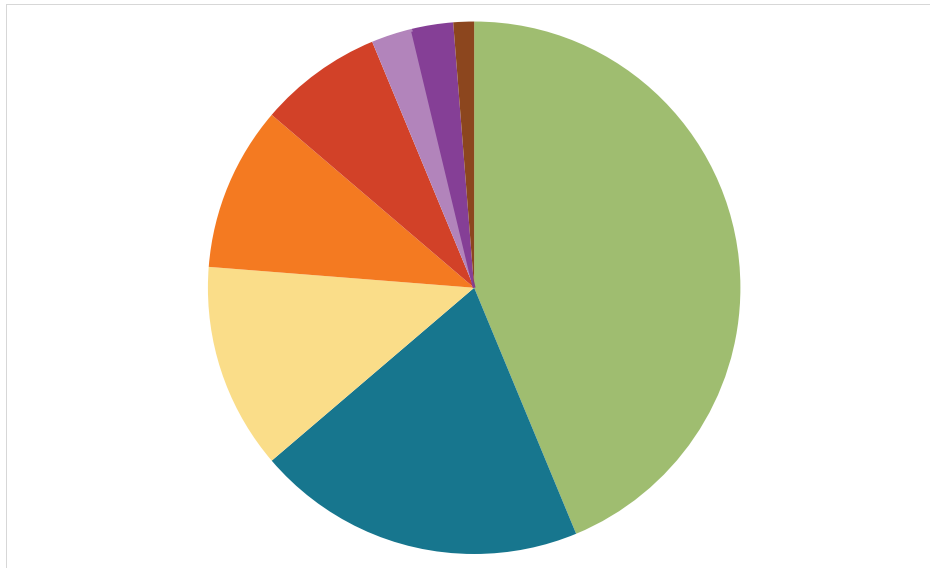


# COLUMBIA COUNTY

July 1, 2016 - September 30, 2016



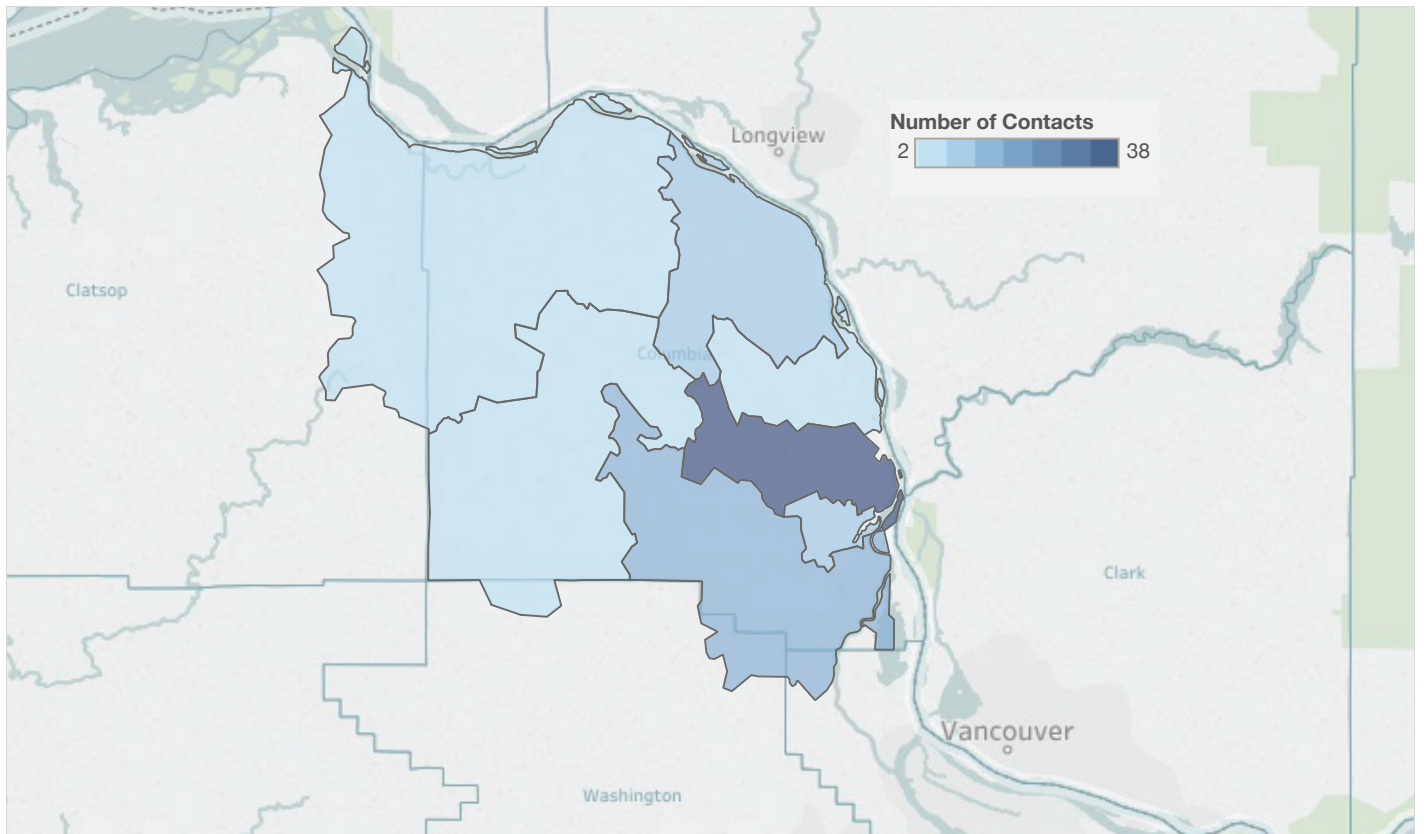
## Cities



Saint Helens	43.75%
Scappoose	20.00%
Rainier	12.50%
Warren	10.00%
Vernonia	7.50%
Clatskanie	2.50%
Deer Island	2.50%
Portland	1.25%



## ZIP Codes

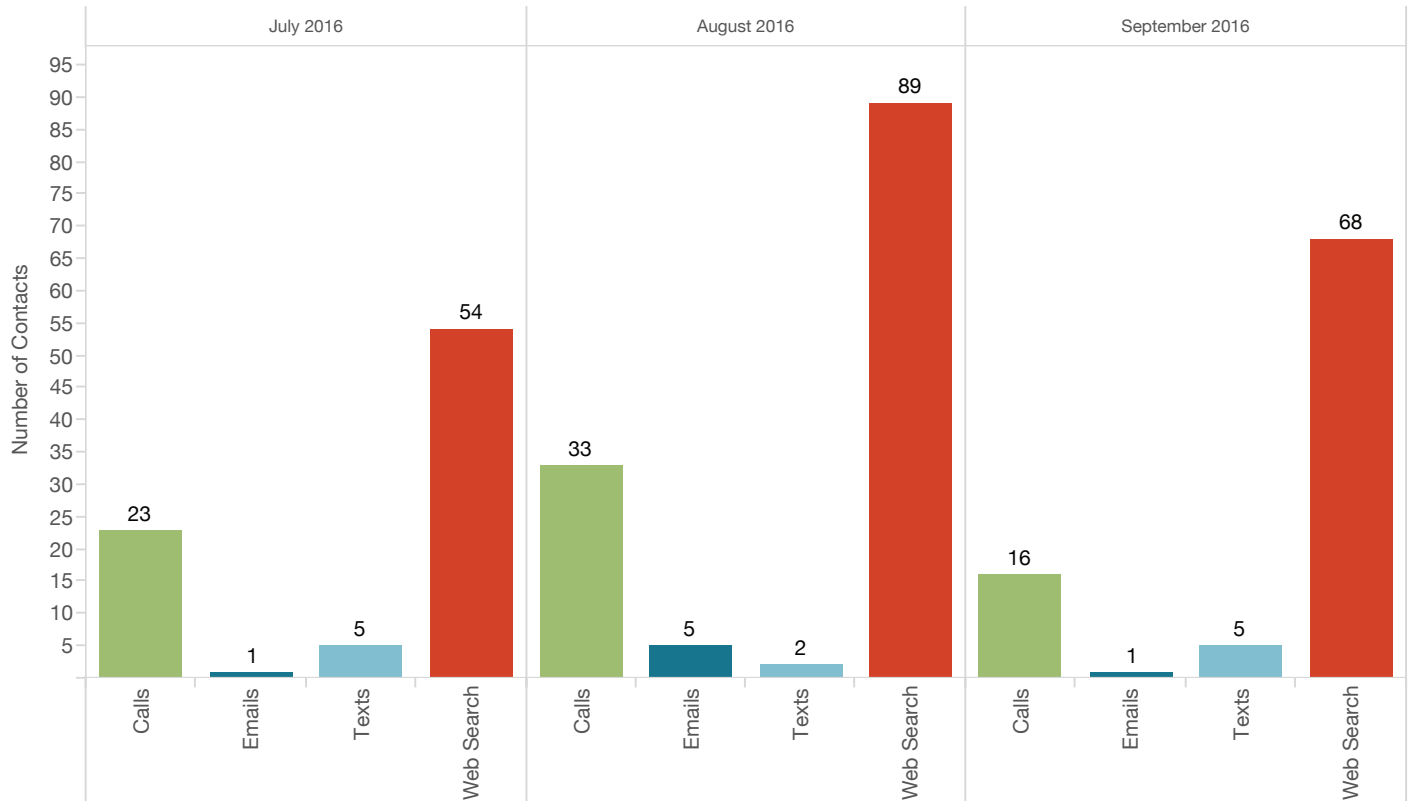


# COLUMBIA COUNTY

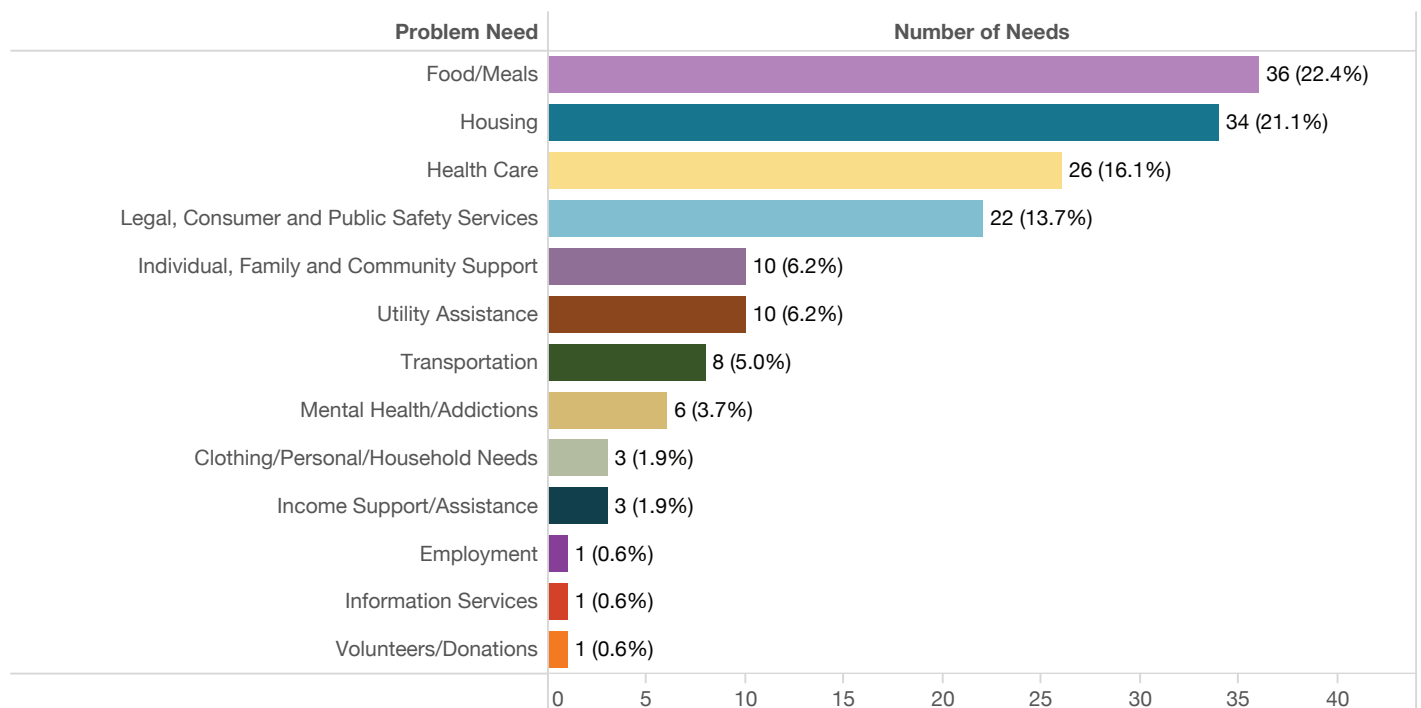
July 1, 2016 - September 30, 2016



## How many contacts did we receive?



## What were contacts' needs?

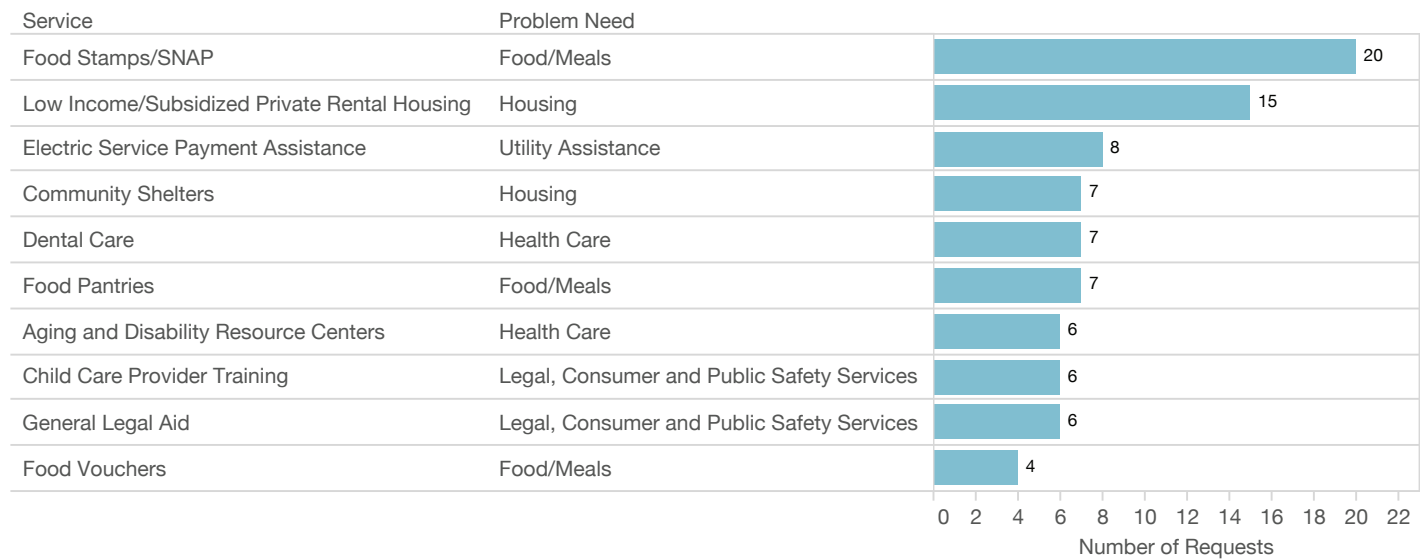


# COLUMBIA COUNTY

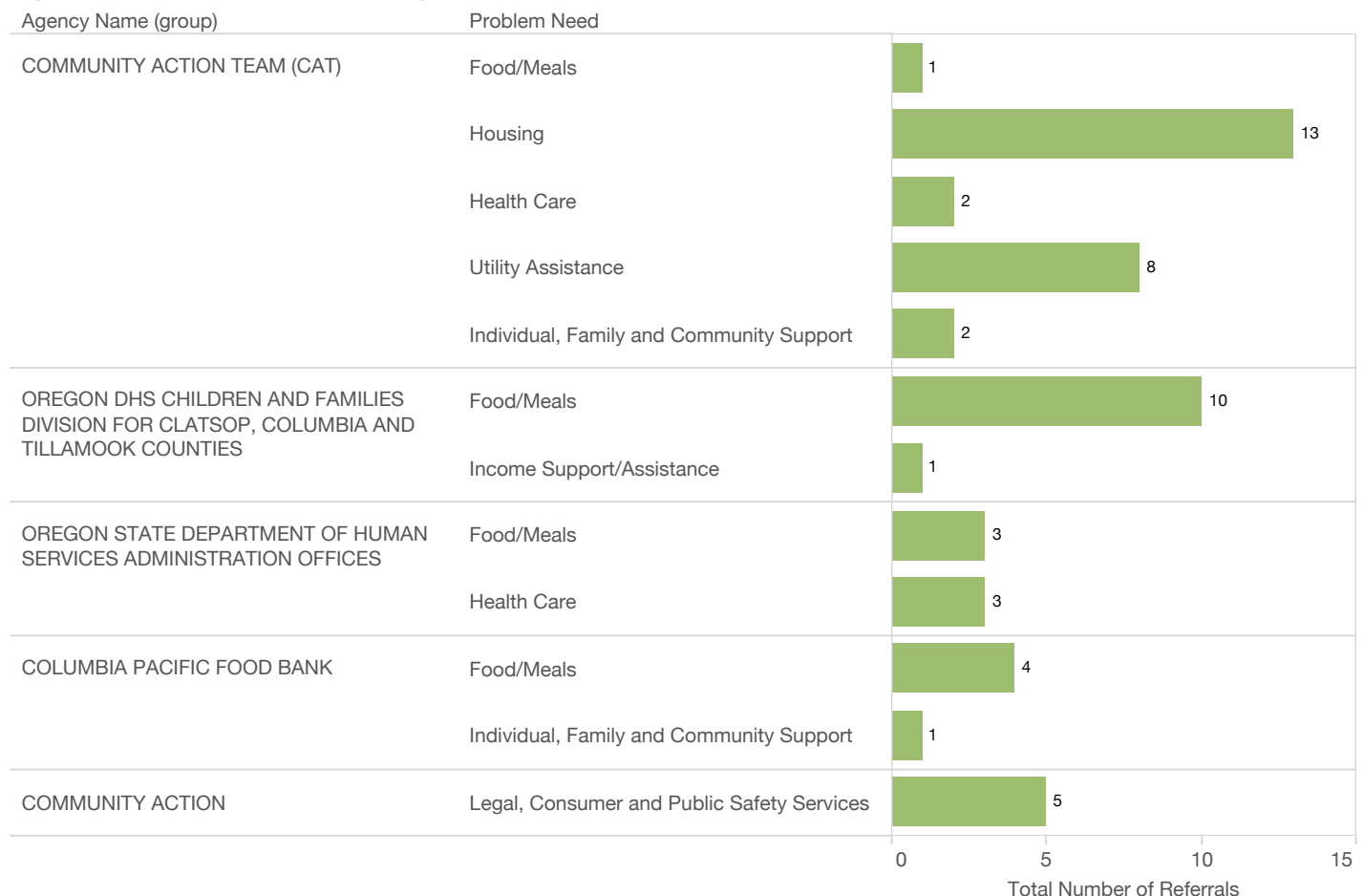
July 1, 2016 - September 30, 2016



## Services most often requested by contacts



## Agencies most often referred by 211info

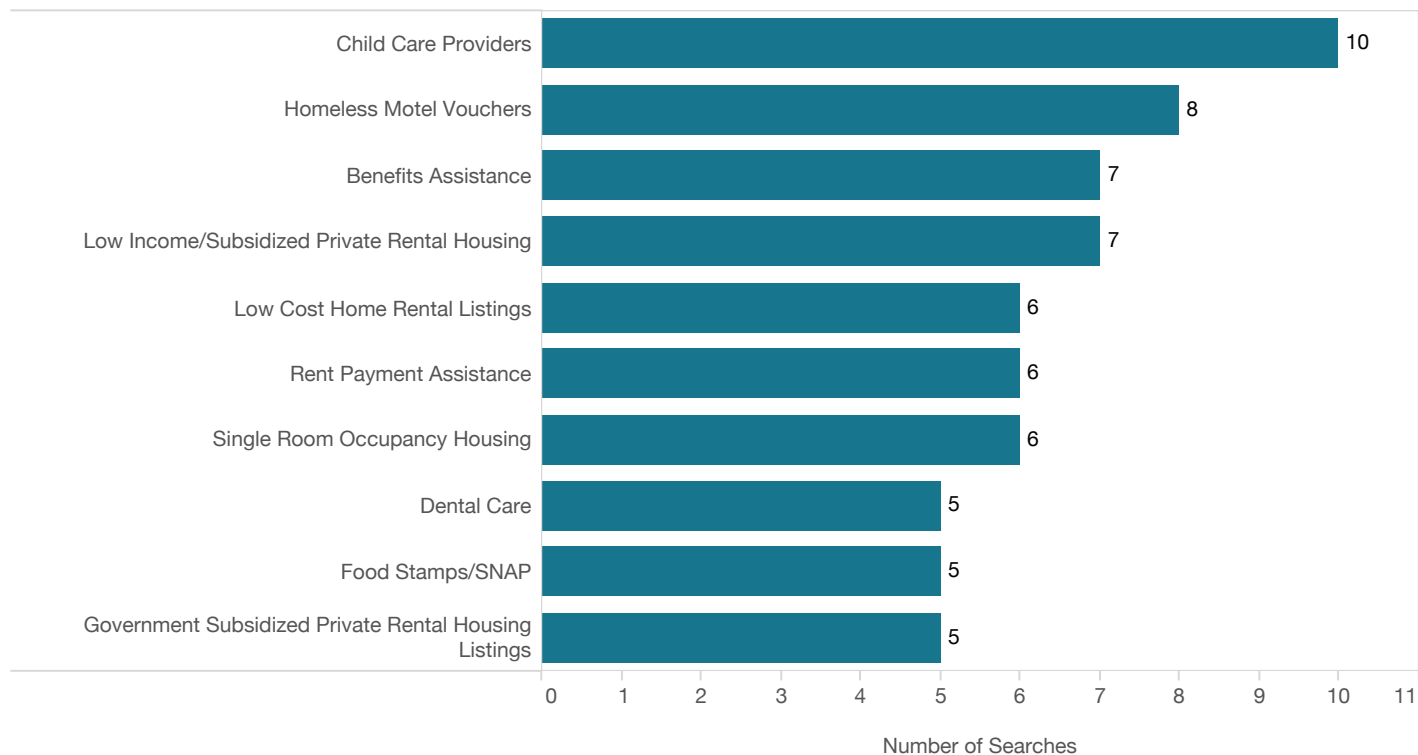


# COLUMBIA COUNTY

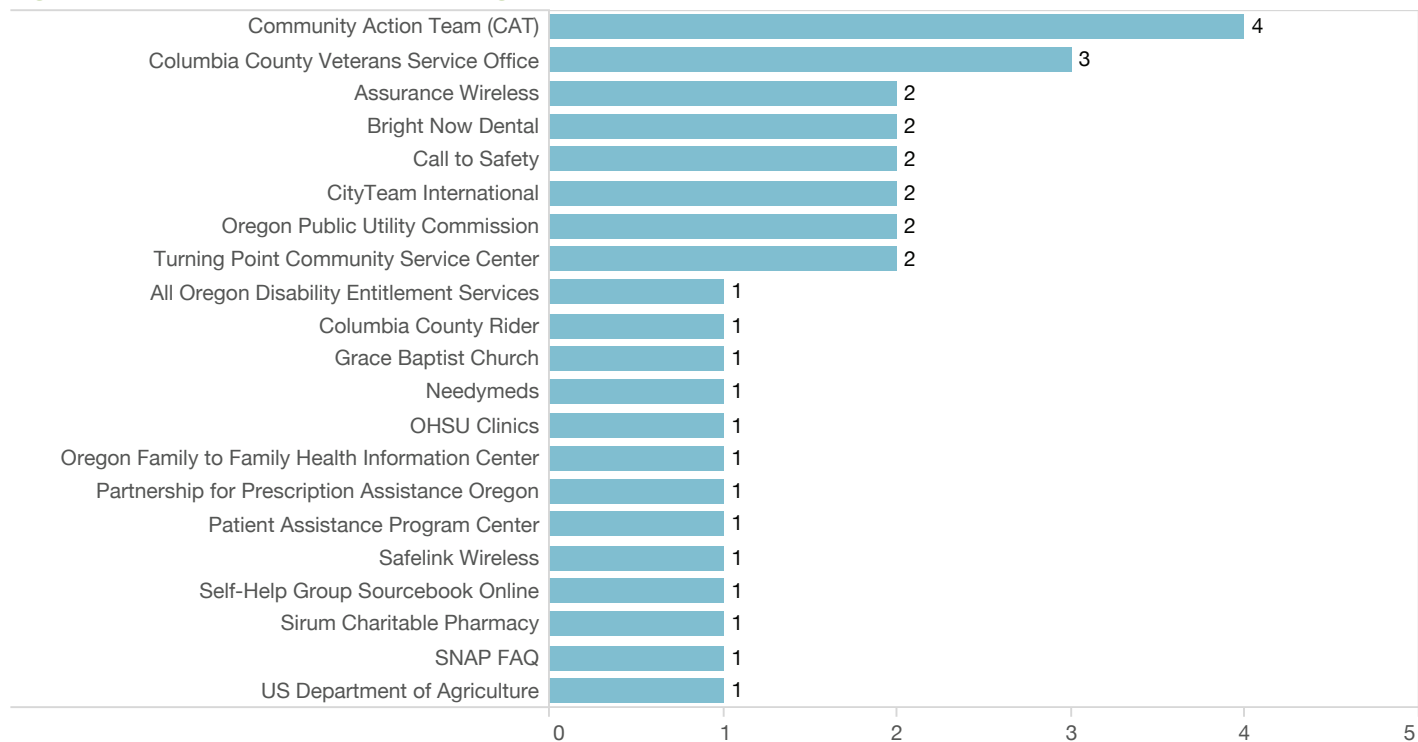
July 1, 2016 - September 30, 2016



## Services most often searched in the online database



## Agencies most often referred through the online database



# COLUMBIA COUNTY

July 1, 2016 - September 30, 2016



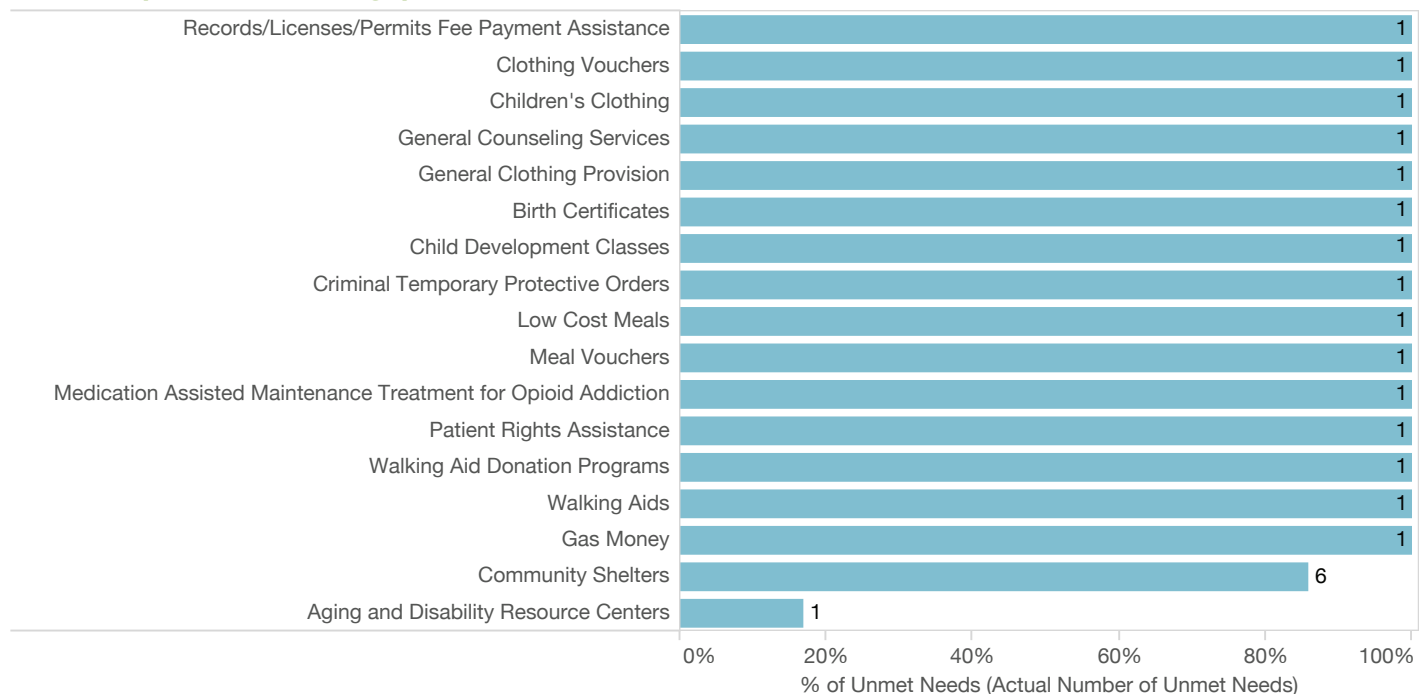
There were 22 instances where a referral was not appropriate for the contact's requested need. While housing requests had the greatest number of unmet community needs, only 18% of those requests were unmet needs.

## What are potential community gaps by need?

	Referral Given		Unfulfilled Referrals	
	Number of Needs	% Requests	Number of Needs	% Requests
Clothing/Personal/Household Needs			3	100%
Volunteers/Donations			1	100%
Mental Health/Addictions	4	67%	2	33%
Legal, Consumer and Public Safety Services	18	82%	4	18%
Housing	28	82%	6	18%
Transportation	7	88%	1	13%
Individual, Family and Community Support	9	90%	1	10%
Health Care	24	92%	2	8%
Food/Meals	34	94%	2	6%
Utility Assistance	10	100%		
Information Services	1	100%		
Employment	1	100%		
Income Support/Assistance	3	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 are displayed below, sorted by proportion of referral requests.

## What are potential service gaps?



# COLUMBIA COUNTY

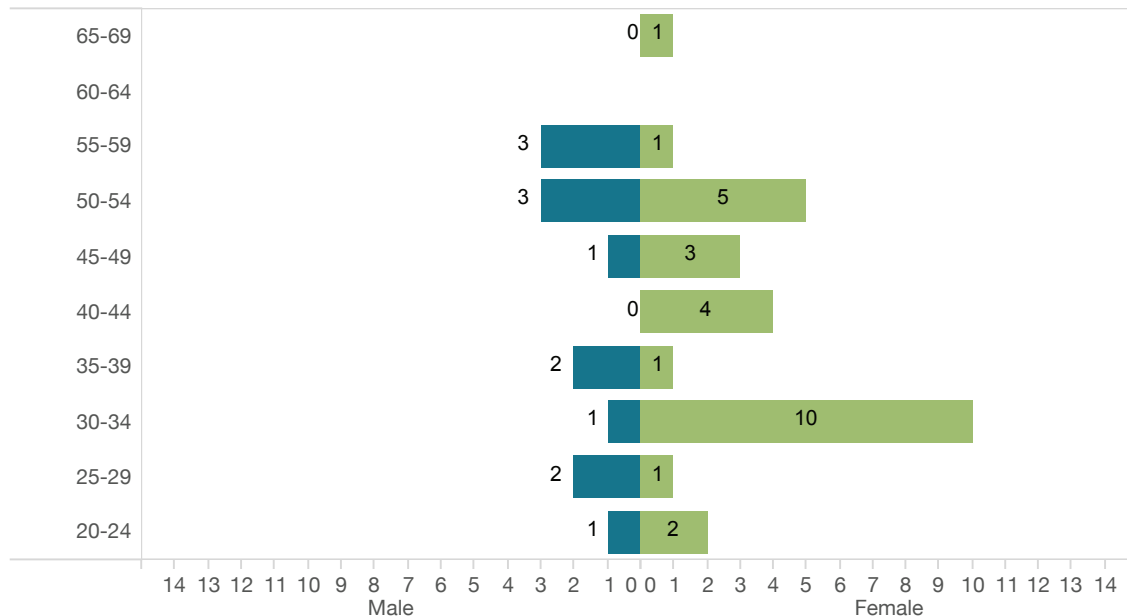
July 1, 2016 - September 30, 2016



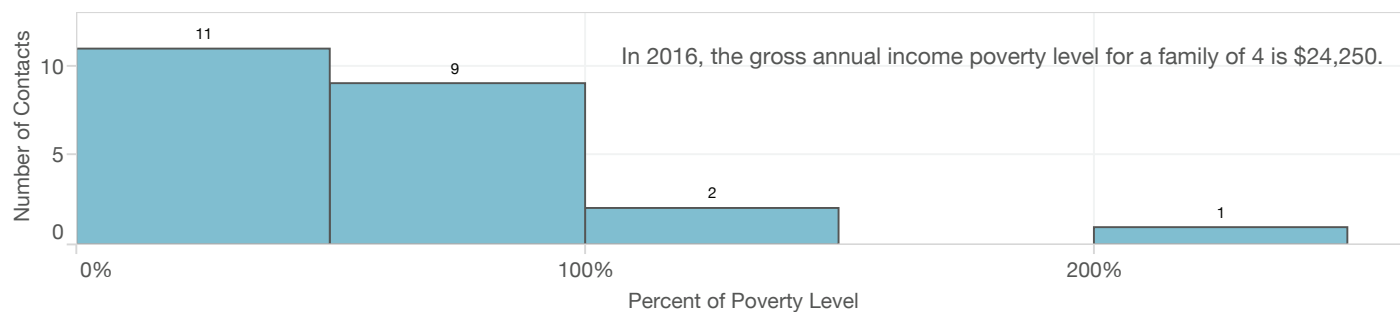
## Age

65-69	2.44%
60-64	
55-59	9.76%
50-54	19.51%
45-49	9.76%
40-44	9.76%
35-39	7.32%
30-34	26.83%
25-29	7.32%
20-24	7.32%

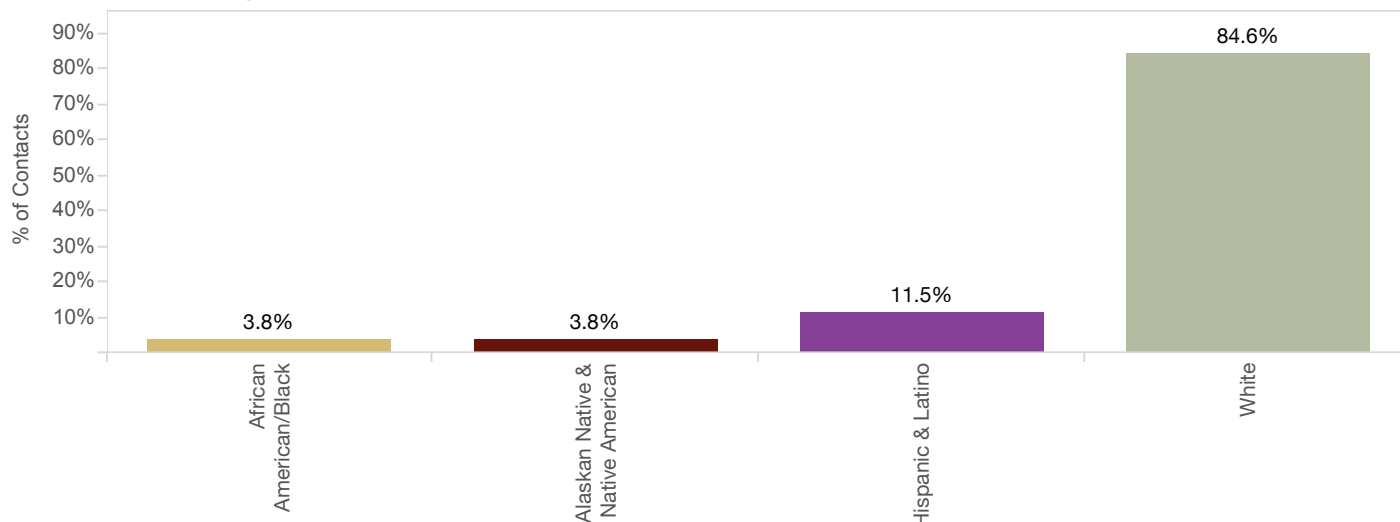
## Age and Gender



## Income



## Race and Ethnicity

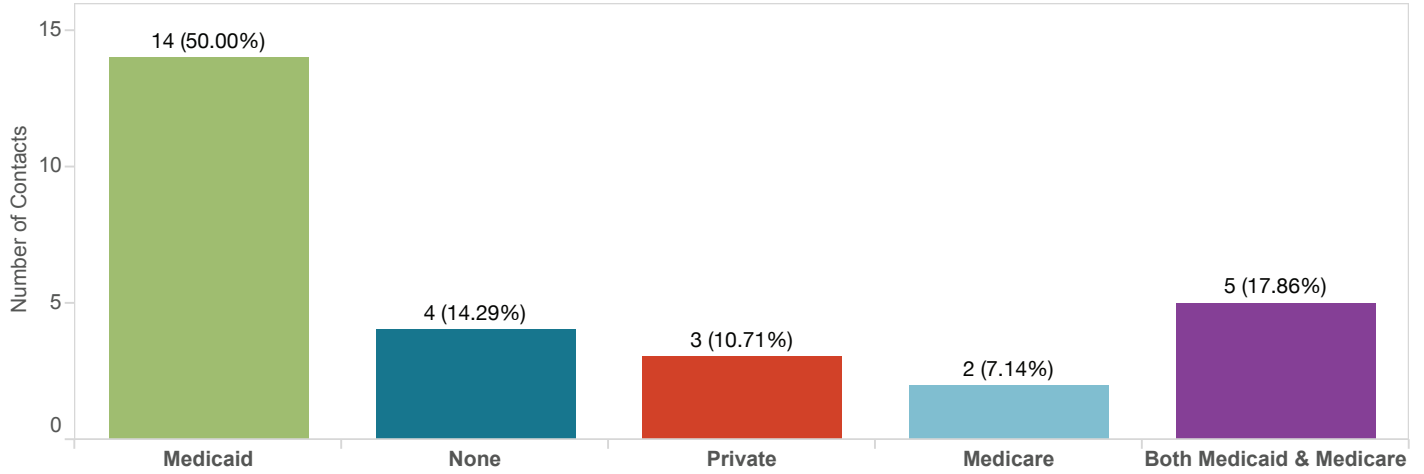


# COLUMBIA COUNTY

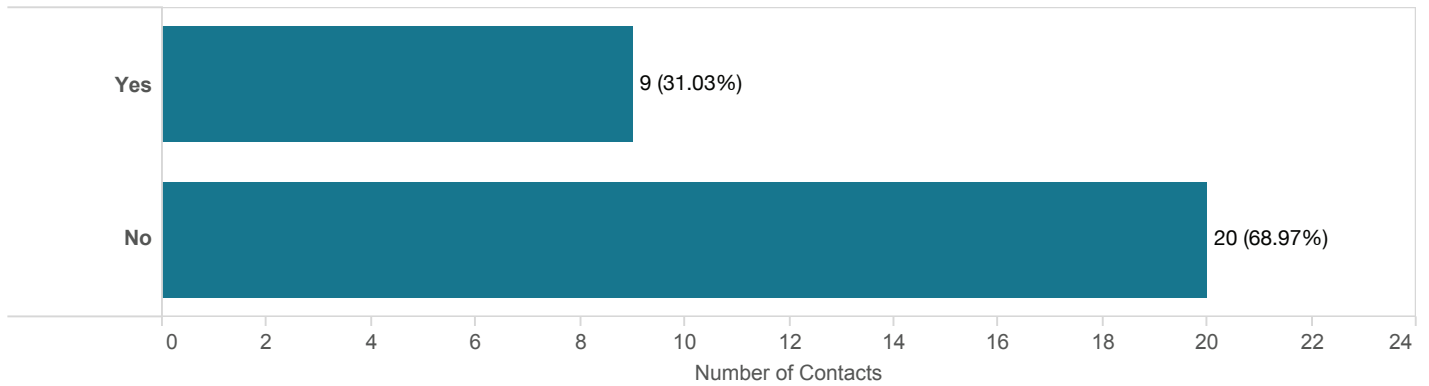
July 1, 2016 - September 30, 2016



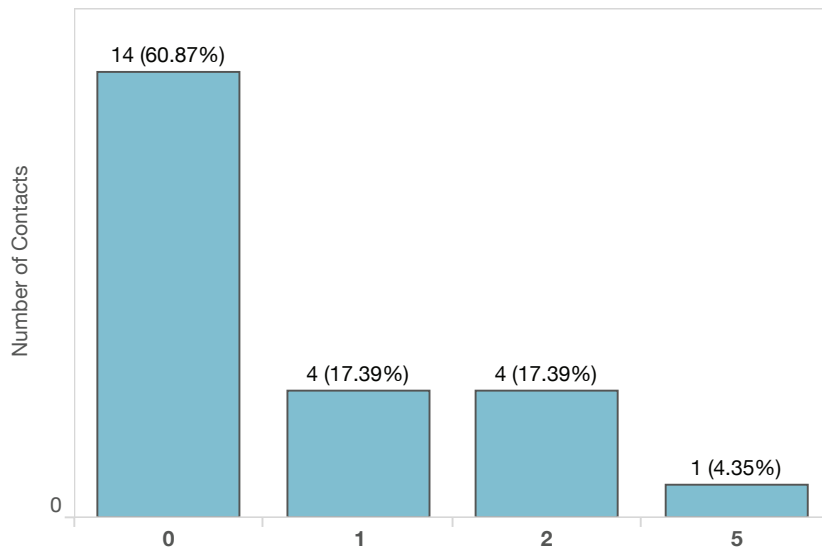
## Health insurance status



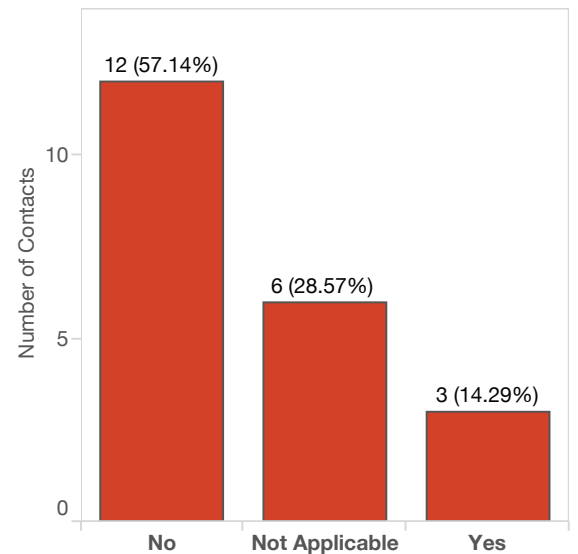
## Are you currently homeless?



## Number of children in the household



## Are you currently pregnant?



# COLUMBIA COUNTY

July 1, 2016 - September 30, 2016



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

