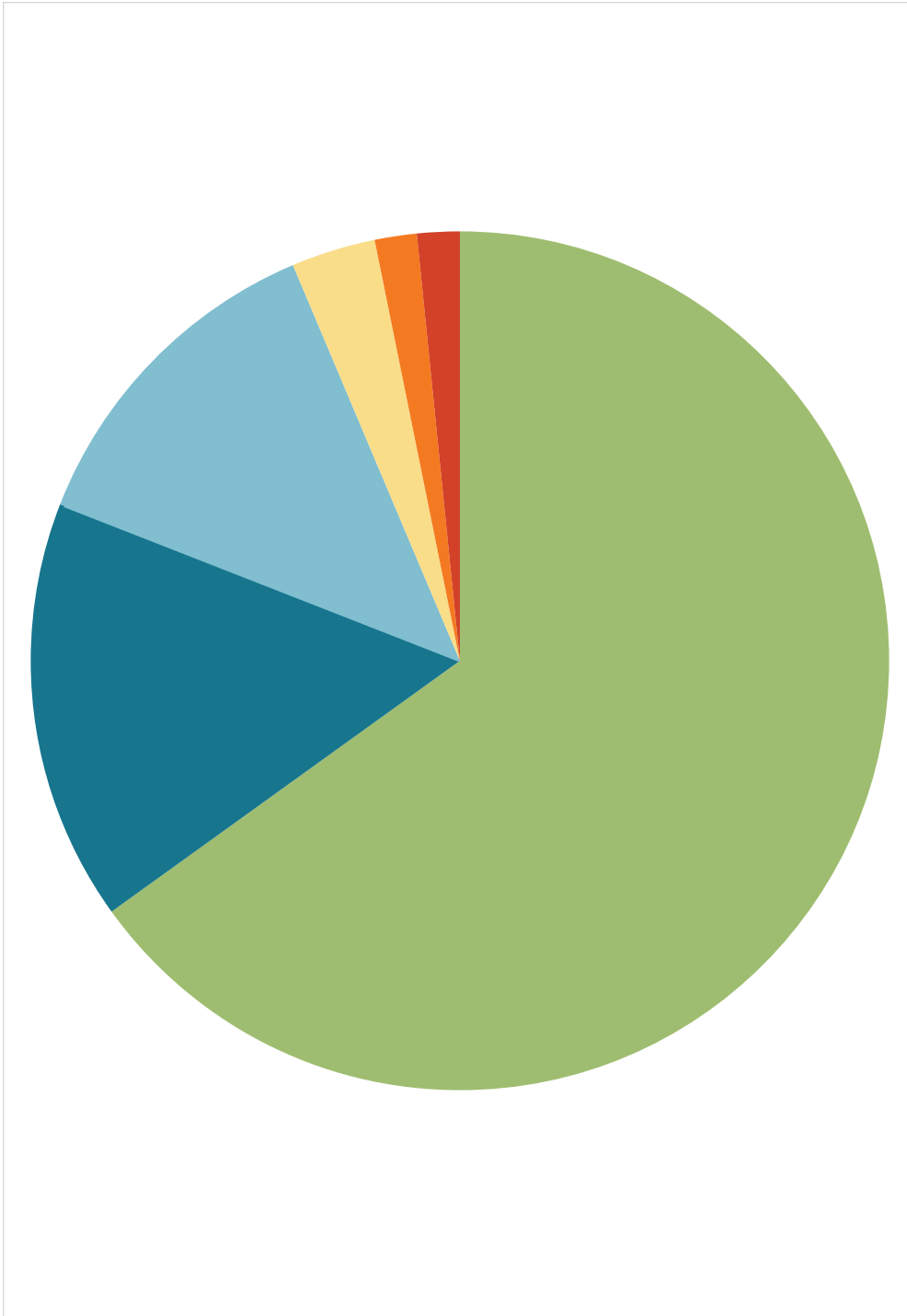


HARNEY AND MALHEUR COUNTIES

January 1, 2017 - March 31, 2017



Percent of contacts by city



Ontario
Nyssa
Vale

Diamond
Adrian
Princeton

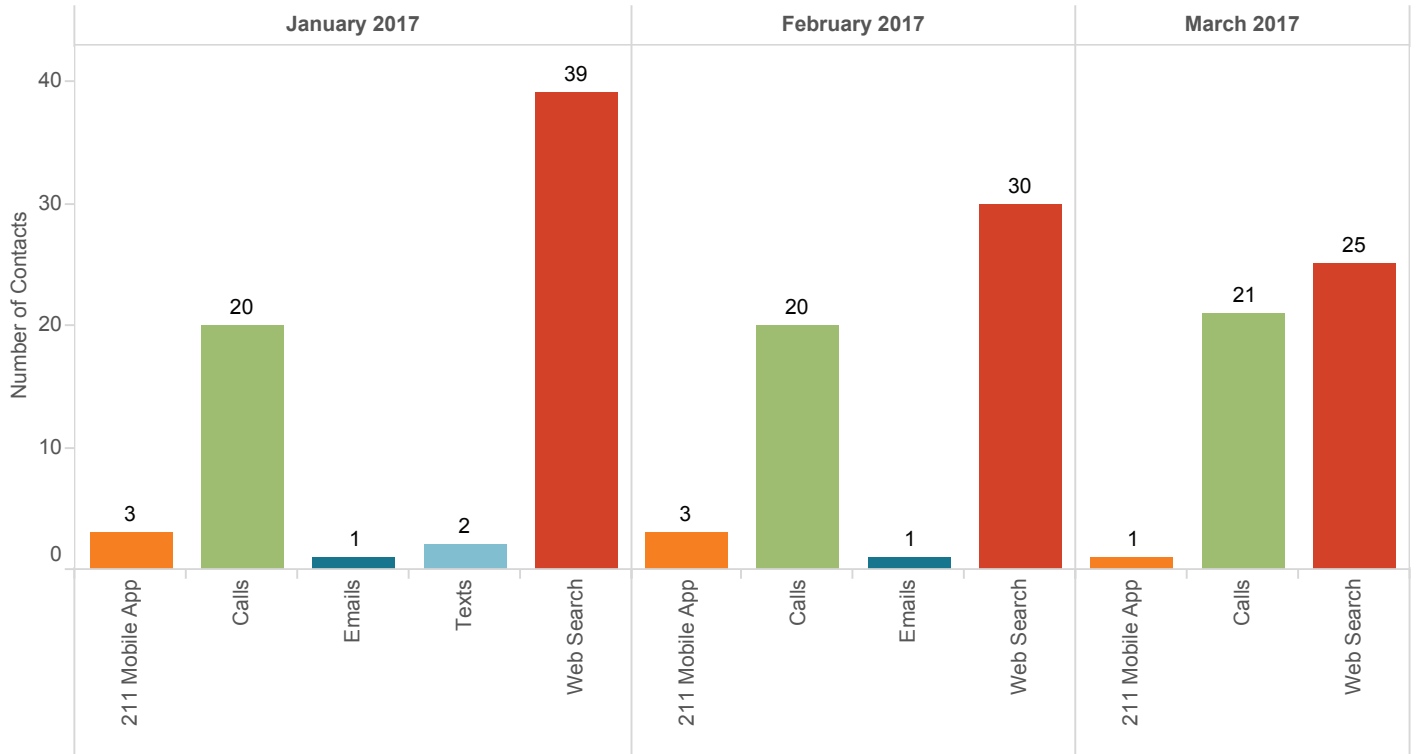
Ontario	41 (66.13%)
Nyssa	10 (16.13%)
Vale	8 (12.90%)
Diamond	2 (3.23%)
Adrian	1 (1.61%)
Princeton	1 (1.61%)

HARNEY AND MALHEUR COUNTIES

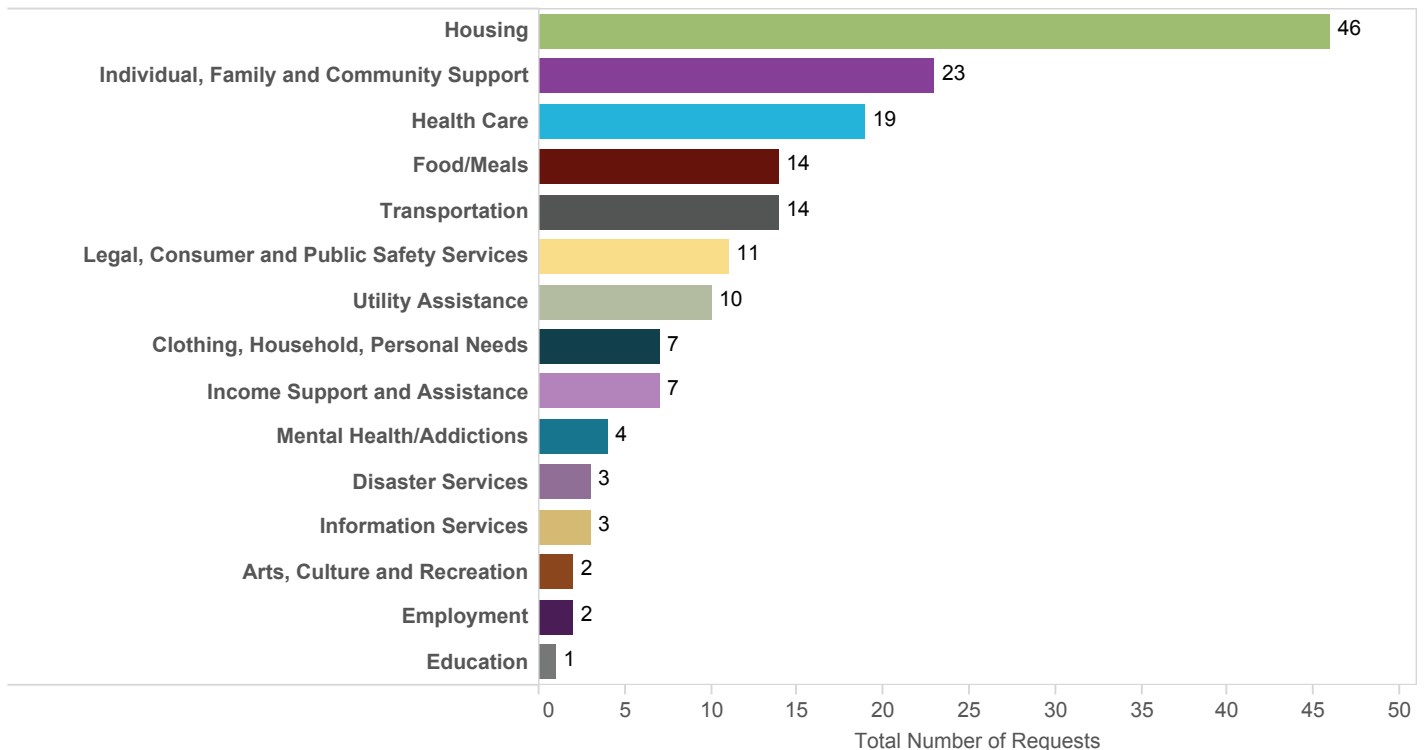
January 1, 2017 - March 31, 2017



Number of contacts, grouped by month and contact type



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

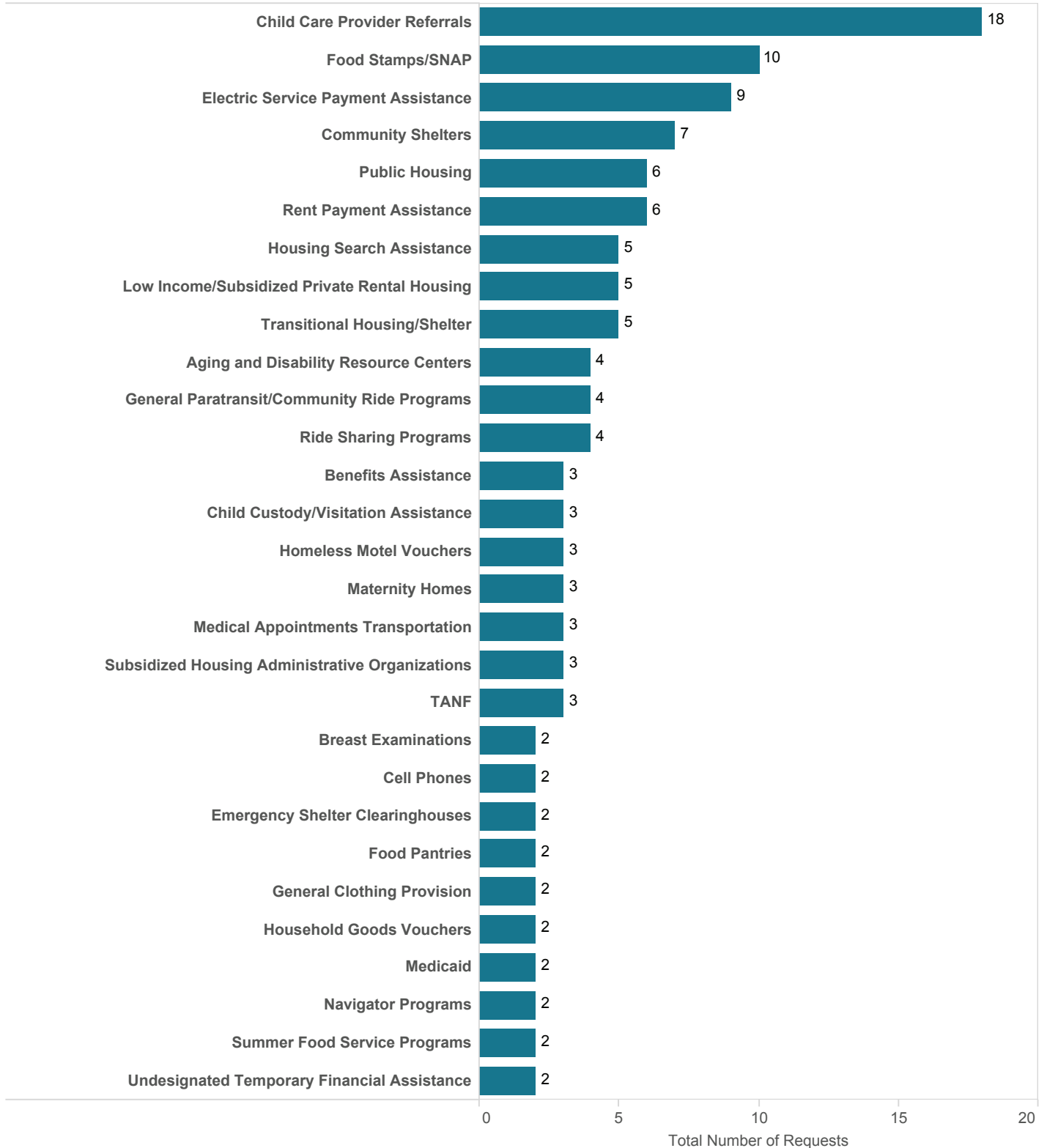


HARNEY AND MALHEUR COUNTIES

January 1, 2017 - March 31, 2017



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

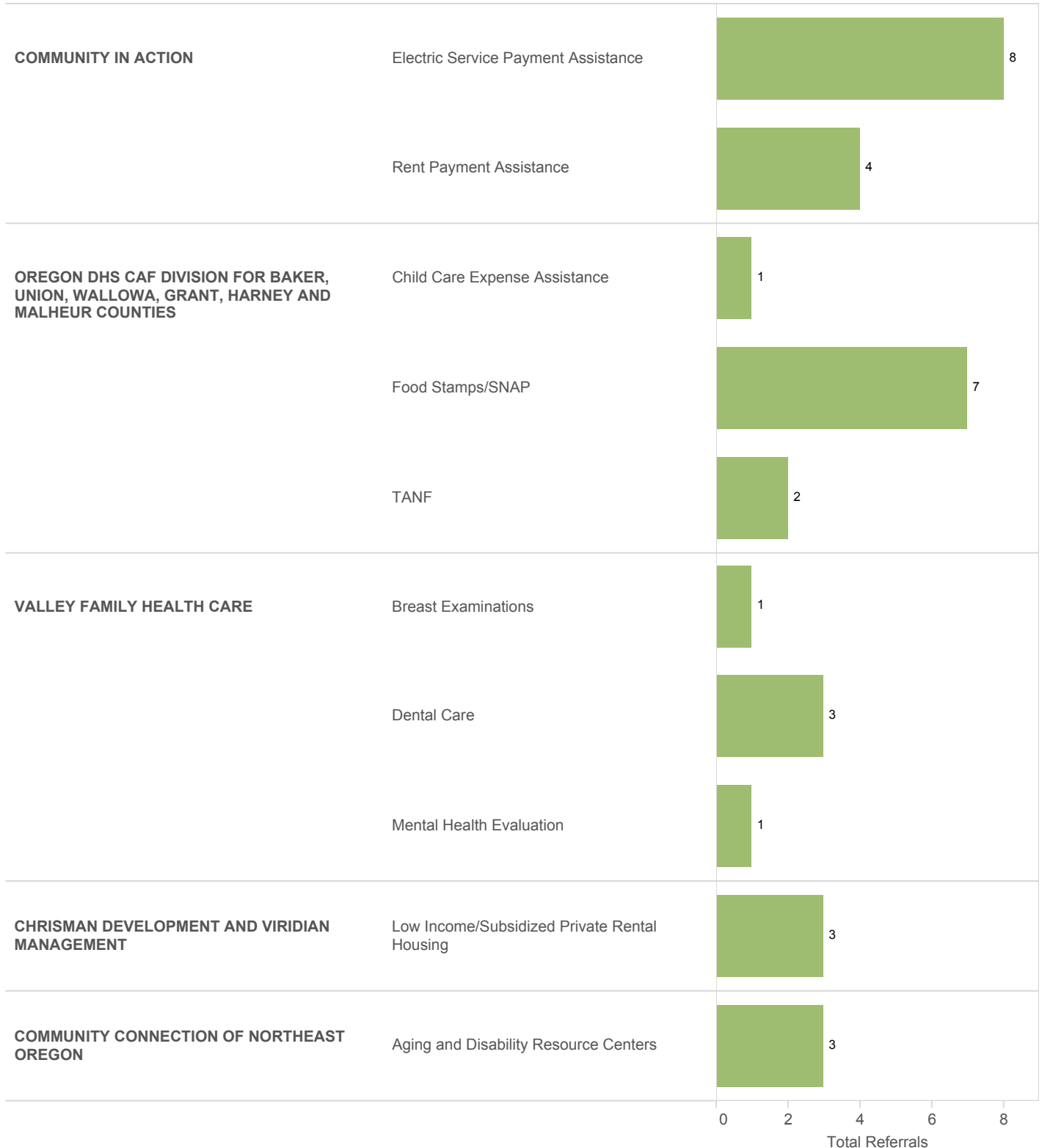


HARNEY AND MALHEUR COUNTIES

January 1, 2017 - March 31, 2017



Top 6 agencies referred to across all contact types



DIAL 211

VISIT 211info.org

EMAIL help@211info.org

TEXT your zip code to 898211

HARNEY AND MALHEUR COUNTIES

January 1, 2017 - March 31, 2017



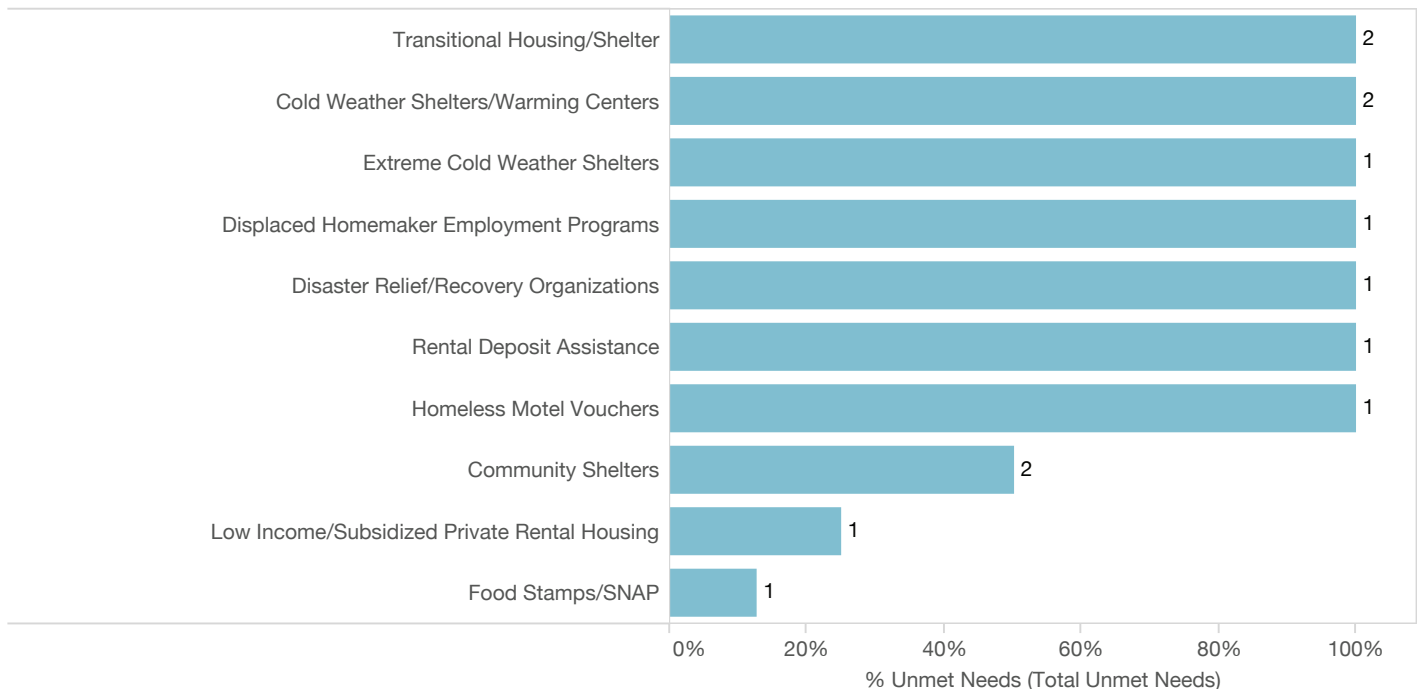
There were 11 instances where there wasn't an appropriate referral for the contact's requested need. Housing requests represent the largest number of unmet community needs.

What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Requests	% of Requests	Number of Requests	% of Requests
Employment			1	100%
Disaster Services	1	33%	2	67%
Housing	12	63%	7	37%
Food/Meals	8	89%	1	11%
Utility Assistance	8	100%		
Income Support/Assistance	4	100%		
Legal, Consumer and Public Safety Services	5	100%		
Clothing/Personal/Household Needs	3	100%		
Individual, Family and Community Support	3	100%		
Transportation	2	100%		
Mental Health/Addictions	2	100%		
Health Care	14	100%		
Information Services	3	100%		
Arts, Culture and Recreation	1	100%		
Grand Total	66	86%	11	14%

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?



HARNEY AND MALHEUR COUNTIES

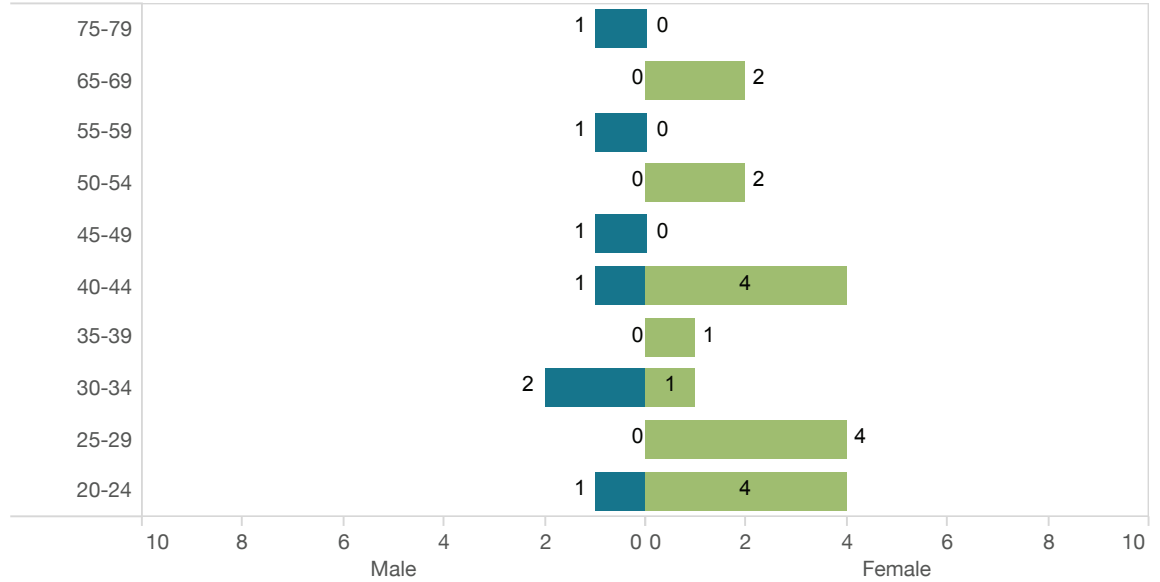
January 1, 2017 - March 31, 2017



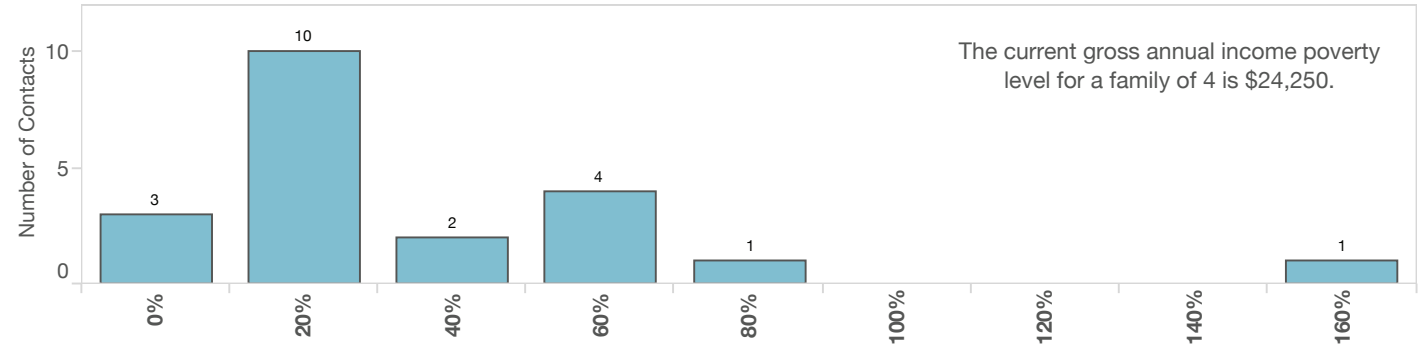
Age

75-79	5.00%
65-69	10.00%
55-59	5.00%
50-54	10.00%
45-49	5.00%
40-44	15.00%
35-39	5.00%
30-34	10.00%
25-29	20.00%
20-24	15.00%

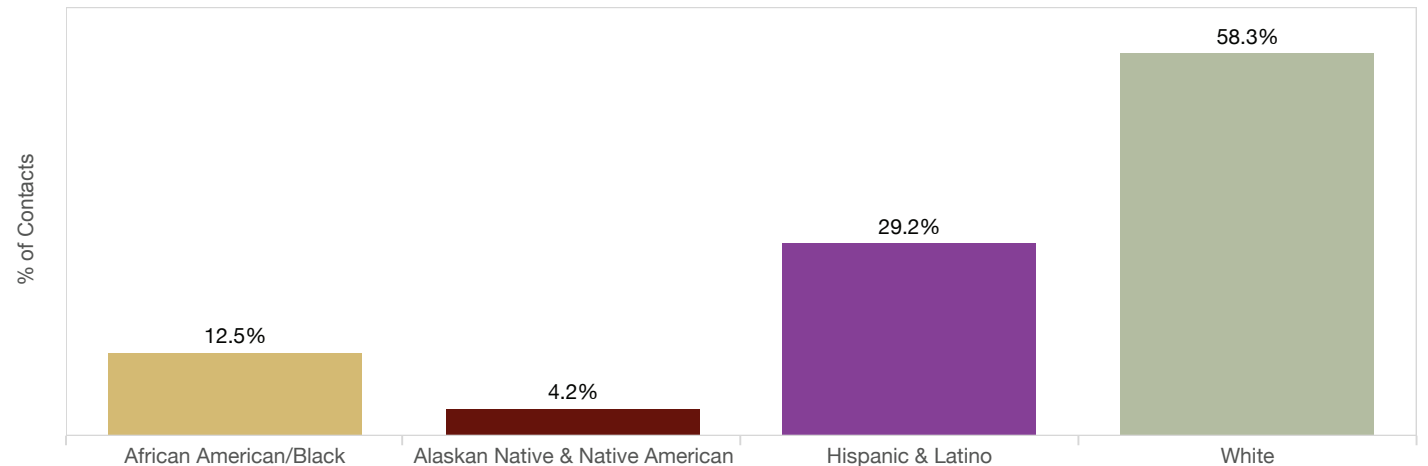
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

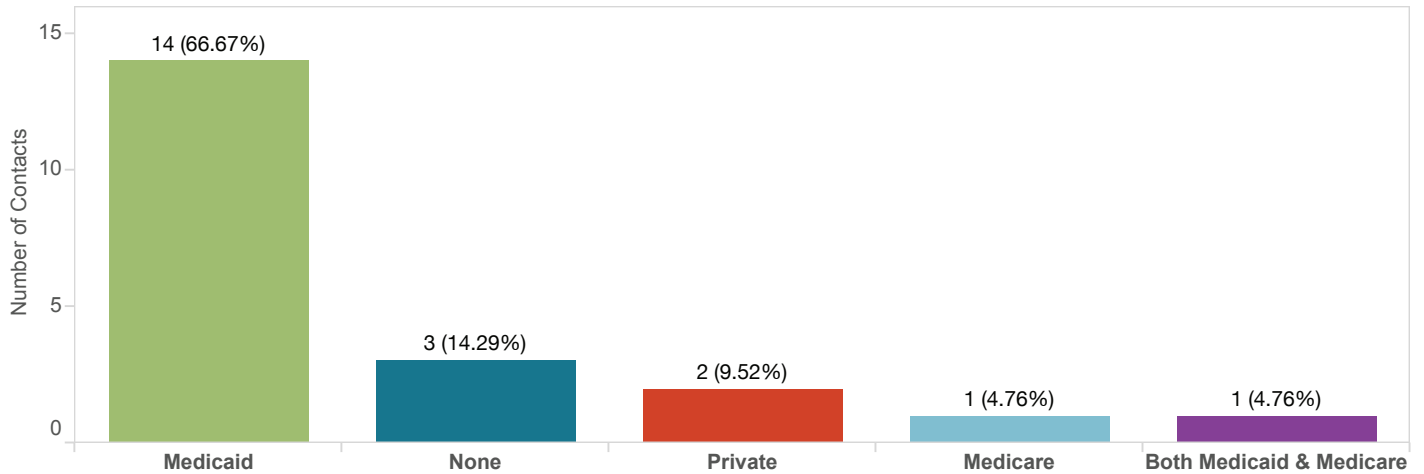


HARNEY AND MALHEUR COUNTIES

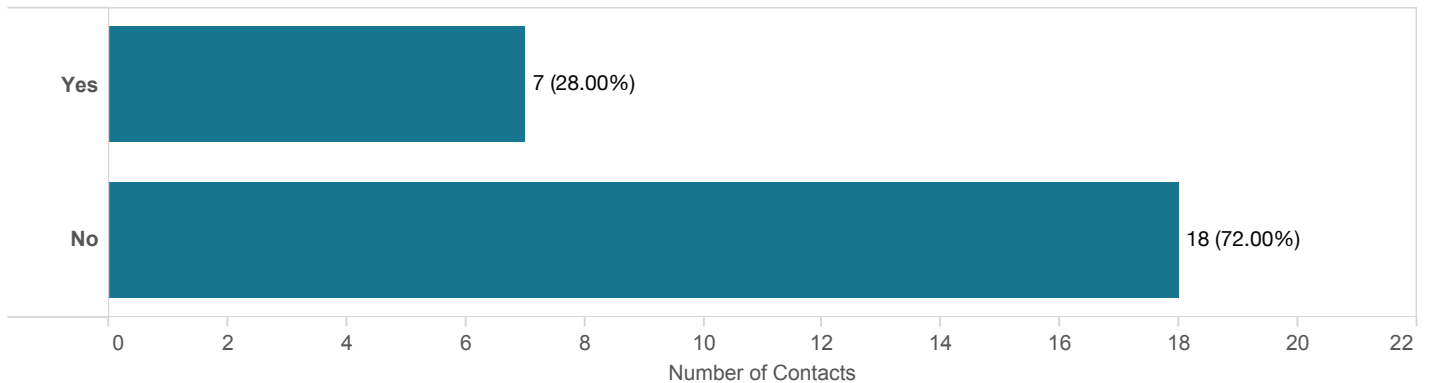
January 1, 2017 - March 31, 2017



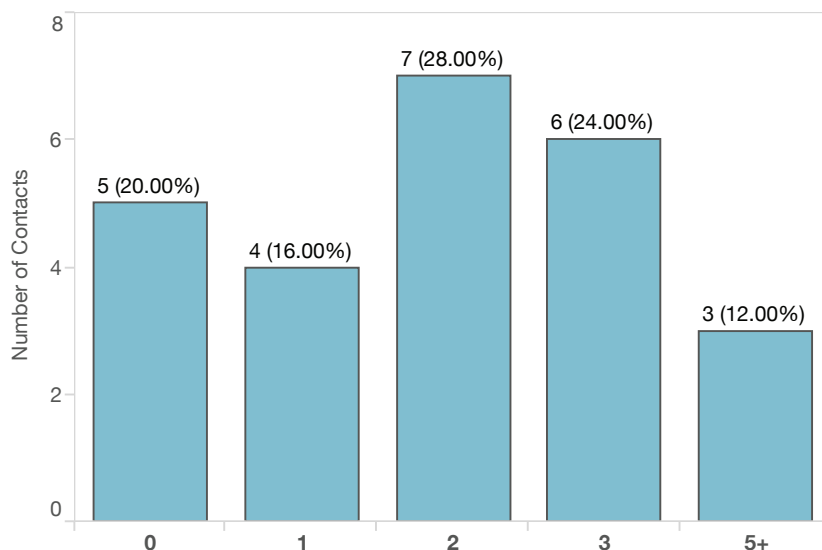
Health insurance status



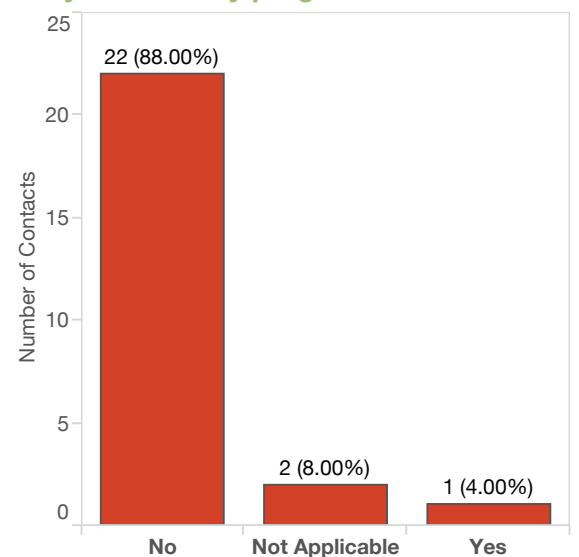
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



HARNEY AND MALHEUR COUNTIES

January 1, 2017 - March 31, 2017



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

