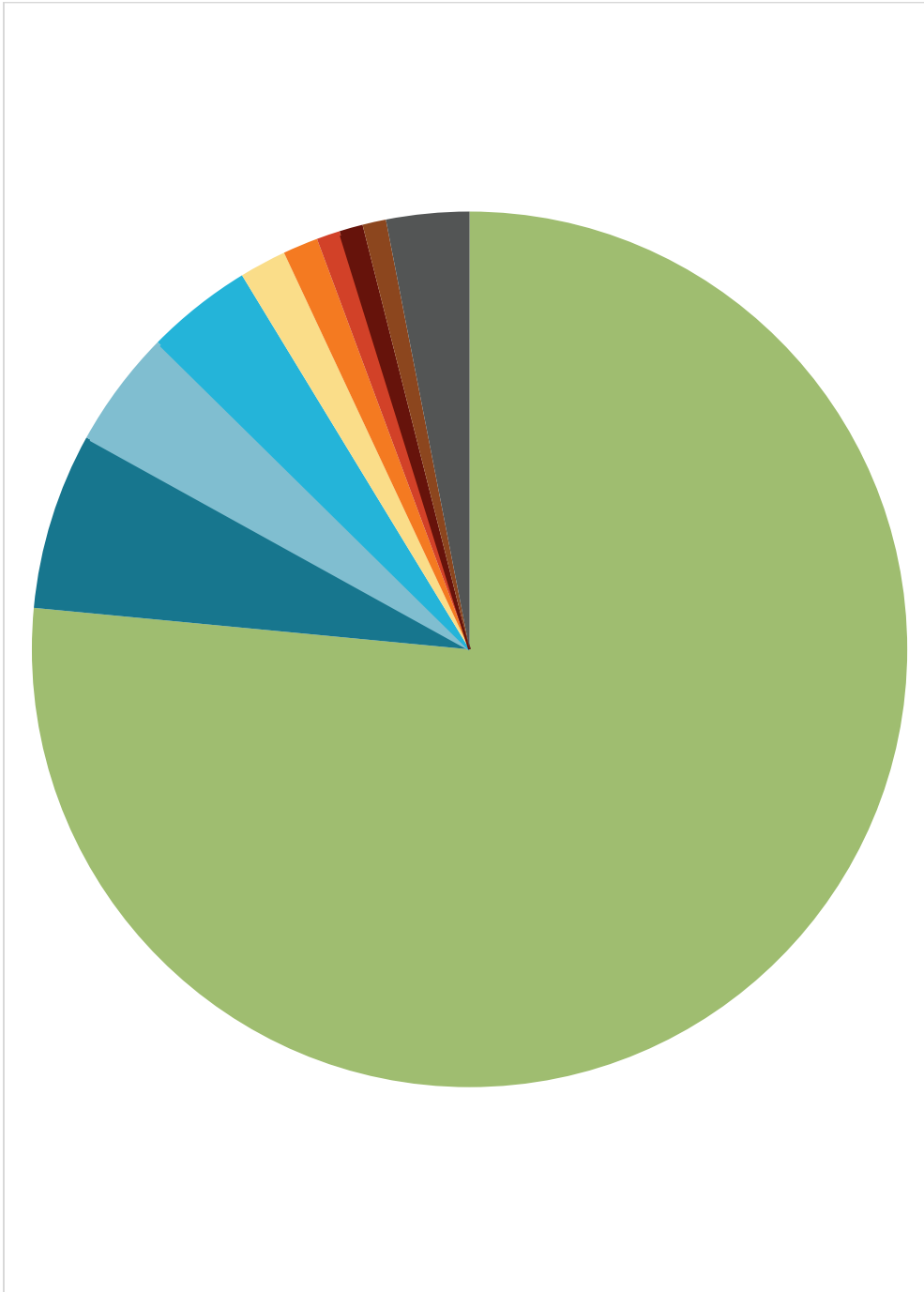


KLAMATH AND LAKE COUNTIES

October - December 2017



Percent of contacts by city



Klamath Falls	176 (77%)
Chiloquin	15 (7%)
Lakeview	10 (4%)
Bonanza	9 (4%)
Bly	4 (2%)
La Pine	3 (1%)
Christmas Valley	2 (1%)
Fort Klamath	2 (1%)
Malin	2 (1%)
Other	7 (3%)

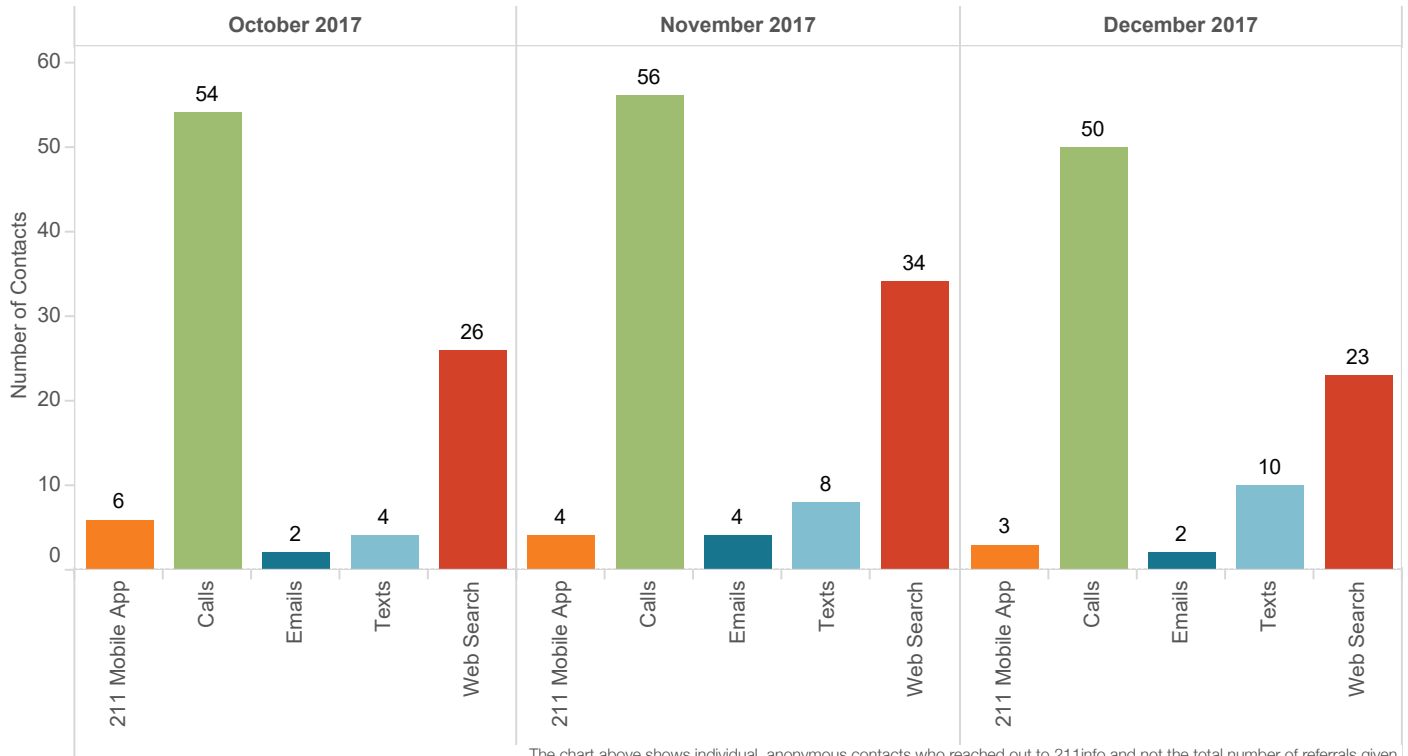


KLAMATH AND LAKE COUNTIES

October - December 2017

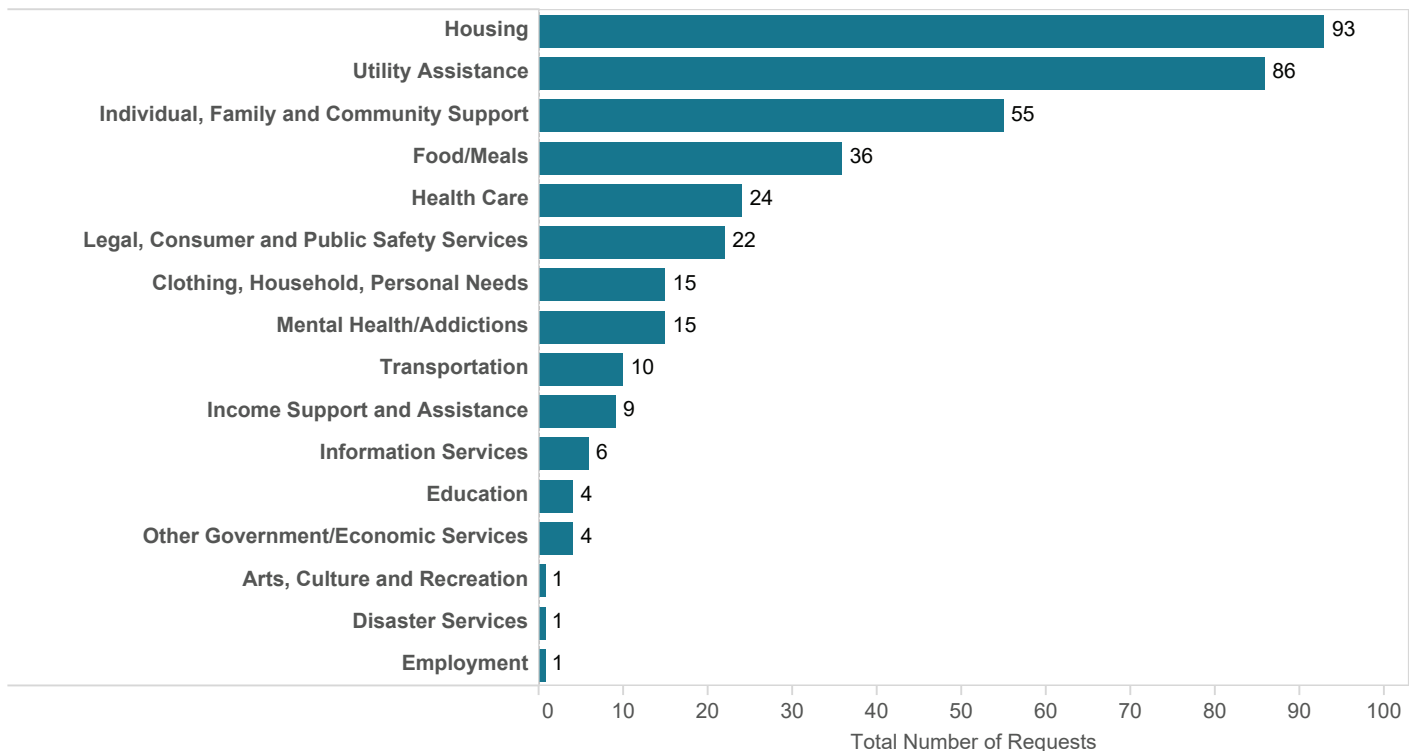


Number of contacts, grouped by month and contact type



The chart above shows individual, anonymous contacts who reached out to 211info and not the total number of referrals given.

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

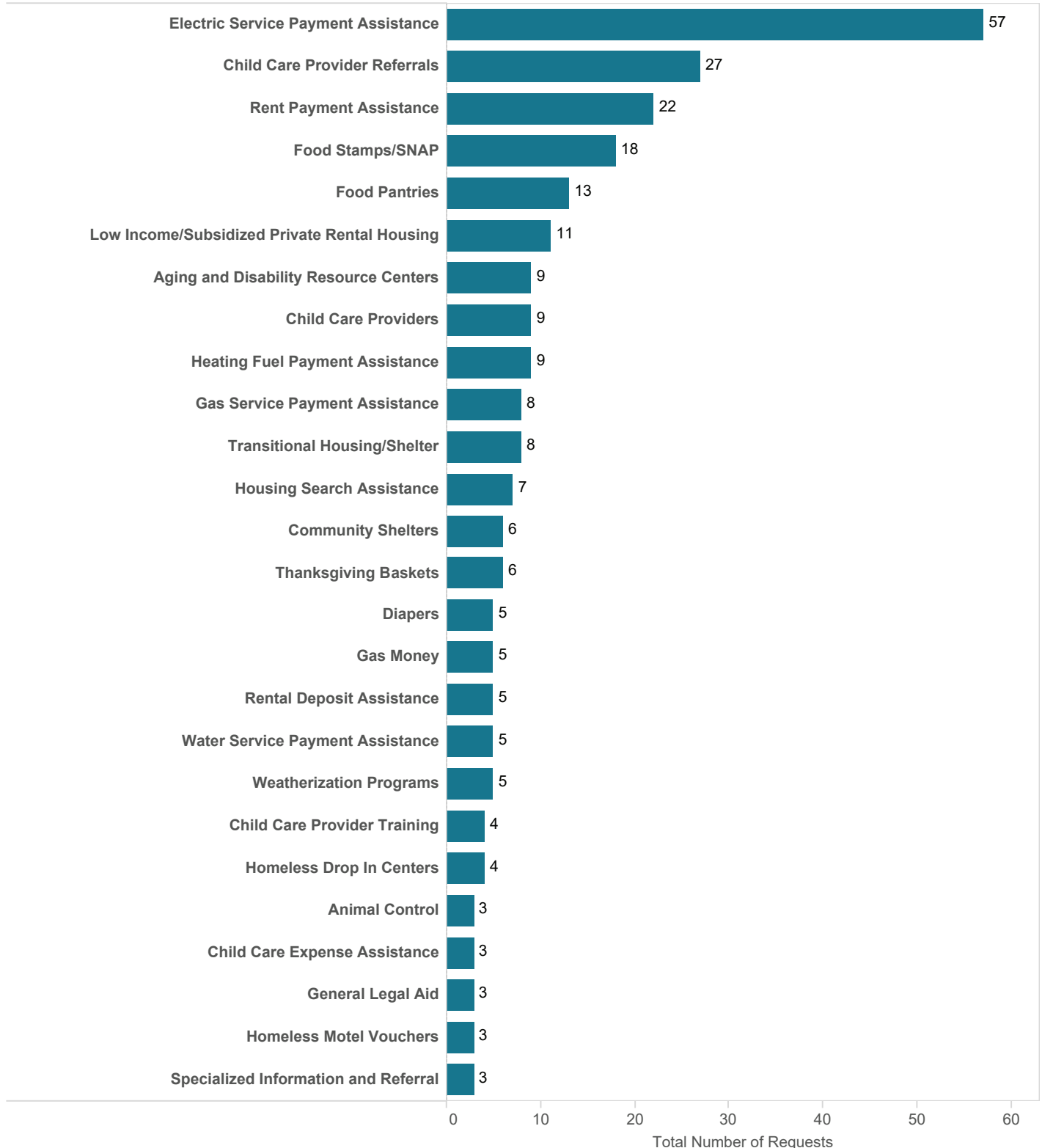


KLAMATH AND LAKE COUNTIES

October - December 2017



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

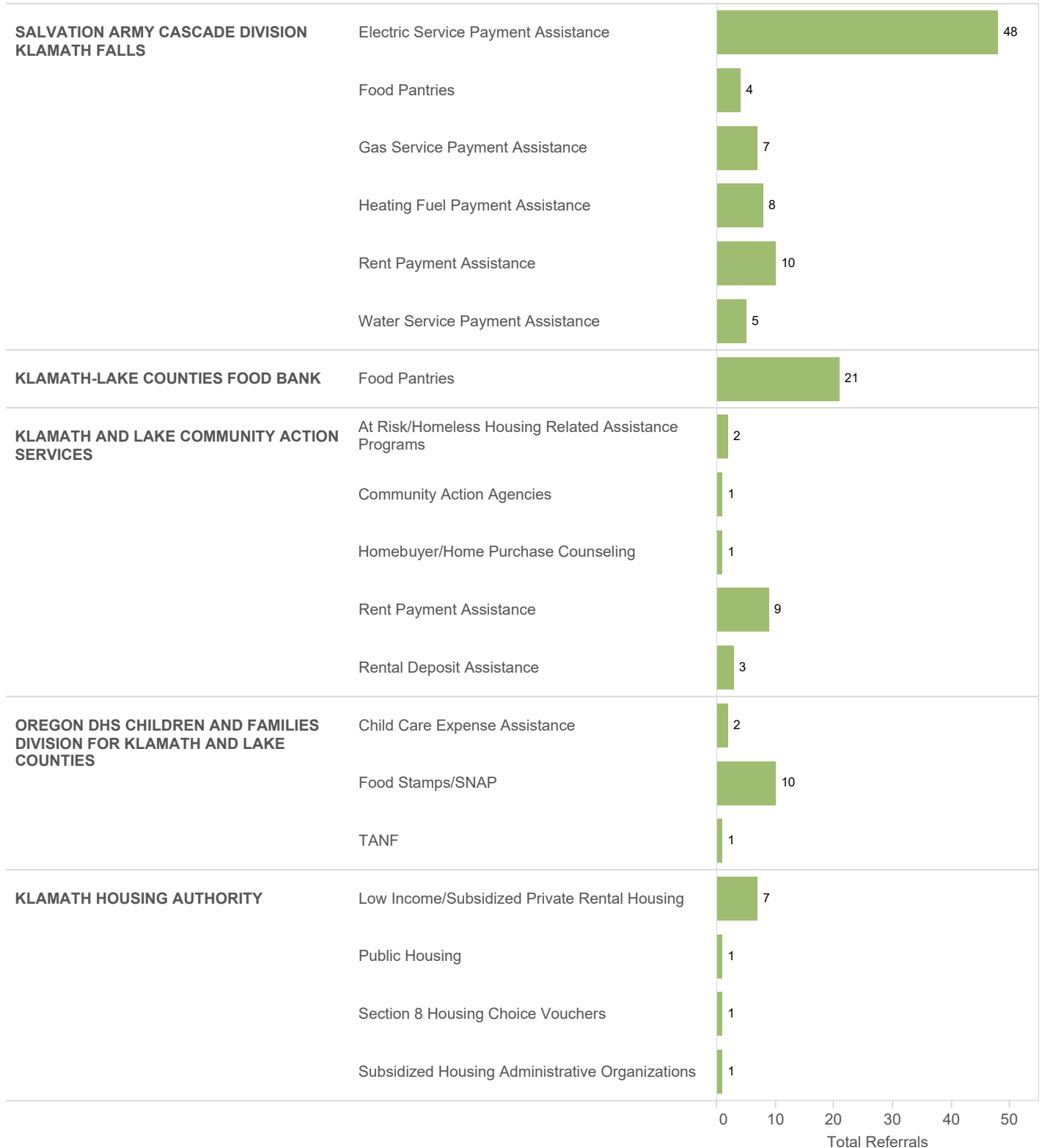


KLAMATH AND LAKE COUNTIES

October - December 2017



Top 5 agencies referred to across all contact types



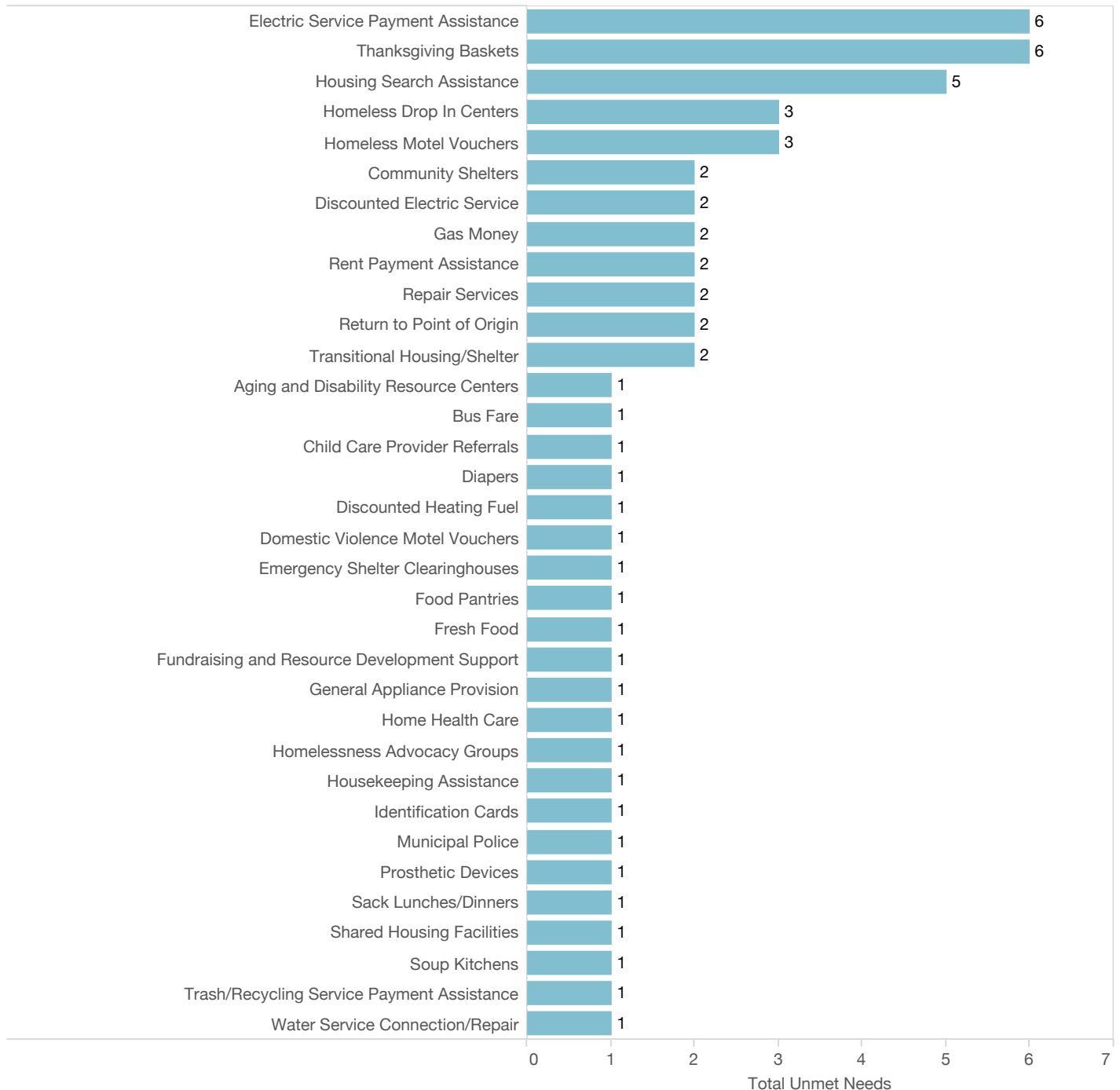
KLAMATH AND LAKE COUNTIES

October - December 2017



There were 59 instances where there wasn't an appropriate referral for the contact's requested need. Housing requests represent the largest number of unmet community needs. 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; and some services simply don't exist in a community.

What are potential service gaps?



KLAMATH AND LAKE COUNTIES

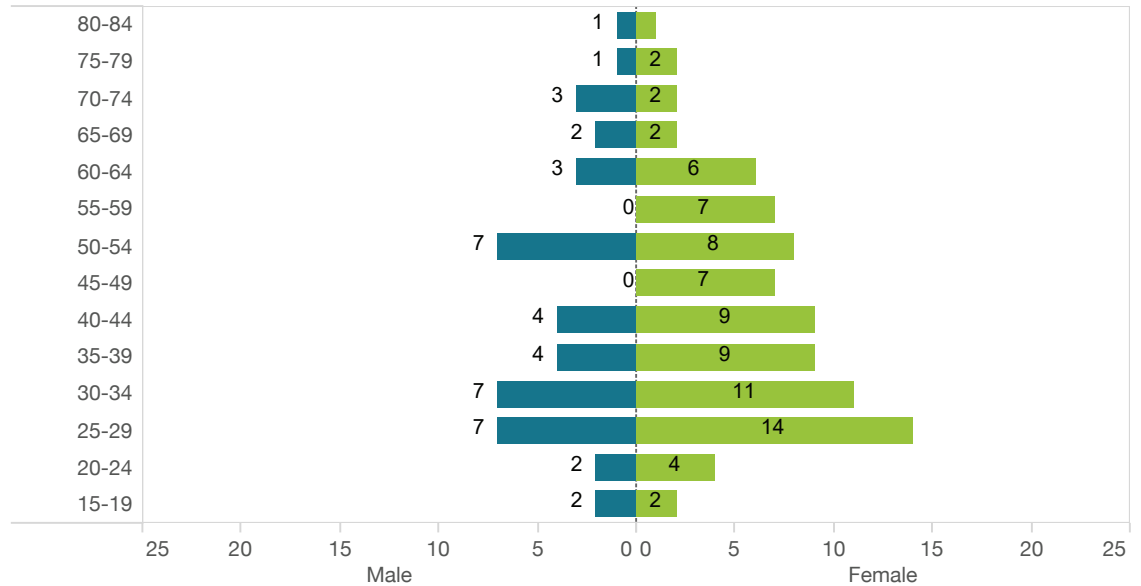
October - December 2017



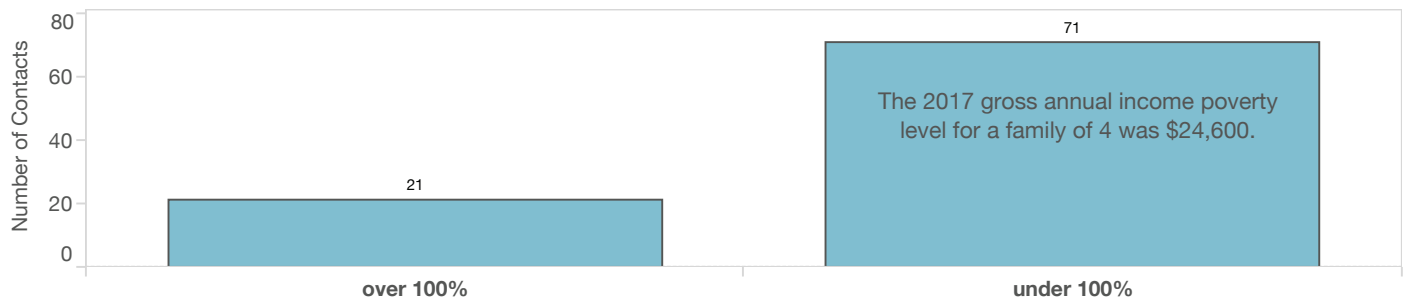
Age

80-84	0.89%
75-79	2.68%
70-74	4.46%
65-69	3.57%
60-64	6.25%
55-59	6.25%
50-54	10.71%
45-49	6.25%
40-44	10.71%
35-39	9.82%
30-34	14.29%
25-29	16.07%
20-24	4.46%
15-19	3.57%

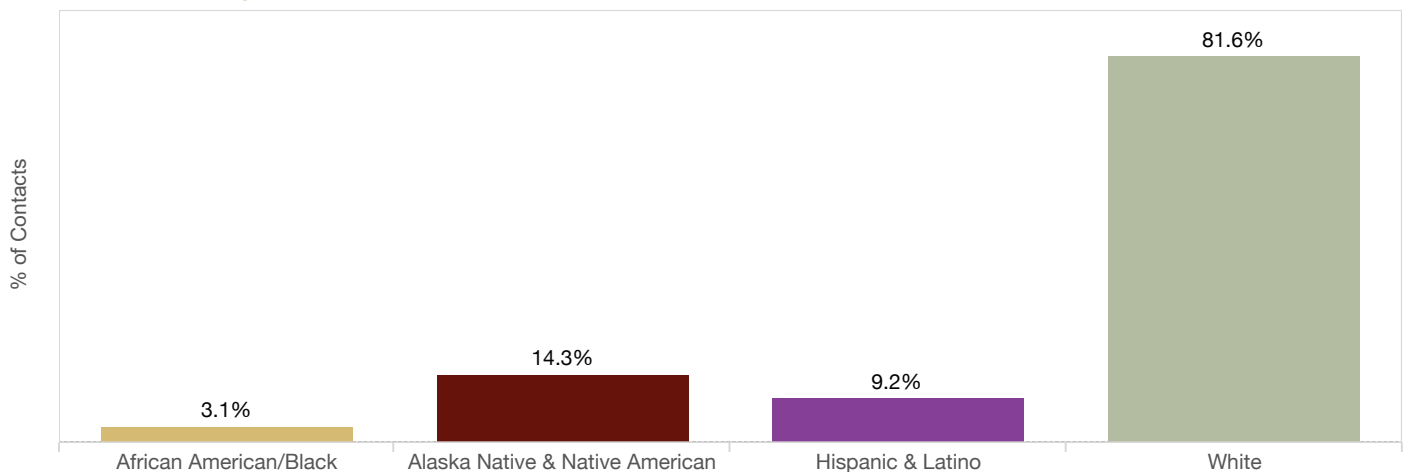
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

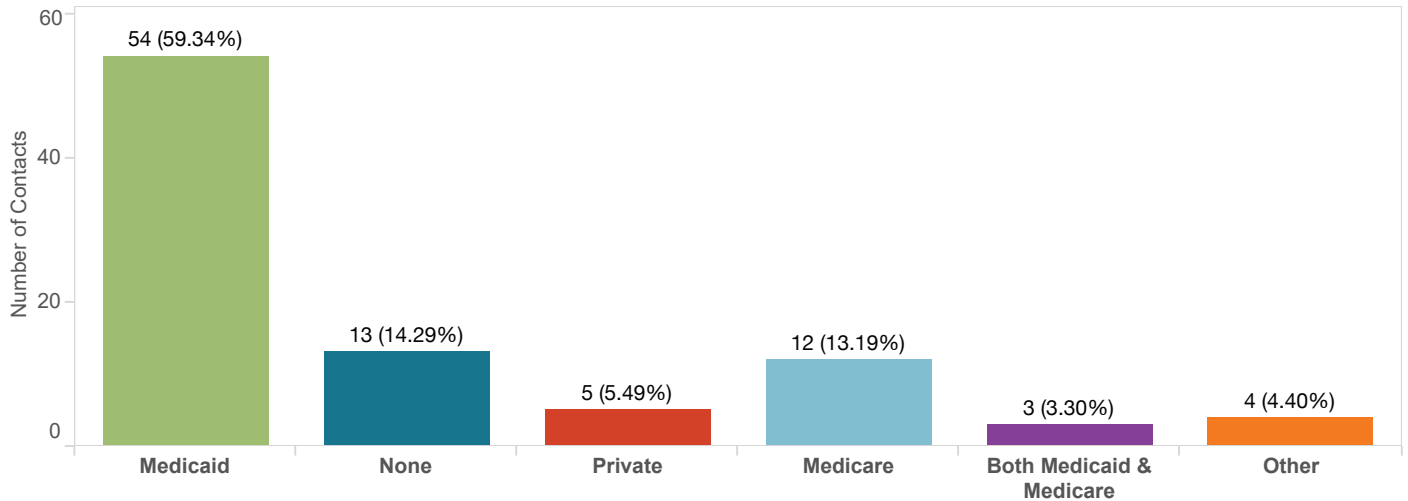


KLAMATH AND LAKE COUNTIES

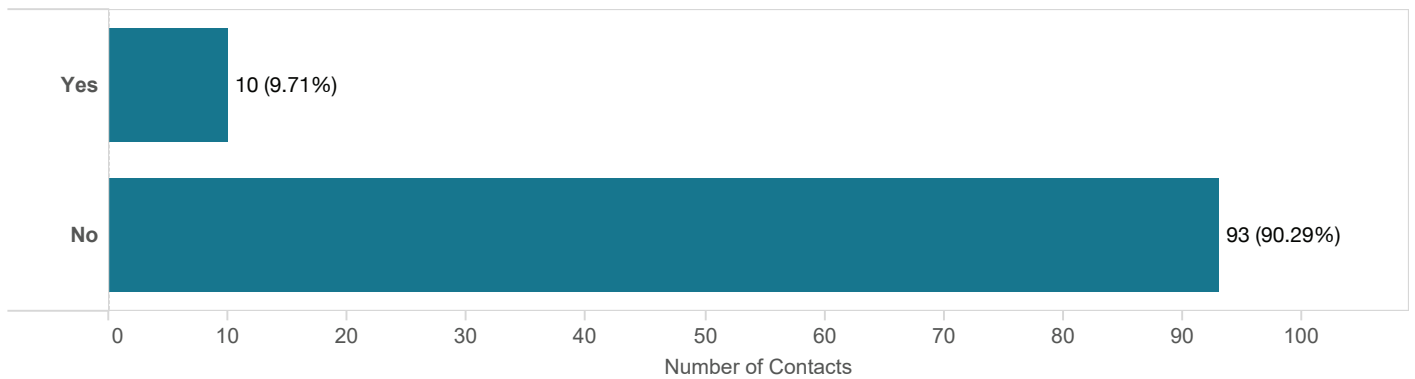
October - December 2017



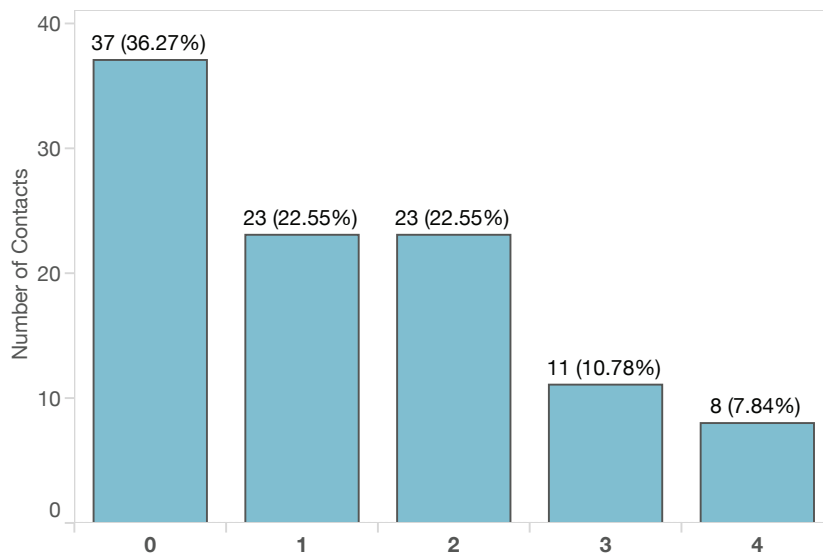
Health insurance status



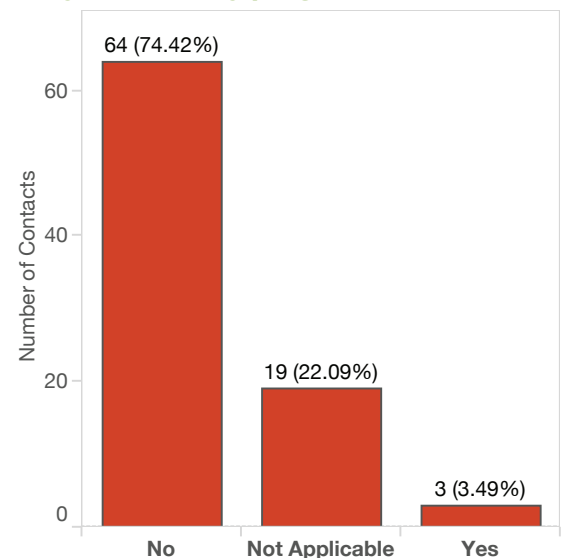
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



KLAMATH AND LAKE COUNTIES

October - December 2017



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

