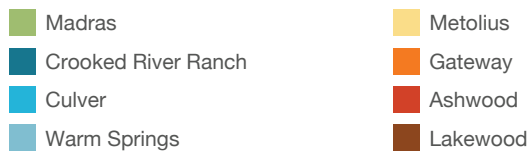
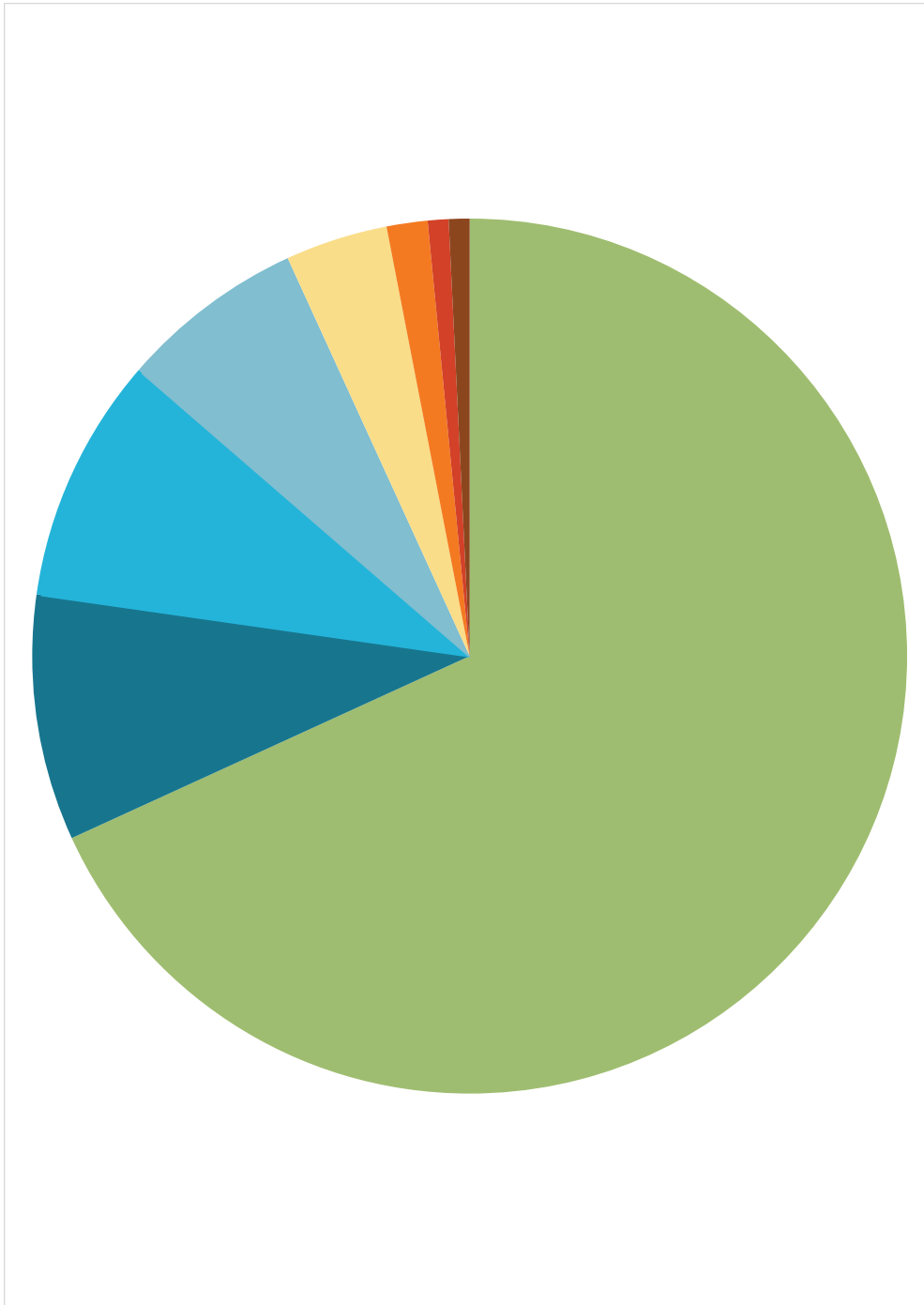


JEFFERSON COUNTY

January 1, 2017 - March 31, 2017



Percent of contacts by city



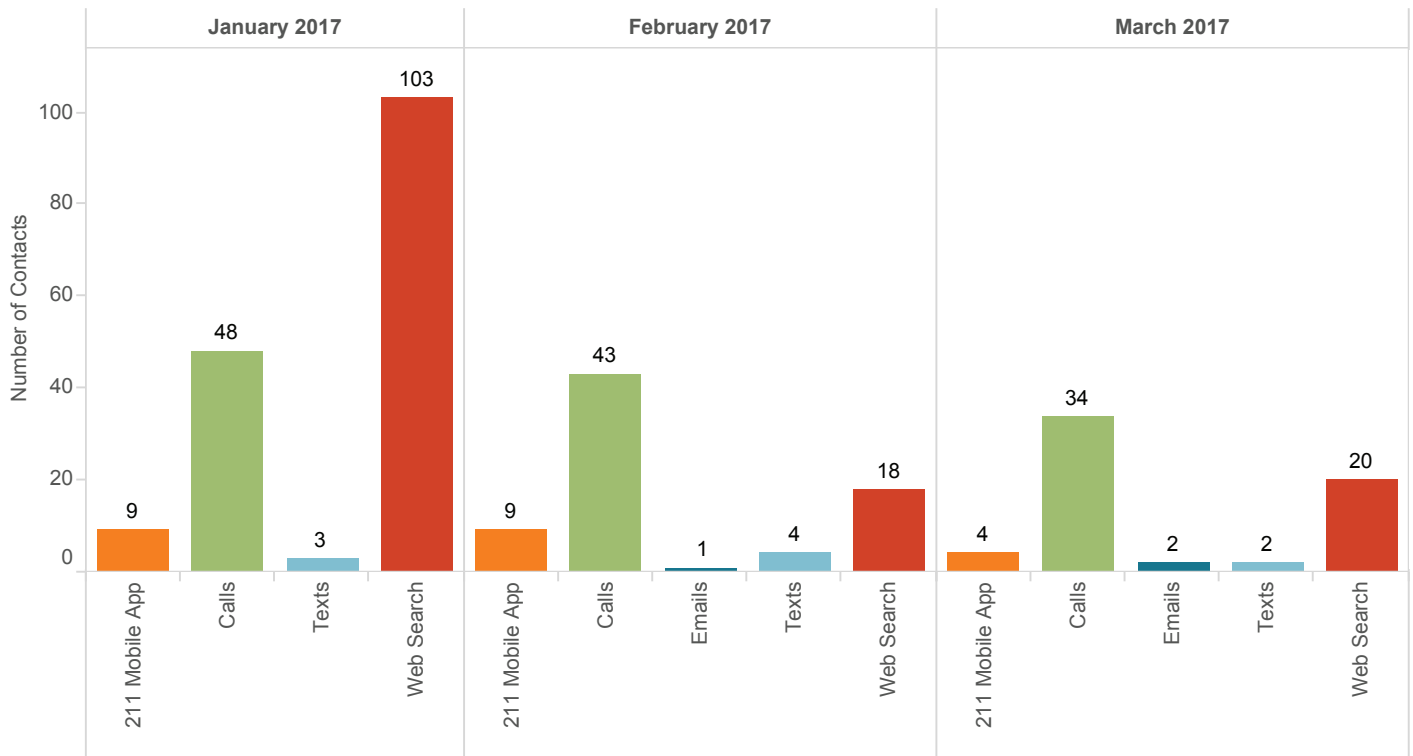
| | |
|----------------------------|-------------|
| Madras | 90 (68.18%) |
| Crooked River Ranch | 12 (9.09%) |
| Culver | 12 (9.09%) |
| Warm Springs | 9 (6.82%) |
| Metolius | 5 (3.79%) |
| Gateway | 2 (1.52%) |
| Ashwood | 1 (0.76%) |
| Lakewood | 1 (0.76%) |

JEFFERSON COUNTY

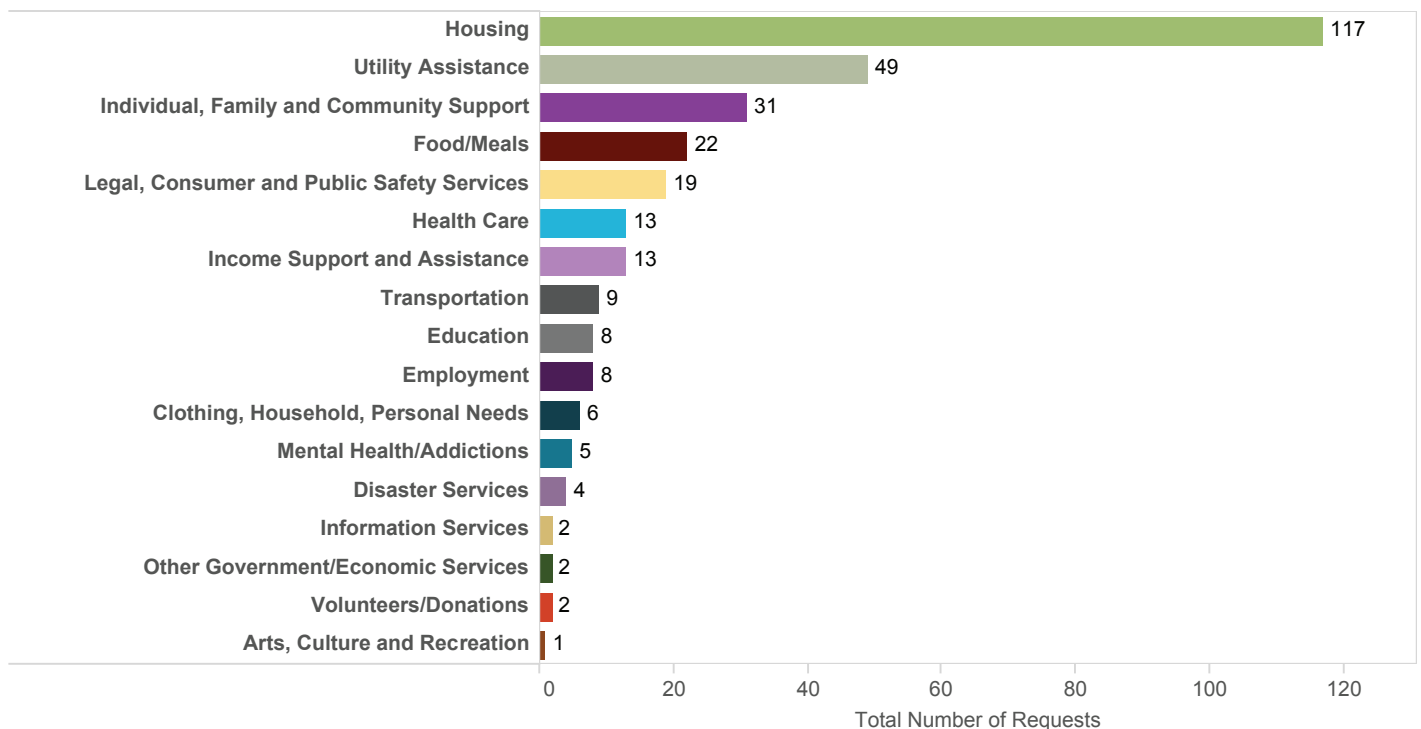
January 1, 2017 - March 31, 2017



Number of contacts, grouped by month and contact type



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

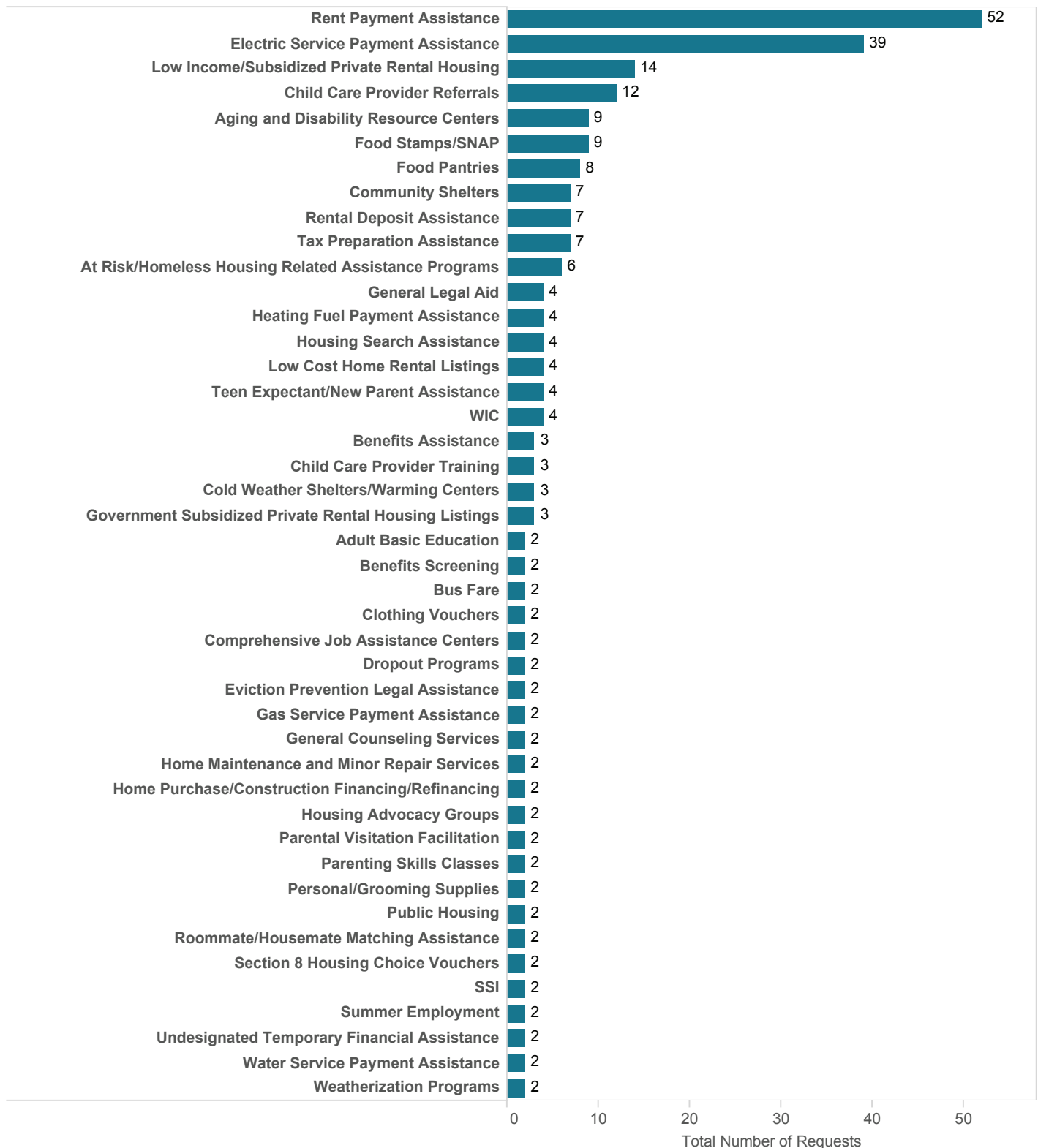


JEFFERSON COUNTY

January 1, 2017 - March 31, 2017



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

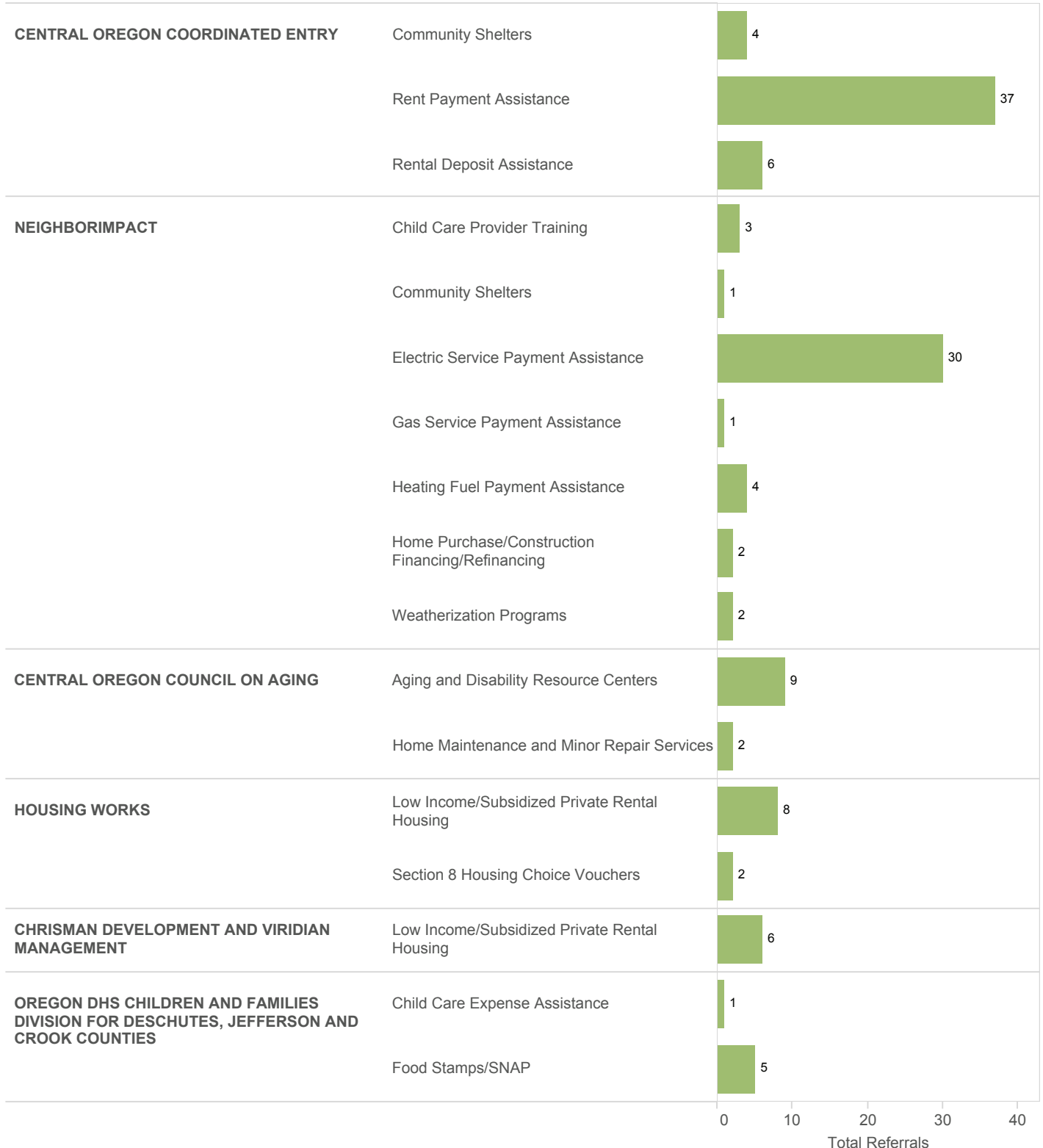


JEFFERSON COUNTY

January 1, 2017 - March 31, 2017



Top 6 agencies referred to across all contact types



JEFFERSON COUNTY

January 1, 2017 - March 31, 2017



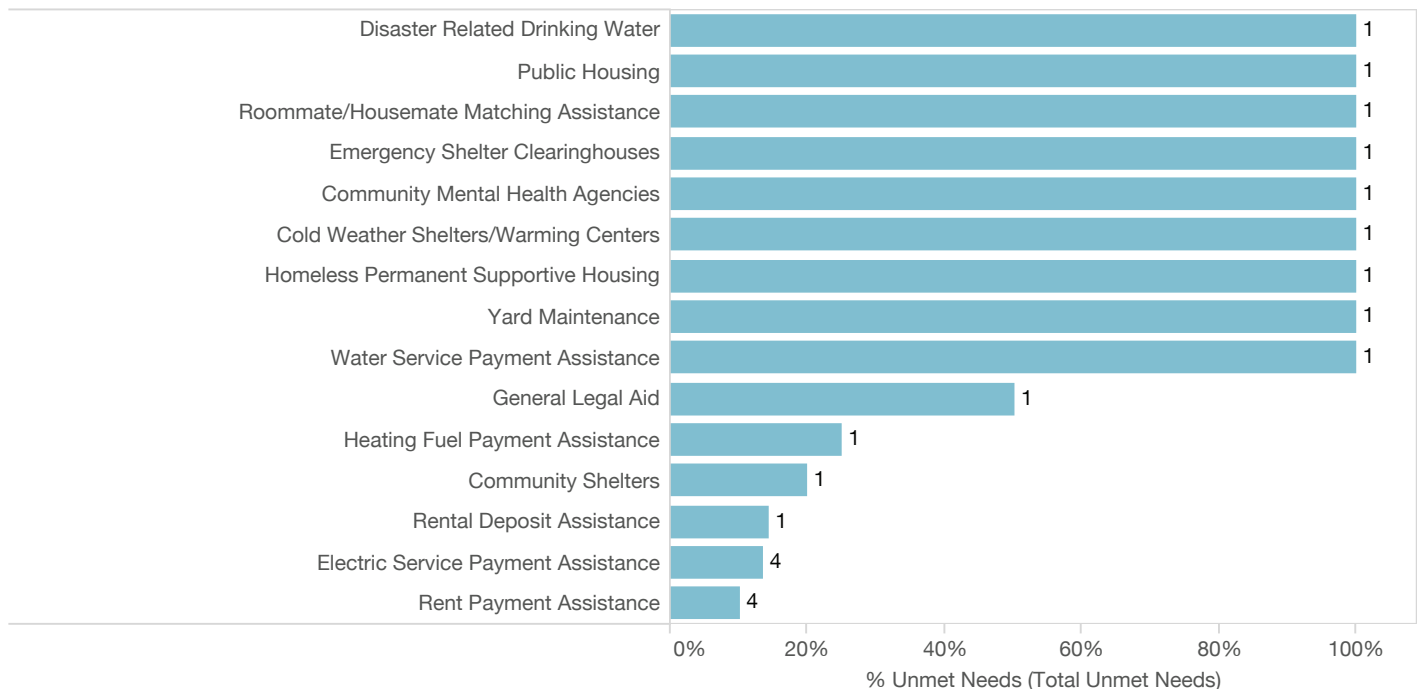
There were 20 instances where there wasn't an appropriate referral for the contact's requested need. Housing requests represent the largest number of unmet community needs.

What are potential community gaps by need?

| | Referral Given | | Unfulfilled Referrals | |
|--|--------------------|---------------|-----------------------|---------------|
| | Number of Requests | % of Requests | Number of Requests | % of Requests |
| Disaster Services | | | 1 | 100% |
| Mental Health/Addictions | 2 | 67% | 1 | 33% |
| Utility Assistance | 33 | 89% | 6 | 16% |
| Housing | 69 | 91% | 10 | 13% |
| Legal, Consumer and Public Safety Services | 7 | 88% | 1 | 13% |
| Individual, Family and Community Support | 11 | 92% | 1 | 8% |
| Income Support/Assistance | 10 | 100% | | |
| Other Government/Economic Services | 1 | 100% | | |
| Clothing/Personal/Household Needs | 2 | 100% | | |
| Volunteers/Donations | 1 | 100% | | |
| Health Care | 11 | 100% | | |
| Food/Meals | 11 | 100% | | |
| Transportation | 1 | 100% | | |
| Education | 1 | 100% | | |
| Information Services | 1 | 100% | | |
| Grand Total | 161 | 91% | 20 | 11% |

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.

What are potential service gaps?



JEFFERSON COUNTY

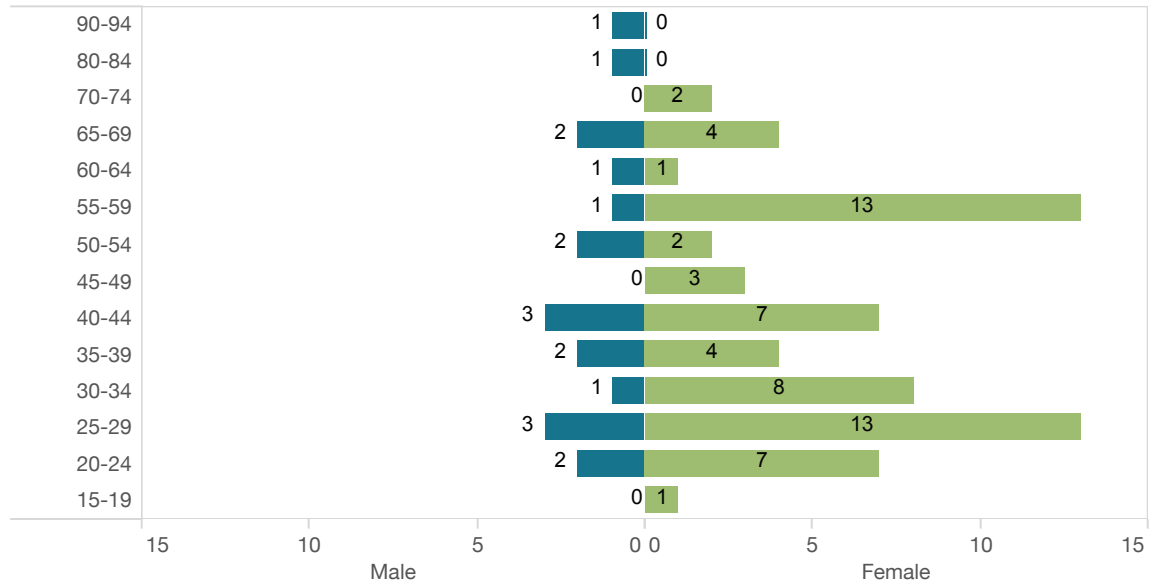
January 1, 2017 - March 31, 2017



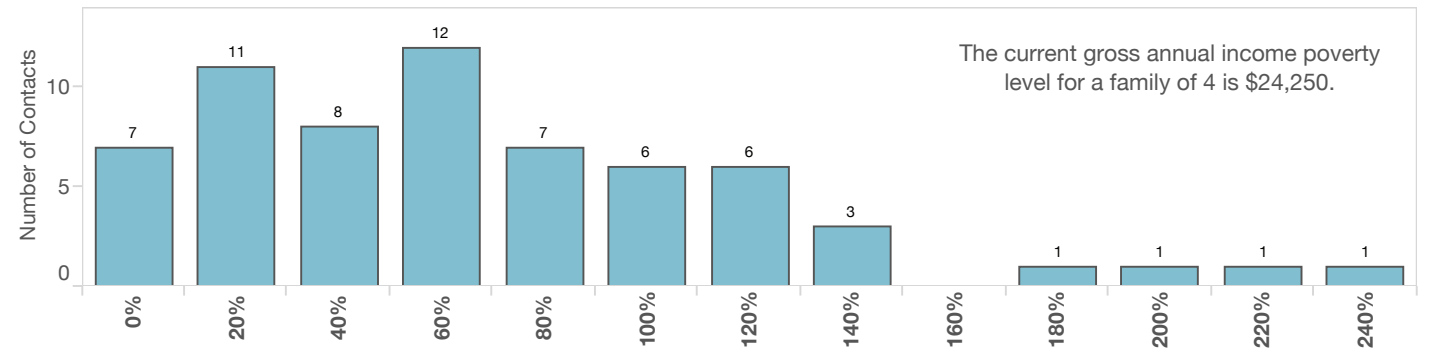
Age

| | |
|-------|--------|
| 70-74 | 2.74% |
| 65-69 | 6.85% |
| 60-64 | 2.74% |
| 55-59 | 15.07% |
| 50-54 | 5.48% |
| 45-49 | 4.11% |
| 40-44 | 10.96% |
| 35-39 | 6.85% |
| 30-34 | 12.33% |
| 25-29 | 20.55% |
| 20-24 | 10.96% |
| 15-19 | 1.37% |

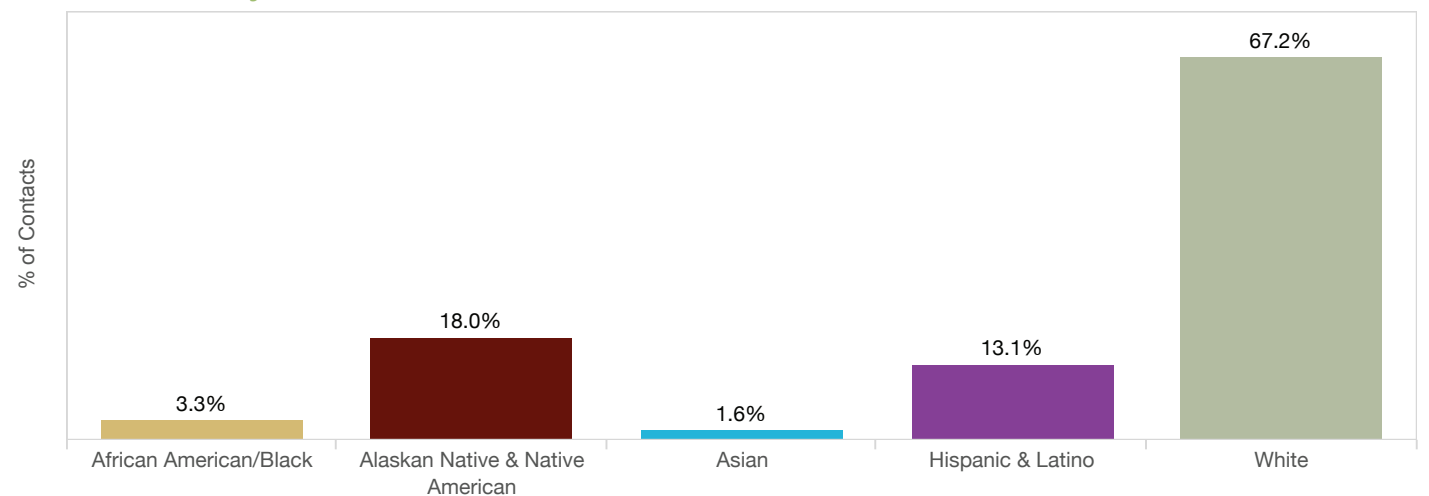
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

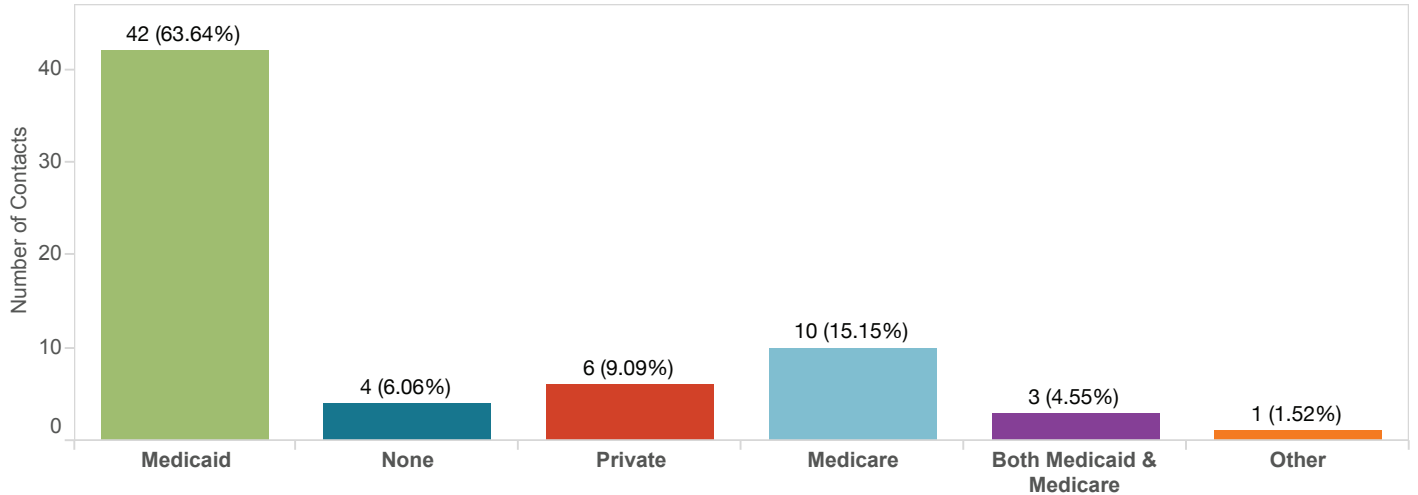


JEFFERSON COUNTY

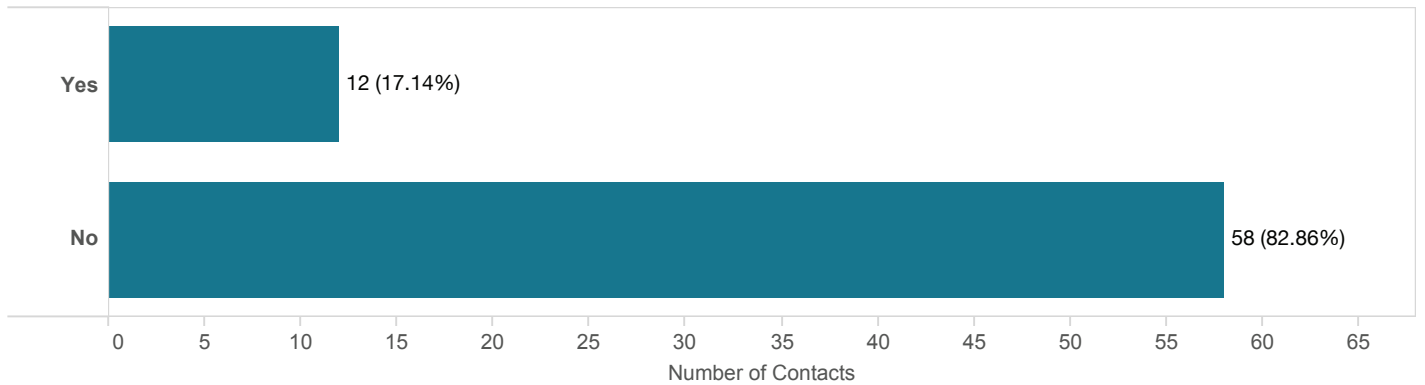
January 1, 2017 - March 31, 2017



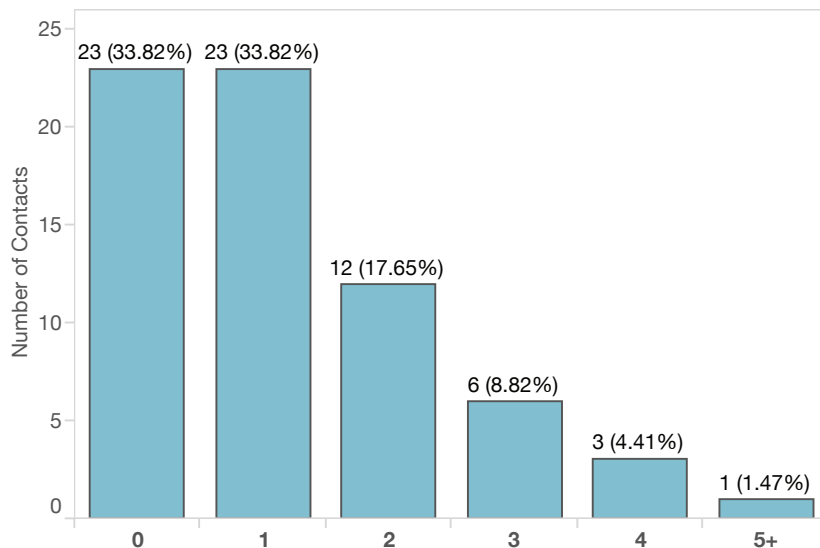
Health insurance status



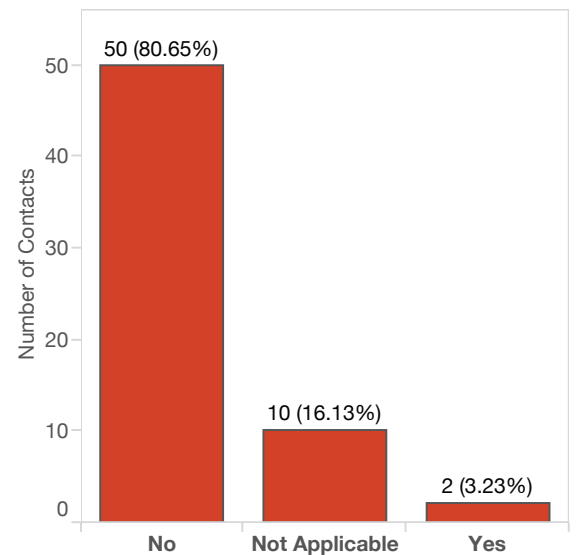
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



JEFFERSON COUNTY

January 1, 2017 - March 31, 2017



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

