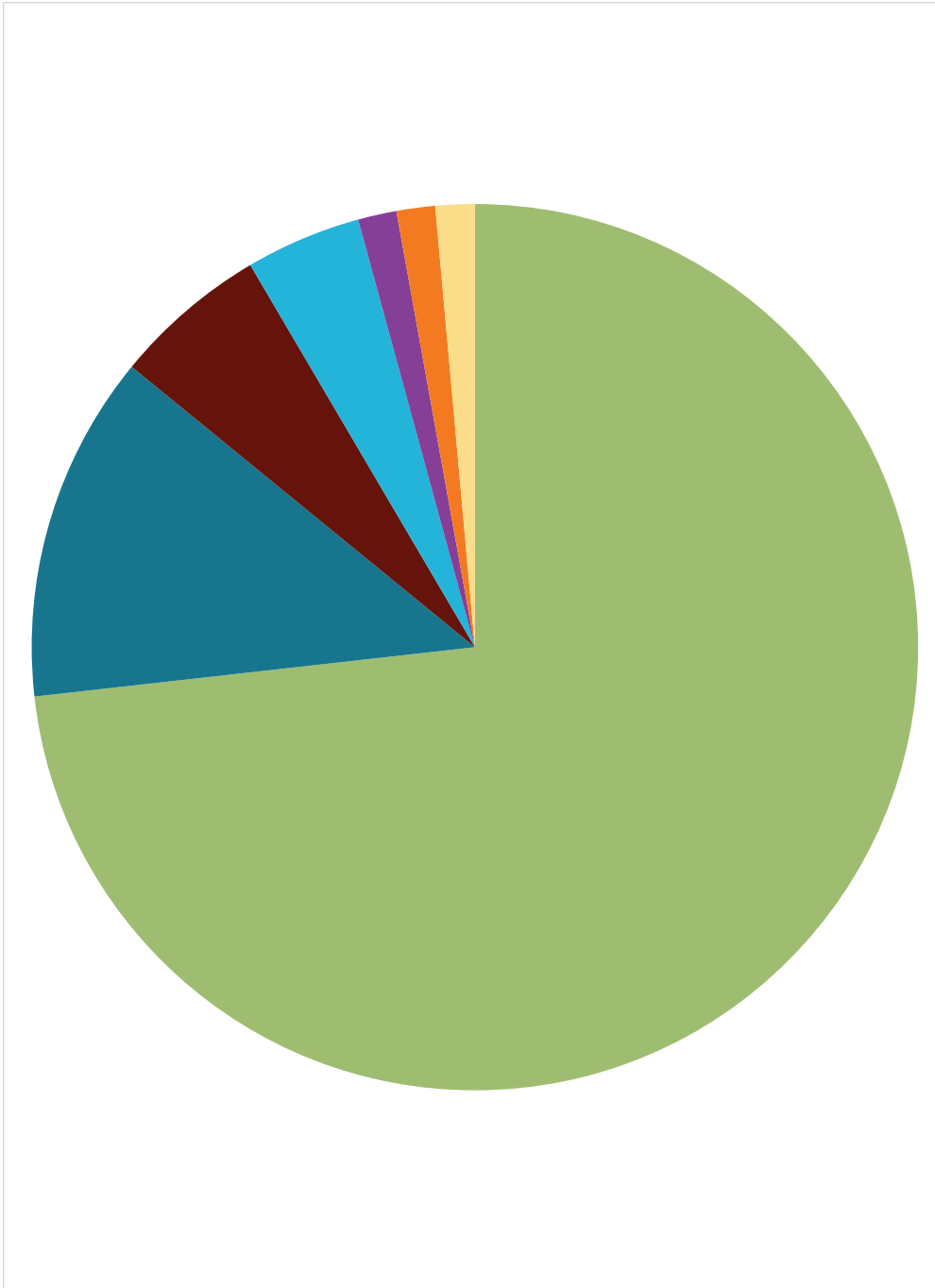


HARNEY AND MALHEUR COUNTIES

October 1, 2016 - December 31, 2016



Percent of contacts by city



Ontario	52 (73.24%)
Nyssa	9 (12.68%)
Burns	4 (5.63%)
Vale	3 (4.23%)
Adrian	1 (1.41%)
Harper	1 (1.41%)
Hines	1 (1.41%)

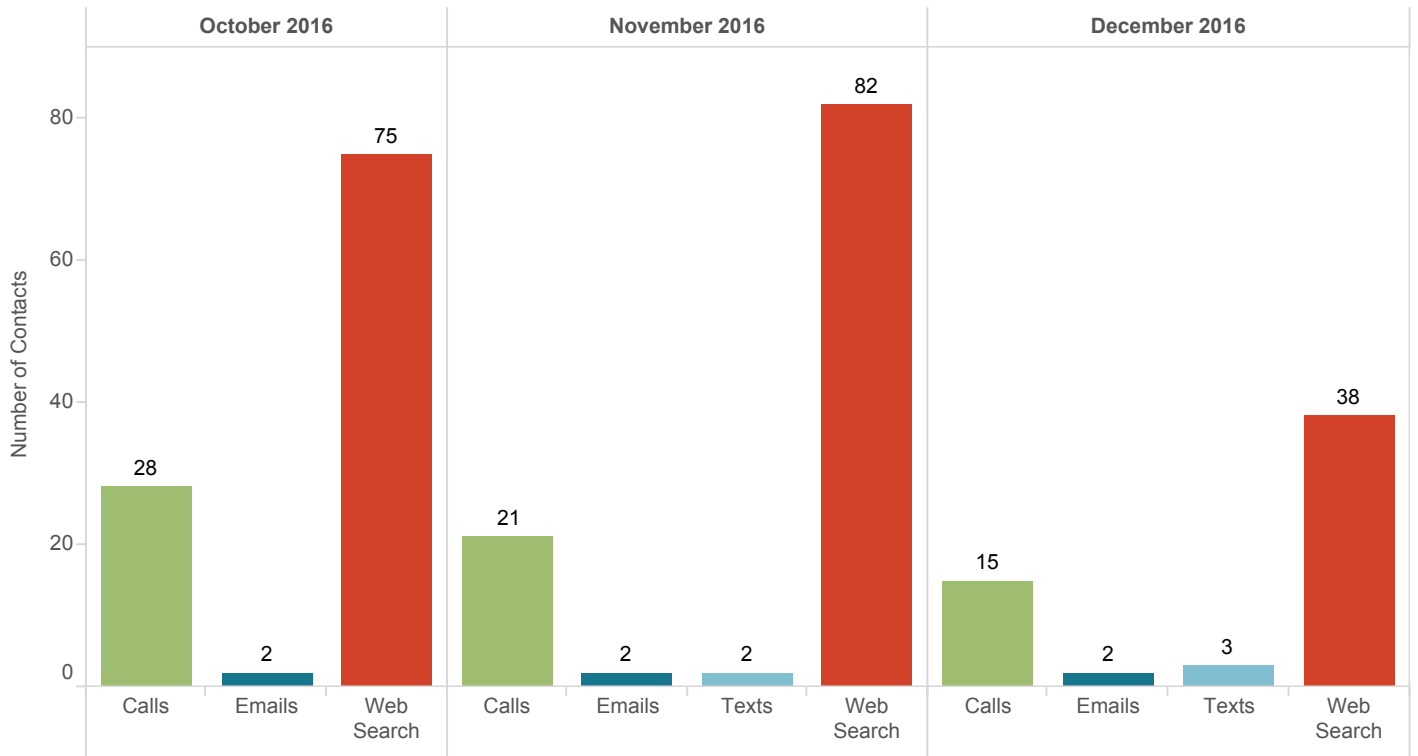
- Ontario
- Nyssa
- Burns
- Vale
- Adrian
- Harper
- Hines

HARNEY AND MALHEUR COUNTIES

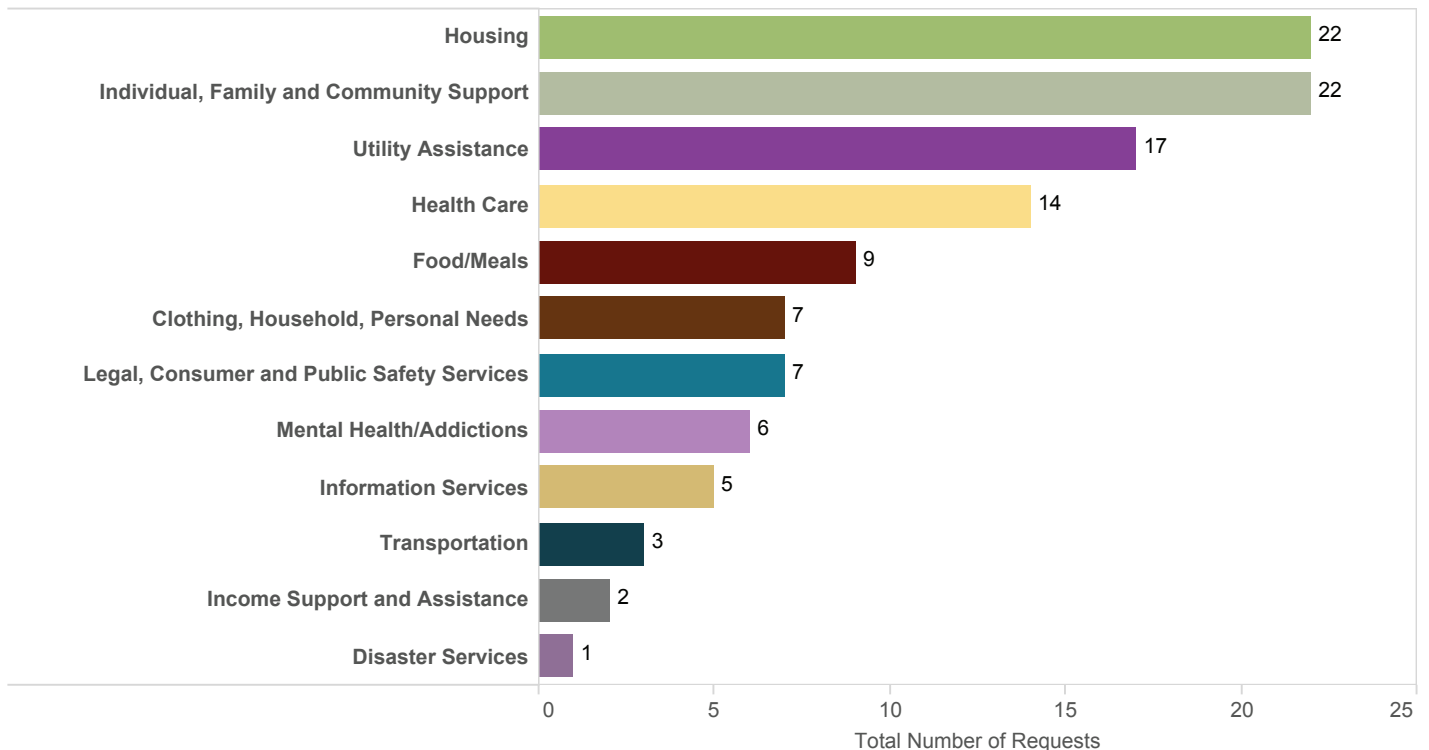
October 1, 2016 - December 31, 2016



Number of contacts, grouped by month and contact type



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

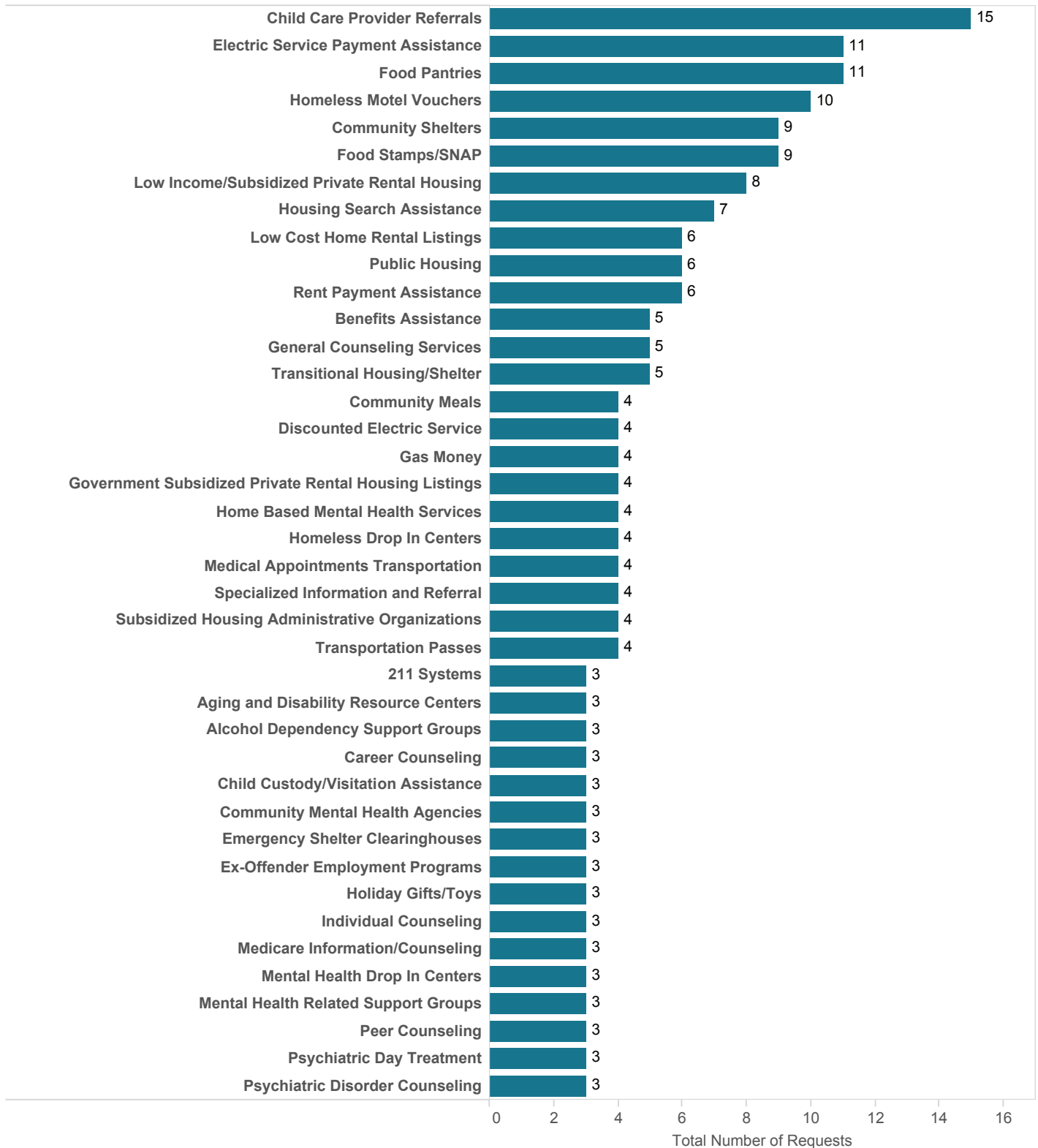


HARNEY AND MALHEUR COUNTIES

October 1, 2016 - December 31, 2016



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

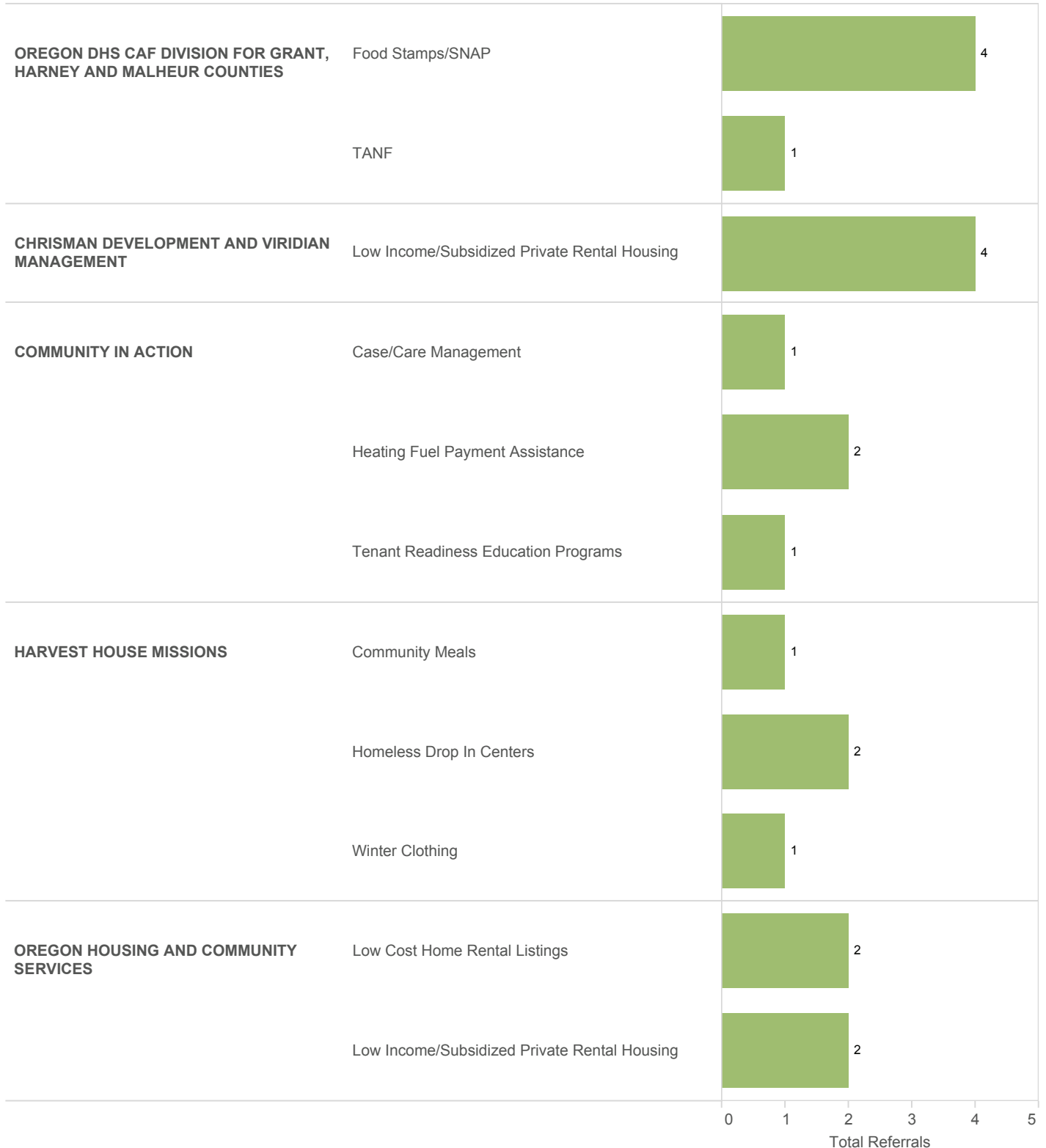


HARNEY AND MALHEUR COUNTIES

October 1, 2016 - December 31, 2016



Top 5 agencies referred to across all contact types



HARNEY AND MALHEUR COUNTIES

October 1, 2016 - December 31, 2016



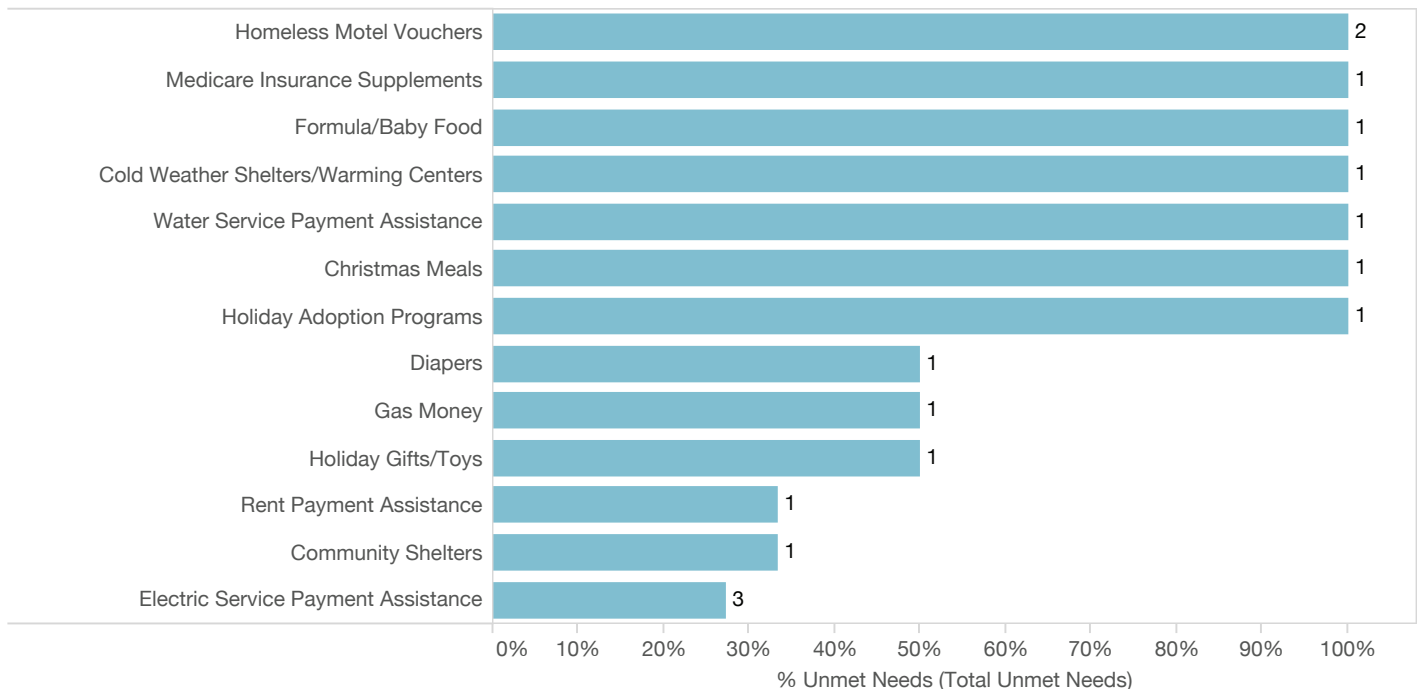
There were 16 instances where there wasn't an appropriate referral for the contact's requested need. Housing and utility assistance requests represent the largest number of unmet community needs, while individual, family, and community support and disaster service requests are the highest proportion 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
Disaster Services			1	100%
Individual, Family and Community Support	5	63%	3	38%
Transportation	2	67%	1	33%
Utility Assistance	15	88%	4	24%
Housing	19	86%	4	18%
Clothing/Personal/Household Needs	6	86%	1	14%
Food/Meals	8	89%	1	11%
Health Care	13	93%	1	7%
Income Support/Assistance	2	100%		
Mental Health/Addictions	6	100%		
Legal, Consumer and Public Safety Services	7	100%		
Information Services	5	100%		
Grand Total	88	87%	16	16%

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 with one or more requests are displayed below.

What are potential service gaps?



HARNEY AND MALHEUR COUNTIES

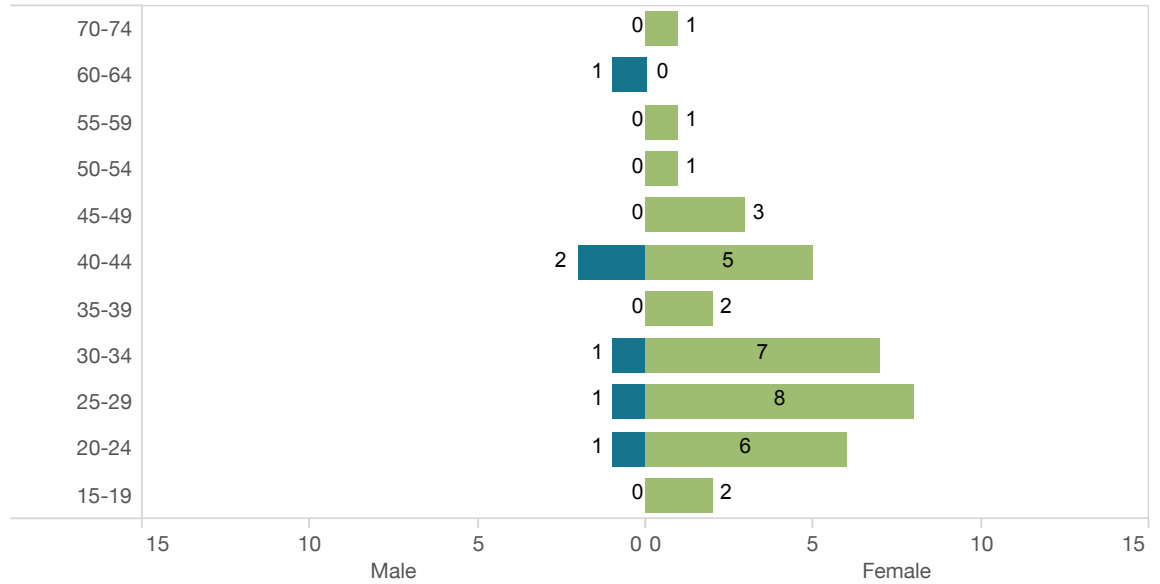
October 1, 2016 - December 31, 2016



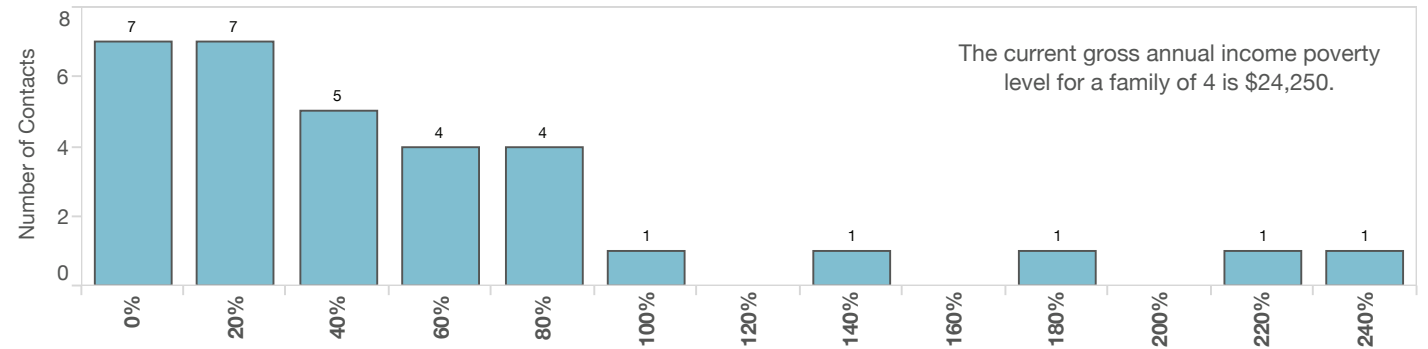
Age

70-74	2.86%
60-64	2.86%
50-54	2.86%
45-49	5.71%
40-44	20.00%
35-39	5.71%
30-34	22.86%
25-29	17.14%
20-24	14.29%
15-19	5.71%

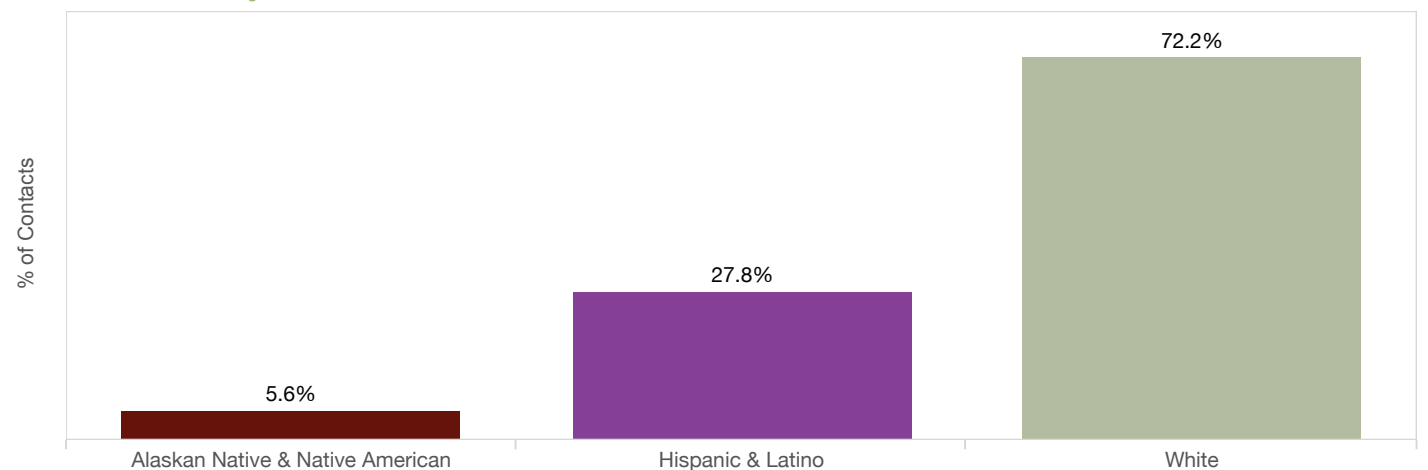
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

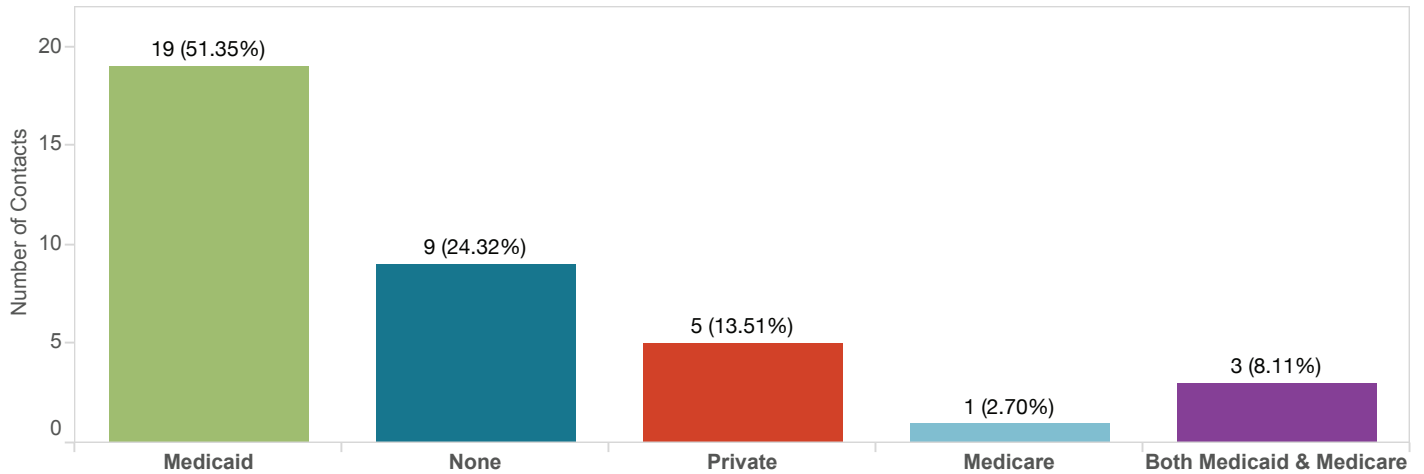


HARNEY AND MALHEUR COUNTIES

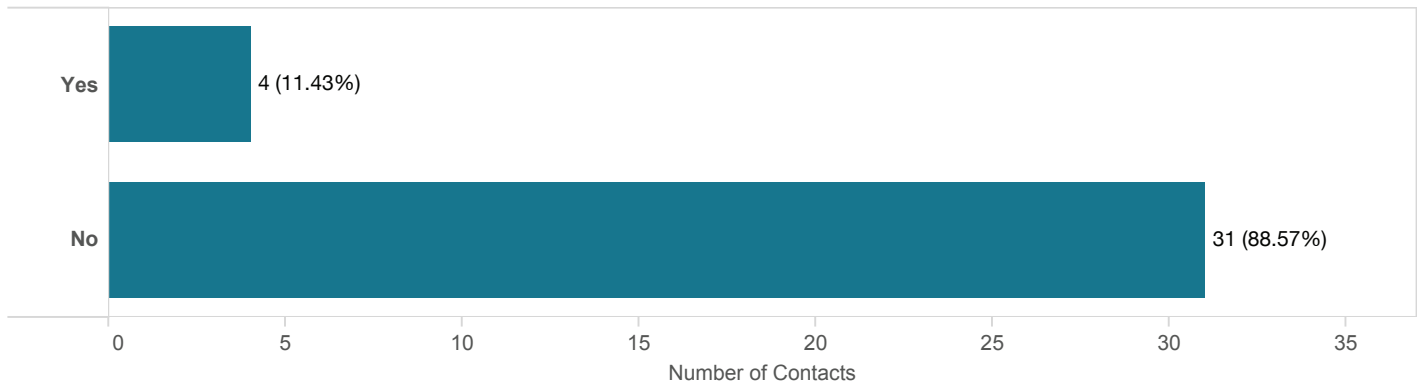
October 1, 2016 - December 31, 2016



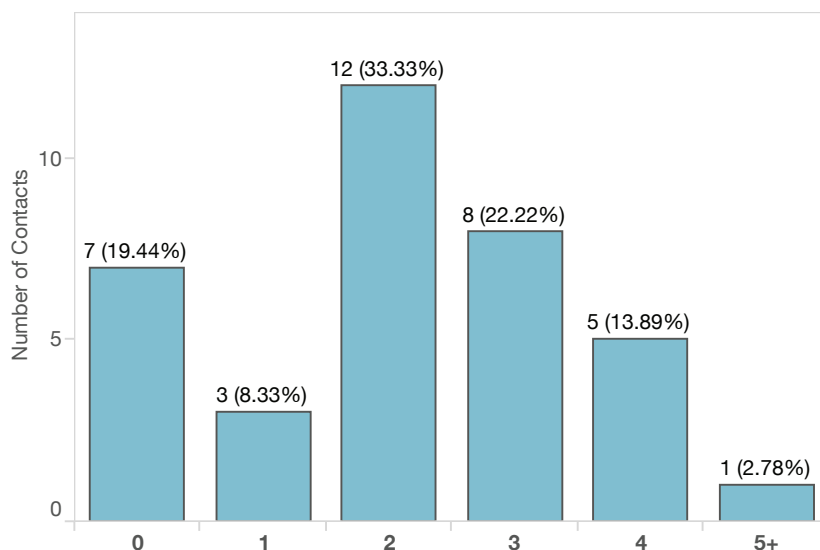
Health insurance status



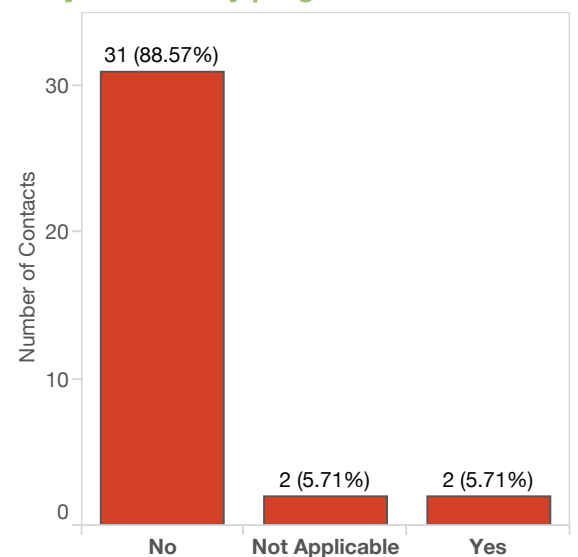
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



HARNEY AND MALHEUR COUNTIES

October 1, 2016 - December 31, 2016



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

