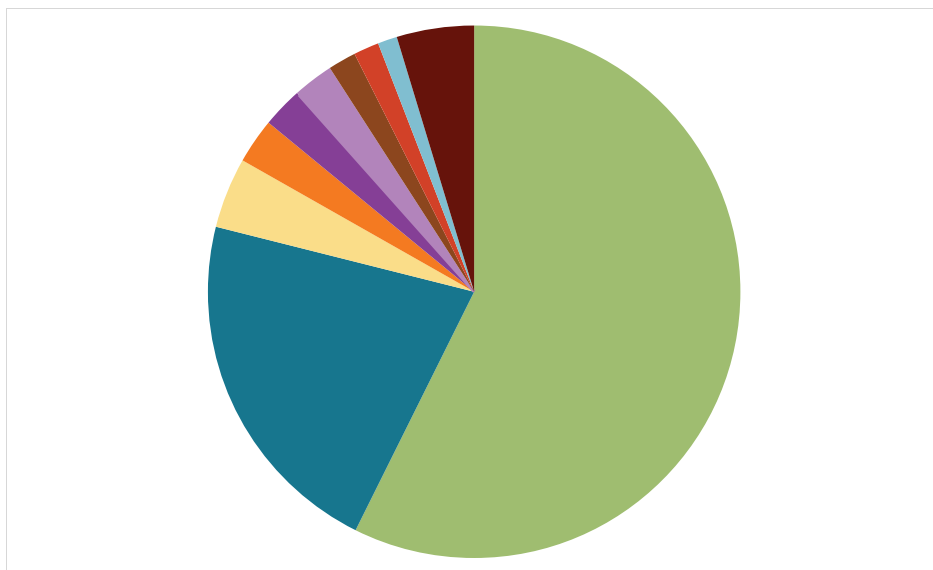


# LANE COUNTY

July 1, 2016 - September 30, 2016



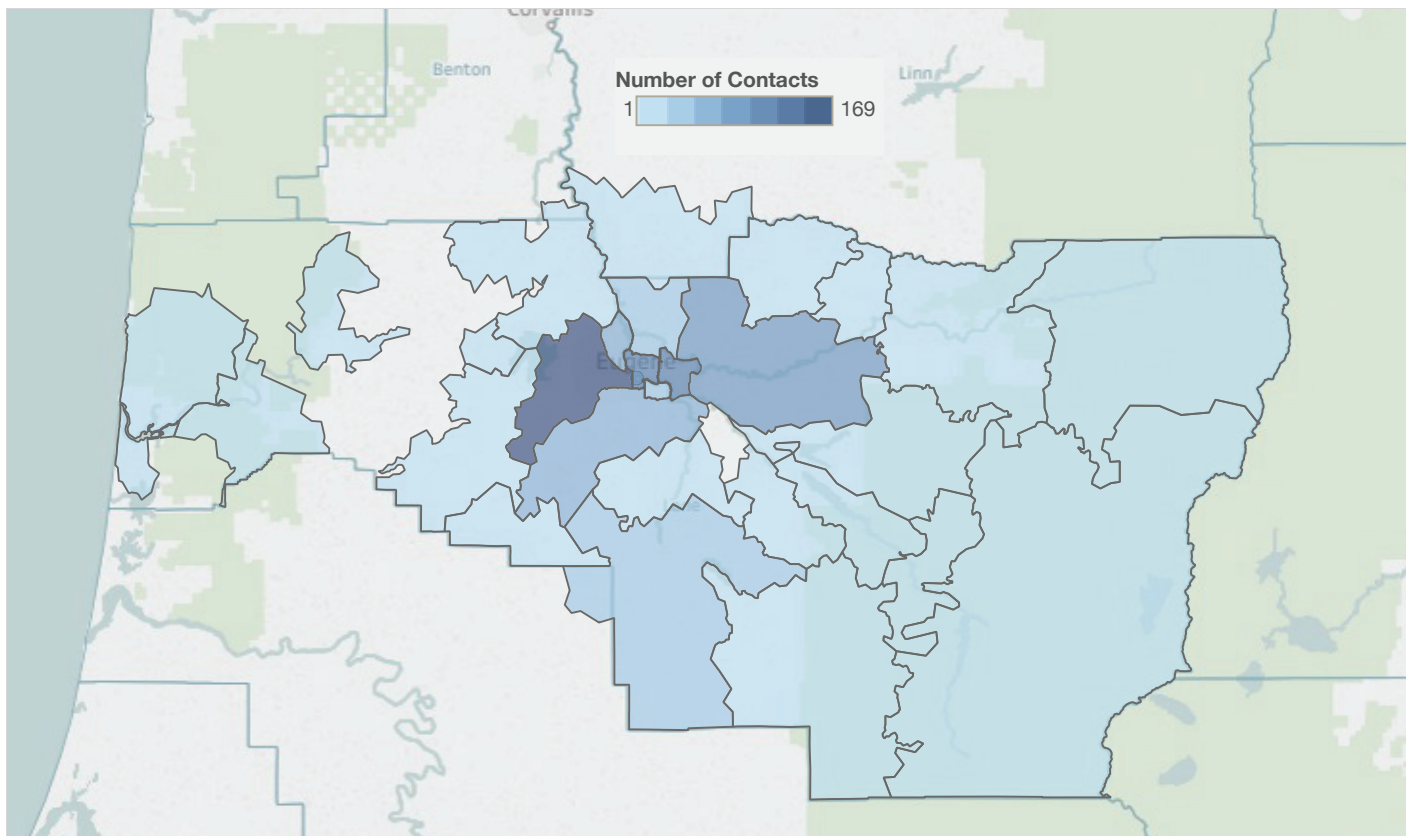
## Cities



Eugene	57.80%
Springfield	21.76%
Cottage Grove	4.33%
Junction City	2.75%
Florence	2.49%
Veneta	2.49%
Creswell	1.70%
Oakridge	1.57%
Dexter	1.18%
Other	4.72%



## ZIP Codes

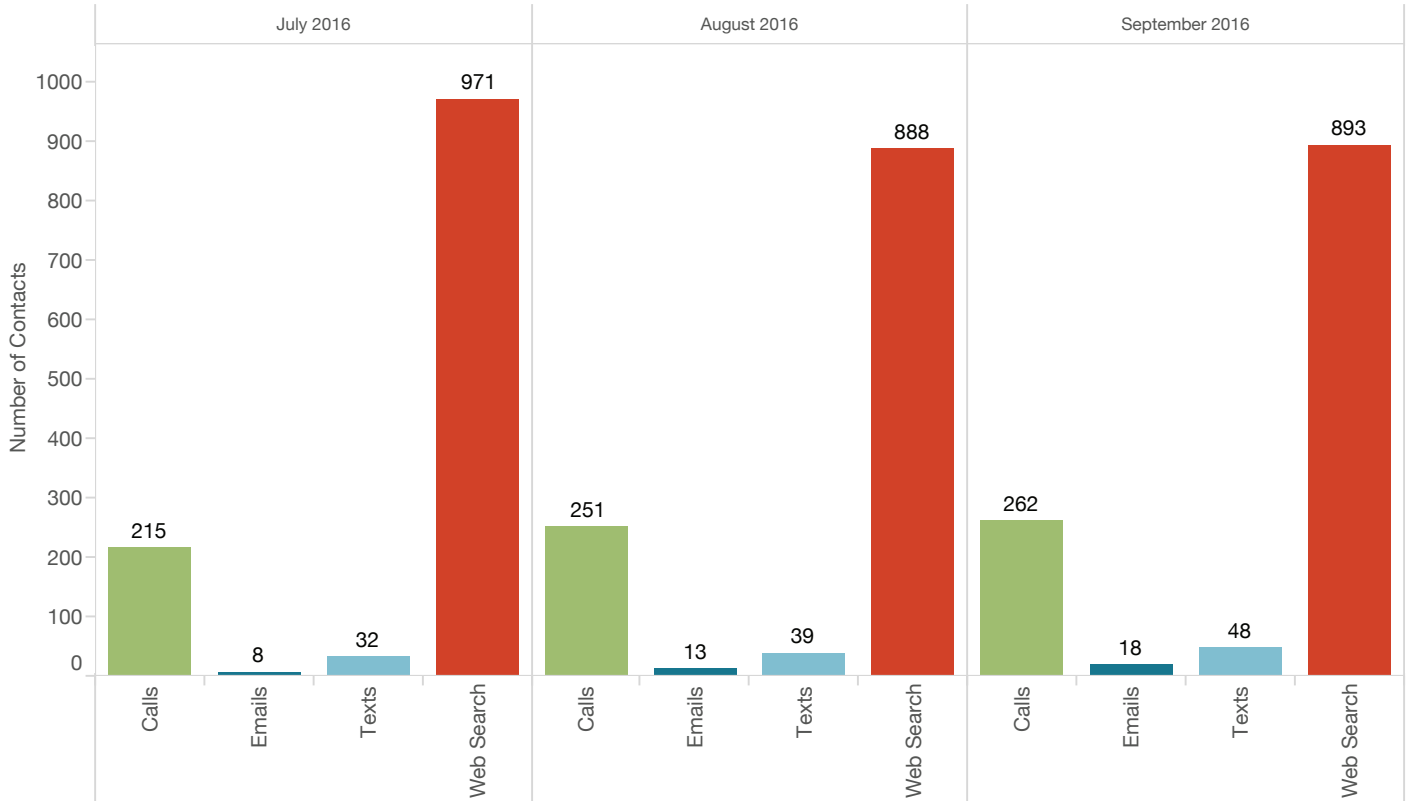


# LANE COUNTY

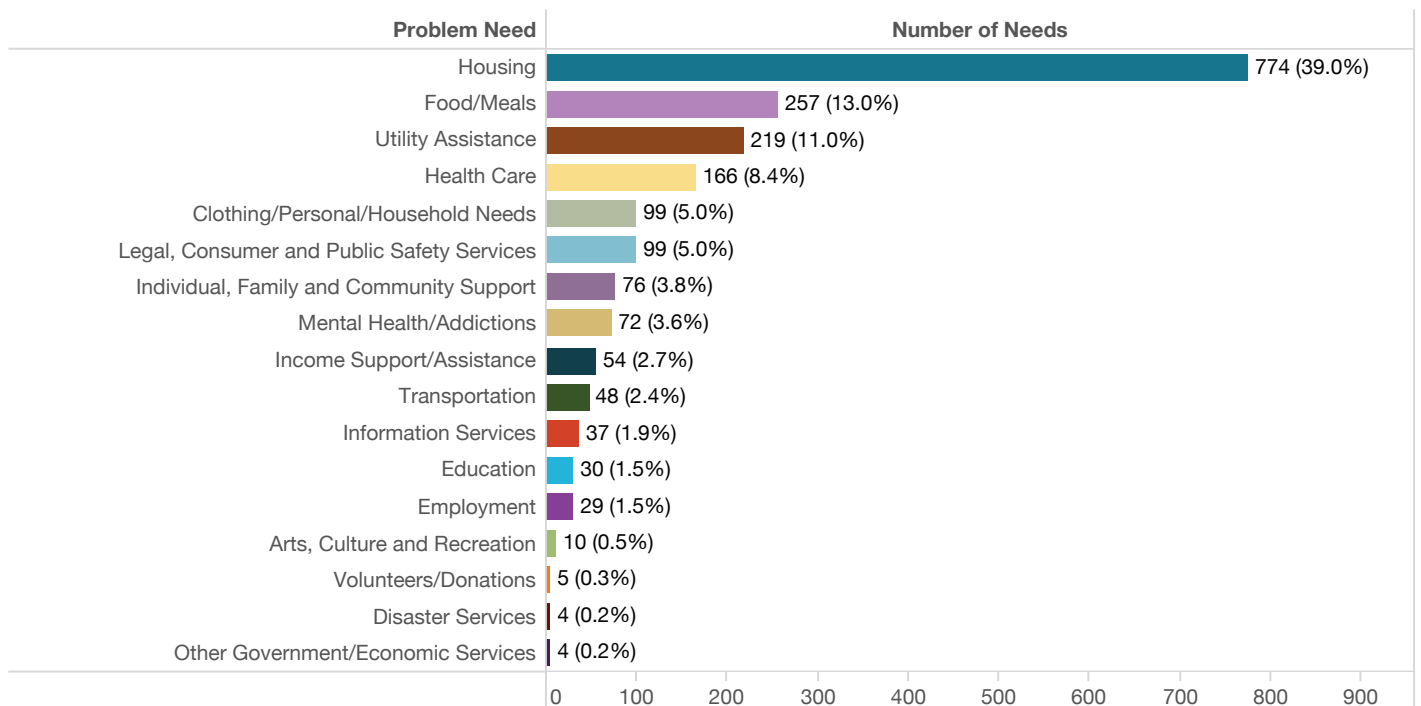
July 1, 2016 - September 30, 2016



## How many contacts did we receive?



## What were contacts' needs?

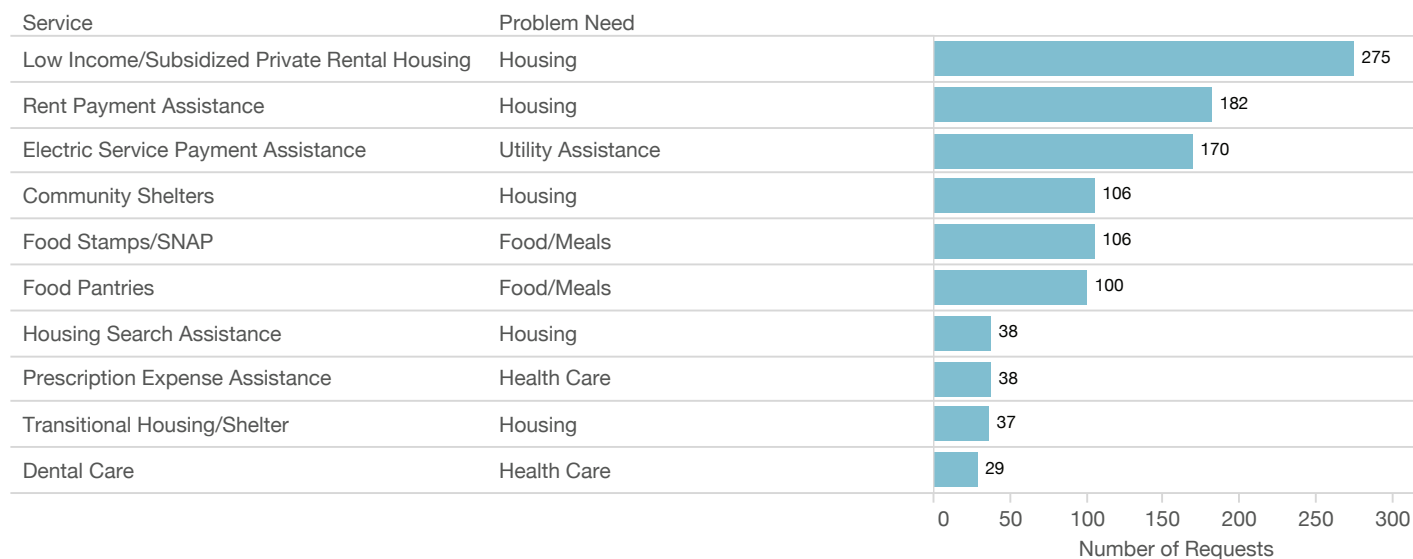


# LANE COUNTY

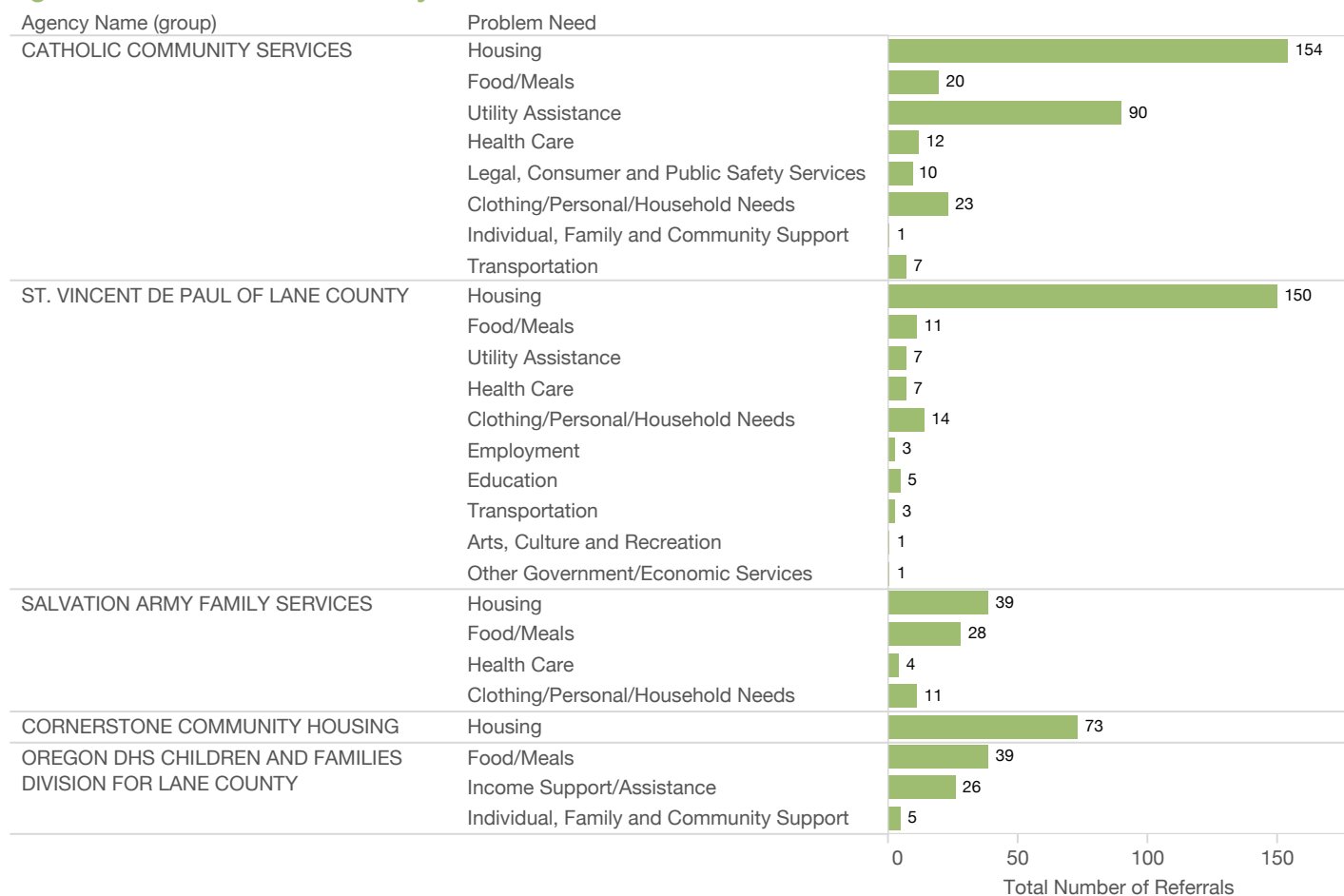
July 1, 2016 - September 30, 2016



## Services most often requested by contacts



## Agencies most often referred by 211info

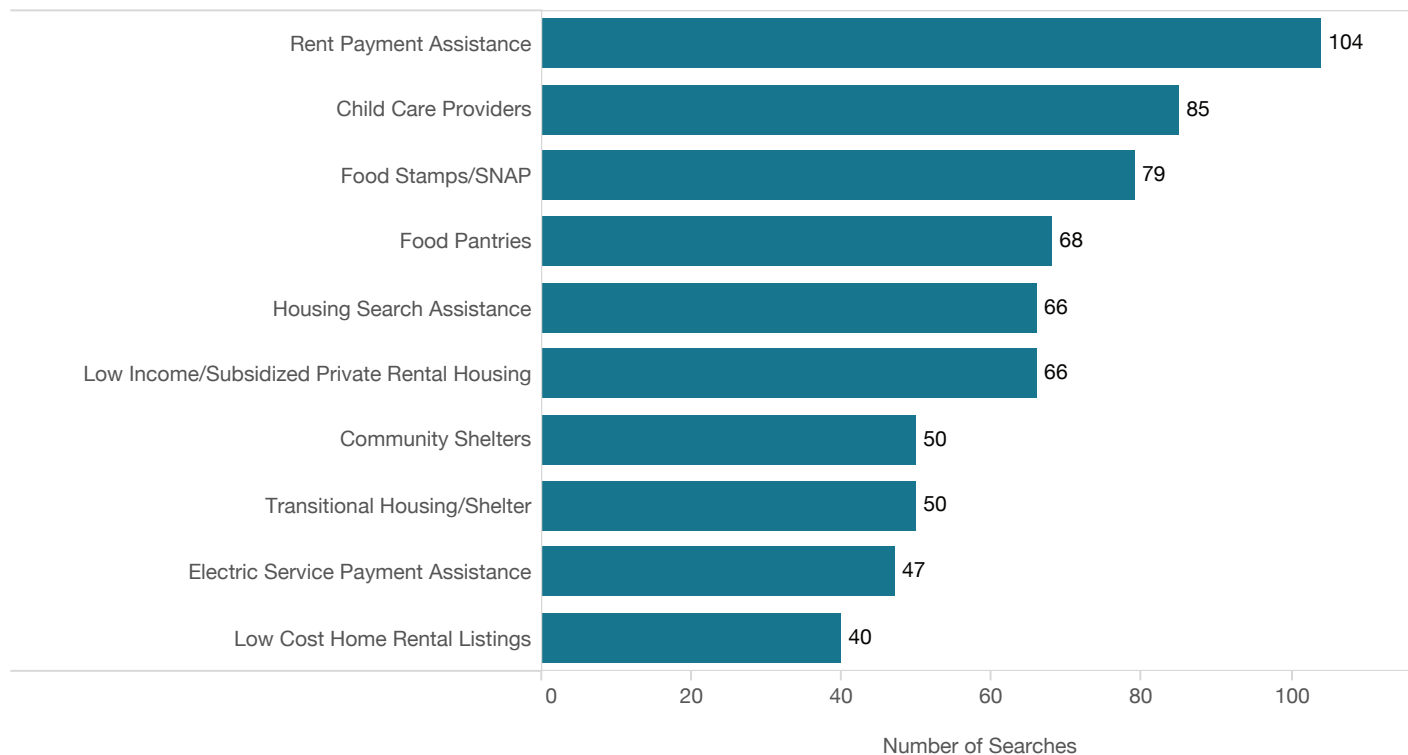


# LANE COUNTY

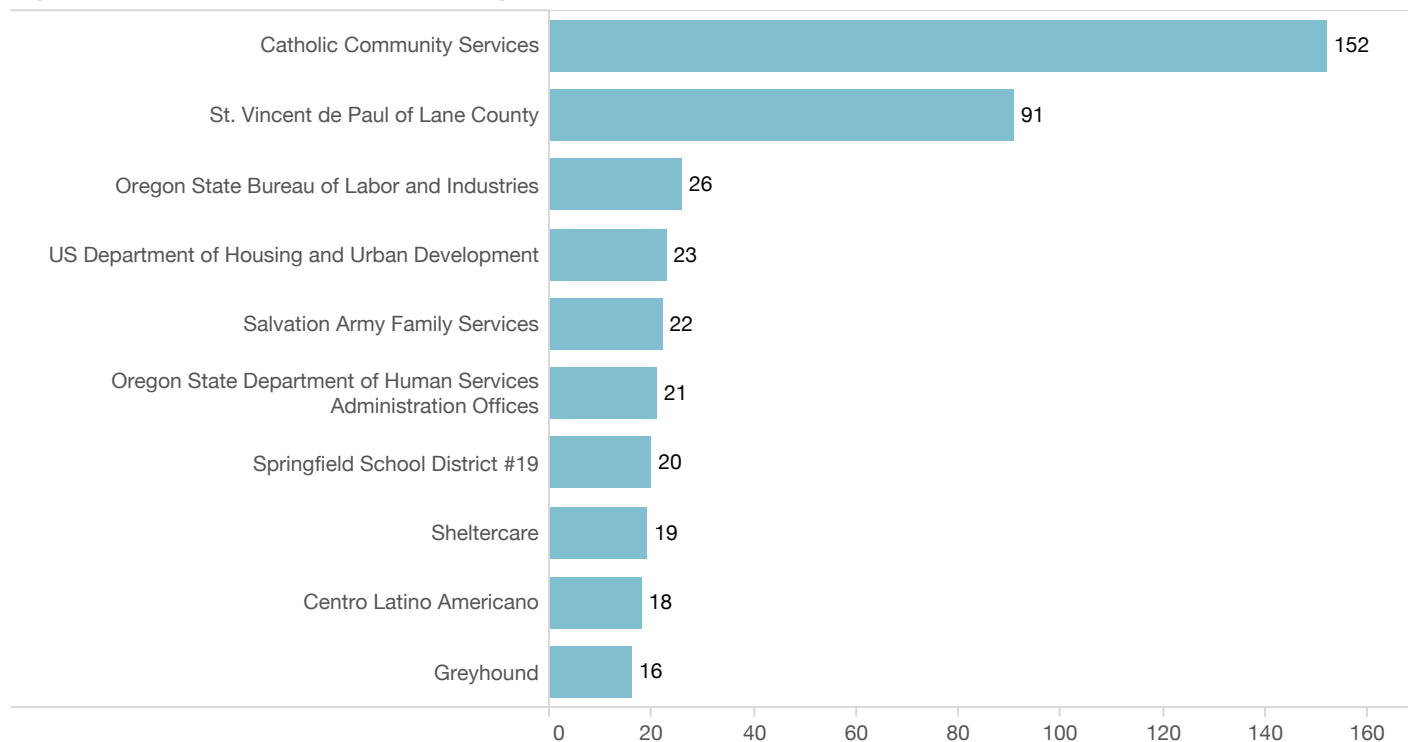
July 1, 2016 - September 30, 2016



## Services most often searched in the online database



## Agencies most often referred through the online database



# LANE COUNTY

July 1, 2016 - September 30, 2016



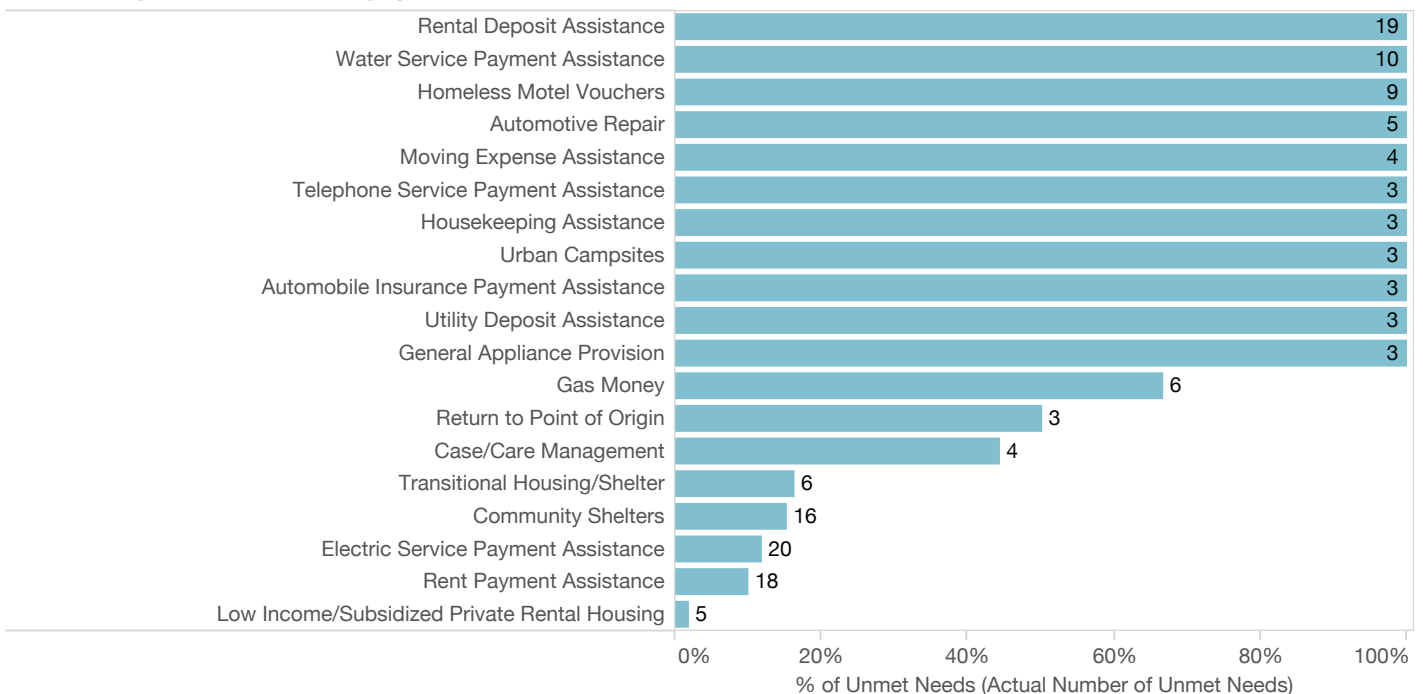
There were 216 instances where a referral was not appropriate for the contact's requested need. While housing requests had the greatest number of unmet community needs, disaster services and transportation represent greater proportions of unmet needs.

## What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Needs	% Requests	Number of Needs	% Requests
Disaster Services	1	25%	3	75%
Transportation	26	54%	22	46%
Volunteers/Donations	3	60%	2	40%
Arts, Culture and Recreation	7	70%	3	30%
Utility Assistance	179	82%	40	18%
Individual, Family and Community Support	64	84%	12	16%
Clothing/Personal/Household Needs	87	88%	12	12%
Housing	682	88%	92	12%
Legal, Consumer and Public Safety Services	90	91%	9	9%
Information Services	34	92%	3	8%
Employment	27	93%	2	7%
Mental Health/Addictions	68	94%	4	6%
Education	29	97%	1	3%
Health Care	161	97%	5	3%
Food/Meals	251	98%	6	2%
Other Government/Economic Services	4	100%		
Income Support/Assistance	54	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?



# LANE COUNTY

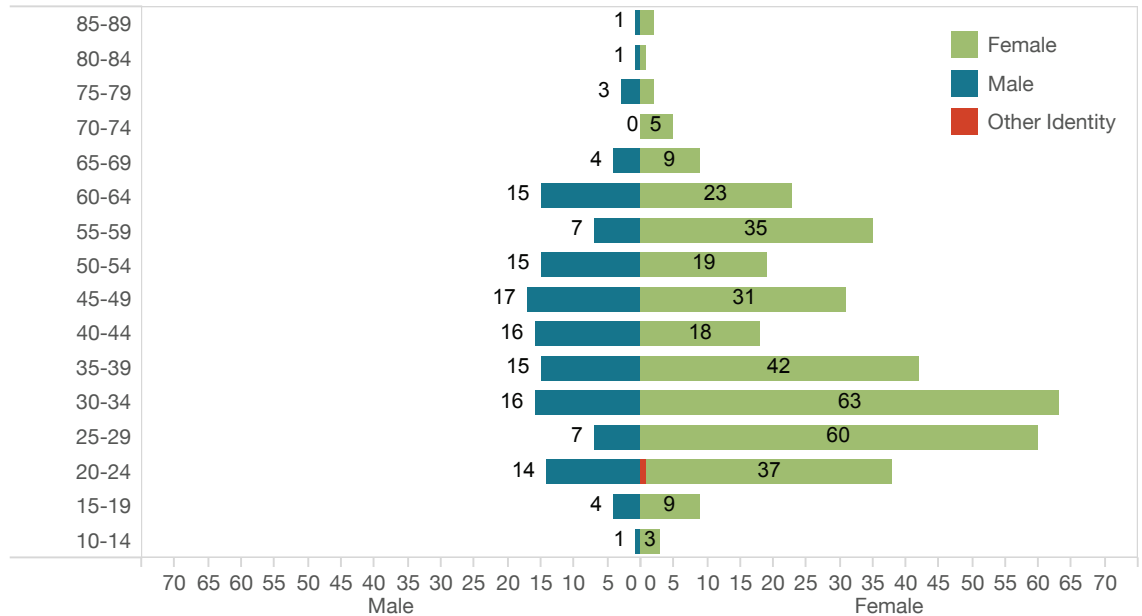
July 1, 2016 - September 30, 2016



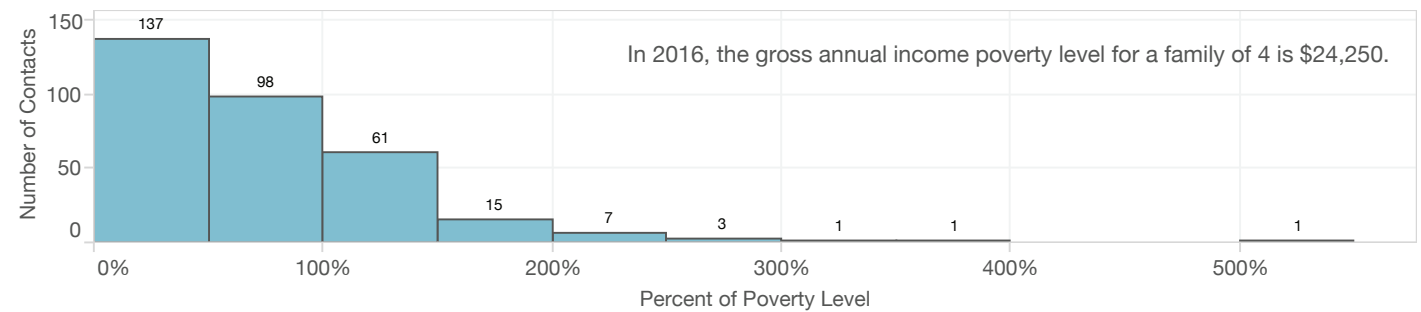
## Age

85-89	0.61%
80-84	0.40%
75-79	1.01%
70-74	1.01%
65-69	2.63%
60-64	7.69%
55-59	8.50%
50-54	6.88%
45-49	9.72%
40-44	6.88%
35-39	11.54%
30-34	15.99%
25-29	13.56%
20-24	10.53%
15-19	2.63%
10-14	0.81%

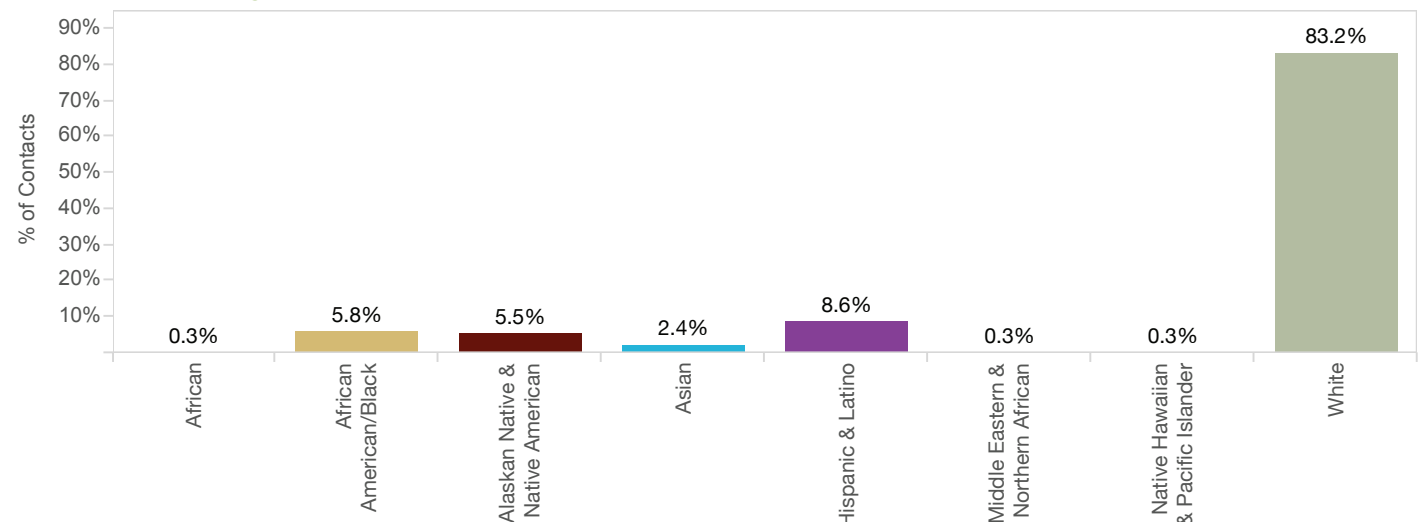
## Age and Gender



## Income



## Race and Ethnicity

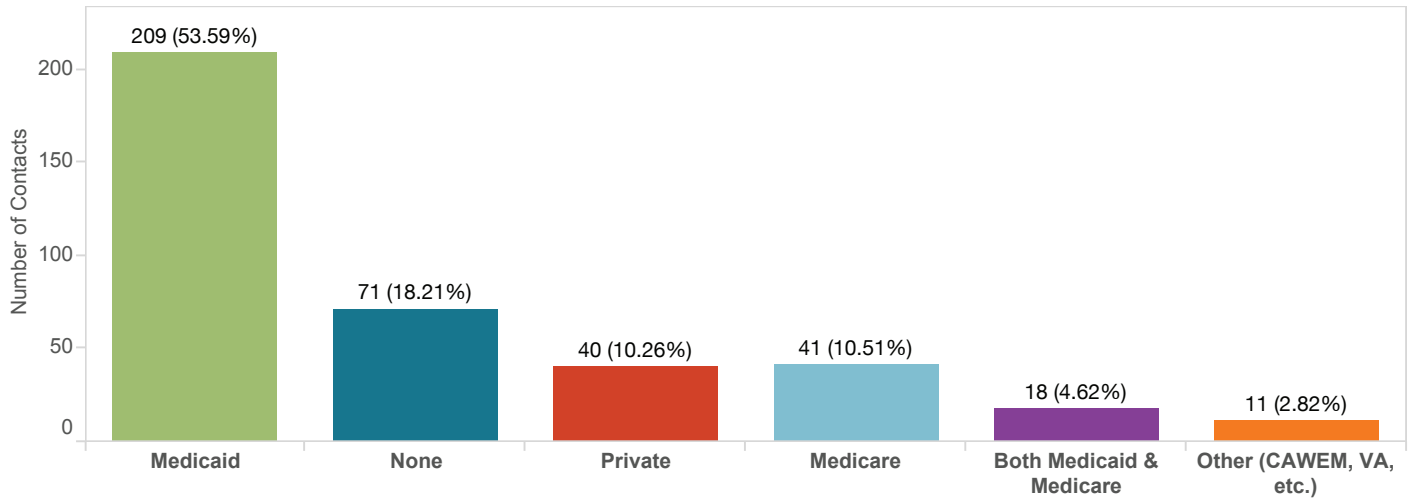


# LANE COUNTY

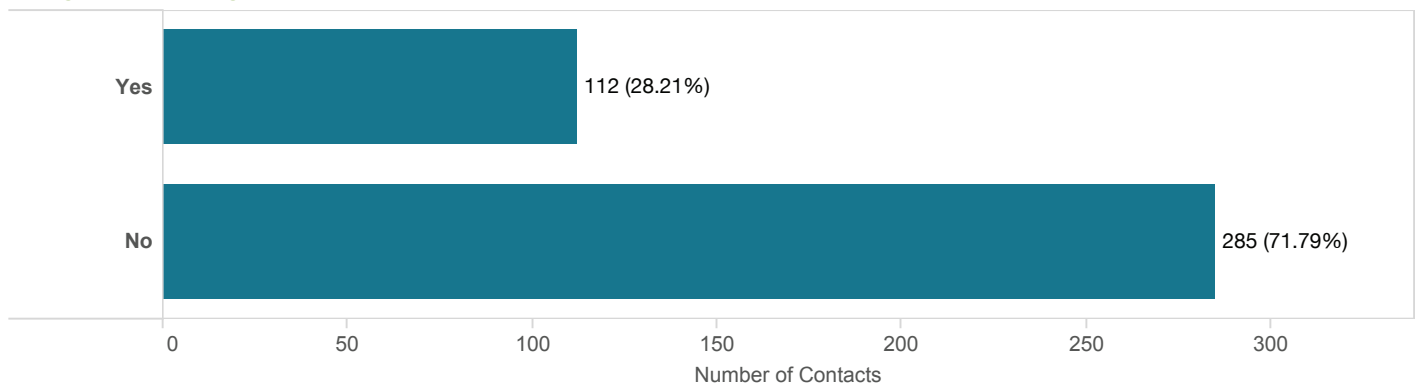
July 1, 2016 - September 30, 2016



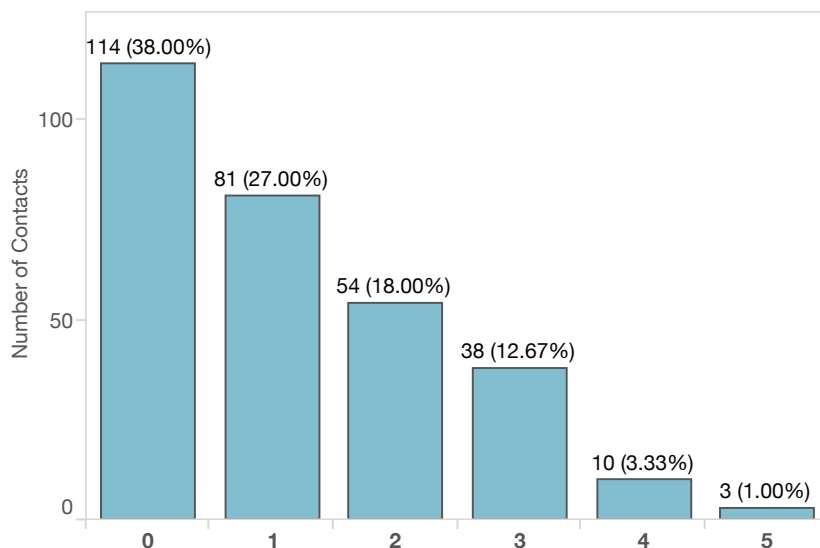
## Health insurance status



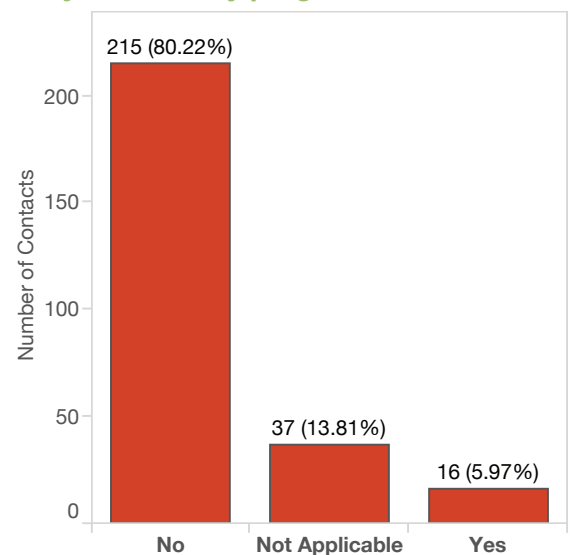
## Are you currently homeless?



## Number of children in the household



## Are you currently pregnant?



# LANE COUNTY

July 1, 2016 - September 30, 2016



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

