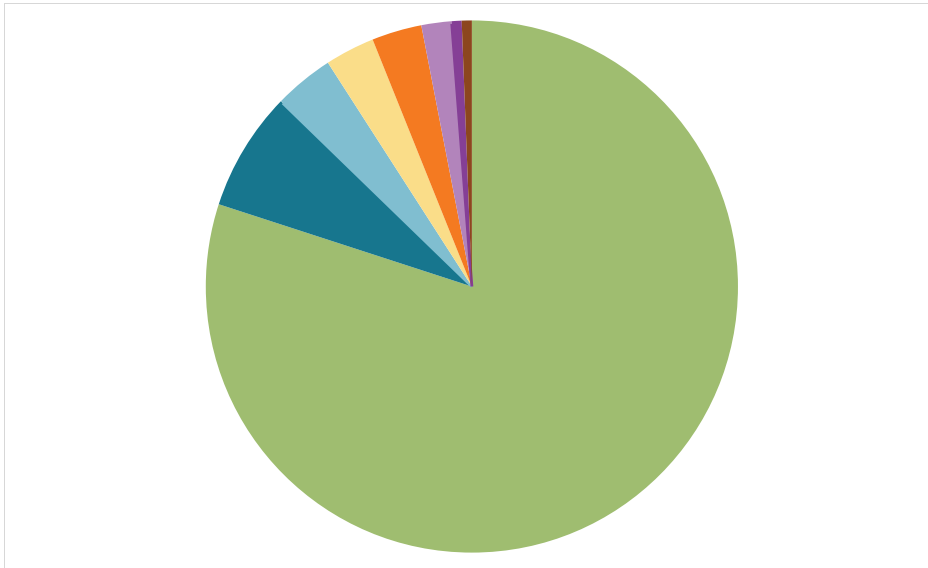


JOSEPHINE COUNTY

July 1, 2016 - September 30, 2016



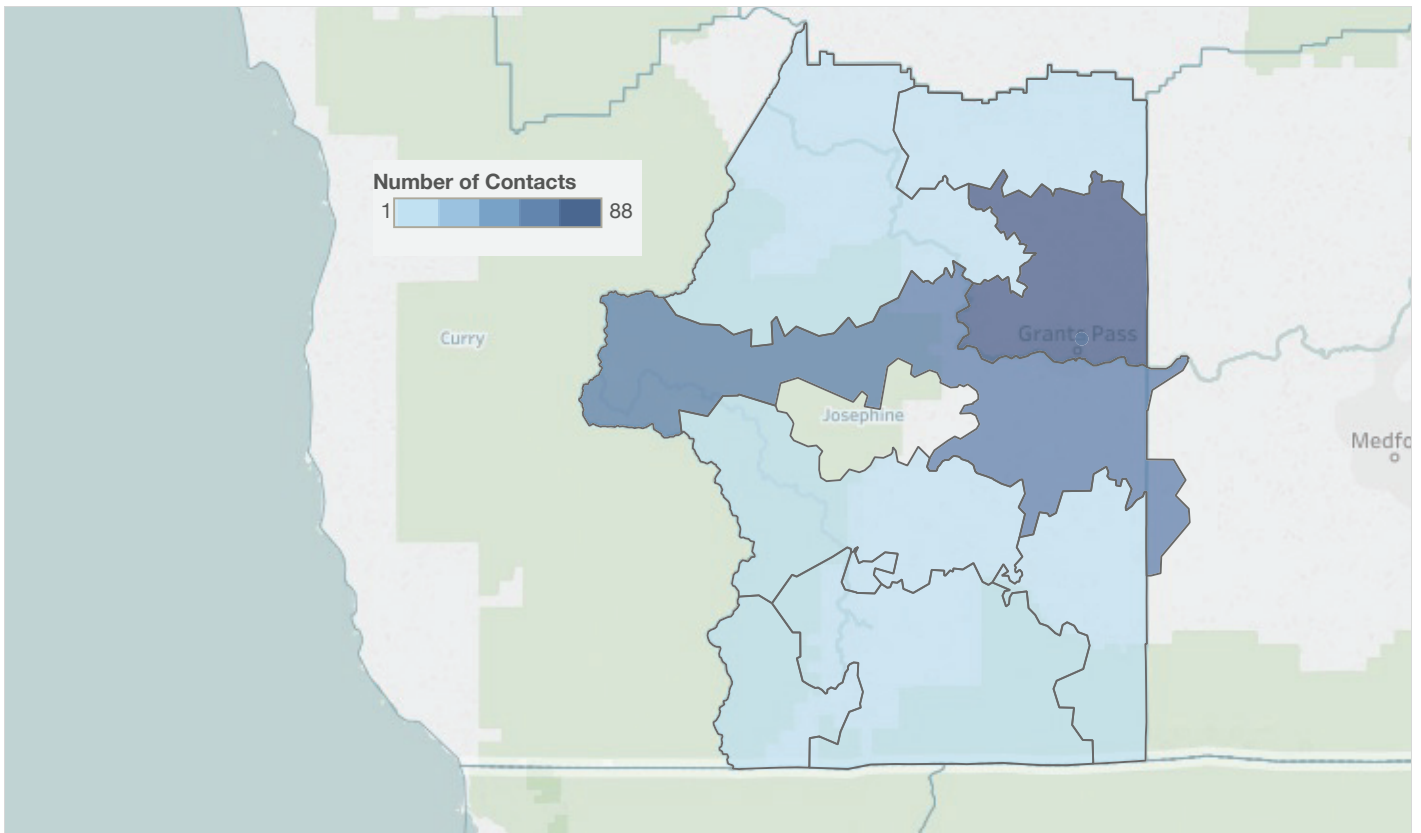
Cities



Grants Pass	80.00%
Cave Junction	7.27%
Selma	3.64%
Williams	3.03%
Wolf Creek	3.03%
O'Brien	1.82%
Kerby	0.61%
Merlin	0.61%

- Grants Pass
- Cave Junction
- Selma
- Williams
- Wolf Creek
- O'Brien
- Kerby
- Merlin

ZIP Codes

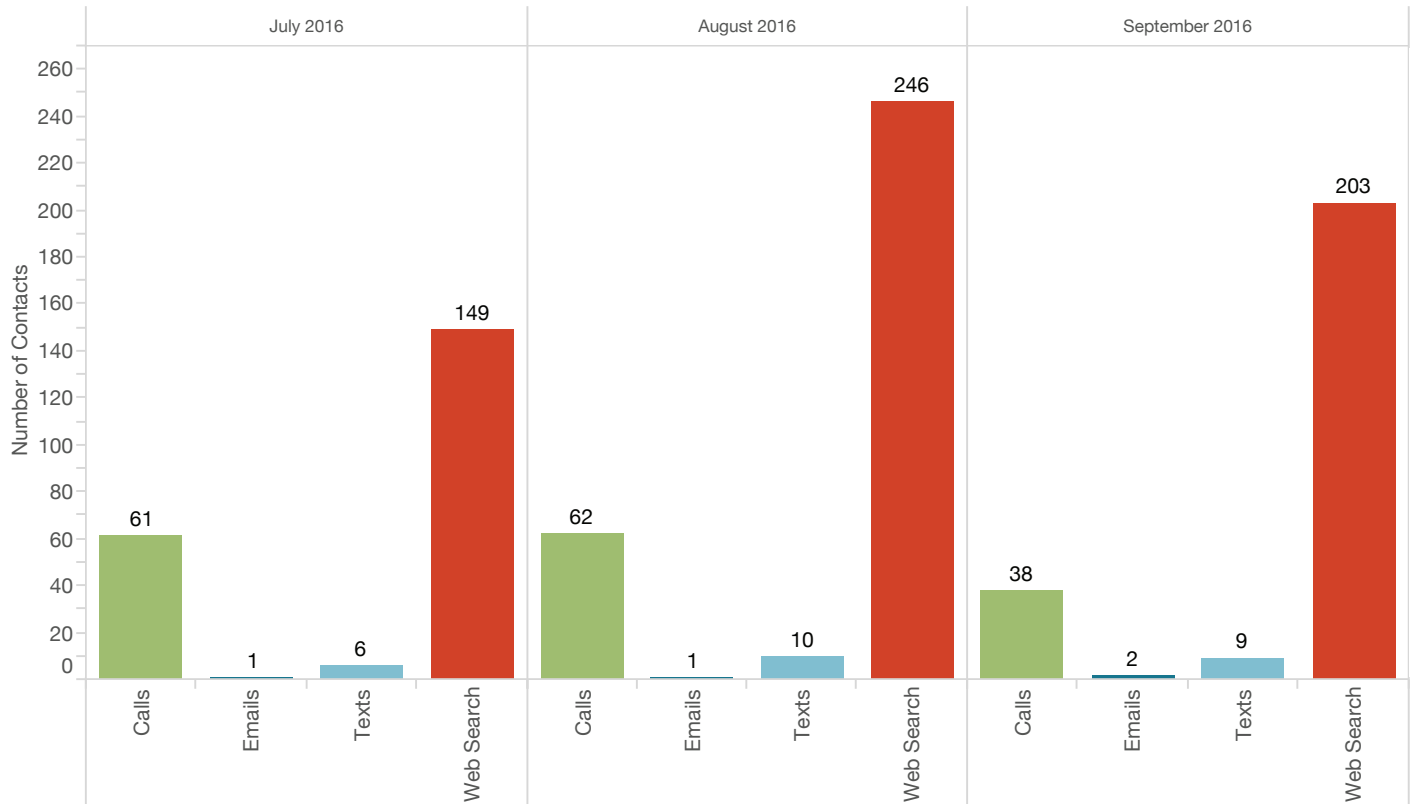


JOSEPHINE COUNTY

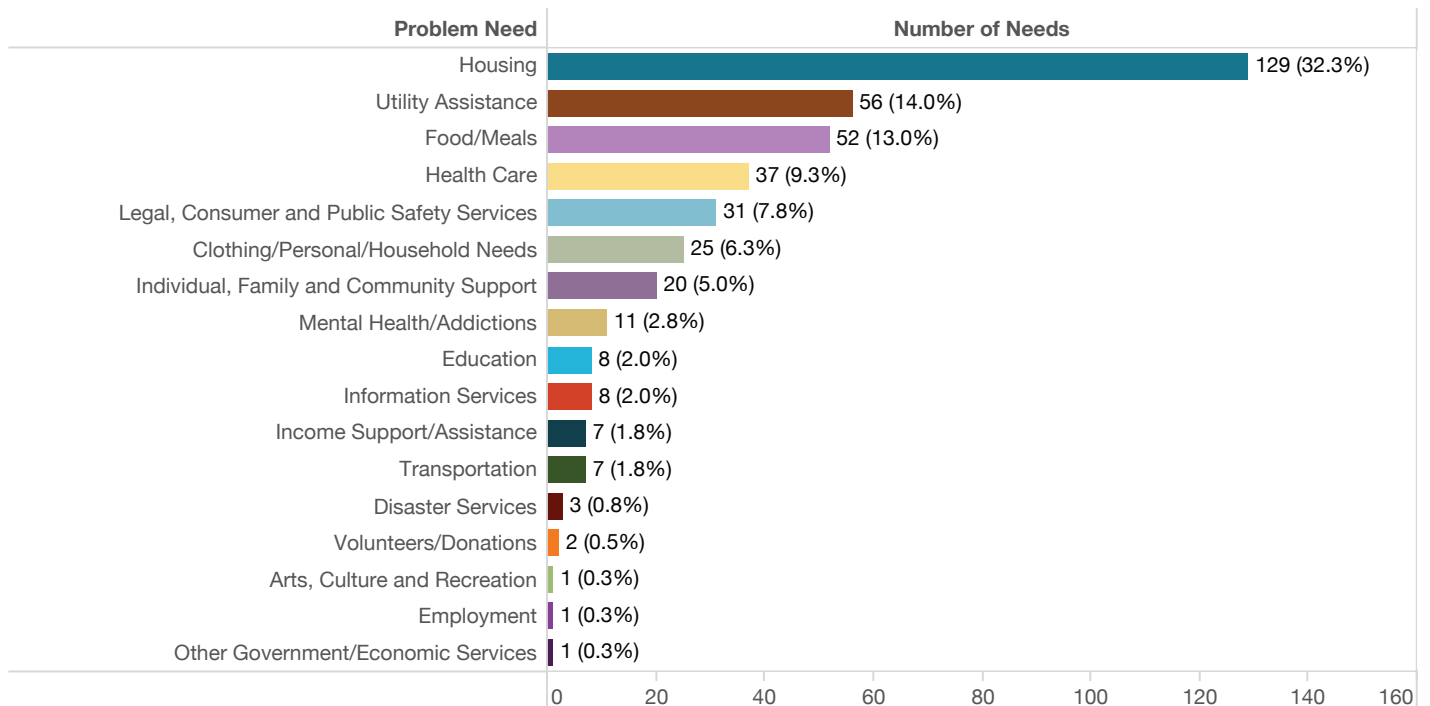
July 1, 2016 - September 30, 2016



How many contacts did we receive?



What were contacts' needs?

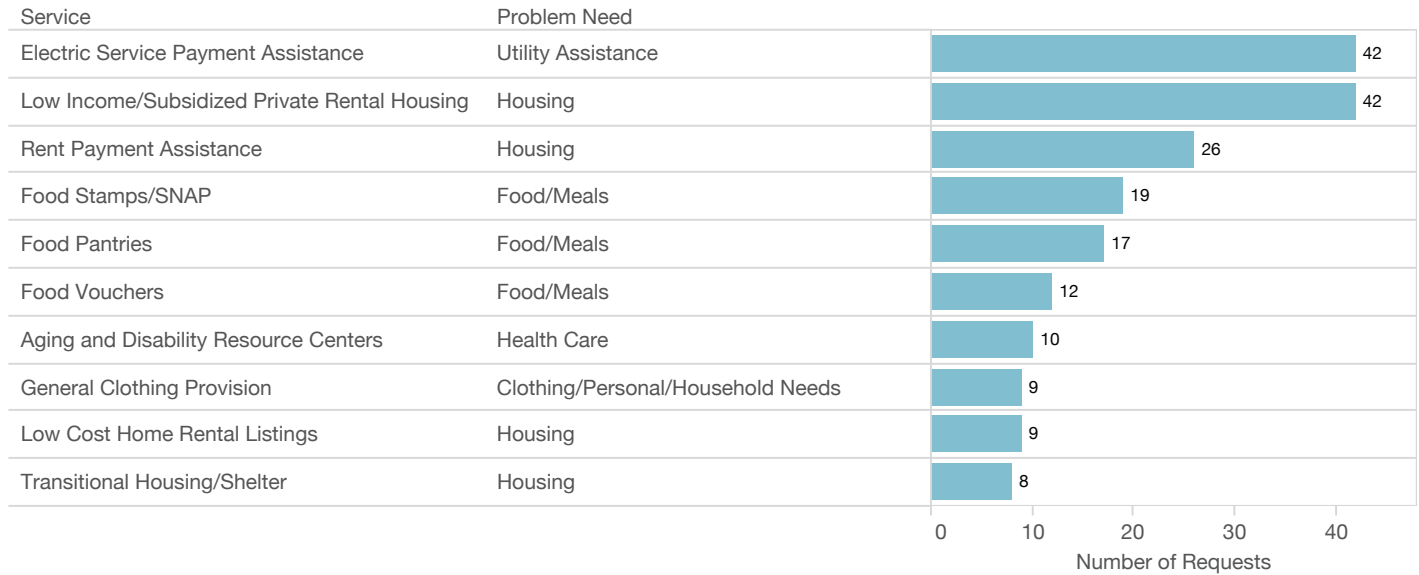


JOSEPHINE COUNTY

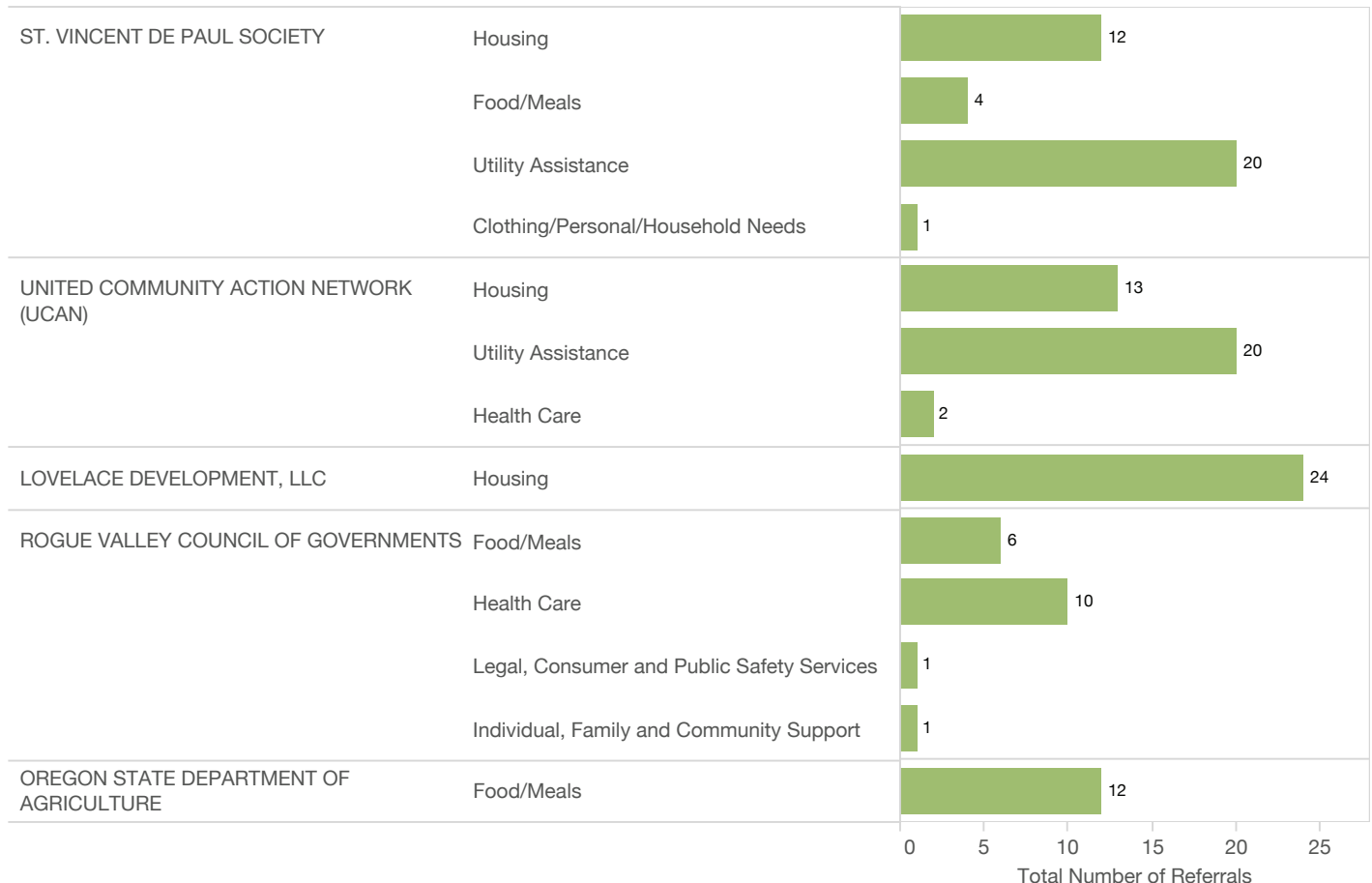
July 1, 2016 - September 30, 2016



Services most often requested by contacts



Agencies most often referred by 211info

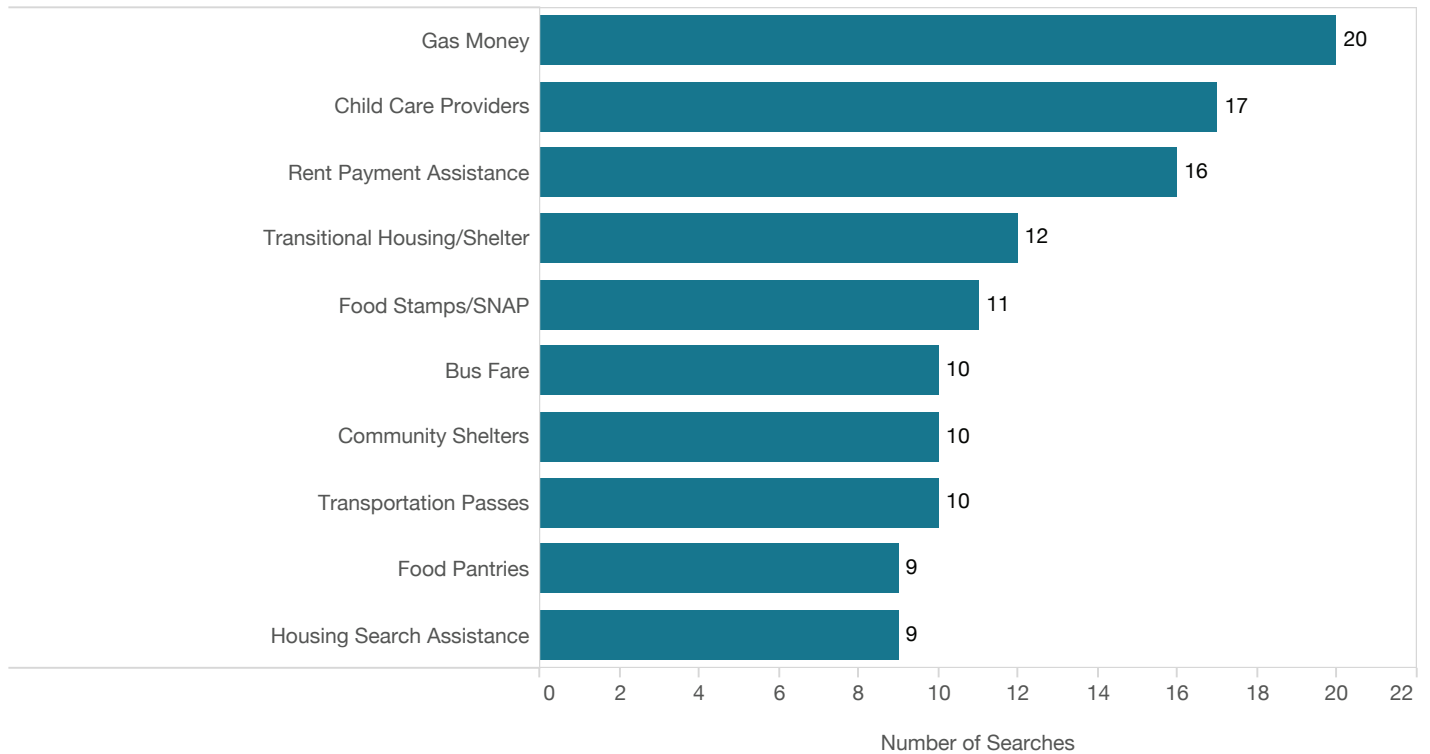


JOSEPHINE COUNTY

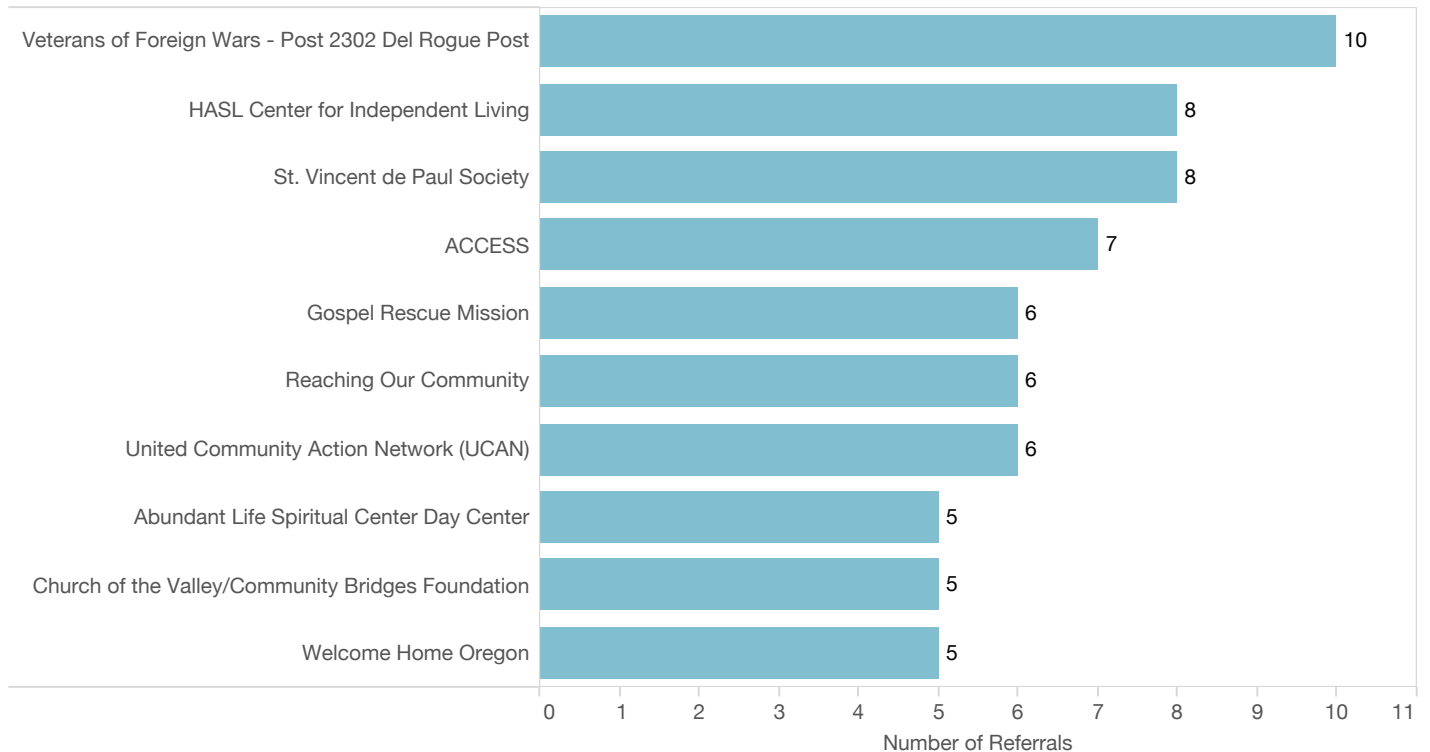
July 1, 2016 - September 30, 2016



Services most often searched in the online database



Agencies most often referred through the online database



JOSEPHINE COUNTY

July 1, 2016 - September 30, 2016



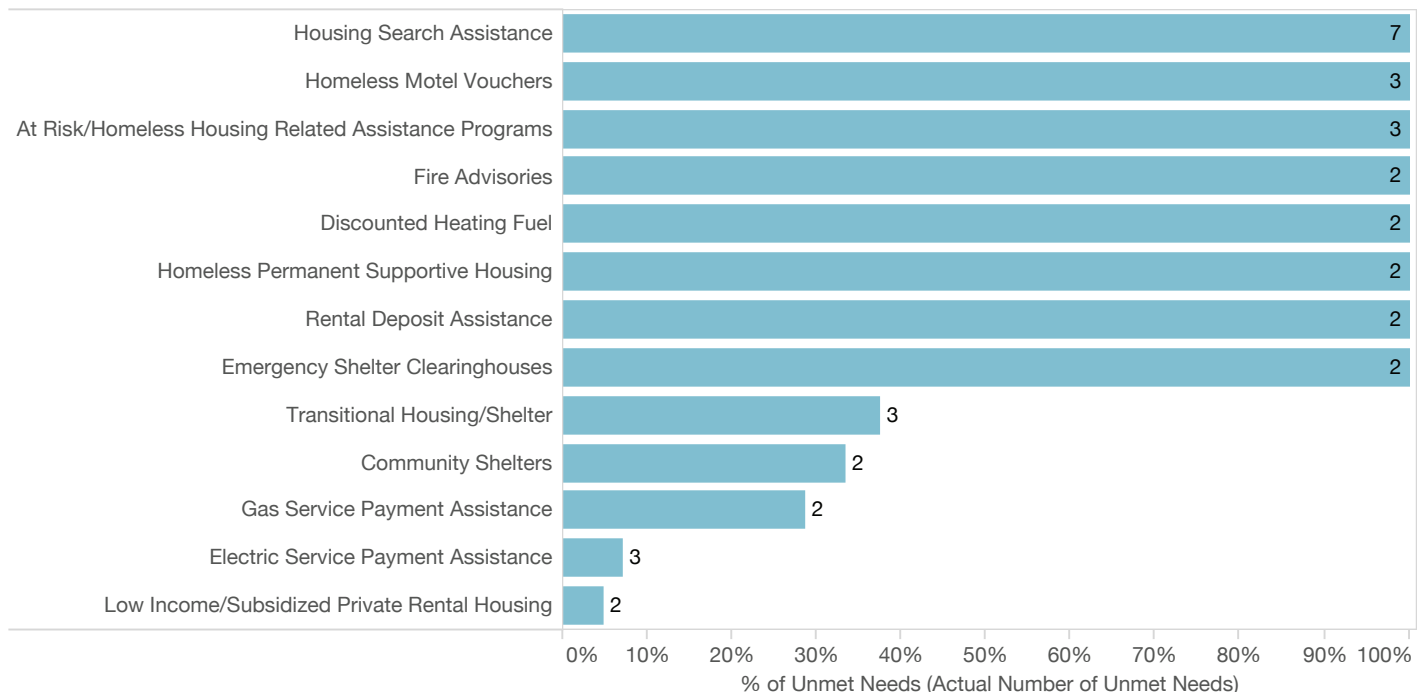
There were 55 instances where a referral was not appropriate for the contact's requested need. Housing requests had the greatest number of unmet community needs, and 22% of those requests were unmet needs.

What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Needs	% Requests	Number of Needs	% Requests
Arts, Culture and Recreation			1	100%
Disaster Services			3	100%
Transportation	4	57%	3	43%
Housing	101	78%	28	22%
Individual, Family and Community Support	16	80%	4	20%
Legal, Consumer and Public Safety Services	26	84%	5	16%
Utility Assistance	48	86%	8	14%
Clothing/Personal/Household Needs	23	92%	2	8%
Health Care	36	97%	1	3%
Volunteers/Donations	2	100%		
Information Services	8	100%		
Mental Health/Addictions	11	100%		
Income Support/Assistance	7	100%		
Food/Meals	52	100%		
Education	8	100%		
Other Government/Economic Services	1	100%		
Employment	1	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?



JOSEPHINE COUNTY

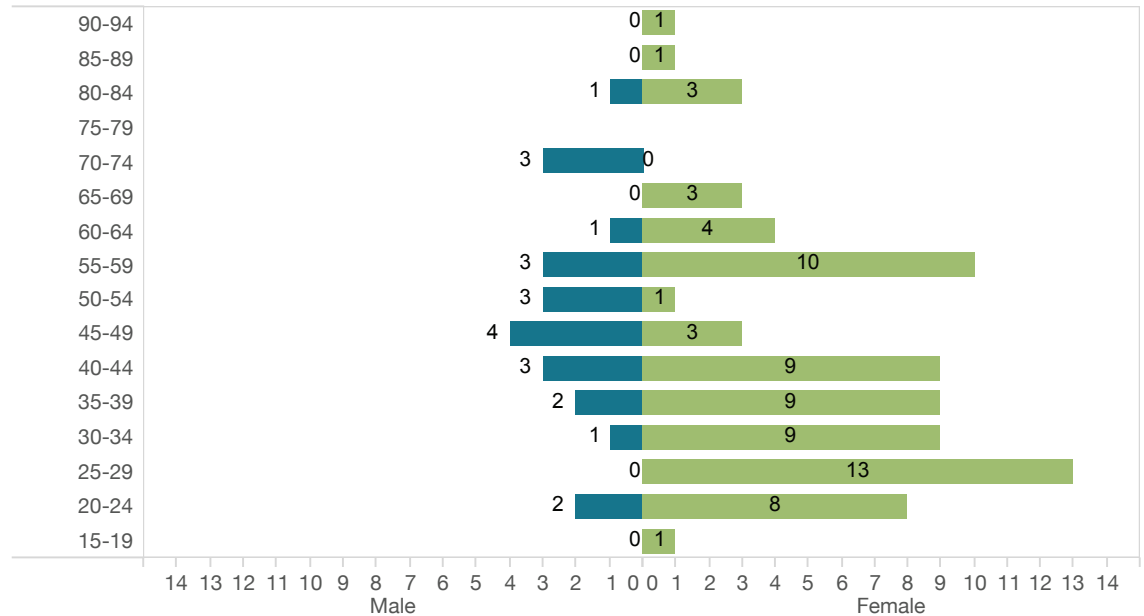
July 1, 2016 - September 30, 2016



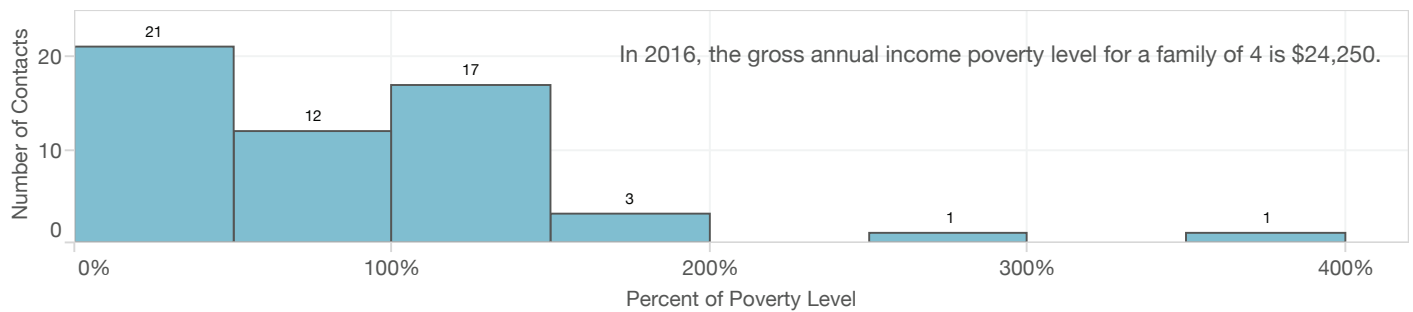
Age

90-94	1.02%
85-89	1.02%
80-84	4.08%
75-79	
70-74	3.06%
65-69	3.06%
60-64	5.10%
55-59	13.27%
50-54	4.08%
45-49	7.14%
40-44	12.24%
35-39	11.22%
30-34	10.20%
25-29	13.27%
20-24	10.20%
15-19	1.02%

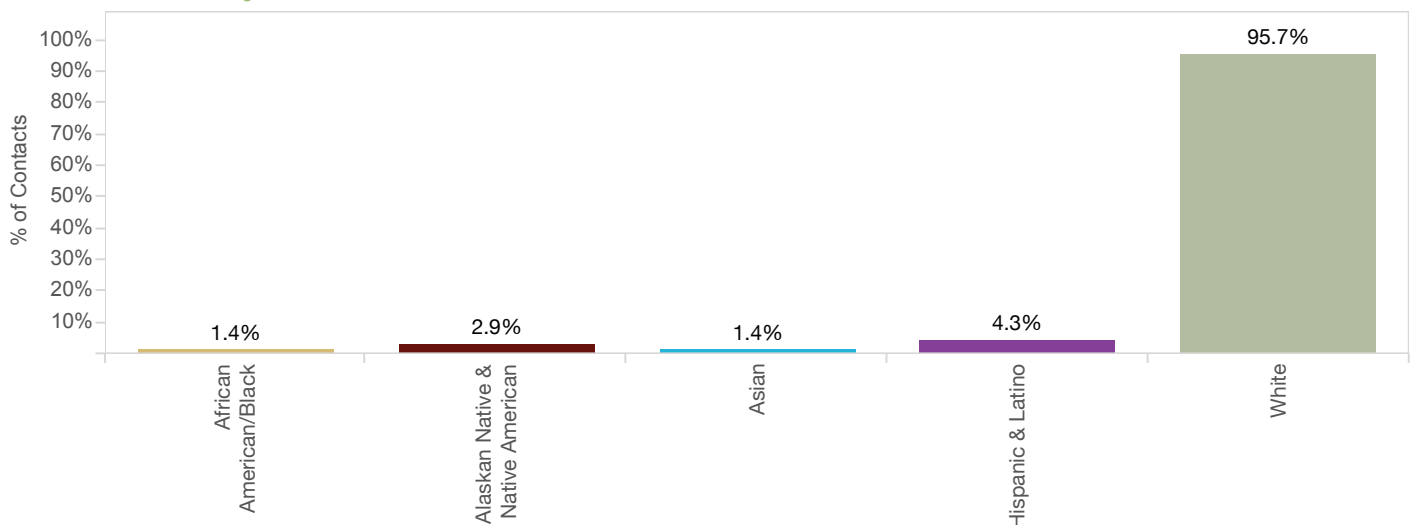
Age and Gender



Income



Race and Ethnicity

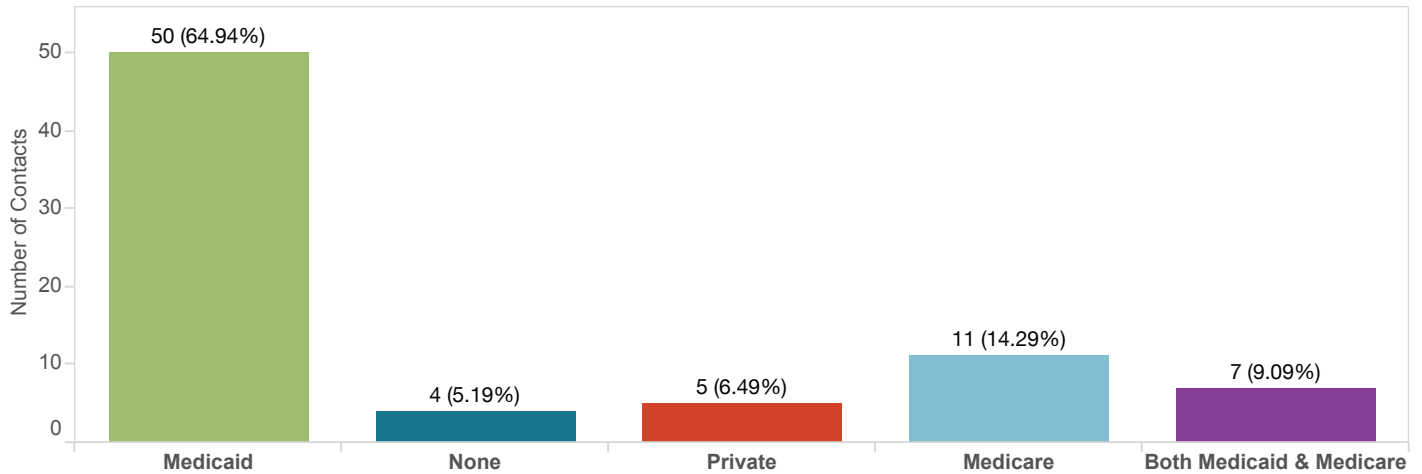


JOSEPHINE COUNTY

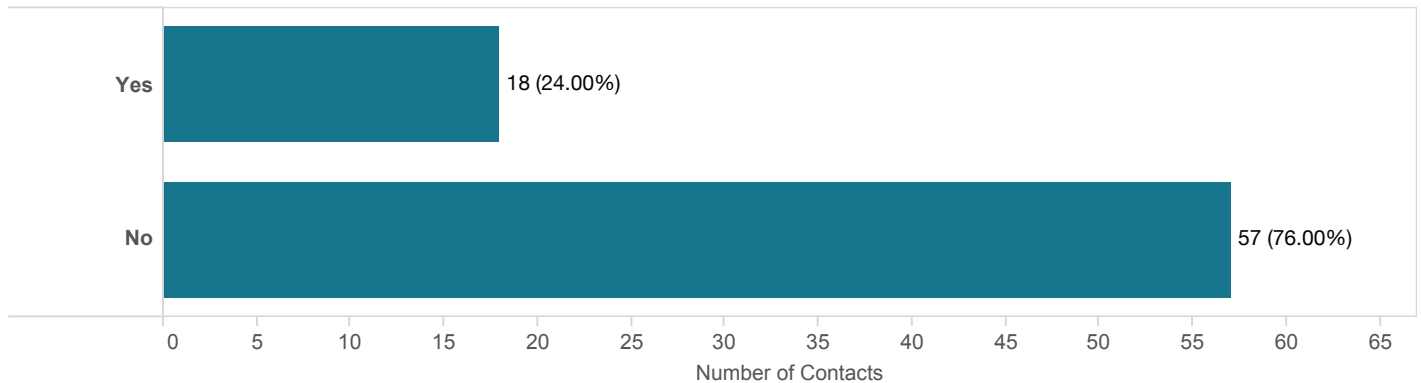
July 1, 2016 - September 30, 2016



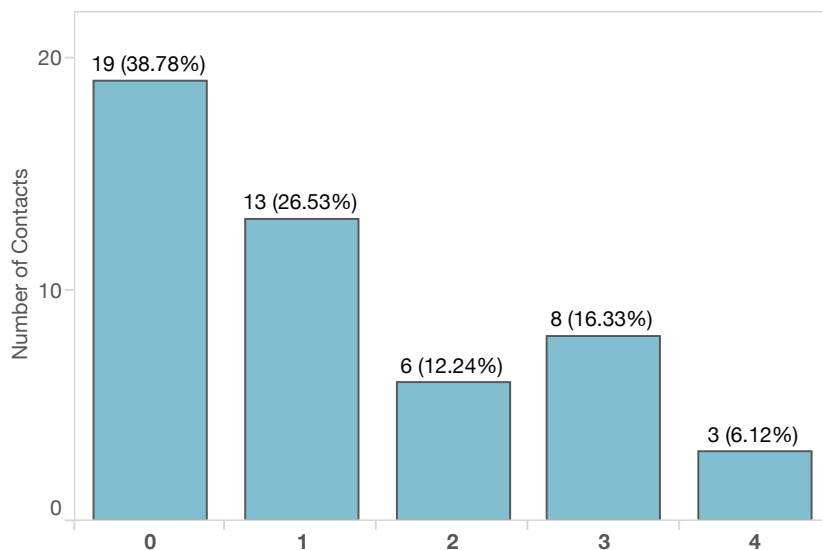
Health insurance status



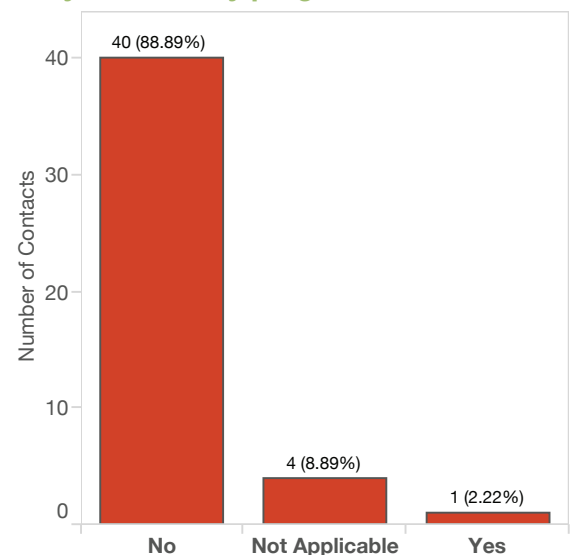
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



JOSEPHINE COUNTY

July 1, 2016 - September 30, 2016



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

