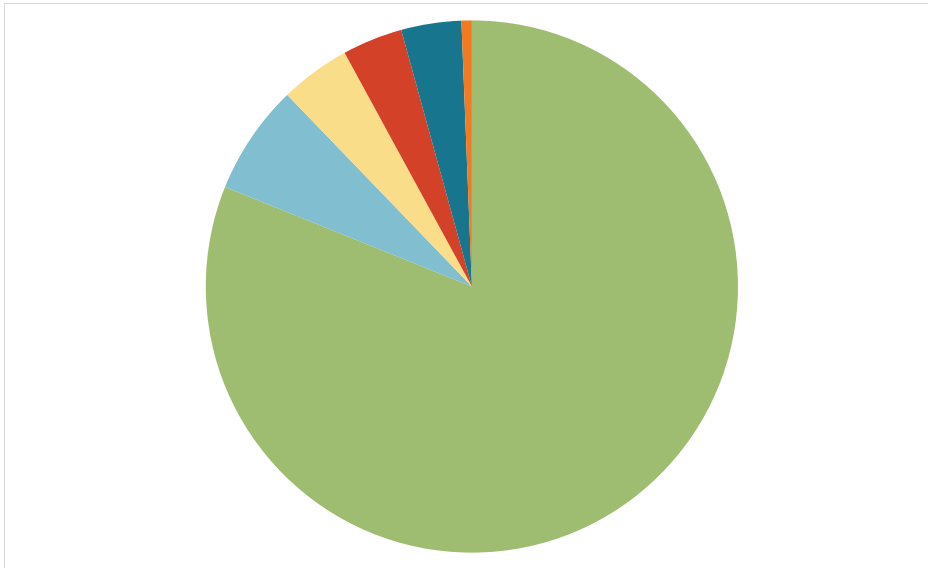


JEFFERSON COUNTY

July 1, 2016 - September 30, 2016



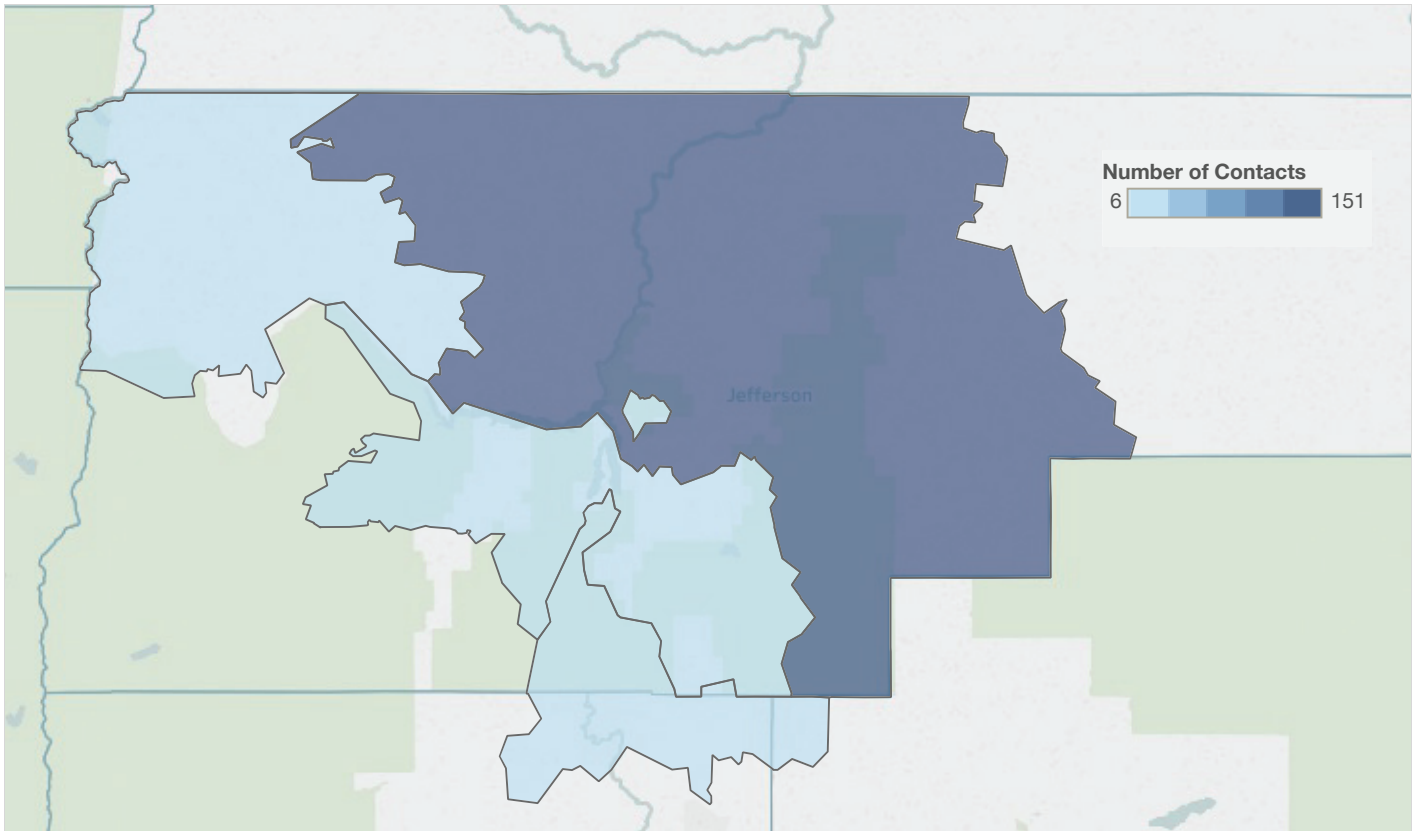
Cities



Madras	81.10%
Culver	6.71%
Metolius	4.27%
Crooked River Ranch	3.66%
Warm Springs	3.66%
Gateway	0.61%

- Madras
- Culver
- Metolius
- Crooked River Ranch
- Warm Springs
- Gateway

ZIP Codes

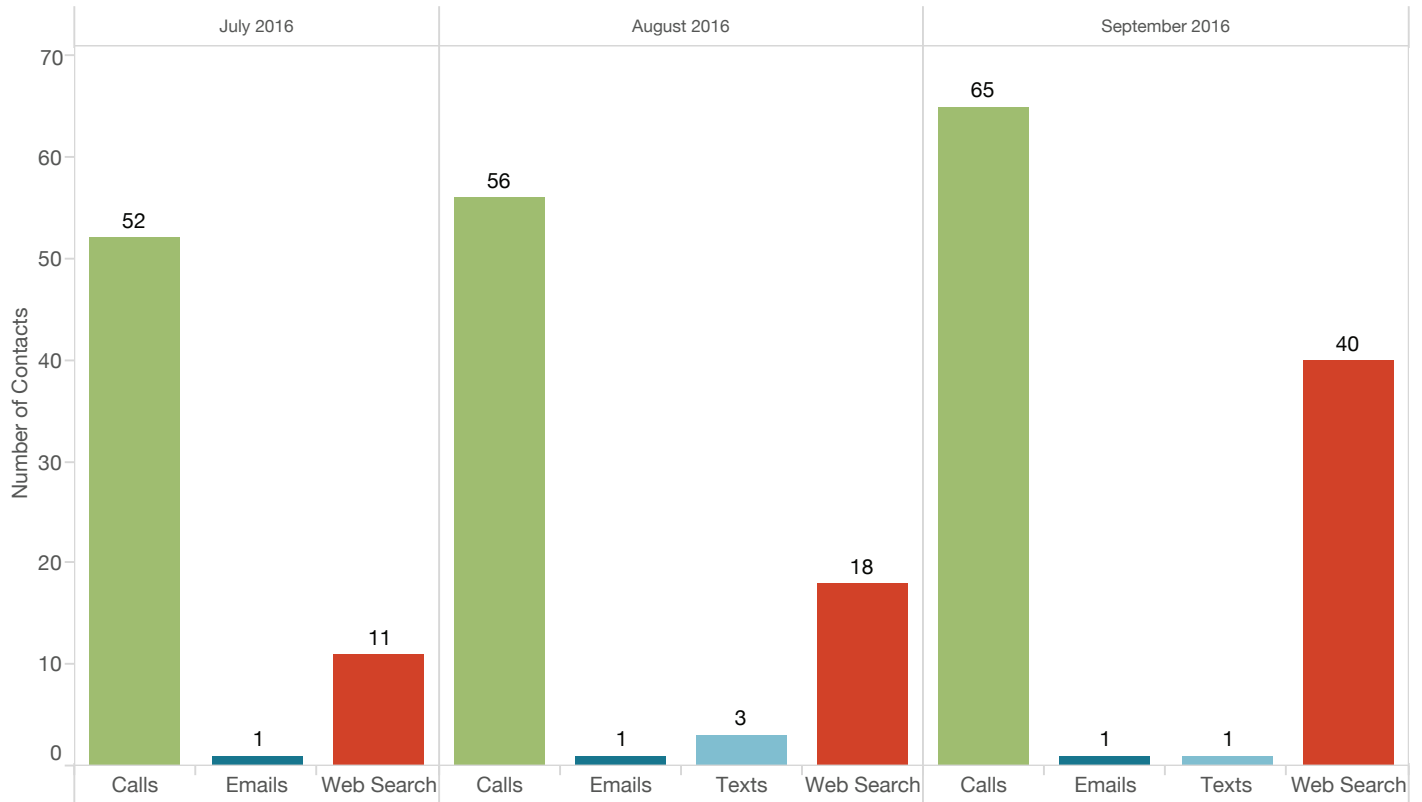


JEFFERSON COUNTY

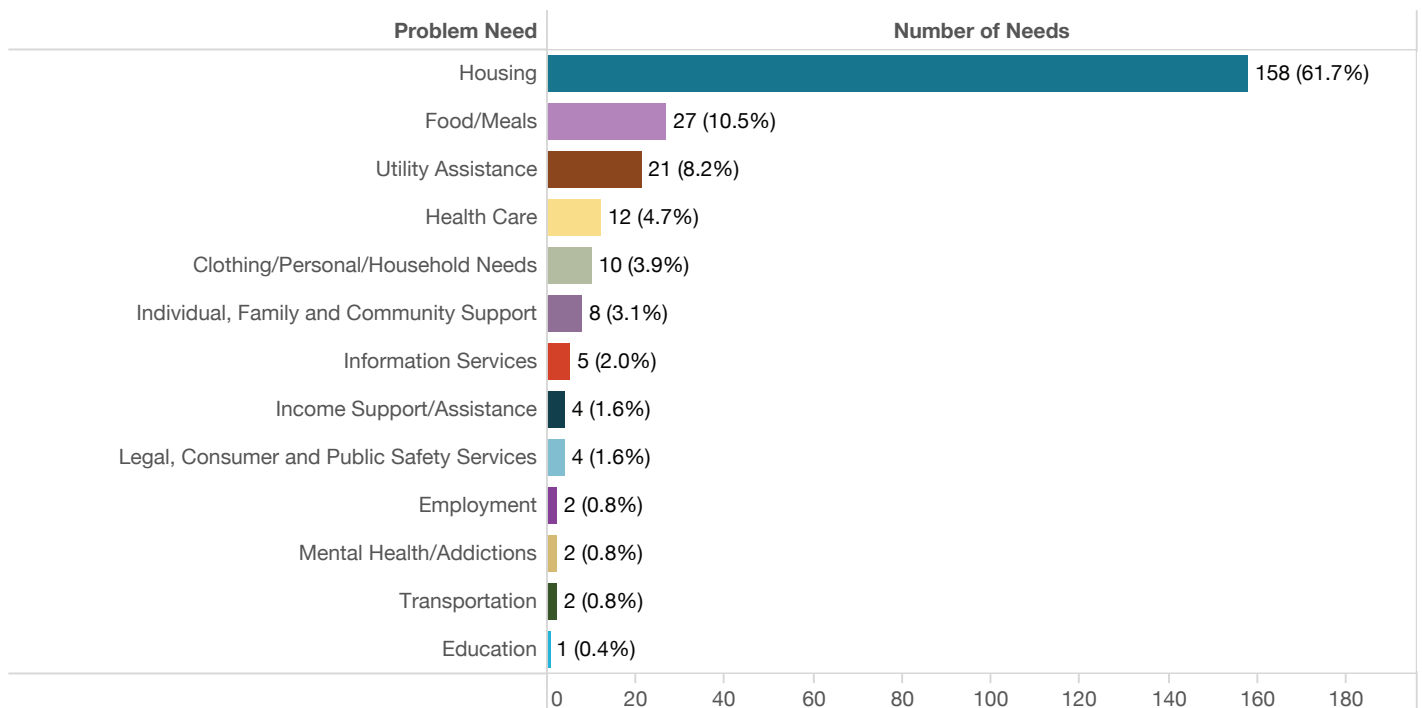
July 1, 2016 - September 30, 2016



How many contacts did we receive?



What were contacts' needs?

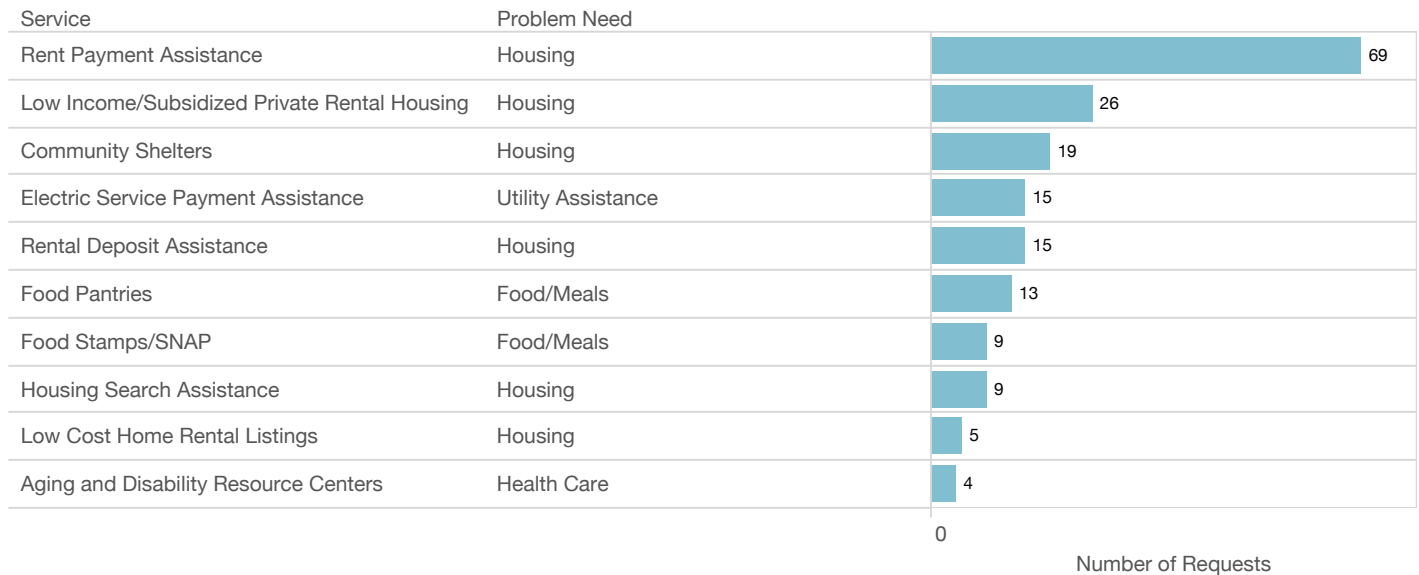


JEFFERSON COUNTY

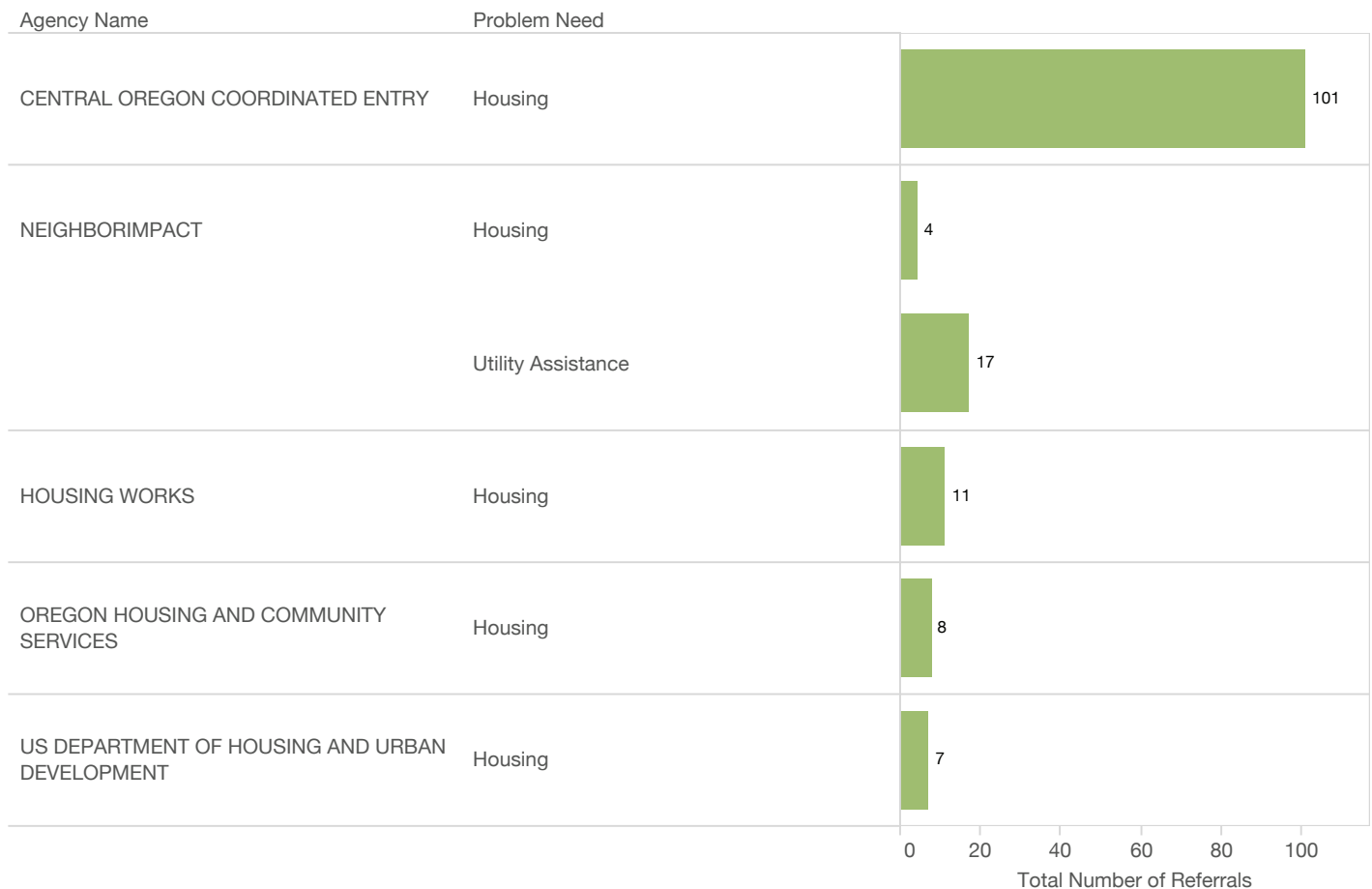
July 1, 2016 - September 30, 2016



Services most often requested by contacts



Agencies most often referred by 211info

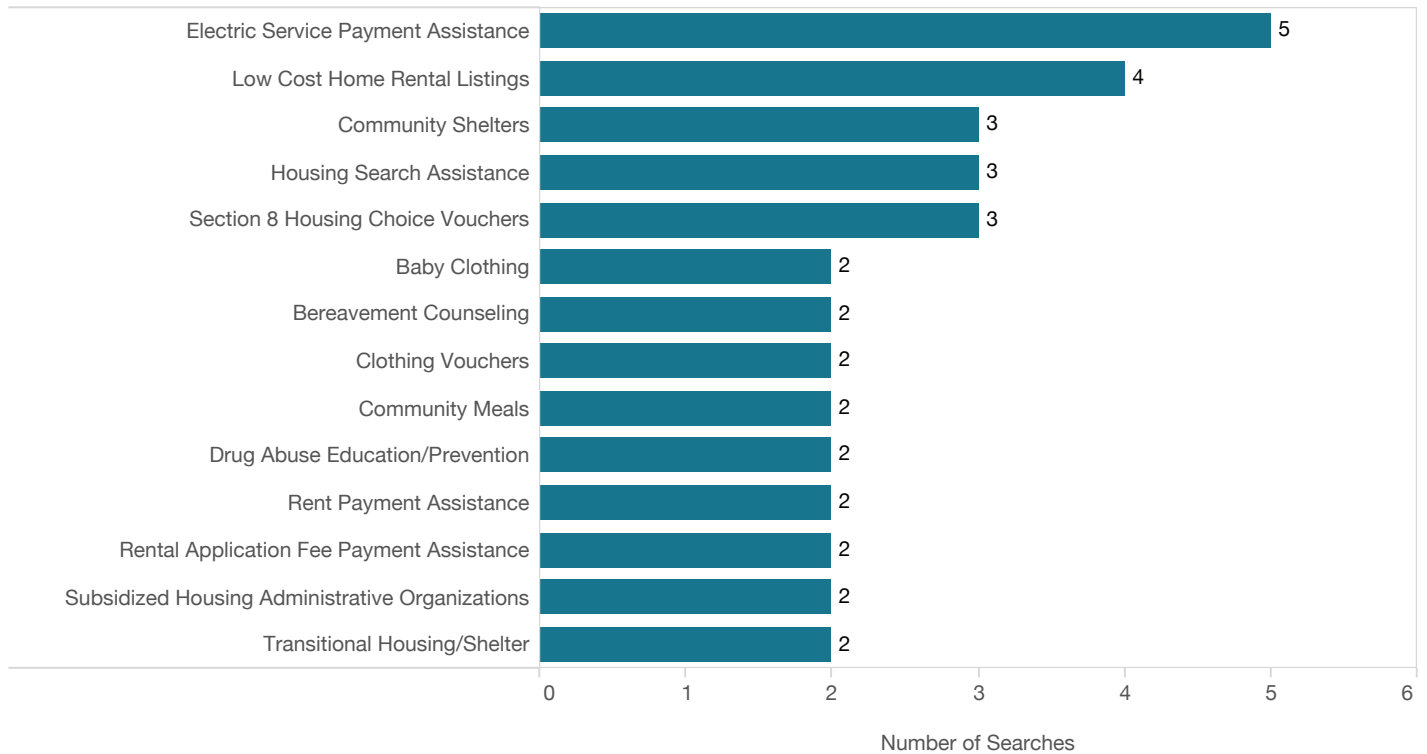


JEFFERSON COUNTY

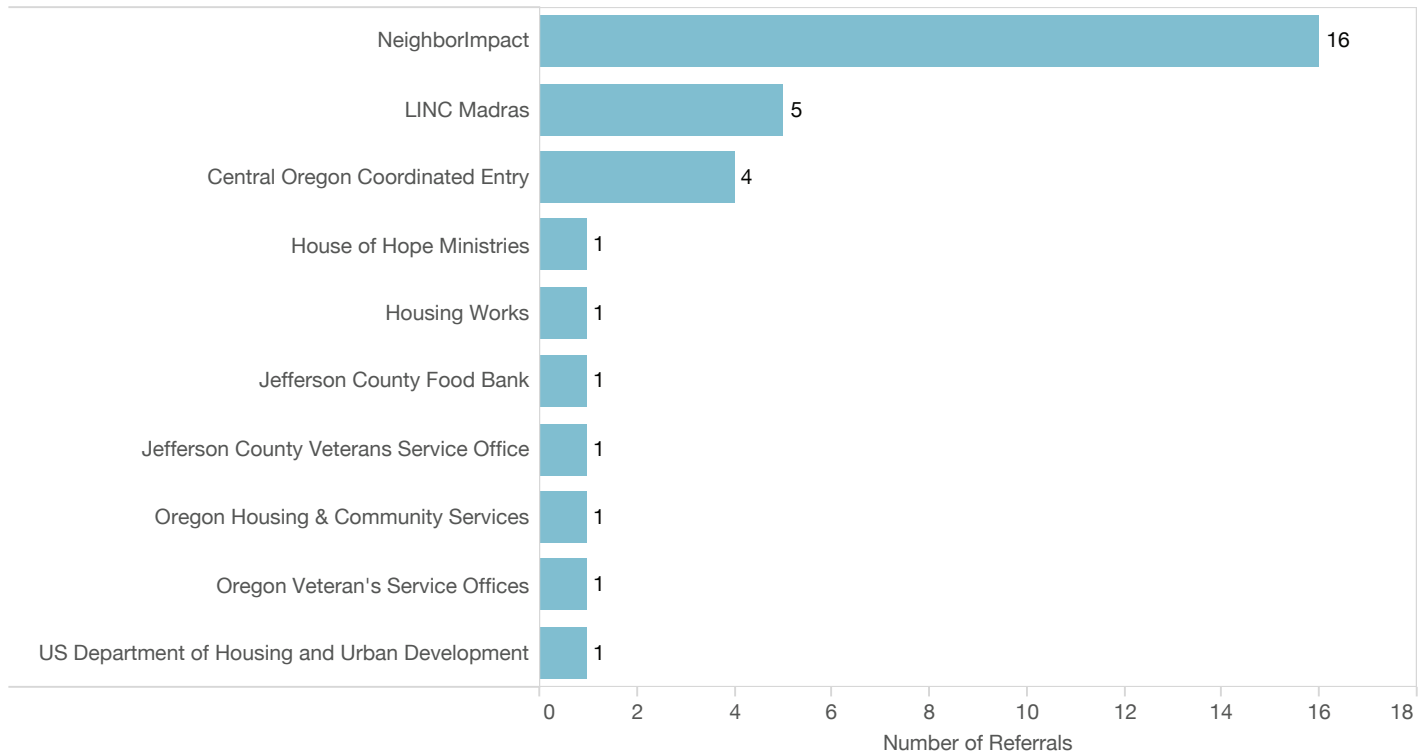
July 1, 2016 - September 30, 2016



Services most often searched in the online database



Agencies most often referred through the online database



JEFFERSON COUNTY

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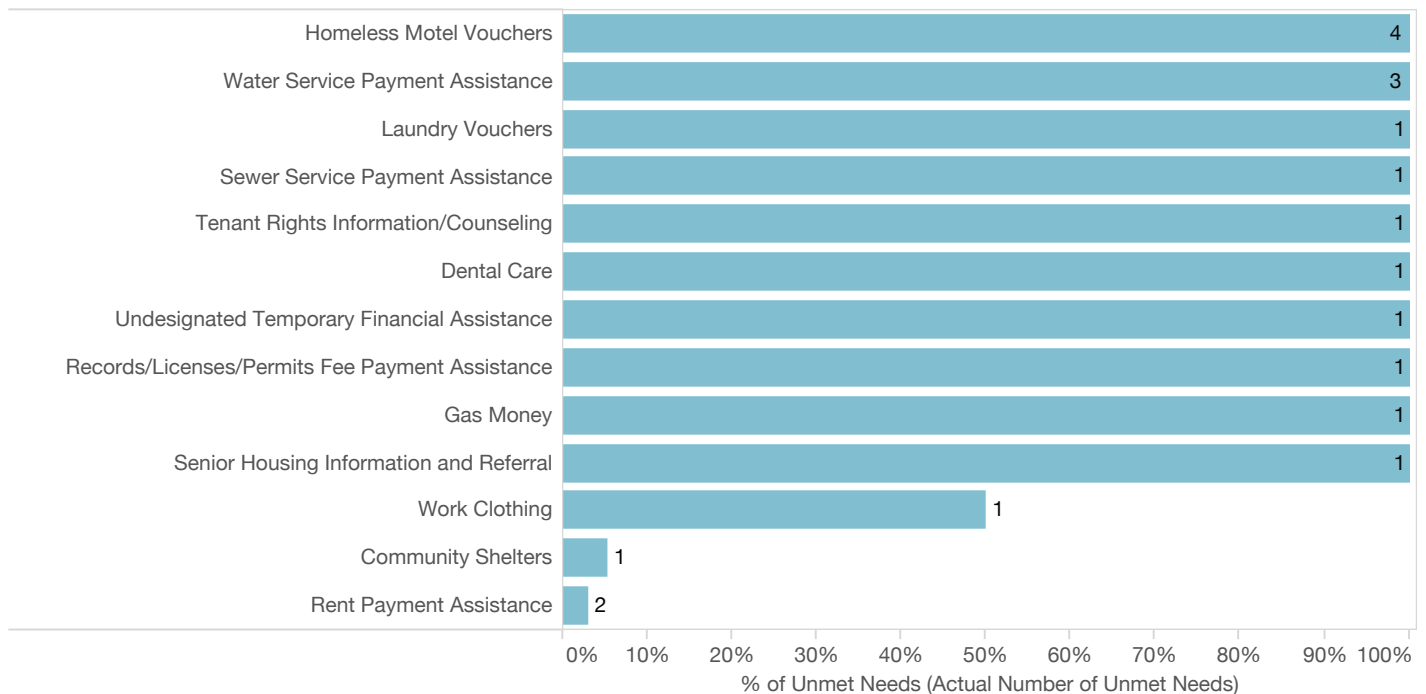
There were 19 instances where a referral was not appropriate for the contact's requested need. Housing requests had the greatest number of unmet community needs, but represents the lowest proportion of unmet needs.

What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Needs	% Requests	Number of Needs	% Requests
Transportation	1	50%	1	50%
Income Support/Assistance	3	75%	1	25%
Legal, Consumer and Public Safety Services	3	75%	1	25%
Clothing/Personal/Household Needs	8	80%	2	20%
Utility Assistance	17	81%	4	19%
Health Care	11	92%	1	8%
Housing	149	94%	9	6%
Mental Health/Addictions	2	100%		
Education	1	100%		
Individual, Family and Community Support	8	100%		
Information Services	5	100%		
Food/Meals	27	100%		
Employment	2	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 are displayed below, sorted by proportion of referral requests.

What are potential service gaps?



JEFFERSON COUNTY

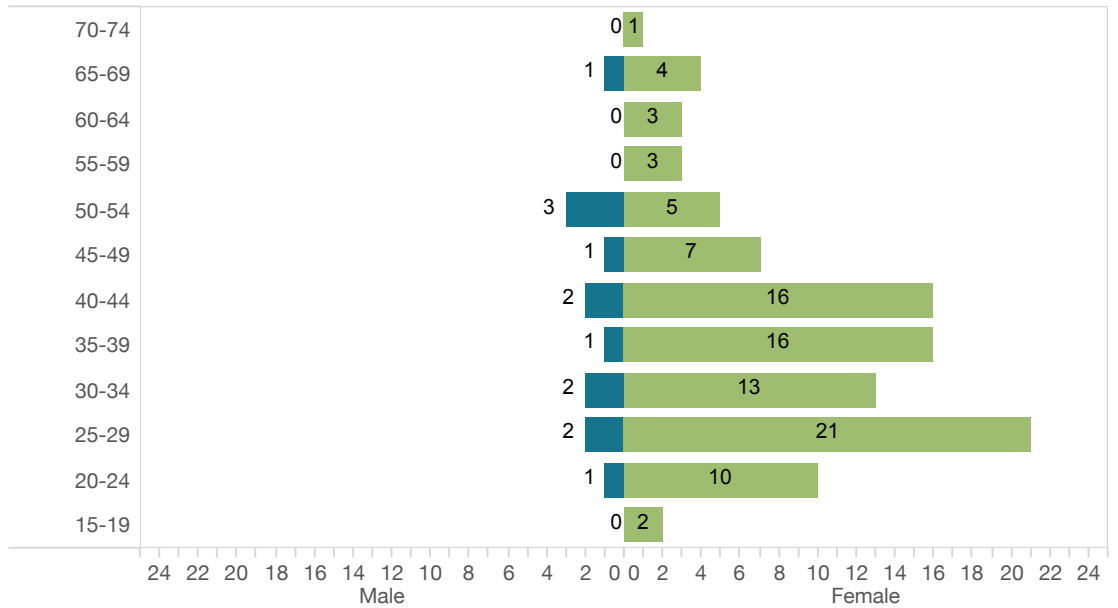
July 1, 2016 - September 30, 2016



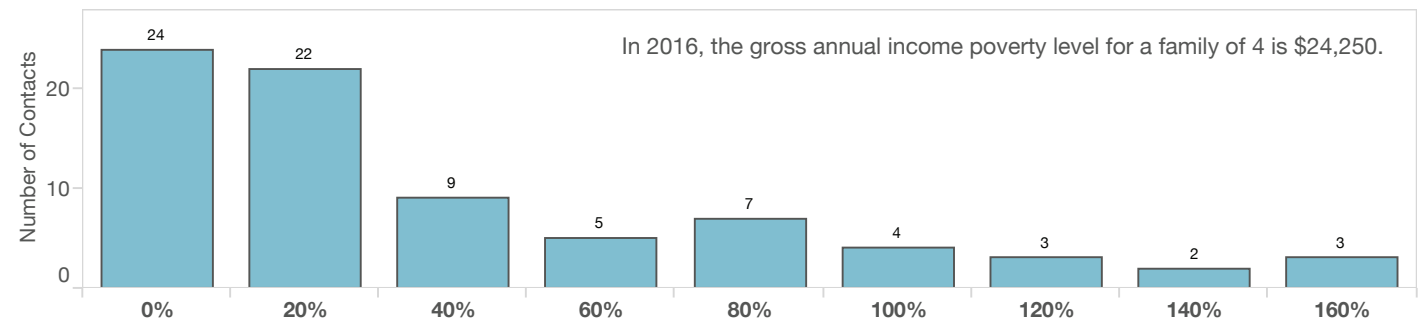
Age

70-74	0.92%
65-69	4.59%
60-64	2.75%
55-59	2.75%
50-54	6.42%
45-49	7.34%
40-44	16.51%
35-39	14.68%
30-34	12.84%
25-29	20.18%
20-24	9.17%
15-19	1.83%

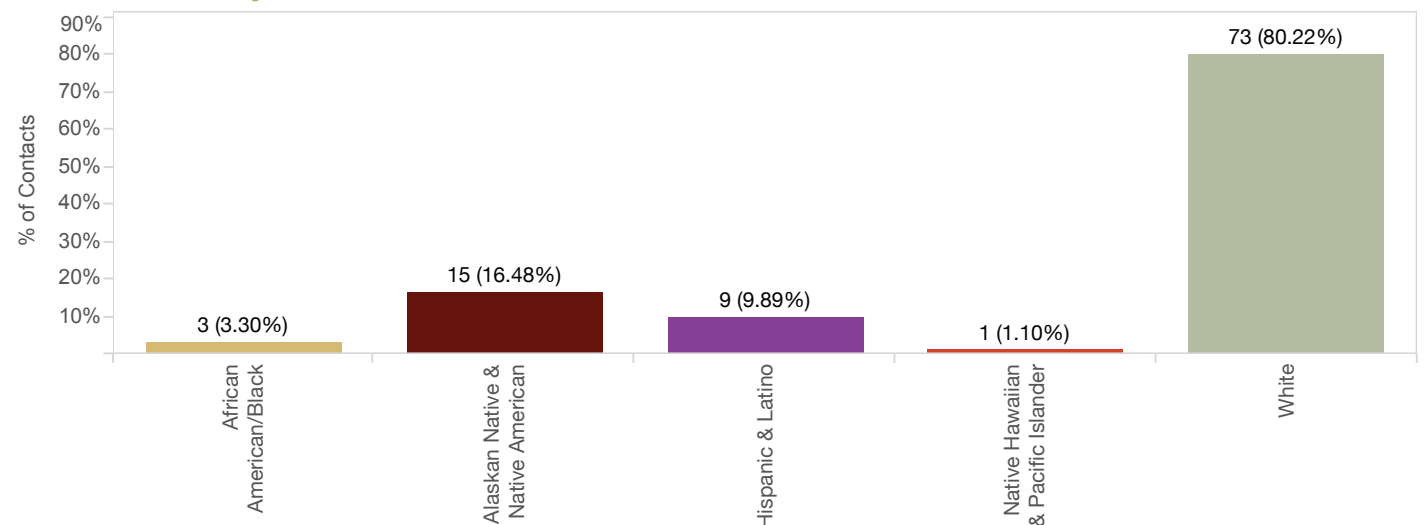
Age and Gender



Income



Race and Ethnicity

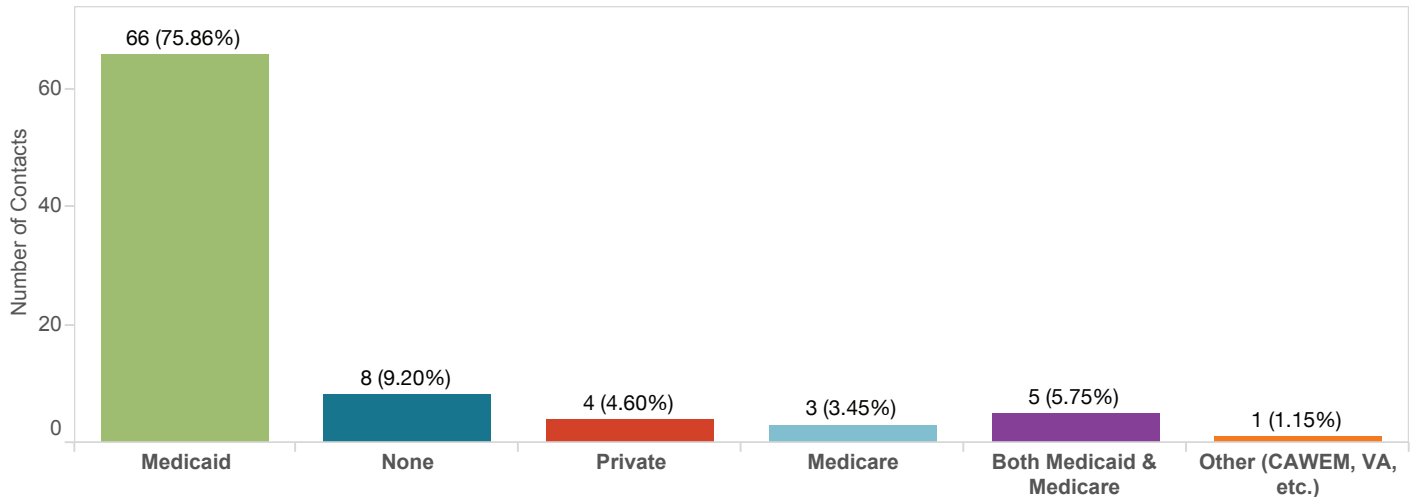


JEFFERSON COUNTY

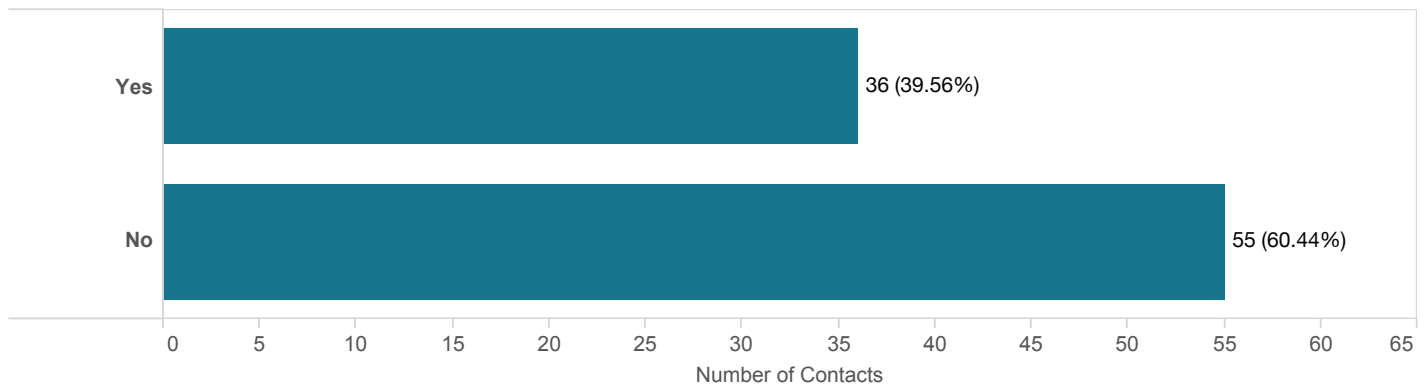
July 1, 2016 - September 30, 2016



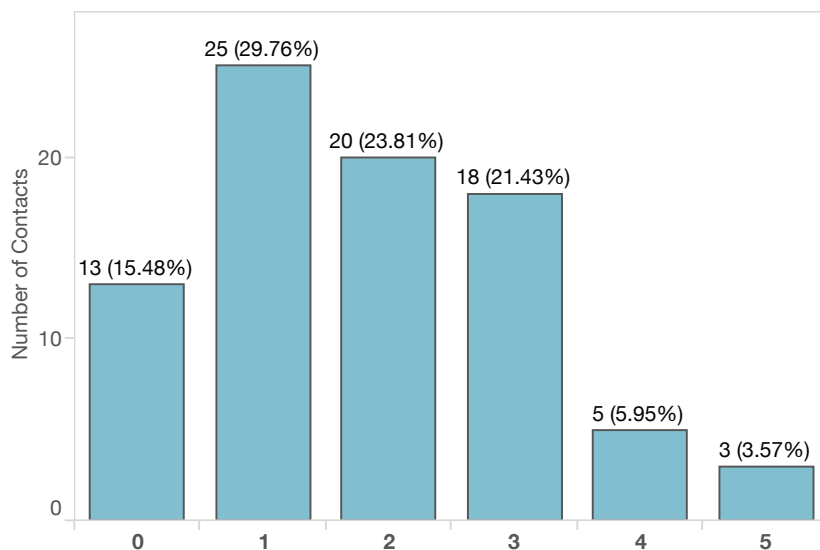
Health insurance status



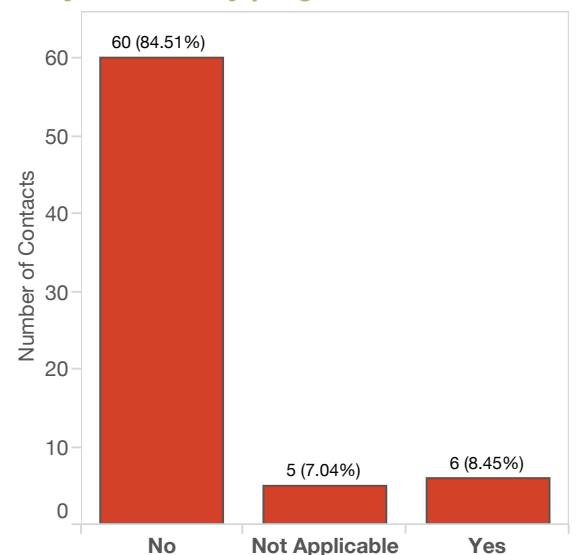
Are you currently homeless?



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?

