2016 NEEDS ASSESSMENT

FY - 17 Community Services Block Grant

☐ Employment* (48%)   ☐ Rental Assistance* (30%)
☐ Shelter (26%)   ☐ Clothing (17%)
☐ Child Care (27%)   ☐ Energy Assistance* (48%)
☐ Others (8%)   ☐ Education* (32%)
☐ Repairs/WX (28%)   ☐ Food (27%)
☐ Transportation* (35%)   ☐ Medical (27%)
☐ Budget Training (21%)

Summary

The Needs Assessment Survey was distributed to agency clients, board members, agency staff, community leaders, and other service providers. Of the 1,429 surveys distributed, 1,231 were completed and returned. The chart above illustrates the results of the survey based on percentages. The areas of the greatest need are indicated by an asterisk (*).

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Identified problems or needs that affect low-income families.

CAROLINA COMMUNITY ACTIONS, INC.
2016 NEEDS ASSESSMENT
FY - 17 COMMUNITY SERVICES BLOCK GRANT

COUNTY	EMPLOYMENT	EDUCATION	RENTAL ASST	REPAIRS	SHELTERS	FOOD	CLOTHING	TRANSPORTATION	CHILD CARE	MEDICAL	ENERGY ASST	BUDGET TRAINING	OTHERS
CHESTER *124	90	34	45	39	35	37	22	47	36	35	58	29	10
%	73%	27%	36%	31%	28%	30%	18%	38%	29%	28%	47%	23%	8%
FAIRFIELD *113	101	84	75	92	64	93	69	79	67	92	102	60	10
%	89%	74%	66%	81%	57%	82%	61%	70%	59%	81%	90%	53%	9%
LANCASTER *571	285	172	125	94	111	108	103	174	125	173	307	101	61
%	50%	30%	22%	16%	19%	19%	18%	30%	22%	30%	54%	18%	11%
UNION *126	48	35	15	10	22	15	14	25	40	31	20	15	5
%	38%	28%	12%	8%	17%	12%	11%	20%	32%	25%	16%	12%	4%
YORK *297	68	67	115	107	88	83	0	105	62	0	104	52	15
%	23%	23%	39%	36%	30%	28%	0%	35%	21%	0%	35%	18%	5%
TOTAL 1,231	592	392	375	342	320	336	208	430	330	331	591	257	101
%	48%	32%	30%	28%	26%	27%	17%	35%	27%	27%	48%	21%	8%

Surveys completed and returned - 1,231
Surveys distributed - 1,429

Carolina Community Actions, Inc.
2016 Needs Assessment
Final Report – July 22, 2016

Duane Neff, PhD and Sharon A. Jones
Winthrop University
Department of Social Work
July 2016

METHODS

The data analysis for CCA's needs assessment and customer surveys was conducted by a research team from the Department of Social Work at Winthrop University. The professor of social work leading the project has experience in conducting needs assessments and on multiple projects in the local and state arenas. Additionally, an undergraduate social work student with experience volunteering at community-based social service agencies and working with faculty on community needs assessment projects. CCA agency staff reached out to the Department of Social Work to conduct an analysis of previously collected surveys and create a summary report of both needs assessment surveys.

Instruments

Both instruments were developed by CCA as part of their Community Services Block Grant. The evaluation team received compiled data from the four counties' single-page *Needs Assessment: 2016 Community Services Block Grant* and copies of 451 completed *2016 Needs Assessment: Customer Surveys*, all of which were distributed and collect by CCA agency staff.

The single-page *Needs Assessment: 2016 Community Services Block Grant* consisted of questions designed to capture identified problems or needs that affect low-income families. Included in this design were the following sections:

Problems or needs that affect low-income families:

- Employment
- Education/Skills Training
- Housing
  - Rental Assistance
  - Repairs
  - Shelter
- Food
- Clothing
- Transportation
- Child Care (Affordable)
- Medical Assistance
- Energy Assistance
- Budget Training
- Others

INTRODUCTION

The following report describes the data analysis performed by the research team from the Department of Social Work at Winthrop University and presents the results from both the single-page *Needs Assessment: 2016 Community Services Block Grant* and the three-page *2016 Needs Assessment: Customer Survey* developed, distributed, and collected by Carolina Community Actions, Inc.

The single-page *Needs Assessment: 2016 Community Services Block Grant* was distributed and collected by Carolina Community Actions, Inc. (CCA) agency staff during the spring of 2016 from residents of four South Carolina counties—Chester, Fairfield, Lancaster, and Union. Respondents were asked to indicate if a problem or need affected low-income families in their community. Additionally, the three-page *2016 Needs Assessment: Customer Survey* was distributed to clients in five counties—Chester, Fairfield, Lancaster, Union, and York—and collected by agency staff. The data analysis was conducted by an evaluation team from the Department of Social Work at Winthrop University.

Overview of the Needs Assessment

The needs assessment consisted of two-parts—a single-page needs assessment and a three-page customer survey—as part of CCA's *Community Services Block Grant*. The single-page *Needs Assessment: 2016 Community Services Black Grant* was completed by 934 residents of four South Carolina counties—Chester, Fairfield, Lancaster, and Union. The three-page, 39 question *2016 Needs Assessment: Customer Survey* was completed by 451 customers of CCA from Chester, Fairfield, Lancaster, Union, and York counties.

Data was collected by CCA staff members via written surveys. The subsequent report includes general information on customer demographics and findings regarding customer's income, child care/work arrangements, community problems and concerns, housing/energy, employment, education, health and safety, transportation, nutrition, and income management.

The three-page *2016 Needs Assessment: Customer Survey* consisted of 39 questions designed to capture a comprehensive picture of the needs in the five county area. Included in this design were the following sections:

- General Information
- Income Information
- Child Care/Work Arrangements
- Community Problems & Concerns
- Housing/Energy
- Employment
- Education
- Health & Safety
- Transportation
- Nutrition
- Income Management

Sample

The one-page needs assessment surveys were completed by agency customers, board members, agency staff, community leaders, and other service providers in four South Carolina counties— Chester, Fairfield, Lancaster, and Union. In total, 934 residents completed surveys which were in turn compiled by CCA agency staff. Additionally, the three-page customer surveys were completed by 451 clients of CCA from five South Carolina counties—Chester, Fairfield, Lancaster, Union, and York.

Data Collection

Both the single-page *Needs Assessment: 2016 Community Services Block Grant* and three-page *2016 Needs Assessment: Customer Survey* surveys were distributed and collected by CCA agency staff during the spring of 2016.

Data Analysis

Results consisted of both quantitative and qualitative data. Quantitative data analysis was conducted at Winthrop University using Microsoft Excel and SPSS statistical software. This included the use of descriptive statistics and frequencies.

Limitations

The three-page *2016 Needs Assessment: Customer Survey* had several limitations due to the wording and design of questions. In reviewing the response rates per question, several questions had response rates of 15% or less. These low response rates may be due to respondents either not understanding the question which may be a function of low literacy rates among respondents and/or the location of the question on the survey. For future needs assessment surveys it may be beneficial to pilot test survey before mass distribution. One specific example from the three-page survey is the question regarding total number of people in household. While over 90% of respondents answered the question, the choices did not match the question being asked. Utilizing an open-ended response may have yielded useful information on this key variable concerning low-income families.

RESULTS

NEEDS ASSESSMENT: 2016 COMMUNITY SERVICES BLOCK GRANT

The single-page *Needs Assessment: 2016 Community Services Block Grant* survey was completed by agency customers, board members, agency staff, community leaders, and other service providers in four South Carolina counties—Chester, Fairfield, Lancaster, and Union. Of the 1,132 surveys distributed, 934 were completed and returned to Carolina Community Actions, Inc.
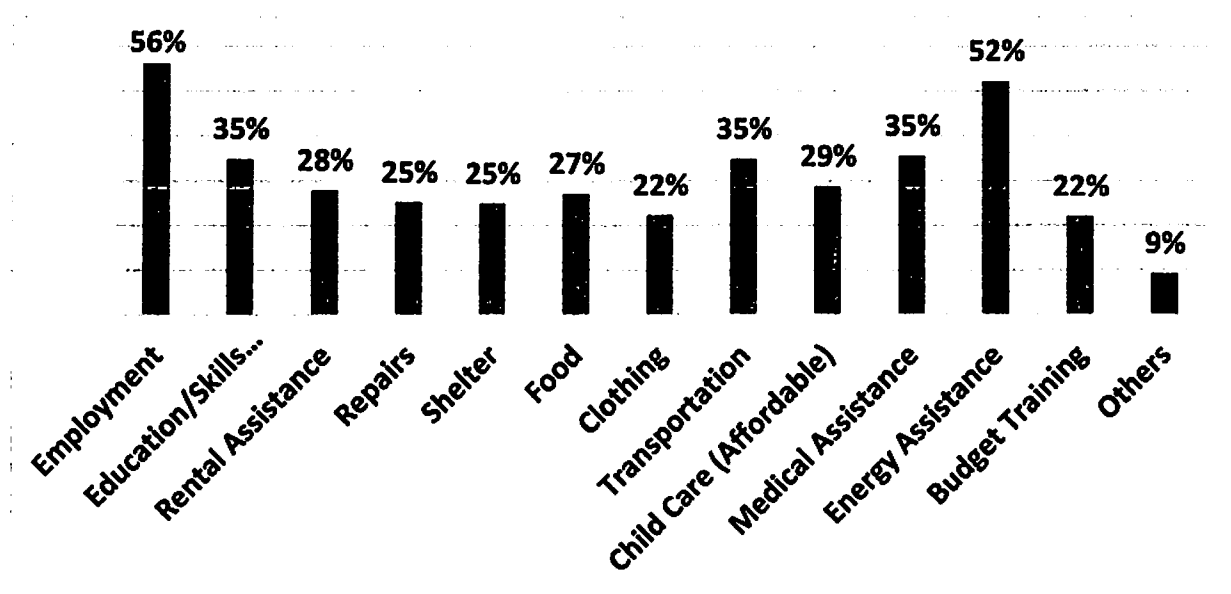
Table 1: Distribution and Return Rates for *Needs Assessment: 2016 Community Services Block Grant* by County

County	Distributed	Returned
Chester	124	124
Return Rate		*100%*
Fairfield	113	113
Return Rate		*100%*
Lancaster	745	571
Return Rate		*77%*
Union	150	126
Return Rate		*84%*
Totals	1132	934
Return Rate		*83%*

The graph below illustrates the results of the survey by percentage of respondents—agency clients, board members, agency staff, community leaders, and other service providers—who indicated a problem or need affecting low-income families in the community. Over half of the respondents to the *Needs Assessment: 2016 Community Services Block Grant* (n=934) indicated the need for employment (56%) and energy assistance (52%) (see Appendix A for responses to all identified problems or needs by county). Additionally, over a third of respondents identified

need in the areas of education/skills training (35%), transportation (35%), and medical assistance (35%). In comparison to 2014 findings, employment remains the number one identified problem or need among respondents albeit at a lower rate—73% in 2014 compared to 56% in 2016. Energy assistance was also identified as the second highest need in both years and at similar rates—53% and 52% respectively. Of note, the identified need for both education/skills training and rental assistance dropped below 50% of respondents in 2016 with rental assistance being indicated as a need by only a quarter of respondents (28%) in 2016 compared to over half (51%) in 2014. Lastly, it must be noted that agency customers and residents of York County were not surveyed for the *Needs Assessment: 2016 Community Services Block Grant* resulting in almost a thousand fewer responses.

NEEDS ASSESSMENT: 2016 COMMUNITY SERVICES BLOCK GRANT

2016 NEEDS ASSESSMENT: CUSTOMER SURVEY

This section presents the general information for customers served by CCA from Chester, Fairfield, Lancaster, Union, and York counties of South Carolina who completed the three-page *2016 Needs Assessment: Customer Survey* (See Appendix B for copy of customer survey and Appendix C for complete frequency distributions). The results include descriptive statistics and frequencies for gender, age, household, and income followed by child care arrangements, community problems and concerns, housing, employment, and education. See Appendix D for general population demographics of Chester, Fairfield, Lancaster, Union, and York counties for comparison.

General Information

Customer surveys were completed by 451 CCA clients from Chester, Fairfield, Lancaster, Union, and York counties in South Carolina. The majority of respondents (65.9%) reside in York County.

Table 2: Residence of Respondents (n=451)

County	Frequency	Percent
Chester	24	5.3
Fairfield	11	2.4
Lancaster	47	10.4
Union	72	16.0
York	297	65.9

Gender

The respondents of the customer survey were predominantly female (81.8%). In comparison to demographics for the five counties included in the customer survey, the sample over represents females by 30%.

Table 3: Gender of Respondents (n=446)

Gender	Frequency	Percent
Male	81	18.2
Female	365	81.8

Age

Of the respondents in this study, the largest group were 55 years of age and older (58.1%) followed by those 18-54 years of age (41.5%) and only 1 respondent under the age of 17.

Table 4: Ages of Respondents (n=434)

Age	Frequency	Percent
0-17	1	0.2
18-54	180	41.5
55+	252	58.1

Race

The majority of the respondents were Black (62.2%) while 35.0% were White and 1.2% identified as Native American. This breakdown differs from the 2010 U.S. Census Data regarding the demographics of the five counties where Whites represent as high as 74.8% of the population in York County and as few as 35.6% in Fairfield County. The population of Blacks varies greatly across the five counties from a high of 59.1 % in Fairfield County and a low of 19.0% in York County. Conversely, in this study, Latino were underrepresented (0.9%) in comparison to the general population in the five counties which ranges from a high of 4.7% Latino population in York County to a low of 1.0% in Union County.

Table 5: Race/Ethnicity of Respondents (n=434)

Race/Ethnicity	Frequency	Percent
White	152	35.0
Black	270	62.2
Latino	4	0.9
Native American	5	1.2
Asian	2	0.5
Other	1	.0.2

Household

Over a third of CCA customers indicated a single parent household (34.6%) and almost a third also indicated that their household was female headed (31.5%) or consisted of an adult(s) with no

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children (31.7%). Additionally, respondents were asked to indicate the number of people with a disability and the number of military veterans residing in their household. A total of 198 households (43.9%) indicated at least one individual with a disability and 6.0% of all households had 2 or more individuals with a disability. In terms of military veterans, only 4.4% of households reported having at least one veteran residing in the home.

Table 6: Household

Your household is a(n):	Frequency	Percent
Single parent household	156	34.6
Female head of household	142	31.5
Male head of household	40	8.9
Two parent household	33	7.3
Adult, no children	143	31.7
Other	6	1.3

Income Information

Family's Income

The results indicate a high level of poverty with over a third of respondents (34.1%) living in households with incomes of $8,420 or less and 81.9% in households with incomes of $16,980 or less. This is in contrast to the general population where approximately 20% live in households with incomes below $15,000 and 35% in household incomes under $25,000.

Table 7: Family's Income (n=381)

Household Income	Frequency	Percent
$0 - $8,420	130	34.1
$8,421 - $12,700	91	23.9
$12,701 - $16,980	91	23.9
$16,981 - $21,260	28	7.3
$21,261 - $25,540	19	5.0
$25,541+	22	5.8

<u>Source of Income</u>

Almost three quarters of respondents (73.2%) indicated their primary source of income as coming from one of three types of Social Security benefits—Social Security pension (SSA) (52.1%), Supplemental Security Income (SSI) (11.1%), and Social Security Disability Insurance (SSDI) (10.0%). Of note, 16.4% indicated income from wages earned from working and 5.7% reported source of income as a pension indicating that they had previously been engaged in work.

Table 8: Sources of Income (n=280)

Source	Frequency	Percent
Alimony	1	0.4
Child Support	6	2.1
Family	1	0.4
Pension	16	5.7
Social Security (SSA)	146	52.1
SSDI	28	10.0
SSI	31	11.1
TANF	1	0.4
Unemployment	4	1.4
Wages	46	16.4

Child Care/Work Arrangements

Only 35 respondents answered questions relating to child care and work arrangements. Of these respondents, two-thirds indicated that a family member cares for their preschooler while they are at work. The other third utilized day care (5.7%), babysitter (8.6%), and friends (11.4%). In terms of how much they paid for child care (n=23), the amounts ranged from free (17.4%) to as high as $1,282 per week. However, the majority of responses fell somewhere between $40 and $80 per week.

In terms of which child care arrangements they need most (n=59), almost half of respondents (49.2%) indicated that they need full day child care followed by over a quarter (27.1%) needing child care arrangements for after school, and 18.6% needing only part day child care.
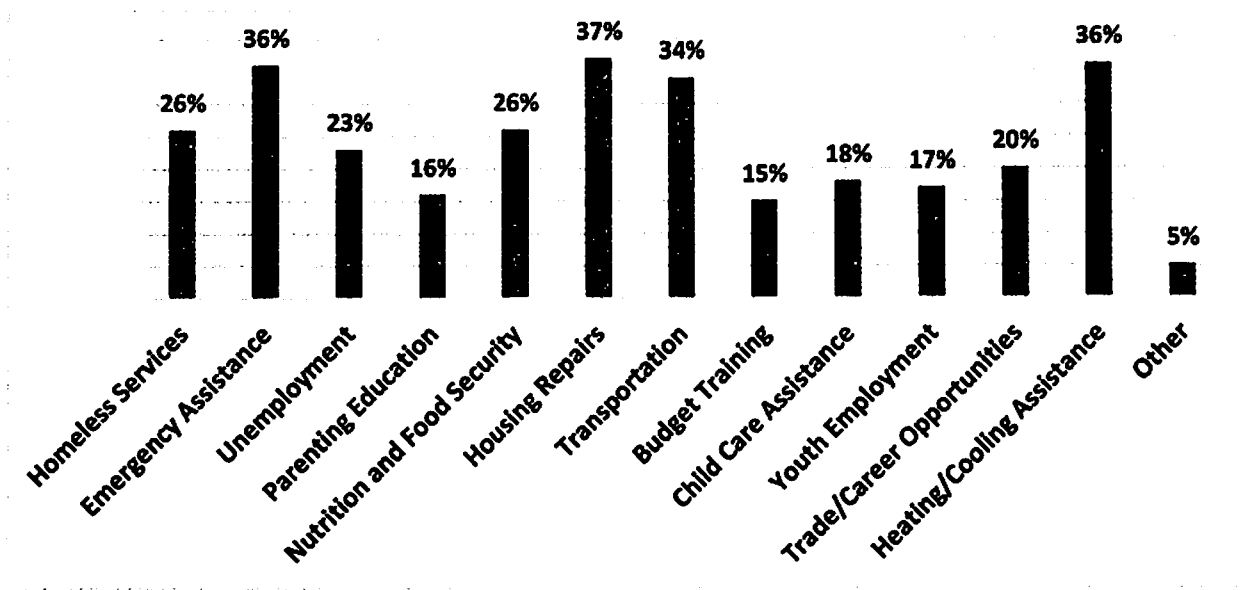
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Community Problems & Concerns

The following three major community concerns were each identified by over a third of respondents: emergency assistance (35.9%), housing repairs (37%), and heating/cooling assistance (36.4%) (See Appendix E for responses to all identified community needs by county). These findings are consistent with the identified needs for low-income families as part of the *Needs Assessment: 2016 Community Services Black Grant* survey in which energy assistance was identified by more than half of respondents (52%). Another third of respondents identified transportation (33.5%) as a community need while a quarter of respondents each identified homeless services (26.4%) and nutrition and food security (26.4%) as a community need as well.

Table 9: Community Needs

Community Needs	Frequency	Percent
Homeless services	119	26.4
Emergency assistance	162	35.9
Unemployment	102	22.6
Parenting education	70	15.5
Nutrition and food security	119	26.4
Housing repairs	167	37.0
Transportation	151	33.5
Budget training	68	15.1
Child care assistance	83	18.4
Youth employment	77	17.1
Trade/career opportunities	91	20.2
Heating/cooling assistance	164	36.4
Other	25	5.2

What do you consider a need in the community where you live?

Housing/Energy

Two thirds of respondents (67%) rent their home and nearly a third of respondents (30.2%) own their home while less than 3.0% of respondents lack stable housing.

Table 10: Housing (n=421)

Housing status	Frequency	Percent
Own your home	127	30.2
Rent your home	282	67.0
Homeless	1	0.2
Shelter	1	0.2
Temporarily living with someone	10	2.4

In regards to weatherization of one's home, nearly half of respondents answered either "No" (42.7%) or that they didn't know (41.3%). Only 16% answered in the affirmative that their houses were weatherized.

Table 11: Weatherization (n=375)

Weatherization of home	Frequency	Percent
Yes	60	16.0
No	160	42.7
I don't know	155	41.3

Employment

Four out of ten (41.7%) respondents were unemployed, including 31.3% indicating that they receive Social Security Disability Insurance (SSDI) and 9.1% were actively looking for work. Over a third of respondents (34.8%) were employed full-time. This varies from the 2010 U.S0 Census data where approximately 10.2% of the general population across the five counties of South Carolina included in the needs assessment are unemployed.

Table 12: Barriers to Finding a Job

Barriers	Frequency	Percent
Lack of transportation	54	12.0
Lack of training	28	6.2
Lack of jobs available	56	12.4
Criminal record	20	4.4
Lack of work experience	18	4.0
Emotional or physical disability	75	16.6
Other	24	5.6

Education

Over half of all respondents had graduated from high school while only 12.4% had graduated from college. Among all residents in the five county area, according to the 2010 US Census, less than 40% have graduated from high school and almost 20% of residents have a college degree. Of those respondents with less than a high school diploma (n=109), 28.4 had completed the 11th grade, 30.3% 10th grade, and 16.5% 9th grade. Of note, almost a quarter (24.8%) of those without a high school diploma has an 8th grade education or less.

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Table 13: Level of Education (n=306)

Highest Educational Level	Frequency	Percent
High school graduate	173	56.5
Less than two years tech or college	57	18.6
Two years technical college	38	12.4
College graduate	38	12.4

While only 32 respondents answered the question about literacy, 18 indicated that someone in their household could not both read and write.

Table 14: Literacy in the household (n=32)

Literacy	Frequency	Percent
Cannot read	12	37.5
Cannot write	2	6.3
Cannot read and write	18	56.3

Table 15: Training and services

Interest for training and services	Frequency	Percent
Adult education	68	15.1
Job skills training	76	16.9
Head start	26	5.8
Tutoring	37	8.2
College or technical education	62	13.7

Health & Safety

Two-thirds (66.3) of respondents indicated that everyone in their family receives annual physical/dental exams. Additionally, 87.8% of respondents have health insurance coverage with the more than half (52.3%) being covered under Medicare and 47.9% under Medicaid.

Table 16: Health Insurance Coverage

Health Insurance	Frequency	Percent
Medicare	236	52.3
Medicaid	212	47.0
Employee dependent coverage	8	1.8
Employee coverage	18	4.0
Private medical insurance	33	7.3
Other	14	3.2

Table 17: Health and Safety

	Yes	No
Do you or any member of your household have an identified physician as a permanent health care provider? (n=403)	73.7%	26.3%
Do you need medical or dental care but can't afford it? (n=394)	53.3%	46.7%

Transportation

Table 18: Transportation

	Yes	No
Is there dependable transportation in your household? (n=421)	70.3%	29.7%
Do you have access to public transportation? (n=405)	33.6%	66.4%

Nutrition

Table 19: Nutrition

	Yes	No	N/A
Are your children on the free or reduced lunch program? (n=354)	31.4%	20.6%	48.0%
Do you get any free government assistance for food? (n=398)	56.0%	44.0%	--
Are you aware of any health problems caused by poor eating habits? (n=403)	34.7%	65.3%	--

CONCLUSION

This report is based on two community needs assessments completed by individuals in five South Carolina counties—Chester, Fairfield, Lancaster, Union, and York. The single-page *Needs Assessment: 2016 Community Services Block Grant* survey was completed by agency customers, board members, agency staff members, community leaders, and other service providers in four of the five counties, excluding York County. The three-page *2016 Needs Assessment: Customer Survey* was completed by CCA clients from all five counties. The report is designed to provide data for Carolina Community Actions, Inc. regarding identified problems and needs which may impact low-income families in the surrounding five counties.

The major problems and needs affecting low-income families reported from the single-page survey were employment/skills training and energy assistance which was consistent with the identified needs in the communities where CCA clients live. Over a third of clients identified the need for housing repairs, heating/cooling assistance, emergency assistance, and transportation. In addition, the need for education/skills training, medical assistance, child care (affordable), food assistance, and rental assistance were identified by community members. These problems and needs are often linked with socioeconomic status, especially in terms of accessibility to needed assistance and the affordability of services to meet needs.

The high prevalence of single parents (34.6%) and female headed households (31.5%) coupled with the fact that 82% of CCA clients have family incomes less than $17,000 presents unique challenges in terms of addressing the identified problems and needs. In addition, the presence of an individual with a disability, being unemployed, and having less than a high school education may further complicate efforts aimed at addressing community problems and needs affecting low-income families.

There is also a need for income management as evident by almost two-thirds of respondents (62.1%) indicating that their monthly income does not cover their monthly expenses. Furthermore, 85.4% of clients stated that neither they nor any member of their household has a pension or retirement plan. Strikingly, given this less than positive income management finding among respondents, 62.4% of CCA clients said they were not interested in learning more about budgeting and managing their money.

Despite these multiple challenges, CCA clients and their families have a plethora of strengths and resources to build upon. For example, the high prevalence of respondents with health insurance coverage may be an asset for these communities in terms of addressing the need for medical assistance identified by community members. Similarly, two-thirds of respondents (66.3%) receive annual physical/dental exams and almost three quarters (73.7%) of households have an identified physician as a permanent health care provider. Both the identified challenges and strengths of these low-income families in the five county area provides meaningful opportunities for additional services and partnerships to improve the quality of life and empower vulnerable populations.

APPENDIX A

Identified problems or needs that affect low-income families (n=934)*

County	Employment	Education	Rental Assist	Repairs	Shelter	Food	Clothing	Transportation	Child Care	Medical	Energy	Budget	Others
Chester	90	34	45	39	35	37	22	47	36	35	58	29	10
%	73%	27%	36%	31%	28%	30%	18%	38%	29%	28%	47%	23%	8%
Fairfield	101	84	75	92	64	93	69	79	67	92	102	60	10
%	89%	74%	66%	81%	57%	82%	61%	70%	59%	81%	90%	53%	9%
Lancaster	285	172	125	94	111	108	103	174	125	173	307	101	61
%	50%	30%	22%	16%	19%	19%	18%	30%	22%	30%	54%	18%	11%
Union	48	35	15	10	22	15	14	25	40	31	20	15	5
%	38%	28%	12%	8%	17%	12%	11%	20%	32%	25%	16%	12%	4%

	Employment	Education	Rental Assist	Repairs	Shelter	Food	Clothing	Transportation	Child Care	Medical	Energy	Budget	Others
Totals	524	325	260	235	232	253	208	325	268	331	487	205	86
%	56%	35%	28%	25%	25%	27%	22%	35%	29%	35%	52%	22%	9%

* Respondents included agency customers, board members, agency staff, community leaders, and other service providers from four South Carolina counties—Chester, Fairfield, Lancaster, and Union (York County was not included in the 2016 survey).

APPENDIX B

Carolina Community Actions, Inc. (CCA)
2016 Needs Assessment

<u>Customer Survey</u>

General Information:

1. What is your zip code or city/state? _____

2. What is your gender/sex? □ Male □ Female

3. How old are you? □ 0-17 □ 18-54 □ 55+ # of dependents age 0-17? _____

4. What is your race? □White □Black □Latino □Native American □ Asian □ Other (specify)_____

5. Is there anyone in your household that **does not** speak English? □Yes □No

   if yes, list other language(s):_____

6. Your household is a(n): **(Check all that apply)**
   □ Single parent household
   □ Female head of household
   □ Male head of household
   □ Two parent household
   □ Adult, no children
   □ Other (specify)_____

7. Total number of people in household: □ 0-4 □ 5-16 □ 17-24 □ 25-64 □65+

   a. Total number of disabled individuals: _____ Total # of veterans:_____.

8. Have you ever received services through any programs or activities from the CCA in your area? □Yes □No

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Income Information:

9. What is **your family's** yearly income range?
   - ☐ $0-8,420
   - ☐ $8,421-$12,700
   - ☐ $12,701-16,980
   - ☐ $16.981-$21,260
   - ☐ $21,261-$25,540
   - ☐ $25,541+

   Source of income: _____

   (Example(s): Wages, Social Security, Child Support, TANF

Child Care/Work Arrangements:

10. Who cares for your preschooler while you are at work?

    _____

    Amount $_____ per/wk

11. Which child care arrangements do you need most?
    - ☐ Full day
    - ☐ Part day
    - ☐ Nights
    - ☐ Before School
    - ☐ After School

12. Is there a Head Start or Child Care Development Center in/near your community?
    - ☐Yes
    - ☐No

Community Problems & Concerns:

13. What do you consider a need in the community where you live?
    - ☐ Homeless services opportunities
    - ☐ Housing repairs
    - ☐Trade/Career
    - ☐ Emergency assistance assistance
    - ☐ Transportation
    - ☐ Heating/cooling
    - ☐ Unemployment
    - ☐ Budget training
    - ☐ Other (specify) ___
    - ☐ Parenting education
    - ☐ Child care assistance
    - ☐ Nutrition and Food security
    - ☐ Youth employment

Housing/Energy:

14. Do you:
    - ☐own your home
    - ☐ rent your home
    - ☐ homeless
    - ☐ shelter
    - ☐ temporarily living with someone

15. Has your home been weatherized in the past 10 years? ☐ Yes ☐ No ☐ I don't know

Employment:

16. Are there any adults (18+) in your household who are currently unemployed?
    □Yes   □No   If yes, how many?____

17. Are there any senior citizens (55+) in your household who want to work but can't find a job?
    □Yes   □No   If yes, how many?____

18. What are barriers that hinder them from finding a job?
    □Lack of transportation   □Criminal record
    □Lack of training   □Lack of work experience
    □Lack of jobs available   □Emotional or physical disability
    □Other (Specify) _____

19. Are there any unemployed teenagers (14-17) that want a job?   □Yes   □No

20. How well would your family benefit from a program that provides summer jobs for high school/college age child(ren)?
    □extremely well   □very well   □fairly well   □very little   □none

Education:

22. What is your highest education level?

    □Highest grade competed (__)   □High school graduate
    □Two years technical college   □College graduate, # of years_____
    □Less than two years tech or college

23. Check all that would interest you or any other household member(s):
    □Adult Education   □Job skills training   □Head start
    □Tutoring   □College or Technical Education

24. Is there anyone in your household who **cannot**:
    □Read   □Write   □If so, how many?___

25. Head Start serves ages (3-5), would you be interested in having your children enrolled in Head Start?
    '□Yes   □No   □I don't have preschoolers

26. Would you be able to transport your child to Head Start every day?
    □Yes   □No   □I don't have children

Health &Safety:

27. Does everyone in your family get annual physical/dental exams?   ☐Yes   ☐No

28. Do you or anyone in your household have health insurance coverage? ☐ Yes   ☐ No
If yes, please check below how is it covered?
☐Medicare   ☐Medicaid   ☐Employee dependent coverage
☐Employee coverage   ☐Private medical insurance
☐Other_____

29. Would you be interested in receiving? : ☐Medical health education and ☐Insurance education?

30. Do you or any member of your household have an identified physician as a permanent health care provider? ☐Yes ☐No

31. Do you need medical or dental   care but can't afford it?   ☐Yes ☐No

Transportation:

32. Is there dependable transportation in your household?   ☐Yes   ☐No

33. Do you have access to public transportation?   ☐Yes   ☐No

Nutrition:

34. Are your children on the free or reduced lunch program?   ☐Yes ☐No ☐I do not have children

35. Do you get any free government   assistance for food?   ☐Yes   ☐No

36. Are you aware of any health problems caused by poor eating habits? ☐Yes   ☐No

Income Management:

37. Does your monthly income cover your monthly expenses? ☐Yes ☐No

38. Would you like to learn more about budgeting and managing your money? ☐Yes   ☐No

39. Do you or any member of your household have a pension or retirement plan? ☐Yes ☐No

Thank you for completing this survey.

APPENDIX C

Carolina Community Actions, Inc. (CCA) 2016 Needs Assessment

Customer Survey

General Information:

1. What is your zip code or city/state? [n=451]   **5.3%** Chester; **2.4%** Fairfield; **10.4%** Lancaster; **16.0%** Union; and **65.9%** York

2. What is your gender/sex? [n=446]   **18.2%** Male   **81.8%** Female

3. How old are you? [n=434]   **0.2%** 0-17   **41.5%** 18-54   **58.1%** 55+

   # of dependents age 0-17? **Range 0-4** [n=60]

4. What is your race?   [n=434] **34.6%** White   **62%** Black   **0.9%** Latino   **1.2%** Native American   **0.5%** Asian   **0.2%** Other (specify)_____

5. Is there anyone in your household that **does not** speak English? [n=438]   **2.7%** Yes   **97.3%** No
   if yes, list other language(s):_____

6. Your household is a(n): **(Check all that apply)** [n=451]
   34.6% Single parent household
   31.9% Female head of household
   8.9% Male head of household
   7.3% Two parent household
   31.7% Adult, no children
   1.3% Other (specify)_____

7. Total number of people in household: [n=421]   **88.4%** 0-4   **6.4%** 5-16   **0.5%** 17-24   **3.8%** 25-64   **1%** 65+

   a. Total number of disabled individuals: [n=201] **Range 0-3** Total # of veterans: [n=27] **Range 0-2**

8. Have you ever received services through any programs or activities from the CCA in your area? [n=408]   **55.8%** Yes   **44.1%** No

Income Information:

9. What is **your family's** yearly income range? [n=381]
   34.1% $0-8,420   **23.9%** $8,421-$12,700
   23.9% $12,701-16,980   **7.3%** $16.981-$21,260
   5% $21,261-$25,540   **5.8%** $25,541+
   Source of income: _____

   (Example(s): Wages, Social Security, Child Support, TANF

Child Care/Work Arrangements:

10. Who cares for your preschooler while you are at work? _____

    *Amount $*_____ per/wk

11. Which child care arrangements do you need most? [n=59]
    49.2% Full day   **18.6%** Part day   **3.4%** Nights   **1.7%** Before School
    27.1% After School

12. Is there a Head Start or Child Care Development Center in/near your community?
    [n=237]
    62.9% Yes   **37.1%** No

Community Problems & Concerns:

13. What do you consider a need in the community where you live? [n=451]

26.4% Homeless services	**37%** Housing repairs
20.2% Trade/Career opportunities	**35.9%** Emergency assistance
33.5% Transportation	**36.4%** Heating/cooling assistance
22.6% Unemployment	**15.1%** Budget training
5.5% Other (Specify) _____	**15.5%** Parenting education
18.4% Child care assistance	**26.4%** Nutrition and Food security
17.4% Youth employment	

Housing/Energy:

14. Do you: [n=421]   **30.2%** own your home   **67%** rent your home   **0.2%** homeless
    0.2% shelter   **2.4%** temporarily living with someone

15. Has your home been weatherized in the past 10 years? [n=375]   **16.0%** Yes   **42.7%** No

    41.3% I don't know

Employment:

16. Are there any adults (18+) in your household who are currently unemployed? [n=403]
    33.3% Yes   **66.5% No**   If yes, how many? [n=104] **Range 1-3**

17. Are there any senior citizens (55+) in your household who want to work but can't find a job? [n=422]
    12.1% Yes   **87.4% No**   If yes, how many? [n=421] **Range 1-2**

18. What are barriers that hinder them from finding a job? [n=451]
    12.0% Lack of transportation   **4.4%** Criminal record
    6.2% Lack of training   **4.0%** Lack of work experience
    12.4% Lack of jobs available   **16.6%** Emotional or physical disability
    5.3% Other (Specify) _____

19. Are there any unemployed teenagers (14-17) that want a job? [n=385] **11.9% Yes**
    87.8% No

20. How well would your family benefit from a program that provides summer jobs for high school/college age child(ren)? [n=289]
    21.1% extremely well   **17.6% very well**   **5.2% fairly well**   **5.2% very little**
    50.9% none

Education:

22. What is your highest education level? [n=109]

    Highest grade competed **Range 0-11**   **56.5%** High school graduate
    12.4% Two years technical college   **12.4%** College graduate, # of years_____
    18.6% Less than two years tech or college

23. Check all that would interest you or any other household member(s): [n=451]
    15.1% Adult Education   **16.9%** Job skills training   **6%** Head start
    8.2% Tutoring   **13.7%** College or Technical Education

24. Is there anyone in your household who **cannot**: [n=32]
    37.5% Read   **6.3%** Write   **56.3%** Both   ☐If so, how many?___

25. Head Start serves ages (3-5), would you be interested in having your children enrolled in Head Start? [n=254]   **14.6% Yes**   **25.6% No**   **59.8%** I don't have preschoolers

26. Would you be able to transport your child to Head Start every day? [n=218]
    15.1% Yes   **28.4% No**   **56.4%** I don't have children

27

Health &Safety:

27. Does everyone in your family get annual physical/dental exams? [n=407]   66.3% Yes
33.7% No

28. Do you or anyone in your household have health insurance coverage? [n=427]
87.8% Yes   12.2% No
If yes, please check below how is it covered?
52.3% Medicare   47% Medicaid   1.8% Employee dependent coverage
4% Employee coverage   7.3% Private medical insurance   3.1% Other_____

29. Would you be interested in receiving? [n=78]   51.3% Medical health education and
14.1% Insurance education?   33.3% Both

30. Do you or any member of your household have an identified physician as a permanent
health care provider? [n=403]   73.7% Yes   26.3% No

31. Do you need medical or dental care but can't afford it? [n=394]   53.3% Yes   46.7% No

Transportation:

32. Is there dependable transportation in your household? [n=421]   70.3% Yes   29.7% No

33. Do you have access to public transportation? [n=405]   33.6% Yes   66.4% No

Nutrition:

34. Are your children on the free or reduced lunch program? [n=354]   31.4% Yes 20.6% No
48% I do not have children

35. Do you get any free government assistance for food? [n=398]   56% Yes 44% No

36. Are you aware of any health problems caused by poor eating habits? [n=403]
34.7% Yes   65.3% No

Income Management:

37. Does your monthly income cover your monthly expenses? [n=417] 37.9% Yes 62.1% No

38. Would you like to learn more about budgeting and managing your money? [n=402]
37.6% Yes   62.4% No

39. Do you or any member of your household have a pension or retirement plan? [n=418]
14.6% Yes   85.4% No

Thank you for completing this survey.

APPENDIX D

Demographics of Chester, Fairfield, Lancaster, Union, and York Counties, South Carolina

Characteristics	Chester County	Fairfield County	Lancaster County	Union County	York County
Population, 2010	33,140	23,956	76,652	28,961	226,073
Age					
20-24	1,946	1,373	4,114	1,548	14,251
25-44	7,962	5,413	20,230	6,800	61,410
45-64	9,596	7,548	20,887	8,514	60,575
65 and over	4,835	3,565	11,737	4,769	25,626
Gender					
Male	48.3%	47.9%	49.3%	47.6%	48.3%
Female	51.7%	52.1%	50.7%	52.4%	51.7%
Racial Composition, 2010					
African-American	37.4%	59.1%	23.8%	31.3%	19.0%
White	59.8%	35.6%	71.5%	66.6%	74.8%
American Indian	0.4%	0.2%	0.3%	0.2%	0.9%
Asian	0.3%	0.2%	0.6%	0.3%	1.5%
Hispanic/Latino	1.4%	1.6%	4.4%	1.0%	4.7%
Education					
Less than high school	25.7%	21.5%	22.3%	24.4%	14.1%
High school graduate/GED	37.9%	39.1%	35.7%	35.1%	28.7%
Some college/Vocational	17.0%	16.4%	18.0%	19.4%	21.2%
College Degree	16.4%	10.7%	18.7%	9.2%	27.3%
Graduate Degree	3.0%	5.2%	5.3%	3.7%	8.6%
Household Income					
Less than $14,999	22.4%	23.3%	19.4%	22.8%	12.0%
$15,000 - $24,999	16.2%	17.8%	13.0%	16.2%	10.5%
$25,000 - $34,999	14.3%	13.2%	12.8%	12.6%	10.8%
$35,000 - $49,999	13.6%	14.6%	16.1%	16.1%	14.9%
$50,000 - $74,999	16.4%	12.3%	19.9%	15.6%	18.6%
$75,000 - $99,999	9.3%	9.1%	9.5%	9.6%	13.4%
$100,000 or more	7.9%	9.8%	9.3%	7.1%	19.8%
Unemployment Rate, 2010	14.0%	8.5%	12.3%	12.4%	8.9%

APPENDIX E

What do you consider a need in the community where you live? (N=451)[†]

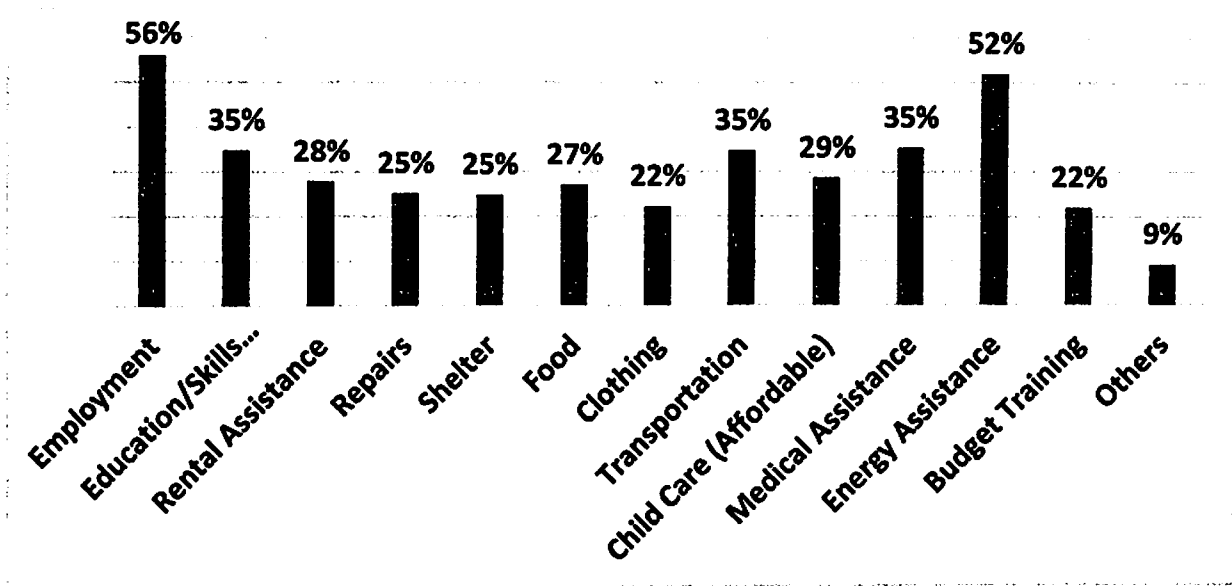| County	Homeless Services	Emergency Assistance	Unemployment	Parenting Education	Nutrition and Food Security	Housing Repairs	Transportation	Budget Training	Child Care Assistance	Youth Employment	Trade/Career Opportunities	Heating/Cooling Assistance	Other
Chester	1	7	4	0	2	5	3	1	3	2	5	7	2
%	4%	29%	17%	0%	8%	21%	13%	4%	13%	8%	21%	29%	8%
Fairfield	2	2	2	1	4	8	2	2	0	2	2	5	0
%	18%	18%	18%	9%	36%	73%	18%	18%	0%	18%	18%	45%	0%
Lancaster	9	19	15	5	4	15	13	5	8	5	8	14	0
%	19%	40%	32%	11%	9%	32%	28%	11%	17%	11%	17%	30%	0%
Union	19	19	13	13	26	32	28	8	10	14	9	34	8
%	26%	26%	18%	18%	36%	44%	39%	11%	14%	19%	13%	47%	11%
York	88	115	68	51	83	107	105	52	62	54	67	104	15
%	30%	39%	23%	17%	28%	36%	35%	18%	21%	18%	23%	35%	5%
Totals	119	162	102	70	119	167	151	68	83	77	91	164	25

[†] Question 13 from three-page *2016 Needs Assessment: Customer Survey* which was only completed CCA clients.

CCA 2016 NEEDS ASSESSMENT
CHARTS AND TABLES

Identified problems or needs that affect low-income families (n=934)[1]

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[1] Respondents included agency customers, board members, agency staff, community leaders, and other service providers from four South Carolina counties—Chester, Fairfield, Lancaster, and Union (York County was not included in the 2016 survey).

County	Employment	Education	Rental Assist	Repairs	Shelter	Food	Clothing	Transportation	Child Care	Medical	Energy	Budget	Others
Chester	90	34	45	39	35	37	22	47	36	35	58	29	10
%	73%	27%	36%	31%	28%	30%	18%	38%	29%	28%	47%	23%	8%
Fairfield	101	84	75	92	64	93	69	79	67	92	102	60	10
%	89%	74%	66%	81%	57%	82%	61%	70%	59%	81%	90%	53%	9%
Lancaster	285	172	125	94	111	108	103	174	125	173	307	101	61
%	50%	30%	22%	16%	19%	19%	18%	30%	22%	30%	54%	18%	11%
Union	48	35	15	10	22	15	14	25	40	31	20	15	5
%	38%	28%	12%	8%	17%	12%	11%	20%	32%	25%	16%	12%	4%
Totals	524	325	260	235	232	253	208	325	268	331	487	205	86
%	56%	35%	28%	25%	25%	27%	22%	35%	29%	35%	52%	22%	9%

What do you consider a need in the community where you live? (N=451)[3]

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[3] Question 13 from three-page *2016 Needs Assessment: Customer Survey* which was only completed CCA clients.