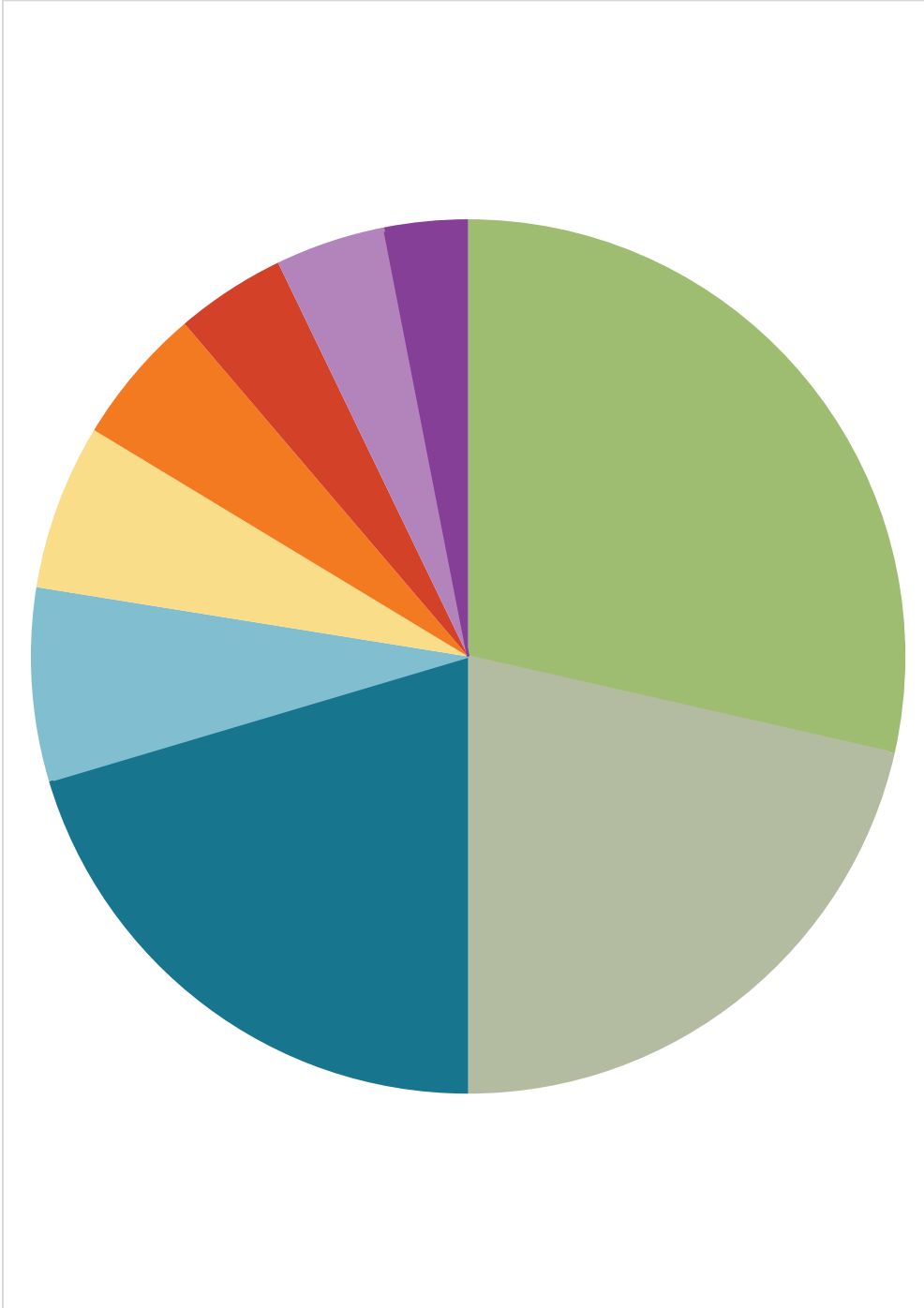


BAKER, GRANT, UNION AND WALLOWA COUNTIES

April 1, 2017 - June 30, 2017



Percent of contacts by city



- Baker City
- Island City
- North Powder
- Other
- Mount Vernon
- Enterprise
- La Grande
- Haines
- John Day

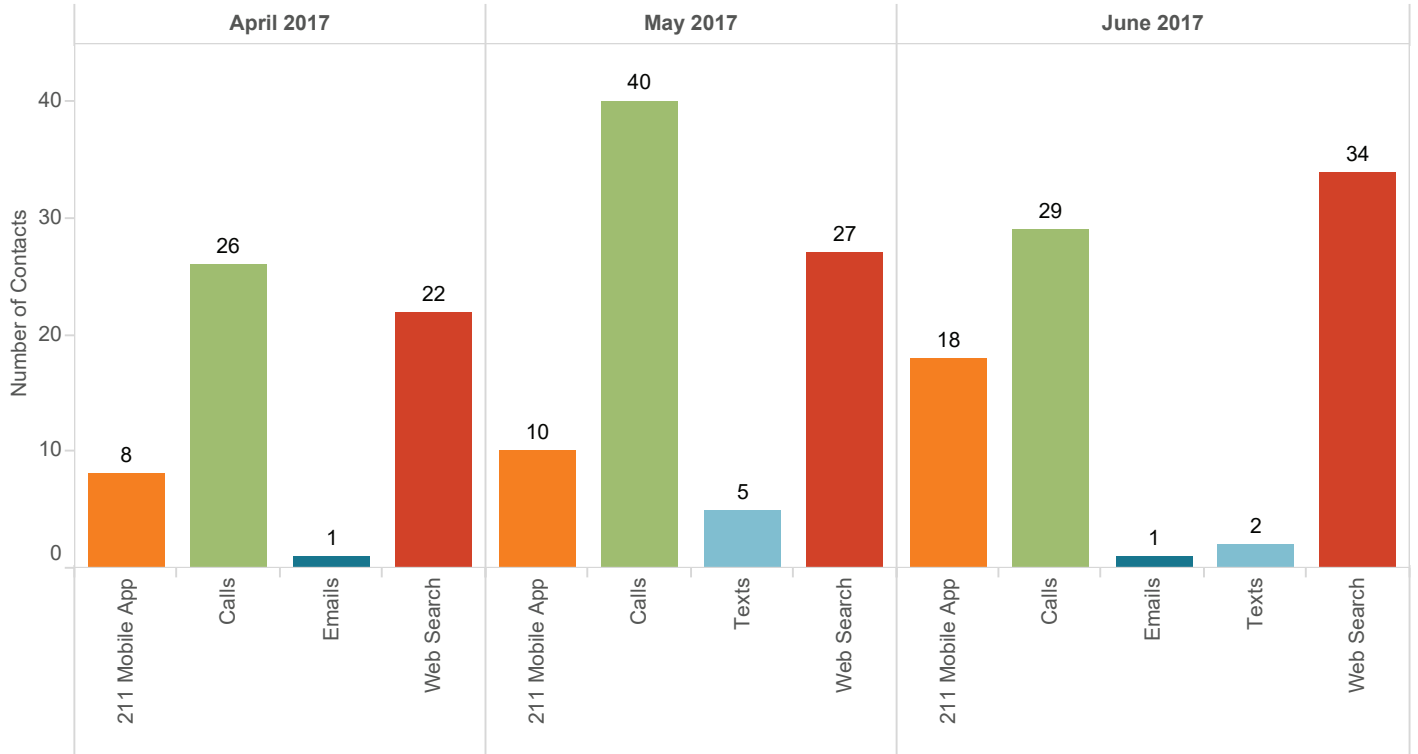
Baker City	28 (28.87%)
La Grande	20 (20.62%)
John Day	7 (7.22%)
Island City	6 (6.19%)
Mount Vernon	5 (5.15%)
Enterprise	4 (4.12%)
Haines	4 (4.12%)
North Powder	3 (3.09%)
Other	21 (21.65%)

BAKER, GRANT, UNION AND WALLOWA COUNTIES

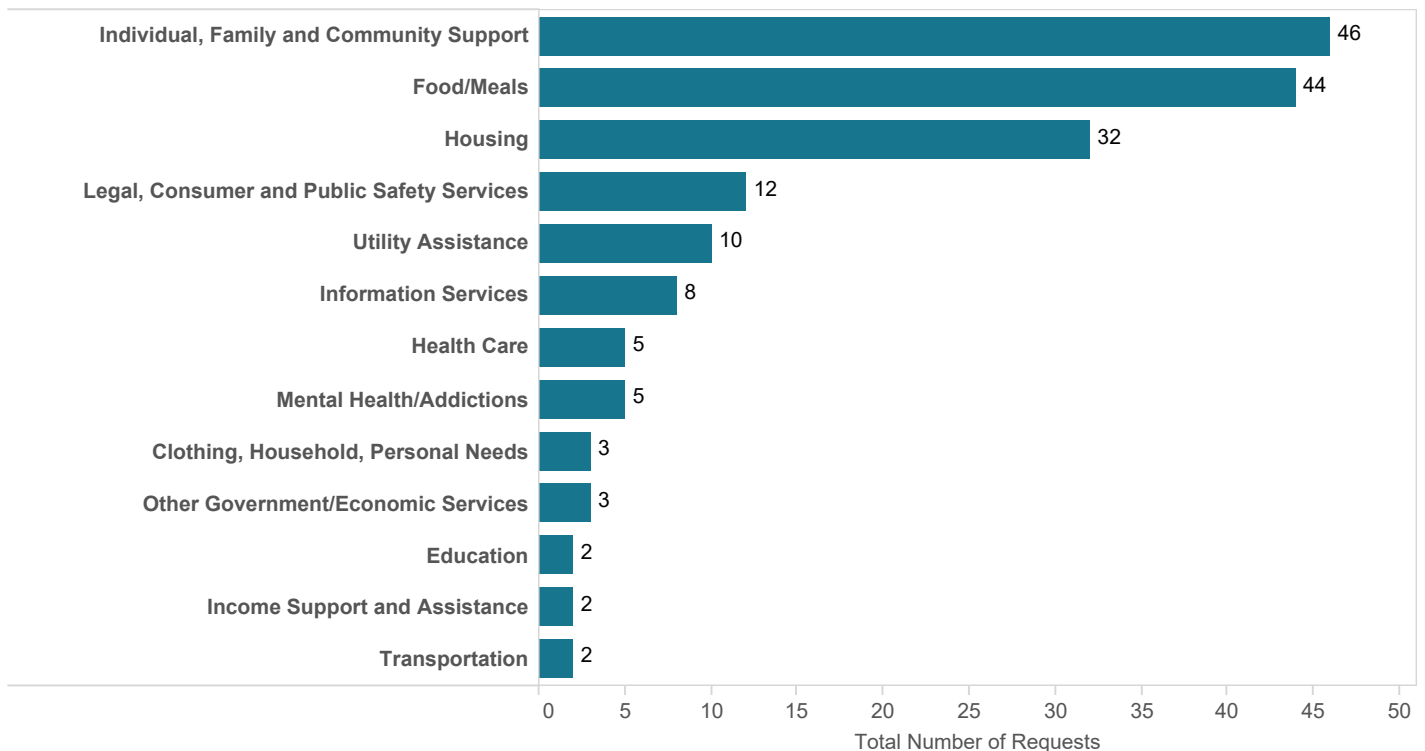
April 1, 2017 - June 30, 2017



Number of contacts, grouped by month and contact type



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

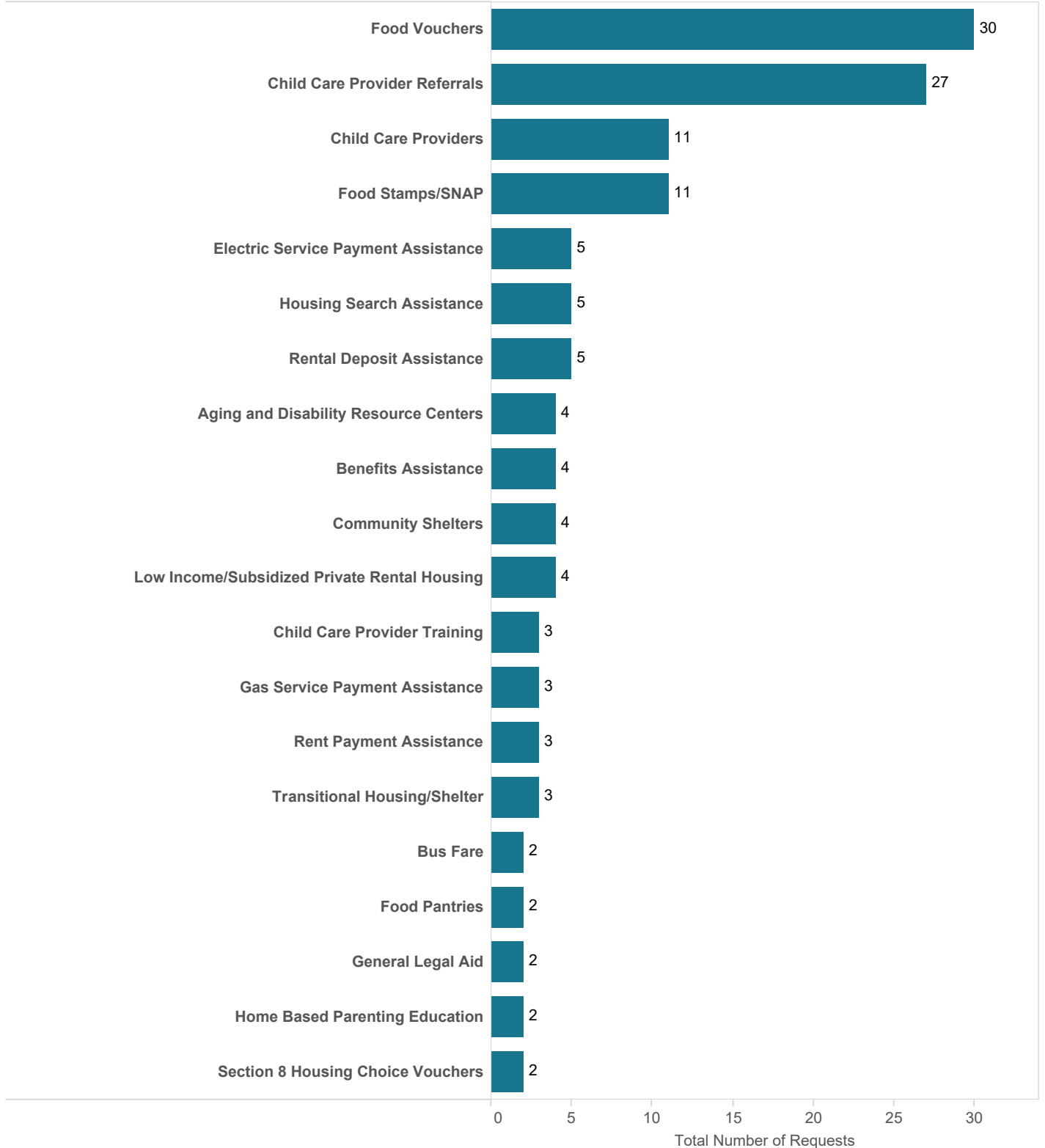


BAKER, GRANT, UNION AND WALLOWA COUNTIES

April 1, 2017 - June 30, 2017



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

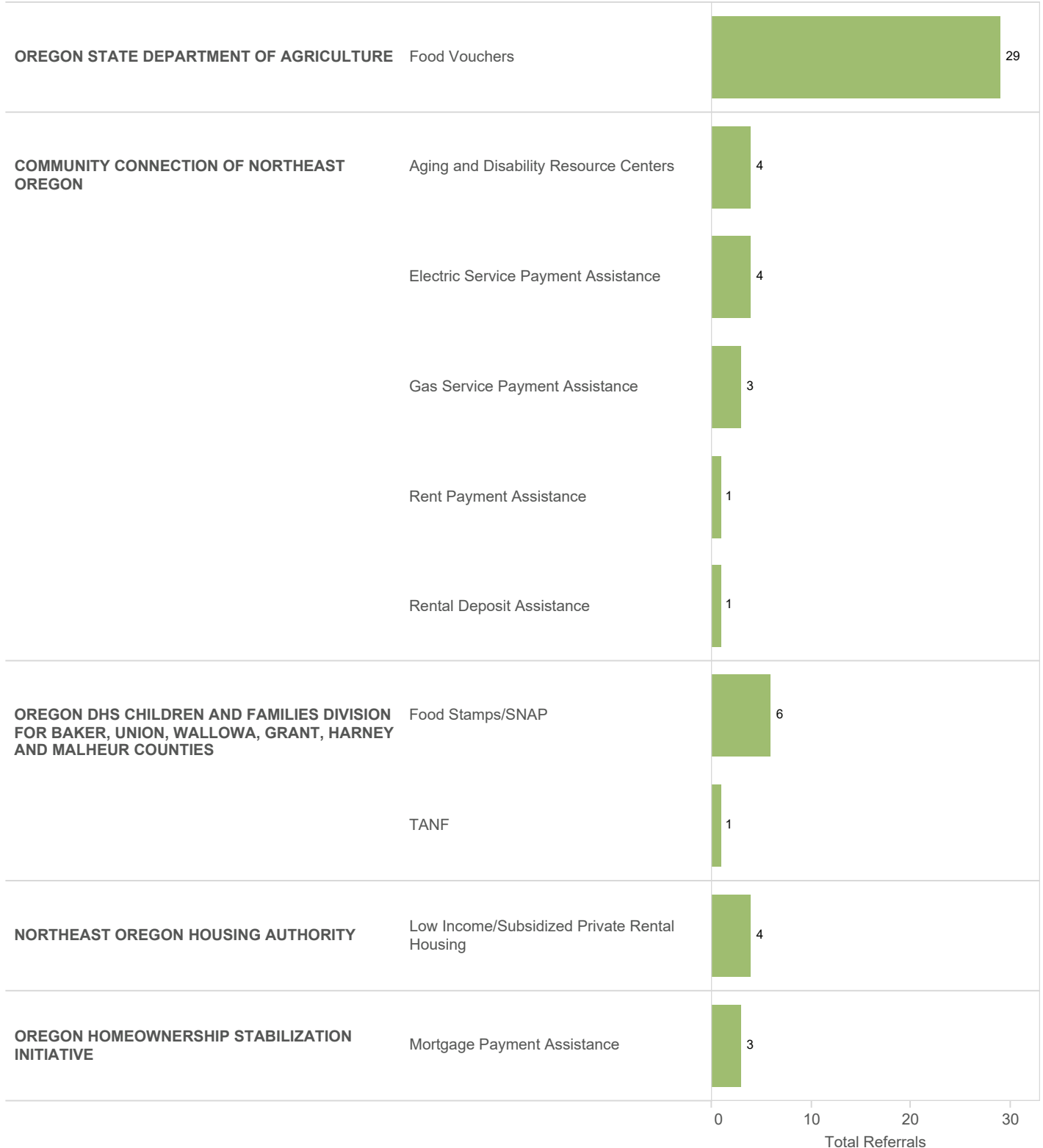


BAKER, GRANT, UNION AND WALLOWA COUNTIES

April 1, 2017 - June 30, 2017



Top 5 agencies referred to across all contact types



BAKER, GRANT, UNION AND WALLOWA COUNTIES

April 1, 2017 - June 30, 2017



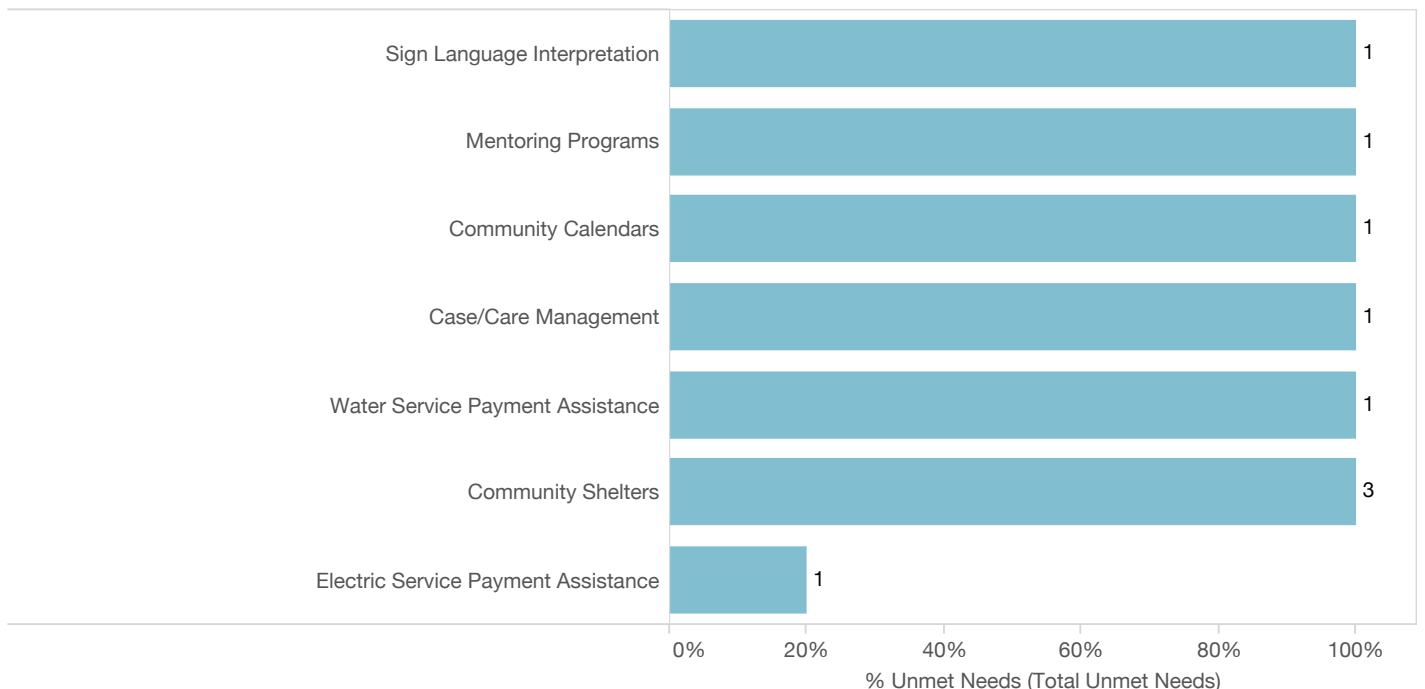
There were 9 instances where there wasn't an appropriate referral for the contact's requested need. Housing and Individual, Family, and Community Support requests represent the largest number of unmet community needs.

What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Requests	% of Requests	Number of Requests	% of Requests
Individual, Family and Community Support	10	83%	3	25%
Housing	9	75%	3	25%
Utility Assistance	7	78%	2	22%
Information Services	7	88%	1	13%
Legal, Consumer and Public Safety Services	8	100%		
Income Support/Assistance	2	100%		
Other Government/Economic Services	2	100%		
Mental Health/Addictions	1	100%		
Clothing/Personal/Household Needs	1	100%		
Health Care	4	100%		
Food/Meals	38	100%		
Grand Total	89	92%	9	9%

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

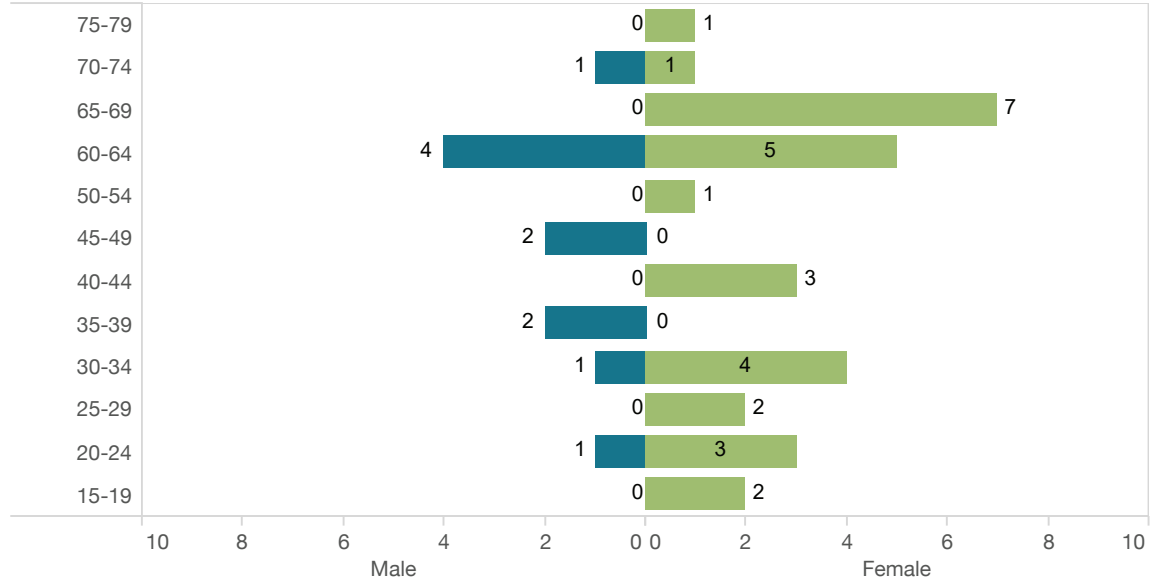
April 1, 2017 - June 30, 2017



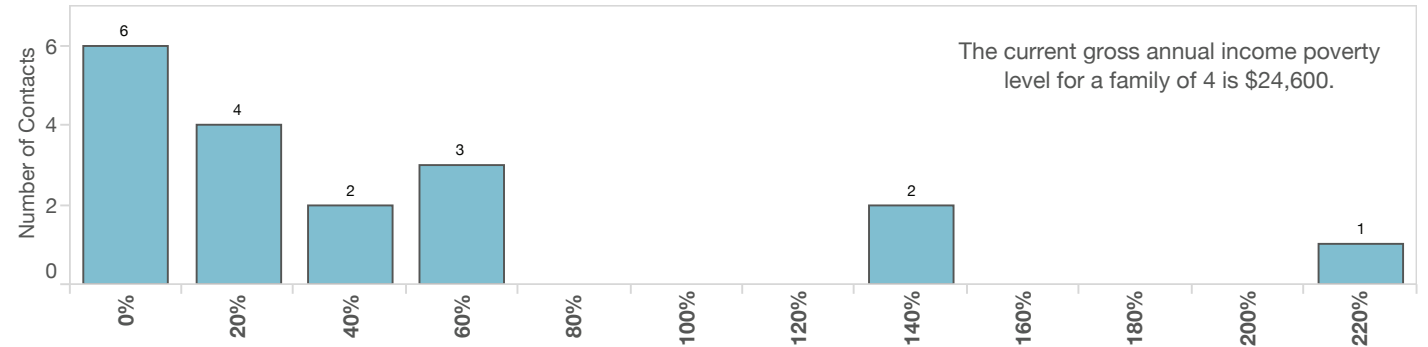
Age

75-79	2.94%
70-74	5.88%
65-69	20.59%
60-64	26.47%
50-54	2.94%
45-49	2.94%
40-44	2.94%
35-39	5.88%
30-34	11.76%
25-29	5.88%
20-24	8.82%
15-19	2.94%

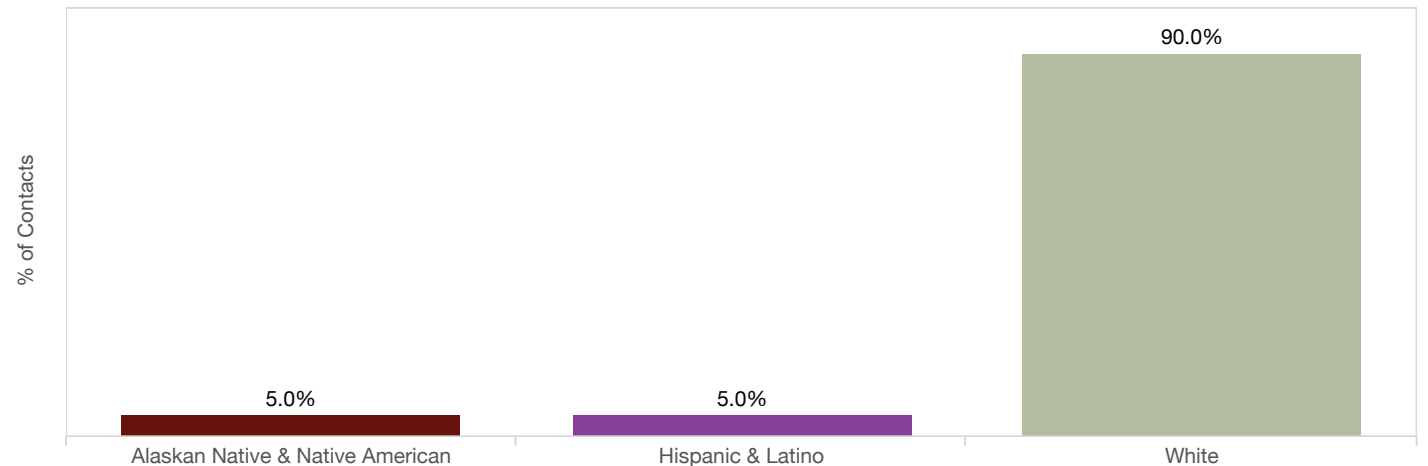
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

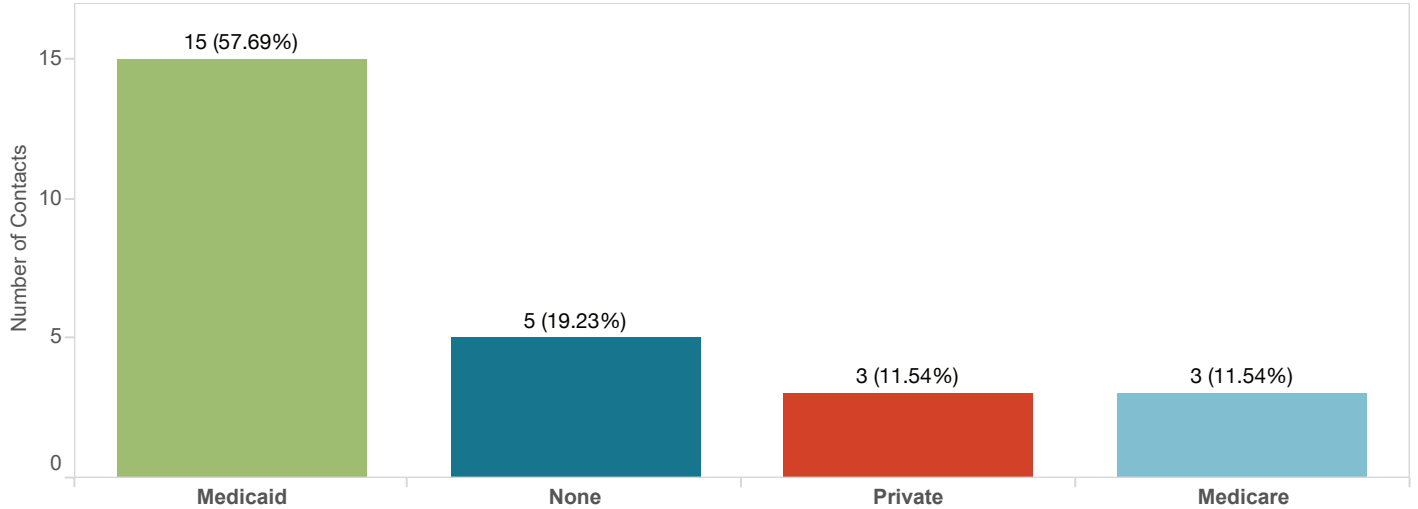


BAKER, GRANT, UNION AND WALLOWA COUNTIES

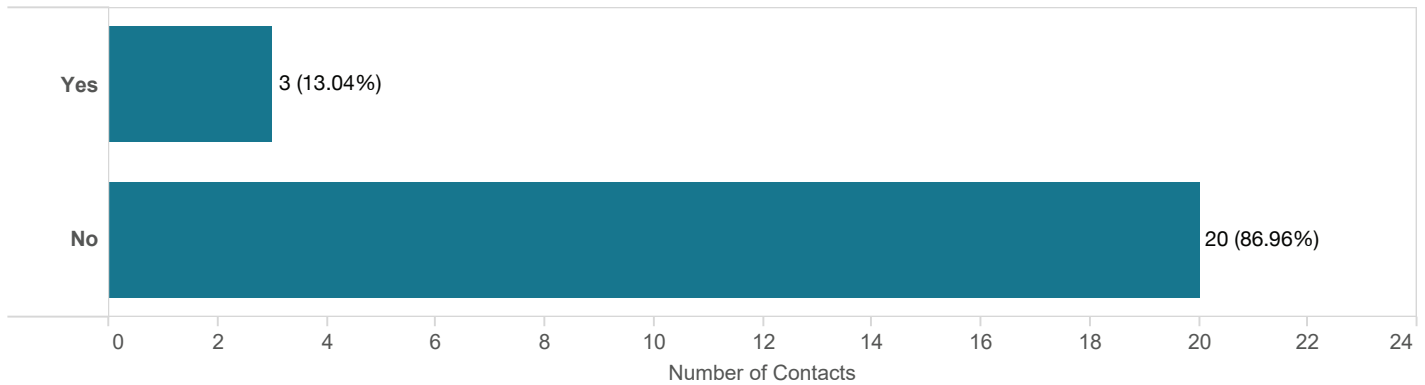
April 1, 2017 - June 30, 2017



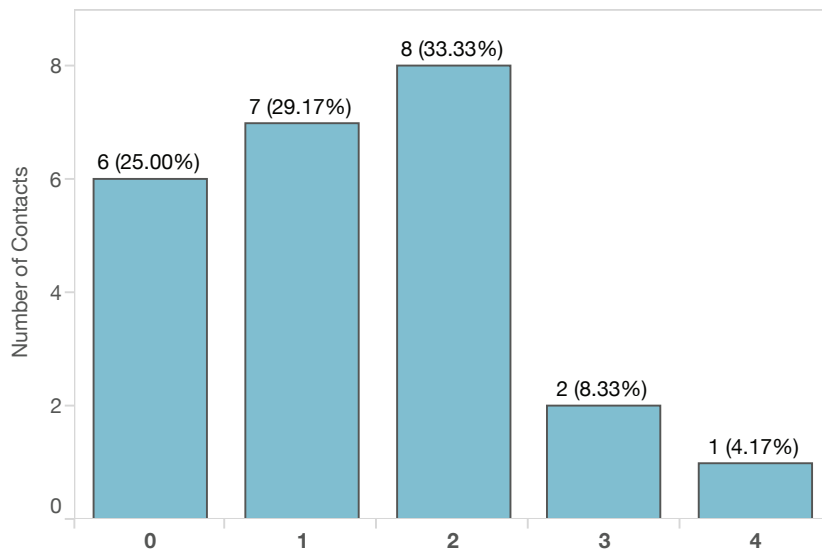
Health insurance status



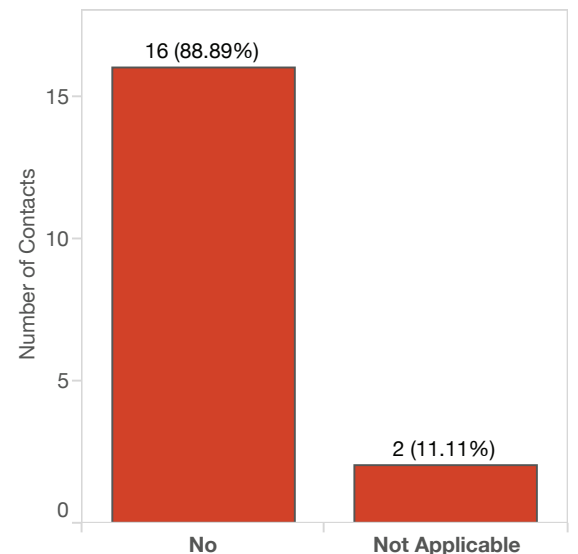
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



BAKER, GRANT, UNION AND WALLOWA COUNTIES

April 1, 2017 - June 30, 2017



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

