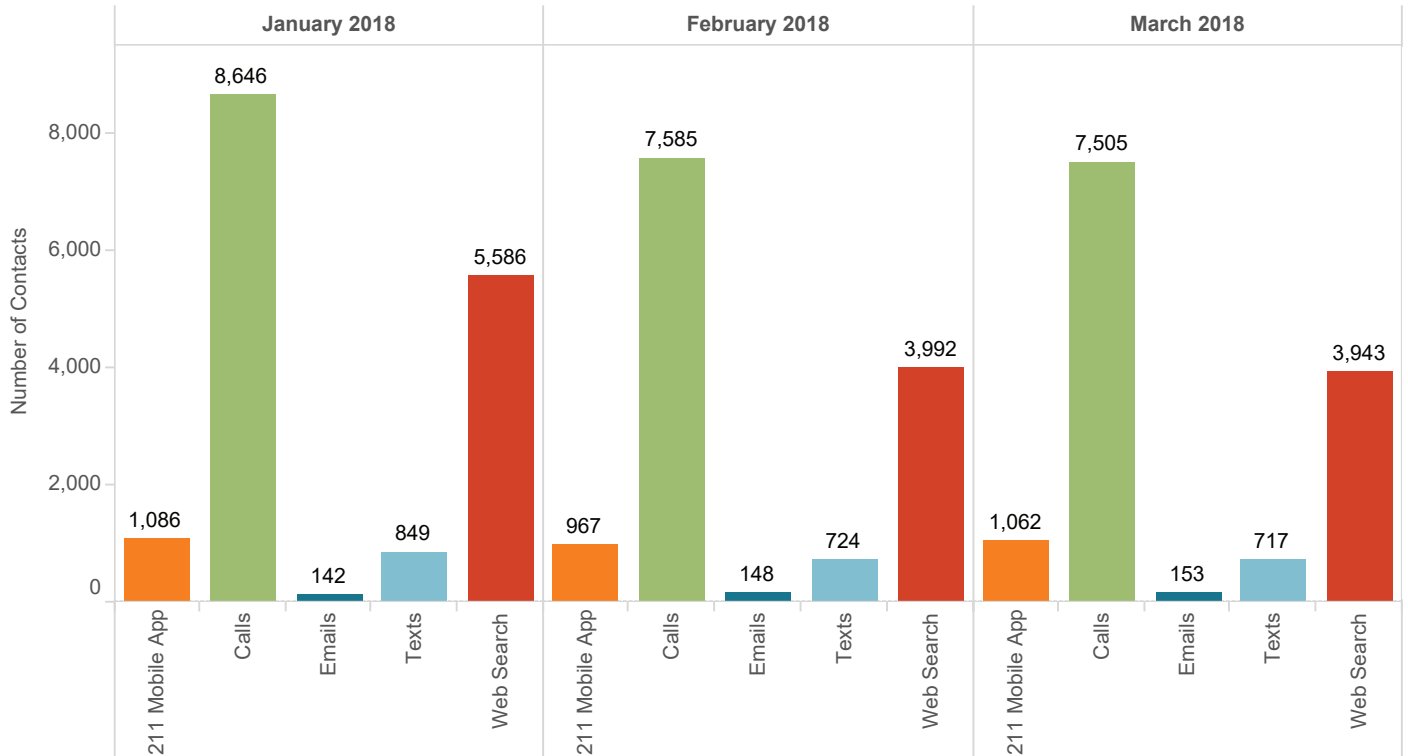


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January - March 2018

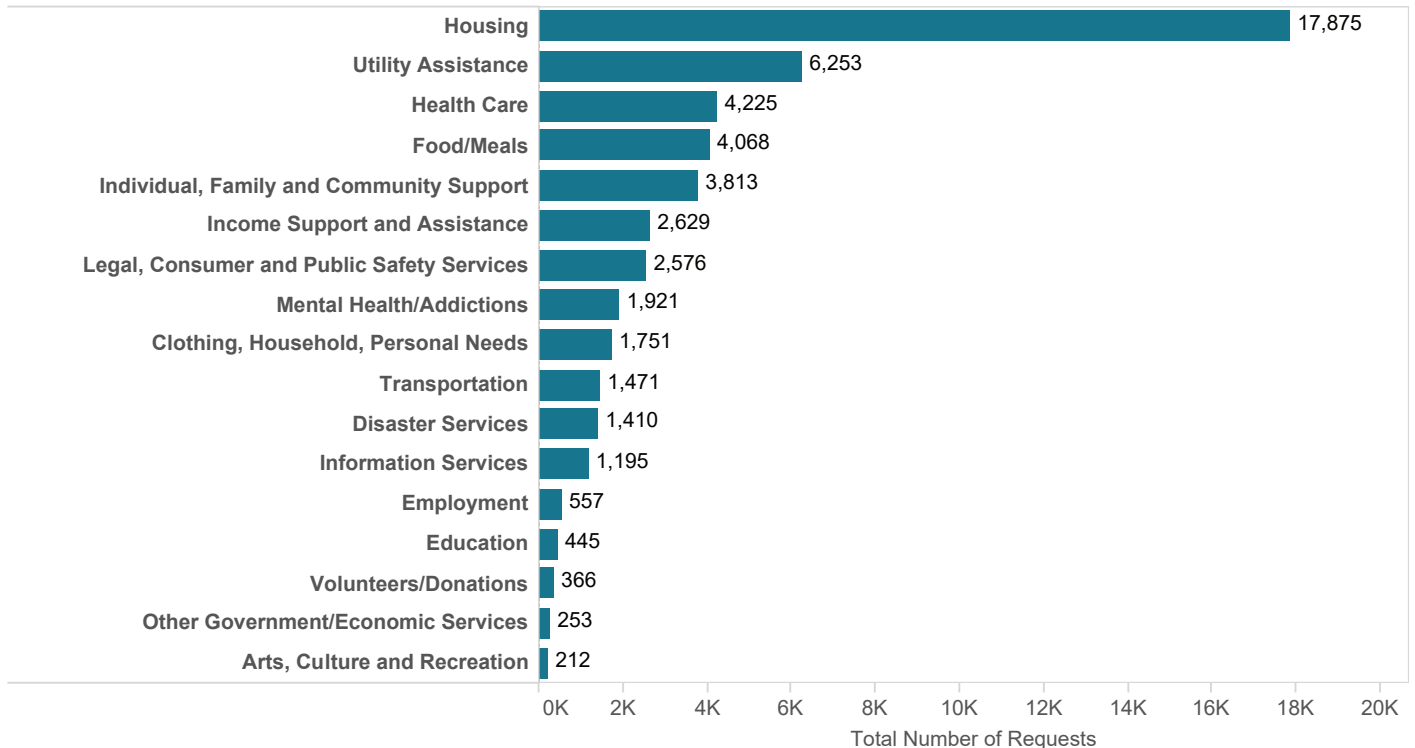


Number of contacts, grouped by month and contact type



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

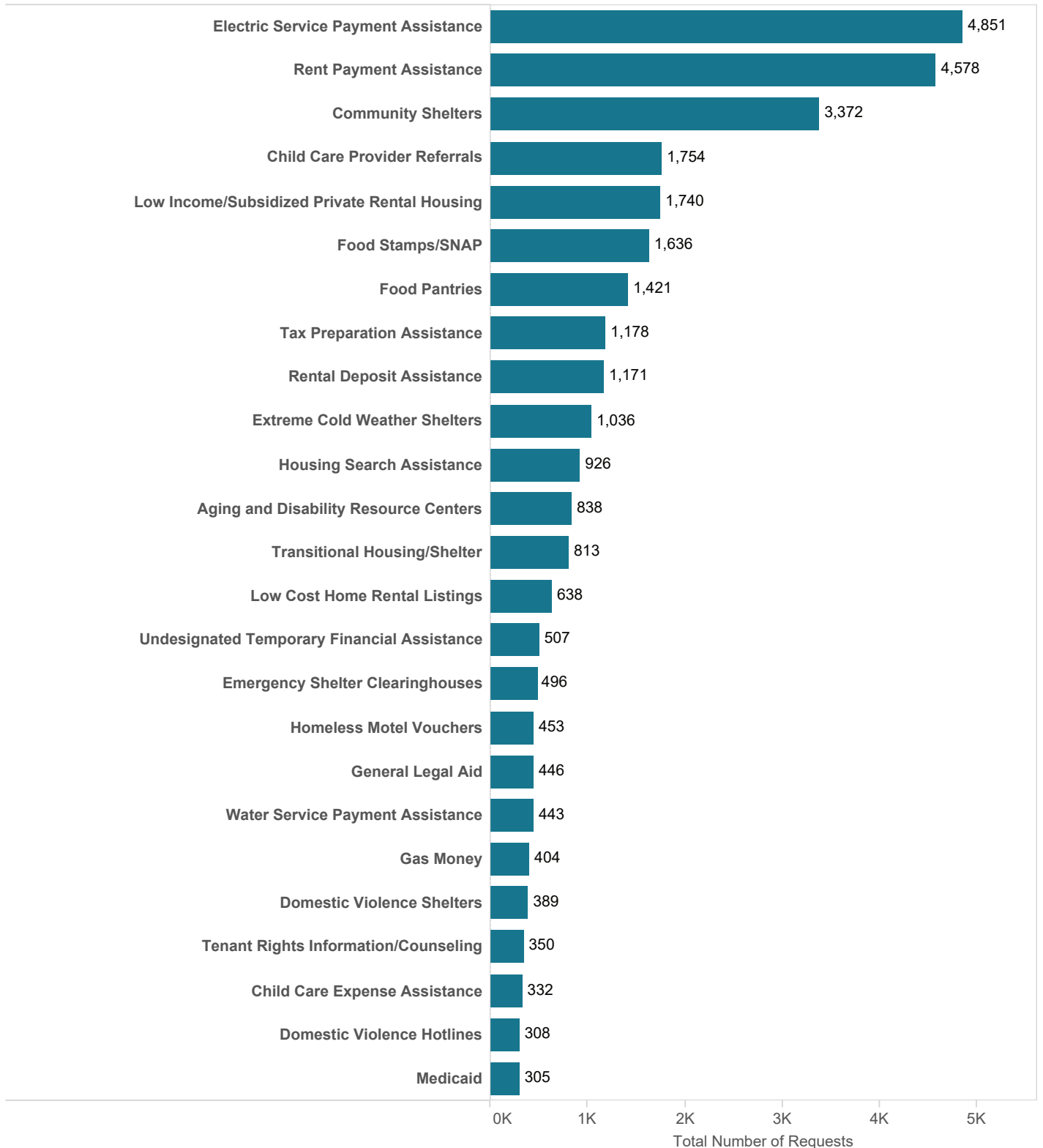


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Top 25 service requests across all contact types



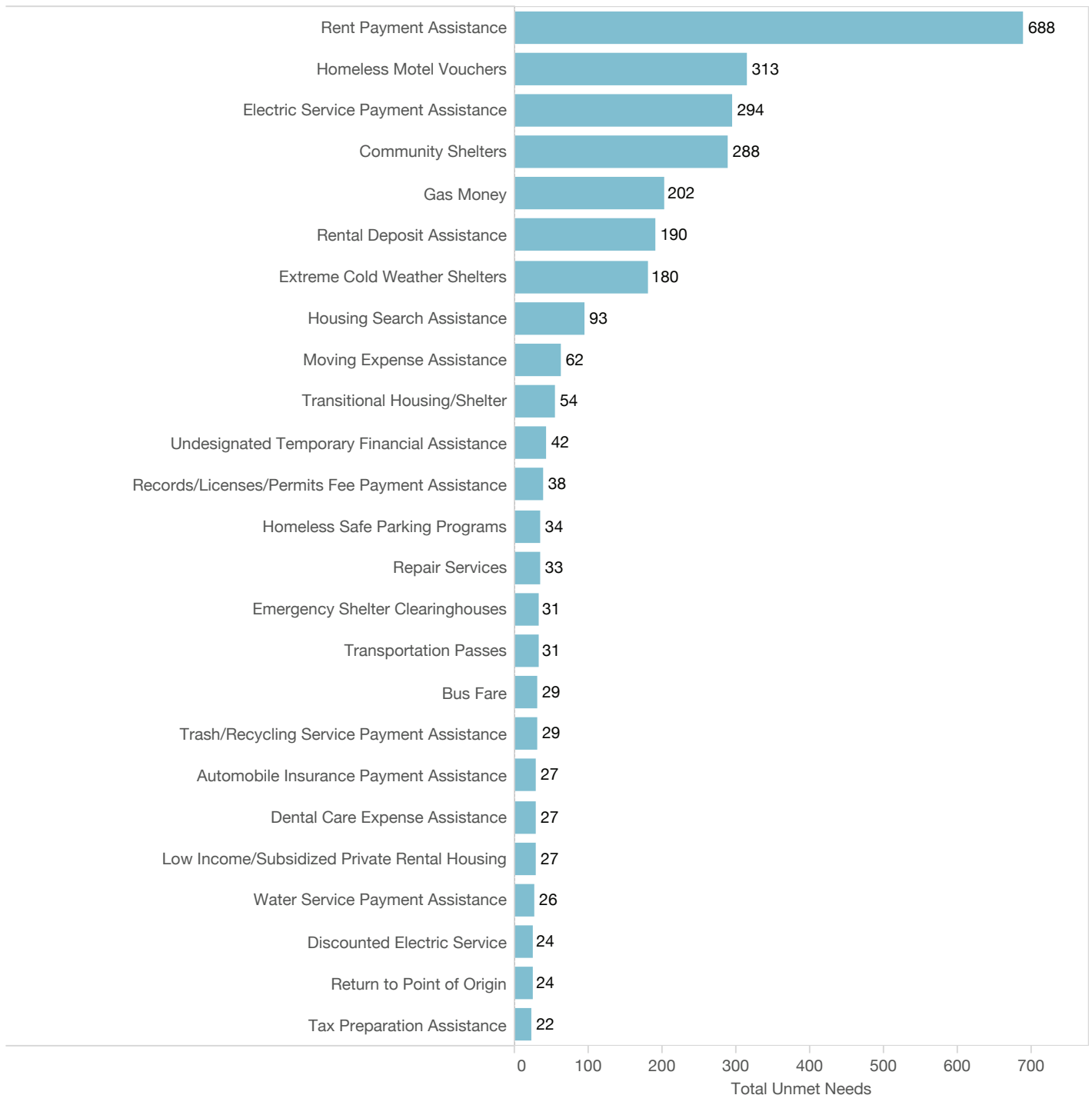
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There were 3,895 instances where there wasn't an appropriate referral for the contact's requested need. A referral may not be available for various reasons. In some cases, agencies are at capacity for a program; community need often outweighs the help available; and some services simply don't exist in a community.

Top 25 potential service gaps



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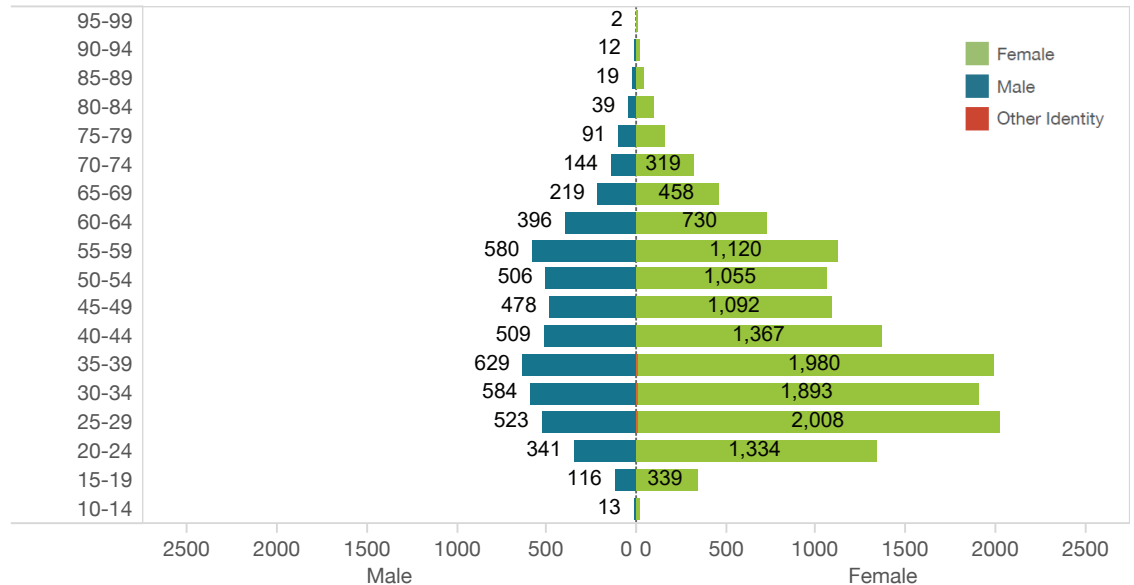
January - March 2018



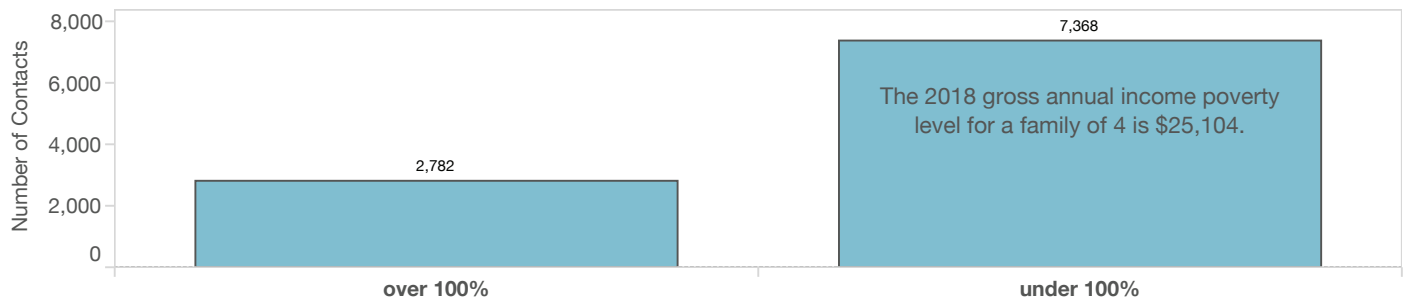
Age

| | |
|-------|--------|
| 95-99 | 0.02% |
| 90-94 | 0.18% |
| 85-89 | 0.36% |
| 80-84 | 0.77% |
| 75-79 | 1.35% |
| 70-74 | 2.60% |
| 65-69 | 3.62% |
| 60-64 | 5.90% |
| 55-59 | 8.83% |
| 50-54 | 8.08% |
| 45-49 | 8.06% |
| 40-44 | 9.61% |
| 35-39 | 13.37% |
| 30-34 | 12.68% |
| 25-29 | 13.13% |
| 20-24 | 8.74% |
| 15-19 | 2.47% |
| 10-14 | 0.24% |

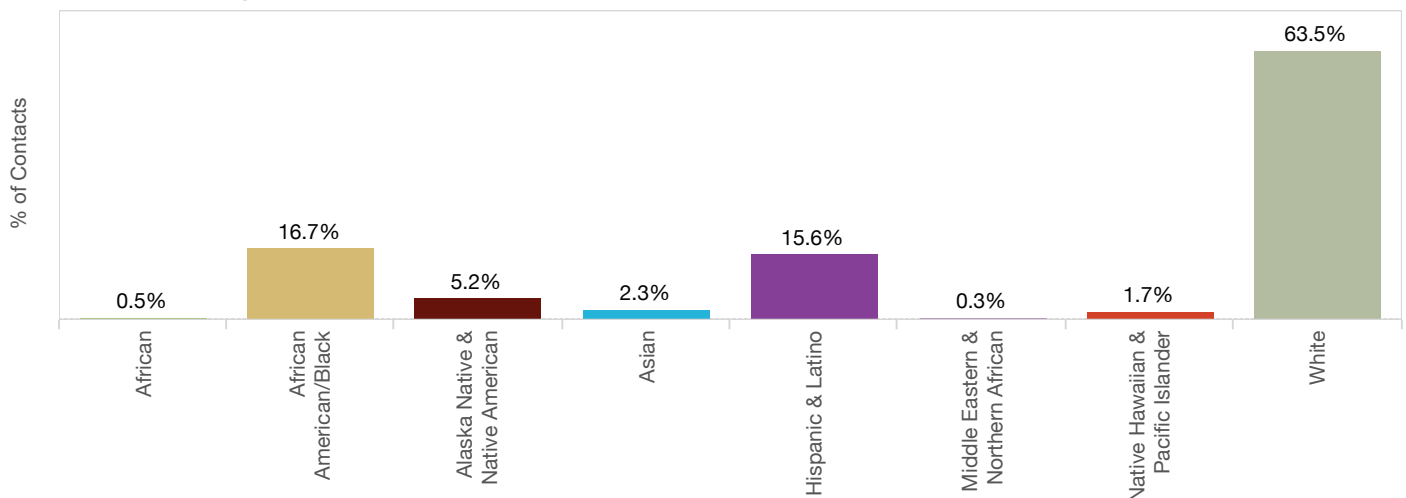
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

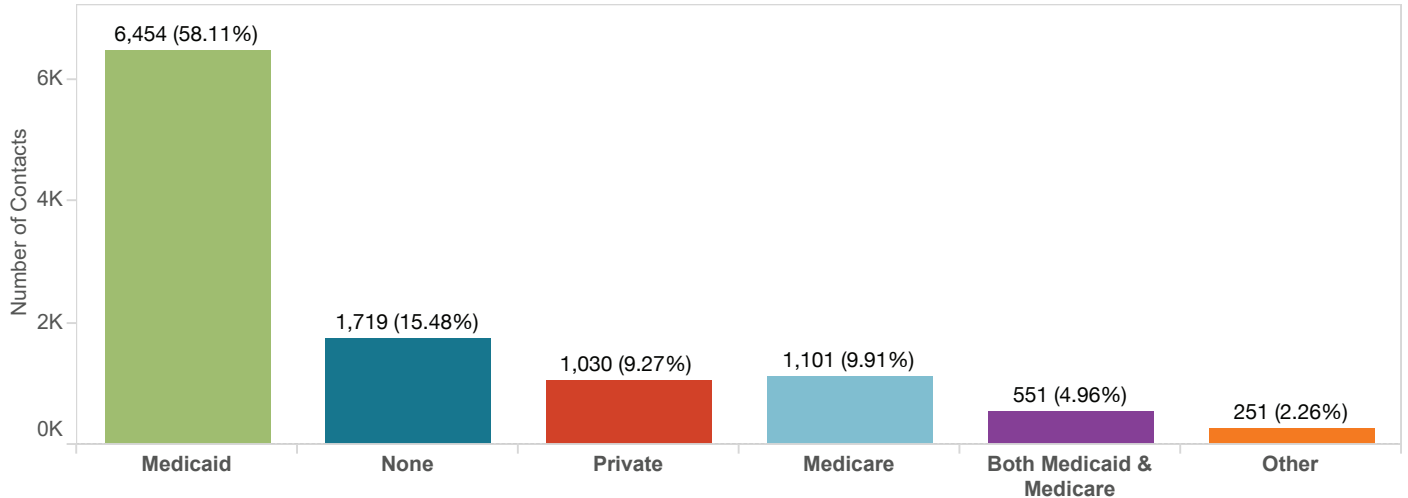


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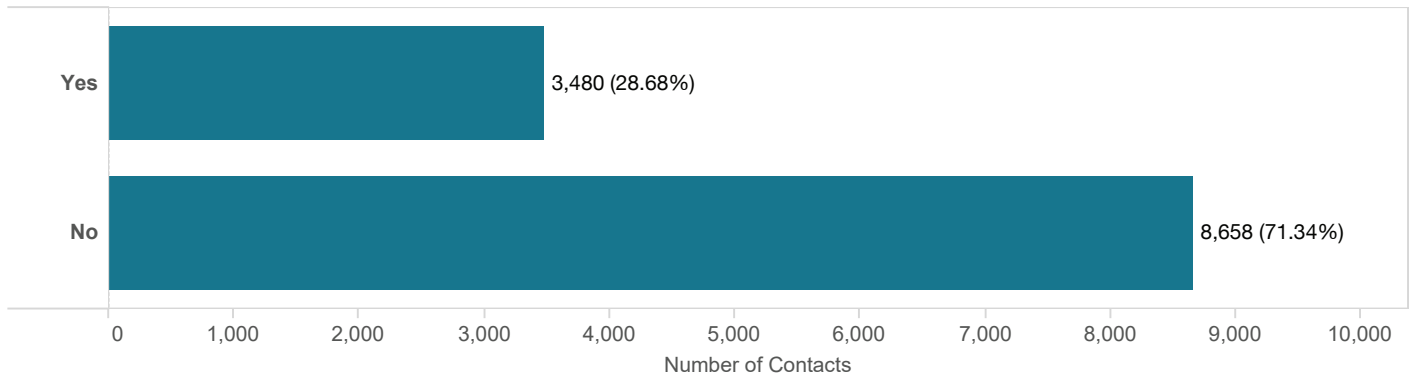
January - March 2018



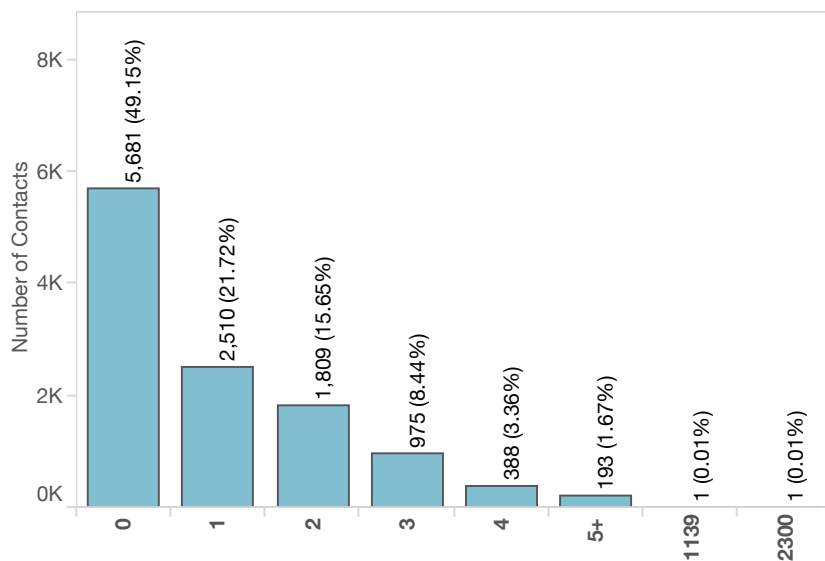
Health insurance status



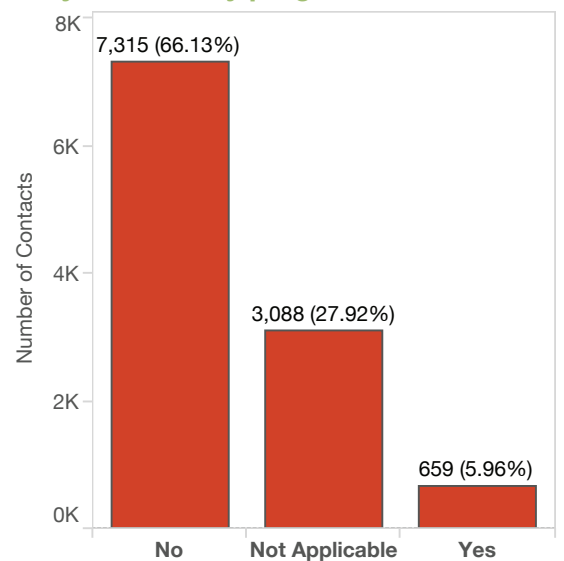
Are you currently homeless?



Number of children in the household



Are you currently pregnant?

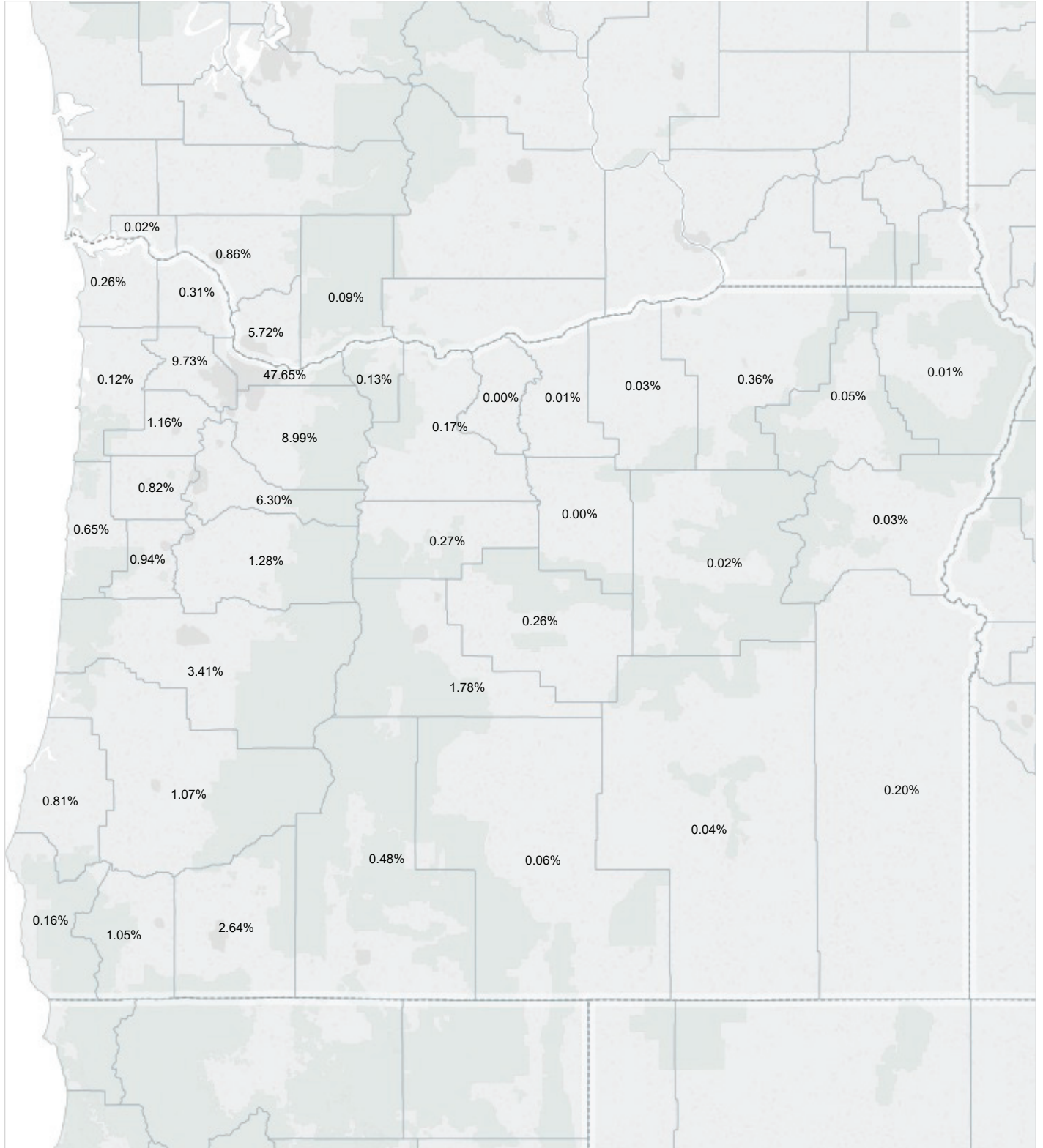


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Percent of contacts by county across all contact types



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

