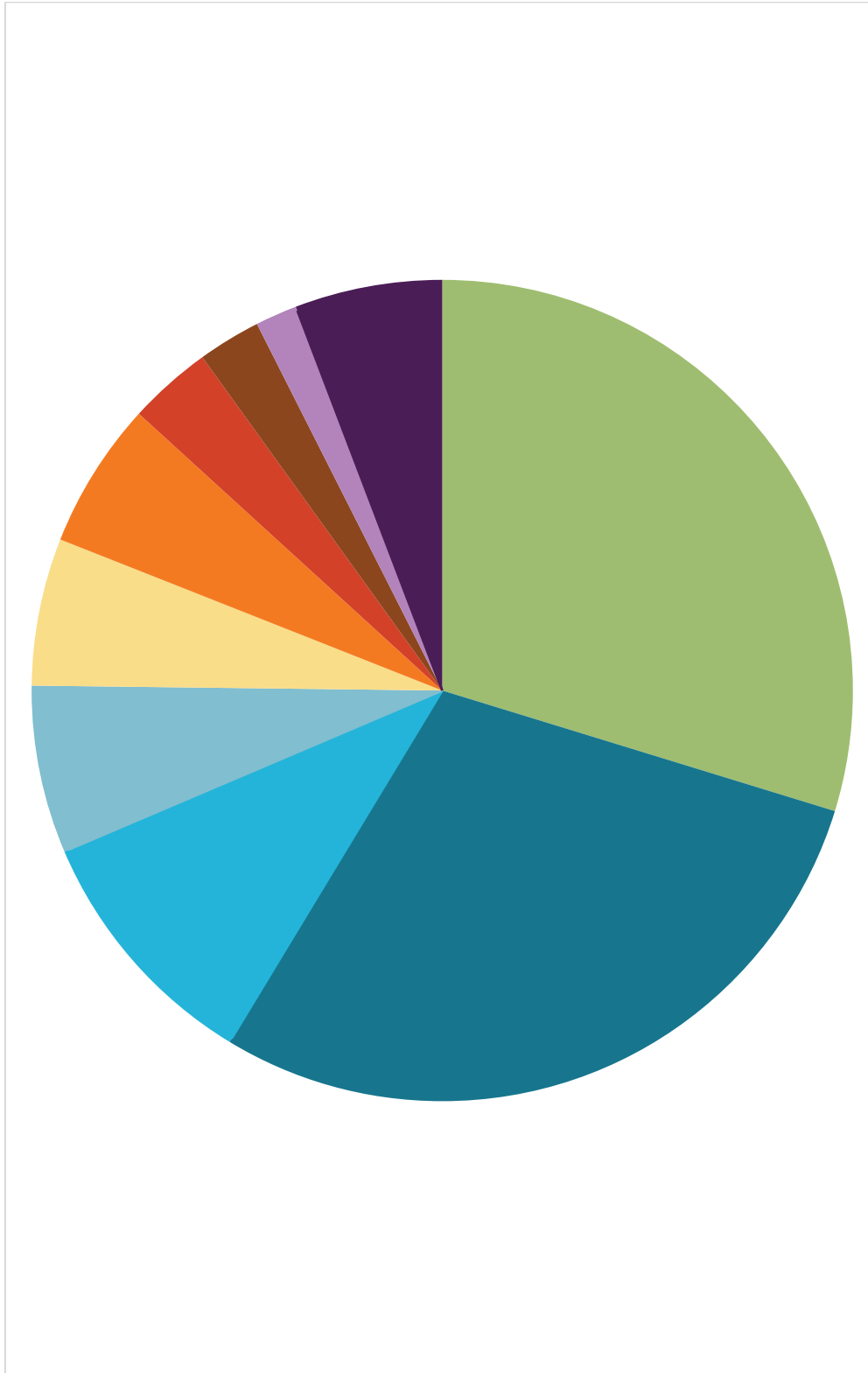


GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

January 1, 2017 - March 31, 2017



Percent of contacts by city



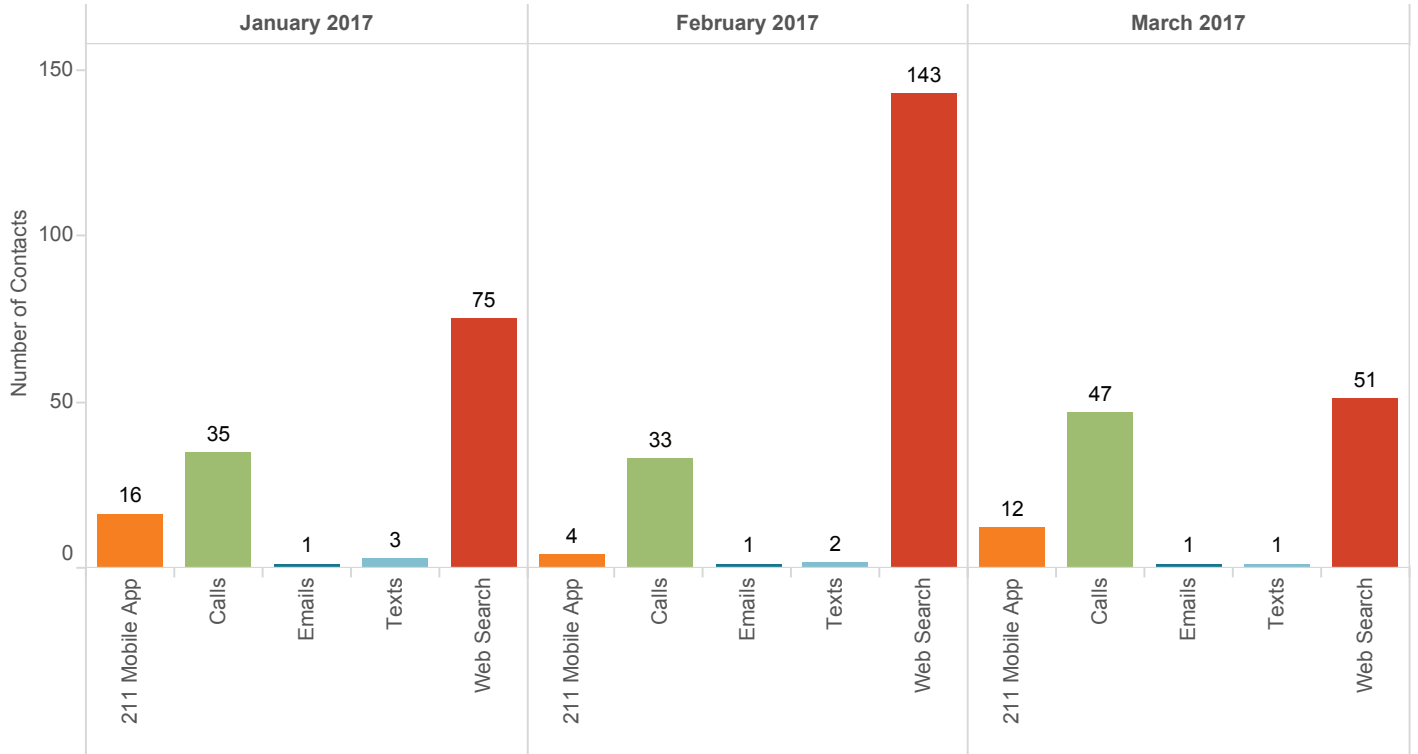
Pendleton	36 (30.00%)
Hermiston	35 (29.17%)
Milton Freewater	12 (10.00%)
Boardman	8 (6.67%)
Arlington	7 (5.83%)
Umatilla	7 (5.83%)
Mitchell	4 (3.33%)
Athena	3 (2.50%)
Irrigon	2 (1.67%)
Other	7 (5.83%)

GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

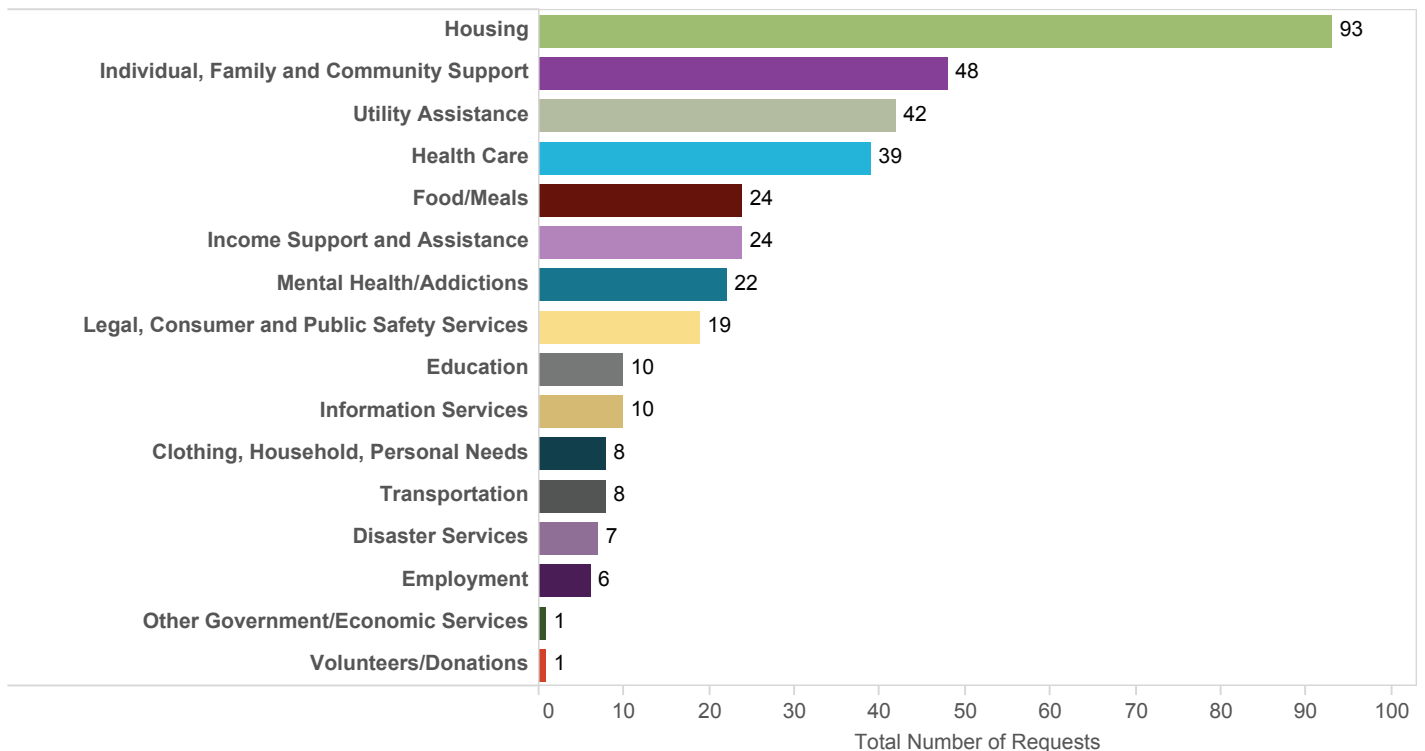
January 1, 2017 - March 31, 2017



Number of contacts, grouped by month and contact type



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

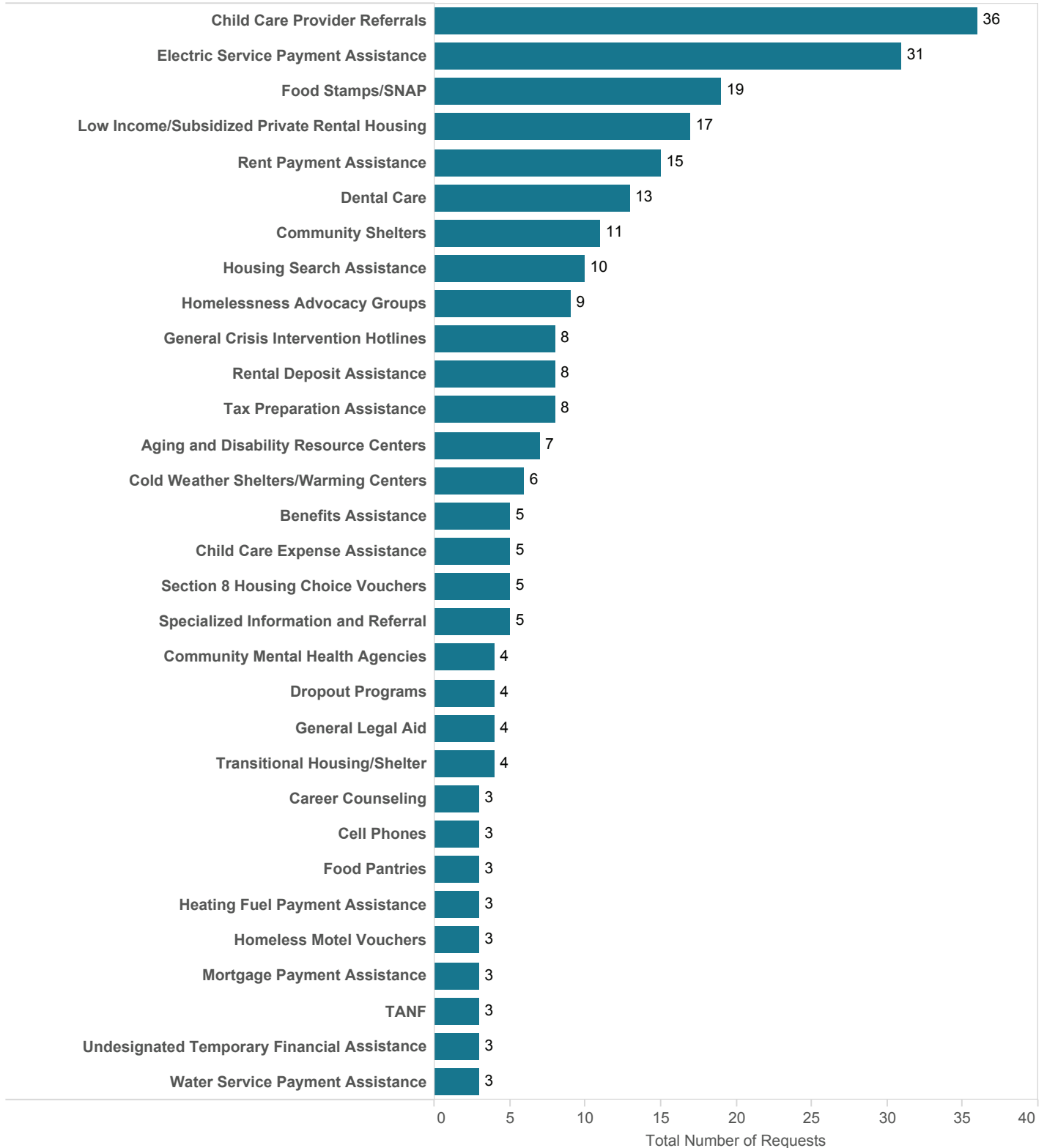


GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

January 1, 2017 - March 31, 2017



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

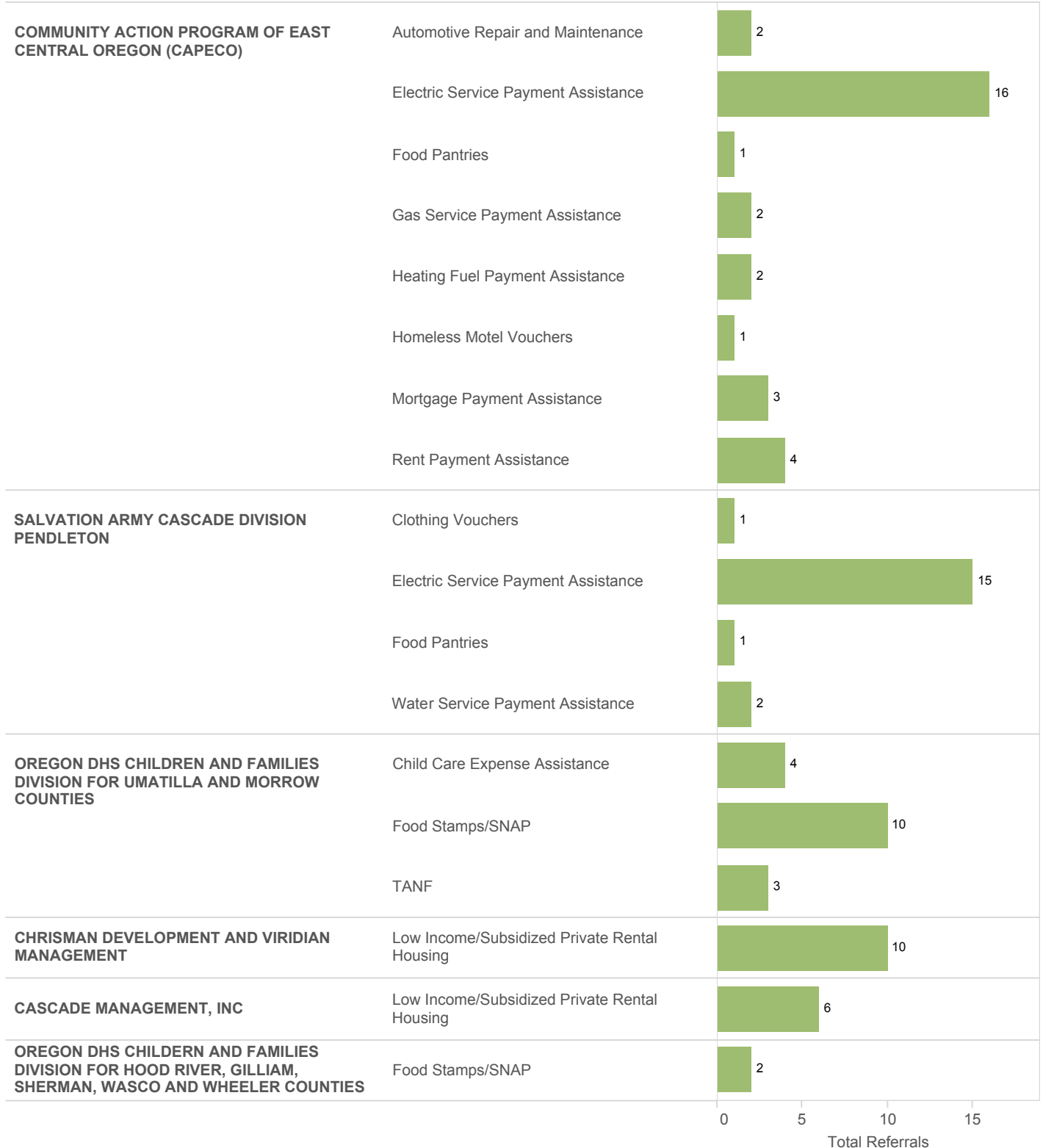


GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

January 1, 2017 - March 31, 2017



Top 5 agencies referred to across all contact types



GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

January 1, 2017 - March 31, 2017



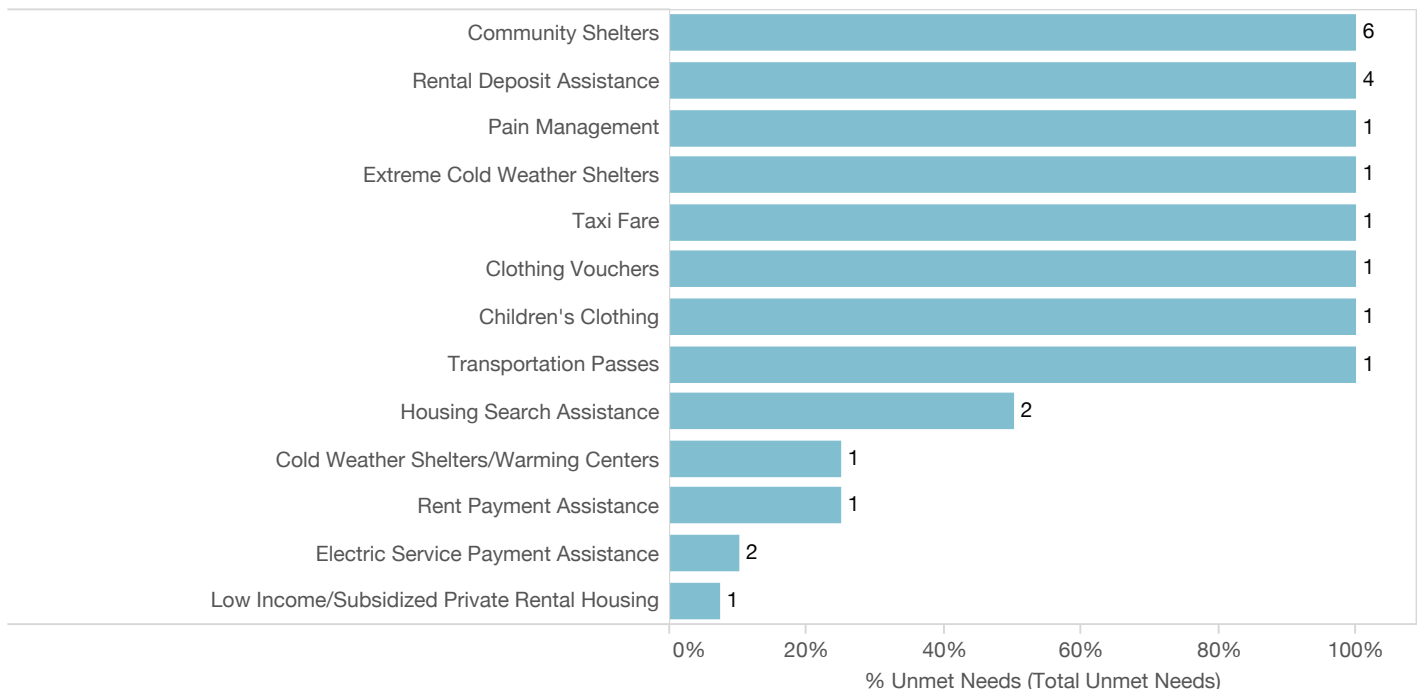
There were 22 instances where there wasn't an appropriate referral for the contact's requested need. Housing requests represent the largest number of unmet community needs.

What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Requests	% of Requests	Number of Requests	% of Requests
Transportation	4	67%	2	33%
Clothing/Personal/Household Needs	5	83%	2	33%
Housing	32	71%	14	31%
Disaster Services	4	80%	1	20%
Utility Assistance	29	100%	2	7%
Health Care	15	94%	1	6%
Income Support/Assistance	20	100%		
Legal, Consumer and Public Safety Services	11	100%		
Individual, Family and Community Support	6	100%		
Mental Health/Addictions	2	100%		
Food/Meals	17	100%		
Employment	2	100%		
Information Services	9	100%		
Grand Total	156	90%	22	13%

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?



GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

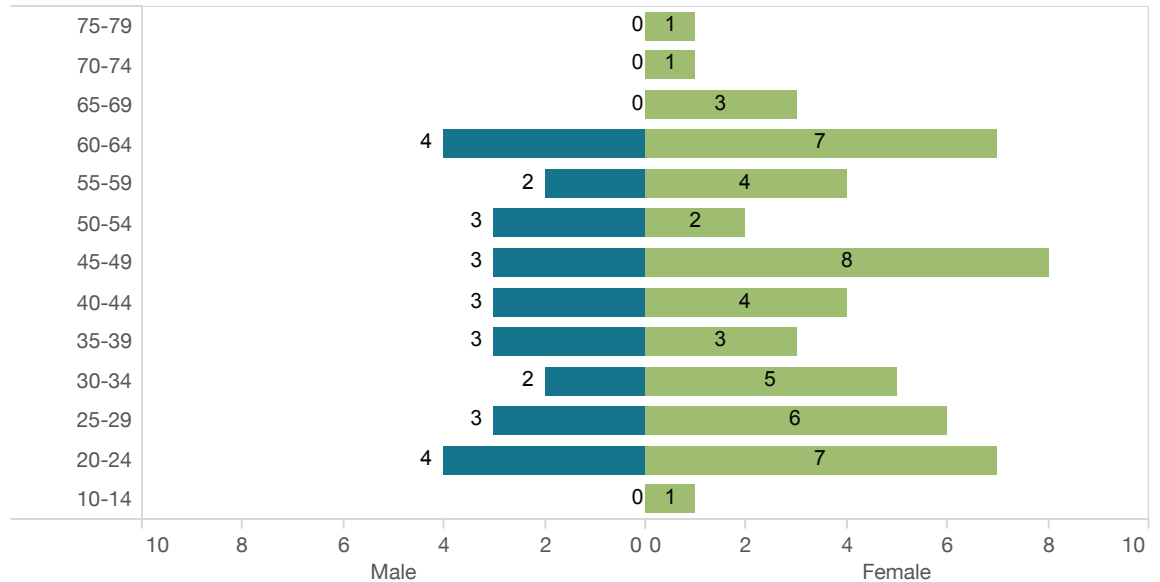
January 1, 2017 - March 31, 2017



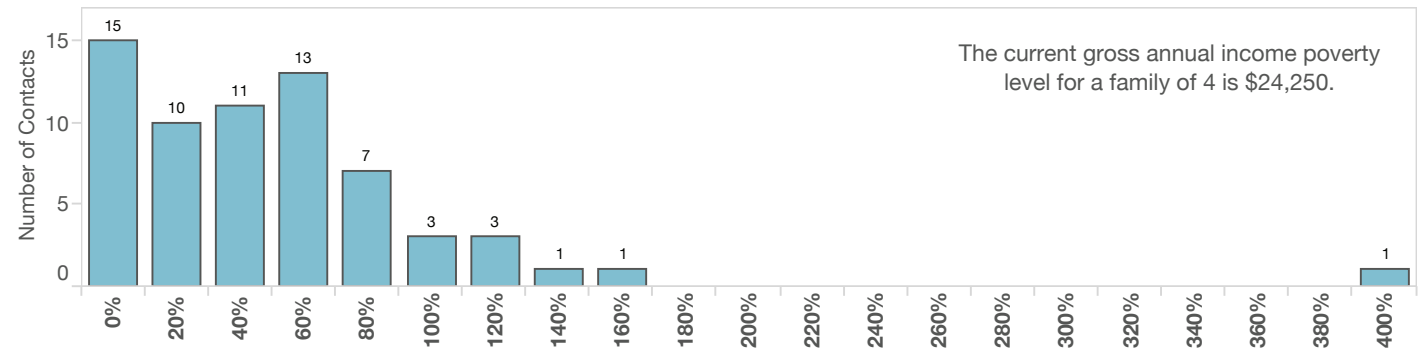
Age

75-79	1.47%
70-74	1.47%
65-69	4.41%
60-64	16.18%
55-59	8.82%
50-54	7.35%
45-49	14.71%
40-44	8.82%
35-39	8.82%
30-34	2.94%
25-29	10.29%
20-24	13.24%
10-14	1.47%

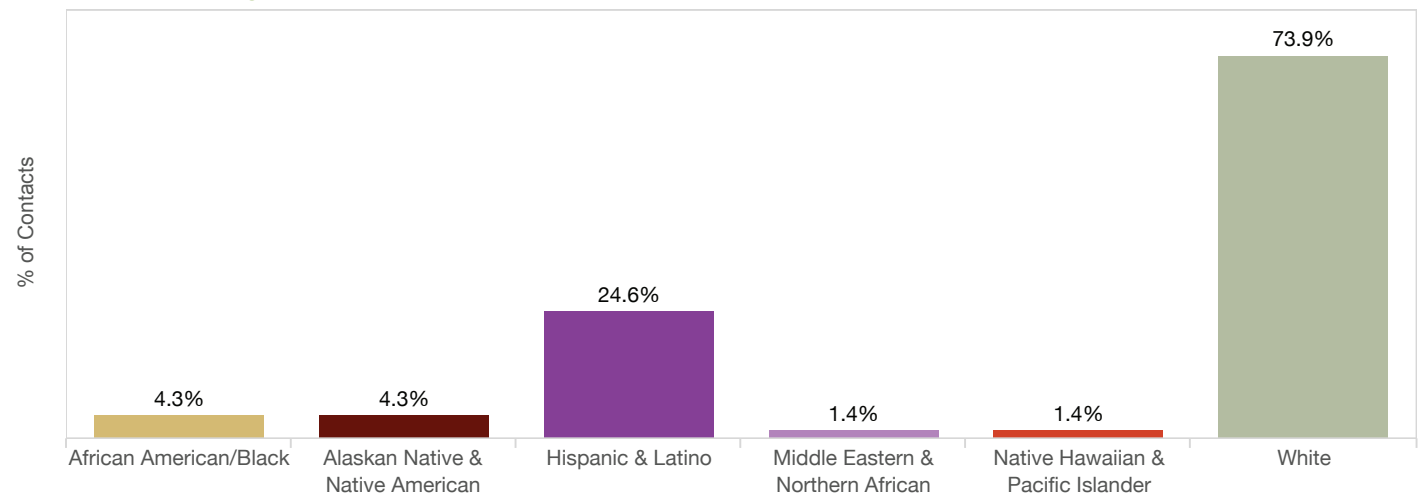
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

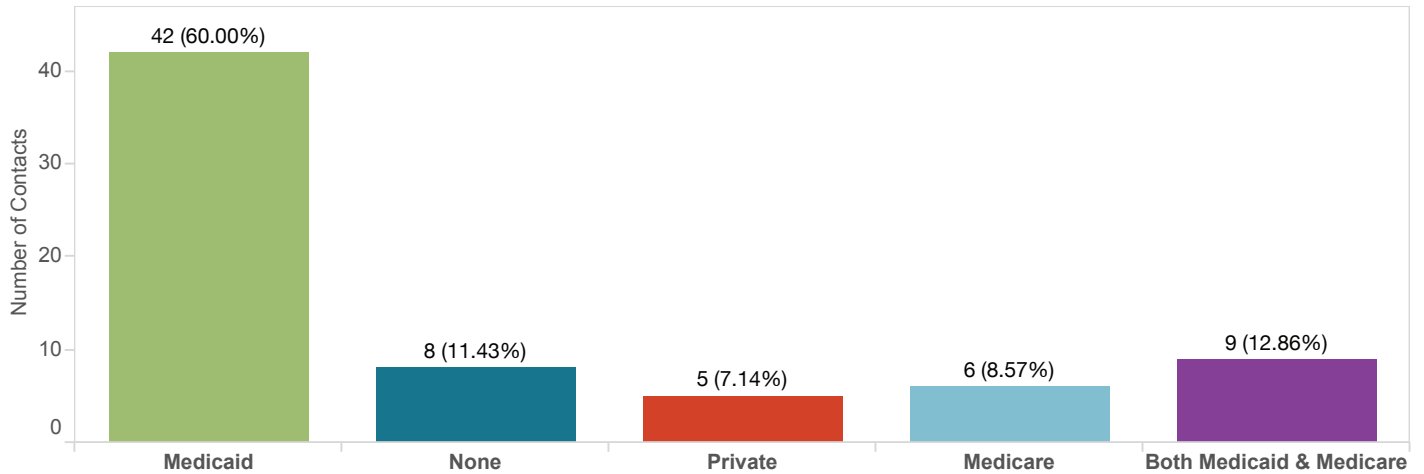


GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

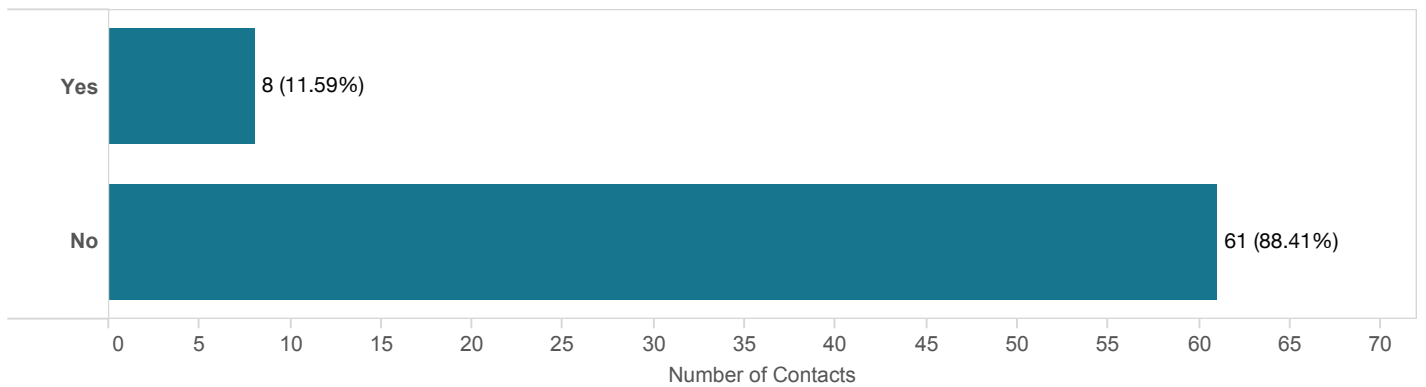
January 1, 2017 - March 31, 2017



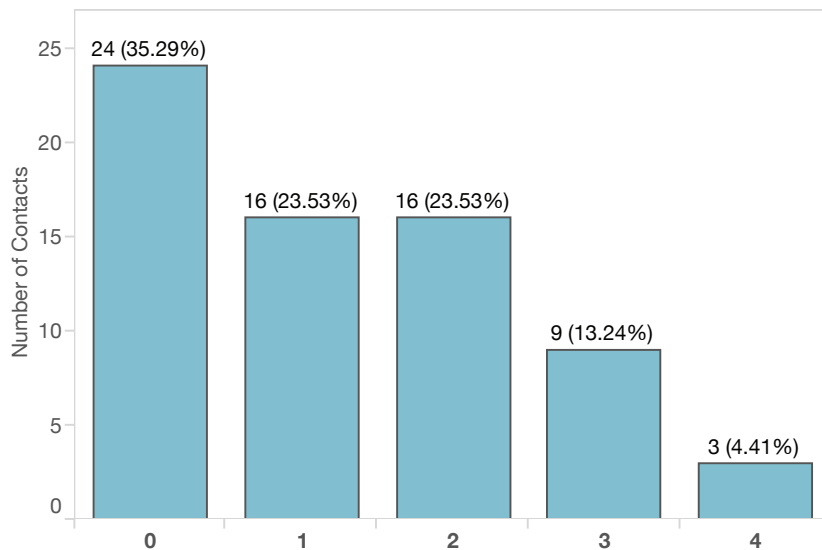
Health insurance status



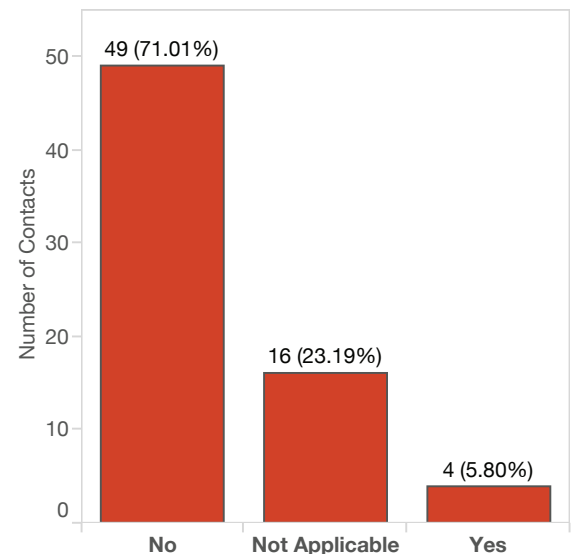
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

January 1, 2017 - March 31, 2017



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

