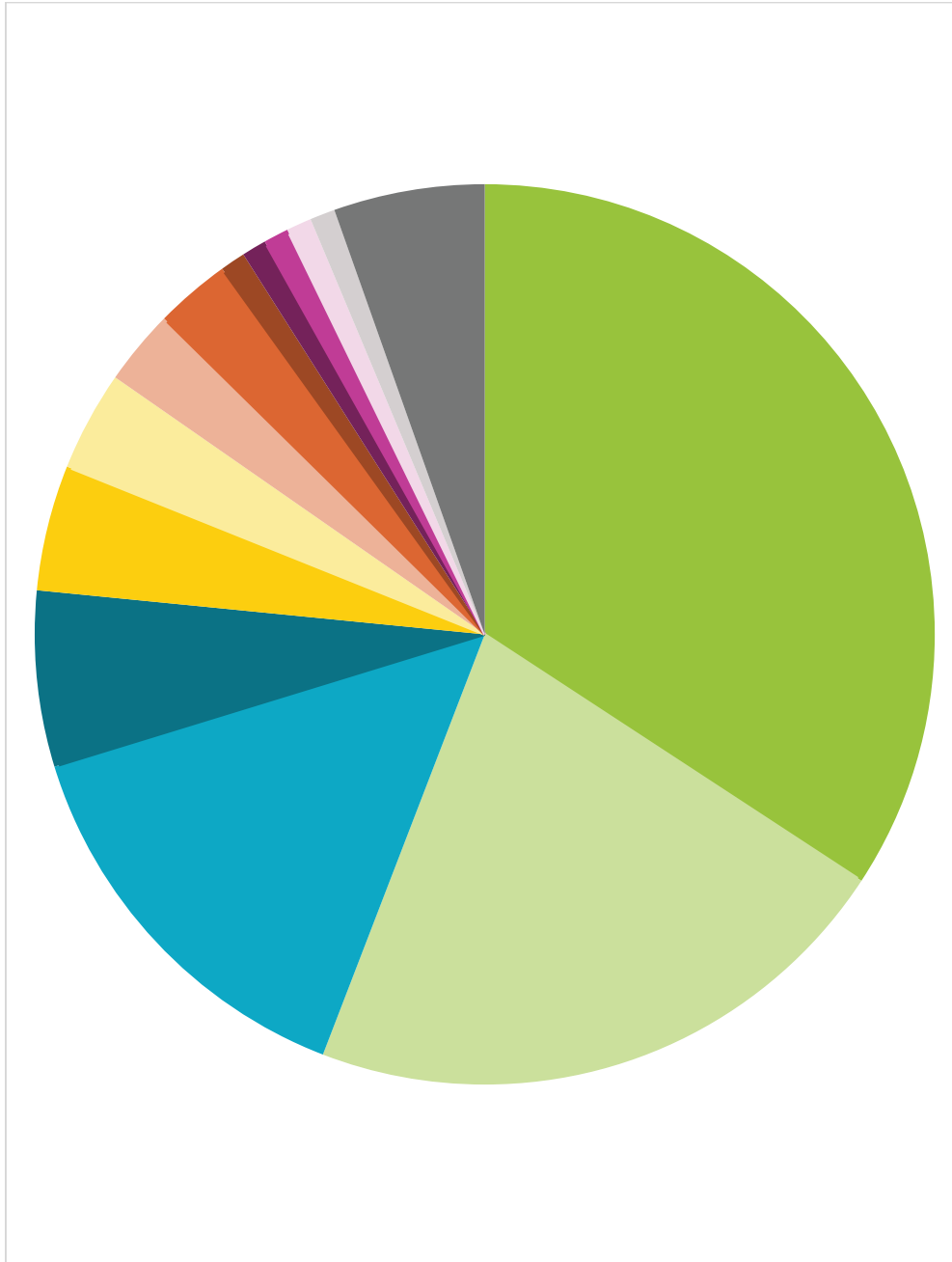


GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

October - December 2017



Percent of contacts by city



- Pendleton
- Hermiston
- Milton Freewater
- Stanfield
- Boardman
- Pilot Rock
- Arlington
- Umatilla
- Cayuse
- Fossil
- Heppner
- Meacham
- Mitchell
- Other

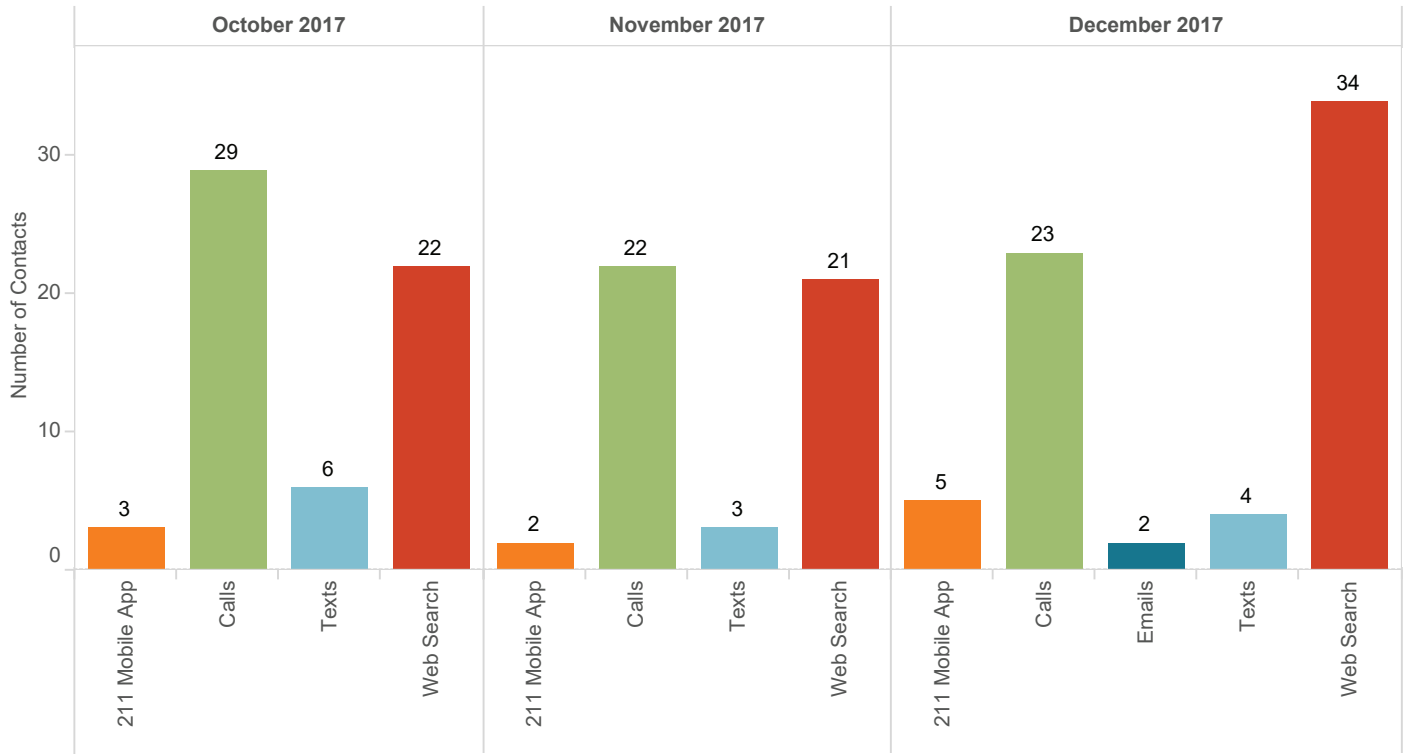
Pendleton	38 (34.23%)
Hermiston	24 (21.62%)
Milton Freewater	16 (14.41%)
Stanfield	7 (6.31%)
Boardman	5 (4.50%)
Pilot Rock	4 (3.60%)
Arlington	3 (2.70%)
Umatilla	3 (2.70%)
Cayuse	1 (0.90%)
Fossil	1 (0.90%)
Heppner	1 (0.90%)
Meacham	1 (0.90%)
Mitchell	1 (0.90%)
Other	6 (5.41%)

GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

October - December 2017

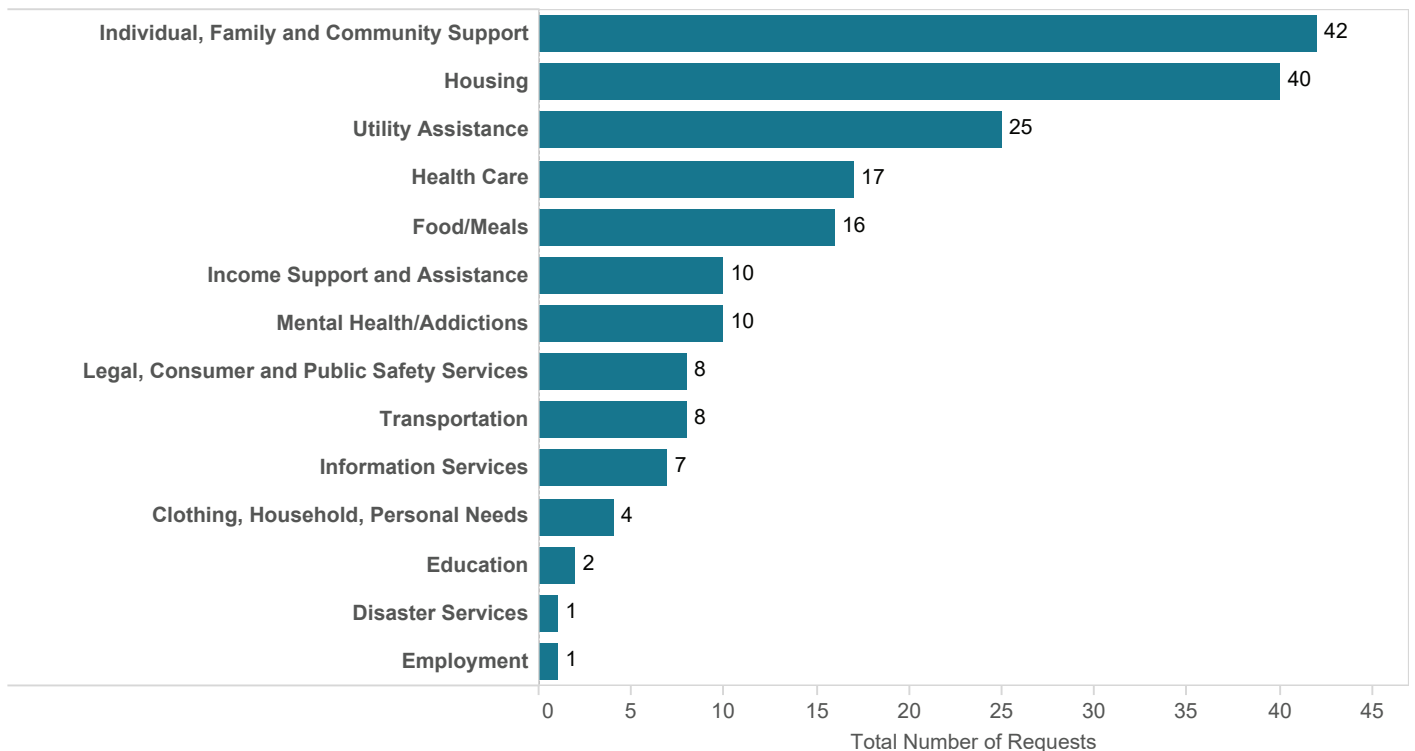


Number of contacts, grouped by month and contact type



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

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

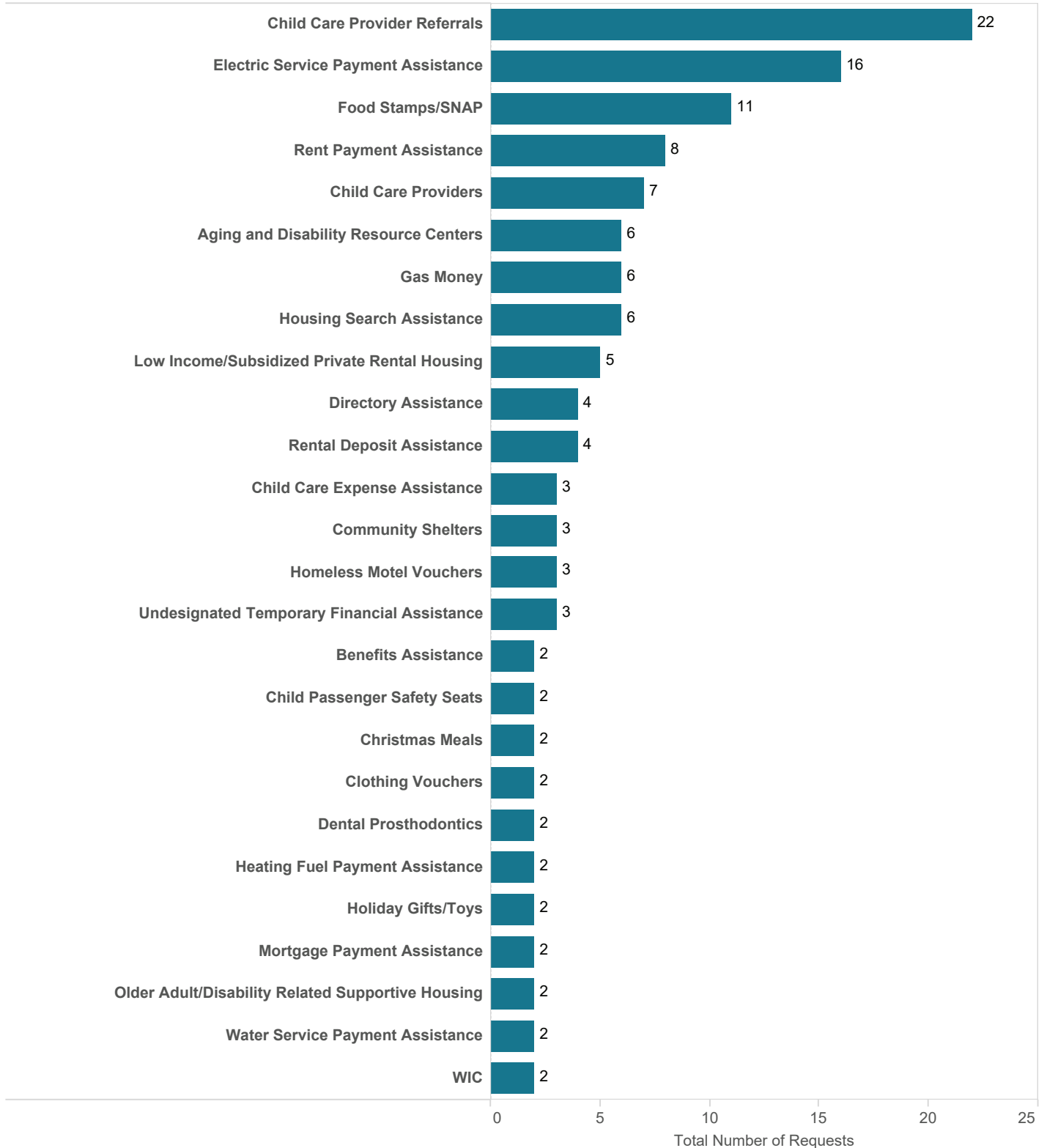


GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

October - December 2017



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

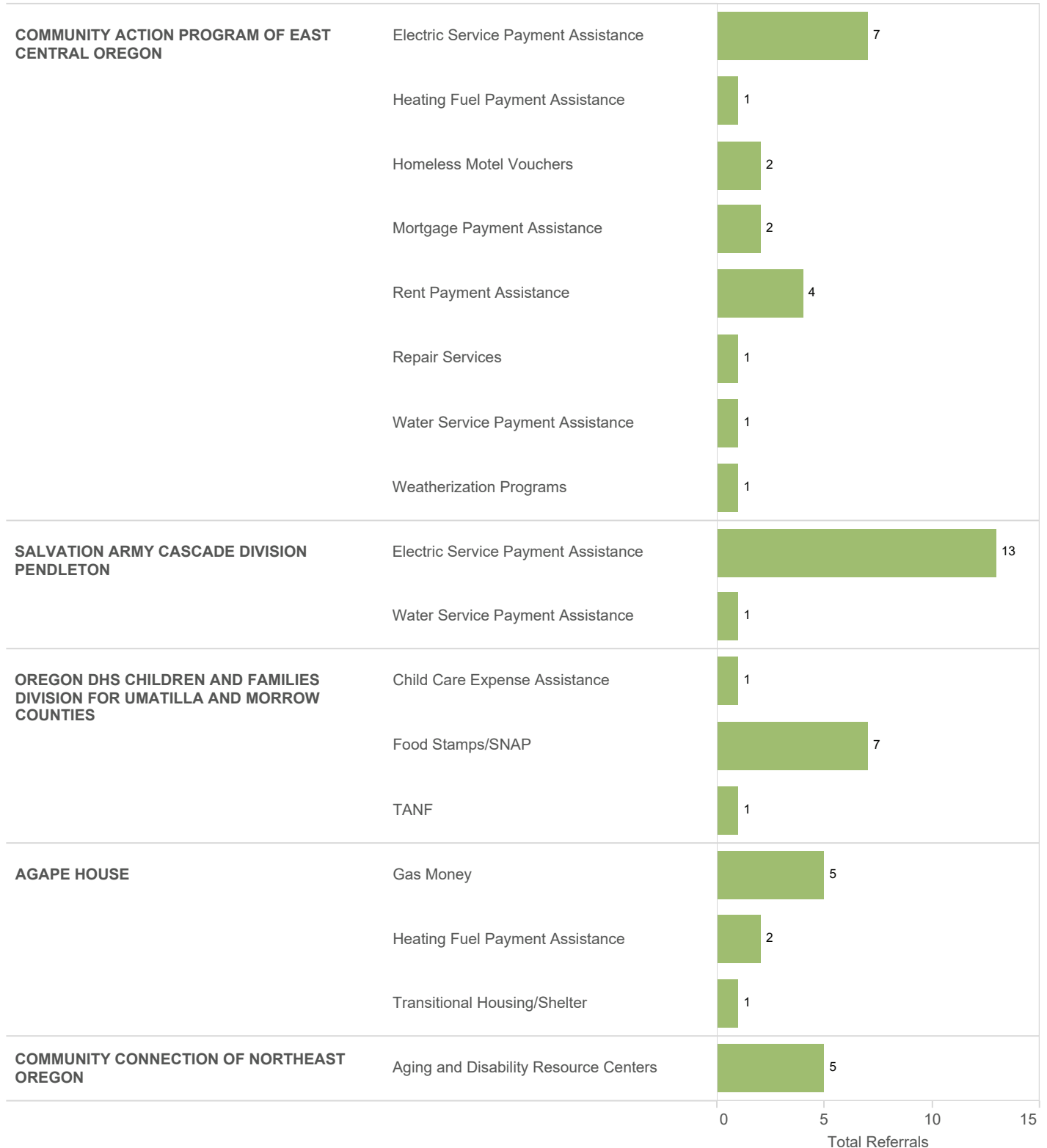


GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

October - December 2017



Top 5 agencies referred to across all contact types



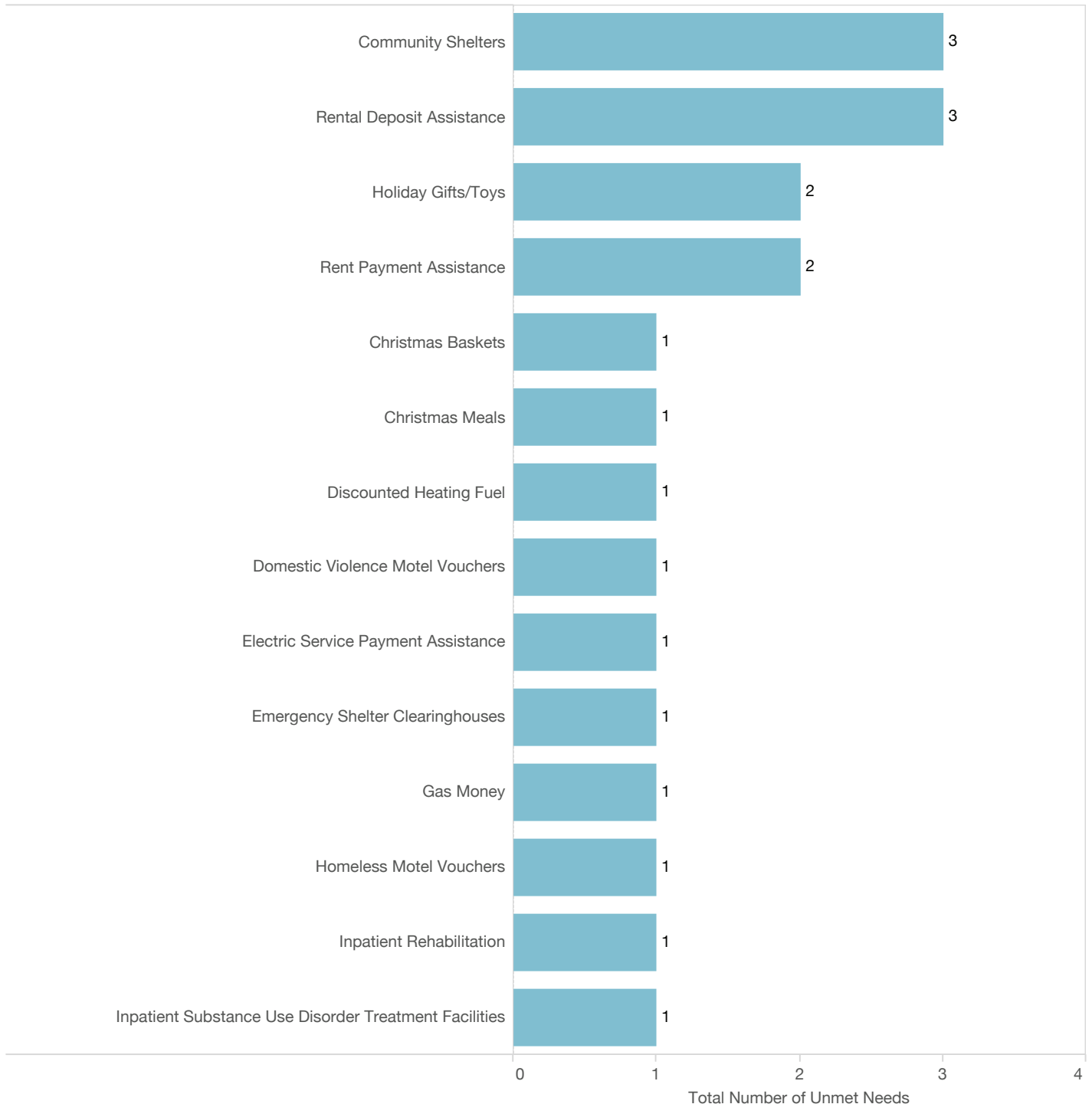
GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

October - December 2017



There were 20 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

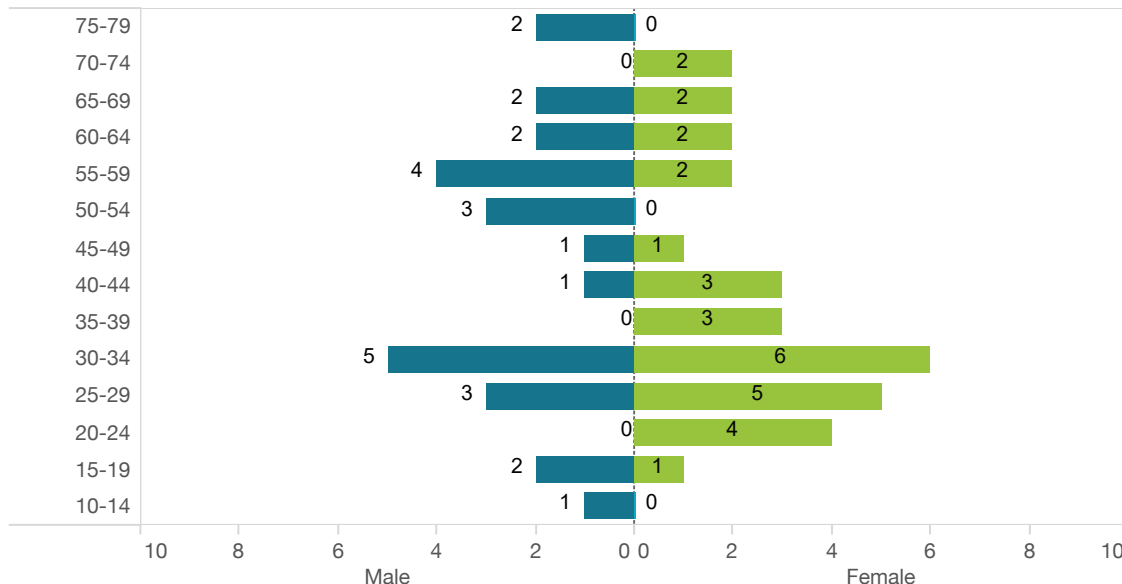
October - December 2017



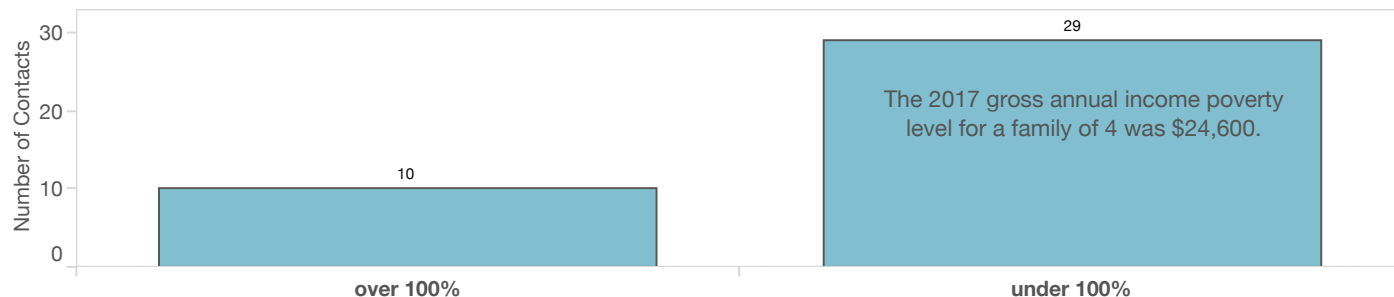
Age

75-79	4.35%
70-74	4.35%
65-69	8.70%
60-64	8.70%
55-59	8.70%
50-54	6.52%
45-49	2.17%
40-44	6.52%
35-39	4.35%
30-34	15.22%
25-29	15.22%
20-24	8.70%
15-19	4.35%
10-14	2.17%

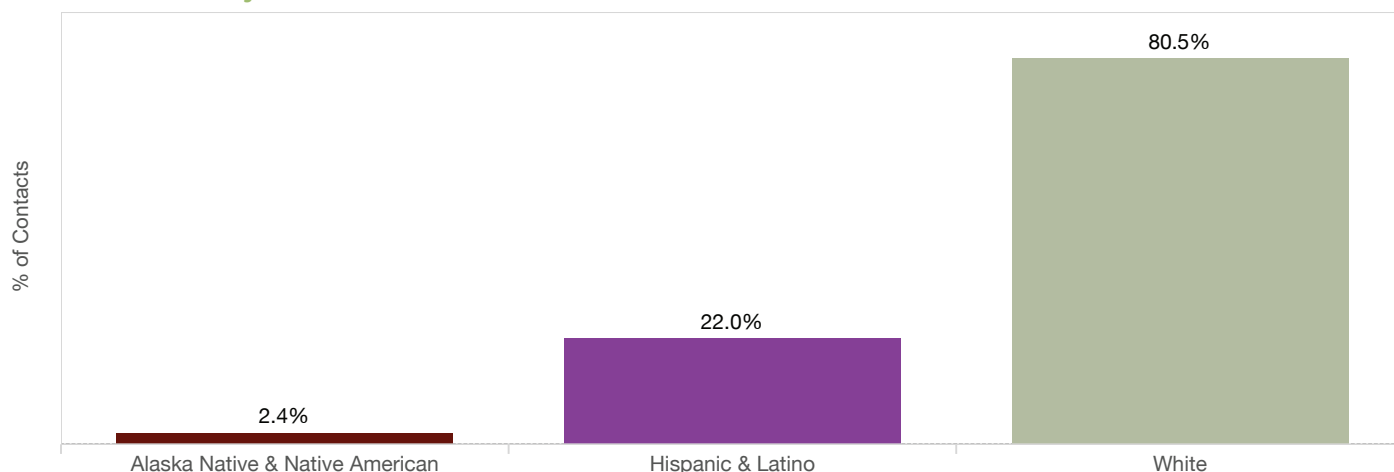
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

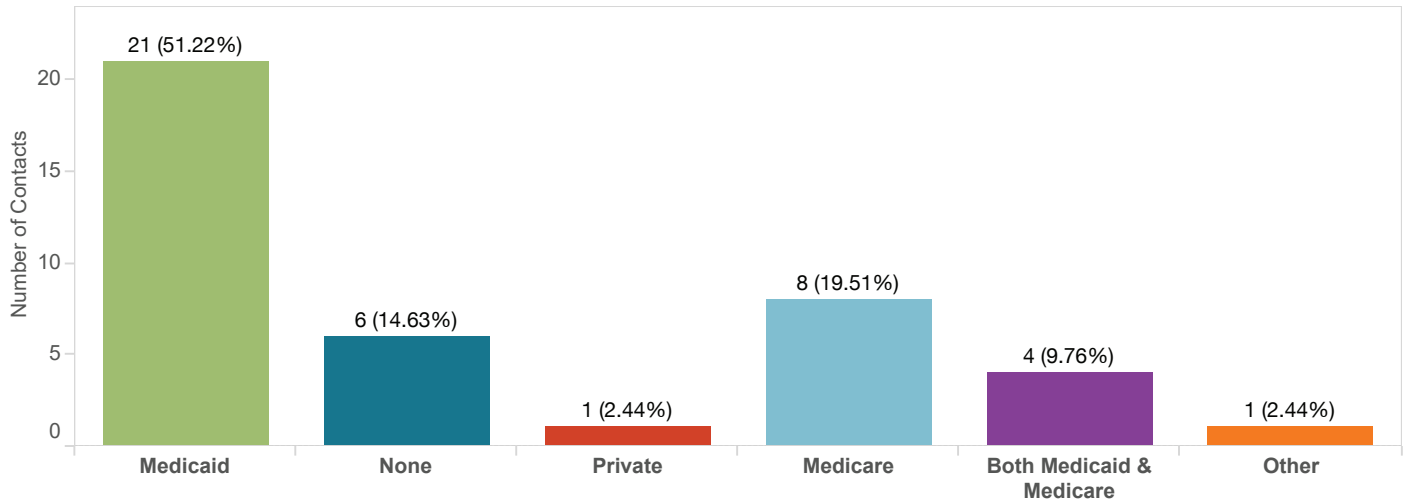


GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

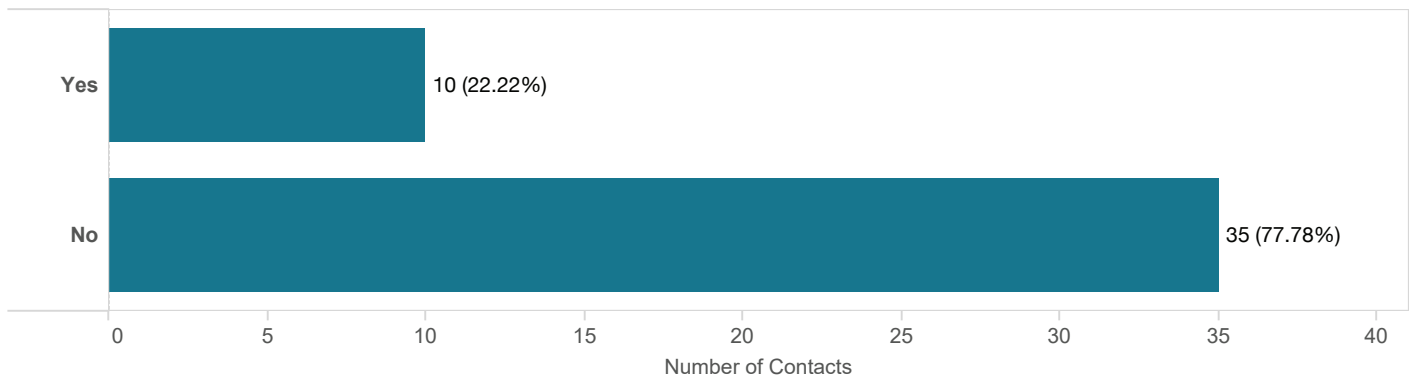
October - December 2017



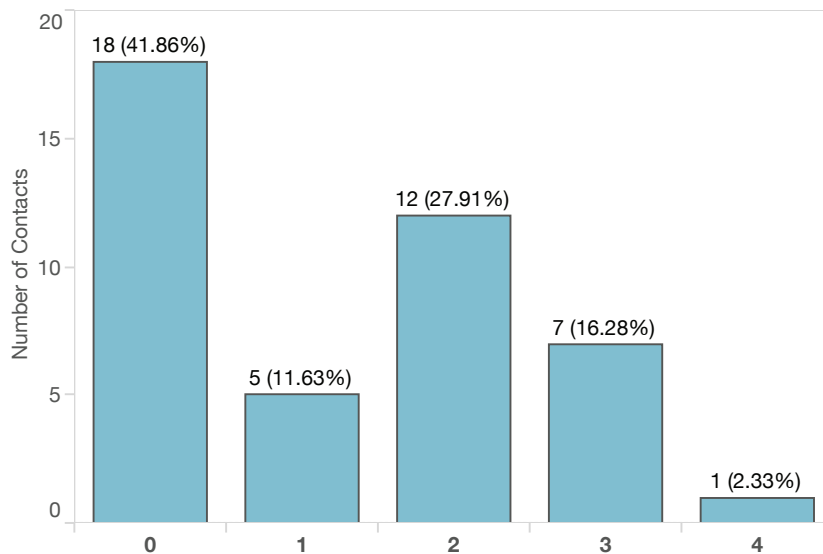
Health insurance status



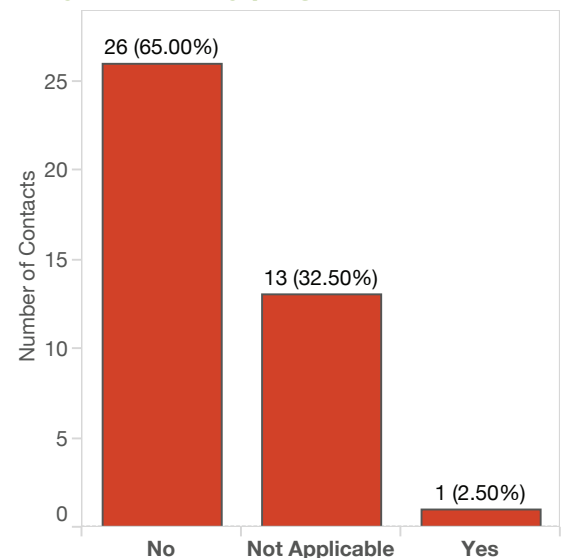
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



GILLIAM, MORROW, UMATILLA AND WHEELER COUNTIES

October - December 2017



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

