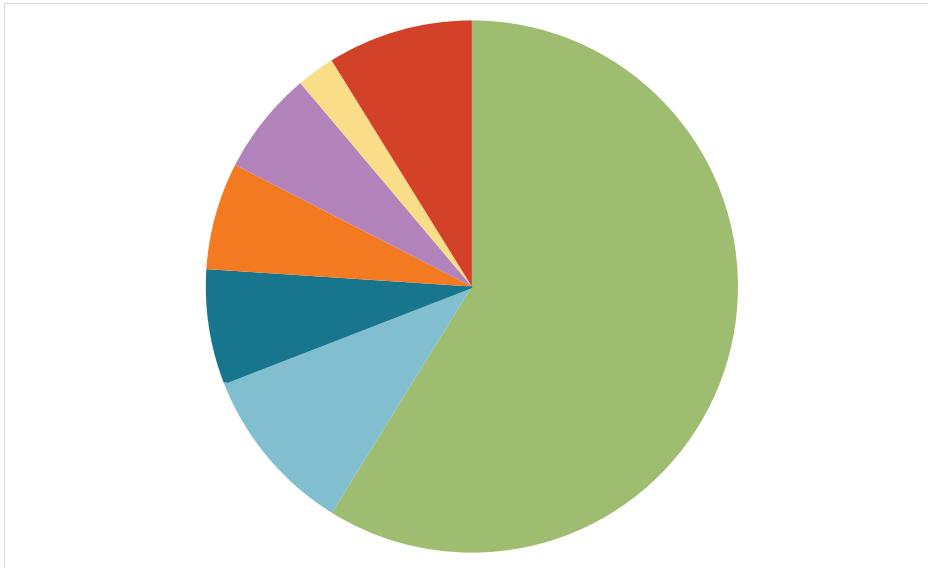


JACKSON COUNTY

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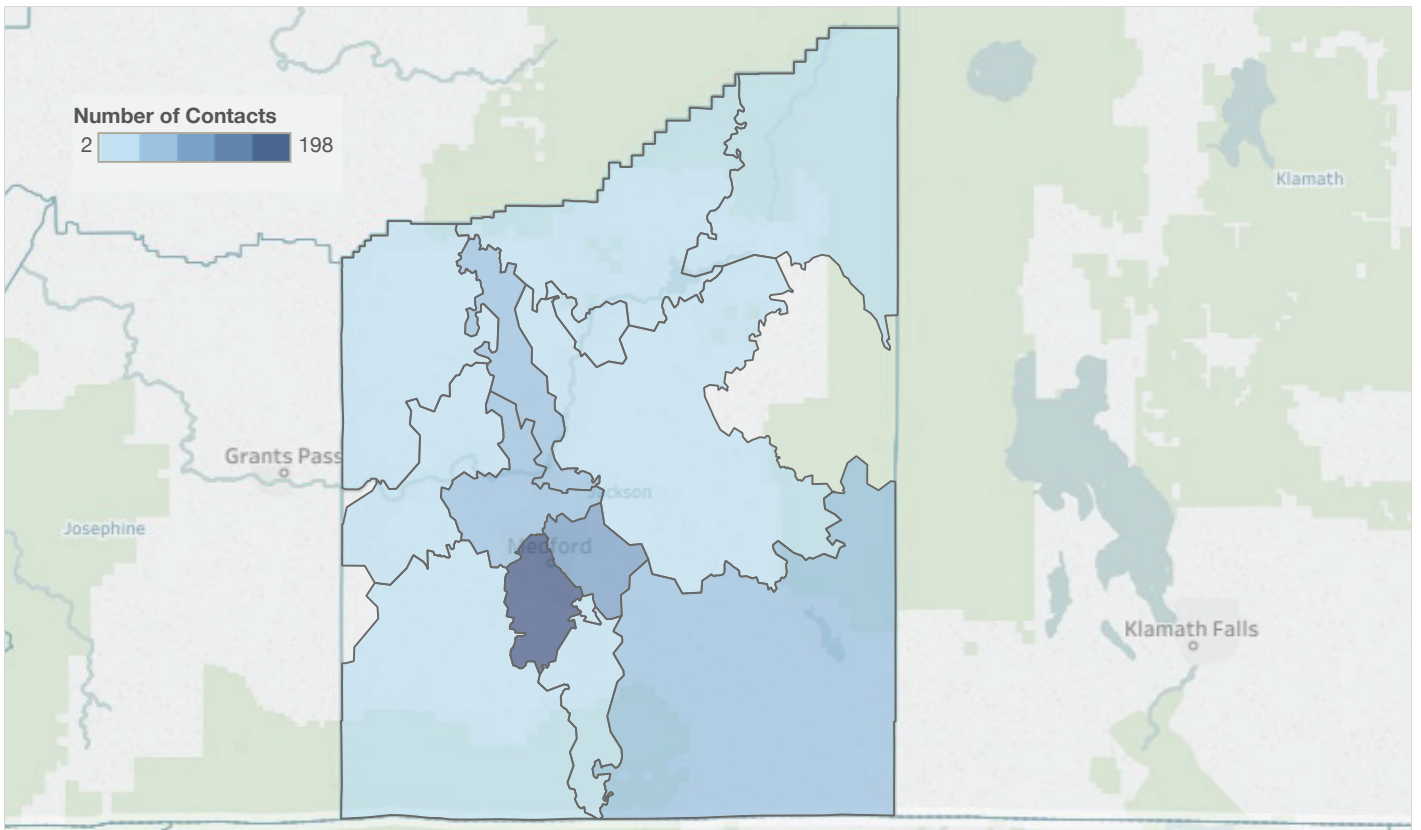
Cities



| | |
|---------------|--------|
| Medford | 59.07% |
| Ashland | 10.34% |
| Central Point | 6.96% |
| White City | 6.54% |
| Eagle Point | 6.33% |
| Talent | 2.32% |
| Other | 8.86% |



ZIP Codes

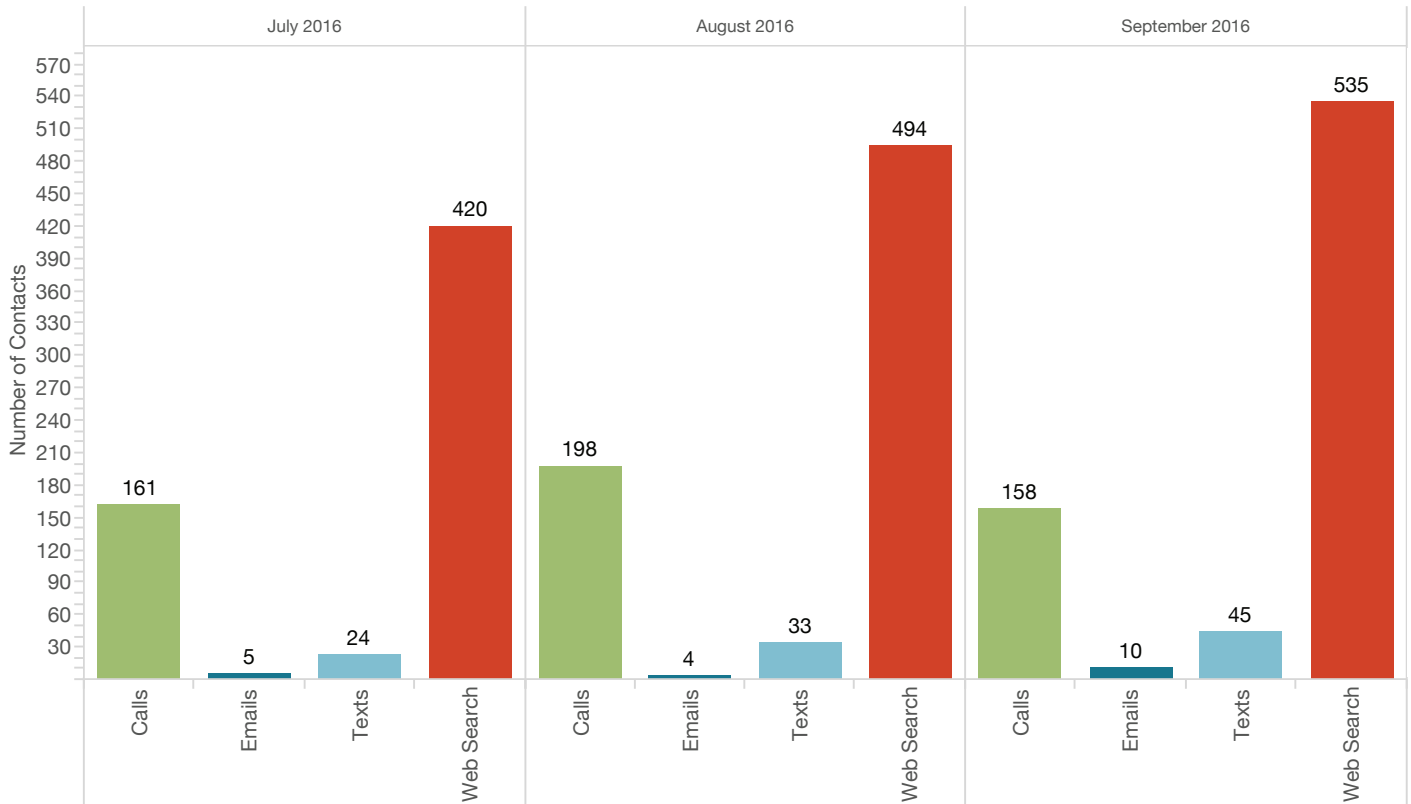


JACKSON COUNTY

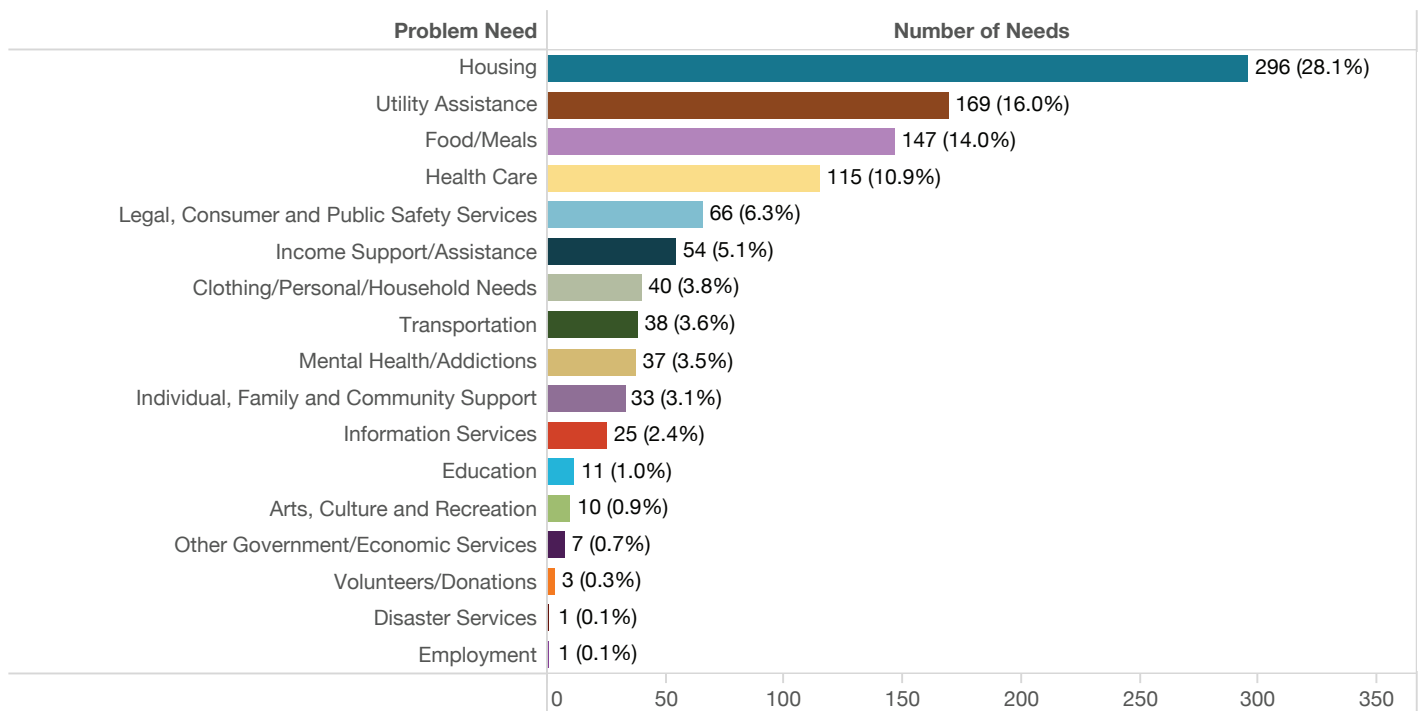
July 1, 2016 - September 30, 2016



How many contacts did we receive?



What were contacts' needs?

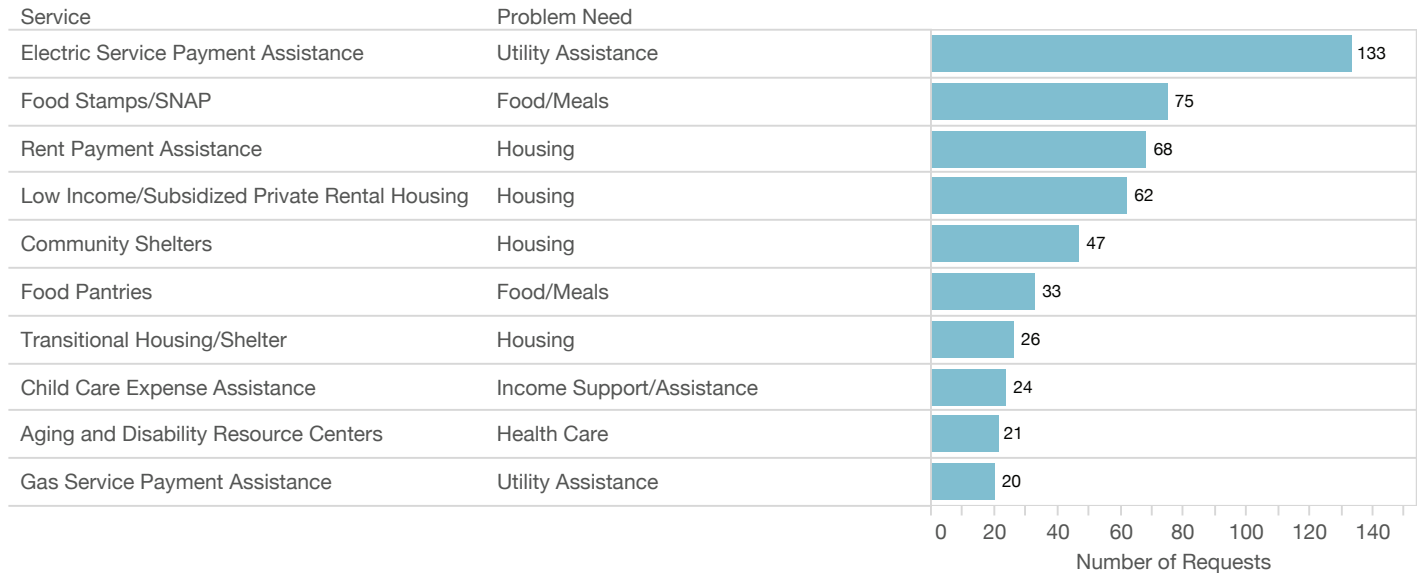


JACKSON COUNTY

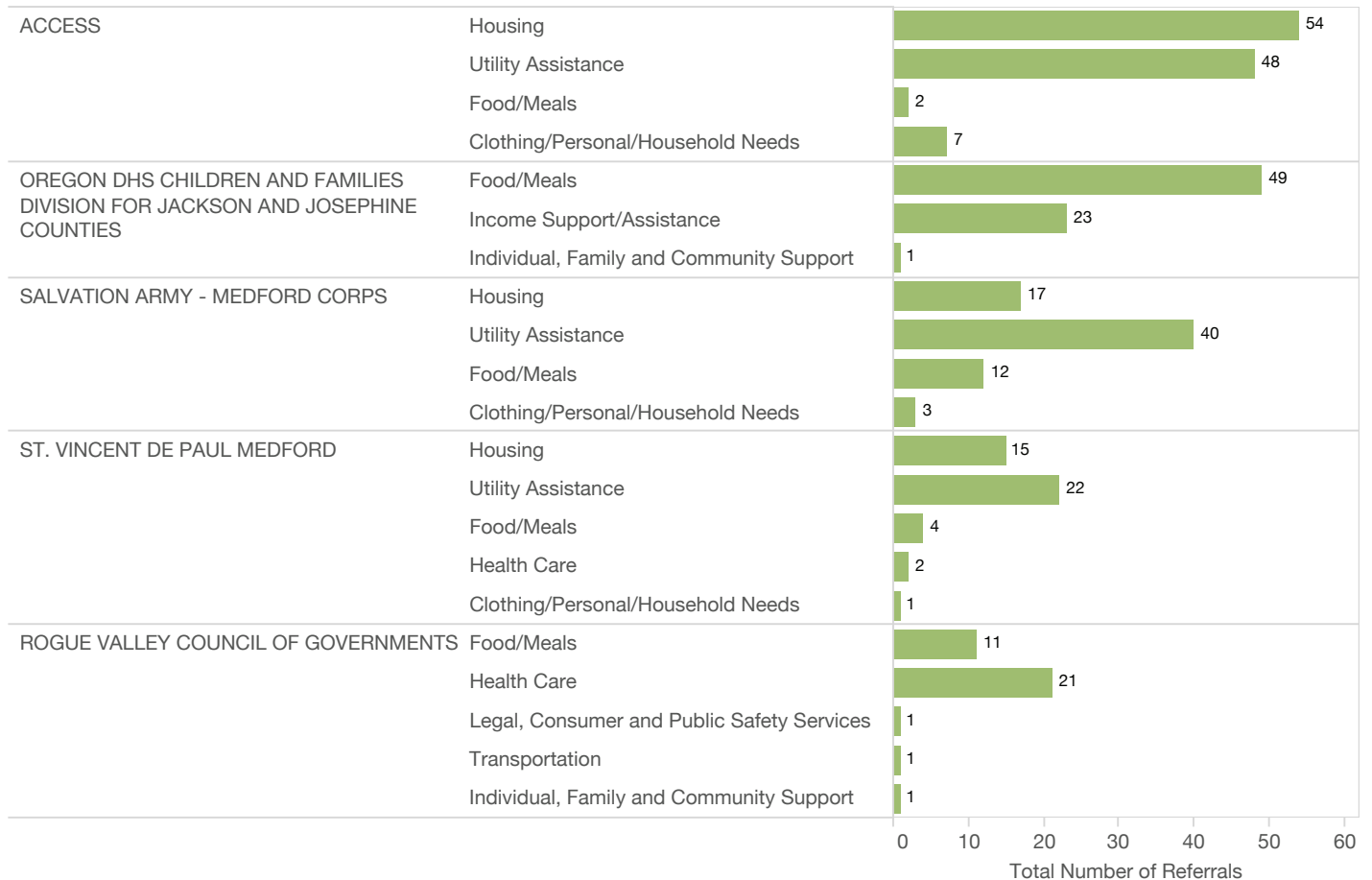
July 1, 2016 - September 30, 2016



Services most often requested by contacts



Agencies most often referred by 211info

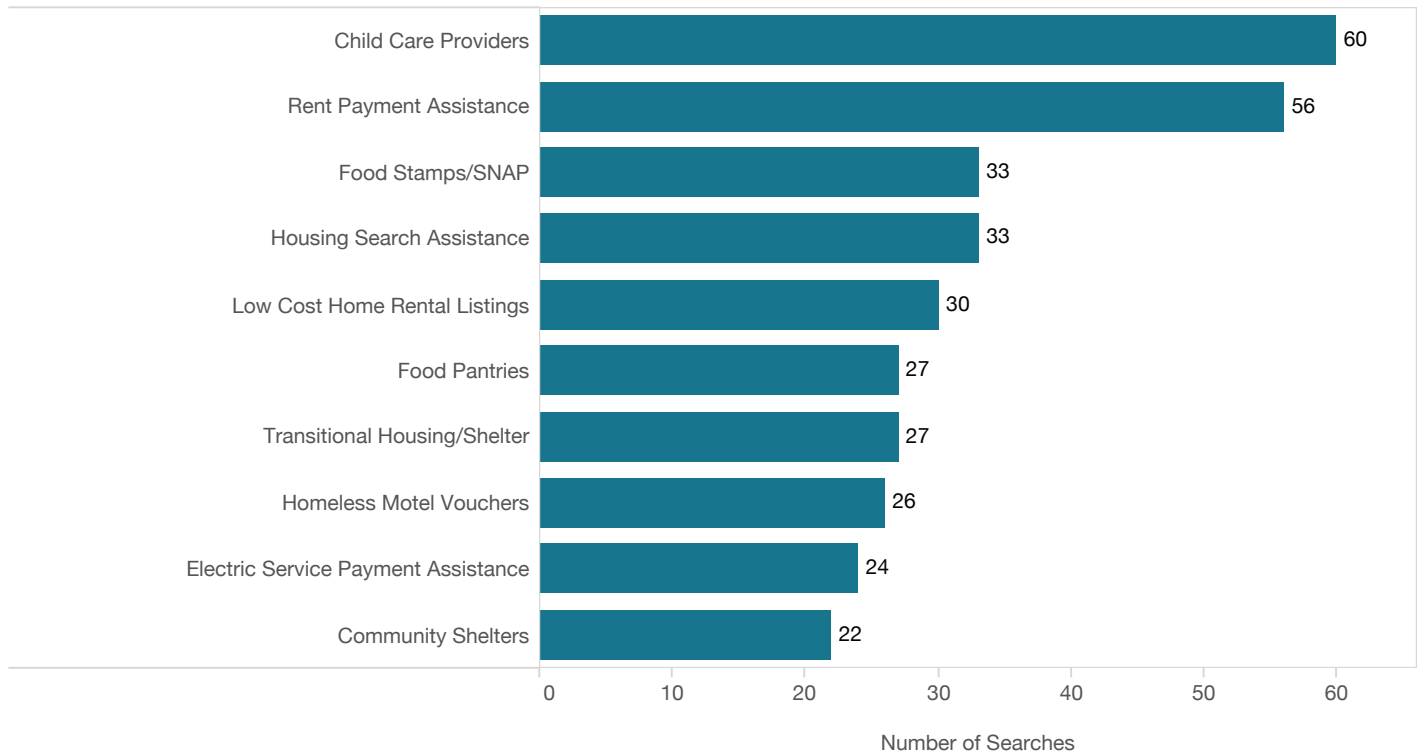


JACKSON COUNTY

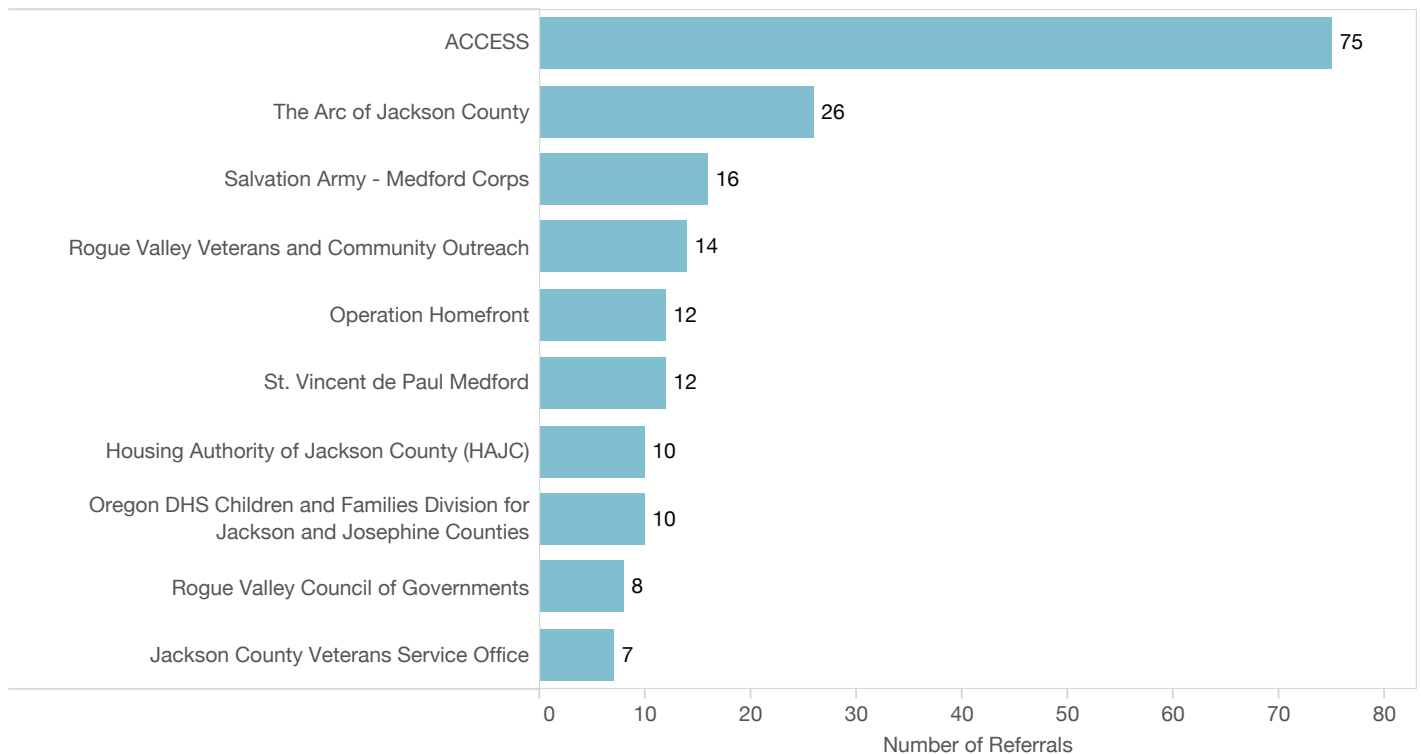
July 1, 2016 - September 30, 2016



Services most often searched in the online database



Agencies most often referred through the online database



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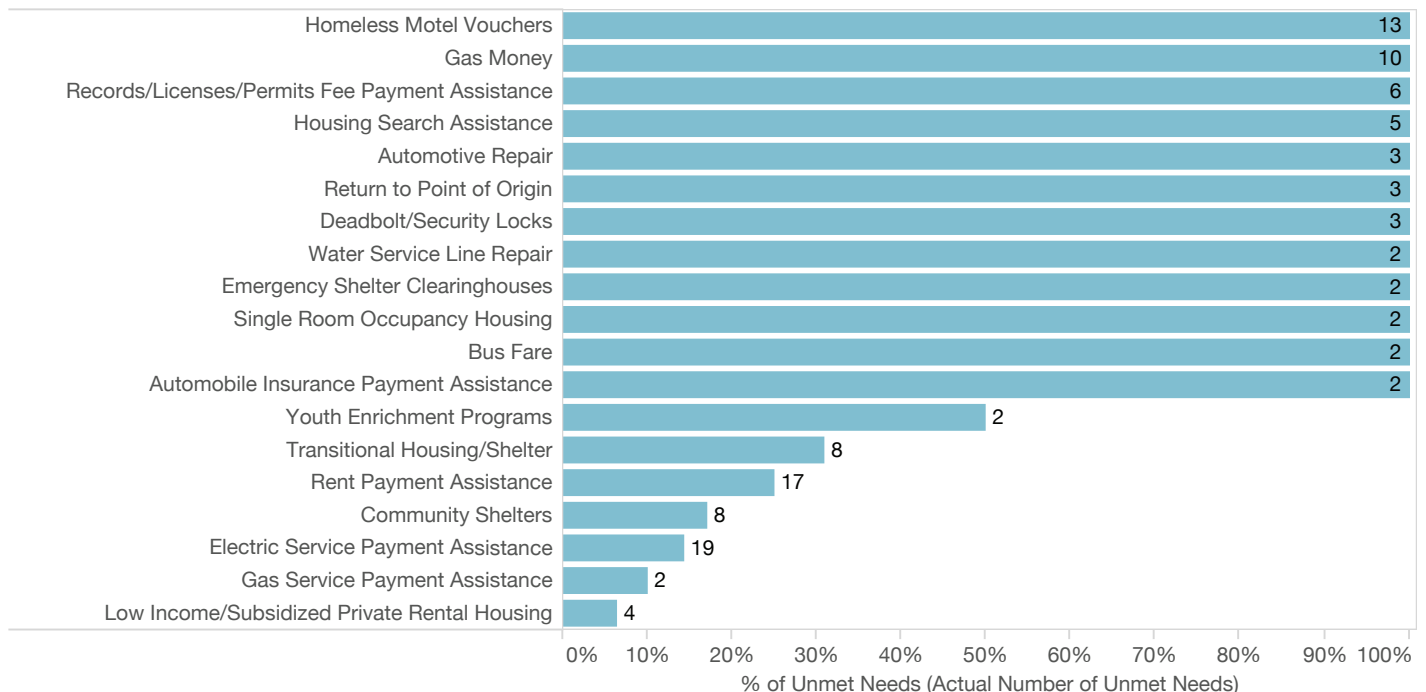
There were 145 instances where a referral was not appropriate for the contact's requested need. Housing requests had the greatest number of unmet community needs, and 21% of those requests were unmet needs. Whereas 53% of transportation needs were unmet needs.

What are potential community gaps by need?

| | Referral Given | | Unfulfilled Referrals | |
|--|-----------------|------------|-----------------------|------------|
| | Number of Needs | % Requests | Number of Needs | % Requests |
| Employment | | | 1 | 100% |
| Disaster Services | | | 1 | 100% |
| Transportation | 18 | 47% | 20 | 53% |
| Arts, Culture and Recreation | 6 | 60% | 4 | 40% |
| Volunteers/Donations | 2 | 67% | 1 | 33% |
| Housing | 233 | 79% | 63 | 21% |
| Legal, Consumer and Public Safety Services | 54 | 82% | 12 | 18% |
| Individual, Family and Community Support | 28 | 85% | 5 | 15% |
| Utility Assistance | 144 | 85% | 25 | 15% |
| Clothing/Personal/Household Needs | 35 | 88% | 5 | 13% |
| Information Services | 24 | 96% | 1 | 4% |
| Mental Health/Addictions | 36 | 97% | 1 | 3% |
| Health Care | 112 | 97% | 3 | 3% |
| Income Support/Assistance | 53 | 98% | 1 | 2% |
| Food/Meals | 145 | 99% | 2 | 1% |
| Education | 11 | 100% | | |
| Other Government/Economic Services | 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 two or more requests are displayed below, sorted by proportion of referral requests.

What are potential service gaps?



JACKSON COUNTY

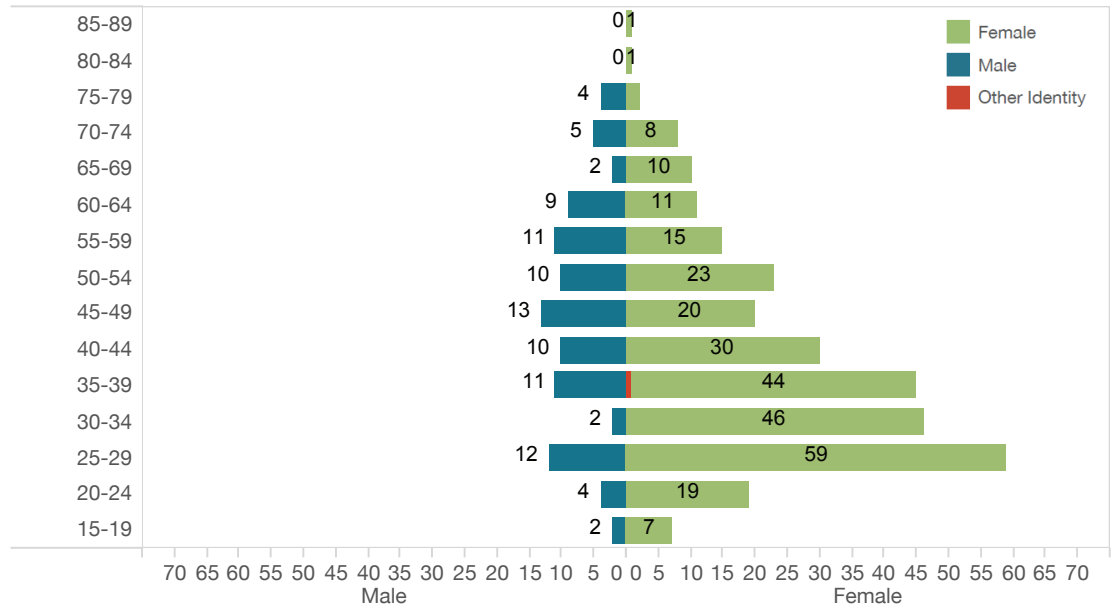
July 1, 2016 - September 30, 2016



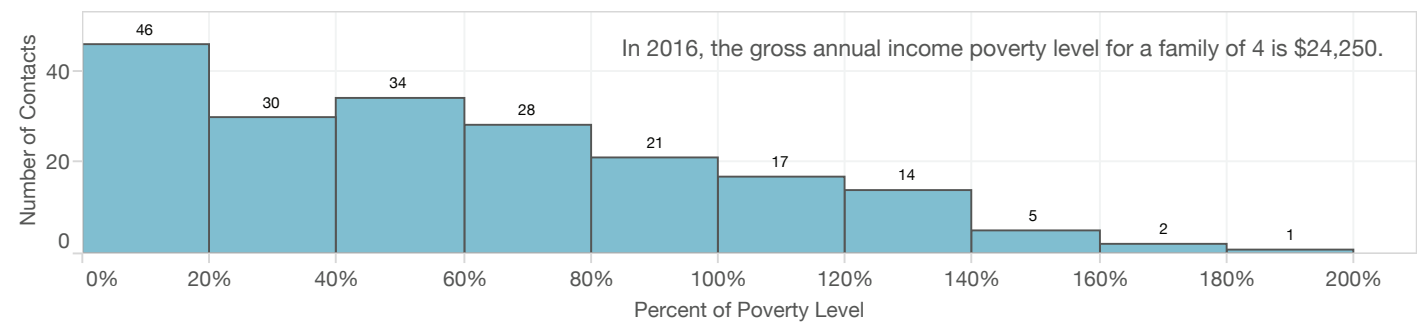
Age

| | |
|-------|--------|
| 85-89 | 0.31% |
| 80-84 | 0.31% |
| 75-79 | 1.85% |
| 70-74 | 3.69% |
| 65-69 | 4.00% |
| 60-64 | 5.54% |
| 55-59 | 7.69% |
| 50-54 | 10.15% |
| 45-49 | 9.23% |
| 40-44 | 9.85% |
| 35-39 | 12.92% |
| 30-34 | 10.77% |
| 25-29 | 16.62% |
| 20-24 | 4.92% |
| 15-19 | 2.46% |

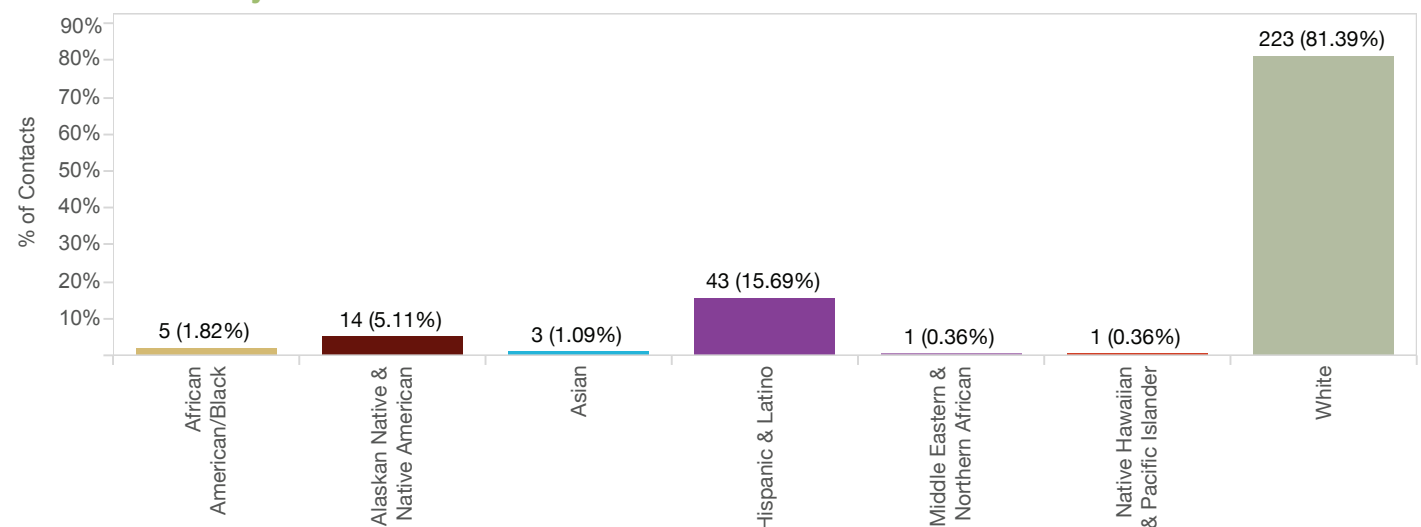
Age and Gender



Income



Race and Ethnicity

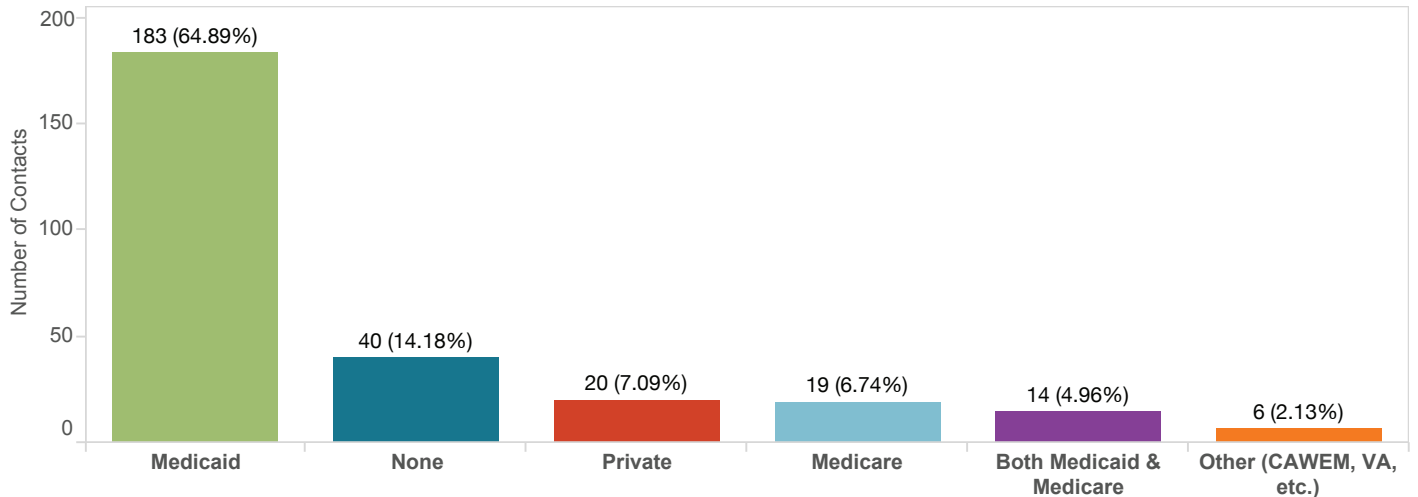


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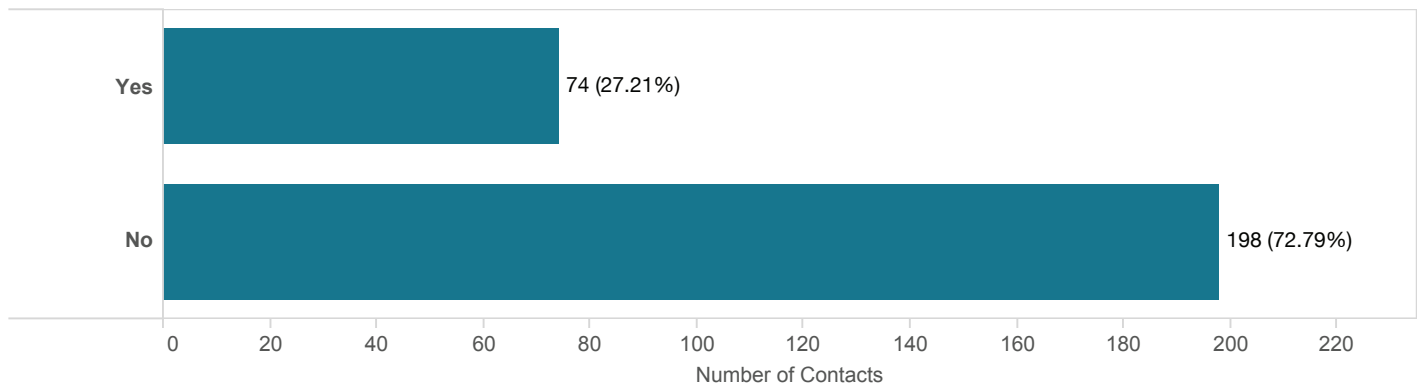
July 1, 2016 - September 30, 2016



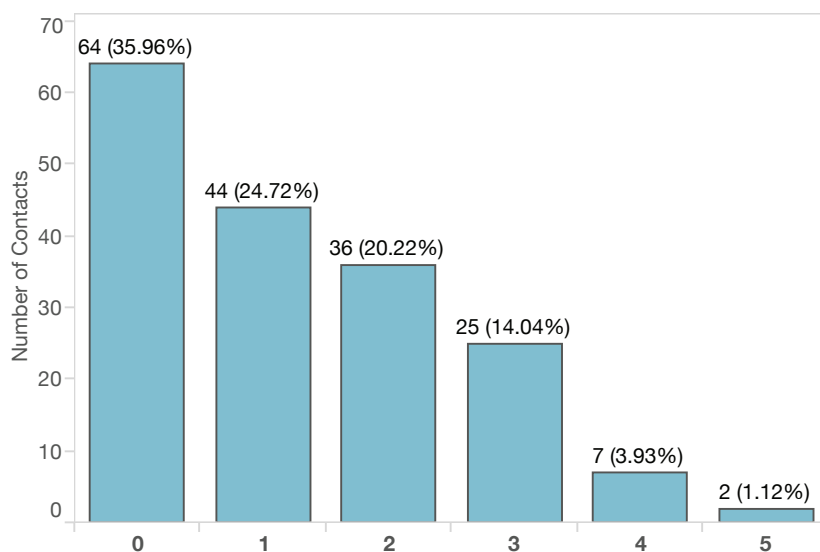
Health insurance status



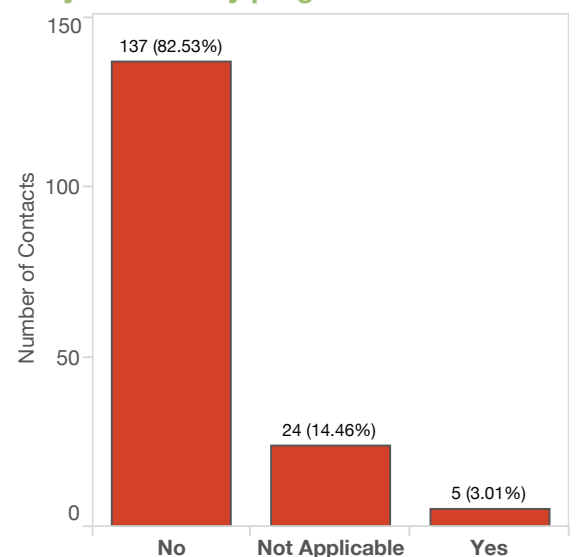
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



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

