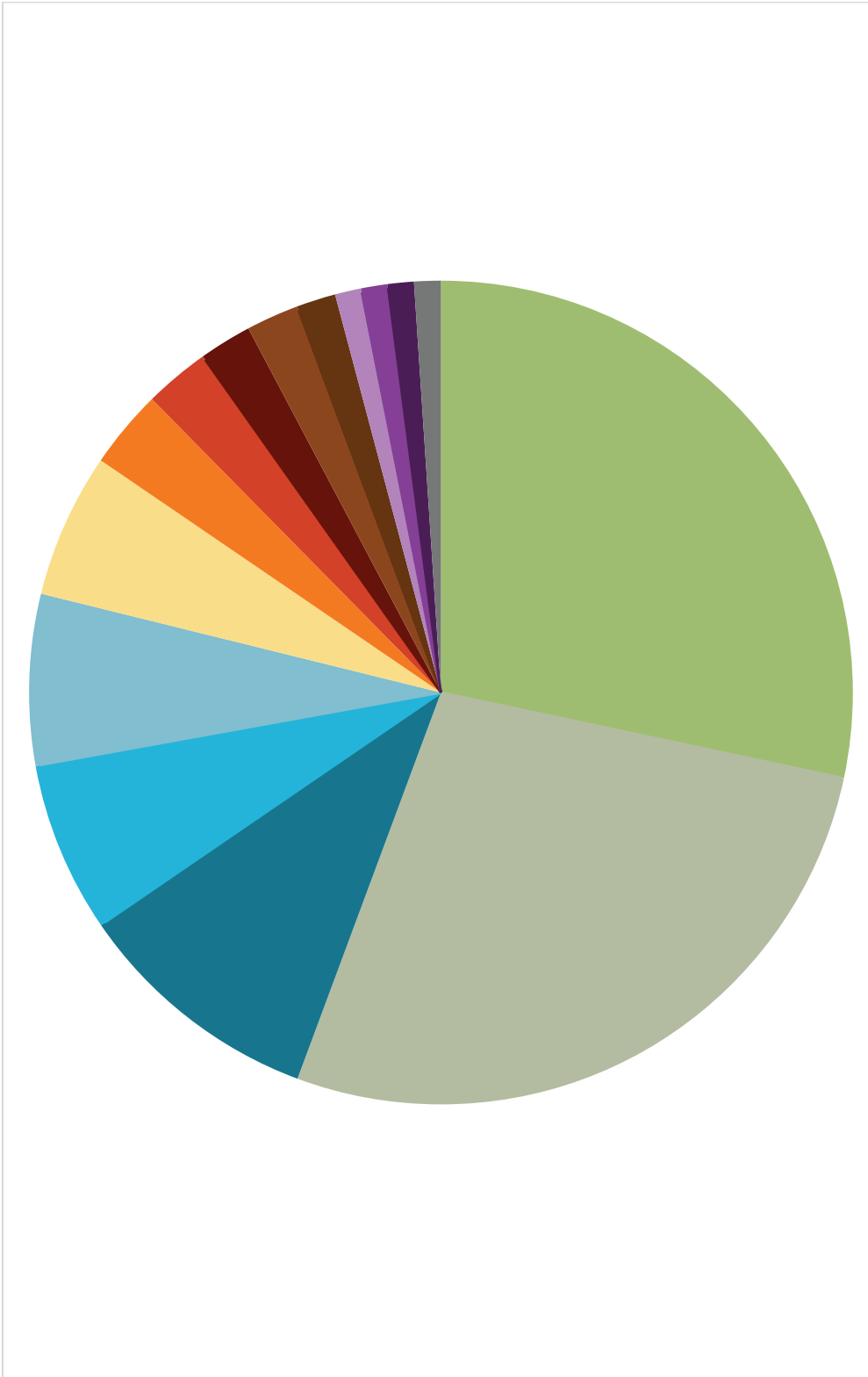


GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

April 1, 2017 - June 30, 2017



Percent of contacts by city



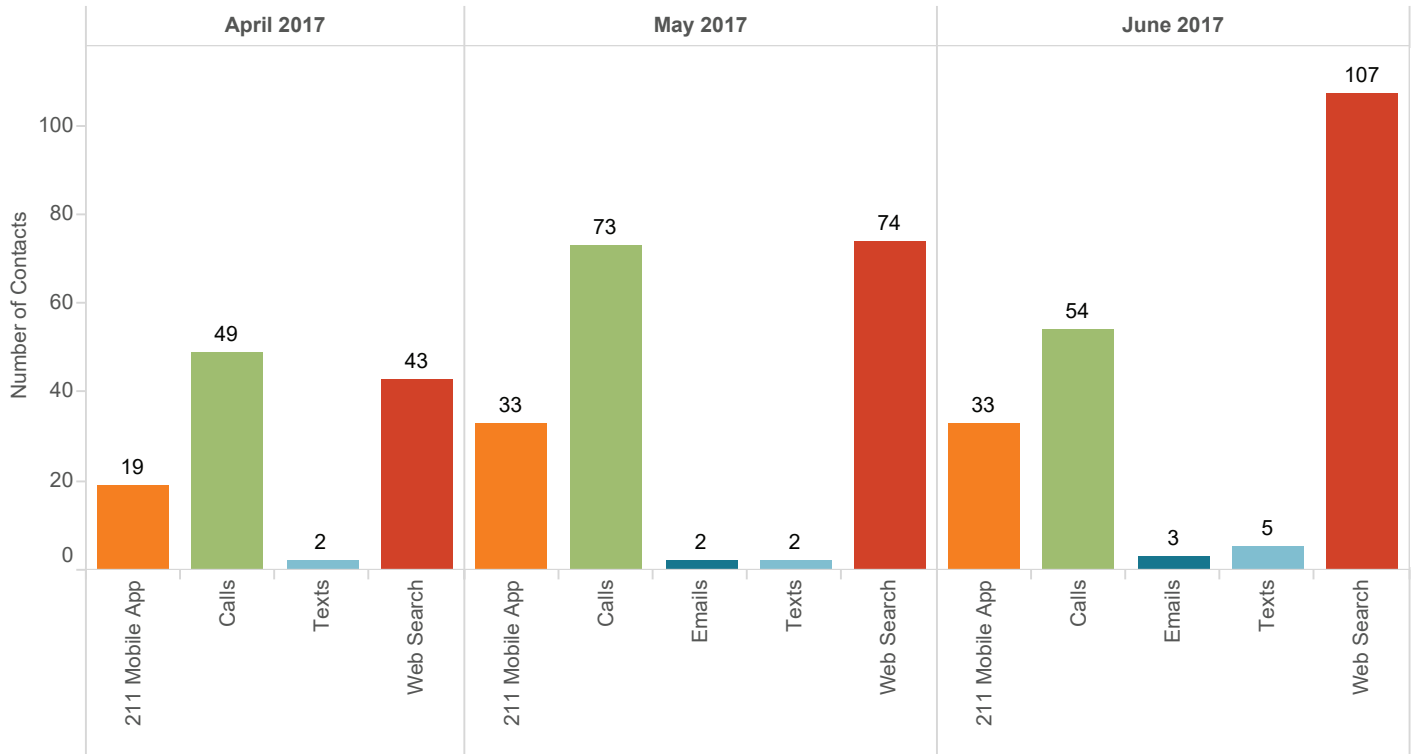
Hermiston	55 (29.57%)
Pendleton	53 (28.49%)
Milton Freewater	19 (10.22%)
Umatilla	13 (6.99%)
Boardman	11 (5.91%)
Heppner	6 (3.23%)
Adams	5 (2.69%)
Arlington	4 (2.15%)
Irrigon	4 (2.15%)
Stanfield	3 (1.61%)
Helix	2 (1.08%)
Lexington	2 (1.08%)
McNary	2 (1.08%)
Weston	2 (1.08%)
Other	13 (6.99%)

GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

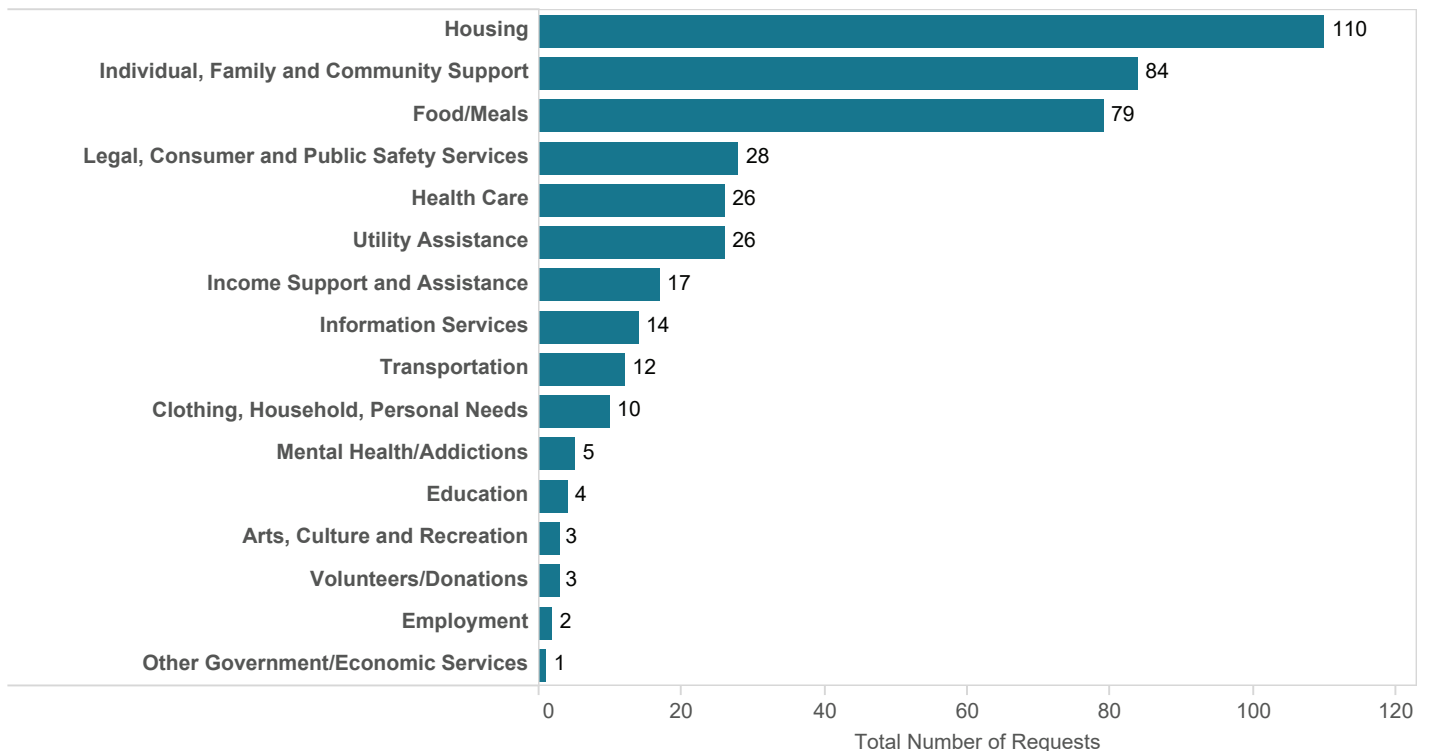
April 1, 2017 - June 30, 2017



Number of contacts, grouped by month and contact type



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

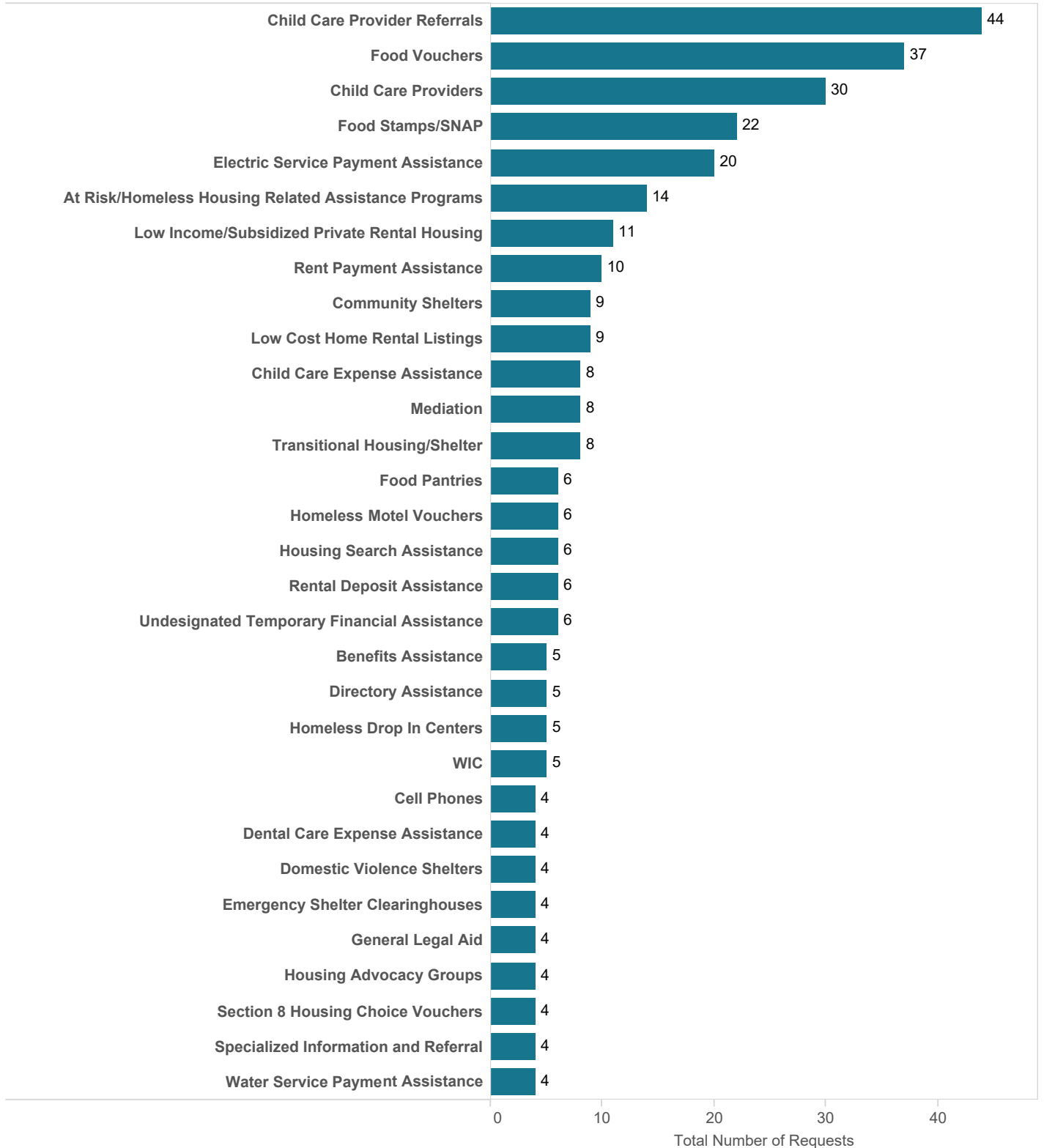


GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

April 1, 2017 - June 30, 2017



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

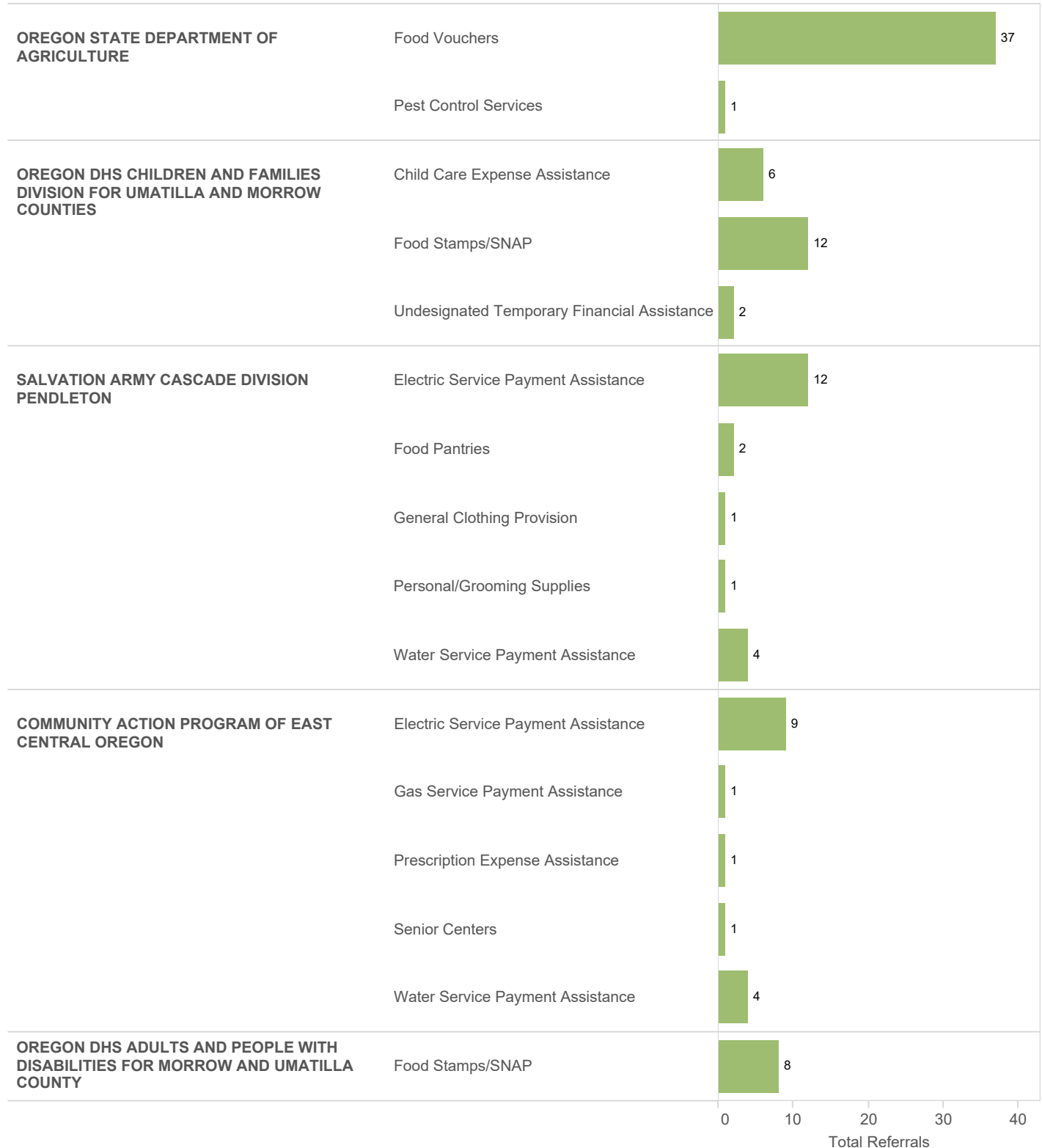


GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

April 1, 2017 - June 30, 2017



Top 5 agencies referred to across all contact types



GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

April 1, 2017 - June 30, 2017



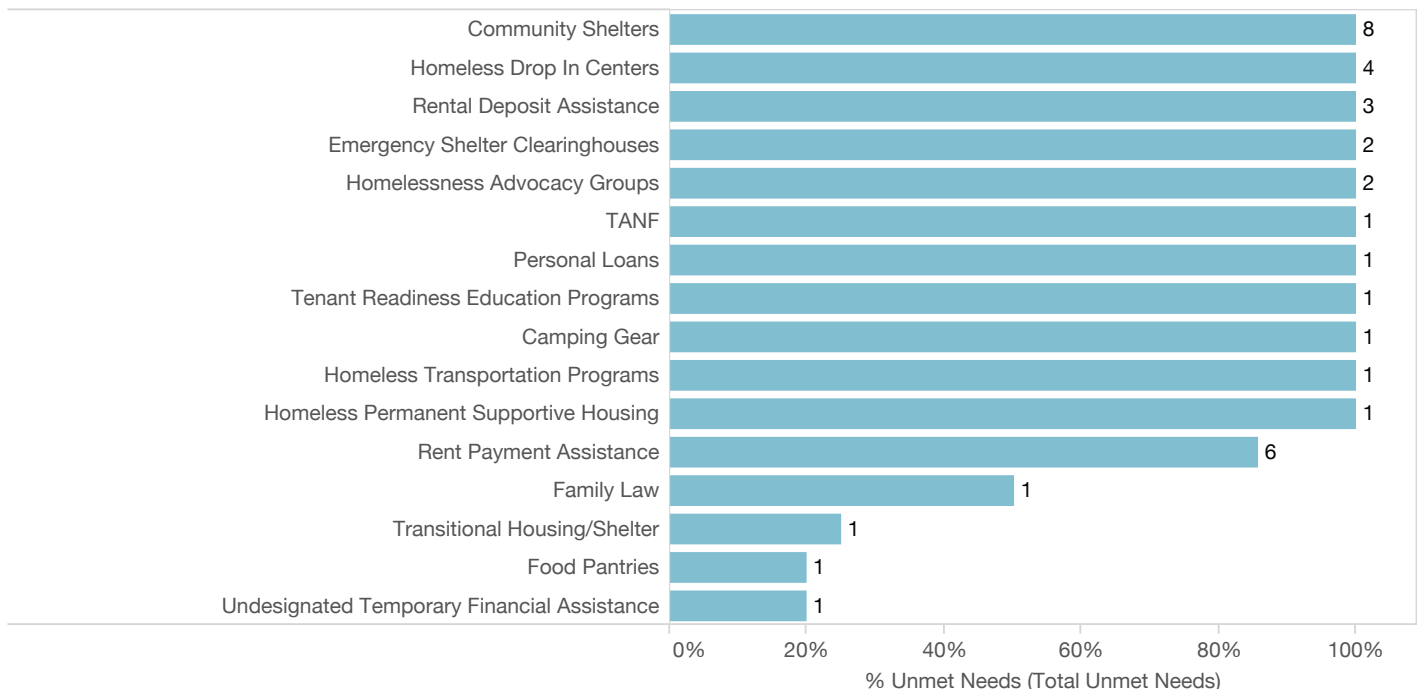
There were 35 instances where there wasn't an appropriate referral for the contact's requested need. Housing requests represent the largest number and greatest proportion of unmet community needs.

What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Requests	% of Requests	Number of Requests	% of Requests
Housing	25	49%	26	51%
Arts, Culture and Recreation	2	67%	1	33%
Transportation	2	67%	1	33%
Income Support/Assistance	11	79%	3	21%
Legal, Consumer and Public Safety Services	10	91%	1	9%
Individual, Family and Community Support	25	93%	2	7%
Food/Meals	69	99%	1	1%
Clothing/Personal/Household Needs	7	100%		
Utility Assistance	20	100%		
Health Care	15	100%		
Other Government/Economic Services	1	100%		
Mental Health/Addictions	3	100%		
Employment	1	100%		
Education	2	100%		
Information Services	14	100%		
Grand Total	207	86%	35	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?



GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

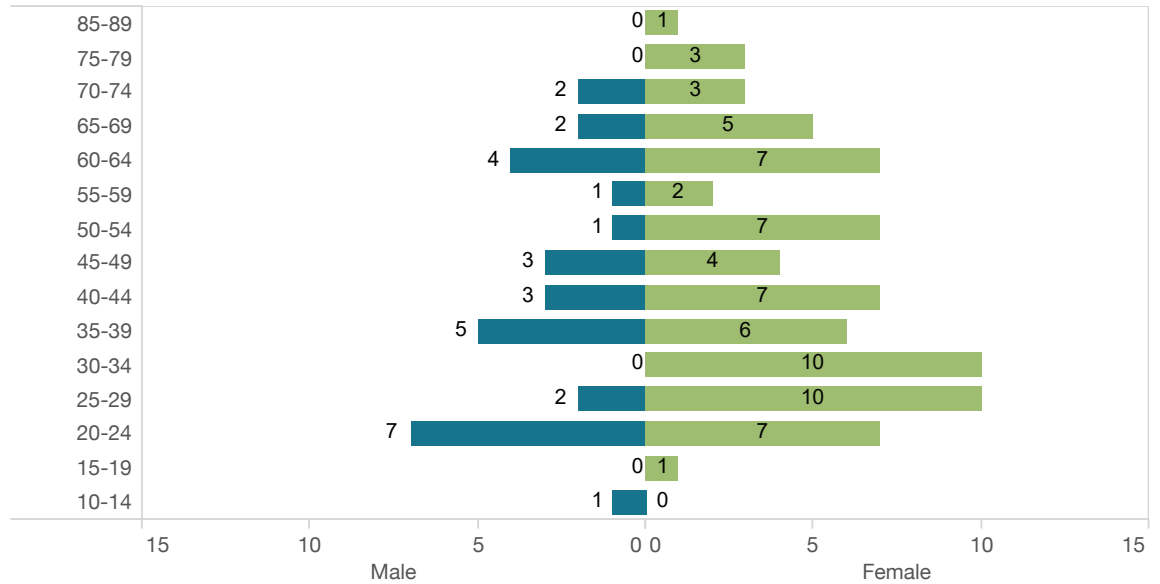
April 1, 2017 - June 30, 2017



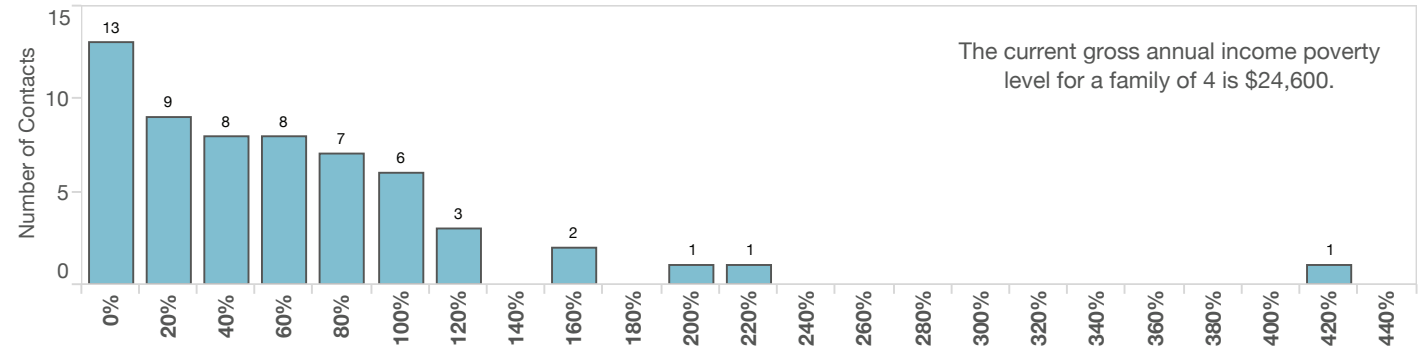
Age

85-89	1.05%
75-79	3.16%
70-74	5.26%
65-69	7.37%
60-64	11.58%
55-59	3.16%
50-54	8.42%
45-49	7.37%
40-44	8.42%
35-39	9.47%
30-34	7.37%
25-29	12.63%
20-24	12.63%
15-19	1.05%
10-14	1.05%

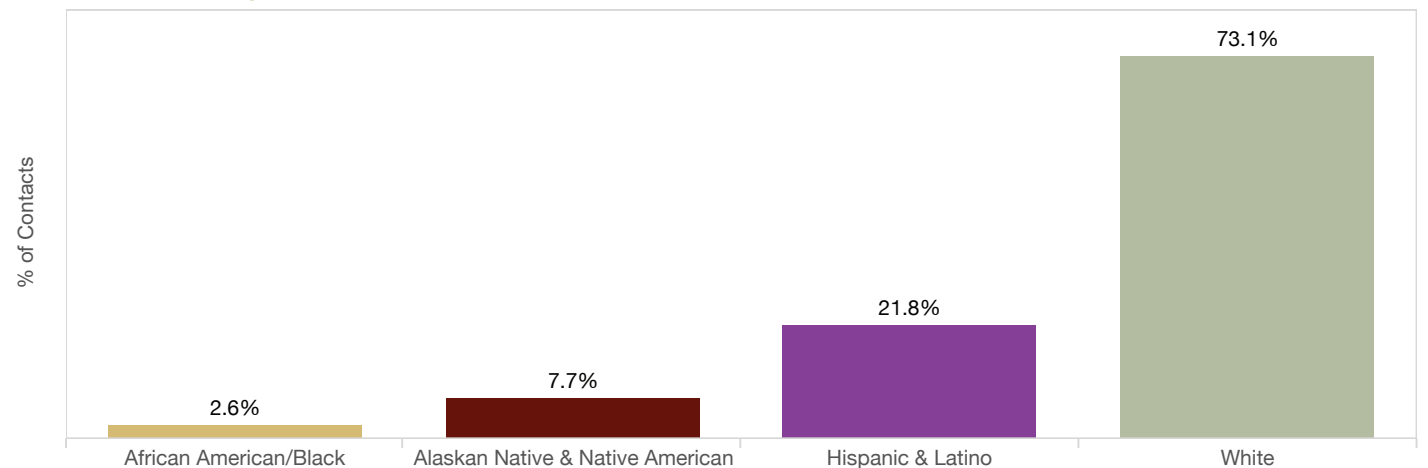
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

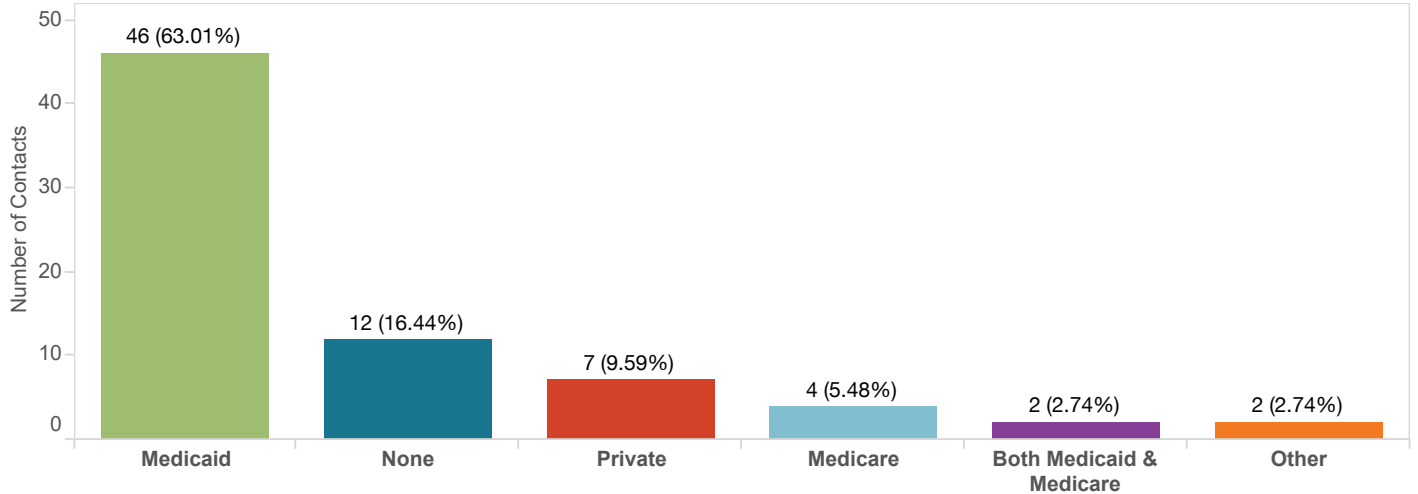


GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

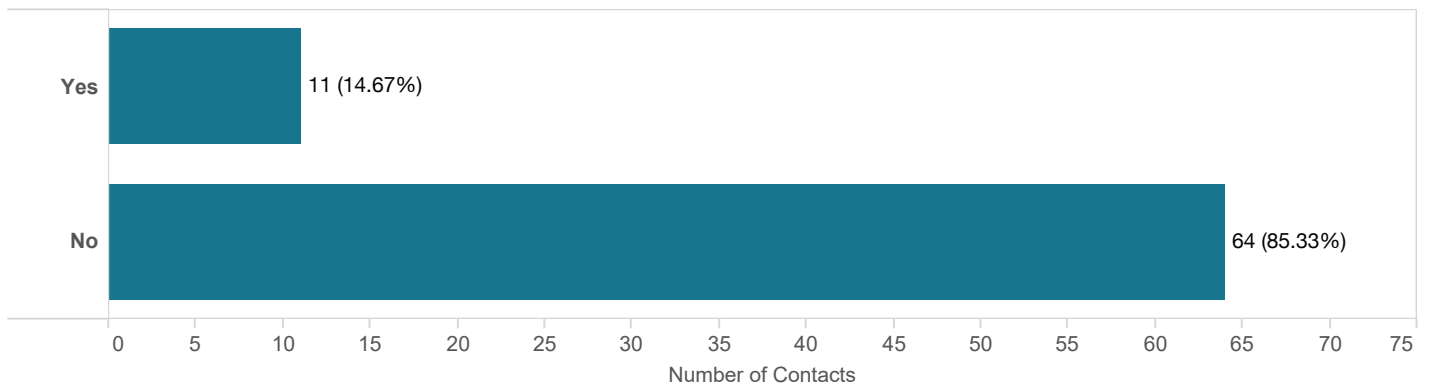
April 1, 2017 - June 30, 2017



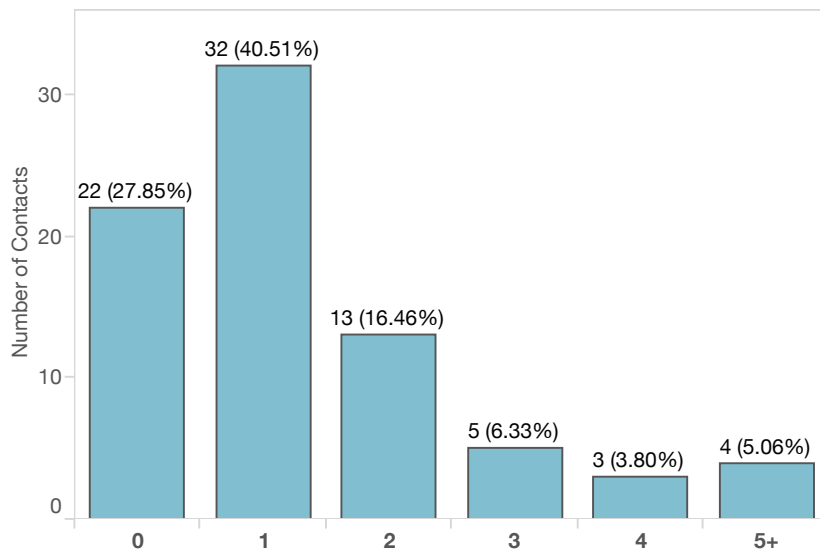
Health insurance status



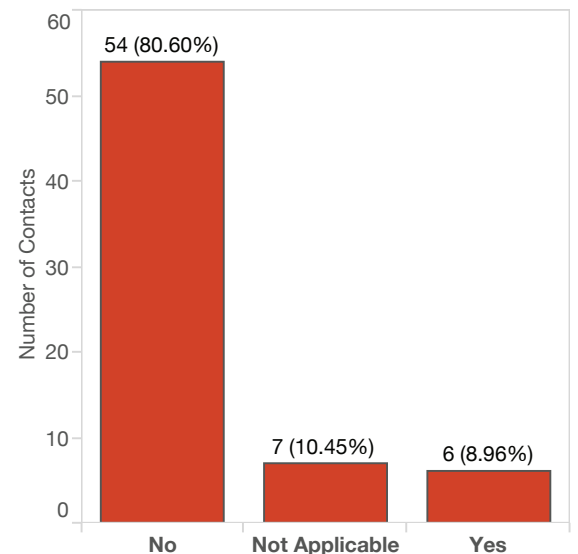
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

April 1, 2017 - June 30, 2017



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

