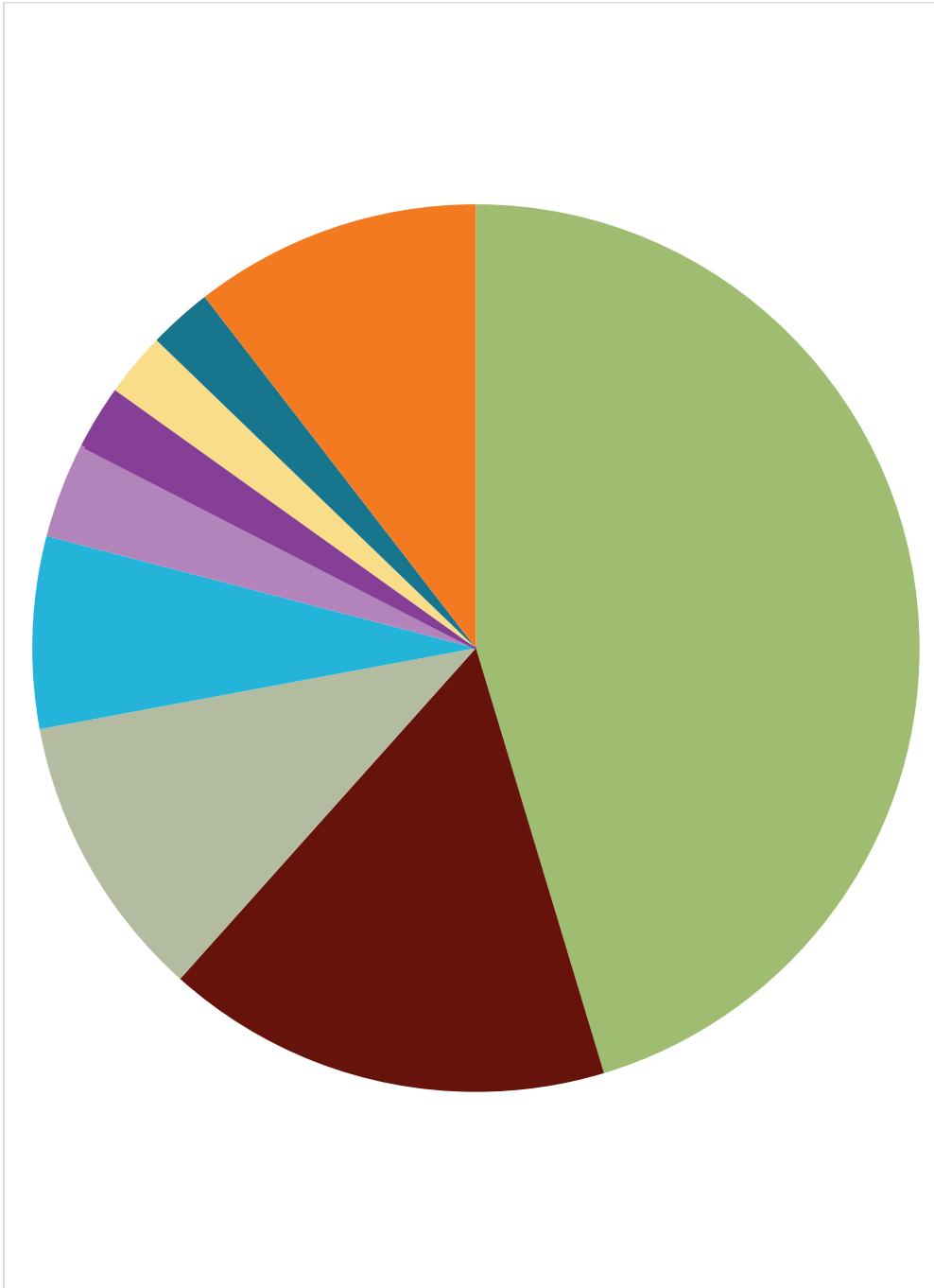


GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

October 1, 2016 - December 31, 2016



Percent of contacts by city



Hermiston	39 (45.88%)
Pendleton	14 (16.47%)
Milton Freewater	9 (10.59%)
Umatilla	6 (7.06%)
Fossil	3 (3.53%)
Arlington	2 (2.35%)
Heppner	2 (2.35%)
McNary	2 (2.35%)
Other	9 (10.59%)

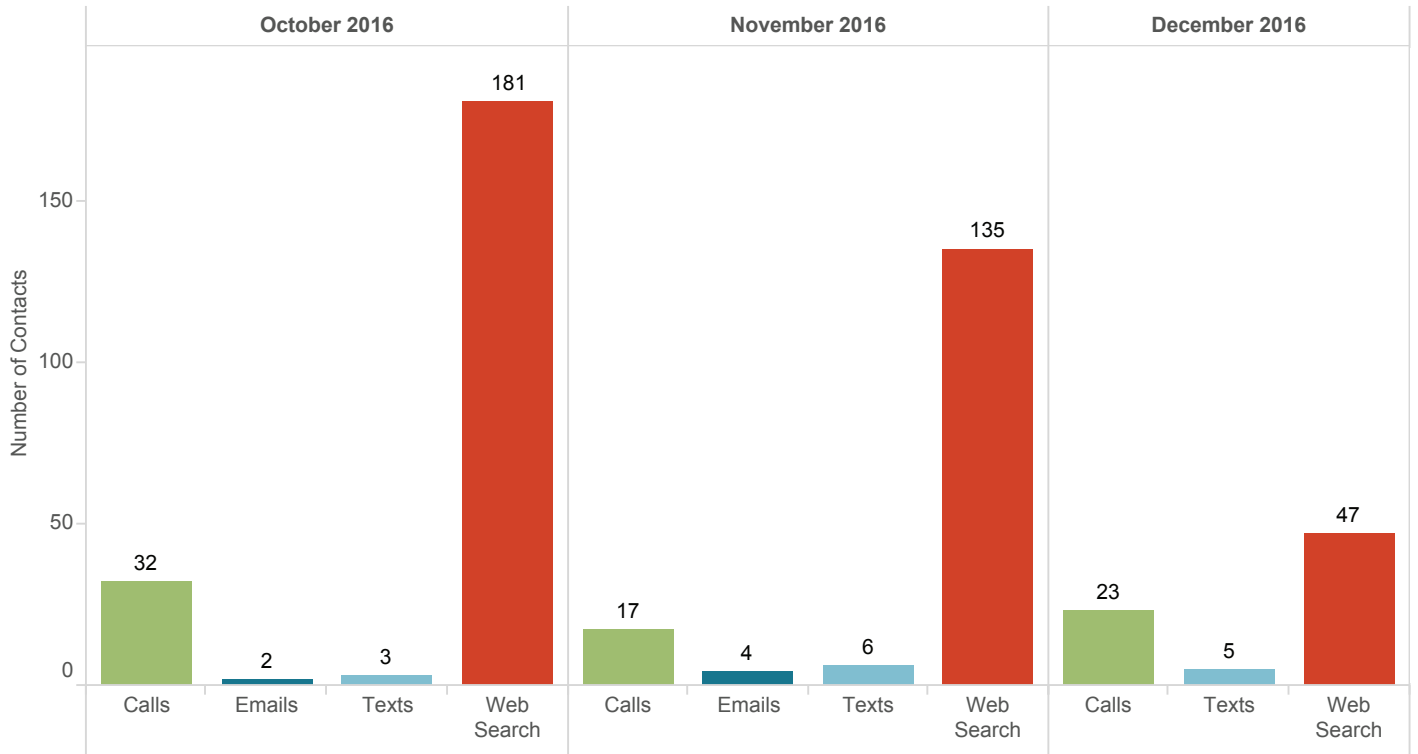
- Hermiston
- Pendleton
- Milton Freewater
- Umatilla
- Fossil
- Arlington
- Heppner
- McNary
- Other

GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

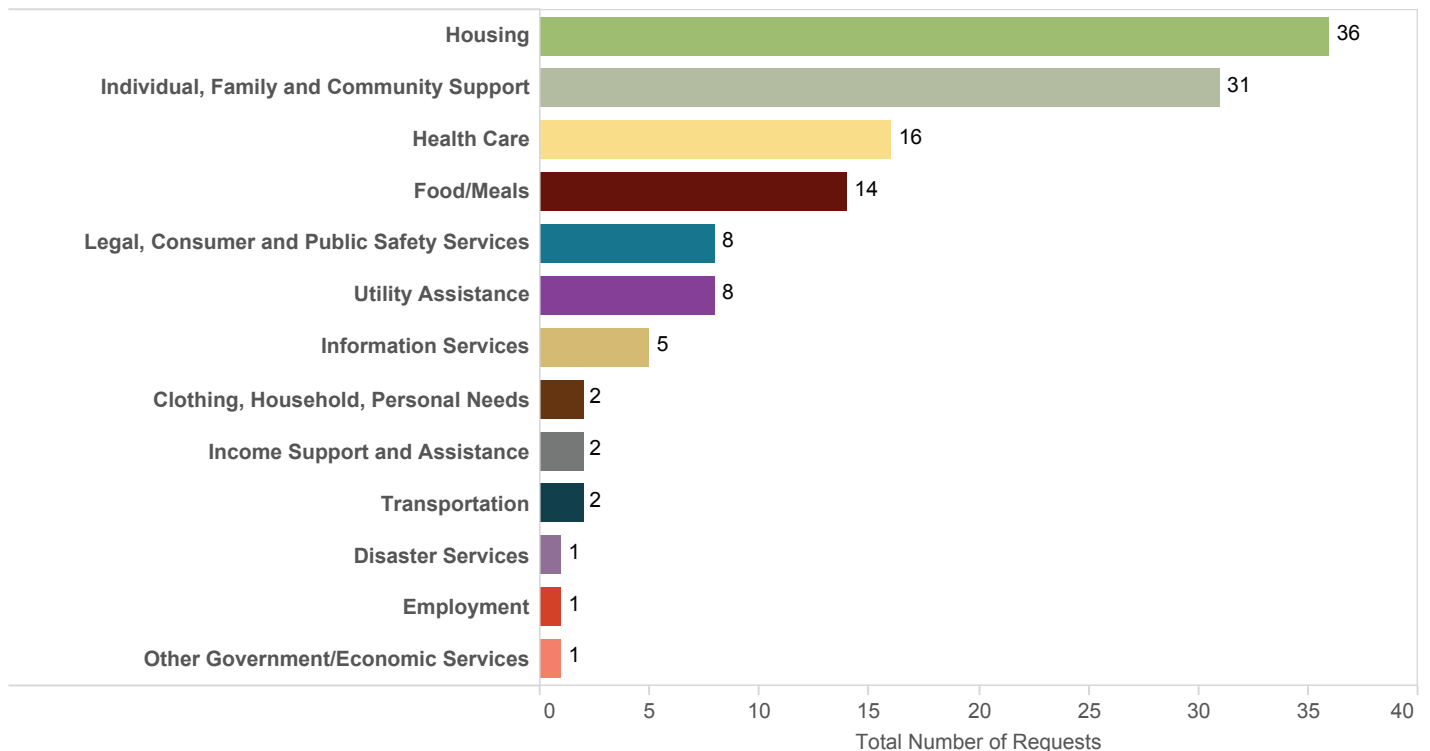
October 1, 2016 - December 31, 2016



Number of contacts, grouped by month and contact type



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

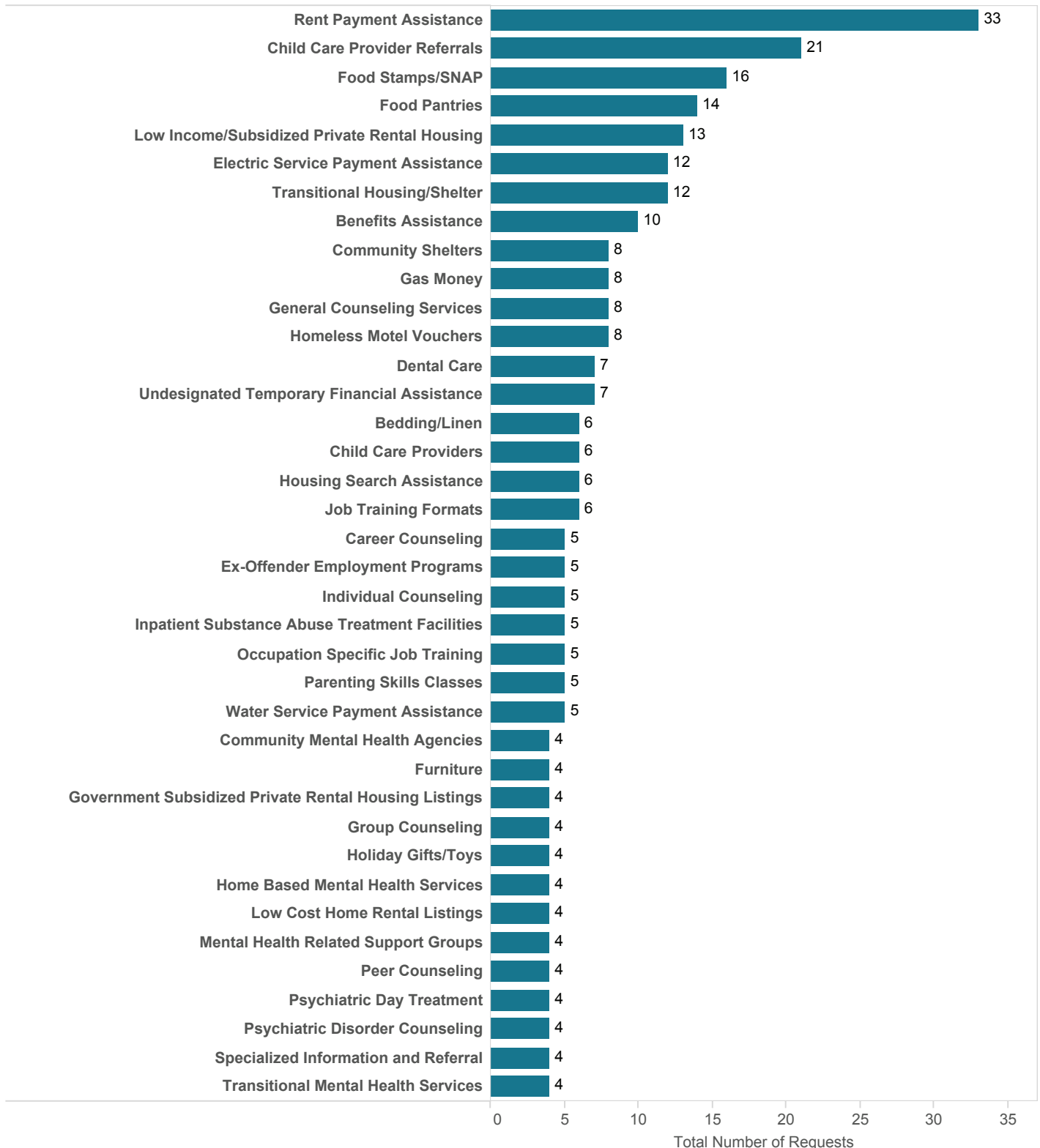


GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

October 1, 2016 - December 31, 2016



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

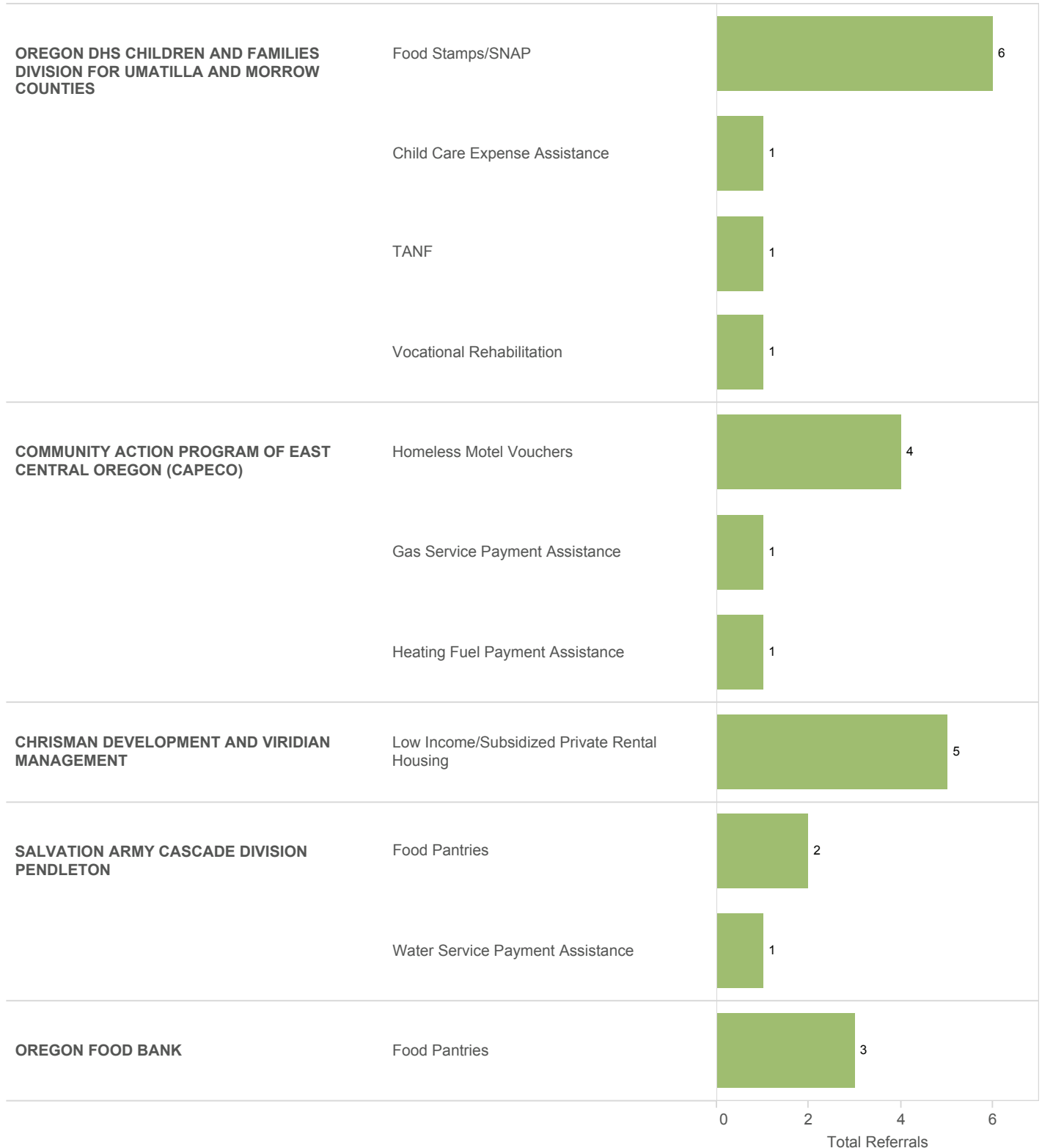


GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

October 1, 2016 - December 31, 2016



Top 5 agencies referred to across all contact types



GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

October 1, 2016 - December 31, 2016



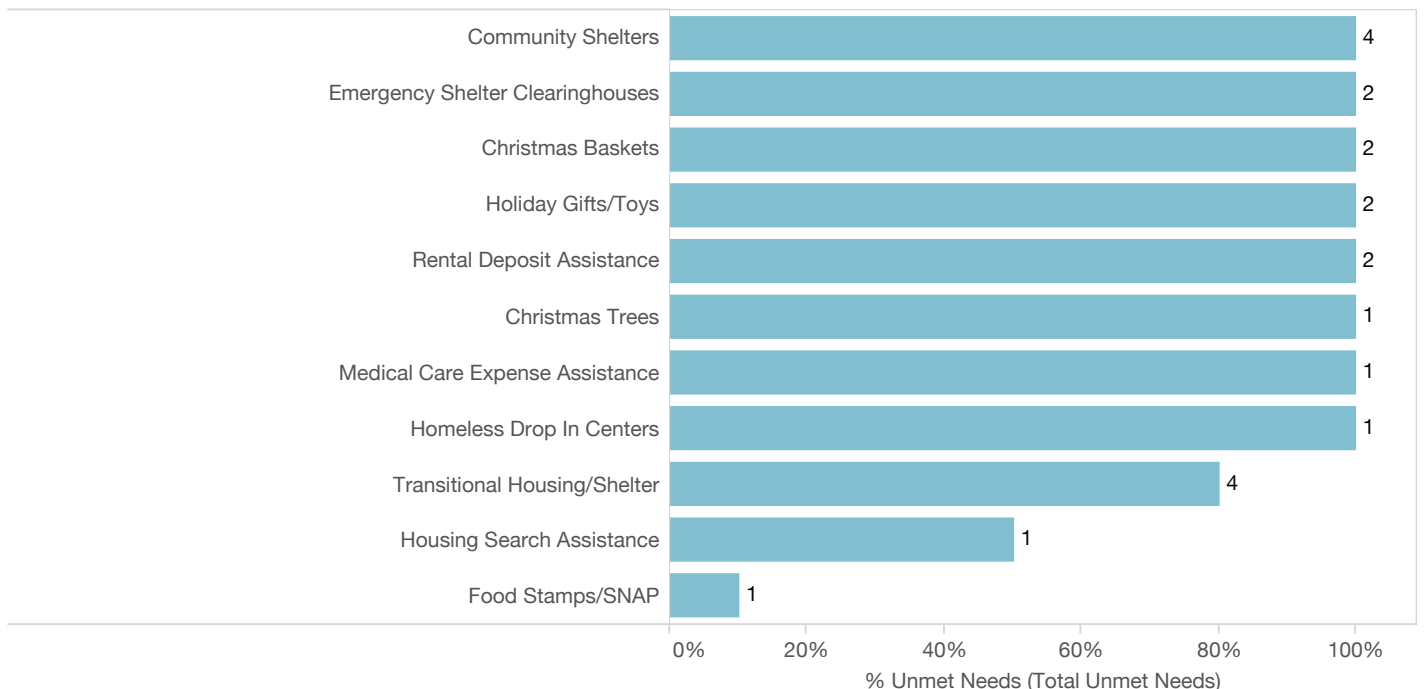
There were 21 instances where there wasn't an appropriate referral for the contact's requested need. Housing requests represent the largest number of unmet community needs, while individual, family, and community support requests represent the highest proportion of unmet community needs.

What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Requests	% of Requests	Number of Requests	% of Requests
Individual, Family and Community Support	8	67%	5	42%
Housing	22	61%	14	39%
Food/Meals	14	93%	1	7%
Health Care	15	94%	1	6%
Clothing/Personal/Household Needs	2	100%		
Employment	1	100%		
Utility Assistance	8	100%		
Legal, Consumer and Public Safety Services	8	100%		
Income Support/Assistance	2	100%		
Information Services	5	100%		
Disaster Services	1	100%		
Other Government/Economic Services	1	100%		
Transportation	2	100%		
Grand Total	89	82%	21	19%

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?



GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

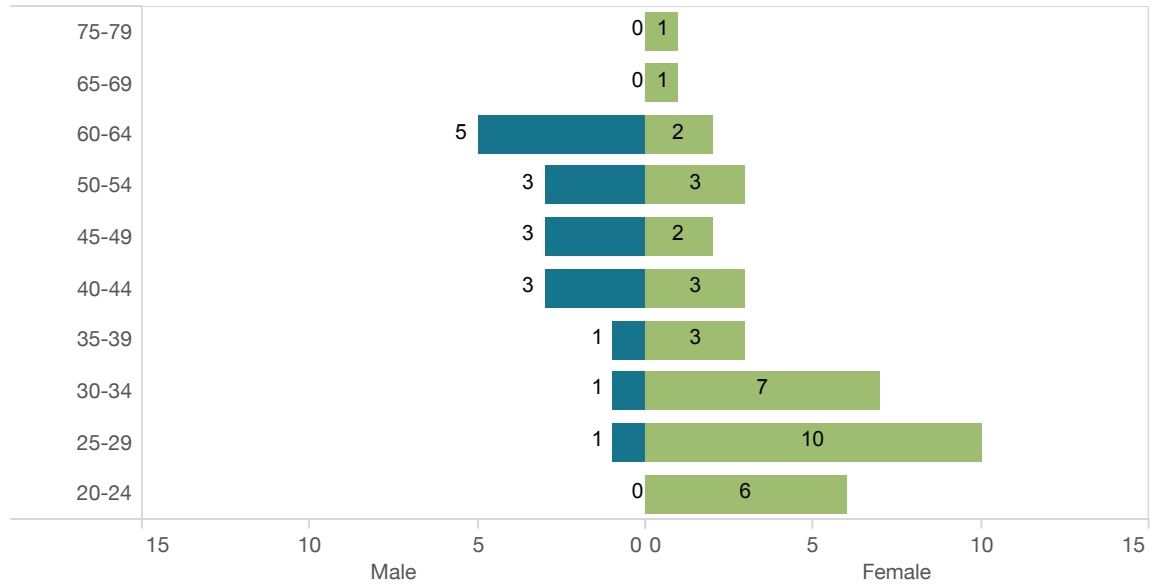
October 1, 2016 - December 31, 2016



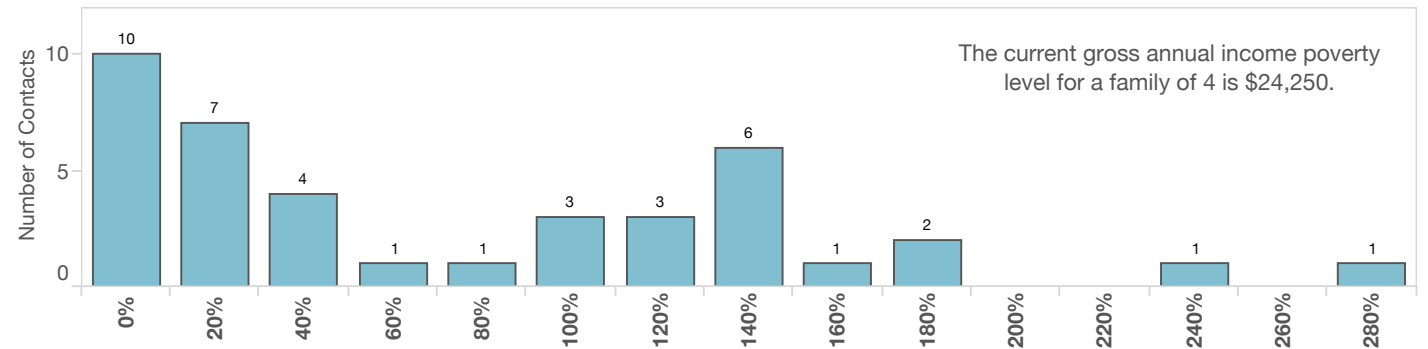
Age

75-79	2.13%
65-69	2.13%
60-64	14.89%
50-54	12.77%
45-49	10.64%
40-44	12.77%
35-39	8.51%
30-34	14.89%
25-29	14.89%
20-24	6.38%

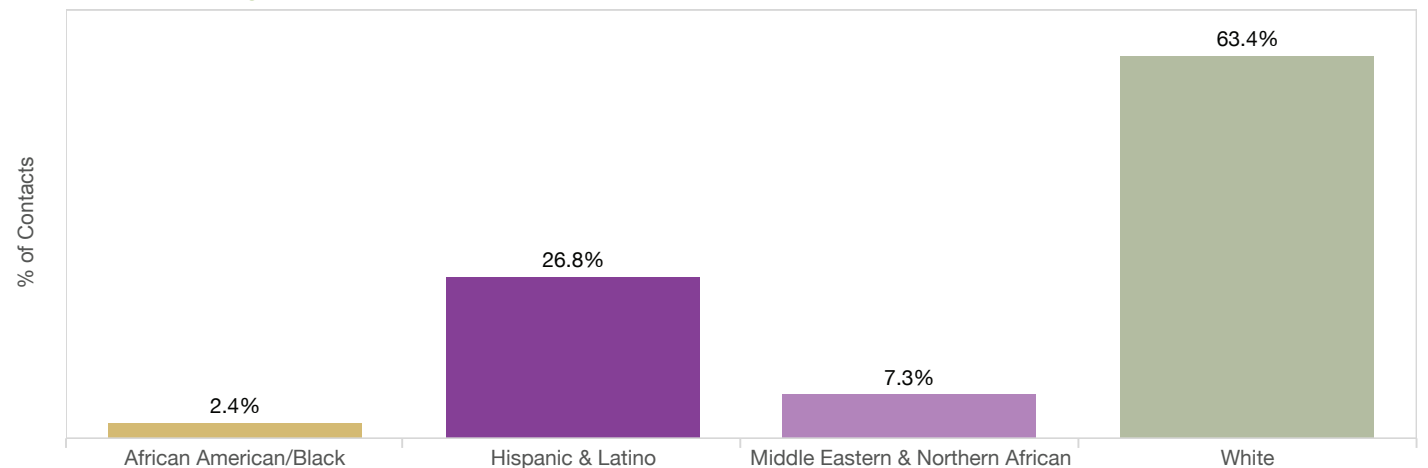
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

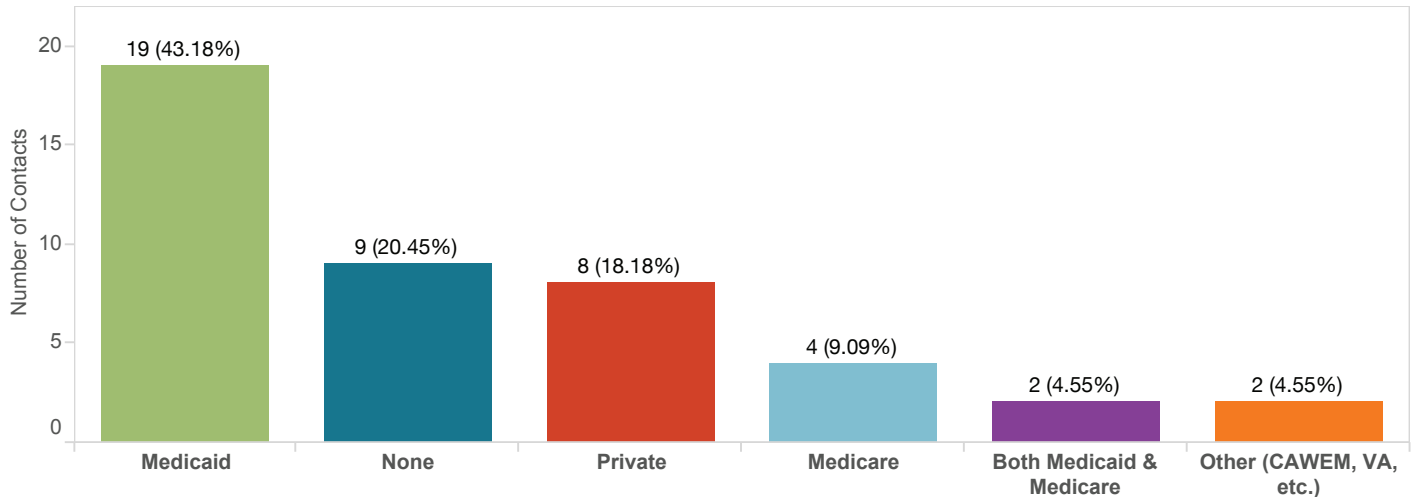


GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

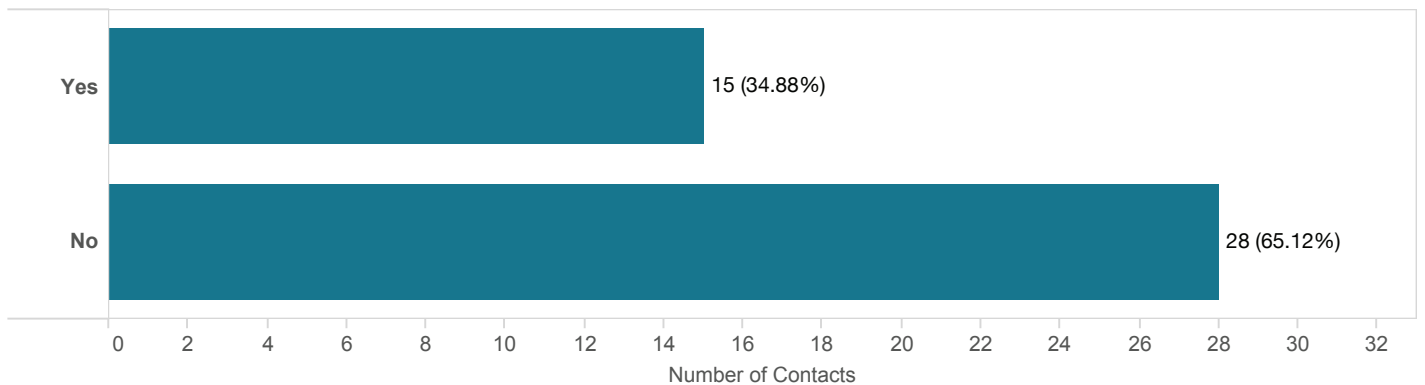
October 1, 2016 - December 31, 2016



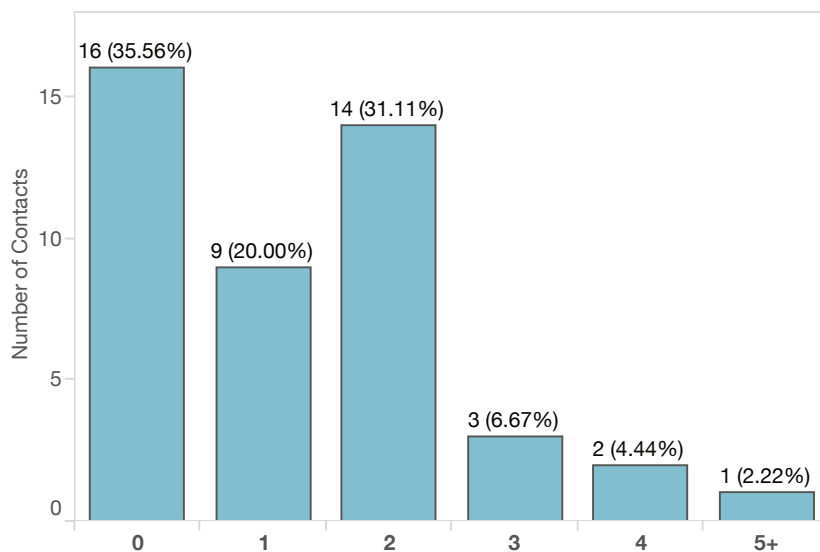
Health insurance status



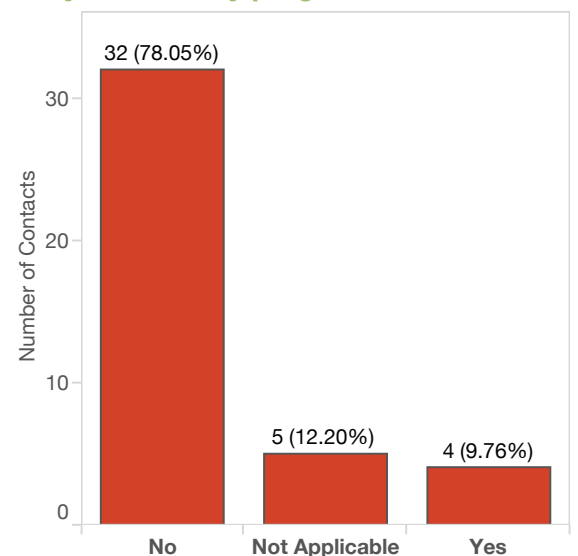
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

October 1, 2016 - December 31, 2016



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

