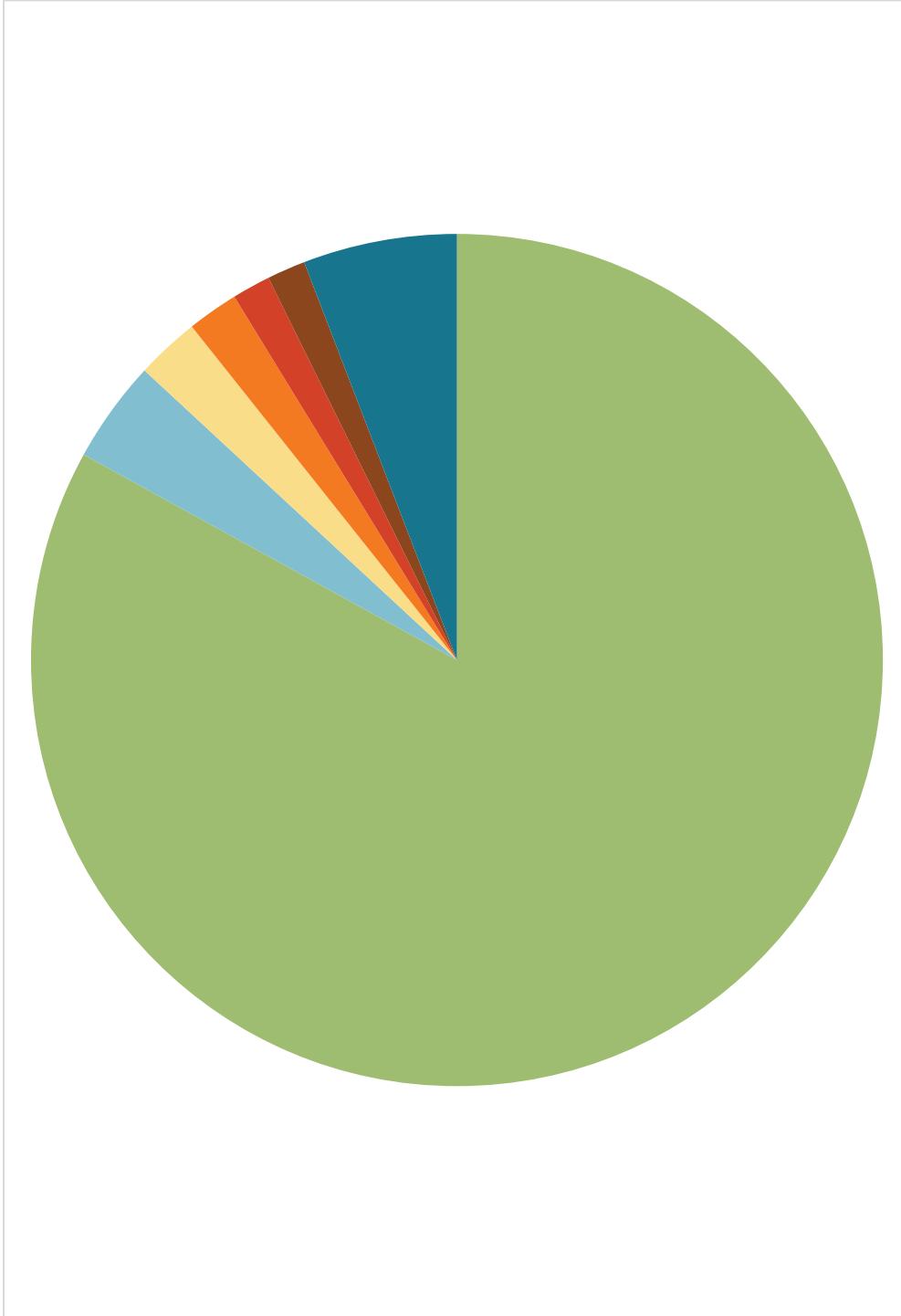


KLAMATH AND LAKE COUNTIES

January 1, 2017 - March 31, 2017



Percent of contacts by city



Klamath Falls	171 (83.41%)
Lakeview	8 (3.90%)
Gilchrist	5 (2.44%)
Chiloquin	4 (1.95%)
Bly	3 (1.46%)
Bonanza	3 (1.46%)
Other	12 (5.85%)

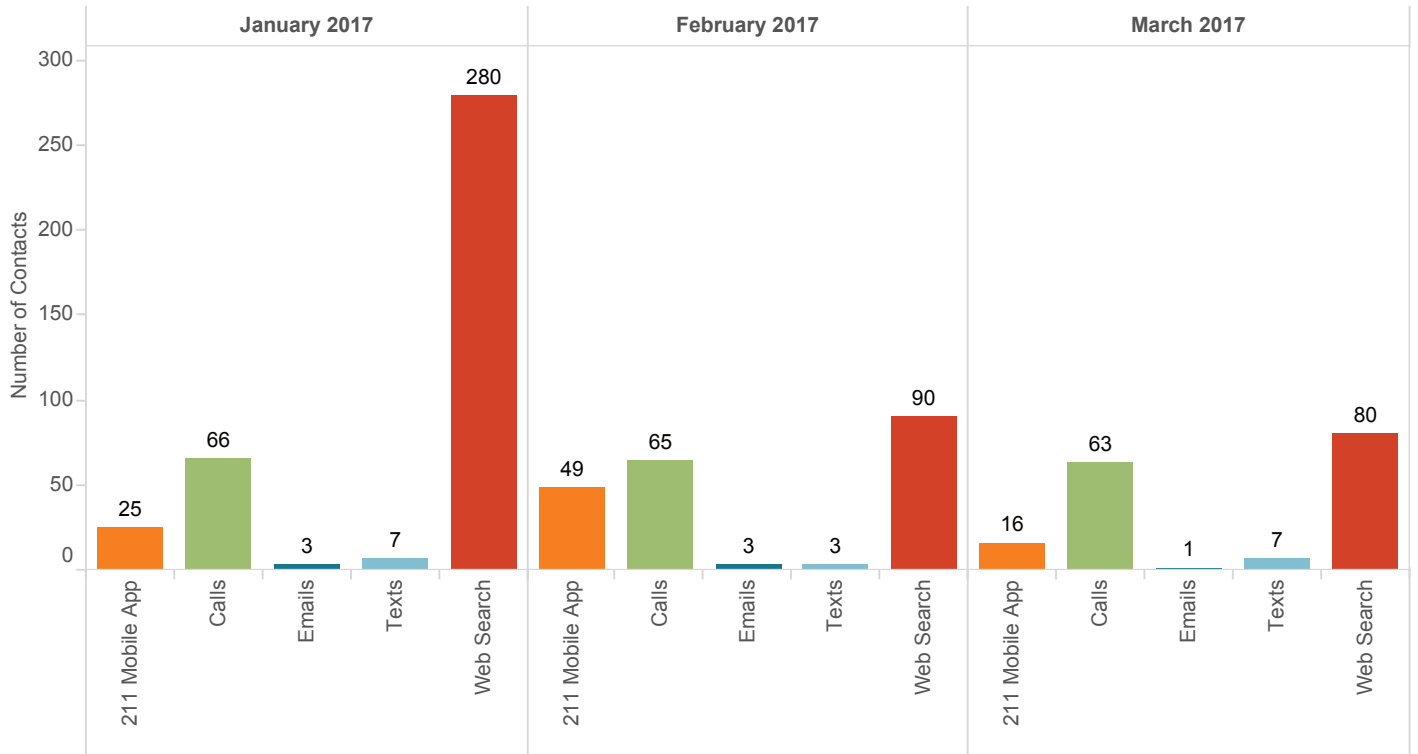
- Klamath Falls
- Lakeview
- Gilchrist
- Chiloquin
- Bly
- Bonanza
- Other

KLAMATH AND LAKE COUNTIES

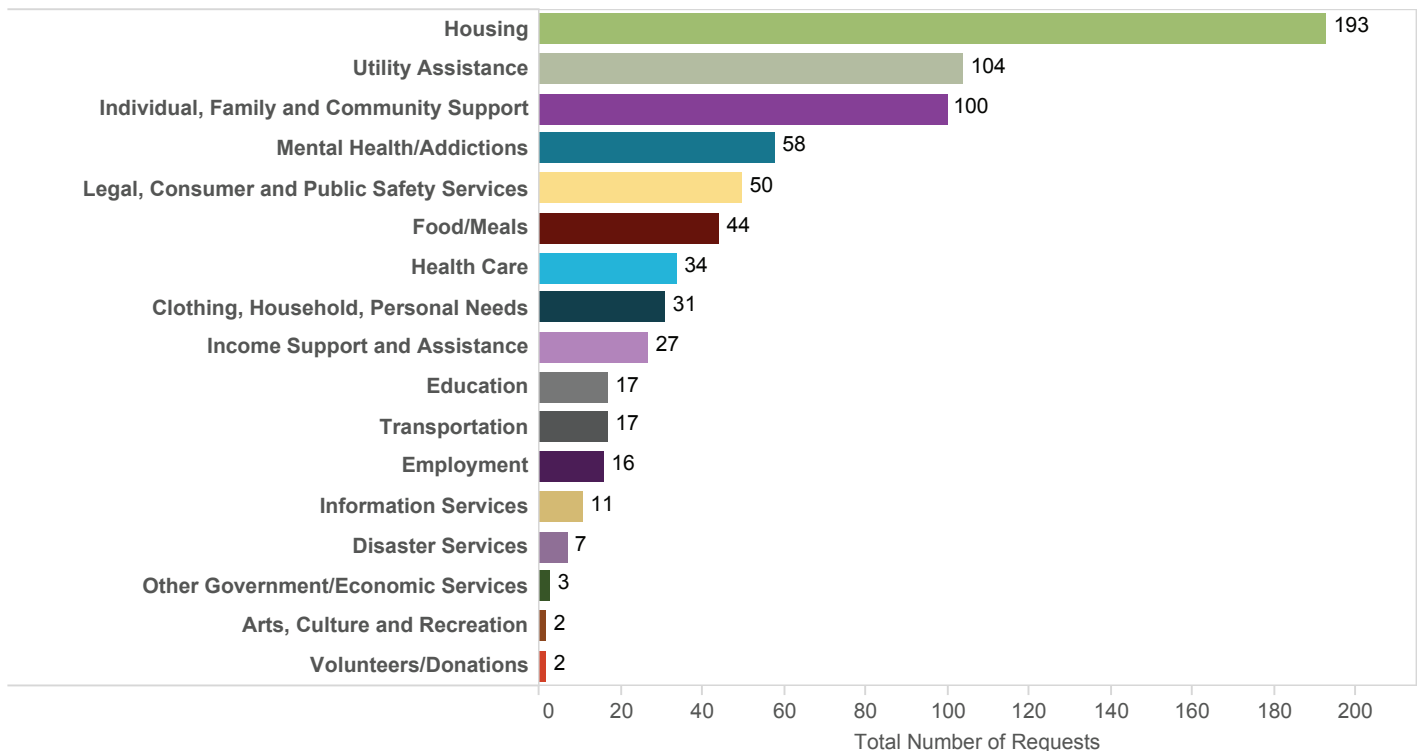
January 1, 2017 - March 31, 2017



Number of contacts, grouped by month and contact type



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

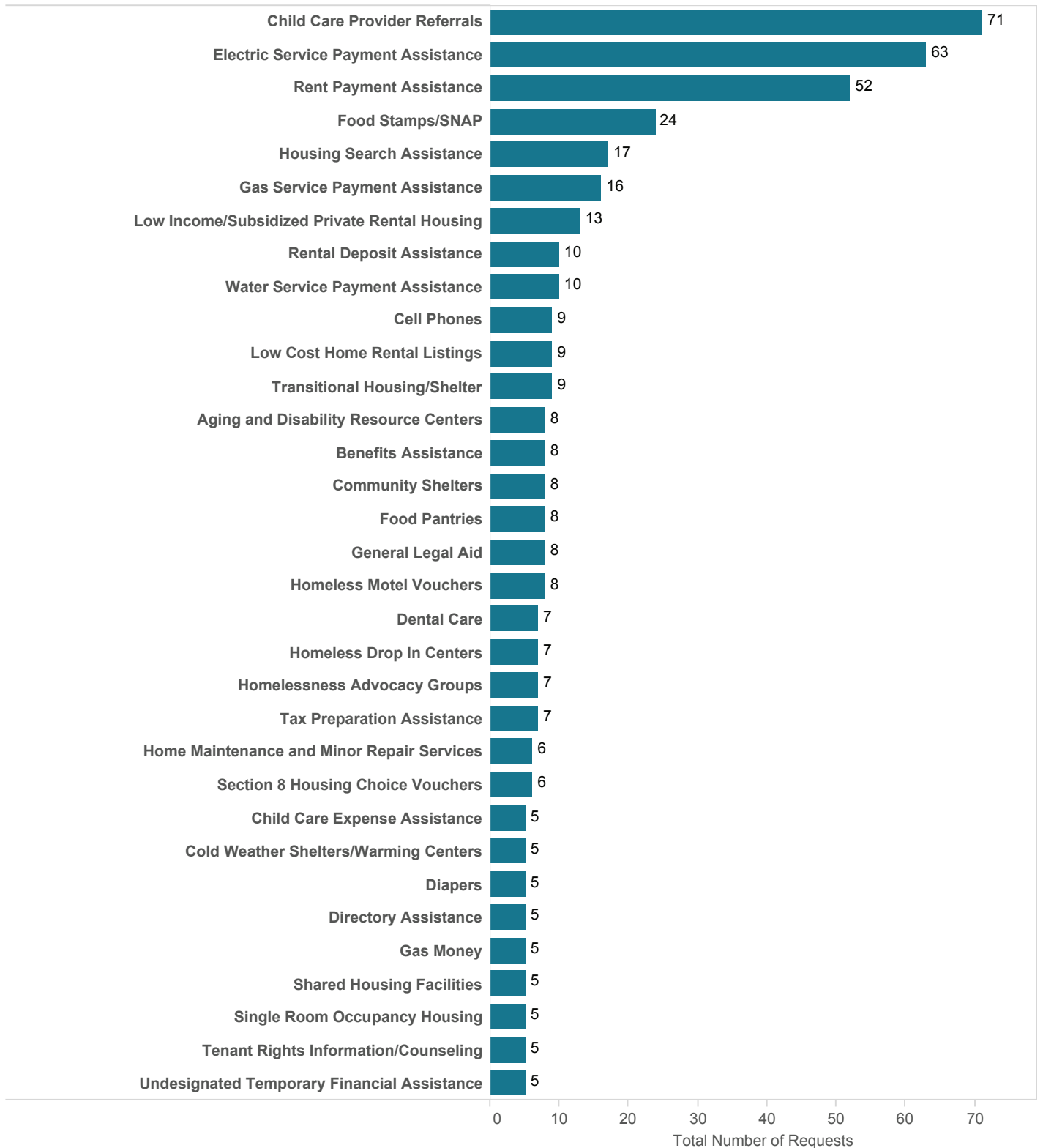


KLAMATH AND LAKE COUNTIES

January 1, 2017 - March 31, 2017



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

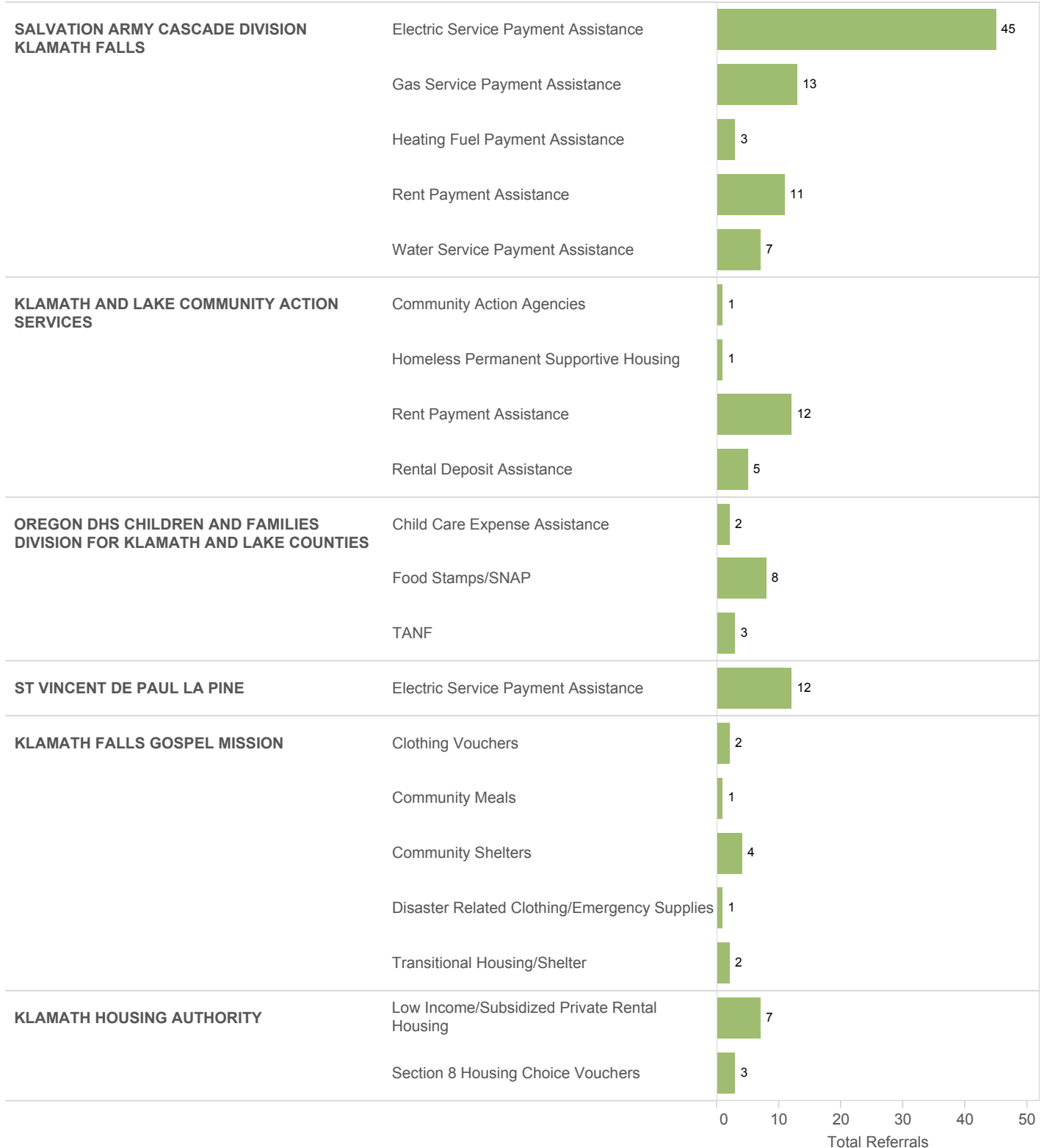


KLAMATH AND LAKE COUNTIES

January 1, 2017 - March 31, 2017



Top 6 agencies referred to across all contact types



KLAMATH AND LAKE COUNTIES

January 1, 2017 - March 31, 2017



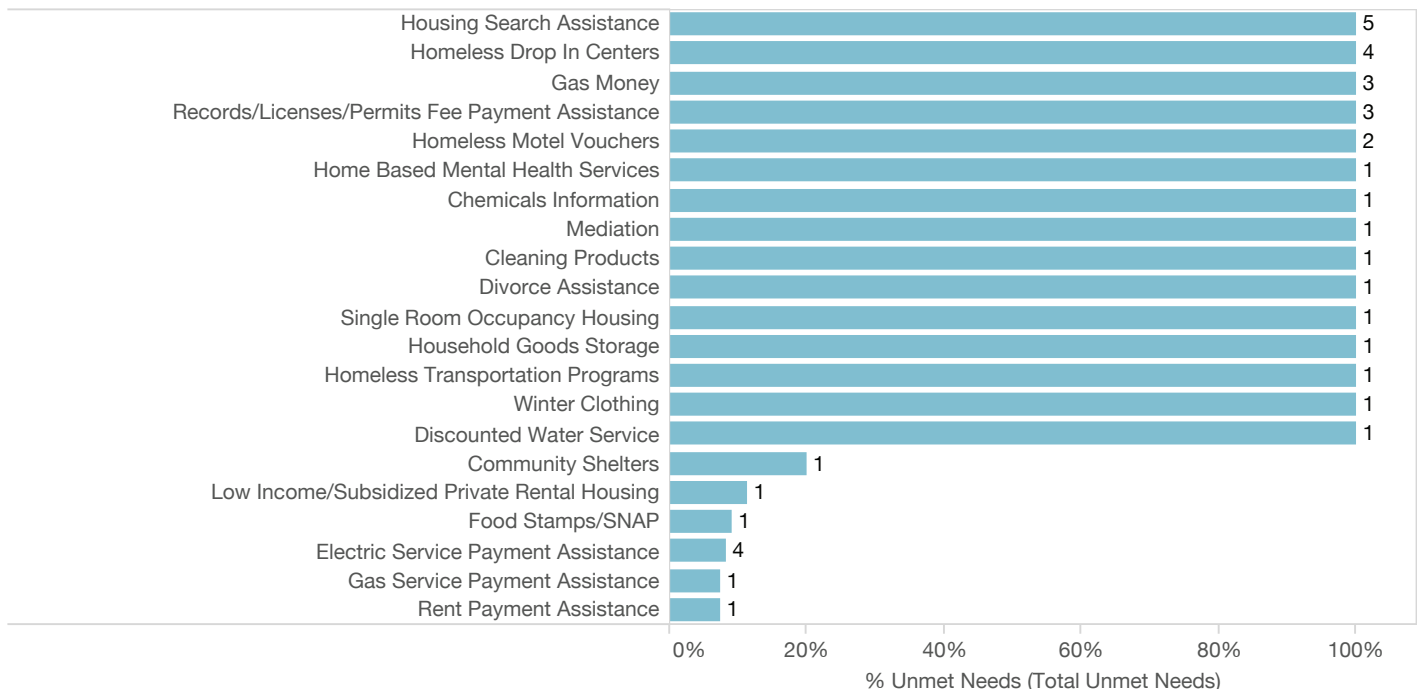
There were 36 instances where there wasn't an appropriate referral for the contact's requested need. Housing requests represent the largest number of unmet community needs.

What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Requests	% of Requests	Number of Requests	% of Requests
Transportation	2	33%	4	67%
Mental Health/Addictions	1	50%	1	50%
Housing	45	75%	16	27%
Clothing/Personal/Household Needs	6	75%	2	25%
Legal, Consumer and Public Safety Services	16	76%	5	24%
Utility Assistance	70	93%	6	8%
Health Care	14	93%	1	7%
Food/Meals	17	94%	1	6%
Income Support/Assistance	19	100%		
Other Government/Economic Services	2	100%		
Disaster Services	3	100%		
Volunteers/Donations	1	100%		
Individual, Family and Community Support	20	100%		
Employment	1	100%		
Information Services	7	100%		
Grand Total	224	87%	36	14%

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?



KLAMATH AND LAKE COUNTIES

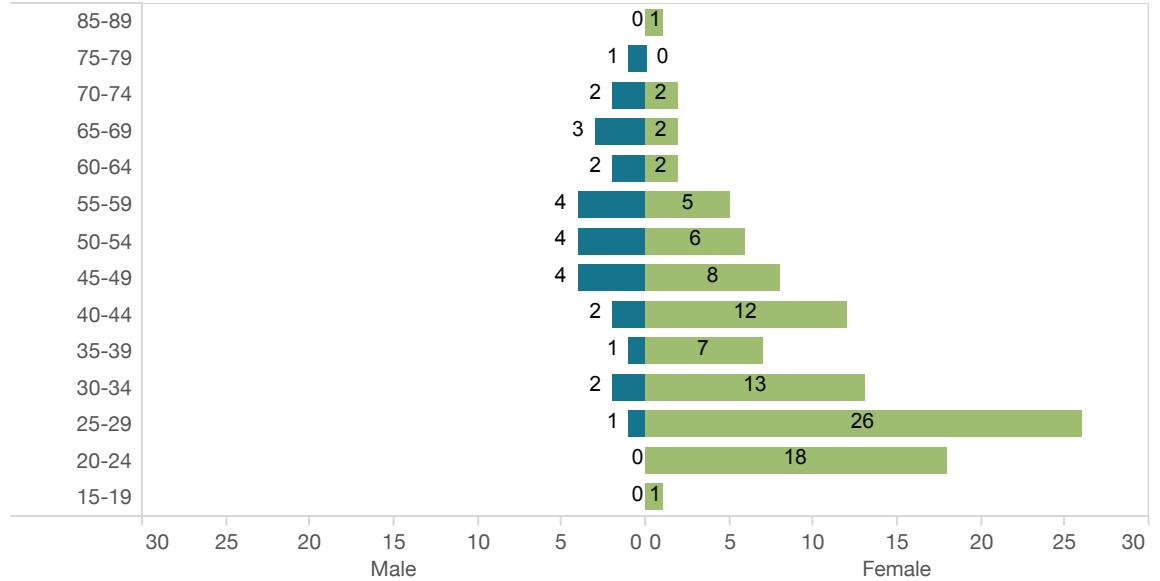
January 1, 2017 - March 31, 2017



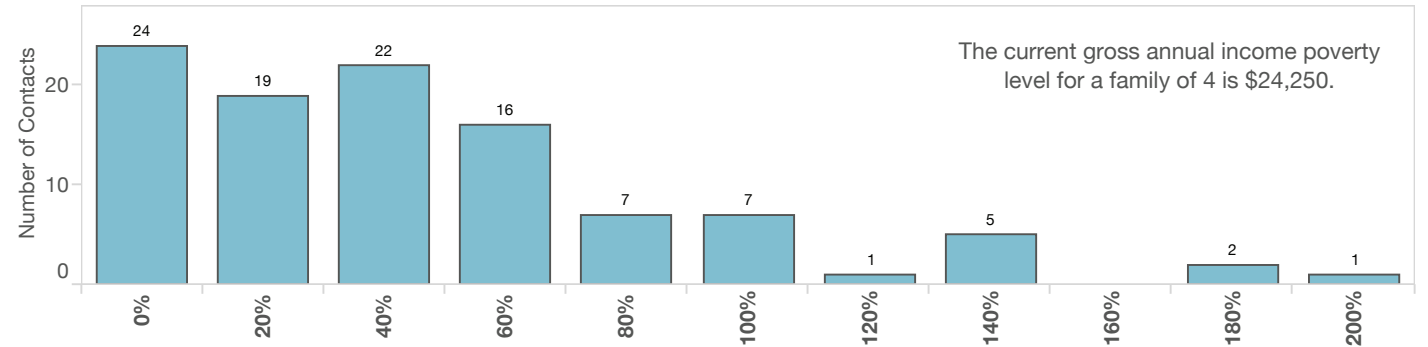
Age

85-89	0.93%
75-79	0.93%
70-74	3.70%
65-69	3.70%
60-64	3.70%
55-59	7.41%
50-54	8.33%
45-49	11.11%
40-44	12.04%
35-39	7.41%
30-34	11.11%
25-29	19.44%
20-24	9.26%
15-19	0.93%

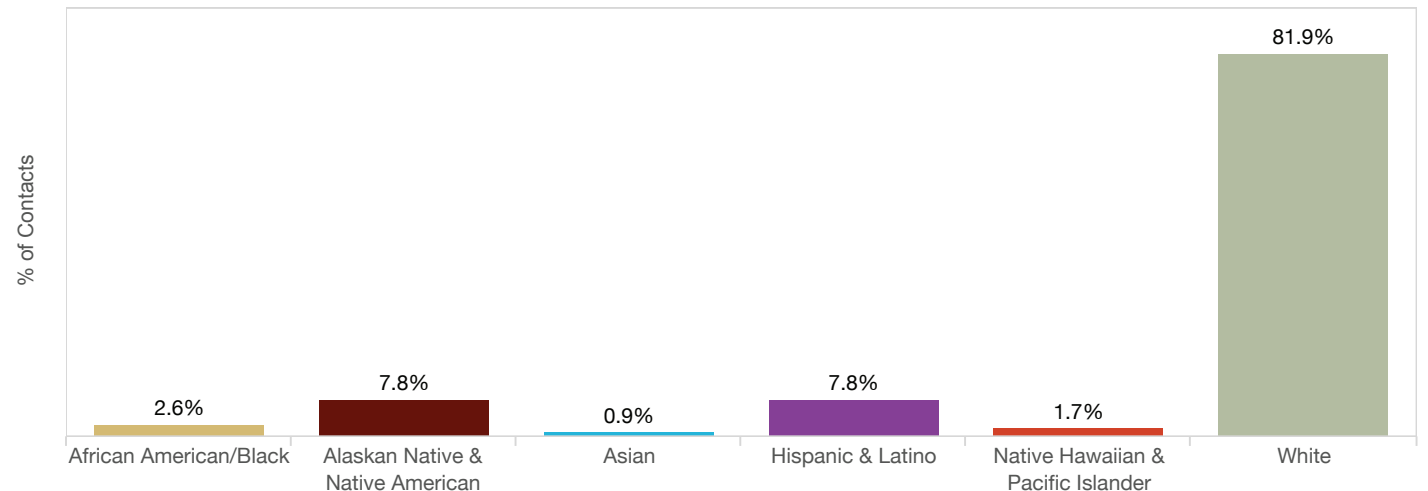
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

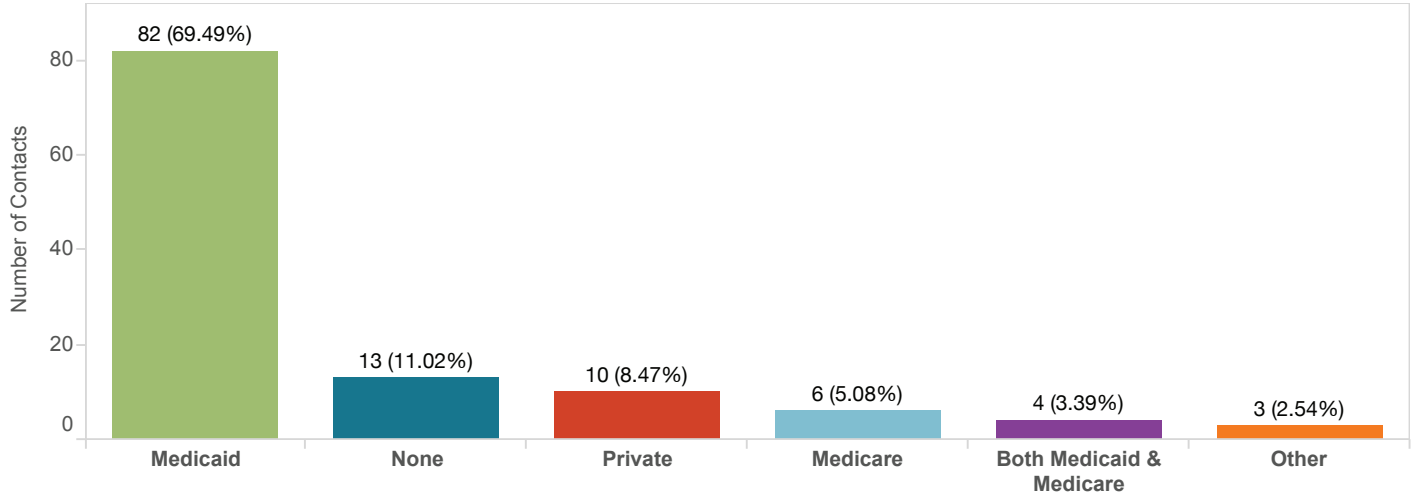


KLAMATH AND LAKE COUNTIES

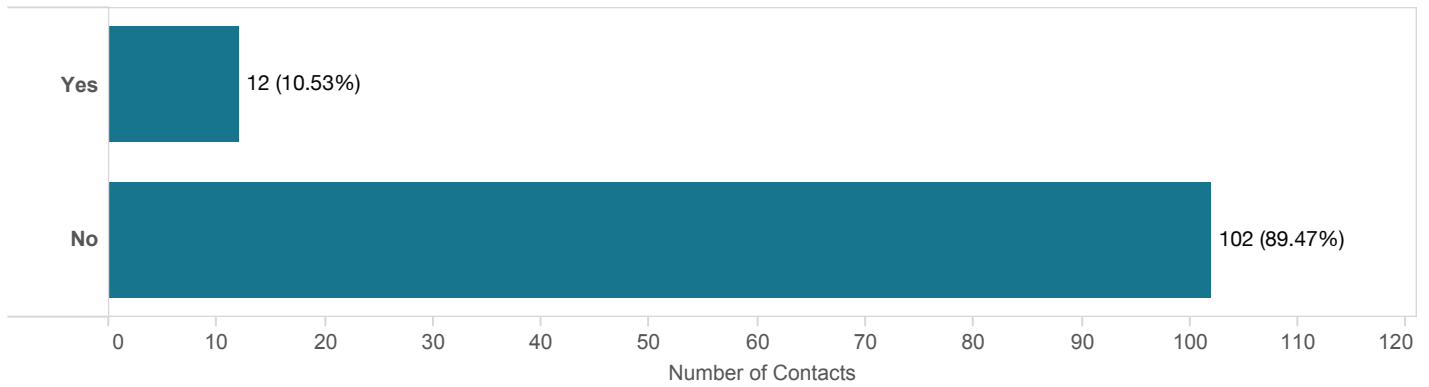
January 1, 2017 - March 31, 2017



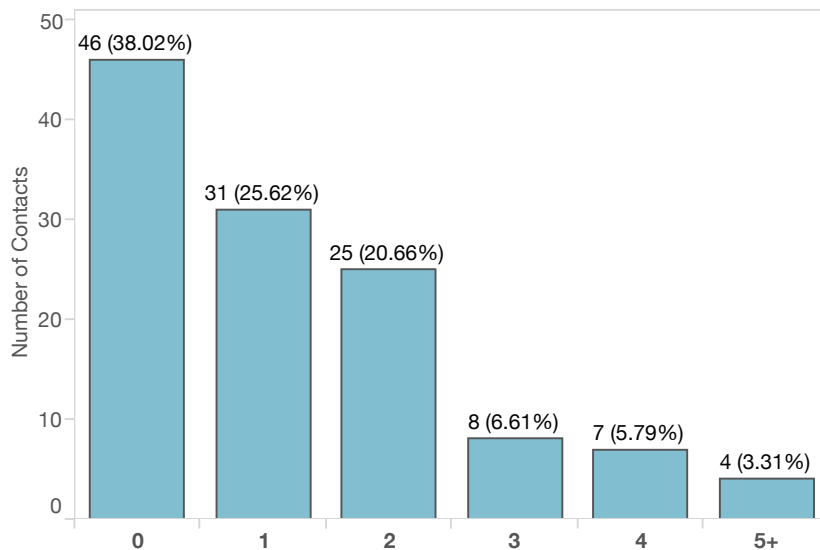
Health insurance status



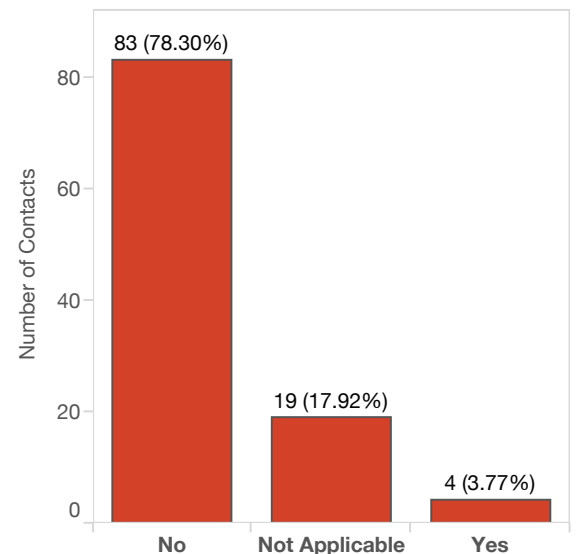
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



KLAMATH AND LAKE COUNTIES

January 1, 2017 - March 31, 2017



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

