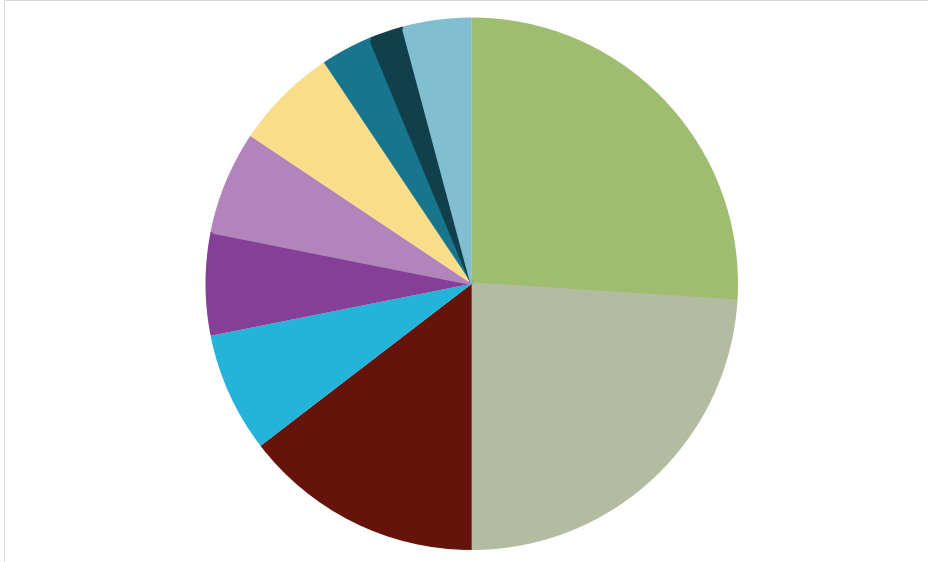


GILLIAM, MORROW, UMATILLA, AND WHEELER COUNTIES

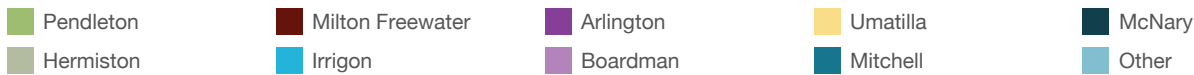
July 1, 2016 - September 30, 2016



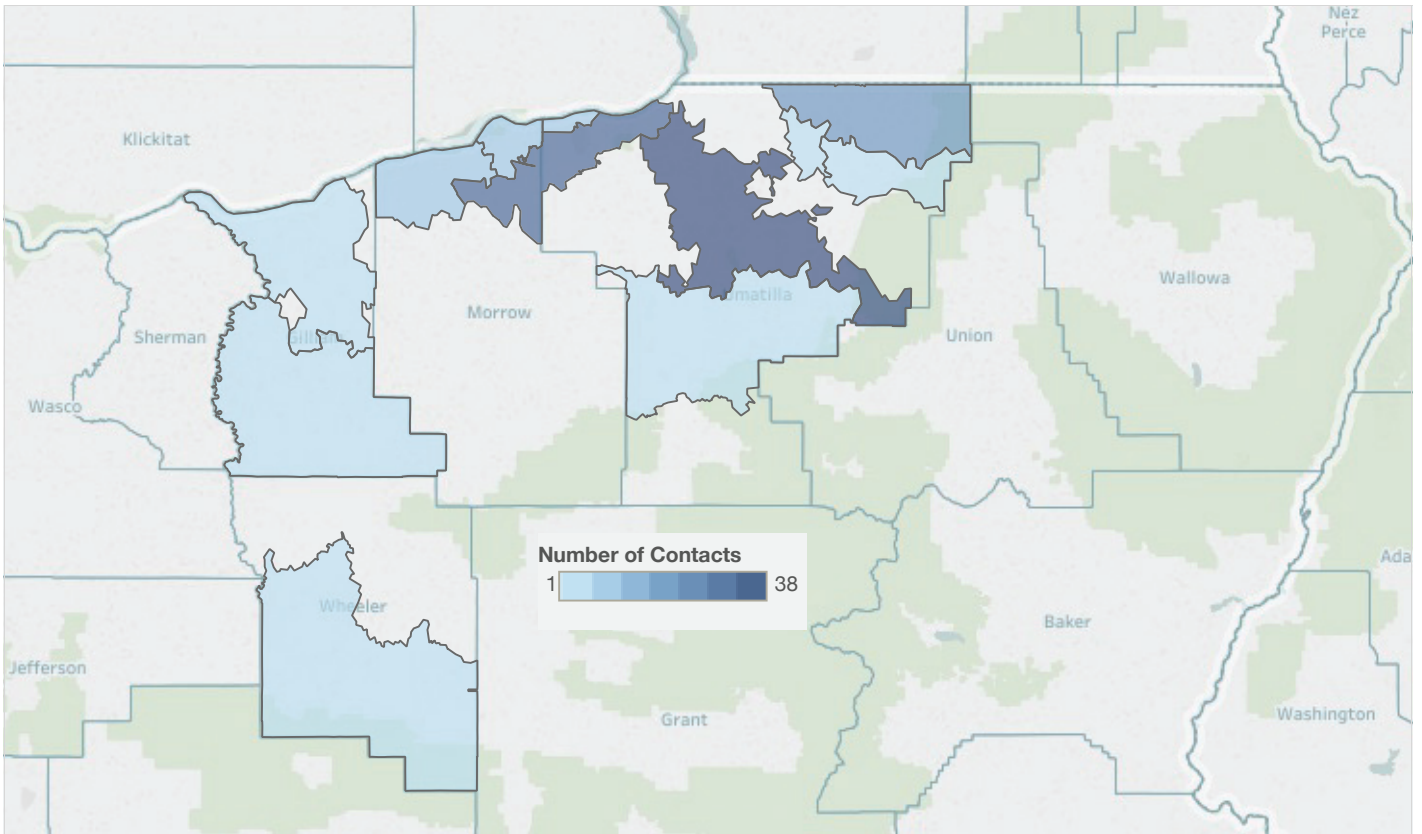
Cities



Pendleton	26.60%
Hermiston	24.47%
Milton Freewater	14.89%
Irrigon	7.45%
Arlington	6.38%
Boardman	6.38%
Umatilla	6.38%
Mitchell	3.19%
McNary	2.13%
Other	4.26%



ZIP Codes

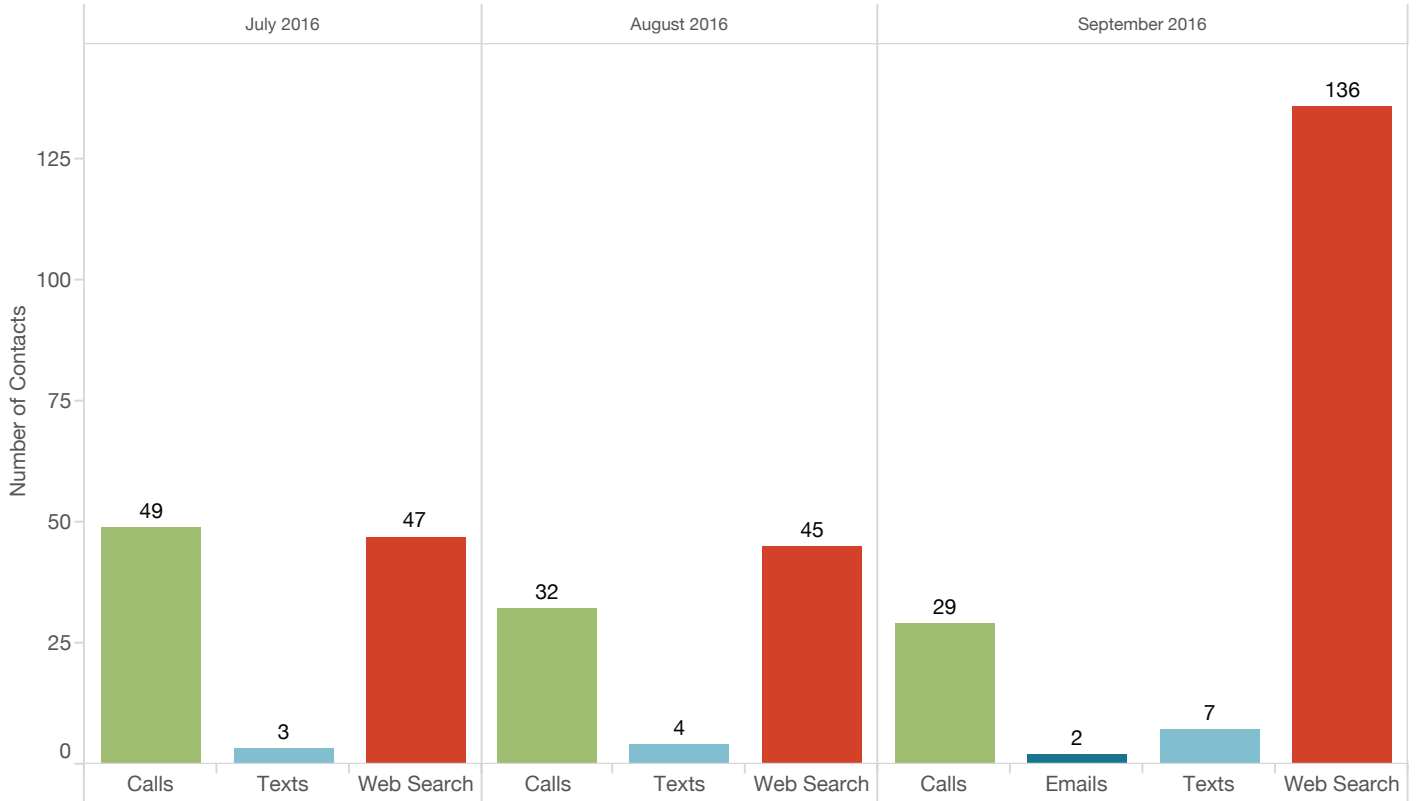


GILLIAM, MORROW, UMATILLA, AND WHEELER COUNTIES

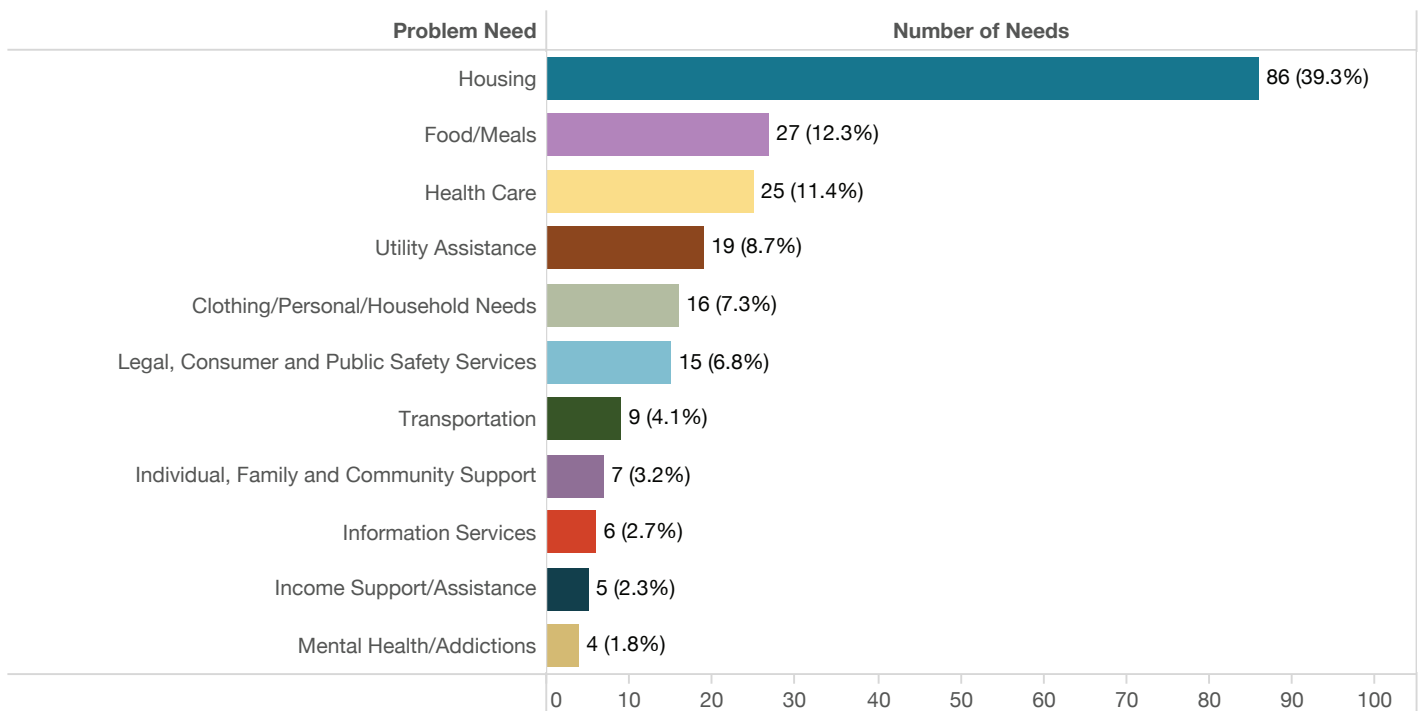
July 1, 2016 - September 30, 2016



How many contacts did we receive?



What were contacts' needs?

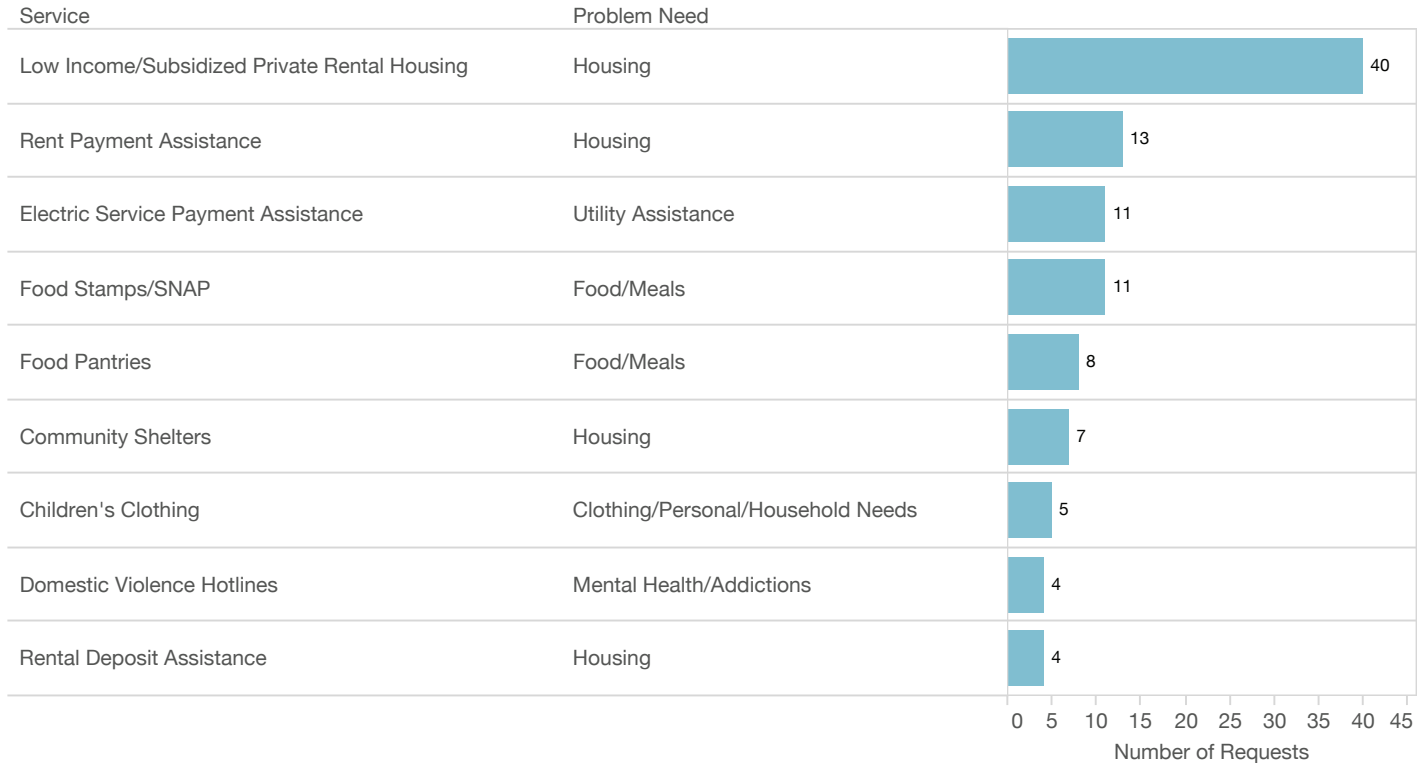


GILLIAM, MORROW, UMATILLA, AND WHEELER COUNTIES

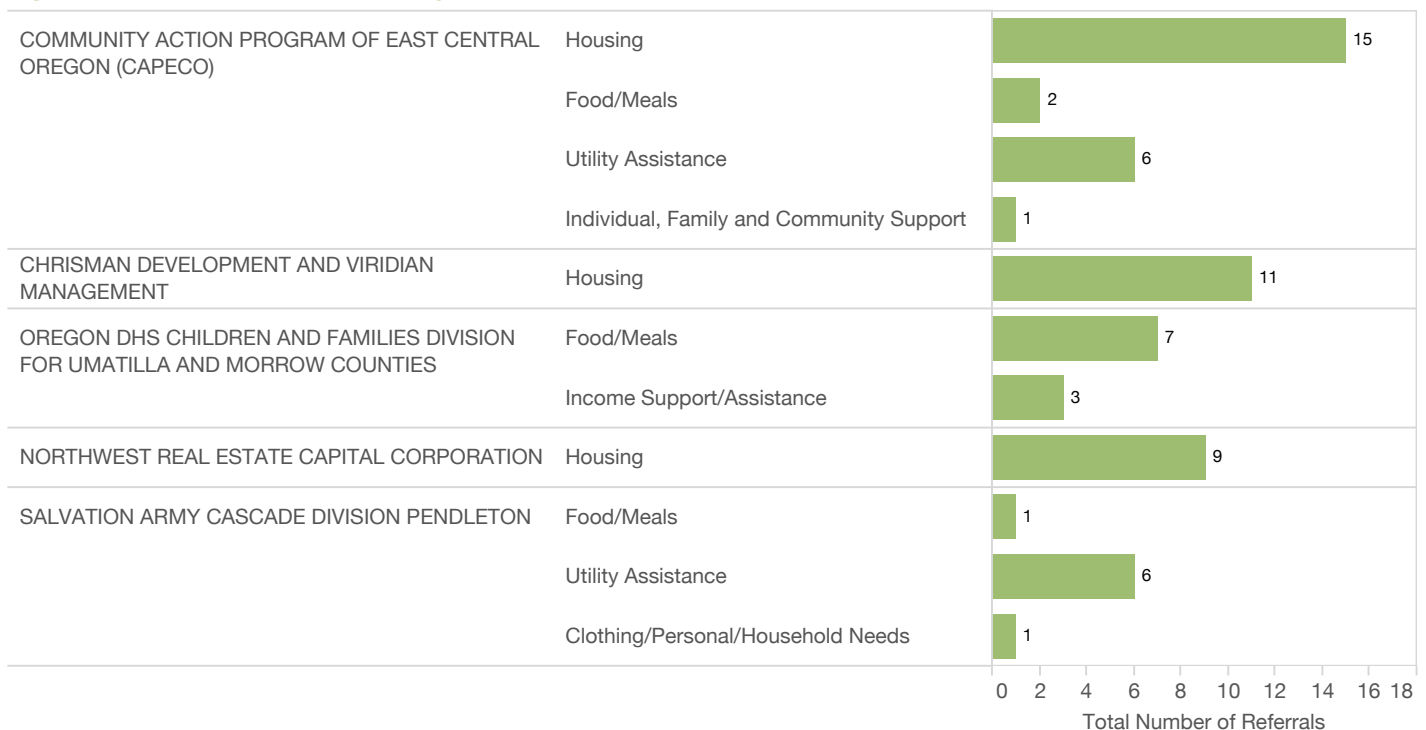
July 1, 2016 - September 30, 2016



Services most often requested by contacts



Agencies most often referred by 211info



GILLIAM, MORROW, UMATILLA, AND WHEELER COUNTIES

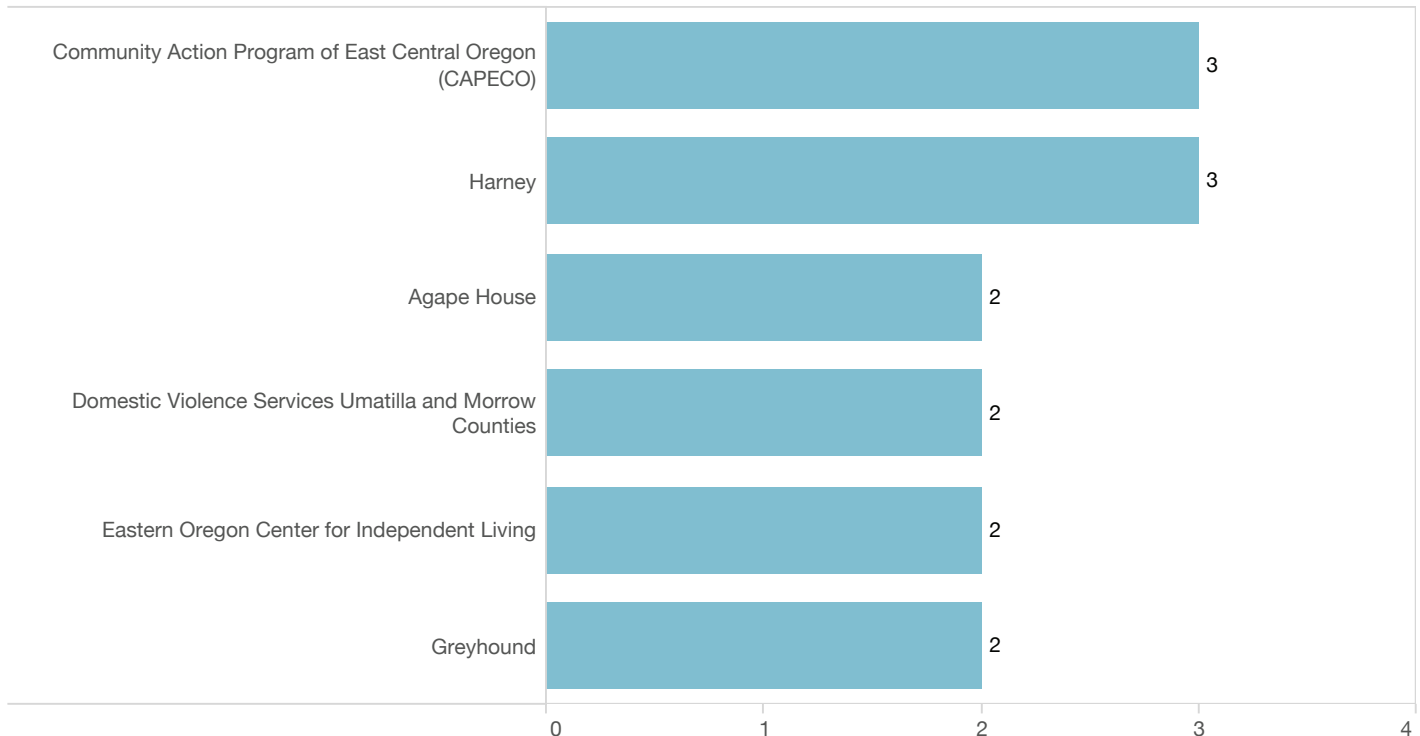
July 1, 2016 - September 30, 2016



Services most often searched in the online database



Agencies most often referred through the online database



GILLIAM, MORROW, UMATILLA, AND WHEELER COUNTIES

July 1, 2016 - September 30, 2016



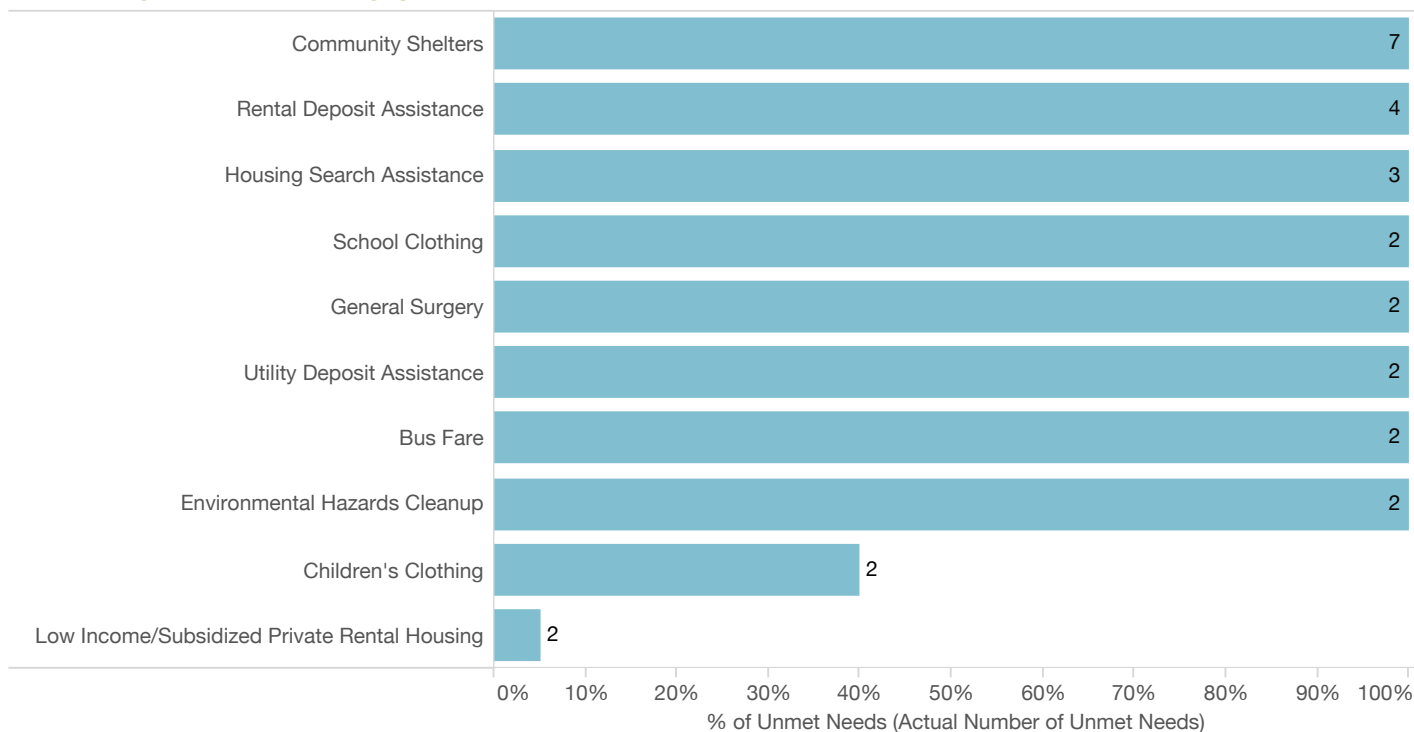
There were 44 instances where a referral was not appropriate for the contact's requested need. Housing requests represent the greatest number of unmet community needs, while health care and clothing/personal/household need requests represent greater proportions of unmet community needs.

What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Needs	% Requests	Number of Needs	% Requests
Clothing/Personal/Household Needs	8	50%	8	50%
Health Care	16	64%	9	36%
Transportation	6	67%	3	33%
Housing	68	79%	18	21%
Information Services	5	83%	1	17%
Individual, Family and Community Support	6	86%	1	14%
Utility Assistance	17	89%	2	11%
Food/Meals	25	93%	2	7%
Mental Health/Addictions	4	100%		
Legal, Consumer and Public Safety Services	15	100%		
Income Support/Assistance	5	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 with two or more requests are displayed below.

What are potential service gaps?



GILLIAM, MORROW, UMATILLA, AND WHEELER COUNTIES

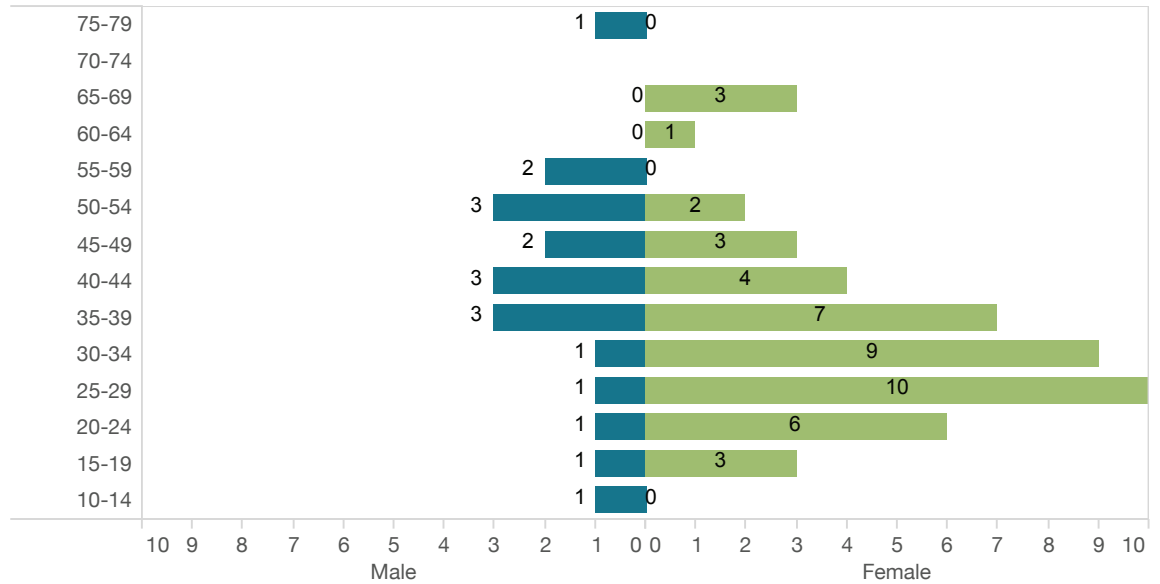
July 1, 2016 - September 30, 2016



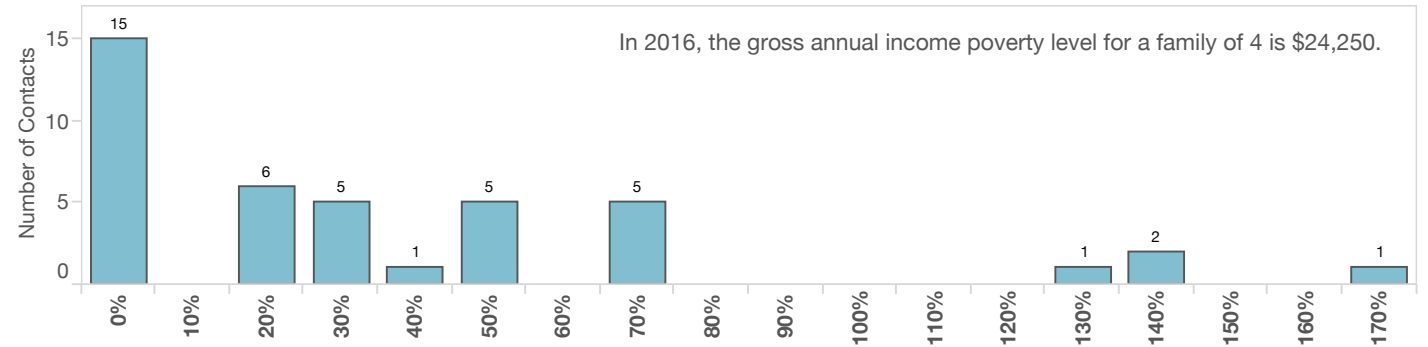
Age

75-79	1.49%
70-74	
65-69	4.48%
60-64	1.49%
55-59	2.99%
50-54	7.46%
45-49	7.46%
40-44	10.45%
35-39	14.93%
30-34	14.93%
25-29	16.42%
20-24	10.45%
15-19	5.97%
10-14	1.49%

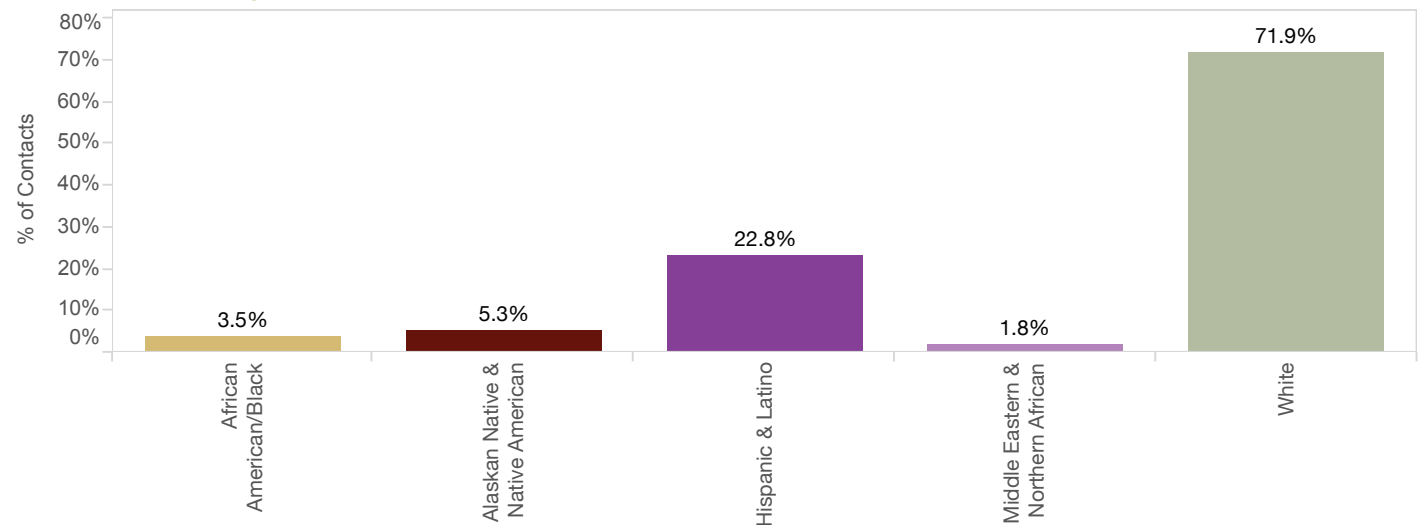
Age and Gender



Income as a percentage of the poverty level



Race and Ethnicity

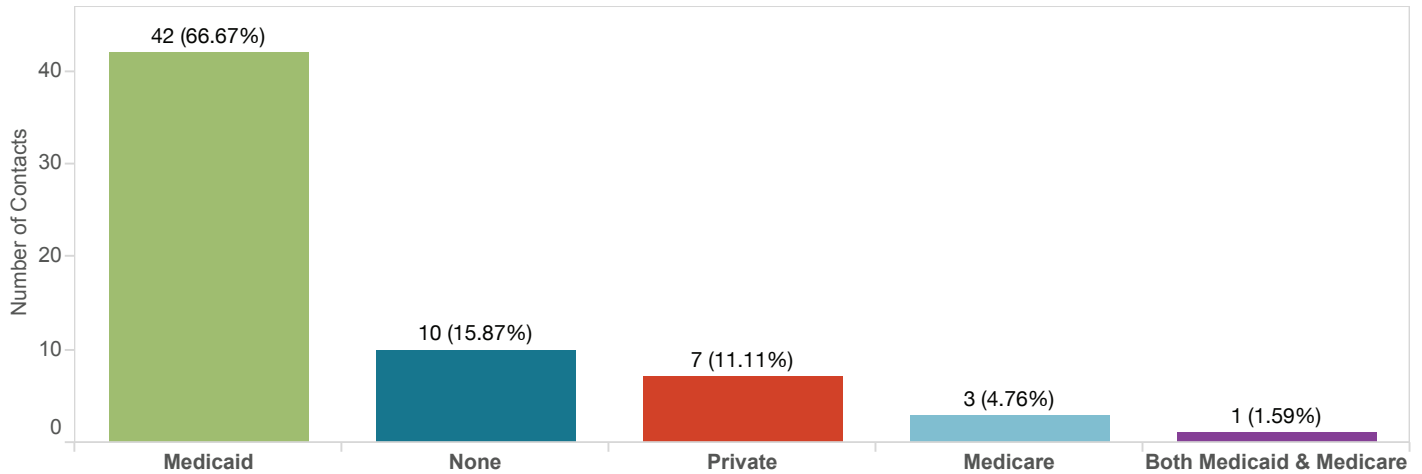


GILLIAM, MORROW, UMATILLA, AND WHEELER COUNTIES

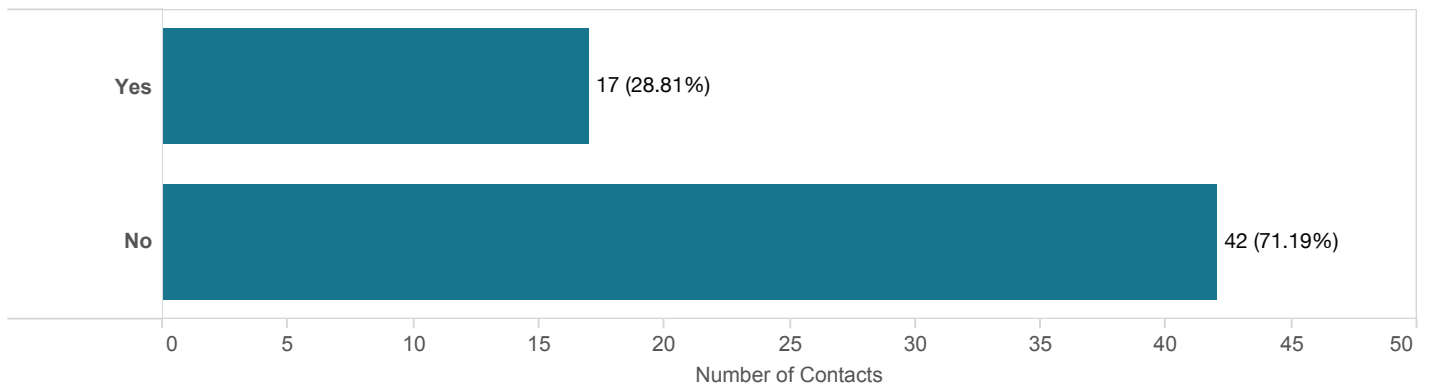
July 1, 2016 - September 30, 2016



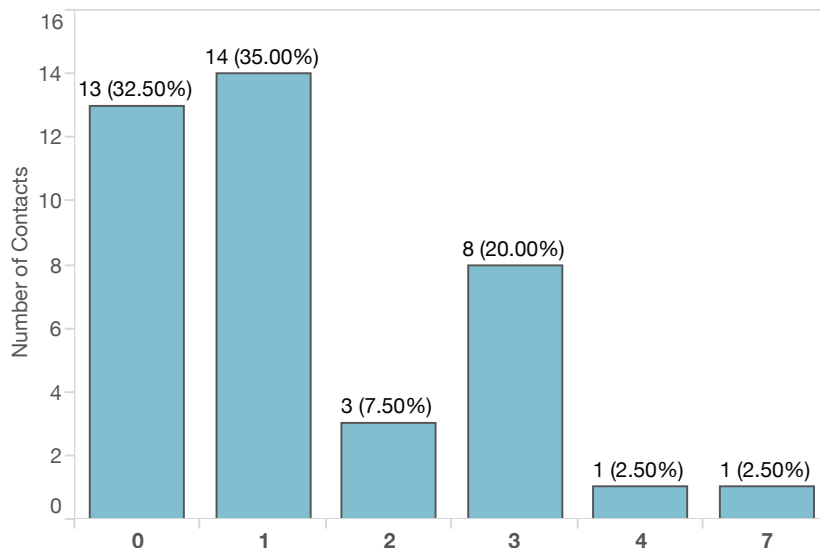
Health insurance status



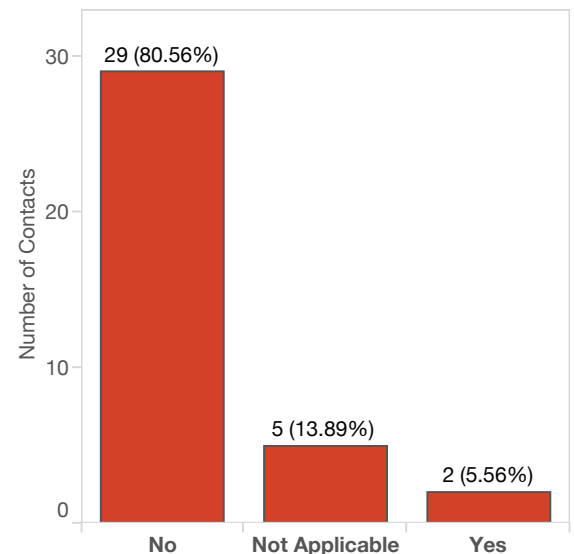
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



GILLIAM, MORROW, UMATILLA, AND WHEELER COUNTIES

July 1, 2016 - September 30, 2016



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

