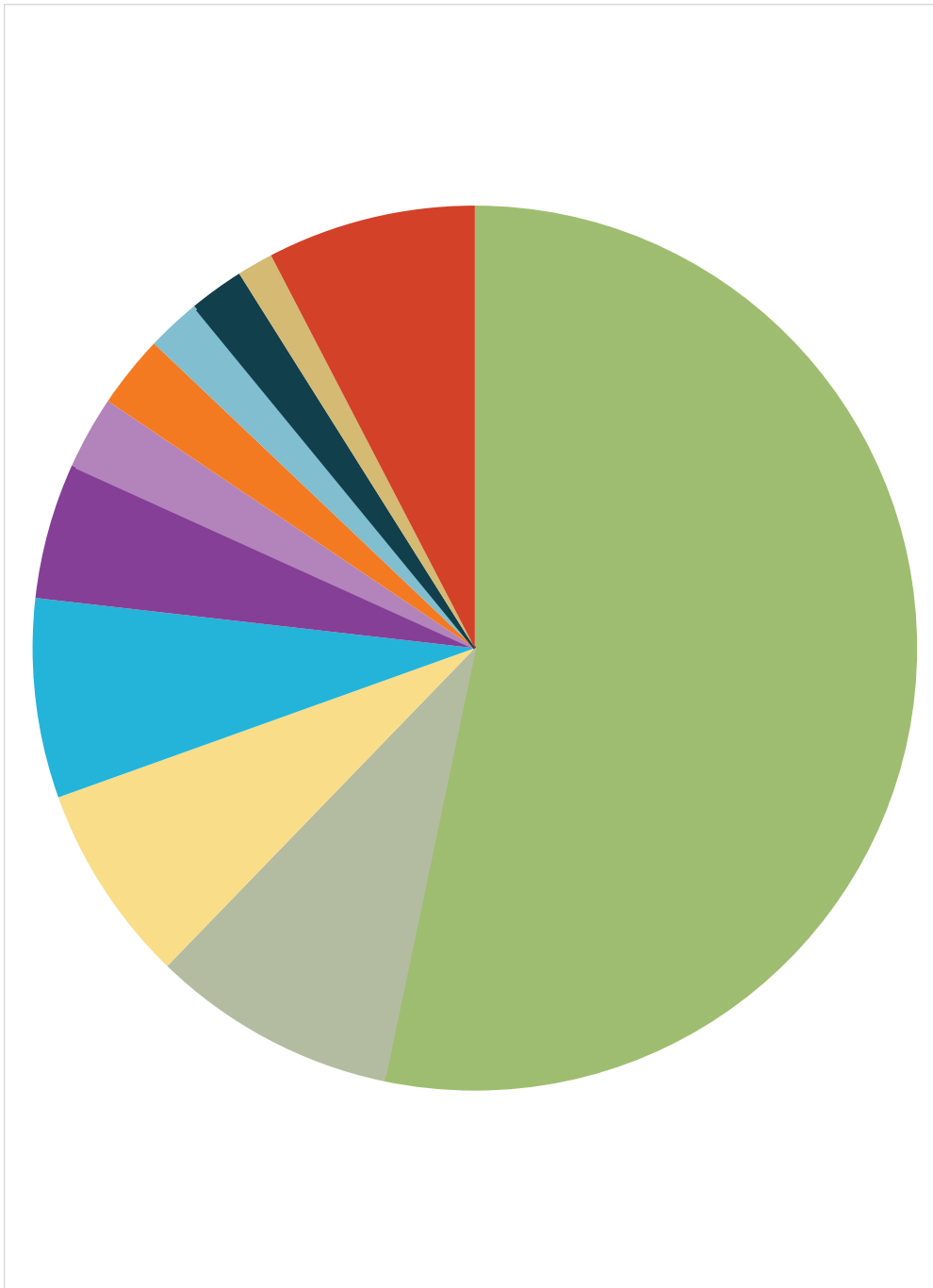


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Percent of contacts by city



Roseburg	161 (53.31%)
Winston	27 (8.94%)
Myrtle Creek	22 (7.28%)
Sutherlin	22 (7.28%)
Reedsport	15 (4.97%)
Glendale	8 (2.65%)
Riddle	8 (2.65%)
Drain	6 (1.99%)
Oakland	6 (1.99%)
Canyonville	4 (1.32%)
Other	23 (7.62%)

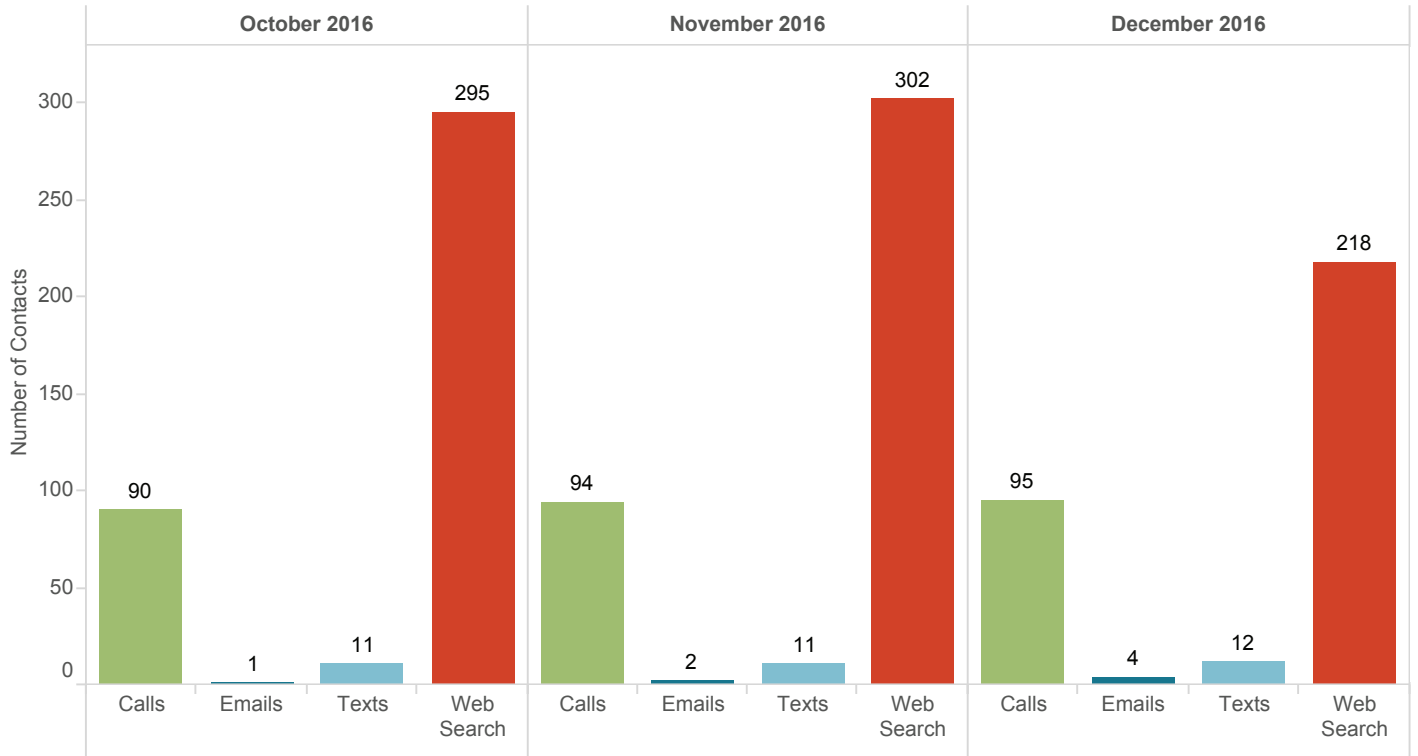


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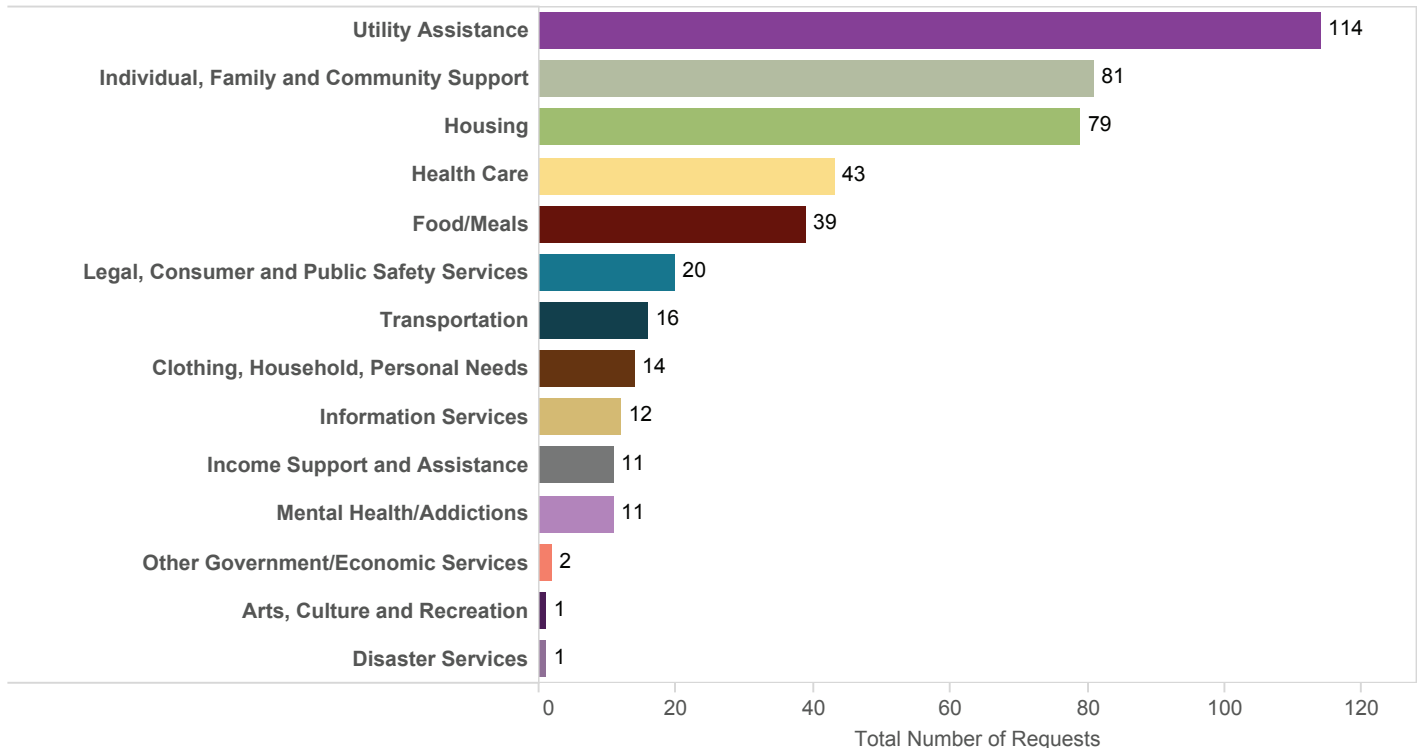
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Number of contacts, grouped by month and contact type



Number of services requested across all contact types, grouped by problem need

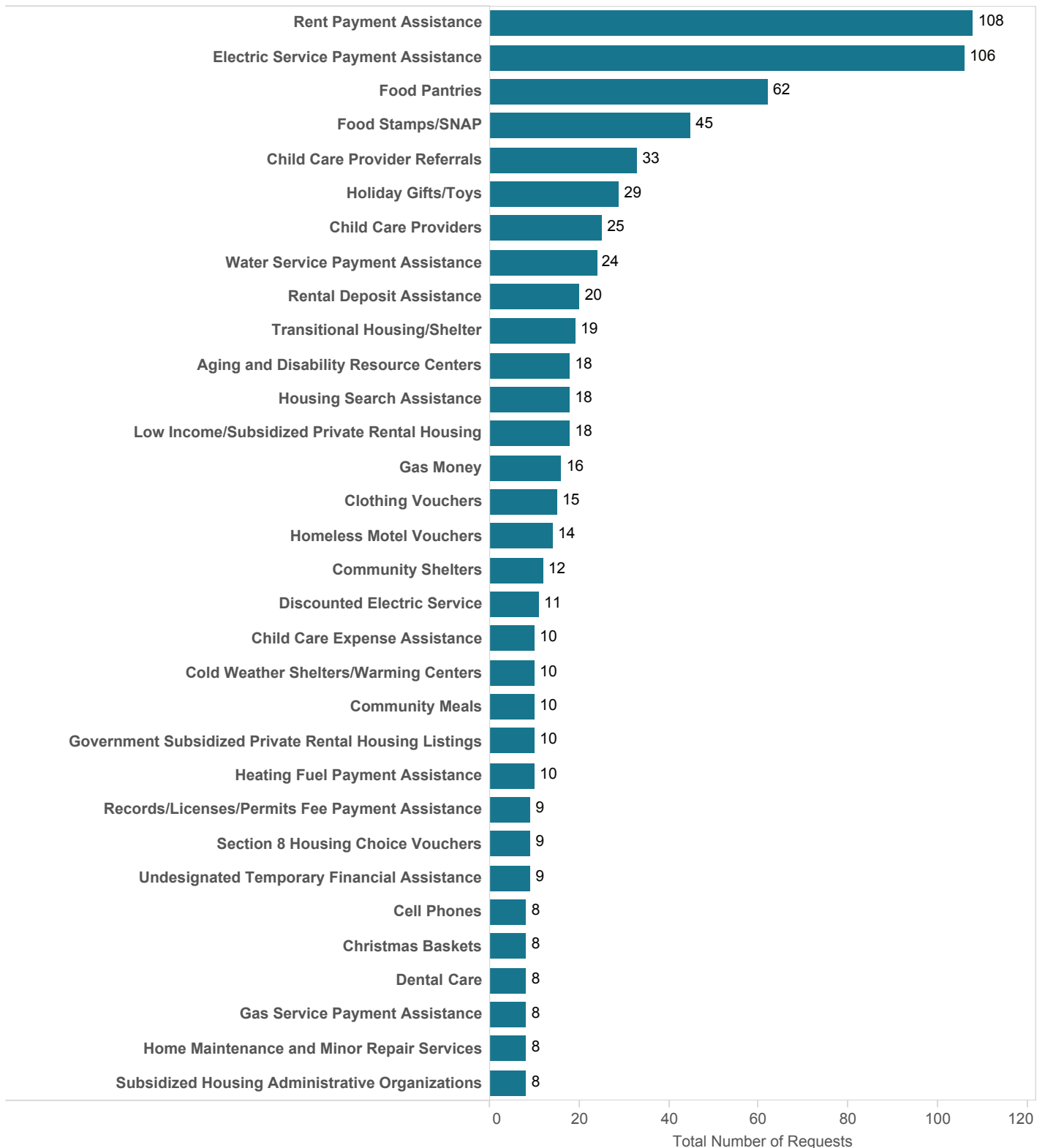


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Number of services with eight or more requests across all contact types

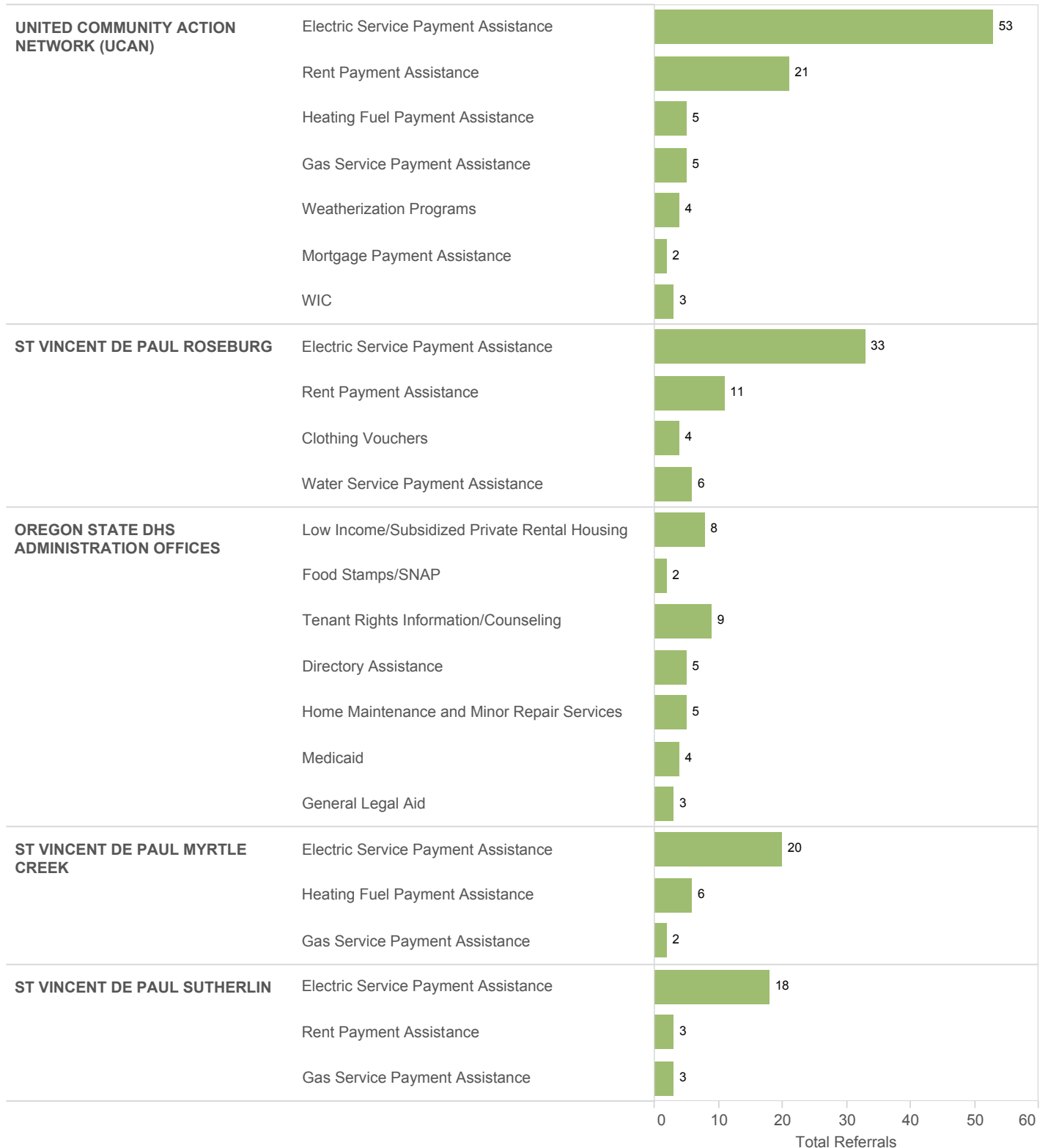


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Top 5 agencies referred to across all contact types



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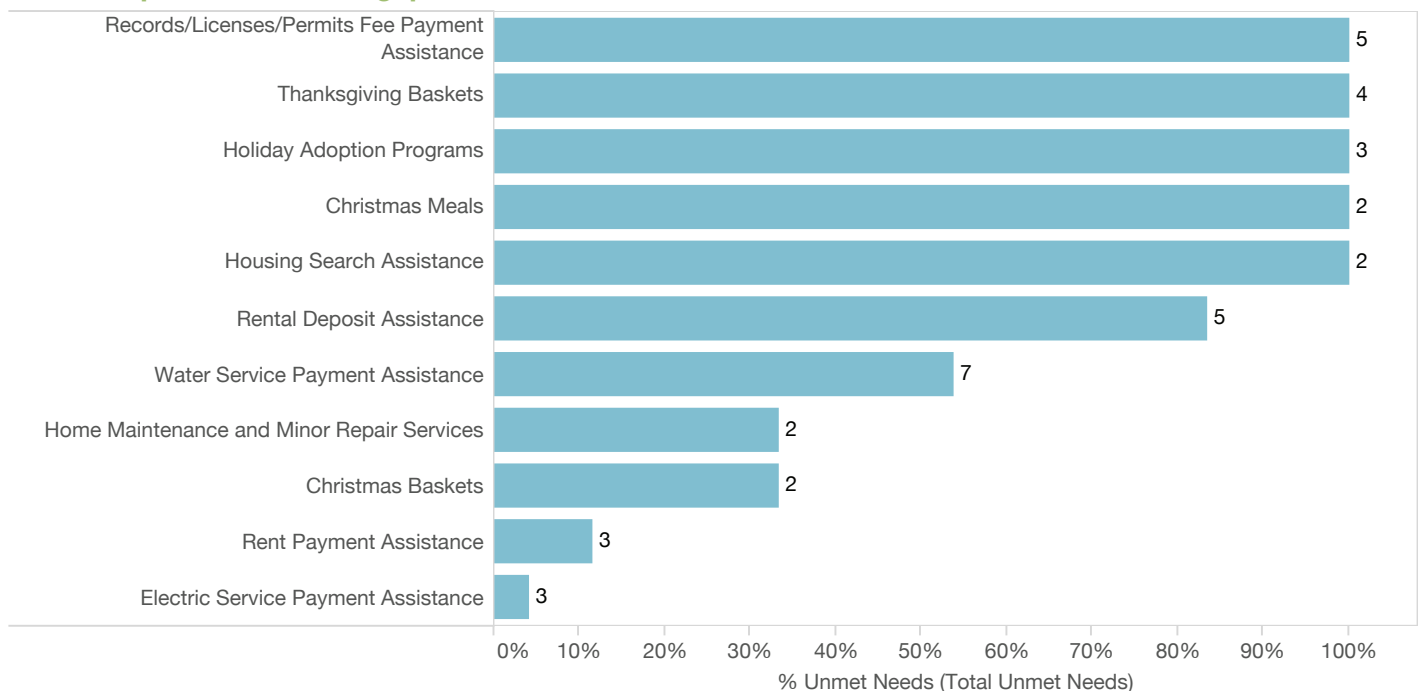
There were 60 instances where there wasn't an appropriate referral for the contact's requested need. Individual, family and community support requests represent the largest number of unmet community needs, while arts, culture and recreation requests are the highest proportion of unmet community needs.

What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Requests	% of Requests	Number of Requests	% of Requests
Arts, Culture and Recreation			1	100%
Legal, Consumer and Public Safety Services	14	70%	7	35%
Individual, Family and Community Support	36	69%	17	33%
Housing	66	84%	15	19%
Transportation	13	81%	3	19%
Utility Assistance	99	87%	15	13%
Income Support/Assistance	10	91%	1	9%
Health Care	42	98%	1	2%
Clothing/Personal/Household Needs	14	100%		
Other Government/Economic Services	2	100%		
Disaster Services	1	100%		
Mental Health/Addictions	11	100%		
Food/Meals	39	100%		
Information Services	12	100%		
Grand Total	359	87%	60	14%

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?



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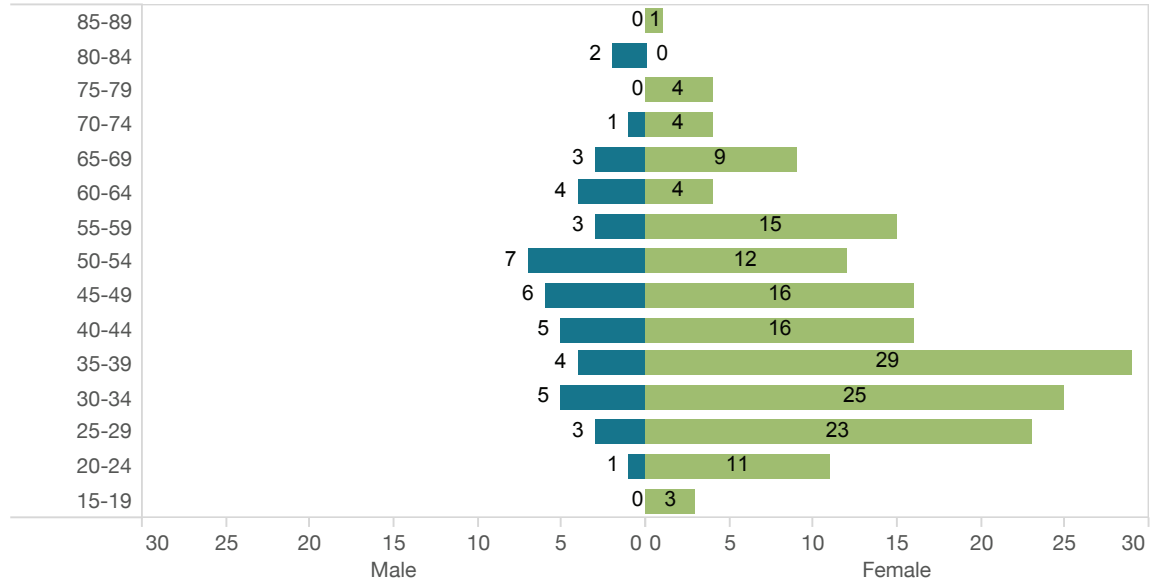
October 1, 2016 - December 31, 2016



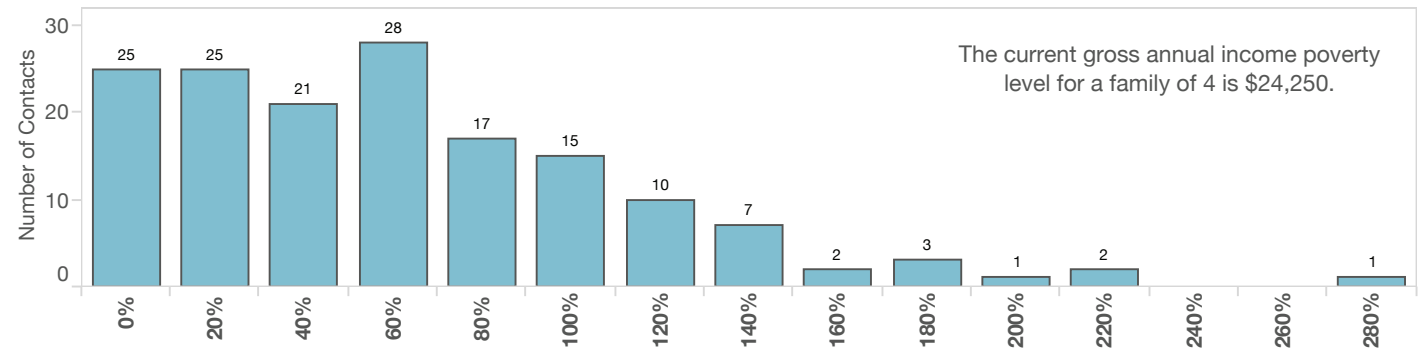
Age

85-89	0.50%
80-84	1.01%
75-79	2.01%
70-74	2.51%
65-69	6.03%
60-64	4.02%
55-59	9.05%
50-54	9.55%
45-49	10.55%
40-44	10.55%
35-39	14.07%
30-34	13.07%
25-29	12.06%
20-24	3.52%
15-19	1.51%

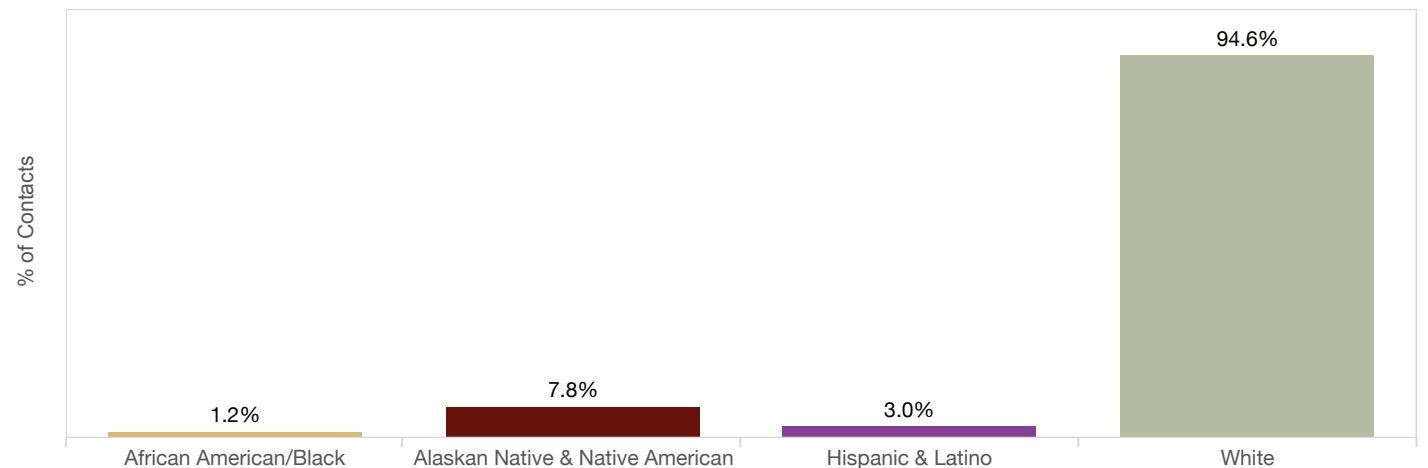
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

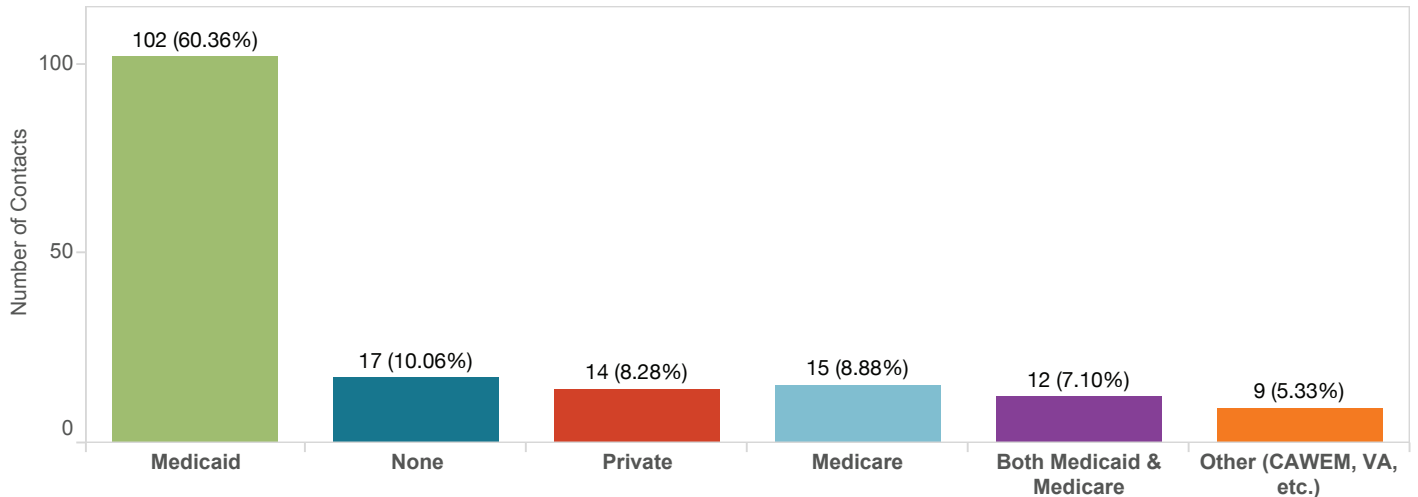


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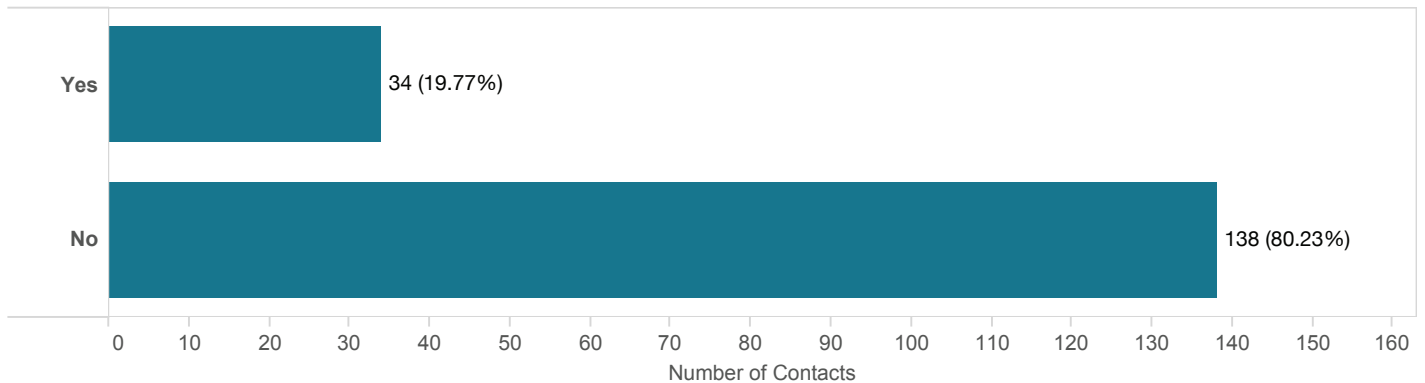
October 1, 2016 - December 31, 2016



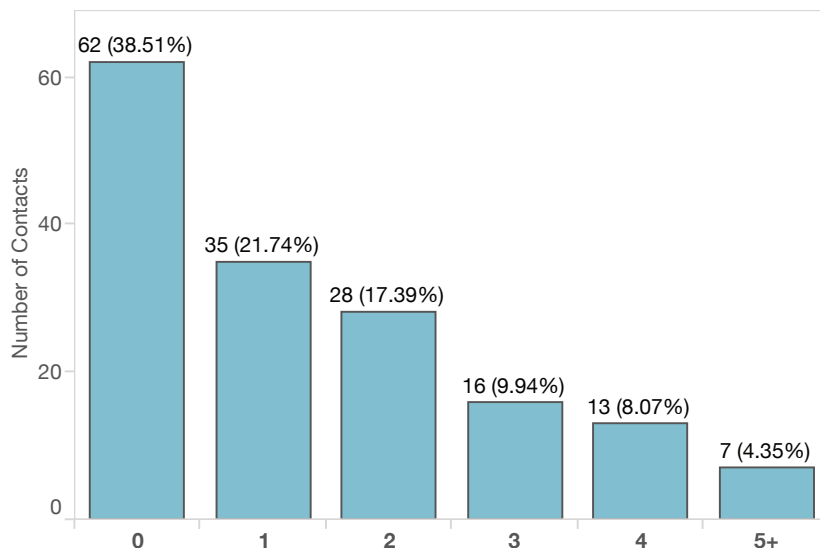
Health insurance status



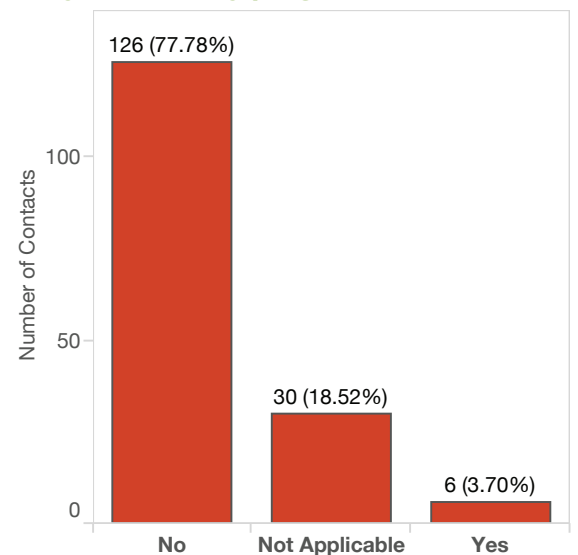
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



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

