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## 2010 YCAP Needs Assessment Report

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# 2010 YCAP Needs Assessment Report

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## **Executive Summary**

An initial analysis of the data from the Yamhill Community Action Partnership (YCAP) needs assessment indicates both strengths, as well as potential areas for improvement, in current YCAP programs offered to residents of Yamhill County. One of the major strengths is that it is clear that individuals with lower incomes are receiving significant housing assistance from YCAP. Strengths in transportation include geographical accessibility and moderate amount of usage. Additionally, a wide variety of services are being provided to the unemployed, especially in a time when unemployment is at such a high rate. These services are also being publicized effectively.

Among the areas for improvement, we find that the housing section suggests a need for more heating/insulation assistance as evident. Many people were either dissatisfied with the heating in their home or were suffering financial hardships. Therefore, an increased focus on how to provide heating assistance would address the heating issue. With respect to the transportation section of the survey, most respondents report the regular use of an automobile for transportation and a high percentage have difficulties with these designated vehicles. The county could meet the needs of this correlation by creating an automobile emergency fund to pay for gas, slight repairs, and car insurance. This would be an effective area of improvement as it would target more of the respondents who actively use vehicles for regular transportation. An area of improvement in client services could include additional research on who needs access to health care and how this can be provided.

The intention of this report is to highlight for the Yamhill Community Action Partnership, areas of need, strength and improvement, using the data gathered in the spring of 2010. It is hoped that this report will be seen as a resource for

## **Organization**

Yamhill Community Action Partnership (YCAP) is a social services organization that upholds a mission to advocate for and assist persons toward self-sufficiency in Yamhill County

communities. The organization is made up of a number of different factions, including a Regional Food Bank which takes donations of non-perishable items and distributes items to food pantries, soup kitchens, and other affiliates in the county, Energy Services, which focuses on the weatherization of homes, energy education, and energy bill assistance for eligible applicants, Housing, which operates three shelters for homeless families and children in transition and provides home rental and maintenance assistance to eligible applicants, a county-wide Public Transit System, and Youth Outreach Services, which addresses the needs of at-risk youth. The organization also accepts private monetary donations and has access to a number of funding programs which enable a distribution of funds to people whose needs are not met through other social services and funding. The organization funds its various programs via received donations, grants, and state funding.

## **Methods**

In the spring of 2010, the Sociology and Anthropology Department at Linfield College and the Yamhill Community Action Partnership (YCAP) established a partnership to conduct a needs assessment survey of the communities of Yamhill County. The survey was headed by two Linfield sociology professors, Dr. Jeff D. Peterson and Dr. Robert Owen Gardner, and was constructed by two of their classes, Latinos and Latinas in the US, taught by Dr. Peterson, and Sociology of Community, taught by Dr. Gardner. The Linfield students and faculty constructed the survey according to five need areas provided by YCAP, including General Questions and Health Issues, Housing, Transportation, and Client Services. After construction, the survey was translated into Spanish by bilingual students.

The previously mentioned classes, as well as students from the Linfield Sociology & Anthropology Department's Senior Pro-seminar class, were trained in interview techniques and administered the survey at the Community Connect event, YCAP, Virginia Garcia Memorial Health Center, St. Barnabas Soup Kitchen, Church on the Hill, McMinnville Senior Center, Early Intervention and Early Childhood Special Education, Yamhill County Public Health, McMinnville Co-operative Ministries, and bus stops around McMinnville. Surveys were conducted at

essentially random times, as per the availability of student surveyors. A total of 182 surveys were administered to members of the Yamhill County community. Information from these surveys was inputted into a computer database by Dr. Peterson's fall 2010 Senior Pro-seminar and Social Research Methods classes under the supervision of highly trained student leaders. Analysis of the data was then undertaken by the Senior Pro-seminar and Social Research Methods classes, and the results were prepared for presentation.

## Results

### Demographics

YCAP serves Yamhill County and the communities within. The first section of the survey concerned the demographics of those who accessed YCAP. The ages of the participants varied and did not have a significant strength in a particular group, so YCAP manages to serve a range population of young adults to senior citizens.

Those who access YCAP services are significantly more likely to be female, about 64.3%.

Table 1. Gender of respondent

	Frequency	Valid Percent
Valid Male	65	35.7
Female	117	64.3
Total	182	100.0

The respondents are also typically single and never been married or divorced (about 43.4% and 16.5% respectively). About 25.8% are married or have a civil union. A majority also identified as Protestant Christian (44.1%) while a substantial group designated themselves as religious, but not affiliated (18.2%). A small group chose to write in a different religion not mentioned ranging from Mormon to Quaker.

The ethnicity of the participants is substantially Caucasian, around 81.1% while the second largest group identified as Hispanic-American/Latino (13.3%).

**Table 2. Respondent’s self-identified identity**

	Frequency	Valid Percent
Valid Caucasian	146	81.1
African-American	3	1.7
Hispanic-American/Latino	24	13.3
American Indian/Alaskan Native	2	1.1
Asian-American	3	1.7
Other	2	1.1
Total	180	100.0
Missing <sup>1</sup> Don't know/Did not respond	2	
Total	182	

About 16 respondents wrote in a different category such as Native Hawaiian/Pacific Islander or a mix, choosing two ethnicities such as Native American/Caucasian. The typical highest education a participant received was grade school to some college (86.4%).

### **Food & Health**

About 84.8% of respondents said that there were no times they did not have access to food in the last week with 1.8% claiming once and 7% claiming twice and 6.5% claiming 3 or more times. 60.2% do not regularly get food at a food service such as a food pantry, FISH or Salvation Army and 78.4% said they received an adequate supply of food. 75.9% said the food is

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<sup>1</sup> Missing data are coded as such when respondents do not answer a question, or when the question is not applicable to them. These are excluded from the percentage totals.

appropriate for their needs in dietary, culturally, and medically means. Those who claimed it did not mention the reasons below:

Table 3: If foods do not meet needs, please explain

	Frequency	Valid Percent
Valid Dietary needs (vegetarian, red meat, etc)	2	11.8
No more Ham	2	11.8
More fruits and vegetables, no canned foods	1	5.9
Mismatched food items	1	5.9
Too much sugary/starchy items	1	5.9
Medical issues	5	29.4
Too much processed food	5	29.4
Total	17	100.0
Missing Missing	165	
Total	182	

62% of respondents do not smoke cigarettes, while those who do smoke around a pack per day. 75% answered they do not drink alcoholic beverages. 67.6% said they had an Oregon Trail Card/Food Stamps and 83.4% do not receive WIC. The primary method the participants found out about food services and resources was through word of mouth (87.3%), newspaper (3.2%), or a flyer (7.9%). Most respondents agree that flyers and word of mouth is the most effective way to get information about food services:



**Table 4. What would be the most effective way for you to get information about food services?**

		Frequency	Valid Percent
Valid	Internet	12	18.5
	Flyer	24	36.9
	Newspaper	7	10.8
	Word of Mouth	22	33.8
	Total	65	100.0
Missing	Don't know	5	
	Missing	112	
	Total	117	
Total		182	

73.5% said the current hours for food pickup is convenient while the other 26.5% said these added hours would be helpful:

**Table 5. If not, what hours could be added? : write in**

	Frequency	Valid Percent
Valid More days added	1	4.5
All day/Transportation issues	1	4.5
Not accessible for people who work	1	4.5
Open longer/later	6	27.3
More often and longer	2	9.1
Mondays	1	4.5
Sundays	1	4.5
Sundays, later in evenings 6-9 pm	1	4.5
Afternoons	7	31.8
Saturdays	1	4.5
Total	22	100.0
Missing Missing	160	
Total	182	

The respondents were equally divided with whether they had health insurance (47.8% said yes and 52.2% said no). 68.2% of participants said they were not on the Oregon Health Plan while 31.8% claimed they were. 73.2% of survey takers had seen a doctor about 0-5 times within the last year and 55.6% receive health checkups at least once a year.

**Table 6. How Many Times Did You See A Doctor Within The Last Year?**

	Frequency	Valid Percent
Valid 1: 0-5 times	131	73.2
2: 6-10	18	10.1
3: 11-20	16	8.9
4: 21-30	8	4.5
5: 31-40	3	1.7
6: 41-50	3	1.7
Total	179	100.0
Missing	3	
Total	182	

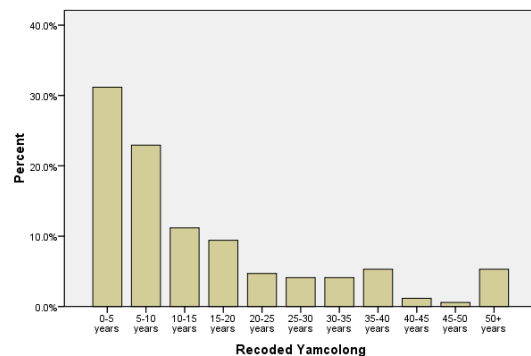
About 53.7% said they currently have a Family Care Doctor. 67.6% said they do not visit the dentist at least once a year and 71.7% do not visit the eye doctor at least once a year. Only .6% go to YCAP for health services and Virginia Garcia is the most visited place (28.6% visit there).

### Housing

For the housing section, the first few questions covered some basic background information on their living situation. The vast majority of respondents who answered the question indicated that they do live in Yamhill County (95.5% of 179 respondents). In fact, of the 182 respondents of the YCAP survey, only three individuals provided “missing” responses (e.g. no answer to the question). Thus, with so many of the respondents residing in Yamhill County, it’s hopeful that the survey presents an accurate depiction of what services are working well and could use improvement in the area.

In terms of how long people have lived in Yamhill County , there was a very wide range. Responses ranged from three months all the way up to 936 months (78 years), but the mean was

**Figure 1** Length of time lived in Yamhill County



about 186 months (15.5 years). Because the raw data has such a large range, I recoded the data into 5 year increments, thereby giving a different depiction of the length of time people have lived in Yamhill County. The bar chart demonstrates that approximately 30% of the respondents have lived in Yamhill County for 5 years or less, and over 50% have lived here for 10 years or less.

Also, the size of most households were around 3-4 people. Of the 172 respondents who answered the question, the average answer was 3.56 people.

Additionally, in response to where respondents stayed the previous night, the majority indicated staying in a house/apartment that they rent or own. If they indicated staying in a place other than those listed, the most common response was at Blanchet House, but this was by a slim difference. Both tables below give a more detailed description of the answers to those two questions.

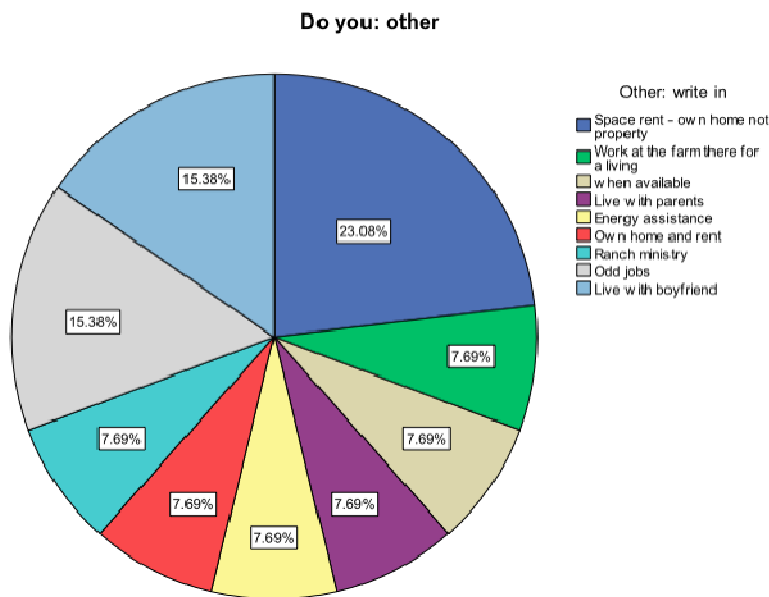
**Table 7. In what type of place did you stay last night?**

	Frequency	Valid Percent
Valid A house/apartment that I rent or own	125	70.6
A friend of relative's house/apartment	29	16.4
A tent/other constructed shelter/camping	2	1.1
In a car	5	2.8
A homeless or emergency shelter	4	2.3
In a park	1	.6
Domestic violence shelter	1	.6
Transitional housing facility	7	4.0
Other	3	1.7
Total	177	100.0
Missing	5	
Total	182	

Table 8. In what type of place did you stay last night—other

		Frequency	Valid Percent
Valid	Under tree	1	11.1
	Blanchet	3	33.3
	Travel trailer	2	22.2
	Rock of Ages	1	11.1
	Thugs Off Drugs	1	11.1
	YCAP Shelter	1	11.1
	Total	9	100.0
Missing	Missing	173	
g			
Total		182	

Figure 2



Furthermore, there was also variety in other housing questions. When asked “Do you pay rent,” 62.7% of the 150 valid responses answered yes, while only 12.2% of 148 answered yes to “Do you pay a mortgage”. Similarly, 12.2% of 148 also answered yes to “Do you own your own home”. Only 16.2% of 148 responded yes to receiving rental assistance.

Finally, 13 respondents (7.1% of the sample) indicated other conditions, ranging from space renting to performing odd jobs. The responses to the “Do you: other” question can be examined in the pie chart below.

Interestingly, even though only 24 respondents indicated receiving rental assistance in a previous question, 31 respondents provided answers for “If you received rental assistance, what kind of assistance do you receive?” Of the 31, 51.6% indicated that they receive assistance from either the Housing Authority or Section 8. Assistance from YCAP was the next most common answer at 25.8%. Furthermore, a slight majority (57.9%) indicated that they received this assistance within the last 12 months, but more people answered this question than the previous question regarding the type of rental assistance they receive.

The next question in survey asked “If you pay rent or mortgage, what is the amount of your monthly payments (in dollars)?” Again, the raw data provided an extremely wide range, from \$0-\$2500. Therefore, I recoded the data into increments of \$150 (table shown below). This makes it a little easier to comprehend the differences that people pay in rent or mortgage. The average amount paid for rent or mortgage from the 100 respondents was \$516.48, but the data is not symmetric—it’s skewed to the left with an uncommon increase in the \$1051+ category.

Table 9. Recoded Rentpay

		Frequency	Valid Percent
Valid	\$150 or less	21	21.0
	\$151-\$300	18	18.0
	\$301-\$450	15	15.0
	\$451-\$600	12	12.0
	\$601-\$750	11	11.0
	\$751-\$900	9	9.0
	\$901-\$1050	1	1.0
	\$1051+	13	13.0
	Total	100	100.0
Missing	System	82	
Total		182	

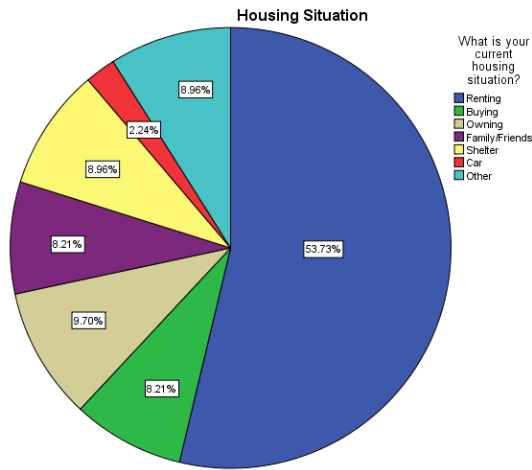
The survey also focuses on housing stability issues by asking some basic yes/no questions. With regards to “Have you received an eviction notice from a landlord in the past 12

months,” 11.6% of 155 valid responses answered yes. In contrast, in response to “Has your home been foreclosed in the past 12 months,” only 1.4% of 141 valid responses answered yes. Of 165 valid responses, 10.3% answered yes to “Have you used YCAP Transitional Housing in the past 12 months” and 13.5% of 170 answered yes to “Have you used a homeless shelter in Yamhill County in the past 12 months”. Such responses indicate that while home foreclosure is not extremely common, other housing instability issues are being experienced by at least 1 in 10 people. Also, the low foreclosure percentage could be connected to few people having a mortgage or owning their own home.

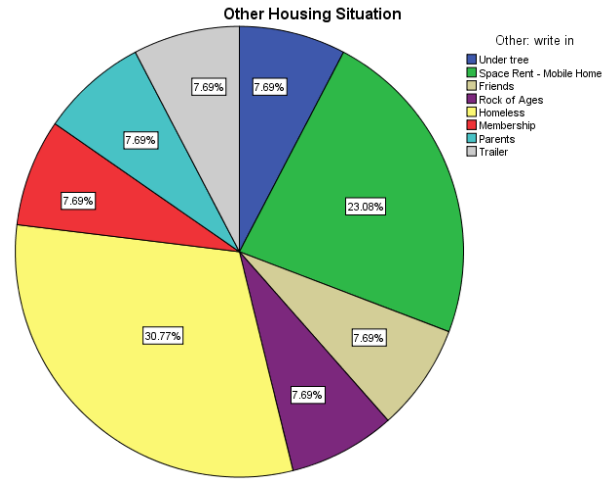
The design of the survey also wanted to gauge why people needed to leave their last living arrangements if they responded yes to using a homeless shelter in the last 12 months. However, due to how the survey was conducted, some respondents answered these questions even if they had not used a homeless shelter within the last year. Thus, for all of the upcoming variables, there were 70 valid responses (i.e. non-missing data). For reasons why people left their last living arrangements: 11.4% left due to abuse; 22.9% left due to domestic violence; 2.9% left due to gambling; 5.7% left due to poor rental history; 30.0% left due to not being able to afford their housing; 11.4% left due to being evicted; 17.1% left due to drug addiction; 7.1% left due to a medical problem; 12.9% left due to criminal history; 18.6% left due to being kicked out by family/friends; 5.7% left due to a physical/mental disability; 7.1% left due to a foreclosure; 2.9% left due to credit; 10.0% left due to divorce; and 15.7% left due to unemployment. Only 16 people cited other reasons for leaving their last living arrangement, but all the responses were different, whether due to their landlord moving, losing Section 8 housing, a death in the family, or more.

Continuing with housing questions, the majority of respondents indicated that they were currently renting. A small portion also indicated living in “other” conditions, also depicted below. These pie charts demonstrate that over half of the respondents are currently renting, but the 9% that live in “other” conditions are going through very different experiences.

**Figure 3**



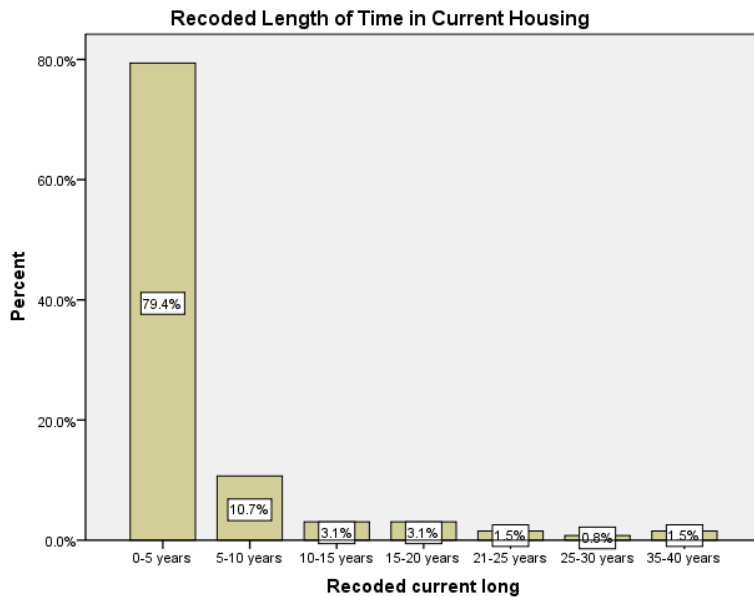
**Figure 4**



Responses to “How long have you lived in your current residence (in months),” varied widely, ranging from less than one month all the way up to 40 years. Again, we recoded the variable to make it a little easier to process, following the same procedure we used for the question regarding how long they have lived in Yamhill County. By portioning it into 5 year intervals, it became easier to see the spread of the data. The bar chart illustrates that the vast majority of people have only been living in their current housing for five years or less, which corresponds with the mean of approximately 48 months for the valid data. This could potentially pose the question of if people are being pressured into moving around quite a bit due to financial hardships.



Figure 5



Moreover, the survey covers many questions regarding access to different services within Yamhill County. A majority of respondents indicated having access to running water within their residence—93.4% of 137 respondents indicated that they do have access. In comparison, only 82.4% of 170 valid responses indicated that they were on the city’s water system, thereby demonstrating that the city’s water system is not completely accessible. Additionally, 60.6% of 170 do know about the Energy Services Department at YCAP; however, that does not measure how many people have utilized the department.

For further evaluation of heat/insulation, the survey focuses on reasonable temperature ranges within a home (e.g. inadequate insulation/overheating in the summer and extreme cold in the winter). When asked “Are you living in a home with inadequate insulation,” approximately 30% of the 159 respondents said yes; however, when asked to what extent they agree or disagree with the statement “My home is well insulated,” only 21.4% of 159 respondents disagreed—a bit at odds with the sense of inadequate insulation from the previously mentioned question. Additionally, only 18.4% of 163 respondents disagreed with “My home is well heated,” more closely aligned with the 17% of 166 respondents that agreed that they were “living in a home with a broken or inadequate heating system”. Finally,

regarding the effect of insulation/heating on health, 18.5% of 162 respondents felt the health of someone in their household was suffering due to inadequate heat, and 29.2% of 158 respondents felt the health of someone in their household was suffering because it gets too hot in their home during the summer.

The survey also examines weatherization services. Only 22% of 159 respondents were interested in someone coming to assess their home for weatherization, and only 18.5% of 157 respondents had ever received heating or weatherization assistance from YCAP. Again, this poses the question of whether only a small portion of people are eligible for such services or whether more publicity could be done to promote the weatherization and heating assistance from YCAP.

Still along the lines of heating, the survey asks yes/no questions regarding the financial aspects of heating. Approximately 70% of 160 respondents said no to ever having “contacted your energy provider to discuss payment options”. However, 34% of 159 respondents said they have limited their home’s heat in order to pay for other necessities and 36.2% of 152 respondents said they are having trouble paying for their home’s heat. The slight difference between the people who have contacted their energy service provider and the people who are struggling to pay their heating bill suggests that most people who are struggling are reaching out to their energy provider. This could be related to the low rates of electricity/natural gas being turned off within the last year (only 13.3% of 165) and of people running out of propane/heating oil and not being able to buy more (4.3% of 141). If people are willing to ask for payment plans, they can avoid having their heat/electricity shut off.

## **Transportation**

The transportation section of the county assessment survey addresses the current transportation needs of individuals residing in Yamhill County, both for public and private use. Survey questions are based on asking respondents individual and weekly use of public transportation services, accessibility to public transportation sites, overall satisfaction, and identifying average travel time both in personal automobile use and in the process of walking to and waiting for county buses. Overall, the transportation section of the county assessment is

concerned with understanding what types of transportation are used most often, how affective public transportation is for residents in Yamhill County, and potential areas of improvement to meet the needs of local residents.

Table 10. Transportation Statistics

<b>Method of Transportation</b>	<b>Number Responding Yes</b>	<b>Percentage</b>
Automobile	106	58.9 (n=180)
Bus/Public	52	29.4 (n=177)
Walking	58	32.2 (n=180)
Biking	17	9.6 (n=178)
Carpool	15	8.4 (n=178)
Taxi	2	1.1 (n=177)
Other: Family	1	14.3 (n=7)
Other: Support Group	1	14.3 (n=7)
Other: Dial a Ride	3	42.9 (n=7)
Other: Boyfriend	1	14.3 (n=7)

Table 10 illustrates the variety of modes of transportation in Yamhill County. The majority of respondents use a personal automobile for transportation (58.9%) and a notable amount also use public transportation (29.4%) and walking (32.3%) as modes of transportation. It is also important to note that alternative modes of transportation such as biking and carpooling are utilized.

The following table on whether people use public transportation indicates that 45% of respondents use public transportation, while 55% do not. This indicates that nearly half of Yamhill County residents actively use public transportation, and consequently a little more than half do not. Residents who do use Yamhill County buses for public transportation report a high percentage of satisfaction with the current bus schedule. 31% are satisfied and 24% very satisfied combining to a total cumulative percentage of 55% (How satisfied are you with the current bus schedule?). The percentages report that half of the respondents who do use public transportation are satisfied to very satisfied with the current time scheduling. On average, respondents who do use public transportation, utilize it 18 times each week.



**Table 11. Do you use public transportation?**

		Frequency	Valid Percent
Valid	Yes	78	44.8
	No	96	55.2
	Total	174	100.0
	Missing	8	
Total		182	

**Table 12. How satisfied are you with the current bus schedule?**

		Frequency	Valid Percent
Valid	Very Satisfied	19	24.7
	Satisfied	24	31.2
	Neutral	17	22.1
	Unsatisfied	11	14.3
	Very Unsatisfied	6	7.8
	Total	77	100.0
	Don't know/NA	9	
Missing		96	
Total		105	
Total		182	

For respondents to reach bus stops in Yamhill County, the average amount of time spent in travel to the stop is 12.5 minutes and respondents spend an additional 31 minutes, on average, in waiting for the bus to arrive. In total, this amounts to less than 45 minutes in travel time before residents actually board the bus.

Public transportation is only utilized by less than half of respondents because 66% percent of respondents have regular access to a vehicle. Other forms of transportation include walking, biking, carpooling, and taxi rides although the frequencies indicate the most used methods of transportation are personal automobile and public transportation. Respondents who do have regular access to a vehicle drive their vehicle approximately 7 times a week; arguably for everyday usage. With respect to indicating difficulties with vehicle repairs, car

insurance or problems with having enough gas for their car, 56% of respondents report that they have had difficulties with their personal vehicle in the past year.

In looking at alternative methods of transportation, most respondents do not have access to a bike but would use a bike if available. Out of a total of 173 respondents, 57% do not own a bike while 42% do have a bike for personal use. A high amount of respondents, about 62%, would use a bike if the opportunity was available.

As indicated by respondents in the county assessment, public transportation is valued and utilized in Yamhill County. Respondents who do not have regular access to a vehicle or other modes of transportation, repeatedly use buses for traveling needs. It is clear that the availability of the bus system is both beneficial and satisfactory.

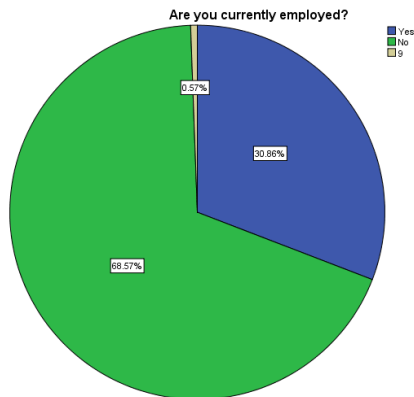
The percentages consistently indicate that nearly half of respondents report above or below a designated question, perhaps suggesting that public transportation is not exceedingly used or prioritized for respondents. Possible areas of improvement would be educating community members on the benefits of public transportation and providing an easily accessed schedule so individuals who did use public transportation could cut down on travel time to bus stops.

As most respondents report the regular use of an automobile for transportation and a high percentage have difficulties with these designated vehicles, the county could meet the needs of this correlation by creating an automobile emergency fund to pay for gas, slight repairs, and car insurance. This would be an effective area of improvement as it would target more of the respondents who actively use vehicles for regular transportation.

## **Client Services**

The greatest needs for Client Services seem to involve those of health care. A majority

Figure 6



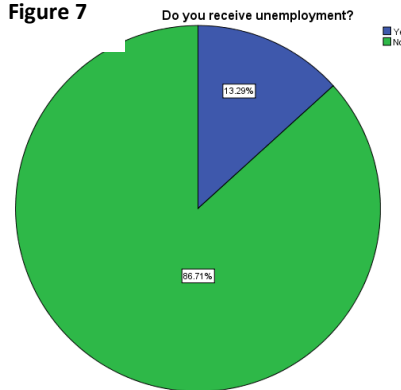
of the people (69%) who used YCAP's services are unemployed, and thus are less likely to have health care services. 65% of the people who used YCAP's services had access to health care, while that same amount (65%) reported a need for health care in general. 45% of surveyed YCAP clients reported using emergency health care services in the last year, and though this is not a majority, this does show a

statistically significant amount of people who have a need for health care services, whether they have them or not.

Un-employment is another large component of the issues that are faced by the YCAP survey takers. With an un-employment rate of 68%, a majority of these clients are without jobs. However, of those 68% un-employed, only half of them (53%) are currently looking for jobs. When they do look for jobs, the largest resources

used are the internet, the newspapers, and unemployment offices. YCAP could improve its programs by including job postings, tips for good internet resources, readily available computers (perhaps limited to job searches only), as well as a steady supply of the daily newspapers for YCAP clients to use. Personal health and disability were

Figure 7



the largest barriers for the un-employed YCAP clients, and thus personal health promotion classes, nutrition tips, and immunizations are all good resources. Transportation was another large issue, and thus explanations of bus schedules or public transportation would be greatly helpful. 87% of the surveyed clients did not receive un-employment, thus it is of the utmost importance that they gain access into the workforce. This would be my best advice to sincerely help people through your programs at YCAP.

## **Conclusions**

After examining the YCAP Needs Survey as a whole, it was useful to see all the ways in which residents are receiving services throughout Yamhill County. The survey demonstrates some services where more assistance could possibly be provided, such as access to healthcare due to the disparity between the percentage of people that have access to healthcare and the percentage of people who need access to healthcare. The survey also emphasizes that the percentage of people who need assistance in various areas is approximately on par with the percentage of people who receive assistance (e.g. those with financial issues when paying for heat and those that receive assistance for heat). More research could also be focused on what types of services make the biggest impacts on a respondent's future—if access to healthcare drastically affects their ability to work and maintain a job, more services in that area could cause a larger impact than increased assistance in other areas. Overall, the analysis of the data reflects numerous areas where residents could use additional assistance, especially in terms of healthcare and employment resources.