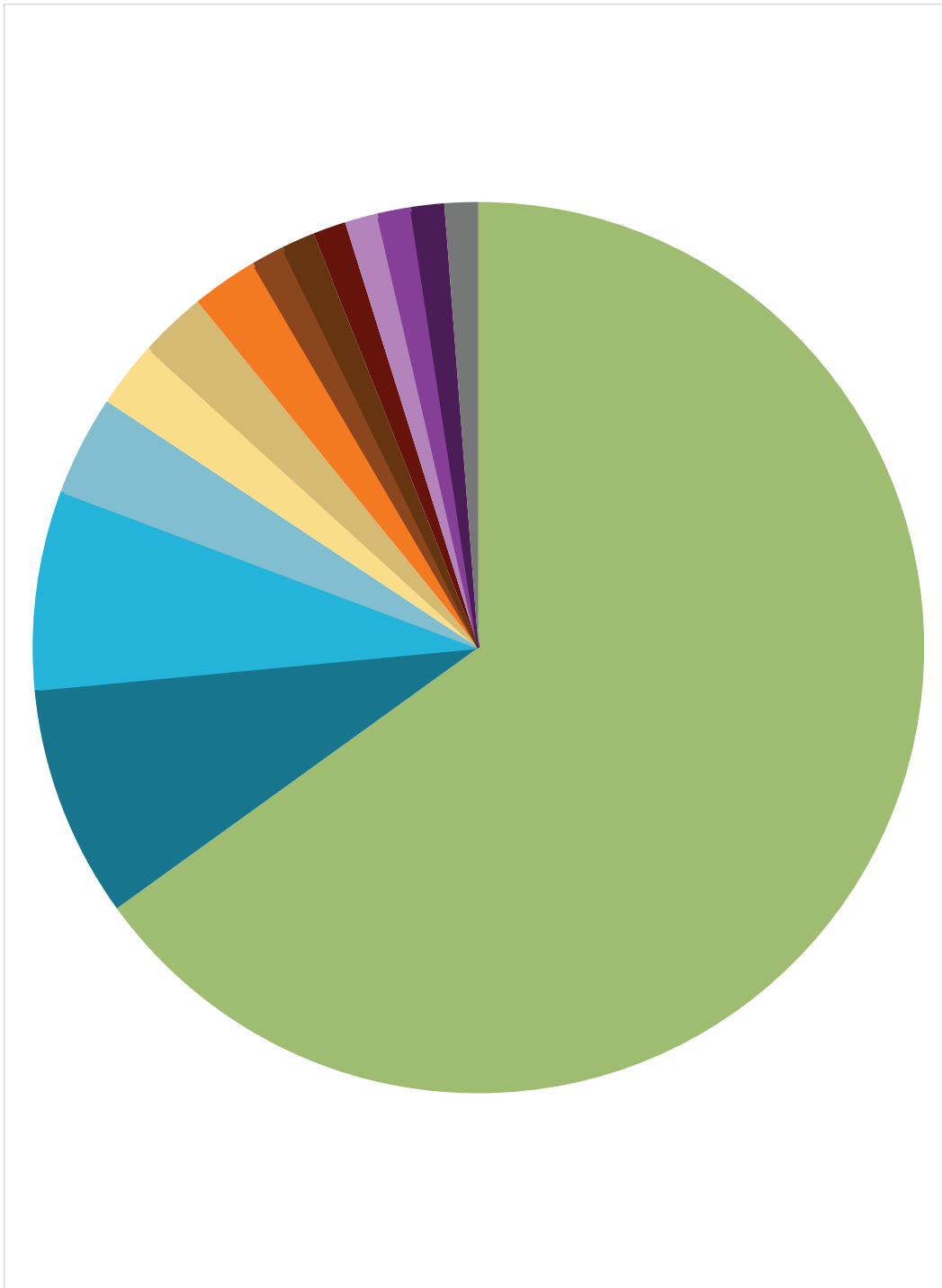


HARNEY AND MALHEUR COUNTIES

April 1, 2017 - June 30, 2017



Percent of contacts by city



Ontario	54 (65.85%)
Nyssa	7 (8.54%)
Vale	6 (7.32%)
Burns	3 (3.66%)
Adrian	2 (2.44%)
Brogan	2 (2.44%)
Riverside	2 (2.44%)
Diamond	1 (1.22%)
Frenchglen	1 (1.22%)
Hines	1 (1.22%)
Ironside	1 (1.22%)
Jordan Valley	1 (1.22%)
Juntura	1 (1.22%)
Princeton	1 (1.22%)

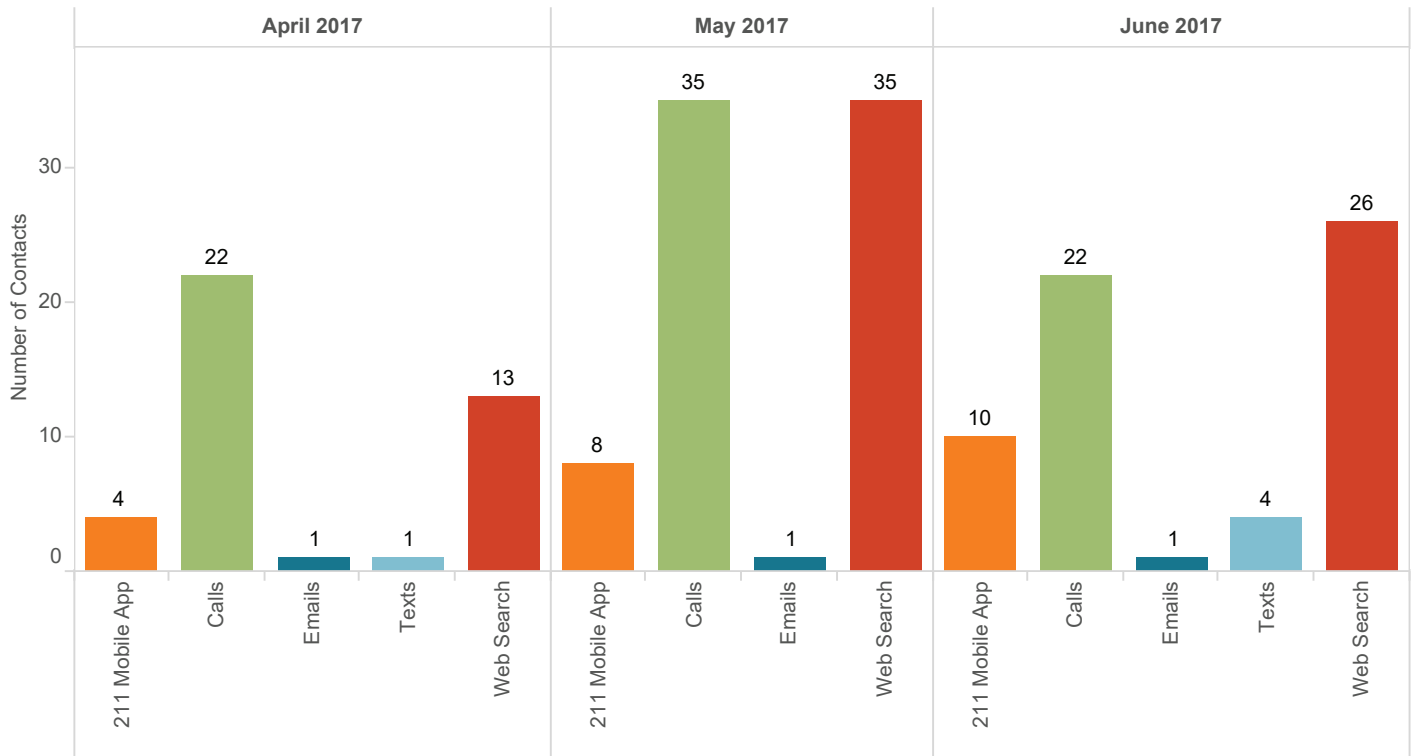
- Ontario
- Burns
- Riverside
- Hines
- Juntura
- Nyssa
- Adrian
- Diamond
- Ironside
- Princeton
- Vale
- Brogan
- Frenchglen
- Jordan Valley

HARNEY AND MALHEUR COUNTIES

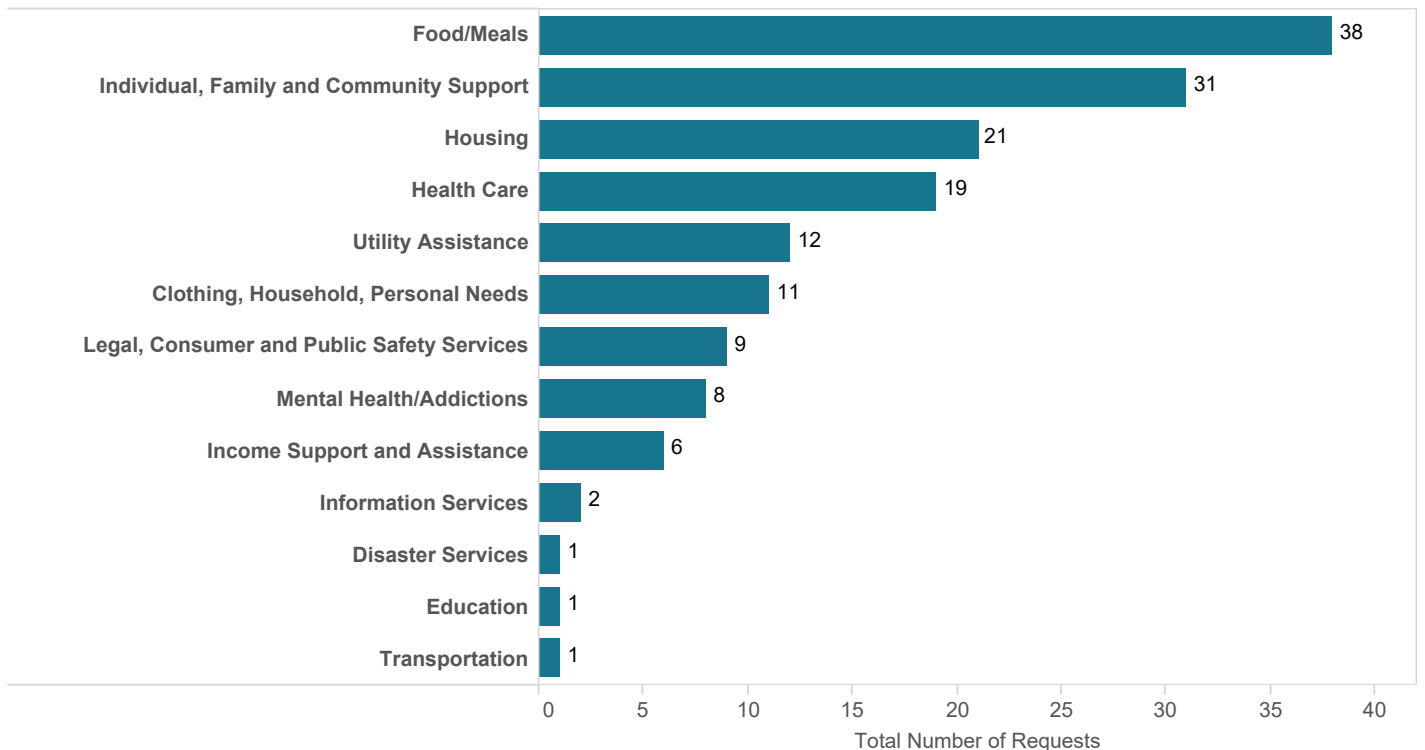
April 1, 2017 - June 30, 2017



Number of contacts, grouped by month and contact type



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

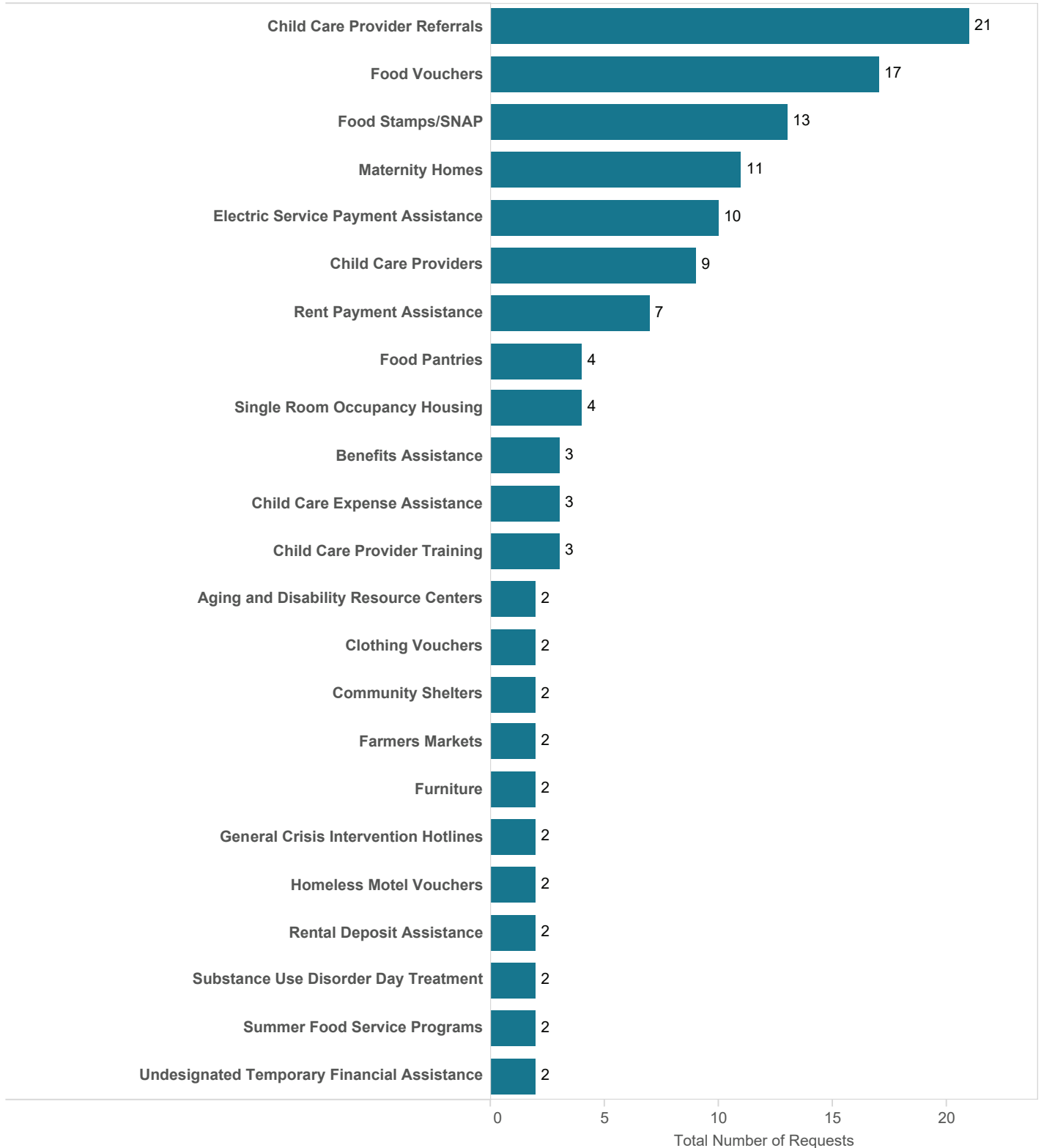


HARNEY AND MALHEUR COUNTIES

April 1, 2017 - June 30, 2017



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

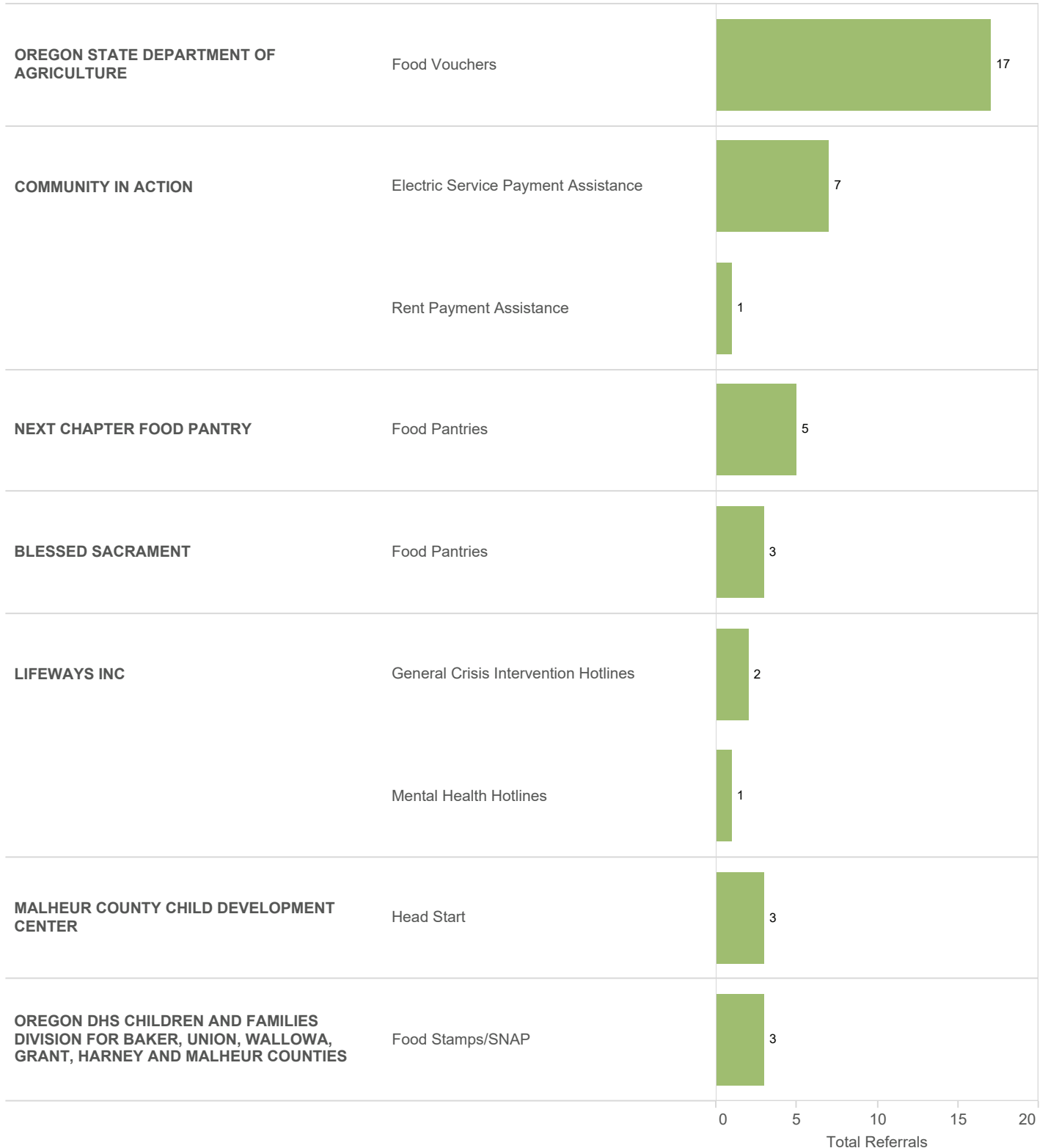


HARNEY AND MALHEUR COUNTIES

April 1, 2017 - June 30, 2017



Top 7 agencies referred to across all contact types



HARNEY AND MALHEUR COUNTIES

April 1, 2017 - June 30, 2017



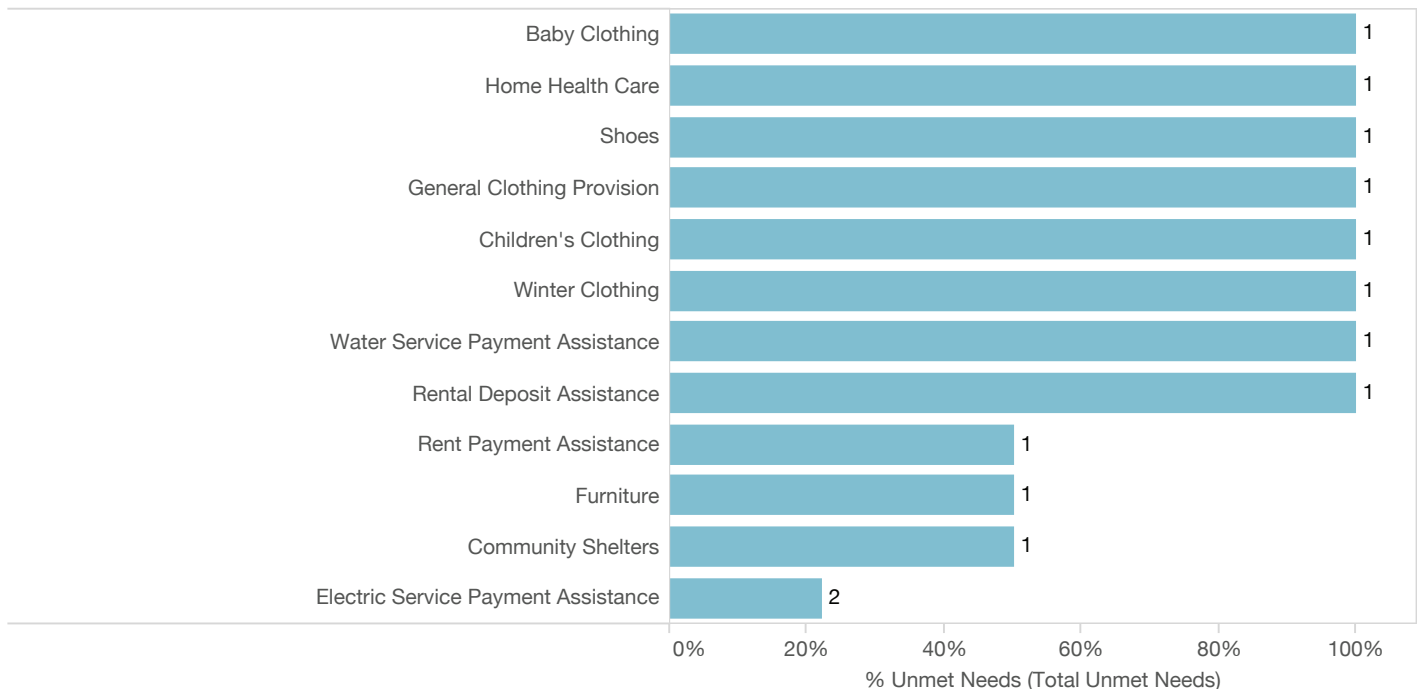
There were 13 instances where there wasn't an appropriate referral for the contact's requested need. Clothing/Personal/Household Need requests represent the largest number and greatest proportion of unmet community needs.

What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Requests	% of Requests	Number of Requests	% of Requests
Clothing/Personal/Household Needs	2	29%	6	86%
Housing	4	57%	3	43%
Utility Assistance	7	70%	3	30%
Health Care	6	86%	1	14%
Food/Meals	29	100%		
Income Support/Assistance	3	100%		
Legal, Consumer and Public Safety Services	5	100%		
Individual, Family and Community Support	5	100%		
Mental Health/Addictions	4	100%		
Education	1	100%		
Information Services	2	100%		
Grand Total	68	85%	13	16%

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

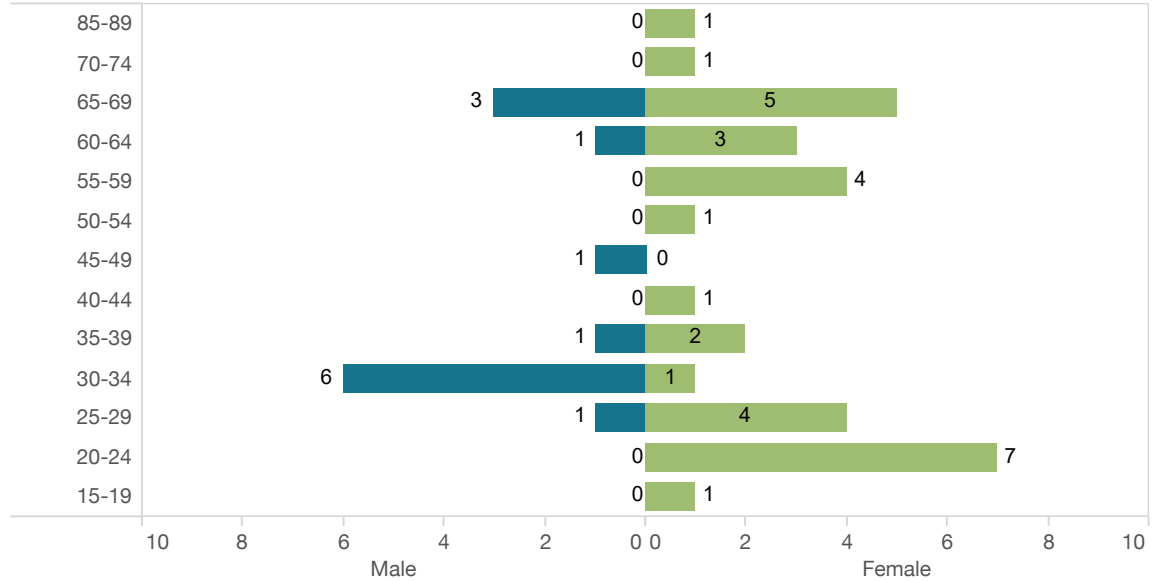
April 1, 2017 - June 30, 2017



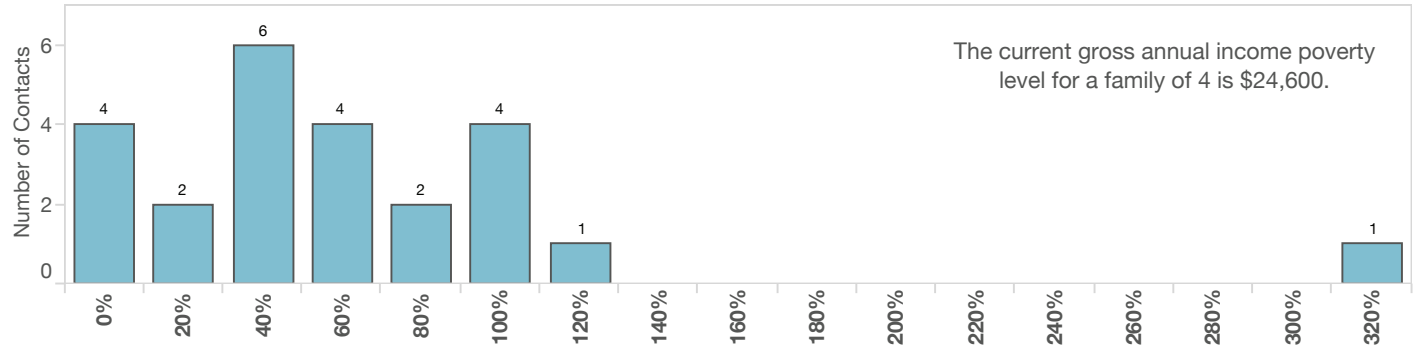
Age

85-89	2.70%
70-74	2.70%
65-69	21.62%
60-64	10.81%
55-59	10.81%
50-54	2.70%
45-49	2.70%
40-44	2.70%
35-39	5.41%
30-34	10.81%
25-29	10.81%
20-24	13.51%
15-19	2.70%

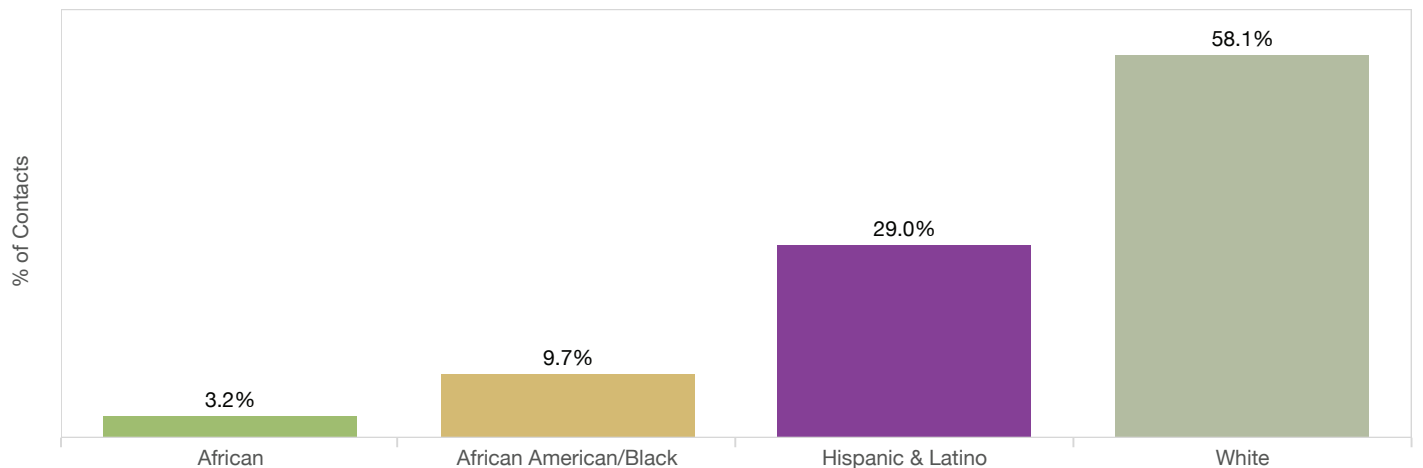
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

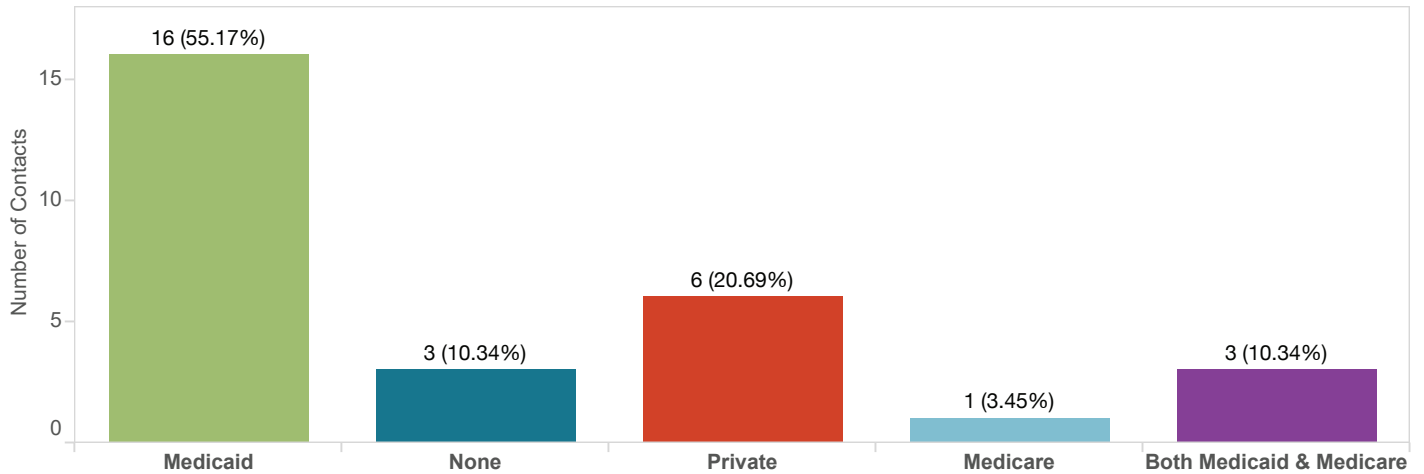


HARNEY AND MALHEUR COUNTIES

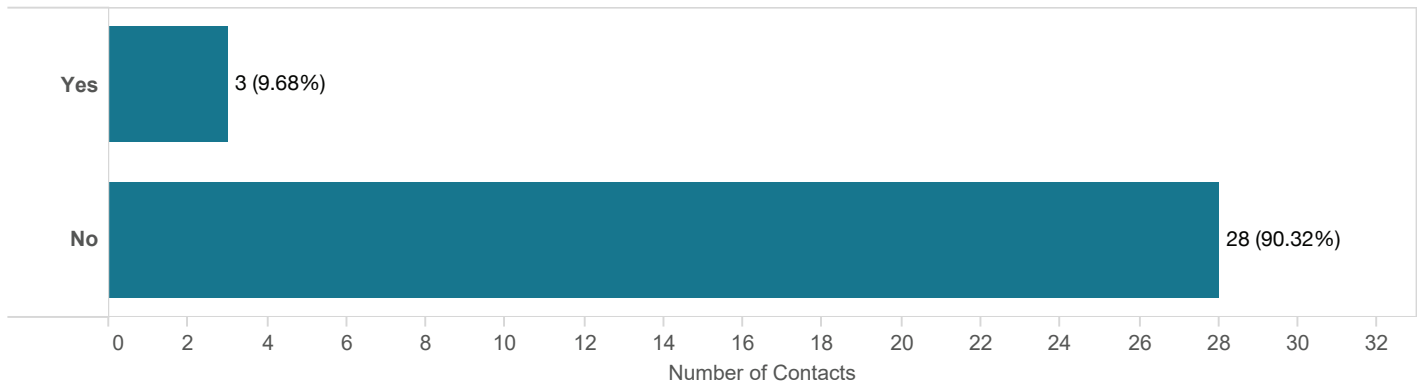
April 1, 2017 - June 30, 2017



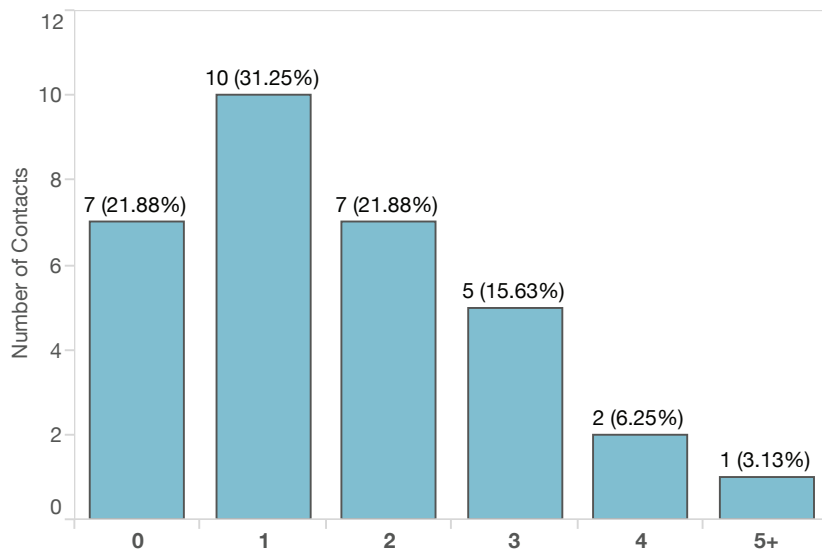
Health insurance status



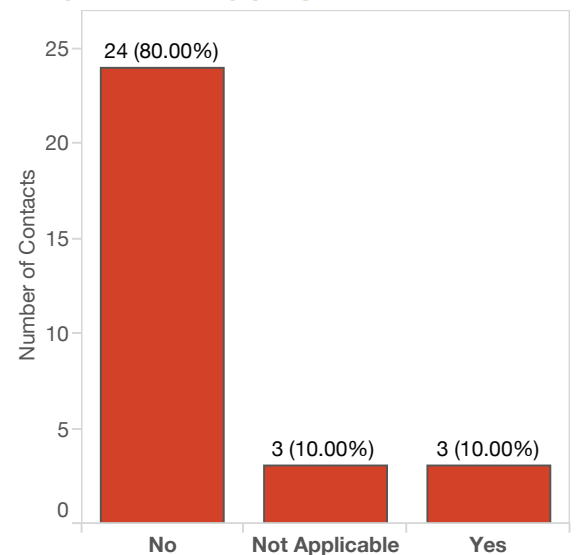
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



HARNEY AND MALHEUR COUNTIES

April 1, 2017 - June 30, 2017



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

