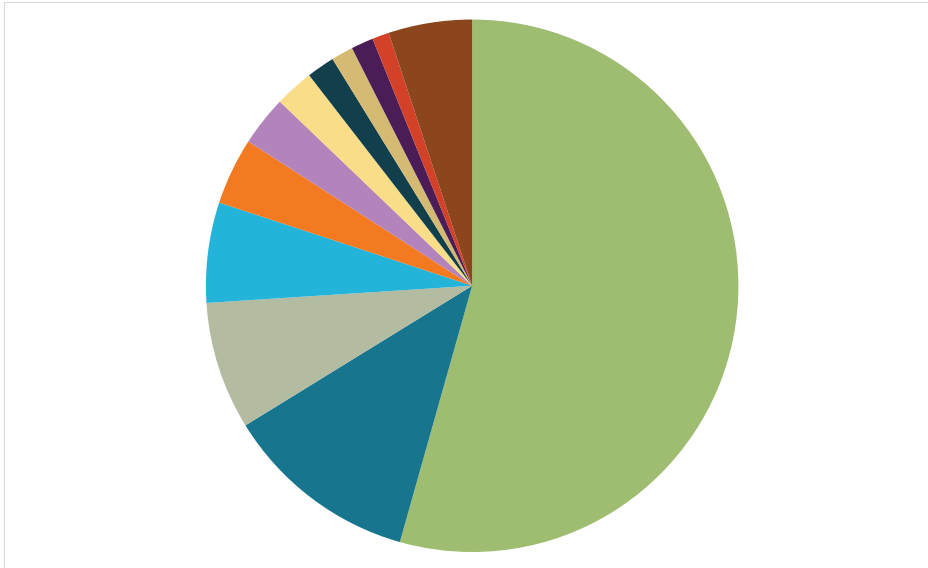


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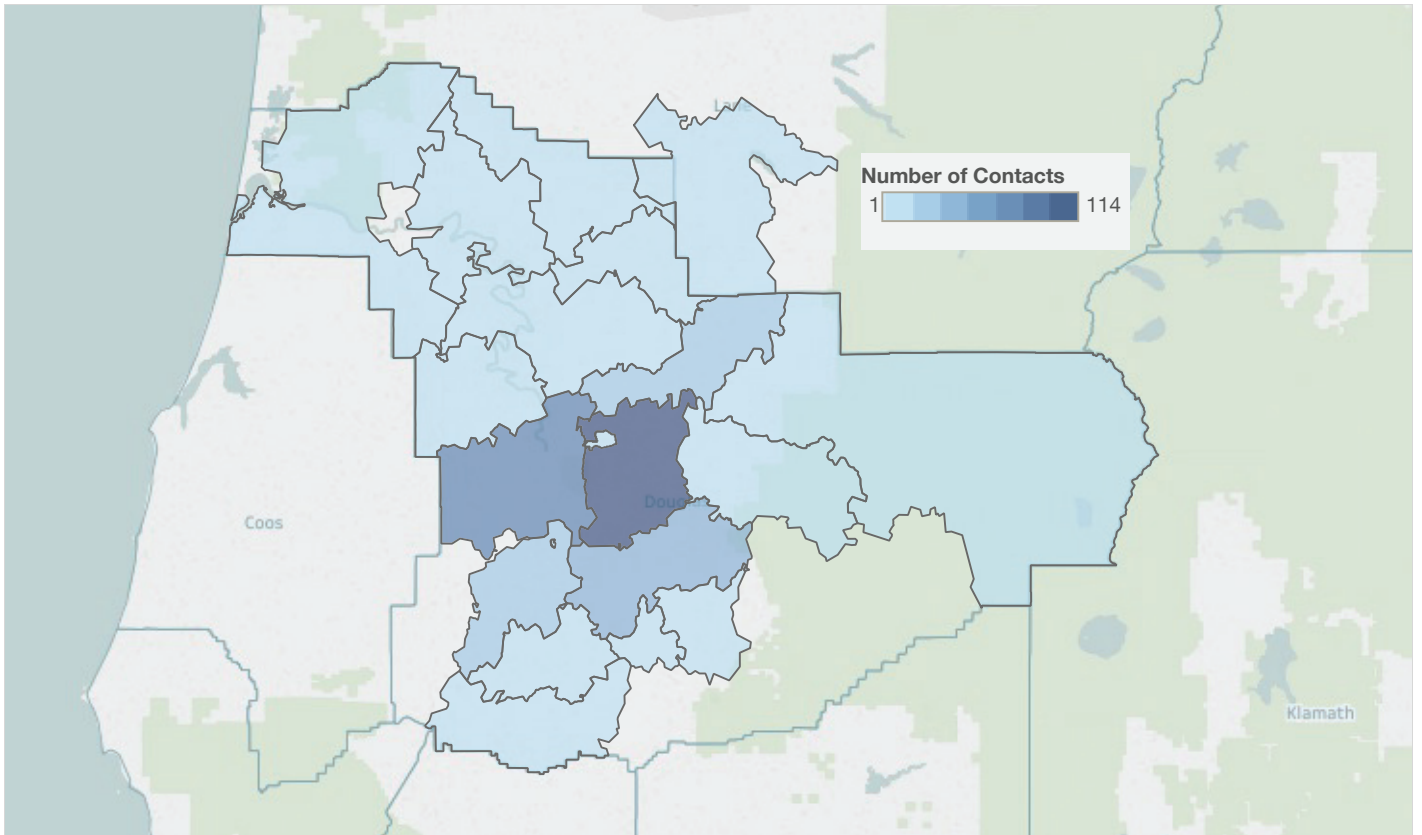
Cities



Roseburg	54.58%
Myrtle Creek	11.86%
Winston	7.80%
Sutherlin	6.10%
Reedsport	4.07%
Glendale	3.05%
Riddle	2.37%
Yoncalla	1.69%
Canyonville	1.36%
Dillard	1.36%
Cottage Grove	1.02%
Other	5.08%



ZIP Codes

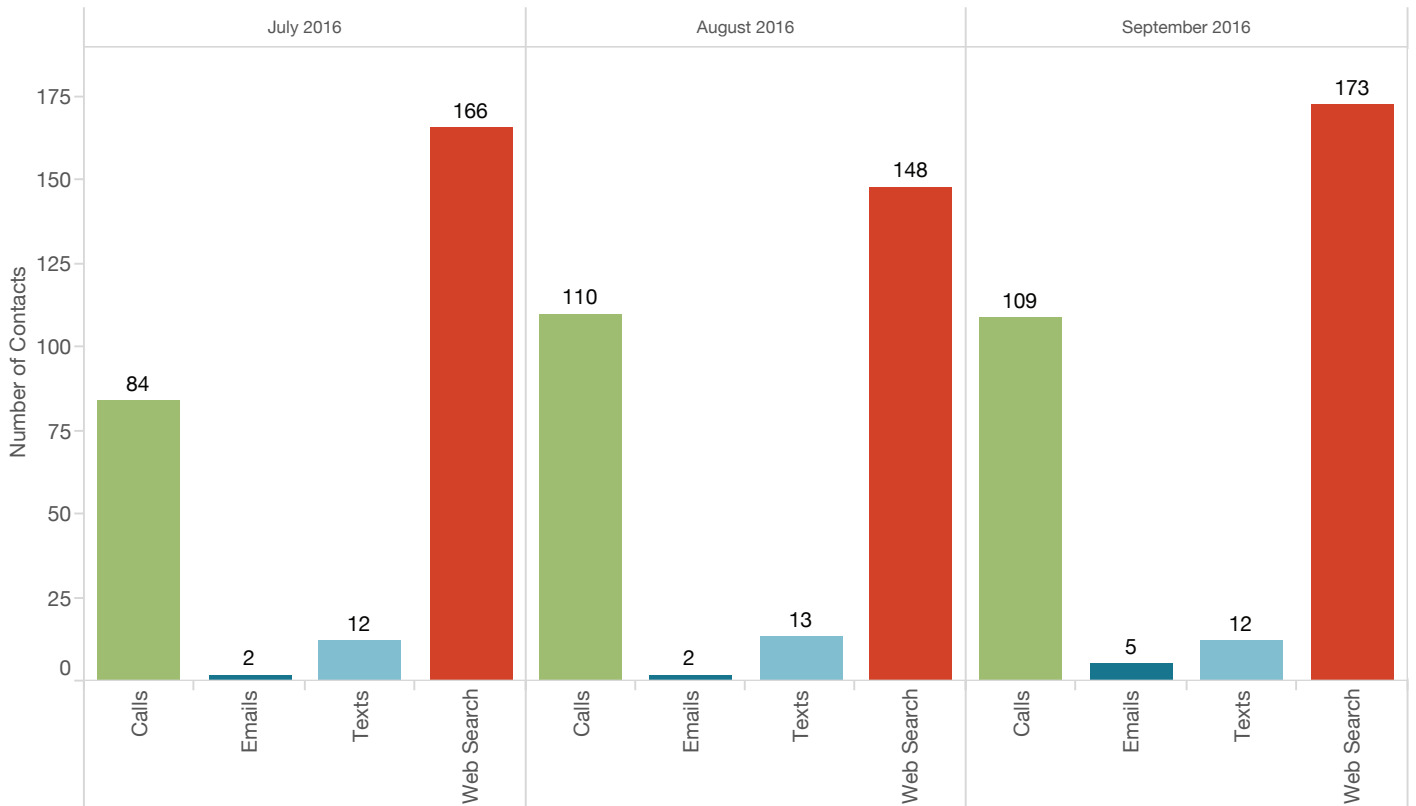


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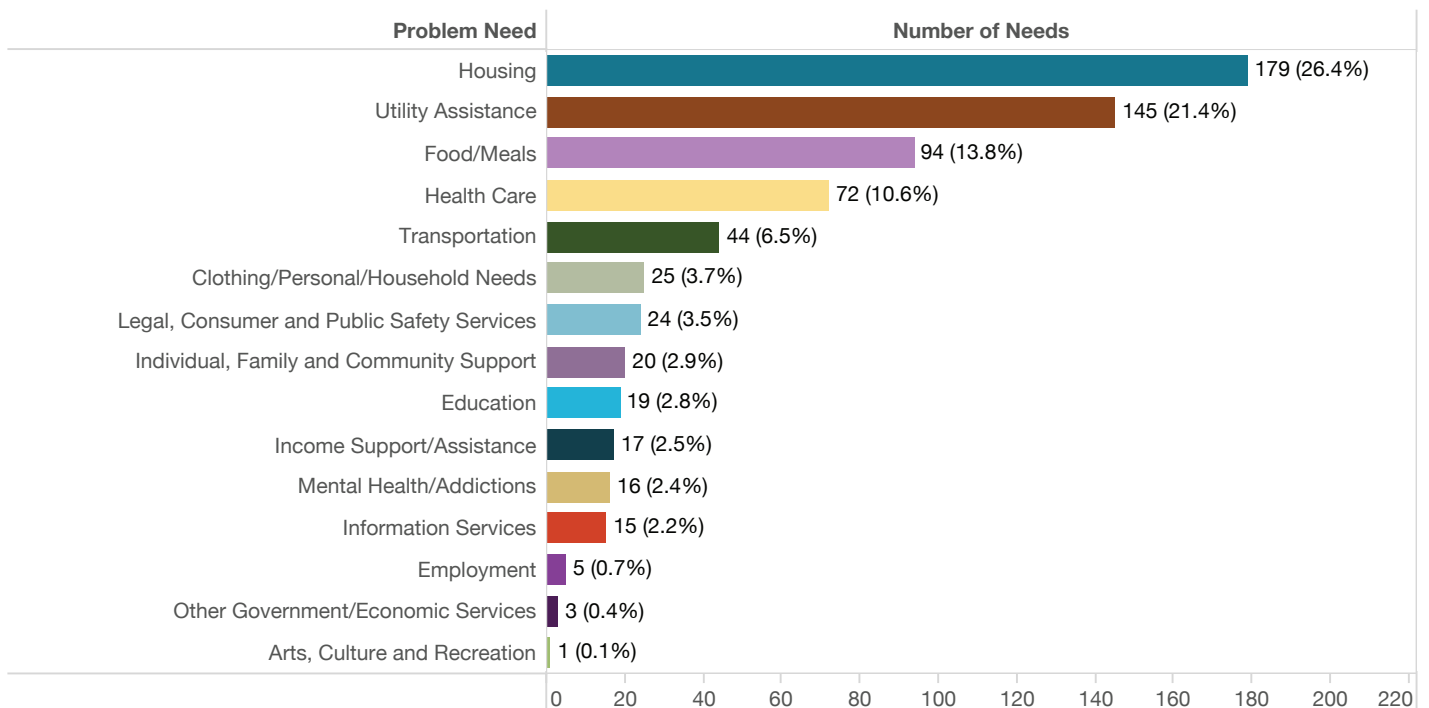
July 1, 2016 - September 30, 2016



How many contacts did we receive?



What were contacts' needs?

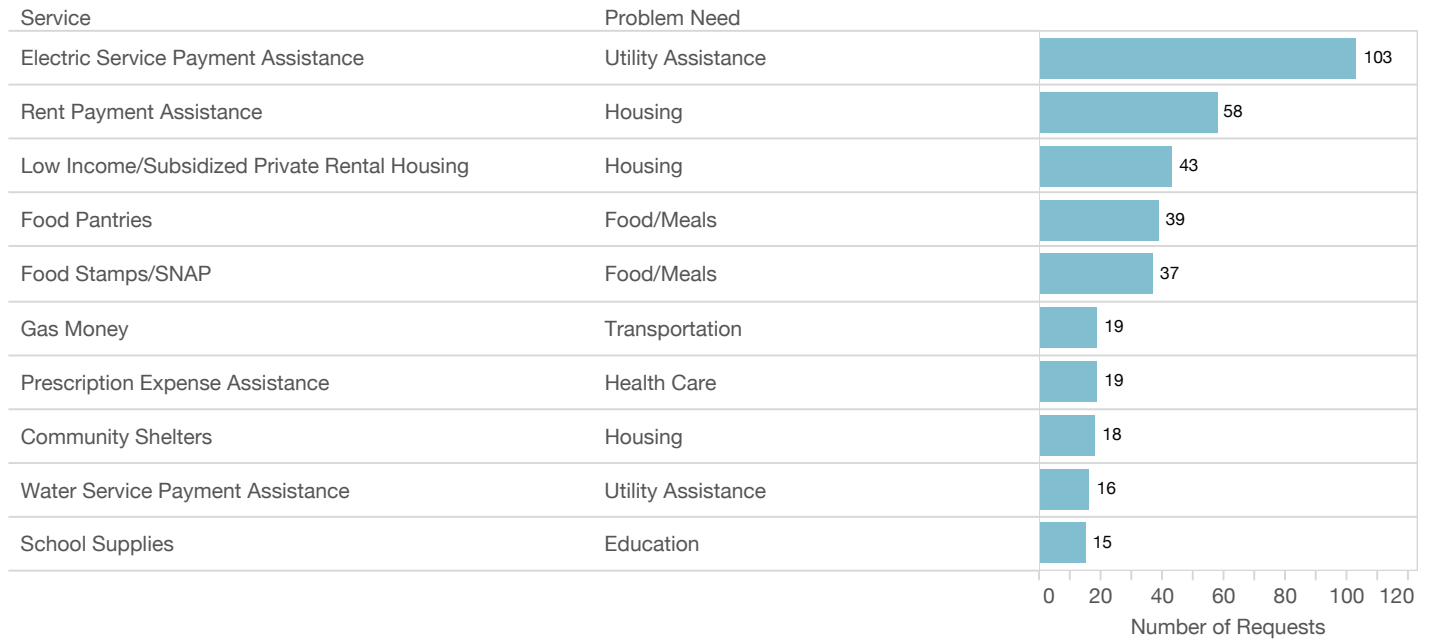


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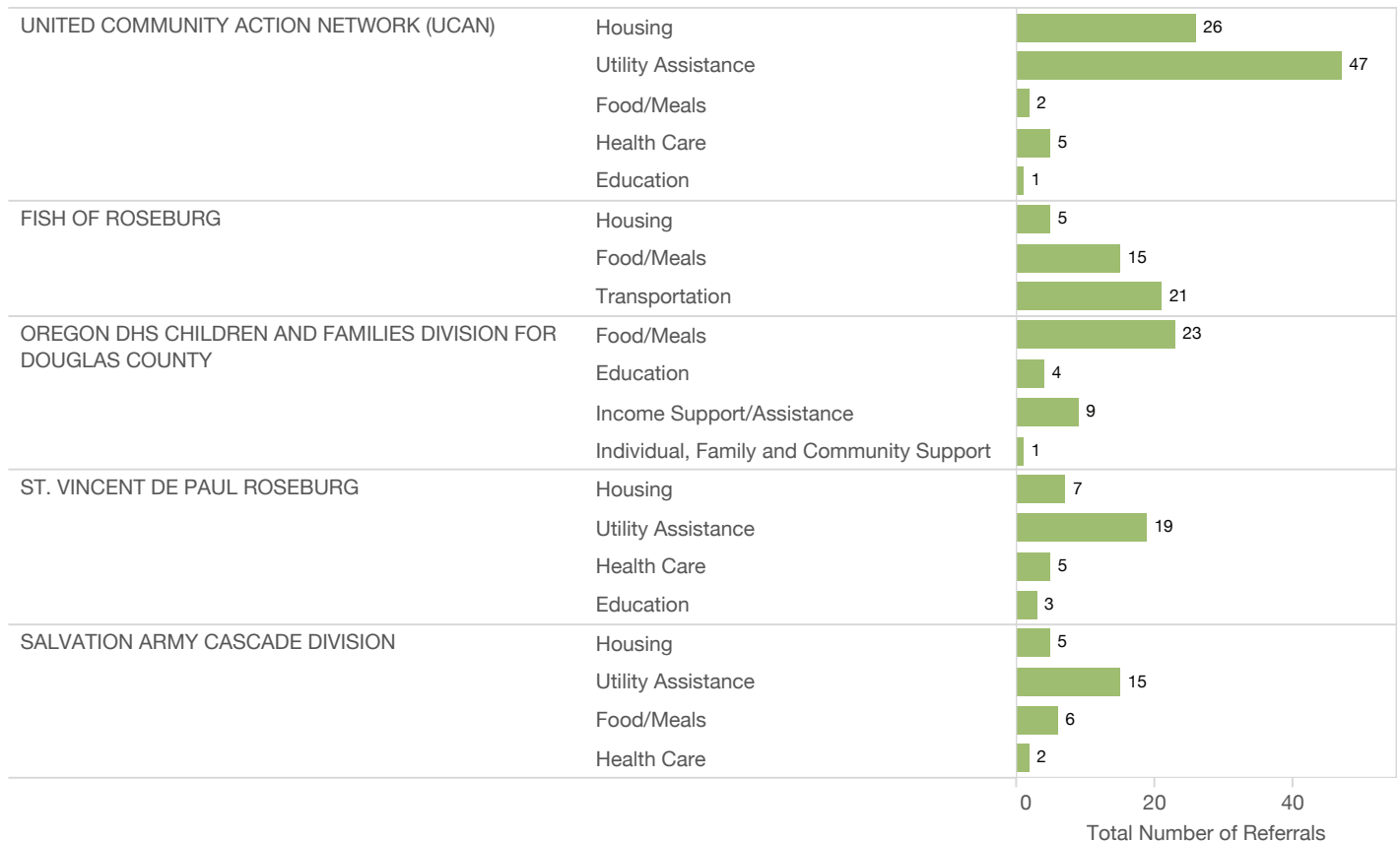
July 1, 2016 - September 30, 2016



Services most often requested by contacts



Agencies most often referred by 211info

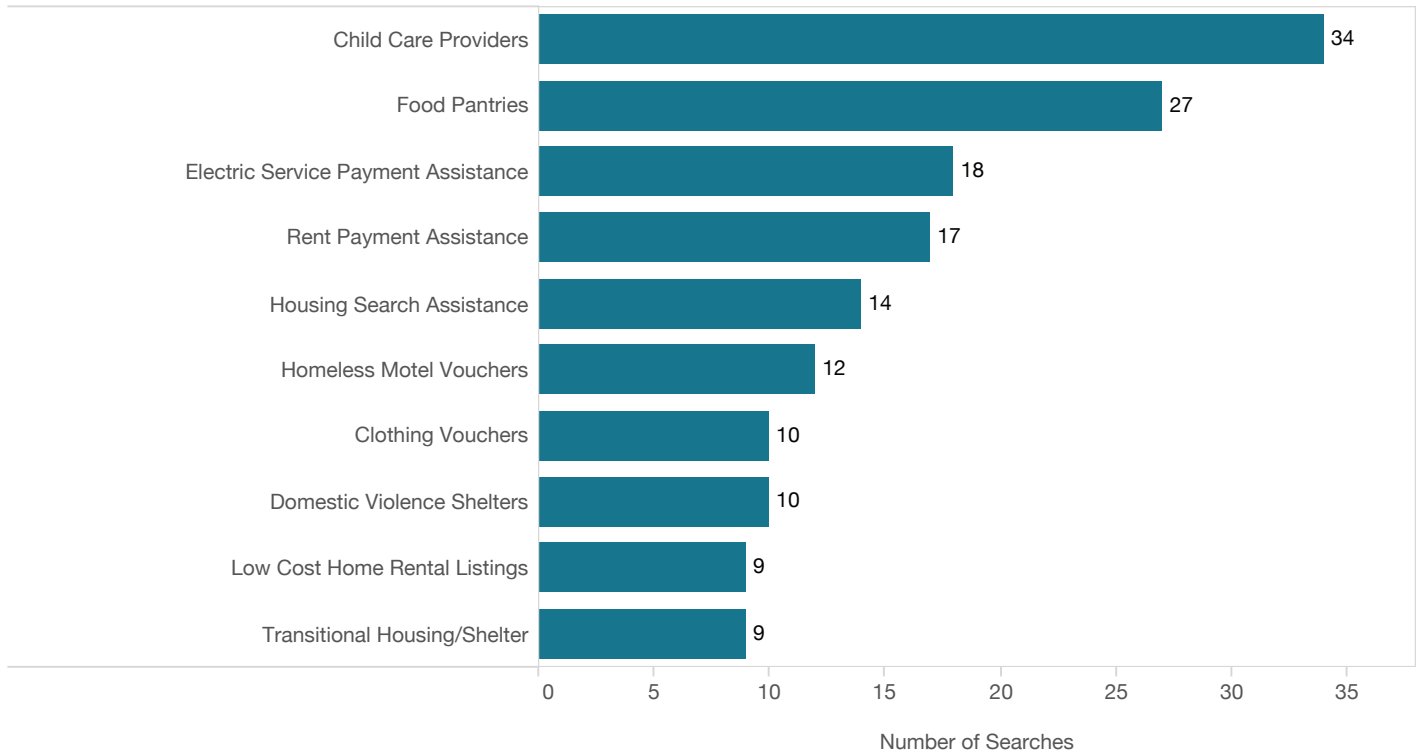


DOUGLAS COUNTY

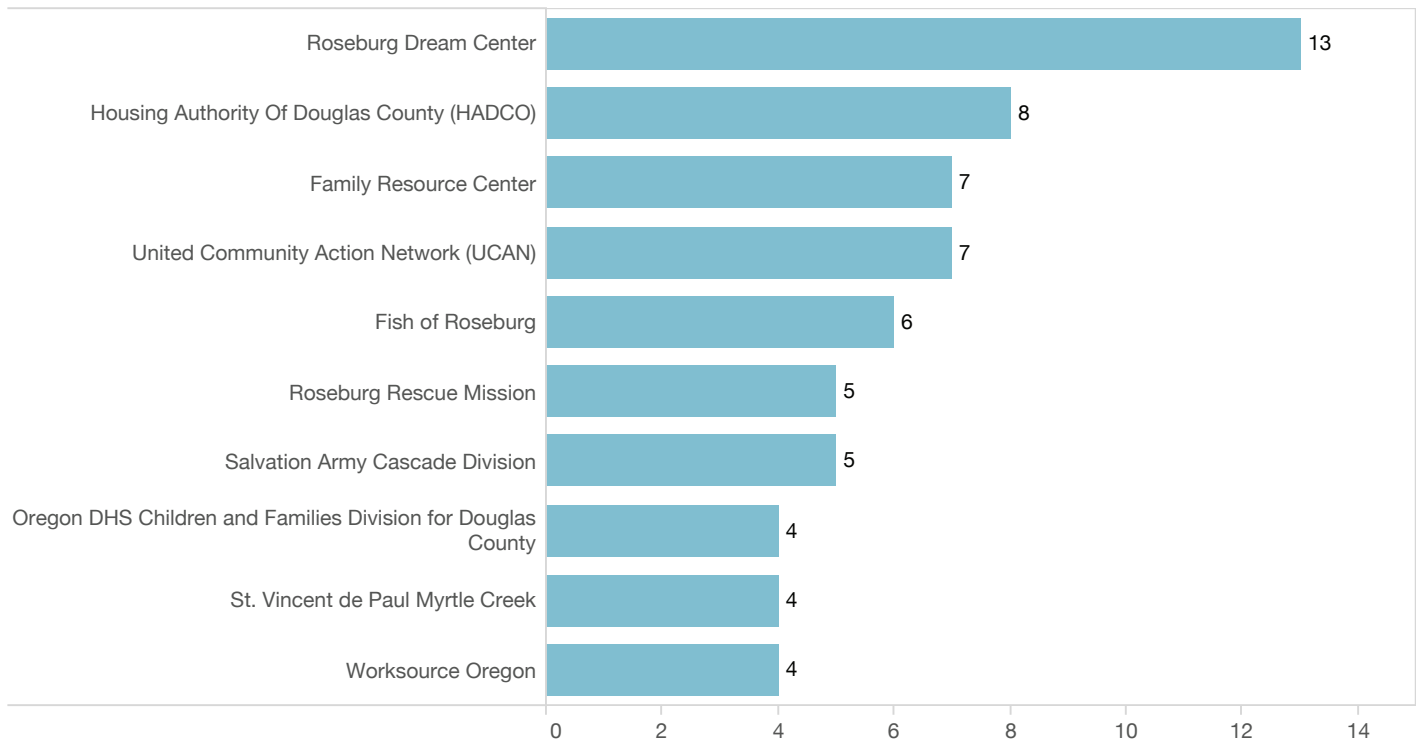
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Services most often searched in the online database



Agencies most often referred through the online database



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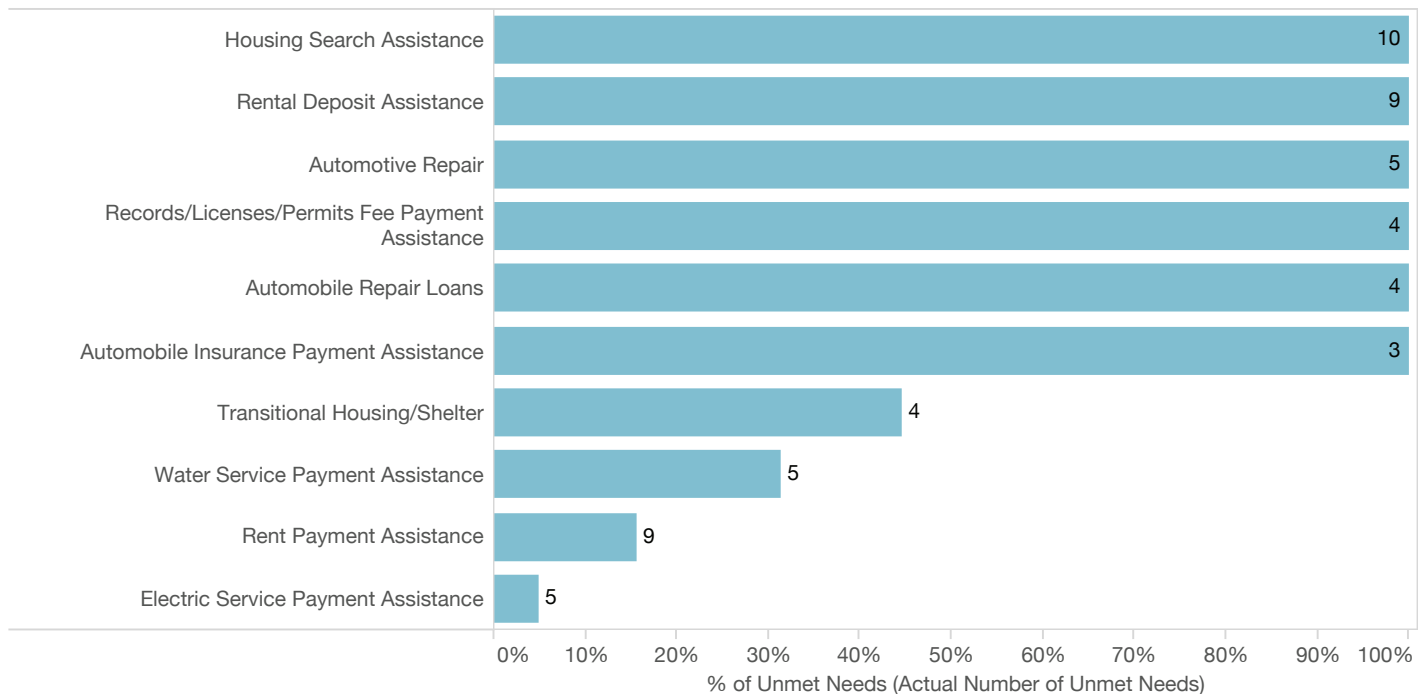
There were 91 instances where a referral was not appropriate for the contact's requested need. Housing requests had the greatest number of unmet community needs, while clothing/personal/household needs and other government/economic service requests represent a greater proportion of unmet community needs.

What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Needs	% Requests	Number of Needs	% Requests
Other Government/Economic Services	2	67%	1	33%
Clothing/Personal/Household Needs	18	72%	7	28%
Housing	137	77%	42	23%
Transportation	34	77%	10	23%
Legal, Consumer and Public Safety Services	20	83%	4	17%
Income Support/Assistance	15	88%	2	12%
Utility Assistance	128	88%	17	12%
Individual, Family and Community Support	18	90%	2	10%
Health Care	67	93%	5	7%
Mental Health/Addictions	15	94%	1	6%
Education	19	100%		
Food/Meals	94	100%		
Information Services	15	100%		
Arts, Culture and Recreation	1	100%		
Employment	5	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?



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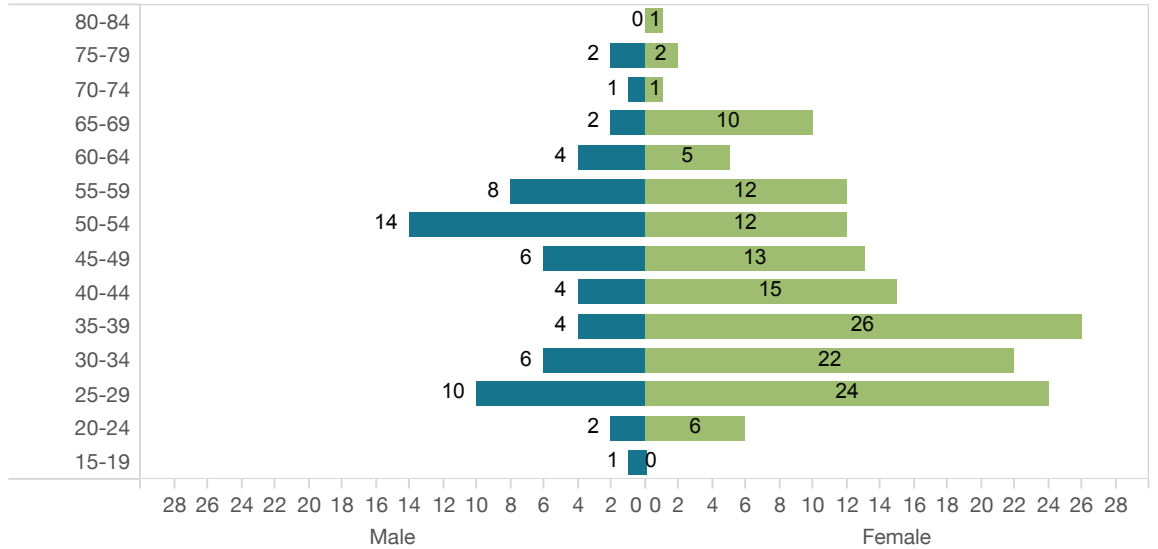
July 1, 2016 - September 30, 2016



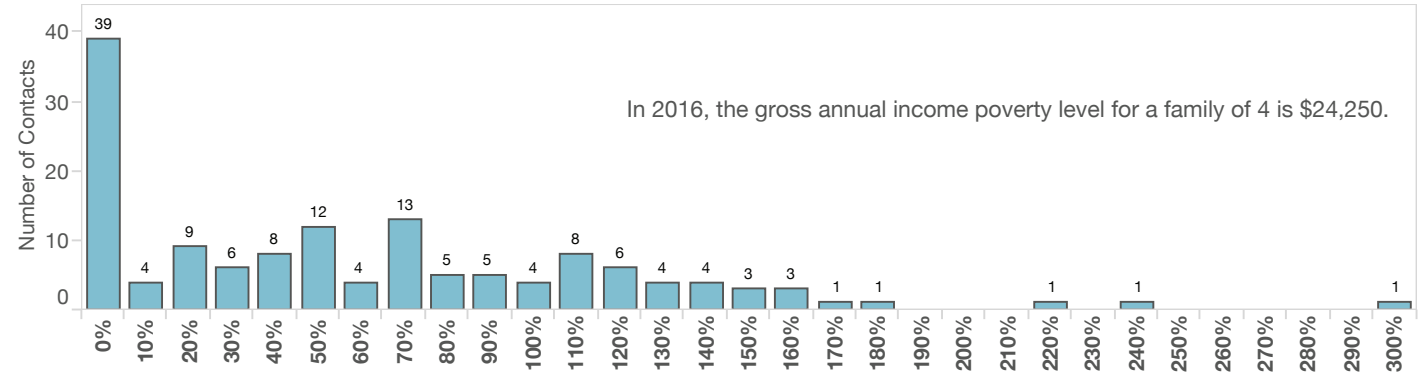
Age

80-84	0.47%
75-79	1.88%
70-74	0.94%
65-69	5.63%
60-64	4.23%
55-59	9.39%
50-54	12.21%
45-49	8.92%
40-44	8.92%
35-39	14.08%
30-34	13.15%
25-29	15.96%
20-24	3.76%
15-19	0.47%

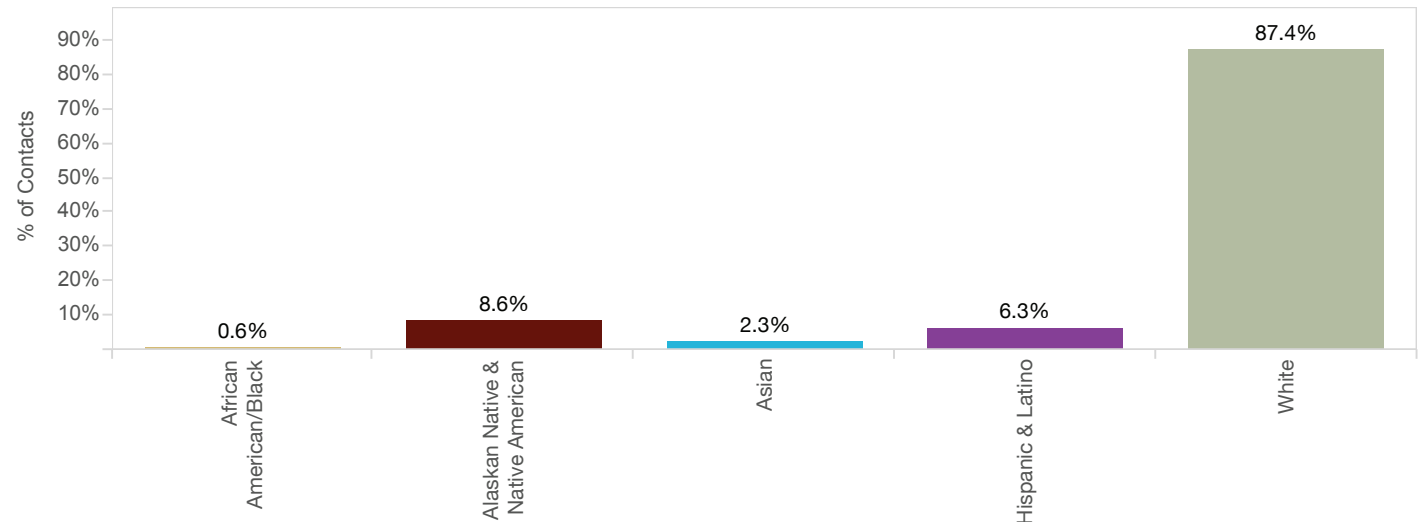
Age and Gender



Income as a percentage of the poverty level



Race and Ethnicity

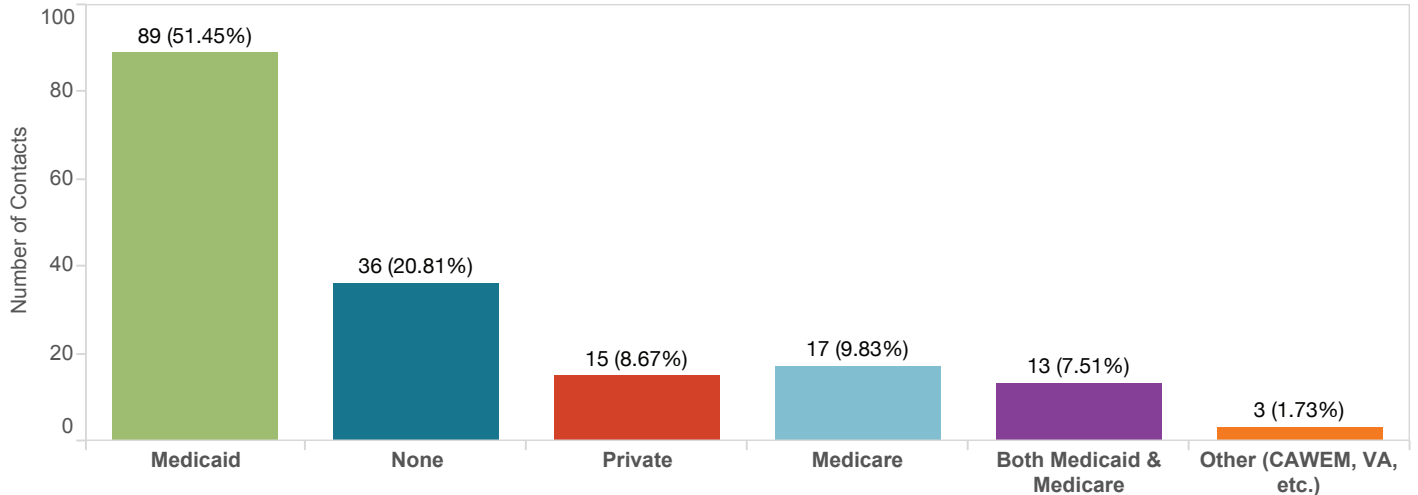


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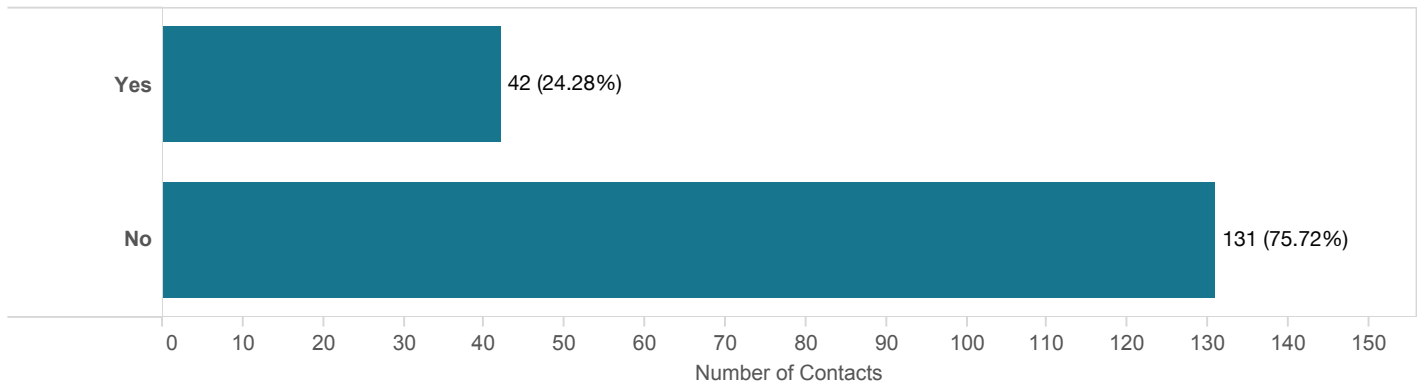
July 1, 2016 - September 30, 2016



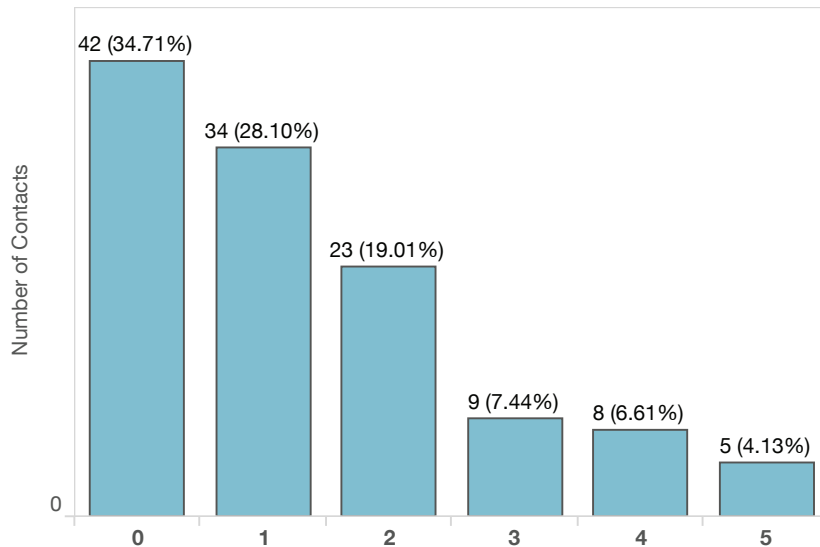
Health insurance status



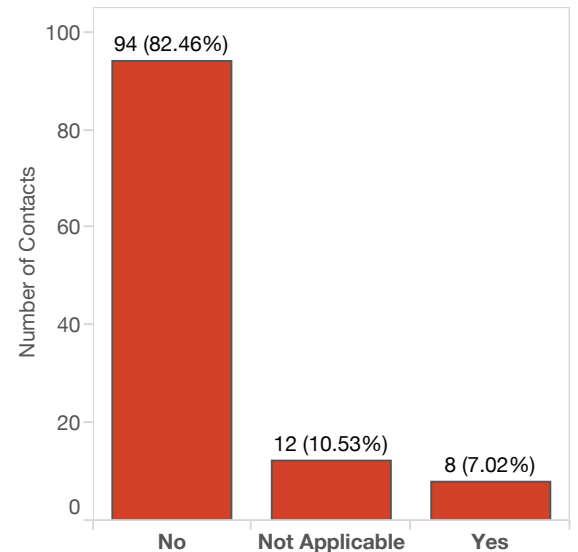
Are you currently homeless?



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?

