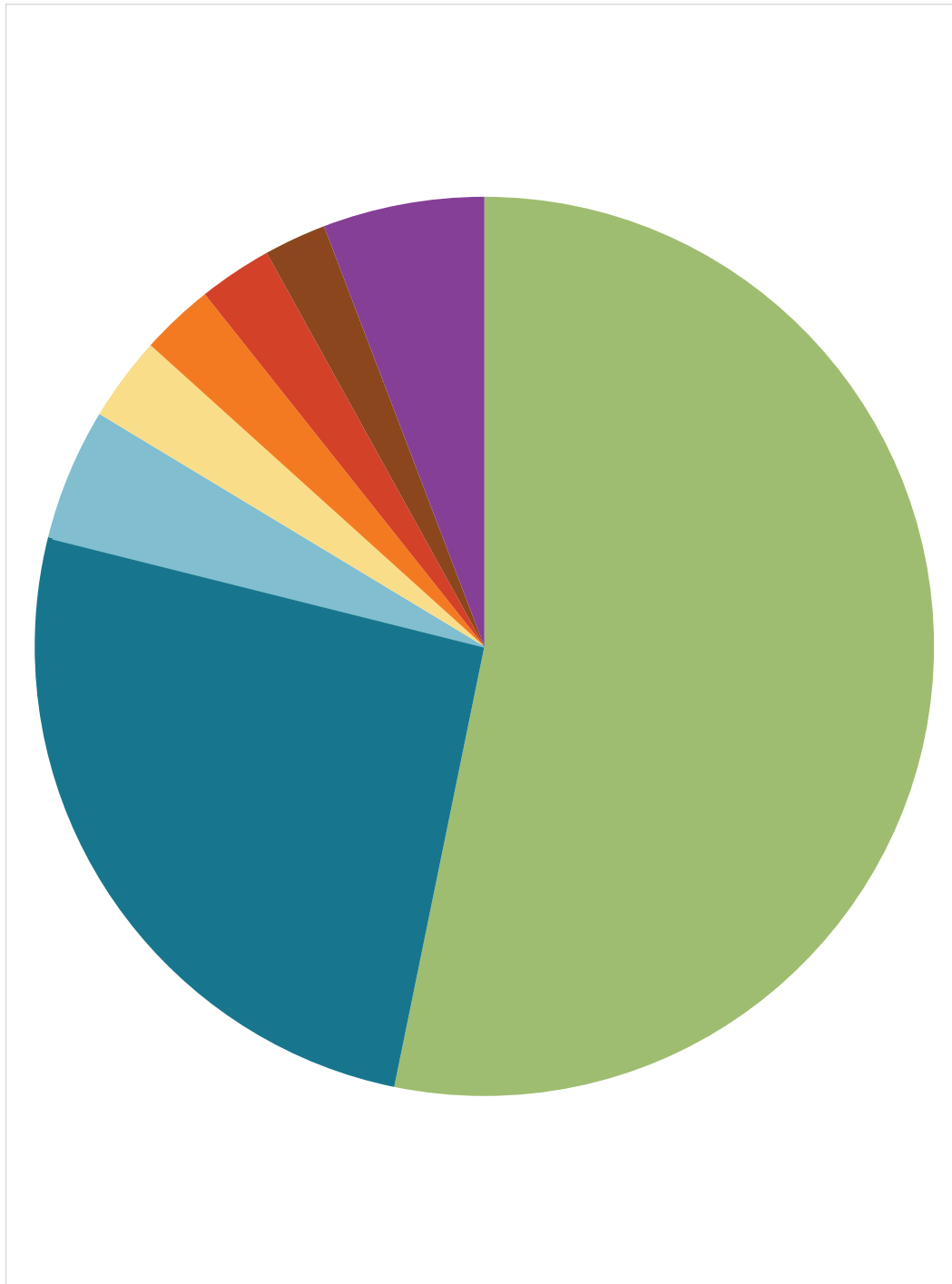


LANE COUNTY

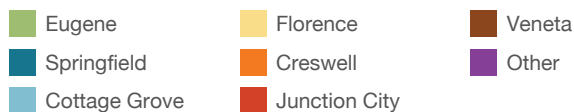
January 1, 2017 - March 31, 2017



Percent of contacts by city



Eugene	404 (53.44%)
Springfield	195 (25.79%)
Cottage Grove	36 (4.76%)
Florence	23 (3.04%)
Creswell	20 (2.65%)
Junction City	20 (2.65%)
Veneta	17 (2.25%)
Other	44 (5.82%)

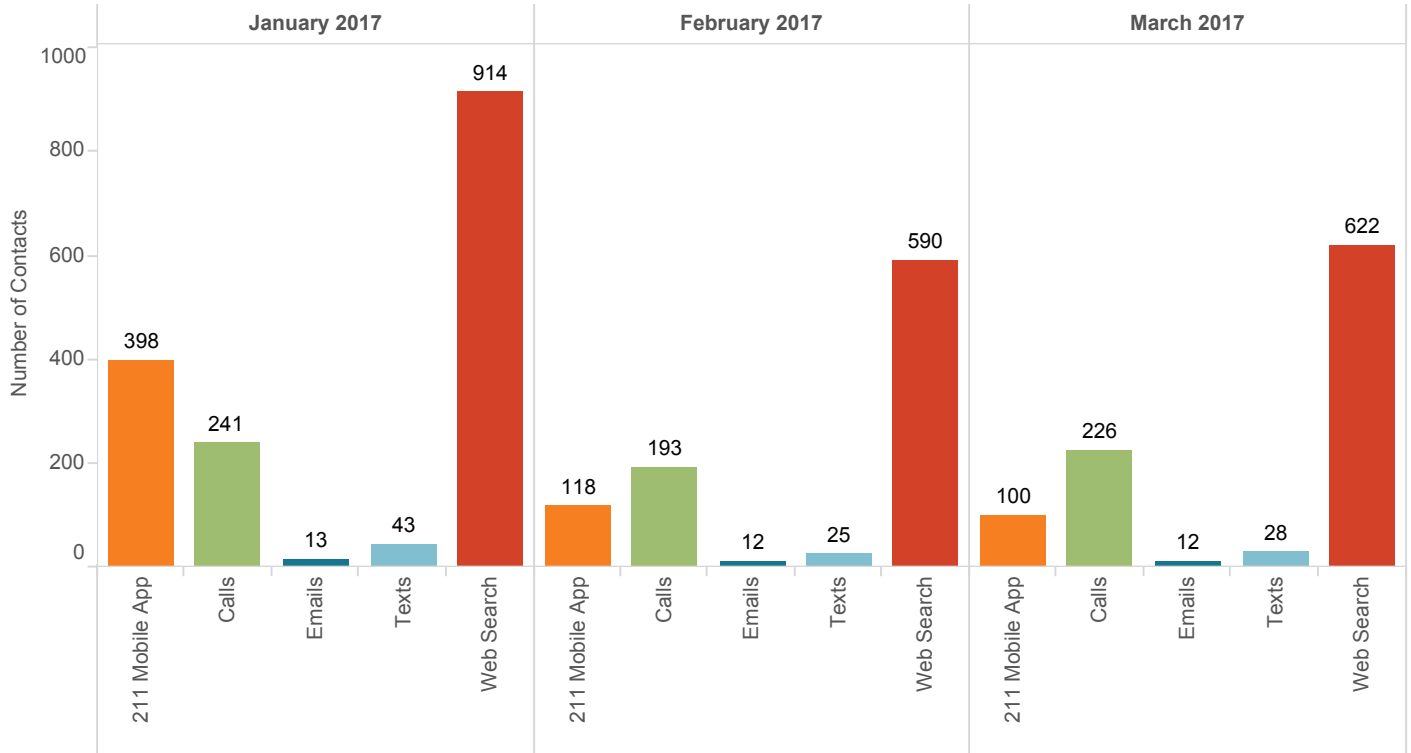


LANE COUNTY

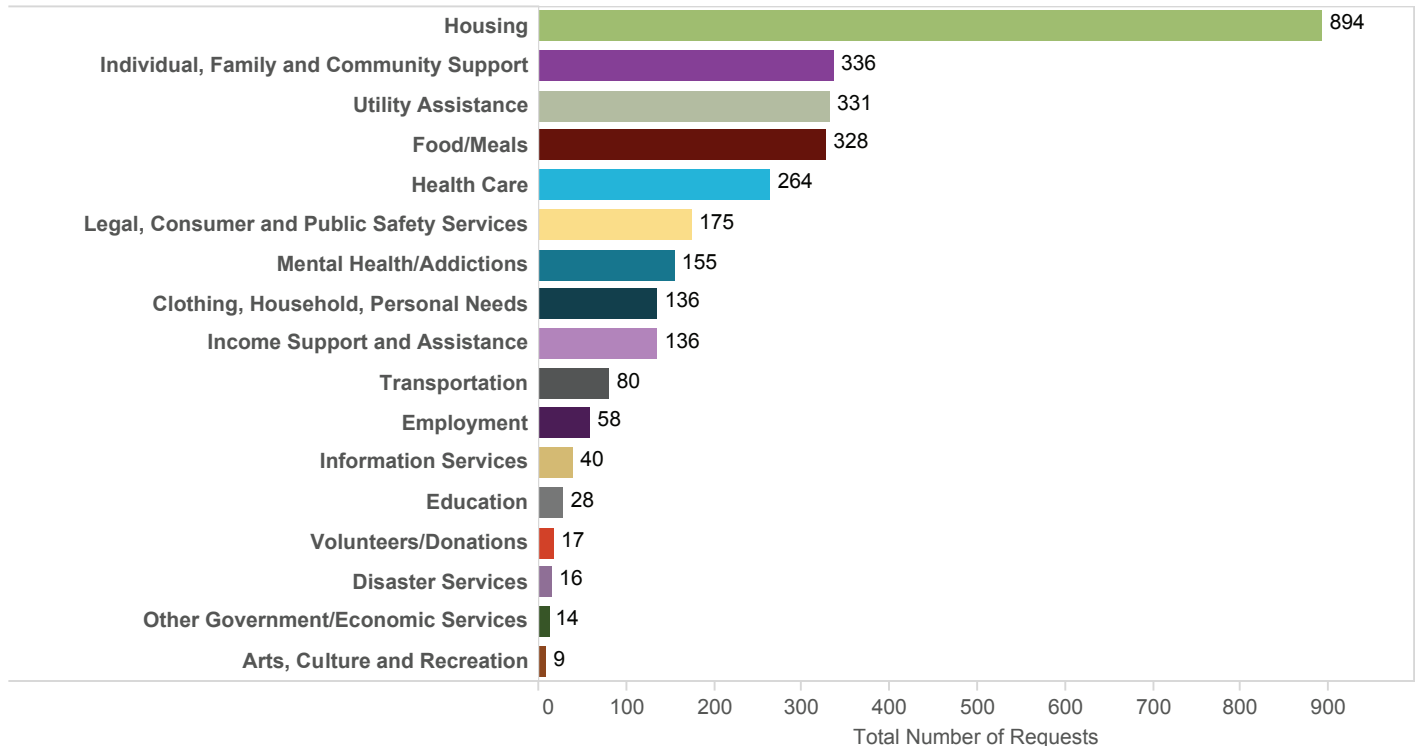
January 1, 2017 - March 31, 2017



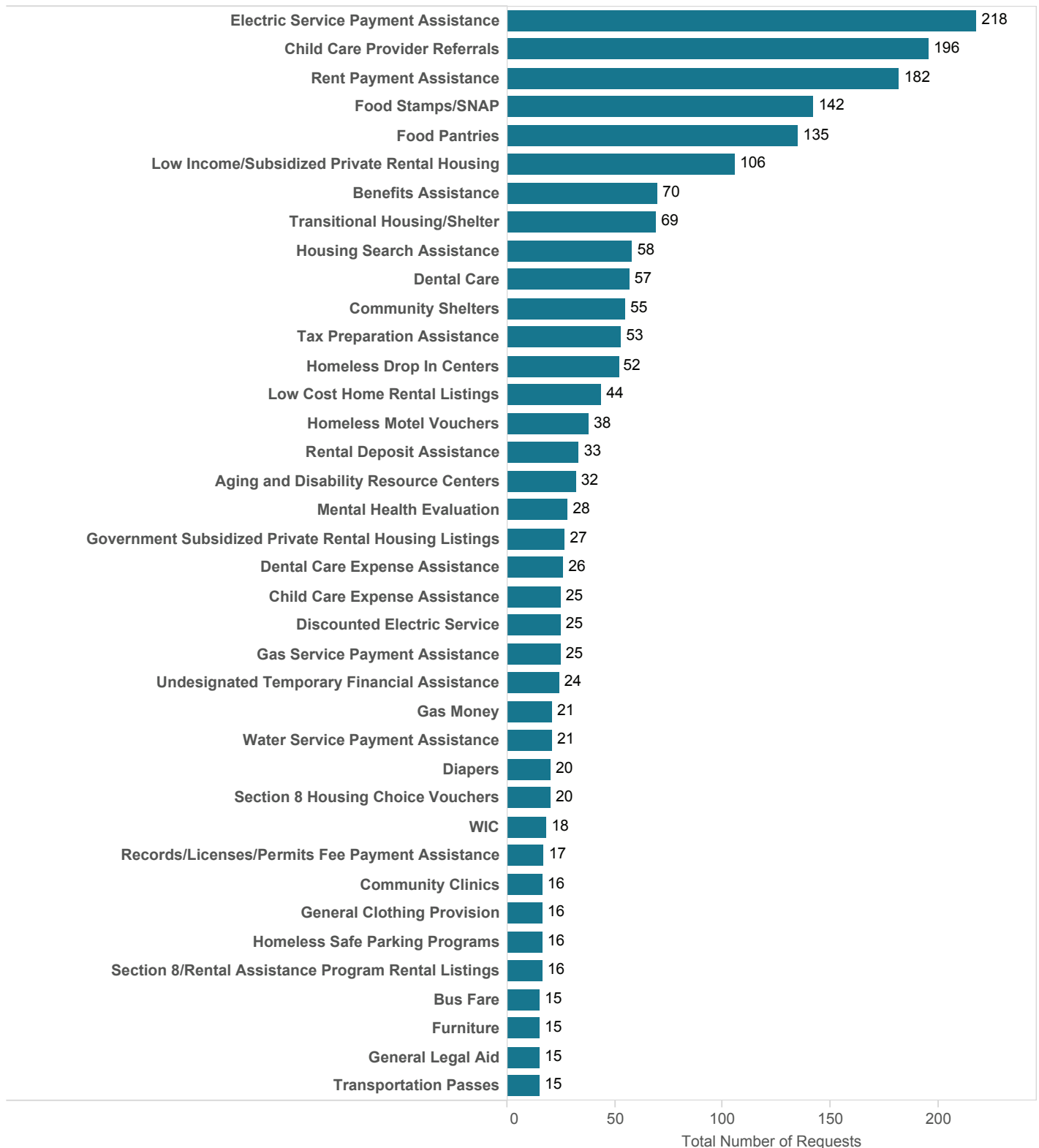
Number of contacts, grouped by month and contact type



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



Number of services with 15 or more requests across all contact types

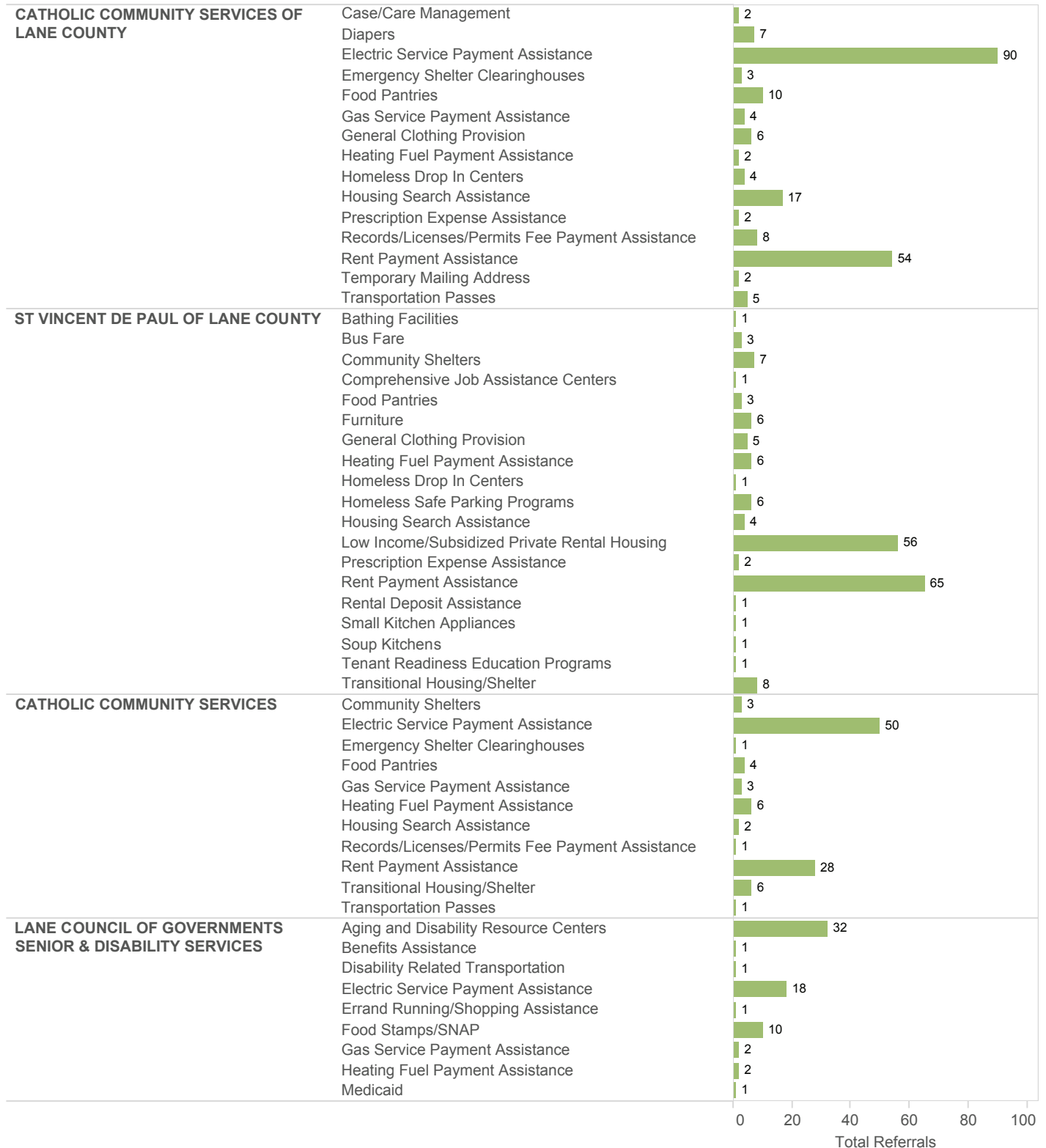


LANE COUNTY

January 1, 2017 - March 31, 2017



Top 4 agencies referred to across all contact types



LANE COUNTY

January 1, 2017 - March 31, 2017



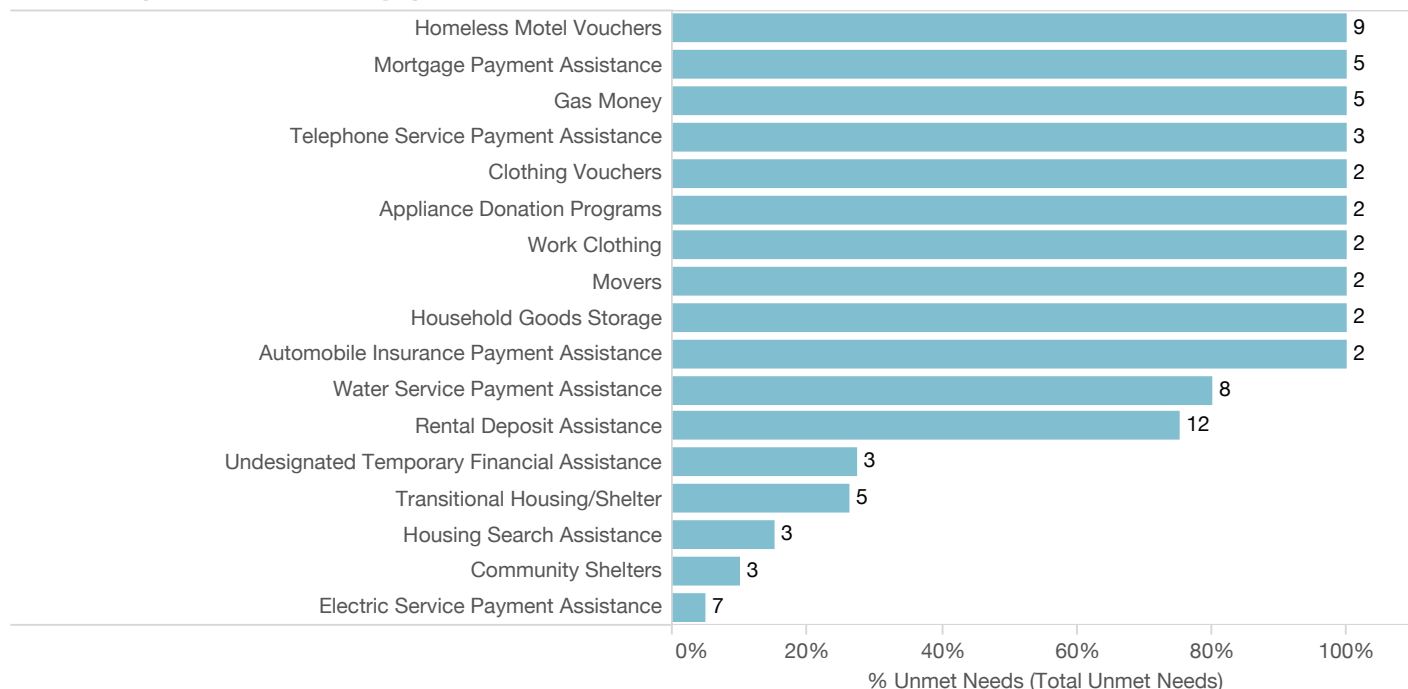
There were 108 instances where there wasn't an appropriate referral for the contact's requested need. Housing requests represent the largest number of unmet community needs. Volunteers/donations represent the greatest proportion of unmet community needs.

What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Requests	% of Requests	Number of Requests	% of Requests
Volunteers/Donations	4	50%	4	50%
Transportation	17	68%	8	32%
Clothing/Personal/Household Needs	40	80%	10	20%
Arts, Culture and Recreation	5	83%	1	17%
Housing	272	86%	48	15%
Utility Assistance	168	88%	23	12%
Other Government/Economic Services	10	91%	1	9%
Employment	13	93%	1	7%
Income Support/Assistance	88	96%	4	4%
Legal, Consumer and Public Safety Services	68	96%	3	4%
Information Services	26	96%	1	4%
Individual, Family and Community Support	40	98%	1	2%
Health Care	108	98%	2	2%
Food/Meals	98	99%	1	1%
Disaster Services	5	100%		
Mental Health/Addictions	18	100%		
Education	4	100%		
Grand Total	984	90%	108	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 community services with two or more requests are displayed below.

What are potential service gaps?



LANE COUNTY

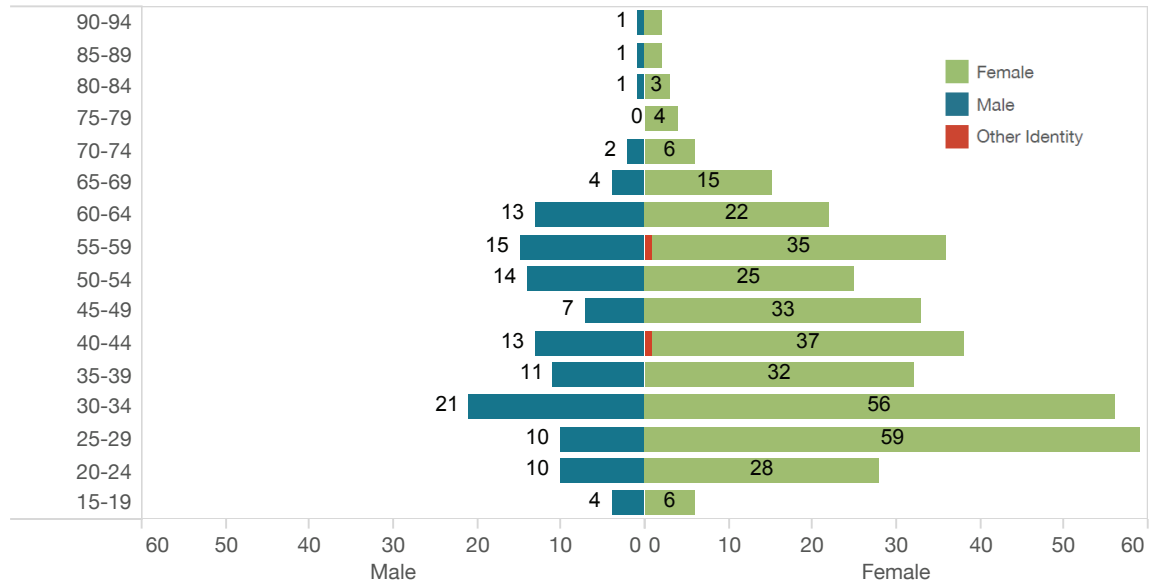
January 1, 2017 - March 31, 2017



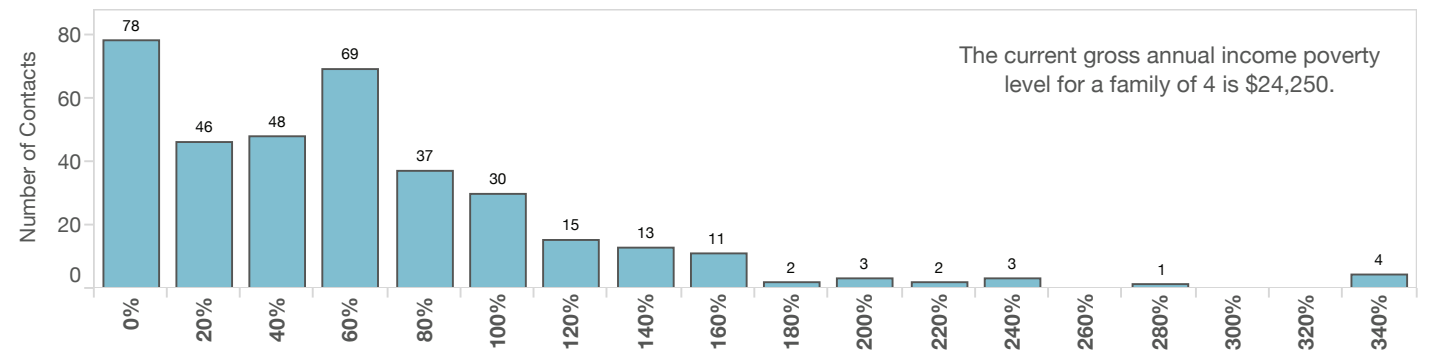
Age

90-94	0.67%
85-89	0.67%
80-84	0.89%
75-79	0.89%
70-74	1.77%
65-69	4.21%
60-64	7.54%
55-59	10.86%
50-54	8.43%
45-49	8.87%
40-44	10.86%
35-39	8.87%
30-34	14.19%
25-29	12.42%
20-24	6.65%
15-19	2.22%

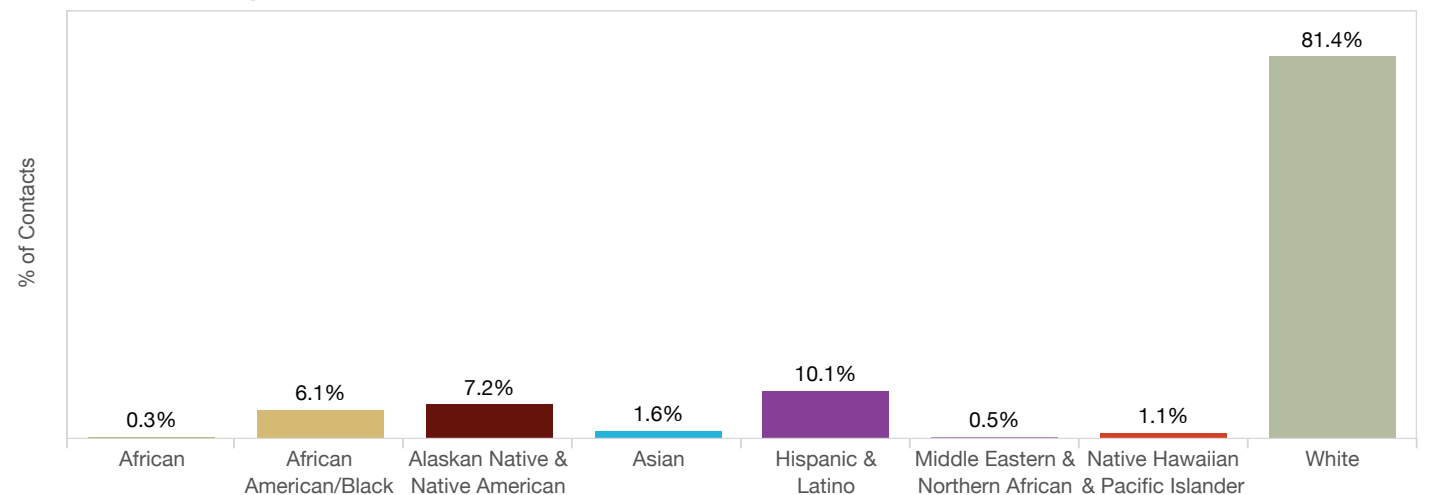
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

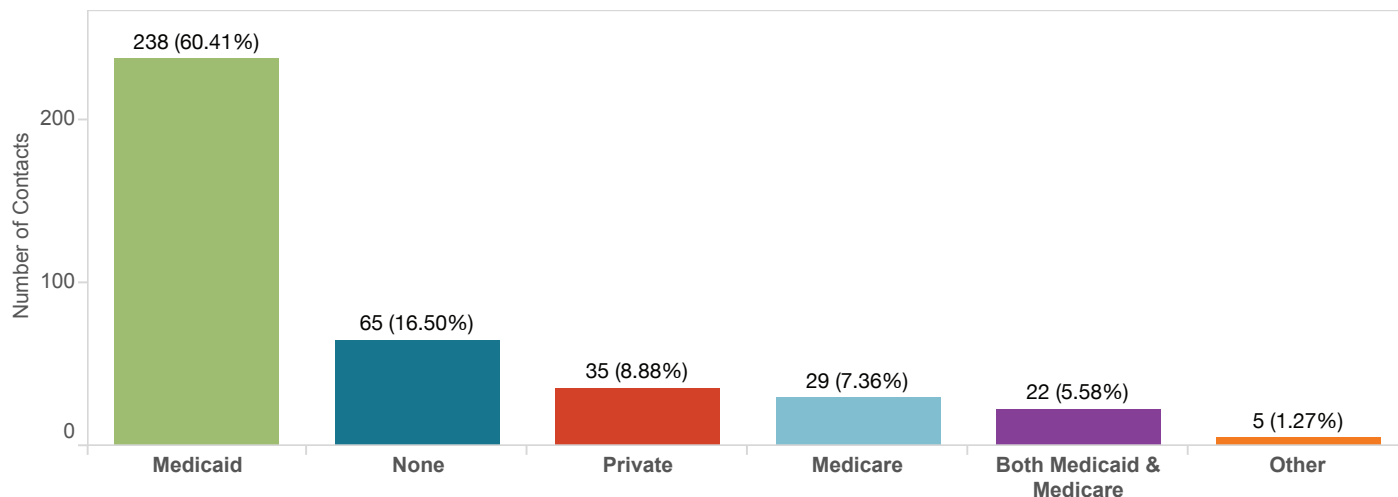


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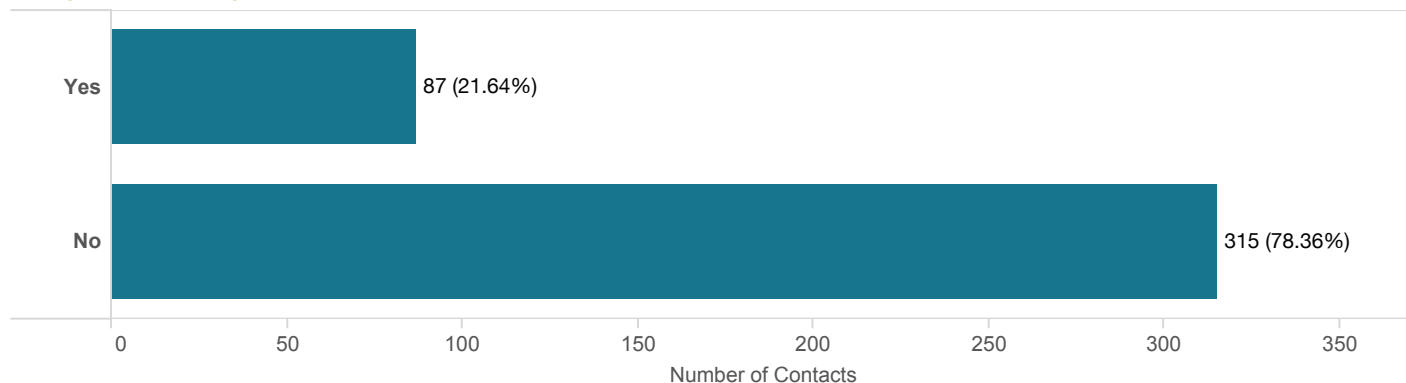
January 1, 2017 - March 31, 2017



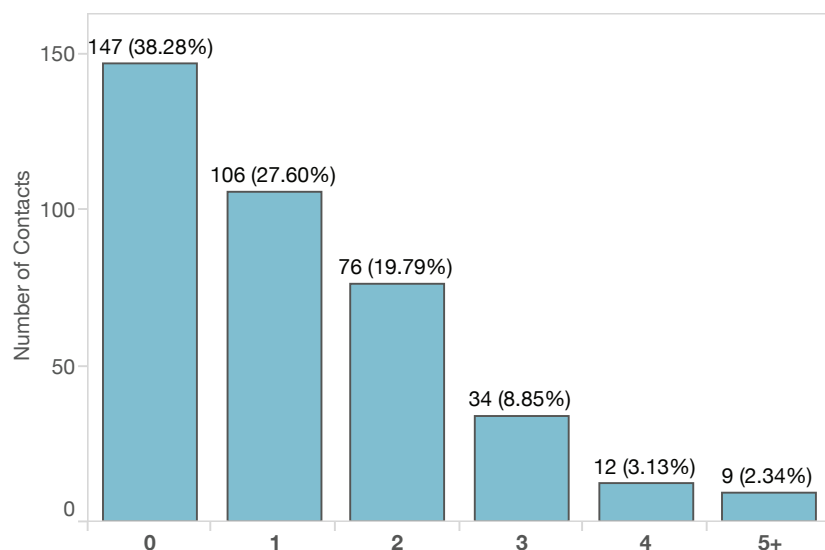
Health insurance status



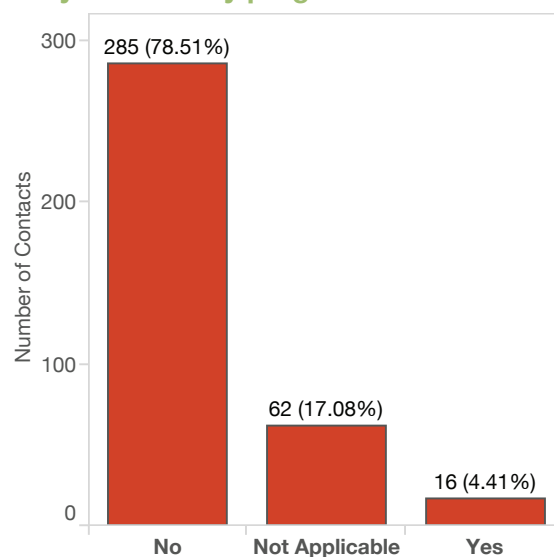
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



LANE COUNTY

January 1, 2017 - March 31, 2017



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

