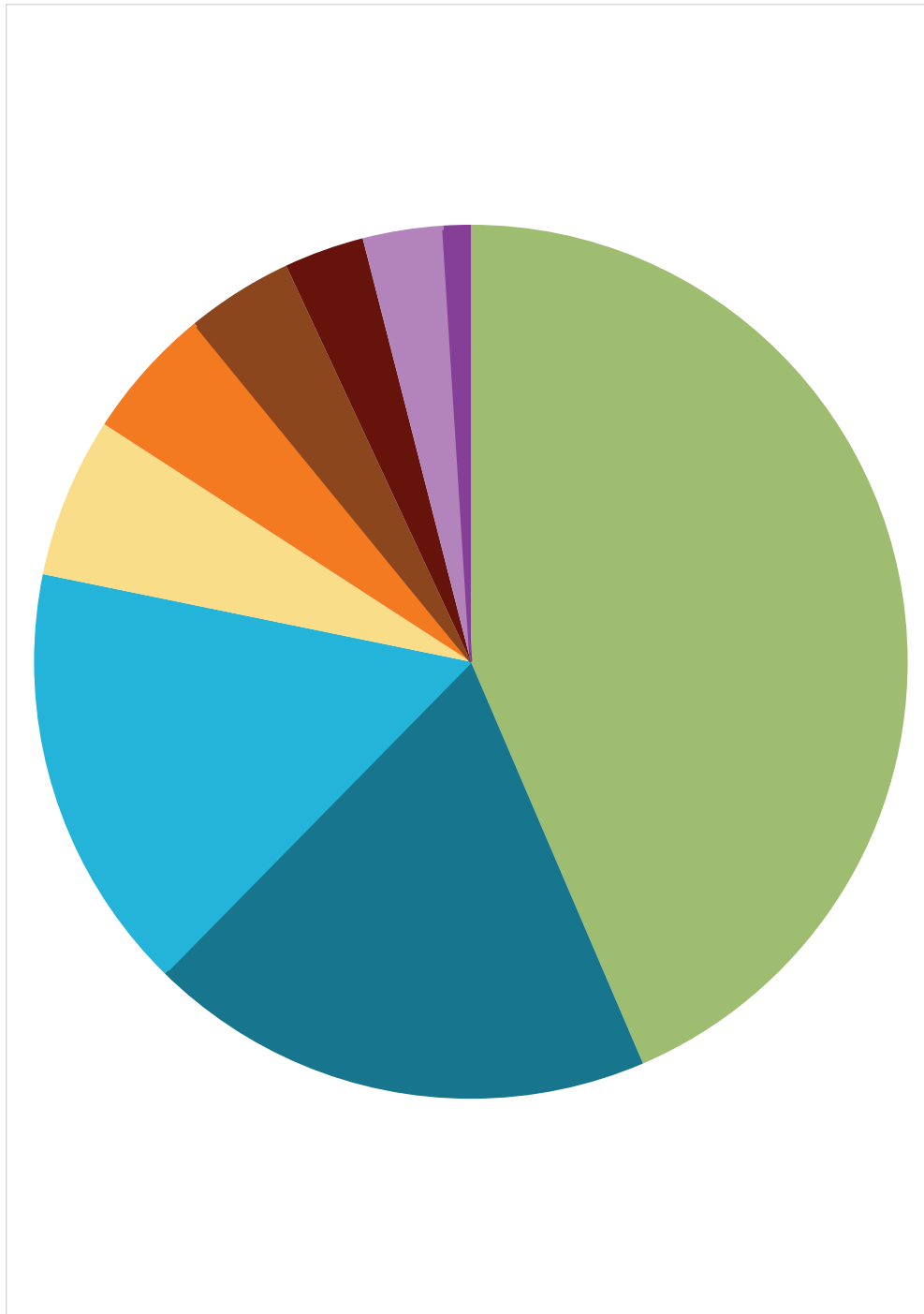


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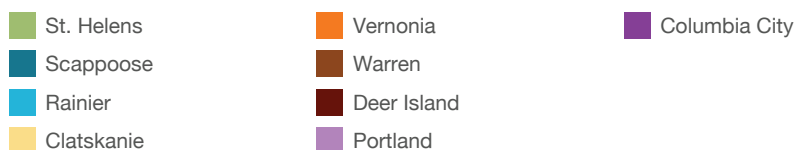
April 1, 2017 - June 30, 2017



Percent of contacts by city



St. Helens	44 (44.00%)
Scappoose	19 (19.00%)
Rainier	16 (16.00%)
Clatskanie	6 (6.00%)
Vernonia	5 (5.00%)
Warren	4 (4.00%)
Deer Island	3 (3.00%)
Portland	3 (3.00%)
Columbia City	1 (1.00%)

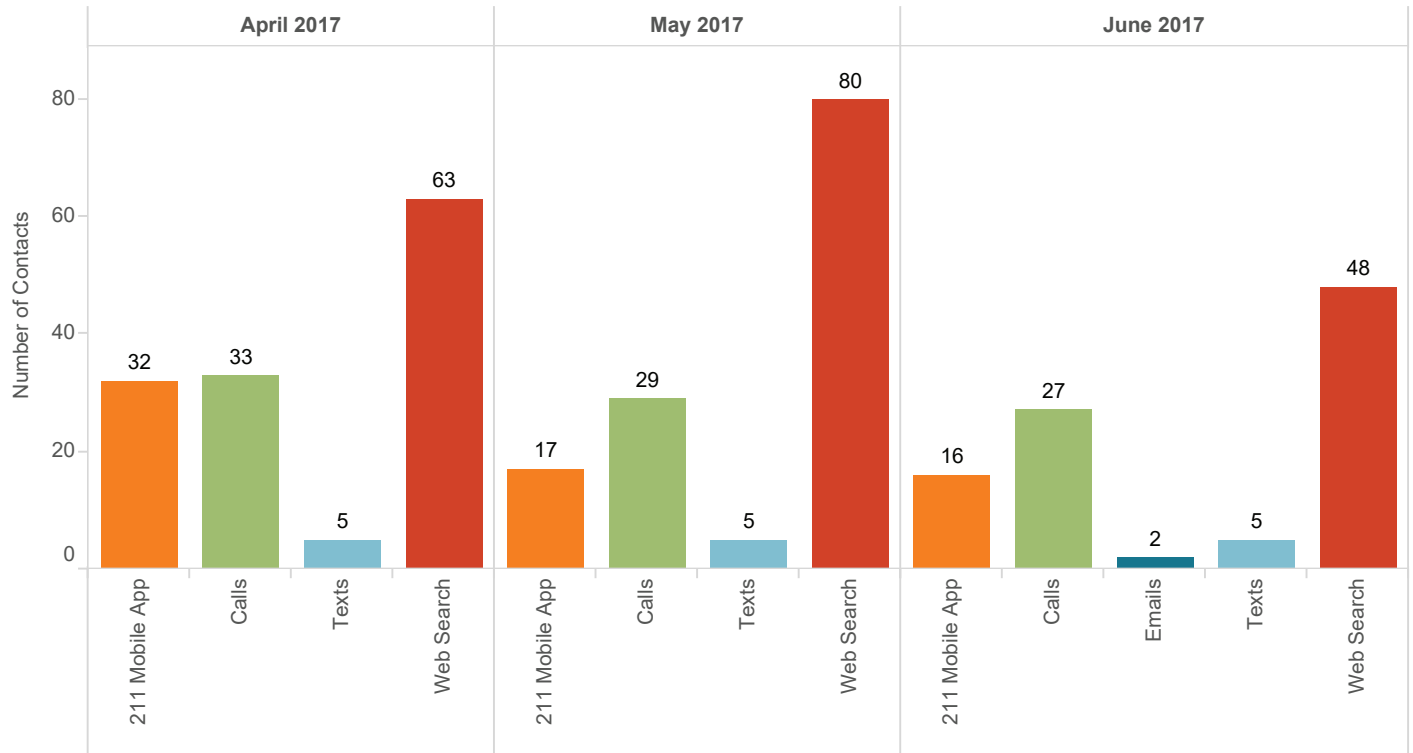


COLUMBIA COUNTY

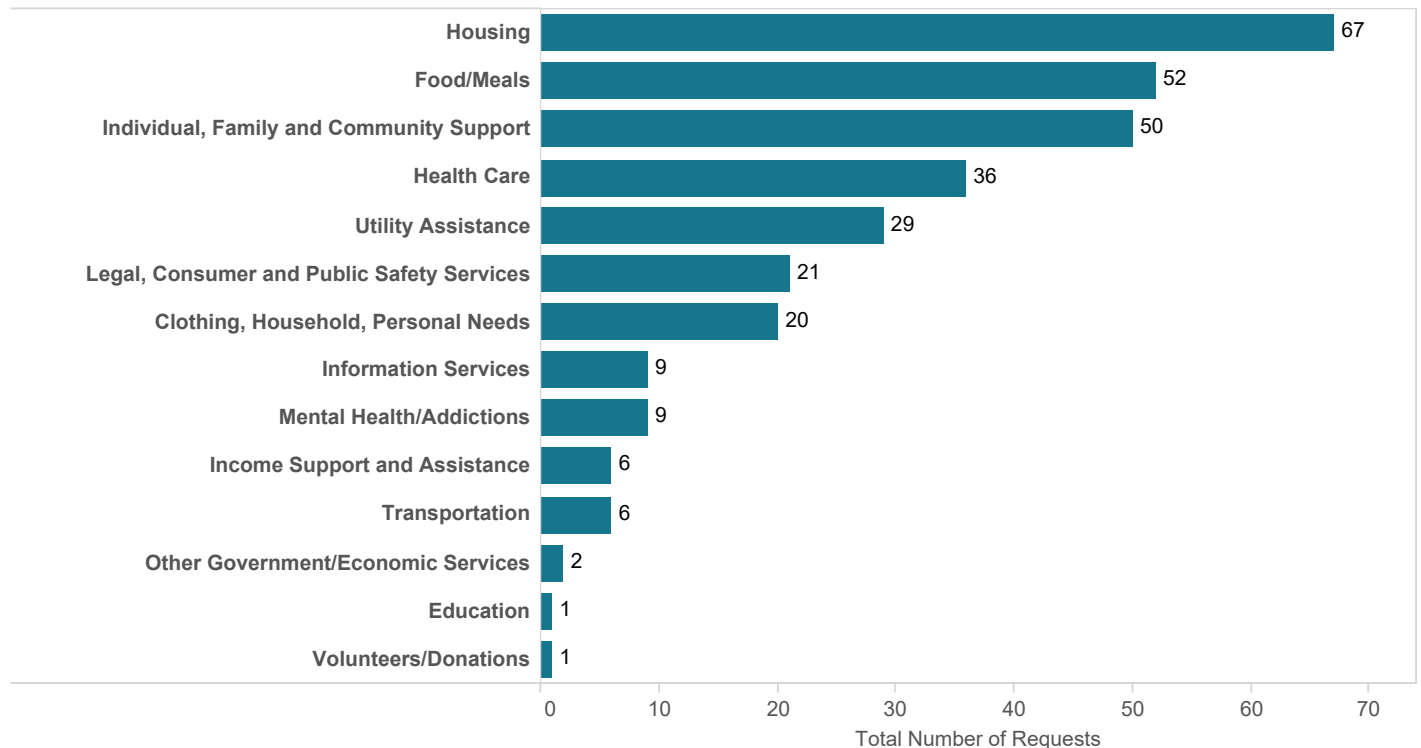
April 1, 2017 - June 30, 2017



Number of contacts, grouped by month and contact type



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

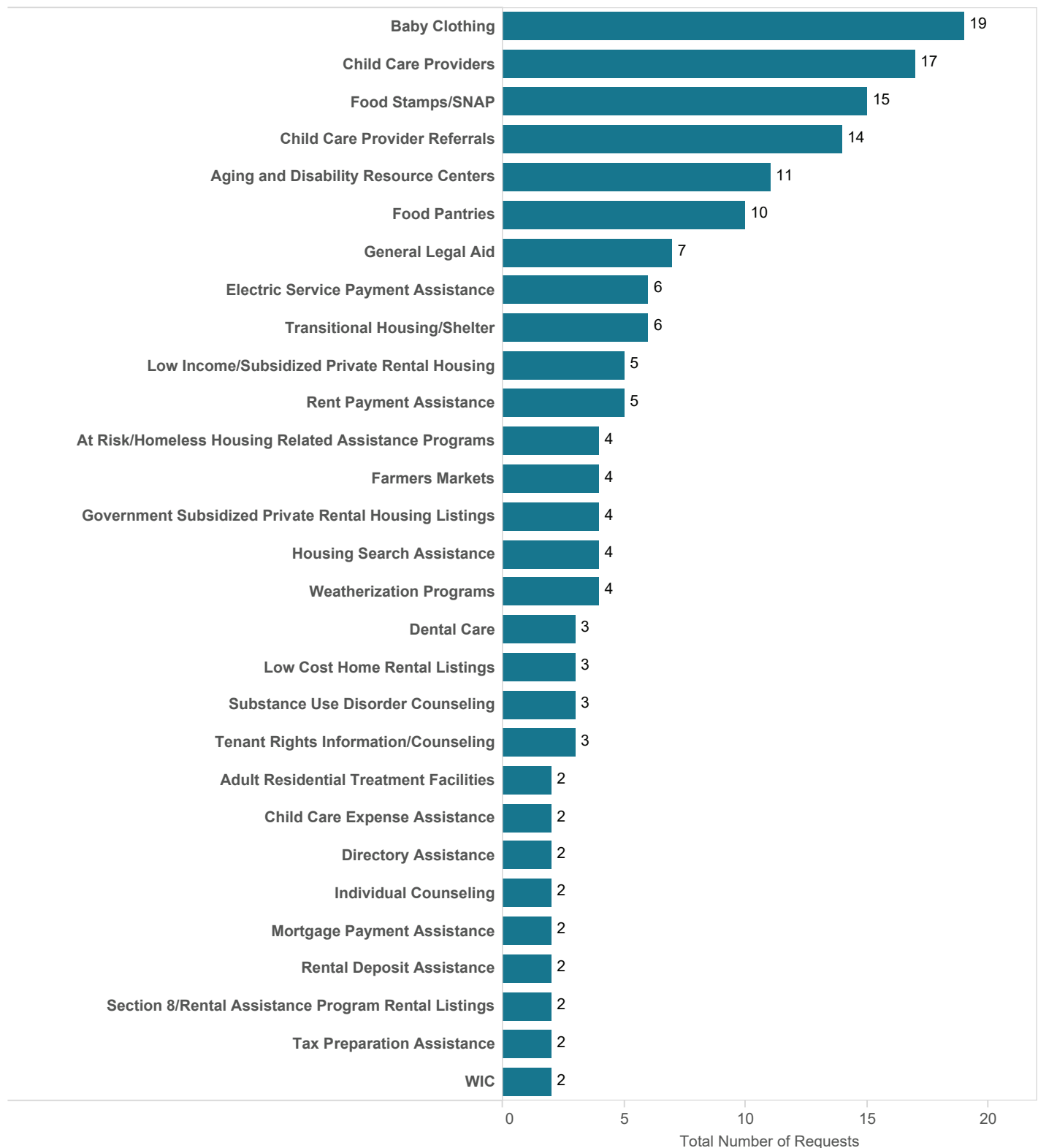


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Number of services with two or more requests across all contact types

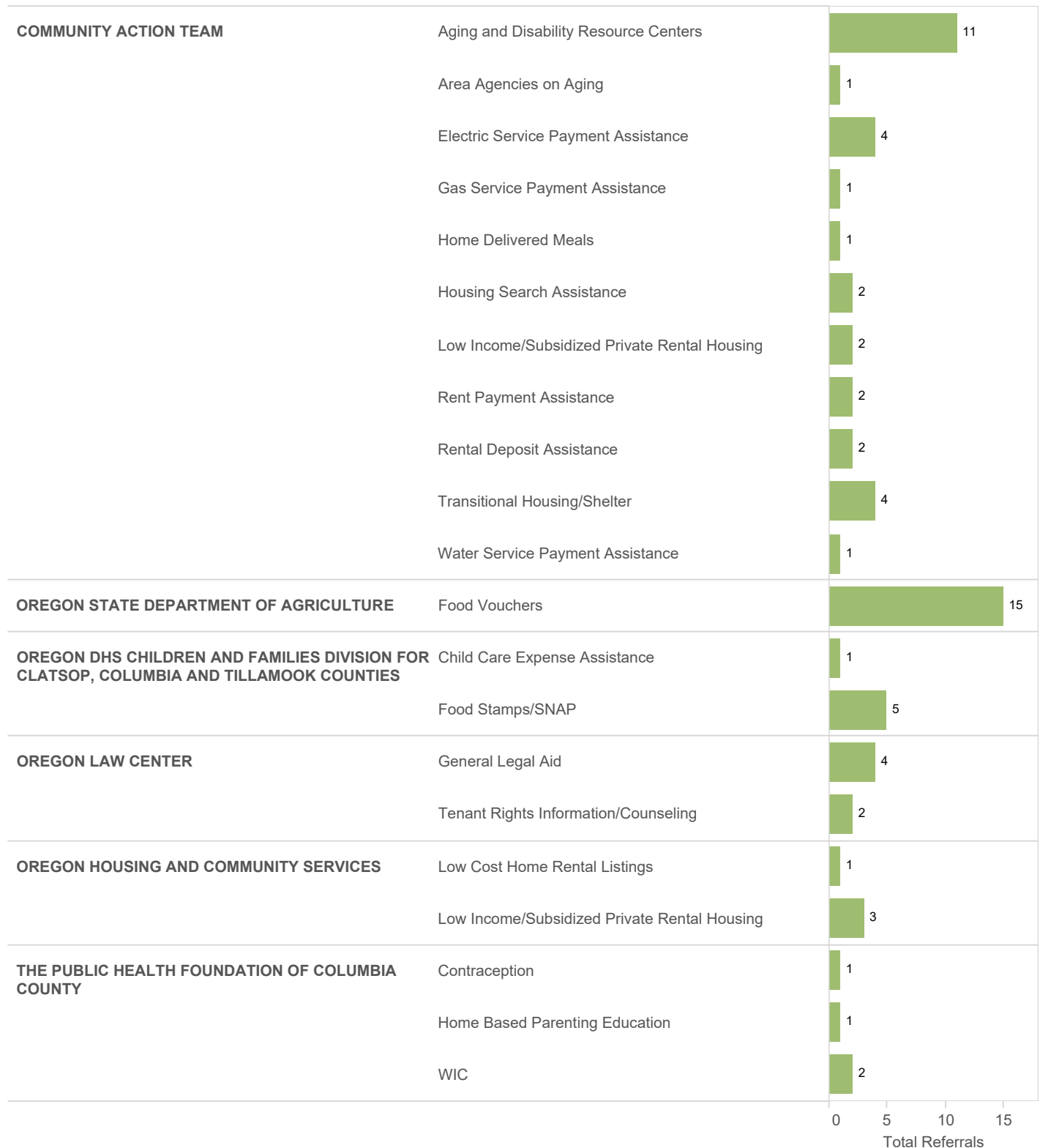


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Top 6 agencies referred to across all contact types



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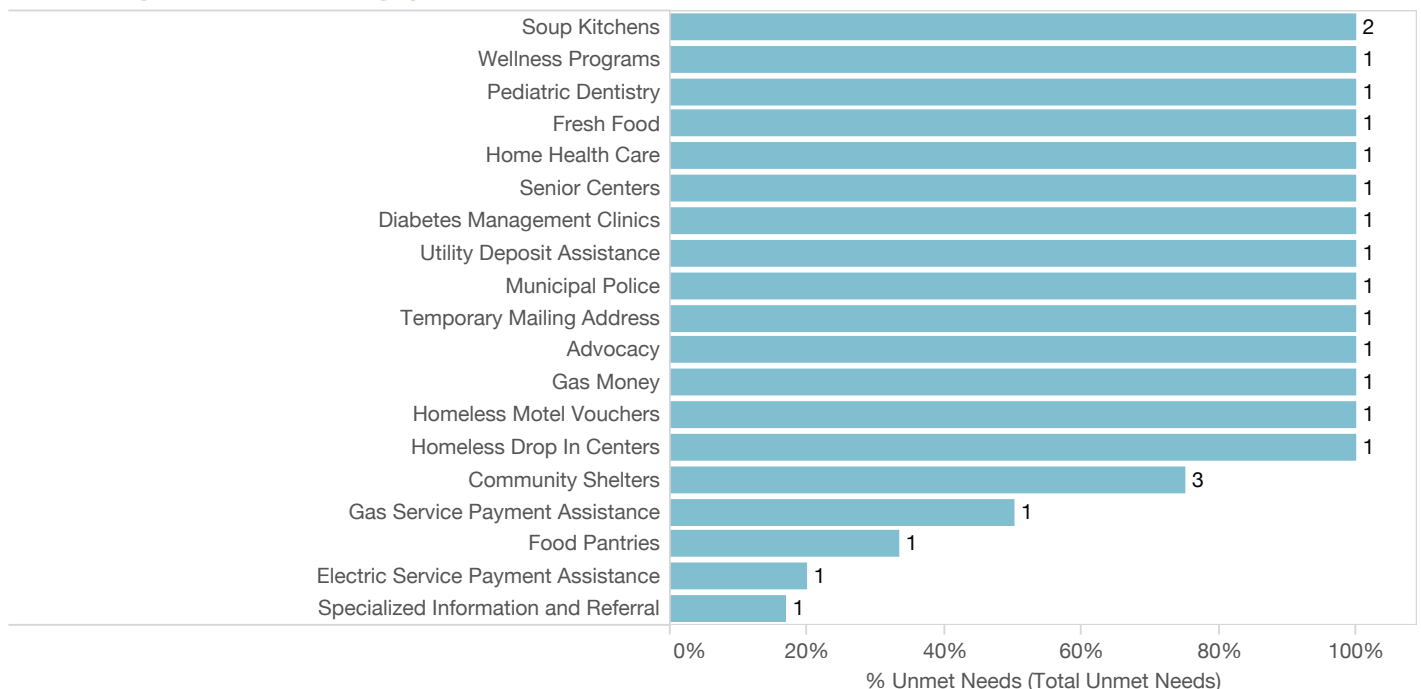
There were 22 instances where there wasn't an appropriate referral for the contact's requested need. Housing needs represent the largest number of unmet community needs. Clothing/personal/household requests represent the greatest proportion of unmet community needs.

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			1	100%
Utility Assistance	7	70%	3	30%
Transportation	3	75%	1	25%
Housing	23	85%	5	19%
Legal, Consumer and Public Safety Services	11	92%	2	17%
Health Care	21	84%	4	16%
Information Services	8	89%	1	11%
Food/Meals	32	89%	4	11%
Individual, Family and Community Support	11	92%	1	8%
Mental Health/Addictions	2	100%		
Income Support/Assistance	3	100%		
Other Government/Economic Services	2	100%		
Grand Total	123	86%	22	15%

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?



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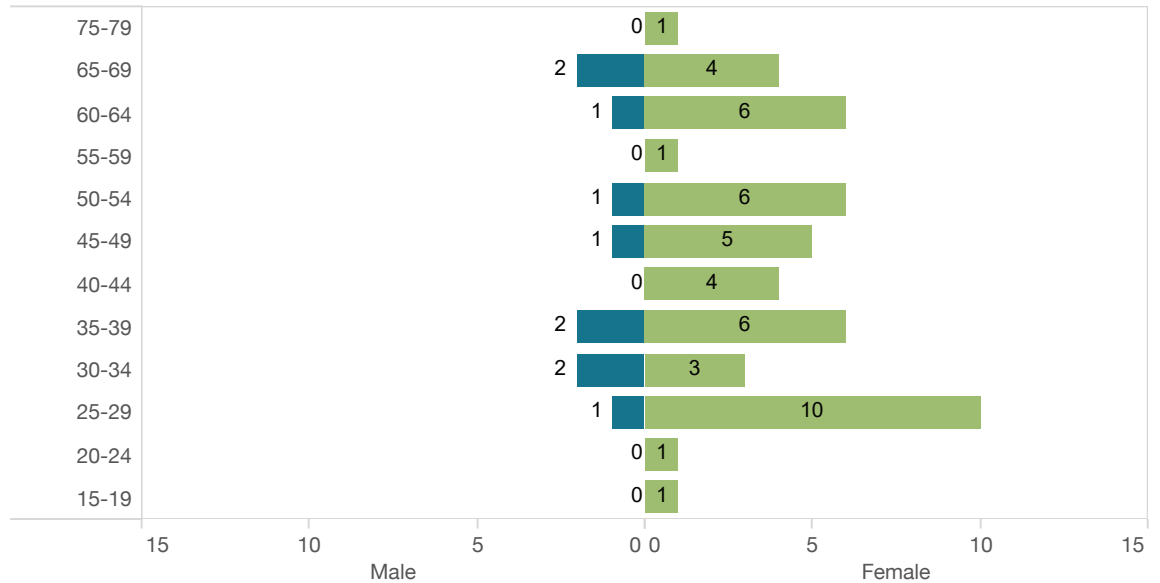
April 1, 2017 - June 30, 2017



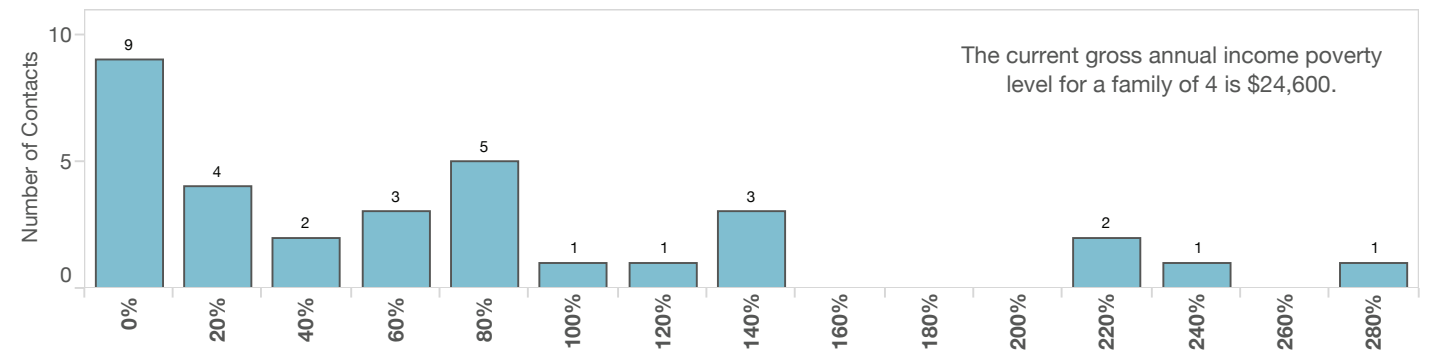
Age

75-79	1.85%
65-69	11.11%
60-64	12.96%
55-59	1.85%
50-54	12.96%
45-49	9.26%
40-44	7.41%
35-39	12.96%
30-34	7.41%
25-29	18.52%
20-24	1.85%
15-19	1.85%

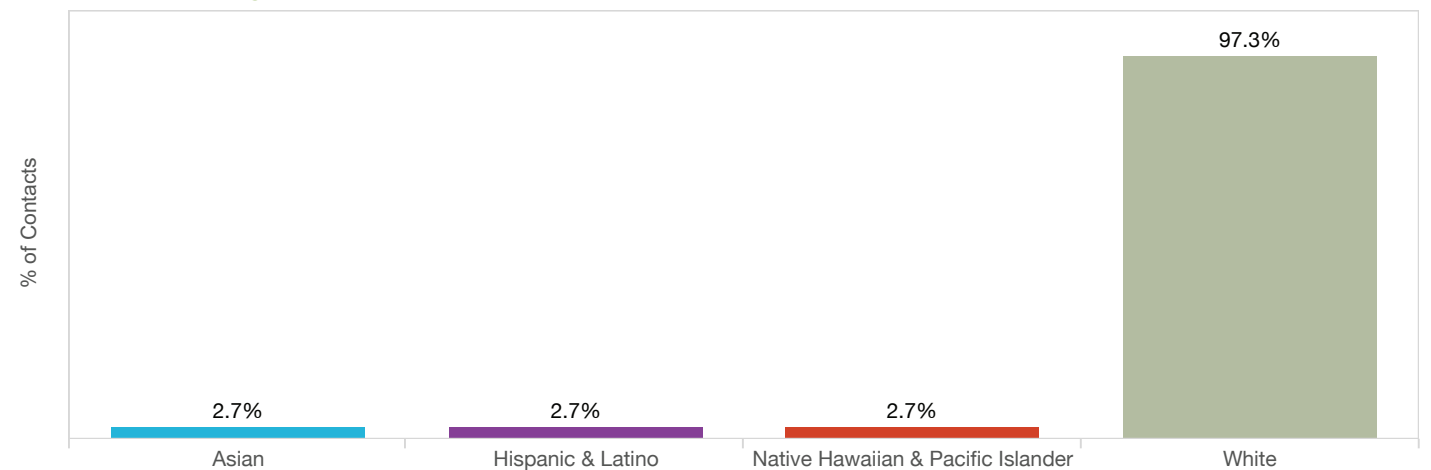
Age and gender



Income as a percentage of the poverty level



Race and ethnicity

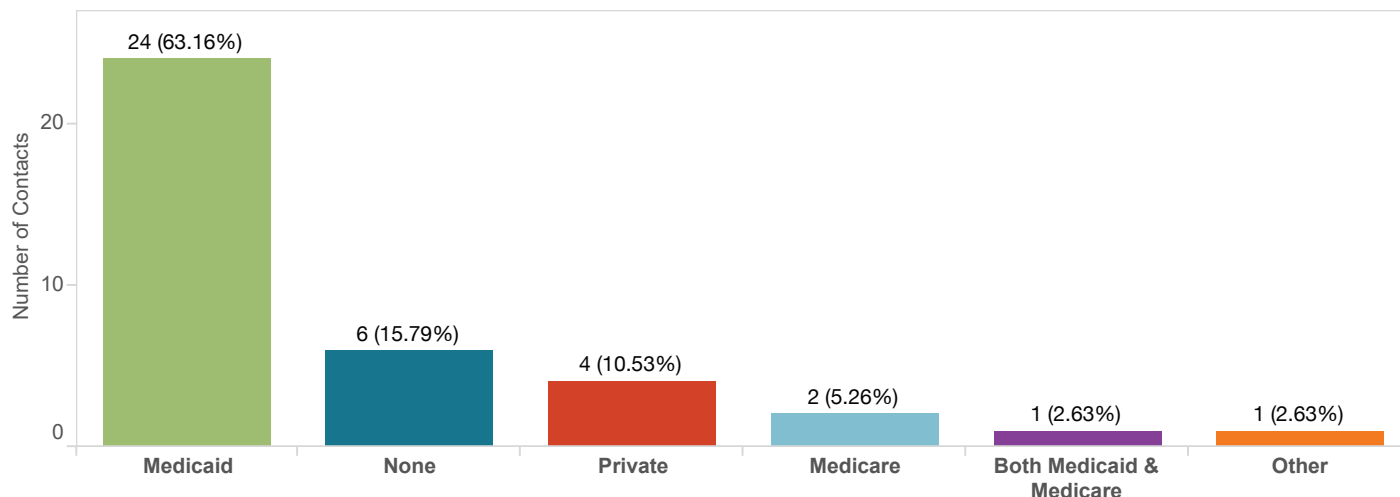


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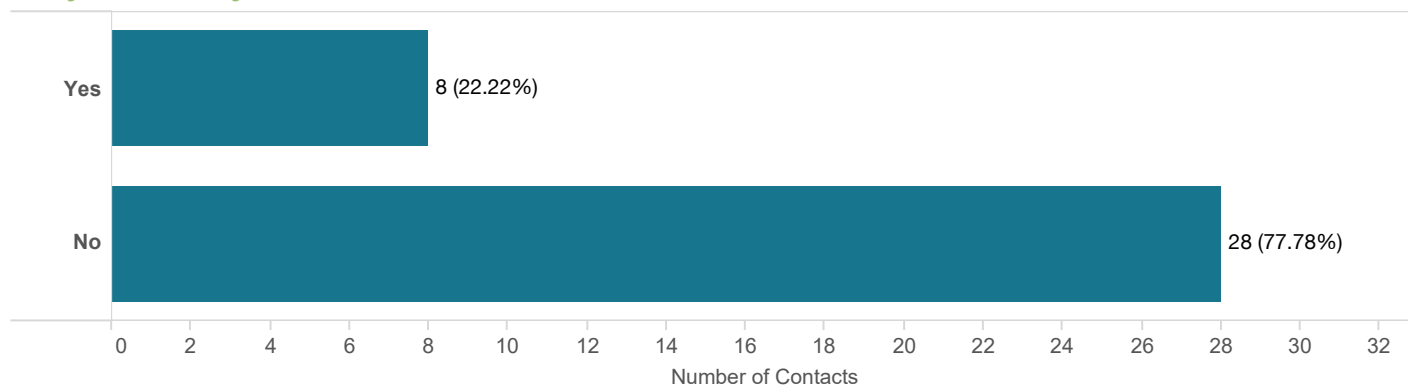
April 1, 2017 - June 30, 2017



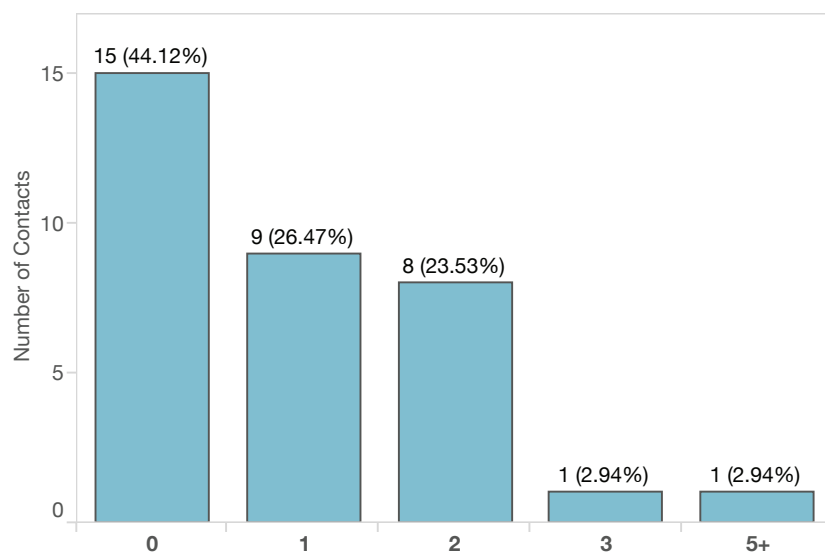
Health insurance status



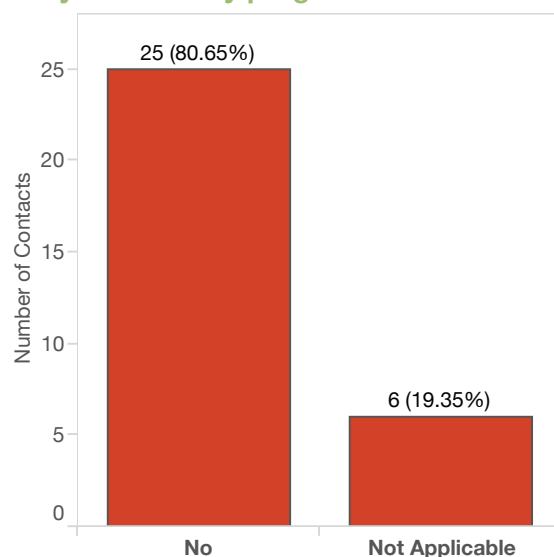
Are you currently homeless?



Number of children in the household



Are you currently pregnant?



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

