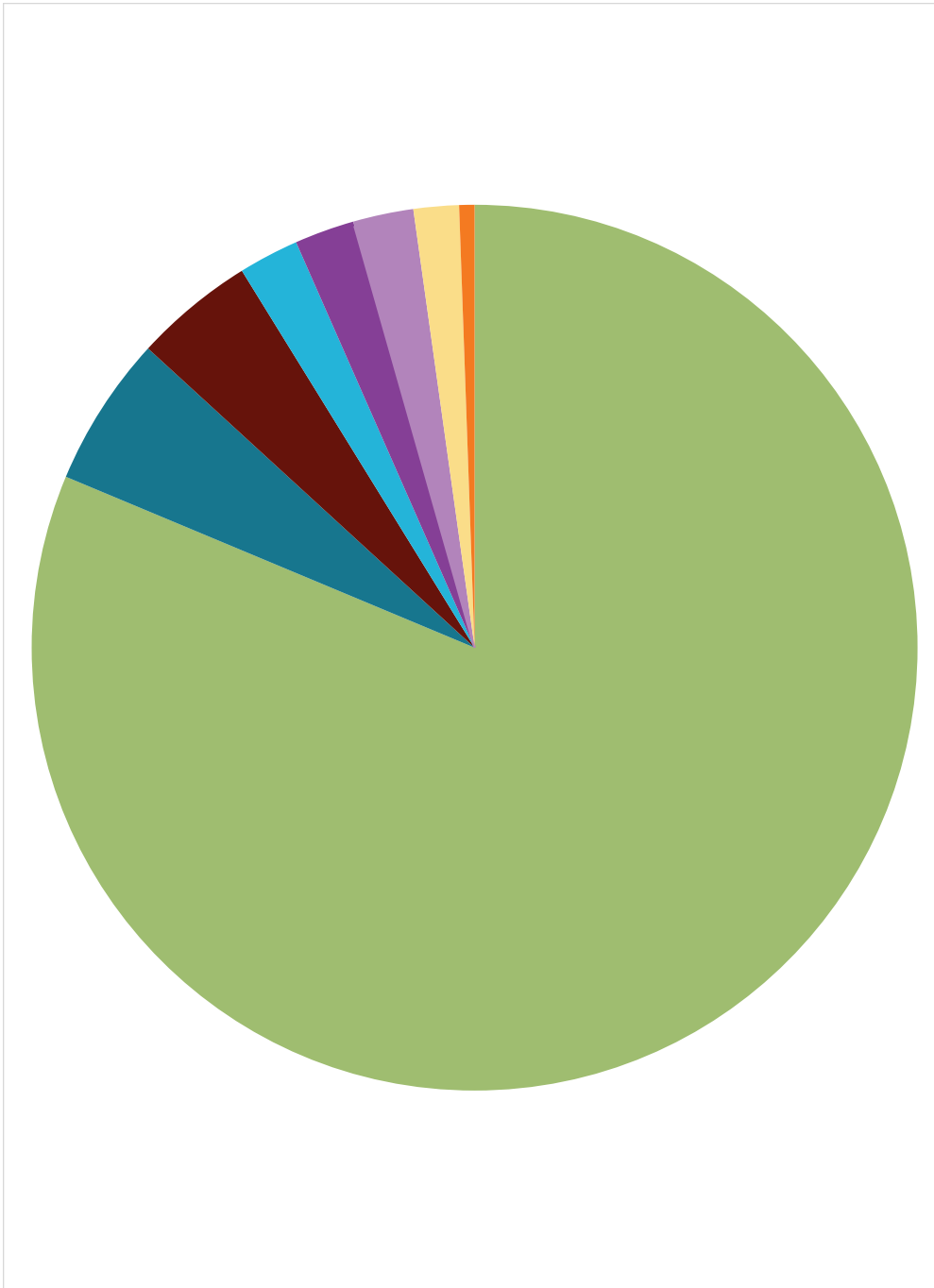


# JEFFERSON COUNTY

October 1, 2016 - December 31, 2016



## Percent of contacts by city



- Madras
- Culver
- Metolius
- Gateway
- Terrebonne
- Warm Springs
- Crooked River Ranch
- Louisville

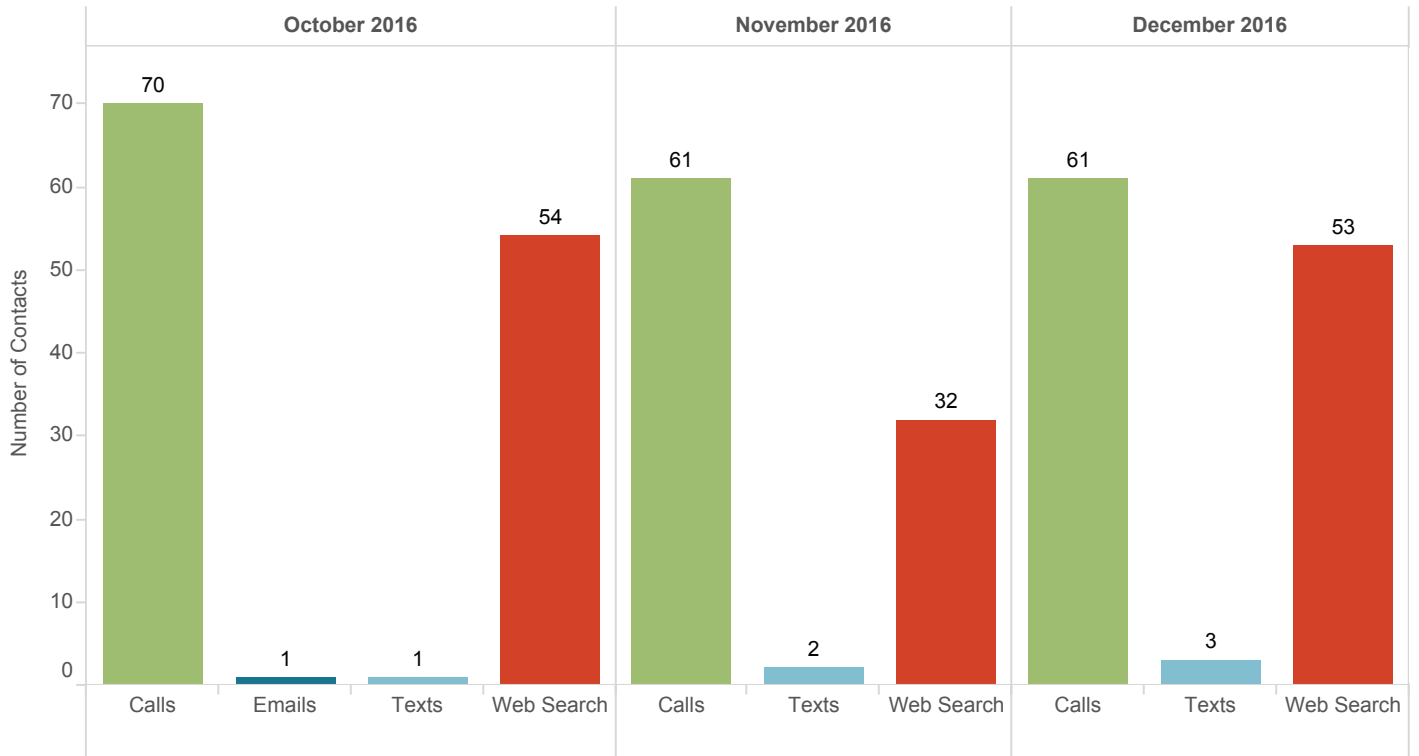
|                     |              |
|---------------------|--------------|
| Madras              | 148 (81.32%) |
| Culver              | 10 (5.49%)   |
| Metolius            | 8 (4.40%)    |
| Gateway             | 4 (2.20%)    |
| Terrebonne          | 4 (2.20%)    |
| Warm Springs        | 4 (2.20%)    |
| Crooked River Ranch | 3 (1.65%)    |
| Louisville          | 1 (0.55%)    |

# JEFFERSON COUNTY

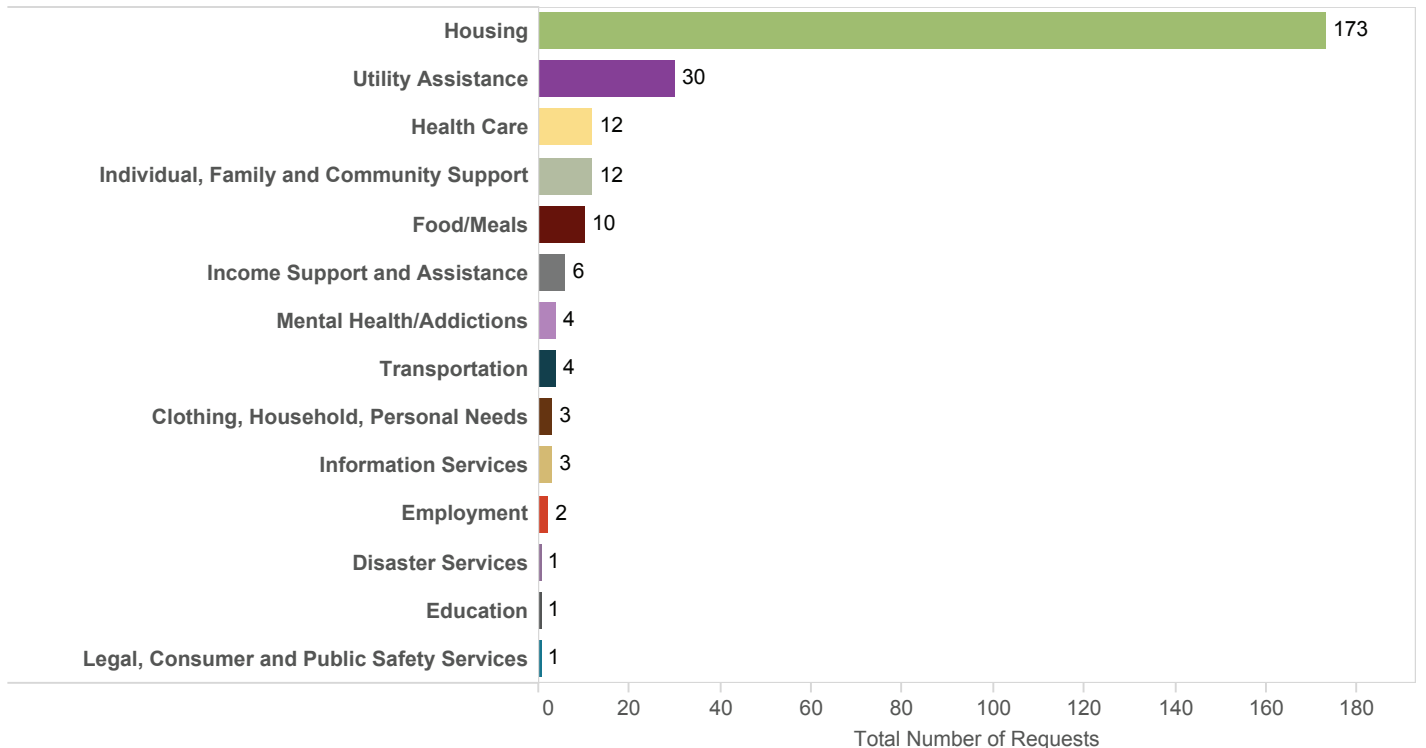
October 1, 2016 - December 31, 2016



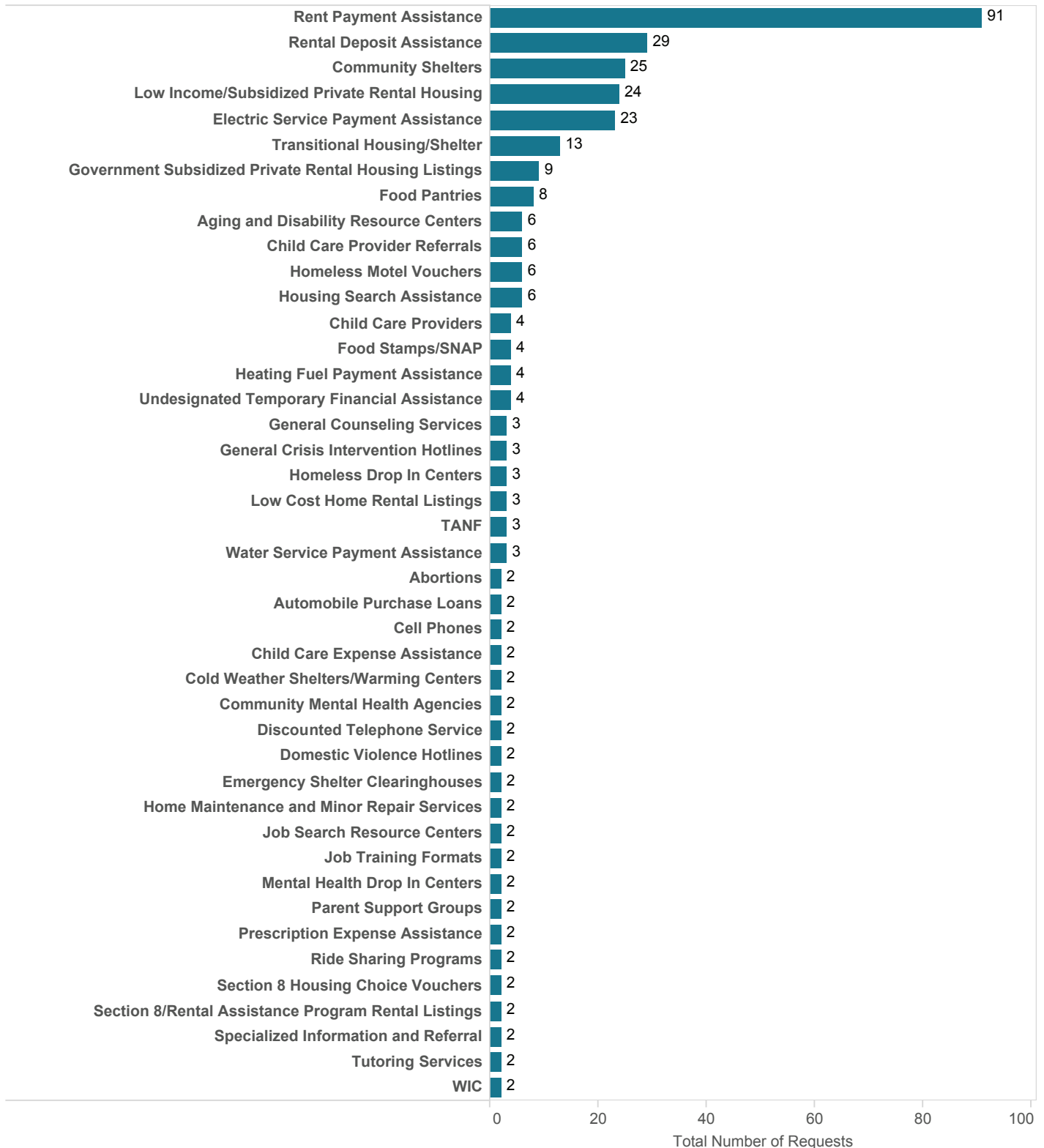
## Number of contacts, grouped by month and contact type



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



## Number of services with two or more requests across all contact types

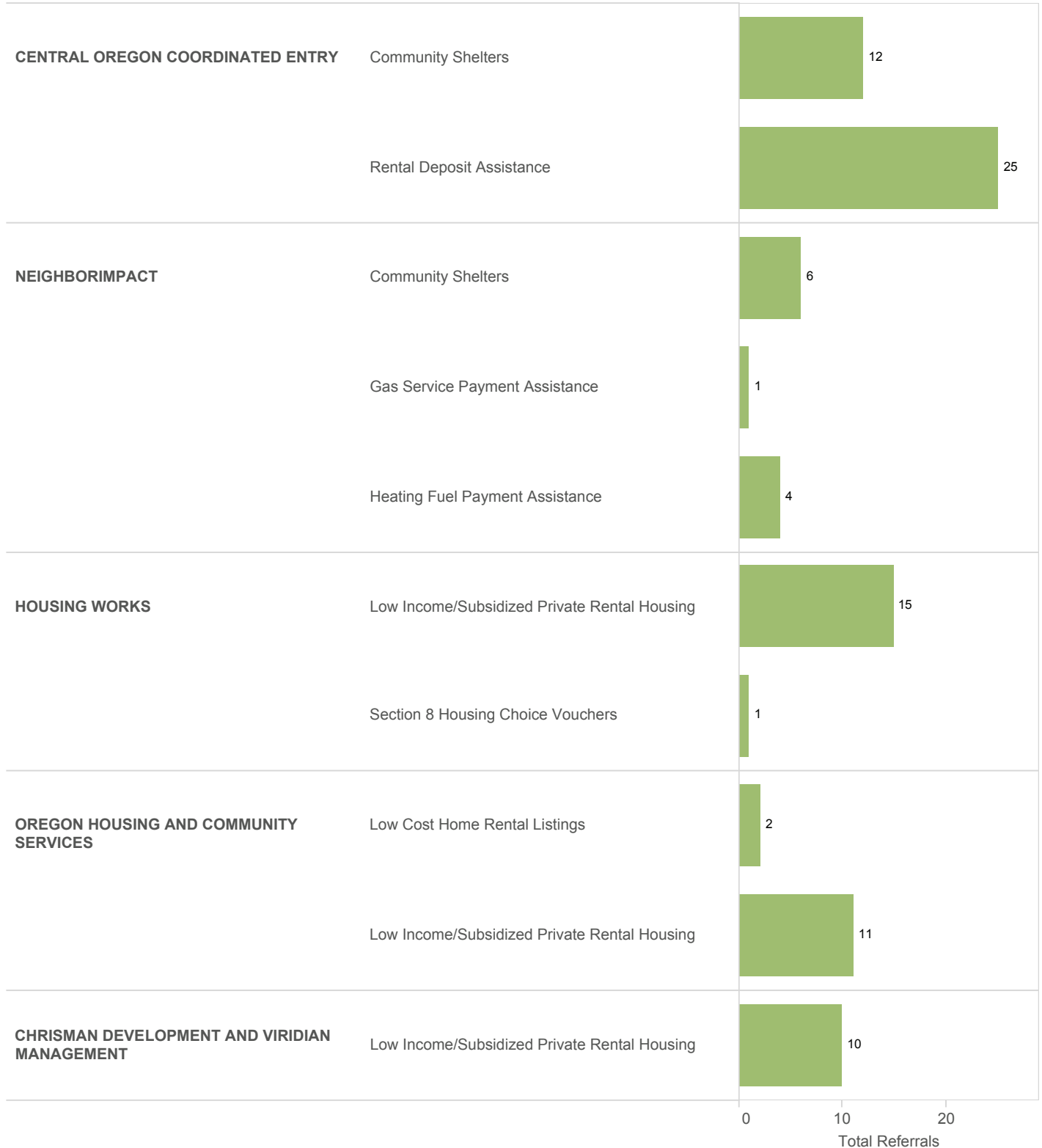


# JEFFERSON COUNTY

October 1, 2016 - December 31, 2016



## Top 5 agencies referred to across all contact types



# JEFFERSON COUNTY

October 1, 2016 - December 31, 2016



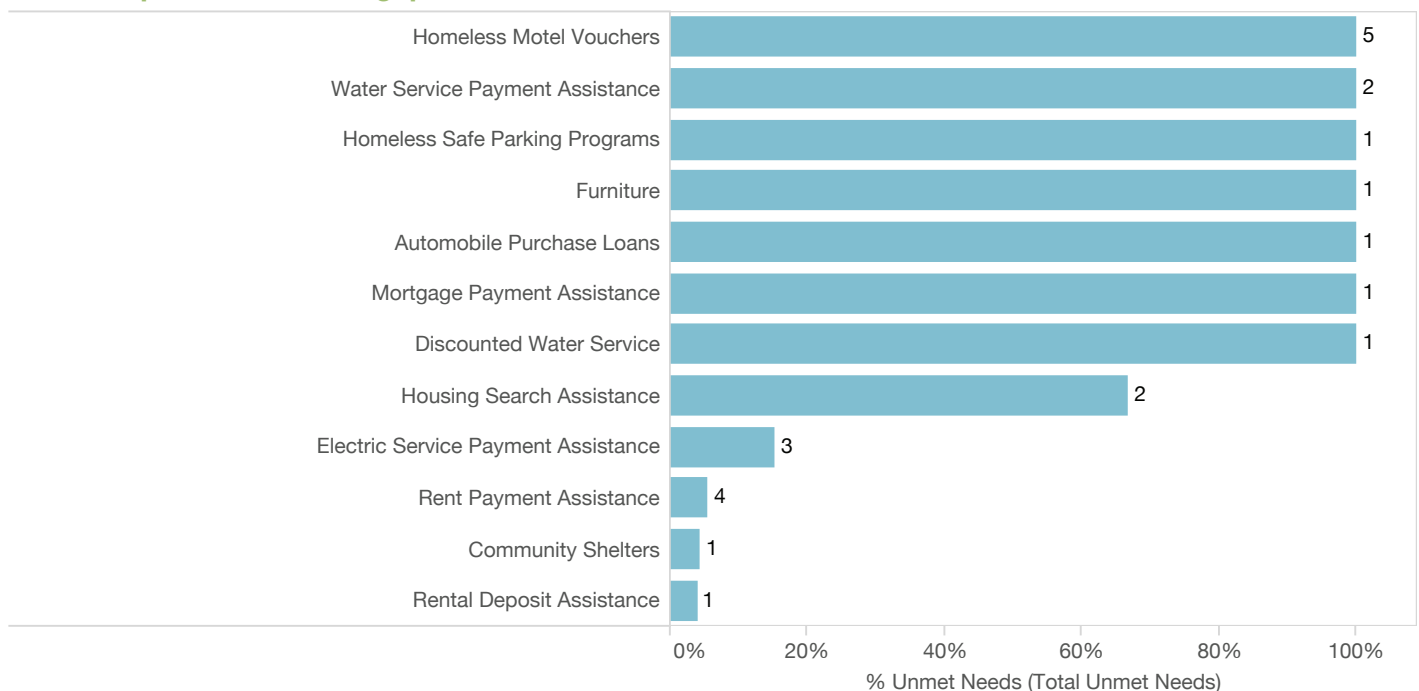
There were 23 instances where there wasn't an appropriate referral for the contact's requested need. Housing requests represent the largest number of unmet community needs.

## What are potential community gaps by need?

|                                            | Referral Given     |               | Unfulfilled Referrals |               |
|--------------------------------------------|--------------------|---------------|-----------------------|---------------|
|                                            | Number of Requests | % of Requests | Number of Requests    | % of Requests |
| Clothing/Personal/Household Needs          | 2                  | 67%           | 1                     | 33%           |
| Transportation                             | 3                  | 75%           | 1                     | 25%           |
| Utility Assistance                         | 25                 | 83%           | 6                     | 20%           |
| Housing                                    | 160                | 92%           | 15                    | 9%            |
| Individual, Family and Community Support   | 6                  | 100%          |                       |               |
| Legal, Consumer and Public Safety Services | 1                  | 100%          |                       |               |
| Food/Meals                                 | 10                 | 100%          |                       |               |
| Information Services                       | 4                  | 100%          |                       |               |
| Income Support/Assistance                  | 6                  | 100%          |                       |               |
| Health Care                                | 12                 | 100%          |                       |               |
| Disaster Services                          | 1                  | 100%          |                       |               |
| Mental Health/Addictions                   | 4                  | 100%          |                       |               |
| Employment                                 | 2                  | 100%          |                       |               |
| Education                                  | 1                  | 100%          |                       |               |
| <b>Grand Total</b>                         | <b>237</b>         | <b>92%</b>    | <b>23</b>             | <b>9%</b>     |

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 one or more requests are displayed below.

## What are potential service gaps?



# JEFFERSON COUNTY

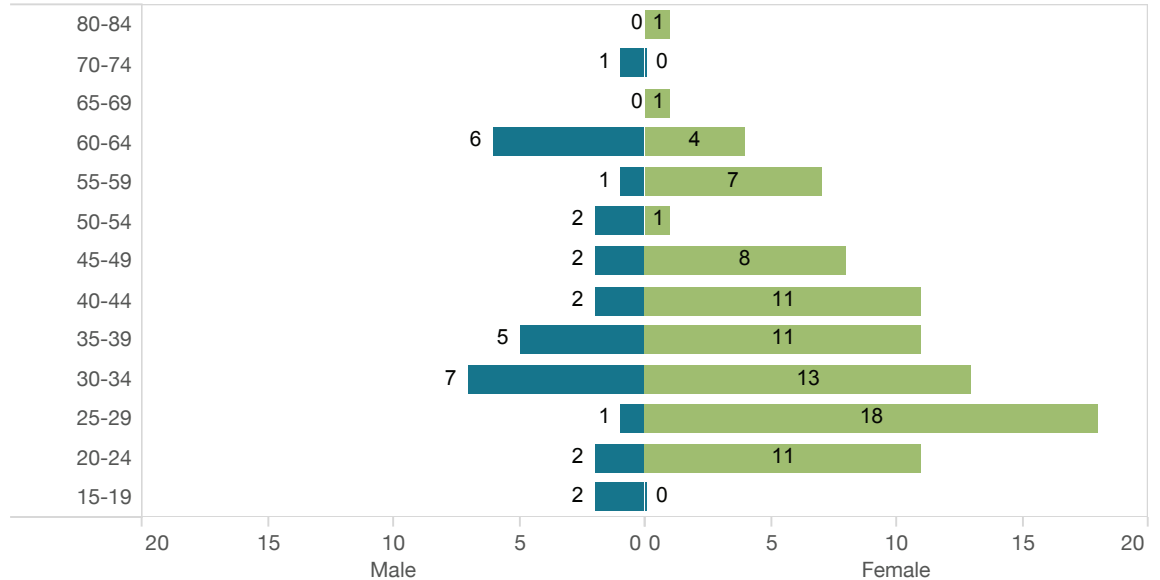
October 1, 2016 - December 31, 2016



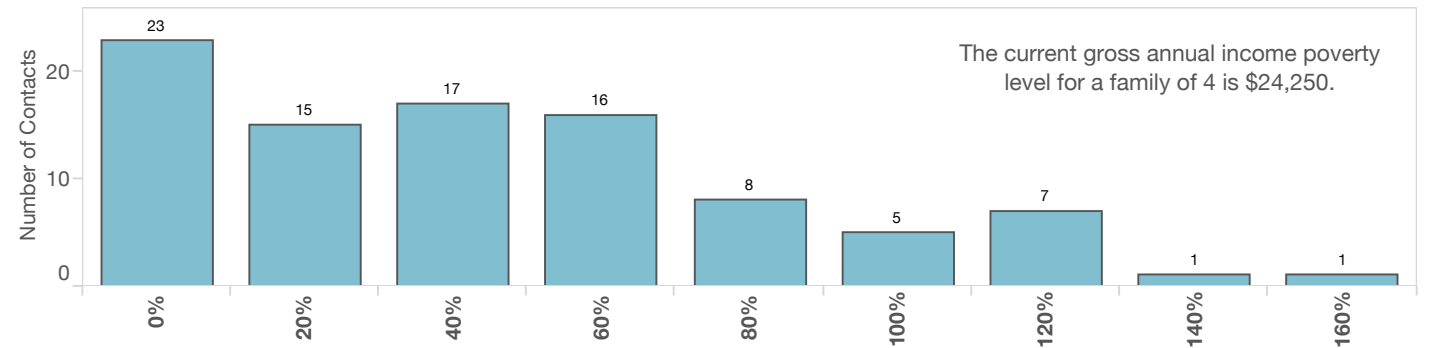
## Age

|       |        |
|-------|--------|
| 80-84 | 0.90%  |
| 70-74 | 0.90%  |
| 65-69 | 0.90%  |
| 60-64 | 9.01%  |
| 55-59 | 6.31%  |
| 50-54 | 2.70%  |
| 45-49 | 9.01%  |
| 40-44 | 10.81% |
| 35-39 | 14.41% |
| 30-34 | 18.02% |
| 25-29 | 14.41% |
| 20-24 | 10.81% |
| 15-19 | 1.80%  |

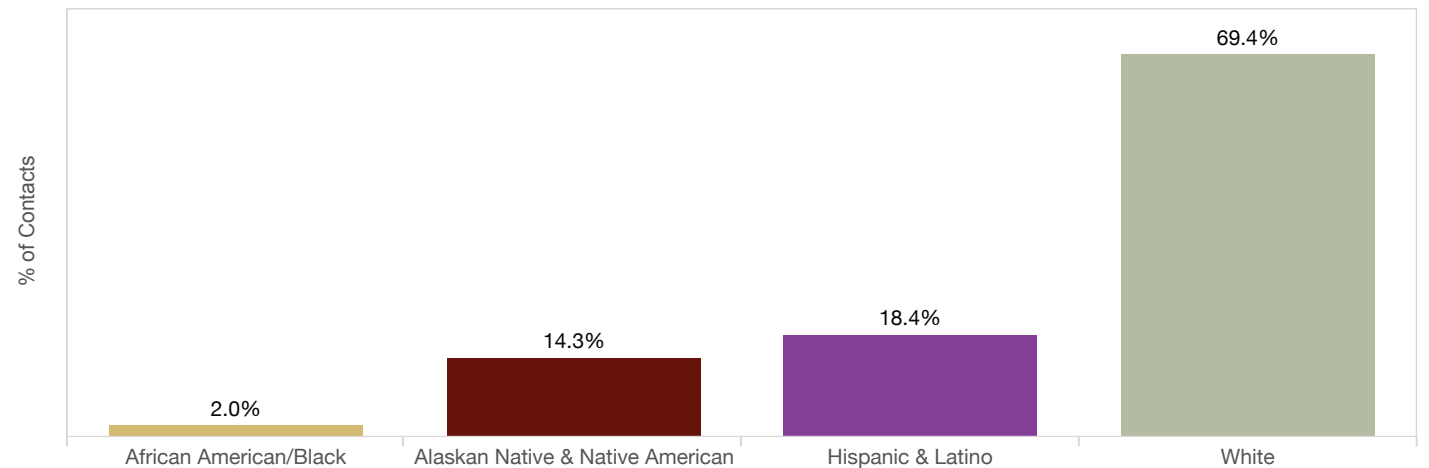
## Age and gender



## Income as a percentage of the poverty level



## Race and ethnicity

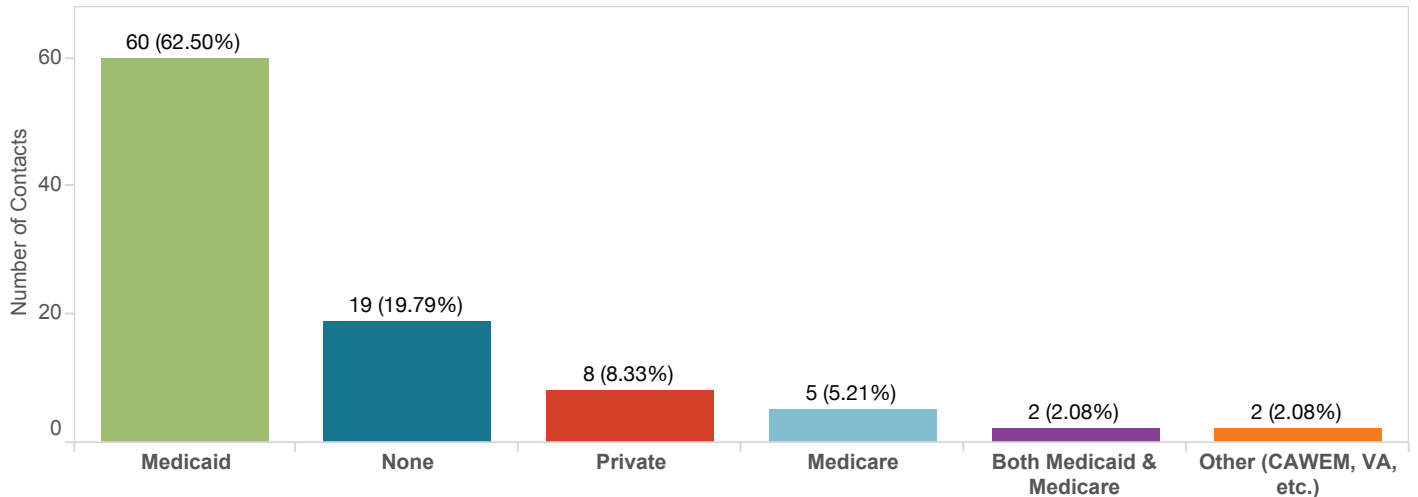


# JEFFERSON COUNTY

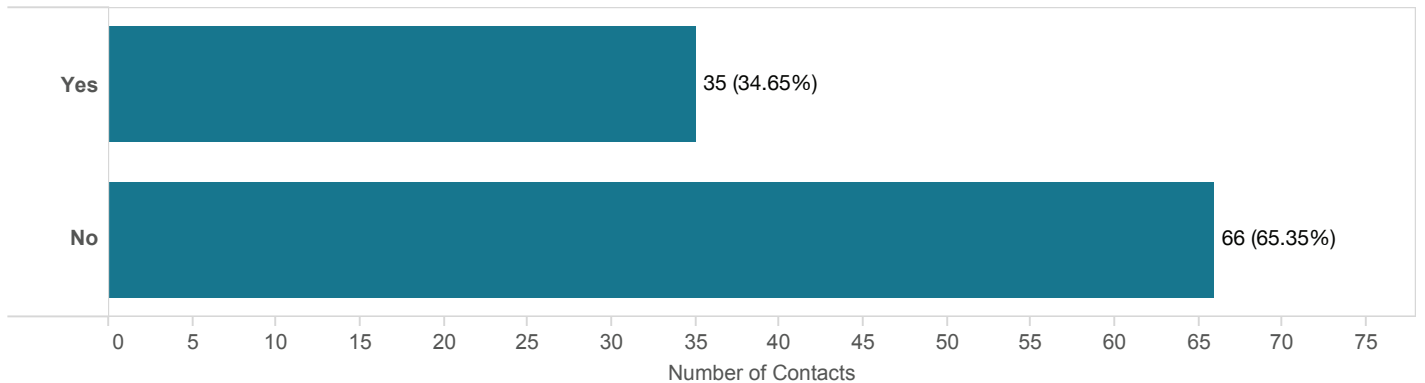
October 1, 2016 - December 31, 2016



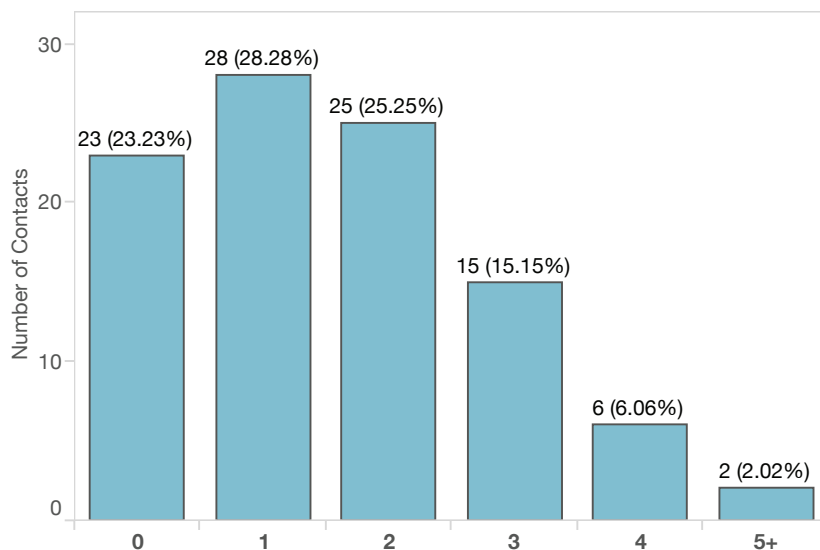
## Health insurance status



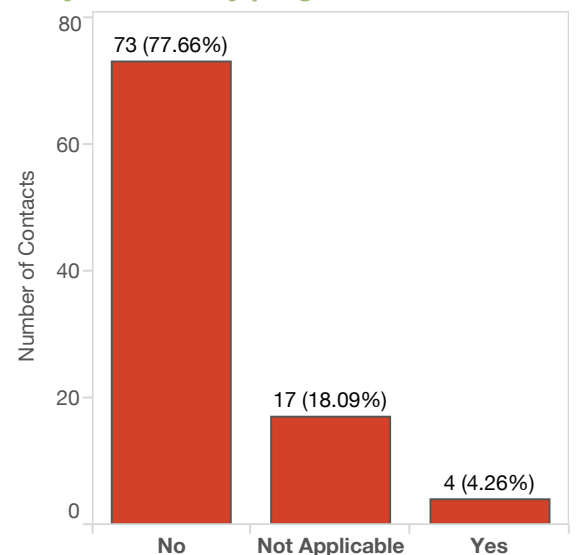
## Are you currently homeless?



## Number of children in the household



## Are you currently pregnant?



# JEFFERSON COUNTY

October 1, 2016 - December 31, 2016



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

