

**Carolina Community Actions, Inc.  
2019 Needs Assessment  
Final Report- May 9, 2019**

Prepared for Carolina Community Actions, Inc.  
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## **Introduction**

This report describes the data analysis performed by the research team from the Department of Social Work at Winthrop University and presents the results from the *2019 Needs Assessment Survey*. This survey was developed, distributed, and collected by Carolina Community Actions Inc. The 2019 Needs Assessment Survey was distributed to clients by agency staff using paper copies and *Qualtrics* survey management software during the spring of 2019. Residents from five counties, Chester, Fairfield, Lancaster, Union, and York were eligible to participate in the survey and were provided information on how to participate by agency staff.

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 leading the project has experience in analyzing research from organizations of varying sizes as well as expertise in assessing and engaging with communities. Additionally, a graduate level 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.

## **Methods**

### **Instruments**

The *2019 Needs Assessment Survey* was initially developed by agency staff in 2019 as part of their Community Services Block Grant. Since then the survey has undergone minor tweaks and improvements after receiving feedback from clients, community partners, and consultation from the research team. The most noteworthy difference is that the number of questions contained in the instrument has been greatly reduced (from 39 to 21). A full copy of the instrument can be found in the appendix.

The instrument is four pages in length and contains 21 questions. These questions are designed to capture a comprehensive picture of the needs in the five county area. Included in this design were the following sections:

- General Information
- Employment & Income Information
- Education
- Child Care & Work Arrangements
- Individual and Family Concerns
- Community Problems & Concerns

## **Sample**

The survey was completed by 1222 participants during the 2019 round of data collection. All five counties were represented in the sample due to the diligence of CCA. Staff. Please see results section for full description of the sample characteristics.

## **Data Collection**

The duration of the 2019 data collection cycle for the *Needs Assessment Survey* took place during the spring of 2019. Carolina Community Action Inc. staff took sole responsibility for distributing, collecting, and managing the number of respondents.

## **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. The research team worked collaboratively to conduct the analyses and produce the final report.

## **Limitations**

The primary limitation of this survey is that many respondents left questions unanswered. This is always a risk when using online tools, the temptation to just click forward can become too great for some and questions get skipped; intentionally or unintentionally. However, the large sample size does help to counteract this in some instances, but not in others. The use of online survey management software is supported by evidence, but perhaps instructions for participants on the importance of completing every question may be useful. Also give the unique racial and demographic makeup of each county in the sample, hesitation is urged when considering implementing interventions in very different counties.

## Results

### Sample Characteristics

#### County

The 2019 Needs Assessment Survey was distributed to clients from Chester, Fairfield, Lancaster, Union, and York counties in South Carolina. York County had the greatest number of respondents (38.57%) whereas Union had the fewest number of respondents (17.7%). However it should also be noted that there were approximately 40 respondents (those who left this question blank and those who didn't respond to any demographics (not included)) who did not provide information about their residence. Because of the small number, this is mathematically not likely to greatly influence any results profoundly.

**Table 1: Residence of Respondents**

County	Frequency	Percent
Chester	256	20.97
Fairfield	139	11.38
Lancaster	217	17.7
Union	104	8.52
York	471	38.57
Blank	24	1.97

#### Gender

The respondents of the customer survey were predominantly female (76.09%). Here we also saw a considerable portion leave this question blank.

**Table 2: Gender of Respondents**

Gender	Frequency	Percent
Male	243	19.90
Female	929	76.09
Blank	49	4.01

## Age

This is one question that has changed to include more response options. In the 2016 version of this survey there were only three choices, however now there are five. Here we see that, of the respondents in this study, the largest group were those aged 24-44 (34.73%). However, respondents aged 55-69 also accounted for a sizeable percentage of the sample (26.45).

Together these two groups accounted for over 60% of the total sample.

**Table 3: Ages of Respondents**

Age	Frequency	Percent
18-23	38	3.11
24-44	424	34.73
45-54	199	16.30
55-69	323	26.45
70+	196	16.05
Blank	41	3.36

## Race

The majority of respondents were Black (68.63%) whereas a much smaller group of respondents indicated they were White (23.18%) or a member of a different marginalized community. Of the respondents who marked “other” half indicated they identified as biracial. The other respondents gave no clarification of their racial status. 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 4: Race/Ethnicity of Respondents**

<b>Race/Ethnicity</b>	<b>Frequency</b>	<b>Percent</b>
White	283	23.18
Black	838	68.63
Latino	25	2.05
Native American	6	.49
Asian	4	.33
Other	15	1.23
Blank	50	4.10

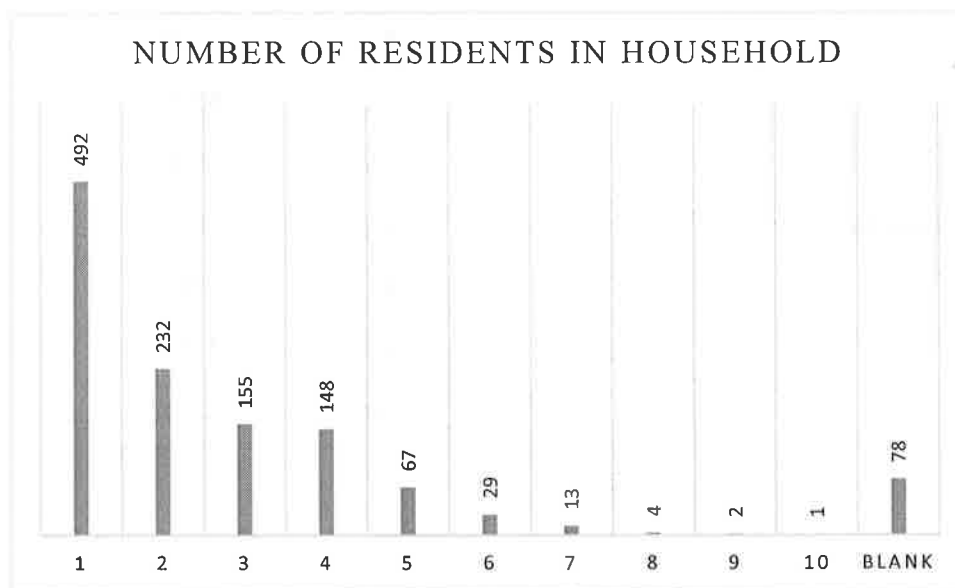
### Household

Over a third of CCA customers indicated a single parent, female headed household (39.31%) and almost a third indicated that they were a single person with no children (27.44%). Additionally, respondents were asked to indicate the number of people living in their homes. As the graph below illustrates the overwhelming majority of homes have four people or less, with just a small percentage of homes having five or more individuals residing in them. Finally, participants were asked if someone in the home does not speak English. Overwhelmingly 94.84% said no, and less than 2 percent (1.56%) reported that someone in their home spoke a language other than English.

**Table 5: Household**

<b>Your household is a(n):</b>	<b>Frequency</b>	<b>Percent</b>
Single Parent Female	480	39.31
Single Parent Male	64	5.24
Two parent household	135	11.06
Two Adults, no children	106	8.68
Single person, no children	335	27.44
Other	40	3.28
Blank	61	5.00

**Graph 1: Number of Residents in Household**



#### Carolina Community Actions Service Use and Satisfaction

To assess which programs and services that respondents are utilizing through Carolina Community Actions, participants were first asked a yes/no question about whether or not they had ever received services through CCA. If they answered “yes” to this question, respondents were then asked for more information on which services and programs they had used and how satisfied they were with their use of that program or service. When examining the services and program used by respondents over a third (38.49) of respondents were first time visitors to CCA and indicated no prior use of their services. Among those who reported service use the most utilized program was LIHEAP with 44.06% of all respondents indicating they used this service. CSGB was a program used by a third of respondents with 34.23 indicating service use. Please note, totals here add up to more than 100 because respondents were allowed to select more than one program. Below, table 7, user satisfaction displays the satisfaction ratings of individuals with regard to specific services. Overall, these results were positive. For the CSGB program the majority (82.97) of respondents reported that they were satisfied or very satisfied with the service. For Head Start/Early Head Start 70.57% of respondents were satisfied or very satisfied with the service. For the LIHEAP program 82.71% of respondents were satisfied or very



satisfied with the service. For the weatherization program 28.54% of respondents were satisfied or very satisfied with the service. However, 38.89% of respondents indicated that this did not use this service. So the 28.54% in light of the low reported usage is still indicative of positive feelings toward the program. For the WIOA program 46.92% of respondents were satisfied or very satisfied with the service. However, 49.38% of respondents indicated that this did not use this service. So the 28.54% in light of the low reported usage is still indicative of positive feelings toward the program.

**Table 6: Service Use**

<b>Your household is a(n):</b>	<b>Frequency</b>	<b>Percent</b>
CSGB ( <i>Case management, education and employment assistance, emergency financial assistance, nutrition assistance, youth leadership.</i> )	418	34.23
Head Start/Early Head Start	283	23.18
LIHEAP ( <i>Emergency/non-emergency utility assistance for home heating/cooling and HVAC repair</i> )	538	44.06
Weatherization Assistance Program	198	16.22
WIOA ( <i>Education and employment for youth ages 17-24</i> )	162	13.27
None	470	38.49

**Table 7: Service Satisfaction**

<b>Program</b>	<b>Very Dissatisfied</b>	<b>Dissatisfied</b>	<b>Neither</b>	<b>Satisfied</b>	<b>Very Satisfied</b>	<b>Not Applicable</b>
<b>CSGB</b>	34	2	1	133	218	30
	8.13%	.48%	0.24%	31.82%	51.15%	7.18
<b>Head Start/ Early Head Start</b>	12	1	5	80	118	67
	4.24%	.35%	1.77%	28.27%	41.70%	23.67
<b>LIHEAP</b>	36	0	6	120	325	51
	6.69%	0%	1.12%	22.30%	60.41%	9.48
<b>WAP</b>	9	1	3	56	52	77
	4.55%	.51%	1.52%	2.28%	26.26%	38.89%
<b>WIOA</b>	4	0	2	38	38	80

	2.47%	0%	1.23%	23.46%	23.46%	49.38%
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## **Employment and Income Information**

### Income & Source

The results indicate a high level of poverty with over a half of respondents (52.58%) living in households with incomes of 12,490 or less. In context with the number of respondents who reported being a single mother, this figure highlights the dire financial situation of service recipients. Nearly three-quarters, 71.99% of the sample reported an annual income of less than 21,330, again highlighting the poverty of service users. This level of poverty stands in stark 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 8: Family's Income**

<b>Household Income</b>	<b>Frequency</b>	<b>Percent</b>
0-12,490	642	52.58
12,491-16,910	154	12.61
16,911-21,330	83	6.80
23,331-25,750	55	4.50
25,751-30,170	50	4.10
30,171-34,590	15	1.23
34,591-39,010	16	1.31
39,011+	77	6.31
Blank	129	10.57

It is important to note that half of the sample did not answer this question. But of the ones who did, they were allowed to report multiple sources of income so again, as has been seen in other questions the numbers here will not add up to 100% or that of the full sample. That said, of those who did respond, nearly a third (29.95%) of respondents indicated that their primary source of income as coming from one of three types of Social Security benefits—Social Security pension

(SSA) (16.38%), Supplemental Security Income (SSI) (5.38%), and Food Stamps (8.19%). Social Security Disability Insurance (SSDI) (10.0%). 12.34% of the sample reported earning income through work, with the majority (9.2%) reporting full time employment. This is further reflected in participant response to the question “are you currently employed” to which 30.22% responded “yes”, 64.29% responded “no” and 5.49% did not answer the question. Respondents could also indicate what their profession was. Image 1 illustrates the professions reported. The larger and more central an occupation is, the more times it is reported. So more people indicated they are assistants, teachers, and cashiers than other occupations.

**Table 9: Sources of Income**

<b>Source</b>	<b>Frequency</b>	<b>Percent</b>
Wages Full-Time	269	9.22
Social Security	478	16.38
TANF	11	.38
Veteran's Benefits	14	.48
Alimony	2	.07
Unemployment	20	.69
Wages Part-Time	91	3.12
Supplemental Security Income (SSI)	157	5.38
Food Stamps	239	8.19
Child Support	36	1.23
Retirement/Pension	42	1.44
No income/Family & Friends	76	2.60
Other	0	0
Blank	1483	50.82%

**Image 1: Occupations by Frequency Word Cloud**



### Employment Needs

In addition to their current employment situation, respondents were asked to report their current employment needs. Respondents were asked to report if anyone in their home had a need when it came to employment. Nearly half (43.08) of all respondents did not answer that question and then of those who did 37.4% indicated that this question was not applicable to them. Of 238 individuals who indicated they had an employment need 10.5% indicated that the need was for someone 14-17, 76.89% indicated that it was an adult aged 18-54, and 12.6% indicated the need was for someone older than age 55. Table 9 illustrates that across age groups full time employment is the greatest need, followed by part-time, then summer employment.

**Table 10: Types of Employment Needs**

	Youth Age 14-17		Adults Age 18 – 54		Seniors Age 55+	
	Freq- %		Freq- %		Freq- %	
Full-time Employment (30-40 hrs/wk)	3	12	136	79.53	14	60.87
Part-time Employment (1-29 hrs./wk)	10	40	29	16.96	9	39.13
Summer Employment	12	48	6	3.51	0	0

## Education

### Level of Education

Participants were also asked about their level of educational attainment. As table 10 below illustrates half of all respondents did not answer the question. Of those who did respond to the question just over a third (34%) reported obtaining a high school diploma or less. Interestingly though 1.91% of the sample reported they had a graduate degree. Demonstrating that high educational attainment doesn't always shield someone from poverty or experiencing high need.

**Table 11: Educational Attainment**

<b>Race/Ethnicity</b>	<b>Frequency</b>	<b>Percent</b>
< 9 <sup>th</sup> grade	71	3.16
9-12 no diploma	288	12.80
HS/GED	406	18.04
Some college	171	7.60
Associates Degree	94	4.18
Bachelors Degree	52	2.31
Graduate Degree	43	1.91
BLANK	1125	50%

### Interest in Educational Opportunities

In consideration of individual and household level educational needs, respondents were asked to report which educational opportunities they or a member of their home would be most interested in utilizing. A large percentage (88.79%) indicated they would be interested in adult educational opportunities for themselves and preschool (86%) for their children. Job skills training was also something that respondents felt would be useful (84.57). NOTE: The percentages in this graph total to a number beyond 100% since respondents were able to select multiple options.

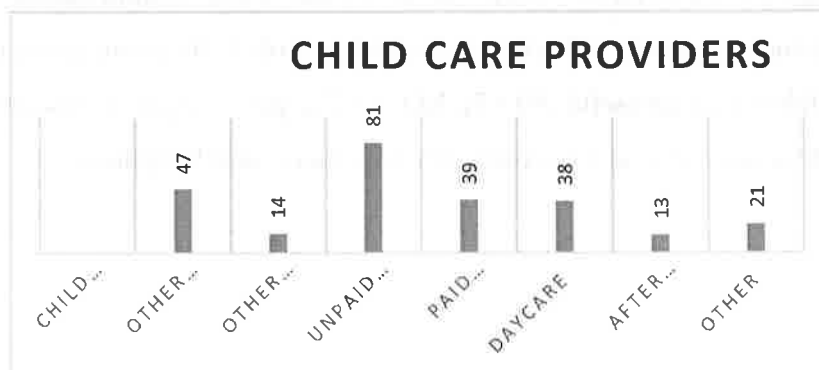
**Table 12: Perceived Child Care Needs**

	You		Household Member	
	Freq- %		Freq- %	
Preschool	29	25.22	86	74.78
Adult Education	103	88.79	13	11.21
Job Skills Training	148	84.57	27	15.43
Tutoring	29	42.65	39	57.35
College or Technical Education	144	77.84	41	22.16

## Child Care & Work Arrangements

### Child Care Arrangements

Respondents were asked whether or not they had a child in their home for which they had to provide care. 32.35% of the sample reported “yes”, 52.17% reported “no” and 15.48% of the sample did not answer the question. Of those who reported that they did have children that required childcare, respondents were asked who provides care for those children. As illustrated in graph 2, survey takers reported that unpaid friends, relatives, or neighbors are most likely to watch their children (6.63%). However 3.85% are also using other adults that reside in their own home. When considering the cost of child care costs, respondents indicated that on average, they pay \$107.72 per week.

**Graph 2: Child Care Providers**

### Child Care Needs

Respondents were asked about their perceptions of what sort of child care arrangements are needed in their community. The data indicated that respondents perceived greater needs within their community than in their own lives. The greatest individual need reported was full time child care (5.98%). The greatest community need was also childcare 13.68) but afterschool care (12.78%) and part-time child care (12.45) were also high among reported community child care needs.

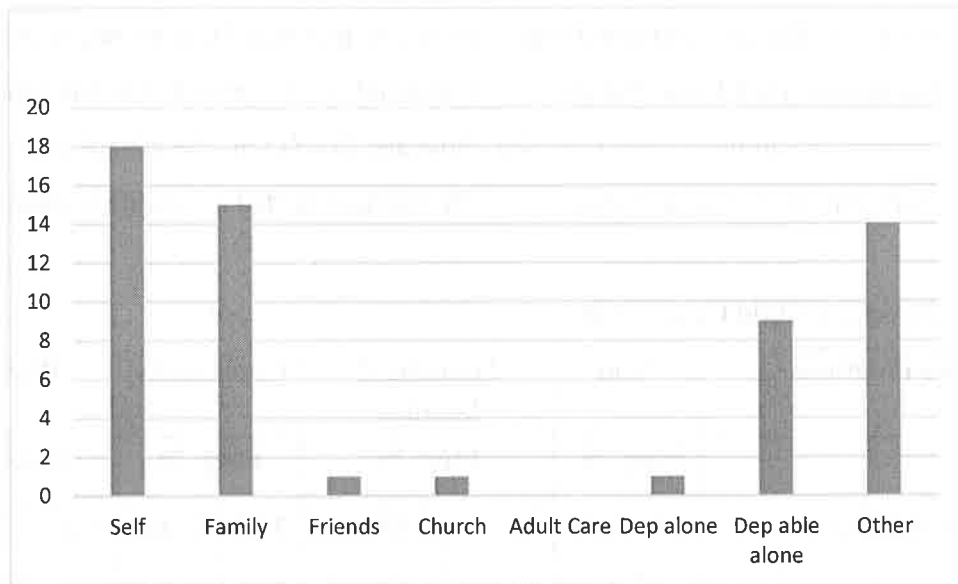
**Table 13: Perceived Child Care Needs**

Child Care Programs	You		Household Member		Community		Blank	
	Freq- %		Freq- %		Freq- %		Freq- %	
Full-time child care	73	5.98	47	3.85	167	13.68	934	76.49
Part-time child care	33	2.70	15	1.23	152	12.45	1021	83.62
Before school care	19	1.56	16	1.31	134	10.97	1052	86.16
After school care	57	4.67	52	4.26	156	12.78	956	78.30
Evening/Night/ Weekend hours	21	1.72	9	.74	92	7.53	1099	90.01

### Adult Dependents

Beyond minor dependents the survey asked respondents if they were providing care for any adult dependents. The overwhelming majority said “no” (82.39%) and considerable amount did not answer the question (12.45%). However, a small percentage (5.16%) reported that they do have adult dependents they provide care for regularly. Of the individuals who do care for a dependent adult the majority care for the adult themselves or they use close family members for help or the dependent is able to stay alone themselves during the day. There were several respondents who selected “other” and some of those narrative responses included “school” and “nurse” and “aide a few hours a day.”

**Graph 2: Dependent Adult Caregivers**

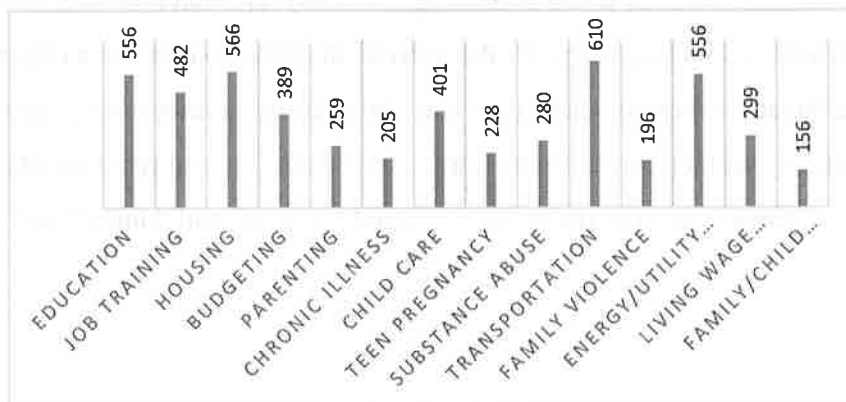


### Individual and Family Concerns

#### Issues of Greatest Concern

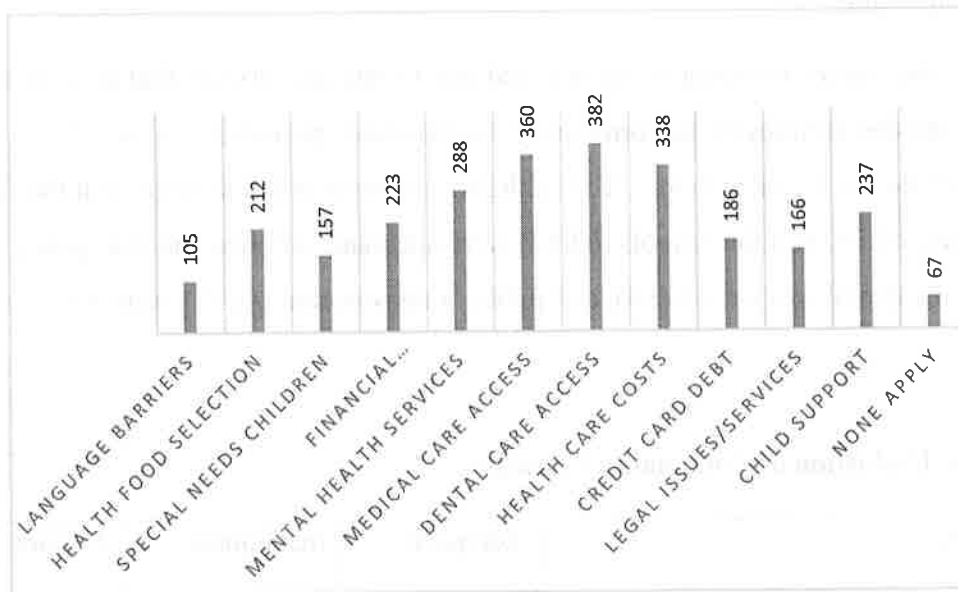
The last area that respondents were asked to speak to where their concerns. First, they were asked to select all of the challenges that low-income individuals and families face. They were provided a list with 26 options and asked to check all that applied. Because of the overwhelming response the options have been split into two tables to make viewing the results more simple. The single greatest need reported was transportation, however energy/utility costs, education, and housing were also ranked highly.

**Table 14: Greatest Needs Facing Individuals Pt. 1**





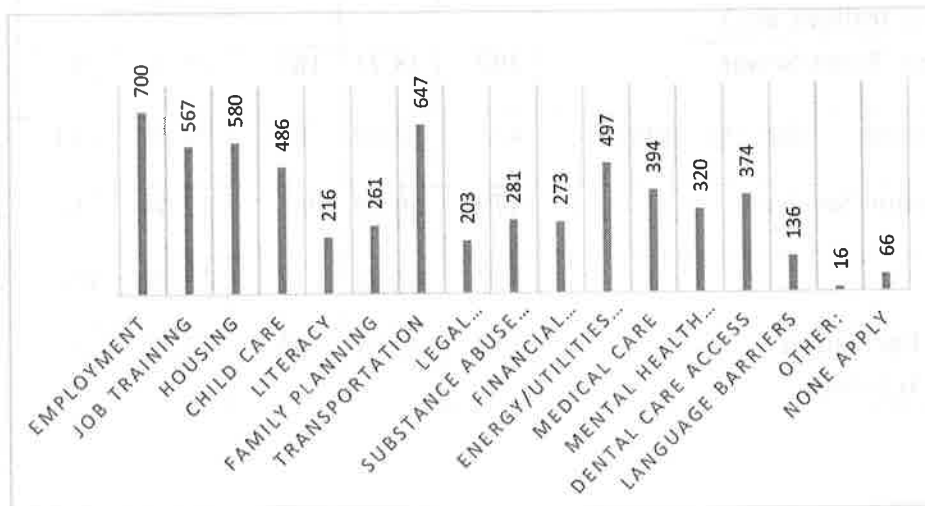
**Table 15: Greatest Needs Facing Individuals Pt. 2**



### Needs to Maintain Sufficiency

Similarly, respondents were asked what they viewed as the greatest barriers to self-sufficiency for low-income individuals and their families. For this question, there were 16 response options as well as an open ended “other” response option. Survey respondents felt that employment (700) and transportation (647) were the two most pressing issues. However housing (580) and job skills training (567) also exhibited need.

**Table 15: Greatest Needs Facing Individuals Pt. 2**



## Community Problems & Concerns

### Needs for the Community

The last question that survey respondents were asked was to rate the services that are currently provided to low-income families in the community. Respondents provided a wealth of information, illustrated in the table below. To highlight, respondents felt strongly that the fire protection services (60.79) and the schools (63.64) were adequate, whereas the emergency shelters (38.13), the dental services (34.96), and public transportation (44.72) were all inadequate.

**Table 16:** Evaluation of Community Services

Services	Adequate		Inadequate		Unsure	
	Freq-%		Freq-%		Freq-%	
Non-Medical Emergency Services	278	34.07	187	22.92	351	43.01
Emergency Shelters	228	26.92	323	<b><u>38.13</u></b>	296	34.95
Medical Services	411	49.28	235	28.18	188	22.54
Dental Services	358	42.57	294	<b><u>34.96</u></b>	189	22.47
Wellness Programs (nutrition, exercise, etc.)	315	38.51	221	27.02	282	34.47
Public Transportation Options (cabs, taxis, buses, trolleys, etc.)	383	33.57	377	<b><u>44.72</u></b>	183	21.71
City/County Water/Sewer	397	48.71	185	22.70	233	28.59
Police Services - Crime Prevention	421	52.89	191	23.99	184	23.12
Fire Protection Services	479	<b><u>60.79</u></b>	98	12.44	211	26.78
Schools	497	<b><u>63.64</u></b>	117	14.98	167	21.38
Parks and Recreation Facilities/Activities	392	49.94	183	23.31	75	78.13

## **Conclusion**

South Carolina counties—Chester, Fairfield, Lancaster, Union, and York all participated in the 2019 Needs Assessment Survey coordinated by Carolina Community Actions Inc. Results from this report are outlined above with the intention of providing 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. In addition, the need for education/skills training, child care (affordable), 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 (44.55%) the vast majority of those being female headed households (39.31%) coupled with the fact that 65% of CCA clients have family incomes less than \$16,910 presents unique challenges in terms of addressing the identified problems and needs. Childcare and ongoing educational needs may further complicate efforts aimed at addressing community problems and needs affecting low-income families.

Despite these multiple challenges, CCA clients and their families have a strengths and resources to build upon. The number of respondents with a high school education or higher coupled with the noticeable portion of individuals who are presently employed illustrates the earning potential and work ethic of this community. Additionally when asked to identify needs for low-income individuals and families the community recognized the services that would increase earning potential and social capital for their fellow community members. This level of cohesion and awareness of not only needs, but solutions presents meaningful opportunities for additional services and partnerships to improve the quality of life and empower vulnerable populations.

## Appendix



# Carolina Community Actions, Inc. 2019 Needs Assessment Survey

## General Information:

1. What is your zip code or city/state? \_\_\_\_\_
2. What is your gender/sex? ☐ Male ☐ Female
3. How old are you? ☐ 18-23 ☐ 24-44 ☐ 45-54 ☐ 55-69 ☐ 70+
4. What is your ethnicity/race?  
☐ White ☐ Black/African American ☐ American Indian/Alaska Native  
☐ Hispanic, Latino or Spanish origins ☐ Asian ☐ Other (specify) \_\_\_\_\_
5. Which of the following best represents your total household:  
☐ Single Parent Female ☐ Single Parent Male  
☐ Two Parent Household ☐ Single Person, NO Children  
☐ Two Adults, No Children ☐ Other (specify) \_\_\_\_\_
6. Total number of people in household (related and unrelated): \_\_\_\_\_
7. Is there anyone in your household that **does not** speak English?  
☐ Yes ☐ No If yes, list other language(s): \_\_\_\_\_
8. Have you ever received services through any programs or activities from Carolina Community Actions?  
☐ Yes ☐ No If yes, which programs? *(Please check below)*  
☐ CSBG - Case Management, Education and Employment Assistance, Emergency Financial Assistance, Nutrition Assistance, Youth Leadership

How satisfied are you with the CSBG services received?

<input type="checkbox"/> Very Dissatisfied	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Neither	<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Not Applicable
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☐ Head Start/Early Head Start

How satisfied are you with the Head Start/Early Head Start services received?

<input type="checkbox"/> Very Dissatisfied	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Neither	<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Not Applicable
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☐ LIHEAP - Emergency/Non-Emergency Utility Assistance for home heating/cooling, HVAC Repair Replacement

How satisfied are you with the LIHEAP services received?

<input type="checkbox"/> Very Dissatisfied	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Neither	<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Not Applicable
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☐ Weatherization Assistance Program

How satisfied are you with the Weatherization Assistance Program services received?

<input type="checkbox"/> Very Dissatisfied	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Neither	<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Not Applicable
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☐ WIOA – Education and Employment for youth ages 17-24

How satisfied are you with the WIOA services received?

<input type="checkbox"/> Very Dissatisfied	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Neither	<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Not Applicable
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**Income/Employment Information:**

9. What is **your total household's** yearly income range?

- ☐ \$0-12,490      ☐ \$12,491-\$16,910      ☐ \$16,911-\$21,330      ☐ \$21,331-\$25,750  
☐ \$25,751-\$30,170      ☐ \$30,171 - \$34,590      ☐ \$34,591-\$39,010      ☐ \$39,011+

10. This income is received from the following sources: **(Check all that apply)**

- |  |   |
|--|---|
| <input type="checkbox"/> Wages Full-Time   | <input type="checkbox"/> Wages Part-Time                    |
| <input type="checkbox"/> Social Security   | <input type="checkbox"/> Supplemental Security Income (SSI) |
| <input type="checkbox"/> TANF              | <input type="checkbox"/> Food Stamps                        |
| <input type="checkbox"/> Veterans Benefits | <input type="checkbox"/> Child Support                      |
| <input type="checkbox"/> Alimony           | <input type="checkbox"/> Retirement/Pension                 |
| <input type="checkbox"/> Unemployment      | <input type="checkbox"/> No Income, Family & Friends        |
| <input type="checkbox"/> Other _____       |   |

11. Are you currently employed? ☐ Yes   ☐ No

If employed, what is your occupation? \_\_\_\_\_

12. Please indicate the number of household members in the age categories who are in need of the following:

	Youth Age 14-17	Adults Age 18 – 54	Seniors Age 55+
Full-time Employment (30-40 hrs/wk)			
Part-time Employment (1-29 hrs./wk)			
Summer Employment			

**Education:**

13. Please check your highest education level completed.

- |  |  |
|--|--|
| <input type="checkbox"/> Less than 9 <sup>th</sup> grade                       | <input type="checkbox"/> Associate's degree              |
| <input type="checkbox"/> 9 <sup>th</sup> to 12 <sup>th</sup> grade, no diploma | <input type="checkbox"/> Bachelor's degree               |
| <input type="checkbox"/> High school graduate/GED                              | <input type="checkbox"/> Graduate or professional degree |
| <input type="checkbox"/> Some college, no degree                               |  |

14. Check all that would interest you, and any other household member(s).

	You	Household Member
Preschool		
Adult Education		
Job Skills Training		
Tutoring		
College or Technical Education		

**Dependent Care/Work Arrangements:**

15. Do you have minor children (under age 18) for whom you are responsible for care? ☐ Yes ☐ No

16. Who cares for your minor child(ren) during the day, before/after school and/or while you are at work?

- ☐ Other adult(s) in household  
☐ Other child in household  
☐ Relative, friend or neighbor outside home (Unpaid)  
☐ Relative, friend or neighbor (Paid), Amount? \$ \_\_\_\_\_/wk.  
☐ Nursery or Day Care (Paid), Amount? \$ \_\_\_\_\_/wk.  
☐ Before/after school program (Paid), Amount? \$ \_\_\_\_\_/wk.  
☐ Other (specify) \_\_\_\_\_  
☐ Not applicable

17. Please check the dependent care arrangements that you, any household member or low-income families in your community need most?

Child Care Programs	You	Household Member	Community
Full-time child care			
Part-time child care			
Before school care			
After school care			
Evening/Night/ Weekend hours (Indicate time _____)			
Other: <i>specify</i>			

18. Are you caring for adult children or adult dependents including seniors with special needs? (Due to mental or physical disability) ☐ Yes ☐ No

If yes, who provides care for the adult children or adult dependents during working hours?

- ☐ Self ☐ Family ☐ Friends ☐ Church ☐ Adult Care/Senior Facility  
☐ Have to leave dependent alone ☐ Dependent is able to stay home alone  
☐ Other, specify \_\_\_\_\_

### Individual/Family Problems & Concerns:

19. Which of the following issues do you believe are the greatest challenges low-income families and individuals are currently facing? Select all that apply.

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Education       | <input type="checkbox"/> Transportation              | <input type="checkbox"/> Mental Health Services |
| <input type="checkbox"/> Job Training    | <input type="checkbox"/> Family Violence             | <input type="checkbox"/> Medical Care Access    |
| <input type="checkbox"/> Housing         | <input type="checkbox"/> Energy/Utility Costs        | <input type="checkbox"/> Dental Care Access     |
| <input type="checkbox"/> Budgeting       | <input type="checkbox"/> Living Wage Employment      | <input type="checkbox"/> Health Care Costs      |
| <input type="checkbox"/> Parenting       | <input type="checkbox"/> Family/Child Abuse          | <input type="checkbox"/> Credit Card Debt       |
| <input type="checkbox"/> Chronic Illness | <input type="checkbox"/> Language Barriers           | <input type="checkbox"/> Legal Issues/Services  |
| <input type="checkbox"/> Child Care      | <input type="checkbox"/> Health Food Selection       | <input type="checkbox"/> Child Support          |
| <input type="checkbox"/> Teen Pregnancy  | <input type="checkbox"/> Special Needs Children      | <input type="checkbox"/> None Apply             |
| <input type="checkbox"/> Substance Abuse | <input type="checkbox"/> Financial Literacy/Planning |   |

20. Which of the following areas do you believe low-income families and individuals need assistance with to achieve or maintain self-sufficiency? Select all that apply.

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Employment      | <input type="checkbox"/> Transportation              | <input type="checkbox"/> Medical Care           |
| <input type="checkbox"/> Job Training    | <input type="checkbox"/> Legal Issues/Services       | <input type="checkbox"/> Mental Health Services |
| <input type="checkbox"/> Housing         | <input type="checkbox"/> Substance Abuse Treatment   | <input type="checkbox"/> Dental Care Access     |
| <input type="checkbox"/> Child Care      | <input type="checkbox"/> Financial Literacy/Planning | <input type="checkbox"/> Language Barriers      |
| <input type="checkbox"/> Literacy        | <input type="checkbox"/> Energy/Utility Costs        | <input type="checkbox"/> None Apply             |
| <input type="checkbox"/> Family Planning | <input type="checkbox"/> Other: _____                |   |

### Community Problems & Concerns:

21. Please rate the services or needs in your community for low-income families and individuals.

Services	Adequate	Inadequate	Unsure
Non-Medical Emergency Services			
Emergency Shelters			
Medical Services			
Dental Services			
Wellness Programs (nutrition, exercise, etc.)			
Public Transportation Options (cabs, taxis, buses, trolleys, etc.)			
City/County Water/Sewer			
Police Services - Crime Prevention			
Fire Protection Services			
Schools			
Parks and Recreation Facilities/Activities			
Other: <i>specify</i>			
Other: <i>specify</i>			

***Thank you for completing this survey.***