

# **Community Action of Southeast Iowa Community Assessment 2016**

*Board Approved 8/23/16*

The Community Assessment is developed through a process of incorporating data from several needs assessments, census data and strategic planning.

The process used was a comparison of the data along with data collected on the clients served by the agency to determine needs of our clients.

1. Iowa Community Action Agencies Client Needs Assessment, 2016  
The agency used the statewide Community Needs Assessment which was completed by the Iowa Department of Human Rights in partnership with the Community Action Agencies in Iowa. There were 603 responses to the survey from clients in southeast Iowa which is over 10% of the households served by the agency.
2. Community Action of Southeast Iowa Client Needs Assessment, 2012  
Community Action of Southeast Iowa conducted a survey of clients during the fall of 2012. Many of the questions were the same as those asked in the Iowa Community Action Needs Assessment of Clients conducted in 2006. There were 360 surveys completed by clients. This represented about 7% of the households served during the year. This survey allowed us to compare the results with the 2006 survey to look for changes. We also added questions on accessibility and satisfaction of services received by clients from the agency.
3. Iowa Community Action Agencies Needs Assessment (Community Stakeholders), 2013  
The agency participated in the Iowa Community Action Agencies Needs Assessment of Community Stakeholders. The agency received 261 responses of the 3,077 received statewide. The survey collected information on perceptions of community partners and stakeholders concerning the needs of low-income people that reside in each community.
4. Community Action Partnership Assessment Tool, 2016  
An assessment was compiled using the on-line Community Action Partnership Assessment Tool to evaluate poverty in southeast Iowa ([www.communityactioncna.org](http://www.communityactioncna.org)). This data was used to evaluate the population served by the agency.
5. Information from the Strategic Planning sessions held in 2014  
At the Strategic Planning sessions participants were divided into six small groups to discuss the current needs of our clients. These sessions provided the opportunity to review the agency assessments, quantitative census data and gather qualitative data from participants.

## Community Assessment 2016

### Client and Community Needs

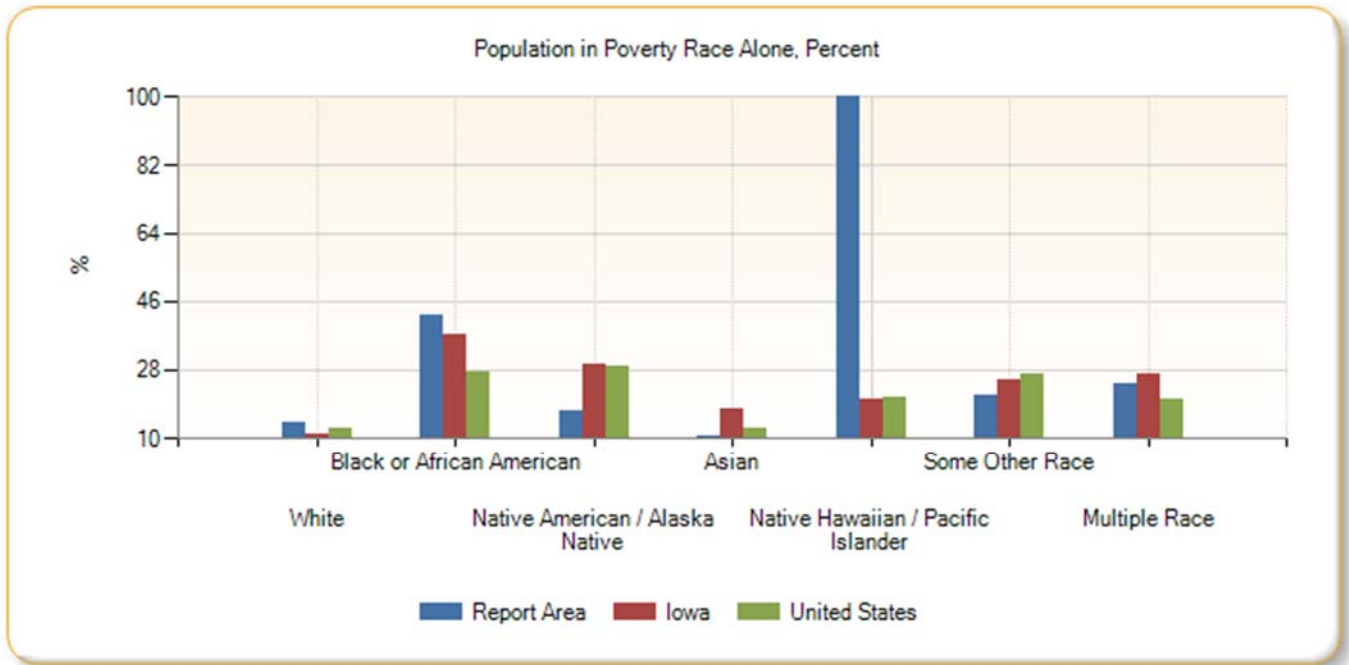
The 2014 Census data estimates indicated that over 15% of the population in southeast Iowa has income below poverty. When developing the community assessment, the population of southeast Iowa was compared to the population served by the agency. Census data detailed in the report generated by the Community Partnership Assessment Tool 2016 was looked at in comparison to the population served. Looking at the census data in relationship to our service numbers, it confirms that we are serving the low-income population of southeast Iowa. The agency provided services to over 13% of population.

County	2014 Population	Poverty Rate	Population served by agency	% of Population served by agency
Des Moines	40,265	16%	6,557	16%
Henry	20,197	16%	2,218	11%
Lee	35,552	16%	4,446	12%
Louisa	11,305	12%	1,289	11%
<b>Total</b>	<b>107,319</b>	<b>15%</b>	<b>14,462*</b>	<b>13%</b>
Source U.S. Census Bureau: American Community Survey Estimates 2014, 2014 Small Area Income and Poverty Estimates			Source: Agency FY 2015 NIFCAP Report *48 clients lived on the borders of the service area.	

The chart below illustrates the race and ethnicity of the population served by the agency in comparison to the population of southeast Iowa. The data shows that the agency served a higher rate of minorities than the percent of the population. However, when you look at the column which shows the percent of the population that has a low-income by race, the agency is serving a closer number of the minority individuals with a low income.

Population Served by the Agency 2015						
Race	Census Population of Southeast Iowa	Population in Poverty in Southeast Iowa	Agency Clients Served		Agency Staff	
White	92%	13,705	11,590	80%	136	97%
Black	4%	1,570	1,727	12%	3	2%
American Native	0	29	42	.3%	0	0
Asian	1%	96	171	1%	1	1%
Hawaiian/Islander	0	10	8	.1 %	0	0
Multi Race/Other	3%	733	816	5.6%	0	0
<b>Ethnicity</b>						
Hispanic	5%	1,276	868	6%	4	3%
Non-Hispanic	95%	14,867	13,594	94%	136	97%

**Population in Poverty by Race Alone, Percent**



**Population in Poverty by Ethnicity Alone**

Report Area	Total Hispanic / Latino	Total Not Hispanic / Latino	Percent Hispanic / Latino	Percent Not Hispanic / Latino
Report Area	1,276	14,867	26.33%	14.95%
Des Moines County, IA	299	5,848	27.23%	15.2%
Henry County, IA	349	2,702	42.46%	14.98%
Lee County, IA	141	5,475	12.7%	16.28%
Louisa County, IA	487	842	26.8%	9.03%
Iowa	40,295	333,572	25.5%	11.83%
United States	12,880,559	34,875,048	24.77%	13.72%

**Population in Poverty by Gender**

Area	Total Male	Total Female	Percent Male	Percent Female	Male Served by Agency	Female Served by Agency
Southeast Iowa	6,794	9,349	13.13%	17.78%	6,288 / 92%	8,174 / 87%
Iowa	168,093	205,774	11.39%	13.7%		
United States	21,461,752	26,293,856	14.33%	16.81%		

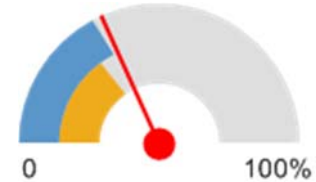
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**Poverty - Population Below 200% FPL**

In the report area 36.57% or 38,152 individuals are living in households with income below 200% of the Federal Poverty Level (FPL). This indicator is relevant because poverty creates barriers to access including health services, healthy food, and other necessities that contribute to poor health status. Of the households served by the agency in FY 2015 98% were below 200% of poverty.

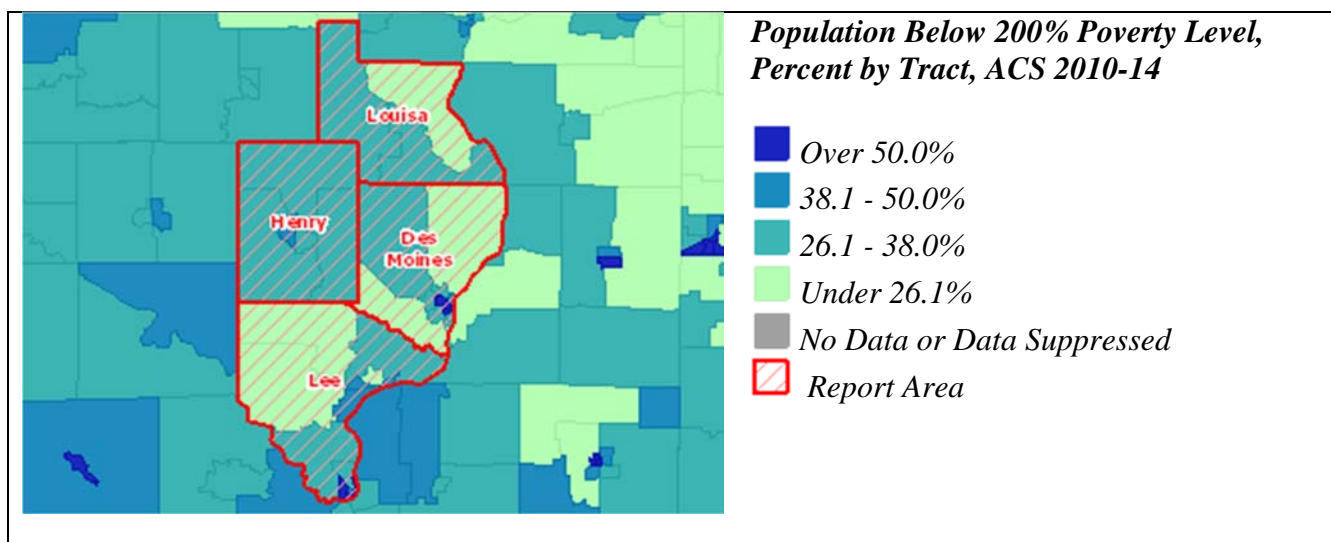
Report Area	Total Population	Population with Income at or Below 200% FPL	Percent Population with Income at or Below 200% FPL
Report Area	104,323	38,152	36.57%
Des Moines County, IA	39,578	15,482	39.12%
Henry County, IA	18,864	6,320	33.5%
Lee County, IA	34,741	12,736	36.66%
Louisa County, IA	11,140	3,614	32.44%
Iowa	2,978,240	905,590	30.41%
United States	306,226,400	105,773,408	34.54%

Percent Population with Income at or Below 200% FPL



- Report Area (36.57%)
- Iowa (30.41%)
- United States (34.54%)

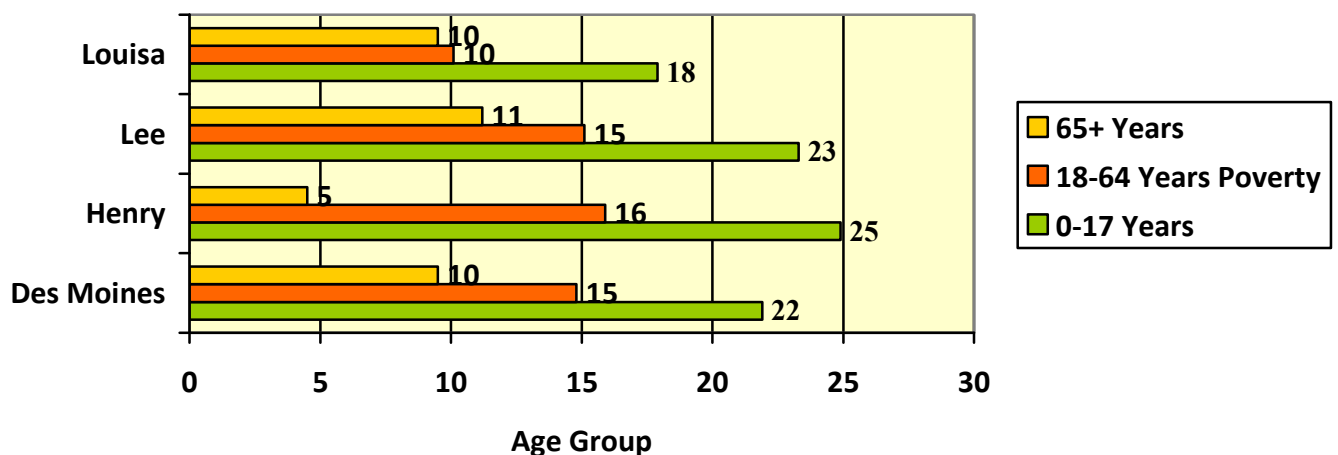
Data Source: US Census Bureau, American Community Survey. 2010-14.  
Source geography: Tract



Population of Southeast Iowa by County and Age						
Report Area	Age 0-17	Age 18-24	Age 25-34	Age 35-44	Age 45-54	Age 55+
Des Moines County	9,291	3,102	4,567	4,643	5,727	12,935
Henry County	4,599	1,921	2,387	2,308	2,917	6,065
Lee County	7,670	2,904	4,262	3,922	5,215	11,579
Louisa County	2,780	884	1,229	1,378	1,773	3,261
<b>Total in SE Iowa</b>	<b>24,340</b>	<b>8,811</b>	<b>12,445</b>	<b>12,251</b>	<b>15,632</b>	<b>33,840</b>
Estimated by age group Served by Agency in FY 2015						
Served by Agency	5,642	1,063	2,111	1,616	1,619	2,411
<b>Estimate of % Served by Agency</b>	<b>23%</b>	<b>12%</b>	<b>17%</b>	<b>13%</b>	<b>10%</b>	<b>7%</b>

The agency served a representative group of age groups in poverty. The poverty rate for children 0-17 years of age ranged from 18 - 25%. The agency served 23% of children in the service area. This reinforces the agency’s decision to continue to provide services for low-income children. The poverty rates of the other age groups do not correspond directly to the CSBG client characteristics. However, the numbers show that the agency serves a good number of clients in each age category.

Southeast Iowa % Population in Poverty by Age Group

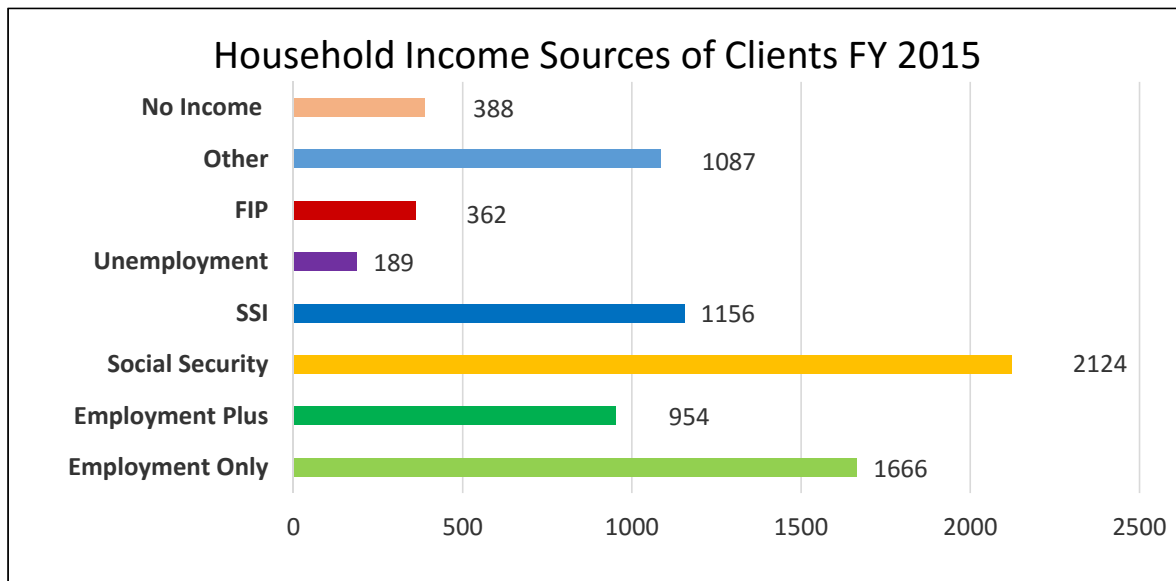


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The rate for free and reduced lunch in southeast Iowa is very high as compared to the rest of the state. The state average for free and reduced lunch is 41.8%. Seven of the 10 school districts in southeast Iowa exceed the state average. This illustrates the need for nutrition assistance.

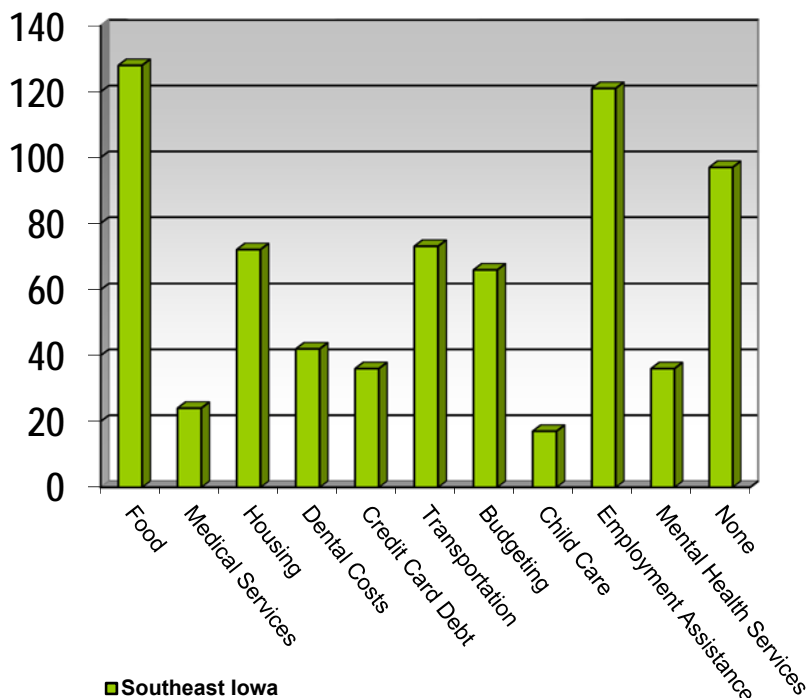
<b>2015-16 Iowa Public School K-12 Students Eligible for Free and Reduced-Price Lunch</b>			
<b>School District</b>	<b>K-12 Enrollment</b>	<b>Free or Reduced Eligible</b>	<b>Percent students eligible</b>
Burlington	3861	2492	64.5 %
Columbus	728	566	77.8 %
Danville	628	163	26 %
Fort Madison	453	154	34 %
Keokuk	1797	1110	61.8 %
Morning Sun	113	50	50.5 %
Mount Pleasant	1292	904	45 %
New London	509	191	37.5 %
Wapello	617	270	43.8 %
West Burlington Ind	920	416	45.2 %

Looking at the income sources of the households served last year, it is evident that most of the households served had income from employment only or Social Security Income. The households with income only from employment can benefit from the self-sufficiency services provided by the Family Development Specialists.



The agency used the **Iowa Community Action Agencies Client Needs Assessment** in the planning process. There were 603 responses to the survey from clients in southeast Iowa which is over 10% of the households served. The survey results show that about 60% of clients in southeast Iowa, indicated that they received assistance in order to obtain food. This illustrates the on-going need to support the food pantries located at our Centers.

### Current Client Challenges



One of the greatest needs identified by clients was employment. Clients surveyed in 2012 expressed a variety of reasons why they had problems getting or keeping a job. This presents a challenge for Specialists to assist families and coordinate services to help them find employment or maintain their employment status. Specialists reinforce the job skills and training provided by Workforce Development.

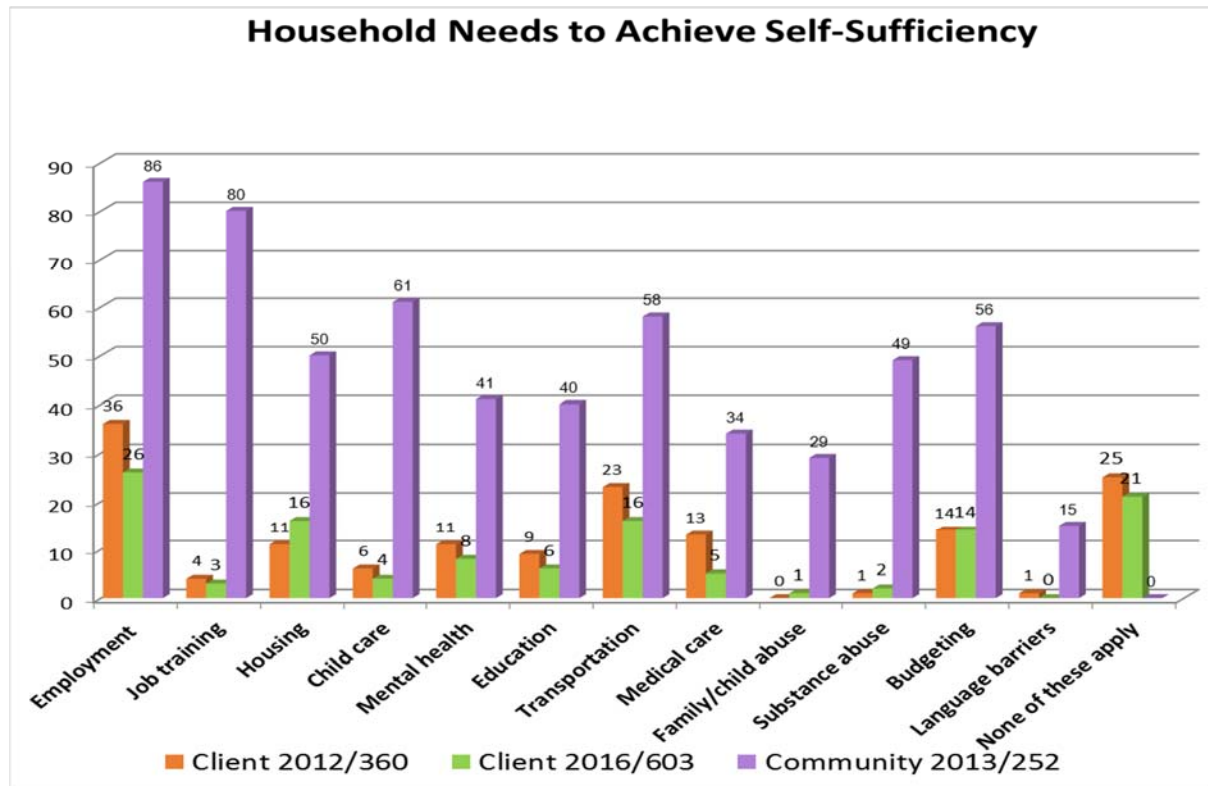
The chart illustrates the many and varied needs clients are facing. Clients don't feel that they have as many challenges as the Community survey indicates.

Since the needs clients have indicated are varied and some feel that they don't have needs, it is imperative that the Family Development Specialists are apprised of the resources available in each community. Thus, it is recommended that it is a priority to use CSBG funds to have Family Development Specialists in each center and that they are available to help people in need that come to the Centers.

Reasons for Employment Problems	% Clients 2012
Jobs were not available	62%
Did not have transportation	25%
Physical or mental disability	23%
Needed better job skills	19%
Lack of Education	14%
Did not have appropriate clothing	6%
Problems with past work history	14%
Needed child care	14%

The chart below represents the percentage of respondents to the question “**What do low-income households need assistance with, in order to achieve or maintain self-sufficiency?**” The question was asked in three surveys conducted by the Agency: Clients surveyed 2012 and 2016 and the Community Survey in 2012.

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The chart illustrates that clients do not see the issues needed to become self-sufficient to be as pronounced as the Community Stakeholders. All groups felt that employment was an important need. Clients indicated that it was their greatest need. However, clients did not find job training to be as important a need as community stakeholders found it to be. Because of this information, **employment** was found to be a need that the agency should address in the CSBG Outcomes.

The chart below details the number of households served at the Centers during the past ten years. In order to evaluate the changes in service numbers we would need to consider the fluctuation in our funding. For example, during FY 2009 we started receiving additional funding from the American Recovery and Reinvestment Act of 2009 (ARRA). Some sources of ARRA funds ended in FY 2010 and some in FY 2012.

Clients Served by Year	Households	Individuals
2015	5,931	14,462
2014	6,399	15,857
2013	6,149	15,114
2012	5,847	14,535
2011	5,833	14,589
2010	6,236	15,863
2009	6,078	15,434
2008	5,654	14,049
2007	5,736	14,354
2006	6,141	15,338



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Data from all the surveys was considered in relationship to the Agency's mission and vision. This comparison supported the use of CSBG funds to be used for Family Development Specialists and Center expenses.

### Client Satisfaction Survey Summary:

The Agency's 2016 Client Needs Survey contained a section on Client Satisfaction. The Board received a copy of all of the responses to this survey. Below is a summary indicating that clients were very satisfied with the services they received.

Client Satisfaction Summary			
Question	Yes	No	Not Applicable
I was treated with respect	92.20 %	.58%	7.21%
I was helped in a timely manner	90.66	1.56	7.78
Staff were Friendly and helpful	92.79	.19	7.02
I got the information and or services I needed	90.57	.79	8.64
I was informed about other agency or community services	82.07	5.78	12.15
I would recommend your agency to family & friends	91.06	.39	8.45

The Board received a copy of the qualitative comments made by the 237 participants that provided a written response to "What would you change about the services you receive from our agency?" The majority indicated that there was nothing they would change. The Board also reviewed the 380 responses to the question "How has Community Action made a difference in your life?" These answers written by the participants were found to include the needs identified in the Strategic Planning sessions.

In 2014 the Board reviewed the final compilation of the needs identified at the Strategic Planning sessions as:

- Food Assistance
- Housing
- Utility Assistance
- Income, Jobs, Employment
- Substance Abuse & Mental Health Assistance
- Transportation

At the Strategic Planning sessions participants were divided into six small groups to discuss the current needs of our clients. These sessions provided the opportunity to review the agency assessments, quantitative census data and gather qualitative data from participants.

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When the six groups were asked to respond and discuss poverty in southeast Iowa, they responded to questions as follows.

### **Who are our clients?**

1. Southeast Iowa with majority being low-income, hungry, cold, unemployed & under-employed.
2. "Working" poor – people who just can't make ends meet.
3. People in Southeast Iowa – ex-cons, families, adults, children, seniors, individuals.
4. Elderly, related/unrelated households, single males.
5. Mental health, low-income, elderly, disabled, single parents.
6. Low-income, slightly over income, unemployed, elderly, single parents, individuals, disabled.

### **What do the clients' value?**

1. Their families, self, openness, no judgment, caring.
2. Accessibility to supports & services, respect.
3. Tech toys, cable TV, \$, housing (stable).
4. Secure, safe, independence.
5. Life, health, that they are cared about, accepted, respected, security.
6. Respect, employees (of Community Action of Southeast Iowa) knowledge, services, compassion.

### **What are our Client's needs?**

**Group 1:** Energy, food assistance, rent/bill assistance, housing – decent, health, education

**Group 2:** Food assistance, early childhood education (HS/EHS), budgeting (needs/wants) education, interview/interpersonal skills, housing (rental assistance), child care, weatherization, medication assistance, mental health issues, transportation, utilities assistance

**Group 3:** Housing (affordable, accessible, descent), jobs/employment, 24 hr daycare/quality child care, easier accessibility to human service, accessible public transportation, health care accessibility (esp. pre-natal), and freedom from drug & alcohol dependency.

**Group 4:** Education, job training, soft skills, work ethics, transportation, better job - \$/hours, budget

**Group 5:** Housing, utilities, better wages, transportation, education, child care, home repair, medical costs & medical needs, counseling, food, WIC

**Group 6:** Income (employment or other), food, housing – affordable & quality, utilities, medical needs (including RX, dental, optical, etc.), transportation/gas prices, child care – affordable & quality, correct hours, elder care

### **These needs are related to the main causes of poverty in southeast Iowa:**

1. Employment does not provide enough income to get families out of poverty. Of the households served by the agency, 30% had employment income only and were still living in poverty. Another 17% of the households had employment income along with other sources of income and were in poverty.

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2. Households do not have enough income to pay their household expenses. Utilities, rent, food and transportation costs are not being covered by the household income of many in southeast Iowa. 38% of the households served by the agency had a fixed income of Social Security and 21% received Supplemental Security Income.
3. Single family households are struggling to maintain their households. Expenses exceed the single persons' income and assistance is more limited. The largest family type served by the agency last year was single person households at over 36%.
4. Although a large employer located in southeast Iowa several years ago, many of the jobs have been filled by people who have relocated. Also, many of the jobs are very physical which limits people who are able to meet the requirements. The fact that many of the positions were filled with people who relocated, rental units are limited and the cost of rent has become unaffordable for many households.

## FY 2015 Households Served and Services by County

Client Characteristics	Des Moines County	Henry County	Lee County	Louisa County	*Total Agency
Households Served	2,660	916	1,854	513	5,931
Households in Poverty	2,381	1,110	2,079	461	6,031
Individuals Served	6,557	2,218	4,447	1,289	14,462
Disabled	1,261	418	871	230	2,772
Race: White	4,600	1,973	3,923	1,133	11,590
Black	1,319	136	380	24	1,727
Asian	19	47	3	102	171
Native American	28	2	8	2	42
Pacific Islander	3	4	0	1	8
Multi-Race	533	144	248	12	816
Other	55	24	10	15	108
Ethnicity: Hispanic	264	137	150	310	868
Individuals Age 0-5	903	281	303	191	1,988
6-17	1,743	573	824	300	3,654
18-23	527	146	343	94	1,063
24-34	987	340	302	184	2,111
35-54	1,440	492	281	273	3,201
55-69	632	258	281	130	1,585
Over 69	325	128	128	117	826

\* County totals may not equal the sum of the four counties as a small number of clients live in adjoining counties

## 2016 Federal Annual Poverty Guidelines

Household Size	100% of Poverty	125% of Poverty	175% of Poverty	185% of Poverty	200% of Poverty
	<i>Head Start &amp; Early Head Start</i>	<i>CSBG</i>	<i>Energy Assistance</i>	<i>WIC</i>	<i>Weatherization</i>
1	\$ 11,880	\$ 14,850	\$ 20,790	\$ 21,978	\$ 23,760
2	\$ 16,020	\$ 20,025	\$ 28,035	\$ 29,637	\$ 32,400
3	\$ 20,160	\$ 25,200	\$ 35,280	\$ 37,296	\$ 40,320
4	\$ 24,300	\$ 30,370	\$ 42,525	\$ 44,955	\$ 48,600
5	\$ 28,440	\$ 35,550	\$ 49,770	\$ 52,614	\$ 56,880
6	\$ 32,580	\$ 40,725	\$ 57,015	\$ 60,273	\$ 65,160
7	\$ 36,730	\$ 45,913	\$ 64,278	\$ 67,950	\$ 73,460
8	\$ 40,890	\$ 51,113	\$ 71,558	\$ 75,646	\$ 81,780
+ additional	\$4,160	\$5,200	\$7,800	\$7,280	\$8,320

SOURCE: Federal Register, January 22, 2016