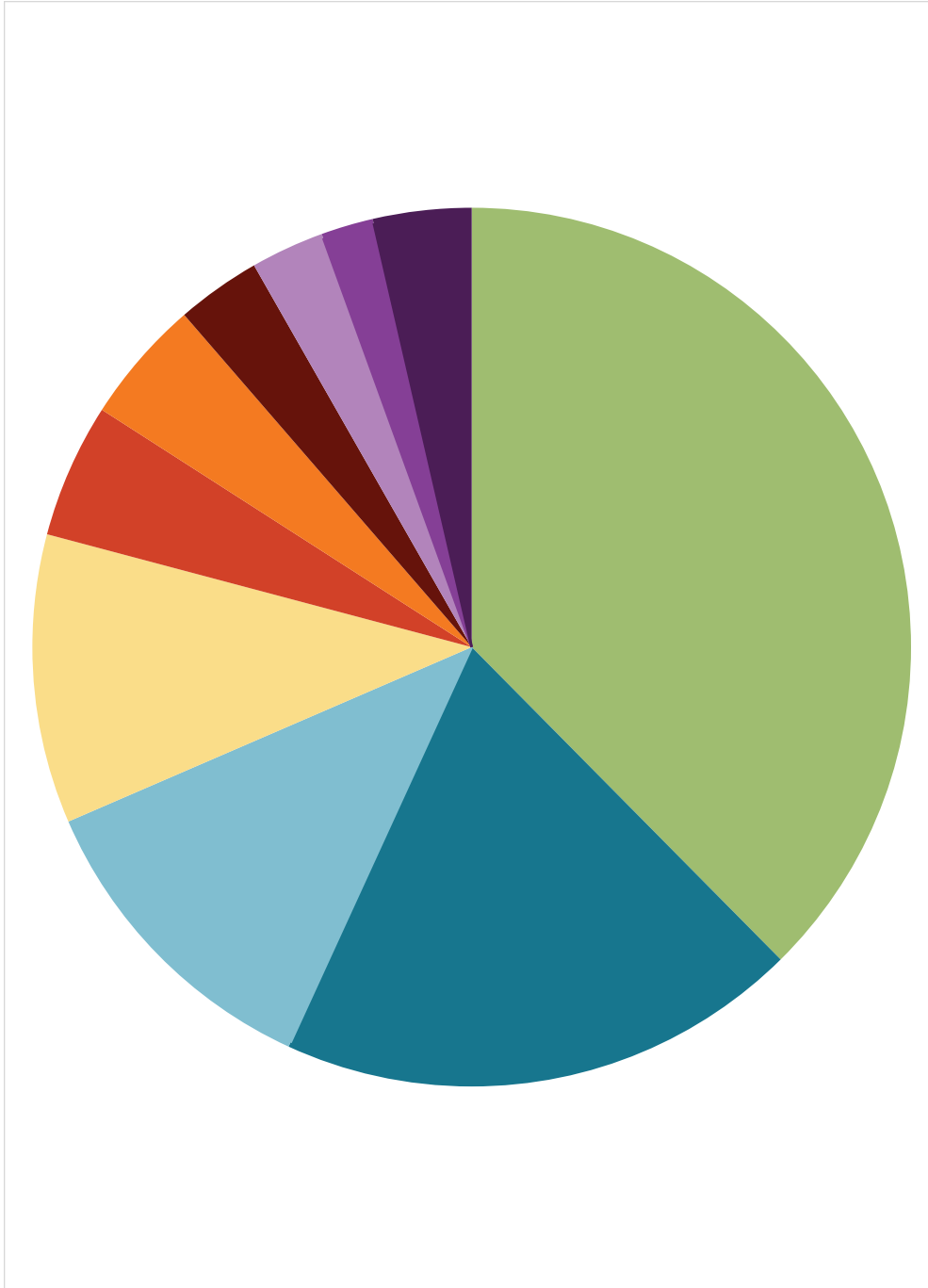


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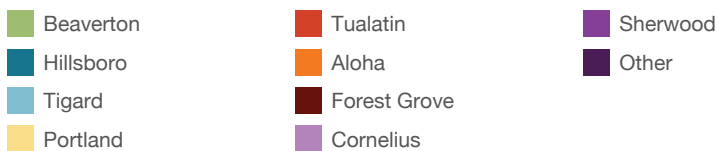
January - March 2018



Percent of contacts by city



Beaverton	1,177 (38%)
Hillsboro	603 (19%)
Tigard	365 (12%)
Portland	333 (11%)
Tualatin	155 (5%)
Aloha	143 (5%)
Forest Grove	97 (3%)
Cornelius	85 (3%)
Sherwood	60 (2%)
Other	113 (4%)

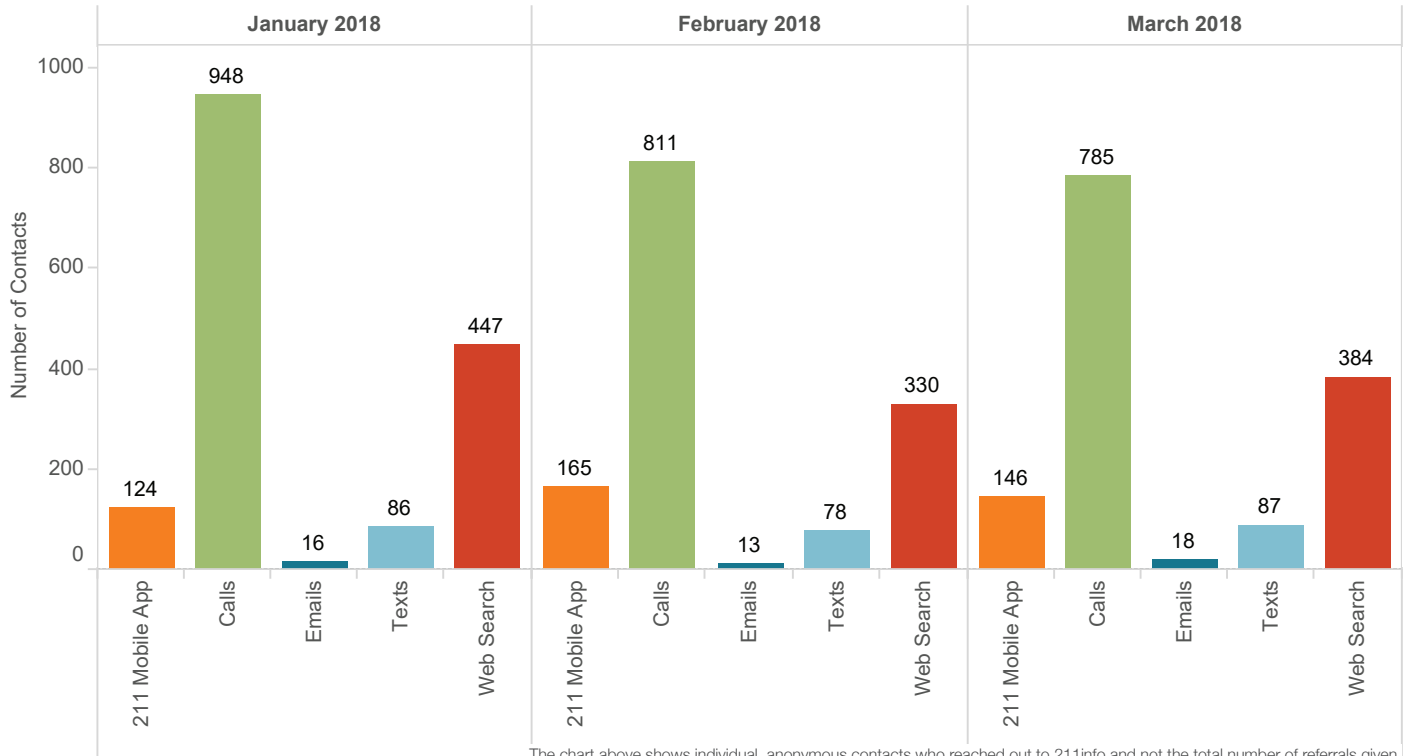


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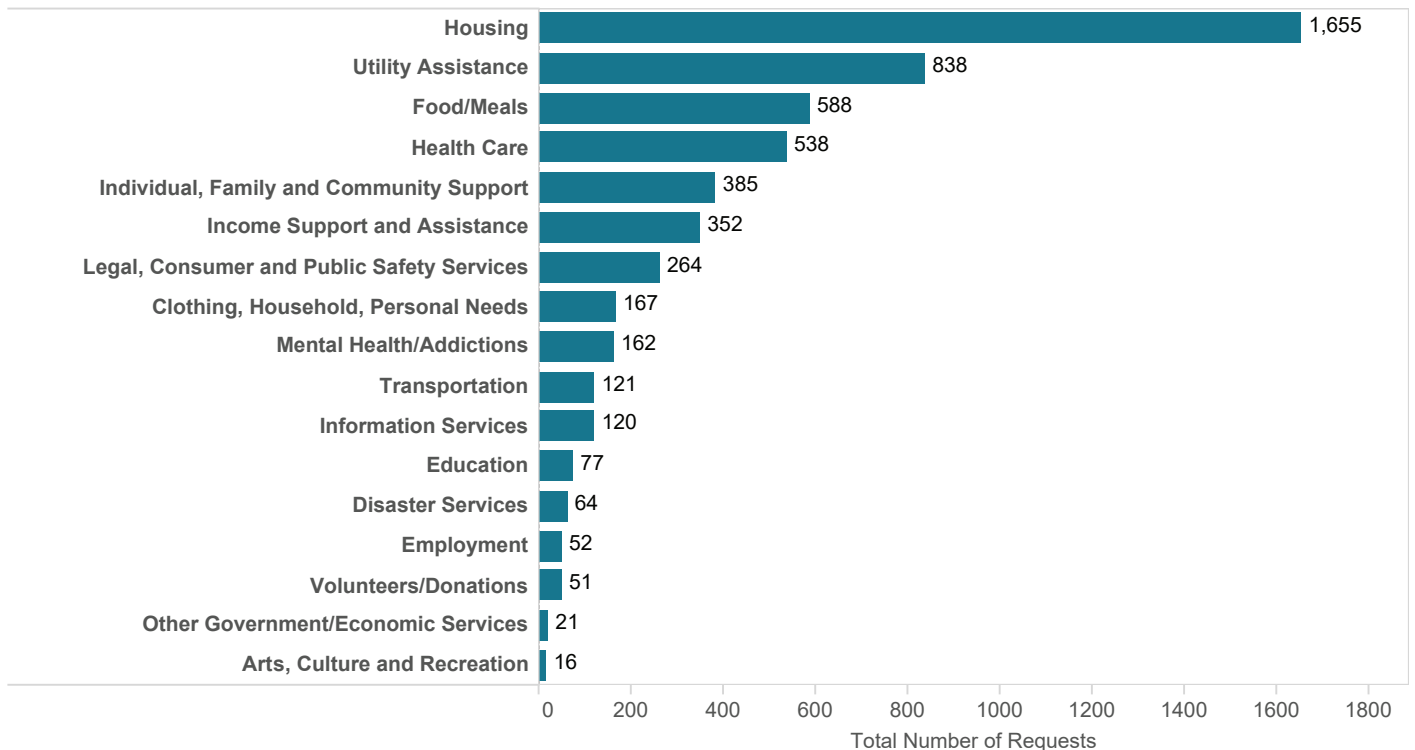


Number of contacts, grouped by month and contact type

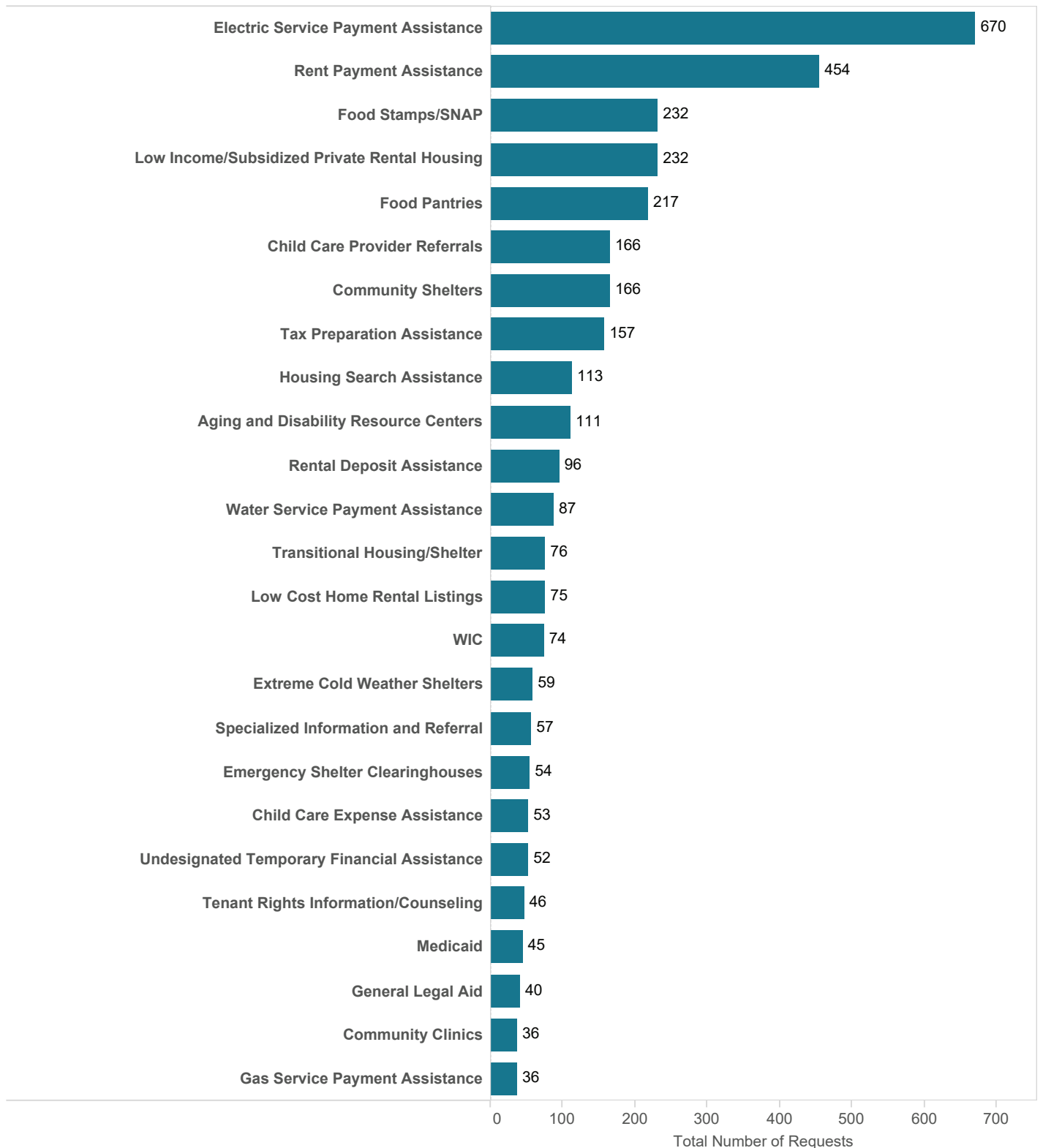


The chart above shows individual, anonymous contacts who reached out to 211info and not the total number of referrals given.

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



Top 25 service requests across all contact types

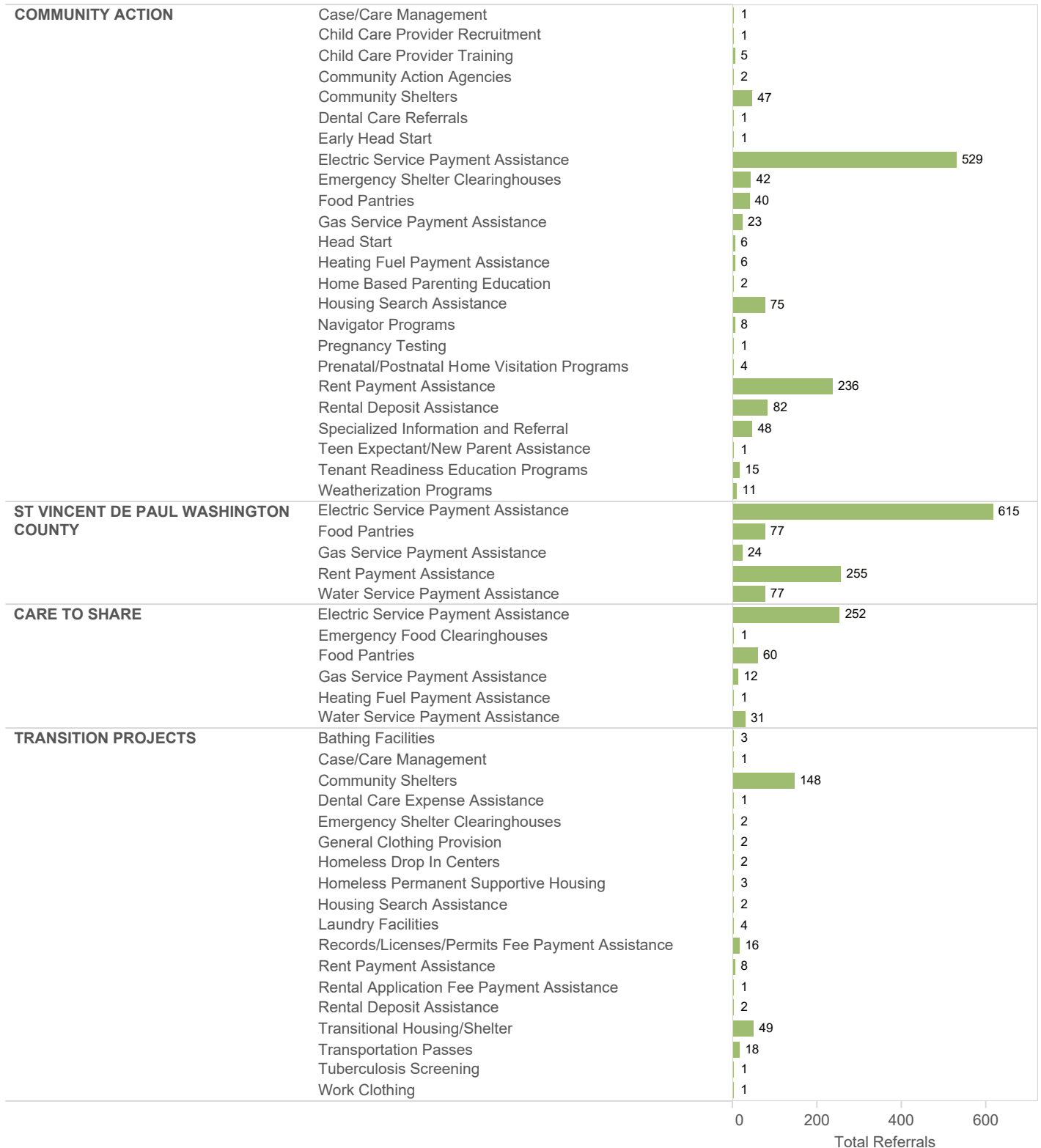


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Top 4 agencies referred to across all contact types



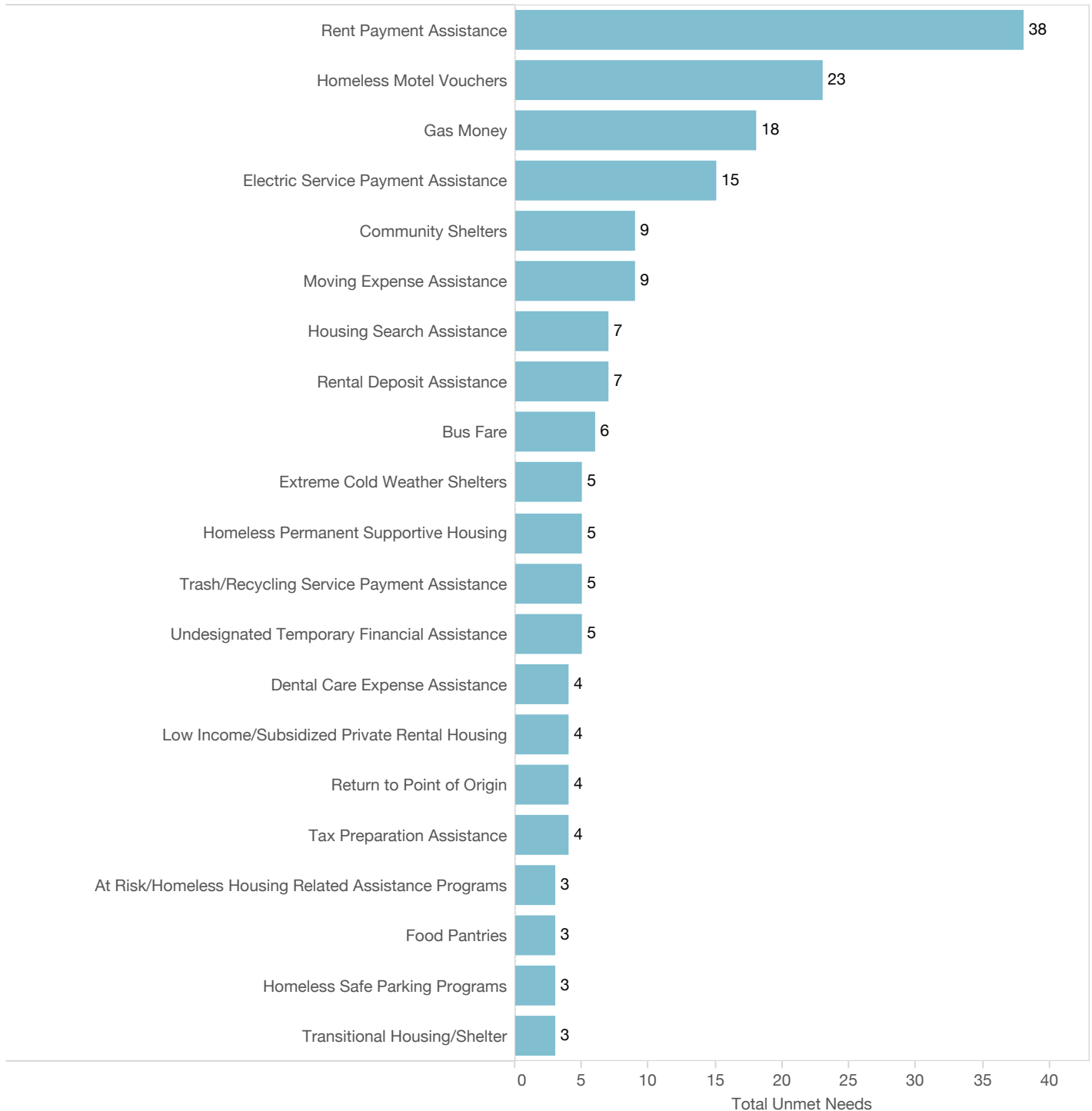
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There were 267 instances where there wasn't an appropriate referral for the contact's requested need. A referral may not be available for various reasons. In some cases, agencies are at capacity for a program; community need often outweighs the help available; and some services simply don't exist in a community.

Potential service gaps with 3 or more requests



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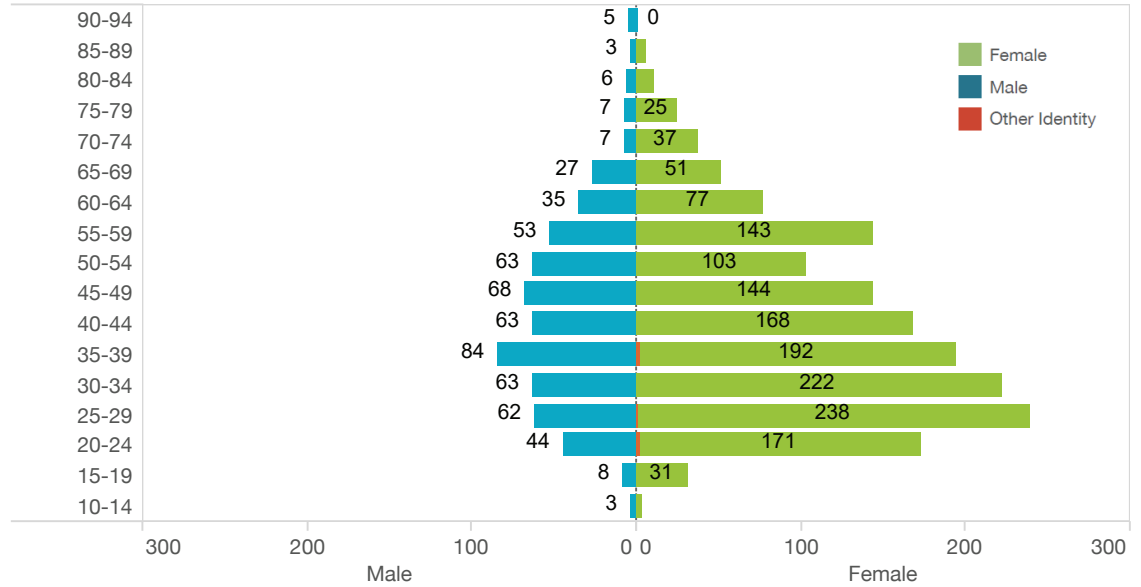
January - March 2018



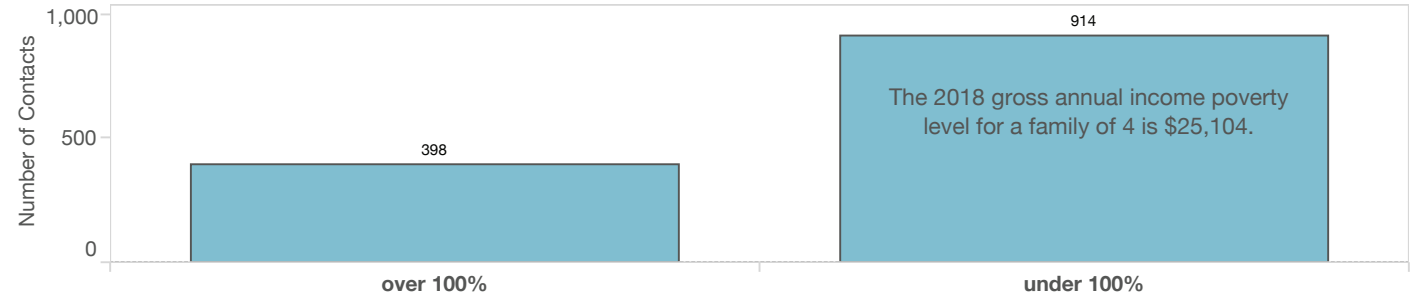
Age

90-94	0.22%
85-89	0.39%
80-84	0.74%
75-79	1.39%
70-74	2.00%
65-69	3.57%
60-64	5.05%
55-59	8.87%
50-54	7.61%
45-49	9.40%
40-44	10.27%
35-39	12.48%
30-34	12.61%
25-29	13.35%
20-24	9.79%
15-19	1.96%
10-14	0.30%

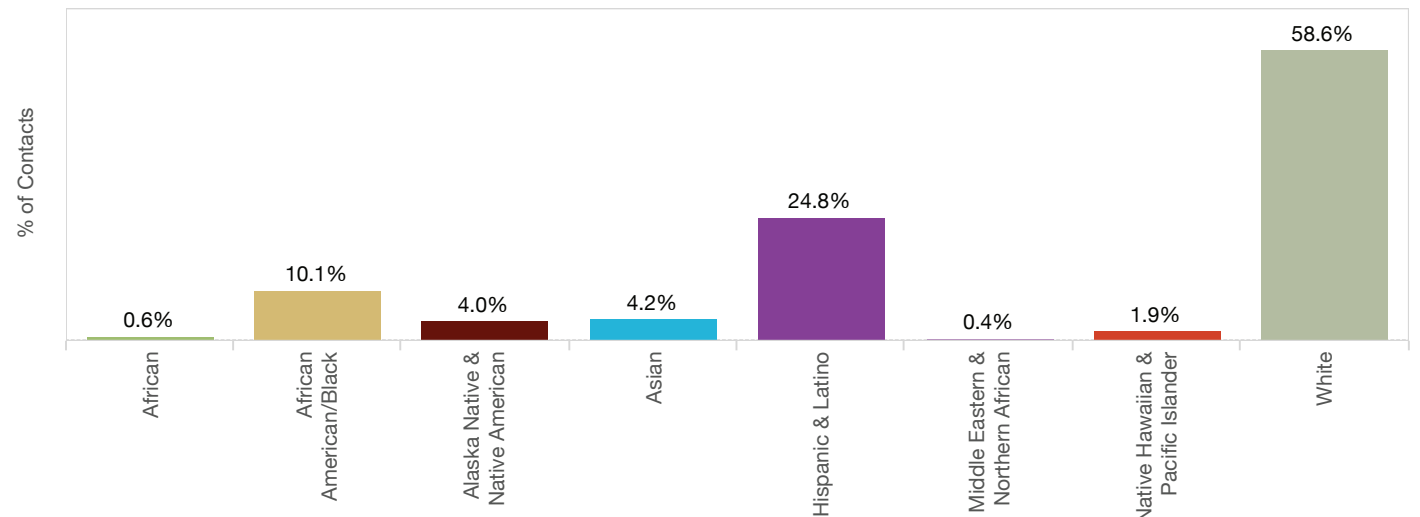
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

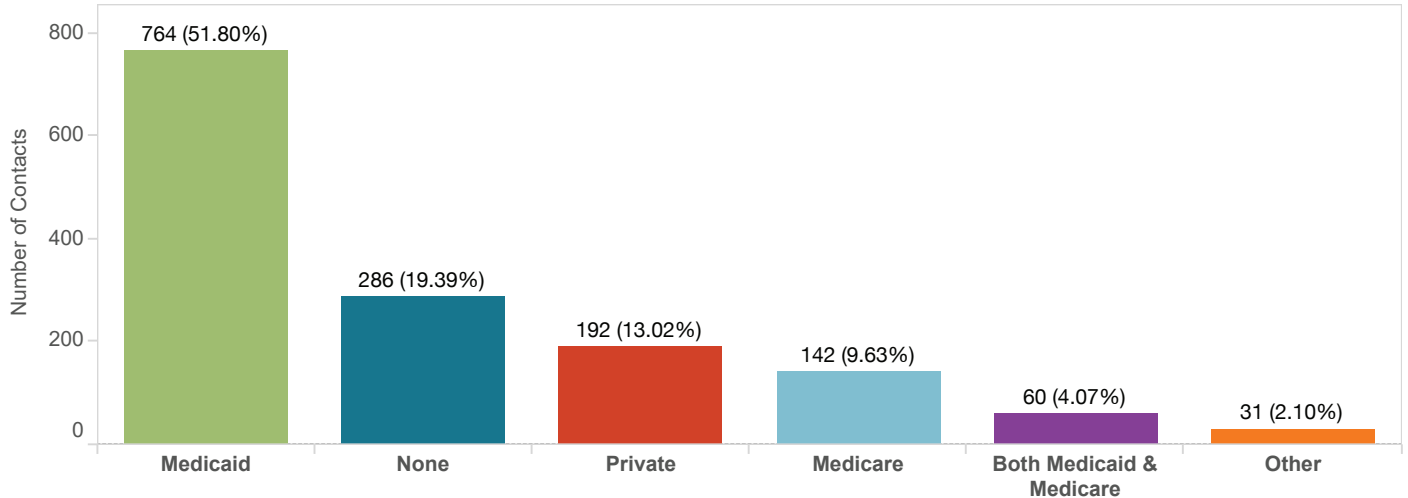


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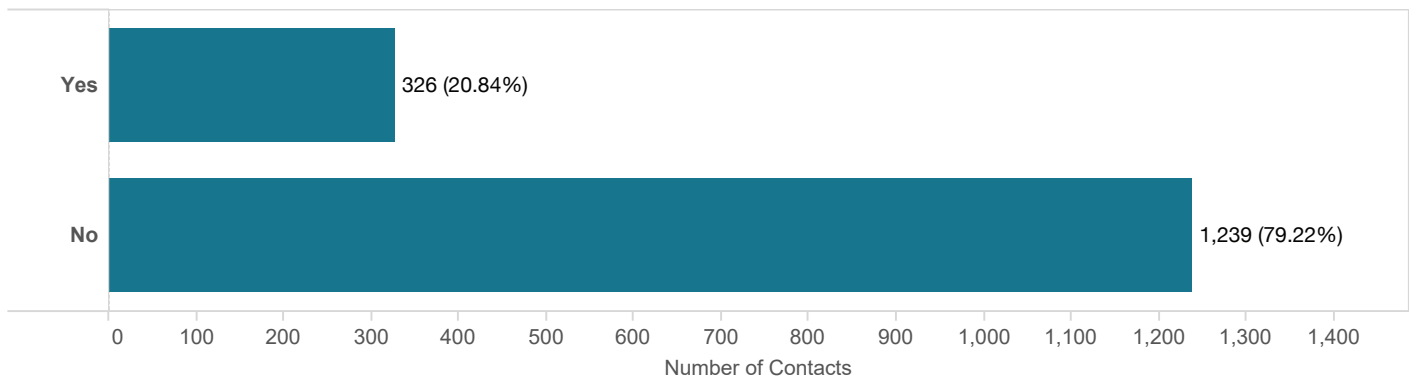
January - March 2018



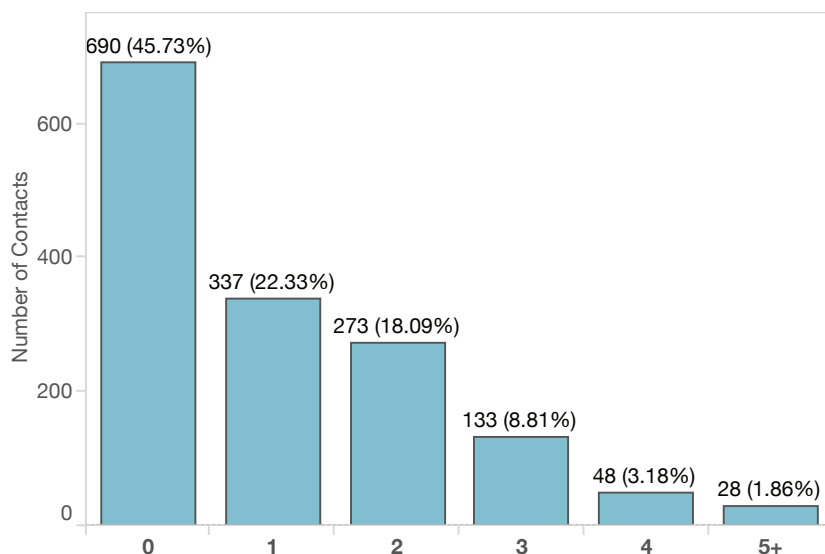
Health insurance status



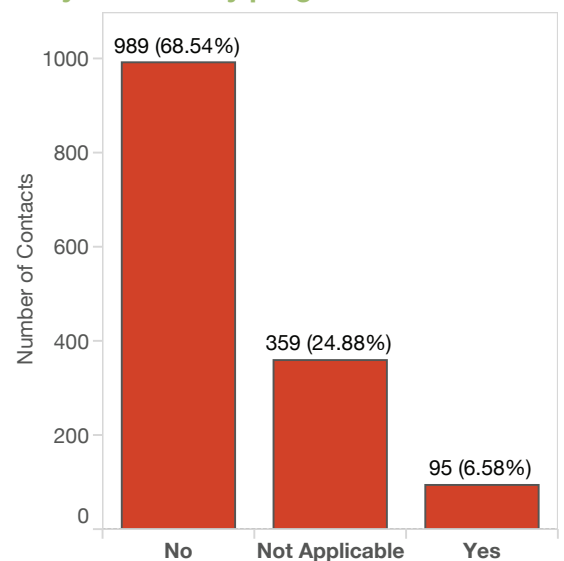
Are you currently homeless?



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?

