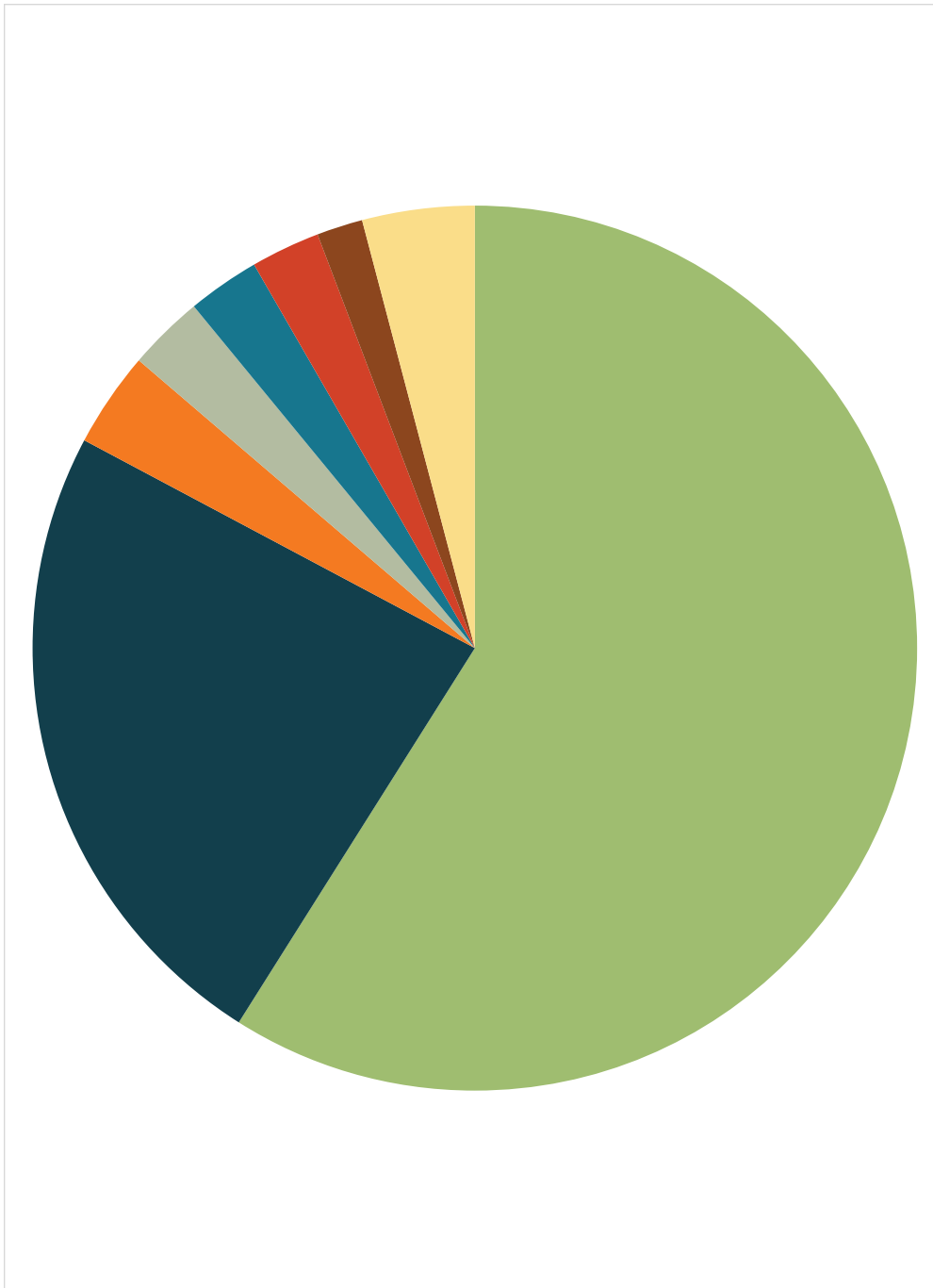


# LANE COUNTY

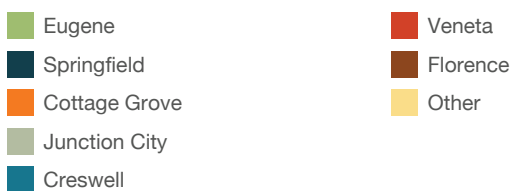
October 1, 2016 - December 31, 2016



## Percent of contacts by city



Eugene	490 (59.25%)
Springfield	198 (23.94%)
Cottage Grove	29 (3.51%)
Junction City	23 (2.78%)
Creswell	22 (2.66%)
Veneta	21 (2.54%)
Florence	14 (1.69%)
Other	34 (4.11%)

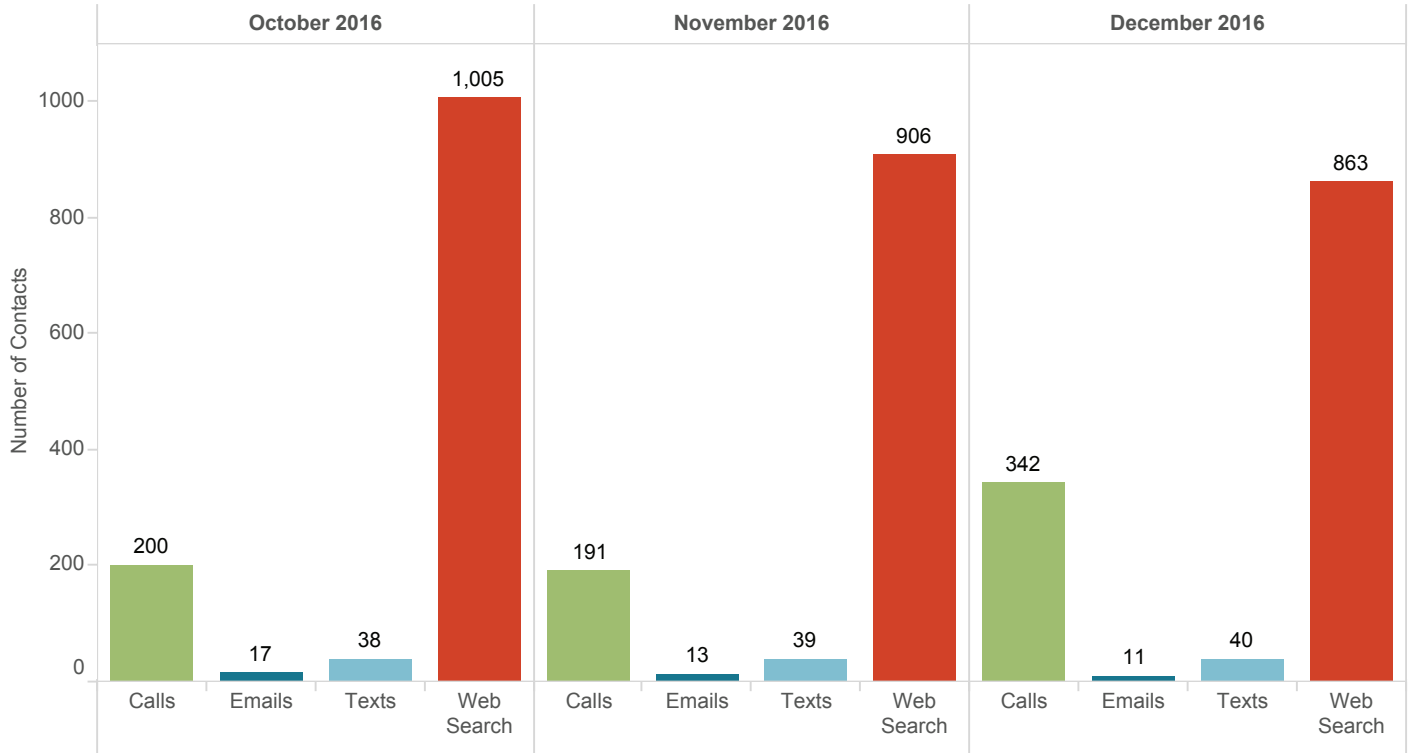


# LANE COUNTY

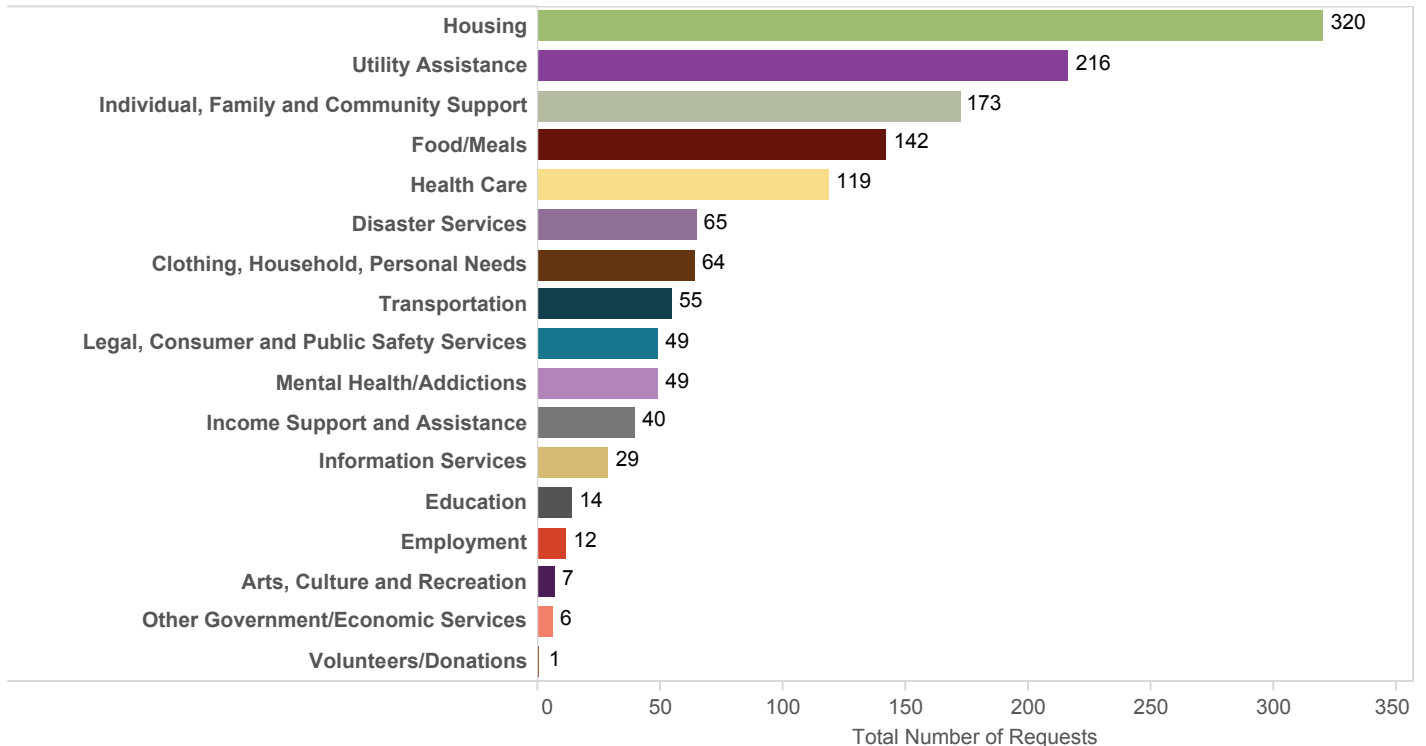
October 1, 2016 - December 31, 2016



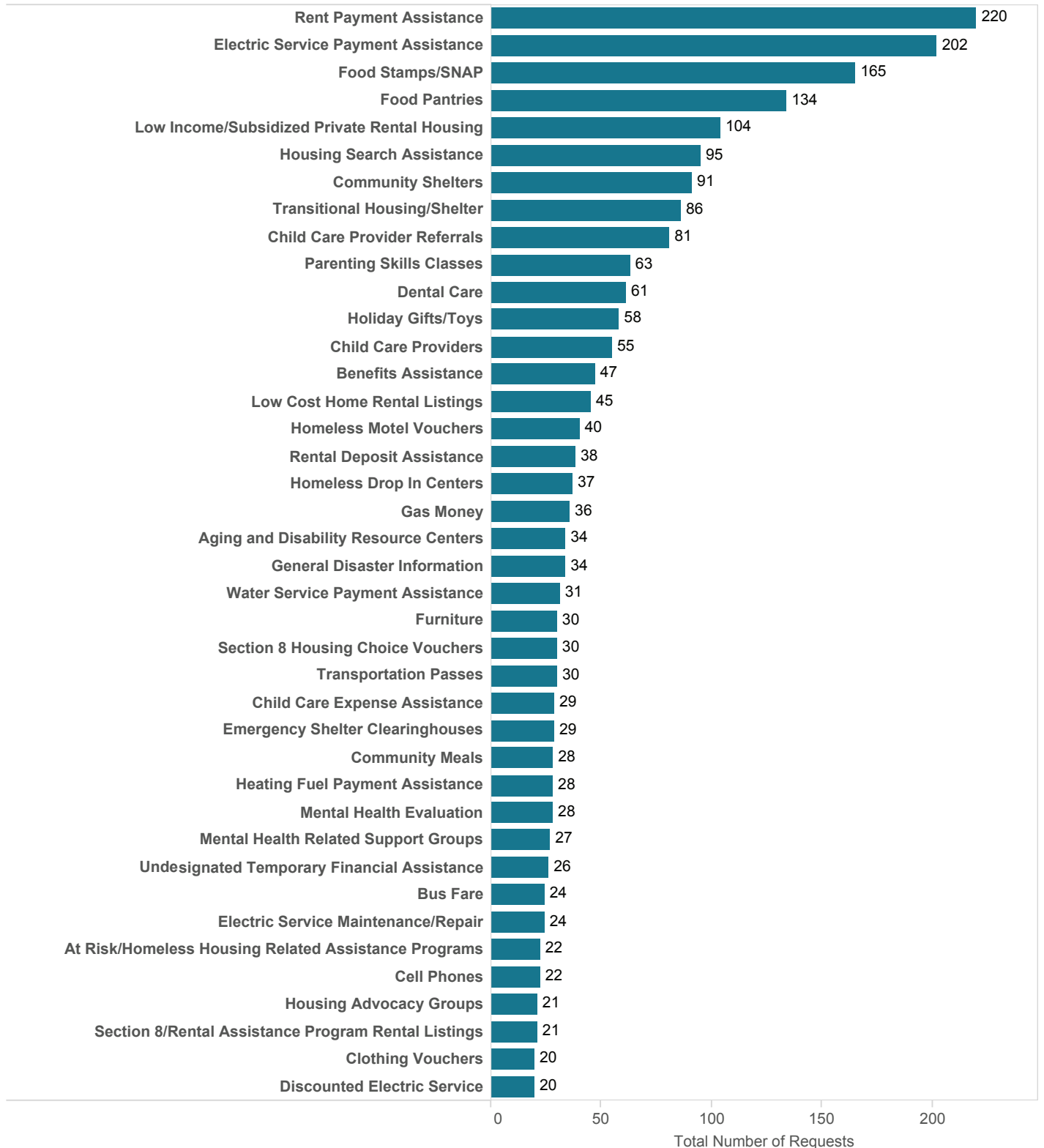
## Number of contacts, grouped by month and contact type



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



## Number of services with 20 or more requests across all contact types

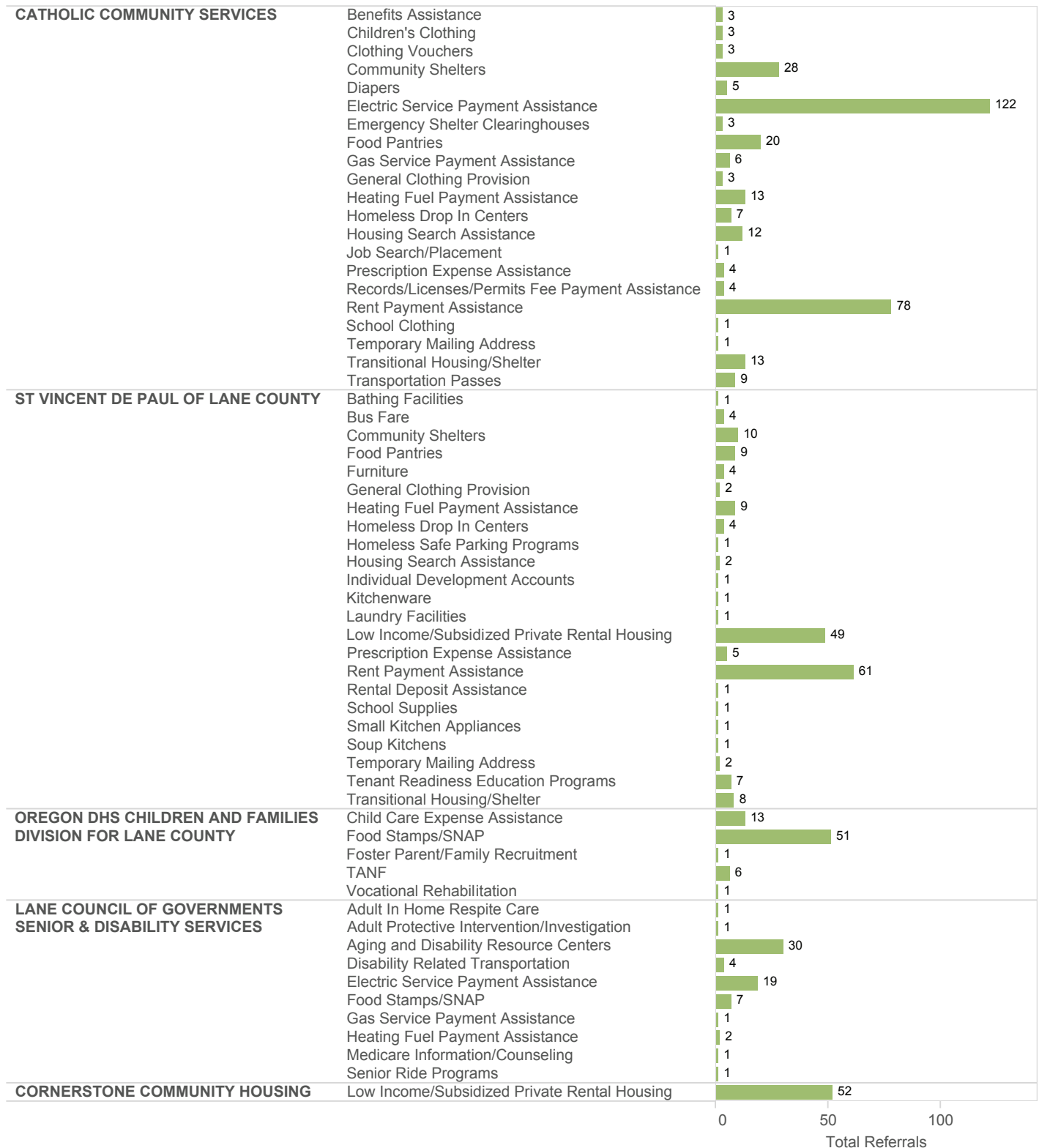


# LANE COUNTY

October 1, 2016 - December 31, 2016



## Top 5 agencies referred to across all contact types



# LANE COUNTY

October 1, 2016 - December 31, 2016



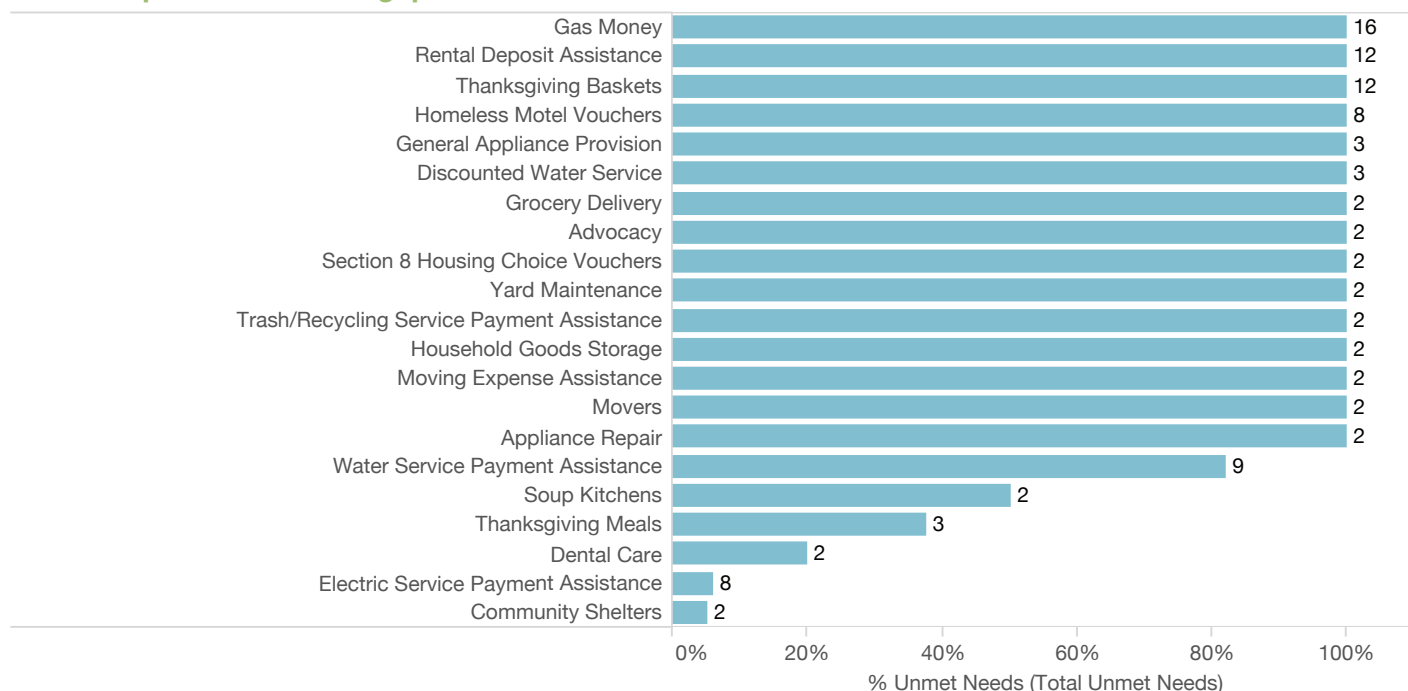
There were 140 instances where there wasn't an appropriate referral for the contact's requested need. Housing requests represent the largest number of unmet community needs, while transportation service requests represent the highest proportion of unmet community needs.

## What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Requests	% of Requests	Number of Requests	% of Requests
Transportation	35	64%	21	38%
Other Government/Economic Services	4	67%	2	33%
Arts, Culture and Recreation	5	71%	2	29%
Individual, Family and Community Support	85	79%	22	21%
Clothing/Personal/Household Needs	54	84%	11	17%
Employment	10	83%	2	17%
Utility Assistance	189	88%	27	13%
Housing	288	90%	35	11%
Education	13	93%	1	7%
Legal, Consumer and Public Safety Services	46	94%	3	6%
Income Support/Assistance	38	95%	2	5%
Food/Meals	136	96%	6	4%
Information Services	28	97%	1	3%
Health Care	115	97%	4	3%
Mental Health/Addictions	49	100%	1	2%
Volunteers/Donations	1	100%		
Disaster Services	65	100%		
<b>Grand Total</b>	<b>1,161</b>	<b>90%</b>	<b>140</b>	<b>11%</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 two or more requests are displayed below.

## What are potential service gaps?



# LANE COUNTY

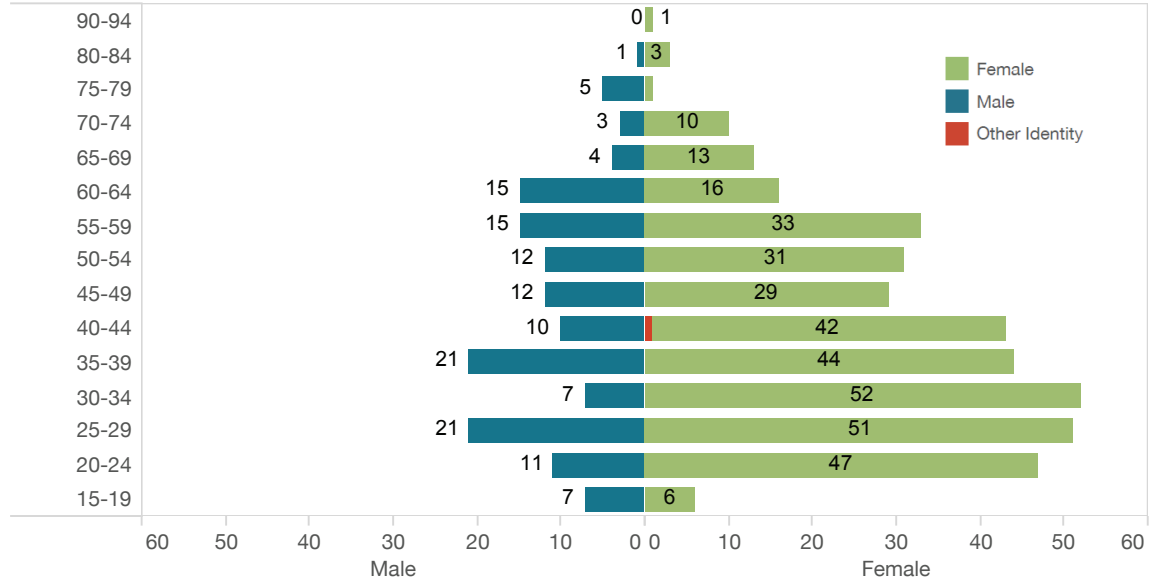
October 1, 2016 - December 31, 2016



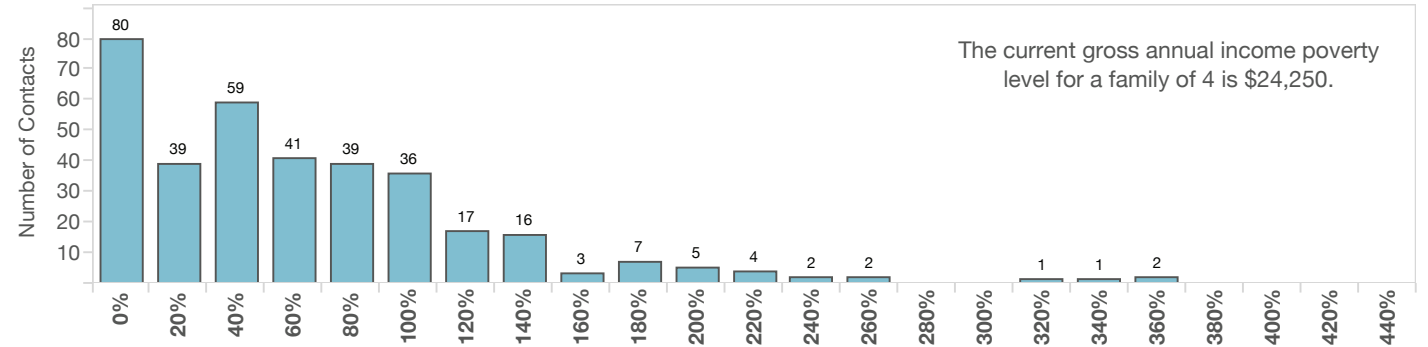
## Age

80-84	0.82%
75-79	1.03%
70-74	2.68%
65-69	3.51%
60-64	6.39%
55-59	9.69%
50-54	8.87%
45-49	7.63%
40-44	10.31%
35-39	12.37%
30-34	11.13%
25-29	12.37%
20-24	10.52%
15-19	2.68%

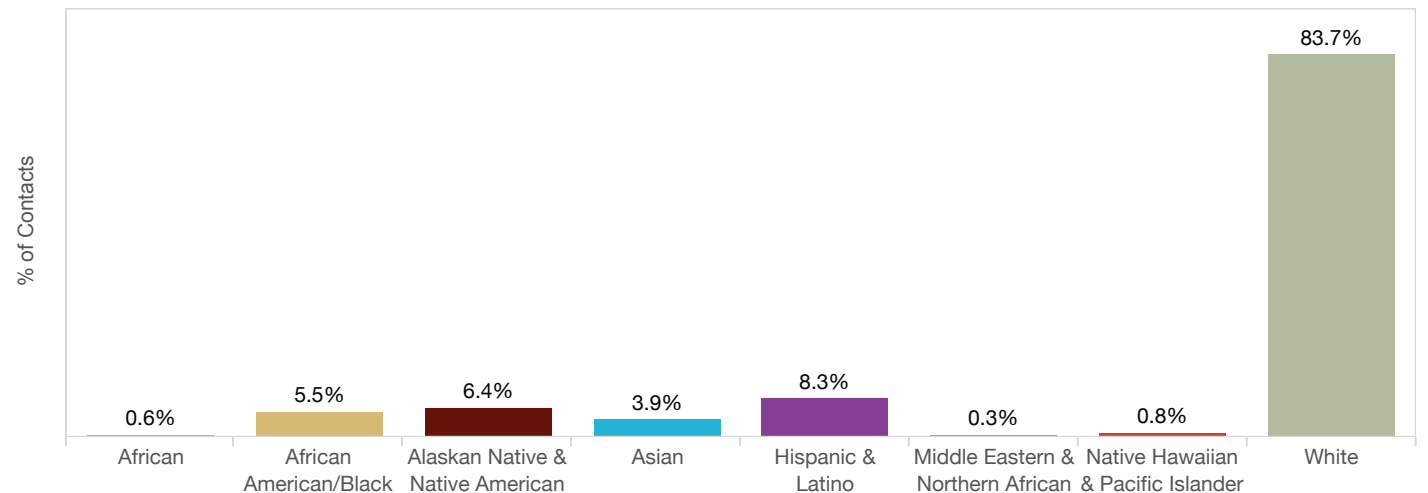
## Age and gender



## Income as a percentage of the poverty level



## Race and ethnicity

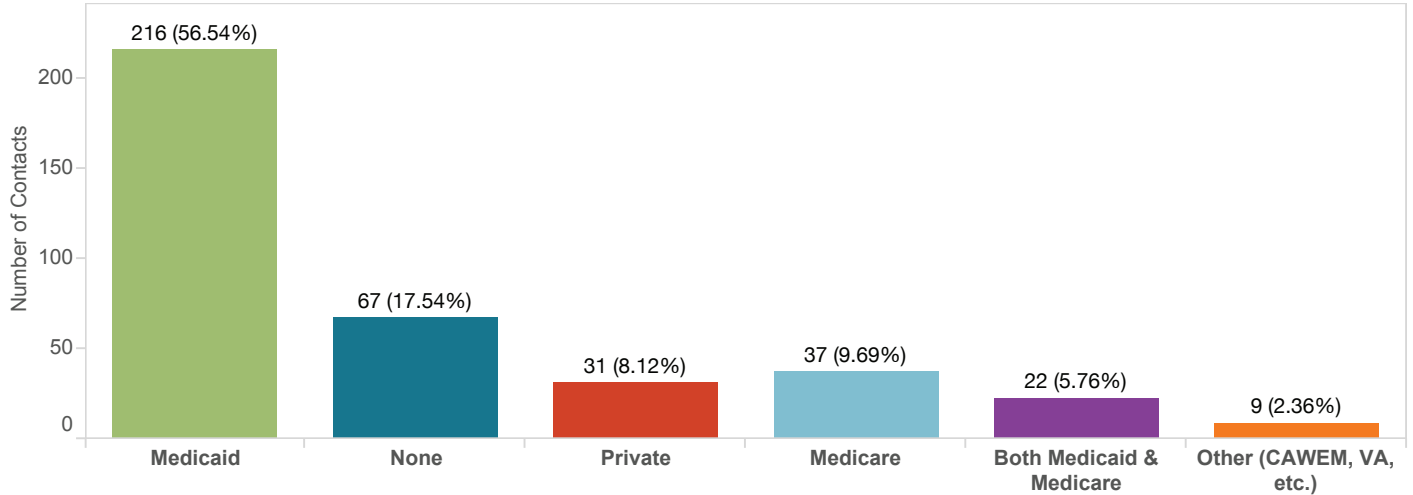


# LANE COUNTY

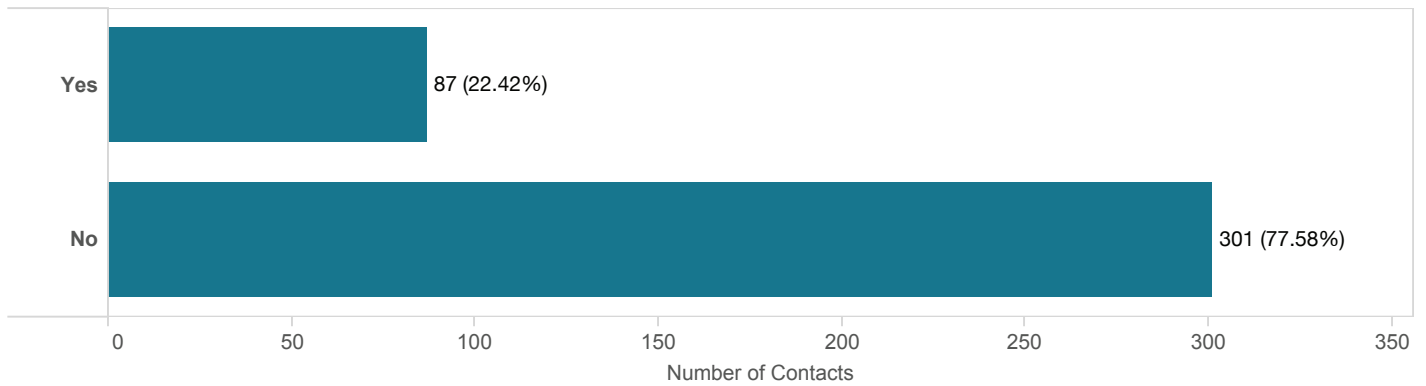
October 1, 2016 - December 31, 2016



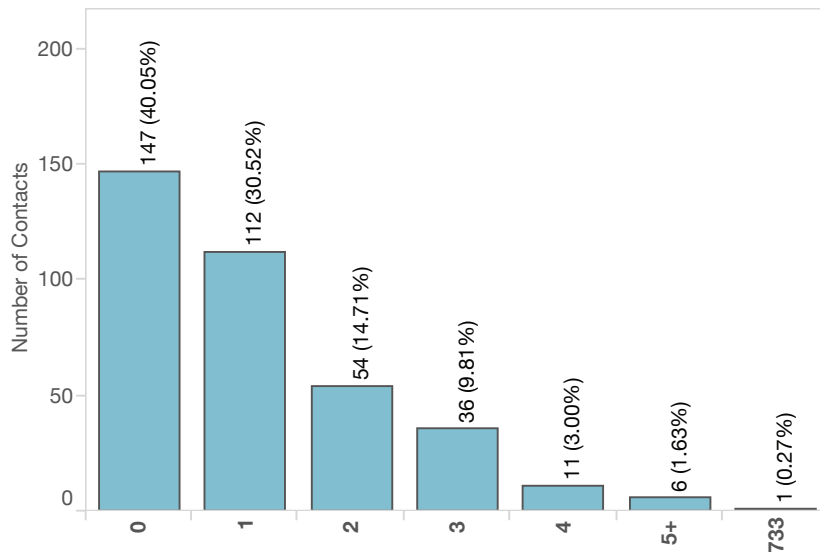
## Health insurance status



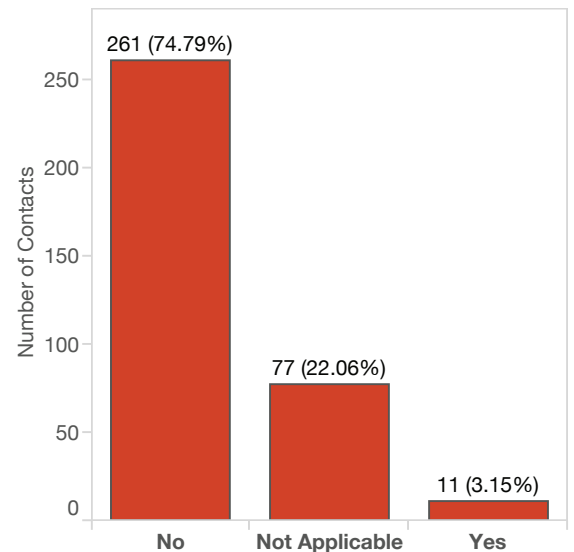
## Are you currently homeless?



## Number of children in the household



## Are you currently pregnant?



# LANE COUNTY

October 1, 2016 - December 31, 2016



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

