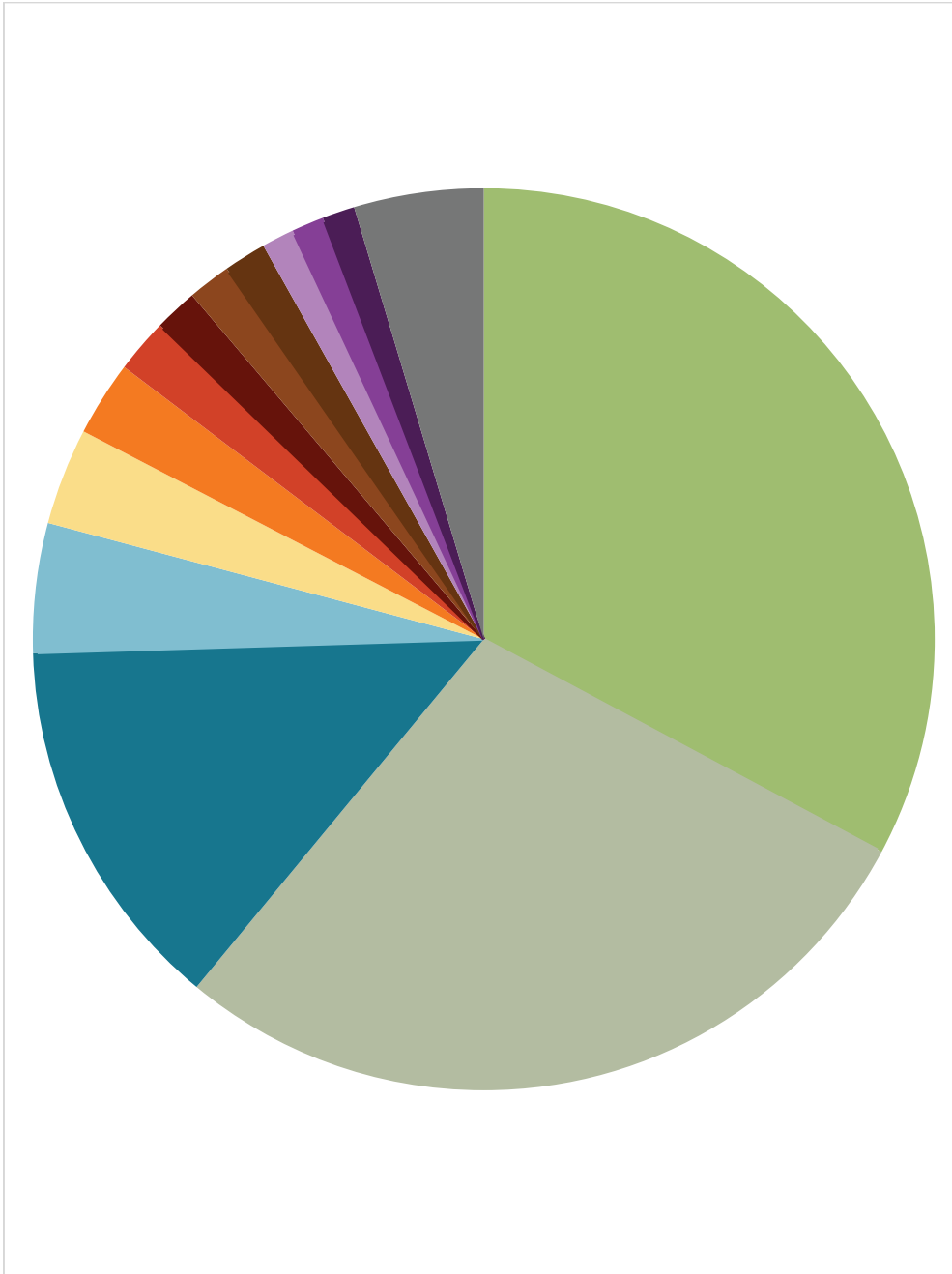


# GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

July 2017 - September 2017



Percent of contacts by city



<b>Hermiston</b>	85 (32.82%)
<b>Pendleton</b>	73 (28.19%)
<b>Milton Freewater</b>	35 (13.51%)
<b>Umatilla</b>	12 (4.63%)
<b>Stanfield</b>	9 (3.47%)
<b>Boardman</b>	7 (2.70%)
<b>Pilot Rock</b>	5 (1.93%)
<b>McNary</b>	4 (1.54%)
<b>Weston</b>	4 (1.54%)
<b>Heppner</b>	4 (1.54%)
<b>Arlington</b>	3 (1.16%)
<b>Fossil</b>	3 (1.16%)
<b>Mitchell</b>	3 (1.16%)
<b>Other</b>	12 (4.63%)

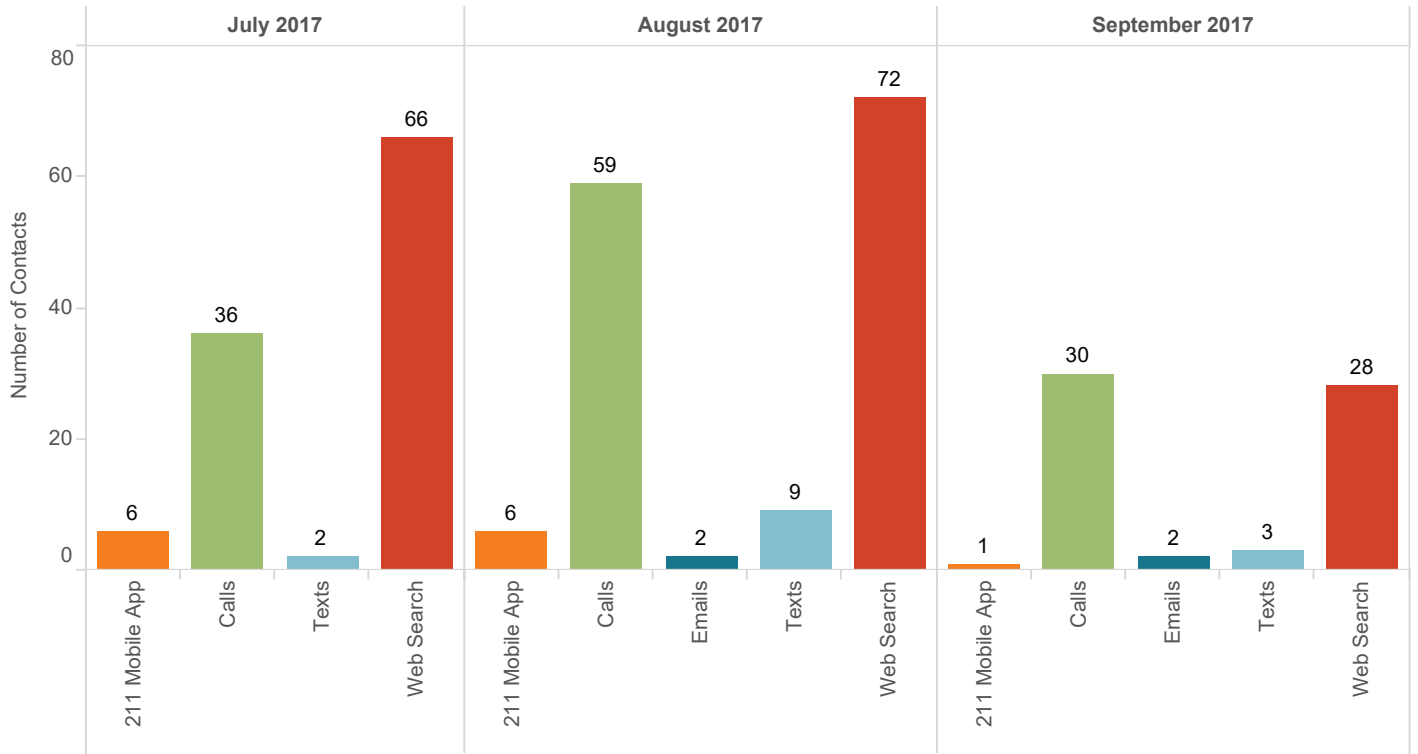
- Hermiston
- Pendleton
- Milton Freewater
- Umatilla
- Stanfield
- Boardman
- Pilot Rock
- McNary
- Weston
- Heppner
- Arlington
- Fossil
- Mitchell
- Other

# GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

July 2017 - September 2017

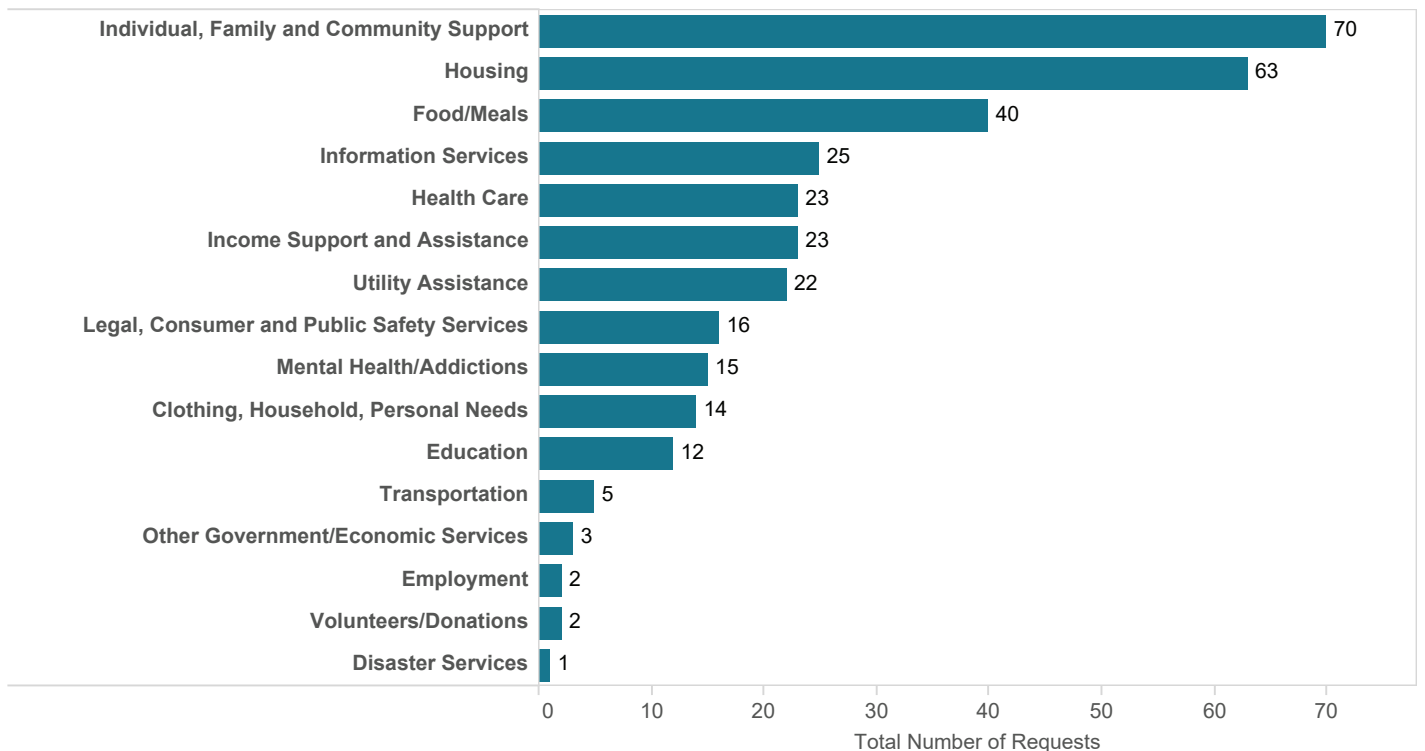


## Number of contacts, grouped by month and contact type



The chart above shows individual, anonymous contacts who reach out to 211info and not the total number of referrals given.

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

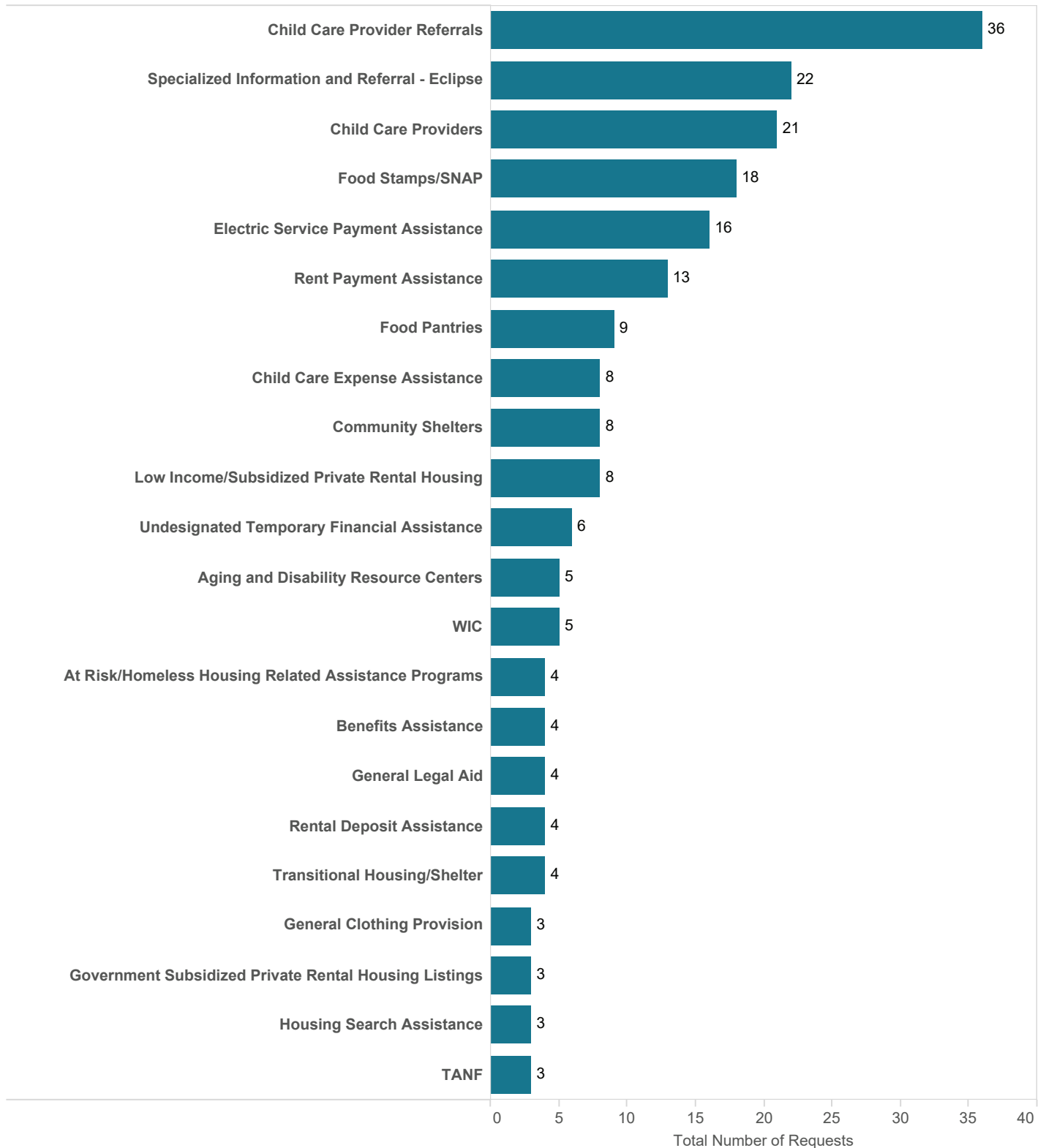


# GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

July 2017 - September 2017



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

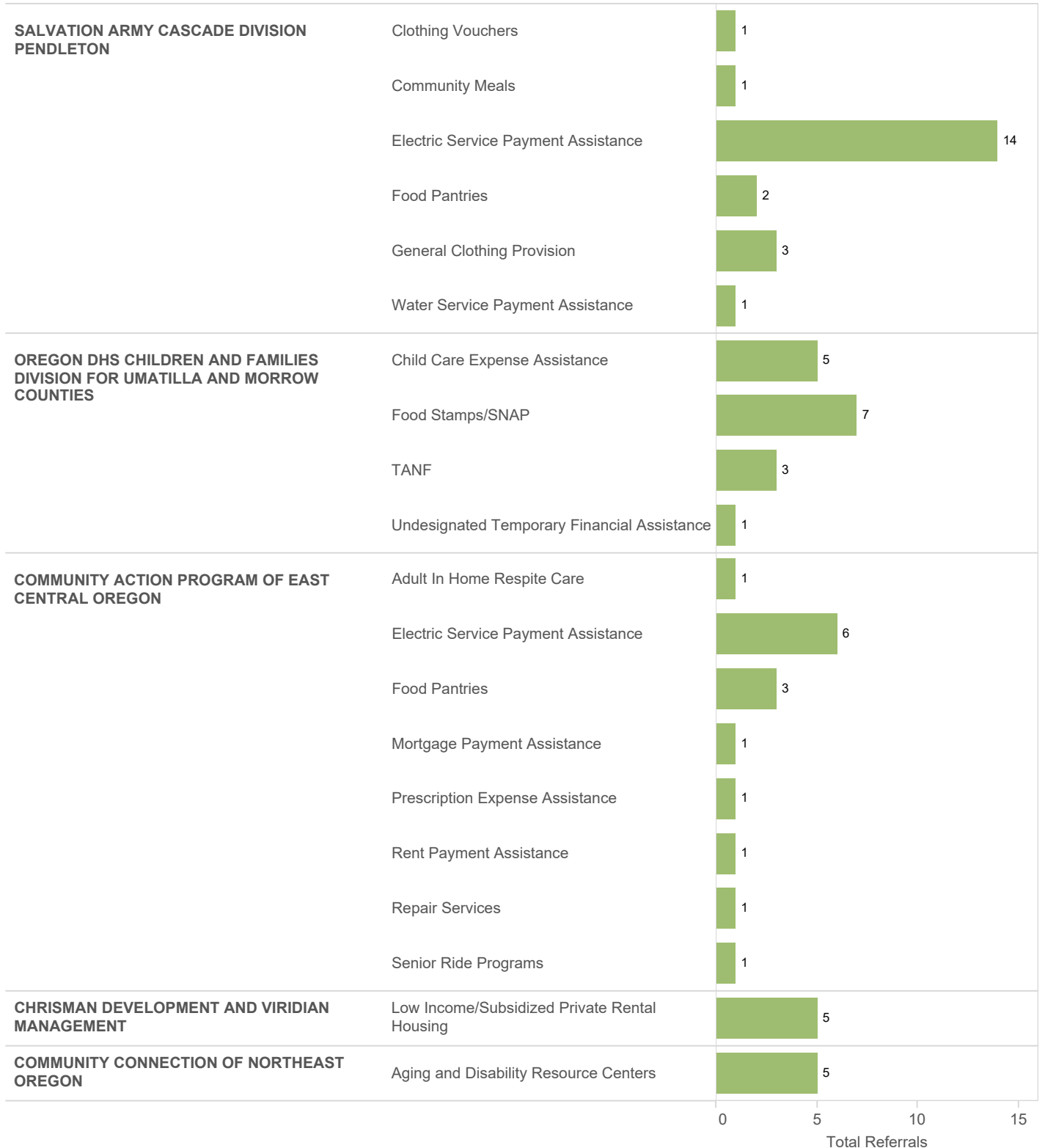


# GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

July 2017 - September 2017



## Top 5 agencies referred to across all contact types



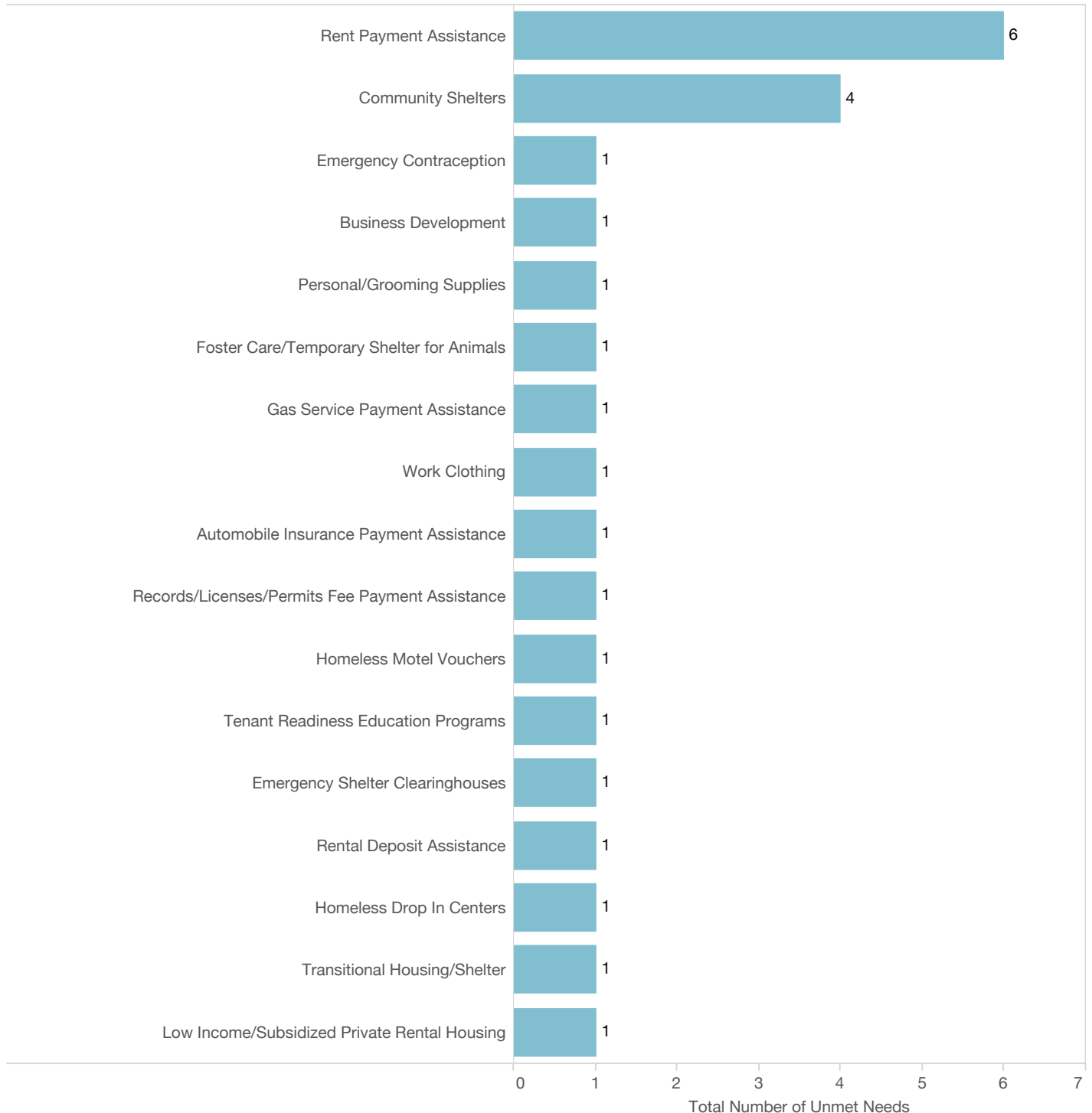
# GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

July 2017 - September 2017



There were 25 instances where there wasn't an appropriate referral for the contact's requested need. 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; and some services simply don't exist in a community.

## What are potential service gaps?



# GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

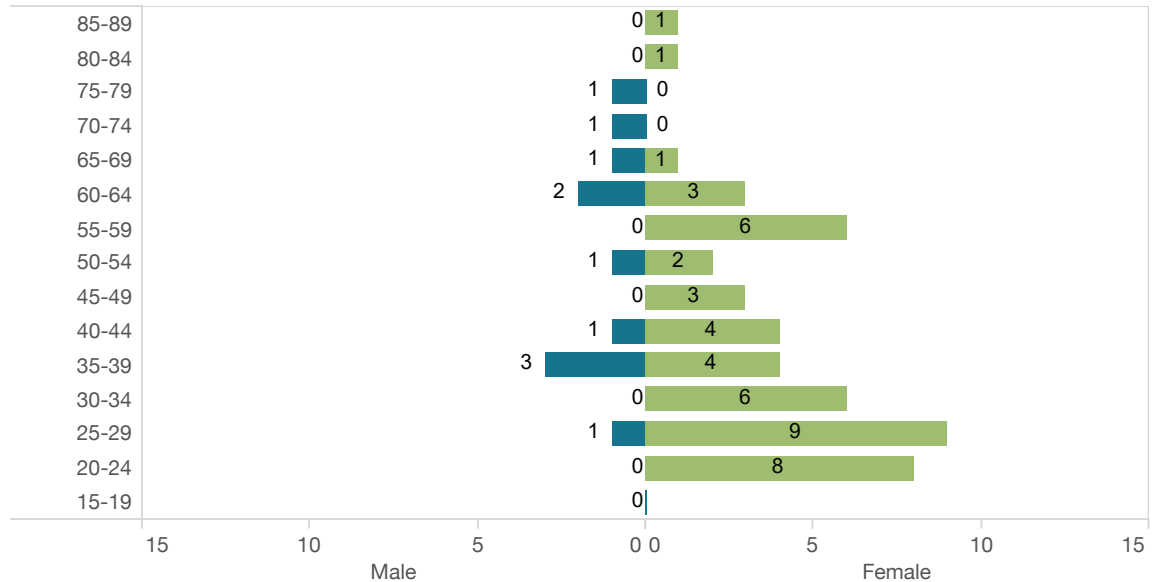
July 2017 - September 2017



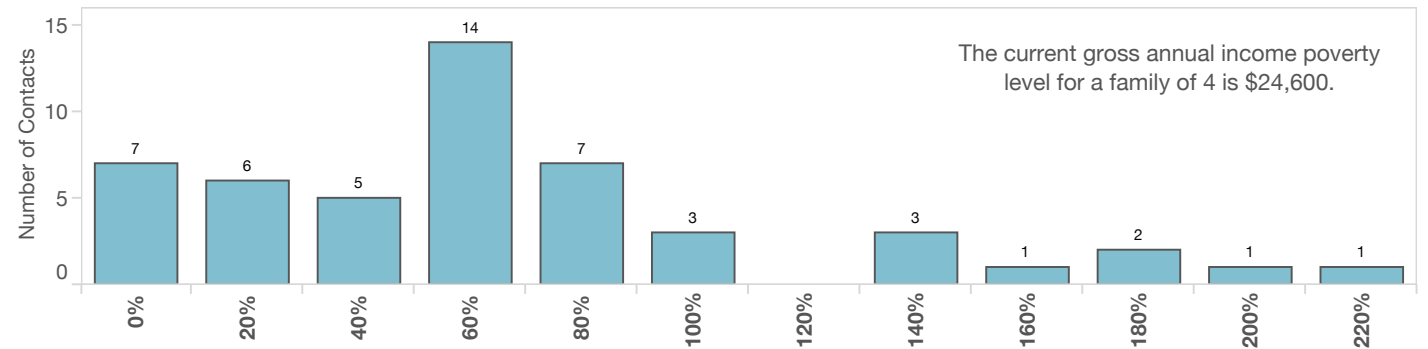
## Age

85-89	2.00%
80-84	2.00%
75-79	2.00%
70-74	2.00%
65-69	4.00%
60-64	10.00%
55-59	12.00%
50-54	6.00%
45-49	6.00%
40-44	10.00%
35-39	12.00%
30-34	8.00%
25-29	8.00%
20-24	16.00%

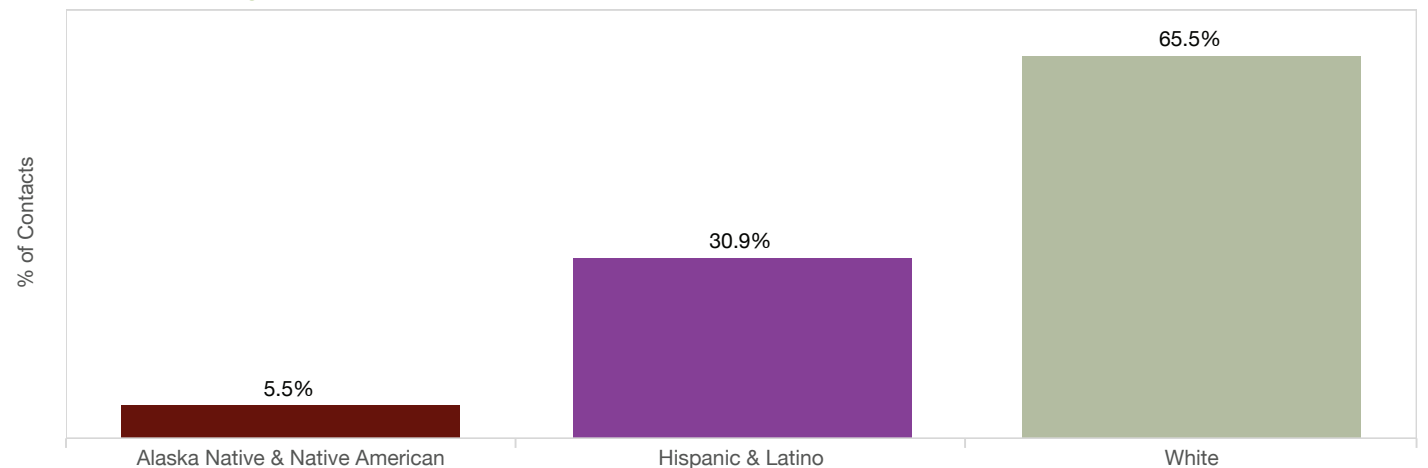
## Age and gender



## Income as a percentage of the poverty level



## Race and ethnicity

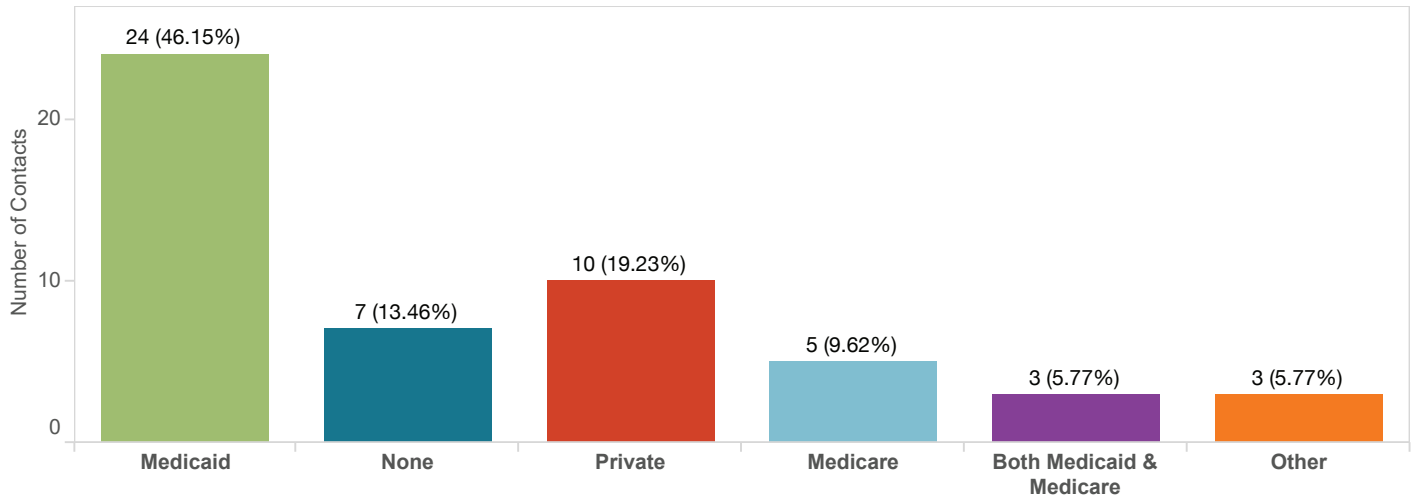


# GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

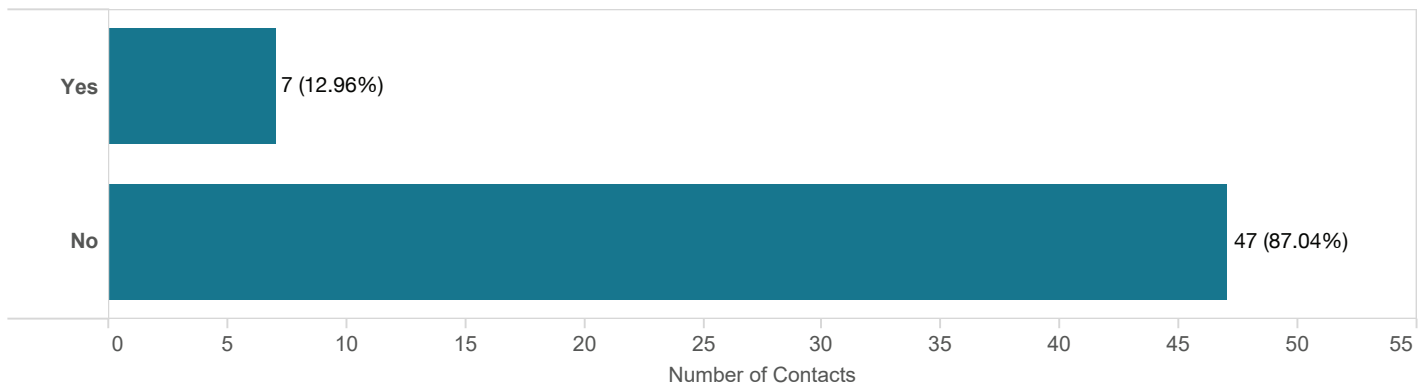
July 2017 - September 2017



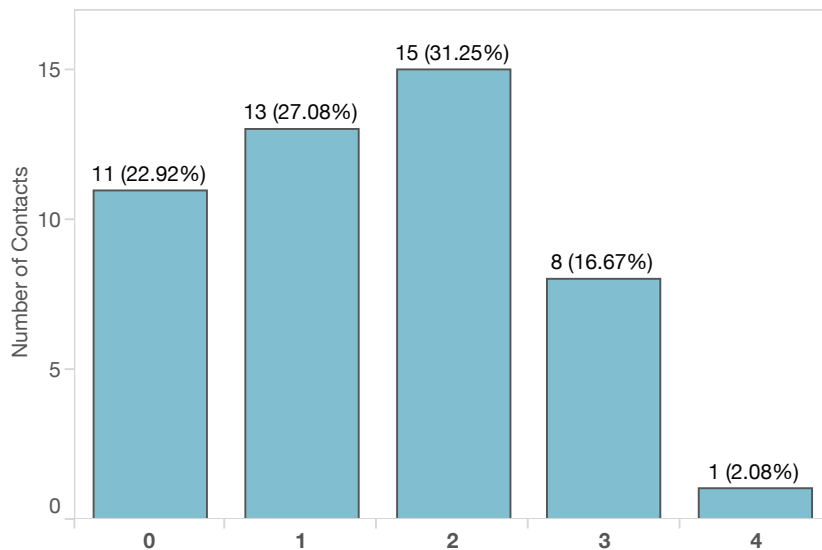
## Health insurance status



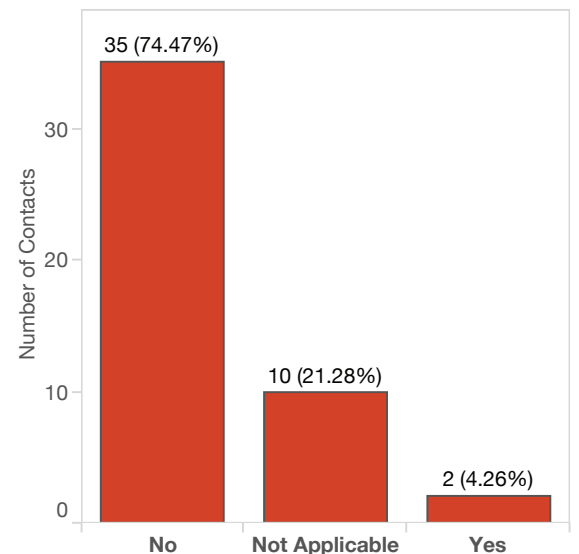
## Are you currently homeless?



## Number of children in the household



## Are you currently pregnant?



# GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

July 2017 - September 2017



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

