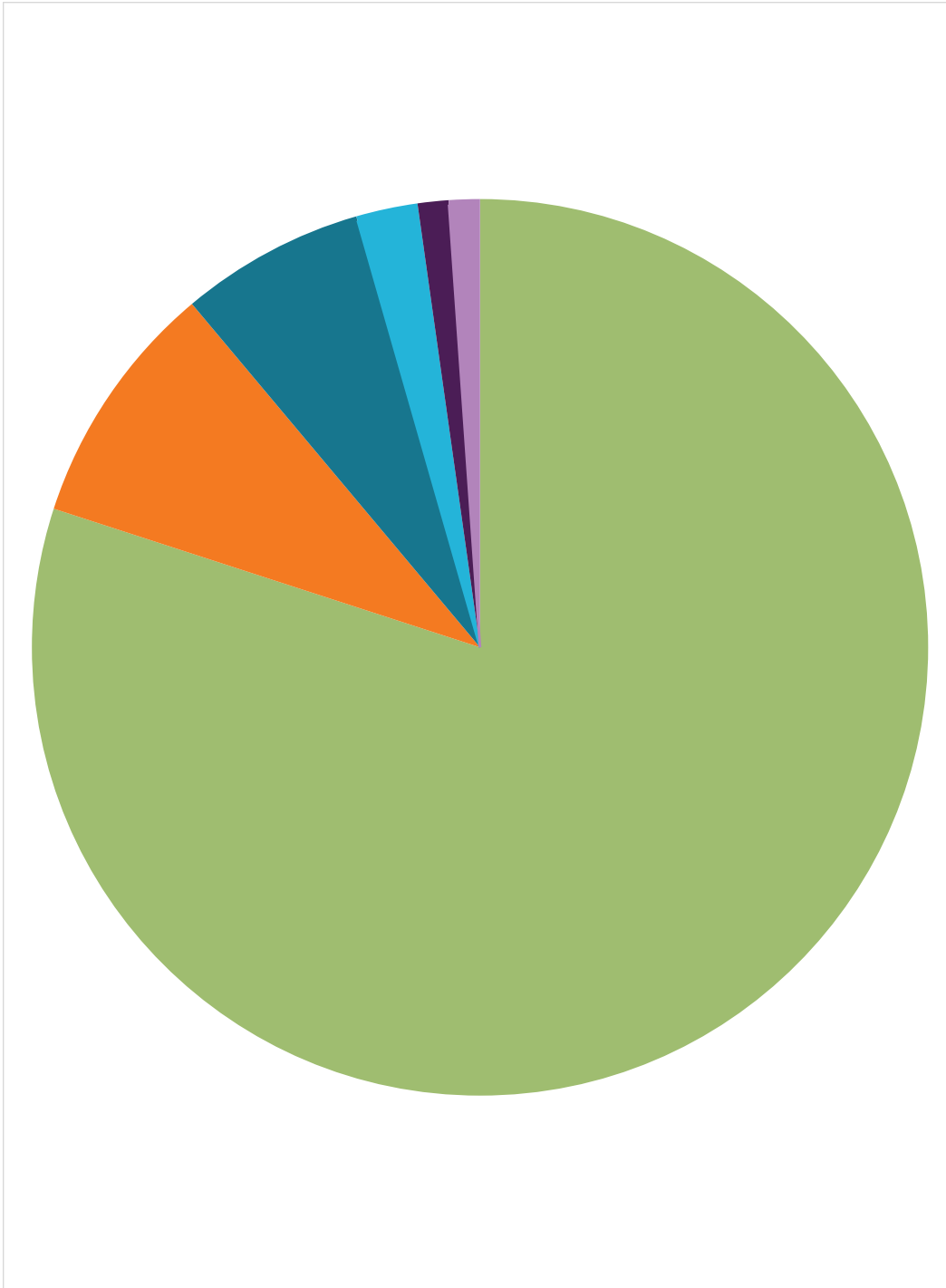


HARNEY AND MALHEUR COUNTIES

January - March 2018



Percent of contacts by city



Ontario	72 (80%)
Burns	8 (9%)
Nyssa	6 (7%)
Vale	2 (2%)
Riverside	1 (1%)
Westfall	1 (1%)

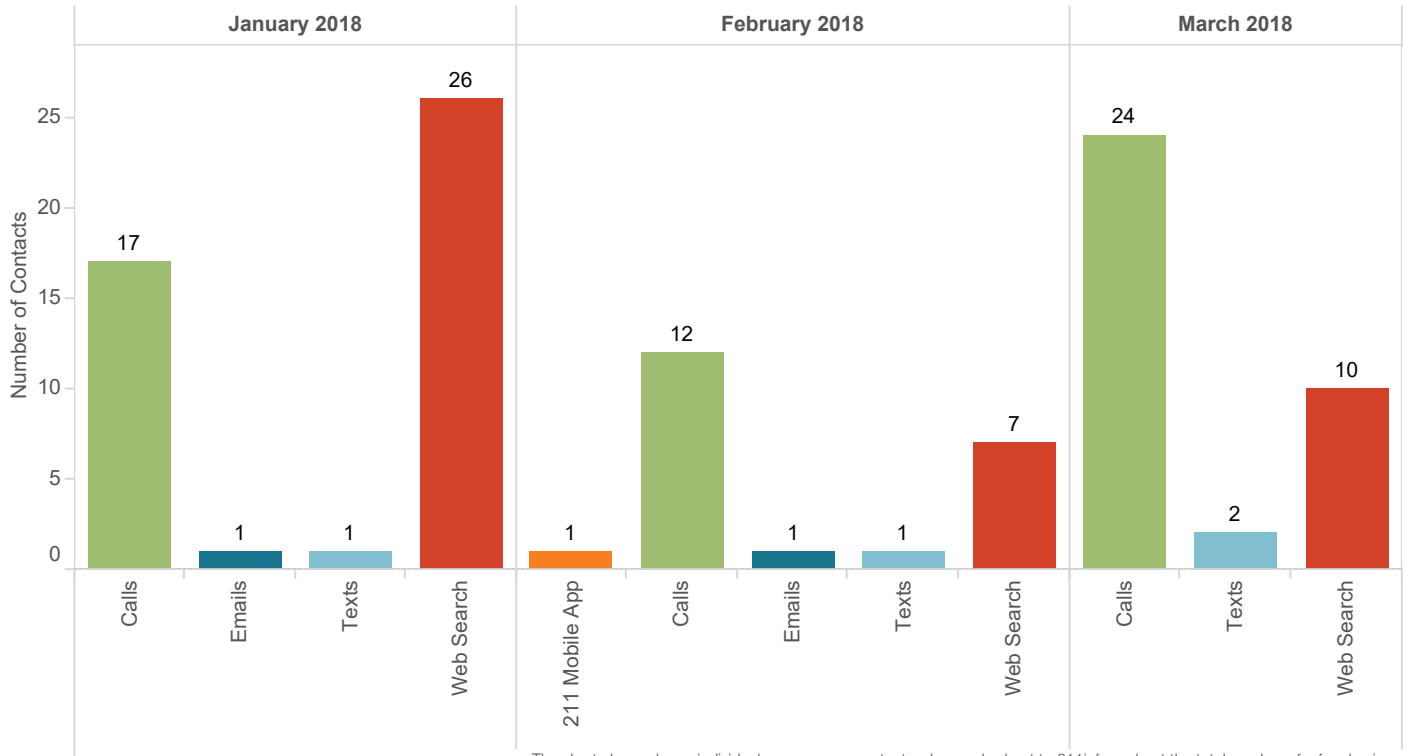
- Ontario
- Burns
- Nyssa
- Vale
- Riverside
- Westfall

HARNEY AND MALHEUR COUNTIES

January - March 2018

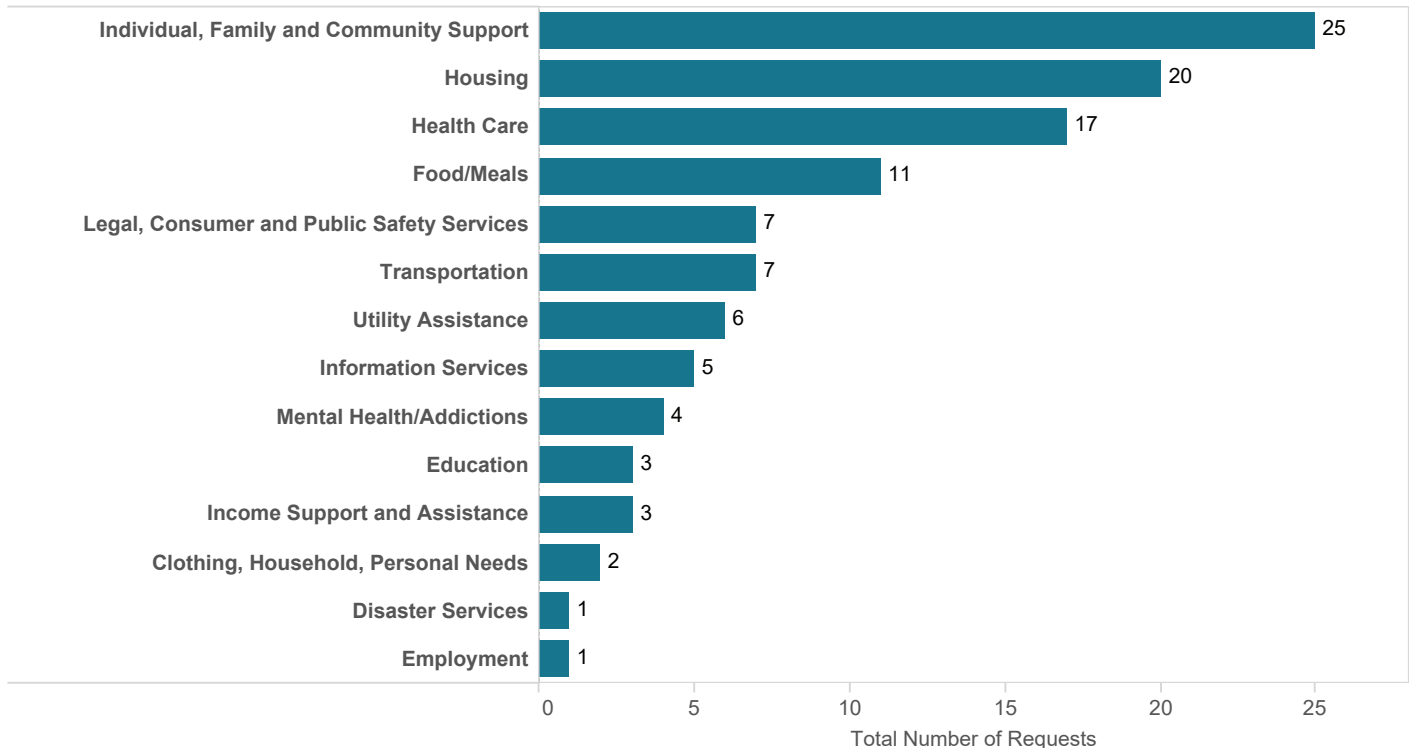


Number of contacts, grouped by month and contact type



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

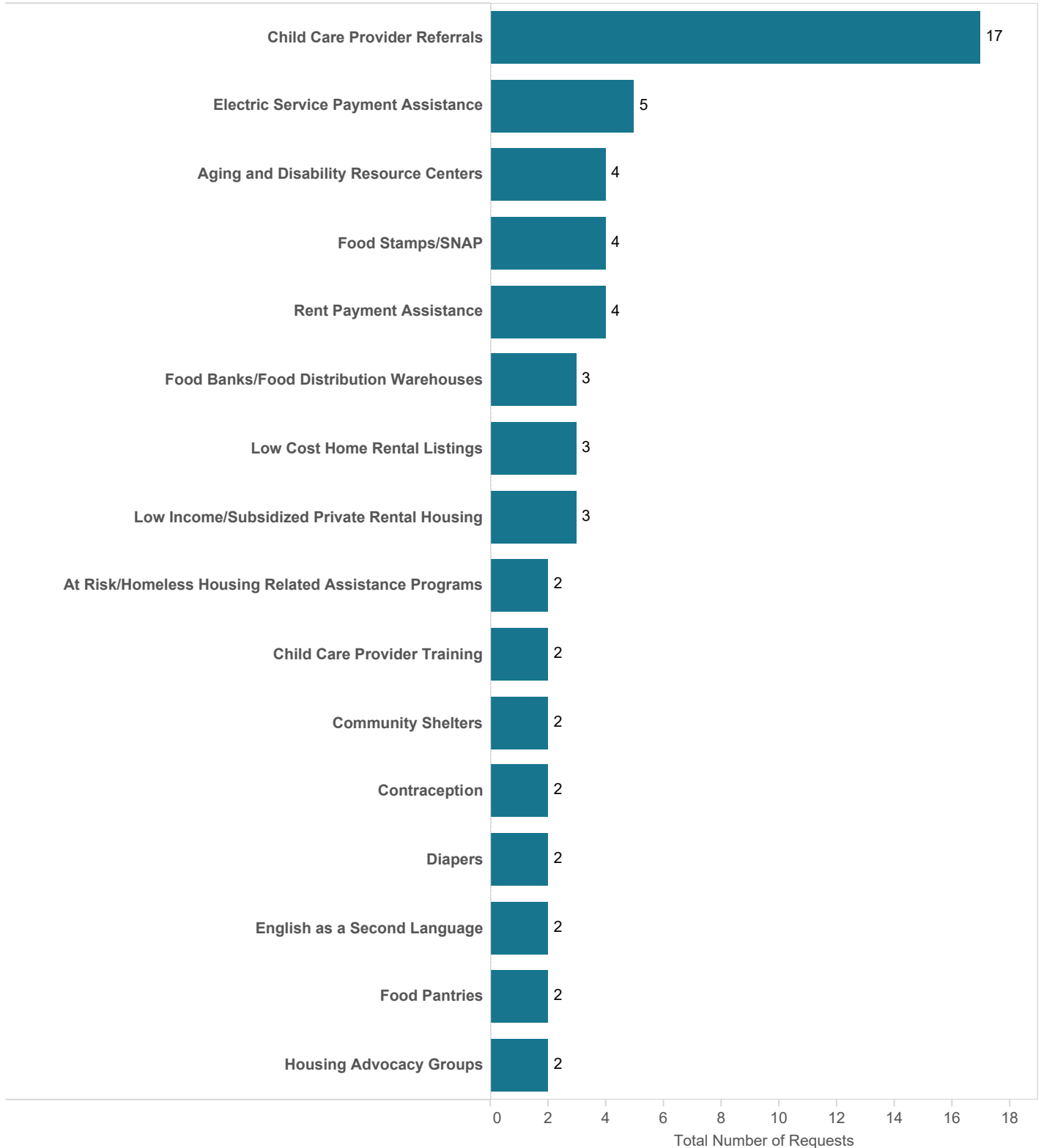


HARNEY AND MALHEUR COUNTIES

January - March 2018



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

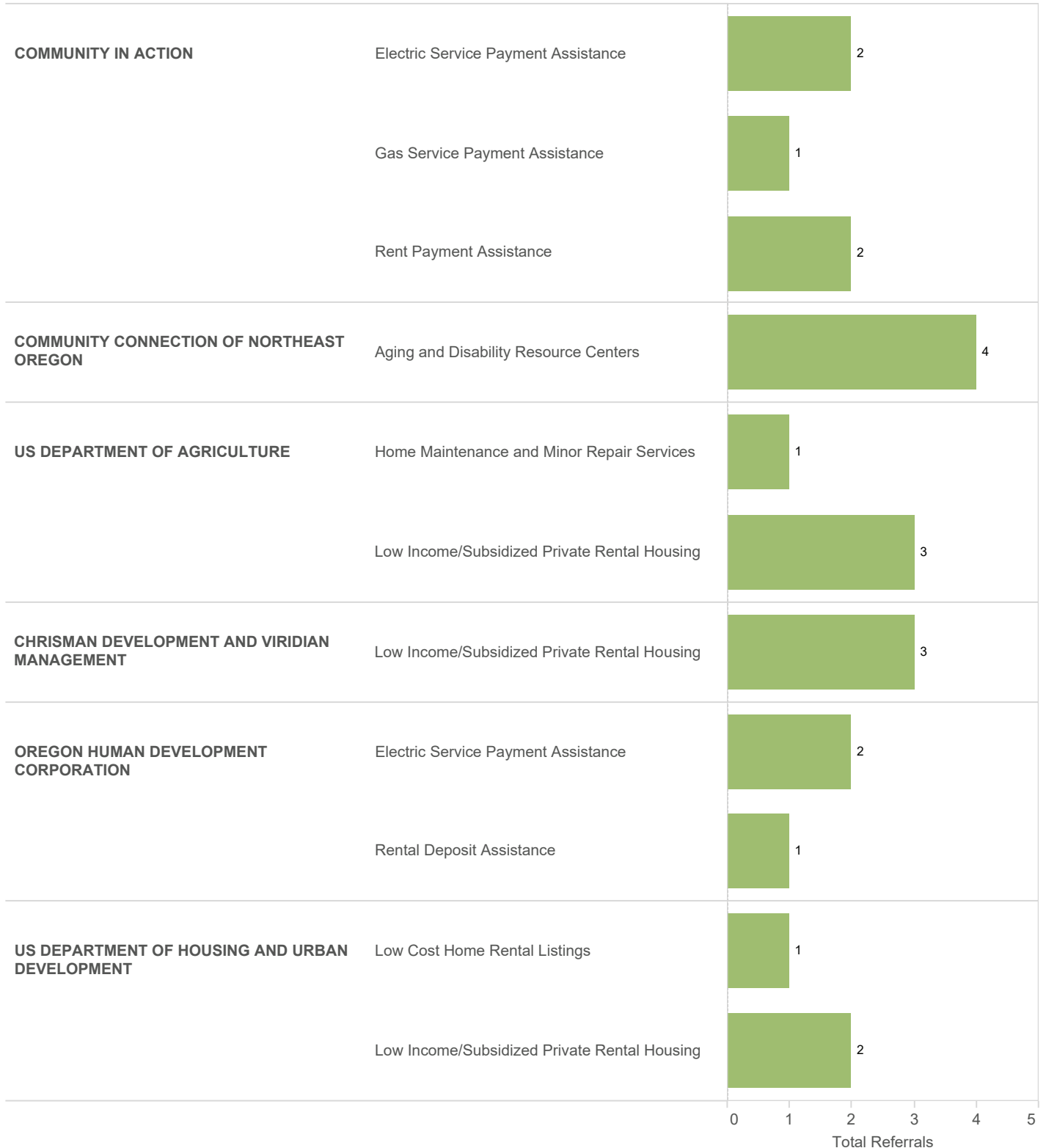


HARNEY AND MALHEUR COUNTIES

January - March 2018



Top 6 agencies referred to across all contact types



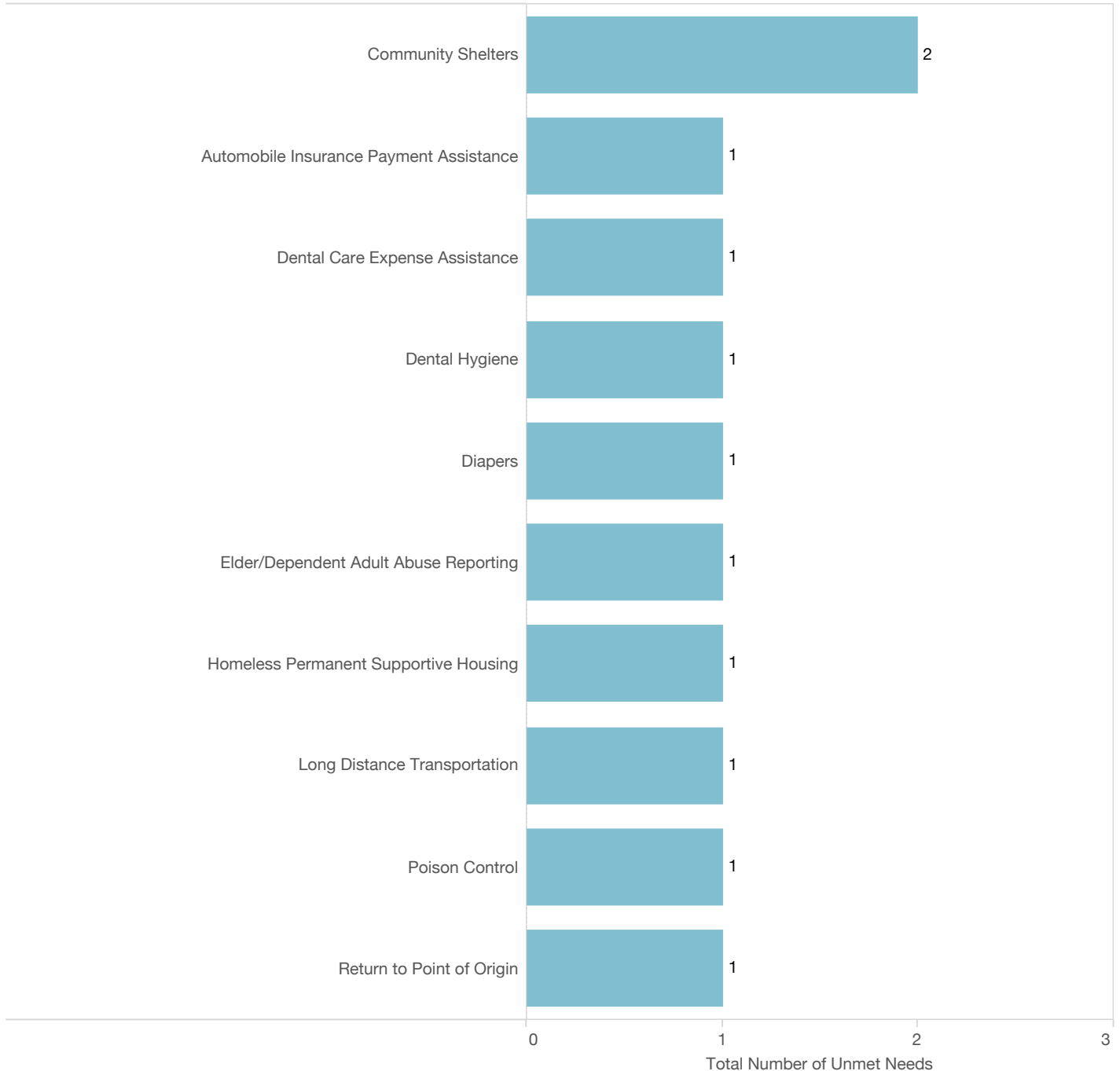
HARNEY AND MALHEUR COUNTIES

January - March 2018



There were 11 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?



HARNEY AND MALHEUR COUNTIES

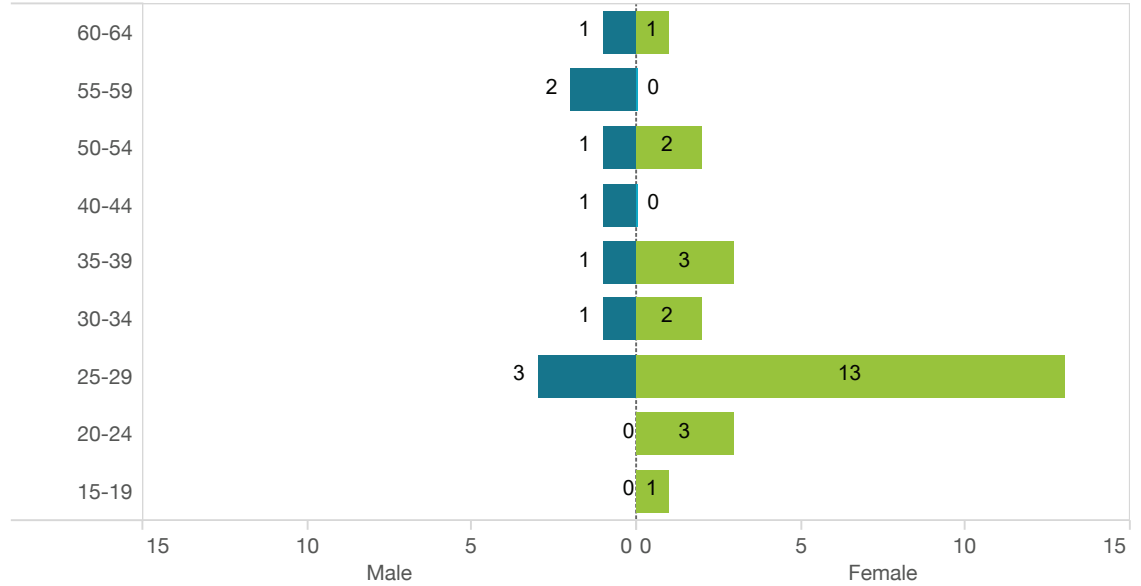
January - March 2018



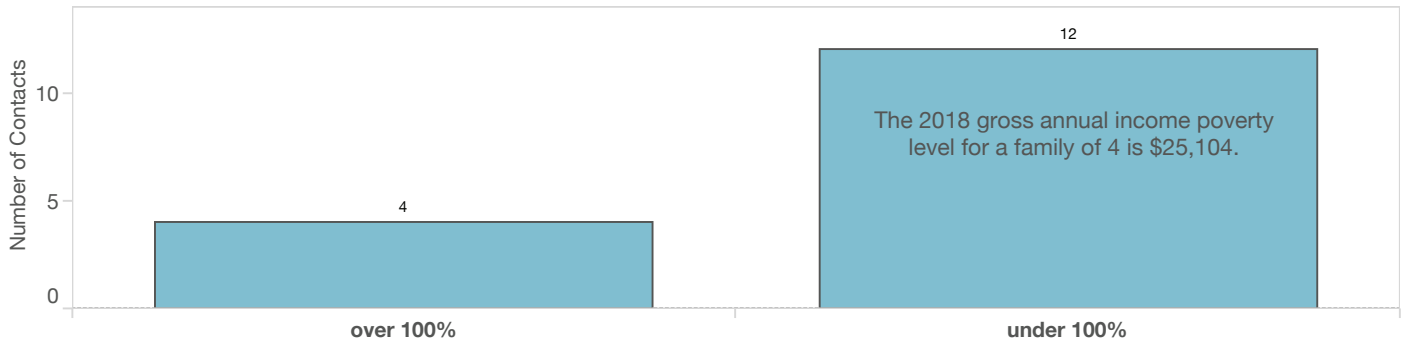
Age

60-64	5.41%
55-59	5.41%
50-54	8.11%
40-44	2.70%
35-39	10.81%
30-34	8.11%
25-29	43.24%
20-24	8.11%
15-19	5.41%

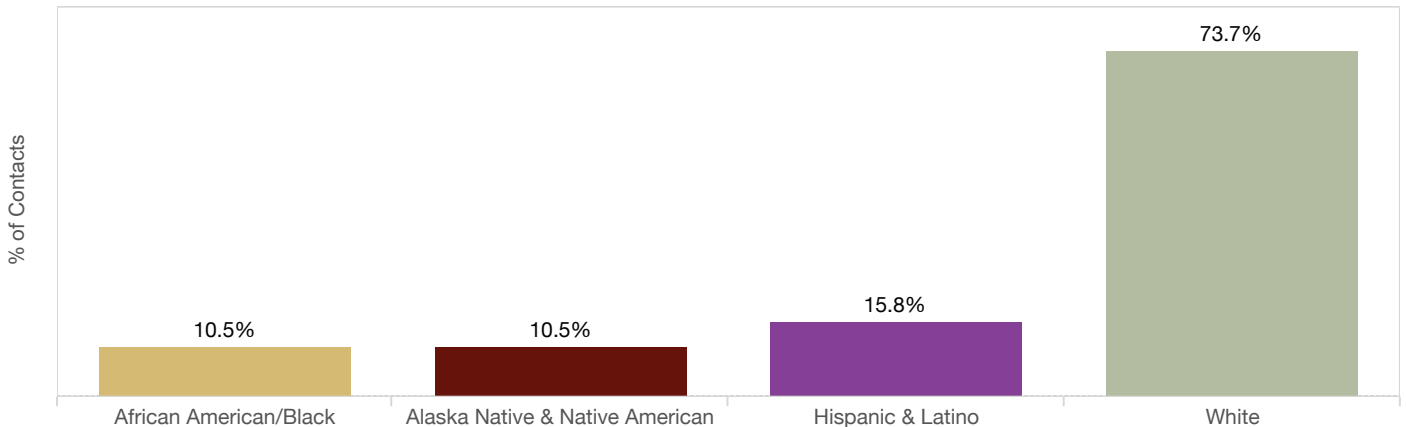
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

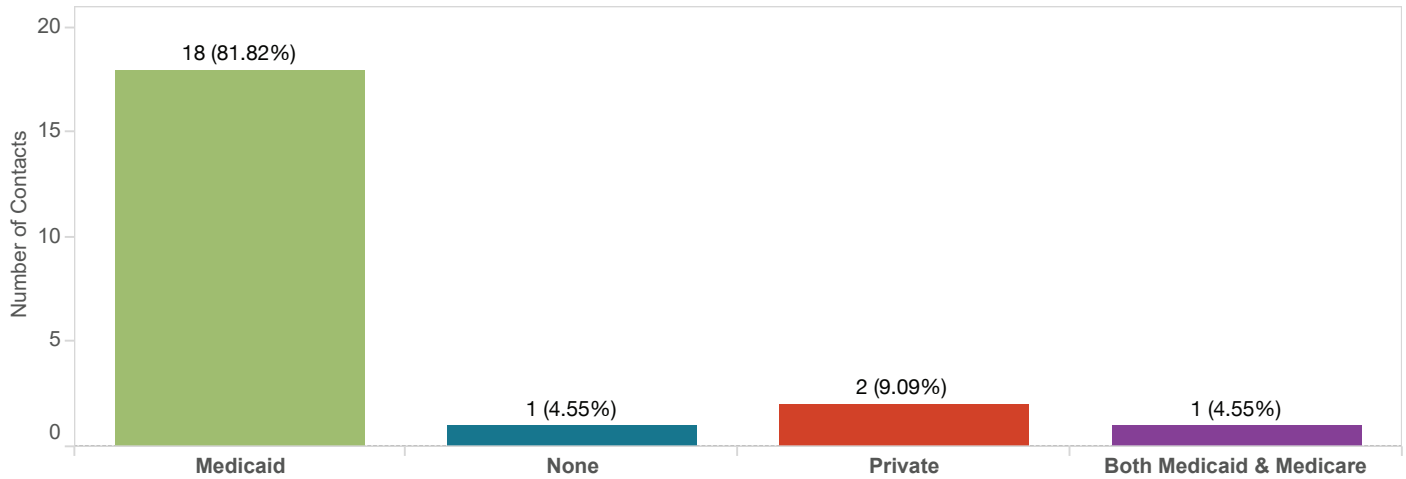


HARNEY AND MALHEUR COUNTIES

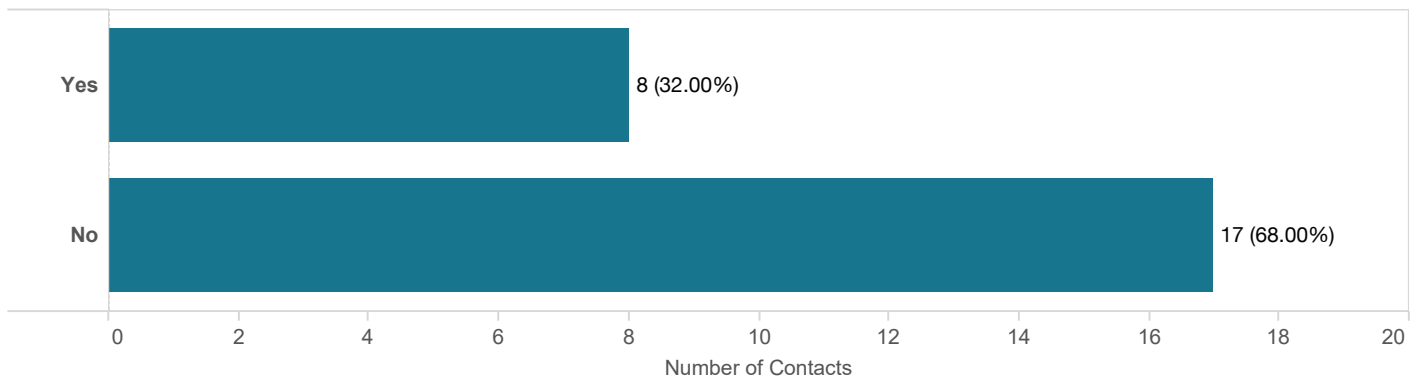
January - March 2018



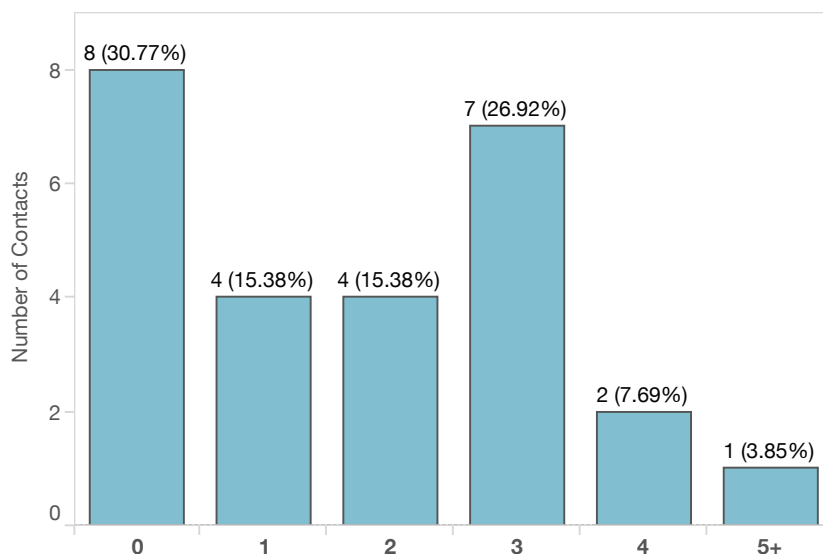
Health insurance status



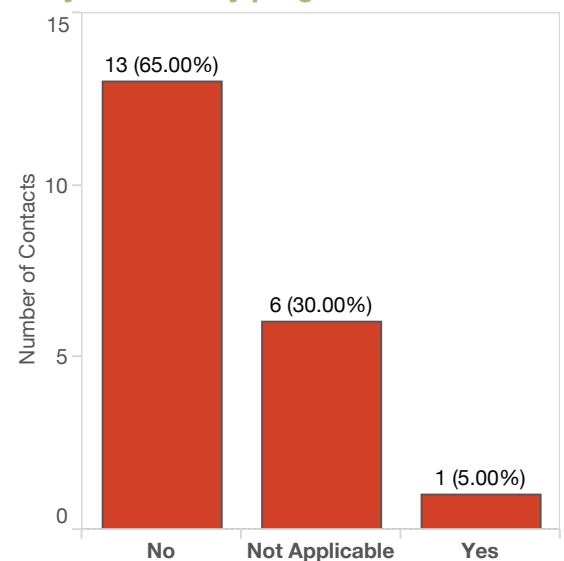
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



HARNEY AND MALHEUR COUNTIES

January - March 2018



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

