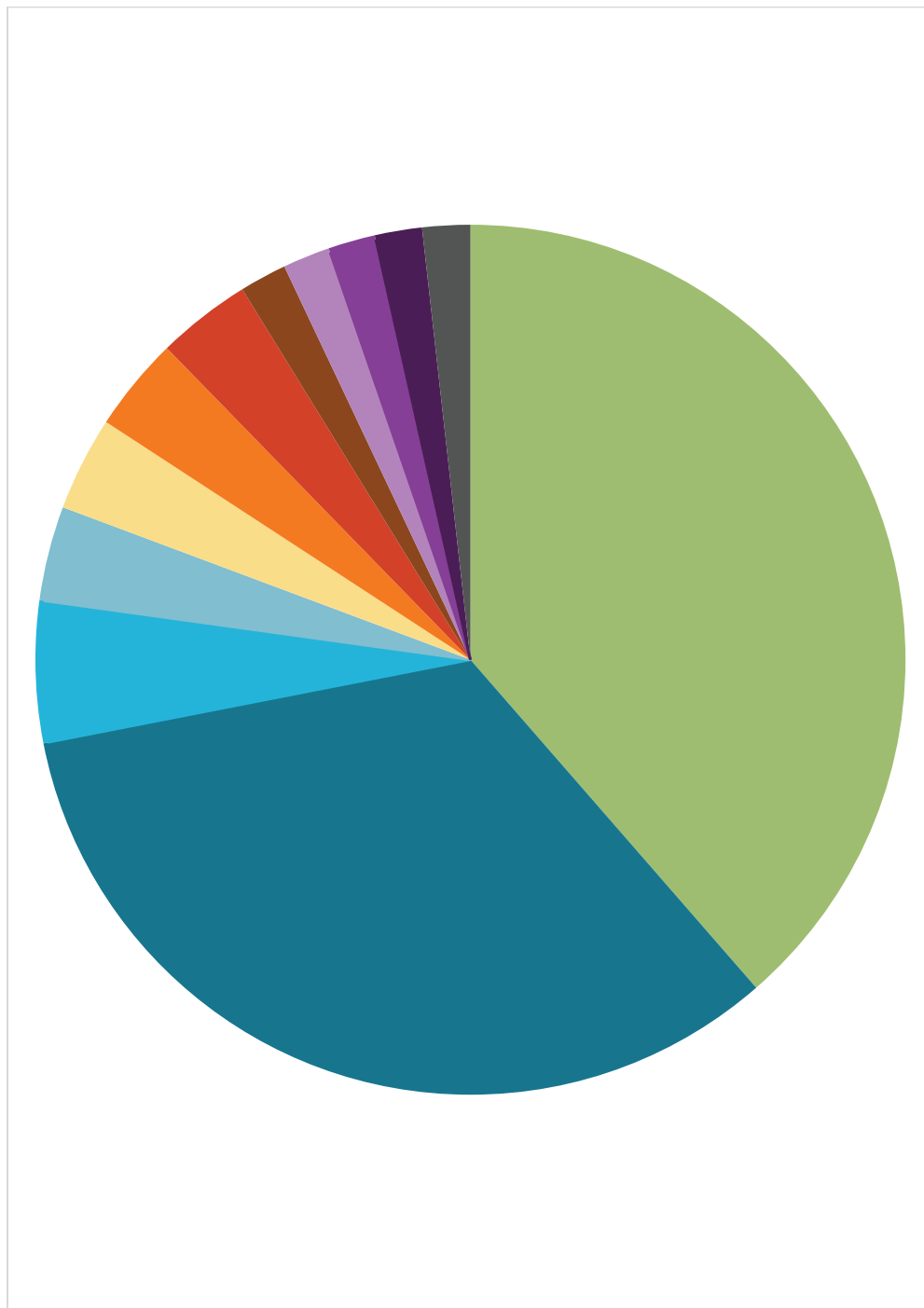


BAKER, GRANT, UNION AND WALLOWA COUNTIES

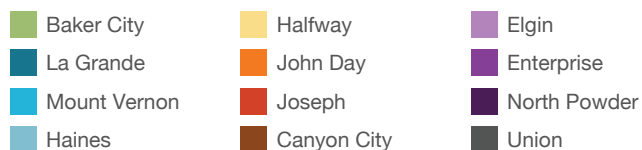
January 1, 2017 - March 31, 2017



Percent of contacts by city



Baker City	22 (38.60%)
La Grande	19 (33.33%)
Mount Vernon	3 (5.26%)
Haines	2 (3.51%)
Halfway	2 (3.51%)
John Day	2 (3.51%)
Joseph	2 (3.51%)
Canyon City	1 (1.75%)
Elgin	1 (1.75%)
Enterprise	1 (1.75%)
North Powder	1 (1.75%)
Union	1 (1.75%)

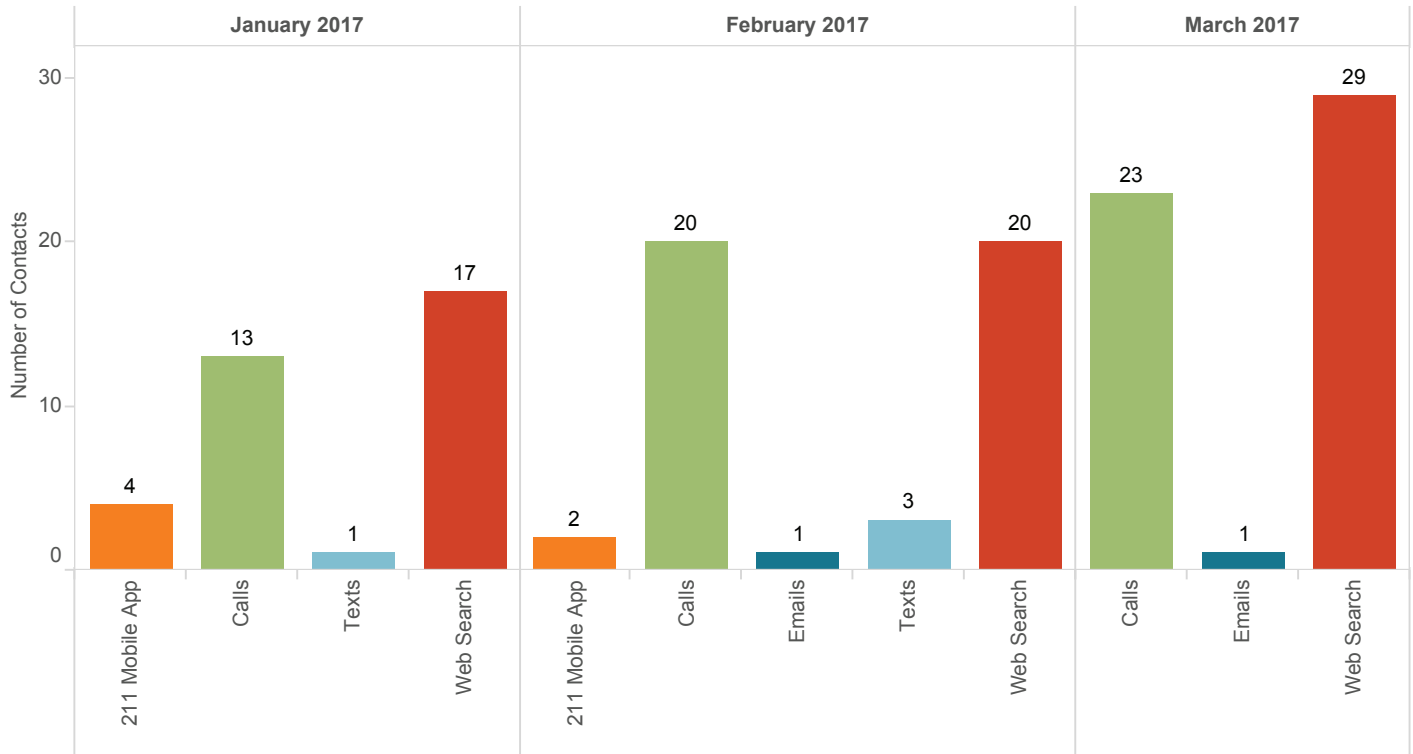


BAKER, GRANT, UNION AND WALLOWA COUNTIES

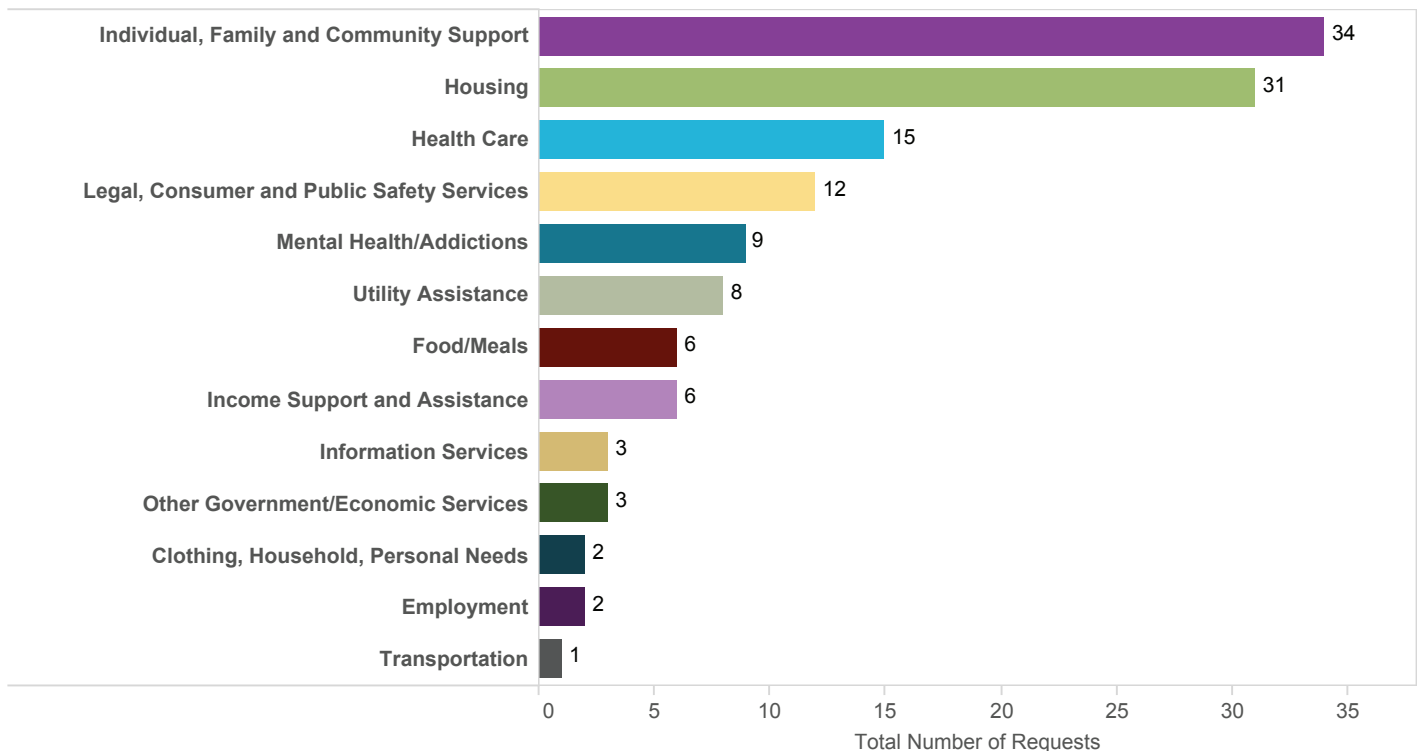
January 1, 2017 - March 31, 2017



Number of contacts, grouped by month and contact type



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

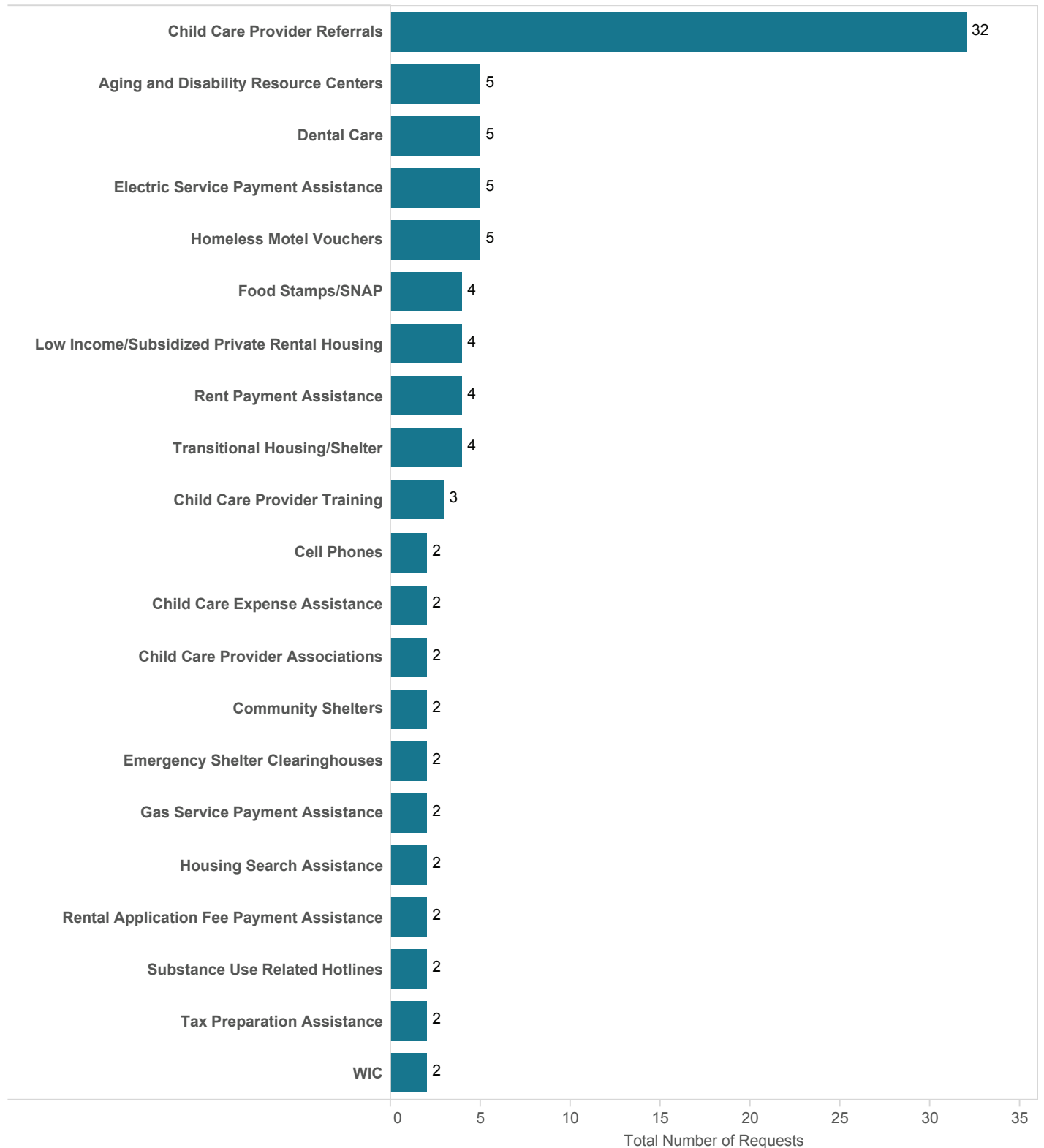


BAKER, GRANT, UNION AND WALLOWA COUNTIES

January 1, 2017 - March 31, 2017



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

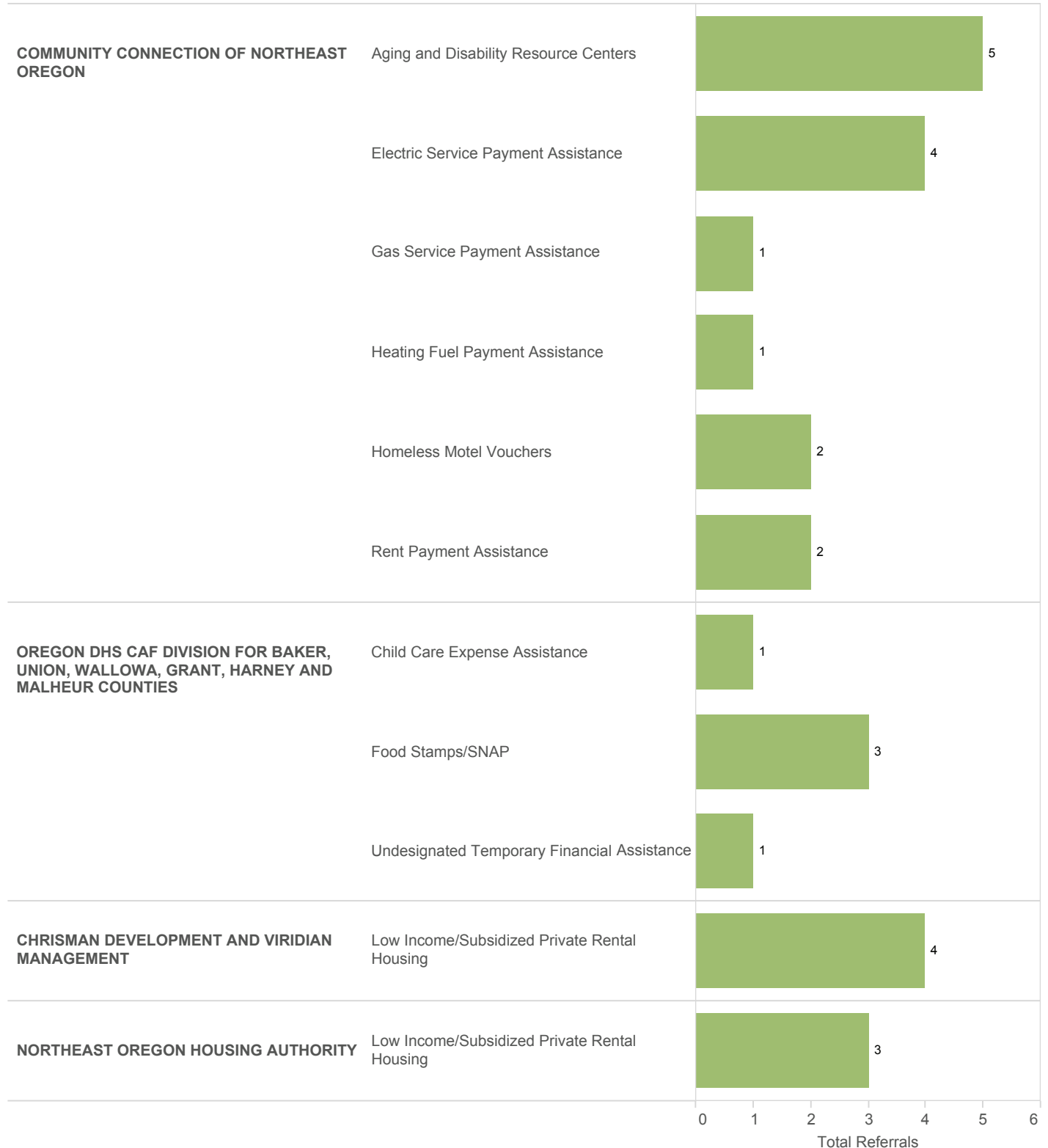


BAKER, GRANT, UNION AND WALLOWA COUNTIES

January 1, 2017 - March 31, 2017



Top 4 agencies referred to across all contact types



BAKER, GRANT, UNION AND WALLOWA COUNTIES

January 1, 2017 - March 31, 2017



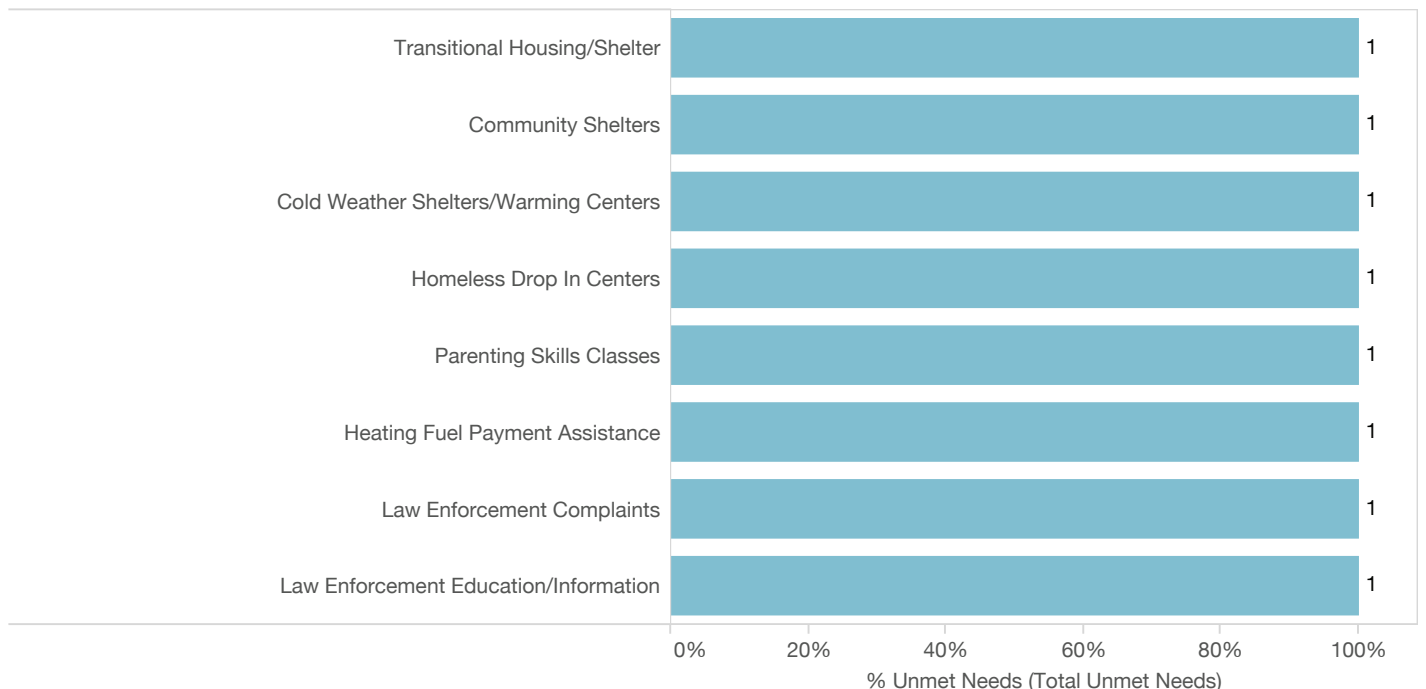
There were 8 instances where there wasn't an appropriate referral for the contact's requested need. Housing requests represent the largest number of unmet community needs.

What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Requests	% of Requests	Number of Requests	% of Requests
Utility Assistance	6	86%	2	29%
Housing	8	73%	3	27%
Individual, Family and Community Support	4	100%	1	25%
Legal, Consumer and Public Safety Services	7	78%	2	22%
Income Support/Assistance	4	100%		
Other Government/Economic Services	1	100%		
Mental Health/Addictions	3	100%		
Health Care	12	100%		
Food/Meals	4	100%		
Information Services	3	100%		
Grand Total	52	90%	8	14%

A referral may not be available for various reasons. In some cases, agencies are at capacity 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.

What are potential service gaps?



BAKER, GRANT, UNION AND WALLOWA COUNTIES

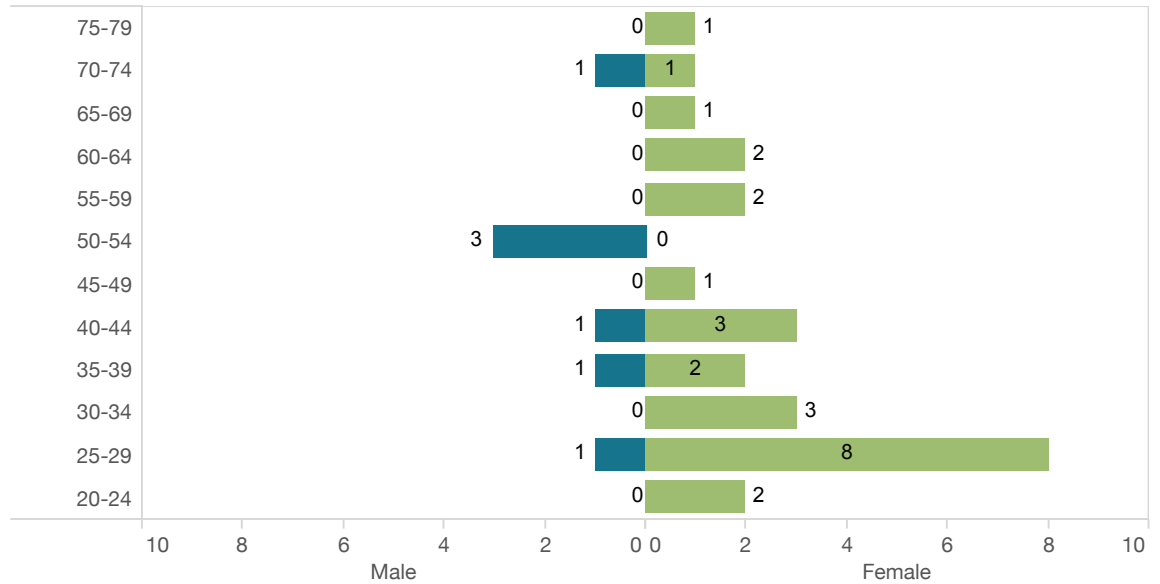
January 1, 2017 - March 31, 2017



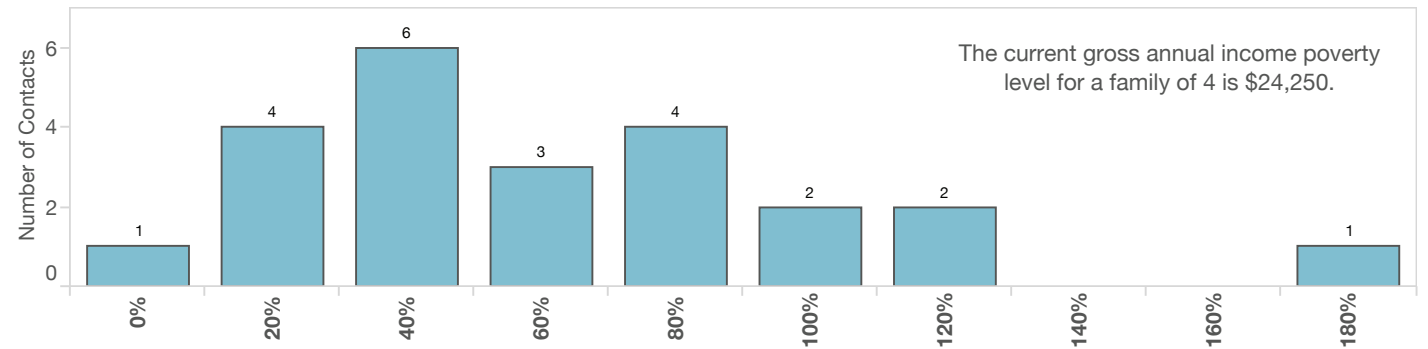
Age

75-79	3.85%
70-74	7.69%
65-69	3.85%
60-64	7.69%
55-59	7.69%
50-54	11.54%
45-49	15.38%
40-44	7.69%
35-39	7.69%
30-34	7.69%
25-29	19.23%
20-24	7.69%

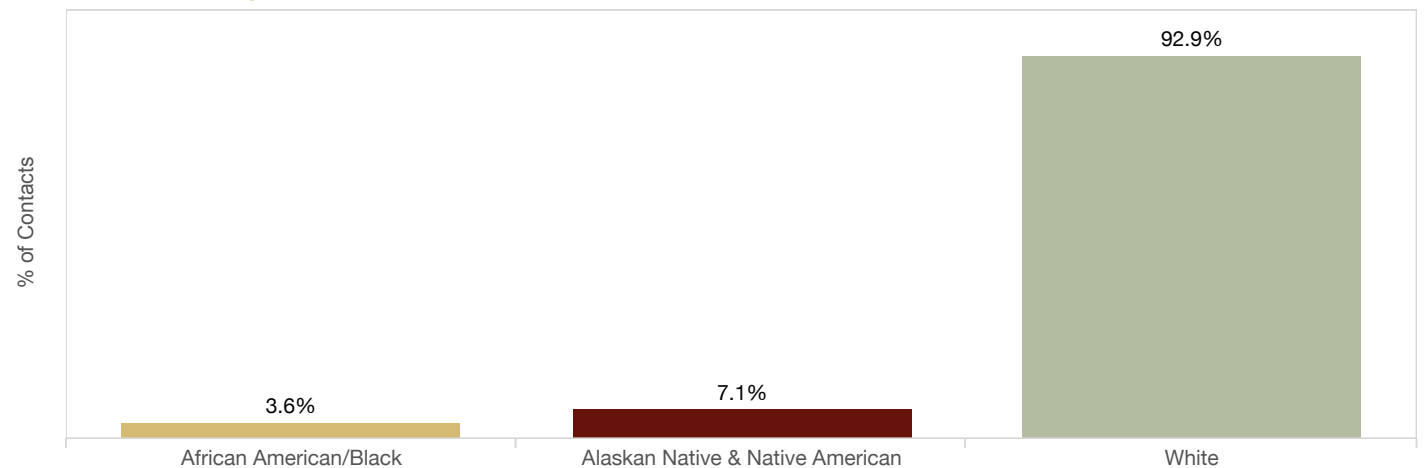
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

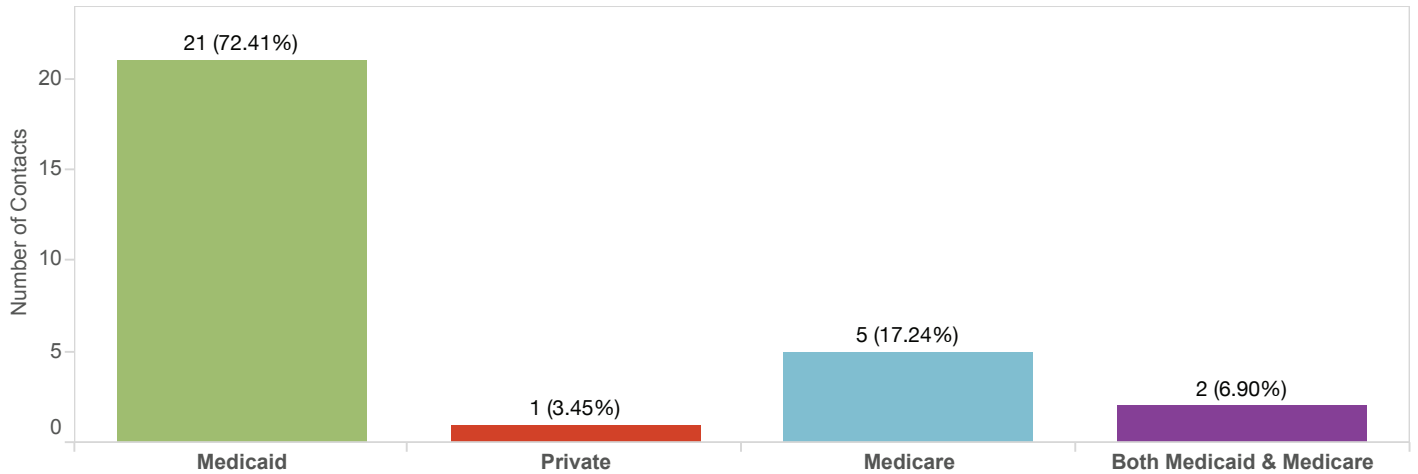


BAKER, GRANT, UNION AND WALLOWA COUNTIES

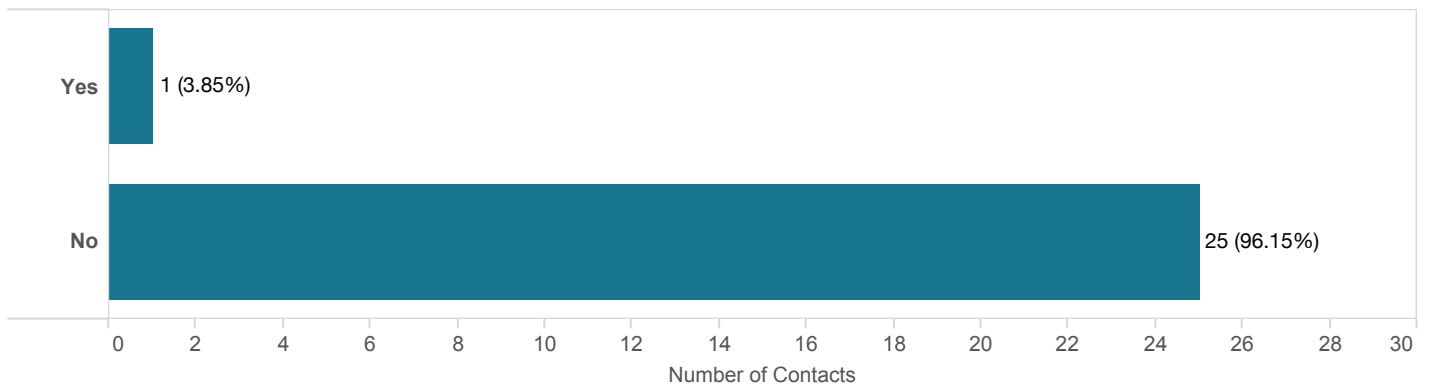
January 1, 2017 - March 31, 2017



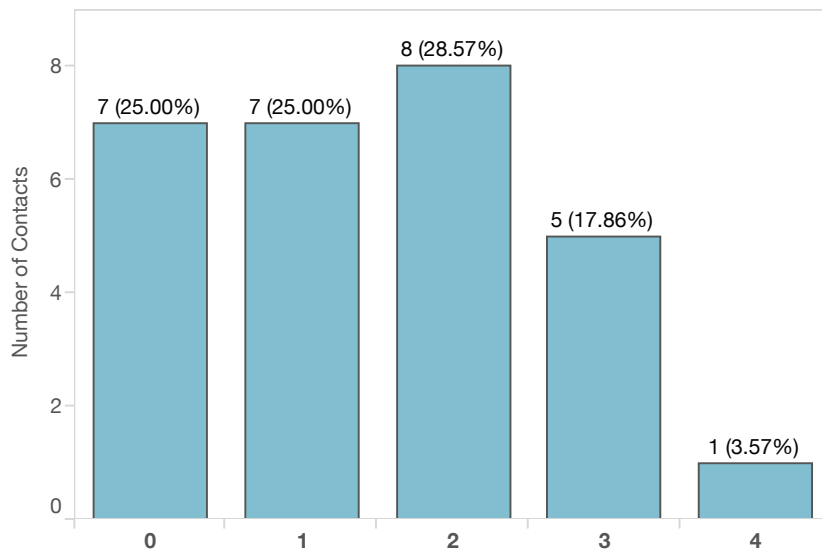
Health insurance status



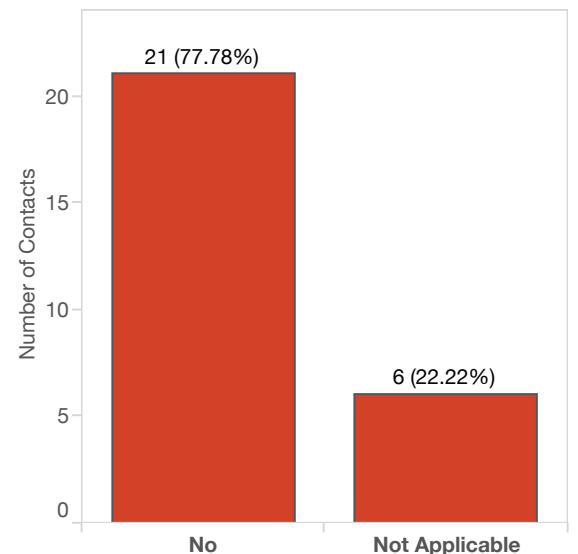
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



BAKER, GRANT, UNION AND WALLOWA COUNTIES

January 1, 2017 - March 31, 2017



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

