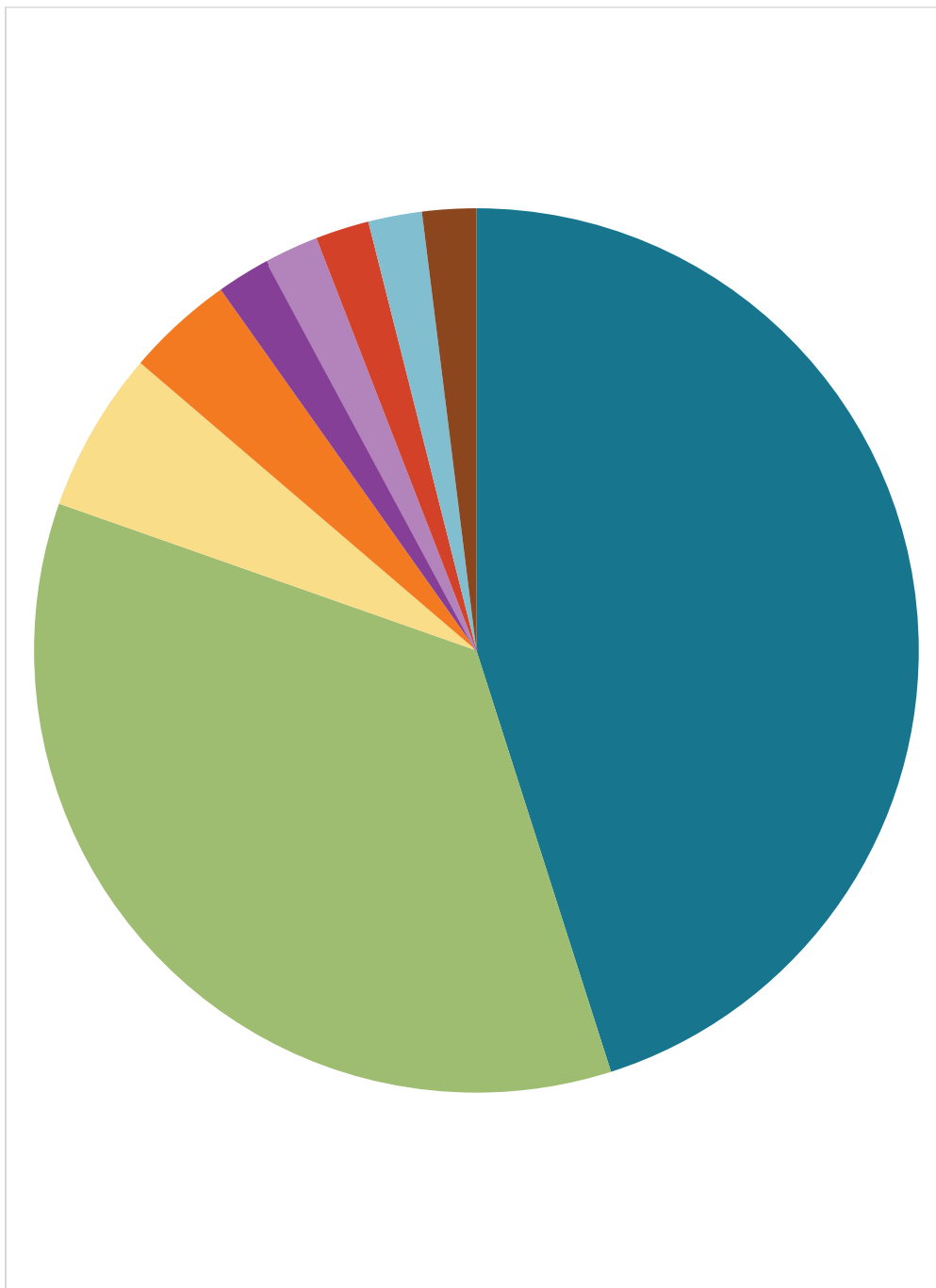


BAKER, GRANT, UNION AND WALLOWA COUNTIES

October 1, 2016 - December 31, 2016



Percent of contacts by city



Baker City	23 (45.10%)
La Grande	18 (35.29%)
Mount Vernon	3 (5.88%)
Union	2 (3.92%)
Elgin	1 (1.96%)
Halfway	1 (1.96%)
Prairie City	1 (1.96%)
Summerville	1 (1.96%)
Wallowa	1 (1.96%)

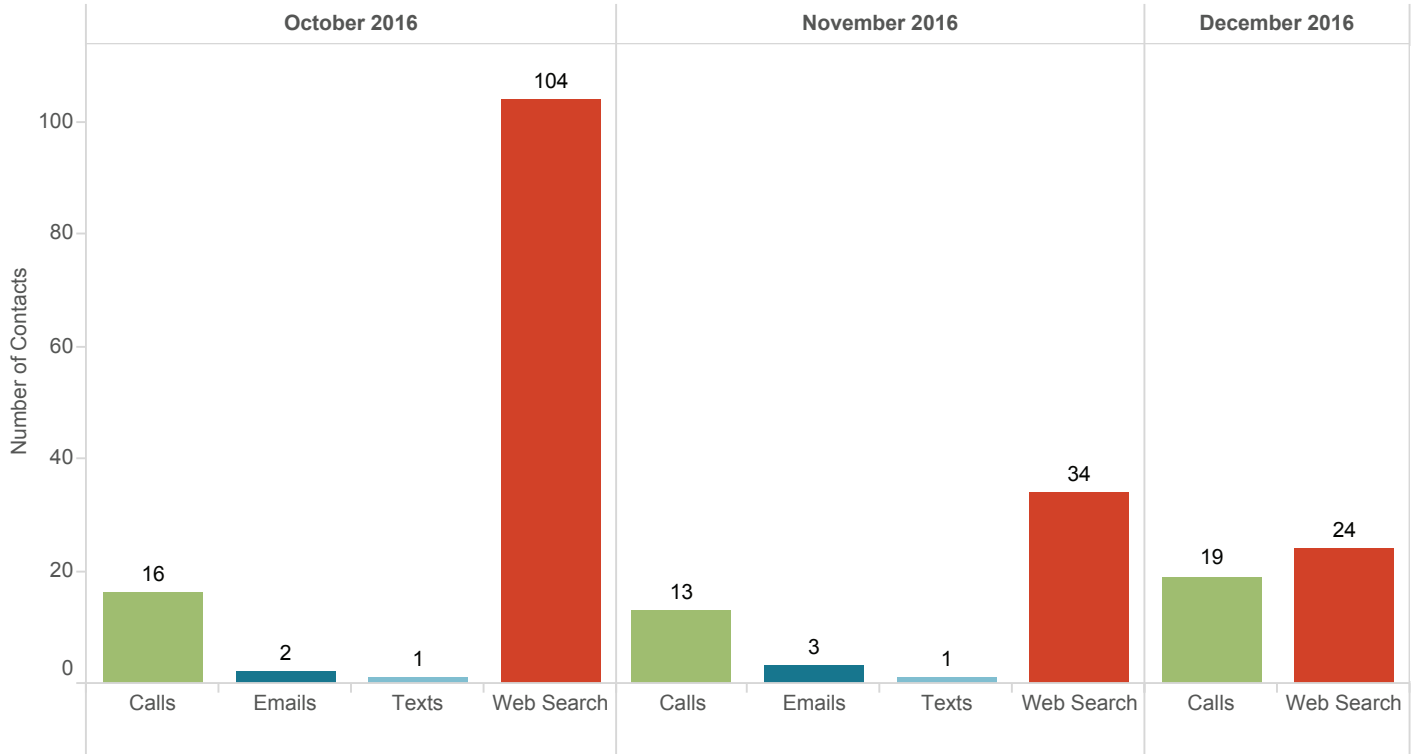
- Baker City
- La Grande
- Mount Vernon
- Union
- Elgin
- Halfway
- Prairie City
- Summerville
- Wallowa

BAKER, GRANT, UNION AND WALLOWA COUNTIES

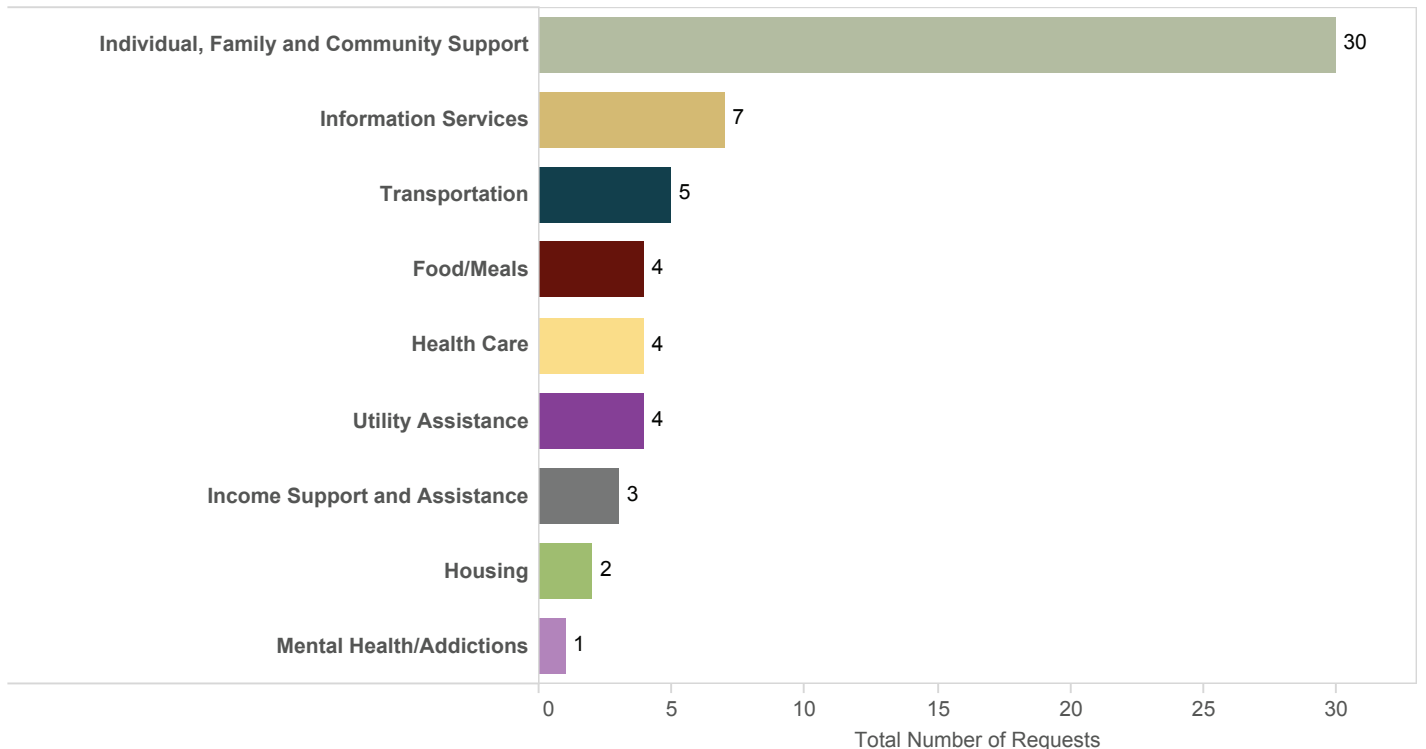
October 1, 2016 - December 31, 2016



Number of contacts, grouped by month and contact type



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

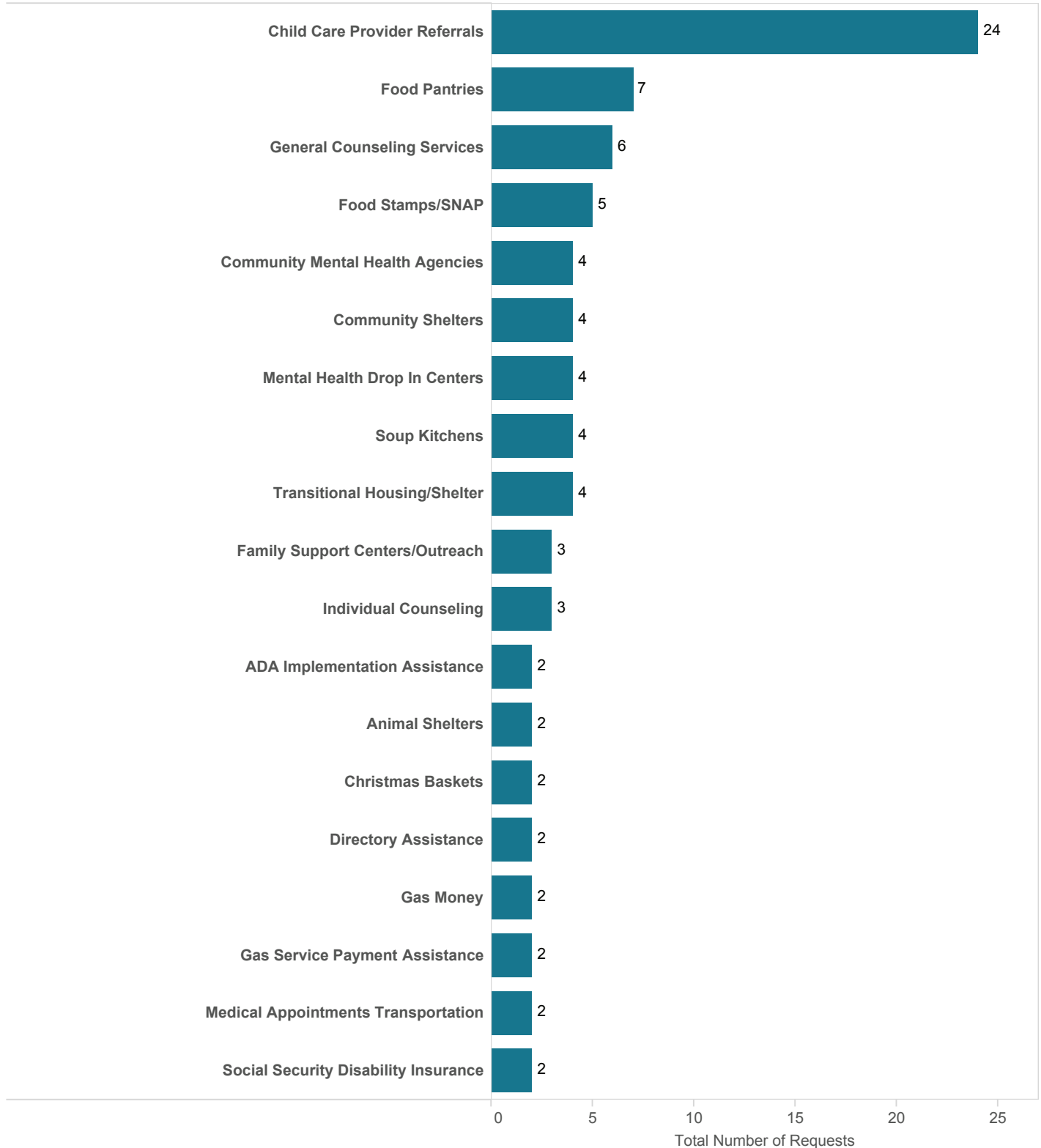


BAKER, GRANT, UNION AND WALLOWA COUNTIES

October 1, 2016 - December 31, 2016



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



BAKER, GRANT, UNION AND WALLOWA COUNTIES

October 1, 2016 - December 31, 2016



Top 5 agencies referred to across all contact types



BAKER, GRANT, UNION AND WALLOWA COUNTIES

October 1, 2016 - December 31, 2016



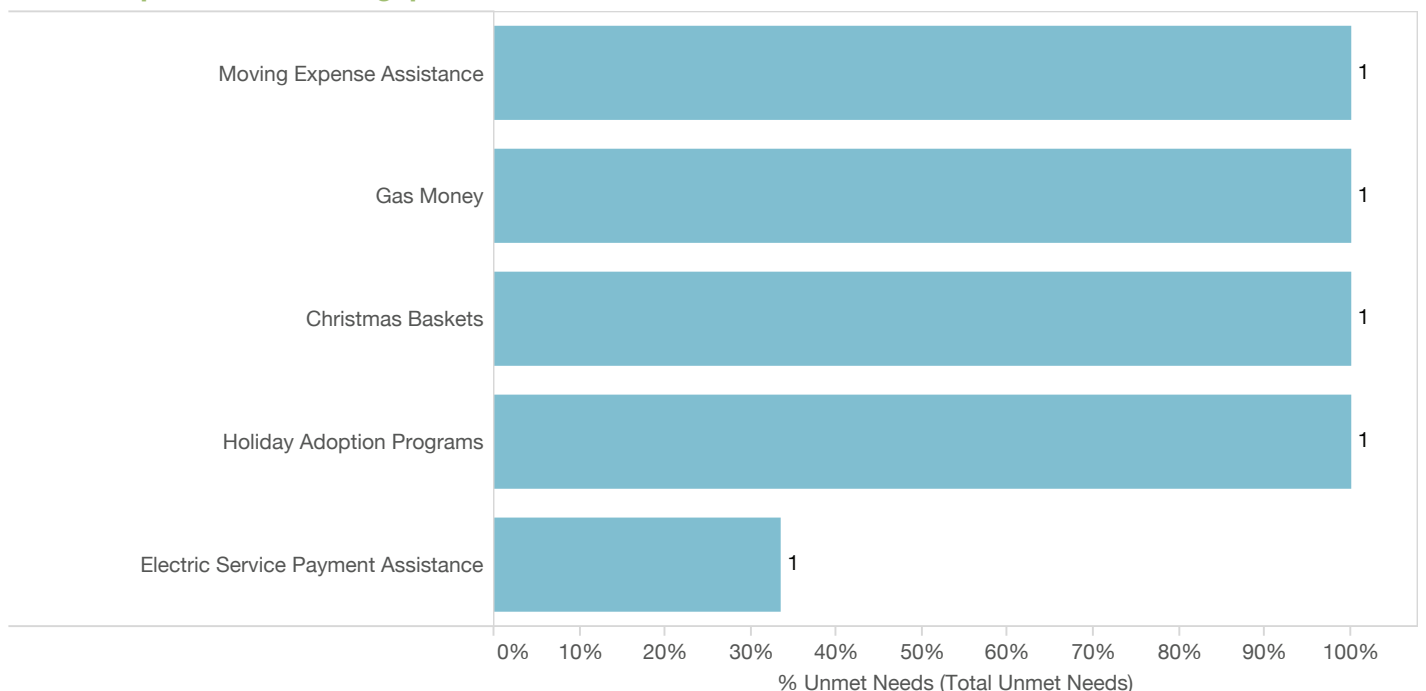
There were 5 instances where there wasn't an appropriate referral for the contact's requested need. Individual, family and community support requests represent the largest number of unmet community needs.

What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Requests	% of Requests	Number of Requests	% of Requests
Housing	1	50%	1	50%
Utility Assistance	3	75%	1	25%
Individual, Family and Community Support	6	75%	2	25%
Transportation	4	80%	1	20%
Health Care	4	100%		
Income Support/Assistance	3	100%		
Mental Health/Addictions	1	100%		
Information Services	7	100%		
Food/Meals	4	100%		
Grand Total	33	87%	5	13%

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 with one or more requests are displayed below.

What are potential service gaps?



BAKER, GRANT, UNION AND WALLOWA COUNTIES

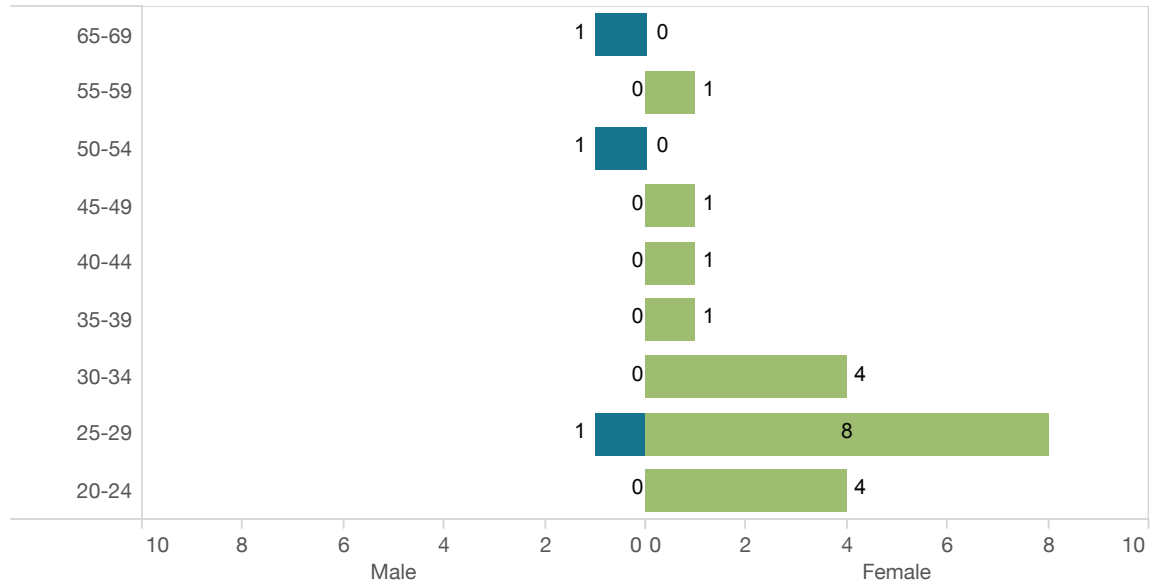
October 1, 2016 - December 31, 2016



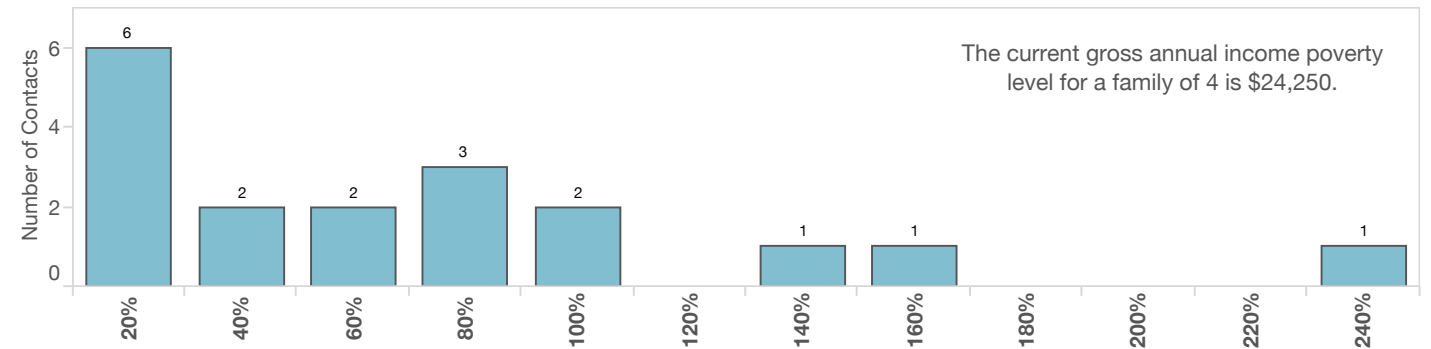
Age

65-69	8.33%
55-59	8.33%
50-54	8.33%
45-49	8.33%
40-44	8.33%
35-39	8.33%
30-34	8.33%
25-29	33.33%
20-24	16.67%

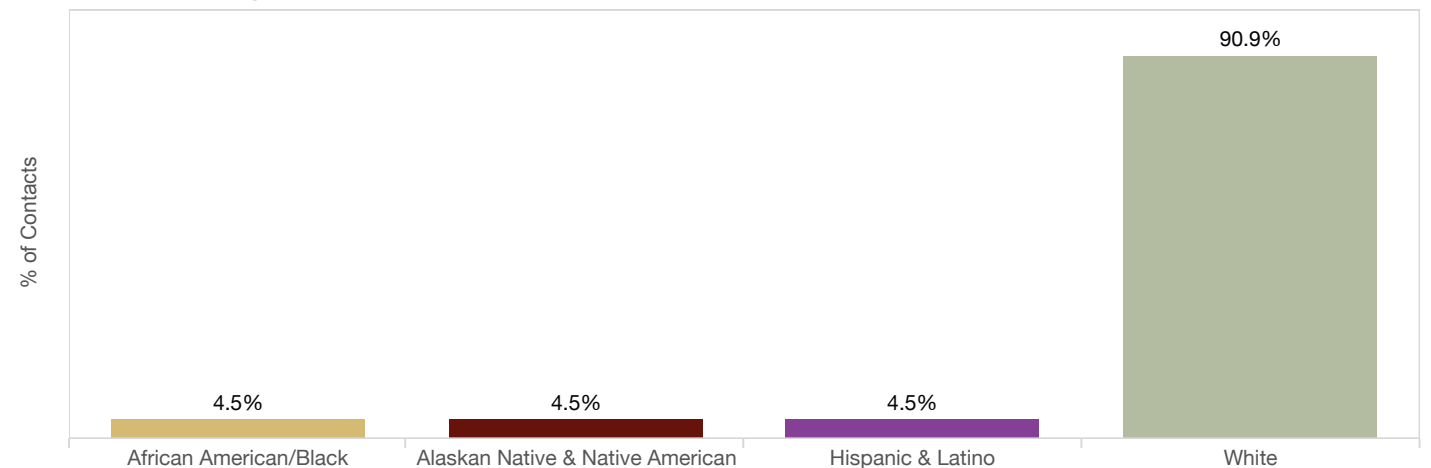
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

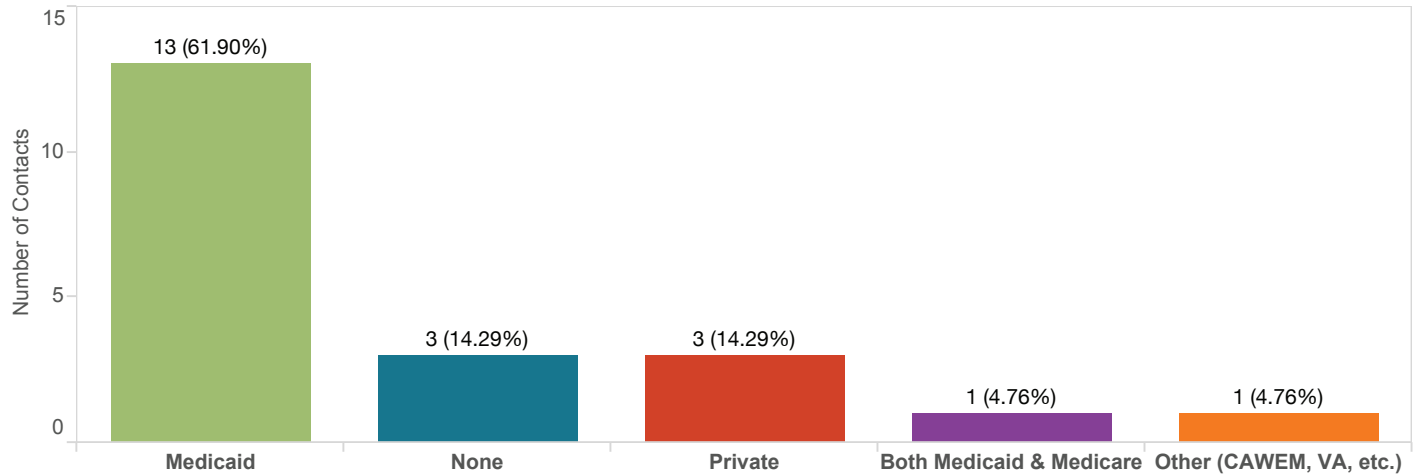


BAKER, GRANT, UNION AND WALLOWA COUNTIES

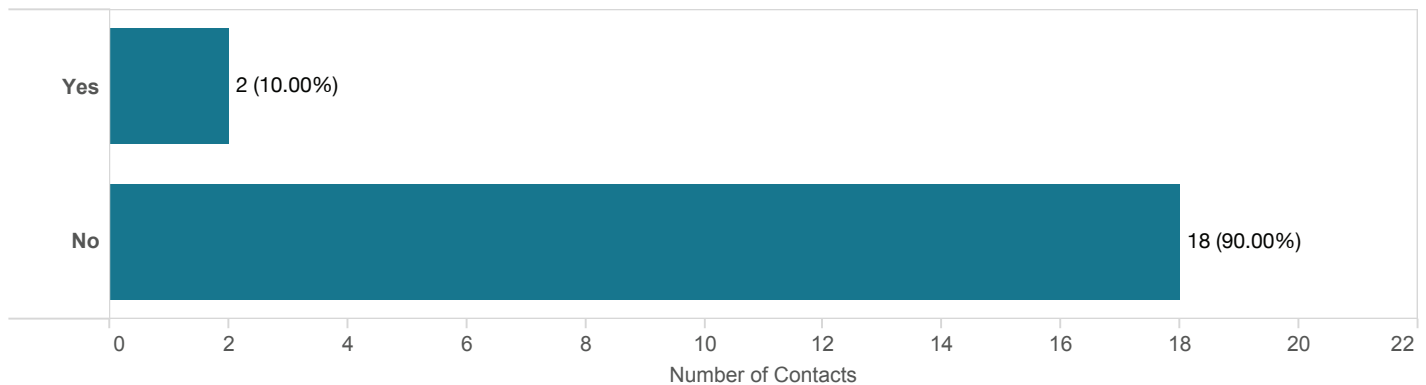
October 1, 2016 - December 31, 2016



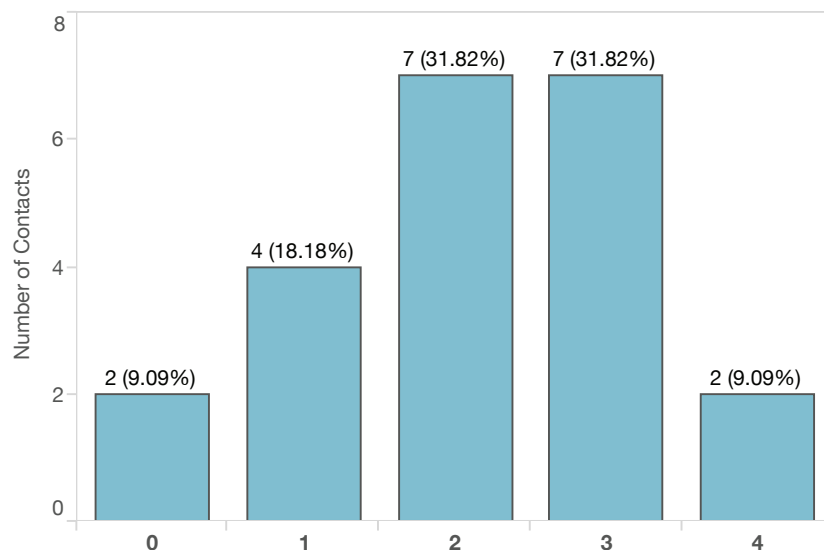
Health insurance status



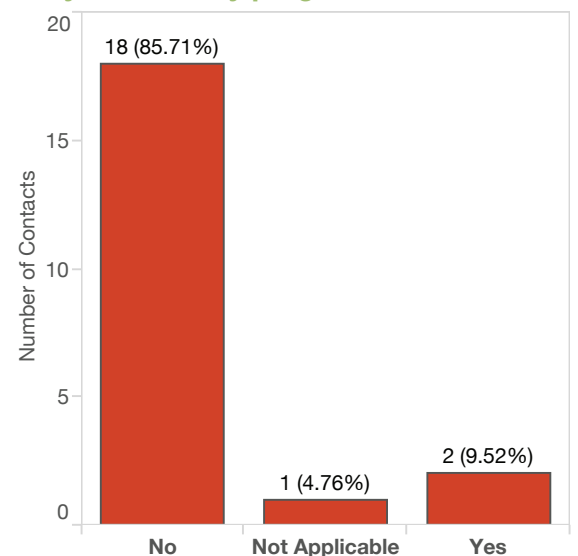
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



BAKER, GRANT, UNION AND WALLOWA COUNTIES

October 1, 2016 - December 31, 2016



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

