



Client Needs Assessment Survey

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June 2019 – January 2020

Community
Action
OF SOUTHEAST IOWA

Client Survey



- Every 3 years
- CSBG requirement to participate
- Report to board
- State level
- Committee create/edit
 - Learned for next time
- Paper, online

Distribution

- Given to all programs
- Home visitors PAT, FaDSS
- WIC cards, at locations
- HS classrooms
- Wzn at closing
- Centers



Iowa's Community Action Agencies are conducting a study of the needs individuals and families may be experiencing in their lives. The results and information from the study will be considered by the Community Action Agencies for planning, developing, and delivering agency programs and services.

INSTRUCTIONS: Please answer each question by checking the appropriate box (or boxes) or providing a written response. After completing the survey, please return it where you received it. All survey responses are anonymous.

Your answers will help us improve our communities. Thank you for participating.

HOUSEHOLD CHARACTERISTICS

1. What county do you live in?
2. What is your household's zip code?
3. How many people are in your household?
4. How many adults (18 years old and older) are in your household?
5. Are you or any member in your household 55 years old or older? ☐ YES ☐ NO
6. Does anyone in your household receive Medicaid (Title XIX)? ☐ YES ☐ NO
7. Is anyone in your household homebound (unable to leave your home)? ☐ YES ☐ NO
8. Are there children (under 3 years old) in your household? ☐ YES ☐ NO
9. Are there preschool children (3-5 years old) in your household? ☐ YES ☐ NO
10. Are there school-aged children (6-11 years old) in your household? ☐ YES ☐ NO
11. Are there youth (12-17 years old) in your household? ☐ YES ☐ NO
12. Are there children/youth (under the age of 18) in your household with special needs? ☐ YES ☐ NO
13. Is your household a foster care provider for a child or children (0-5 years old)? ☐ YES ☐ NO
14. Is anyone in your household pregnant? ☐ YES ☐ NO
15. Is anyone in your household physically disabled? ☐ YES ☐ NO
16. Does anyone in your household have mental health issues? ☐ YES ☐ NO
17. What is your gender? ☐ Male ☐ Female ☐ Other
18. What is your race? ☐ White ☐ Black or African American ☐ Asian ☐ American Indian ☐ Alaska Native
☐ Native Hawaiian or Pacific Islander ☐ Other ☐ Multi-race ☐ Unknown
19. Is your ethnicity Hispanic, Latino, or Spanish Origin? ☐ YES ☐ NO ☐ Unsure
20. What is the primary language of your household (e.g. English, Spanish, Vietnamese, Burmese, etc.)?

EMPLOYMENT

21. How many adults (18 and older) in your household work 30 hours a week or more?
 22. How many adults in your household work less than 30 hours a week?
 23. How many of the adults in your household are working and are trying to find a better job?
 24. How many of the adults in your household are unemployed and are trying to find a job?
 25. Do you or another adult in your household have employment needs? ☐ YES ☐ NO (if NO, go to #26)
- If YES, which of these employment needs could you or another adult in your household use help with? Select all that apply:
- ☐ Finding a job or a better job
 - ☐ Knowing what jobs are available
 - ☐ Moving to a different area to get a job or a different job
 - ☐ Getting skills training for the job that I want
 - ☐ Learning job search skills (i.e. interviewing, writing resumes, applying for jobs online)
 - ☐ Other employment needs, please specify:

EDUCATION

26. Do you or another adult (18 and older) in your household have education needs or goals? ☐ YES ☐ NO (if NO, go to #27)
- If YES, which of these education needs could you or another adult in your household use help with? Select all that apply:
- ☐ Obtaining a four-year university or college degree
 - ☐ Obtaining a two-year community/junior college degree
 - ☐ Obtaining a technical, vocational, or trade school license, certificate, or degree
 - ☐ Obtaining a high school diploma or GED/HISET/HSED
 - ☐ Learning or improving computer skills/literacy
 - ☐ Learning or improving communication or language skills
 - ☐ Other education needs or goals, please specify:

- 5 pages
- 84 Questions
- Skip logic
- 10-15 minutes

Categories in Questionnaire

- HH information
- Employment
- Education
- Financial management
- Legal issues
- Housing
- Food and nutrition
- Child care and development
- Parenting and family support
- Transportation
- Health
- Other
- Satisfaction

County	% of clients over past year	Survey Goal	# collected	% of respondents	% of clients who responded
Des Moines	46.6	271	144	23.38	5.45
Henry	13.7	85	43	6.98	5.48
Lee	31.5	154	384	62.34	19.6
Louisa	8.5	55	37	6.01	7.7
Other	-	-	8	1.29	
	Total	610	616	100	10.45

Analysis & Summarization

- examine methodically and in detail the constitution or structure of (something, especially information), typically for purposes of explanation and interpretation.
- 5 page survey
- 616 responses
- 215 page report



What does the data mean?

- Individual Needs
- Most of us
 - Independent and self-sufficient
 - Know how or where to get needs met
- Unmet basic needs.
 - Food, housing, warmth, mental health, social supports, education, child care, hygiene

Discovering

- Help meeting basic needs
- Our role
- Partnerships
- Alleviating conditions
- Alleviating causes
- Education
- Independence/Self-sufficiency



We Are Successful



- Programs that address needs
- Helping people and changing lives.
- People are growing in self-sufficiency.
- Alleviating the conditions of poverty.
 - Housing, hunger, isolation, hopelessness, etc
- Alleviating the causes of poverty.
 - Employment, resources, stability, lack of opportunity, etc

“When I'm down and out I turn to them [Community Action] for help, they give it or refer me to where I need to go. They put a smile on my face.”

- Response 303



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Poverty

- Deep Poverty <50% FPL
 - 27.3% of clients FY2019
- Complex Struggles
- Causes and Conditions
- “Does anyone in your household have mental health issues?”
 - 34.87% yes
 - 1 of 5 don’t get treatment - NAMI



Utilizing Other Programs

- Medicaid
 - 73.26% yes
 - 125% FPL limit
- SNAP
 - 58.48% yes
- Free & Reduced Lunch
 - 76.58% w/youth



Income Changes

- 15.91% up
- 35.31% down
- Everyone is different and has a unique situation
 - One on one case management/specialists
- Divorce, disability, child support, job change, overtime, deportation, raise, partner's job, room mates, staffing changes, etc



**What are the
greatest challenges
your household is
currently facing?**

	2016	2016 Rank	2018	2020	2020 Rank
Getting Food	27.83%	1	1	19.96%	1
Debt (2016/18 Credit Card Debt)	7.83%	7	7	17.81%	2
Employment	26.3%	2	2	16.63%	3
Livable Wage Job (2016 n/a)				14.68%	4
Budgeting	14.35%	5	3	13.89%	5
Mental Health (2016 MH Services)	7.83%	7	5	10.96%	6
Transportation	15.87%	3	6	10.18%	7
Housing	15.65%	4	4	7.83%	8
Dental Care Costs (2020 Health Care Costs)	9.13%	6		6.85%	9

Why Programs/Services

- 36.44% of people with food needs say they “could use help learning how to stretch my food dollars.”
 - Budgeting
 - Food Budgeting
- 80.19% of 108 with employment needs say they “could use help with finding a job or a better job.”
 - Employment Counseling

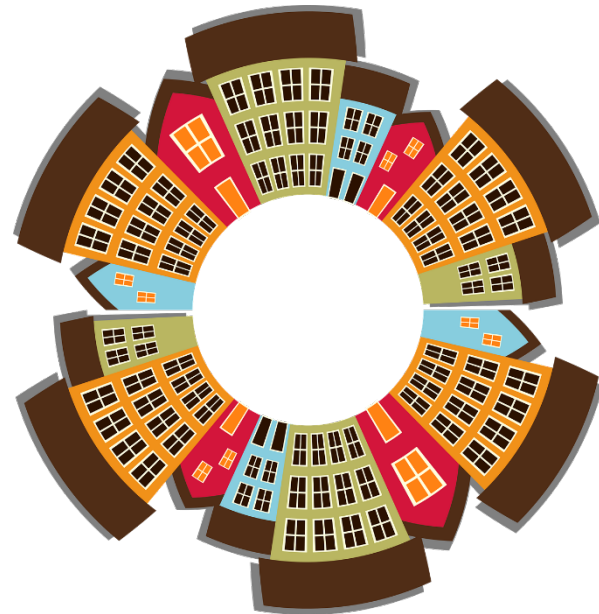
Financial Management

- Does your household have financial management needs?
 - 20.81% yes – 118 HHs
 - 60.18% budgeting and managing money
 - 40.71% solving problems with utility co
 - LIHEAP
 - Budget Counseling CSBG



Housing

- Does your household have unmet housing needs?
 - 27.72% yes - 158 HHs
 - 56.77% making necessary home or property repairs
 - 54.19% making my home more energy efficient
 - Senior Home Repair, grants
 - Weatherization, LIHEAP



Transportation



- Always a top need
- Complex
- Burlington Urban Services – convenience
- 21.32% have transportation needs
 - 51.67 – 62 help getting a dependable vehicle
 - 45% - 54 repairing our HH vehicle
 - 30.83% - 37 getting to and from apts and errands
 - 11.67% - 14 obtaining access to public transportation
 - Bus passes

Web Connection

- Do you have Internet or access to Internet service?
 - 25.17% or 145 No
 - Printed materials
 - Receptionists
 - CSBG funding on centers
 - No Siri, Alexa, Google
 - “Online only” trend
 - 1/4 of clients



Recreation



- Do you have access to affordable recreation?
- 43.74% - 234 No
- Therapeutic Recreation
- 51.11% or 46/90 with health needs identify needing help with dealing with stress, depression or anxiety
 - Partnerships
 - Libraries, parks, organizations for families, programs have – PAT, PACT, CPPC

Basic Needs



- Which of these basic needs could your household use help with?
- 47.24% Getting clothing or shoes
 - Goodwill Vouchers
 - Partnerships
- 44.09% Getting personal care items such as soap, diapers, toilet paper, etc.
 - Hygiene Assistance
 - Lee Co Youth Service Grant \$3000
- 37.01% Getting basic furniture, appliances, or housewares
 - Embrace Iowa

Considerations

- Why people were coming in that day
- Known services
- 57% referred by friend
 - Likely received services
- Services received
- TBRA/ESG low compared to other times

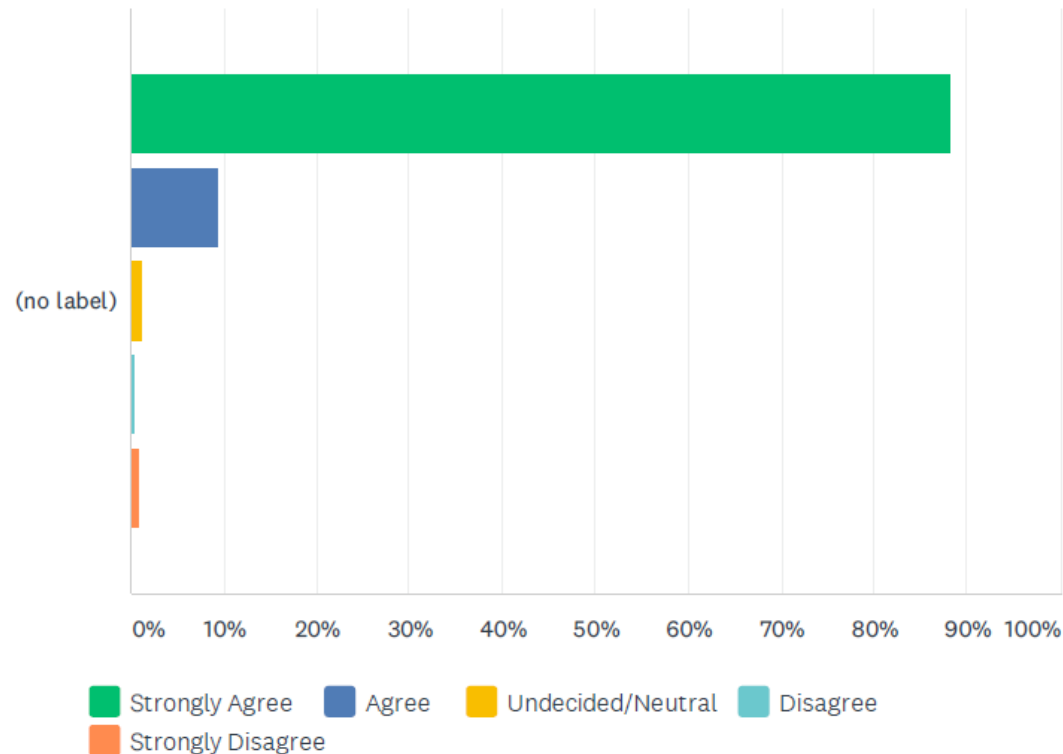
Client Satisfaction

- 97.57% Positive Experience
 - 88.26% Strongly agree + 9.31% agree
- 1.21% Negative 6/494
- 1.21% Neutral
- 97.36% Helped in a timely manner
 - 88.62% Strongly agree + 8.74% agree
 - 0.81% or 4 individuals no



I had a positive experience when I received services.

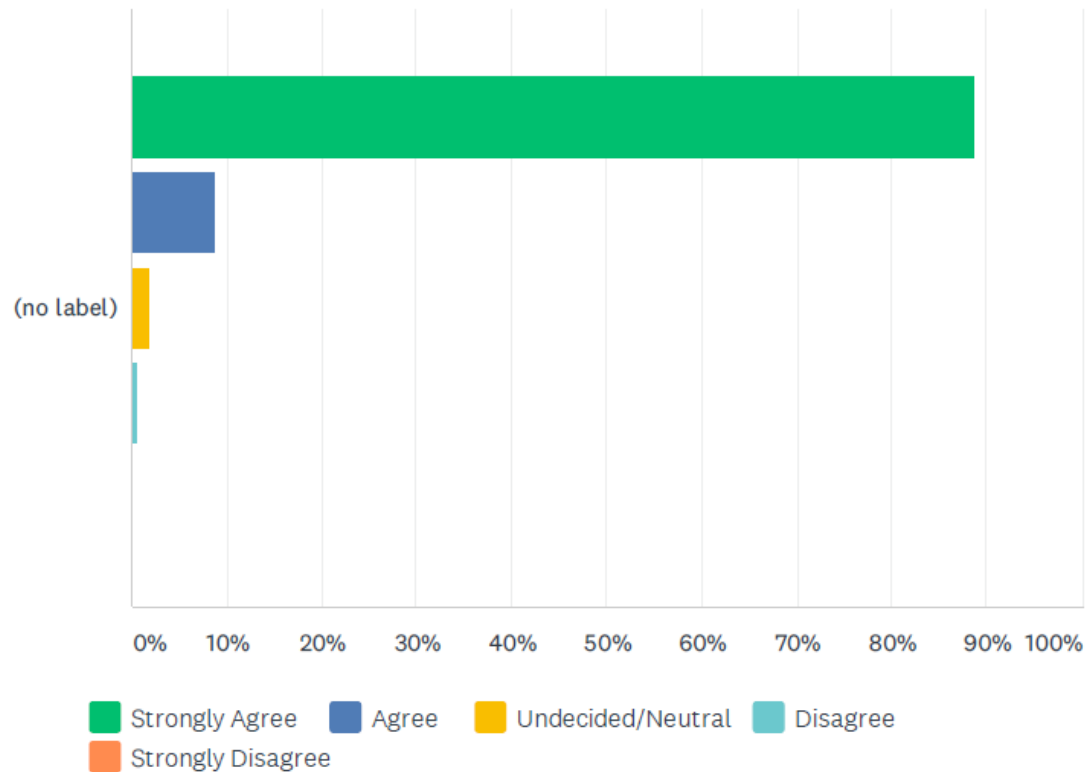
Answered: 494 Skipped: 125



	STRONGLY AGREE	AGREE	UNDECIDED/NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
(no label)	88.26% 436	9.31% 46	1.21% 6	0.40% 2	0.81% 4	494	4.84

I was helped in a timely manner.

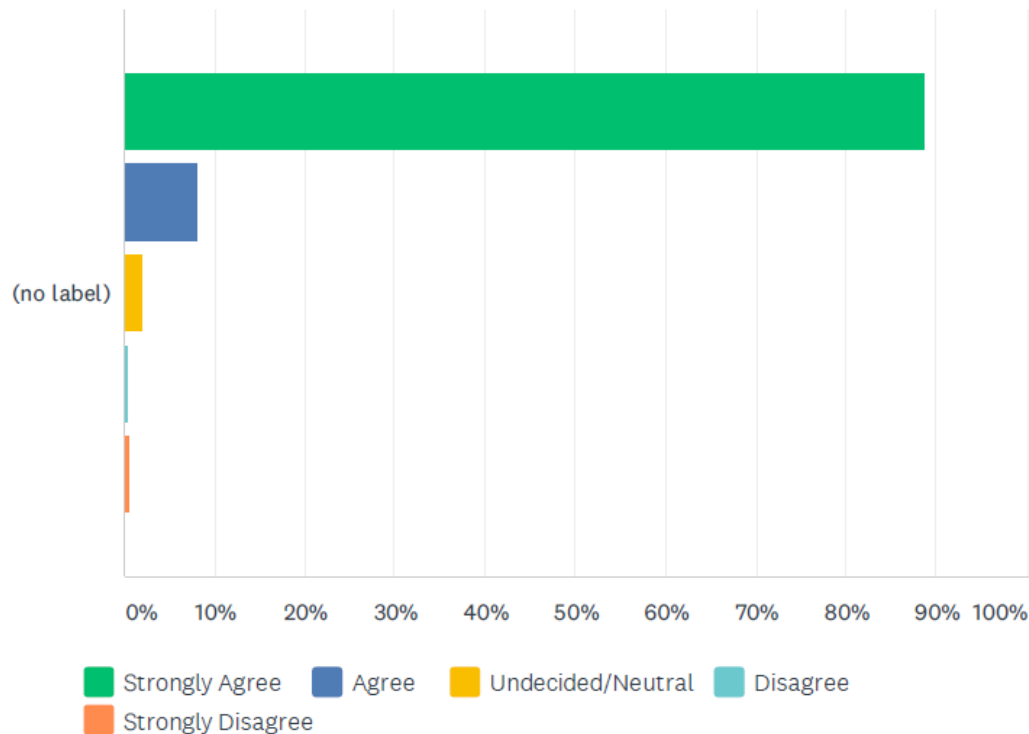
Answered: 492 Skipped: 127



	STRONGLY AGREE	AGREE	UNDECIDED/NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
(no label)	88.62% 436	8.74% 43	1.83% 9	0.61% 3	0.20% 1	492	4.85

The Community Action Agency staff I interacted with were friendly and helpful.

Answered: 491 Skipped: 128



	STRONGLY AGREE	AGREE	UNDECIDED/NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
(no label)	88.80%	8.15%	2.04%	0.41%	0.61%	491	4.84
	436	40	10	2	3		

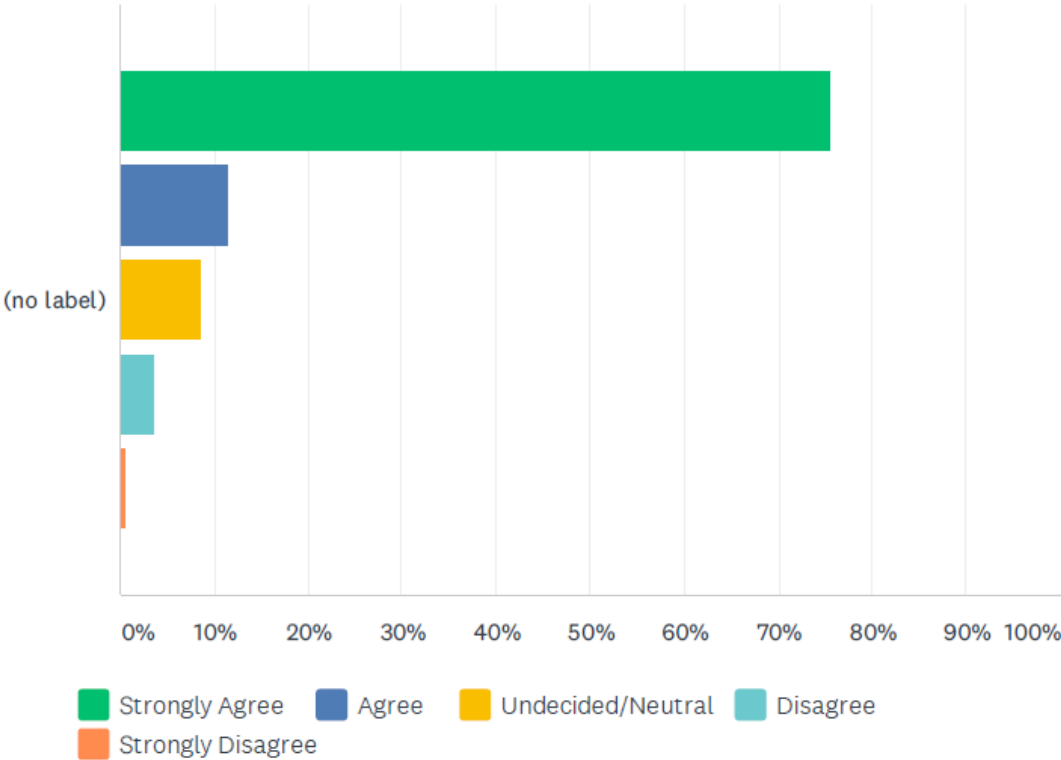
Referrals

- Mission Statement:
 - “building partnerships and strengthening people”
- CSBG NPI report
 - 2,709 NIFCAP



I was informed about other agency or community services that could help me with my needs.

Answered: 475 Skipped: 144



	STRONGLY AGREE	AGREE	UNDECIDED/NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
(no label)	75.58% 359	11.58% 55	8.63% 41	3.58% 17	0.63% 3	475	4.58

Client Responses

- “Always positive if they couldn't help they would provide numbers or locations of other resources designed to help”
- “Always helpful, if they cant' help, they will tell you who can”
- “They are always helpful and understand and when I didn't meet guidelines for help - they sent me to other places to get help.”
- “Opened my eyes to options for my circumstances”

Year Comparison

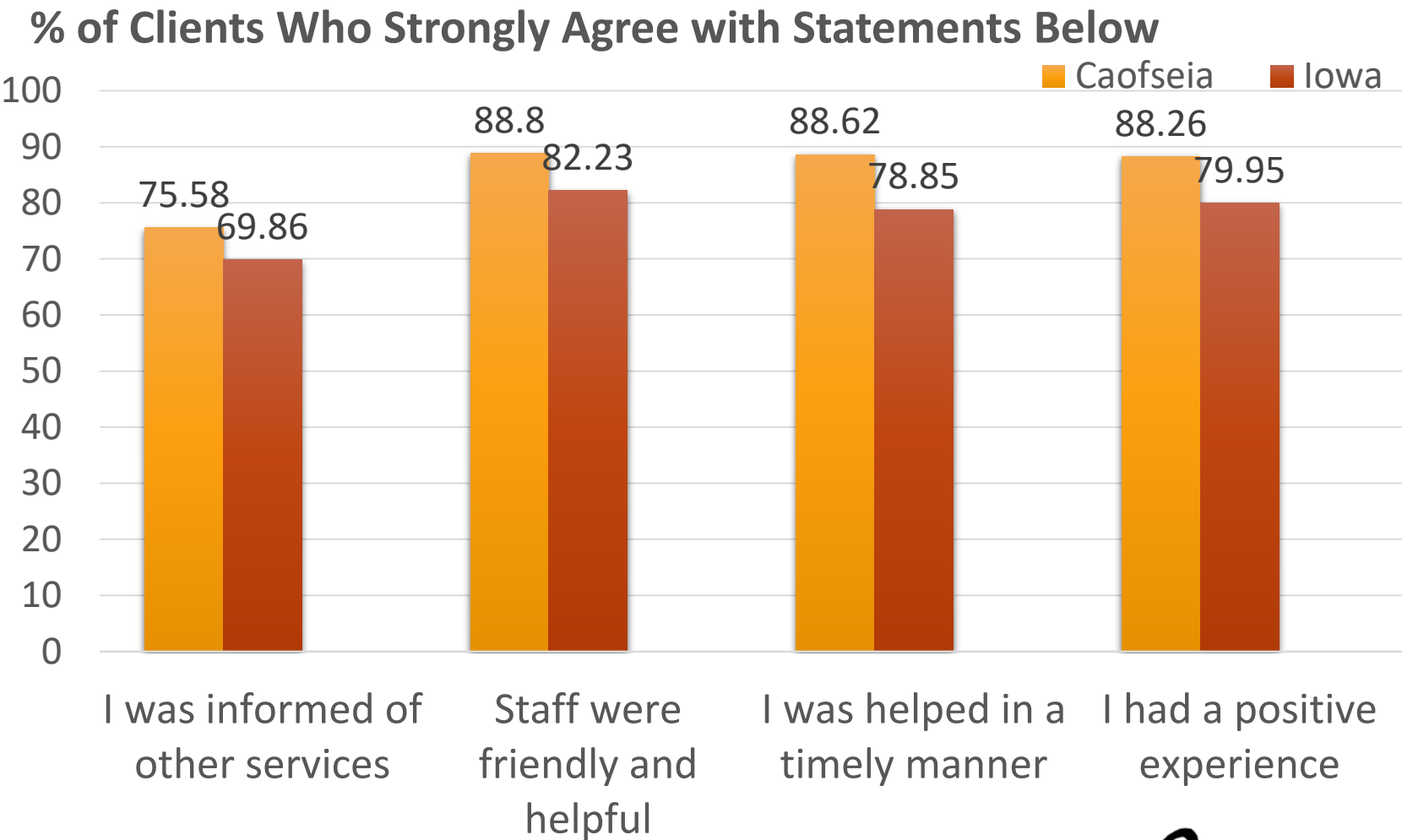
- I had a positive experience when I received services:

Year	% Positive	% Negative	# Responses
FY 2019	87.39	2.7	222
FY 2020	97.57	1.21	494

- I was informed about other agency or community services:

Year	Yes	No	# Responses
FY 2019	76.08	12.92	209
FY 2020	87.16	4.21	475

Comparison to agencies across Iowa



Improvements

- of 209 responses

- 117 nothing
- 22 building
- 14 staff related
- 14 funding – more
- 12 positive comments
- 11 other/various
- 10 public relations
- 8 hours/availability



Qualitative Data

- List
- Non-judgmental
- Kindness
- Hope
- Help
- In time of need
- Nowhere else to turn
- Encouraging



Utilization

- CSBG Application & others
- Community Needs Assessment
- Program justification
 - Whatever vs meeting identified needs
- ROMA
 - Assessment
 - Not what we say they need
 - What clients say they want/need

We Are Successful



- Programs that address needs
- Helping people and changing lives.
- People are growing in self-sufficiency.
- Alleviating the conditions of poverty.
 - Housing, hunger, isolation, hopelessness, etc
- Alleviating the causes of poverty.
 - Employment, resources, stability, lack of opportunity, etc

“Guiding and providing me with information about a healthy lifestyle for my children. Without this program (Head Start/Early Head Start) I would have never gained important skill sets into motherhood and my children would have never prospered into grade school. I’m forever grateful!”

-Response 419



“Community Action has improved my ability to take care of myself and my children in a time of need. Encouragement and support flows through community action and it's staff.”

-Response 421



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