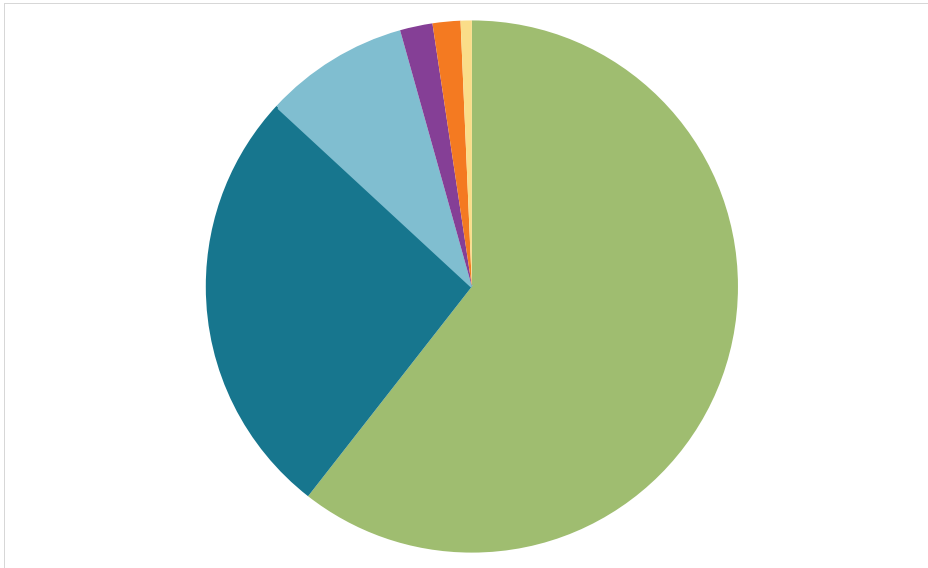


DESCHUTES COUNTY

July 1, 2016 - September 30, 2016



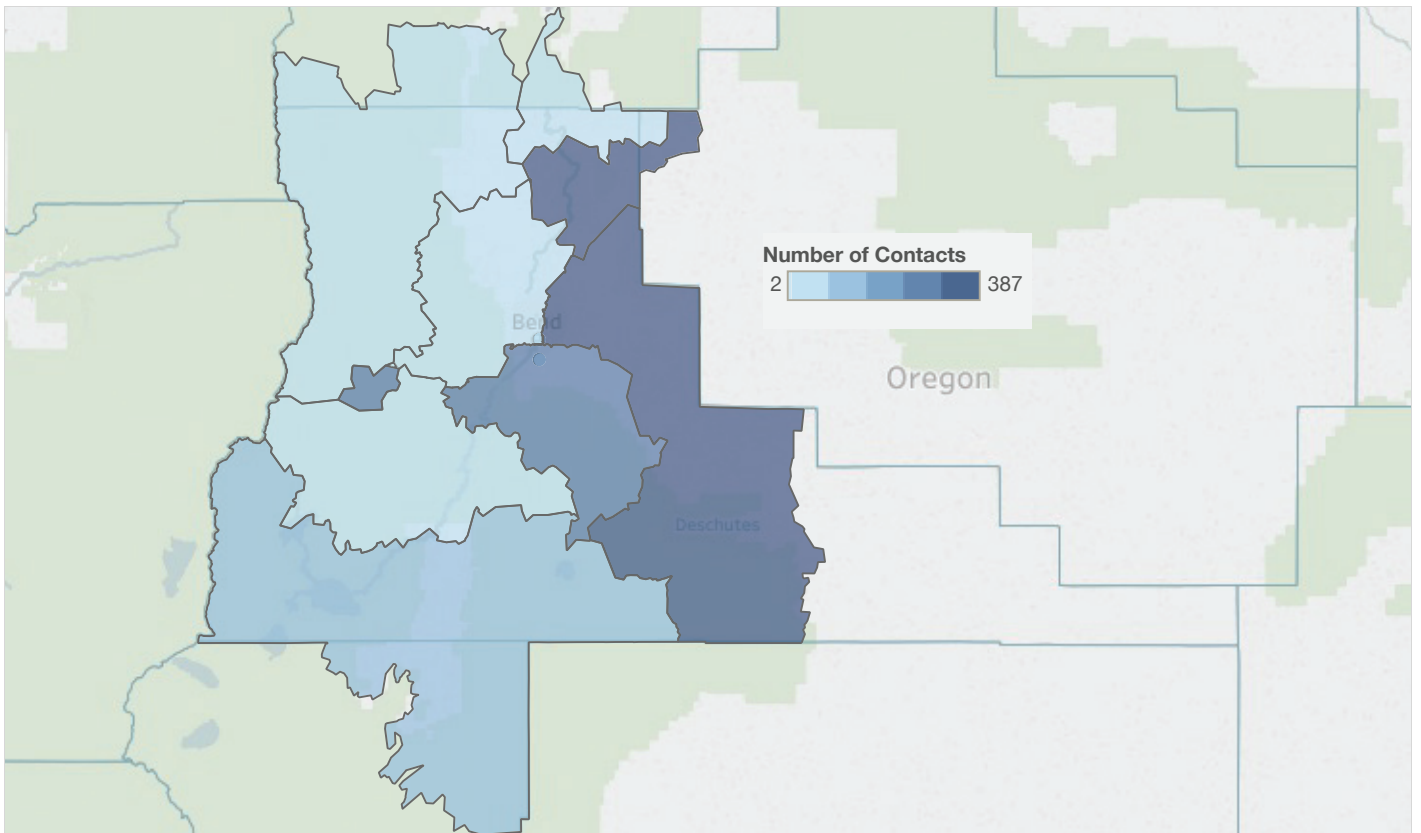
Cities



Bend	60.85%
Redmond	26.45%
La Pine	8.82%
Sisters	1.99%
Terrebonne	1.71%
Other	0.66%



ZIP Codes

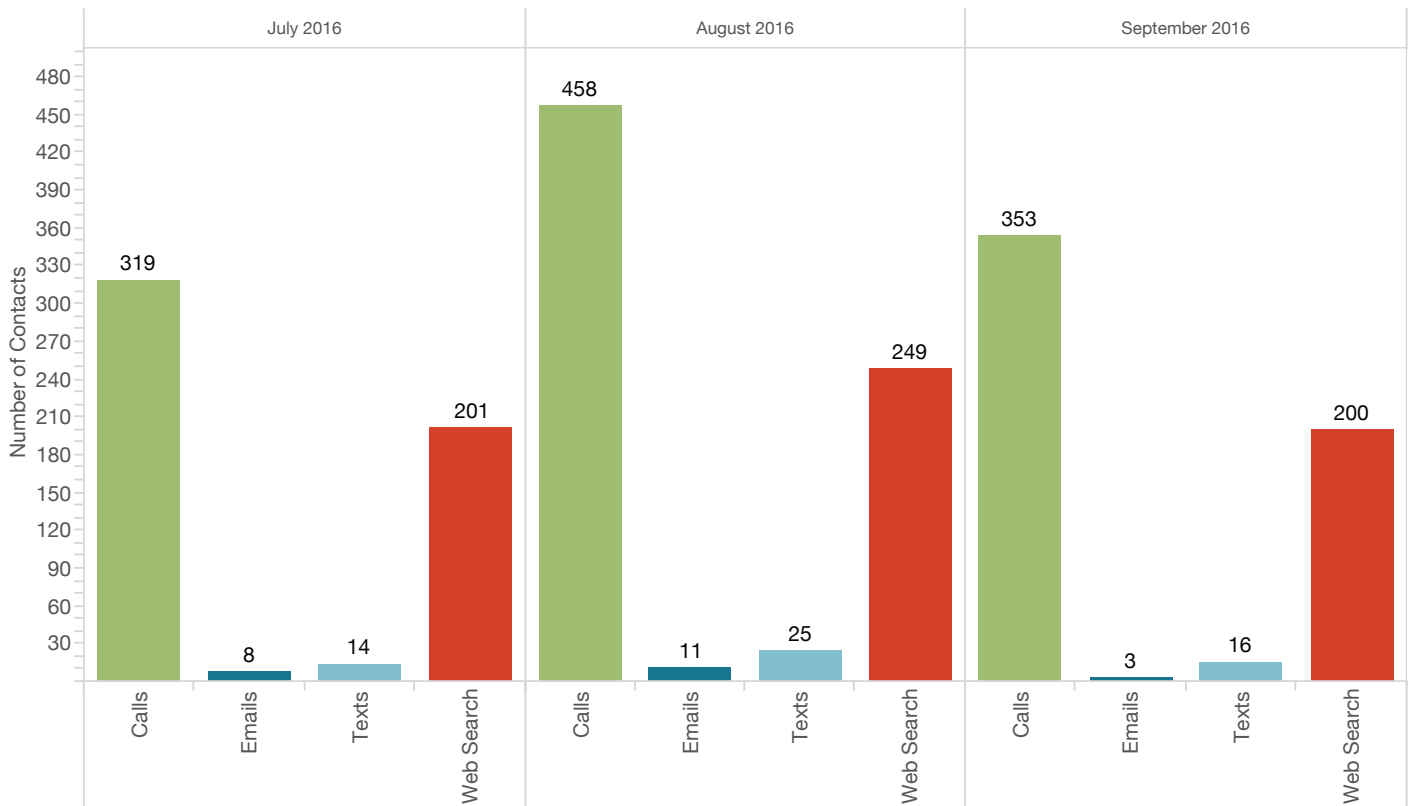


DESCHUTES COUNTY

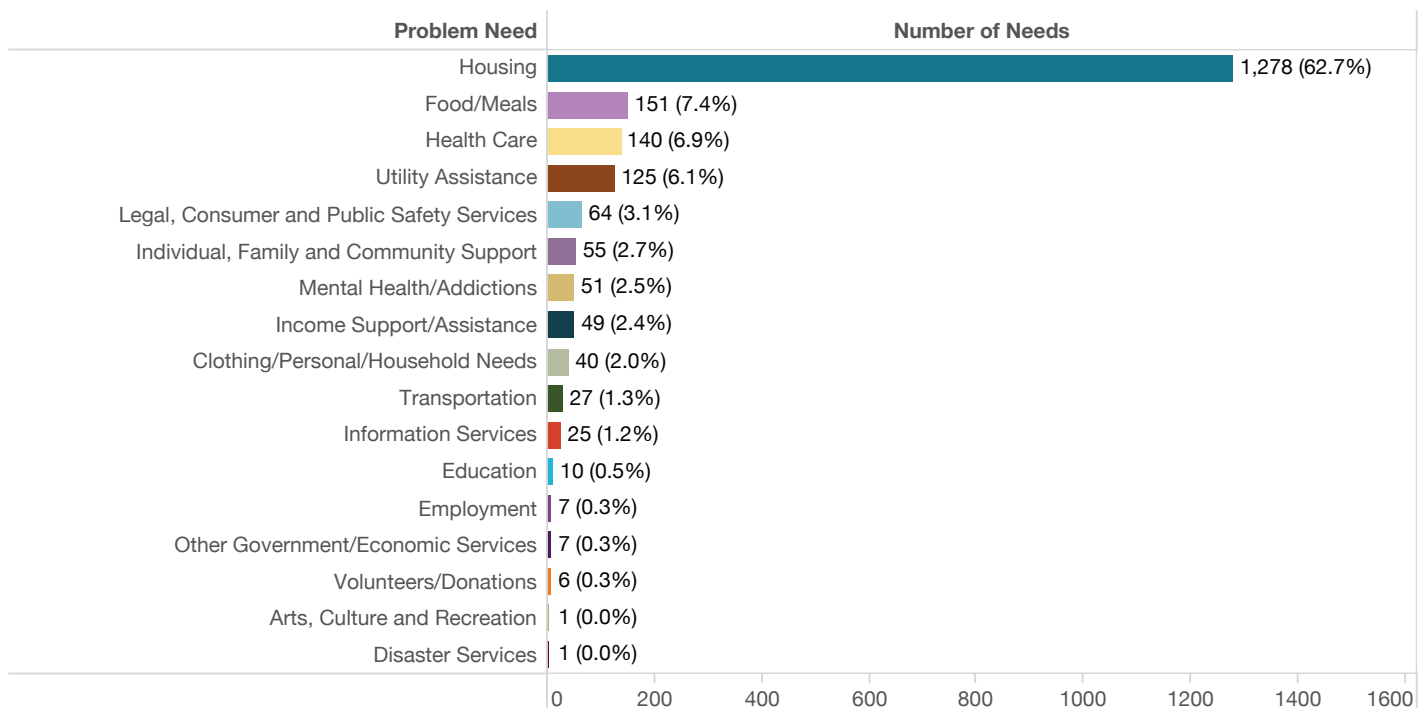
July 1, 2016 - September 30, 2016



How many contacts did we receive?



What were contacts' needs?

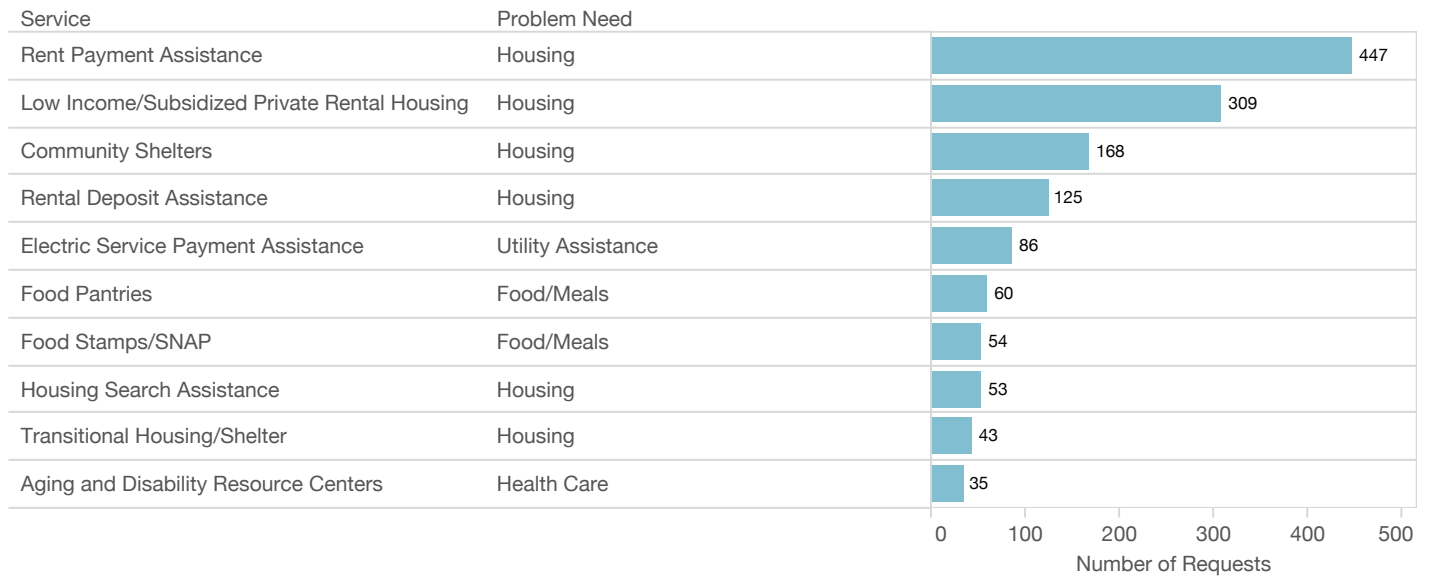


DESCHUTES COUNTY

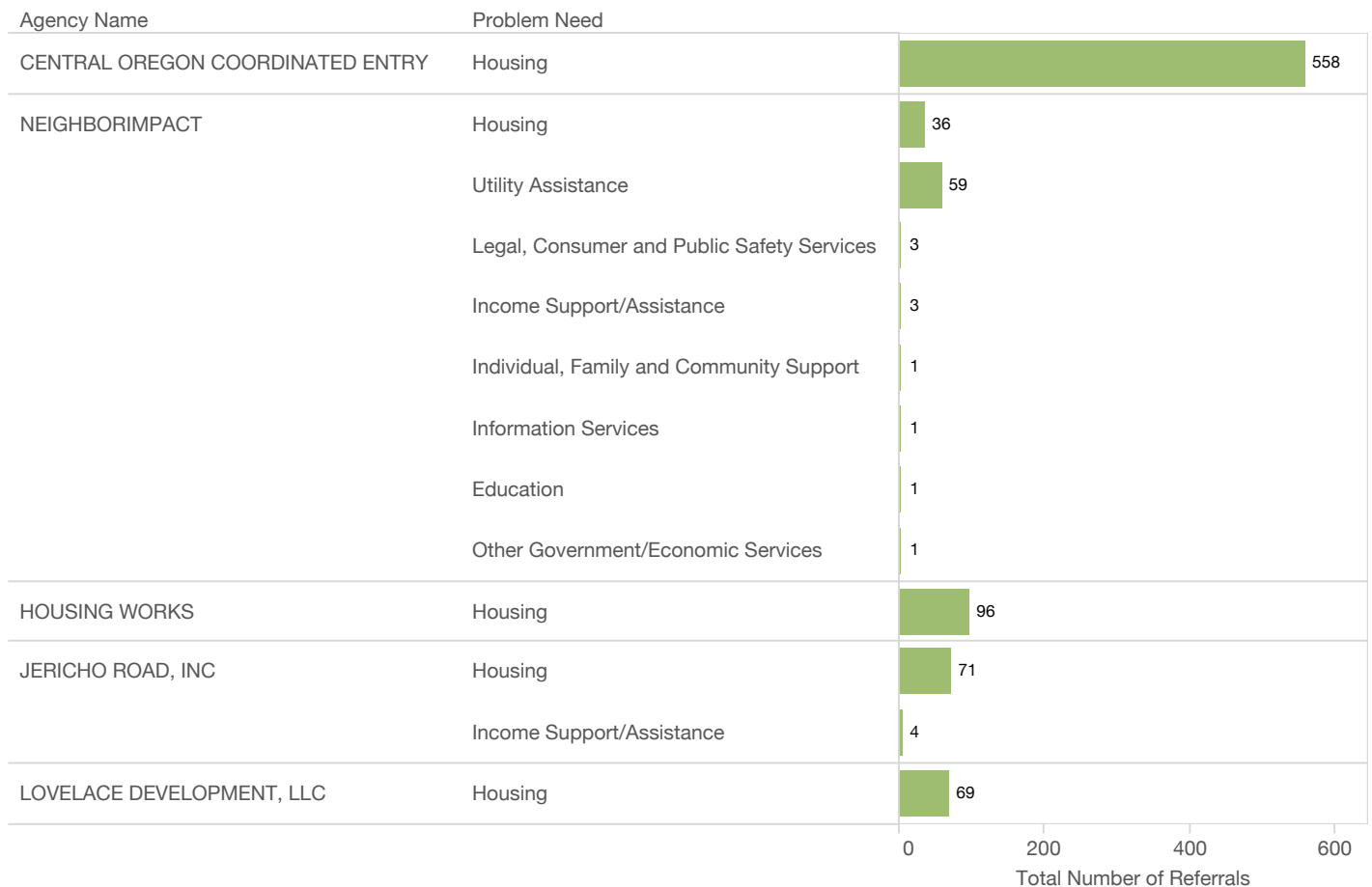
July 1, 2016 - September 30, 2016



Services most often requested by contacts



Agencies most often referred by 211info



DESCHUTES COUNTY

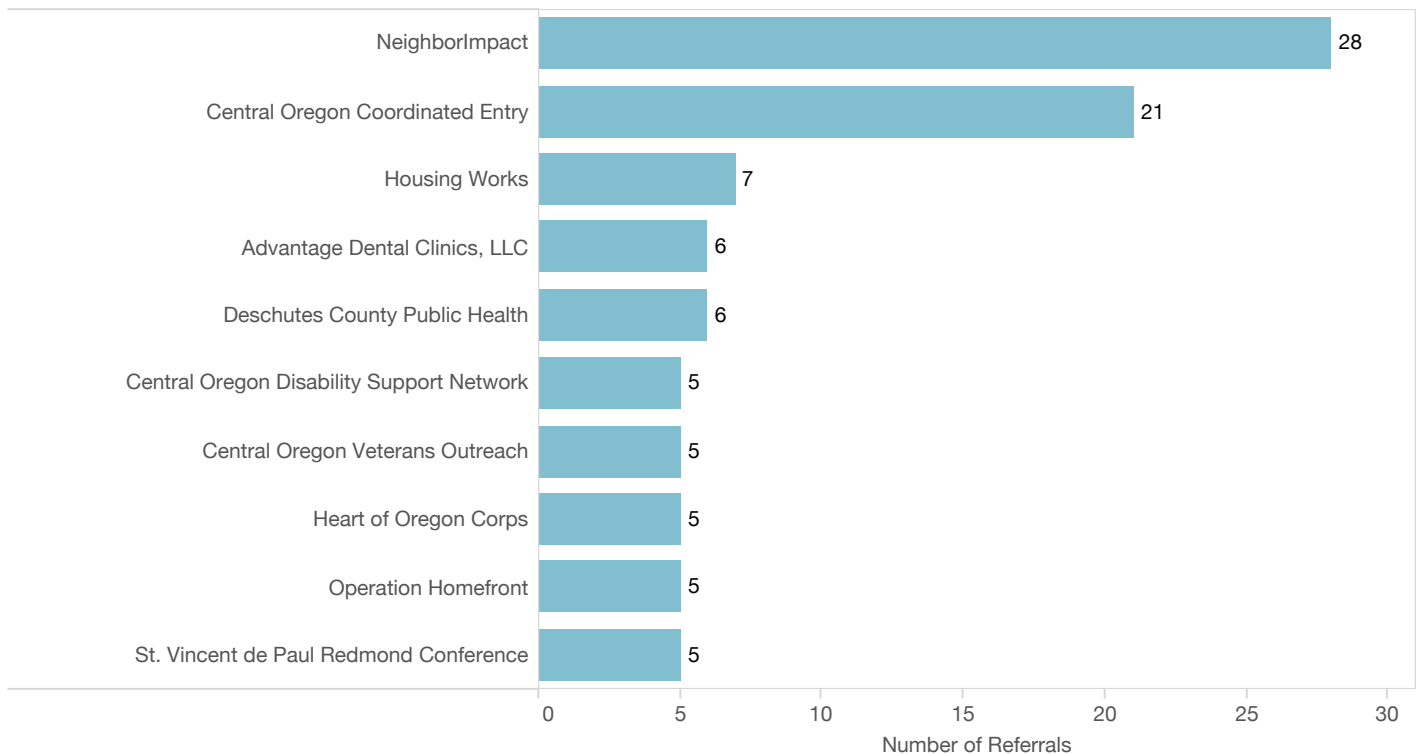
July 1, 2016 - September 30, 2016



Services most often searched in the online database



Agencies most often referred through the online database



DESCHUTES COUNTY

July 1, 2016 - September 30, 2016



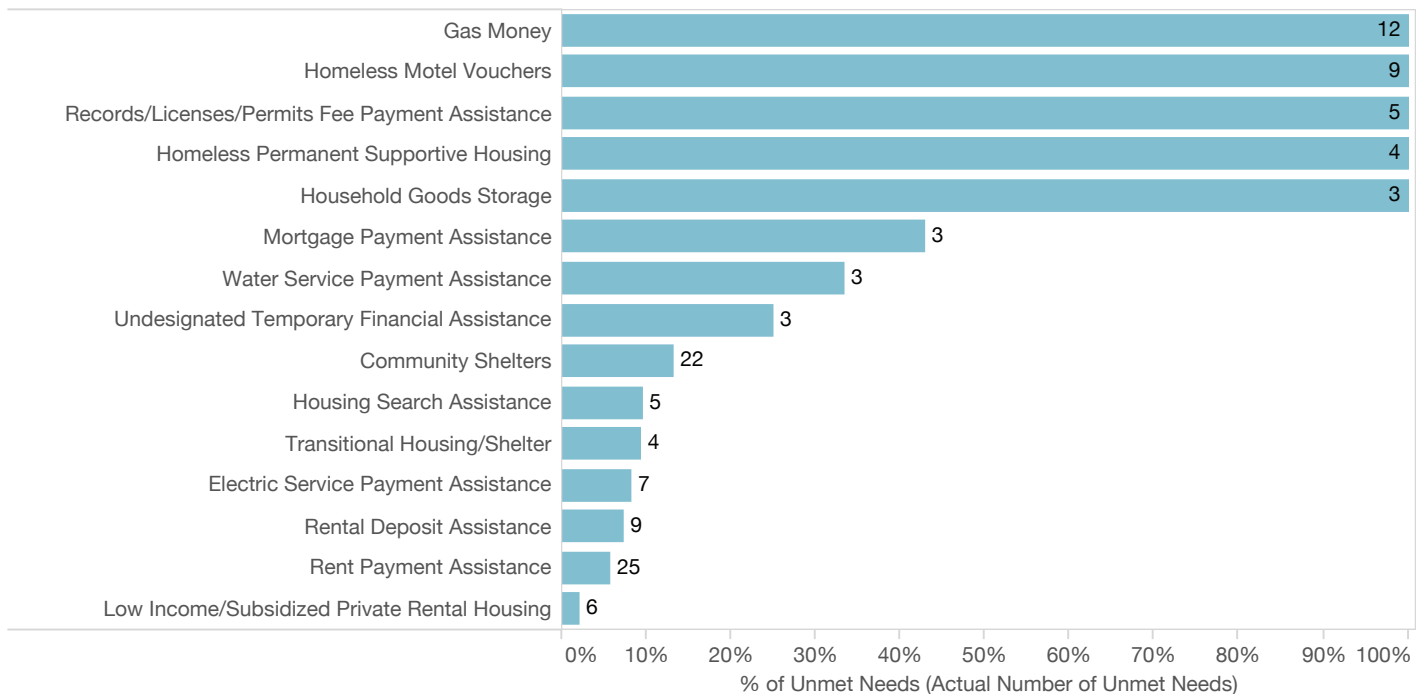
There were 181 instances where a referral was not appropriate for the contact's requested need. Housing requests had the greatest number of unmet community needs, but only 8% of those requests were considered unmet needs. Whereas 74% of transportation requests were considered unmet needs.

What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Needs	% Requests	Number of Needs	% Requests
Disaster Services			1	100%
Arts, Culture and Recreation			1	100%
Transportation	7	26%	20	74%
Clothing/Personal/Household Needs	32	80%	8	20%
Mental Health/Addictions	42	82%	9	18%
Legal, Consumer and Public Safety Services	54	84%	10	16%
Income Support/Assistance	42	86%	7	14%
Utility Assistance	111	89%	14	11%
Education	9	90%	1	10%
Housing	1,179	92%	99	8%
Individual, Family and Community Support	51	93%	4	7%
Health Care	133	95%	7	5%
Information Services	25	100%		
Volunteers/Donations	6	100%		
Food/Meals	151	100%		
Other Government/Economic Services	7	100%		
Employment	7	100%		

A referral may not be available for various reasons. In some cases, agencies are out of funding for a program; community need often outweighs the help available. There are many services within a need category, and some services simply don't exist in a community. Unmet community services with three or more requests are displayed below, sorted by proportion of referral requests.

What are potential service gaps?



DESCHUTES COUNTY

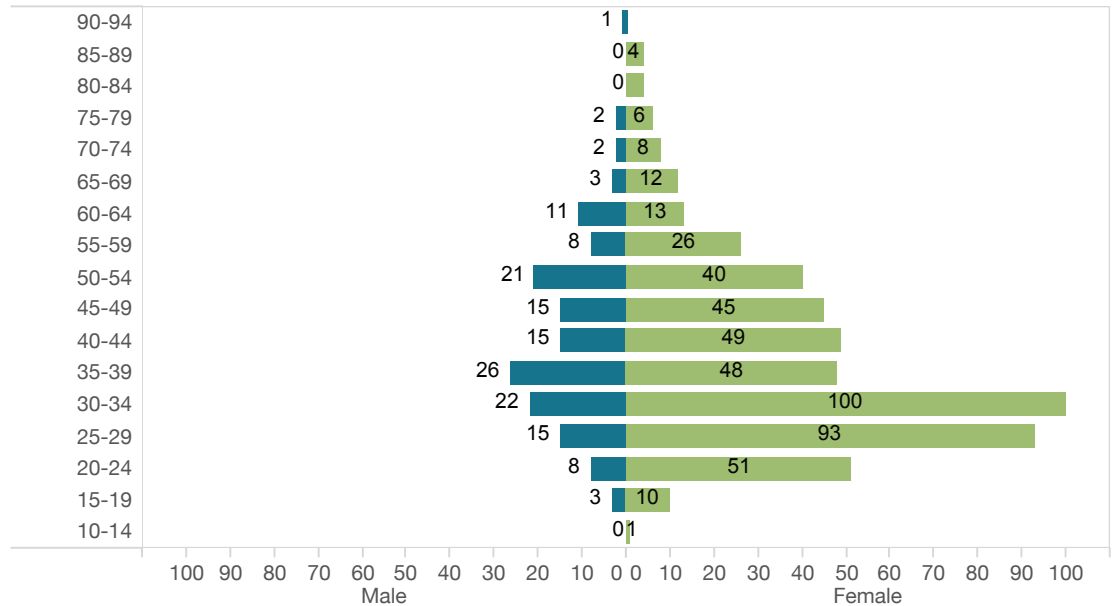
July 1, 2016 - September 30, 2016



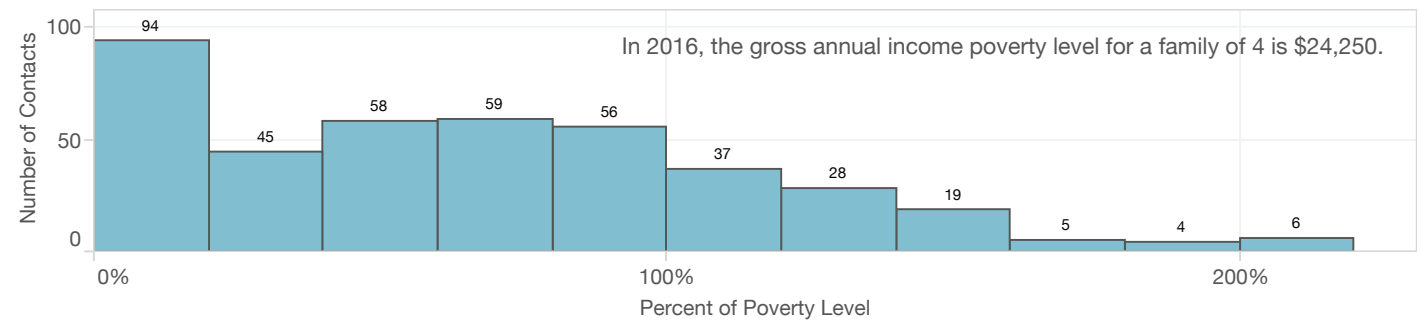
Age

90-94	0.16%
85-89	0.65%
80-84	0.65%
75-79	1.31%
70-74	1.63%
65-69	2.29%
60-64	3.92%
55-59	5.39%
50-54	9.31%
45-49	9.31%
40-44	9.97%
35-39	11.27%
30-34	16.99%
25-29	15.85%
20-24	8.99%
15-19	2.12%
10-14	0.16%

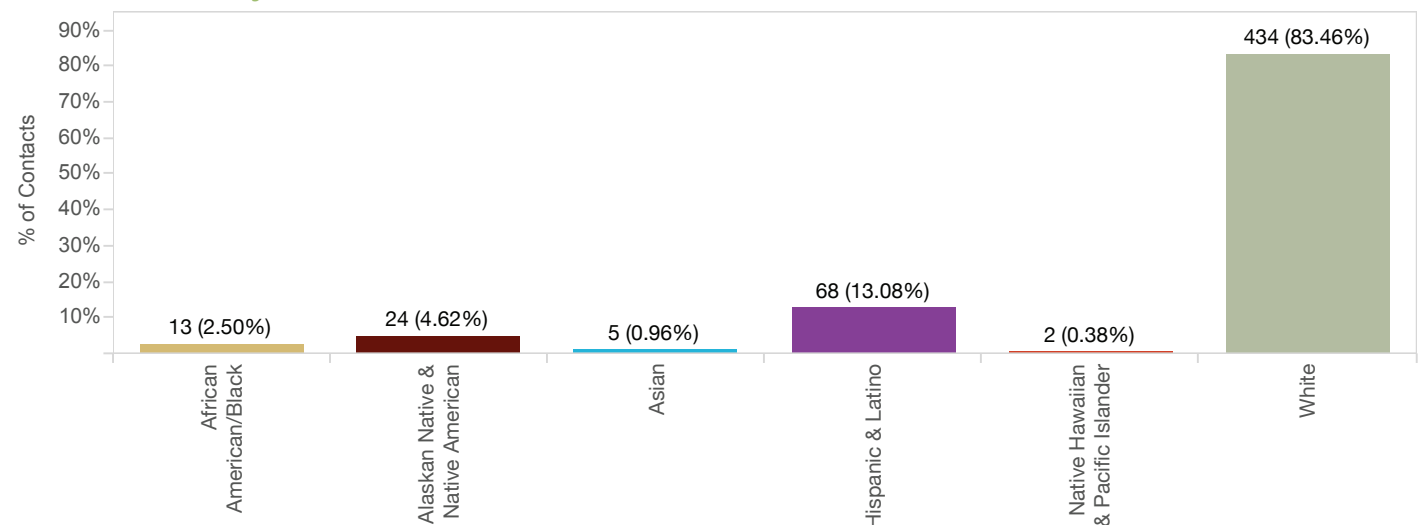
Age and Gender



Income



Race and Ethnicity

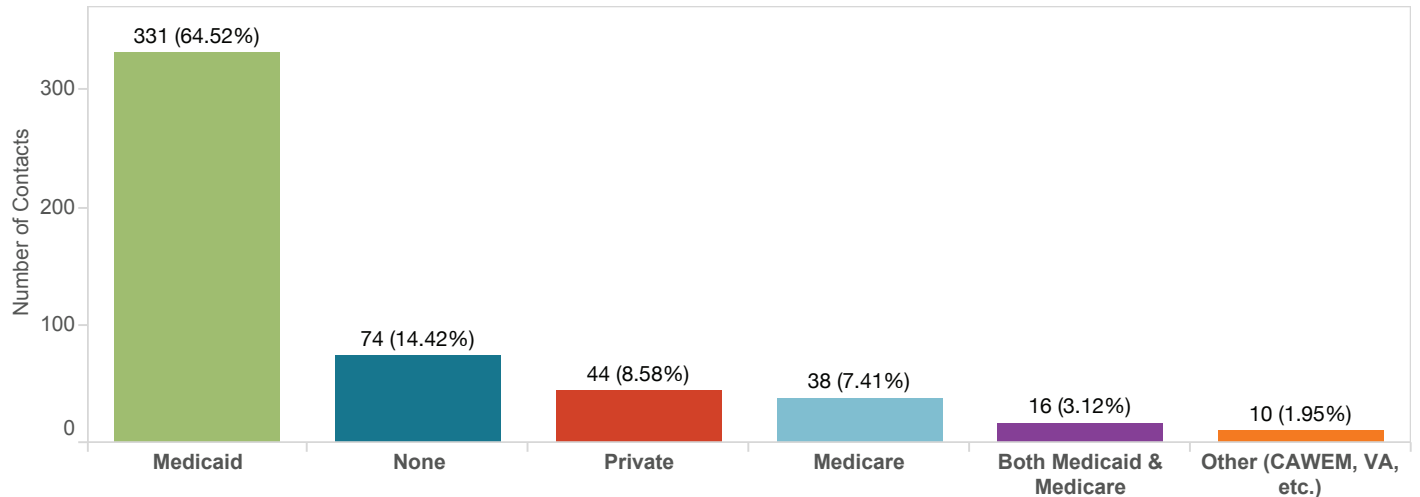


DESCHUTES COUNTY

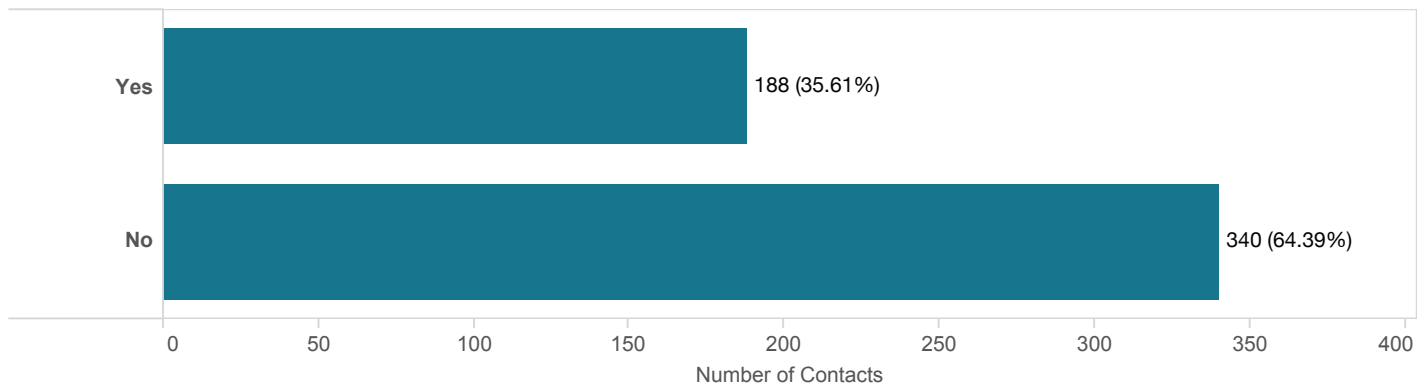
July 1, 2016 - September 30, 2016



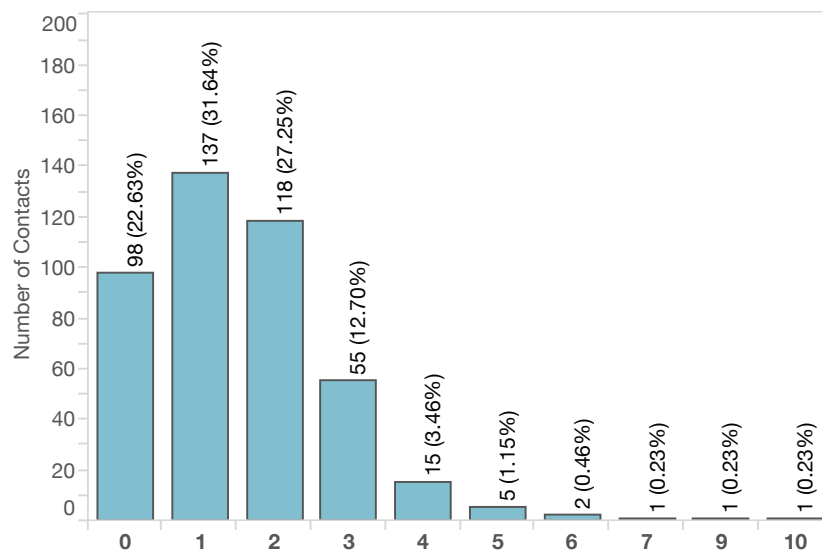
Health insurance status



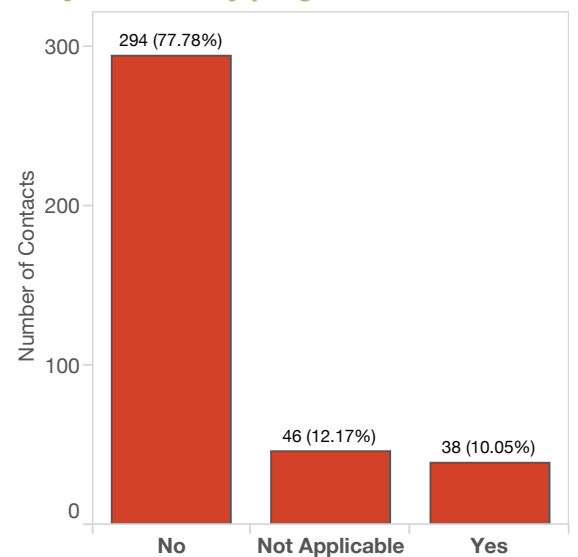
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



DESCHUTES COUNTY

July 1, 2016 - September 30, 2016



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

