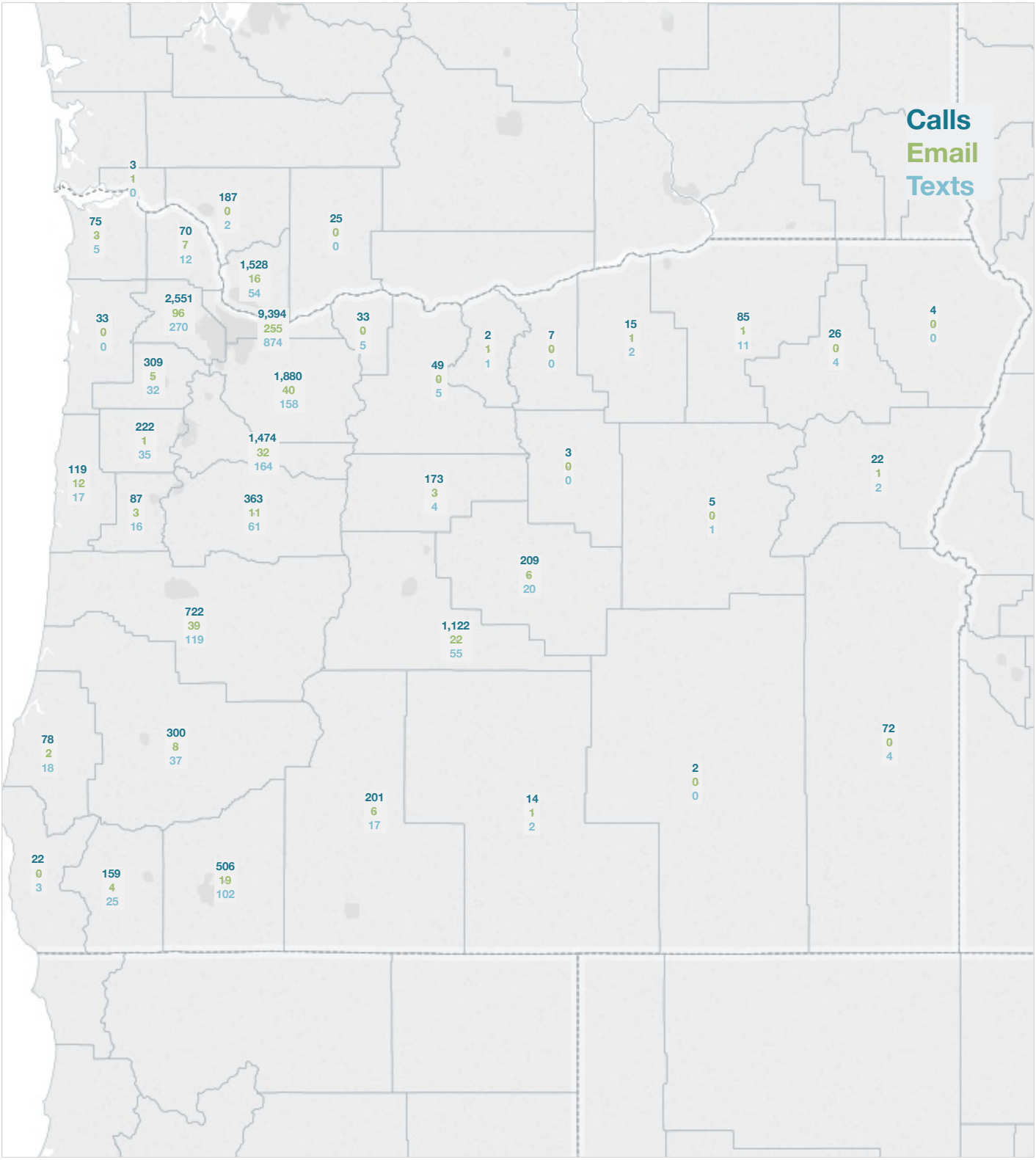
YAMHILL COUNTY

July 1, 2016 - September 30, 2016

211info

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



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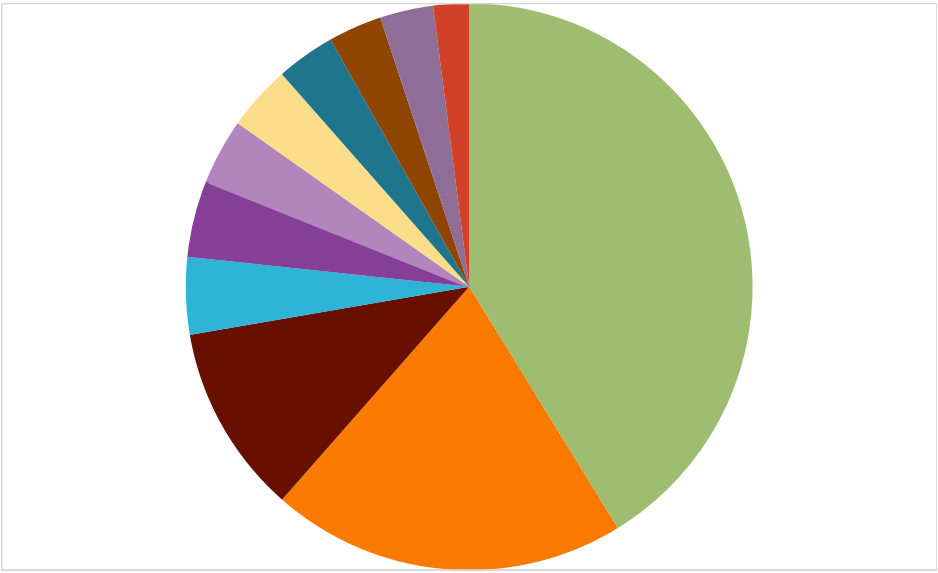
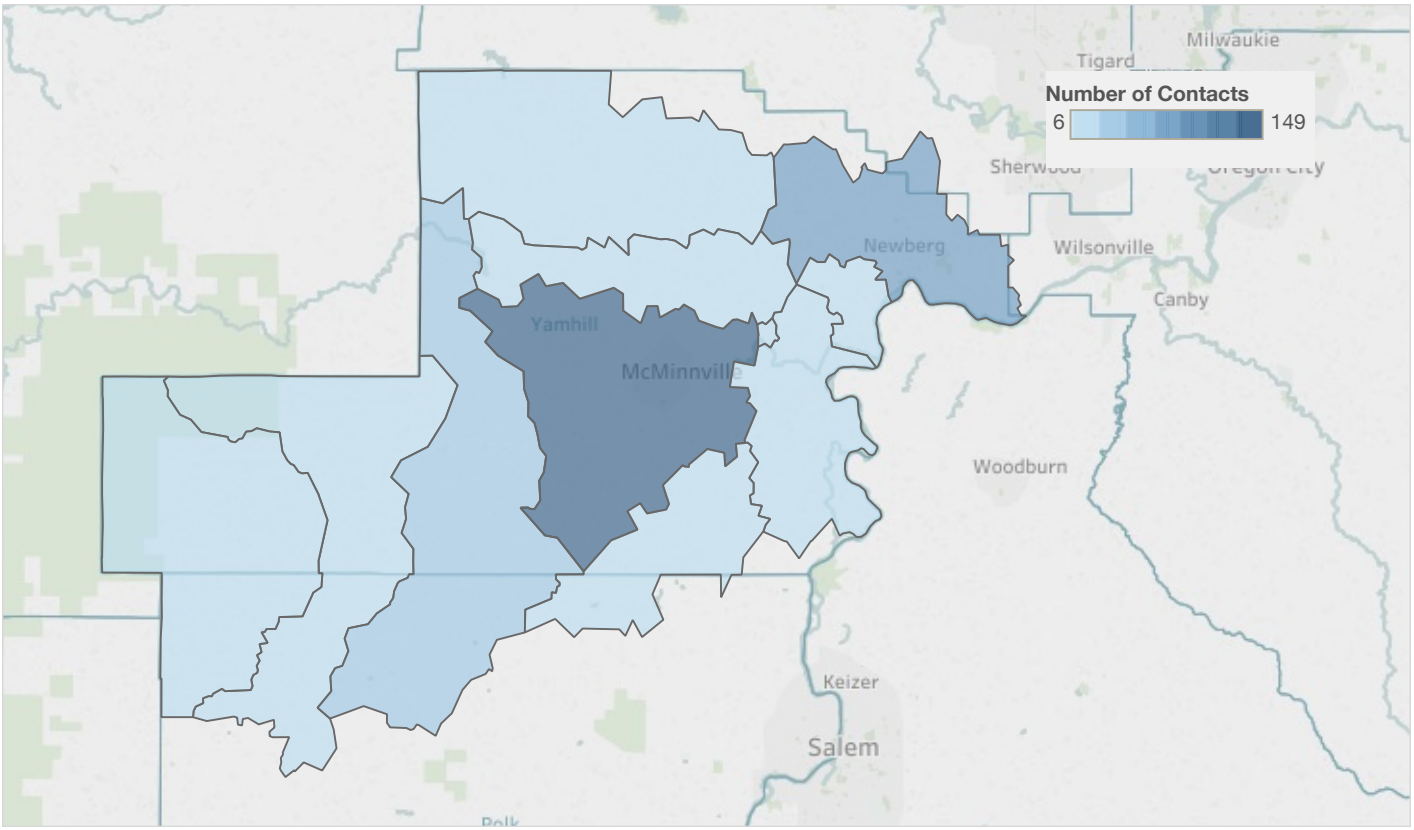
Contacts from Yamhill County came from which cities?



McMinnville	41.64%
Newberg	20.48%
Sheridan	10.92%
Amity	4.44%
Willamina	4.44%
Carlton	3.75%
Dundee	3.75%
Dayton	3.41%
Lafayette	3.07%
Yamhill	3.07%
Grand Ronde	2.05%

McMinnville, Sheridan, Willamina, Dundee, Lafayette, Grand Ronde, Newberg, Amity, Carlton, Dayton, Yamhill

Contacts from Yamhill County came from which zip codes?



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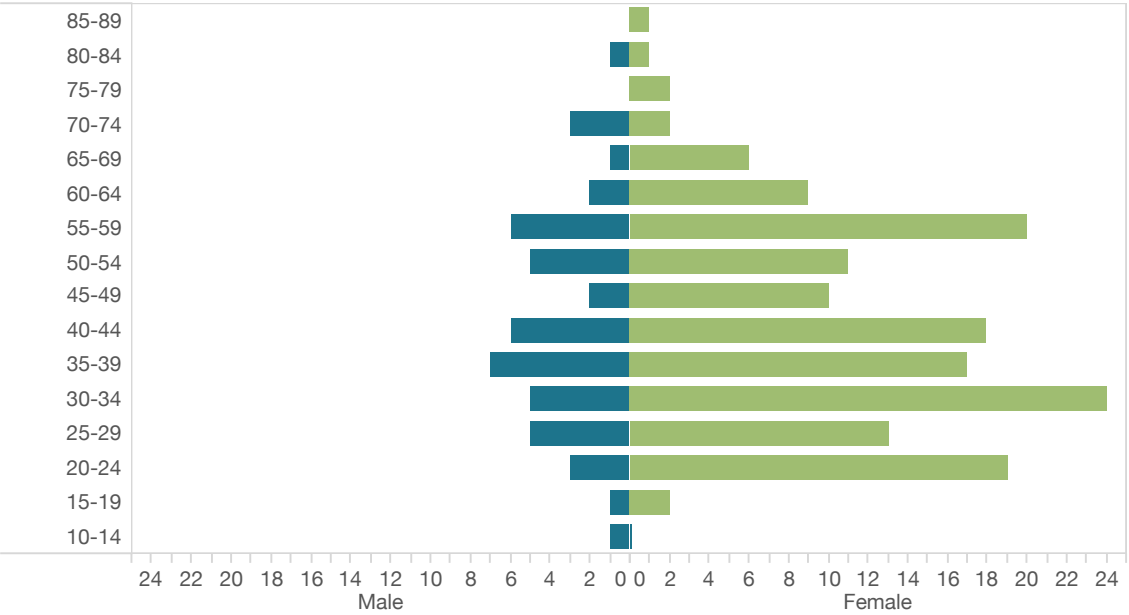
Age

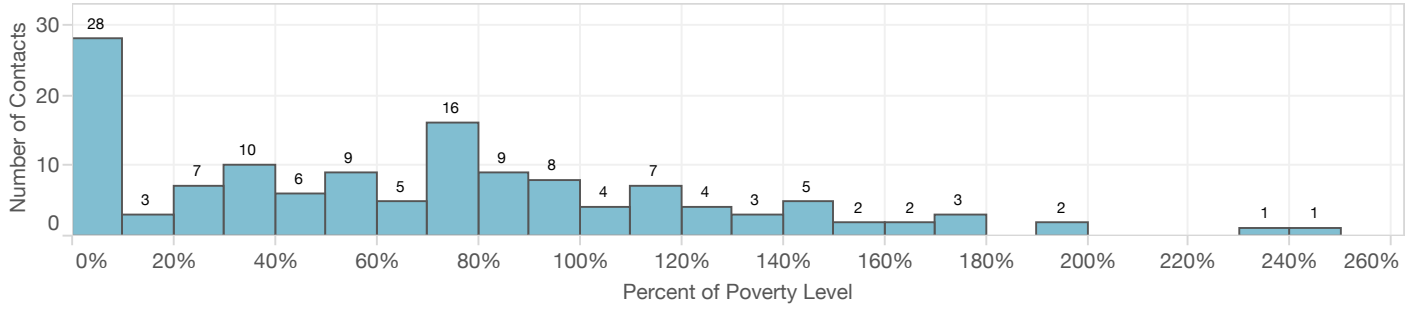
85-89	0.49%
80-84	0.99%
75-79	0.99%
70-74	2.46%
65-69	3.45%
60-64	5.42%
55-59	12.81%
50-54	7.88%
45-49	5.91%
40-44	11.82%
35-39	11.82%
30-34	14.29%
25-29	8.87%
20-24	10.84%
15-19	1.48%
10-14	0.49%

Age and Gender

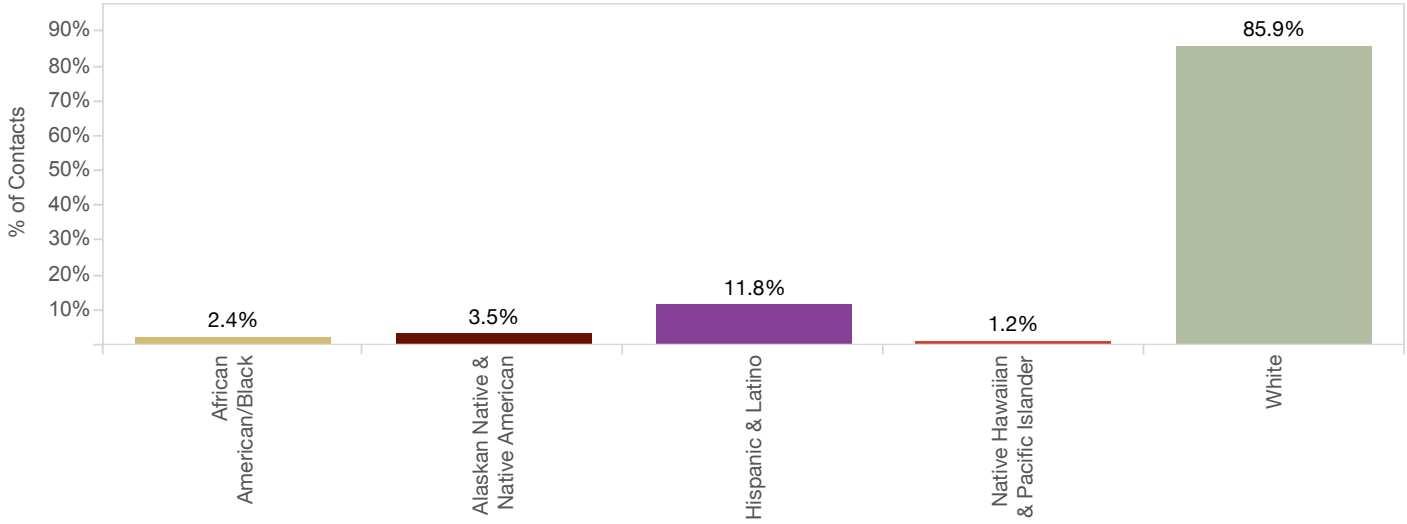


Income

In 2016, the gross annual income poverty level for a family of 4 is $24,250.



Race and Ethnicity



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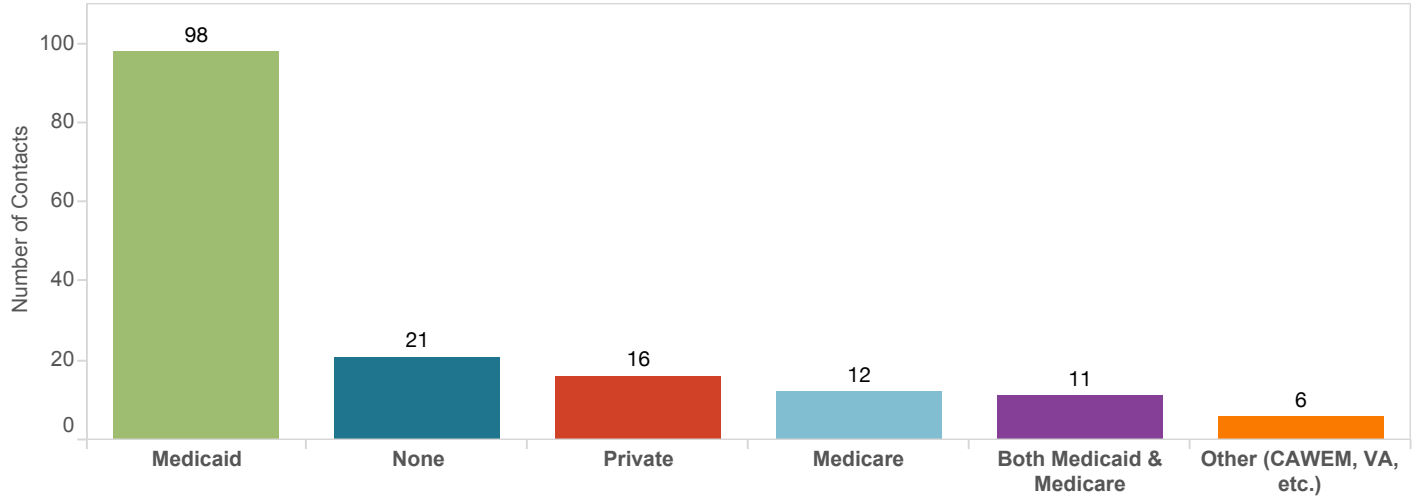
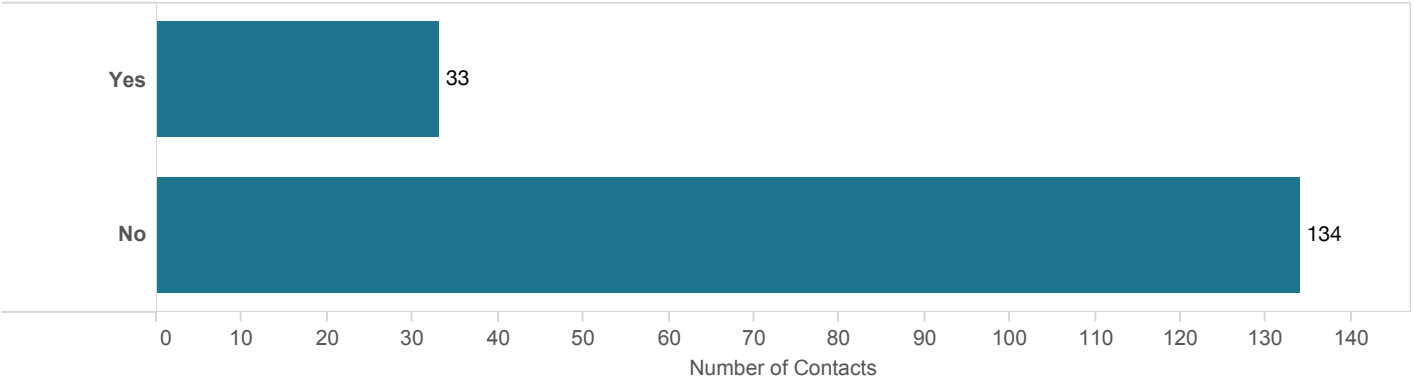
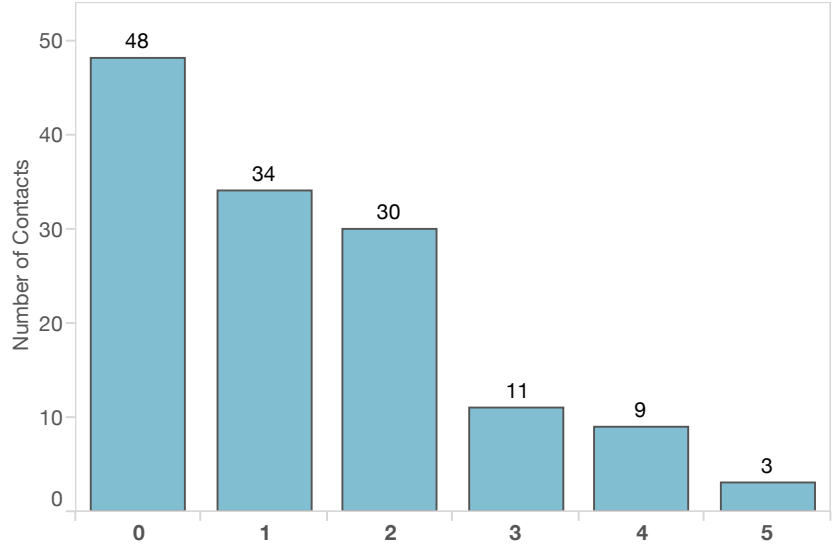
Health insurance status



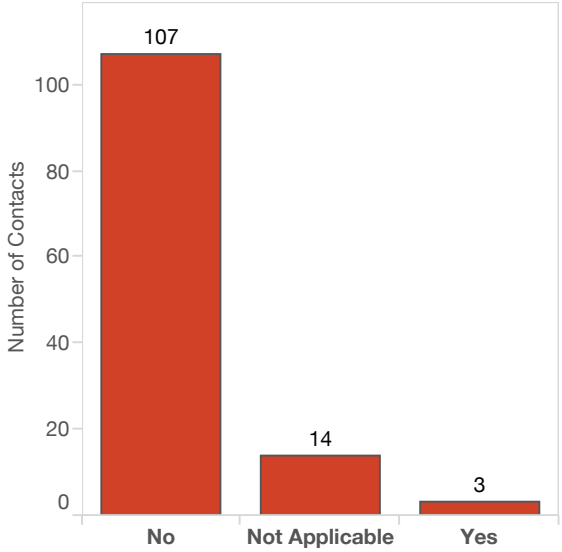
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



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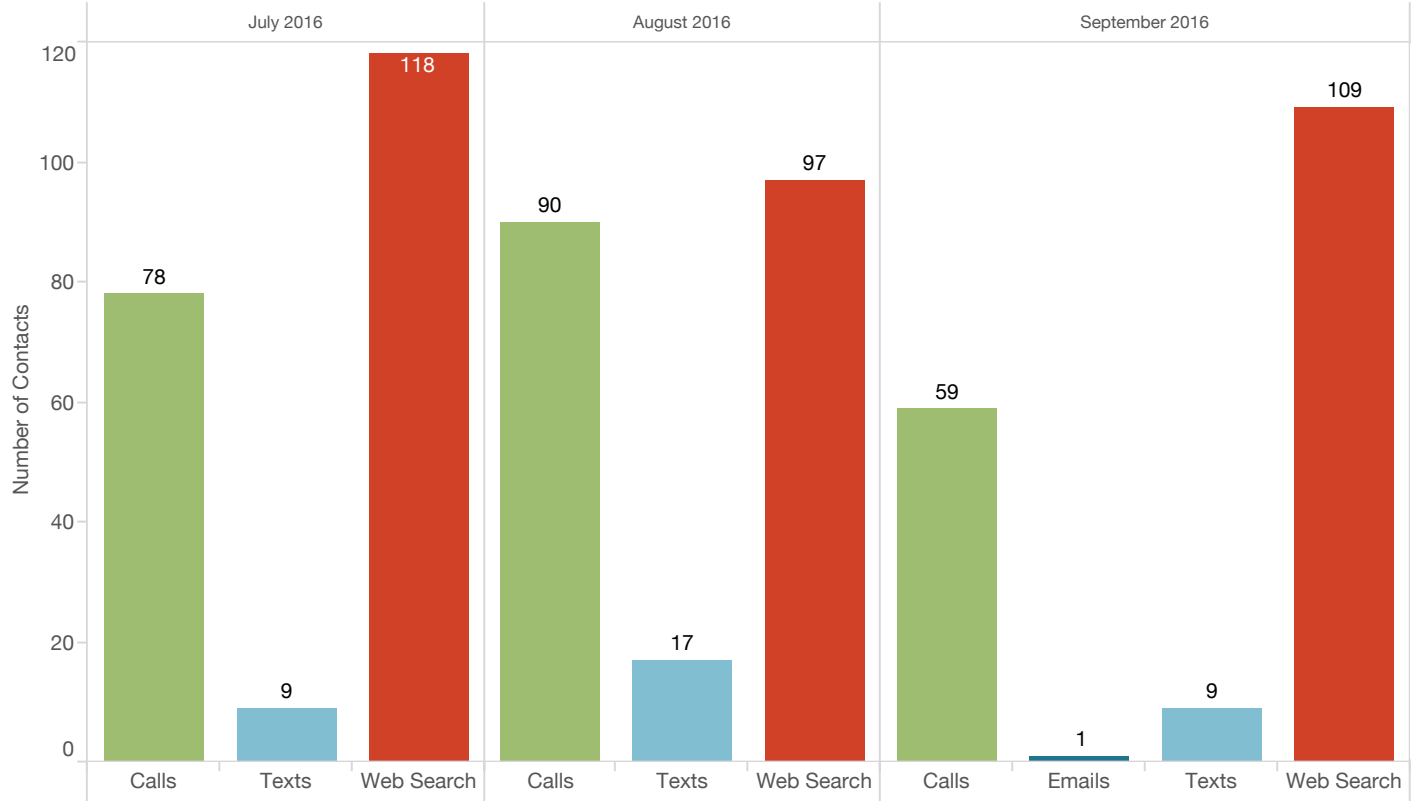
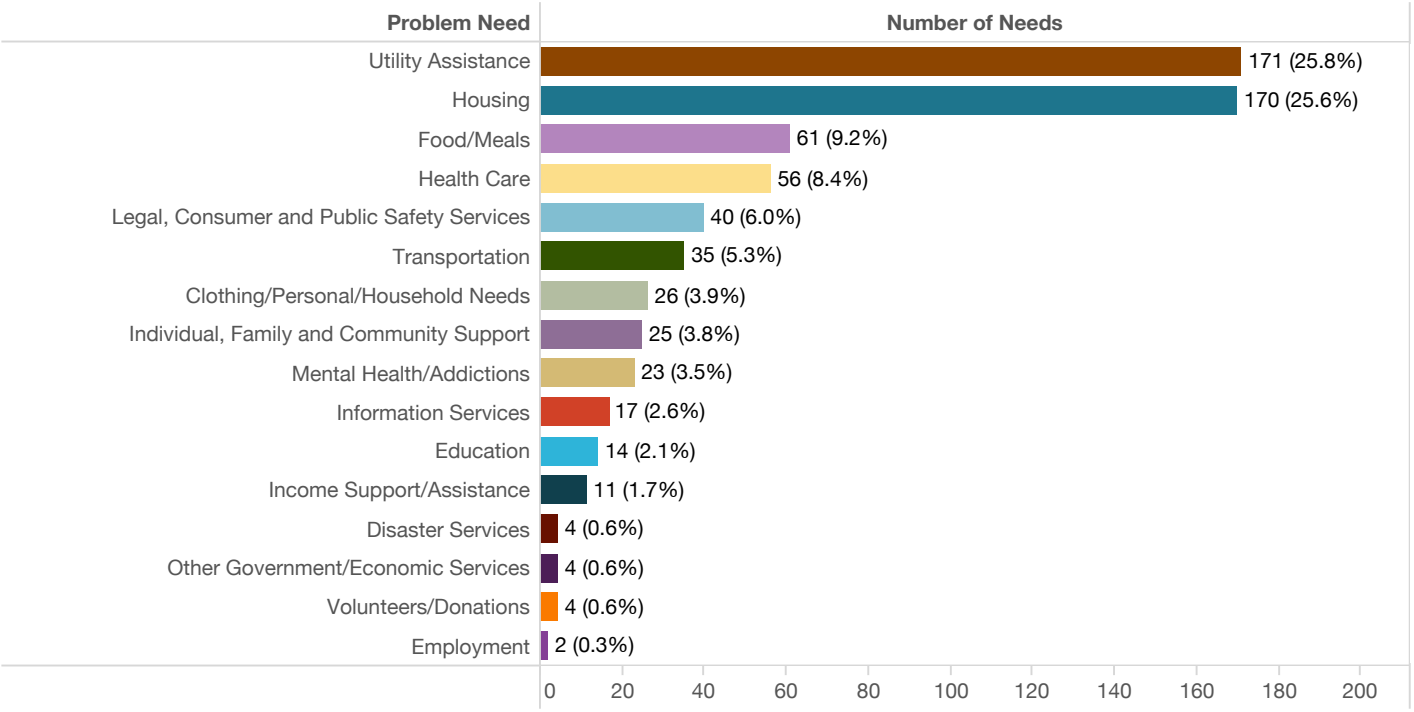
How many contacts did we receive?



What were contacts' needs?



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Services most often requested by contacts

Service	Problem Need	Number of Requests
Electric Service Payment Assistance	Utility Assistance	141
Rent Payment Assistance	Housing	57
Low Income/Subsidized Private Rental Housing	Housing	41
Food Pantries	Food/Meals	30
Community Shelters	Housing	25
Water Service Payment Assistance	Utility Assistance	19
Food Stamps/SNAP	Food/Meals	17
General Legal Aid	Legal, Consumer and Public Safety Services	15
Dental Care	Health Care	12
Aging and Disability Resource Centers	Health Care	11

0 25 50 75 100 125 150

Number of Requests

Agencies most often referred by 211info

Agency Name	Problem Need	Total Number of Referrals
YAMHILL COMMUNITY ACTION PARTNERSHIP (YCAP)	Housing	52
	Utility Assistance	55
	Legal, Consumer and Public Safety Services	1
	Transportation	2
	Clothing/Personal/Household Needs	1
MCMINNVILLE COOPERATIVE MINISTRIES	Housing	17
	Utility Assistance	50
	Health Care	1
	Clothing/Personal/Household Needs	2
ST VINCENT DE PAUL OF MCMINNVILLE	Housing	13
	Utility Assistance	29
	Food/Meals	3
	Health Care	3
	Transportation	2
	Clothing/Personal/Household Needs	1
HOUSING AUTHORITY OF YAMHILL COUNTY	Housing	18
OREGON LAW CENTER	Housing	3
	Legal, Consumer and Public Safety Services	12

0 10 20 30 40 50 60

Total Number of Referrals

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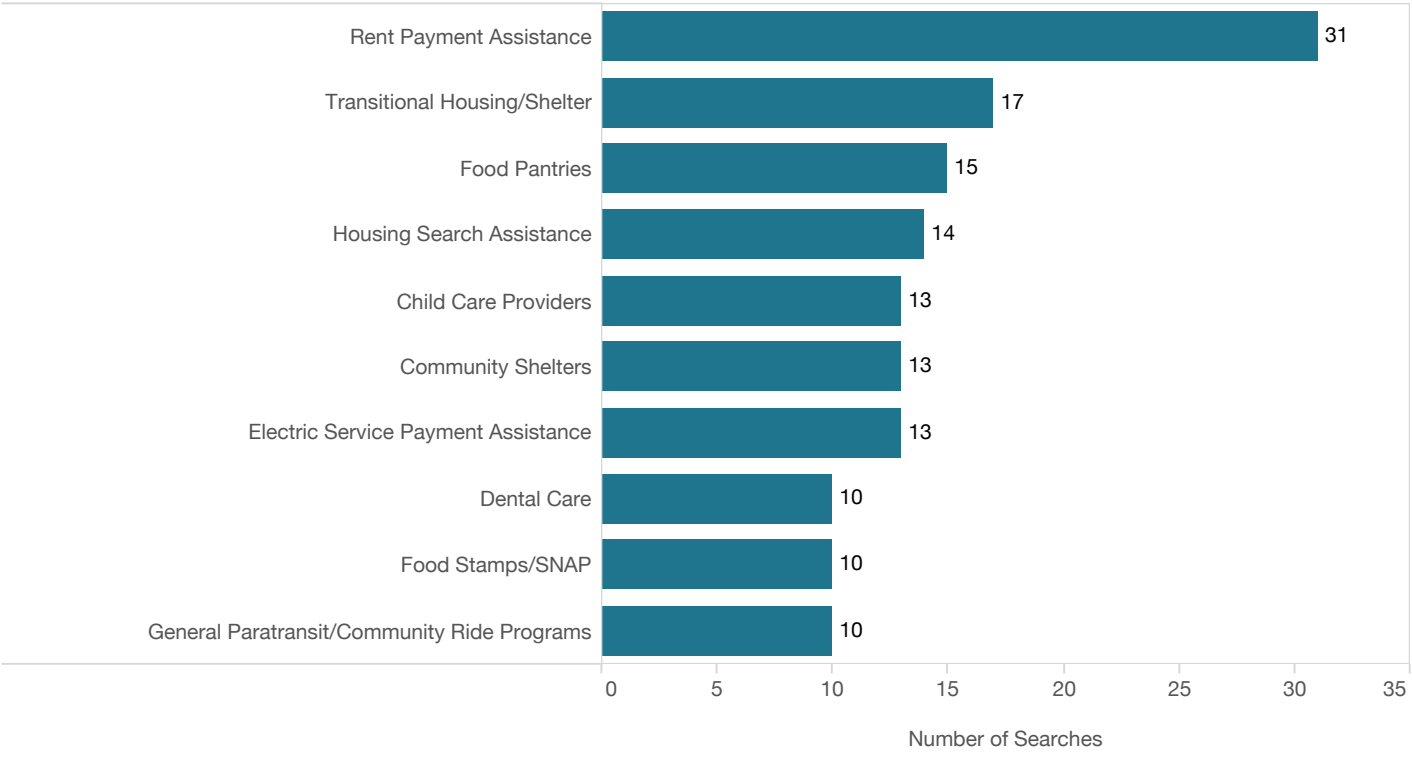
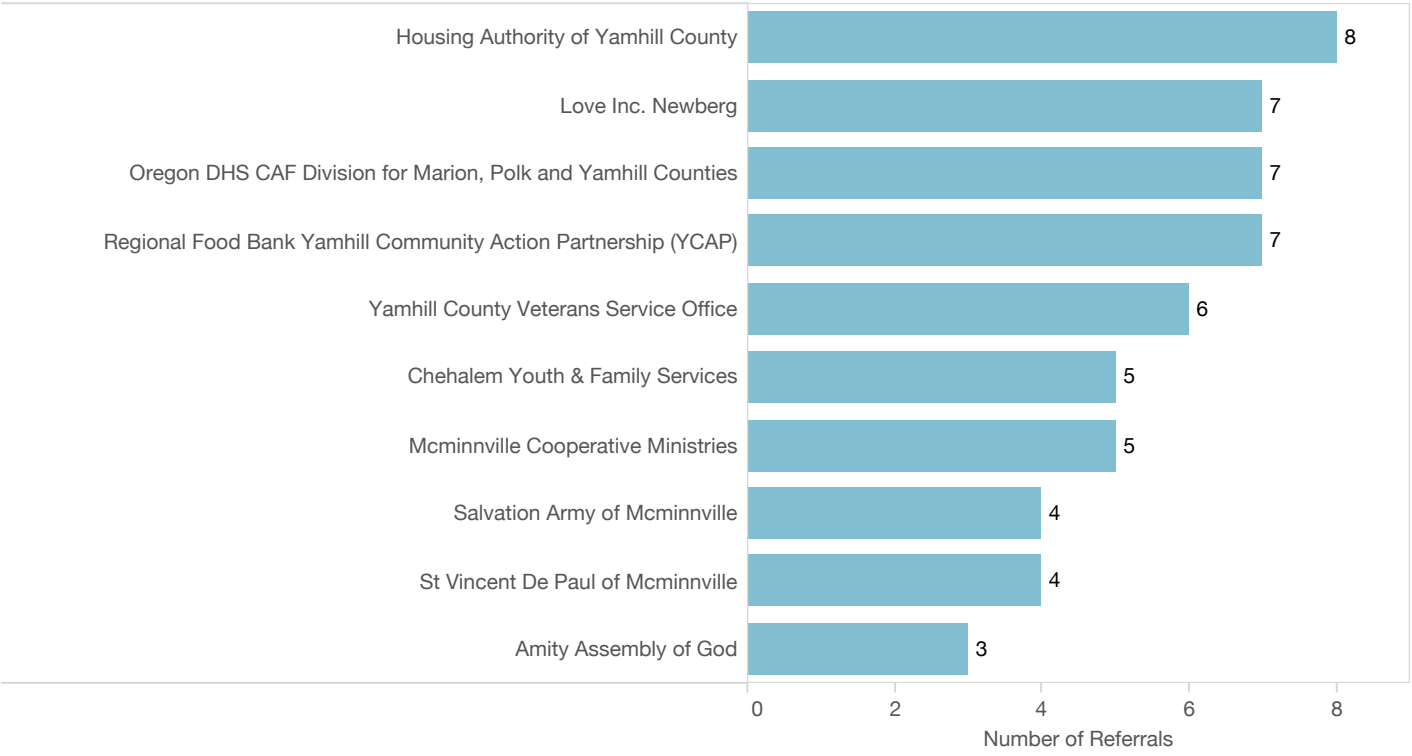
Services most often searched in the online database



Agencies most often referred through the online database



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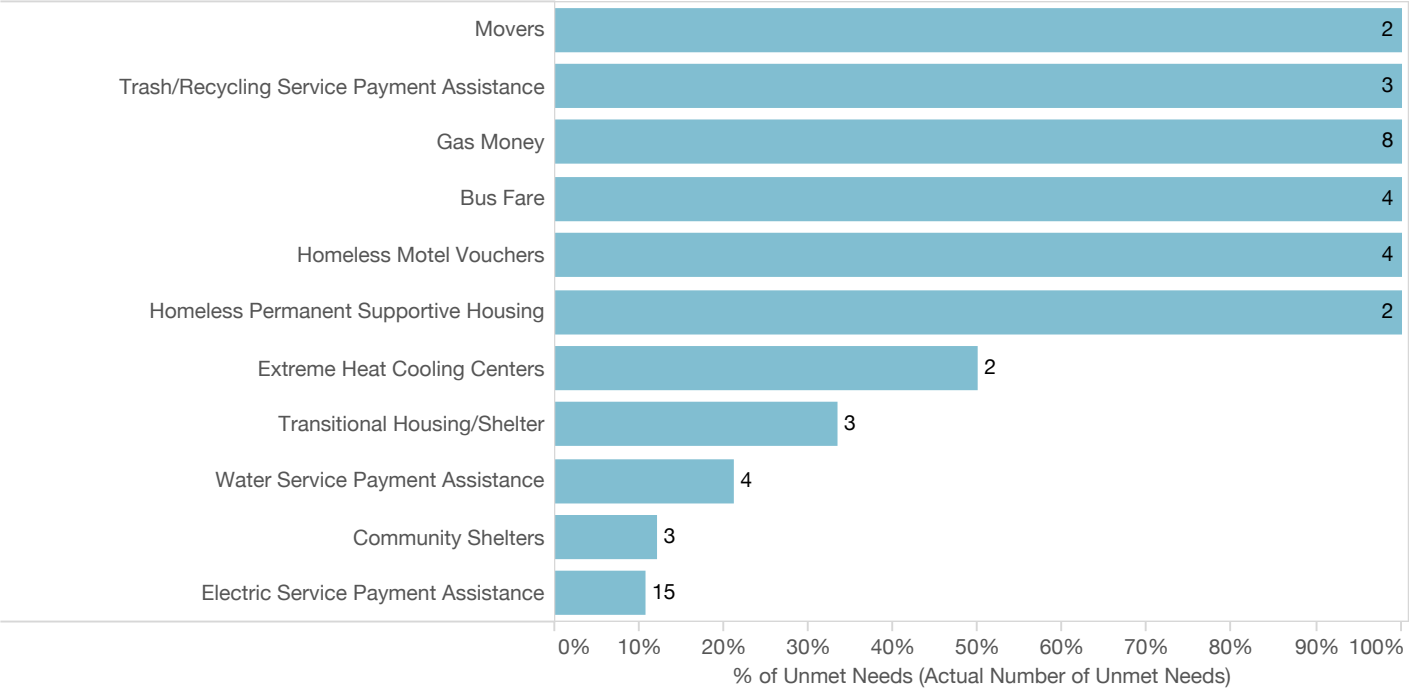
There were 49 instances where a referral was not appropriate for the contact's requested need. While housing requests had the greatest number of unmet community needs, employment requests represent the greatest proportion of unmet community needs.

What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Needs	% Requests	Number of Needs	% Requests
Disaster Services	2.0	50%	2.0	50%
Transportation	20.0	57%	15.0	43%
Other Government/Economic Services	3.0	75%	1.0	25%
Utility Assistance	148.0	87%	23.0	13%
Housing	149.0	88%	21.0	12%
Individual, Family and Community Support	22.0	88%	3.0	12%
Clothing/Personal/Household Needs	24.0	92%	2.0	8%
Legal, Consumer and Public Safety Services	37.0	93%	3.0	8%
Health Care	53.0	95%	3.0	5%
Mental Health/Addictions	22.0	96%	1.0	4%
Food/Meals	60.0	98%	1.0	2%
Employment	2.0	100%		
Information Services	17.0	100%		
Volunteers/Donations	4.0	100%		
Income Support/Assistance	11.0	100%		
Education	14.0	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 with two or more requests are displayed below, sorted by proportion of referral requests.

What are potenial service gaps?