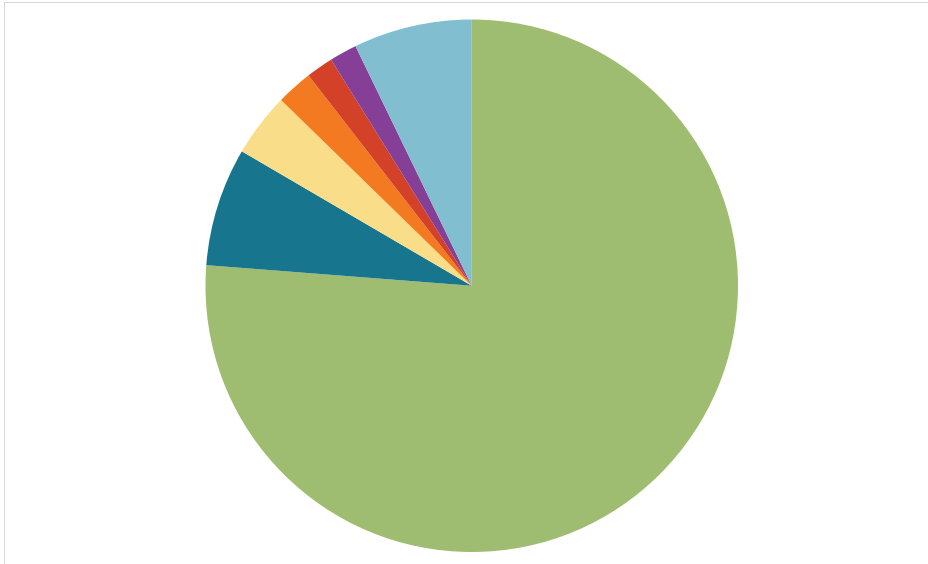


KLAMATH AND LAKE COUNTIES

July 1, 2016 - September 30, 2016



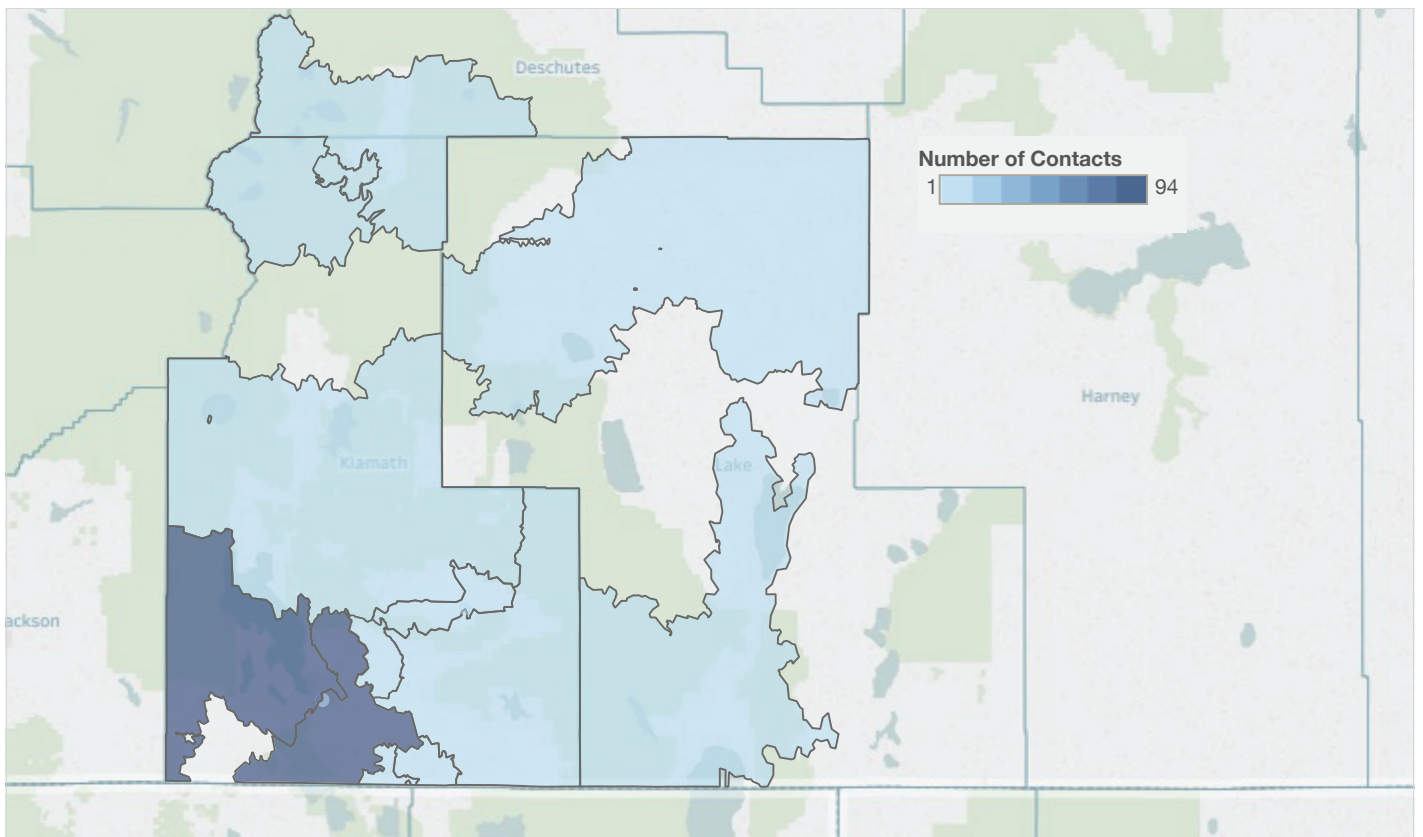
Cities



Klamath Falls	76.24%
Lakeview	7.18%
Chiloquin	3.87%
Bonanza	2.21%
Beatty	1.66%
OreTech	1.66%
Other	7.18%



ZIP Codes

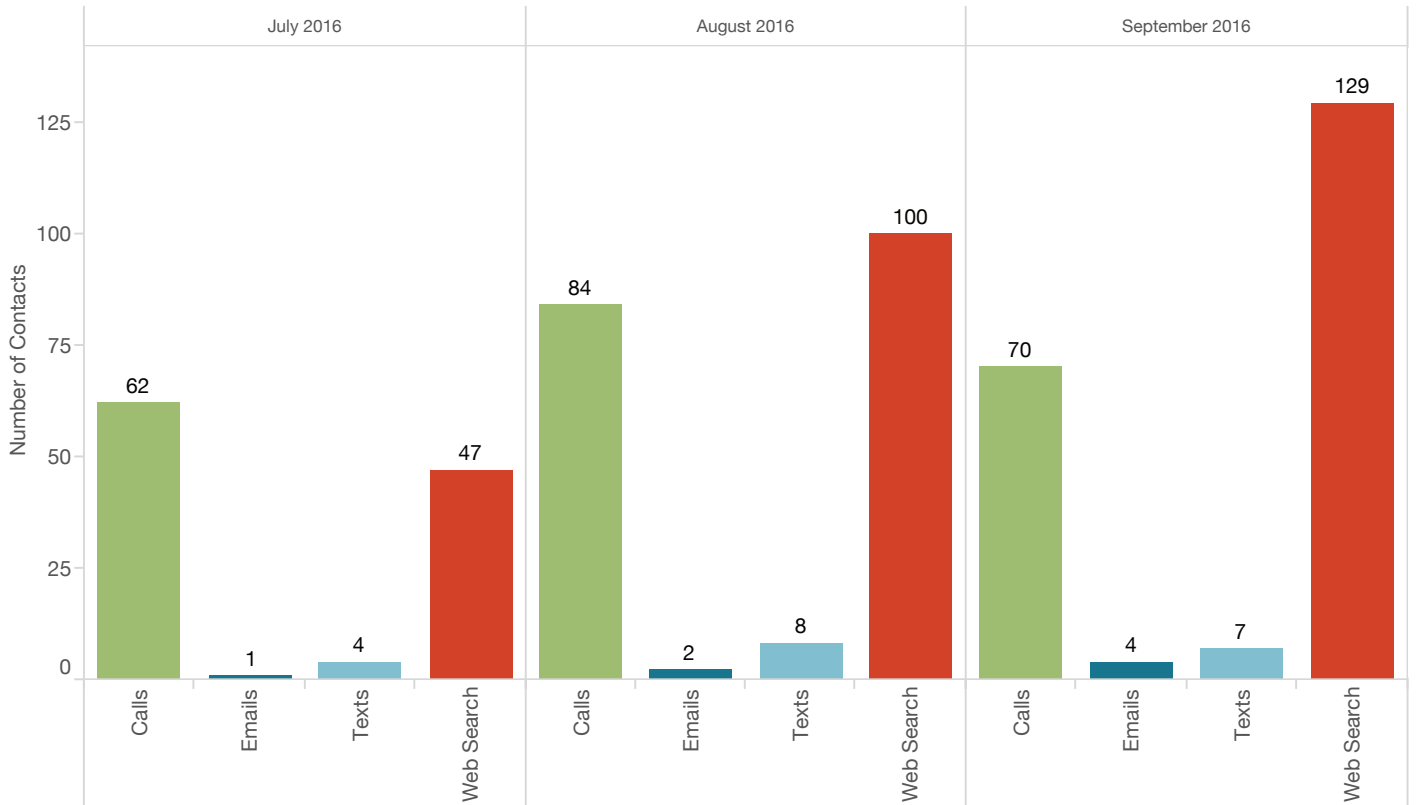


KLAMATH AND LAKE COUNTIES

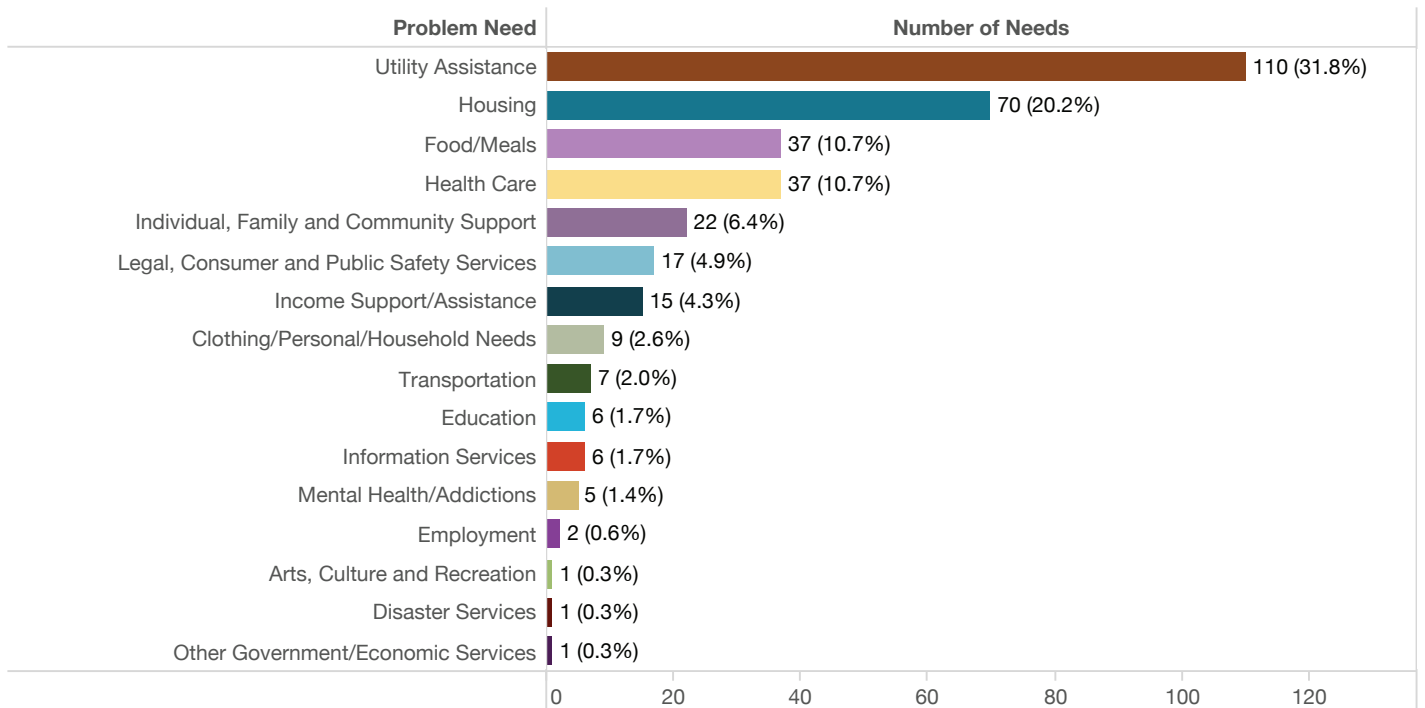
July 1, 2016 - September 30, 2016



How many contacts did we receive?



What were contacts' needs?

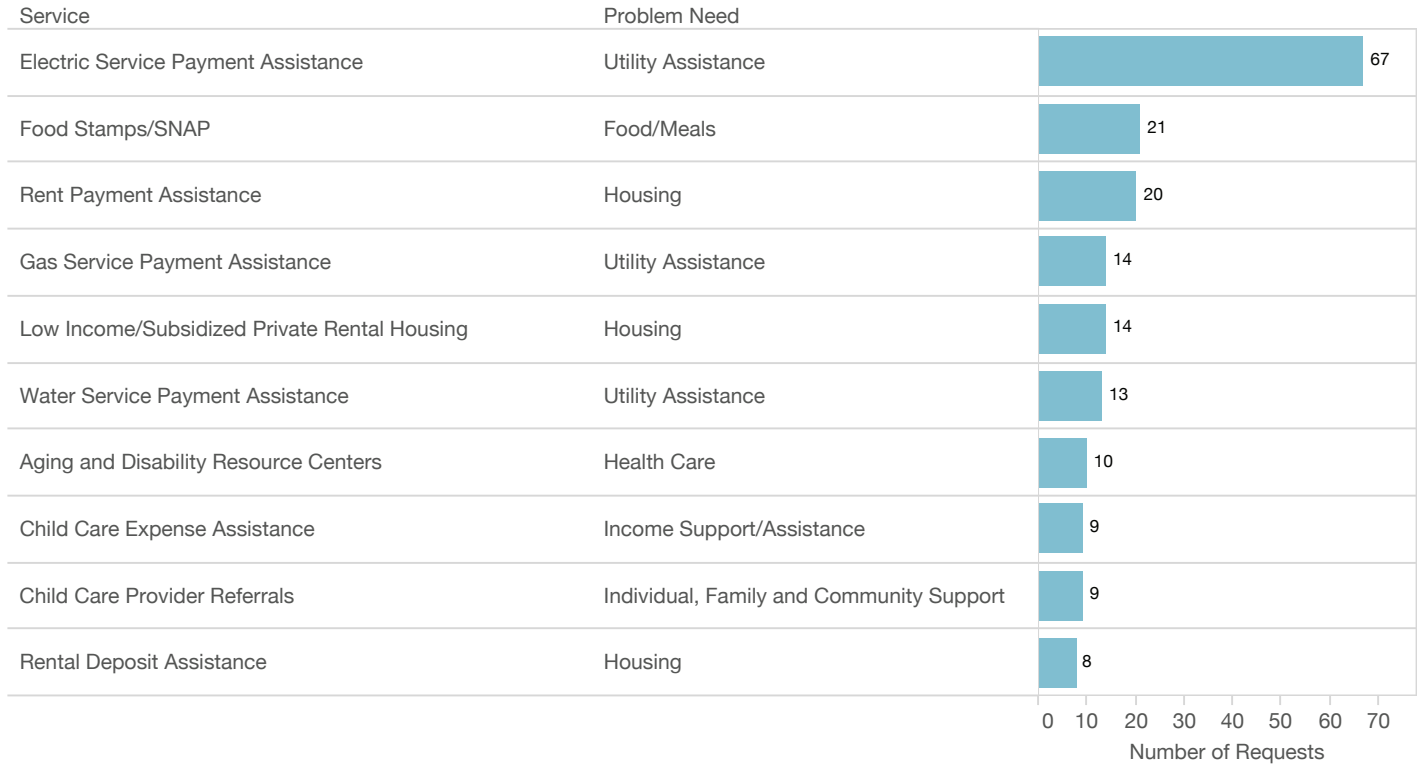


KLAMATH AND LAKE COUNTIES

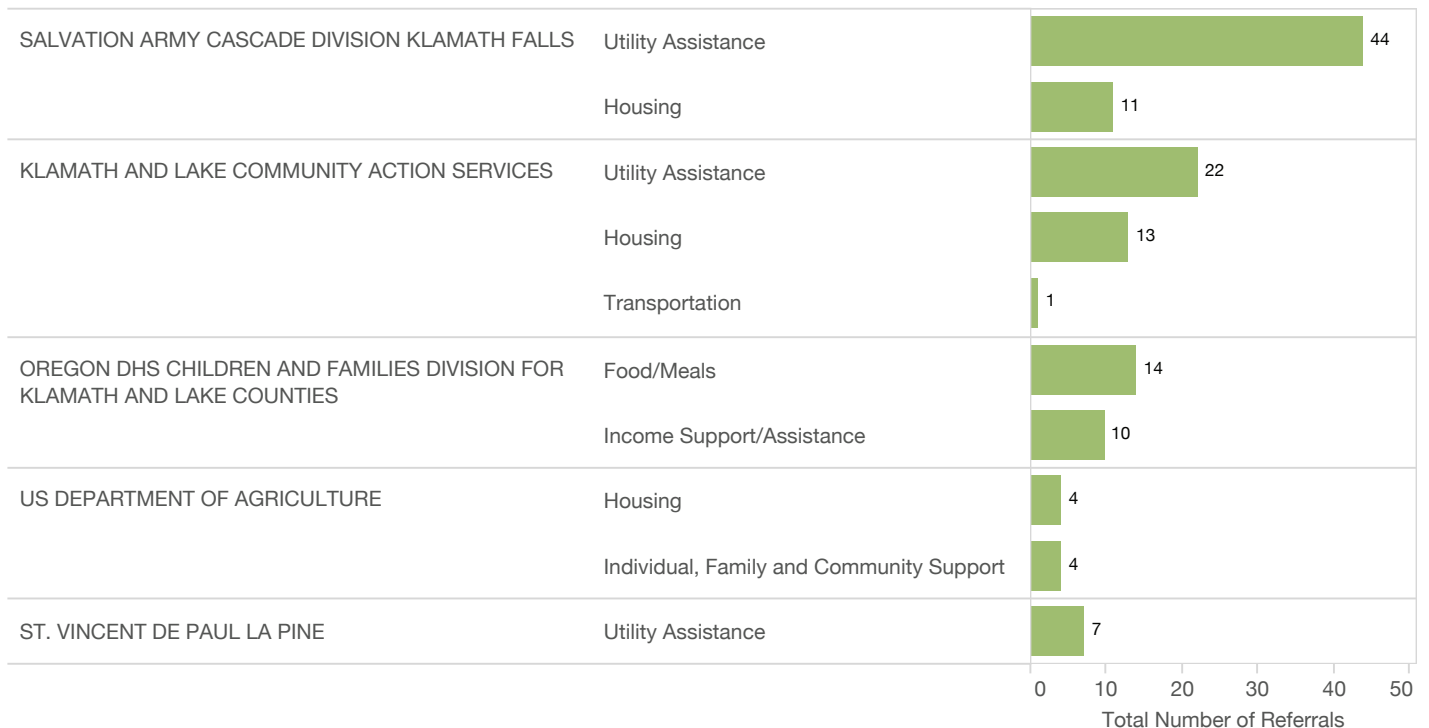
July 1, 2016 - September 30, 2016



Services most often requested by contacts



Agencies most often referred by 211info

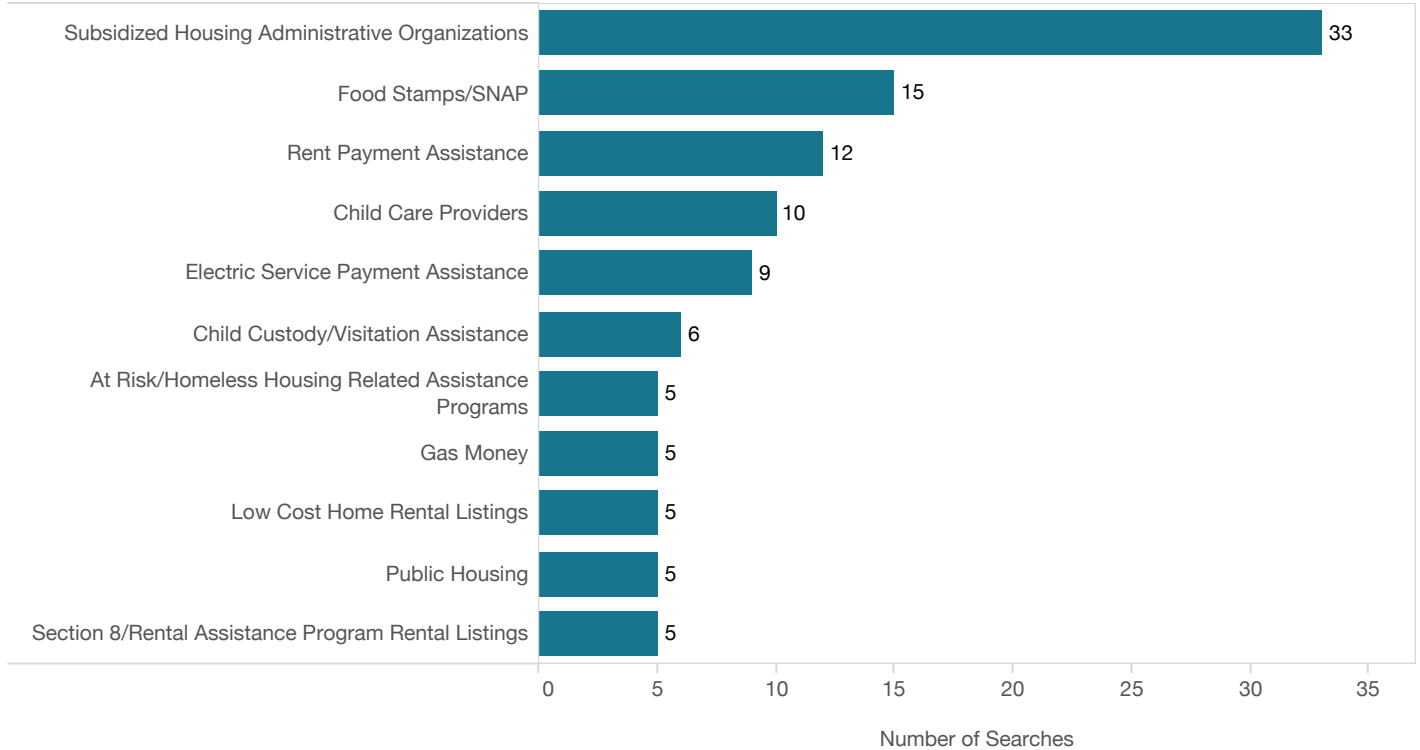


KLAMATH AND LAKE COUNTIES

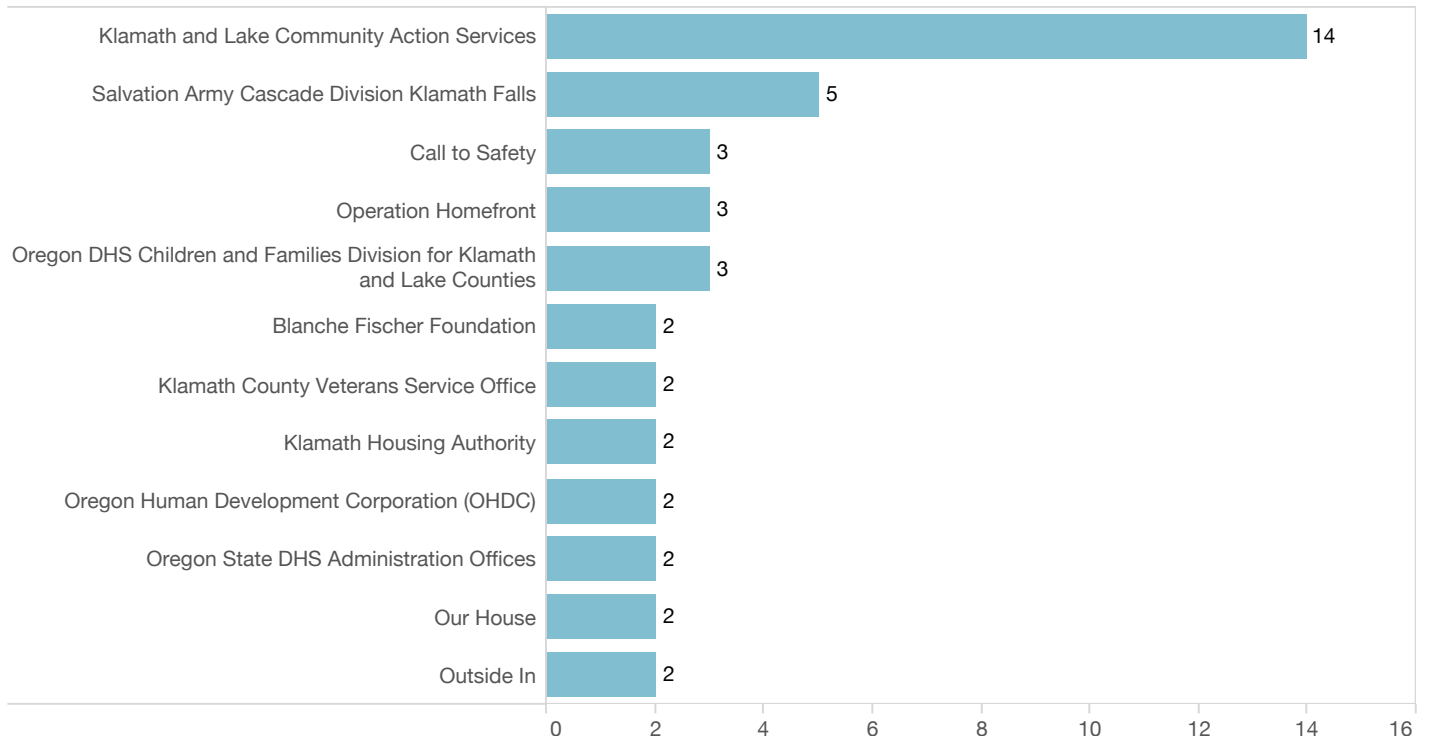
July 1, 2016 - September 30, 2016



Services most often searched in the online database



Agencies most often referred through the online database



KLAMATH AND LAKE COUNTIES

July 1, 2016 - September 30, 2016



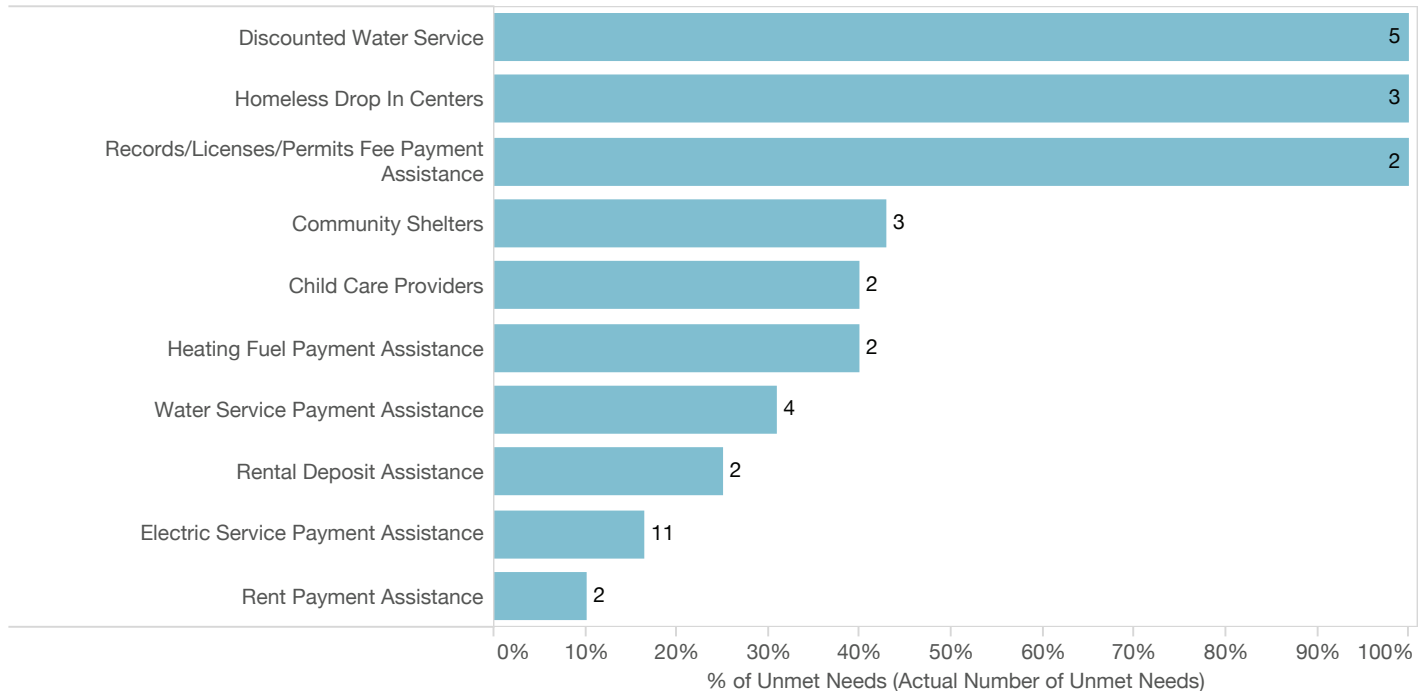
There were 58 instances where a referral was not appropriate for the contact's requested need. Utility assistance requests represent the greatest number of unmet community needs, while transportation, disaster services, and other government/economic service requests represent greater proportions of unmet community needs.

What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Needs	% Requests	Number of Needs	% Requests
Other Government/Economic Services			1	100%
Disaster Services			1	100%
Transportation	2	29%	5	71%
Utility Assistance	86	78%	24	22%
Housing	55	79%	15	21%
Mental Health/Addictions	4	80%	1	20%
Legal, Consumer and Public Safety Services	14	82%	3	18%
Individual, Family and Community Support	19	86%	3	14%
Income Support/Assistance	13	87%	2	13%
Health Care	34	92%	3	8%
Arts, Culture and Recreation	1	100%		
Education	6	100%		
Food/Meals	37	100%		
Information Services	6	100%		
Clothing/Personal/Household Needs	9	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 with two or more requests are displayed below.

What are potential service gaps?



KLAMATH AND LAKE COUNTIES

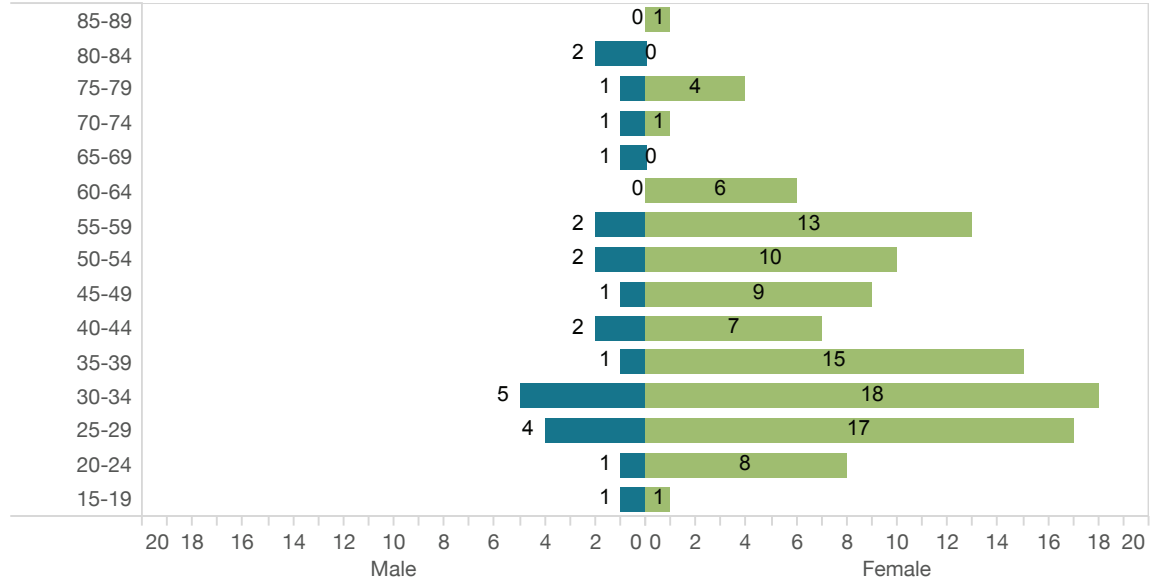
July 1, 2016 - September 30, 2016



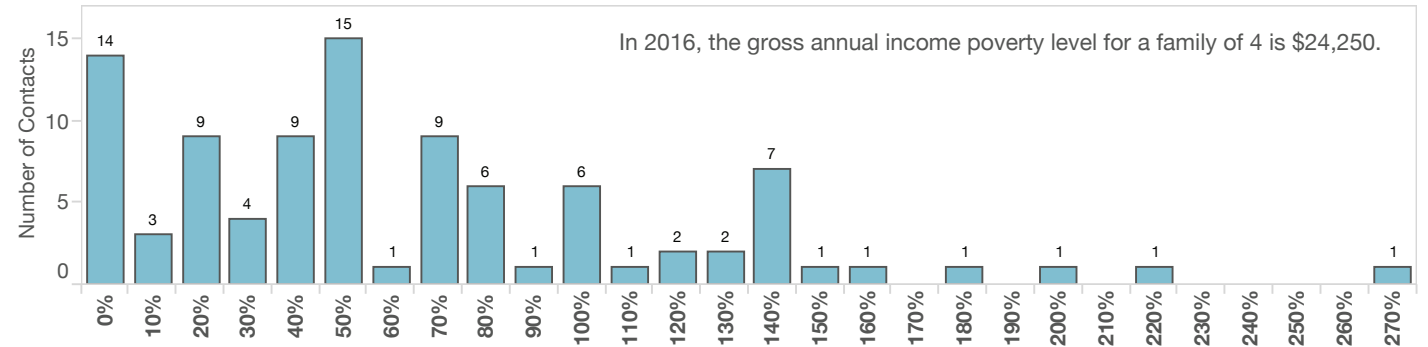
Age

85-89	0.75%
80-84	1.49%
75-79	3.73%
70-74	1.49%
65-69	0.75%
60-64	4.48%
55-59	11.19%
50-54	8.96%
45-49	7.46%
40-44	6.72%
35-39	11.94%
30-34	17.16%
25-29	15.67%
20-24	6.72%
15-19	1.49%

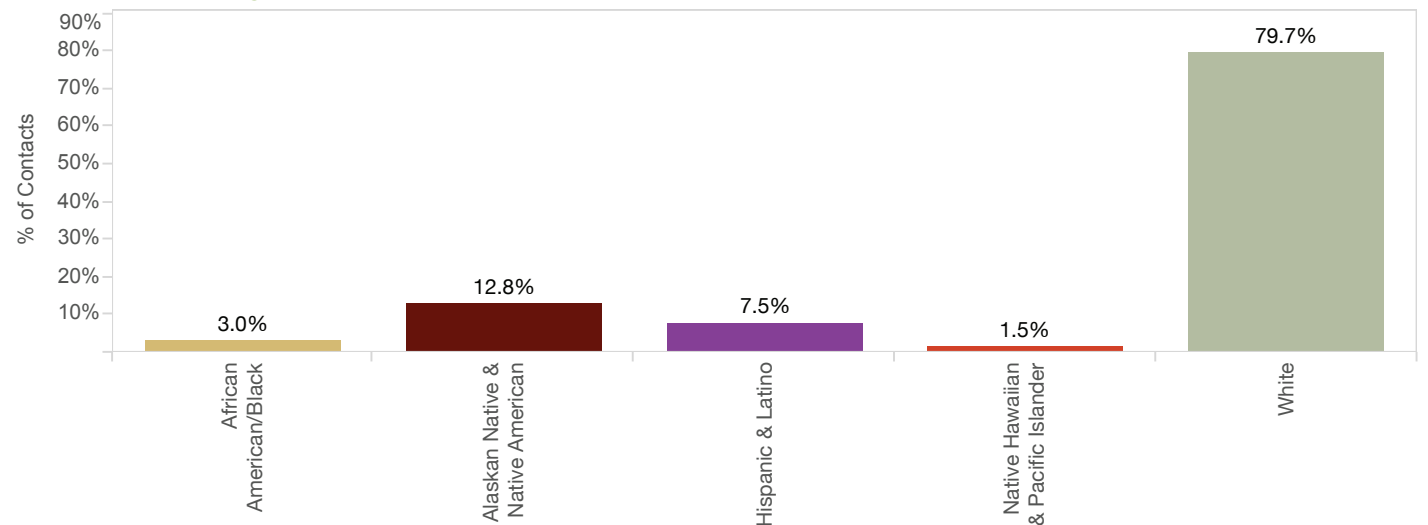
Age and Gender



Income as a percentage of the poverty level



Race and Ethnicity

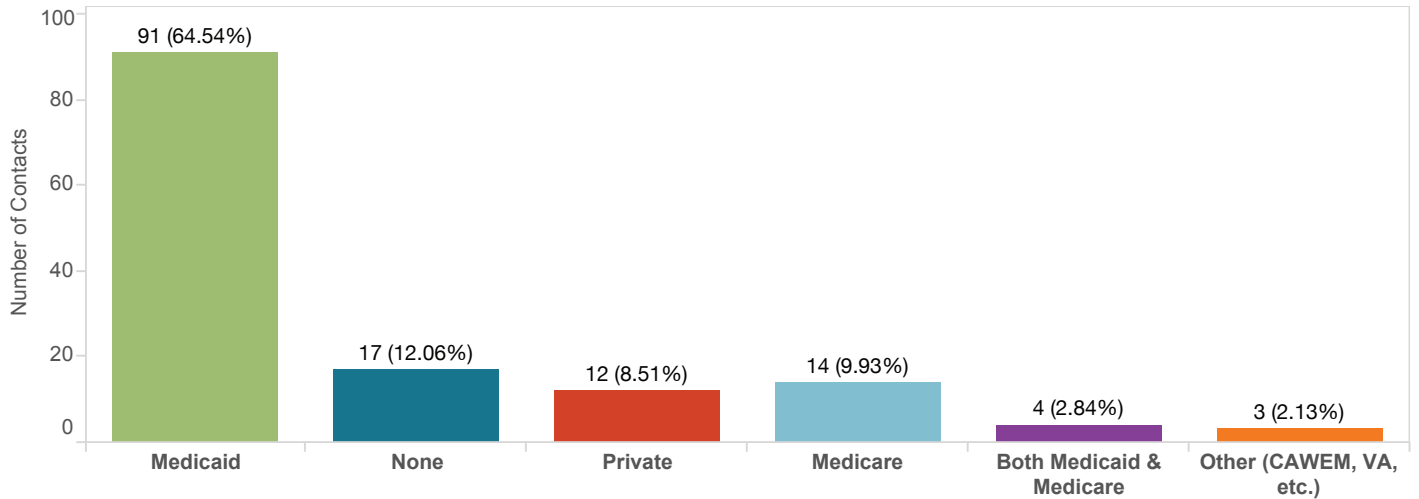


KLAMATH AND LAKE COUNTIES

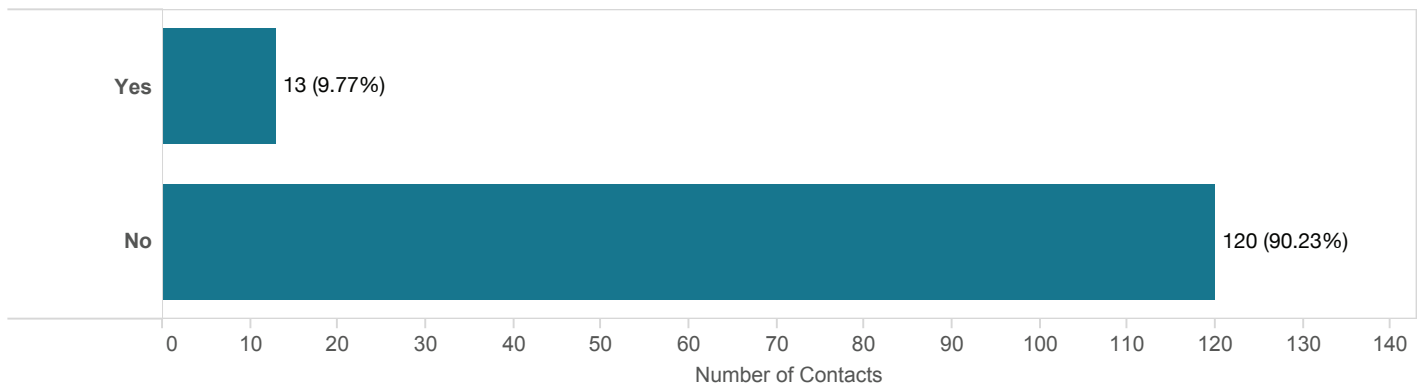
July 1, 2016 - September 30, 2016



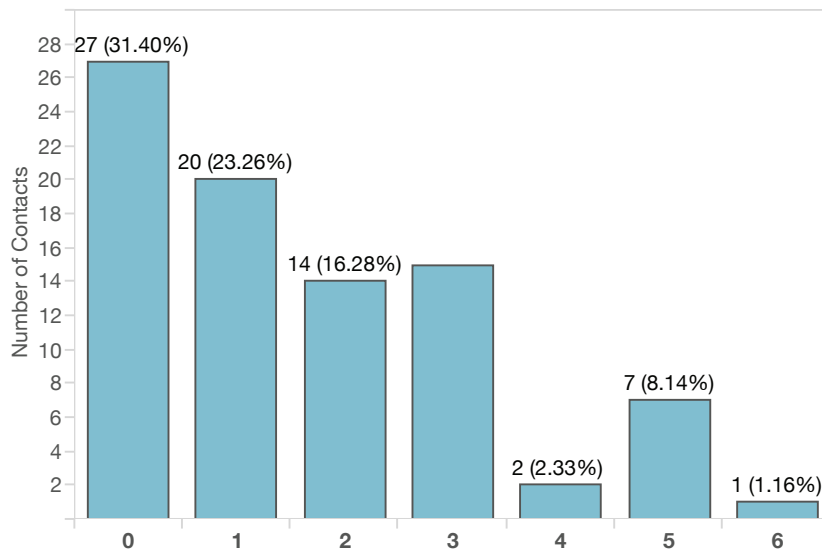
Health insurance status



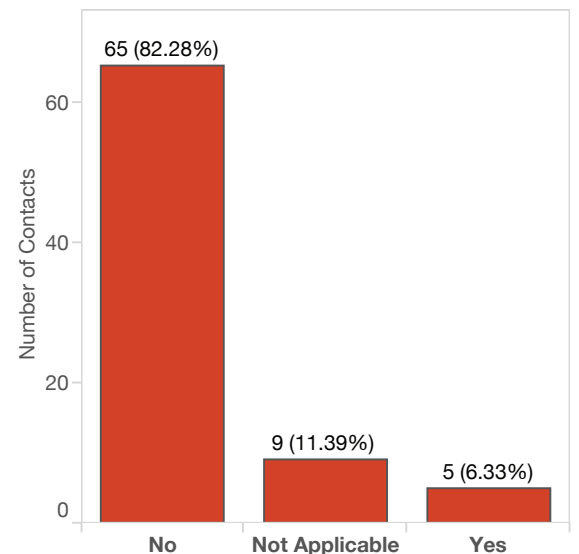
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



KLAMATH AND LAKE COUNTIES

July 1, 2016 - September 30, 2016



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

