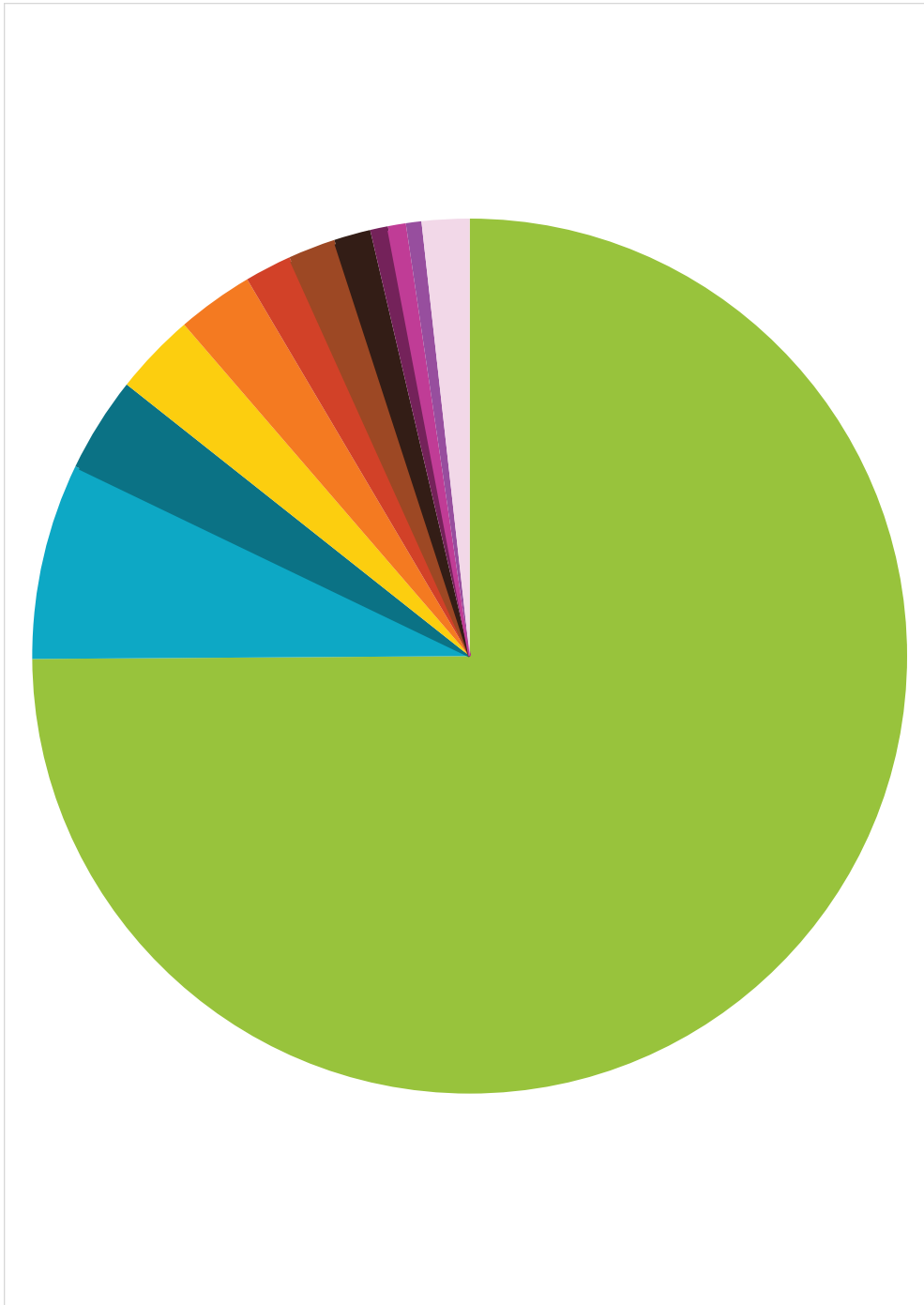


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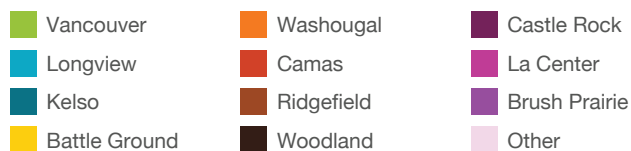
January - March 2018



Percent of contacts by city



Vancouver	1,934 (75%)
Longview	187 (7%)
Kelso	91 (4%)
Battle Ground	78 (3%)
Washougal	73 (3%)
Camas	45 (2%)
Ridgefield	45 (2%)
Woodland	35 (1%)
Castle Rock	17 (1%)
La Center	17 (1%)
Brush Prairie	15 (1%)
Other	45 (2%)

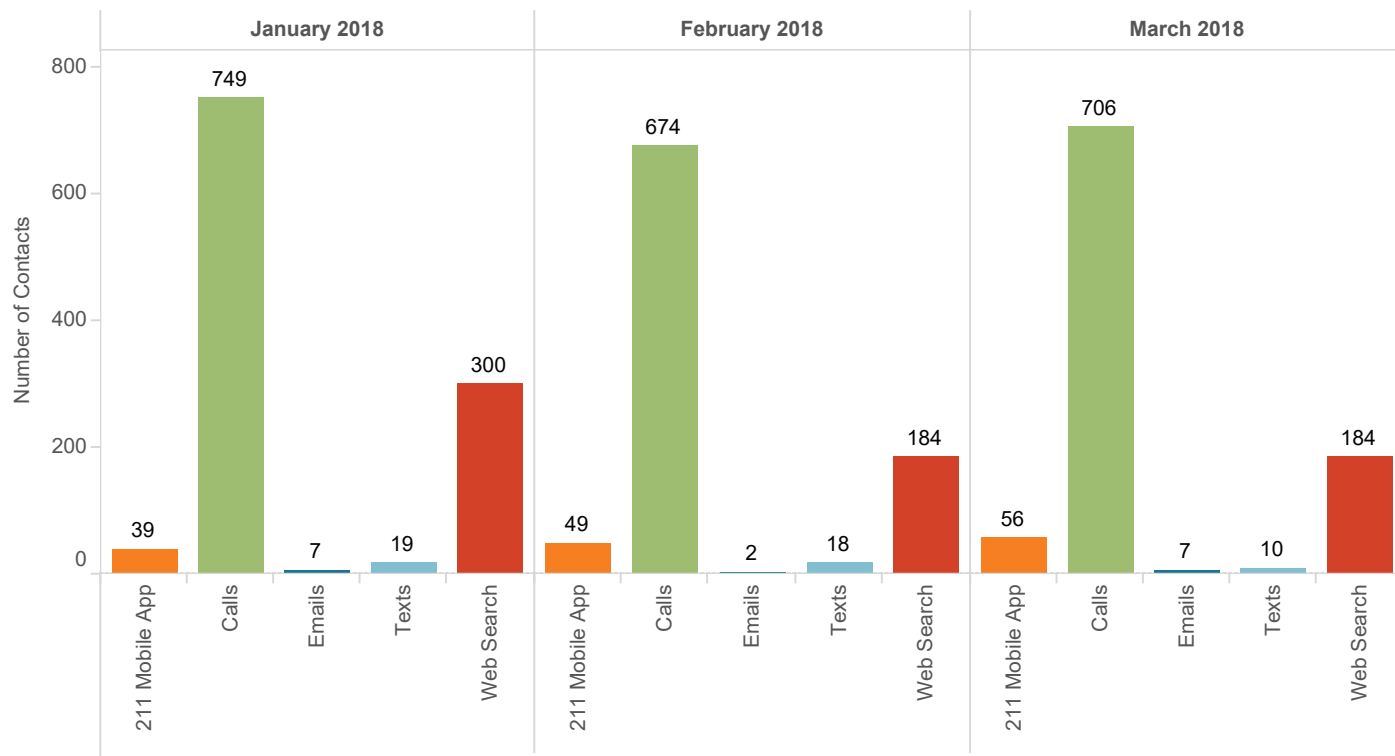


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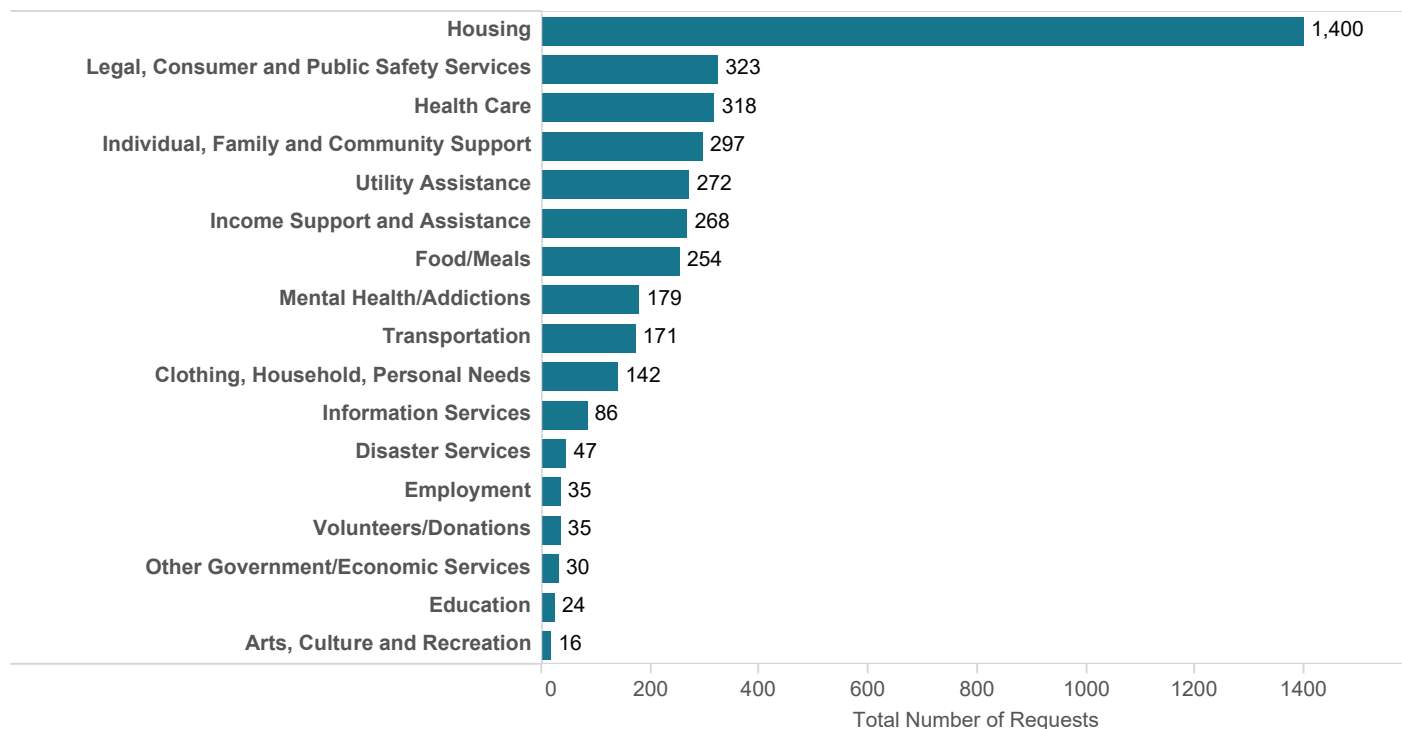


Number of contacts, grouped by month and contact type



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

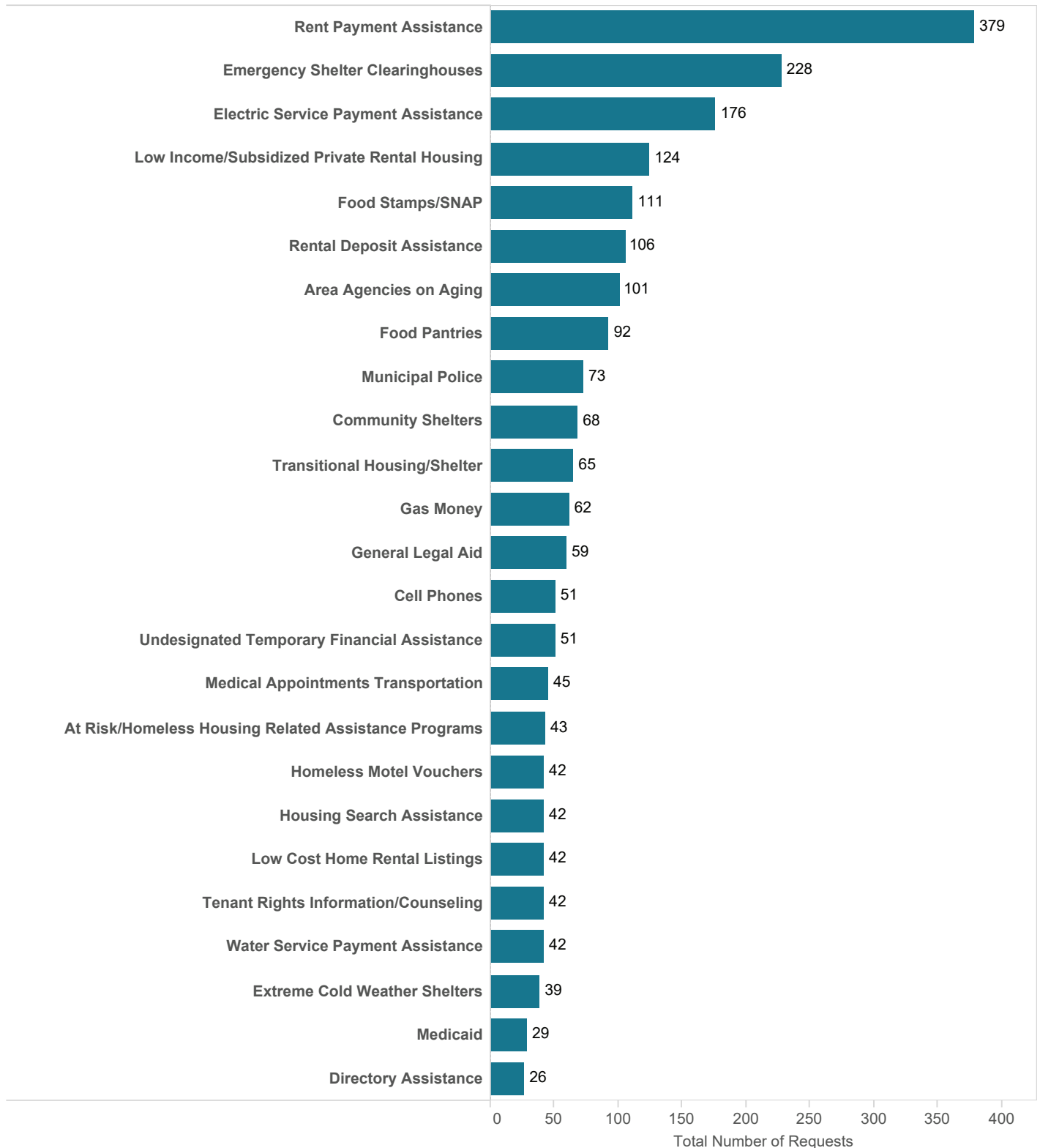


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Top 25 service requests across all contact types

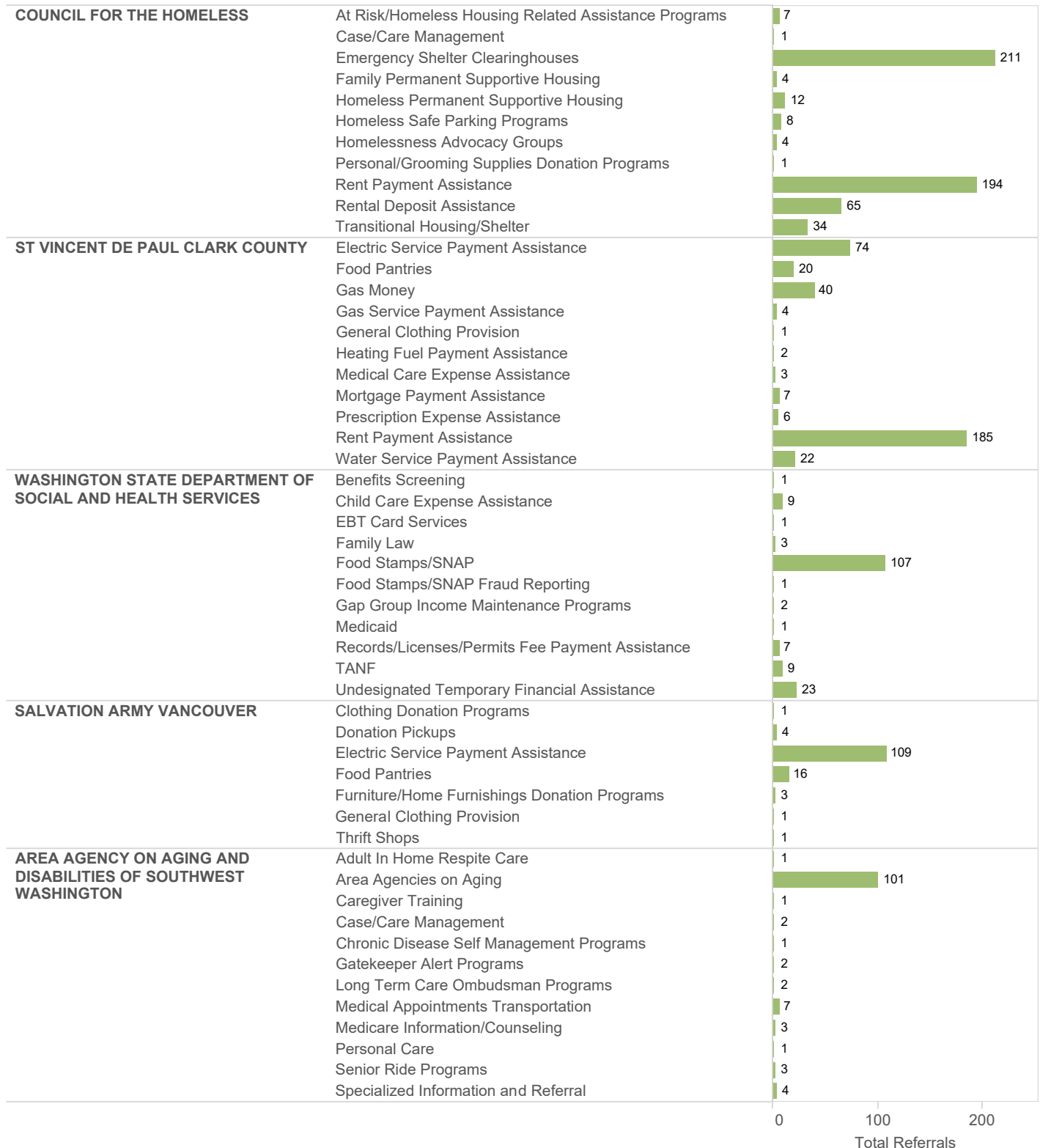


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Top 5 agencies referred to across all contact types



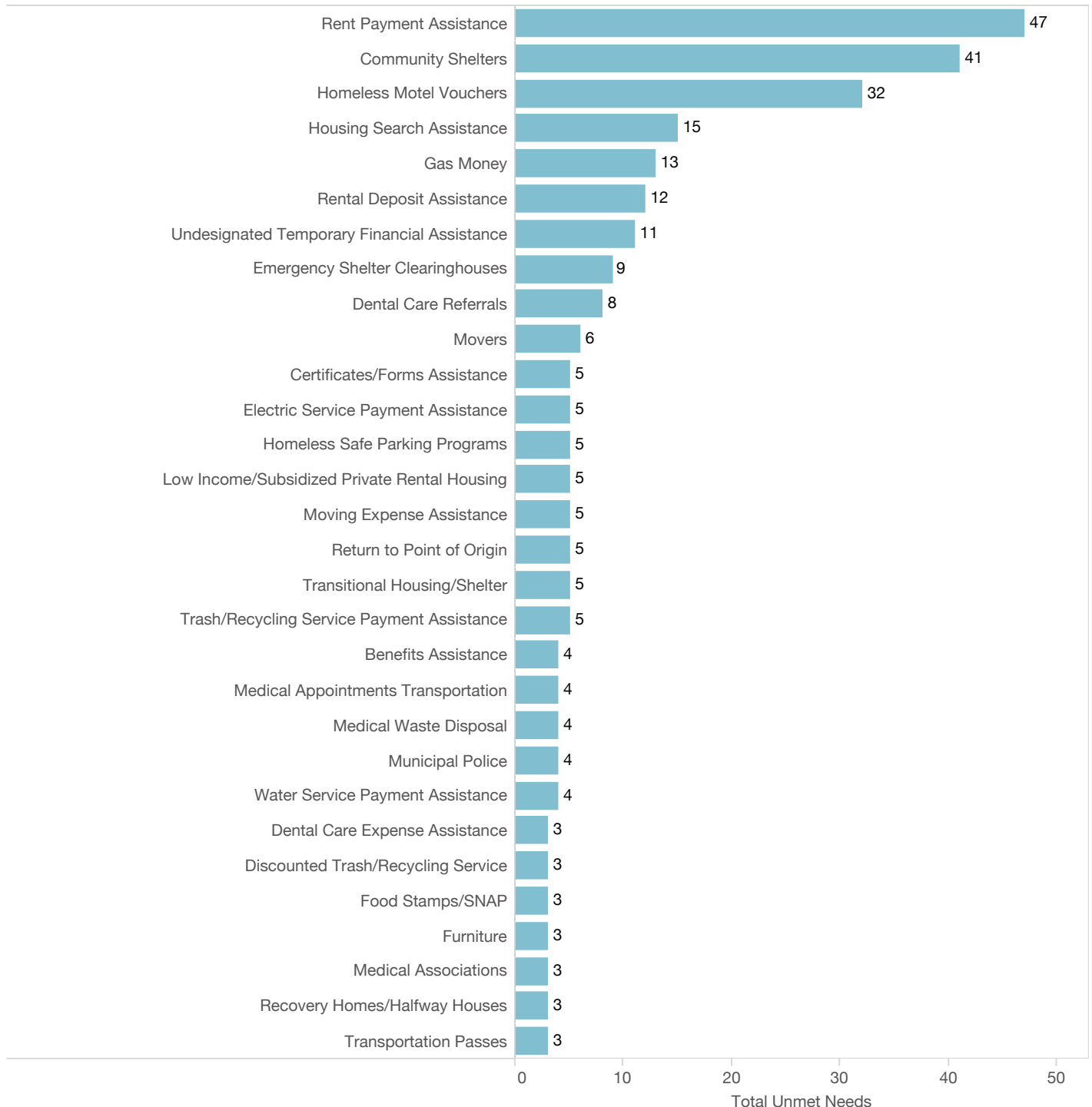
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January - March 2018



There were 426 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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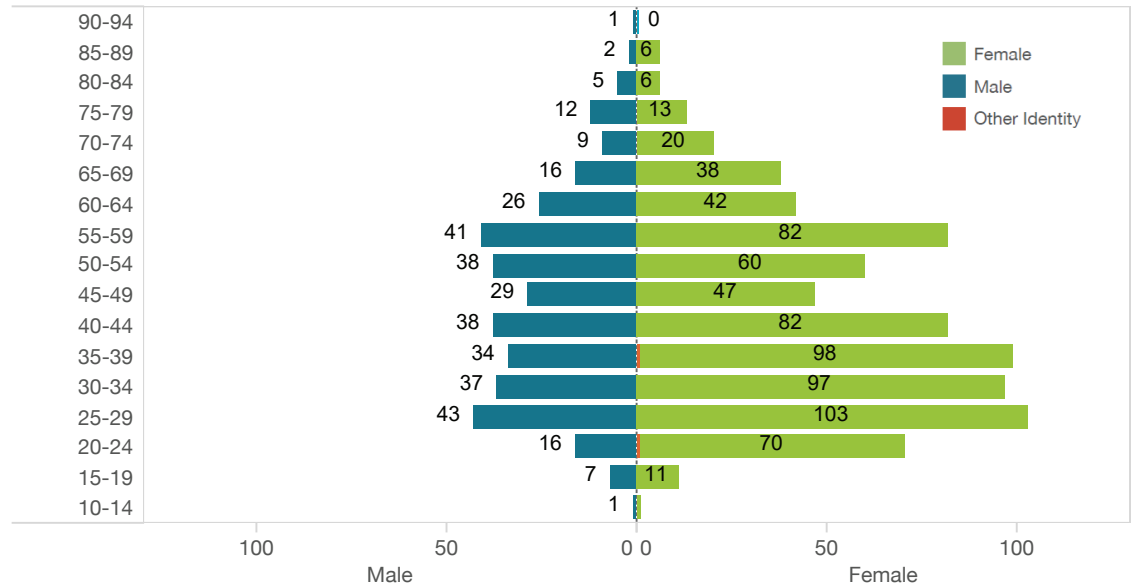
January - March 2018



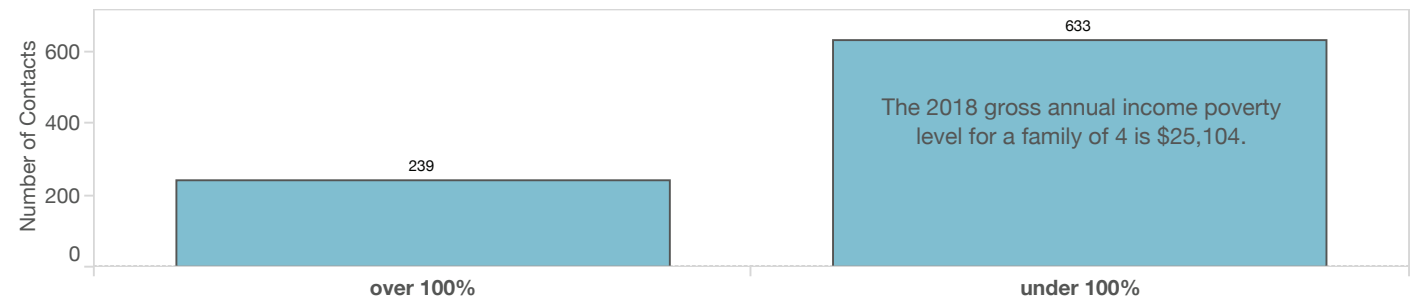
Age

90-94	0.25%
85-89	0.68%
80-84	0.93%
75-79	2.29%
70-74	2.88%
65-69	5.00%
60-64	6.02%
55-59	10.94%
50-54	8.65%
45-49	6.70%
40-44	10.69%
35-39	11.54%
30-34	11.96%
25-29	12.47%
20-24	7.46%
15-19	1.53%
10-14	0.17%

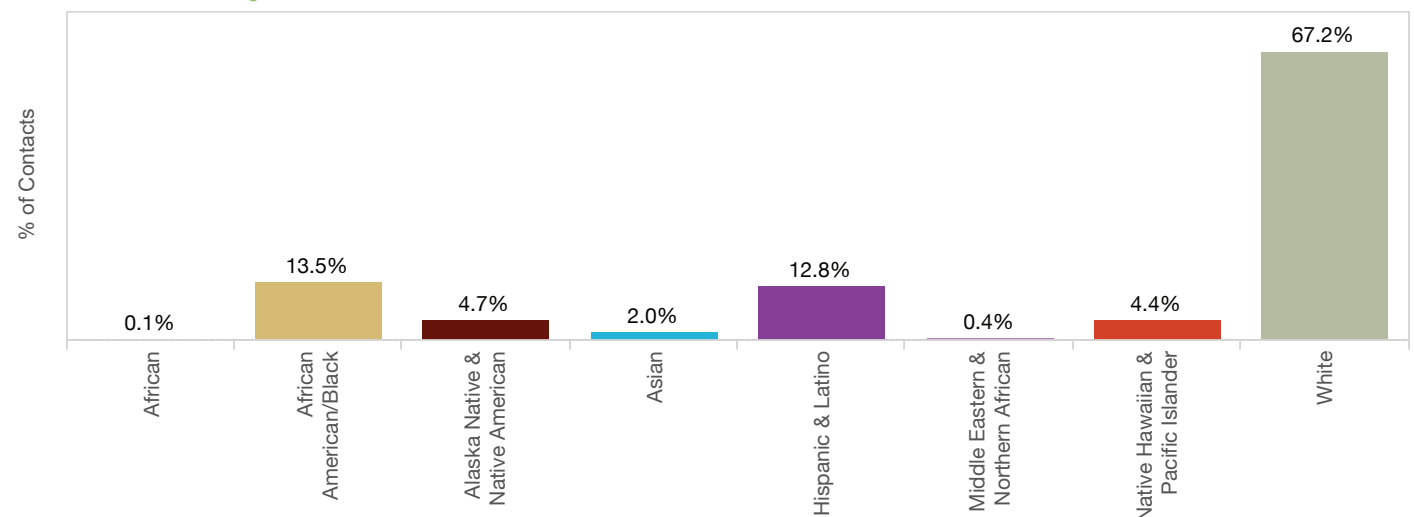
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

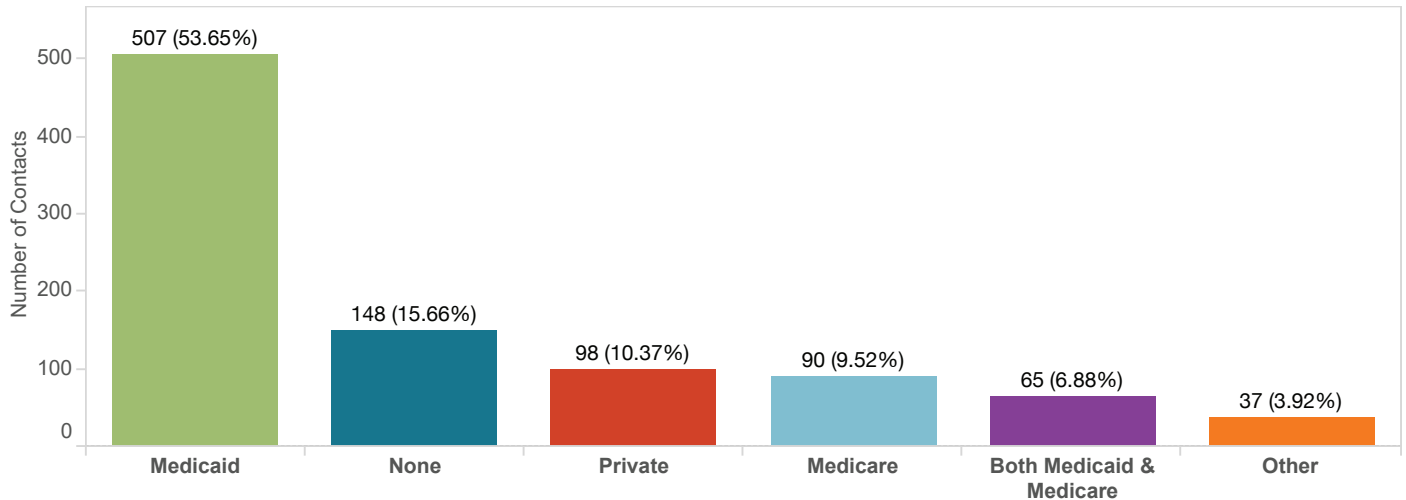


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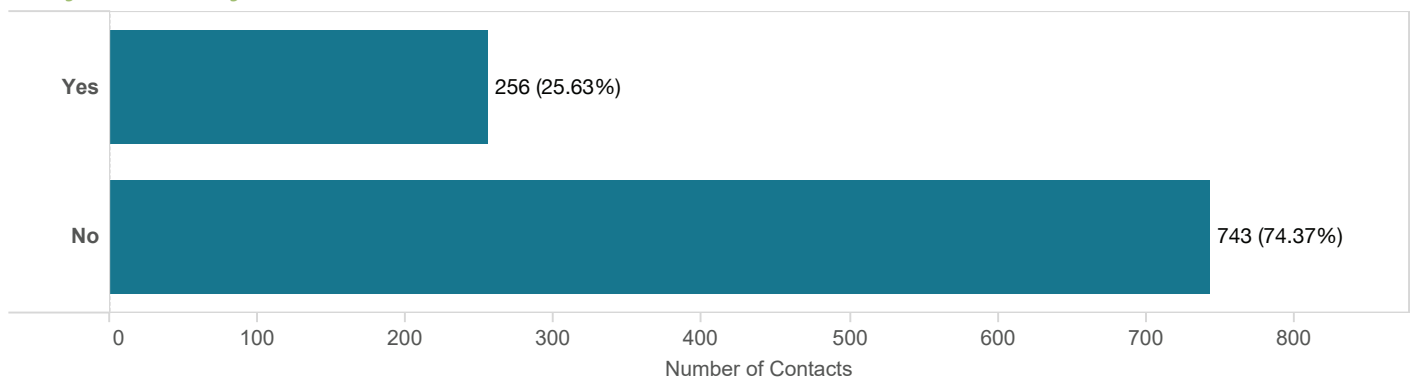
January - March 2018



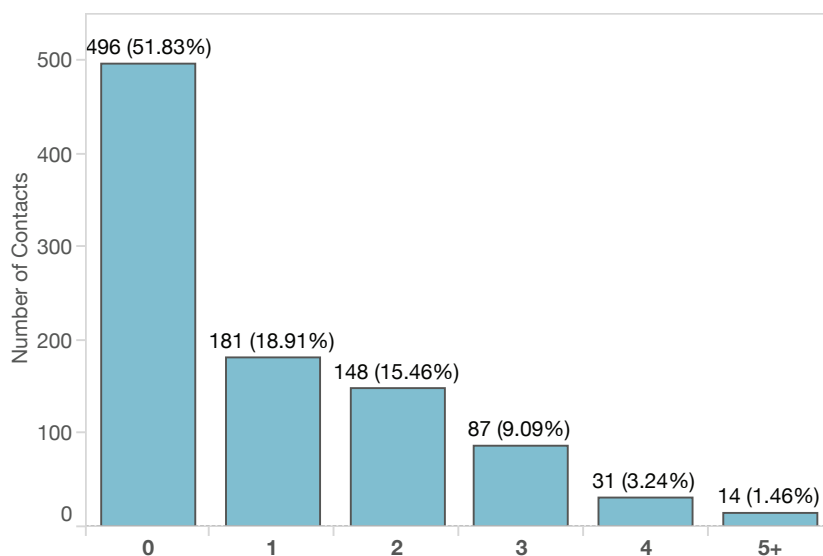
Health insurance status



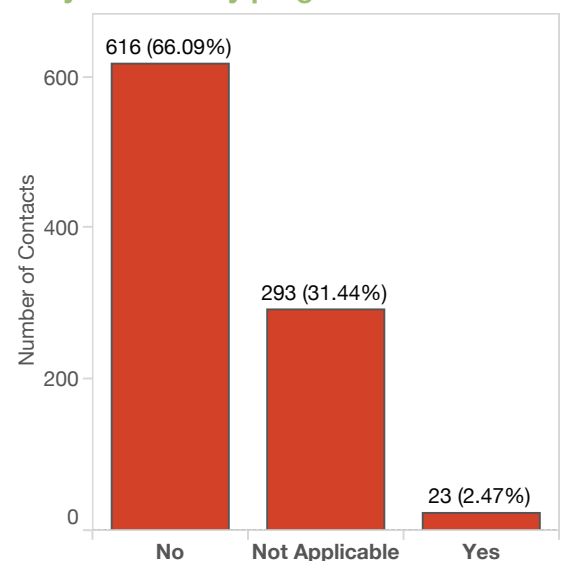
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



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January - March 2018



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

