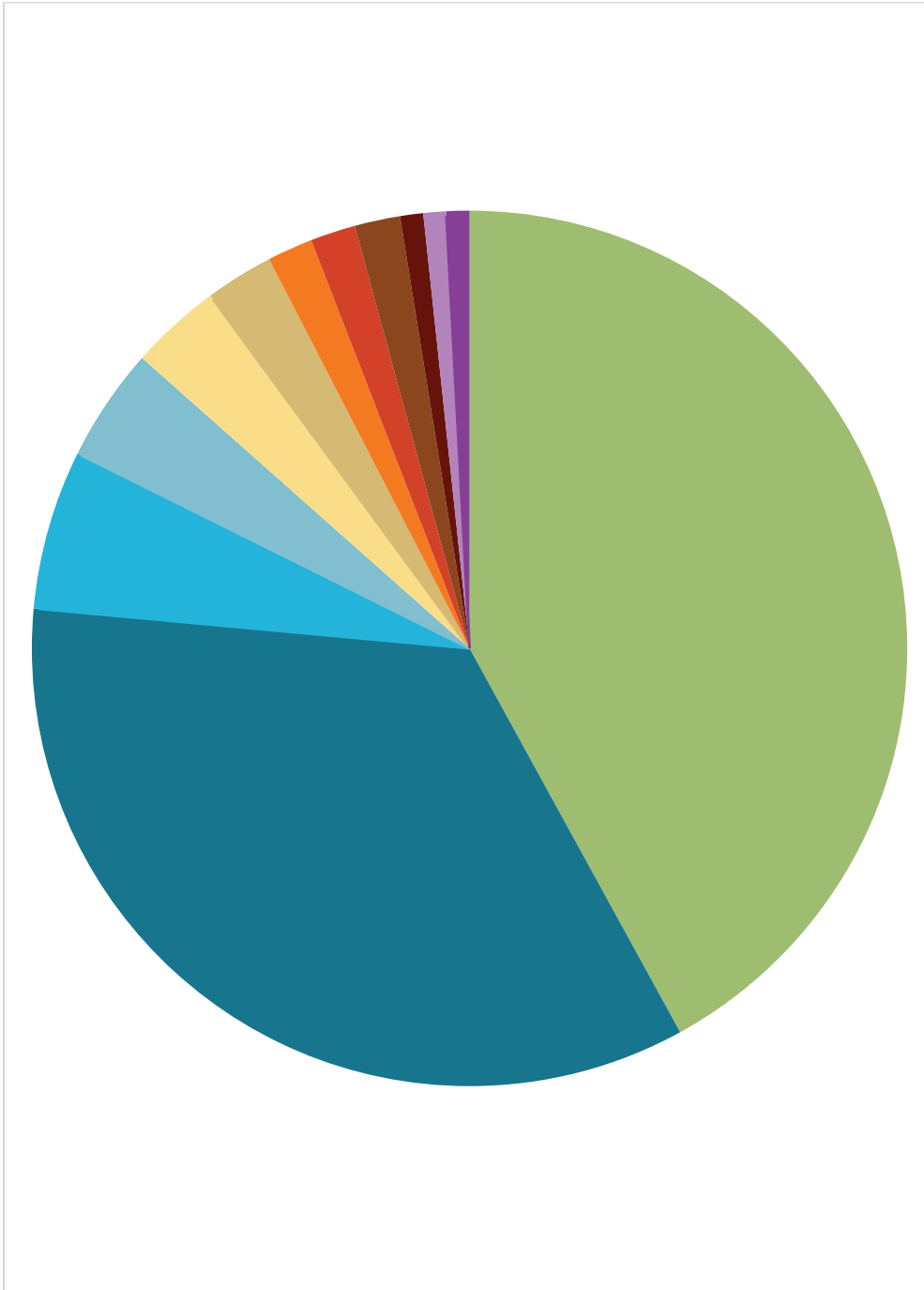


HOOD RIVER, WASCO AND SHERMAN COUNTIES

April 1, 2017 - June 30, 2017



Percent of contacts by city



The Dalles	50 (43.10%)
Hood River	41 (35.34%)
Mount Hood Parkdale	7 (6.03%)
Moro	5 (4.31%)
Wasco	4 (3.45%)
Odell	3 (2.59%)
Antelope	2 (1.72%)
Cascade Locks	2 (1.72%)
Grass Valley	2 (1.72%)
Dufur	1 (0.86%)
Friend	1 (0.86%)
Shaniko	1 (0.86%)

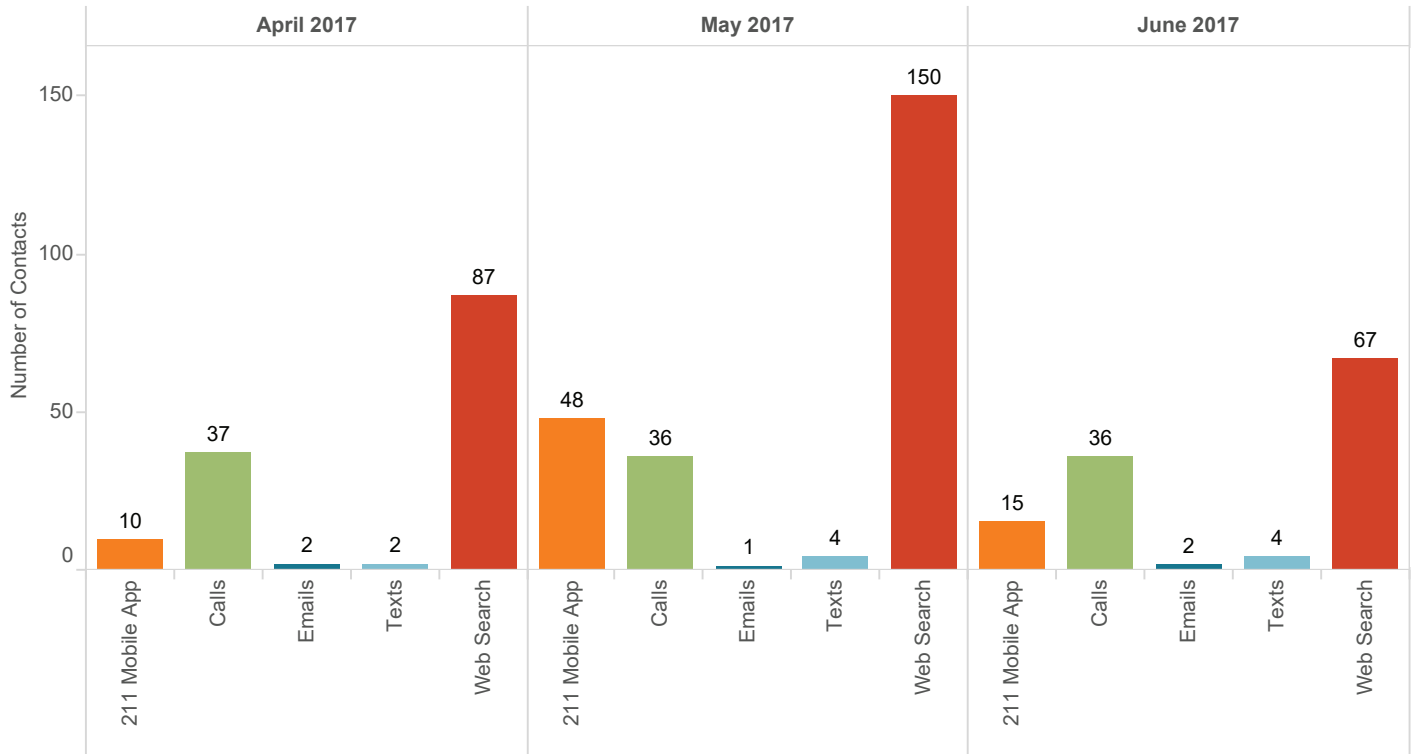
- The Dalles
- Wasco
- Grass Valley
- Hood River
- Odell
- Dufur
- Mount Hood Parkdale
- Antelope
- Friend
- Moro
- Cascade Locks
- Shaniko

HOOD RIVER, WASCO AND SHERMAN COUNTIES

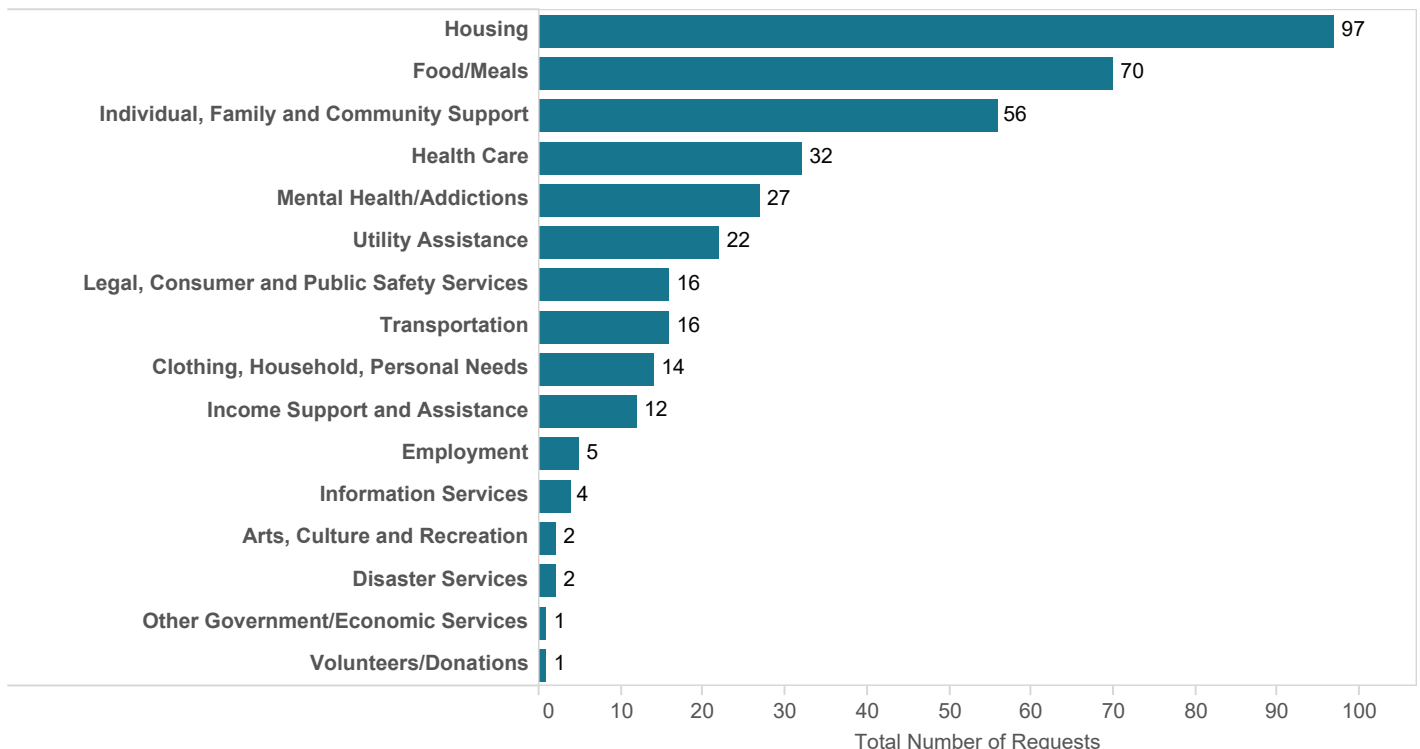
April 1, 2017 - June 30, 2017



Number of contacts, grouped by month and contact type



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

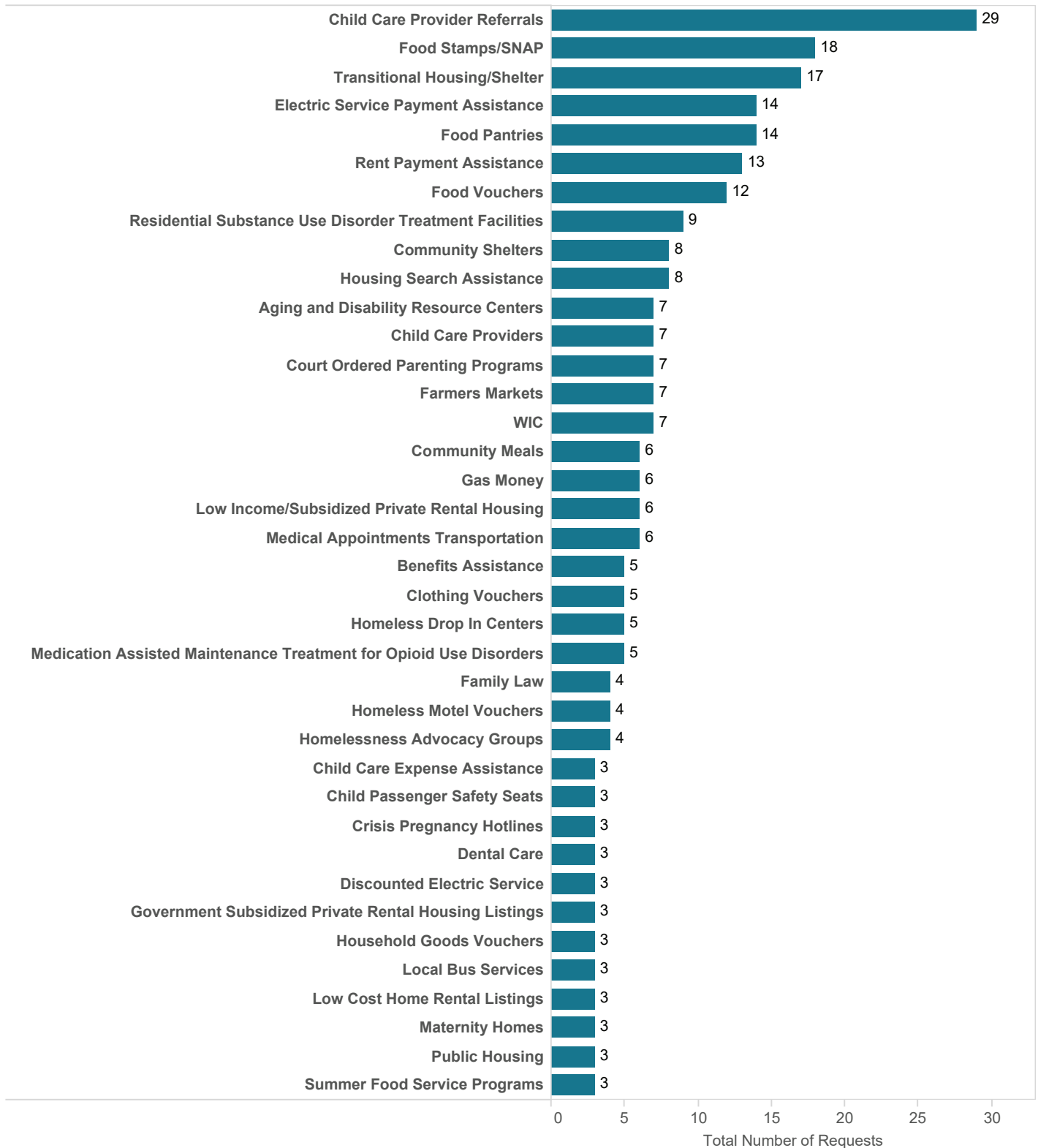


HOOD RIVER, WASCO AND SHERMAN COUNTIES

April 1, 2017 - June 30, 2017



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

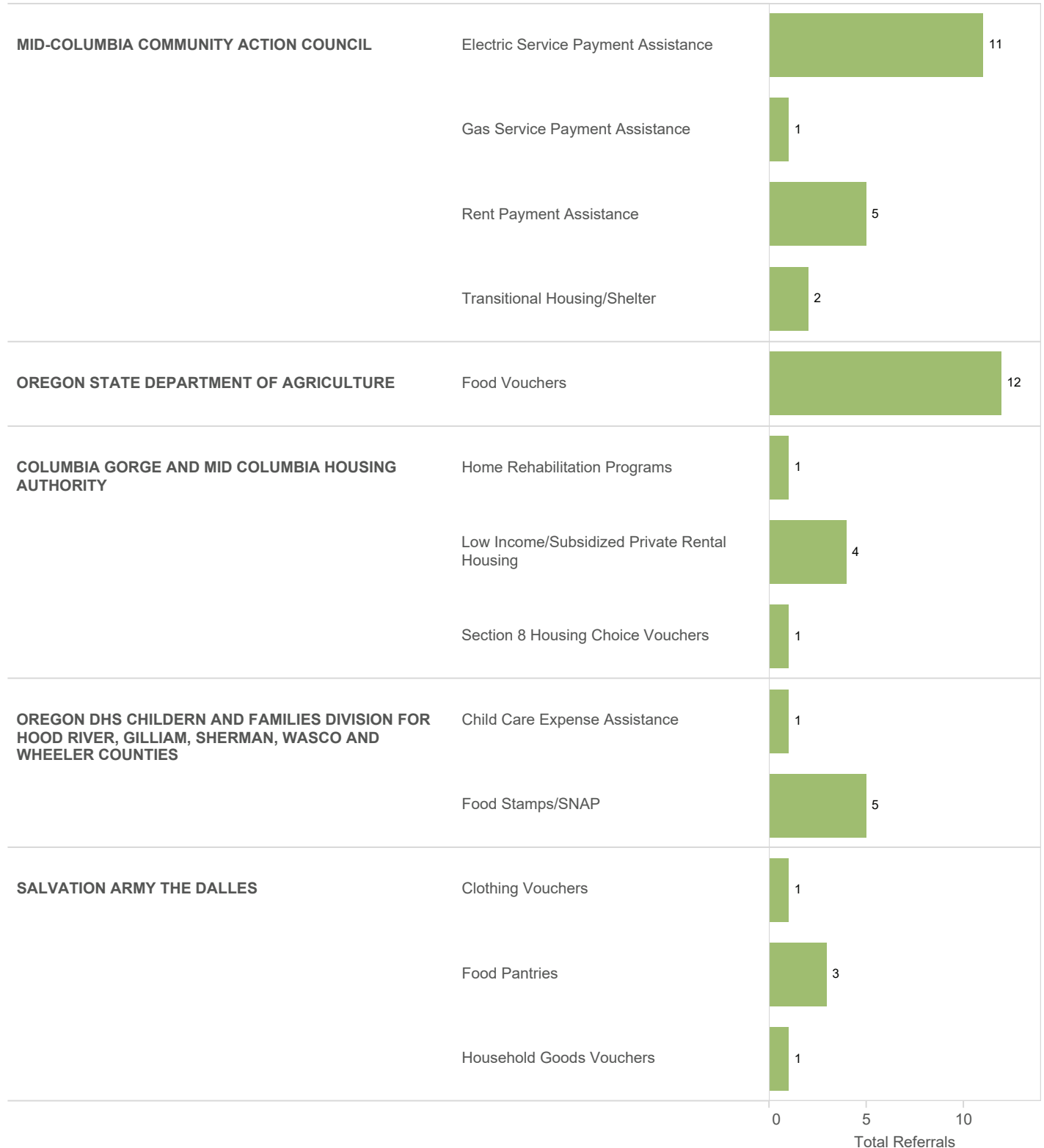


HOOD RIVER, WASCO AND SHERMAN COUNTIES

April 1, 2017 - June 30, 2017



Top 7 agencies referred to across all contact types



HOOD RIVER, WASCO AND SHERMAN COUNTIES

April 1, 2017 - June 30, 2017



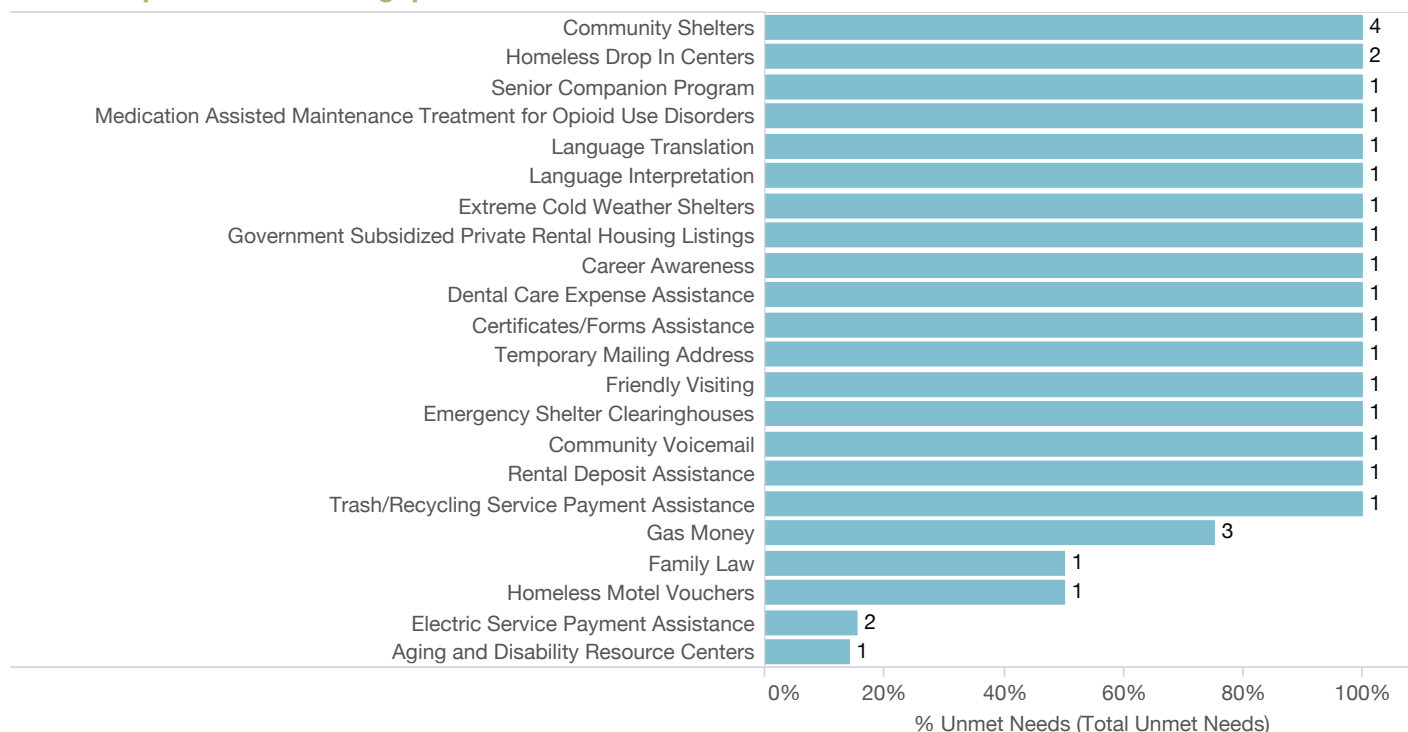
There were 29 instances where there wasn't an appropriate referral for the contact's requested need. Housing requests represent the largest number of unmet community needs.

What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Requests	% of Requests	Number of Requests	% of Requests
Disaster Services			1	100%
Employment	2	50%	2	50%
Mental Health/Addictions	1	50%	1	50%
Transportation	3	50%	3	50%
Clothing/Personal/Household Needs	3	60%	2	40%
Individual, Family and Community Support	5	63%	3	38%
Housing	18	64%	10	36%
Legal, Consumer and Public Safety Services	5	71%	2	29%
Utility Assistance	12	80%	3	20%
Health Care	13	87%	2	13%
Income Support/Assistance	6	100%		
Other Government/Economic Services	1	100%		
Food/Meals	32	100%		
Information Services	3	100%		
Grand Total	104	78%	29	22%

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?



HOOD RIVER, WASCO AND SHERMAN COUNTIES

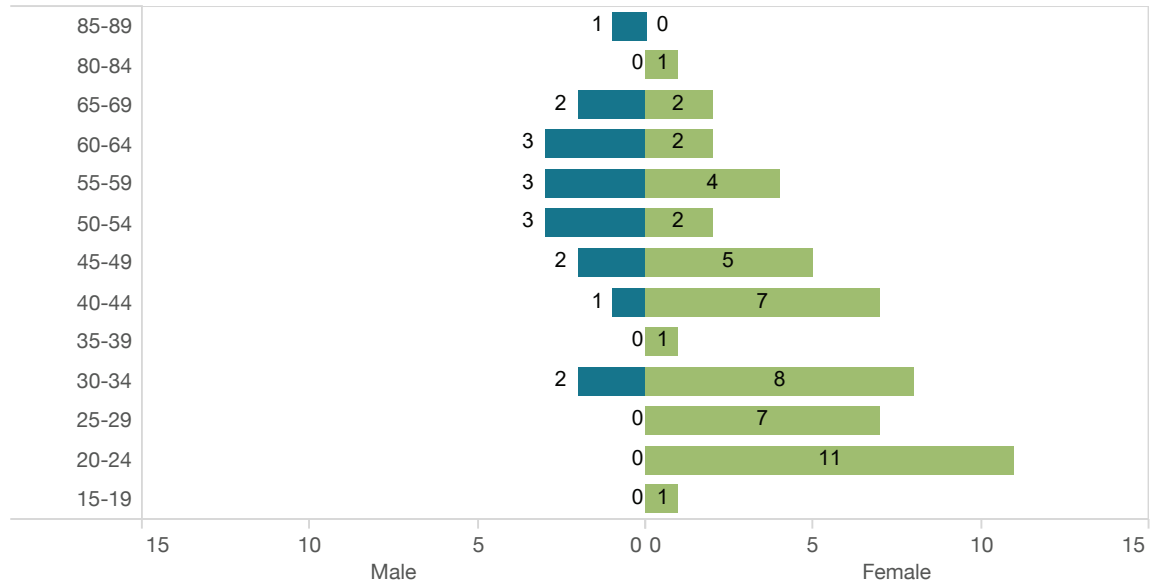
April 1, 2017 - June 30, 2017



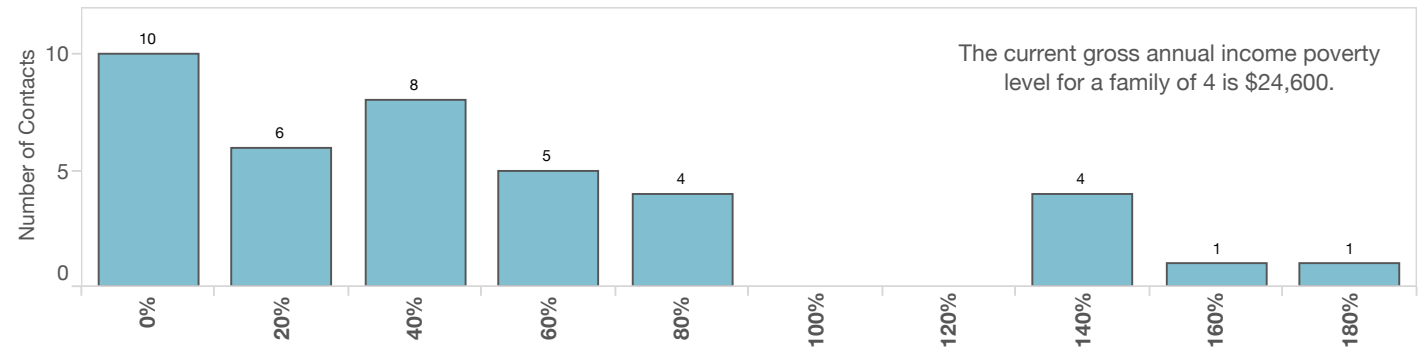
Age

85-89	1.75%
80-84	1.75%
65-69	7.02%
60-64	8.77%
55-59	10.53%
50-54	7.02%
45-49	12.28%
40-44	10.53%
35-39	1.75%
30-34	14.04%
25-29	12.28%
20-24	10.53%
15-19	1.75%

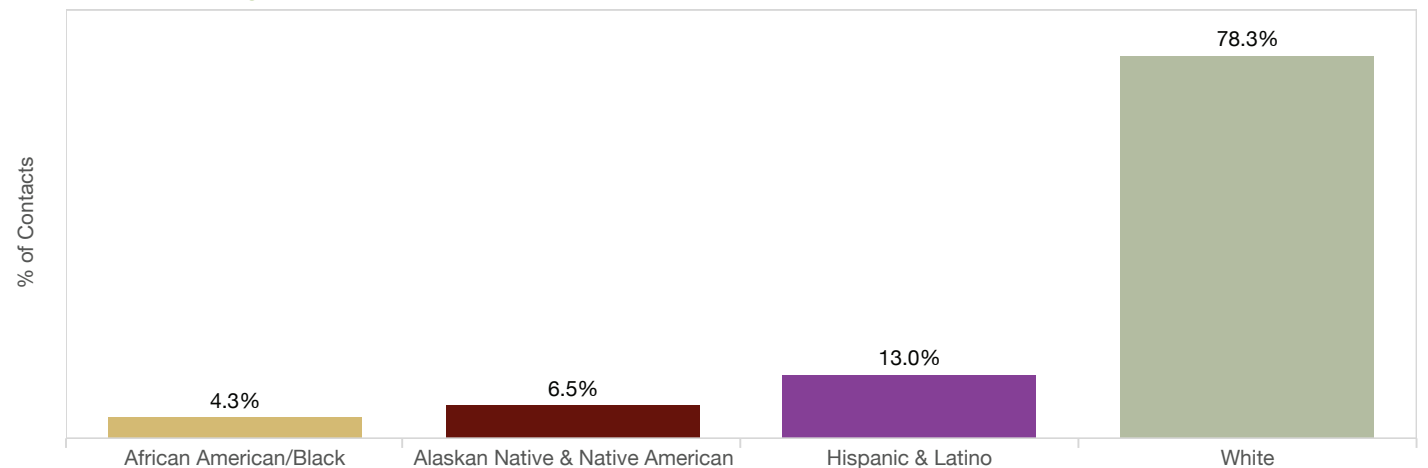
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

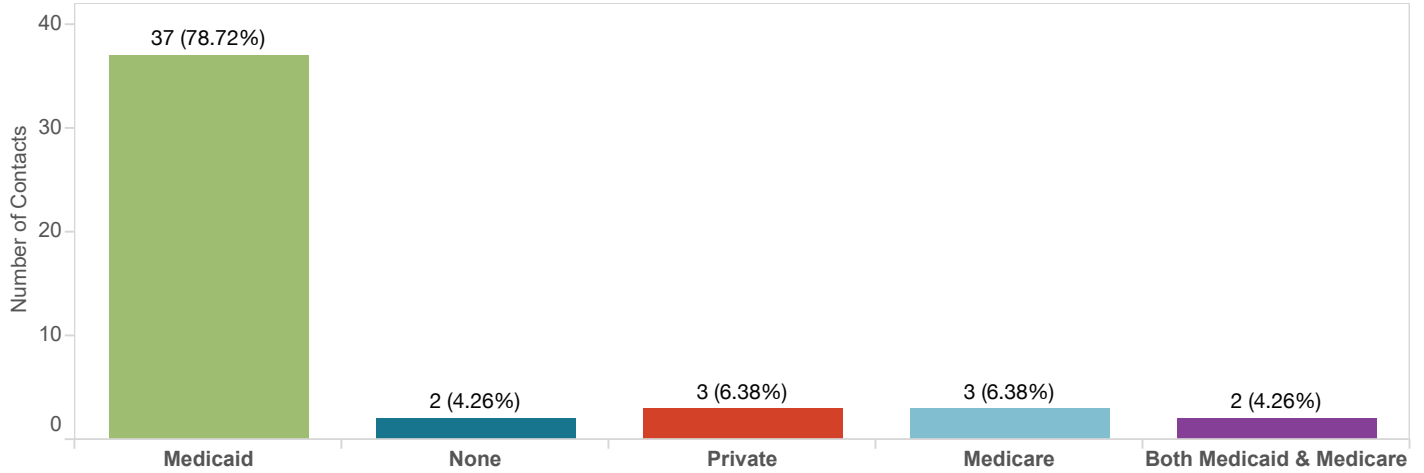


HOOD RIVER, WASCO AND SHERMAN COUNTIES

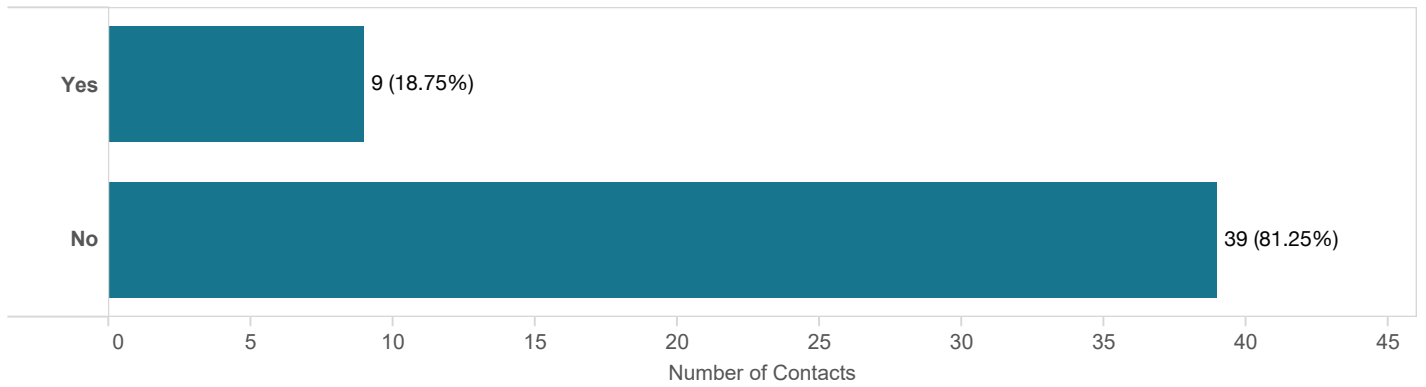
April 1, 2017 - June 30, 2017



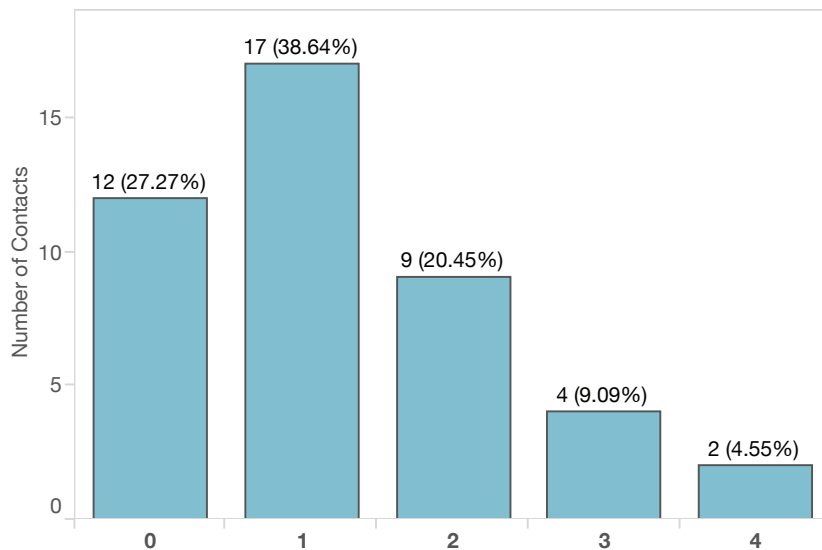
Health insurance status



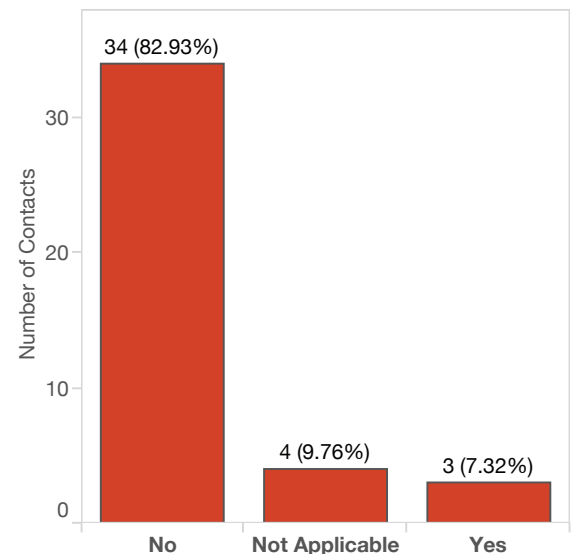
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



HOOD RIVER, WASCO AND SHERMAN COUNTIES

April 1, 2017 - June 30, 2017



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

