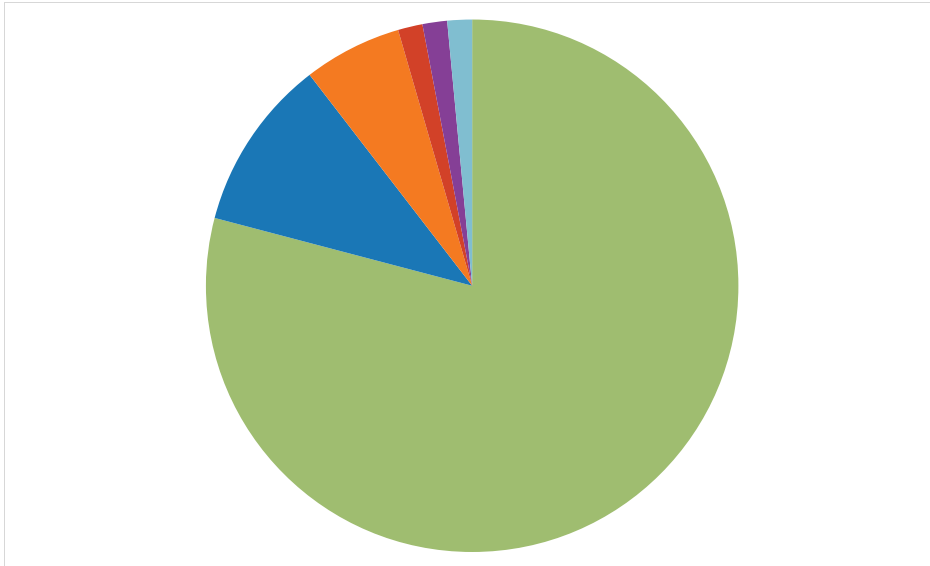


HARNEY AND MALHEUR COUNTIES

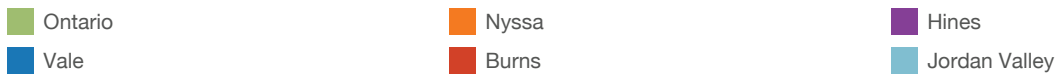
July 1, 2016 - September 30, 2016



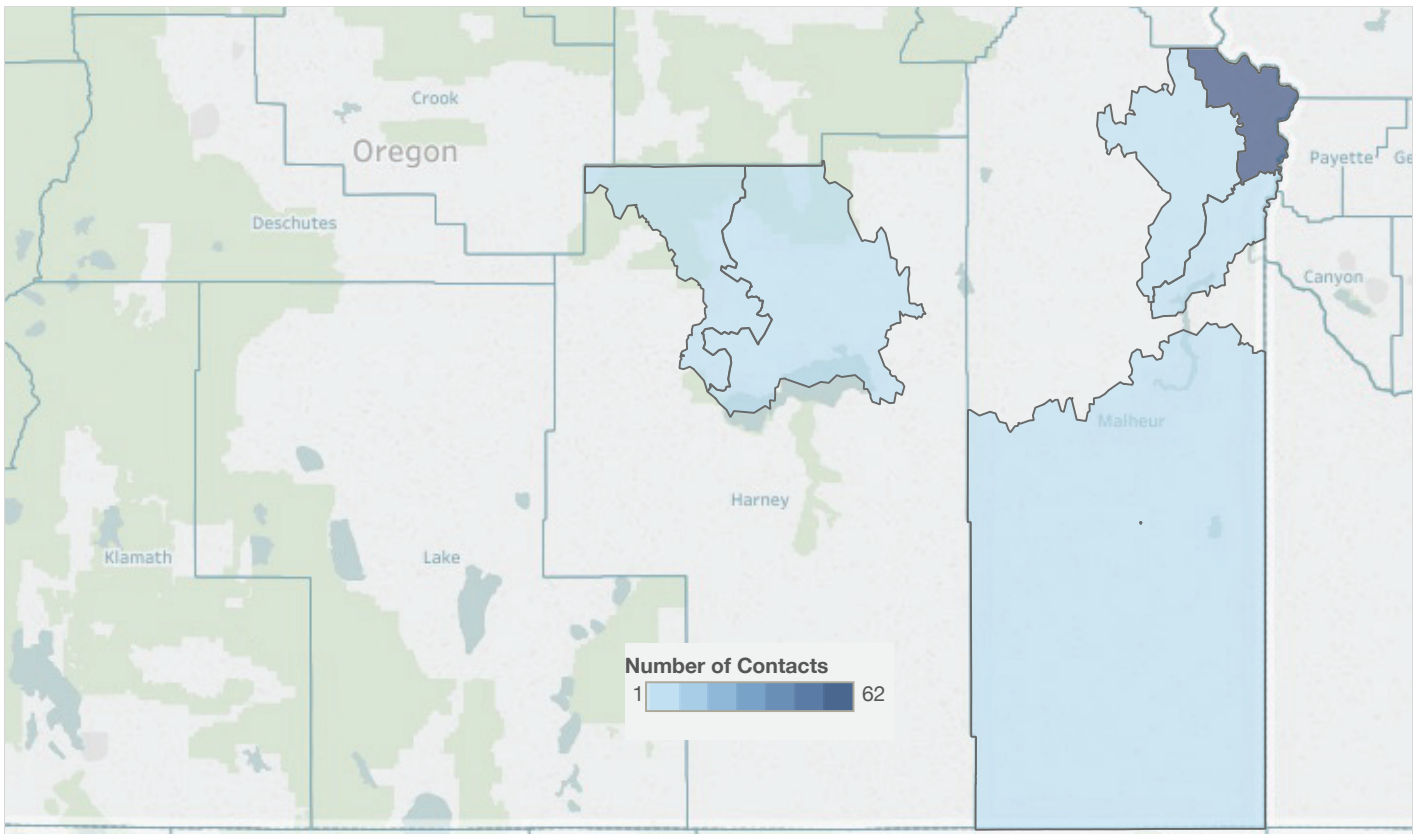
Cities



Ontario	79.10%
Vale	10.45%
Nyssa	5.97%
Burns	1.49%
Hines	1.49%
Jordan Valley	1.49%



ZIP Codes

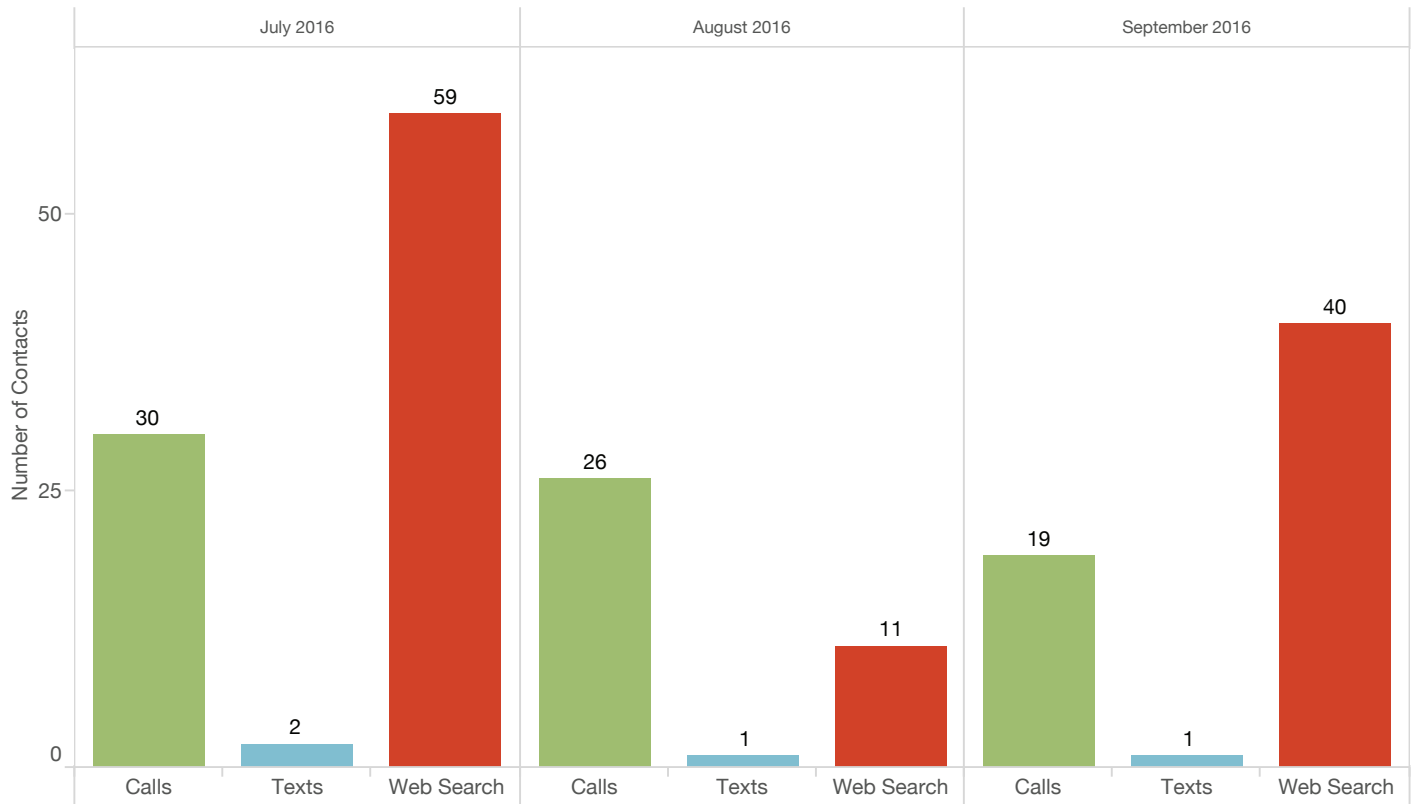


HARNEY AND MALHEUR COUNTIES

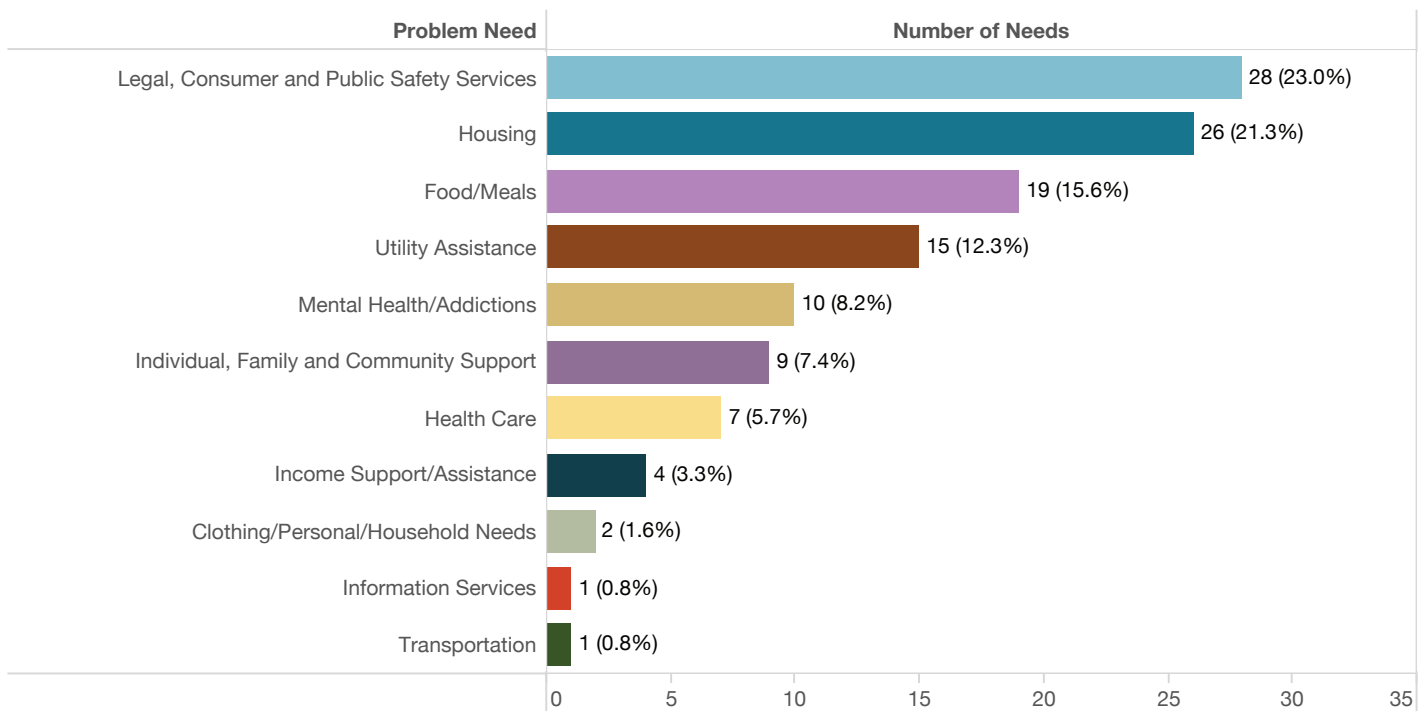
July 1, 2016 - September 30, 2016



How many contacts did we receive?



What were contacts' needs?

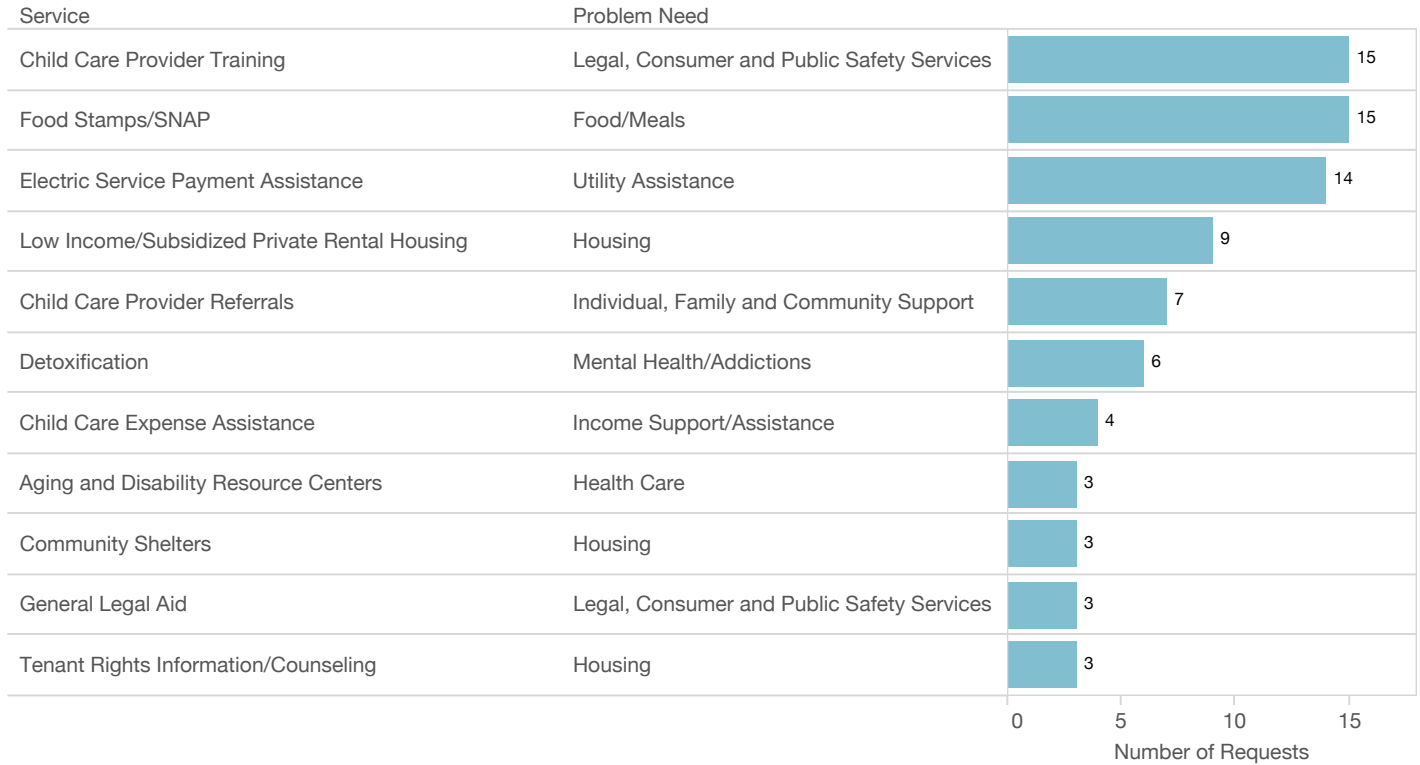


HARNEY AND MALHEUR COUNTIES

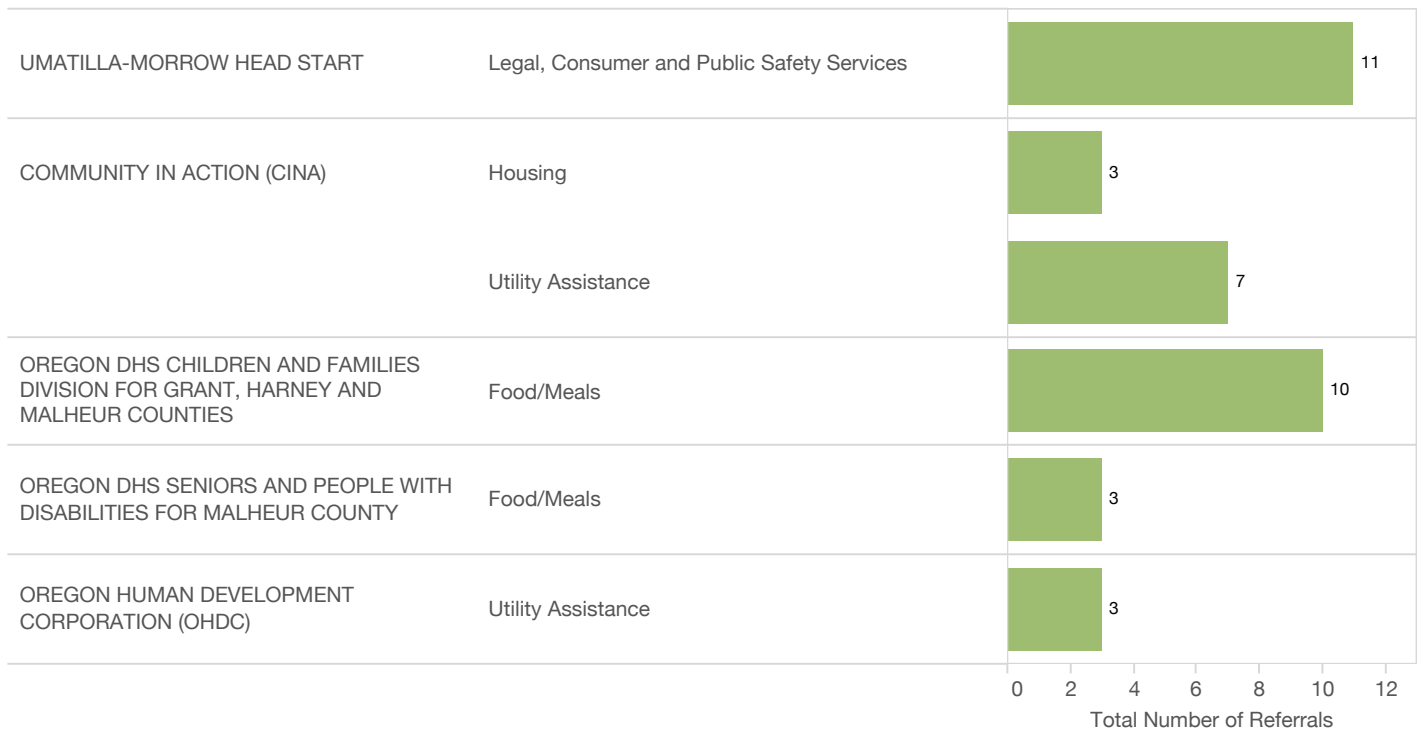
July 1, 2016 - September 30, 2016



Services most often requested by contacts



Agencies most often referred by 211info

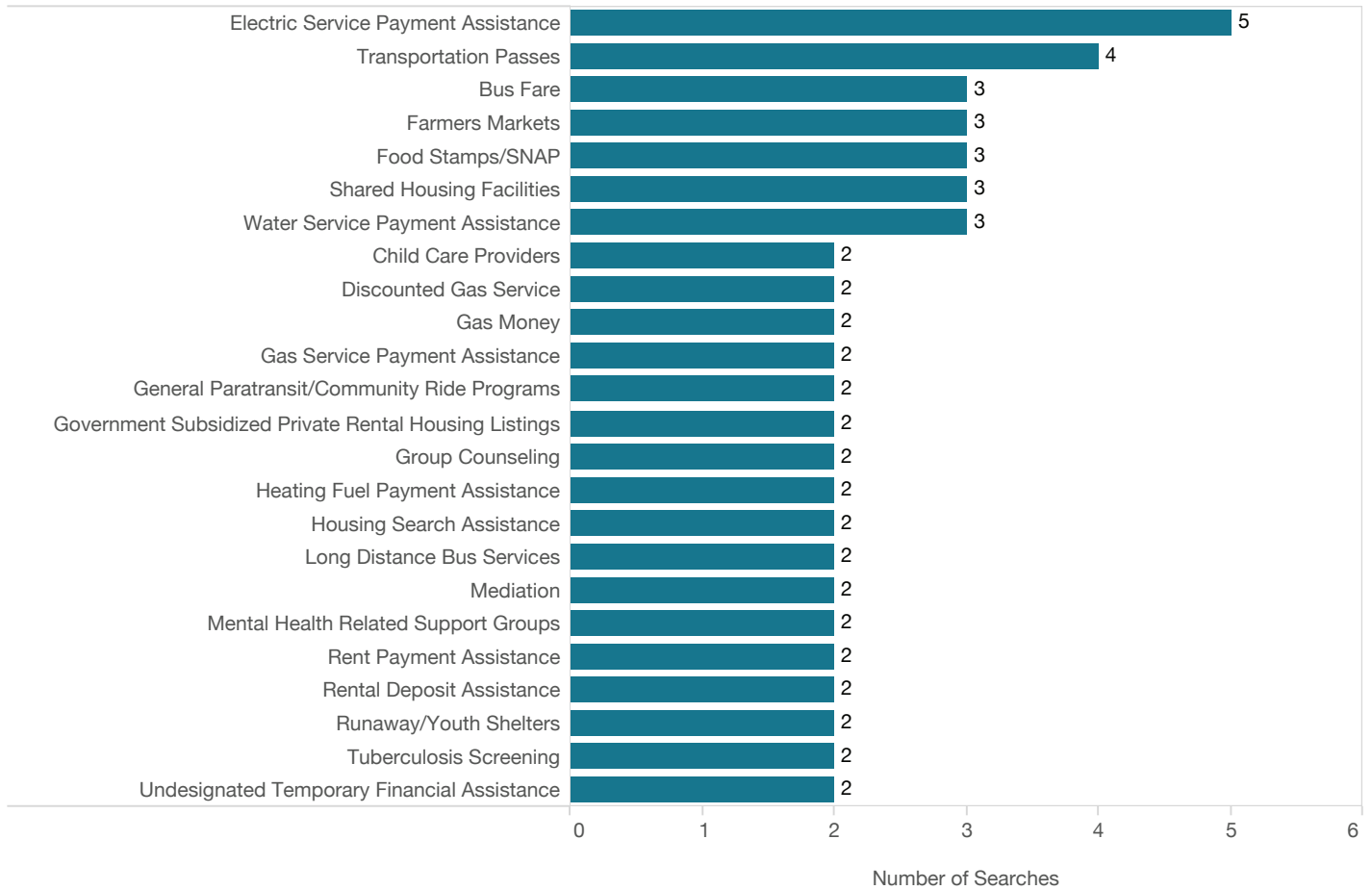


HARNEY AND MALHEUR COUNTIES

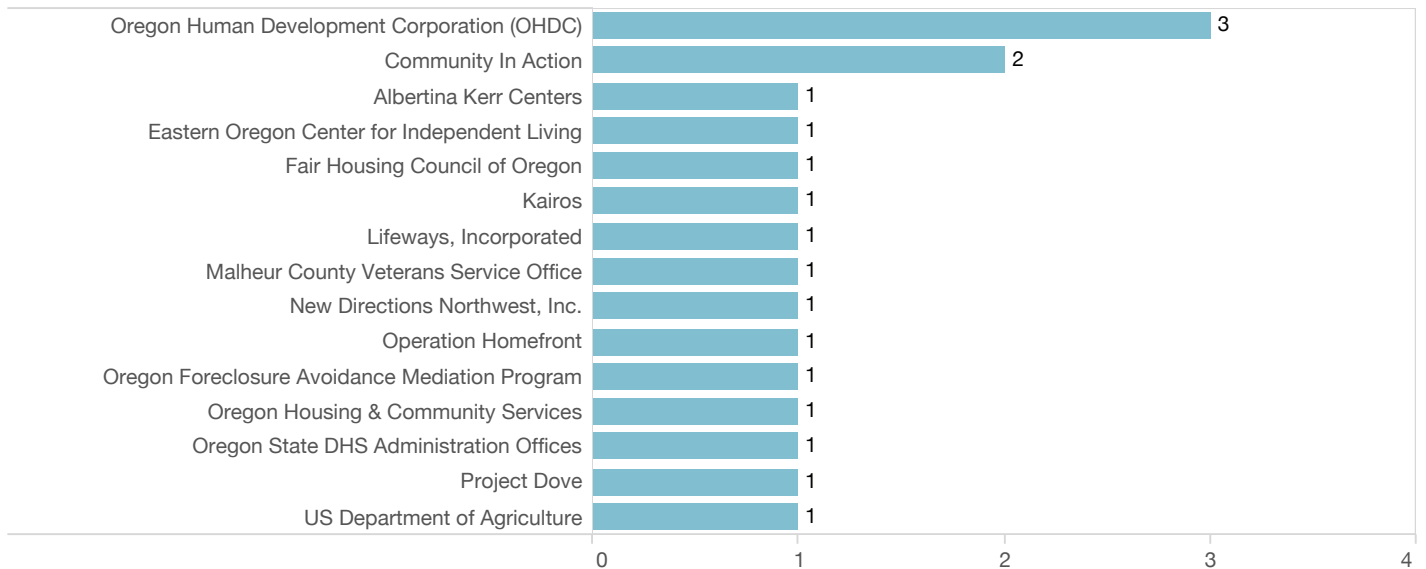
July 1, 2016 - September 30, 2016



Services most often searched in the online database



Agencies most often referred through the online database



HARNEY AND MALHEUR COUNTIES

July 1, 2016 - September 30, 2016



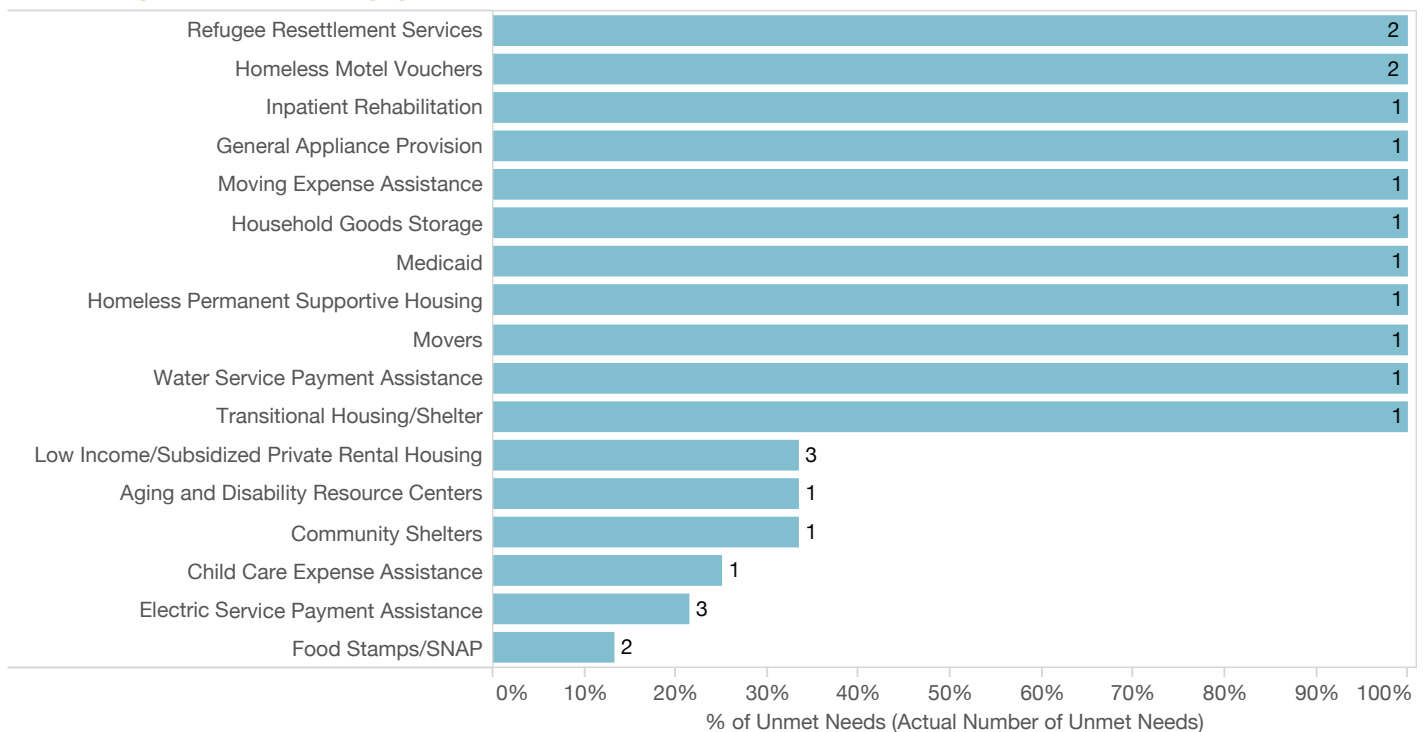
There were 24 instances where a referral was not appropriate for the contact's requested need. Housing requests represent the greatest number of unmet community needs, while clothing/personal/household needs and health care requests represent greater proportions of unmet community needs.

What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Needs	% Requests	Number of Needs	% Requests
Clothing/Personal/Household Needs	1	50%	1	50%
Health Care	4	57%	3	43%
Housing	15	58%	11	42%
Utility Assistance	11	73%	4	27%
Income Support/Assistance	3	75%	1	25%
Individual, Family and Community Support	7	78%	2	22%
Food/Meals	17	89%	2	11%
Legal, Consumer and Public Safety Services	28	100%		
Transportation	1	100%		
Information Services	1	100%		
Mental Health/Addictions	10	100%		

A referral may not be available for various reasons. In some cases, agencies are out of funding 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. Unmet community services are displayed below.

What are potential service gaps?



HARNEY AND MALHEUR COUNTIES

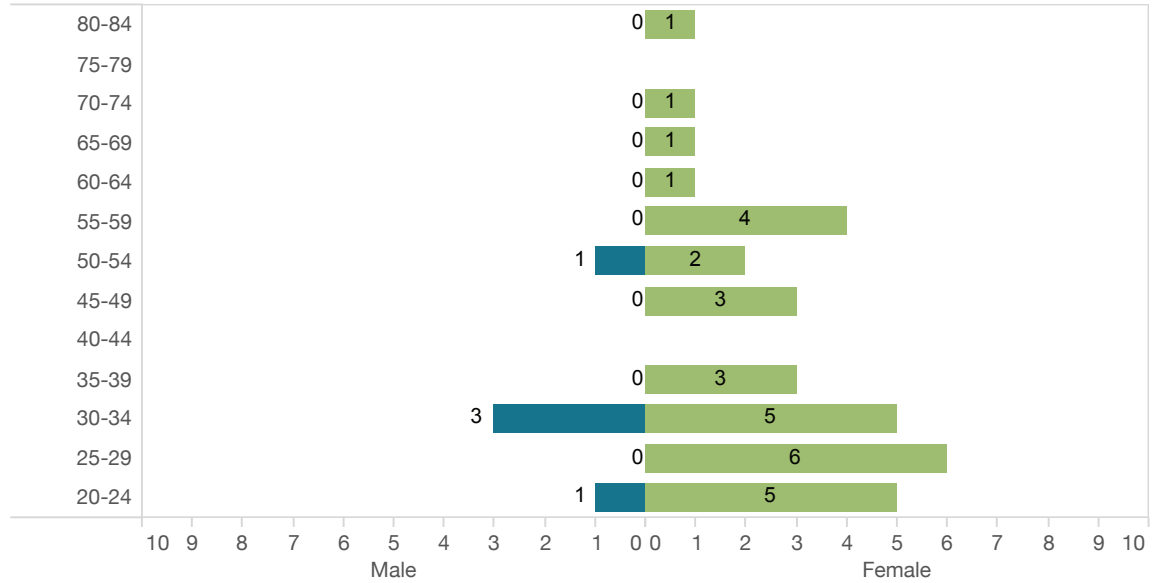
July 1, 2016 - September 30, 2016



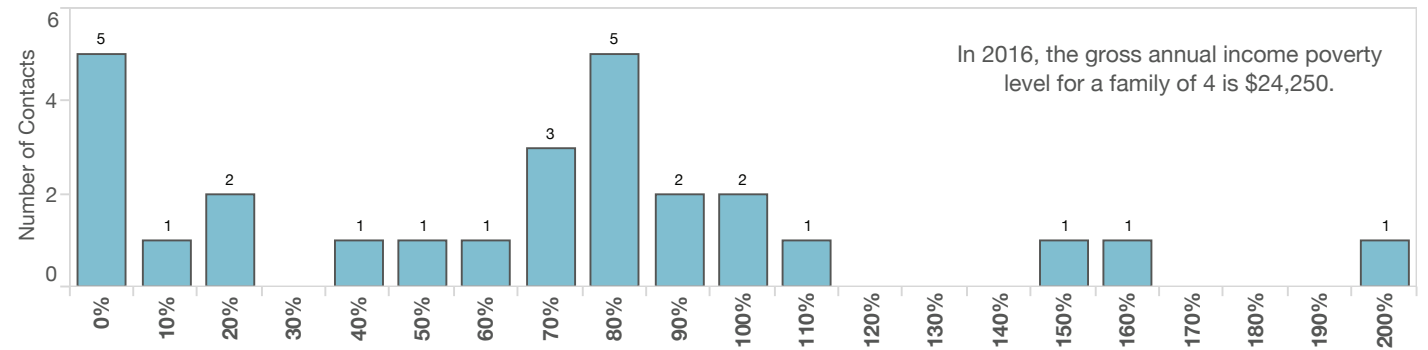
Age

80-84	2.70%
75-79	
70-74	2.70%
65-69	2.70%
60-64	2.70%
55-59	10.81%
50-54	8.11%
45-49	8.11%
40-44	
35-39	8.11%
30-34	21.62%
25-29	16.22%
20-24	16.22%

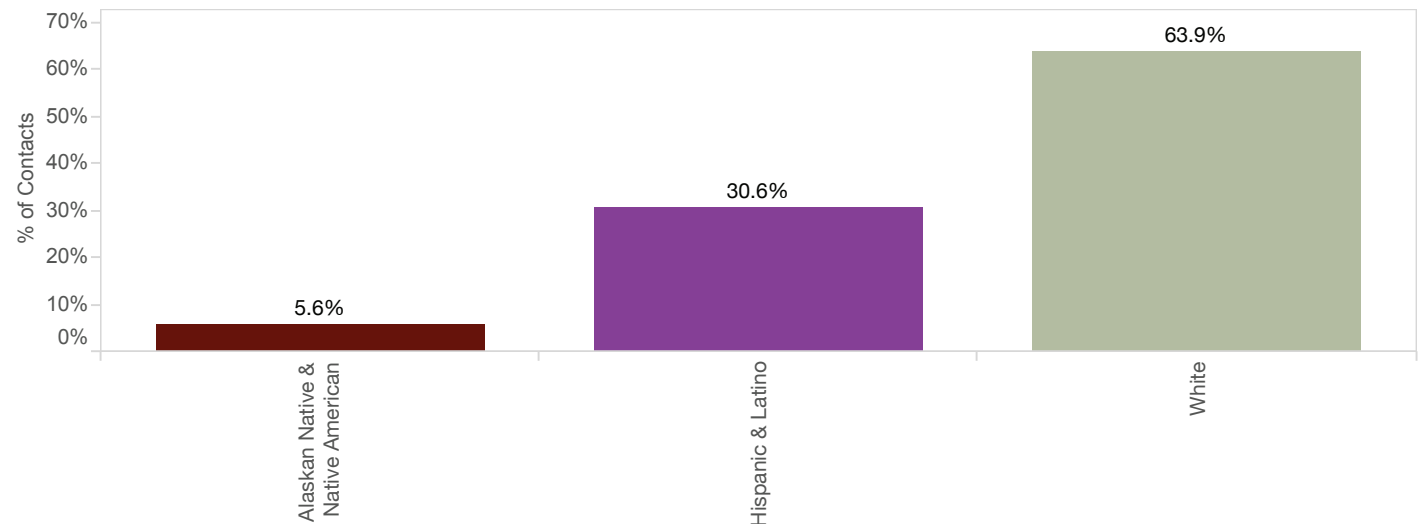
Age and Gender



Income as a percentage of the poverty level



Race and Ethnicity

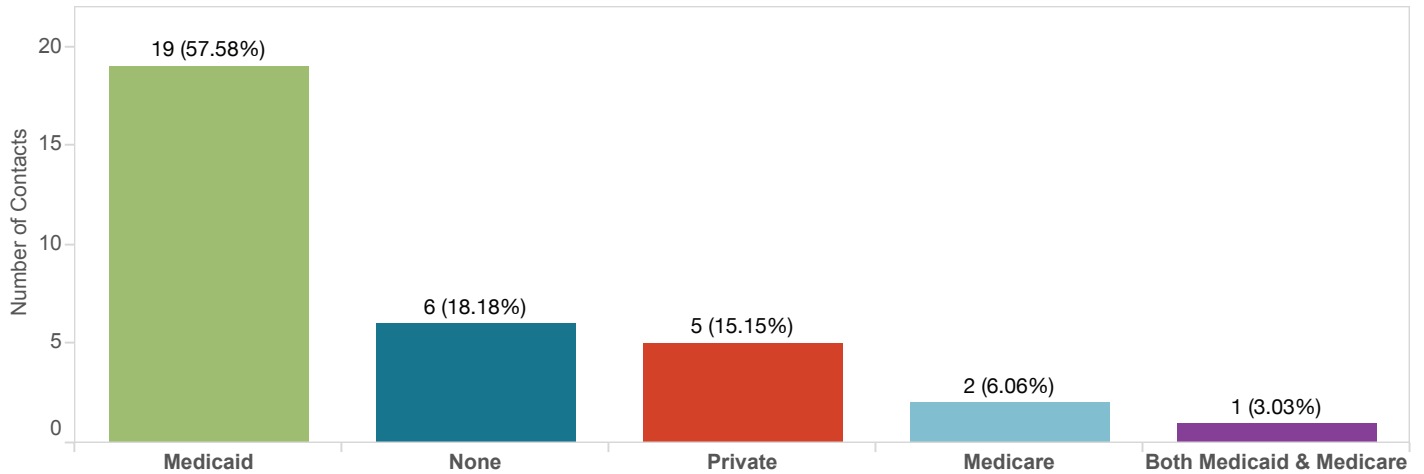


HARNEY AND MALHEUR COUNTIES

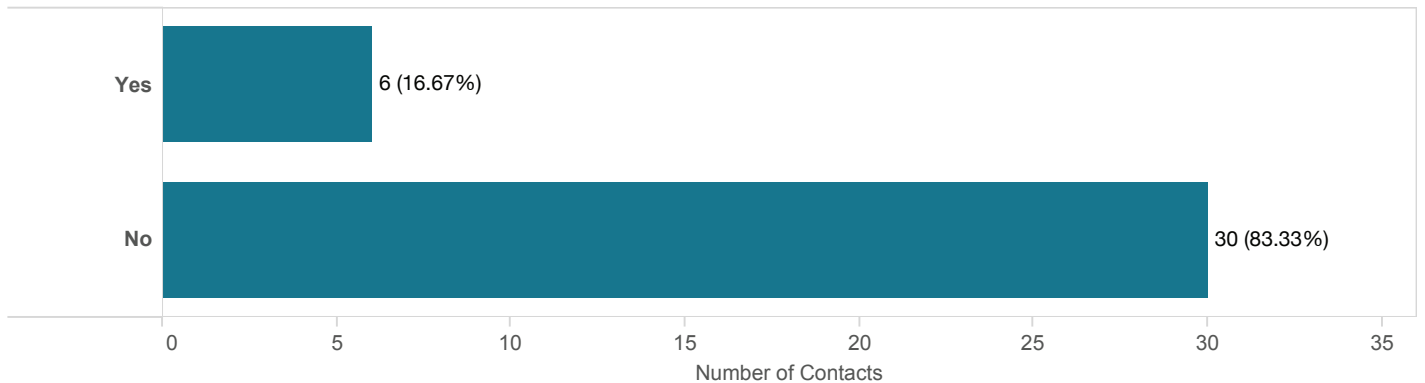
July 1, 2016 - September 30, 2016



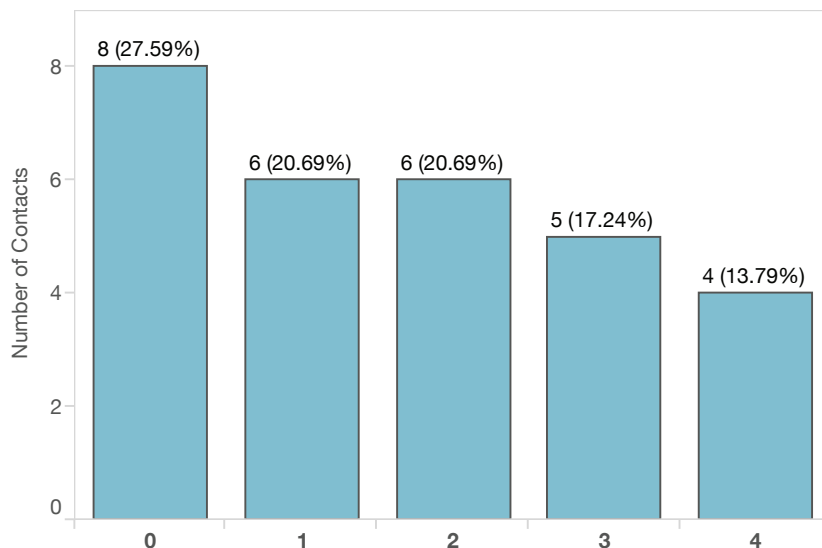
Health insurance status



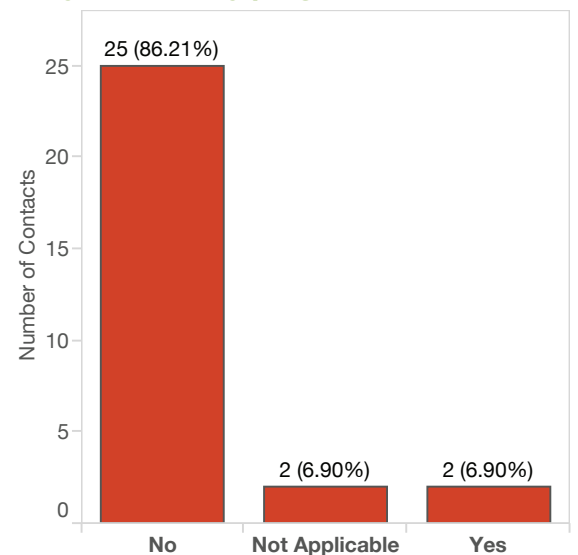
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



HARNEY AND MALHEUR COUNTIES

July 1, 2016 - September 30, 2016



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

