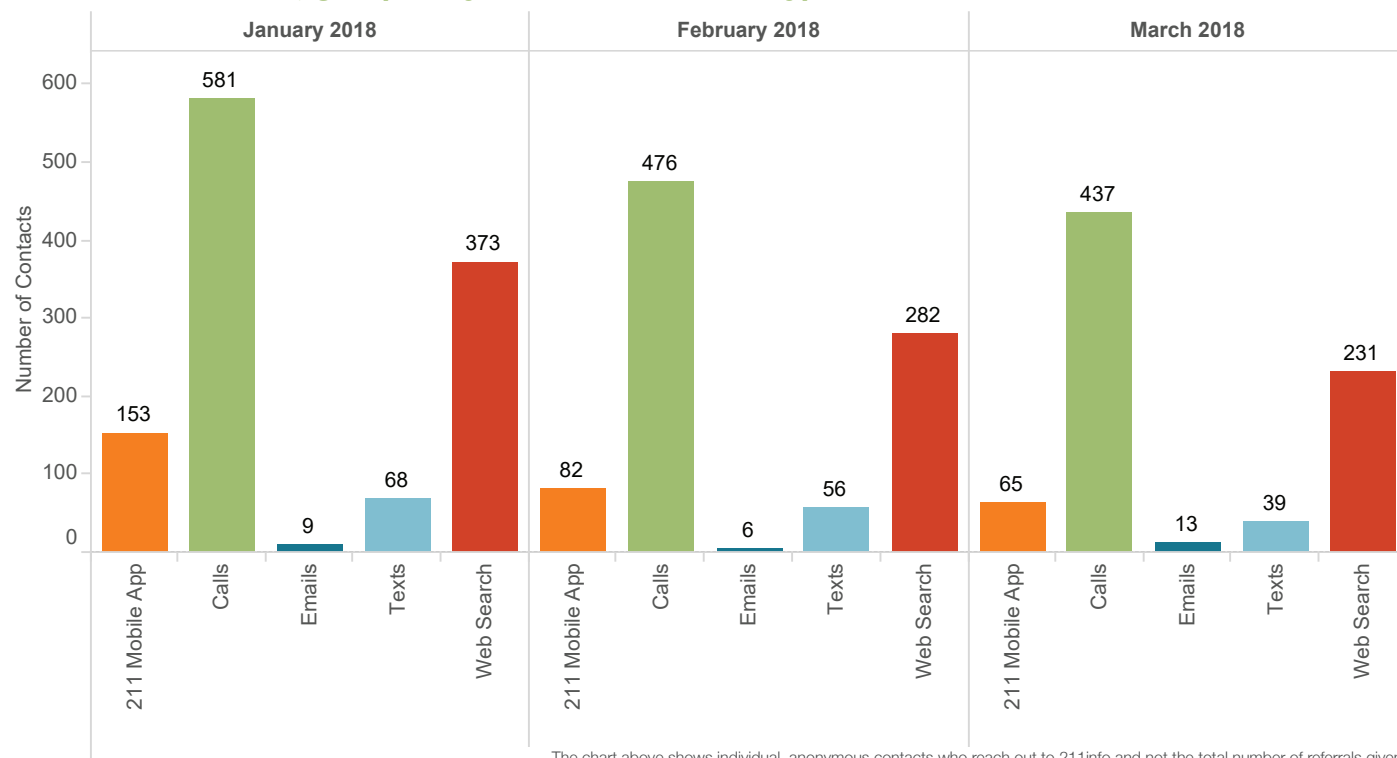


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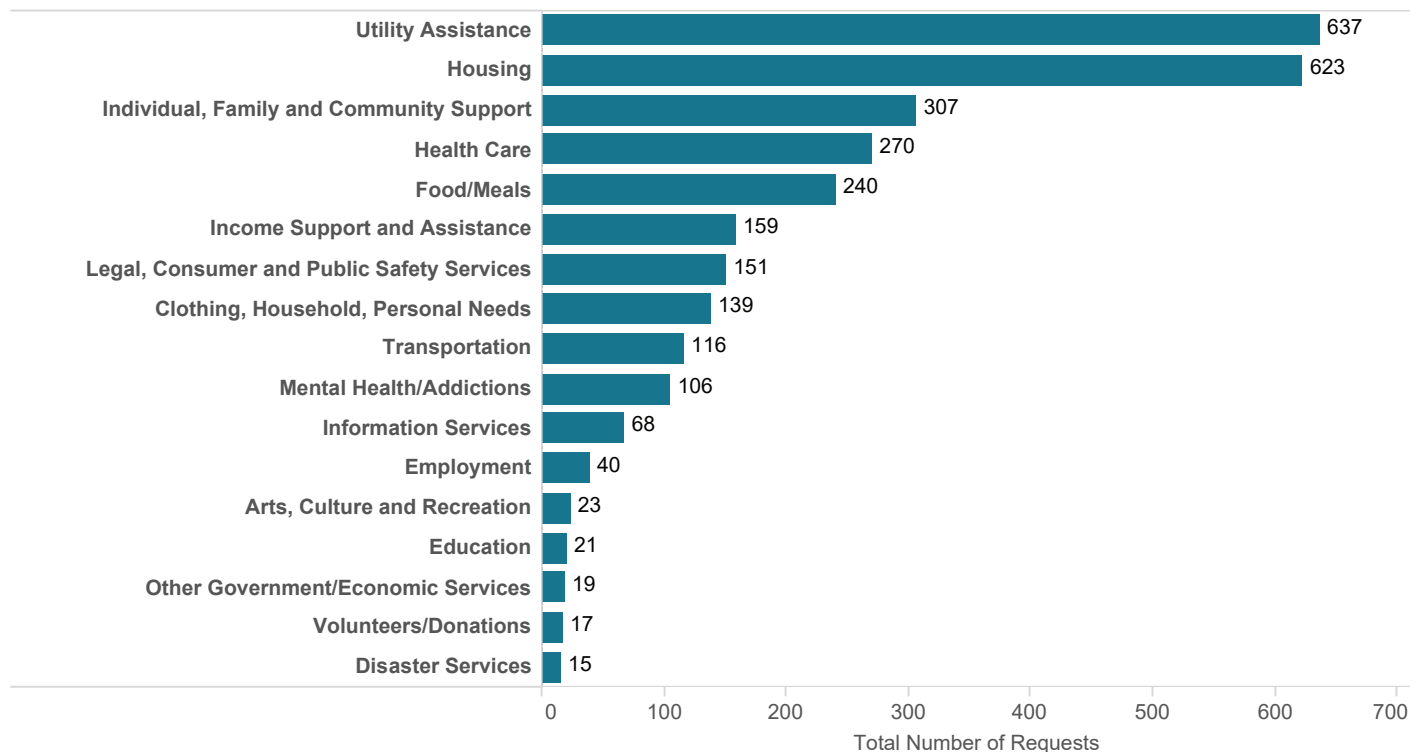


Number of contacts, grouped by month and contact type

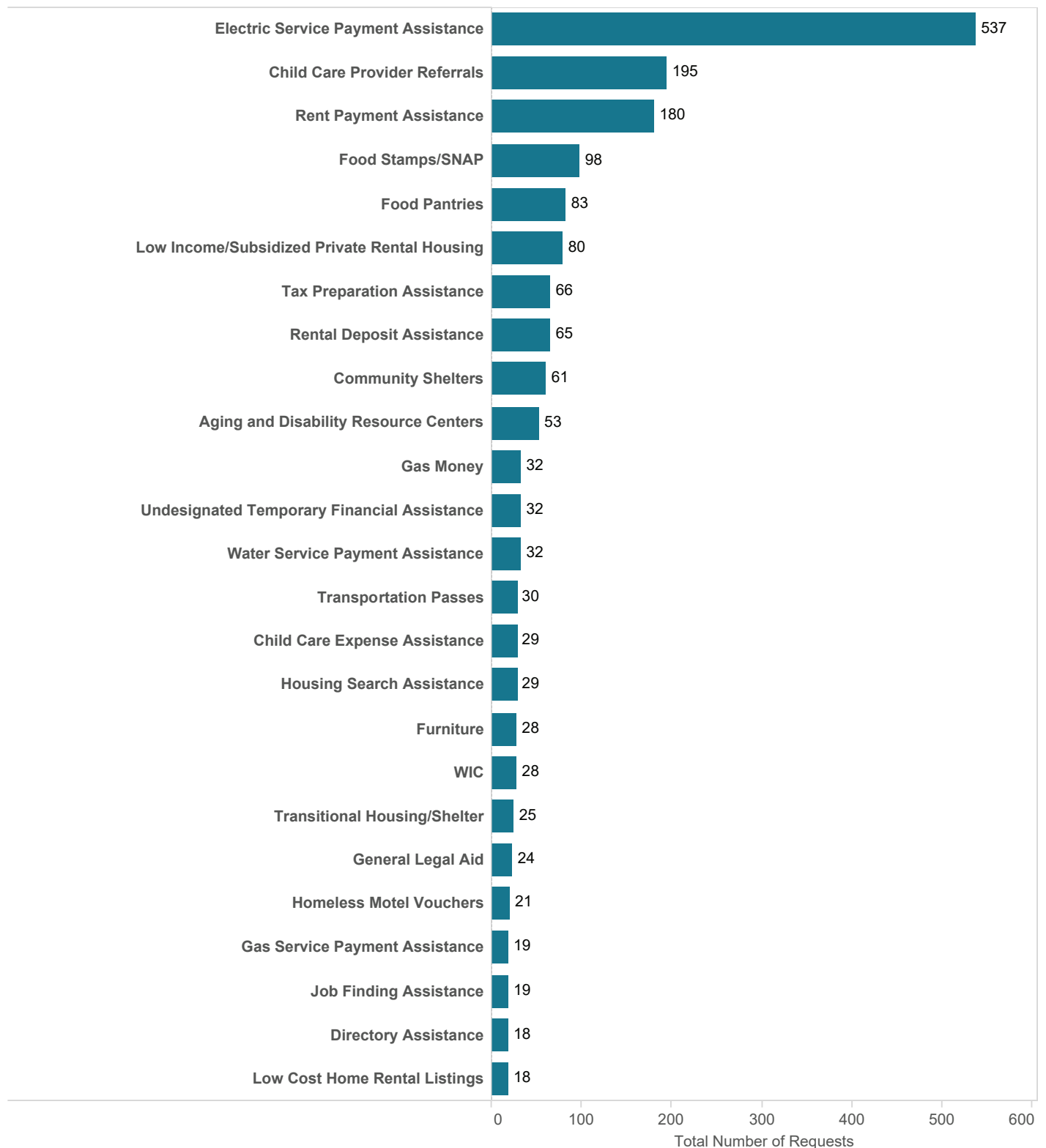


The chart above shows individual, anonymous contacts who reach out to 211info and not the total number of referrals given.

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



Top 25 needs across all contact types

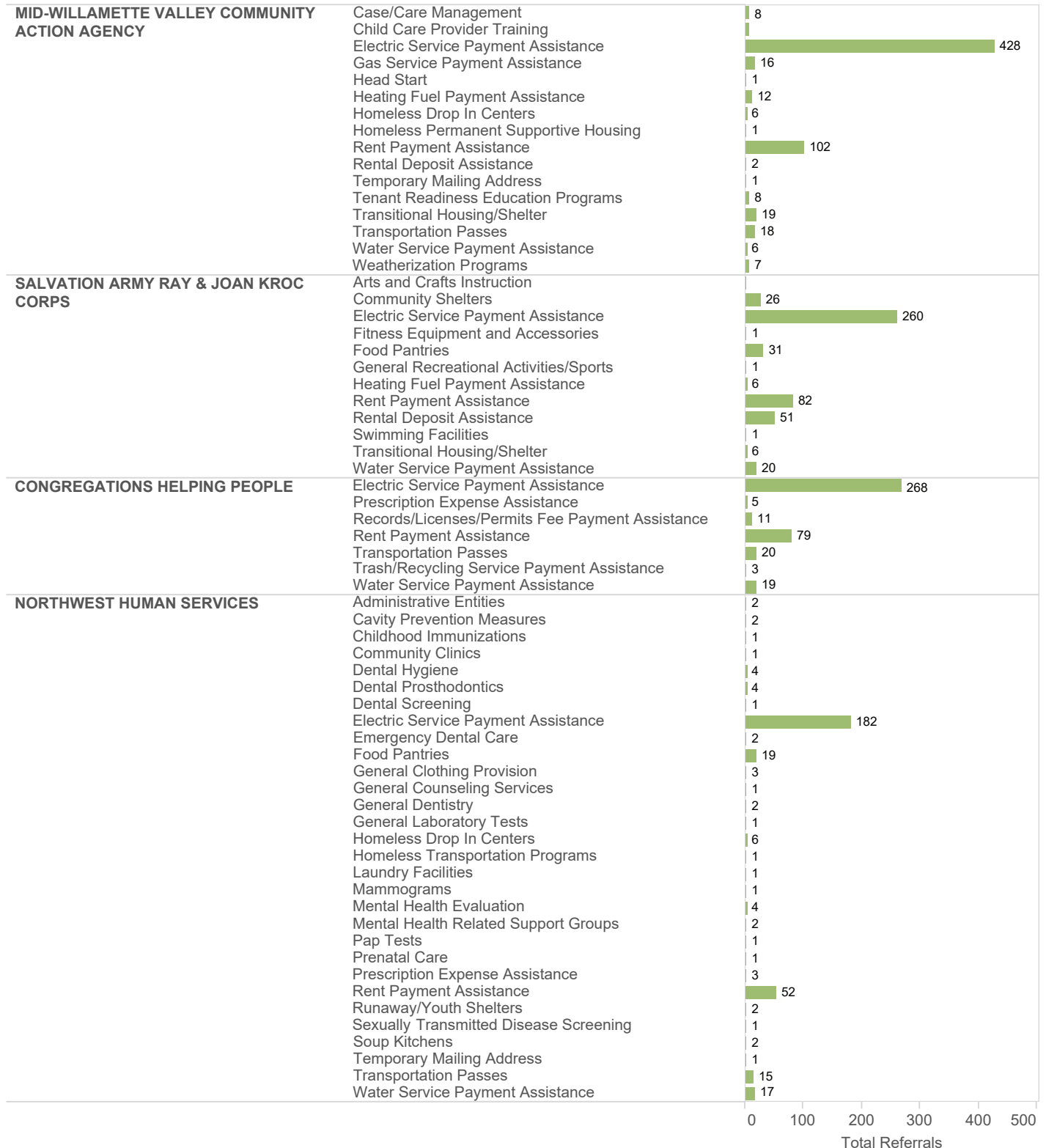


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Top 4 agencies referred to across all contact types



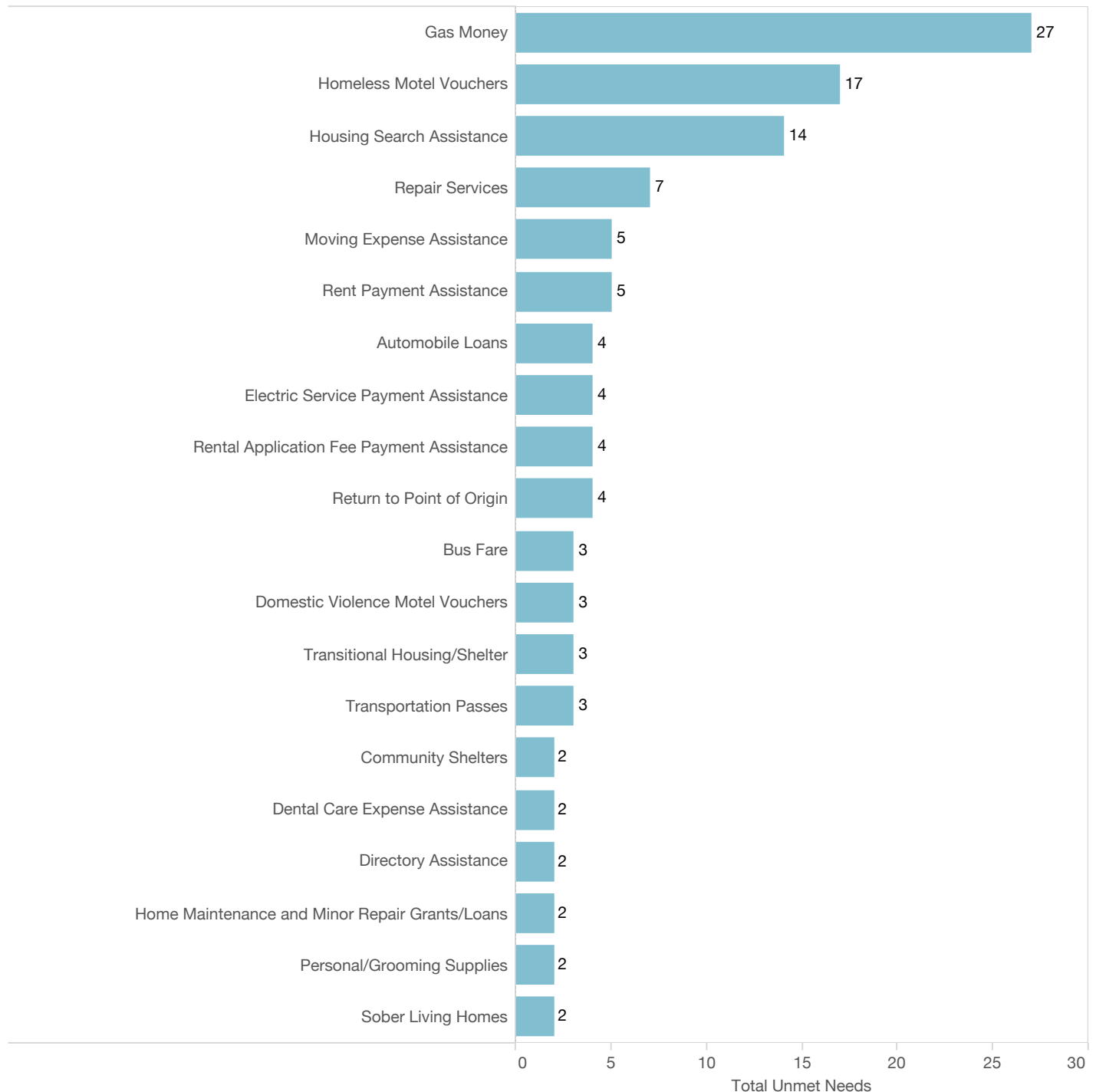
MARION COUNTY

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There were 185 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



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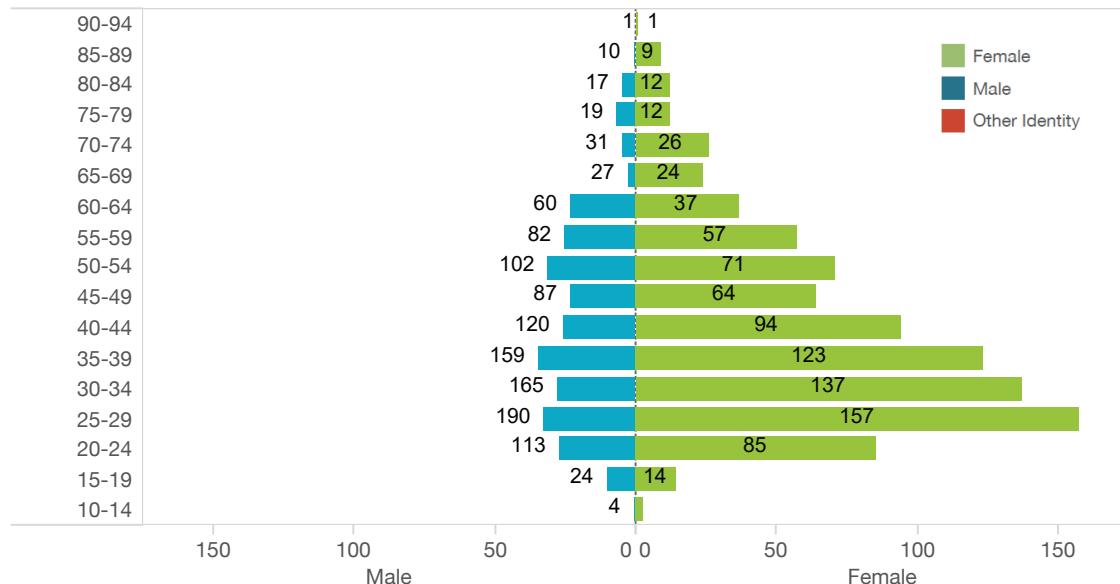
January - March 2018



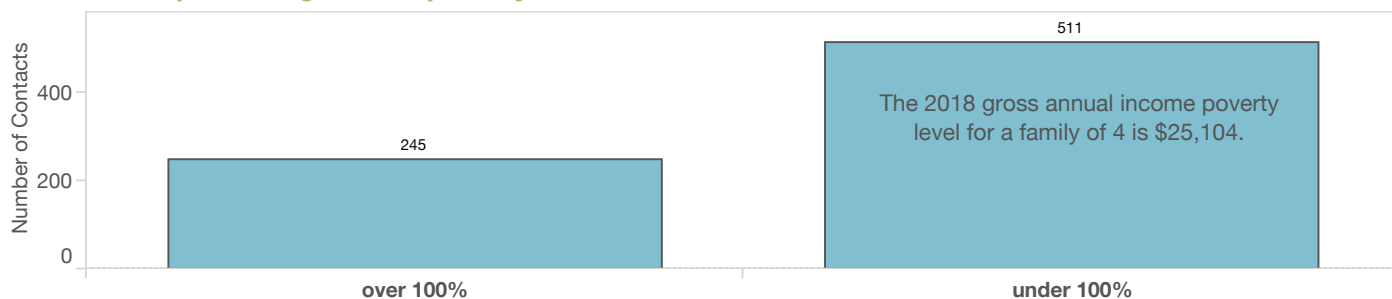
Age

90-94	0.08%
85-89	0.88%
80-84	1.68%
75-79	1.76%
70-74	2.64%
65-69	2.40%
60-64	4.97%
55-59	6.73%
50-54	8.33%
45-49	6.97%
40-44	9.94%
35-39	12.98%
30-34	13.62%
25-29	15.38%
20-24	9.13%
15-19	2.16%
10-14	0.32%

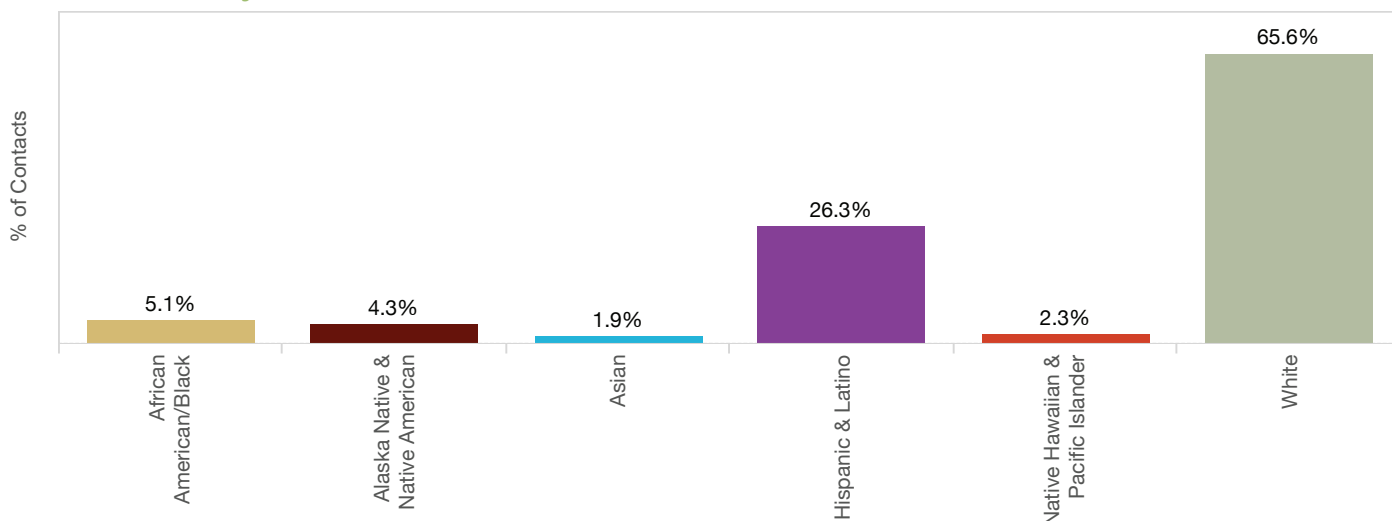
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

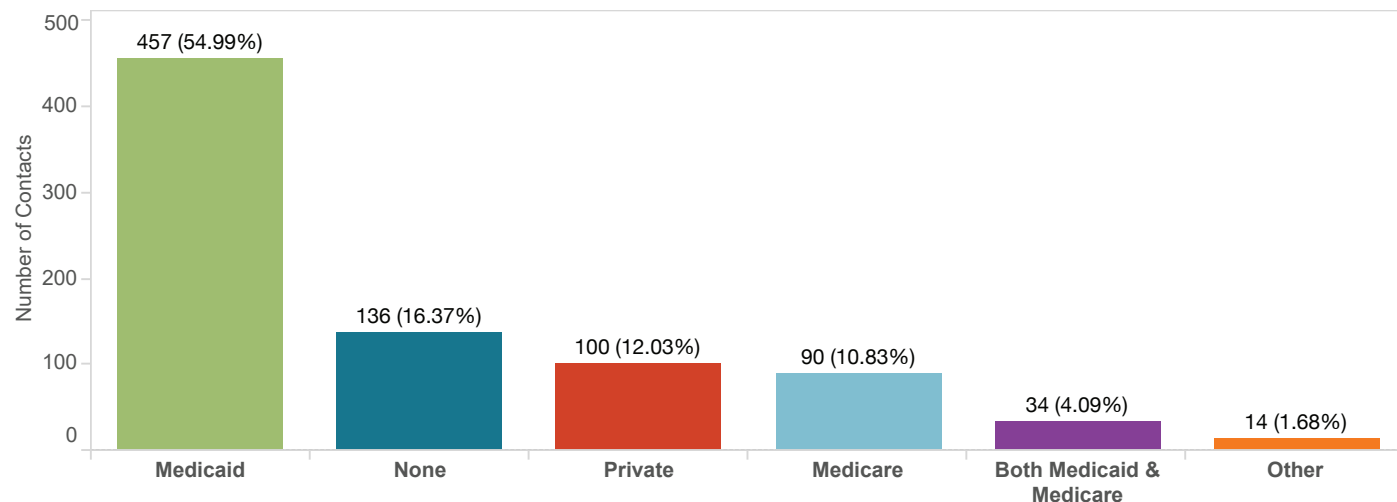


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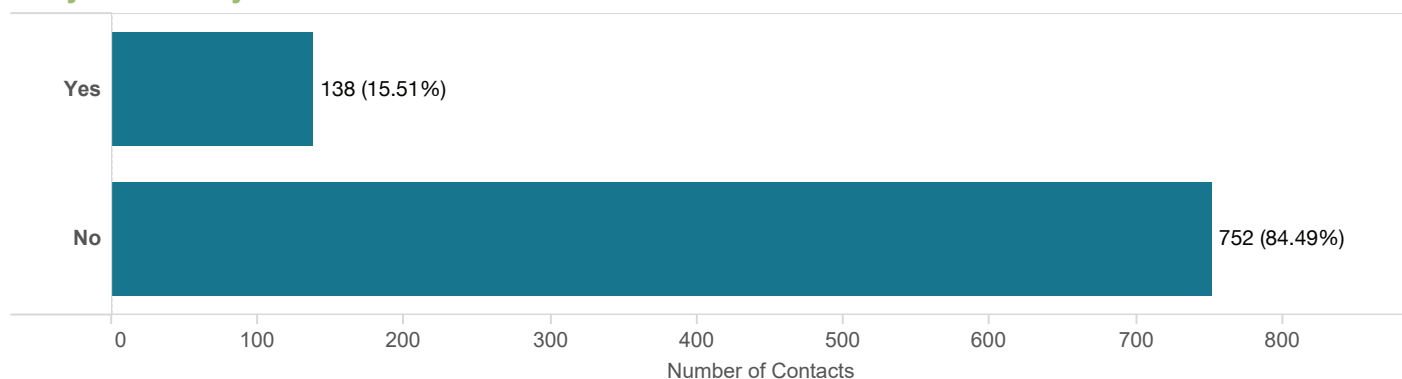
January - March 2018



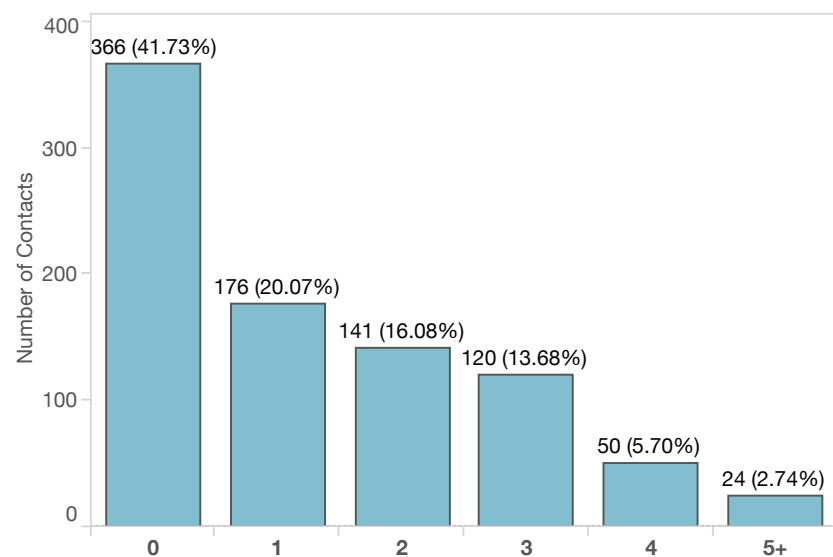
Health insurance status



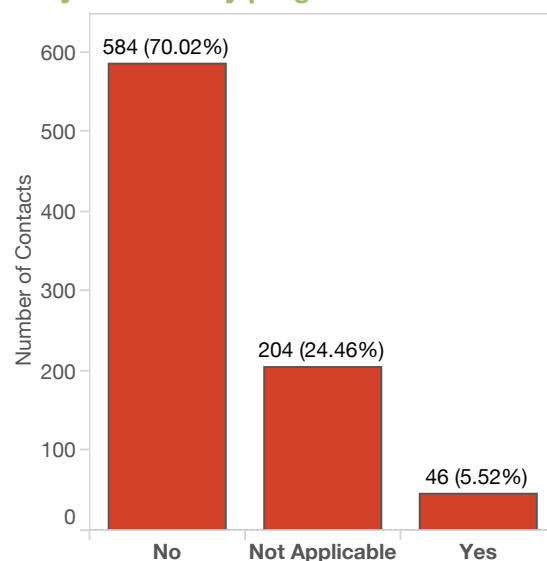
Are you currently homeless?



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?

