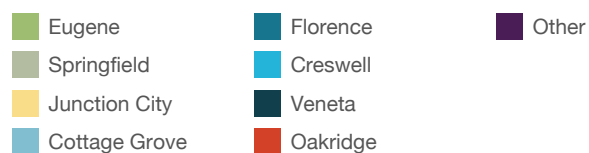
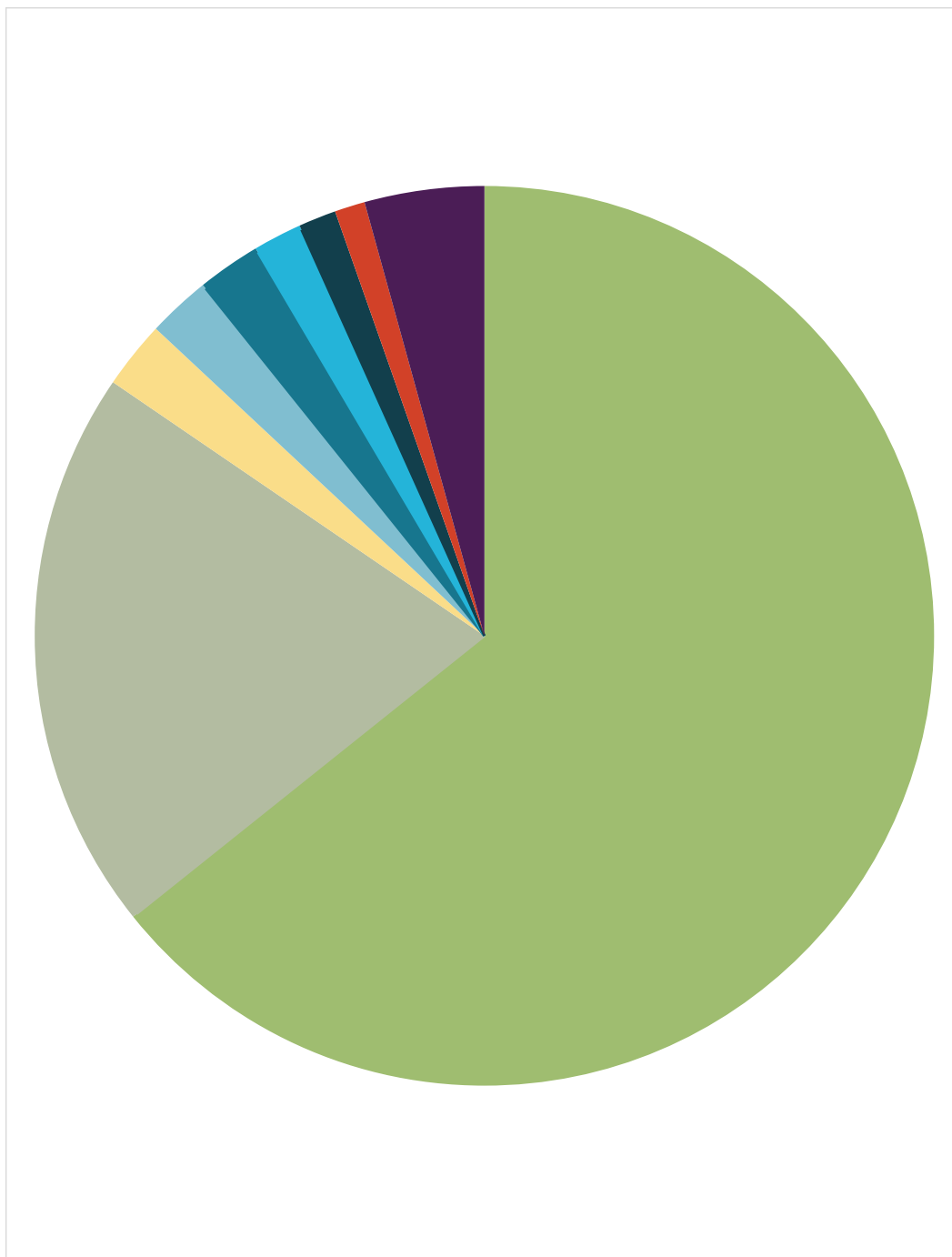


LANE COUNTY

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Percent of contacts by city



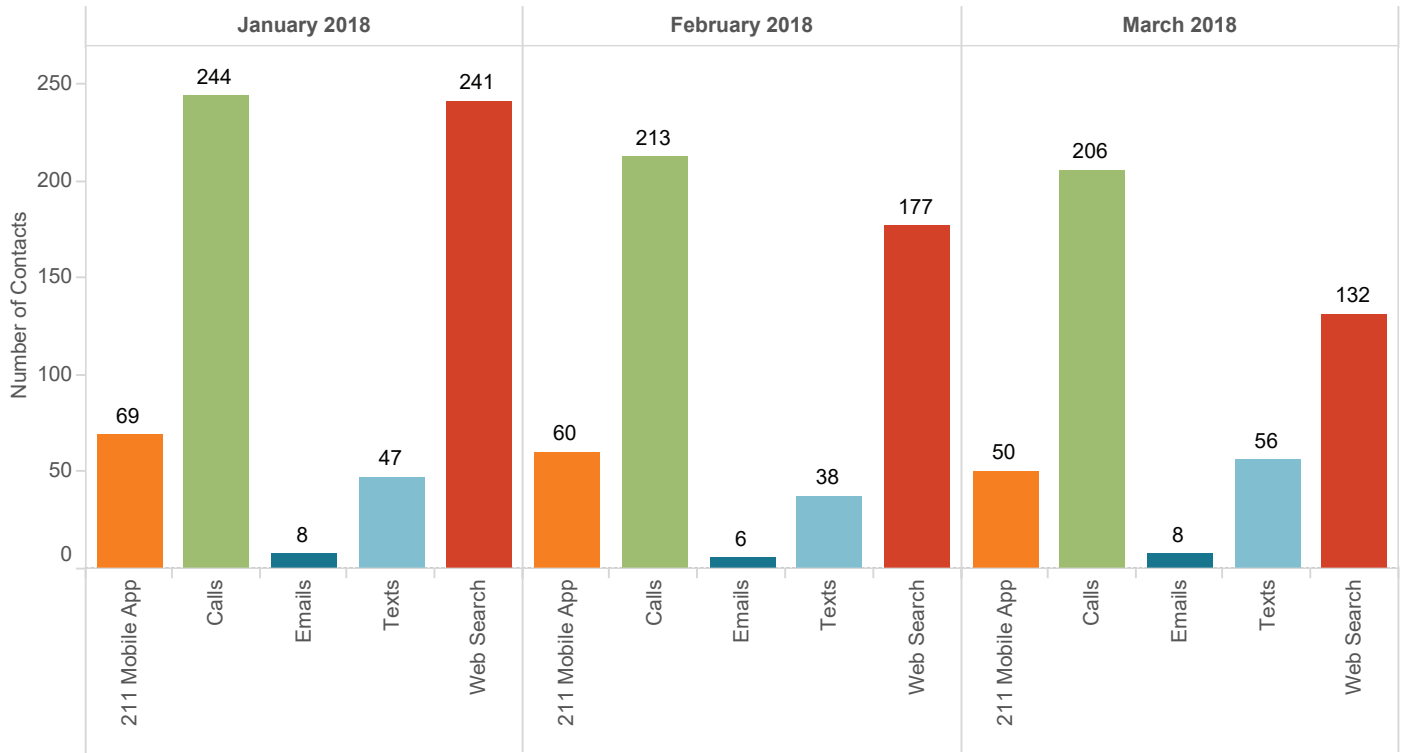
Eugene	765 (65%)
Springfield	241 (20%)
Junction City	29 (2%)
Cottage Grove	27 (2%)
Florence	27 (2%)
Creswell	21 (2%)
Veneta	16 (1%)
Oakridge	13 (1%)
Other	51 (4%)

LANE COUNTY

January - March 2018

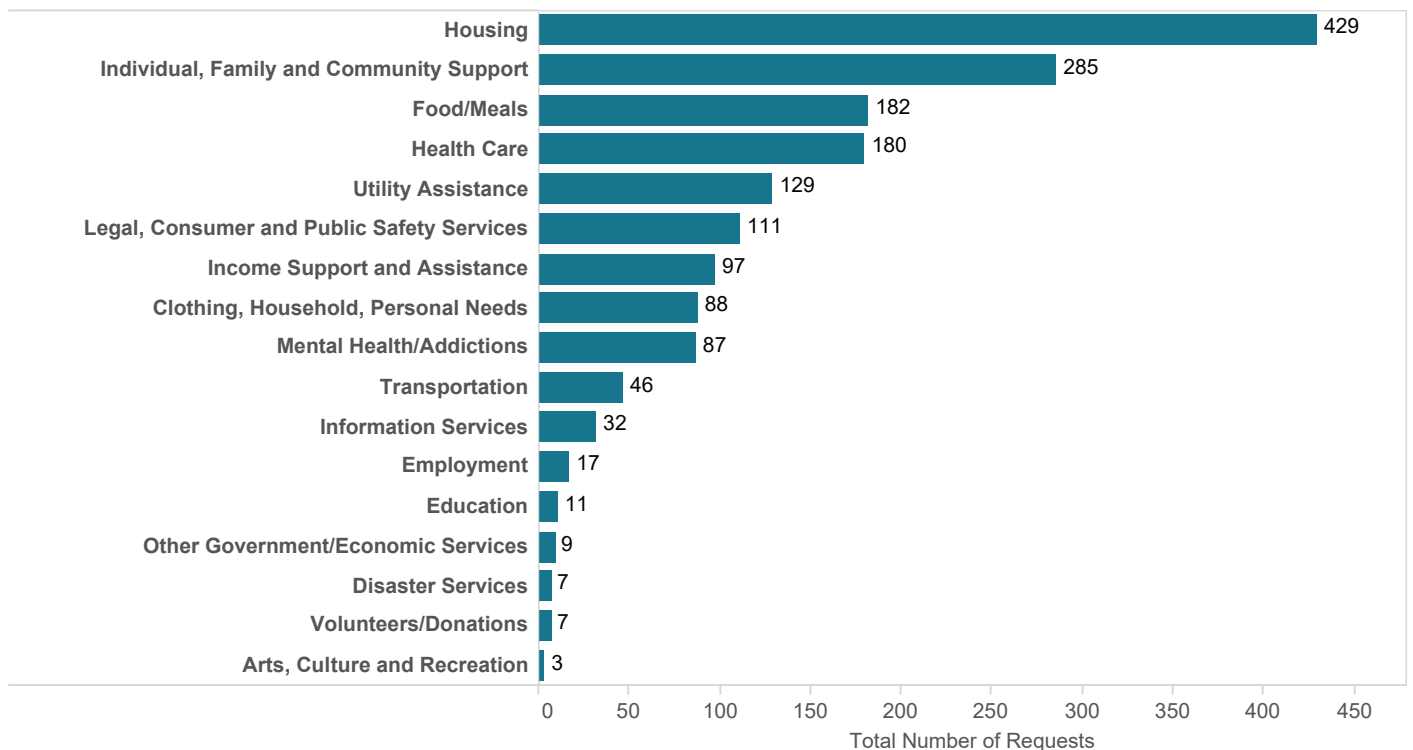


Number of contacts, grouped by month and contact type

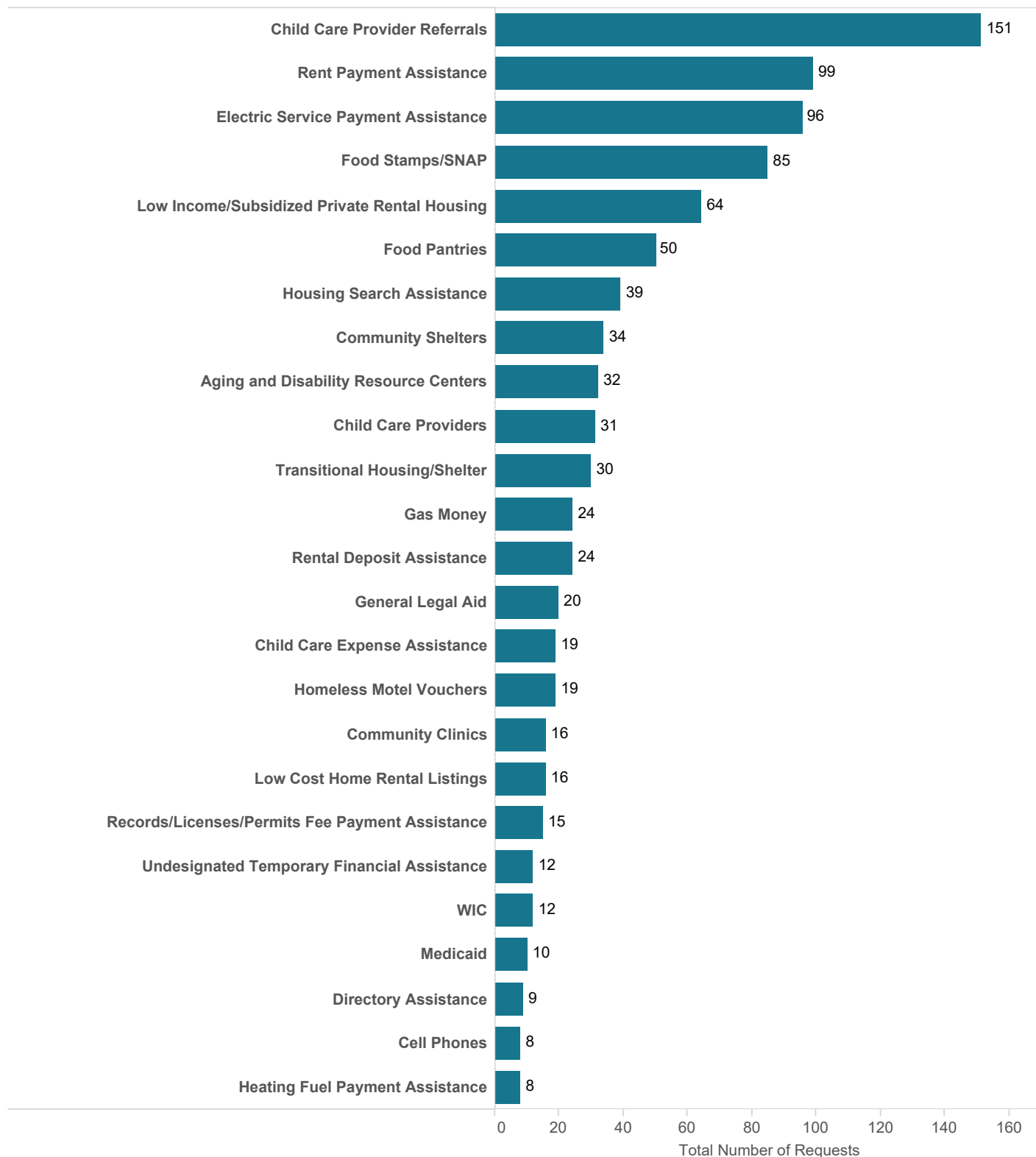


The chart above shows individual, anonymous contacts who reach out to 211info and not the total number of referrals given.

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



Top 25 service requests across all contact types

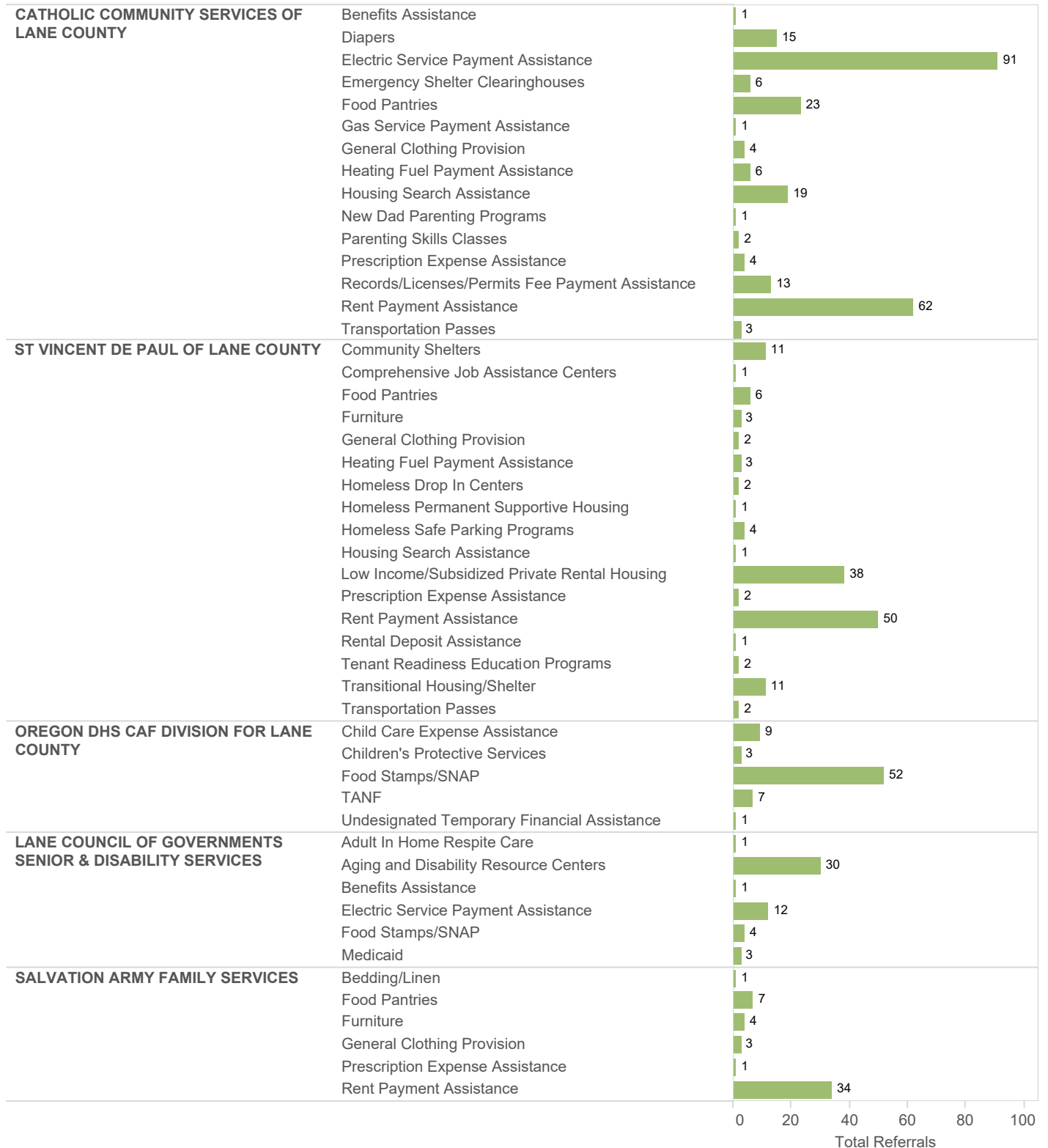


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Top 5 agencies referred to across all contact types



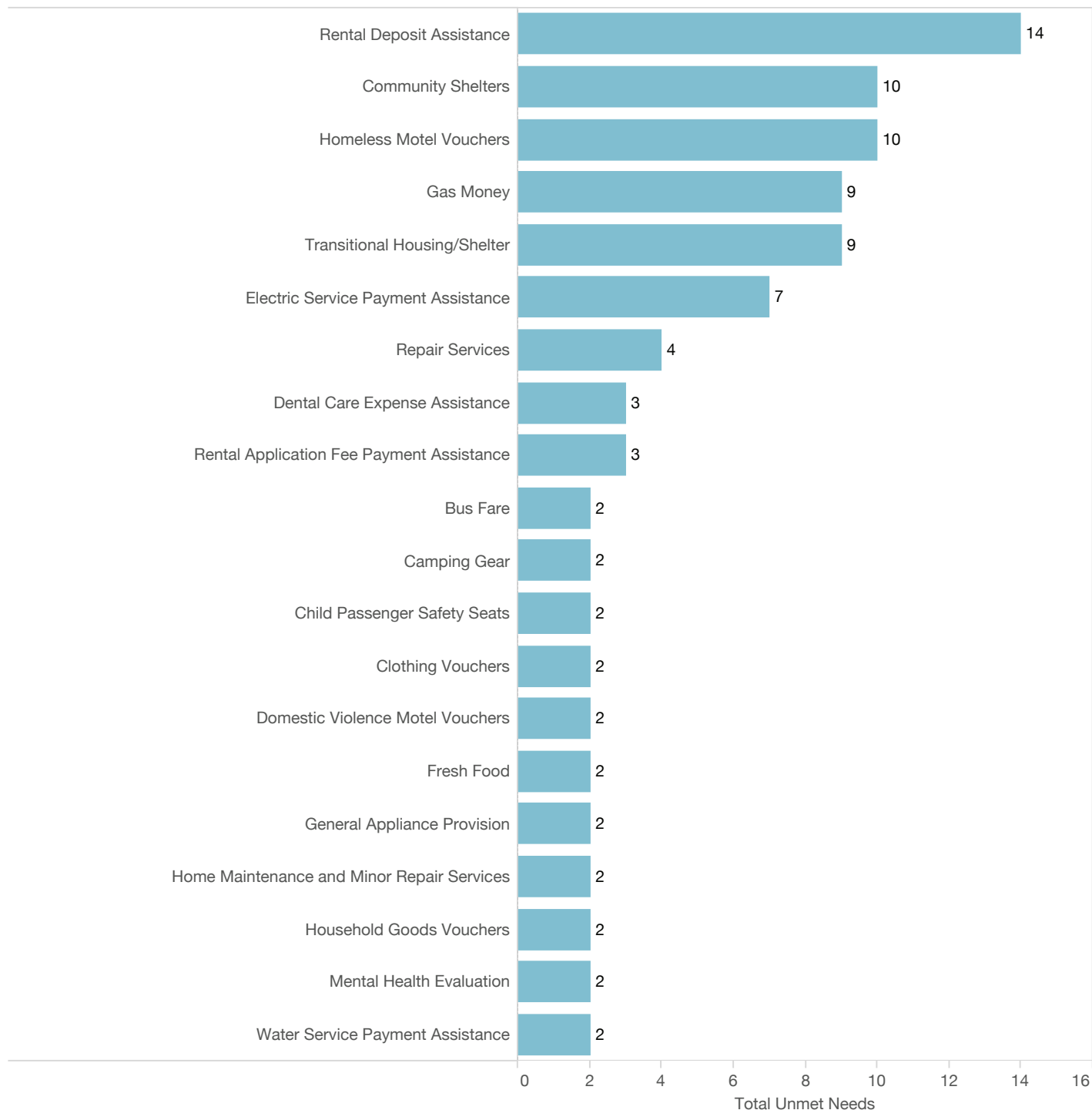
LANE COUNTY

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There were 142 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



LANE COUNTY

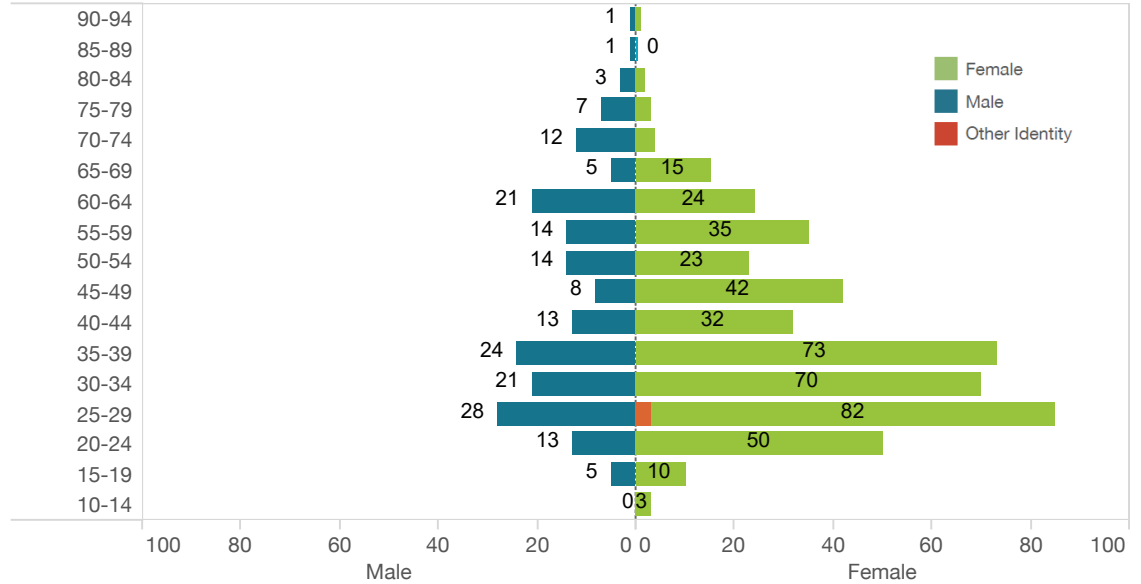
January - March 2018



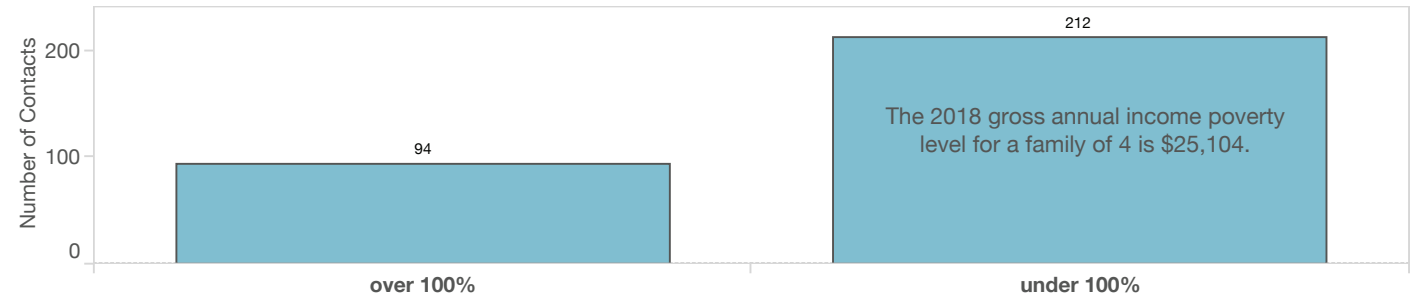
Age

90-94	0.51%
80-84	0.25%
75-79	2.28%
70-74	3.29%
65-69	3.80%
60-64	7.85%
55-59	8.10%
50-54	6.84%
45-49	7.09%
40-44	8.86%
35-39	13.42%
30-34	13.67%
25-29	13.92%
20-24	9.37%
15-19	0.76%

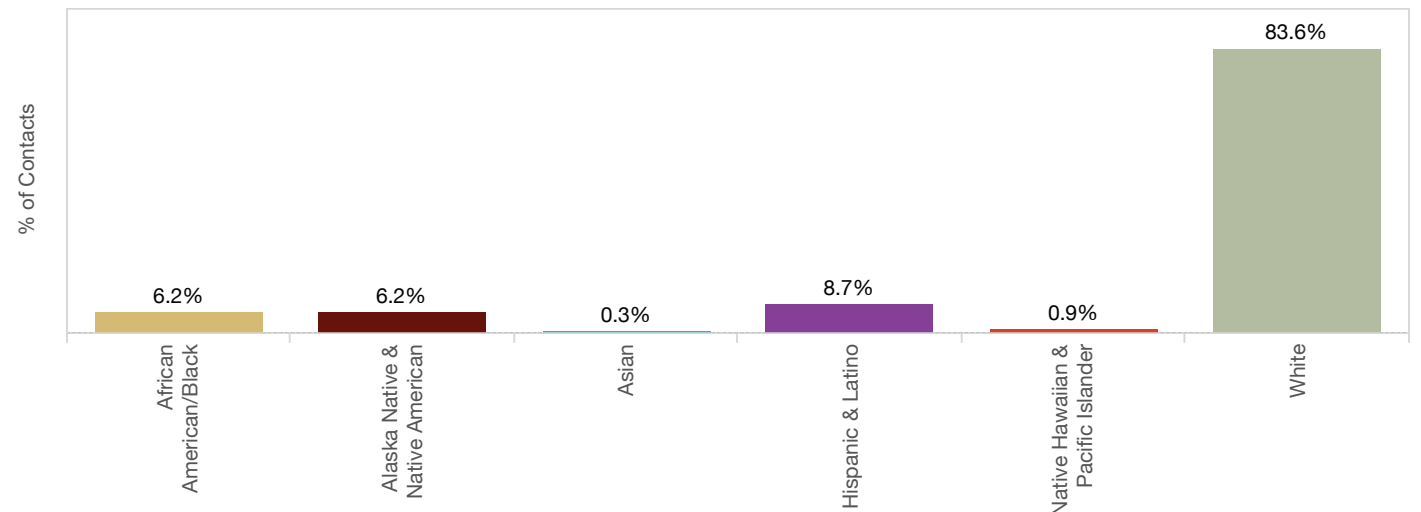
Age and gender



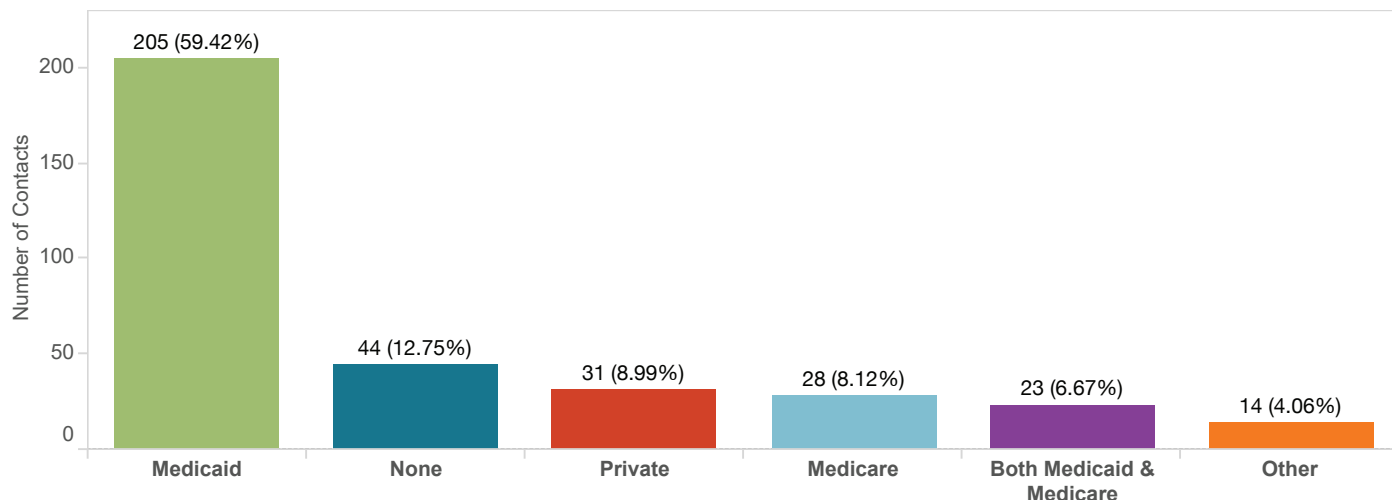
Income as a percentage of the poverty level



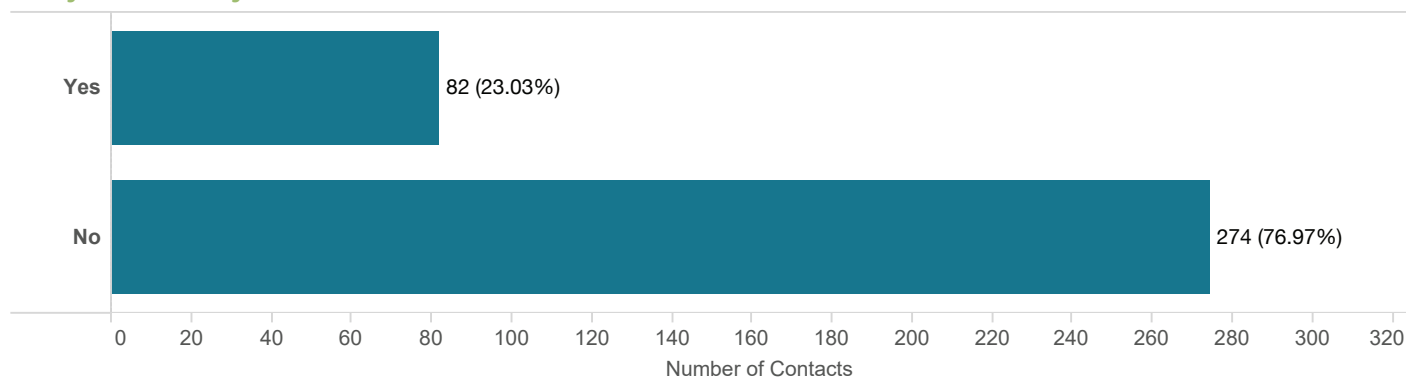
Race and ethnicity



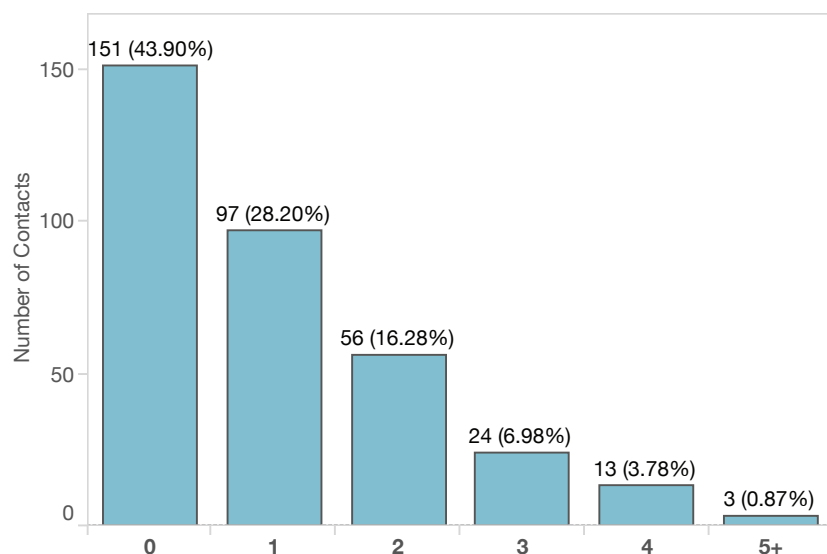
Health insurance status



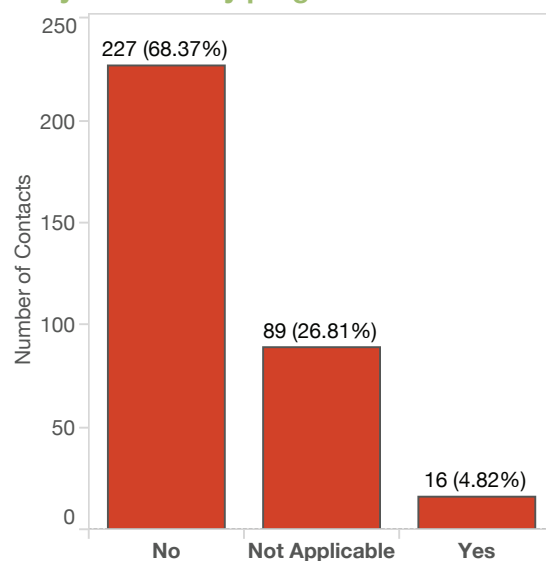
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



LANE COUNTY

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

