







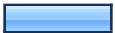







1. What county do you live in?

		Response Percent	Response Count
Des Moines		37.2%	134
Henry		21.4%	77
Lee		32.2%	116
Louisa		8.6%	31
Muscatine		0.3%	1
Other		0.3%	1
<b>answered question</b>			<b>360</b>
<b>skipped question</b>			<b>0</b>

2. In what ZIP code is your home located? (enter 5-digit ZIP code; for example 52601)

	Response Count
	318
<b>answered question</b>	<b>318</b>
<b>skipped question</b>	<b>42</b>







### 3. How many people live in your home?

		Response Percent	Response Count
1		15.9%	56
2		23.3%	82
3		<b>23.6%</b>	<b>83</b>
4		18.2%	64
5		10.2%	36
6		4.5%	16
7		2.8%	10
8+		1.4%	5
<b>answered question</b>			<b>352</b>
<b>skipped question</b>			<b>8</b>










#### 4. How many people in your home are ages:

	1	2	3	4	5	Rating Count
ages 0-5	<b>58.1% (93)</b>	33.8% (54)	6.9% (11)	1.3% (2)	0.0% (0)	160
ages 6-11	<b>73.3% (77)</b>	21.0% (22)	4.8% (5)	1.0% (1)	0.0% (0)	105
ages 12-17	<b>68.9% (51)</b>	27.0% (20)	4.1% (3)	0.0% (0)	0.0% (0)	74
ages 18-23	<b>77.3% (68)</b>	22.7% (20)	0.0% (0)	0.0% (0)	0.0% (0)	88
ages 24-44	<b>56.7% (127)</b>	41.1% (92)	2.2% (5)	0.0% (0)	0.0% (0)	224
ages 45-59	<b>71.3% (72)</b>	26.7% (27)	1.0% (1)	0.0% (0)	1.0% (1)	101
ages 60-64	<b>96.3% (26)</b>	3.7% (1)	0.0% (0)	0.0% (0)	0.0% (0)	27
ages 65-69	<b>100.0% (9)</b>	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	9
ages 70+	<b>100.0% (13)</b>	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	13
<b>answered question</b>						<b>355</b>
<b>skipped question</b>						<b>5</b>

**5. Have you ever been to any of the following Community Action Centers? Please select those that apply:**

		<b>Response Percent</b>	<b>Response Count</b>
<b>Des Moines Cty Neighborhood Center in Burlington</b>		<b>33.8%</b>	<b>119</b>
Eichacker Center in Fort Madison		12.5%	44
Louisa County Center in Columbus Junction		7.4%	26
Tallarico Center in Keokuk		15.3%	54
Tolson Center in Mt Pleasant		17.9%	63
No, I have not been to a Center		18.8%	66
		<b>answered question</b>	<b>352</b>
		<b>skipped question</b>	<b>8</b>

## 6. What are your sources of household income? Select all that apply:

		Response Percent	Response Count
No Income		10.4%	35
Social Security		20.8%	70
Unemployment Benefits		3.9%	13
TANF or FIP		16.0%	54
Child Support or Alimony		11.9%	40
<b>Employment Income</b>		<b>48.7%</b>	<b>164</b>
SSI		12.8%	43
General Assistance		0.3%	1
Pension or Retirement Income		1.8%	6
	Other (please specify)		37
<b>answered question</b>			<b>337</b>
<b>skipped question</b>			<b>23</b>

### 7. What is your household's yearly income? Select one:

		Response Percent	Response Count
\$0 to \$10,000		49.0%	166
\$10,001 to \$20,000		29.8%	101
\$20,001 to \$30,000		15.0%	51
\$30,001 to \$40,000		4.1%	14
\$40,001 to \$50,000		1.2%	4
\$50,001 to \$60,000		0.6%	2
\$60,001 to \$70,000		0.3%	1
over \$70,000		0.0%	0
<b>answered question</b>			<b>339</b>
<b>skipped question</b>			<b>21</b>

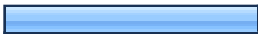

### 8. In the last 12 months, how has your household's income situation changed? Select one:

		Response Percent	Response Count
Improved a lot (more than \$5,000)		2.3%	8
Improved a little		17.2%	60
<b>No change</b>		<b>42.5%</b>	<b>148</b>
Decreased a little		20.1%	70
Decreased a lot (more than \$5,000)		17.8%	62
<b>answered question</b>			<b>348</b>
<b>skipped question</b>			<b>12</b>

**9. Please select YES, NO or UNSURE for each of the following questions.**

	Yes	No	Unsure	Rating Count
Do any of the adults in your household have a checking account?	47.9% (168)	<b>49.3% (173)</b>	2.8% (10)	351
Do any of the adults in your household have a savings account?	32.7% (114)	<b>63.9% (223)</b>	3.4% (12)	349
Do any of the adults in your household have a credit card?	22.3% (77)	<b>76.3% (264)</b>	1.4% (5)	346
Do any of the adults in your household have a payday loan?	5.2% (18)	<b>92.8% (321)</b>	2.0% (7)	346
Do any of the adults in your household have a car title loan?	17.3% (60)	<b>81.6% (283)</b>	1.2% (4)	347
Does your household need assistance with budgeting or money management?	11.2% (39)	<b>82.7% (287)</b>	6.1% (21)	347
Does your household need assistance with financial credit issues?	12.7% (44)	<b>79.8% (277)</b>	7.5% (26)	347
Does your household need assistance with filing tax returns?	8.4% (29)	<b>86.4% (298)</b>	5.2% (18)	345
Does your household need assistance with obtaining loans?	11.8% (40)	<b>84.4% (287)</b>	3.8% (13)	340
			<b>answered question</b>	<b>352</b>
			<b>skipped question</b>	<b>8</b>

**10. In the last 12 months, have you or any adult household members (ages 18 and over) had problems getting or keeping a job?**

		Response Percent	Response Count
Yes		37.8%	126
No		62.2%	207
answered question			333
skipped question			27










**11. If you answered yes to #10, what were the reasons? Select all that apply:**

		Response Percent	Response Count
<b>Jobs were not available</b>		56.9%	78
Did not have transportation		25.5%	35
Physical or mental disability		22.6%	31
Did not have required equipment		2.2%	3
Needed better job skills		16.1%	22
Did not have a phone		0.7%	1
Did not have appropriate clothing		3.6%	5
Problems with past work history		13.9%	19
Needed child care		14.6%	20
Language barriers		1.5%	2
Substance abuse issues		0.7%	1
Lack of education		12.4%	17
	Other (please specify)		23
<b>answered question</b>			<b>137</b>
<b>skipped question</b>			<b>223</b>



**12. In the last 12 months, has your household had problems getting or keeping child care?**

		Response Percent	Response Count
Yes		8.8%	29
No		91.2%	302
<b>answered question</b>			<b>331</b>
<b>skipped question</b>			<b>29</b>

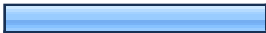

**13. If you answered yes to #12 what were the reasons? Select all that apply:**

		Response Percent	Response Count
No part-time child care available		22.5%	9
I felt the options were not quality care		5.0%	2
<b>No evening child care available</b>		<b>32.5%</b>	<b>13</b>
No affordable child care available		30.0%	12
My child care was not reliable		17.5%	7
No weekend child care available		30.0%	12
Other		30.0%	12
<b>answered question</b>			<b>40</b>
<b>skipped question</b>			<b>320</b>





**14. Do ALL the adults (ages 18 and over) in your household have a high school diploma or GED?**

		Response Percent	Response Count
Yes		72.4%	249
No		27.6%	95
<b>answered question</b>			<b>344</b>
<b>skipped question</b>			<b>16</b>

**15. Are any of the adults (ages 18 and over) in your home interested in obtaining an education beyond a high school diploma or a GED?**

		Response Percent	Response Count
Yes		38.9%	125
No		61.1%	196
<b>answered question</b>			<b>321</b>
<b>skipped question</b>			<b>39</b>

**16. Does everyone in your household speak English?**

		Response Percent	Response Count
All speak English		98.0%	336
Some speak English as their second language		1.2%	4
Some speak Spanish as their first language		1.2%	4
Other languages are spoken as their first language		0.6%	2





Other languages spoken as first language: 4

<b>answered question</b>			<b>343</b>
<b>skipped question</b>			<b>17</b>

**17. How did you know to come to Community Action for assistance? Please select all that apply.**

		<b>Response Percent</b>	<b>Response Count</b>
<b>I was referred by friends</b>		<b>60.6%</b>	<b>168</b>
Found it on the internet		0.0%	0
I was referred by family		30.0%	83
I saw it advertised on TV		0.0%	0
I found information in the phone book		5.8%	16
I heard about it on the radio		0.4%	1
The household I grew up in received services		16.2%	45
I read about it in the paper		4.7%	13
I was referred by the following agency:			63
<b>answered question</b>			<b>277</b>
<b>skipped question</b>			<b>83</b>

## 18. What is the best time of day for you to come to one of our locations for assistance?

		Response Percent	Response Count
I can make it during the hours of 8:00 am - 4:30 pm		80.7%	260
I need Saturday hours from 9:00 am - 12:00 pm		10.2%	33
I need evening hours from 5:00 pm - 7:00 pm		10.6%	34
I am not physically able to come to a location		0.3%	1

I can only come to a location for services at the following time:

12

answered question

322

skipped question

38

**19. What programs of Community Action has your household participated in during the past five years? Please check the service and indicate the quality of service with 5. being excellent and 1. being poor.**



	<b>5. Excellent</b>	<b>4. Good</b>	<b>3. Alright</b>	<b>2. Just Okay</b>	<b>1. Poor</b>	<b>Didn't use this service</b>	<b>Rating Count</b>
Energy Assistance	<b>64.8% (206)</b>	11.9% (38)	3.1% (10)	0.9% (3)	0.3% (1)	18.9% (60)	318
Food Pantry	<b>40.5% (115)</b>	15.8% (45)	3.9% (11)	2.5% (7)	0.4% (1)	37.0% (105)	284
Head Start or Early Head Start	33.7% (86)	7.5% (19)	2.4% (6)	0.4% (1)	0.0% (0)	<b>56.1% (143)</b>	255
WIC	42.3% (110)	9.6% (25)	2.3% (6)	0.4% (1)	0.4% (1)	<b>45.0% (117)</b>	260
Weatherization	14.2% (34)	4.6% (11)	1.7% (4)	0.8% (2)	0.4% (1)	<b>78.3% (188)</b>	240
FaDSS (Family Development & Self-Sufficiency)	17.1% (41)	6.3% (15)	2.1% (5)	0.0% (0)	0.0% (0)	<b>74.6% (179)</b>	240
Emergency Rent or Utility Assistance	28.4% (73)	6.2% (16)	1.6% (4)	0.0% (0)	1.6% (4)	<b>62.3% (160)</b>	257
Parent Educators or Birth to Three	6.8% (16)	4.7% (11)	0.4% (1)	0.0% (0)	0.0% (0)	<b>88.0% (206)</b>	234
Medication Assistance Program (MAP)	9.8% (23)	3.4% (8)	1.3% (3)	0.4% (1)	0.4% (1)	<b>84.6% (198)</b>	234

Other Service (please specify) and comments about the quality of services.



11

<b>answered question</b>	<b>337</b>
<b>skipped question</b>	<b>23</b>

**20. In the last 12 months, has your household received emergency help to pay your RENT (this does not include subsidized housing)?**

		Response Percent	Response Count
Yes		7.9%	27
No		92.1%	315
answered question			342
skipped question			18

**21. In the last 12 months, has your household received EMERGENCY UTILITY assistance? (Emergency utility assistance does not include a payment from the Low-Income Home Energy Assistance Program)**





		Response Percent	Response Count
Yes		17.2%	58
No		82.8%	279
answered question			337
skipped question			23

**22. Of the following basic needs, please select the needs your household received assistance with in the last 12 months**







		Response Percent	Response Count
Food		70.1%	225
Medical		37.1%	119
Housing		9.7%	31
Dental		8.1%	26
Home heating		27.1%	87
Transportation		5.6%	18
Clothing		4.7%	15
Child care		9.3%	30
Home appliances		1.9%	6
Employment assistance		2.5%	8
Furniture		1.2%	4
None of these apply		16.8%	54
	Other (please specify)		7
<b>answered question</b>			<b>321</b>
<b>skipped question</b>			<b>39</b>









### 23. Do you have your home and belongings insured?

		Response Percent	Response Count
Yes, I am a homeowner and have my home insured.		22.6%	76
Yes, I am a renter and have renters insurance.		6.3%	21
No, I am a homeowner and do not have homeowners insurance.		11.6%	39
<b>No, I am a renter and do not have renters insurance.</b>		<b>59.5%</b>	<b>200</b>
		<b>answered question</b>	<b>336</b>
		<b>skipped question</b>	<b>24</b>




### 24. How many times has your household moved in the last 5 years? Select one:

		Response Percent	Response Count
None		31.8%	108
1		24.1%	82
2		19.1%	65
3		13.2%	45
4		5.3%	18
5+		6.5%	22
		<b>answered question</b>	<b>340</b>
		<b>skipped question</b>	<b>20</b>







**25. Does your current housing situation meet the following needs? Select all that apply:**

		Response Percent	Response Count
Structurally sound		61.3%	201
<b>Safe neighborhood</b>		<b>68.6%</b>	<b>225</b>
Affordable		64.0%	210
Enough room		56.7%	186
Energy efficient		39.0%	128
None of these apply		11.6%	38
<b>answered question</b>			<b>328</b>
<b>skipped question</b>			<b>32</b>

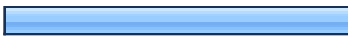




**26. In the past year has anyone in your household been homeless?**

		Response Percent	Response Count
<b>No</b>		<b>87.4%</b>	<b>298</b>
Yes, and they stayed in a shelter		4.7%	16
Yes, and they moved in with family or friends		10.3%	35
<b>answered question</b>			<b>341</b>
<b>skipped question</b>			<b>19</b>

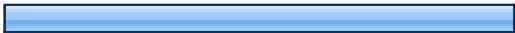

**27. What forms of transportation does your household use? Select all that apply:**

		Response Percent	Response Count
We own one vehicle		48.1%	162
We own more than one vehicle		23.1%	78
Ride with others		25.2%	85
Borrow a vehicle		11.3%	38
Use public transportation		11.6%	39
Use a taxi service		10.1%	34
		<b>answered question</b>	<b>337</b>
		<b>skipped question</b>	<b>23</b>


















**28. In the past year did your household get food from a food pantry?**

		Response Percent	Response Count
<b>NO</b>		51.8%	176
Yes, 1 - 3 times		32.6%	111
Yes, 4 - 6 times		8.5%	29
Yes, 7 - 9 times		4.4%	15
Yes, over 10 times		2.6%	9
		<b>answered question</b>	<b>340</b>
		<b>skipped question</b>	<b>20</b>



## 29. Is your household enrolled in the Food Assistance Program (food stamps)?

		Response Percent	Response Count
Yes		76.4%	253
No		23.6%	78
answered question			331
skipped question			29





**30. What are the greatest challenges your household is currently facing? Select all that apply:**

		Response Percent	Response Count
Employment		36.0%	116
Job training		4.0%	13
Housing		10.9%	35
Budgeting		13.7%	44
Completing school		9.3%	30
Teen pregnancy		0.3%	1
Substance abuse		0.9%	3
Transportation		22.7%	73
Healthy food selection		11.2%	36
Family/child abuse		0.0%	0
Language barriers		0.6%	2
Child care		6.2%	20
Mental health services		11.2%	36
Medical care access		13.4%	43
Dental care access		15.8%	51
Health care costs		14.3%	46
Credit card debt		7.5%	24
None of these apply		24.8%	80
<b>answered question</b>			<b>322</b>
<b>skipped question</b>			<b>38</b>

**31. Do ALL the members in your household have personal health insurance coverage?  
(Personal health insurance includes: Title 19 and Medicare)**

		Response Percent	Response Count
Yes		66.5%	222
No		33.5%	112
<b>answered question</b>			<b>334</b>
<b>skipped question</b>			<b>26</b>

**32. How often is your household able to pay for prescription drugs and medicines? Select one:**

		Response Percent	Response Count
All the time		28.5%	94
Most of the time		27.3%	90
<b>Sometimes</b>		<b>30.0%</b>	<b>99</b>
Not at all		14.2%	47
<b>answered question</b>			<b>330</b>
<b>skipped question</b>			<b>30</b>

### 33. Do the youth (ages 12 to 17) in your household need assistance?

		Response Percent	Response Count
No, there are no youth in the household		61.4%	194
No, the youth do not need assistance		32.6%	103
Yes, they need assistance		6.3%	20
	They need help with:		14
	answered question		316
	skipped question		44



### 34. Are there people in your household over the age of 60?

		Response Percent	Response Count
No, there are no seniors in the household		87.8%	289
Yes, there are seniors but they do not need assistance		7.6%	25
Yes, the seniors need assistance		4.6%	15
	They need assistance with the following:		8
	answered question		329
	skipped question		31

**35. How has Community Action made a difference in your life?**

	Response Count
	208
answered question	208
skipped question	152

**36. If you would like the agency to share your success with others please give your name and telephone number or call our Central Office at 319-753-0193 and ask for Sheri.**

		Response Percent	Response Count
Name		100.0%	87
Phone Number		96.6%	84
	answered question		87
	skipped question		273