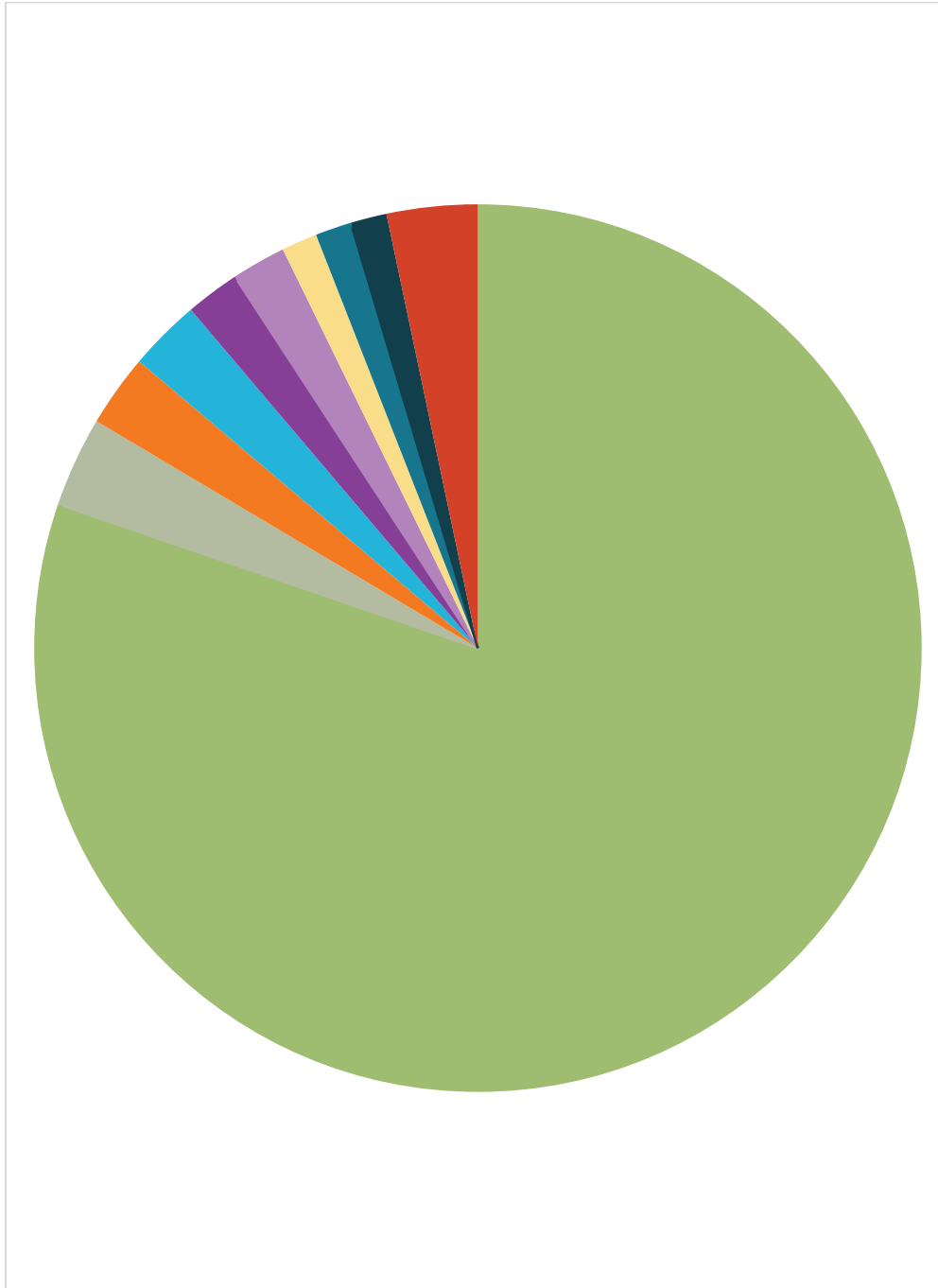


# KLAMATH AND LAKE COUNTIES

October 1, 2016 - December 31, 2016



## Percent of contacts by city



<b>Klamath Falls</b>	122 (80.26%)
<b>Christmas Valley</b>	5 (3.29%)
<b>Crescent</b>	4 (2.63%)
<b>La Pine</b>	4 (2.63%)
<b>Bonanza</b>	3 (1.97%)
<b>Gilchrist</b>	3 (1.97%)
<b>Beatty</b>	2 (1.32%)
<b>Chiloquin</b>	2 (1.32%)
<b>Lakeview</b>	2 (1.32%)
<b>Other</b>	5 (3.29%)

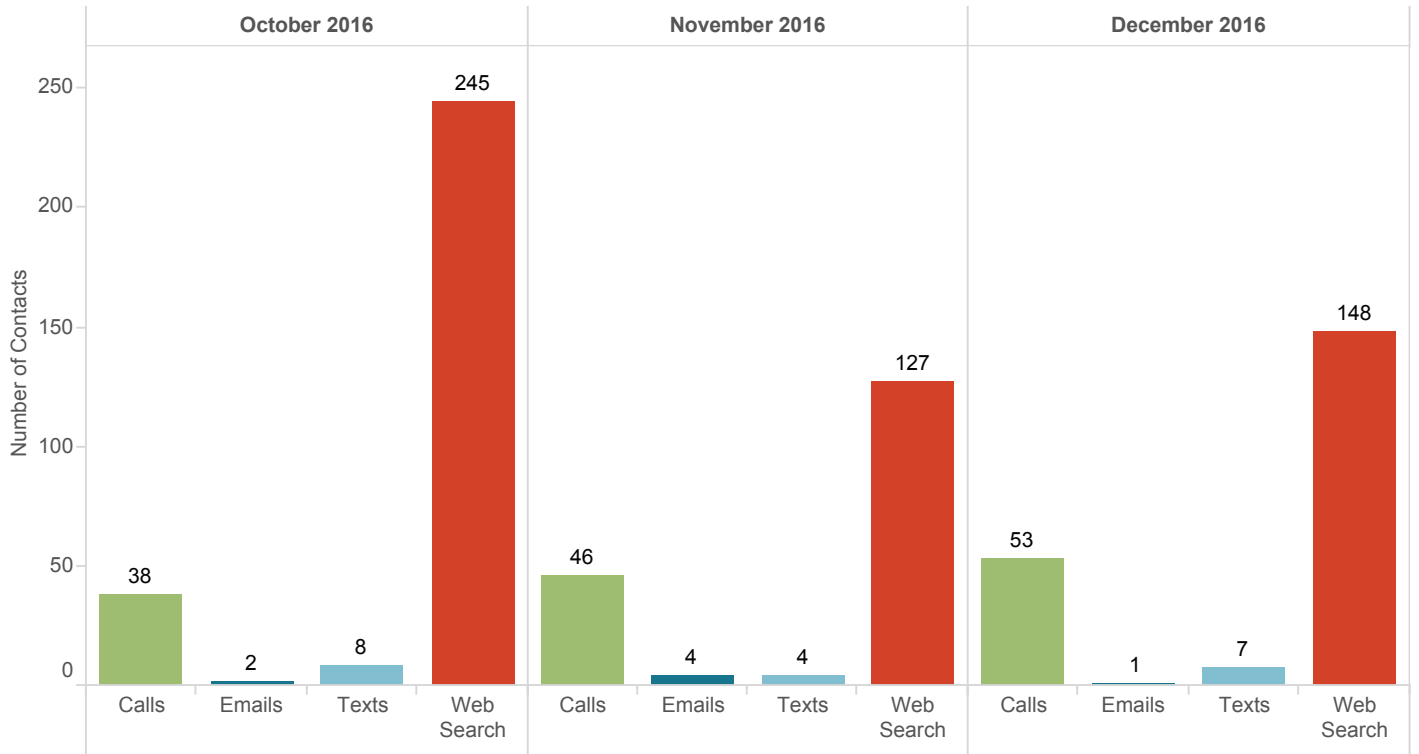
- Klamath Falls
- Christmas Valley
- Crescent
- La Pine
- Bonanza
- Gilchrist
- Beatty
- Chiloquin
- Lakeview
- Other

# KLAMATH AND LAKE COUNTIES

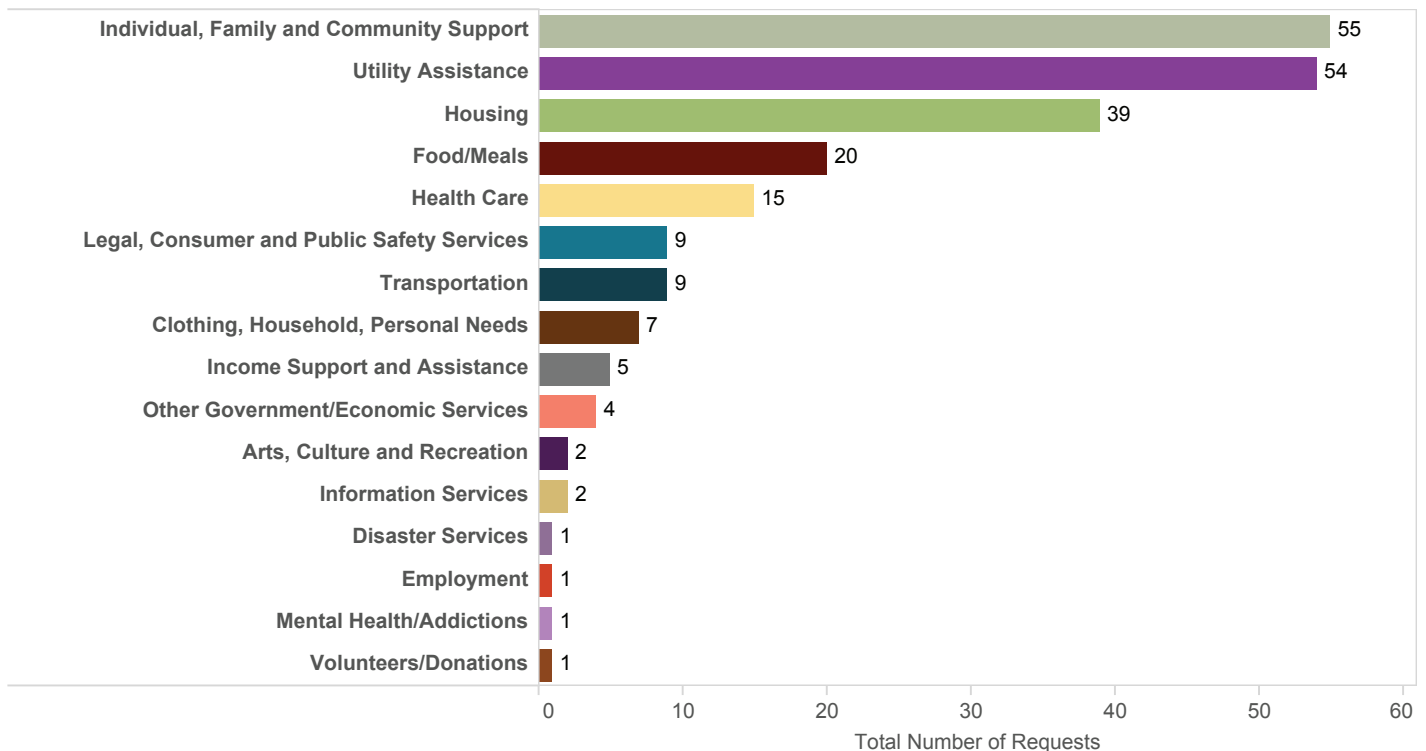
October 1, 2016 - December 31, 2016



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



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

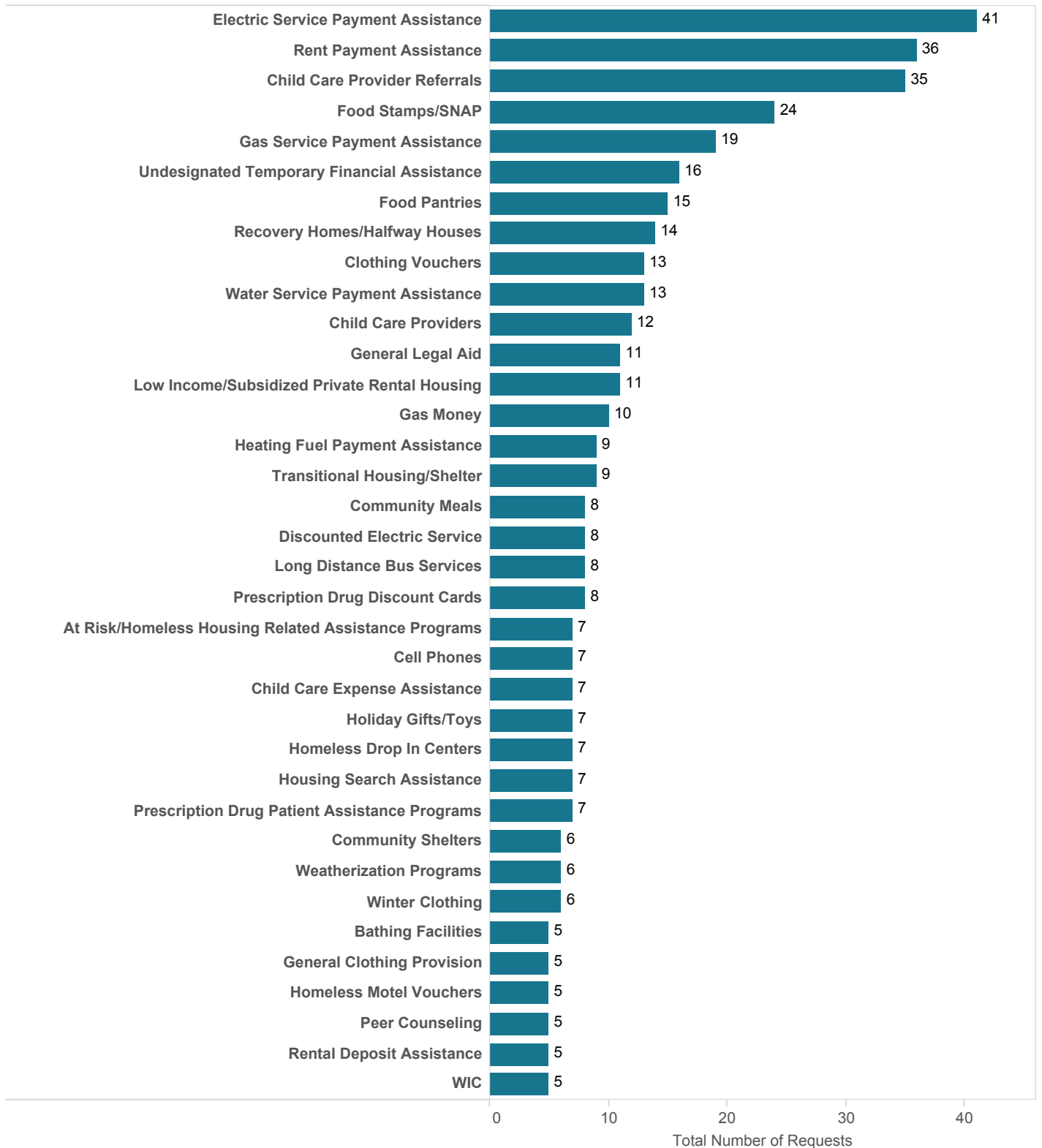


# KLAMATH AND LAKE COUNTIES

October 1, 2016 - December 31, 2016



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

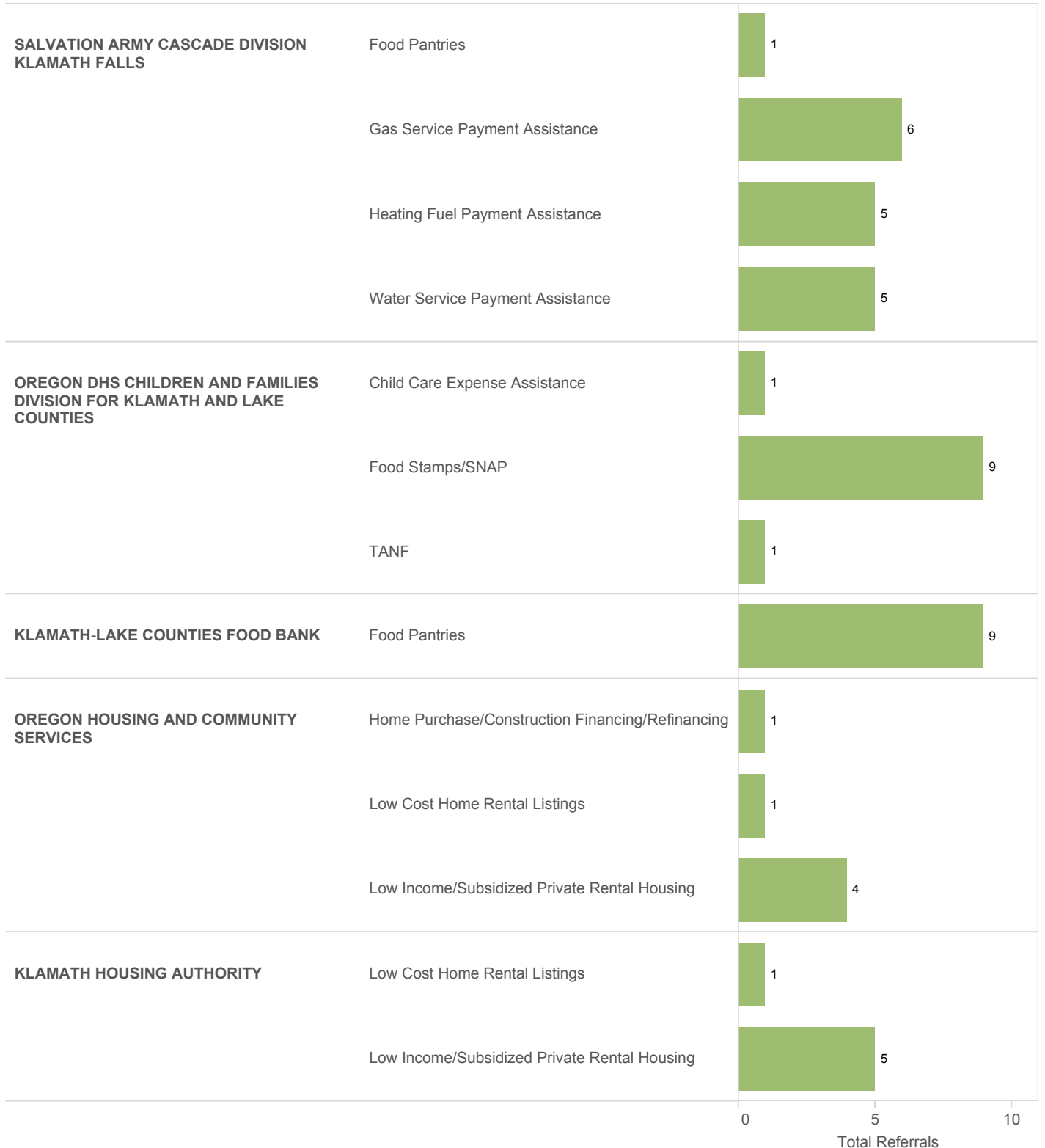


# KLAMATH AND LAKE COUNTIES

October 1, 2016 - December 31, 2016



## Top 5 agencies referred to across all contact types



# KLAMATH AND LAKE COUNTIES

October 1, 2016 - December 31, 2016



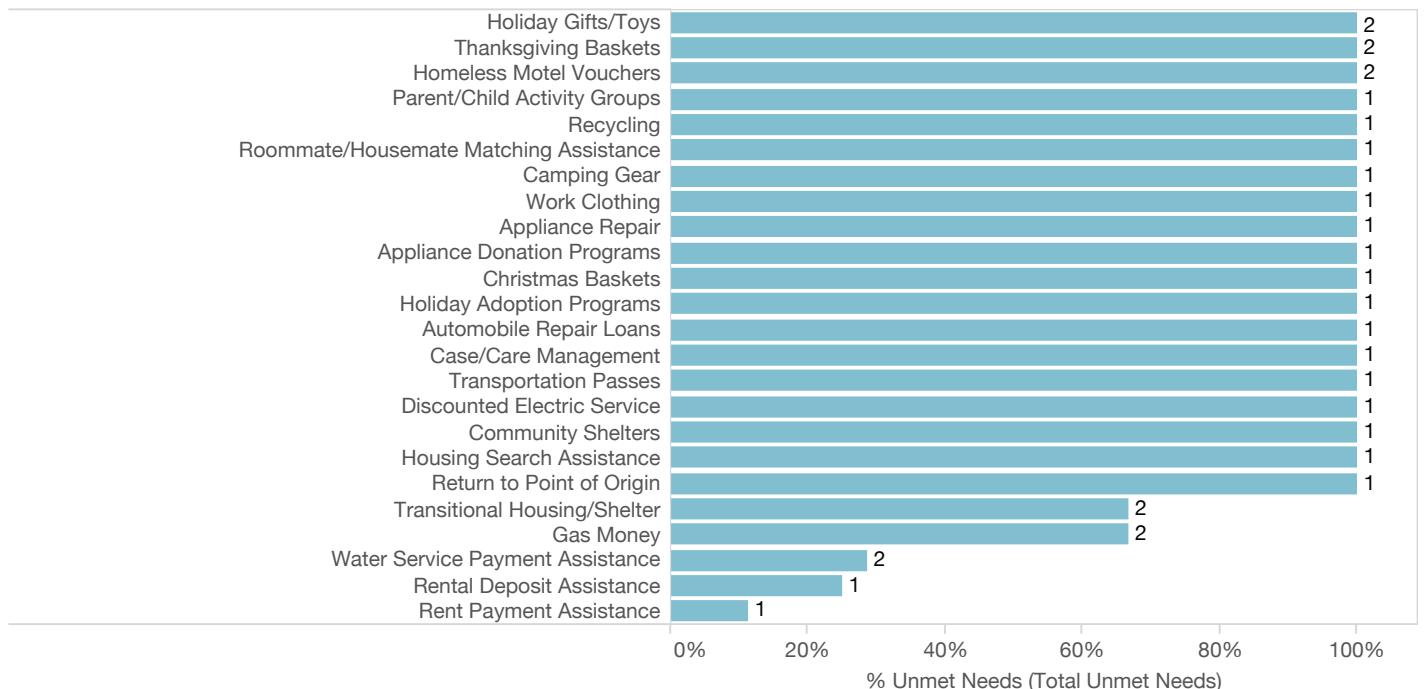
There were 30 instances where there wasn't an appropriate referral for the contact's requested need. Housing requests represent the largest number of unmet community needs, while arts, culture, and recreation and volunteers/donations service requests represent the highest proportion of unmet community 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			2	100%
Volunteers/Donations			1	100%
Transportation	4	44%	5	56%
Individual, Family and Community Support	17	74%	7	30%
Clothing/Personal/Household Needs	5	71%	2	29%
Other Government/Economic Services	3	75%	1	25%
Housing	31	79%	9	23%
Utility Assistance	51	94%	3	6%
Legal, Consumer and Public Safety Services	9	100%		
Food/Meals	20	100%		
Information Services	2	100%		
Income Support/Assistance	5	100%		
Health Care	15	100%		
Mental Health/Addictions	1	100%		
Employment	1	100%		
Disaster Services	1	100%		
<b>Grand Total</b>	<b>165</b>	<b>85%</b>	<b>30</b>	<b>16%</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?



# KLAMATH AND LAKE COUNTIES

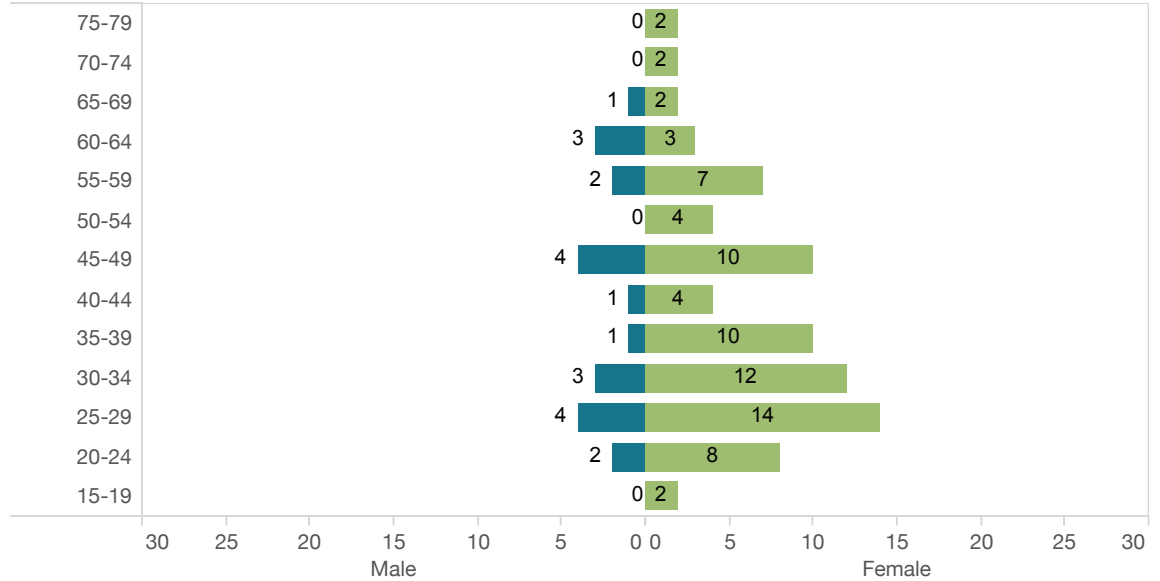
October 1, 2016 - December 31, 2016



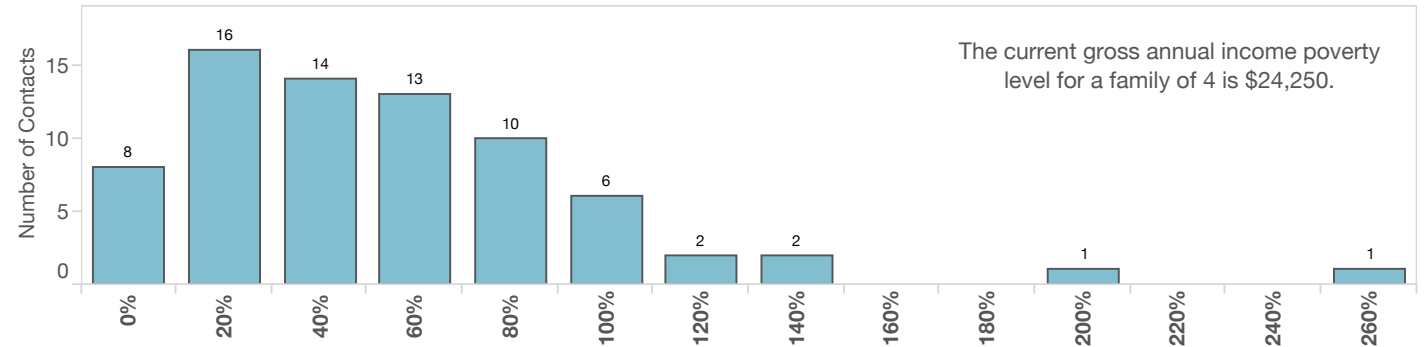
## Age

75-79	2.22%
70-74	2.22%
65-69	3.33%
60-64	6.67%
55-59	10.00%
50-54	4.44%
45-49	15.56%
40-44	5.56%
35-39	12.22%
30-34	12.22%
25-29	15.56%
20-24	7.78%
15-19	2.22%

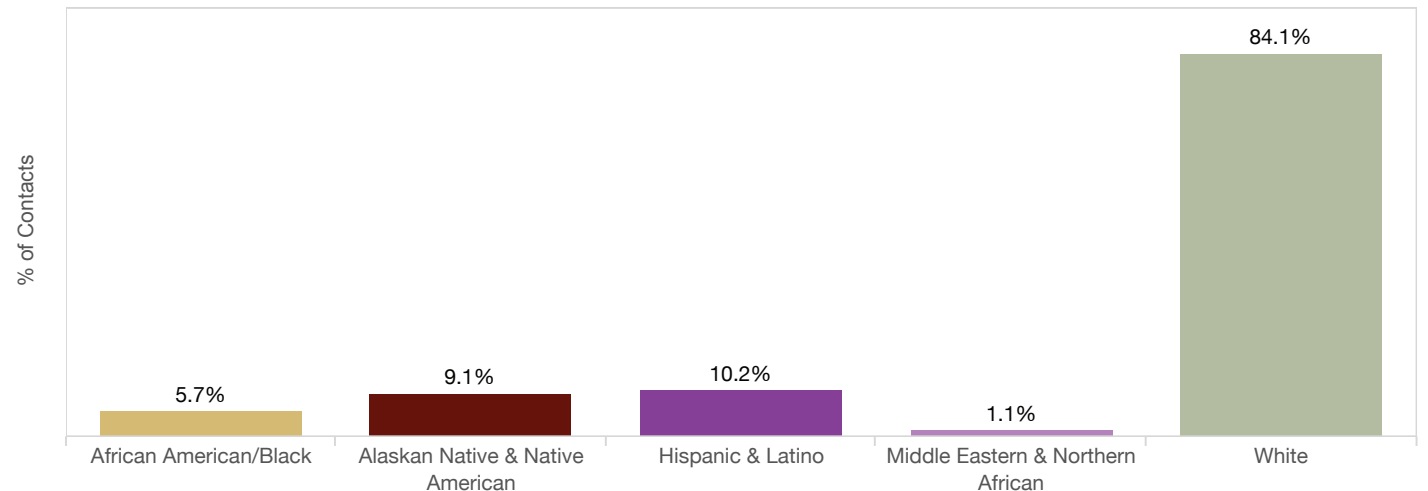
## Age and gender



## Income as a percentage of the poverty level



## Race and ethnicity

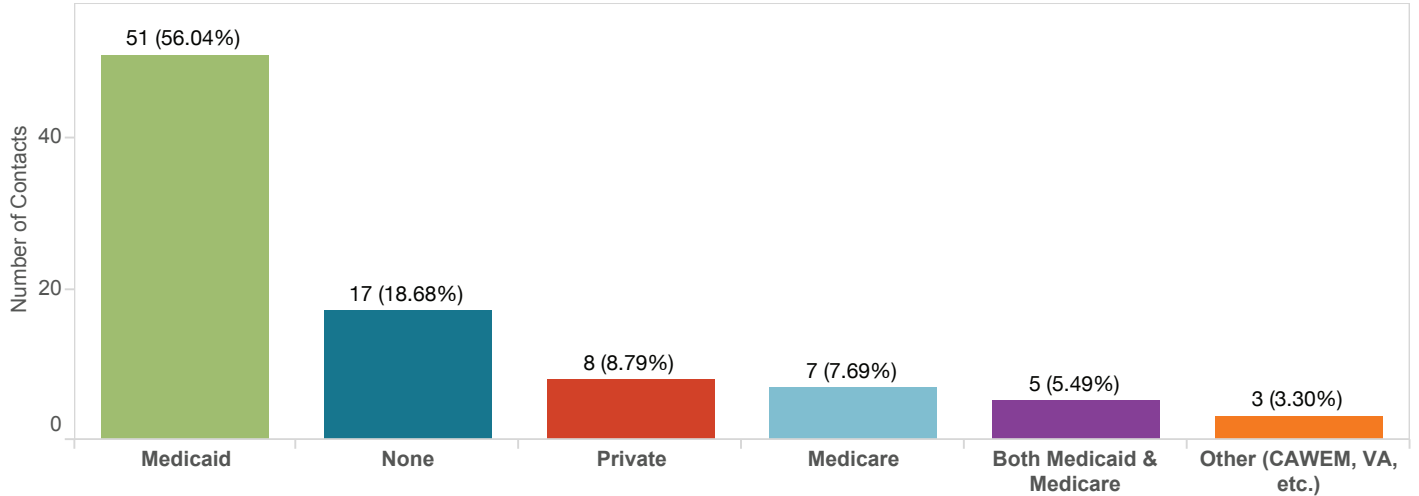


# KLAMATH AND LAKE COUNTIES

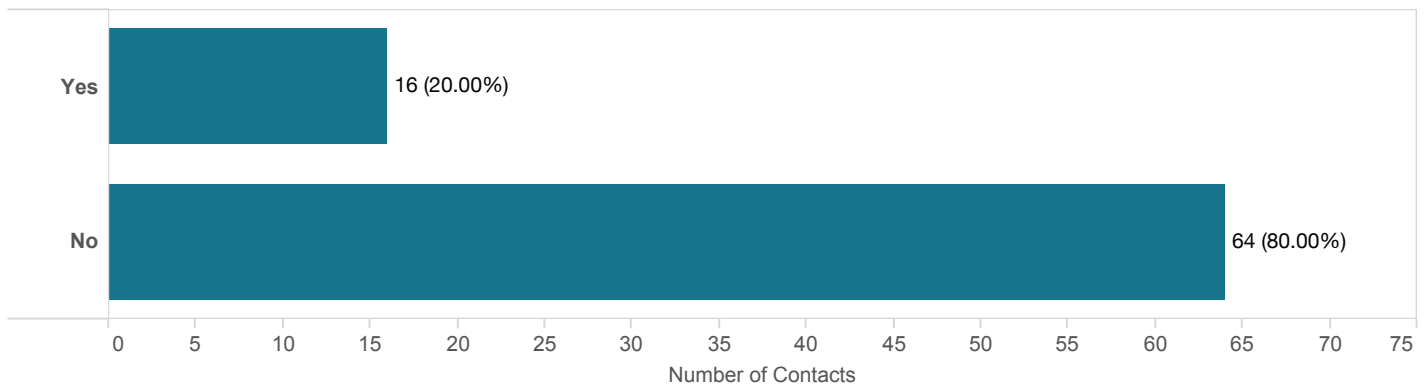
October 1, 2016 - December 31, 2016



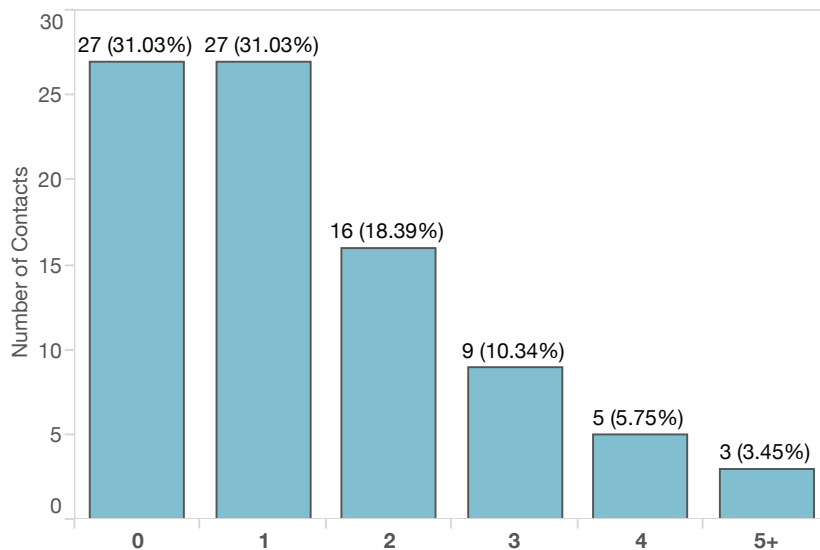
## Health insurance status



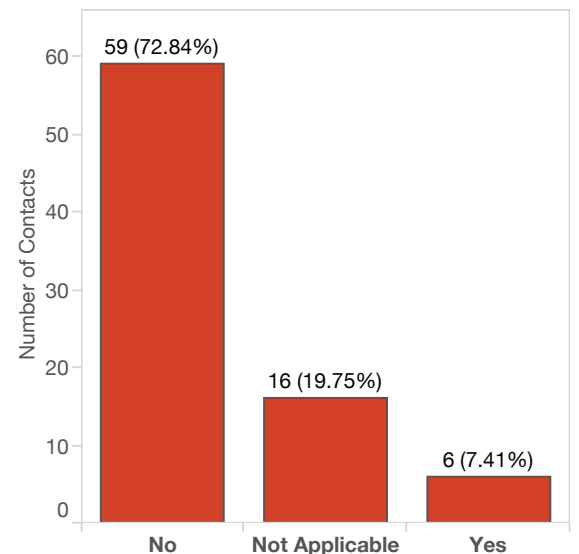
## Are you currently homeless?



## Number of children in the household



## Are you currently pregnant?



# KLAMATH AND LAKE COUNTIES

October 1, 2016 - December 31, 2016



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

