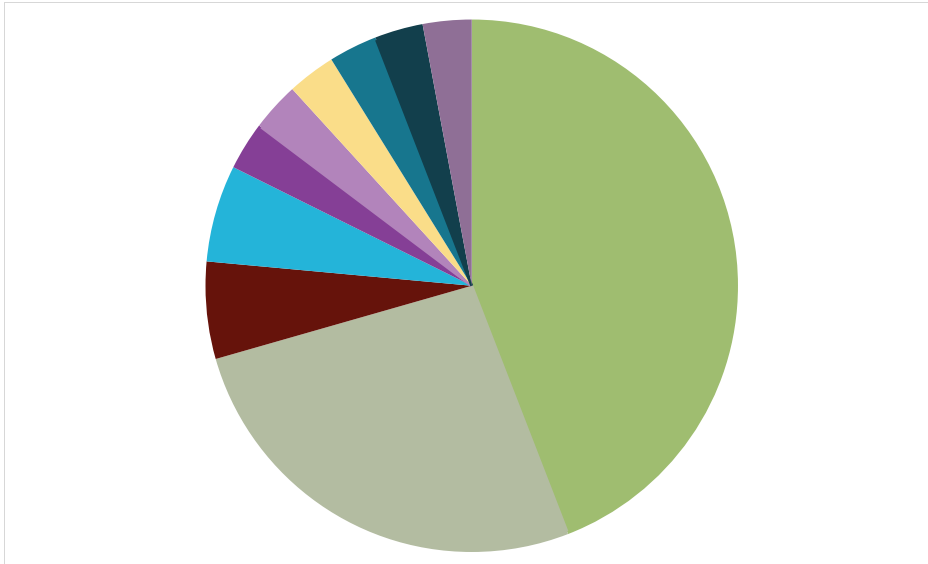


BAKER, GRANT, UNION, AND WALLOWA COUNTIES

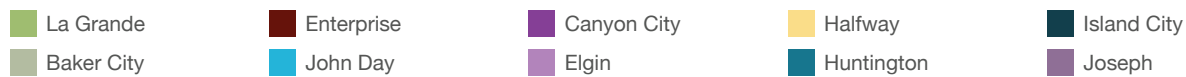
July 1, 2016 - September 30, 2016



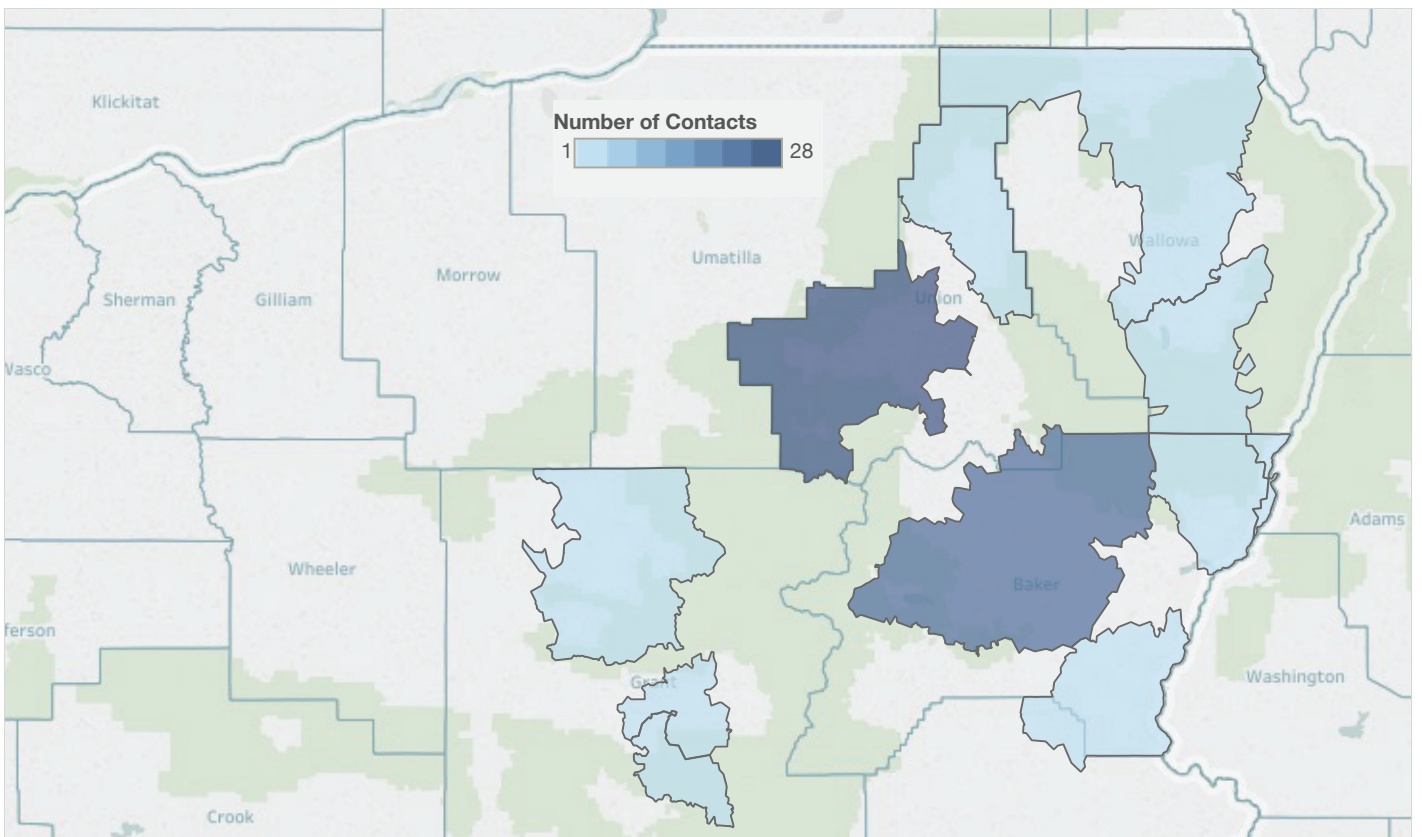
Cities



La Grande	44.12%
Baker City	26.47%
Enterprise	5.88%
John Day	5.88%
Canyon City	2.94%
Elgin	2.94%
Halfway	2.94%
Huntington	2.94%
Island City	2.94%
Joseph	2.94%



ZIP Codes

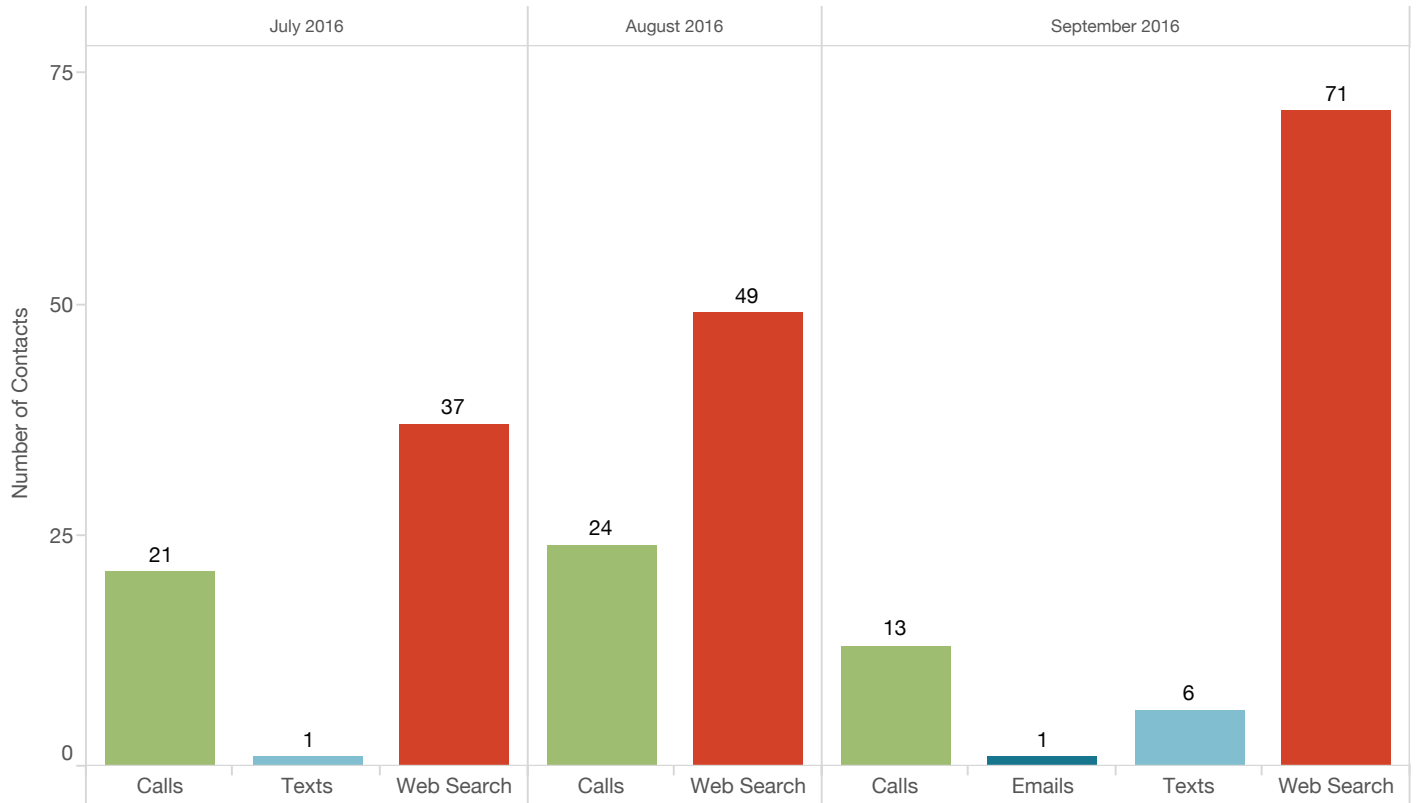


BAKER, GRANT, UNION, AND WALLOWA COUNTIES

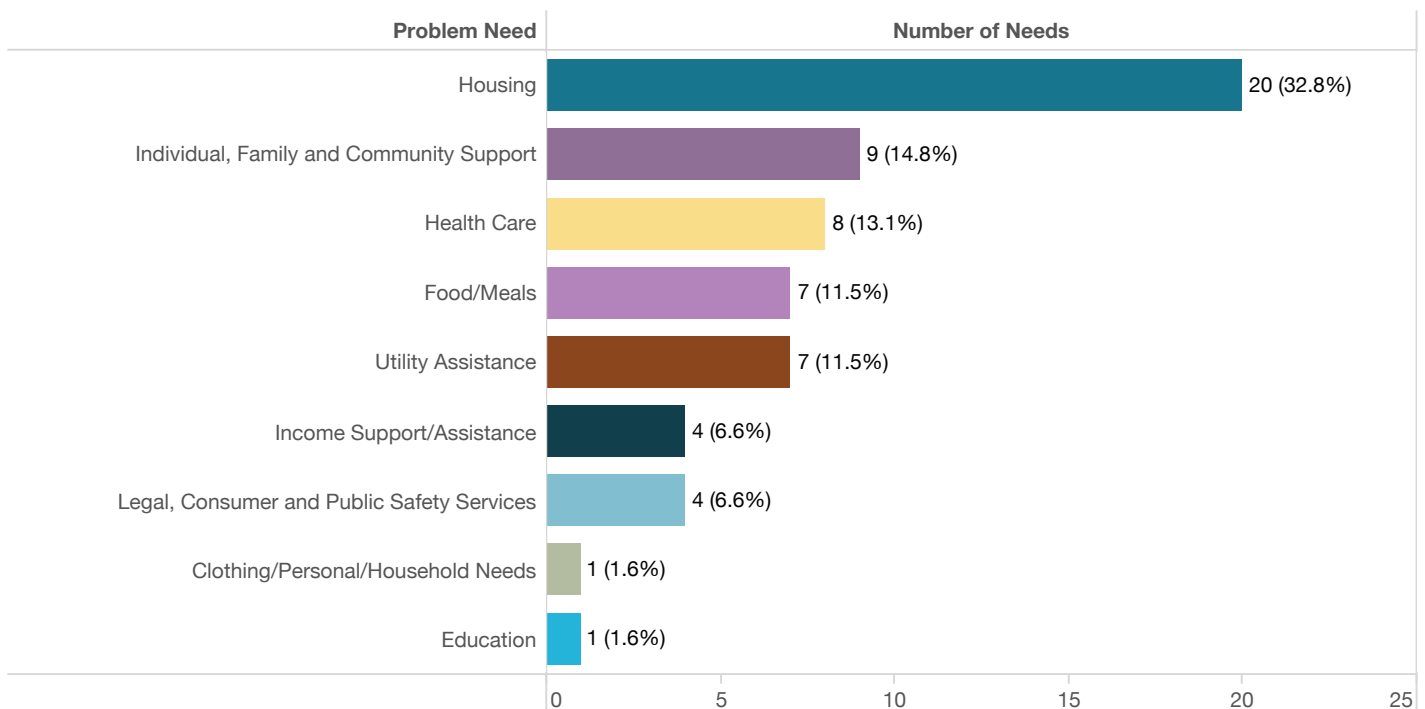
July 1, 2016 - September 30, 2016



How many contacts did we receive?



What were contacts' needs?

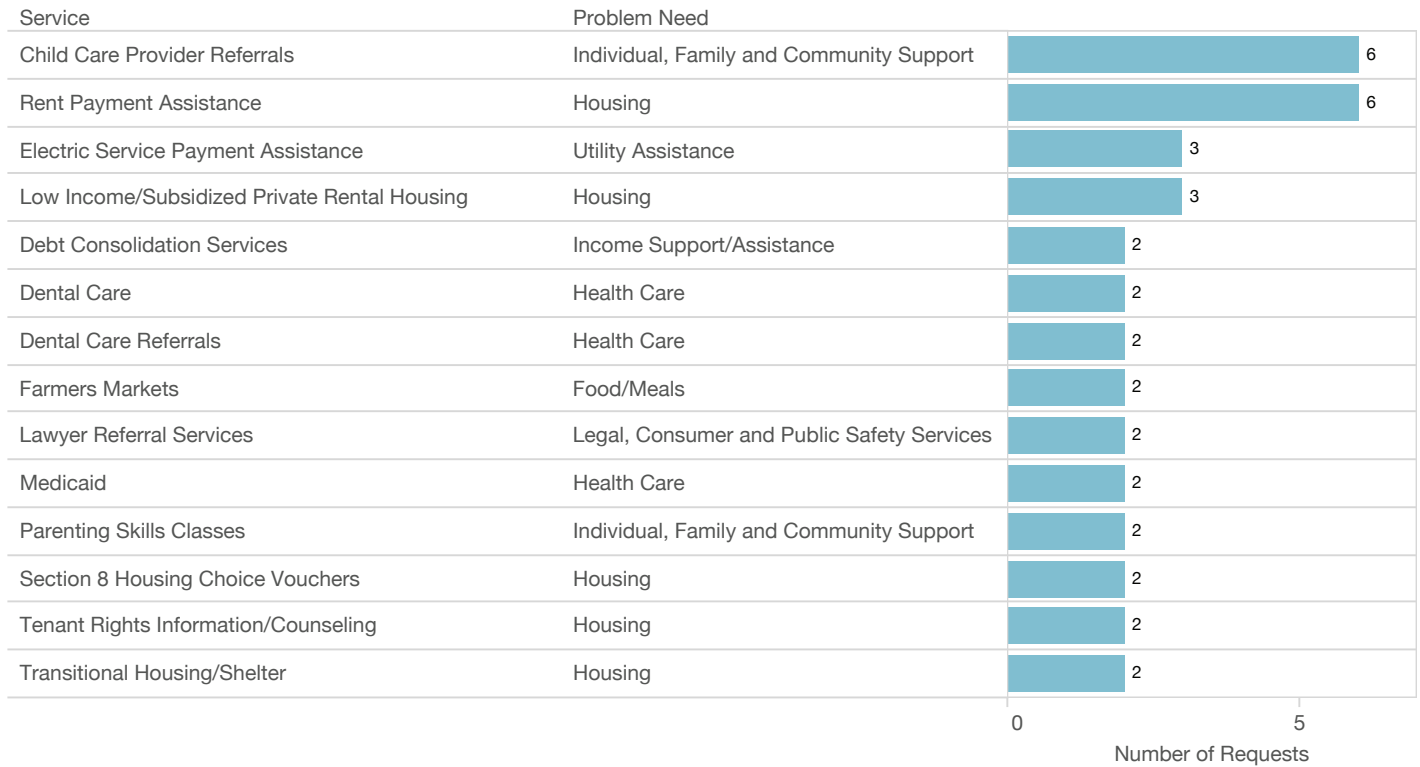


BAKER, GRANT, UNION, AND WALLOWA COUNTIES

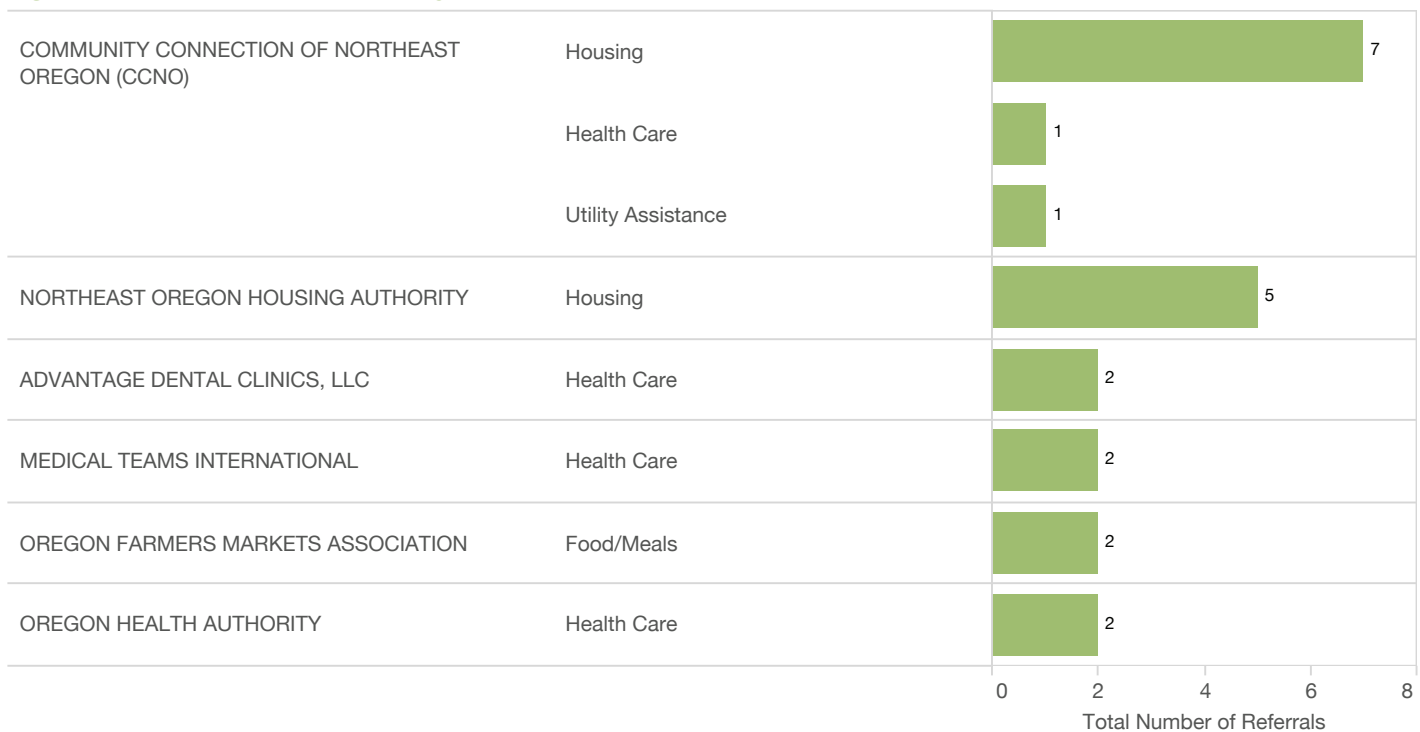
July 1, 2016 - September 30, 2016



Services most often requested by contacts



Agencies most often referred by 211info

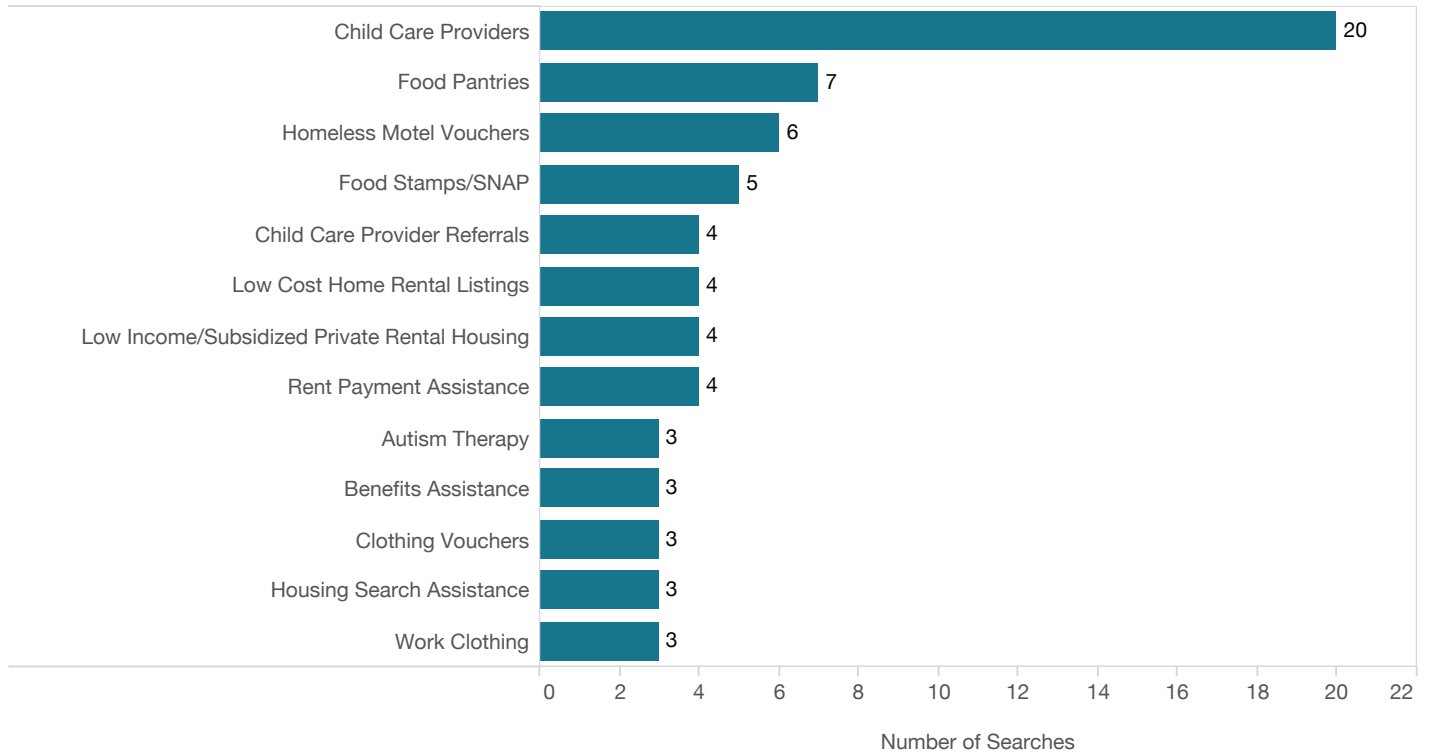


BAKER, GRANT, UNION, AND WALLOWA COUNTIES

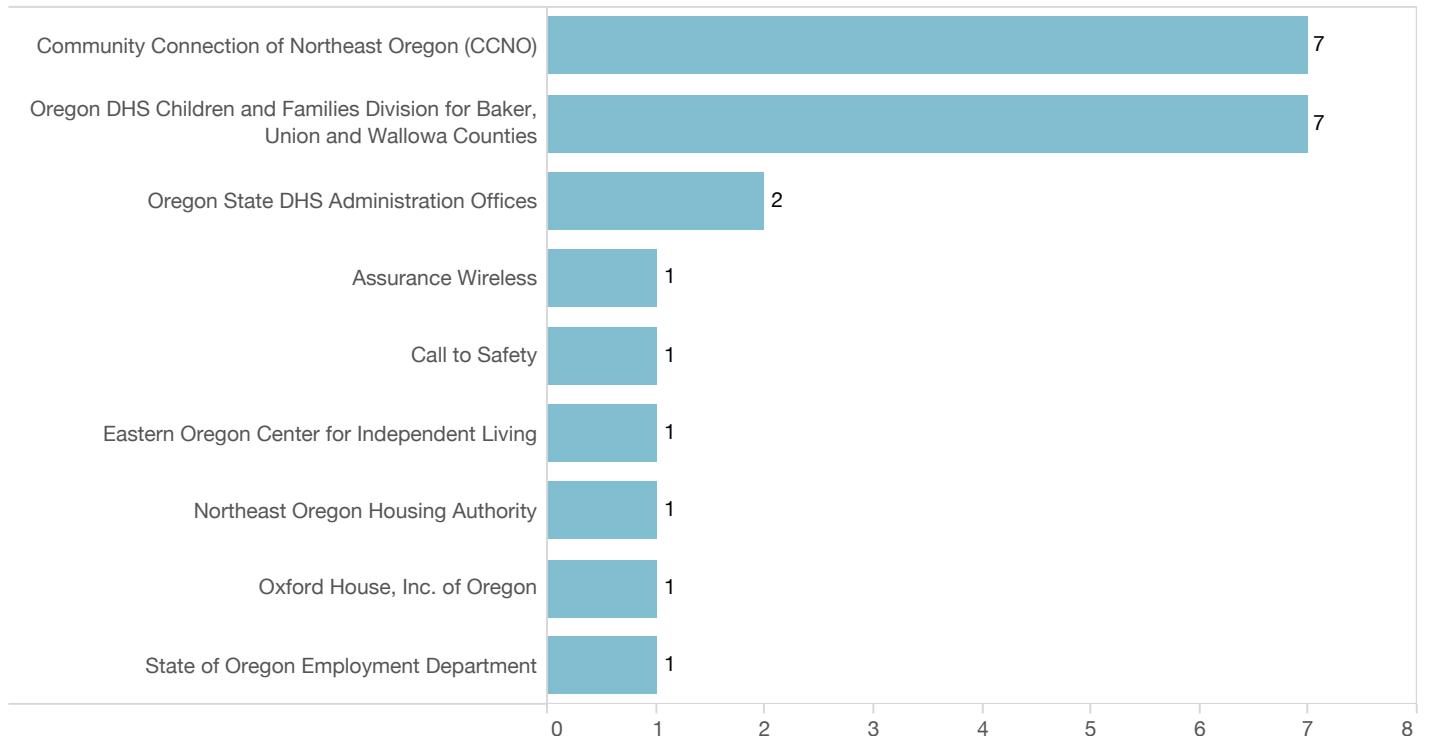
July 1, 2016 - September 30, 2016



Services most often searched in the online database



Agencies most often referred through the online database



BAKER, GRANT, UNION, AND WALLOWA COUNTIES

July 1, 2016 - September 30, 2016



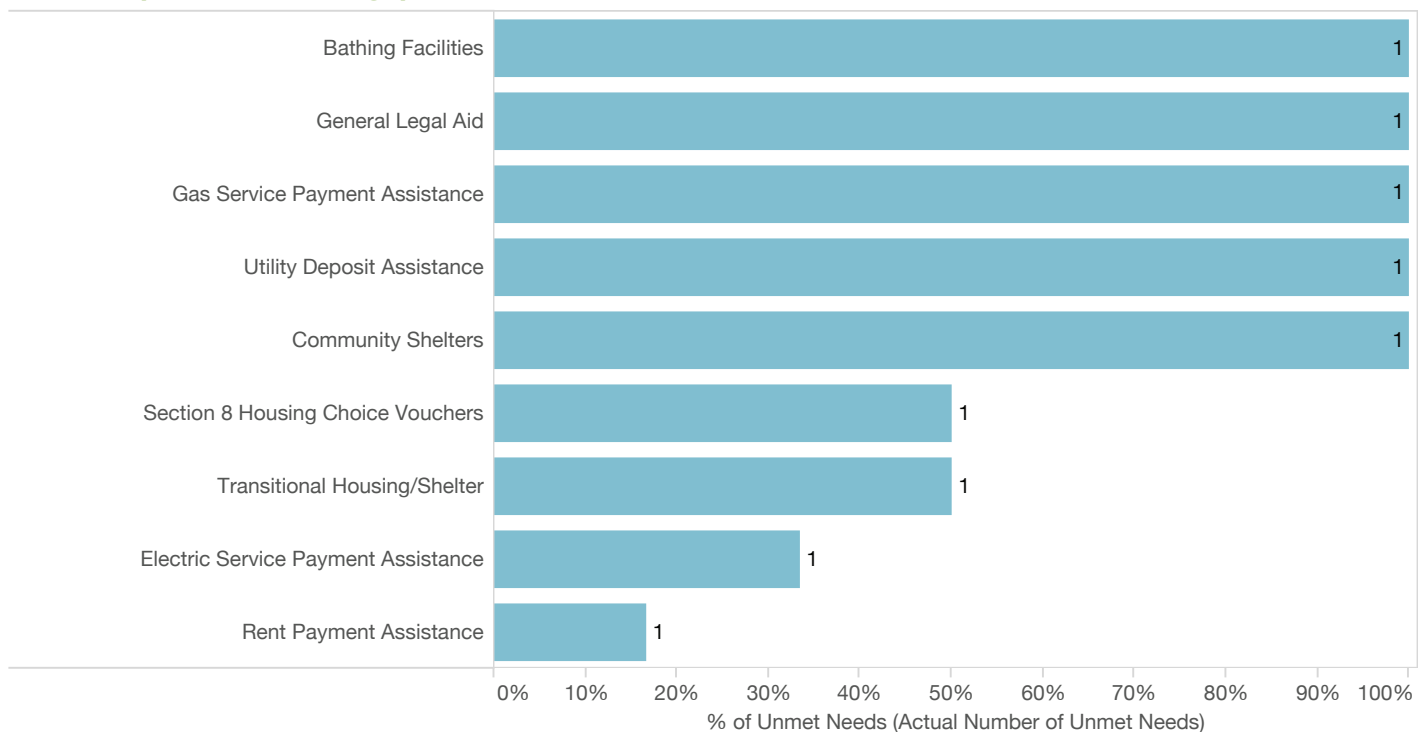
There were 9 instances where a referral was not appropriate for the contact's requested need. Housing requests represent the greatest number of unmet community needs, while clothing/personal/household needs; utility assistance; legal, consumer and public safety service requests represent greater proportions of unmet community needs.

What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Needs	% Requests	Number of Needs	% Requests
Clothing/Personal/Household Needs			1	100%
Utility Assistance	4	57%	3	43%
Legal, Consumer and Public Safety Services	3	75%	1	25%
Housing	16	80%	4	20%
Health Care	8	100%		
Individual, Family and Community Support	9	100%		
Food/Meals	7	100%		
Income Support/Assistance	4	100%		
Education	1	100%		

A referral may not be available for various reasons. In some cases, agencies are out of funding 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 are displayed below.

What are potential service gaps?



BAKER, GRANT, UNION, AND WALLOWA COUNTIES

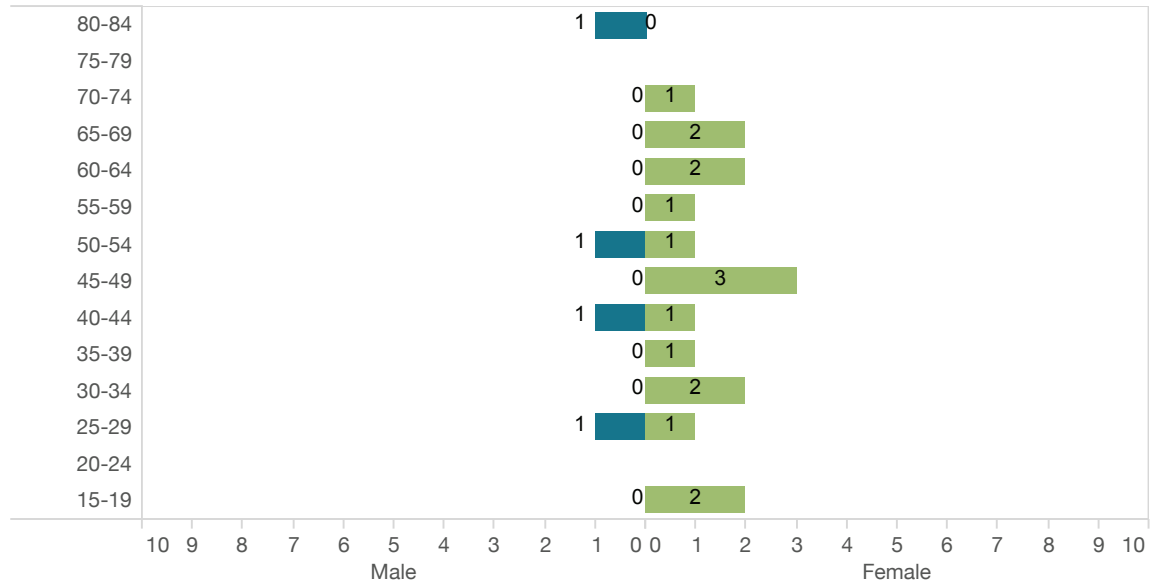
July 1, 2016 - September 30, 2016



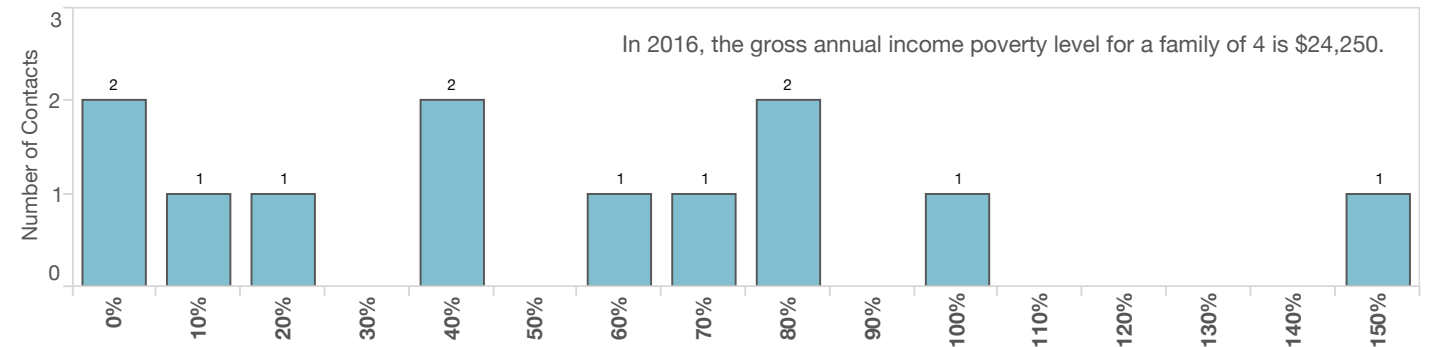
Age

80-84	4.762%
75-79	
70-74	4.762%
65-69	9.524%
60-64	9.524%
55-59	4.762%
50-54	9.524%
45-49	14.286%
40-44	9.524%
35-39	4.762%
30-34	9.524%
25-29	9.524%
20-24	
15-19	9.524%

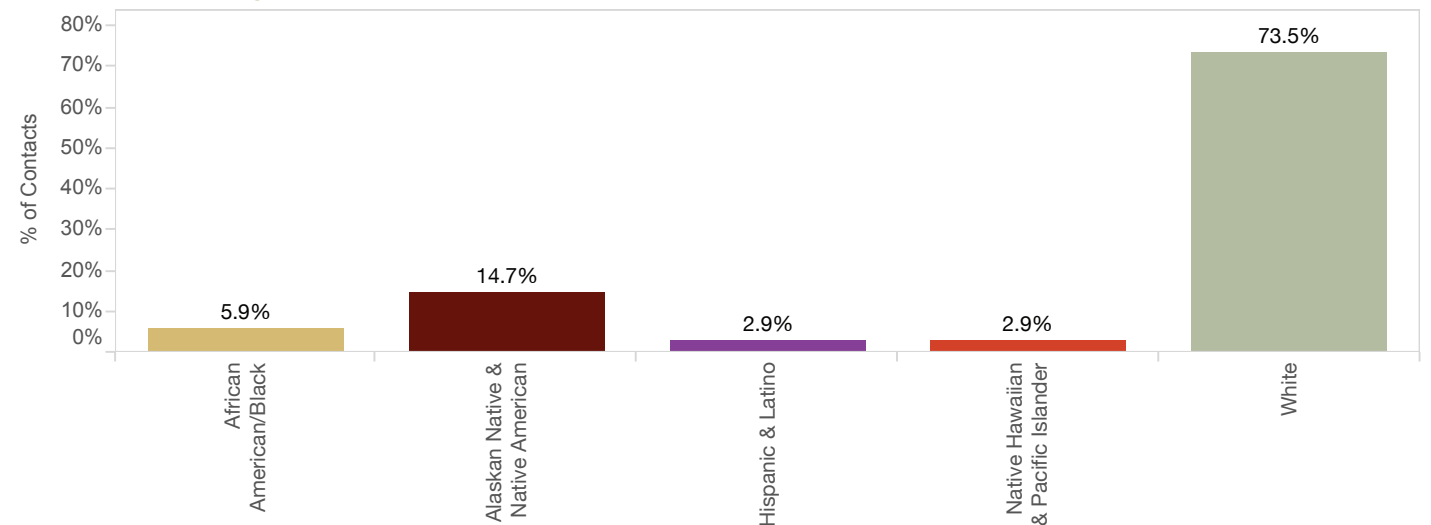
Age and Gender



Income as a percentage of the poverty level



Race and Ethnicity

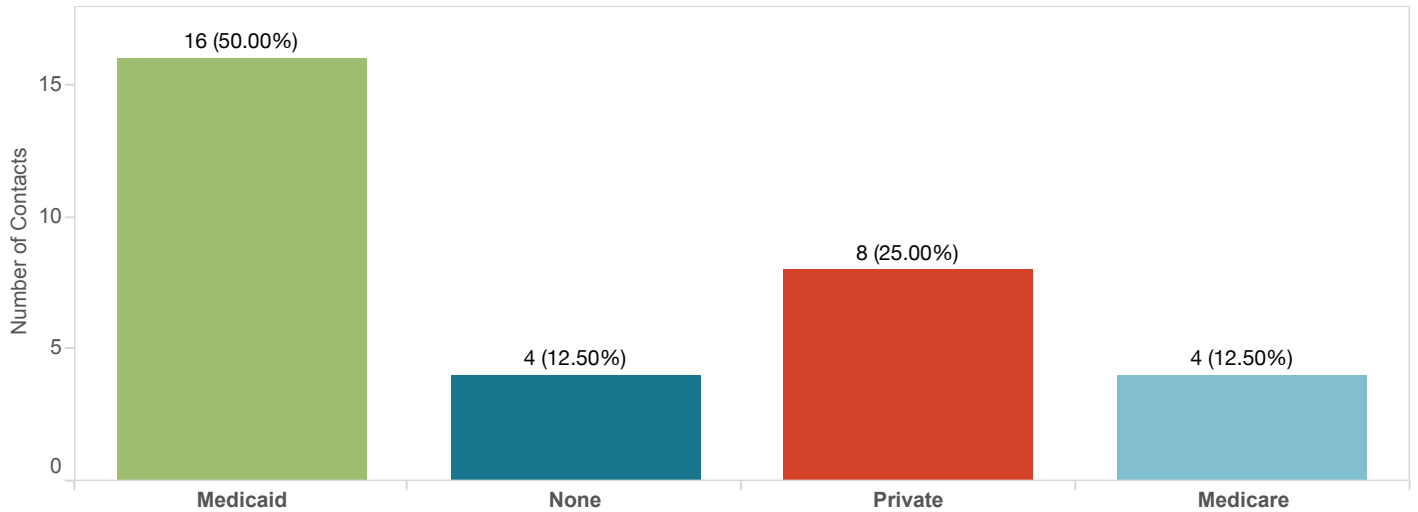


BAKER, GRANT, UNION, AND WALLOWA COUNTIES

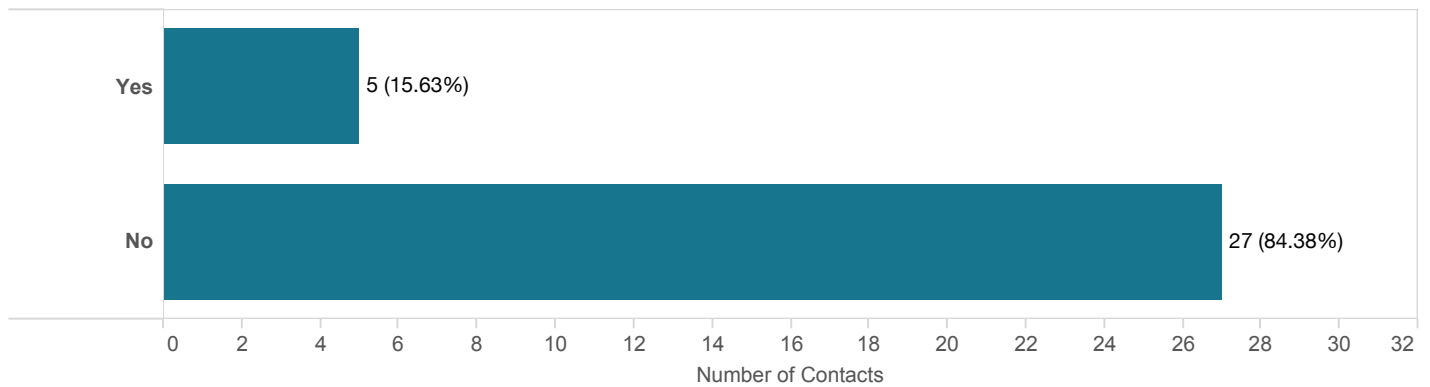
July 1, 2016 - September 30, 2016



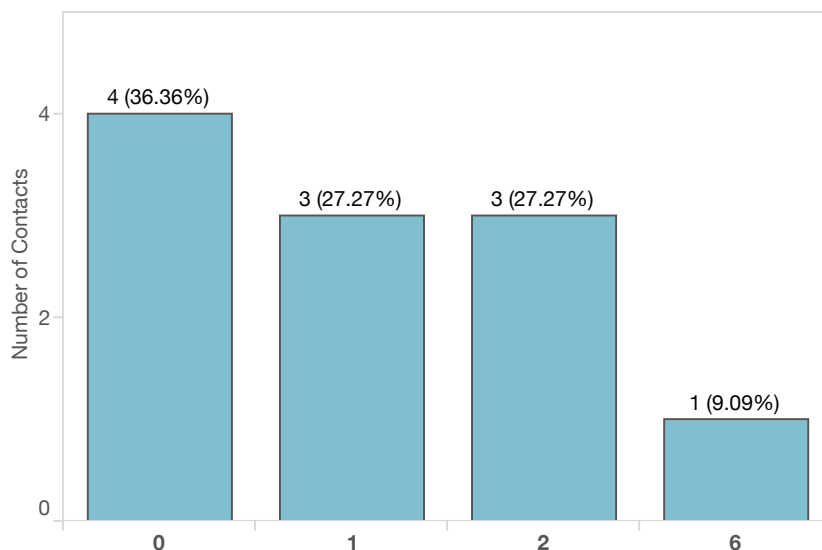
Health insurance status



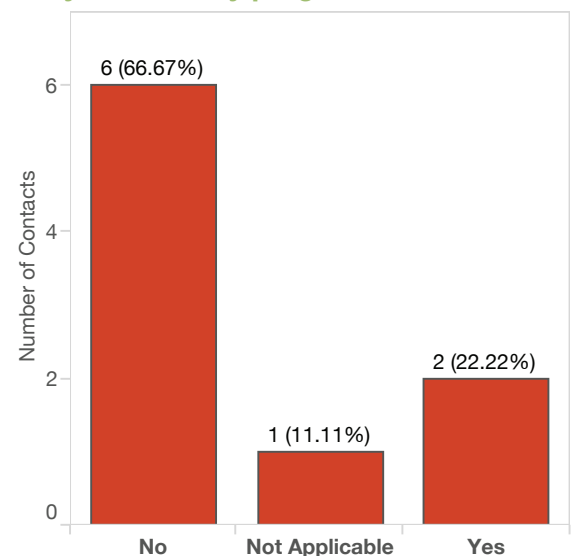
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



BAKER, GRANT, UNION, AND WALLOWA COUNTIES

July 1, 2016 - September 30, 2016



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

