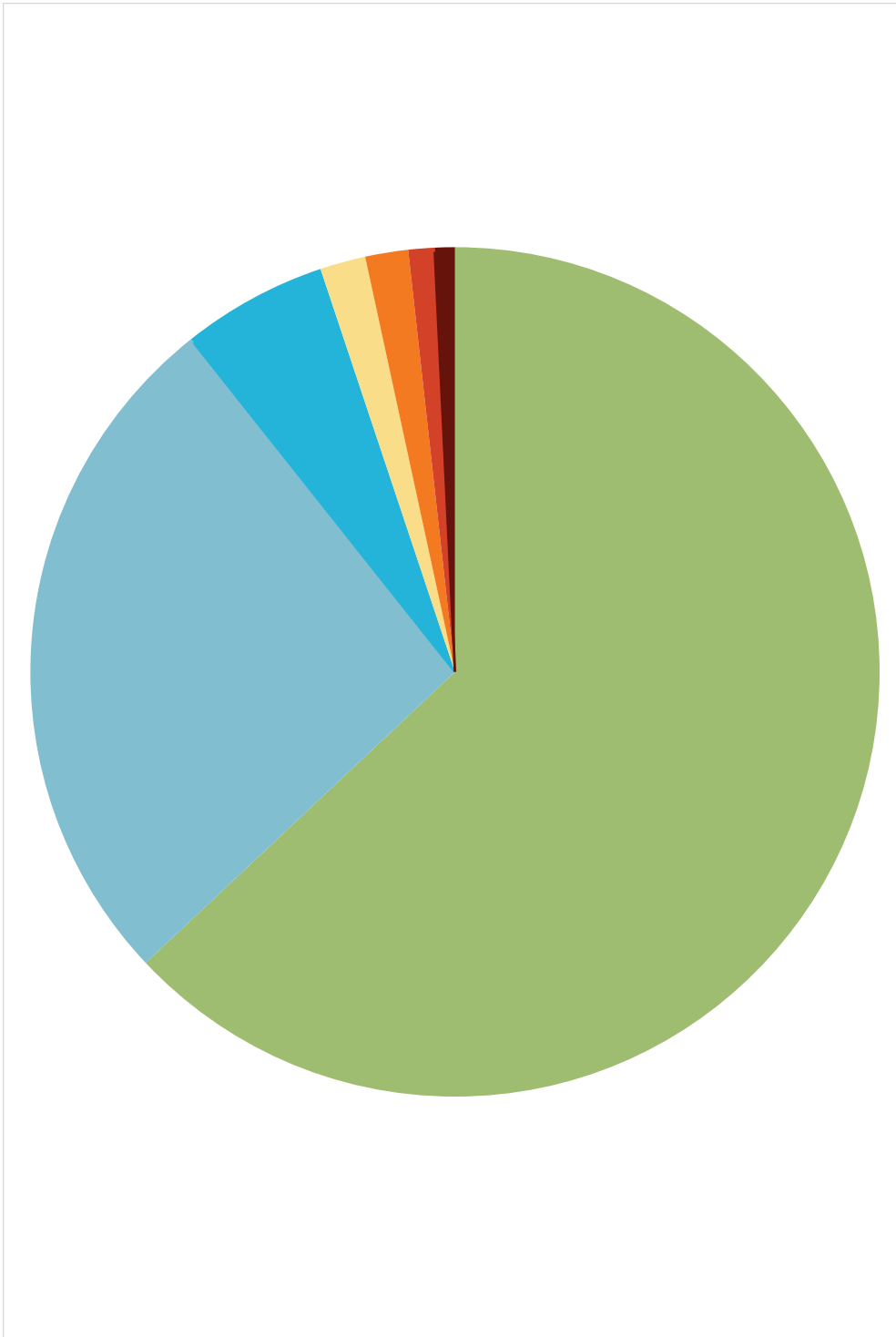


DESCHUTES COUNTY

January 1, 2017 - March 31, 2017



Percent of contacts by city



■ Bend ■ La Pine ■ Sisters ■ Other
■ Redmond ■ Terrebonne ■ Sunriver

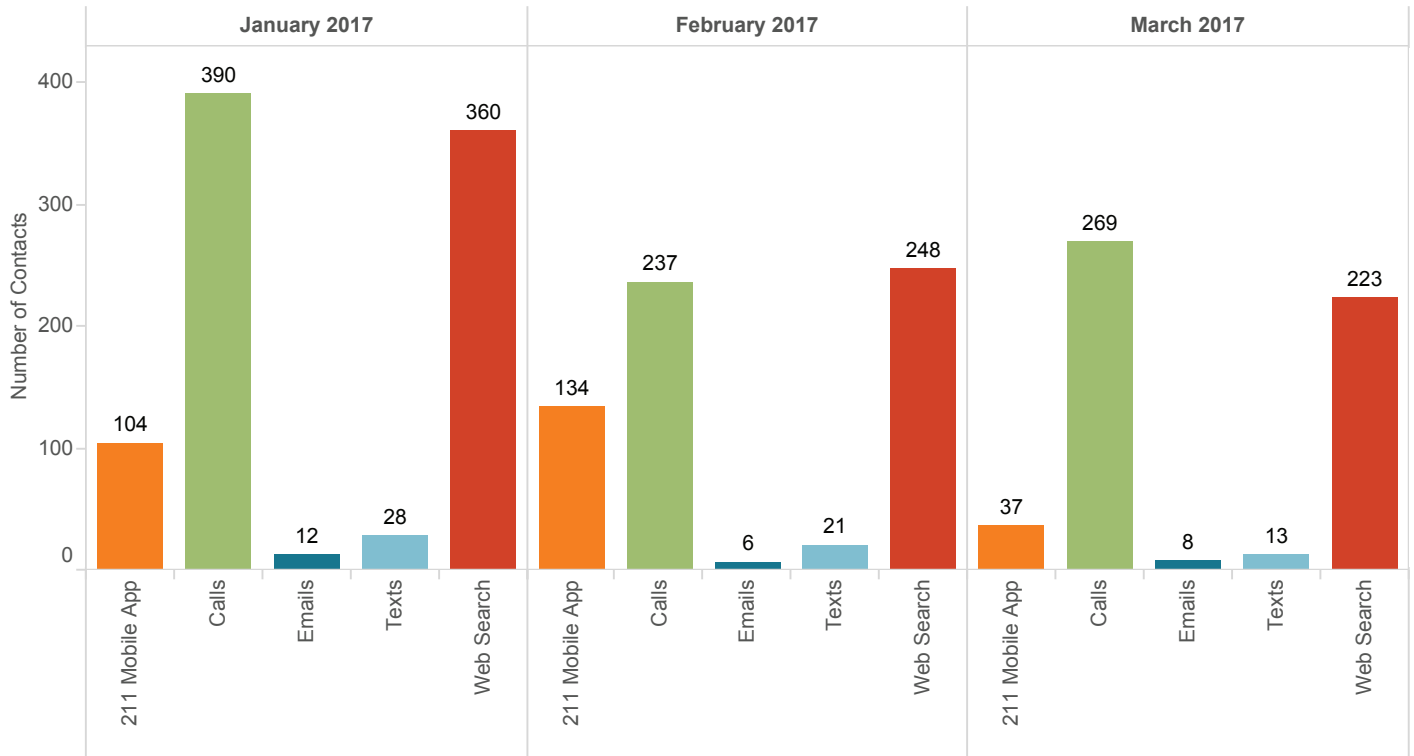
Bend	579 (63.21%)
Redmond	242 (26.42%)
La Pine	51 (5.57%)
Terrebonne	16 (1.75%)
Sisters	15 (1.64%)
Sunriver	9 (0.98%)
Other	7 (0.76%)

DESCHUTES COUNTY

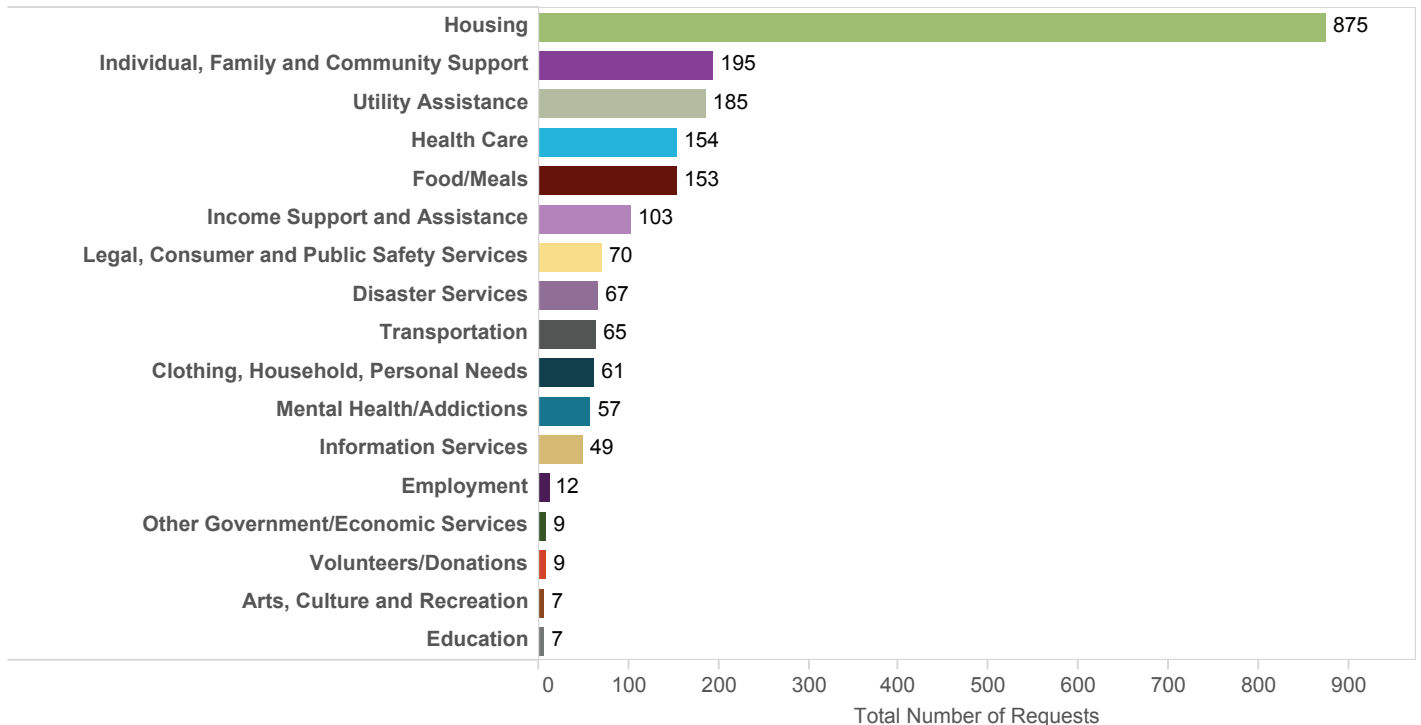
January 1, 2017 - March 31, 2017



Number of contacts, grouped by month and contact type



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

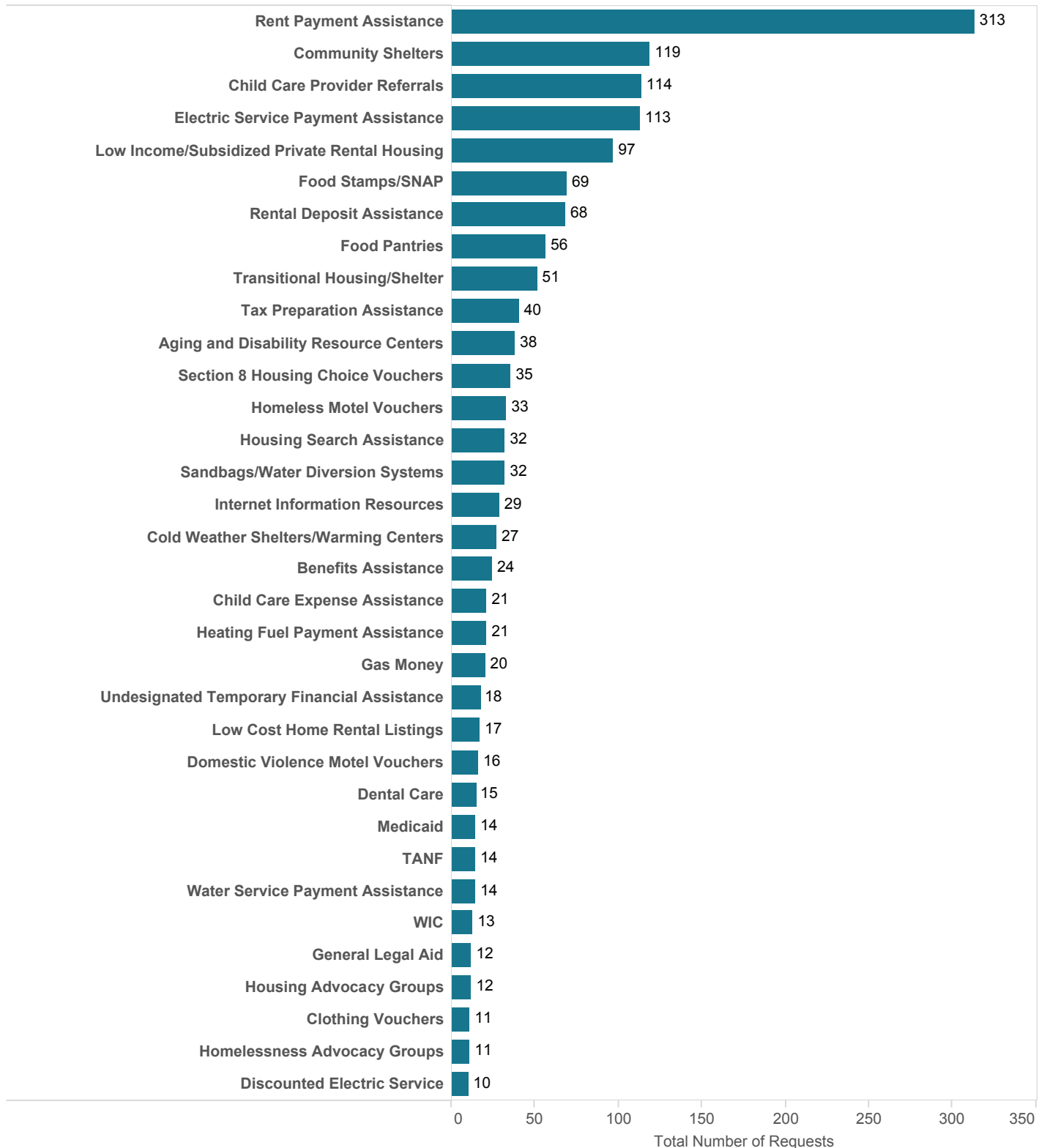


DESCHUTES COUNTY

January 1, 2017 - March 31, 2017



Number of services with 10 or more requests across all contact types

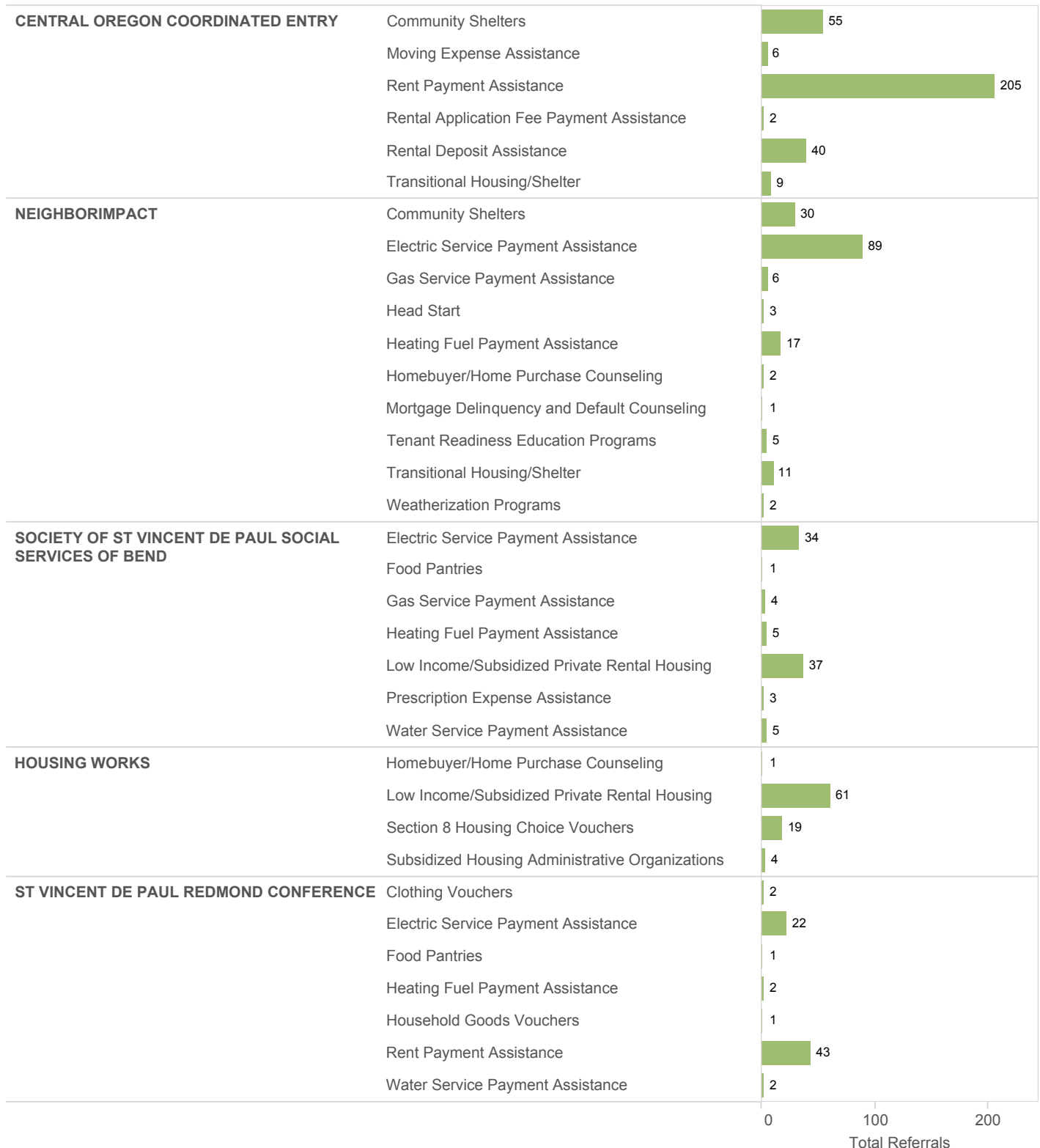


DESCHUTES COUNTY

January 1, 2017 - March 31, 2017



Top 5 agencies referred to across all contact types



DESCHUTES COUNTY

January 1, 2017 - March 31, 2017



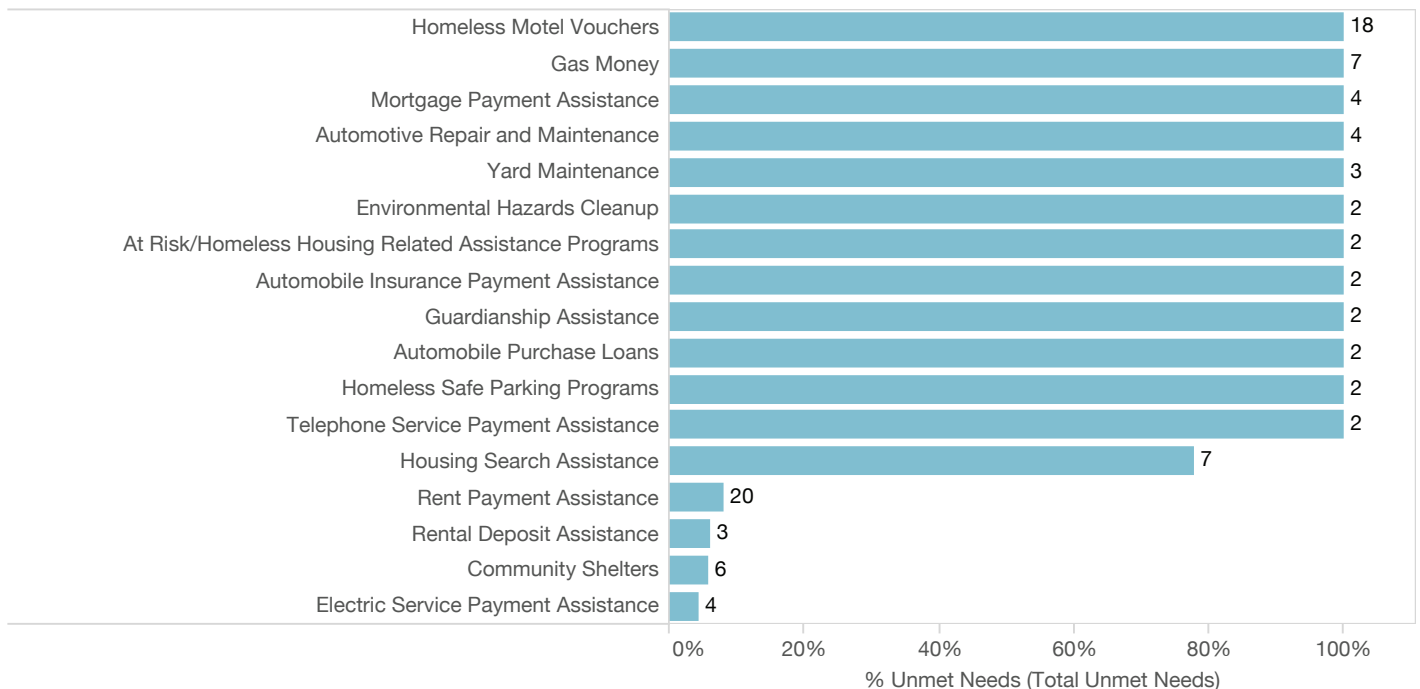
There were 118 instances where there wasn't an appropriate referral for the contact's requested need. Housing requests represent the largest number of unmet community needs. Transportation requests represent the greatest proportion of unmet community needs.

What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Requests	% of Requests	Number of Requests	% of Requests
Transportation	4	21%	15	79%
Clothing/Personal/Household Needs	17	81%	5	24%
Employment	5	83%	1	17%
Legal, Consumer and Public Safety Services	26	87%	5	17%
Arts, Culture and Recreation	6	86%	1	14%
Other Government/Economic Services	6	86%	1	14%
Housing	560	90%	66	11%
Individual, Family and Community Support	43	90%	5	10%
Utility Assistance	128	94%	9	7%
Mental Health/Addictions	16	94%	1	6%
Health Care	98	94%	6	6%
Income Support/Assistance	87	99%	2	2%
Disaster Services	46	98%	1	2%
Volunteers/Donations	6	100%		
Food/Meals	61	100%		
Education	5	100%		
Information Services	17	100%		
Grand Total	1,131	91%	118	10%

A referral may not be available for various reasons. In some cases, agencies are at capacity 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 services with two or more requests are displayed below.

What are potential service gaps?



DESCHUTES COUNTY

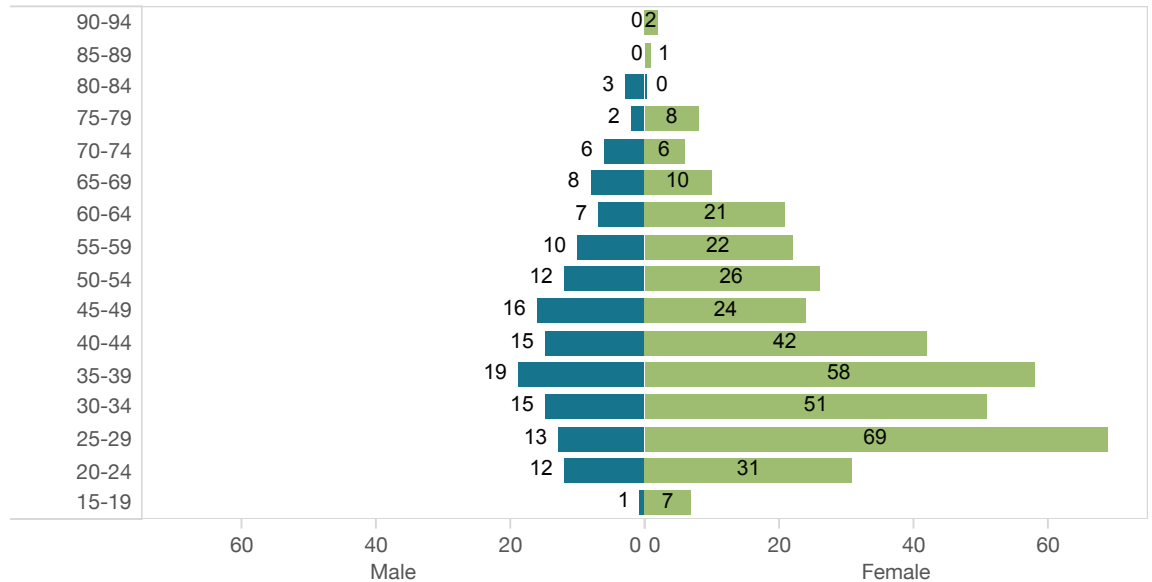
January 1, 2017 - March 31, 2017



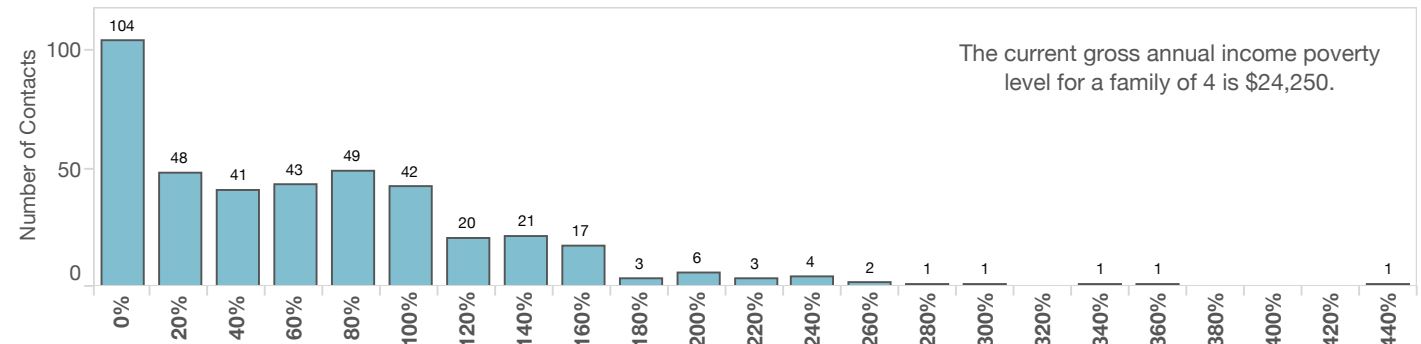
Age

90-94	0.41%
85-89	0.21%
80-84	0.21%
75-79	2.07%
70-74	2.49%
65-69	3.73%
60-64	5.81%
55-59	6.22%
50-54	7.47%
45-49	8.09%
40-44	11.00%
35-39	14.52%
30-34	12.86%
25-29	15.98%
20-24	7.68%
15-19	1.24%

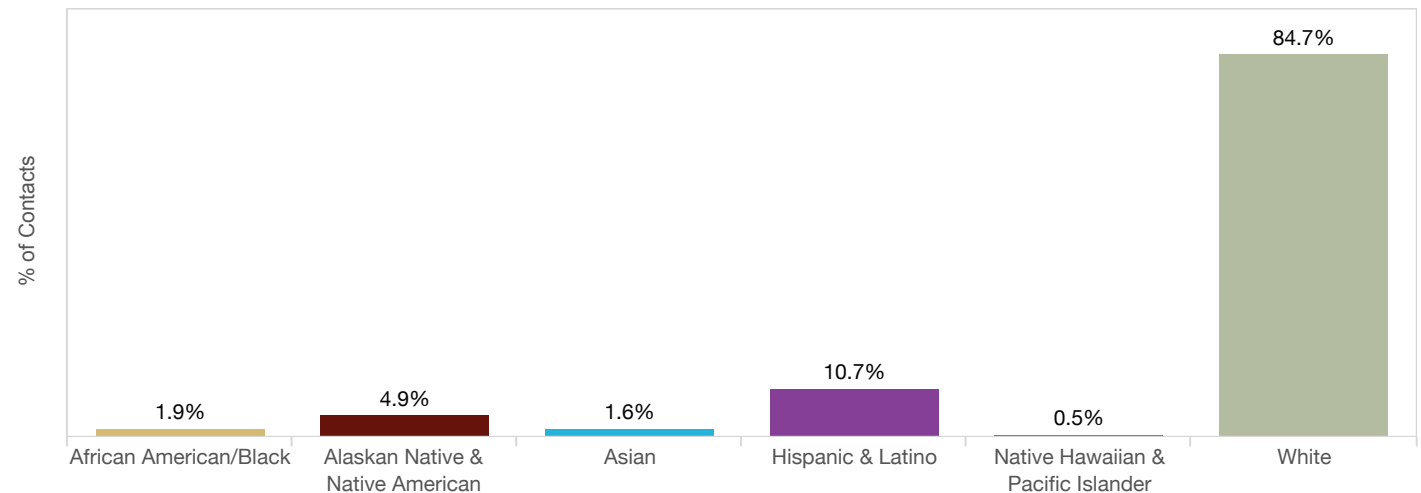
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

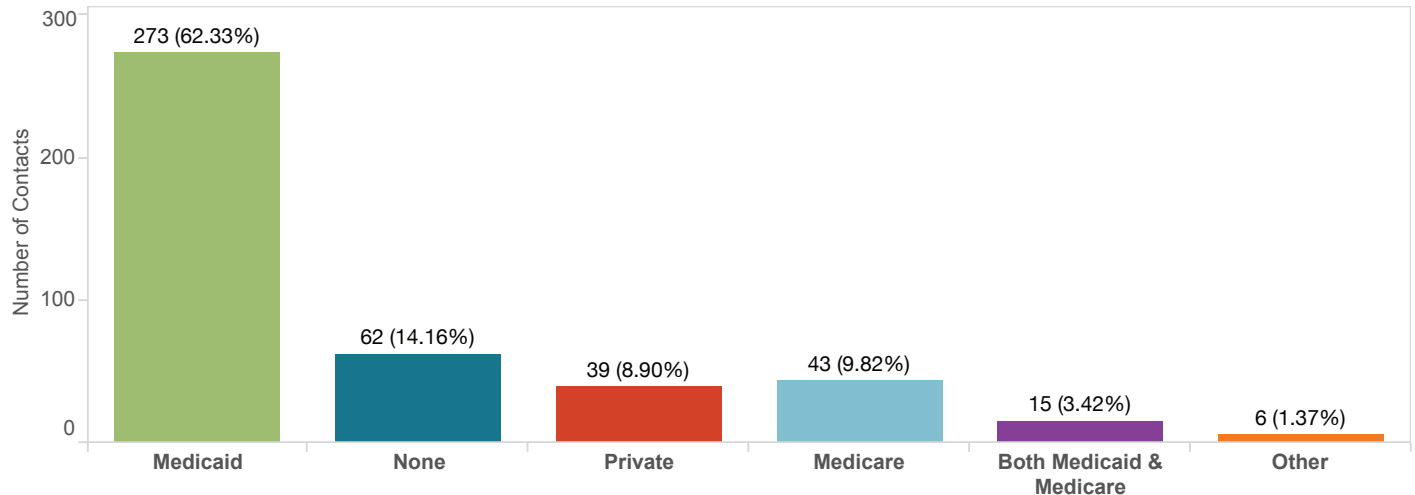


DESCHUTES COUNTY

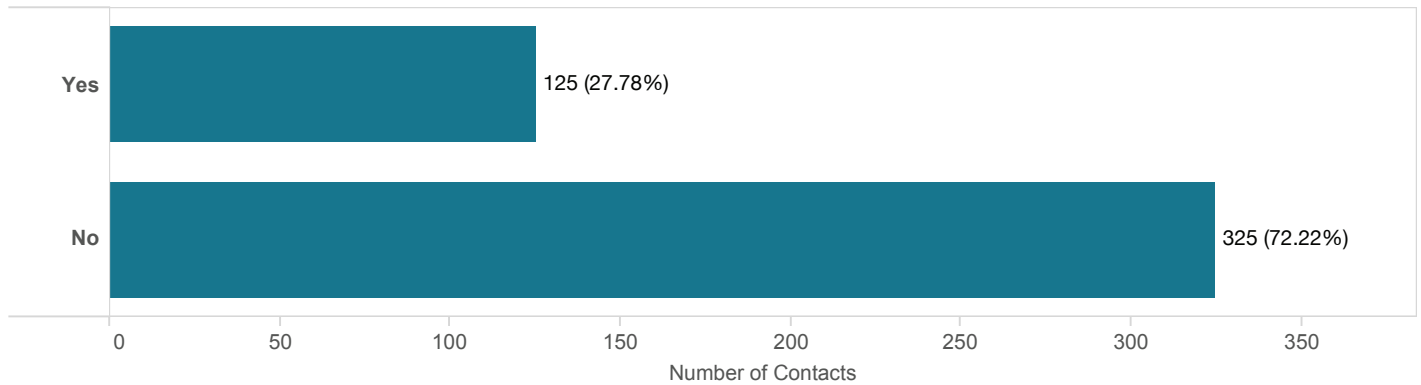
January 1, 2017 - March 31, 2017



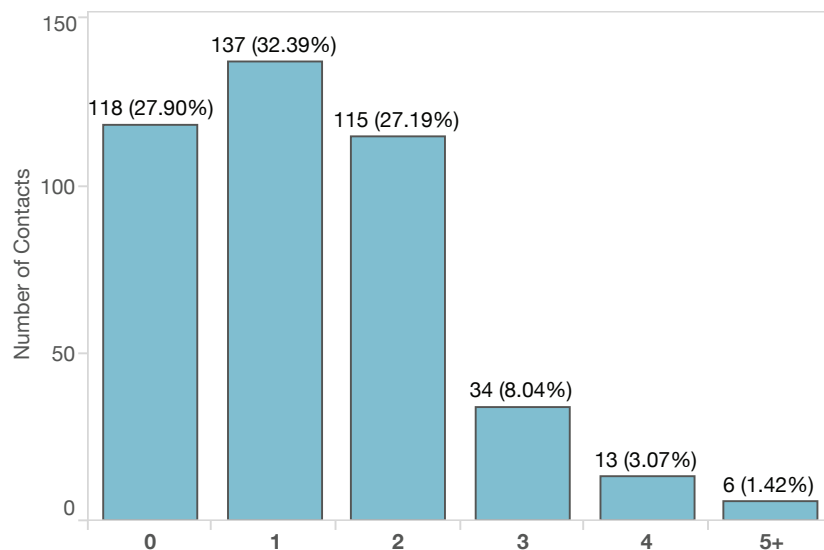
Health insurance status



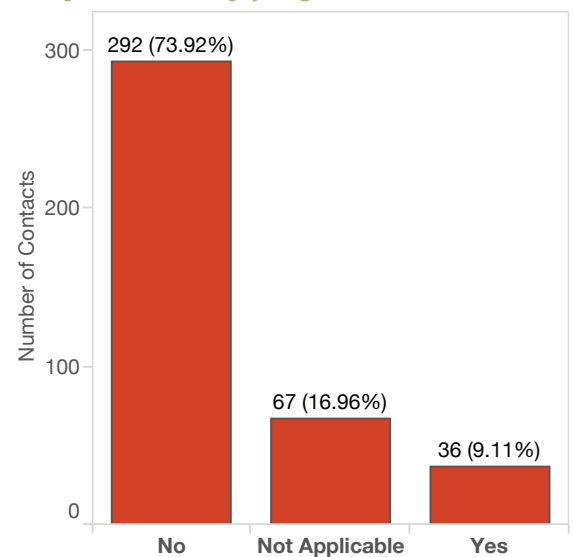
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



DESCHUTES COUNTY

January 1, 2017 - March 31, 2017



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

