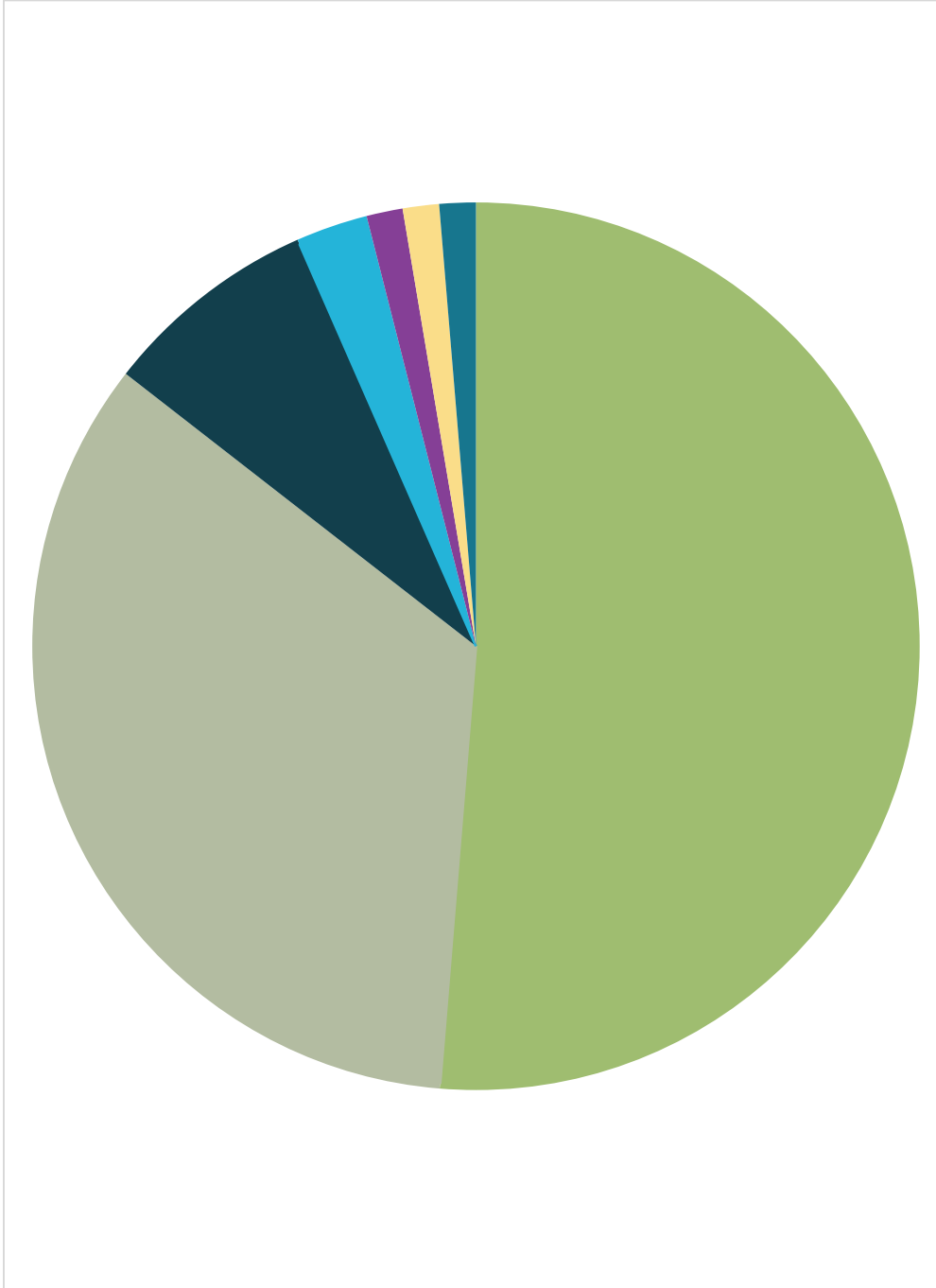


HOOD RIVER, WASCO AND SHERMAN COUNTIES

October 1, 2016 - December 31, 2016



Percent of contacts by city



The Dalles	39 (51.32%)
Hood River	26 (34.21%)
Cascade Locks	6 (7.89%)
Grass Valley	2 (2.63%)
Dufur	1 (1.32%)
Mosier	1 (1.32%)
Wasco	1 (1.32%)

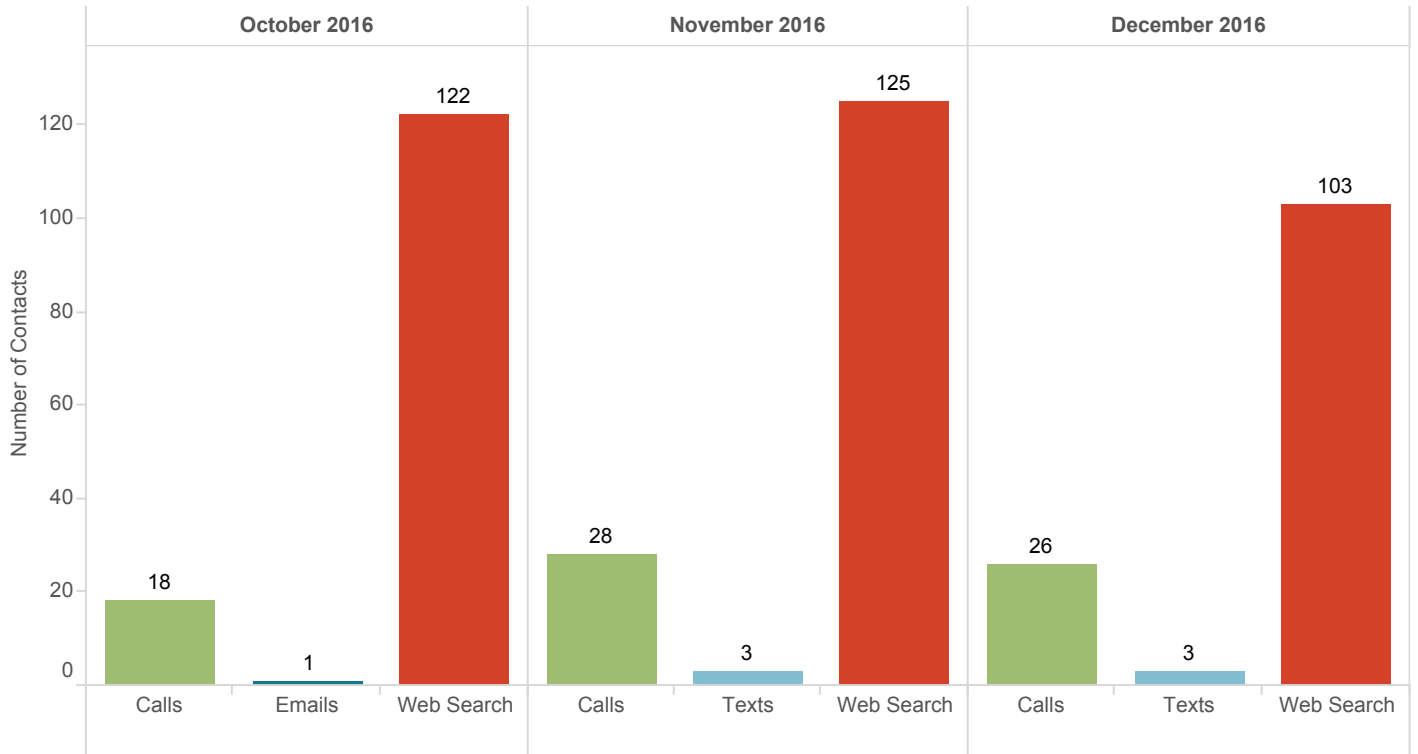
- The Dalles
- Hood River
- Cascade Locks
- Grass Valley
- Dufur
- Mosier
- Wasco

HOOD RIVER, WASCO AND SHERMAN COUNTIES

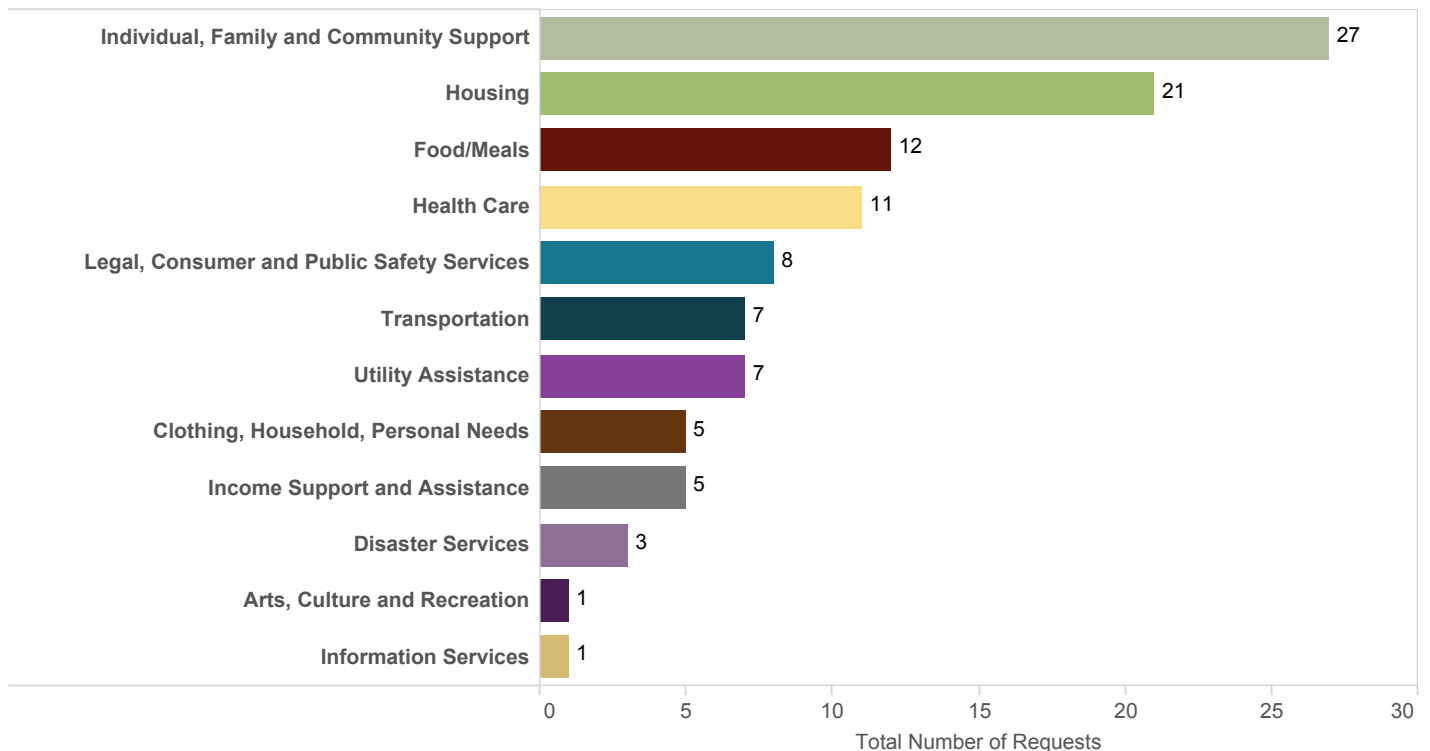
October 1, 2016 - December 31, 2016



Number of contacts, grouped by month and contact type



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

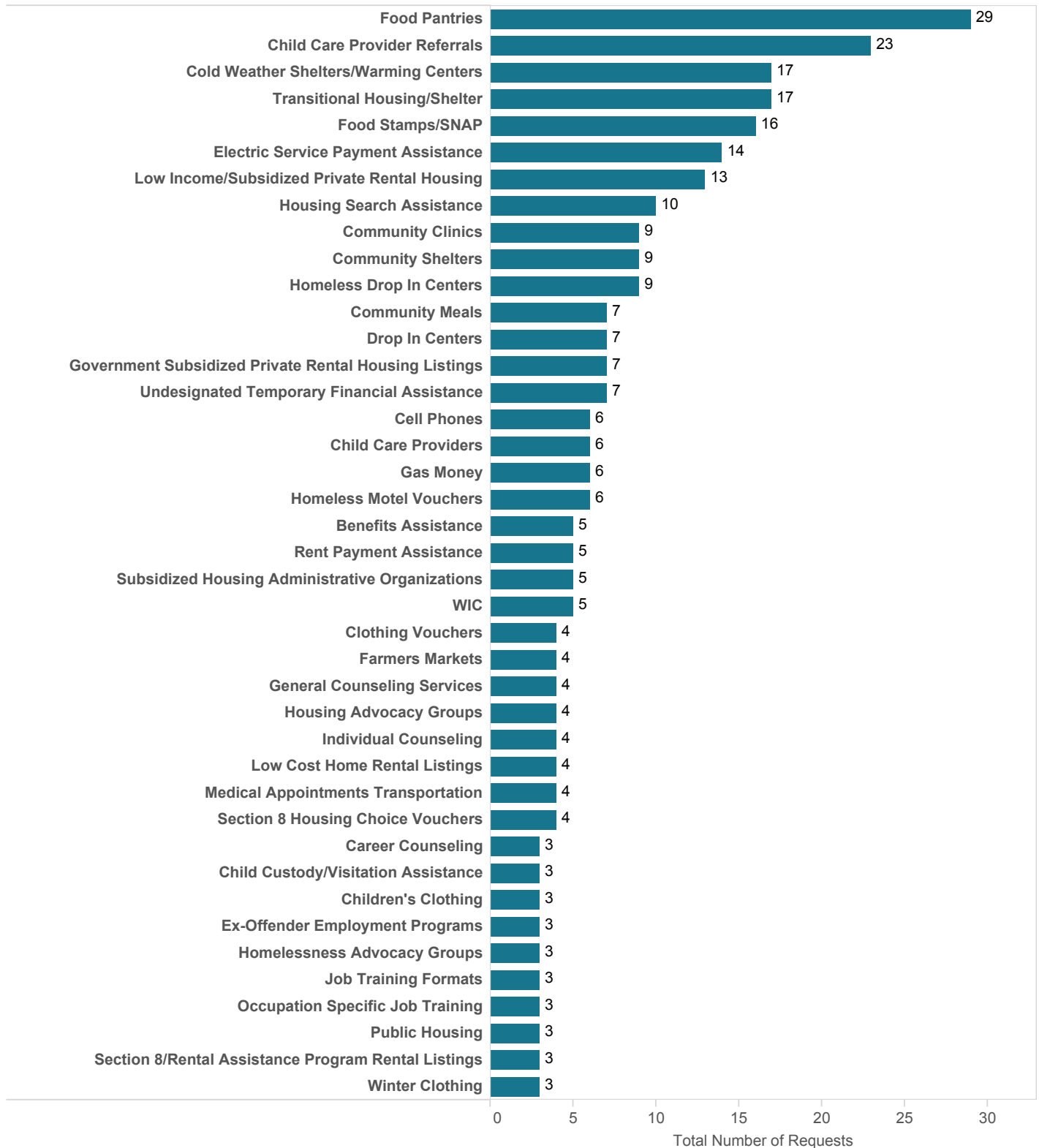


HOOD RIVER, WASCO AND SHERMAN COUNTIES

October 1, 2016 - December 31, 2016



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

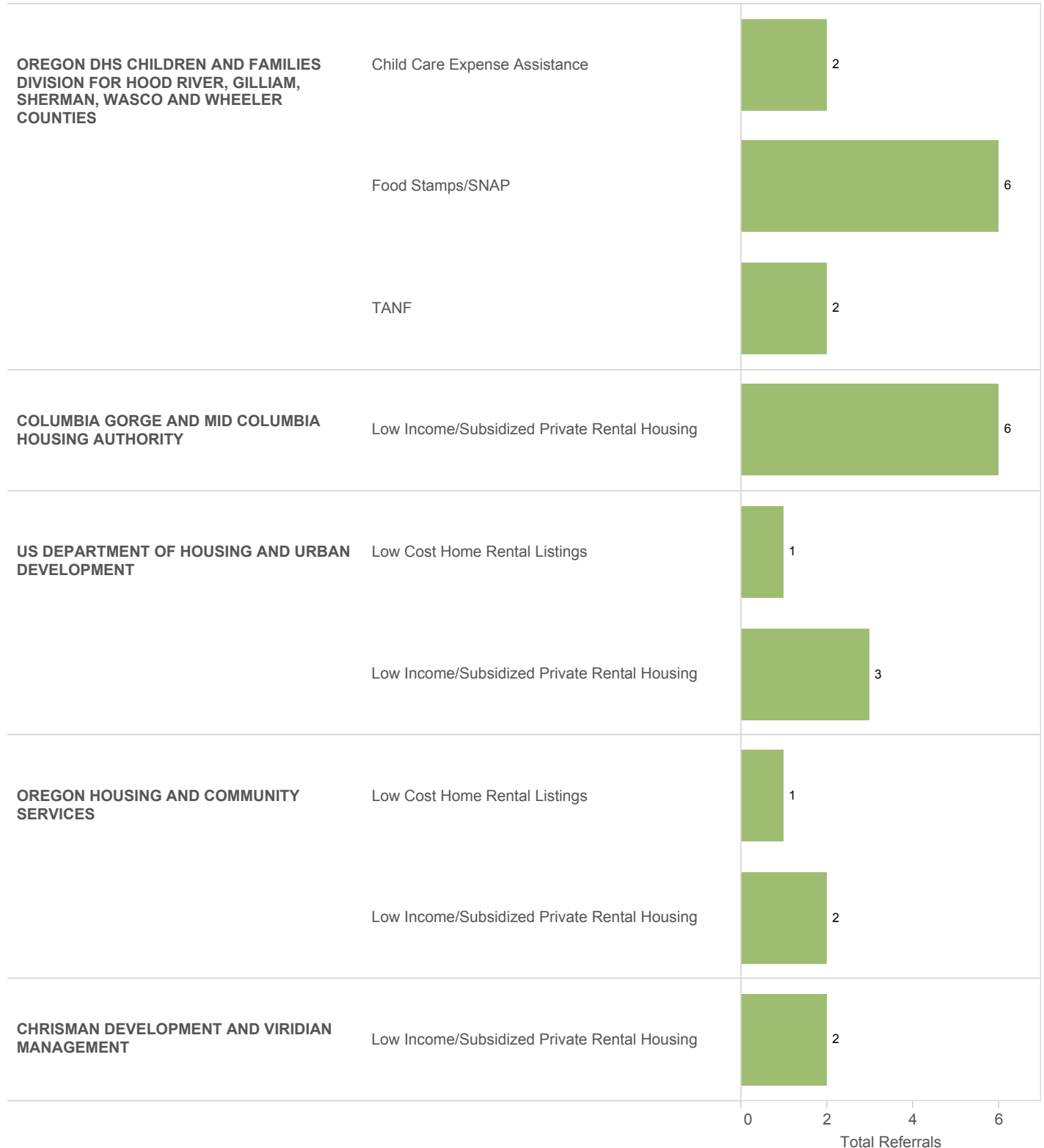


HOOD RIVER, WASCO AND SHERMAN COUNTIES

October 1, 2016 - December 31, 2016



Top 5 agencies referred to across all contact types



HOOD RIVER, WASCO AND SHERMAN COUNTIES

October 1, 2016 - December 31, 2016



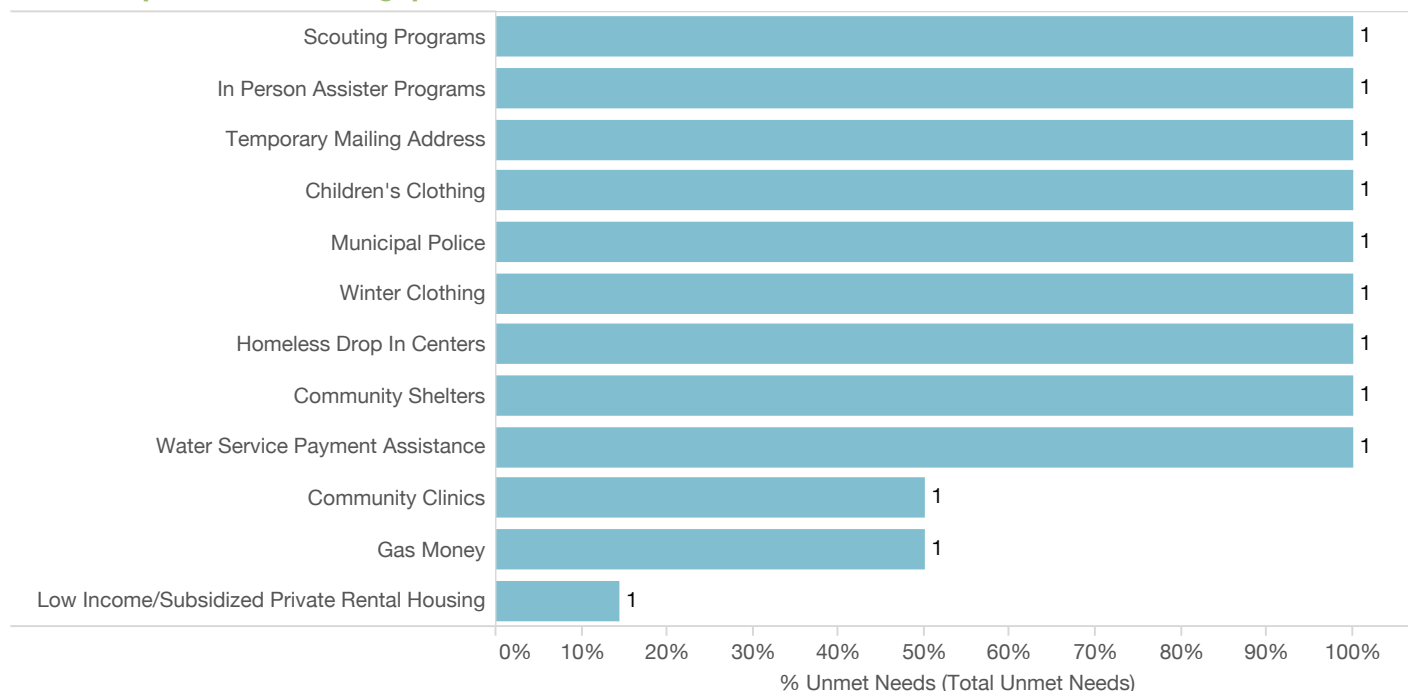
There were 12 instances where there wasn't an appropriate referral for the contact's requested need. Housing requests represent the largest number of unmet community needs, while clothing/personal/household needs and arts, culture, and recreation requests are the highest proportion of unmet community needs.

What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Requests	% of Requests	Number of Requests	% of Requests
Arts, Culture and Recreation			1	100%
Clothing/Personal/Household Needs	3	60%	3	60%
Health Care	9	82%	2	18%
Utility Assistance	6	86%	1	14%
Housing	19	90%	3	14%
Transportation	6	86%	1	14%
Legal, Consumer and Public Safety Services	7	88%	1	13%
Individual, Family and Community Support	7	100%		
Food/Meals	12	100%		
Information Services	1	100%		
Income Support/Assistance	5	100%		
Disaster Services	3	100%		
Grand Total	78	89%	12	14%

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?



HOOD RIVER, WASCO AND SHERMAN COUNTIES

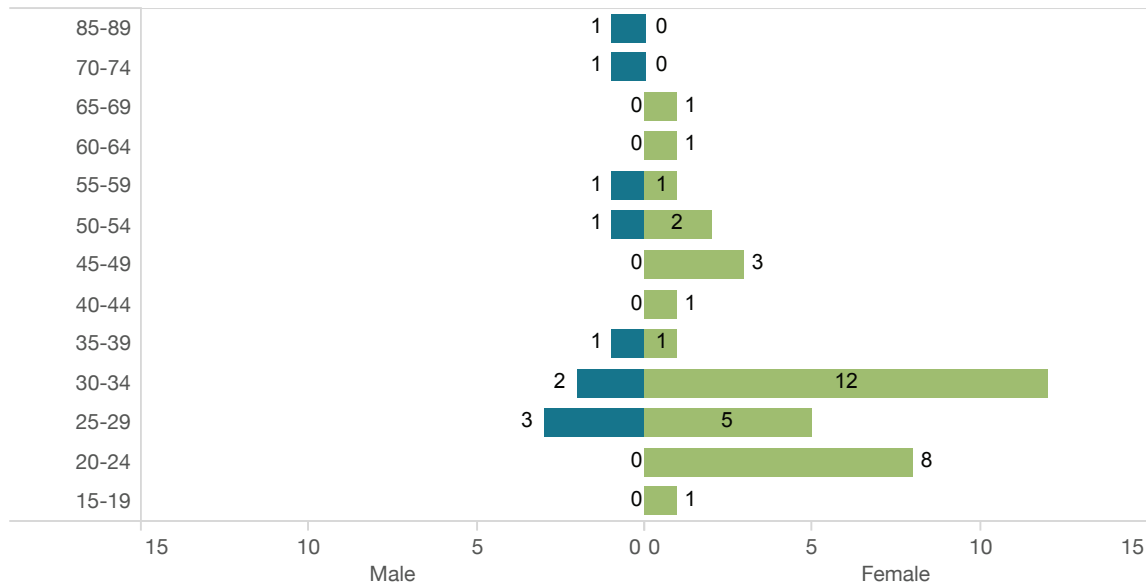
October 1, 2016 - December 31, 2016



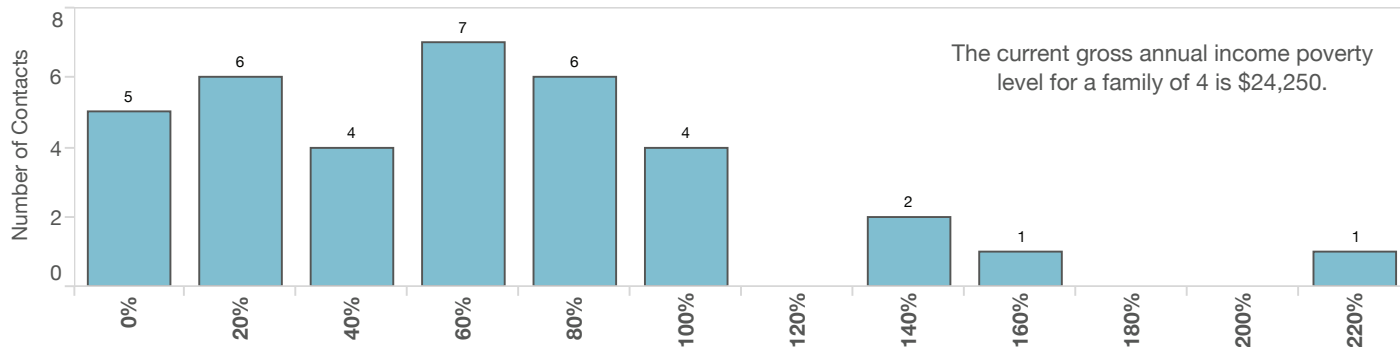
Age

85-89	3.03%
70-74	3.03%
65-69	3.03%
60-64	3.03%
55-59	6.06%
50-54	9.09%
45-49	6.06%
40-44	3.03%
35-39	6.06%
30-34	24.24%
25-29	12.12%
20-24	18.18%
15-19	3.03%

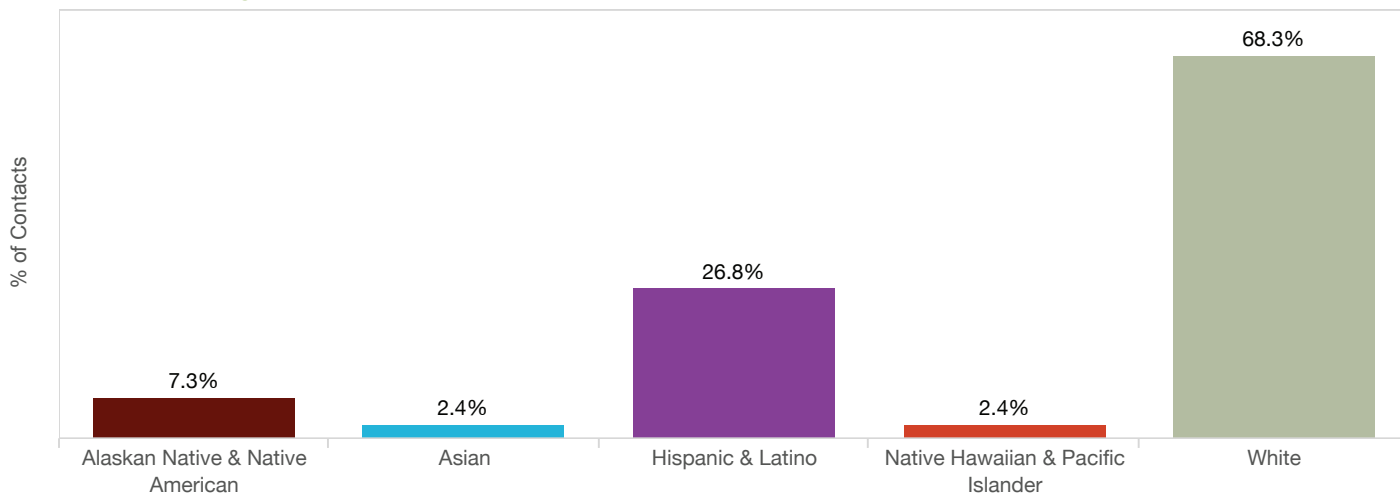
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

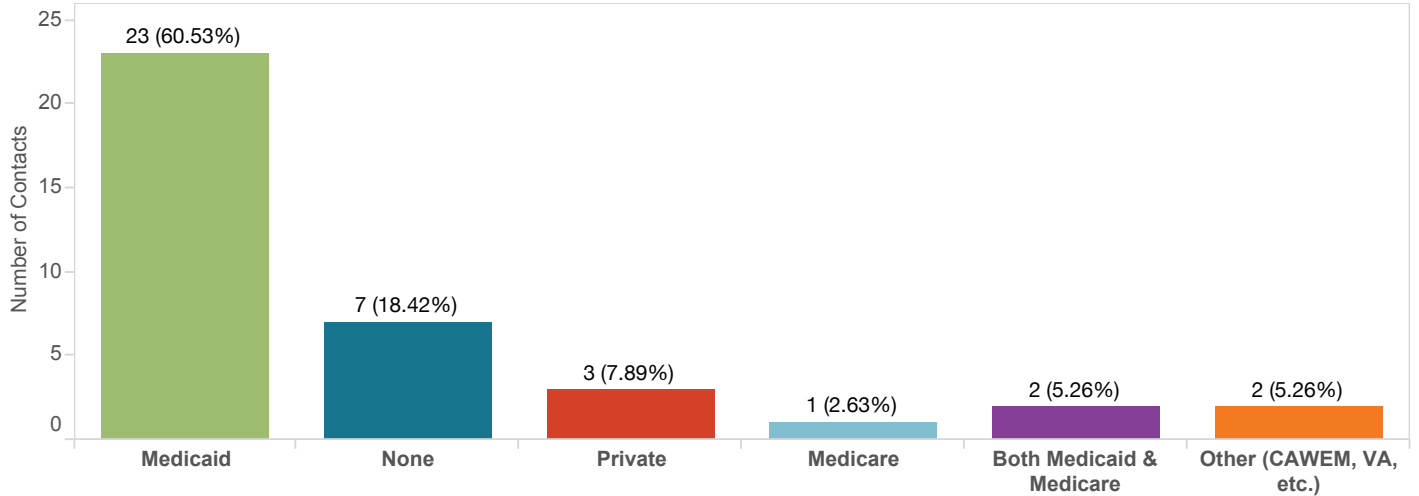


HOOD RIVER, WASCO AND SHERMAN COUNTIES

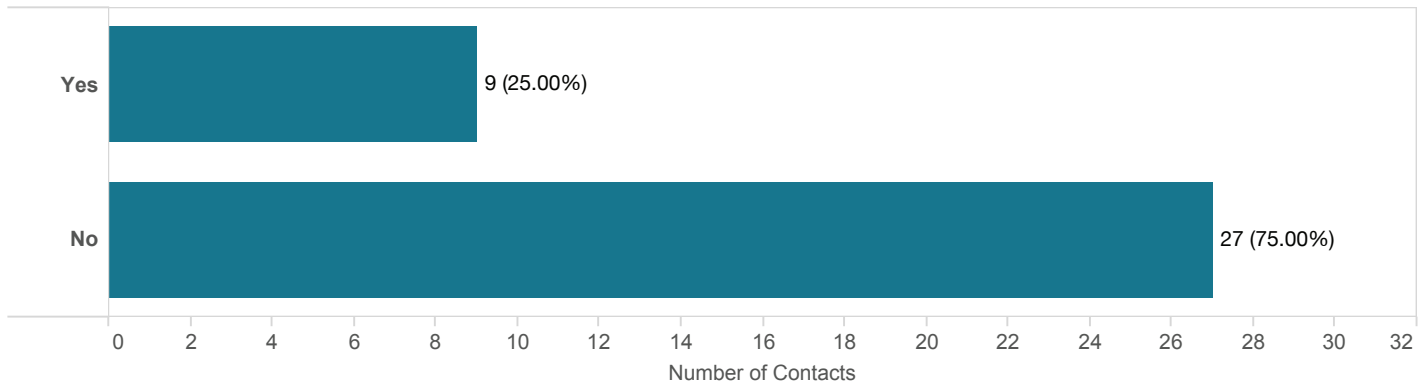
October 1, 2016 - December 31, 2016



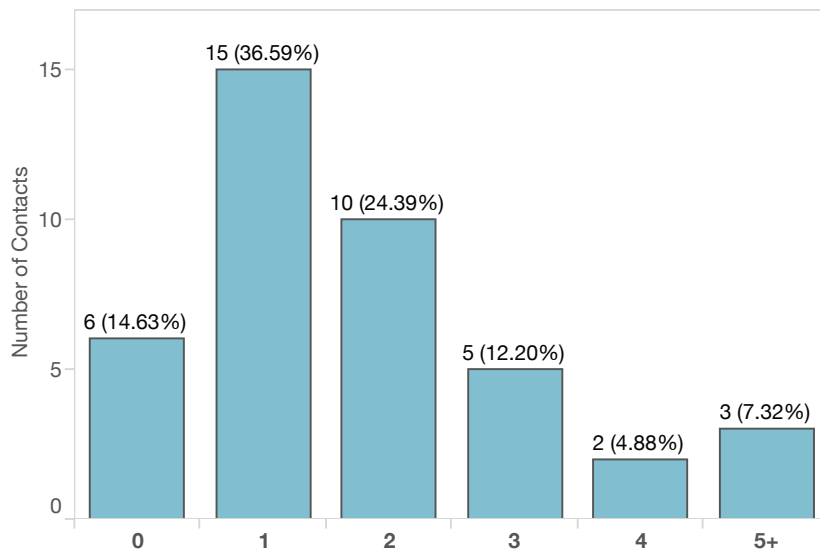
Health insurance status



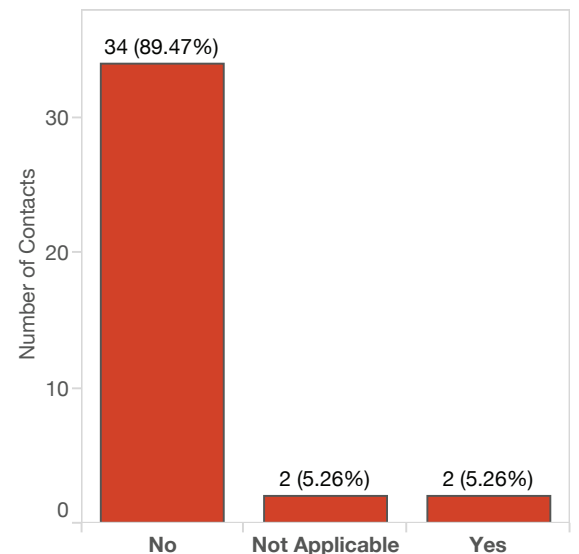
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



HOOD RIVER, WASCO AND SHERMAN COUNTIES

October 1, 2016 - December 31, 2016



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

