2006
United Way Community Needs Assessment

Final Report

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Introduction

The purpose of this survey was to determine the current issues, related services, and barriers to service that exist in the Greater Lafayette area. This assessment provides valuable information on current service levels, service needs, and service delivery barriers that can inform the programs of United Way and other service agencies.

In the fall of 2006, the United Way of Greater Lafayette (UWGL) conducted a survey of human service clients (N=286), human service providers (N=52), and stakeholders of UWGL(N=331) to determine attitudes about the problems that exist in the community and to determine human services available in the Greater Lafayette area. The community at large was also asked to participate in the web survey by an announcement placed in the *Journal & Courier*, but only one person answered the web survey, and thus that data was not included in this analysis.

This community needs assessment survey was a joint effort between the UWGL staff, the UWGL Planning Committee, Purdue University, the Greater Lafayette community, clients in the community, and service providers. The data from this survey will help inform priorities and where and how resources will be allocated in the upcoming years.

In preparing for the 2006 UWGL Community Needs Assessment survey, we first analyzed open-ended data from the 2001 UWGL Community Assessment survey and conducted statistical analysis to determine the reliability and validity of the questions from that survey. We then revised content from the 2001 survey where improvements

were warranted. Additionally, we pre-tested the revised survey instrument with two groups. Those procedures are detailed below.

Pre-test Procedures

The paper version of the survey was pre-tested by the UWGL Planning Committee and the web version of the survey was pre-tested by UWGL staff. We asked that they comment on layout and design, content, and flow, using the following questions as guidelines:

Layout and Design:

1. Is the layout attractive?
2. Would you complete the survey if you were a client, stakeholder, or service provider? Why or why not?
3. What about the design is appealing? What about the design is unappealing?

Content:

1. Can respondents easily answer questions based on their experience?
2. Is the question simple enough, specific enough, and sufficiently well-defined that all of the respondents will interpret it in the same way?
3. Does the question contain any words or phrases which could bias respondents' answers?
4. Does the question focus on a single topic or does it contain multiple topics that should be broken up into multiple questions?
5. Are the response options mutually exclusive?
6. Are any assumptions implied by a question warranted?
7. Are any questions leading?
8. Do response categories overlap? Are they balanced?
9. Is there any jargon that a landowner may not understand?
10. Are there any confusing questions?
11. Are any questions leading?
12. Are there any questions which are candidates for removal? Why?
13. Are there any questions which are candidates for addition? Why

Flow:

1. Are you more apt to skip certain questions? Why?
2. Does the order of the questions lead you to answer in a manner you might not have otherwise?
3. How would you rate the overall tone, flow and format of the questions?
4. Can the survey be completed in approximately 20 minutes?
5. Are the instructions clear throughout the survey?
6. Comment on the length of the survey.

Survey Design

This survey included four different topics. The first part of the survey asked respondents to answer questions relating to problems that may exist in the Greater Lafayette community, the second part of the survey addressed services available in the Greater Lafayette community, the third section of the survey focused on barriers to service, and the final portion of the survey asked demographic questions of respondents. There was also space on the clients' paper survey for any additional thoughts or comments they might have had about any issues brought up in the survey.

To gather information about the community's opinion of problems that exist in the Greater Lafayette area, the first part of the survey listed issues that individuals or families may face. The clients were asked to indicate the extent to which their household experiences these problems (1= strongly disagree, 2= disagree, 3= neutral, 4= agree, 5= strongly agree). A Not Applicable option was also provided. Stakeholders and service providers were also asked questions relating to problems that may exist in the Greater Lafayette area. The stakeholders were asked to what extent they felt the issues listed were problems for the Greater Lafayette community. The service providers

were asked to what extent they felt the issues were problems for the clients they encounter when providing human services.

To gather information about how well community needs are being met in the Greater Lafayette area, the second part of the survey addressed services that are available in the Greater Lafayette area. Clients were asked if they used certain services in the area, and were asked to rate to what extent they agreed (1= strongly disagree, 2= disagree, 3= neutral, 4= agree, 5= strongly agree) that their needs were being met by these services. A Not Applicable option was also provided. Stakeholders were asked to what extent they agreed that the community's needs are being met in terms of the services provided in the Greater Lafayette area.

The third part of the survey focused on barriers to service. Clients were asked to indicate the extent to which they agreed (1= strongly disagree, 2= disagree, 3= neutral, 4= agree, 5= strongly agree) that certain obstacles were barriers to them in receiving the services they need. A Not Applicable option was also provided. Service providers were asked to rate barriers that may affect people from coming and using their services. Stakeholders were asked to what extent they agreed that the barriers may affect people from seeking services provided in the Greater Lafayette area. They were asked to answer this question keeping the entire community in mind. Lastly, the demographics portion of the survey asked all respondents questions about race, gender, income and age.

Survey Sample and Distribution

Contact information for the stakeholder e-mail list were obtained from lists of local religious leaders, education leaders including principals and superintendents, business leaders who have participated in the UWGL annual fundraising campaign, local government officials, Vanguard donors (donated $1,000 or more to the UWGL), and UWGL committee members. Some stakeholders appeared on multiple lists, so a union was run to create a list of unique stakeholders and eliminate duplicates. There were also some UW donors for whom we did not have e-mail addresses. These individuals received a postcard with the web survey link, requesting their participation in the survey. The service providers e-mail list was obtained from a list of non-profit organizations in the Greater Lafayette community. Stakeholders and service providers were all sent an individual e-mail notifying them that their participation in a future survey would be requested. A second e-mail contained the survey link and three subsequent reminders for the survey were also sent. Sample information for the community needs assessment survey can be seen in Table 1.

Client surveys were distributed in person via the human service provider's location. The list of service locations was obtained from the list of Non-Profit organizations that was compiled by the UWGL. A packet including instructions for the service provider, 11 English surveys, 5 Spanish surveys, and an envelope to place all completed surveys were hand delivered to each location. Completed surveys were then picked up from the participating locations by volunteers two weeks after delivery.

The response rates for the survey are as follows: 55.2 % for stakeholders (n=331) and

71.2% for and service providers (n=52). There were 67 undeliverable web surveys, and

5 service provider undeliverables. For clients, forty-one (41) of the 80 agencies that

surveys were delivered to returned surveys, yielding an agency response rate of 51.3%.

Six out of 98 client survey packets could not be delivered because the service provider

was deemed undeliverable (i.e. not in existence any longer, merged with another

agency, etc.). An additional 11 surveys could not be delivered because the service

providers were deemed unreachable (i.e. were not in the office during delivery attempts,

could not get a hold of by telephone, etc.). There was also one agency refusal to

participate in the survey. Approximately 30.0% of English surveys distributed were

returned and 6.0% of the Spanish surveys distributed were returned.

Table 1. Sample Information for the Community Needs Assessment.

Sample or Population	Perspective	Sample/ Population Size	Sample or Census	Method
Community Service Providers (Includes UW agencies)	As a service provider on behalf of people serving	78	Census	Web
United Way Committees[a]	As someone actively involved or formerly actively involved in United Way	157	Census	Web
Clients in Tippecanoe County (from 98 agencies) (total size=20,000-50,000) (assuming 50,000 population size with ±3% sampling error and equal weighting; 11 English surveys per agency + 5 Spanish surveys per agency)	Own Household How well are your needs being met?	1,078-English 490-Spanish	Sample	Paper
Labor and Business [a]	Perception of Community at Large	266	Census	Web
ECU (Local religious organizations)[a]	Perception of Community at Large	41	Census	Web
Education[a]	Perception of Community at Large	60	Census	Web
Government[a]	Perception of Community at Large	76	Census	Web
United Way Donors of $1,000 or more (total size=845 for donors $1,000+)	Perception of Community at Large	374 w/email[a] 471 w/out email	Census	Combo Paper/Web
TOTAL	-		2,790	

[a] The union between stakeholders provided 673 unique email addresses.

Factor Analysis: Community Issues

Factor analysis was conducted to detect the underlying structure of the scales and determine the relationships between variables. Confirmatory factor analysis revealed nine scales for the issues present in the community: 1) Education and Self-Sufficiency, 2) Healthcare (including mental health and substance abuse), 3) Basic Needs, 4) Children and Youth, 5) Transportation, 6) Crime and Safety, 7) Legal, 8) Disaster Relief and Emergency Help, and 9) Elderly Care (Table 2). The issues "race/ethnic relations" and "getting people involved with volunteering" were not placed in scales due to their low correlation with any of the determined scales. We computed Cronbach's Alpha for each of the 9 scales. Cronbach's Alpha is a measure of reliability and ranges from 0 to 1.0, with 1.0 being most reliable. The Cronbach's Alpha's for the community issues scales ranged from 0.864 to 0.962 and are listed in Table 2. For a complete list of which items comprise each scale, see Appendix C.

Table 2. Factor Analysis: Community Issues.

Scale	Number of Items in Scale	Cronbach's Alpha
Education and Self Sufficiency	8	.864
Healthcare	11	.938
Basic Needs	12	.946
Children and Youth	13	.962
Transportation	7	.920
Crime and Safety	7	.929
Legal	2	.919
Disaster Relief/emergency shelter	2	.927
Elderly Care	3	.934
Race/ethnic relations	1	N/A
Volunteering	1	N/A

Factor Analysis: Services to Meet Community Needs

Factor analysis was also conducted on the services section of the survey to detect the underlying structure of the scales and determine the relationships between variables. Confirmatory factor analysis revealed nine similar scales for the services present in the community: 1) Education and Self-Sufficiency, 2) Healthcare (including mental health and substance abuse), 3) Basic Needs, 4) Children and Youth, 5) Crime and Safety, 6) Legal, 7) Counseling 8) Disaster Relief and Emergency Help, and 9) Elderly Care and People with Special Needs. The services "assisting the Latino population seeking services" and "recreational/athletic opportunities" were not placed in scales due to their low correlation with any of the determined scales. We computed Cronbach's Alpha for each of the 9 scales. The Cronbach's Alpha's for the services scales ranged from 0.819 to 0.967 and are listed in Table 3. For a complete list of which items comprise each scale, see Appendix D.

Table 3. Factor Analysis: Services to Meet Community Needs.

Scale	Number of Items in Scale	Cronbach's Alpha
Education and Self Sufficiency	12	.928
Healthcare	9	.910
Basic Needs	14	.929
Children and Youth	8	.910
Crime and Safety	4	.819
Legal	2	.873
Counseling	11	.967
Disaster Relief/Emergency Shelter	3	.888
Elderly Care and People with Special Needs	10	.937
Hispanic Outreach	1	N/A
Recreational Opportunities	1	N/A

Factor Analysis: Barriers to Service

Factor analysis was also conducted on the barriers section of the survey to detect the underlying structure of the scales and determine the relationships between variables. Confirmatory factor analysis revealed three scales for the services present in the community: 1) Interpersonal Barriers, 2) Situational or Domestic Barriers, and 3) Agency Barriers. We computed Cronbach's Alpha for each of the 3 scales. The Interpersonal Barriers had an alpha of .907, the Domestic or Situational Barriers scale had a Cronbach's alpha of .922, and the Agency Barriers scale had a .883 Cronbach's Alpha (Table 4). For a complete list of which items comprise each scale, see Appendix E.

Table 4. Factor Analysis: Barriers to Service.

Scale	Number of Items in Scale	Cronbach's Alpha
Interpersonal Barriers	10	.907
Domestic or Situational Barriers	5	.922
Agency Barriers	6	.883

Overall Attitudes about Community Issues

We aimed to determine client, stakeholder, and service provider attitudes about issues in the Greater Lafayette Community. Clients were asked to what extent they agreed that certain issues were a problem in their households (1=strongly disagree, 2= disagree, 3=neutral, 4=agree, 5=strongly agree). For every issue, the mean agreement score was less than 4.0 out of 5.0 suggesting that clients do not have strong attitudes about the issues we asked about in their households. In fact, in many cases, the mean agreement scores were below 3.0 on the 5.0 scale, showing that many actually disagree that these issues are problems in their homes. Stakeholders and service providers answered the survey questions from the perspective of the community. There were seven issues that stakeholders felt were significant issues in the community (mean agreement scores were greater than 4.0) and all of these were present in either the Healthcare scale, or the Children and Youth scale. Alternatively, service providers rated 23 issues as significant in the Greater Lafayette community by rating these above 4.0 on the 5.0 agreement scale. For a complete listing of mean agreement scores for clients, stakeholders, and service providers, see Tables 5-13.

A One-Way Analysis of Variance (ANOVA) test was conducted to compare means for the nine issue scales (i.e. Education and Self Sufficiency, Healthcare, Basic Needs, Children and Youth, Transportation, Crime and Safety, Legal, Disaster Relief/Emergency Shelter, and Elderly Care). This analysis compared the types of

respondent (i.e. clients, stakeholders, or service providers) by each of the scales to determine if there were significant differences in the agreement levels between the three types of respondents. Post hoc tests were done to determine which respondent groups were significantly different. Significant differences were found in all of the scales except for the Legal scale.

Service providers and stakeholders viewed Education and Self-Sufficiency as more significant issues in the community than did the clients (Figure 1). Service providers viewed both Healthcare (Figure 2) and Basic Needs (Figure 3) as more significant issues in the community than did stakeholders. However, both service providers and stakeholders viewed Healthcare and Basic Needs as more significant issues than did clients.

Figure 1. Education and Self Sufficiency (*Significant differences were found between groups, p<.05)
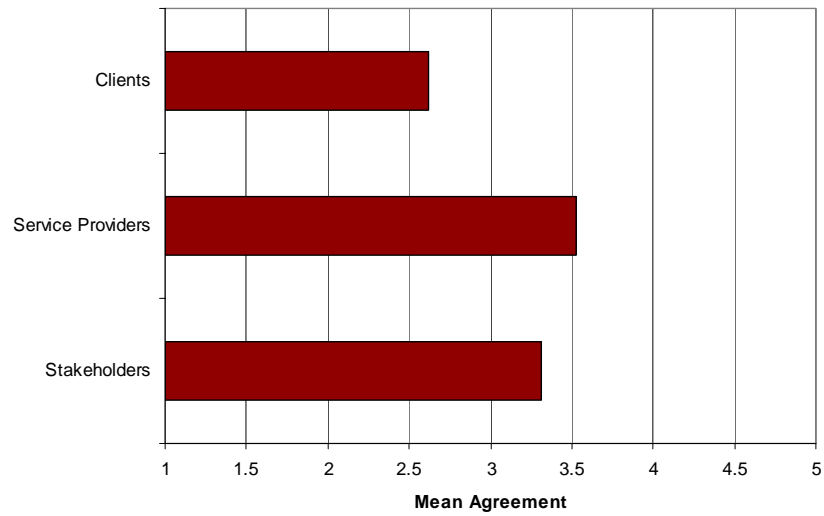
Figure 2. Healthcare (*Significant differences were found between groups, p<.05)
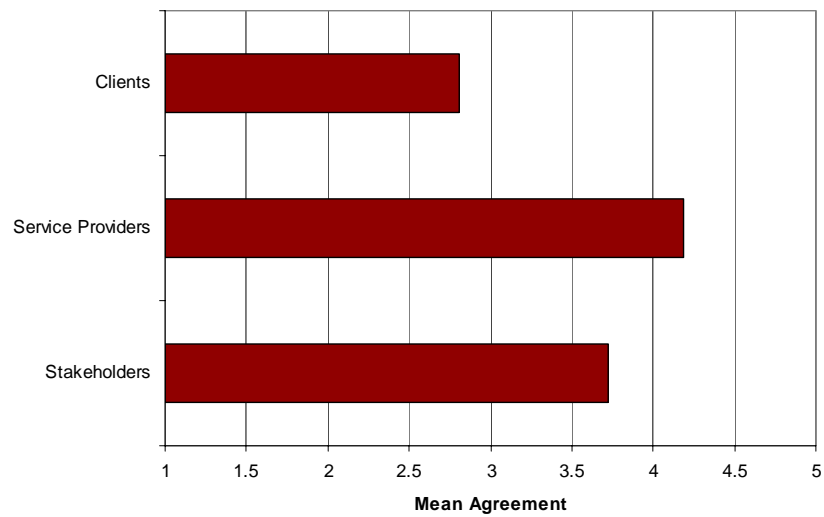
Figure 3.Basic Needs (*Significant differences were found between groups, p<.05)
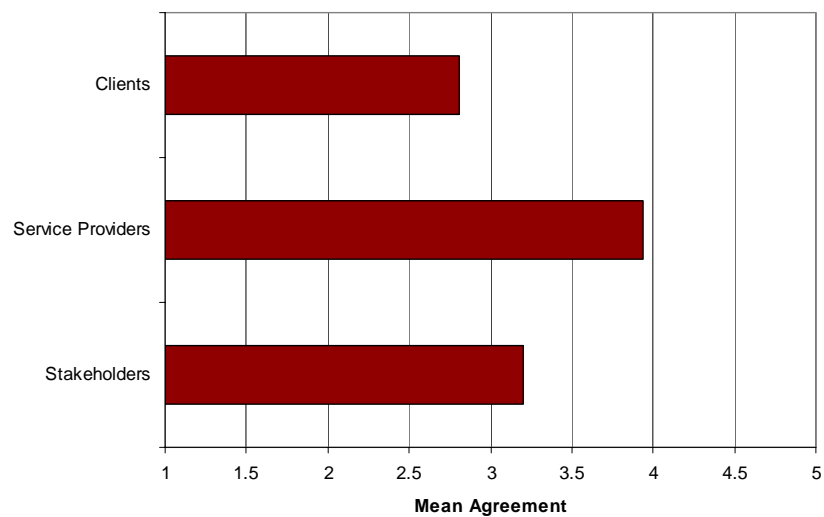
Service providers and stakeholders both saw Children and Youth (Figure 4) and Crime

and Safety (Figure 6) as more significant issues than did the clients in the community.

For transportation (Figure 5), service providers viewed this as more of an issue than did

stakeholders and clients in the community, and stakeholders also viewed transportation

as more of a significant issue in the community than did clients. There were no

significant differences between how the three respondent groups felt about Legal issues

in the community (Figure 7).

Figure 4.Children and Youth (*Significant differences were found between groups, p<.05)
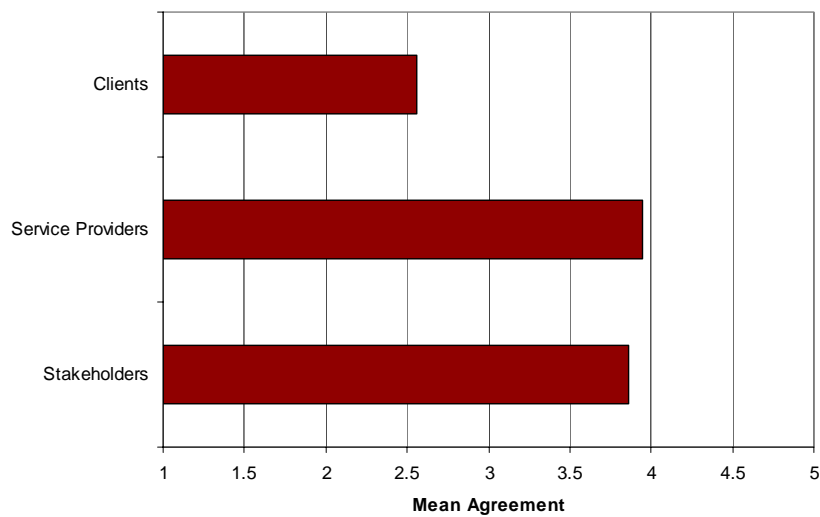
Figure 5. Transportation (*Significant differences were found between groups, p<.05)

Mean Agreement

Figure 6. Crime and Safety (*Significant differences were found between groups, p<.05)

Mean Agreement

Figure 7. Legal

Mean Agreement
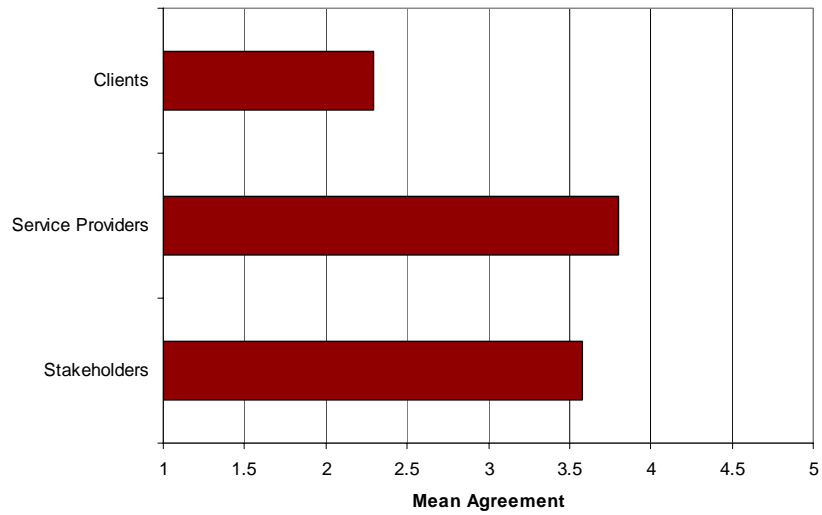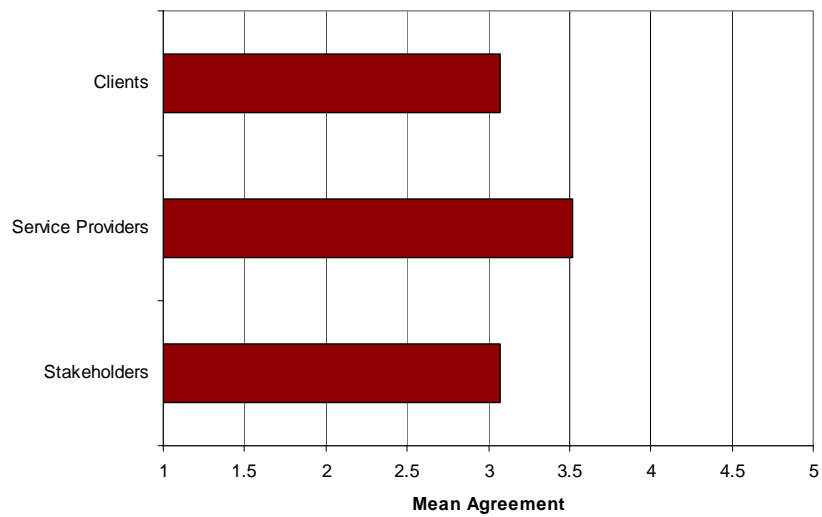
Service providers felt Disaster Relief/Emergency Shelter (Figure 8) was more of an issue in the community than did stakeholders. Also, service providers and stakeholders felt Elderly Care (Figure 9) was more of an issue than did clients in the community.

Figure 8.Disaster Relief/Emergency Shelter (*Significant differences were found between groups, p<.05)

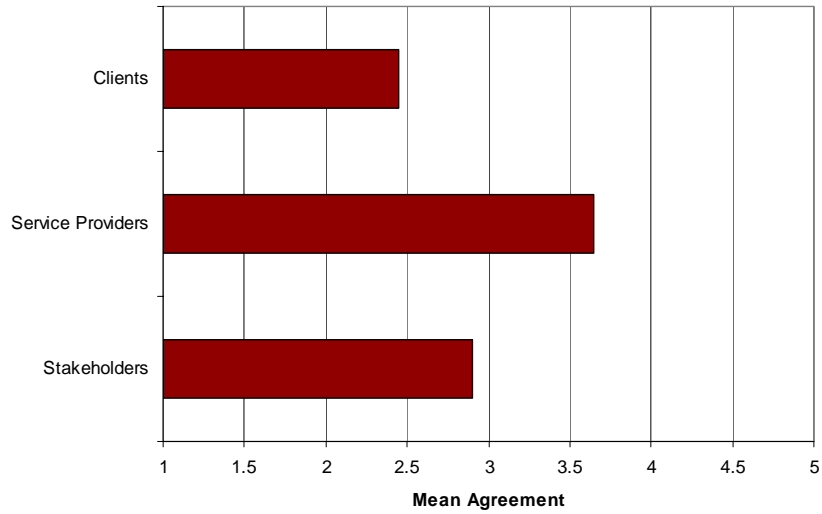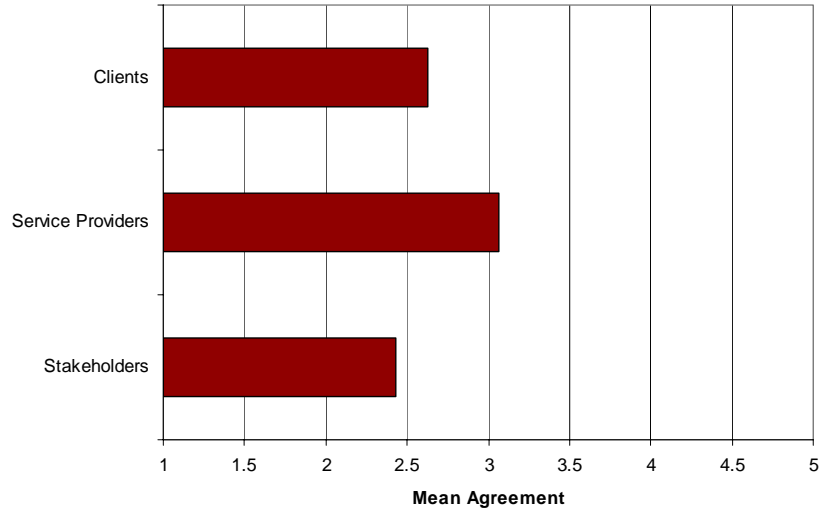**Figure 9. Elderly Care** (*Significant differences were found between groups, p<.05)
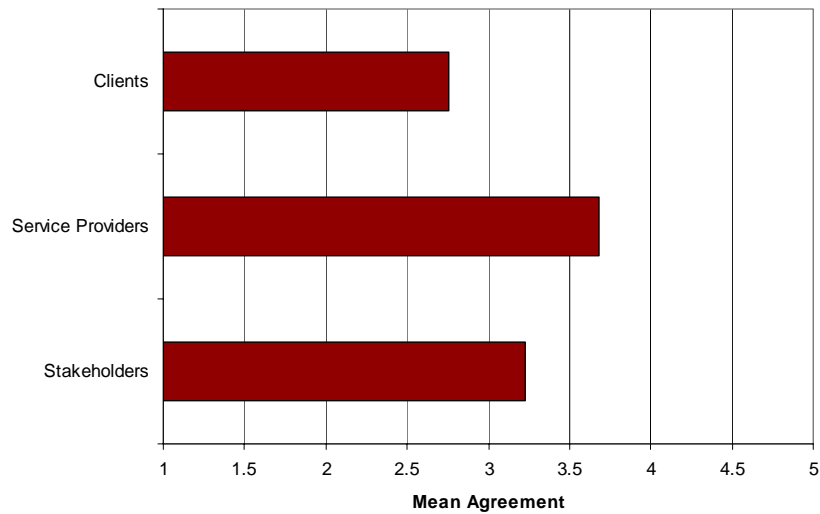
Attitudes about Specific Issues

To determine which individual issues were most important to clients, stakeholders, and service providers, we ranked each issue related to Education and Self Sufficiency, Healthcare, Children and Youth, Transportation, Crime and Safety, Legal Issues, Disaster Relief/Emergency Shelter, and Elderly Care. Mean scores for each of these issues grouped by scales can be found in Appendix F.

For the Education and Self Sufficiency Scale, the issue "working on interpersonal relationships" was the highest rated issue in the community for all three groups. The "knowing how to balance a checkbook" issue was in the top three of both the stakeholders and the service providers. "Availability of quality education" in the area was given the lowest rating of issues in this scale by clients, stakeholders and service providers (Table 5).

"Paying for doctor's bills" and "paying for medical insurance were rated as the most important issues for healthcare by all three groups. "Availability of qualified professionals to discuss problems and needs with" and "receiving emergency medical care" were ranked at the bottom of the lists of clients, stakeholders, and service providers signifying that these were not very important issues in the community. Additionally, "addiction treatment" was viewed as the least important issue in the Greater Lafayette area by clients (Table 6).

For Basic Needs, the issue of "finding work that pays a living wage" was ranked in the top three in terms of importance by all groups. The issue "receiving proper nutrition from meals" was the highest ranked issue plaguing the community in the basic needs scale according to both stakeholders and service providers. "Having access to clothing and shelter" and "lack of room for everyone in your home" were the lowest ranked issues in the Greater Lafayette community from the perspectives of clients, stakeholders, or service providers (Table 7).

For Children and Youth, all three groups ranked the issue "finding fill-in childcare for short term emergencies" in the top three most important issues for this scale. Both stakeholders and service providers also rated "finding affordable nighttime child care for under 2 years" and "finding affordable day care for under 2 years" as important issues. "Youth Development" was at the bottom of the list for issues in the Lafayette area for all three groups of respondents (Table 8).

For Transportation, the issue "help buying or fixing a car" was rated in the top three of clients, stakeholders, and service providers. "Being able to get to and from work" was ranked in the top three issues for this scale by both clients and service providers, and "finding adequate transportation for people with special needs" was considered an important issue in the community by both clients and stakeholders. "Being able to afford bus fares" was ranked as the least important issue in the Greater Lafayette area by clients, stakeholders, or service providers (Table 9).

The Crime and Safety Scale did not have any mutual issues that ranked in the top three issues for clients, stakeholders and service providers, but "crime" was ranked at the top of the issues for both clients and service providers. "Presence of physical abuse or conflict in the home" was ranked fairly high on the lists of both stakeholders and service providers, as was "sexual abuse". However, "sexual abuse" was rated as the least important issue by clients. "Gangs" is another issue that wasn't viewed as important by any of the three groups (Table 10).

For the Legal and Disaster Relief/ Emergency Shelter scales, clients, stakeholders and service providers all had the same ranking of issues. For Legal issues, "being able to afford legal help" was considered to be more of an issue for the community than was "being able to find legal representation" (Table 11). For the Disaster Relief/Emergency Shelter scale, "receiving help during a crisis" was considered to be more of an issue for the community than was "receiving help during a disaster" (Table 12). For the Elderly Care scale, both clients and service providers ranked "finding subsidized housing for elderly" as the most important issue facing the community for this scale, and transportation for the elderly was seen as the least important issue by stakeholders and service providers (Table 13).

Table 5. Ranking of Issues for the Education and Self Sufficiency Scale (mean scores are in parentheses).

Clients	Stakeholders	Service Providers
1. Working on interpersonal relationships (*M*=2.84) 2. Developing life skills for those with special needs (*M*= 2.83) 3. Learning about computers (*M*= 2.74) 4. Creating self sufficiency in women (*M*=2.71) 4. Becoming self-sufficient (*M*=2.71) 6. Improving literacy/reading skills (*M*=2.55) 7. Knowing how to balance a checkbook (*M*=2.43) 8. Availability of quality education in the area (*M*=2.38)	1. Working on interpersonal relationships (*M*=3.70) 2. Knowing how to balance a checkbook (*M*= 3.59) 3. Improving literacy/reading skills (*M*=3.52) 4. Becoming self-sufficient (*M*=3.49) 5. Learning about computers (*M*=3.43) 6. Developing life skills for those with special needs (*M*=3.40) 7. Availability of quality education in the area (*M*=3.37) 8. Creating self sufficiency in women (*M*=3.34)	1. Working on interpersonal relationships (*M*=4.36) 2. Becoming self-sufficient (*M*=4.18) 3. Knowing how to balance a checkbook (*M*=3.95) 4. Creating self sufficiency in women (*M*=3.83) 5. Learning about computers (*M*=3.70) 6. Developing life skills for those with special needs (*M*=3.66) 7. Improving literacy/reading skills (*M*=3.30) 8. Availability of quality education in the area (*M*=2.56)

1= strongly disagree   2= disagree   3= neutral   4= agree   5= strongly agree

Table 6. Ranking of Issues for the Healthcare Scale (mean scores are in parentheses).

Clients	Stakeholders	Service Providers
1. Paying for doctor's bills (*M*=3.49) 2. Paying for medical insurance (*M*=3.42) 3. Being able to receive affordable dental care (*M*=3.34) 4. Being able to afford medicine prescriptions (*M*=3.33) 5. Getting medical insurance (*M*=3.26) 6. Receiving quality general healthcare (*M*=3.00) 7. Depression or other mental health problems (*M*=2.88) 8. Availability of qualified professionals to discuss problems and needs with (*M*=2.85) 9. Receiving emergency medical care (*M*=2.83) 10. Alcohol and/or drug use (*M*=2.41) 11. Addiction treatment (*M*=2.32)	1. Paying for medical insurance (*M*=3.42) 2. Paying for doctor's bills (*M*=4.16) 3. Alcohol and/or drug use (*M*=4.07) 4. Getting medical insurance (*M*=3.98) 5. Being able to afford medicine prescriptions (*M*=3.96) 6. Being able to receive affordable dental care (*M*=3.77) 7. Addiction treatment (*M*=3.76) 8. Depression or other mental health problems (*M*=3.66) 9. Availability of qualified professionals to discuss problems and needs with (*M*= 3.09) 10. Receiving emergency medical care (*M*=3.05) 11. Receiving quality general healthcare (*M*=3.01)	1. Paying for medical insurance (*M*=4.75) 2. Paying for doctor's bills (*M*=4.61) 3. Getting medical insurance (*M*=4.50) 4. Alcohol and/or drug use (*M*=4.48) 5. Being able to afford medicine prescriptions (*M*=4.44) 6. Being able to receive affordable dental care (*M*=4.39) 7. Depression or other mental health problems (*M*=4.24) 7 Addiction treatment (*M*=4.24) 9. Receiving quality general healthcare (*M*=3.85) 10. Availability of qualified professionals to discuss problems and needs with (*M*=3.56) 11. Receiving emergency medical care (*M*=3.35)

1= strongly disagree   2= disagree   3= neutral   4= agree   5= strongly agree

Table 7. Ranking of Issues for the Basic Needs Scale (mean scores are in parentheses).

Clients	Stakeholders	Service Providers
1. Finding work that pays a living wage (*M*= 3.45) 2. Having enough money to pay utility bills (*M*=3.14) 3. Having enough money to pay for housing or rent (*M*=3.04) 4. Having enough gas for cars (*M*=3.03) 5. Having enough money to buy needed clothing and shoes (*M*=3.01) 5. Finding work (*M*=3.01) 7. Having enough money for food (*M*=2.96) 8. Receiving proper nutrition from meals (*M*=2.78) 9. Finding subsidized housing (*M*=2.65) 10. Your home needs major repairs (*M*=2.59) 11. Lack of room for everyone in your home (*M*=2.46) 12.Having access to clothing and shelter (*M*=2.44)	1. Receiving proper nutrition from meals (*M*=3.79) 2. Your home needs major repairs (*M*=3.74) 3. Finding work that pays a living wage (*M*=3.59) 4. Having enough money to pay utility bills (*M*=3.58) 5. Having enough Money to pay for housing or rent (*M*=3.43) 6. Having enough money for food (*M*=3.39) 7. Having enough money to buy needed clothing and shoes (*M*=3.32) 8. Finding subsidized housing (*M*=3.13) 9. Having enough gas for cars (*M*=3.07) 10. Having access to clothing and shelter (*M*=3.00) 11. Lack of room for everyone in your home (*M*=2.88) 12. Finding work (*M*=2.80)	1. Receiving proper nutrition from meals (*M*=4.35) 2. Finding work that pays a living wage (*M*=4.30) 3. Having enough gas for cars (*M*=4.23) 4. Having enough money to pay for housing or rent (*M*=4.10) 5. Finding subsidized housing (*M*=3.83) 6. Having enough money for food (*M*=3.79) 7. Having enough money to pay utility bills (*M*=3.78) 8. Having enough money to buy needed clothing and shoes (*M*=3.71) 9. Lack of room for everyone in your home (*M*=3.53) 10. Your home needs major repairs (*M*=3.53) 11. Finding work (*M*=3.52) 12. Having access to clothing and shelter (*M*=3.50)

Scale: 1= strongly disagree   2= disagree   3= neutral   4= agree   5= strongly agree

Table 8. Ranking of Issues for the Children and Youth Scale (mean scores are in parentheses).

Clients	Stakeholders	Service Providers
1. Being able to pay for childcare (*M*=2.96) 2. Finding fill-in childcare for short term emergencies (*M*= 2.94) 3. Finding affordable day care for over 2 years old (*M*=2.92) 4. Finding affordable day care for under 2 years old (*M*=2.91) 4. Developing leadership skills in youth (*M*=2.91) 5. Finding affordable after-school care (*M*=2.84) 6. Children or teenagers out of control (*M*=2.81) 7. Finding quality home day care (*M*=2.77) 8. Finding affordable nighttime child care under 2 years (*M*=2.74) 8. Finding affordable nighttime childcare over 2 years (*M*=2.74) 10. Youth development/citizenship (*M*=2.73) 11. Finding day care for kids with special needs (*M*=2.68) 12. Teen pregnancy (*M*=2.38)	1. Finding affordable nighttime child care under 2 years (*M*=4.14) 2. Finding fill-in childcare for short term emergencies (*M*=4.08) 3. Finding affordable day care for under 2 years old (*M*=4.03) 4. Finding affordable nighttime childcare over 2 years (*M*=4.02) 5. Finding day care for kids with special needs (*M*=3.99) 6. Being able to pay for childcare (*M*=3.87) 7. Teen pregnancy (*M*=3.84) 8. Finding affordable day care for over 2 years old (*M*=3.71) 9. Children or teenagers out of control (*M*=3.71) 10. Finding affordable after-school care (*M*=3.70) 10. Finding quality home day care (*M*=3.70) 12. Developing leadership skills in youth (*M*=3.59) 13. Youth development/citizenship (*M*=3.53)	1. Finding fill-in childcare for short term emergencies (*M*=4.24) 1. Finding affordable day care for under 2 years old (*M*=4.24) 3. Finding affordable nighttime child care under 2 years (*M*=4.16) 4. Being able to pay for childcare (*M*=4.15) 5. Children or teenagers out of control (*M*=4.07) 6. Finding affordable nighttime childcare over 2 years (*M*=4.05) 7. Teen pregnancy (*M*=3.95) 8. Finding affordable after-school care (*M*=3.90) 9. Finding quality home day care (*M*= 3.84) 10. Finding day care for kids with special needs (*M*=3.83) 11 Developing leadership skills in youth (*M*=3.82) 12. Finding affordable day care for over 2 years old (*M*=3.80) 13. Youth development/citizenship (*M*=3.62)

1= strongly disagree   2= disagree   3= neutral   4= agree   5= strongly agree

Table 9. Ranking of Issues for the Transportation Scale (mean scores are in parentheses).

Clients	Stakeholders	Service Providers
1.Help buying or fixing a car (*M*=3.01) 2.Finding adequate transportation for people with special needs (*M*=2.80) 3.Being able to get to and from work (*M*=2.60) 4.Getting to and from medical appointments (*M*=2.51) 5.Getting where you need by bus (*M*=2.48) 6.Transporting someone with a disability (*M*=2.47) 7.Being able to afford bus fares (*M*=2.34)	1.Finding adequate transportation for people with special needs (*M*=3.35) 2.Help buying or fixing a car (*M*=3.13**)** 3.Transporting someone with a disability (*M*=3.07) 4.Getting to and from medical appointments (*M*=3.01) 5.Being able to get to and from work (*M*=2.98) 6.Getting where you need by bus (*M*=2.55) 7.Being able to afford bus fares (*M*=2.34)	1.Being able to get to and from work (*M*=4.00) 2.Getting to and from medical appointments (*M*=3.82) 3.Help buying or fixing a car (*M*=3.78) 4.Finding adequate transportation for people with special needs (*M*=3.63) 5.Transporting someone with a disability (*M*=3.44) 6.Being able to afford bus fares (*M*=3.30) 7.Getting where you need by bus (*M*=3.13)

1= strongly disagree   2= disagree   3= neutral   4= agree   5= strongly agree

Table 10. Ranking of Issues for the Crime and Safety Scale (mean scores are in parentheses).

Clients	Stakeholders	Service Providers
1.Neighborhood safety (*M*=2.81) 2.Crime (*M*=2.52) 3.Adult Protection (*M*=2.48) 4.Child Protection (*M*=2.46) 5.Presence of physical abuse or conflict in the home (*M*=2.30) 6.Gangs (*M*=2.25) 7.Sexual abuse (*M*=2.15)	1.Presence of physical abuse or conflict in the home (*M*=3.95) 2.Sexual abuse (*M*=3.88) 3.Child Protection (*M*=3.83) 4.Crime (*M*=2.52) 5.Adult Protection (*M*=2.48) 6.Neighborhood safety (*M*=3.30) 7.Gangs (*M*=3.24)	1.Presence of physical abuse or conflict in the home (*M*=4.20) 2.Crime (*M*=4.05) 3.Sexual abuse (*M*=3.95) 4.Child Protection (*M*=3.77) 5.Neighborhood safety (*M*=3.68) 6.Adult Protection (*M*=3.64) 7.Gangs (*M*=3.45)

Table 11. Ranking of Issues for the Legal Scale (mean scores are in parentheses).

Clients	Stakeholders	Service Providers
1. Being able to afford legal help (*M*=3.16) 2. Being able to find legal representation (*M*=2.99)	1. Being able to afford legal help (*M*=3.31) 2. Being able to find legal representation (*M*=2.87)	1. Being able to afford legal help (*M*=3.68) 2. Being able to find legal representation (*M*=3.36)

Table 12. Ranking of Issues for the Disaster Relief/Emergency Shelter (mean scores are in parentheses).

Clients	Stakeholders	Service Providers
1.Receiving help during a crisis (*M*=2.75) 2.Receiving help during a disaster (*M*=2.59)	1.Receiving help during a crisis (*M*=2.50) 2.Receiving help during a disaster (*M*=2.38)	1.Receiving help during a crisis (*M*=3.31) 2.Receiving help during a disaster (*M*=2.79)

Table 13. Ranking of Issues for the Elderly Care Scale (mean scores are in parentheses).

Clients	Stakeholders	Service Providers
1. Finding subsidized housing for elderly (*M*=2.75) 2.Transportation for the elderly (*M*=2.73) 3.Adult/elderly care (*M*=2.72)	1.Adult/elderly care (*M*=3.32) 2.Finding subsidized housing for elderly (*M*=3.18) 3.Transportation for the elderly (*M*=3.17)	1.Finding subsidized housing for elderly (*M*=3.74) 2.Adult/elderly care (*M*=3.73) 3.Transportation for the elderly (*M*=3.57)

Summary for Issues

Results for Education and Self Sufficiency for Clients, Stakeholders, and Service Providers

- "Working on interpersonal relationships" was the highest ranked issue in the community for all three groups.
- "Knowing how to balance a checkbook" was ranked as a top three issue by both stakeholders and service providers.
- Clients ranked "developing life skills for those with special needs", "learning about computers", "creating self-sufficiency in women", and "becoming self-sufficient" in the top five issues facing their households.

Results for Healthcare for Clients, Stakeholders, and Service Providers

- "Paying for doctor's bills" and "paying for medical insurance" were ranked among the most important issues for healthcare by stakeholders and service providers, and were also at the top of the list for clients.
- Clients ranked "being able to receive affordable dental care", "being able to afford medicine prescriptions", and "getting medical insurance" in the top five issues facing their households.

Results for Basic Needs for Clients, Stakeholders, and Service Providers

- "Finding work that pays a living wage" ranked as a top three issue by all three groups.
- "Receiving proper nutrition from meals" was the highest rated issue plaguing the community in the basic needs scale according to both stakeholders and service providers.
- Clients ranked "having enough money to pay utility bills", "having enough money to pay for housing", "having enough gas for cars", and "having enough money to buy needed clothing and shoes" in the top five issues facing their households.

Results for Children and Youth for Clients, Stakeholders, and Service Providers

- Clients, stakeholder and service providers rated "finding fill-in childcare for short term emergencies" in the top three most important issues.
- Both stakeholders and service providers rated "finding affordable nighttime child care for under 2 years" and "finding affordable day care for under 2 years" as important issues.
- Clients ranked "being able to pay for childcare", "finding affordable day care for over 2 years old", "finding affordable day care for under 2 years old", and "developing leadership skills in youth" in the top five issues facing their households.

Results for Transportation for Clients, Stakeholders, and Service Providers

- The issue "help buying or fixing a car" was ranked in the top three for clients, stakeholders, and service providers.
- "Being able to get to and from work" was an important issue seen by service providers and topped the list for clients.
- Both clients and stakeholders ranked "finding adequate transportation for people with special needs" in their top three issues.
- Clients ranked "getting to and from medical appointments" and "getting to where you need by bus" in the top five issues facing their households.

Results for Crime and Safety for Clients, Stakeholders, and Service Providers

- "Crime" was seen as an important issue from the perspective of service providers and was ranked in the top three issues by clients.
- "Presence of physical abuse or conflict in the home" was identified as an important issue by both stakeholders and service providers, as was "sexual abuse".

- Clients ranked "neighborhood safety", "adult and child protection", and "presence of physical abuse or conflict in the home in the top five issues facing their households.

Results for Legal Issues for Clients, Stakeholders, and Service Providers
- "Being able to afford legal help" was considered to be more of an issue for the community than was "being able to find legal representation" for all three groups.

Results for Disaster Relief/Emergency Shelter for Clients, Stakeholders, and Service Providers
- "Receiving help during a crisis" was considered to be more of an issue for the community than was "receiving help during a disaster" for all three groups.

Results for Elderly Care for Clients, Stakeholders, and Service Providers
- Both clients and service providers ranked "finding subsidized housing for elderly" at the top of their list for this scale.

Overall Attitudes about Community Needs

Clients and stakeholders were asked to rate how well the community's needs are being met by service providers. Clients and stakeholder's mean agreement levels were compared by conducting a t-test means comparison. However, no significant differences between clients and stakeholders were found in any of the nine service scales (Figures 10-18). This suggests that clients and stakeholders hold similar views as to how well needs are being met in the community.

When asked to what extent they agreed that needs were being met by the services provided to the community (1=strongly disagree, 5= strongly agree), all of the mean agreement scores from the clients and stakeholders were less than 4.0 out of 5.0 for all services presented. Means lower than 4.0 out of 5.0 suggest that clients' needs are not thought to be met by any of the service areas we asked about in the survey by clients or stakeholders. For complete mean agreement scores, see Tables 26-34.

Figure 10. Education and Self Sufficiency

Mean Agreement
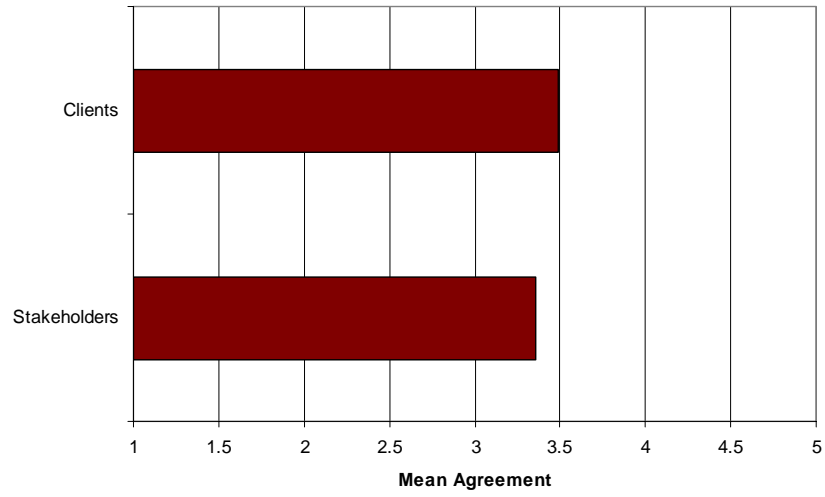
Figure 11. Healthcare (including Mental Health and Substance Abuse)
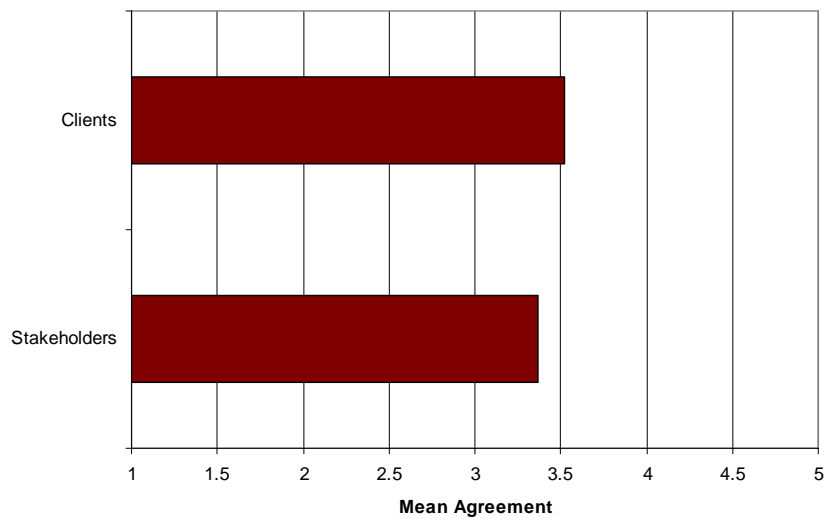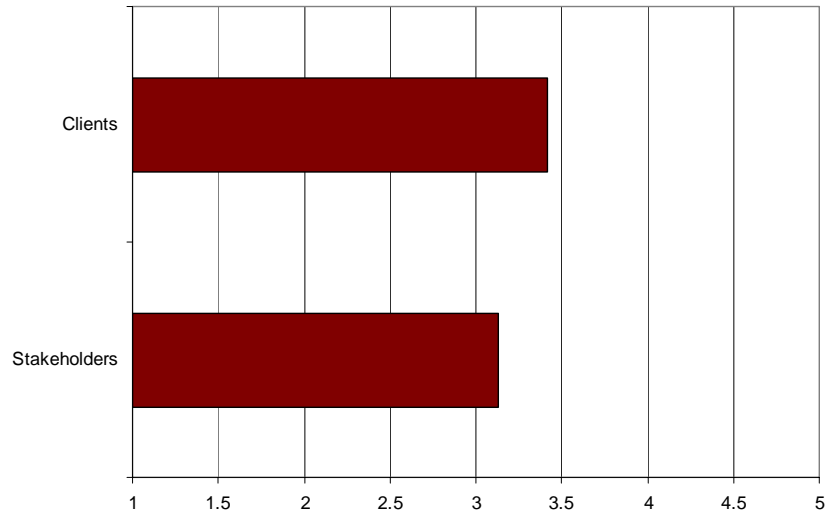

Mean Agreement
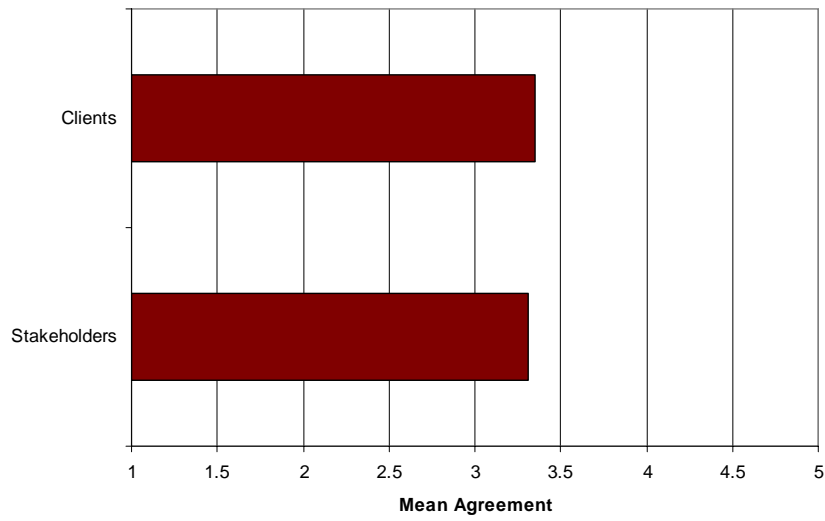
Figure 12. Basic Needs

Mean Agreement

Figure 13. Children and Youth

Figure 14. Crime and Safety
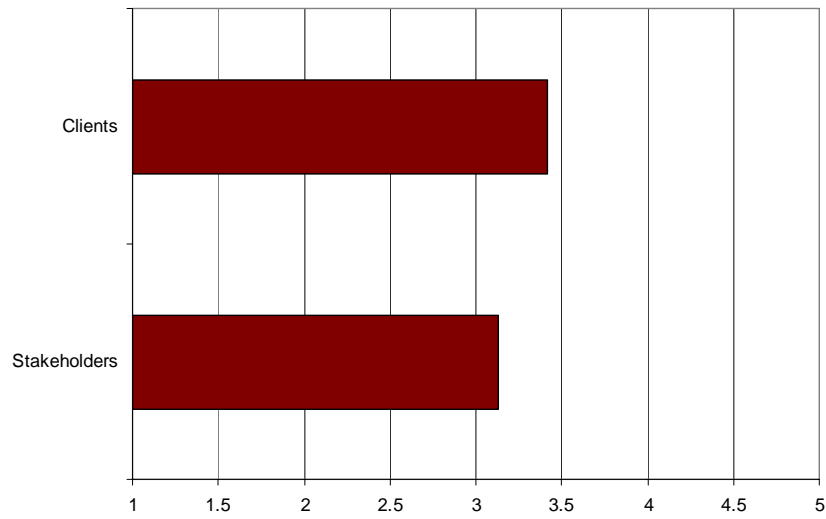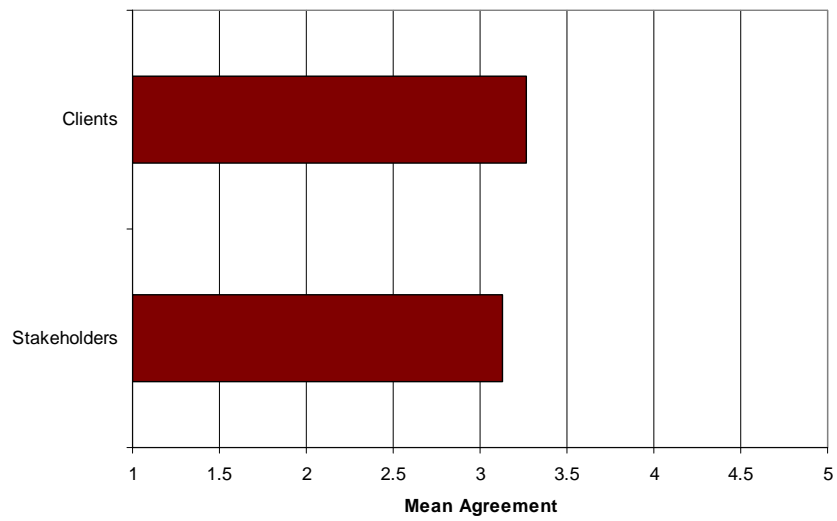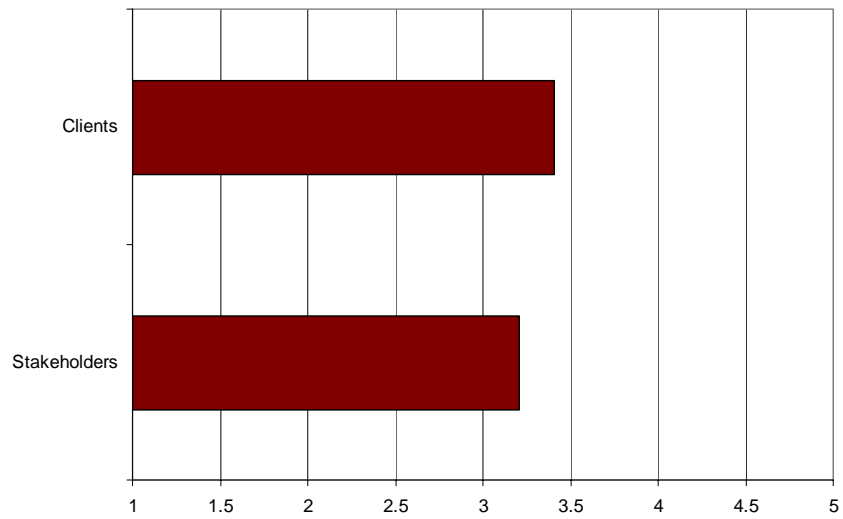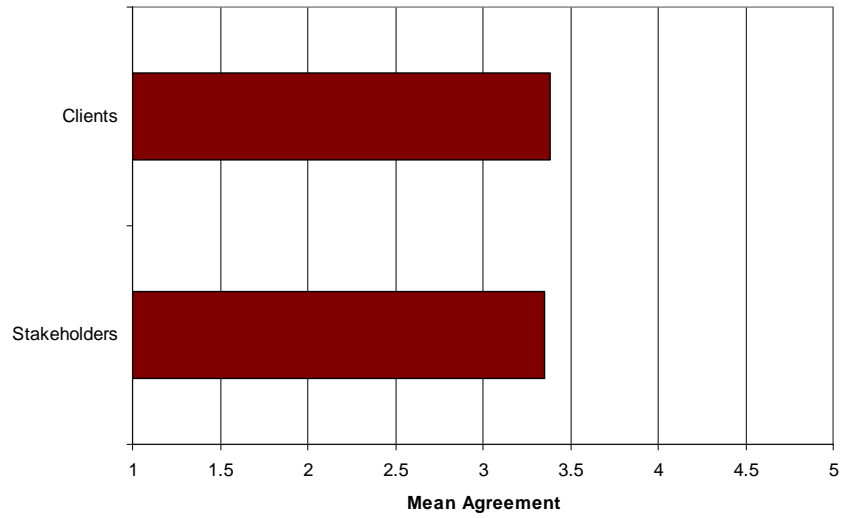

Figure 15.Legal

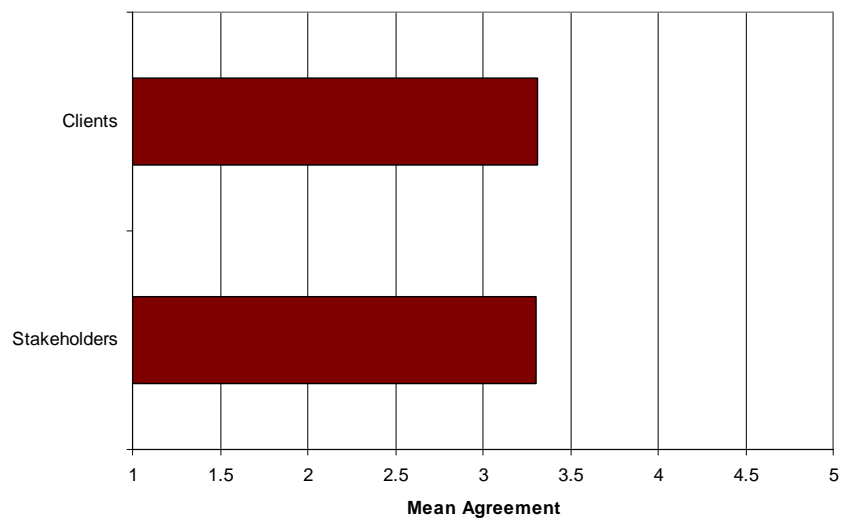## Figure 16. Counseling

Figure 17. Disaster Relief/ Emergency Shelter

Figure 18. Elderly Care and People with Special Needs

Service Providers and the Needs of the Community

Service Providers were asked a series of questions regarding providing human services in the Greater Lafayette area and barriers they faced in delivering services. We first asked services providers to check all of the services they provide from a list of services in the Greater Lafayette area.

Seventeen service providers in the Greater Lafayette community offer "referrals and information regarding mental health"; making this service the most frequently provided service by responding agencies. "Parenting Education" is the second most reported available service in the community (n=15), followed by "summer programs (n=12), "budgeting/credit education" (n=11), "healthcare screenings" (n=11), and "volunteer opportunities for the elderly" (n=11).

Under the Education and Self Sufficiency Scale, the most frequently provided services are "parenting education" (n=15), "budgeting/credit education" (n=11), "alcohol/drug abuse education (n=10) and "training for skills used in the workforce" (n=10) (Table 14). For Healthcare, the services that are most frequently provided for the Greater Lafayette Community include: "referrals and information regarding mental health" (n=17), "healthcare screenings" (n=11), "assistance applying for Medicaid/Medicare" (n=10) and "prenatal assistance" (n=10) (Table 15). "Food for children" (n=9), "food pantries" (n=5), "clothing available for needy" (n=4), and "providing clothing and shoes for homeless" (n=4) are the most commonly provided services for Basic Needs. There are no service providers who responded that they offered "prepared homemade meals" (Table 16).

"Summer programs for youth" (n=12), "mentoring programs" (n=10), and "hobby exploration" (n=7) are the most commonly mentioned services for Children and Youth services (Table 17). For services that deal with Crime and Safety "help for family violence" has three service providers in the Greater Lafayette area, "help for juvenile crime" has two, and an additional two service providers provide services related to "neighborhood watches" (Table 18). In addition, three service providers provide "help with legal problems" and two provide "proactive education regarding legal issues" (Table 19). For Counseling opportunities in the community, seven service providers provide "counseling help for families, and seven also provide "suicide prevention and counseling". "Parent/child counseling" is also provided by six service providers in the area (Table 20).

There are four service providers who provide services for "emergency shelter for families" and "emergency shelter for individuals". Three service providers provide "safe places for abused adults and children" (Table 21). The most frequently provided services in regards to Elderly Care and People with Special Needs include "volunteer opportunities for elderly" (n=11), "community volunteers partnered with people with special needs" (n=3), and "transportation for elderly and people with disabilities" (n=3) (Table 22). There are nine service providers who offer services "assisting Latino population seeking services" (Table 23) and six service providers who offer "recreational/athletic opportunities" (Table 24).

Table 14. Services Provided for Education and Self Sufficiency.

Service	Number of Service Providers
Parenting Education	15
Budgeting/credit education	11
Alcohol/Drug Abuse Education	10
Training for skills used in workforce	10
Household management education	9
Teen Pregnancy Prevention Education	8
Ethics/Values Education	8
Resume building/resume writing	7
Creating links between employers and job seekers	7
Improving Reading skills	5
Improving English Skills	5
Training for water safety, CPR, etc.	3

Table 15. Services Provided for Healthcare.

Service	Number of Service Providers
Referrals and information regarding mental health	17
Healthcare screenings	11
Assistance applying for Medicaid/Medicare	10
Prenatal assistance	10
Alcohol/drug abuse prevention	7
Help with drug or alcohol abuse	6
Screening and presentations about mental health	5
Healthcare for homeless	4
Home health services	2

Table 16. Services Provided for Basic Needs.

Service	Number of Service Providers
Food for children	9
Food pantries	5
Clothing available for needy	4
Providing Clothing and shoes for homeless	4
Help with house payments or rent	3
City bus	2
Soup Kitchens and meal sites	2
Household goods or furniture available	2
Help paying the utility bills	2
Homemaker/chore assistance	2
Home delivered meals	1
Help with major home repairs	1
Shelter and food for those with mental health problems	1
Prepared Homemade meals	0

Table 17. Services Provided for Children and Youth.

Service	Number of Service Providers
Summer programs for youth	12
Mentoring programs	10
Hobby Exploration	7
Teambuilding programs	6
Early care and education for children	5
Teen Centers	4
Help for foster parents to care for children	1
Assistance finding child care	1

Table 18. Services Provided for Crime and Safety.

Service	Number of Service Providers
Help for family violence	3
Help for juvenile crime	2
Neighborhood watches	2
Probation services	1

Table 19. Services Provided for Legal.

Service	Number of Service Providers
Help with legal problems	3
Proactive education regarding legal issues	2

Table 20. Services Provided for Counseling.

Service	Number of Service Providers
Counseling help for families	7
Suicide prevention/counseling	7
Parent/child counseling	6
Marriage counseling	5
Family preservation counseling	5
Counseling for families dealing with substance abuse	5
Family Violence counseling	4
Credit/Budget counseling	4
Couples counseling	4
Rape counseling	3
Relapse prevention	3

Table 21. Services Provided for Disaster Relief/Emergency Shelter.

Service	Number of Service Providers
Emergency shelter for families	4
Emergency shelter for individuals	4
Safe places for abused adults or children	3

Table 22. Services Provided for Elderly Care and People with Special Needs.

Service	Number of Service Providers
Volunteer opportunities for elderly	11
Community volunteers partnered	3
Transportation for elderly and people with disabilities	3
Special needs childcare	2
Adult recreation for people with special needs	1
Assisted living for elderly	1
Short term adult care to relieve a caregiver	1
Housing for Elderly	1
Adult centers for people with special needs	0
Assisted living for people with special needs	0

Table 23. Services Provided for Hispanic Outreach.

Service	Number of Service Providers
Assisting Latino population seeking services	9

Table 24. Services Provided for Recreational Opportunities.

Service	Number of Service Providers
Recreational/athletic opportunities	6

Service Providers Meeting the Needs of the Community

Service providers were asked about services they provide and to what extent they agreed that their agency is meeting needs of the community. The response scale ranged from 1=strongly disagree to 5= strongly agree. This question had a mean agreement of 3.8 out of 5.0. This score shows that, in general, service providers are between neutral and agreement that they are meeting the needs of the community. For the services that they provide, service providers were also asked to indicate whether they have the resources (financial, technical, etc.) necessary to meet the needs of the community with regard to those services. This question had a lower mean agreement with 2.4 out of 5.0. This score shows that, in general, service providers either disagree, or are neutral that they have all the resources necessary to meet the needs of the

community. A list of obstacles was then presented to service providers and they were asked which obstacles, if any, they face in providing the best services possible to their clients. The list of obstacles included: lack of community understanding of issues, unsupportive political environment, lack of facilities and space, lack of information regarding services, lack of staff, turnover of staff, non-competitive wages, lack of volunteers, lack of financial planning and management expertise, lack of financial resources, technical issues such as not having enough technical or computer support, board of director issues, or none of the above. Approximately 60% of the service providers (n=31) feel that lack of financial resources was an obstacle to providing the best services possible to their clients. A little less than half of service providers feel that non-competitive wages (n=25), lack of staff (n=24) and lack of facilities and space (n=23), are also substantial obstacles to providing the best possible services to clients in the Greater Lafayette community (Table 25).

Table 25. Obstacles to providing services.

Obstacles	% of service providers who agree that these are obstacles (n)
Lack of financial resources	59.6% (31)
Non-competitive wages	48.1% (25)
Lack of staff	46.2% (24)
Lack of facilities and space	44.2% (23)
Lack of community understanding of issues	30.8% (16)
Turnover of staff	26.9% (14)
Board of director issues	19.2% (10)
Unsupportive political environment	15.4% (8)
Lack of information regarding services	15.4% (8)
Lack of volunteers	15.4% (8)
Technical issues such as not having enough technical or computer support	9.6% (5)
Lack of financial planning and management expertise	3.8% (2)
None of the above	3.8% (2)

Attitudes about Specific Services

In order to obtain greater detail about how well clients and stakeholders felt services were meeting the needs of the Greater Lafayette area, we ranked each statement that was included in the needs scale. This helped to determine the extent to which needs are being met from the perspectives of both clients and stakeholders. Again, none of the mean agreement scores for this section were greater than 4.0 out of 5.0, thus we cannot say that any of these services are meeting the needs of the community. Thus in our discussion, we will be speaking of services that are best meeting the needs of the community. The services that are best meeting the needs of the community are services that received higher mean agreements within their respective scales. The services that were deemed least meeting the needs of the community were those that had the lowest mean agreement scores within their respective scales. These services represent obvious gaps in services provided to the Greater Lafayette community.

For Education and Self Sufficiency, clients and stakeholders ranked "improving reading skills", "improving English skills" and "training for water safety, CPR, etc." as the services that were best meeting the needs of the community. Additional analysis revealed that there were no significant differences (p=.531) in the rankings of services related to "improving English skills" by those respondents that completed the Spanish (M=3.50) and English (M=3.66) versions of the survey. Clients indicated that their needs were least being met in the area of "creating links between employers and job seekers" (Table 26).

For Healthcare, the service that clients felt was best meeting their needs was "prenatal assistance", while "home health services" was ranked the lowest in meeting the needs. For the stakeholders, "referrals and information regarding mental health" was ranked the highest in terms of meeting the needs of the community (Table 27). For the Basic Needs in the community, "City Bus", "food pantries" and "soup kitchens and meal sites" were at the top of both the clients and stakeholders ratings as best meeting the needs of the community. Both groups felt that community needs were least being met by "homemaker/chore assistance" and "help with major home repairs" (Table 28).

For services related to Children and Youth, clients and stakeholders viewed "summer programs for youth" and "early care and education for children" as services that they felt were best meeting the needs of the community in this scale. Clients however, rated "assistance finding childcare" at the bottom of the list of services in this group, suggesting that services in this area are not meeting the needs of the community. Stakeholders rated "teen centers" at the bottom of their rankings (Table 29).

For the crime and safety scale, clients felt that "help for family violence" was the service best meeting the needs of the community, while the stakeholders felt "probation services" best met the needs in the community. Both felt that the service "help for juvenile crime" was least meeting the needs of clients in the Greater Lafayette area (Table 30).

For the Legal scale, clients felt that both "proactive education regarding legal issues" and "help with legal problems" were meeting the community's needs to the same extent, while stakeholders felt that "help with legal problems" was meeting the community's needs to a greater extent than "proactive education regarding legal issues" (Table 31).

The Counseling scale held the most differences between clients and stakeholders out of all of the scales. For counseling, clients felt that "relapse prevention", "family preservation counseling", and "credit/budget counseling" were the three services that were best meeting the needs of the community. However, these three services were on the bottom of the list for stakeholders. Stakeholders felt that "rape counseling", "suicide prevention/counseling" and "couples counseling" were the three services that were best meeting the needs of the community (Table 32).

For Disaster Relief/Emergency Shelter, "emergency shelter for individuals" was rated by both groups as the top ranked service in this area (Table 33). For Elderly Care and People with Special Needs, "volunteer opportunities for elderly" topped both group's lists as a services that best meets the community's need in this area. Clients also saw "housing for the elderly", and "community volunteers partnered" as services that were best meeting the needs of the community, while stakeholders placed "assisted living for elderly and "adult centers for people with special needs" at the top of their list. Clients felt that "special needs childcare" services were least meeting the needs of the community, and stakeholders felt that the services for "short term adult care to relieve a caregiver" were least meeting the needs of the community (Table 34).

Table 26. Ranking of Statements for the Education and Self Sufficiency Scale (mean scores are in parentheses).

Clients	Stakeholders
1. Improving Reading skills (M=3.88)	1. Improving Reading skills (M=3.59)
2. Improving English Skills (M=3.83)	2. Improving English Skills (M=3.57)
3. Training for water safety, CPR, etc. (M=3.68)	3. Training for water safety, CPR, etc. (M=3.37)
4. Resume building/resume writing (M=3.64)	4. Training for skills used in workforce (M=3.34)
5. Training for skills used in workforce (M=3.61)	5. Creating links between employers and job seekers (M=3.34)
6. Teen Pregnancy Prevention Education (M=3.60)	6. Alcohol/Drug Abuse Education (M=3.25)
7. Alcohol/Drug Abuse Education (M=3.60)	7. Teen Pregnancy Prevention Education (M=3.25)
8. Ethics/Values Education (M=3.60)	8. Resume building/resume writing (M=3.23)
9. Parenting Education (M=3.59)	9. Household management education (M=3.16)
10. Budgeting/credit education (M=3.48)	10. Parenting Education (M=3.22)
11. Household management education (M=3.47)	11. Budgeting/credit education (M=3.19)
12. Creating links between employers and job seekers (M=3.34)	12. Ethics/Values Education (M=3.13)

1= strongly disagree   2= disagree   3= neutral   4= agree   5= strongly agree

Table 27. Ranking of Statements for the Healthcare (including Mental Health and Substance Abuse) Scale (mean scores are in parentheses).

Clients	Stakeholders
1. Prenatal assistance (M=3.55)	1. Referrals and information regarding mental health (M=3.32)
2. Help with drug or alcohol abuse (M=3.53)	2. Screening and presentations about mental health (M=3.30)
3. Healthcare screenings (M=3.48)	3. Healthcare screenings (M=3.29)
4. Alcohol/drug abuse prevention (M=3.46)	4. Prenatal assistance (M=3.29)
5. Screening and presentations about mental health (M=3.45)	5. Help with drug or alcohol abuse (M=3.23)
6. Assistance applying for Medicaid/Medicare (M=3.31)	6. Assistance applying for Medicaid/Medicare (M=3.21)
6. Referrals and information regarding mental health (M=3.31)	7. Home health services (M=3.19)
8. Healthcare for homeless (M=3.20)	8. Alcohol/drug abuse prevention (M=3.18)
9. Home health services (M=3.18)	9. Healthcare for homeless (M=3.17)

1= strongly disagree   2= disagree   3= neutral   4= agree   5= strongly agree

Table 28. Ranking of Statements for the Basic Needs Scale (mean scores are in parentheses).

Clients	Stakeholders
1. City bus (*M*=3.83)	1. City bus (*M*=3.73)
2. Prepared Homemade meals (*M*=3.78)	2. Food pantries (*M*=3.70)
3. Food pantries (*M*=3.77)	3. Soup Kitchens and meal sites (*M*=3.65)
3. Soup Kitchens and meal sites (*M*=3.77)	4. Home delivered meals (*M*=3.64)
5. Clothing available for needy (*M*=3.68)	5. Clothing available for needy (*M*=3.55)
6. Providing Clothing and shoes for homeless (*M*=3.61)	6. Food for children (*M*=3.51)
7. Home delivered meals (*M*=3.56)	7. Household goods or furniture available (*M*=3.44)
8. Household goods or furniture available (*M*=3.50)	8. Providing Clothing and shoes for homeless (*M*=3.43)
9. Food for children (*M*=3.46)	9. Shelter and food for those with mental health problems (*M*=3.32)
10. Help paying the utility bills (*M*=3.43)	10. Prepared Homemade meals (*M*=3.31)
11. Shelter and food for those with mental health problems (*M*=3.38)	11. Help paying the utility bills (*M*=3.24)
11. Help with house payments or rent (*M*=3.38)	12. Help with house payments or rent (*M*=3.10)
13. Homemaker/chore assistance (*M*=3.32)	13. Homemaker/chore assistance (*M*=2.96)
14. Help with major home repairs (*M*=3.09)	14. Help with major home repairs (*M*=2.91)

1= strongly disagree   2= disagree   3= neutral   4= agree   5= strongly agree

Table 29. Ranking of Statements for the Children and Youth Scale (mean scores are in parentheses).

Clients	Stakeholders
1. Summer programs for youth (*M*=3.54)	1. Summer programs for youth (*M*=3.59)
2. Hobby Exploration (*M*=3.44)	2. Mentoring programs (*M*=3.46)
3. Early care and education for children (*M*=3.43)	3. Early care and education for children (*M*=3.28)
4. Teen Centers (*M*=3.38)	4. Help for foster parents to care for children (*M*=3.20)
5. Mentoring programs (*M*=3.37)	4. Assistance finding child care (*M*=3.20)
6. Teambuilding programs (*M*=3.36)	6. Hobby Exploration (*M*=2.95)
7. Help for foster parents to care for children (*M*=3.35)	7. Teambuilding programs (*M*=2.93)
8. Assistance finding child care (*M*=3.29)	8. Teen Centers (*M*=2.90)

1= strongly disagree   2= disagree   3= neutral   4= agree   5= strongly agree

Table 30. Ranking of Statements for the Crime and Safety Scale (mean scores are in parentheses).

Clients	Stakeholders
1. Help for family violence (*M*=3.40)	1. Probation services (*M*=3.18)
2. Neighborhood watches (*M*=3.31)	2. Help for family violence (*M*=3.11)
3. Probation services (*M*=3.27)	3. Neighborhood watches (*M*=2.97)
4. Help for juvenile crime (*M*=3.19)	4. Help for juvenile crime (*M*=2.76)

1= strongly disagree   2= disagree   3= neutral   4= agree   5= strongly agree

Table 31. Ranking of Statements for the Legal Scale (mean scores are in parentheses).

Clients	Stakeholders
1. Proactive education regarding legal issues (*M*=3.21) 1. Help with legal problems (*M*=3.21)	1. Help with legal problems (*M*=3.28) 2.Proactive education regarding legal issues (*M*=3.05)

1= strongly disagree   2= disagree   3= neutral   4= agree   5= strongly agree

Table 32. Ranking of Statements for the Counseling Scale (mean scores are in parentheses).

Clients	Stakeholders
1. Relapse prevention (*M*=3.55) 2. Family preservation counseling (*M*=3.48) 3. Credit/Budget counseling (*M*=3.41) 3. Counseling for families dealing with substance abuse (*M*=3.41) 5. Suicide prevention/counseling (*M*=3.40) 6. Parent/child counseling (*M*=3.39) 7. Rape counseling (*M*=3.37) 8. Marriage counseling (*M*=3.34) 9. Couples counseling (*M*=3.30) 9. Counseling help for families (*M*=3.30) 11. Family Violence counseling (*M*=3.29)	1. Rape counseling (*M*=3.39) 2. Suicide prevention/counseling (*M*=3.36) 3. Couples counseling (*M*=3.26) 4. Marriage counseling (*M*=3.23) 4. Counseling help for families (*M*=3.23) 6. Family Violence counseling (*M*=3.17) 7. Parent/child counseling (*M*=3.16) 8. Family preservation counseling (*M*=3.15) 9. Credit/Budget counseling (*M*=3.12) 10. Counseling for families dealing with substance abuse (*M*=3.09) 11. Relapse prevention (*M*=2.95)

1= strongly disagree   2= disagree   3= neutral   4= agree   5= strongly agree

Table 33. Ranking of Statements for the Disaster Relief/Emergency Shelter Scale (mean scores are in parentheses).

Clients	Stakeholders
1.Emergency shelter for individuals (*M*=3.53) 2. Emergency shelter for families (*M*=3.41) 3. Safe places for abused adults or children (*M*=3.36)	1. Emergency shelter for individuals (*M*=3.37) 1. Safe places for abused adults or children (*M*=3.37) 3. Emergency shelter for families (*M*=3.33)

1= strongly disagree   2= disagree   3= neutral   4= agree   5= strongly agree

Table 34. Ranking of Statements for the Elderly Care and People with Special Needs Scale (mean scores are in parentheses).

Clients	Stakeholders
1. Volunteer opportunities for elderly (*M*=3.44) 2. Housing for Elderly (*M*=3.40) 3. Community volunteers partnered (*M*=3.39) 4. Adult centers for people with special needs (*M*=3.37) 5. Short term adult care to relieve a caregiver (*M*=3.31) 6. Assisted living for elderly (*M*=3.30) 7. Transportation for elderly and people with disabilities (*M*=3.27) 8. Assisted living for people with special needs (*M*=3.25) 8. Adult recreation for people with special needs (*M*=3.25) 8. Special needs childcare (*M*=3.25)	1. Volunteer opportunities for elderly (*M*=3.48) 2. Assisted living for elderly (*M*=3.47) 3. Adult centers for people with special needs (*M*=3.40) 4. Transportation for elderly and people with disabilities (*M*=3.39) 5. Assisted living for people with special needs (*M*=3.31) 6. Housing for Elderly (*M*=3.30) 7. Community volunteers partnered (*M*=3.28) 8. Special needs childcare (*M*=3.25) 9. Adult recreation for people with special needs (*M*=3.24) 10. Short term adult care to relieve a caregiver (*M*=3.03)

1= strongly disagree   2= disagree   3= neutral   4= agree   5= strongly agree

Summary of Client and Stakeholder Perspectives on Services

Results for Education and Self Sufficiency for Clients and Stakeholders
- Both clients and stakeholders consider improving "English and reading skills", and "training for water safety, CPR, etc" as the three services that are best meeting the needs of the community in this area.
- Clients feel their needs are not being met very well with regards to "budgeting/credit education", "household management education" and "creating links between employers and job seekers."

Results for Healthcare for Clients and Stakeholders
- Clients felt that their needs were being met the most with regards to "prenatal assistance" but not with "home health services."
- Stakeholders felt the community's needs were best met by "referrals and information regarding mental health" and not necessarily in regards to "healthcare for homeless."

Results for Basic Needs for Clients and Stakeholders
- "City bus", "food pantries", and "meal sites" topped both client's and stakeholder's lists as services best meeting the needs of the community.
- Both "homemaker/chore assistance" and "help with major home repairs" were at the bottom on both lists, suggesting these needs are being met the least by service providers in the area.

Results for Children and Youth for Clients and Stakeholders
- "Summer programs for youth" was the rated as the service that best meets the needs of the community in this scale.
- Clients felt that "providing assistance finding child care" services are the most lacking in the community.
- Stakeholders feel that "teen centers" are an area where the Greater Lafayette community is most lacking when providing services to children and youth.

Results for Crime and Safety for Clients and Stakeholders
- Clients feel that "help for family violence" services are best meeting the community's needs in the Greater Lafayette community.
- Stakeholders feel that "probation services" are best meeting the community's needs in the Greater Lafayette community.
- Both feel that "help for juvenile crime" services needs are being met the least in the area.

Results for Legal for Clients and Stakeholders
- Clients feel that both "help with legal problems" and "proactive education regarding legal issues" needs are being met equally with the services provided in the Greater Lafayette area.

Results for Counseling for Clients and Stakeholders

- "Relapse prevention" was seen as the service best meeting the needs of the community by clients, but was at the bottom of the list for stakeholders.
- Clients also felt that "family preservation counseling" and "credit budget counseling" were areas where service providers were best meeting the needs of the community.
- Clients did not feel that "family violence counseling" services were meeting the needs of the community to the best extent they could be.
- Stakeholders felt that service providers were best meeting the needs of the community through providing "rape counseling", "suicide prevention/counseling", and "couples counseling" to the community.

Results for Disaster Relief/Emergency Shelter for Clients and Stakeholders

- "Emergency shelter for individuals" was seen as the service best meeting the needs of the community for both clients and stakeholders for Disaster Relief/Emergency Shelter.

Results for Elderly Care and People with Special Needs for Clients and Stakeholders

- "Volunteer opportunities" topped the list for both clients and stakeholders for best meeting the needs of the community.
- Clients also felt that "housing for elderly" and "community volunteers partnered" were doing pretty well in terms of meeting the community's needs. They felt that needs were being met the least with "special needs childcare."
- Stakeholders felt that "assisted living for elderly" and "adult centers for people with special needs" were best meeting the needs of the community. They felt needs were being met the least with "short term adult care to relieve a caregiver."

Summary of Service Provider Perspectives

- "Referrals and information regarding mental health" had the greatest frequency of respondents providing these services to the community. "Parenting education" and "summer programs" had the second and third greatest number of service providers providing these services respectively.
- Agencies were between neutral and agreement when asked if they felt they were meeting the needs of the community.
- When service providers were asked if they had the resources necessary to meet the needs of the community, their mean agreement level was between disagreement and neutral.
- "Lack of financial resources", "lack and staff and "lack of facilities and space" were the three greatest obstacles in providing the best services possible to clients.

Barriers to Service

Overall Attitudes towards Barriers to Service

To investigate barriers to service delivery in the Greater Lafayette community, we conducted an analysis of barriers from perspectives of clients, stakeholders, and service providers. ANOVAs were conducted to compare means for the three scales covering the barriers questions to see if there were any significant differences between the three respondent groups in terms of barriers to receiving services. Post hoc tests were also run to determine where significant differences were between the groups. Stakeholders viewed Interpersonal barriers as more significant barriers than did service providers and clients (Figure 19). Stakeholders also viewed Situational or Domestic and Agency barriers as more significant barriers to service than did both service providers and stakeholders (Figures 20 and 21)

Figure 19. Interpersonal Barriers (*Significant differences were found between groups, p<.05)
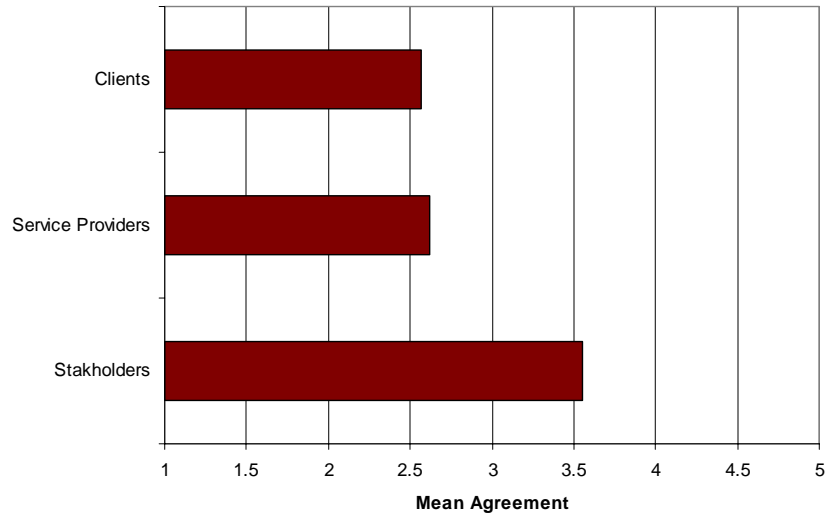
Figure 20. Situational or Domestic Barriers (*Significant differences were found between groups, p<.05)
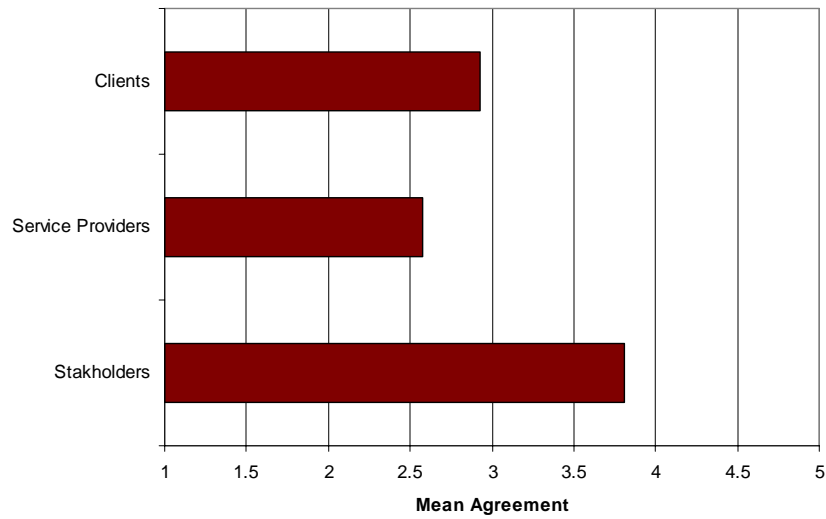
Figure 21. Agency Barriers (*Significant Differences were found between groups)
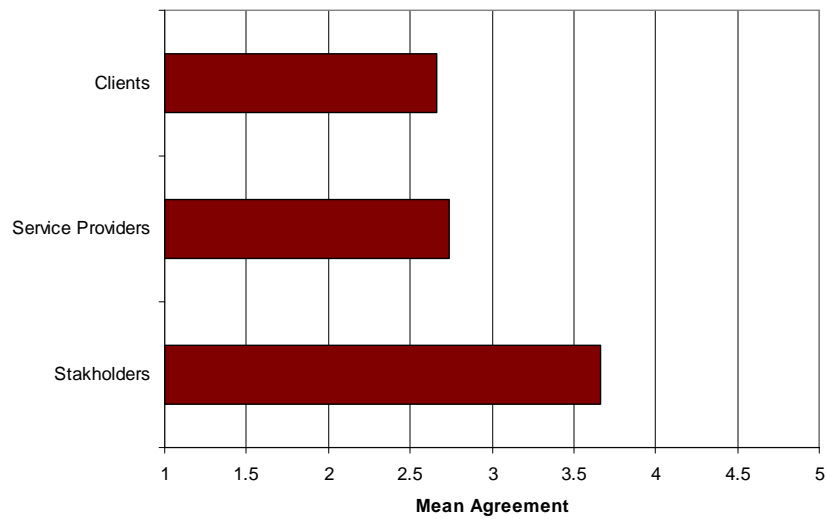
Attitudes about Specific Barriers

To determine specific barriers that clients, stakeholders, and service providers thought were most important, we ranked the mean agreement scores for each statement that was included in the barriers scale: a high mean score suggests these may be barriers to services, while low scores suggest they are not barriers to services. However, for most of the barriers asked about in the survey, clients, stakeholders, and service providers did not agree that these barriers were obstacles for the community in receiving the services that they need. For both clients and service providers, none of the barriers received a mean agreement score of 4.0 or greater out of 5.0, suggesting that from their perspectives, none of the barriers were significant issues to receiving services. The stakeholders rated four different barriers a 4.0 or greater out of a 5.0 scale, suggesting they believe that a few barriers are significant obstacles to receiving services in the Greater Lafayette community. These barriers include: "how you are treated", "eligibility", "too much red tape/paperwork" and "rules too complicated". For complete mean agreement scores, see Tables 35-37.

For the Interpersonal barriers scale, "not enough information about services" was thought to be the most significant barrier by both clients and service providers. Stakeholders saw "how you are treated" as the greatest barrier to service, and this barrier was also ranked as a significant barrier by the clients (Table 35). For the Domestic or Situational barriers scale, "lack of childcare while receiving services", and "can't get time off work to receive service" were in the top three of all three groups lists as barriers to service. However, clients felt "cost of service" was the biggest barrier to

them receiving the services they need. Also, service providers cited "lack of transportation" as the greatest barrier, but this was the fourth ranked barrier for clients (Table 36). For the Agency barriers scale, clients and stakeholders shared the same views on agency barriers of "too much red tape/paperwork", "rules too complicated" and "eligibility". For service providers "eligibility", "too much red tape/paperwork", and "wait time for service too long" were listed as their top three most significant barriers (Table 37).

Table 35. Ranking of Statements for the Interpersonal Barriers Scale (mean scores are in parentheses).

Clients	Stakeholders	Service Providers
1. Not enough information about services (*M*=3.24)	1. How you are treated (*M*=4.17)	1. Not enough information about services (*M*=3.45)
2. How you are treated (*M*=2.95)	2. Language barriers (*M*=3.98)	2. Language barriers (*M*=3.08)
3. Quality of service (*M*=2.92)	3. Not enough information about services (*M*=3.92)	3. Not wanting to consult with strangers (*M*=2.92)
4. Past bad experiences (*M*=2.89)	4. Embarrassed while receiving services (*M*=3.72)	4. How you are treated (*M*=2.68)
5. Identifying with service providers (*M*=2.75)	4. Past bad experiences (*M*=3.72)	4. Embarrassed while receiving services (*M*=2.68)
6. Embarrassed while receiving services (*M*=2.71)	6. Quality of service (*M*=3.60)	6. Past bad experiences (*M*=2.58)
7. Concerns about confidentiality (*M*=2.69)	7. Not wanting to consult with strangers (*M*=3.45)	7. Identifying with service providers (*M*=2.47)
8. Language barriers (*M*=2.59)	8. Identifying with service providers (*M*=3.37)	8. Quality of service (*M*=2.21)
9. Not wanting to consult with strangers (*M*=2.53)	9. Concerns about confidentiality (*M*=3.10)	9. Concerns about confidentiality (*M*=2.07)
10. Feeling unsafe in location of service (*M*=2.34)	10. Feeling unsafe in location of service (*M*=2.78)	10. Feeling unsafe in location of service (*M*=1.84)

1= strongly disagree   2= disagree   3= neutral   4= agree   5= strongly agree

Table 36. Ranking of Statements for the Domestic or Situational Barriers Scale (mean scores are in parentheses).

Clients	Stakeholders	Service Providers
1. Cost of service (*M*=3.25)	1. Lack of childcare while receiving service (*M*=3.92)	1. Lack of transportation (*M*=3.38)
2. Can't get time off work to receive service (*M*=2.92)	2. Can't get time off work to receive service (*M*=3.70)	2. Lack of childcare while receiving service (*M*=2.84)
3. Lack of childcare while receiving service (*M*=2.78)	2. Cost of service (*M*=3.70)	3. Can't get time off work to receive service (*M*=2.80)
4. Lack of transportation (*M*=2.69)	4. Lack of transportation (*M*=3.44)	4. Health reasons (*M*=2.53)
5. Health reasons (*M*=2.43)	5. Health reasons (*M*=3.35)	5. Cost of service (*M*=2.23)

1= strongly disagree   2= disagree   3= neutral   4= agree   5= strongly agree

Table 37. .Ranking of Statements for the Agency Barriers Scale (mean scores are in parentheses) .

Clients	Stakeholders	Service Providers
1. Eligibility (*M*=3.49)	1. Too much red tape/paperwork (*M*=4.20	1. Eligibility (*M*=3.10)
2. Too much red tape/paperwork (*M*=3.25)	2. Rules too complicated (*M*=4.12)	2. Wait time for service too long (*M*=2.67)
3. Rules too complicated (*M*=3.06)	3. Eligibility (*M*=4.06)	3. Too much red tape/paperwork (*M*=2.58)
4. Wait time for service too long (*M*=2.94)	4. Wait time for service too long (*M*=3.65)	4. Inconvenient hours of operation (*M*=2.49)
5. Inconvenient hours of operation (*M*=2.82)	5. Inconvenient hours of operation (*M*=3.44)	5. Rules too complicated (*M*=2.40)
6. Inconvenient location(s) (*M*=2.70)	6. Inconvenient location(s) (*M*=3.10)	6. Inconvenient location(s) (*M*=2.36)

1= strongly disagree   2= disagree   3= neutral   4= agree   5= strongly agree

Summary for Barriers

Results for Interpersonal Barriers for Clients, Stakeholders, and Service Providers

- "Not enough information about services" was thought to be the most significant barrier related to why people do not get the services for ratings of both clients and service providers and it was the second most important barrier to stakeholders.
- "How you are treated" and "language barriers" also showed up in the top three most significant barriers in at least two of the groups respectively.

Results for Domestic or Situational Barriers for Clients, Stakeholders, and Service Providers

- "Lack of childcare while receiving services" and "can't get enough time off of work" were barriers that were in the top three of all the group's lists of barriers, suggesting these were the most significant barriers to receiving services in this scale.
- Clients said "cost of service" was the number one barrier keeping them from receiving the services that they need.
- Service providers felt "lack of transportation" was the barrier that was most significant in keeping the clients from receiving services they needs, however, this barrier was the second to last ranked barrier for clients.

Results for Agency Barriers for Clients, Stakeholders, and Service Providers

- Stakeholders and service providers agreed that the same three barriers were the most significant in keeping clients from getting the services they need: "too much red tape/paperwork", "eligibility", and "rules too complicated".

Demographics

The demographic portion of the survey asked questions regarding gender, race, household income and age to all three groups. To best analyze this data, we looked at each of these characteristics for clients, stakeholders and service providers separately. For clients, 70.8 % of respondents were female (n=193), while the other 29.3% were male (n=80). Approximately 80% of clients were Caucasian (n=217), 9.9% were Hispanic/Latin American (n=27), 7.4% were African American (n=20), 1.1% were Native American (n=3), and 1.8% (n=5) considered themselves to be a race other than what was listed as an option. Twenty-five percent listed a household income of less than $10,000 (n=65), 18.4% earned $10,001- $15,000 (n=47), 11.7% earned $15,001-$20,000 (n=30), 26.6% had a household income of $20,001- $50,000 (n=68) and 18% had a household income of more than $50,000. The ages of the clients were predominantly in the under 25 (n=66) and the 25-44 year categories (n=105), while 17.7% of respondents were between 45-54 years (n=48), 8.5% were between 55-64 years (n=23), and 10.7% (n=29) were 65 or over.

Stakeholder respondents were 58.4% male and 41.6% female. The majority, 95.8%, stated they were Caucasian (n=205), 1.9% were African American (n=4), 0.9% were Hispanic or Latin American (n=2), 0.5% were Asian or Asian American (n=1) and 0.9% stated they were another race than was listed as an option (n=2). All of the stakeholders had a household income of greater than $20,000: 8.6% earned between $20,001-$50,000 (n=18) and 91.4% had a household income of more than $50,000 (n=191). Forty-one percent of stakeholders were between 45-54 years (n=86), 18.4%

were between 25-44 years (n=39), 27.8% were between 55-64 years (n=59), and 13.2% (n=28) were 65 or over.

The service provider respondents were 75.6% female (n=31) and 24.4% male (n=10). Approximately 95% of service providers stated they were Caucasian (n=39), and both Native American (n=1) and Asian or Asian American (n=1) made up 2.4%. Like stakeholders, all of the service providers had a household income of greater than $20,000: 15.8% earned between $20,001-$50,000 (n=6) and 84.2% had a household income greater than $50,000 (n=32). Twenty percent of service providers were between 25-44 years old (n=8), 45% were between 45-54 years (n=18), 30% were 55-64 years (n=12), and 5% were 65 or over (n=2).

To place the demographics in context, we compared the demographics of each of the groups with the demographics obtained from the 2000 U.S. census data for Tippecanoe County. There may be slight differences between the demographics because the census data is for the entire population of Tippecanoe County (n=148,955), and the respondents to our survey were generally 18 years old or older.

In Tippecanoe County, there are 51.3% males and 48.7% females. The client and service provider respondents contained more females than the county population as a whole. This may be due to more females using the services or choosing a career in the human services field respectively. There were more male stakeholders that responded to the survey than are in the population, but this percentage was much closer to the make-up of the community.

The race statistics in Tippecanoe County are as follows: 88.9% Caucasian, 2.5% Black or African American, 0.3% Native American, 4.5% Asian, and 5.3% Hispanic. For clients, there were less Caucasian respondents than were in the county population, but more Native American, African American, and Hispanic respondents. There were no Asian or Asian American clients who responded to this survey. For stakeholders, there were more Caucasians who responded to this survey than are in the population. The Black or African-American population was well represented with only 0.6% of a difference between actual population and respondents, and the percentages of Hispanic or Latin American and Asian respondents were lower than what is in Tippecanoe County. Caucasians were more represented in service provider respondents than what is in the population of Tippecanoe County. There was a higher percentage of Native Americans among the service providers (even though n=1), and there was a lower percentage of Asian respondents than what comprises the county.

For age in Tippecanoe county 24.0% of residents are between 18-24 years old, 27.4% are 25-44 years old, 18.4% are 45 to 64 years old, and 9.4% are 65 or older. The age distribution of clients is fairly representative of 18-24 year olds, with only a 0.9% of a difference between the actual population and survey respondents. The survey percentage of respondents that are between the ages of 25-44 years, 45-54 years, and 55-64 years were fewer than are in the actual population of the community, but the 65 years and older respondents are representative of the whole population of Tippecanoe County . Survey stakeholder respondents were not representative of the 18-24 age

group, and had higher percentages of all other age groups than are actually present in the population of Tippecanoe County. Service providers also did not have any respondents in the 18-24 age group of and had a lower percentage of 65 or older than the actual population, but had higher percentages of respondents in the other age groups.

Additional Analysis: Clients

Additionally, analyses were conducted to determine if there were any significant

differences among clients in terms of race, gender, and predominant language (English

or Spanish). We recoded the race variable into 2 categories: white and non-white. We

then conducted a means comparison of these two race categories with the issues,

services, and barriers scales. The significant differences that were found are presented

below.

Issues
- Basic Needs
  - Non-white (*M*= 3.38) significantly higher than white (*M*=3.02) (p=.048)
- Legal
  - Non-white (*M*= 3.45) significantly higher than white (*M*=3.05) (p=.042)

- Disaster Relief/Emergency Shelter
  - Non-white (*M*= 3.12) significantly higher than white (*M*=2.52) (p=.001)

- No significant differences were found for Education and Self-Sufficiency, Healthcare, Children and Youth, Transportation, Crime and Safety, and Elderly Care Scales between white and non-white clients.

Services
- No significant differences were found for the Education and Self-Sufficiency, Healthcare, Basic Needs, Children and Youth, Crime and Safety, Legal, Counseling, Disaster Relief/Emergency Shelter, or Elderly Care and People with Special Needs Scales when comparing the white and non-white clients.

Barriers
- No significant differences were found between white and non-white groups for Interpersonal Barriers, Domestic or Situational Barriers, or Agency Barriers.

This data reveals that the non-white population of the Greater Lafayette area feels that

basic needs, legal issues, and disaster relief/emergency shelter issues are more of an

issue in the community than does the white population. There were no other significant

differences between white and non-white respondents.

We also conducted mean comparisons for gender for the issues, services, and barriers

scales. Significant differences for gender are presented below.

Issues
- Basic Needs
  - Female (M= 3.17) significantly higher than male (M=2.91) (p=.025)

- No significant differences were found for Education and Self-Sufficiency, Healthcare, Children and Youth, Transportation, Crime and Safety, Legal, Disaster Relief and Elderly Care Scales between males and females.

Services
- Crime and Safety (p=.009)
  - Female (M= 3.29) significantly lower than male (M=2.87) (p=.009)

- No significant differences were found for the Education and Self-Sufficiency, Healthcare, Basic Needs, Children and Youth, Legal, Counseling, Disaster Relief/Emergency Shelter, or Elderly Care and People with Special Needs Scales when comparing males and females

Barriers
- No significant differences were found between males and females for Interpersonal Barriers, Domestic or Situational Barriers, or Agency Barriers.

Female clients feel that basic needs are more of an issue in the community than do their

male counterparts. Also, females do not feel as strongly as males that their needs are

being met in regards to crime and safety in the Greater Lafayette area. There were no

other significant differences between male and female client respondents.

The last analysis we conducted investigated attitudes between predominantly Spanish

speaking clients that took the Spanish version of the survey and those for which English

was the primary language.

Issues
- Education and Self Sufficiency
  - Spanish (*M*= 3.41) significantly higher than English(*M*=2.56) (p=.030)

- Disaster Relief/ Emergency shelter
  - Spanish (*M*= 3.31) significantly higher than English (*M*=2.55) (p=.015)

- No significant differences were found for Healthcare, Children and Youth, Basic Needs, Transportation, Crime and Safety, Legal, and Elderly Care Scales between English speaking and Spanish speaking respondents

Services
- No significant differences were found for the Education and Self-Sufficiency, Healthcare, Basic Needs, Children and Youth, Crime and Safety, Legal, Counseling, Disaster Relief/Emergency Shelter, or Elderly Care and People with Special Needs Scales when comparing English and Spanish survey respondents.

Barriers
- Interpersonal Barriers
  - Spanish (*M*= 3.14) significantly higher than English (*M*=2.50) (p=.015)

- No significant differences were found between English and Spanish respondents for Domestic or Situational Barriers, or Agency Barriers.

This data revealed that respondents who took the survey in Spanish felt that education

and self sufficiency and disaster relief were larger issues in the community than did the

people who completed the survey in English. Also, predominantly Spanish speaking

clients felt that interpersonal barriers were reasons they did not seek the services they

needed more so than did English speaking respondents.

Conclusions

The 2006 UWGL Community Needs Assessment survey provided a great wealth of knowledge about what the community feels are issues in the area, the services that are offered, and the barriers that exist in receiving human services in the Greater Lafayette community. Below are some key findings of this survey.

The majority of the top issues in the community from the perspectives of stakeholders, service providers, and clients are related to healthcare and childcare. The top ten issues in the Greater Lafayette Community are:

- Paying for medical insurance

- Paying for doctor's bills

- Getting medical insurance

- Being able to afford medicine prescriptions

- Being able to receive affordable dental care

- Finding work that pays a living wage

- Finding fill-in childcare for short term emergencies

- Finding affordable day care for under 2 years old

- Finding affordable nighttime child care under 2 years

- Being able to pay for childcare

Clients' needs are not being met in any of the service areas we asked about on the survey. However, the areas that ranked most highly were:

- Food pantries

- Improving Reading skills

- City bus

- Soup Kitchens and meal sites

- Improving English Skills

- Clothing available for needy

- Home delivered meals

- Summer programs for youth

- Prepared Homemade meals

- Training for water safety, CPR, etc.

There are clear gaps with the services provided to the community. Clients and stakeholders feel that the following services are not meeting the needs of the community. Forty percent of the services that are not meeting the community's expectations deal with Children and Youth.

- Help for juvenile crime

- Help with major home repairs

- Proactive education regarding legal issues

- Homemaker/chore assistance

- Teen Centers

- Neighborhood watches

- Teambuilding programs for youth

- Home health services

- Healthcare for homeless

- Hobby Exploration for youth

Service providers themselves did not necessarily think they were providing the best services possible to their clients, with their mean agreement on this issue ranging from neutral to agreement. However, there were quite a few services that were adequately provided in the Greater Lafayette community, including:

- Referrals and information regarding mental health

- Parenting education

- Summer programs for youth

The top three obstacles that service providers experience in providing services to the community were:

- Lack of financial resources

- Lack of staff

- Lack of facilities and space

The following are the top barriers as perceived by clients, stakeholders, and service providers that exist in receiving services in the Greater Lafayette area. Four out of ten of the barriers were Agency barriers, three were Interpersonal and three were Domestic or Situational barriers.

- Eligibility

- Not enough information about services

- Too much red tape/paperwork

- How you are treated

- Language barriers

- Rules too complicated

- Lack of childcare while receiving service

- Lack of transportation

- Can't get time off work to receive service

- Wait time for service too long

Finally, there were differences in responses by race, gender and predominant language.

- Both Non-whites and females considered Basic Needs to be more of an issue in the community than did their white and male counterparts.

- Both Non-white and Spanish-speaking respondents felt that Disaster Relief and Emergency Shelter was more of an issue in the community than did their white and English-speaking counterparts.

- Non-white respondents thought Legal problems were more of an issue in the community than white respondents.

- Spanish-speaking respondents felt that Education and Self Sufficiency issues were a larger issue in the community than English-speaking clients.

- Females did not feel that services that address crime and safety were meeting their needs as well as their male equivalents.

- Predominantly Spanish-speaking clients felt that interpersonal barriers were reasons they did not seek the services they needed more so than did English-speaking respondents.

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Appendix A. Recommendations to the United Way Regarding 2001 Survey

PURDUE
UNIVERSITY

DEPARTMENT OF FORESTRY
AND NATURAL RESOURCES

February 17, 2006

To: James Taylor
Subject: Recommendation for Community Needs Survey

As requested, I reviewed the 2001 Community Needs Survey conducted by the United Way of Lafayette. This type of community survey is very valuable in terms of guiding United Way programs and priorities and I am glad to provide input so that the next survey can provide as beneficial information as possible. After conducting a statistical analysis on the "Household Issues, Community Needs and Gaps, and Barriers to Service" portions of the survey, I have the following recommendations from a survey design standpoint.

1. Exploratory Factor analysis for *Household Issues* revealed 3 underlying constructs: 1) work accessibility and lack of money, 2) housing and child care, and 3) illiteracy, substance/physical abuse, and mental health issues. These items explained 58.57% of the variance on these constructs and was reliable in measuring the 3 constructs (Cronbach's alpha=.931). Forty-one percent of the variance is unaccounted for and this section of the survey could be supplemented with additional questions. The item "your house needs major repairs" was not associated with any of the 3 constructs and is a candidate for removal or revision.

2. Exploratory Factor Analysis of *Community Needs and Gaps* could not be conducted due to high item non-response. Non-response was extremely high for these questions and I would recommend that the survey be designed to avoid this type of non-response in the future. My recommendations are related to the use of headings and the structure of the questions. There are two questions for each row in the Community Needs and Gaps section of the survey. However, it was not clear to respondents whether they should rate the needs for the bolded headings only (e.g. Food and Nutrition), the items below the headings only (e.g. home delivered meals, food pantries, soup kitchens, food for children), or both. An analysis of the frequencies indicated that 56% answered the bolded headings only, 9% answered the "is this serious" question only, and 5% responded to both of the questions (needs and seriousness of problem).

   I did run a confirmatory factor analysis based on items under each of the section headings in the *Community Needs and Gaps* portion of the survey (e.g. Food and Nutrition, Clothing and Household Goods, Transportation, etc.) and found that they were reliable

measures with Cronbach's alpha's ranging from .811 to .952. It should be noted that only 40-50% of the cases were used in these calculations due to high item non-response.

3. Factor analysis for *Barriers* issues revealed 1 underlying construct that explained 48% of the variance on these items. Thus 52% of the variance is unaccounted for and the section could be supplemented with additional questions. The reliability of barriers scale was .926 as measured by Cronbach's alpha.

4. The last recommendation I have is related to the scale used for the survey. It would be very helpful to conduct mean comparisons to determine whether there are statistically significant differences between client, provider, and community members with regard to their perceptions and ratings of "Household Issues, Community Needs and Gaps, and Barriers to Service." A 5-point Likert scale is typically the recommended scale to use in social surveys and allows for a means comparison. The reasoning is that there is not enough variation in a 3-point scale and non-parametric procedures or simple descriptive statistics would have to be employed.

Regards,

Shorna R. Broussard, Ph.D.
Assistant Professor
Dept. of Forestry and Natural Resources

Appendix B. Paper Survey Instrument in English

Community Needs Survey 2006

Thank you for taking part in the United Way of Greater Lafayette Community Needs Survey. Through your input, we will be able to better understand your feelings about the issues that exist in the community and the human services available in the Lafayette area.

By completing this confidential survey, you will play an important part in identifying where and how future resources are allocated.

Please mark your responses with an "X" using blue or black pen

Section 1: Issues in the Community

1. People and families often face problems and look for help. Please look over the list of issues below. Please state whether you **Strongly Disagree, Disagree, are Neutral, Agree, Strongly Agree, or Not Applicable** that there is a problem in your household with the following issues.

My household experiences problems with...	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
Availability of quality education in the area	☐	☐	☐	☐	☐	☐
Improving literacy/reading skills	☐	☐	☐	☐	☐	☐
Knowing how to balance a checkbook	☐	☐	☐	☐	☐	☐
Learning about computers	☐	☐	☐	☐	☐	☐
Working on interpersonal relationships	☐	☐	☐	☐	☐	☐
Finding work	☐	☐	☐	☐	☐	☐
Finding work that pays a living wage	☐	☐	☐	☐	☐	☐
Child protection	☐	☐	☐	☐	☐	☐
Adult protection	☐	☐	☐	☐	☐	☐
Race/ethnic relations	☐	☐	☐	☐	☐	☐
Teen pregnancy	☐	☐	☐	☐	☐	☐
Creating self sufficiency in women	☐	☐	☐	☐	☐	☐
Getting involved with volunteering	☐	☐	☐	☐	☐	☐
Out of control children or teenagers	☐	☐	☐	☐	☐	☐
Gangs	☐	☐	☐	☐	☐	☐
Neighborhood safety	☐	☐	☐	☐	☐	☐
Youth development/citizenship	☐	☐	☐	☐	☐	☐
Developing leadership skills in youth	☐	☐	☐	☐	☐	☐
Presence of physical abuse or conflict in the home	☐	☐	☐	☐	☐	☐
Sexual abuse	☐	☐	☐	☐	☐	☐
Crime	☐	☐	☐	☐	☐	☐

My household experiences problems with...	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
Being able to receive affordable dental care	☐	☐	☐	☐	☐	☐
Being able to afford medicine prescriptions	☐	☐	☐	☐	☐	☐
Getting medical insurance	☐	☐	☐	☐	☐	☐
Paying for medical insurance	☐	☐	☐	☐	☐	☐
Receiving emergency medical care	☐	☐	☐	☐	☐	☐
Paying for doctor's bills	☐	☐	☐	☐	☐	☐
Receiving quality general healthcare	☐	☐	☐	☐	☐	☐
Depression or other mental health problems	☐	☐	☐	☐	☐	☐
Having enough money for food	☐	☐	☐	☐	☐	☐
Receiving proper nutrition from meals	☐	☐	☐	☐	☐	☐
Lack of room for everyone in your home	☐	☐	☐	☐	☐	☐
Your home needs major repairs	☐	☐	☐	☐	☐	☐
Having enough money to pay for housing or rent	☐	☐	☐	☐	☐	☐
Finding subsidized housing	☐	☐	☐	☐	☐	☐
Having enough money to buy needed clothing and shoes	☐	☐	☐	☐	☐	☐
Having access to clothing and shelter	☐	☐	☐	☐	☐	☐
Having enough money to pay utility bills	☐	☐	☐	☐	☐	☐
Having enough gas for cars	☐	☐	☐	☐	☐	☐
Being able to get to and from work	☐	☐	☐	☐	☐	☐
Getting to and from medical appointments	☐	☐	☐	☐	☐	☐
Getting where you need by bus	☐	☐	☐	☐	☐	☐
Being able to afford bus fares	☐	☐	☐	☐	☐	☐
Transporting someone with a disability	☐	☐	☐	☐	☐	☐
Help buying or fixing a car	☐	☐	☐	☐	☐	☐
Being able to afford legal help	☐	☐	☐	☐	☐	☐
Being able to find legal representation	☐	☐	☐	☐	☐	☐

My household experiences problems with...	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
Being able to pay for childcare	☐	☐	☐	☐	☐	☐
Finding affordable day care for under 2 years old	☐	☐	☐	☐	☐	☐
Finding affordable day care for over 2 years old	☐	☐	☐	☐	☐	☐
Finding affordable nighttime childcare under 2 years	☐	☐	☐	☐	☐	☐
Finding affordable nighttime childcare over 2 years	☐	☐	☐	☐	☐	☐
Finding affordable after-school care	☐	☐	☐	☐	☐	☐
Finding fill-in childcare for short term emergencies	☐	☐	☐	☐	☐	☐
Finding day care for kids with special needs	☐	☐	☐	☐	☐	☐
Finding quality home day care	☐	☐	☐	☐	☐	☐
Becoming self-sufficient	☐	☐	☐	☐	☐	☐
Developing life skills for those with special needs	☐	☐	☐	☐	☐	☐
Finding adequate transportation for people with special needs	☐	☐	☐	☐	☐	☐
Availability of qualified professionals to discuss problems and needs with	☐	☐	☐	☐	☐	☐
Alcohol and/or drug use	☐	☐	☐	☐	☐	☐
Addiction treatment	☐	☐	☐	☐	☐	☐
Receiving help during a disaster	☐	☐	☐	☐	☐	☐
Receiving help during a crisis	☐	☐	☐	☐	☐	☐
Adult/elderly care	☐	☐	☐	☐	☐	☐
Finding subsidized housing for elderly	☐	☐	☐	☐	☐	☐
Transportation for the elderly	☐	☐	☐	☐	☐	☐
Other:_____	☐	☐	☐	☐	☐	☐

Section 2: Available Services

2. The community has many agencies and groups who try to meet the needs of people and families. We would like to know what you think about the services provided that are listed below.

Q2a: Please check if you use the following services by answering Yes or No.

Q2b: Please tell us if you **Strongly Disagree, Disagree, are Neutral, Agree, Strongly Agree, or Not Applicable** that your needs are being met by these services.

	I use the following services...		My needs are being met...					
	Yes	No	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
Improving English skills	☐	☐	☐	☐	☐	☐	☐	☐
Improving reading skills	☐	☐	☐	☐	☐	☐	☐	☐
Alcohol/drug abuse education	☐	☐	☐	☐	☐	☐	☐	☐
Teen pregnancy prevention education	☐	☐	☐	☐	☐	☐	☐	☐
Parenting education	☐	☐	☐	☐	☐	☐	☐	☐
Ethics/Values Education	☐	☐	☐	☐	☐	☐	☐	☐
Training for water safety, CPR, etc.	☐	☐	☐	☐	☐	☐	☐	☐
Budgeting/credit education	☐	☐	☐	☐	☐	☐	☐	☐
Household management education	☐	☐	☐	☐	☐	☐	☐	☐
Training for skills used in the workforce	☐	☐	☐	☐	☐	☐	☐	☐
Resume building/resume writing	☐	☐	☐	☐	☐	☐	☐	☐
Creating links between employers and job seekers	☐	☐	☐	☐	☐	☐	☐	☐
Emergency shelter for individuals	☐	☐	☐	☐	☐	☐	☐	☐
Emergency shelter for families	☐	☐	☐	☐	☐	☐	☐	☐
Safe places for abused adults or children	☐	☐	☐	☐	☐	☐	☐	☐
Clothing and shoes provided for homeless	☐	☐	☐	☐	☐	☐	☐	☐
Home health services	☐	☐	☐	☐	☐	☐	☐	☐
Healthcare screenings	☐	☐	☐	☐	☐	☐	☐	☐
Healthcare for homeless	☐	☐	☐	☐	☐	☐	☐	☐
Assistance applying for Medicaid/Medicare	☐	☐	☐	☐	☐	☐	☐	☐
Prenatal Assistance	☐	☐	☐	☐	☐	☐	☐	☐

	I use the following services...		My needs are being met...					
	Yes	**No**	**Strongly Disagree**	**Disagree**	**Neutral**	**Agree**	**Stronlgy Agree**	**Not Applicable**
Home delivered meals	☐	☐	☐	☐	☐	☐	☐	☐
Food pantries	☐	☐	☐	☐	☐	☐	☐	☐
Soup kitchens and meal sites	☐	☐	☐	☐	☐	☐	☐	☐
Food for children	☐	☐	☐	☐	☐	☐	☐	☐
Prepared homemade meals	☐	☐	☐	☐	☐	☐	☐	☐
Clothing available for needy	☐	☐	☐	☐	☐	☐	☐	☐
Household goods or furniture available	☐	☐	☐	☐	☐	☐	☐	☐
Help with house payments or rent	☐	☐	☐	☐	☐	☐	☐	☐
Help paying the utility bills	☐	☐	☐	☐	☐	☐	☐	☐
Help with major home repairs	☐	☐	☐	☐	☐	☐	☐	☐
Homemaker/chore assistance	☐	☐	☐	☐	☐	☐	☐	☐
Help for foster parents to care for children	☐	☐	☐	☐	☐	☐	☐	☐
Assistance finding child care	☐	☐	☐	☐	☐	☐	☐	☐
Early care and education for children	☐	☐	☐	☐	☐	☐	☐	☐
Adult centers for people with special needs	☐	☐	☐	☐	☐	☐	☐	☐
Special needs childcare	☐	☐	☐	☐	☐	☐	☐	☐
Adult recreation for people with special needs	☐	☐	☐	☐	☐	☐	☐	☐
Community volunteers partnered with people with special needs	☐	☐	☐	☐	☐	☐	☐	☐
Housing for the elderly	☐	☐	☐	☐	☐	☐	☐	☐
Short term adult care to relieve a caregiver	☐	☐	☐	☐	☐	☐	☐	☐
Volunteer opportunities for elderly	☐	☐	☐	☐	☐	☐	☐	☐
Assisted living for elderly	☐	☐	☐	☐	☐	☐	☐	☐
Assisted living for people with special needs	☐	☐	☐	☐	☐	☐	☐	☐
City bus	☐	☐	☐	☐	☐	☐	☐	☐
Transportation for elderly and people with disabilities	☐	☐	☐	☐	☐	☐	☐	☐
Referrals and information regarding mental health	☐	☐	☐	☐	☐	☐	☐	☐
Screening and presentations about mental health	☐	☐	☐	☐	☐	☐	☐	☐
Shelter and food for those with mental health problems	☐	☐	☐	☐	☐	☐	☐	☐
Probation services	☐	☐	☐	☐	☐	☐	☐	☐
Help for family violence	☐	☐	☐	☐	☐	☐	☐	☐

	I use the following services...		**My needs are being met...**					
	Yes	**No**	**Stronlgy Disagree**	**Disagree**	**Neutral**	**Agree**	**Strongly Agree**	**Not Applicable**
Suicide prevention/counseling	☐	☐	☐	☐	☐	☐	☐	☐
Rape counseling	☐	☐	☐	☐	☐	☐	☐	☐
Family violence counseling	☐	☐	☐	☐	☐	☐	☐	☐
Parent/child counseling	☐	☐	☐	☐	☐	☐	☐	☐
Marriage counseling	☐	☐	☐	☐	☐	☐	☐	☐
Credit/budget counseling	☐	☐	☐	☐	☐	☐	☐	☐
Counseling help for families	☐	☐	☐	☐	☐	☐	☐	☐
Family preservation counseling	☐	☐	☐	☐	☐	☐	☐	☐
Couples counseling	☐	☐	☐	☐	☐	☐	☐	☐
Help with drug or alcohol abuse	☐	☐	☐	☐	☐	☐	☐	☐
Counseling for families dealing with substance abuse	☐	☐	☐	☐	☐	☐	☐	☐
Alcohol/drug abuse prevention	☐	☐	☐	☐	☐	☐	☐	☐
Relapse prevention	☐	☐	☐	☐	☐	☐	☐	☐
Counsel programs specifically for women	☐	☐	☐	☐	☐	☐	☐	☐
Services assisting Latino population	☐	☐	☐	☐	☐	☐	☐	☐
Proactive education regarding legal issues	☐	☐	☐	☐	☐	☐	☐	☐
Help with legal problems	☐	☐	☐	☐	☐	☐	☐	☐
Recreational/athletic opportunities	☐	☐	☐	☐	☐	☐	☐	☐
Mentoring programs for youth	☐	☐	☐	☐	☐	☐	☐	☐
Summer programs for youth	☐	☐	☐	☐	☐	☐	☐	☐
Teen centers	☐	☐	☐	☐	☐	☐	☐	☐
Hobby exploration for youth	☐	☐	☐	☐	☐	☐	☐	☐
Teambuilding programs for youth	☐	☐	☐	☐	☐	☐	☐	☐
Help for juvenile crime	☐	☐	☐	☐	☐	☐	☐	☐
Neighborhood watches	☐	☐	☐	☐	☐	☐	☐	☐
Other:_____	☐	☐	☐	☐	☐	☐	☐	☐

Section 3: Barriers to Service

3. Sometimes people do not use different services for a variety of reasons. Please tell us to what extent the following barriers have kept you from receiving services that you need.

These have been barriers to receiving services...	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
How I am treated	☐	☐	☐	☐	☐	☐
Eligibility	☐	☐	☐	☐	☐	☐
Rules too complicated	☐	☐	☐	☐	☐	☐
Red tape/paperwork	☐	☐	☐	☐	☐	☐
Quality of service	☐	☐	☐	☐	☐	☐
Not enough information about the available services	☐	☐	☐	☐	☐	☐
Lack of transportation	☐	☐	☐	☐	☐	☐
Cost of service	☐	☐	☐	☐	☐	☐
Lack of childcare while receiving service	☐	☐	☐	☐	☐	☐
Language barriers	☐	☐	☐	☐	☐	☐
Can't get time off work to receive service	☐	☐	☐	☐	☐	☐
Concerns about confidentiality	☐	☐	☐	☐	☐	☐
Inconvenient location(s)	☐	☐	☐	☐	☐	☐
Inconvenient hours of operation	☐	☐	☐	☐	☐	☐
Past bad experiences	☐	☐	☐	☐	☐	☐
Not wanting to consult with strangers	☐	☐	☐	☐	☐	☐
Wait time for service too long	☐	☐	☐	☐	☐	☐
Identifying with service providers	☐	☐	☐	☐	☐	☐
Embarassed while receiving services	☐	☐	☐	☐	☐	☐
Feeling unsafe in location of service	☐	☐	☐	☐	☐	☐
Health reasons	☐	☐	☐	☐	☐	☐
Other:_____	☐	☐	☐	☐	☐	☐

Section 4: Demographic Information

The last group of questions asks for information about you and your household. Your responses are voluntary and will help us to better understand the people we serve in the Greater Lafayette community.

4. What is your zip code?_____

5. Are you:

    ☐ Male
    ☐ Female

6. What do you consider to be your primary racial, ethnic, or national group? (select one)

    ☐ White (non-Hispanic)
    ☐ Native American
    ☐ Black or African American
    ☐ Hispanic or Latin American
    ☐ Asian or Asian American
    ☐ Other _____

7. Counting income from all sources living in your house, what was your total household income last year?
    ☐ Less than $10,000
    ☐ $10,001 to $15,000
    ☐ $15,001 to $20,000
    ☐ $20,001 to $50,000
    ☐ More than $50,000

8. What is your age group?

    ☐ Under 25
    ☐ 25 to 44
    ☐ 45 to 54
    ☐ 55 to 64
    ☐ 65 or over

9. Is there anything else you would like to share with us about any of the topics covered in this survey?

Thank you for taking the time to fill out this survey. Your answers will help us to better provide services in the Greater Lafayette area.

Appendix C. Paper Survey Instrument in Spanish

Encuesta de las Necesidades de la Comunidad 2006

Gracias por participar en la encuesta de United Way sobre las necesidades de la comunidad de Lafayette. A través de su contribución de información, podremos entender mejor sus preocupaciones sobre los asuntos que existen en la comunidad y los recursos humanos disponibles en el área de Lafayette.

Al completar esta encuesta confidencial, usted será una parte importante para identificar dónde y cómo van a ser repartidos los futuros recursos.

Por favor, marque sus respuestas con un "X" usando un bolígrafo negro o azul.

Sección 1: Asuntos en la Comunidad

1. La gente y las familias hacen frente a problemas y buscan a menudo ayuda. Mire por favor la lista de asuntos abajo. Por favor, indique si usted está en **completo desacuerdo,** está en **desacuerdo**, es **neutral**, está **de acuerdo**, está de **completo acuerdo**, o **no aplica** que hay un problema en su casa con los asuntos siguientes.

Mi familia experimenta problemas con...	Completo Desacuerdo	Desacuerdo	Neutral	De Acuerdo	Completo Acuerdo	No Aplica
Disponiblidad de educación de buena calidad en el área	☐	☐	☐	☐	☐	☐
Mejorar habilidades como leer/escribir	☐	☐	☐	☐	☐	☐
Saber balancear un talonario de cheques	☐	☐	☐	☐	☐	☐
Aprender sobre computadoras	☐	☐	☐	☐	☐	☐
Trabajar en relaciones interpersonales	☐	☐	☐	☐	☐	☐
Encontrar trabajo	☐	☐	☐	☐	☐	☐
Encontrar trabajo que pague bien	☐	☐	☐	☐	☐	☐
Abuso y negligencia de niño	☐	☐	☐	☐	☐	☐
Abuso y negligencia de adultos mayores	☐	☐	☐	☐	☐	☐
Relaciones raciales/étnicas	☐	☐	☐	☐	☐	☐
Embarazo de adolescentes	☐	☐	☐	☐	☐	☐
Crear auto-eficacia en mujeres	☐	☐	☐	☐	☐	☐
Ofrecerse como voluntario/a	☐	☐	☐	☐	☐	☐
Hijos y adolescentes fuera de control	☐	☐	☐	☐	☐	☐
Pandillas	☐	☐	☐	☐	☐	☐
Seguridad en el vecindario	☐	☐	☐	☐	☐	☐
Maturación y ciudadanía de jóvenes	☐	☐	☐	☐	☐	☐
Desarrollar habilidades liderazgo en los jóvenes	☐	☐	☐	☐	☐	☐
Presencia del abuso físico o conflicto en casa	☐	☐	☐	☐	☐	☐
Abuso sexual	☐	☐	☐	☐	☐	☐
Crimen	☐	☐	☐	☐	☐	☐

Mi familia experimenta problemas con...	Completo Desacuerdo	Desacuerdo	Neutral	De Acuerdo	Completo Acuerdo	No Aplica
Habilidad para recibir cuidado dental a precio razonable	☐	☐	☐	☐	☐	☐
Habilidad para pagar recetas médicas	☐	☐	☐	☐	☐	☐
Conseguir seguro medico	☐	☐	☐	☐	☐	☐
Pagar servicios y seguro médico	☐	☐	☐	☐	☐	☐
Recibir asistencia médica de emergencia	☐	☐	☐	☐	☐	☐
Pagar la cuenta del médico	☐	☐	☐	☐	☐	☐
Recibir buena calidad en asistencia médica	☐	☐	☐	☐	☐	☐
Depresión u otros problemas de salud mental	☐	☐	☐	☐	☐	☐
Tener bastante dinero para alimentos	☐	☐	☐	☐	☐	☐
Recibir nutrición apropiada de las comidas	☐	☐	☐	☐	☐	☐
Falta de espacio para cada uno en su hogar	☐	☐	☐	☐	☐	☐
Su casa necesita reparaciones importantes	☐	☐	☐	☐	☐	☐
Tener bastante dinero para pagar la renta	☐	☐	☐	☐	☐	☐
Encontrar alojamiento subsidiado	☐	☐	☐	☐	☐	☐
Tener bastante dinero para comprar ropa y zapatos necesarios	☐	☐	☐	☐	☐	☐
Tener acceso a ropa y refugio	☐	☐	☐	☐	☐	☐
Tener bastante dinero para pagar cuentas de servicios (luz, agua, gas)	☐	☐	☐	☐	☐	☐
Tener bastante gas para los coches	☐	☐	☐	☐	☐	☐
Habilidad para conseguir transporte a y desde el trabajo	☐	☐	☐	☐	☐	☐
Conseguir transporte a y desde citas médicas	☐	☐	☐	☐	☐	☐
Conseguir transporte a dónde usted necesita usando autobus	☐	☐	☐	☐	☐	☐
Habilidad para pagar los precios del autobus	☐	☐	☐	☐	☐	☐
Transportar a alguien incapacitado	☐	☐	☐	☐	☐	☐
Ayuda para comprar y arreglar el coche	☐	☐	☐	☐	☐	☐
Habilidad para pagar por ayuda legal	☐	☐	☐	☐	☐	☐
Habilidad para encontrar representación legal	☐	☐	☐	☐	☐	☐

Mi familia experimenta problemas con...	Completo Desacuerdo	Desacuerdo	Neutral	De Acuerdo	Completo Acuerdo	No Aplica
Habilidad para pagar por el cuidado de niños	☐	☐	☐	☐	☐	☐
Encontrar cuidado para niños menores de 2 años a precio razonable	☐	☐	☐	☐	☐	☐
Encontrar cuidado para niños mayores de 2 años a precio razonable	☐	☐	☐	☐	☐	☐
Encontrar cuidado noctorno para niños menores de 2 años a precio razonable	☐	☐	☐	☐	☐	☐
Encontrar cuidado noctorno para niños mayores de 2 años a precio razonable	☐	☐	☐	☐	☐	☐
Encontrar cuidado a buen precio para niños después de la escuela	☐	☐	☐	☐	☐	☐
Encontrar cuidado de niños a corto plazo en caso de emergencias	☐	☐	☐	☐	☐	☐
Encontrar cuidado para los hijos con necesidades especiales	☐	☐	☐	☐	☐	☐
Encontran guardería de calidad	☐	☐	☐	☐	☐	☐
Llegar a ser autosuficiente	☐	☐	☐	☐	☐	☐
Desarrollar habilidades de trabajo para quien tiene necesidades especiales	☐	☐	☐	☐	☐	☐
Encontrar transporte adecuado para quien tiene necesidades especiales	☐	☐	☐	☐	☐	☐
Disponiblidad de profesionales calificados para discutir problemas y necesidades	☐	☐	☐	☐	☐	☐
Uso de alcohol y/o droga	☐	☐	☐	☐	☐	☐
Tratamiento de adicción	☐	☐	☐	☐	☐	☐
Recibir ayuda durante desastres	☐	☐	☐	☐	☐	☐
Recibir ayuda durante una crisis	☐	☐	☐	☐	☐	☐
Cuidado para adultos/mayores	☐	☐	☐	☐	☐	☐
Encontrar alojamiento subsidiado para mayores	☐	☐	☐	☐	☐	☐
Transporte para mayores	☐	☐	☐	☐	☐	☐
Otro:_____	☐	☐	☐	☐	☐	☐

Sección 2: Servicios Disponibles

2. La comunidad tiene muchas agencias y grupos que intentan resolver las necesidades de la gente y de las familias. Quisiéramos saber lo que usted piensa de los servicios disponibles que se enumeran a continuación.

   2a. Por favor, indique si usted utiliza los servicios siguientes por contestar **Sí** o **No**.

   2b. Por favor díganos que si usted está en **completo desacuerdo**, está en **desacuerdo**, es **neutral**, está **de acuerdo**, está **de completo acuerdo**, o **no aplica** que sus necesidades están siendo resueltas por estos servicios.

	Uso los servicios siguientes...		Mis necesidades están siendo resueltas…					
	Sí	No	Completo Desacuerdo	Desacuerdo	Neutral	Acuerdo	Completo Acuerdo	No Aplica
Mejorar habilidades en inglés	☐	☐	☐	☐	☐	☐	☐	☐
Mejorar habilidades de lectura	☐	☐	☐	☐	☐	☐	☐	☐
Educación sobre el abuso de alcohol/drogas	☐	☐	☐	☐	☐	☐	☐	☐
Educación sobre la prevención del embarazo en adolescente	☐	☐	☐	☐	☐	☐	☐	☐
Educación sobre la responsabilidad de ser padres	☐	☐	☐	☐	☐	☐	☐	☐
Educación sobre ética/valores	☐	☐	☐	☐	☐	☐	☐	☐
Entrenamiento para la seguridad en el agua, CPR (primeros auxilios), etc.	☐	☐	☐	☐	☐	☐	☐	☐
Educación financiera de presupuesto/crédito	☐	☐	☐	☐	☐	☐	☐	☐
Educación para mantener el hogar	☐	☐	☐	☐	☐	☐	☐	☐
Entrenamiento para las habilidades usadas en el trabajo	☐	☐	☐	☐	☐	☐	☐	☐
Desarrollar/escribir el currículo	☐	☐	☐	☐	☐	☐	☐	☐
Crear conexiones entre jefes y contratistas de trabajo	☐	☐	☐	☐	☐	☐	☐	☐
Alojamiento de emergencia para individuos	☐	☐	☐	☐	☐	☐	☐	☐
Alojamiento de emergencia para familias	☐	☐	☐	☐	☐	☐	☐	☐
Alojamientos seguros para adultos o niños abusados	☐	☐	☐	☐	☐	☐	☐	☐
Proveer ropa y zapatos para los sin hogar	☐	☐	☐	☐	☐	☐	☐	☐
Servicios de salud en casa	☐	☐	☐	☐	☐	☐	☐	☐
Evaluaciones para asistencia médica	☐	☐	☐	☐	☐	☐	☐	☐
Asistencia médica para los sin hogar	☐	☐	☐	☐	☐	☐	☐	☐
Ayuda para solicitar el Medicade/Medicare	☐	☐	☐	☐	☐	☐	☐	☐
Ayuda prenatal (en el embarazo)	☐	☐	☐	☐	☐	☐	☐	☐

	Uso los servicios siguientes...		Mis necesidades están siendo resueltas...					
	Sí	No	Completo Desacuerdo	Desacuerdo	Neutral	Acuerdo	Completo Acuerdo	No Aplica
Comidas con servicio a domicilio	☐	☐	☐	☐	☐	☐	☐	☐
Despensas de alimentos	☐	☐	☐	☐	☐	☐	☐	☐
Sitios para comida de cortesía	☐	☐	☐	☐	☐	☐	☐	☐
Comida para niños	☐	☐	☐	☐	☐	☐	☐	☐
Comidas preparadas en casa	☐	☐	☐	☐	☐	☐	☐	☐
Ropa disponible para los que la necesitan	☐	☐	☐	☐	☐	☐	☐	☐
Artículos domésticos o muebles disponibles	☐	☐	☐	☐	☐	☐	☐	☐
Ayuda con pagos de la casa o la renta	☐	☐	☐	☐	☐	☐	☐	☐
Ayuda con pagar cuentas de servicios (agua, luz, gas)	☐	☐	☐	☐	☐	☐	☐	☐
Ayuda con reparaciones importantes de casa	☐	☐	☐	☐	☐	☐	☐	☐
Asistencia con asuntos/quehaceres de la casa	☐	☐	☐	☐	☐	☐	☐	☐
Ayuda con padres adoptivos temporales al cuidado de niños	☐	☐	☐	☐	☐	☐	☐	☐
Ayuda para encontrar guarderias infantiles	☐	☐	☐	☐	☐	☐	☐	☐
Cuidado en estancia infantil y educación temprana para niños	☐	☐	☐	☐	☐	☐	☐	☐
Centros para adultos con necesidades especiales	☐	☐	☐	☐	☐	☐	☐	☐
Cuidado de niños con necesidades especiales	☐	☐	☐	☐	☐	☐	☐	☐
Actividades recreativas para adultos con necesidades especiales	☐	☐	☐	☐	☐	☐	☐	☐
Voluntarios de la comunidad para trabajar junto con gente con necesidades especiales	☐	☐	☐	☐	☐	☐	☐	☐
Alojamiento para mayores	☐	☐	☐	☐	☐	☐	☐	☐
Cuidado temporal de adultos para ayudar a los asilos	☐	☐	☐	☐	☐	☐	☐	☐
Oportunidades para personas mayores en trabajos de voluntarios	☐	☐	☐	☐	☐	☐	☐	☐
Asistencia de gobierno con las cuentas para mayores	☐	☐	☐	☐	☐	☐	☐	☐
Asistencia de gobierno con las cuentas para personas con necesidades especiales	☐	☐	☐	☐	☐	☐	☐	☐
Transporte público	☐	☐	☐	☐	☐	☐	☐	☐
Transporte para mayores y personas incapacitadas	☐	☐	☐	☐	☐	☐	☐	☐
Recomendación a especialistas e información con respecto a salud mental	☐	☐	☐	☐	☐	☐	☐	☐
Examinaciones y presentaciones sobre salud mental	☐	☐	☐	☐	☐	☐	☐	☐
Alojamiento y comida para personas con problemas de salud mental	☐	☐	☐	☐	☐	☐	☐	☐
Servicios de libertad condicional	☐	☐	☐	☐	☐	☐	☐	☐
Ayuda para violencia doméstica	☐	☐	☐	☐	☐	☐	☐	☐

	Uso los servicios siguientes...		Mis necesidades están siendo resueltas...					
	Sí	No	Completo Desacuerdo	Desacuerdo	Neutral	Acuerdo	Completo Acuerdo	No Aplica
Terapia/prevención del suicidio	☐	☐	☐	☐	☐	☐	☐	☐
Terapio en caso de violación	☐	☐	☐	☐	☐	☐	☐	☐
Terapio en caso de violencia doméstica	☐	☐	☐	☐	☐	☐	☐	☐
Terapio entre padres/hijos	☐	☐	☐	☐	☐	☐	☐	☐
Terapio matrimonial	☐	☐	☐	☐	☐	☐	☐	☐
Consejos sobre financiamiento de créditos/presupuestos	☐	☐	☐	☐	☐	☐	☐	☐
Terapia familiar	☐	☐	☐	☐	☐	☐	☐	☐
Terapia para mantener las familias	☐	☐	☐	☐	☐	☐	☐	☐
Terapia de parejas	☐	☐	☐	☐	☐	☐	☐	☐
Ayuda con el abuso de alcohol y drogas	☐	☐	☐	☐	☐	☐	☐	☐
Terapia para familias tratando con problemas del abuso de drogas	☐	☐	☐	☐	☐	☐	☐	☐
Prevención del abuso de alcohol/drogas	☐	☐	☐	☐	☐	☐	☐	☐
Prevención de recaídas/recurrencias	☐	☐	☐	☐	☐	☐	☐	☐
Programas de terapia específicamente para mujeres	☐	☐	☐	☐	☐	☐	☐	☐
Servicios para ayudar a la población latina	☐	☐	☐	☐	☐	☐	☐	☐
Educación proactiva con respecto a asuntos legales	☐	☐	☐	☐	☐	☐	☐	☐
Ayuda con problemas legales	☐	☐	☐	☐	☐	☐	☐	☐
Oportunidades recreacionales/atléticas	☐	☐	☐	☐	☐	☐	☐	☐
Programas de tutorial para jóvenes	☐	☐	☐	☐	☐	☐	☐	☐
Programas de verano para jóvenes	☐	☐	☐	☐	☐	☐	☐	☐
Centros para adolescentes	☐	☐	☐	☐	☐	☐	☐	☐
Exploración de pasatiempos para jóvenes	☐	☐	☐	☐	☐	☐	☐	☐
Programas para crear trabajo de equipo entre jóvenes	☐	☐	☐	☐	☐	☐	☐	☐
Ayuda contra el crimen juvenil	☐	☐	☐	☐	☐	☐	☐	☐
Limpiezas de la vecindad/ del barrio	☐	☐	☐	☐	☐	☐	☐	☐
Vigilancia vecinal	☐	☐	☐	☐	☐	☐	☐	☐
Otro:_____	☐	☐	☐	☐	☐	☐	☐	☐

Sección 3: Barreras al servicio

3. La gente no utiliza a veces diversos servicios por una variedad de razones. Por favor, díganos en qué medida las barreras siguientes le han impedido recibir los servicios que usted necesita.

Estas cosas me impiden recibir servicios que deseo o necesito…	Completo Desacuerdo	Desacuerdo	Neutral	De Acuerdo	Completo Acuerdo	No Aplica
Cómo me tratan	☐	☐	☐	☐	☐	☐
Elegibilidad	☐	☐	☐	☐	☐	☐
Reglas demasiadas complicadas	☐	☐	☐	☐	☐	☐
Burocracia/papeleo	☐	☐	☐	☐	☐	☐
Calidad del servicio	☐	☐	☐	☐	☐	☐
No hay bastante información sobre los servicios disponibles	☐	☐	☐	☐	☐	☐
Falta de transporte	☐	☐	☐	☐	☐	☐
Costo de servicio	☐	☐	☐	☐	☐	☐
Falta de cuidado de niño mientras recibo el servicio	☐	☐	☐	☐	☐	☐
Barreras de lenguaje	☐	☐	☐	☐	☐	☐
No puede conseguir permiso del trabajo para recibir el servicio	☐	☐	☐	☐	☐	☐
Preocupaciones con confidencia	☐	☐	☐	☐	☐	☐
Ubicaciones incómodas	☐	☐	☐	☐	☐	☐
Horas incómodas de servicio	☐	☐	☐	☐	☐	☐
Malas experiencias en el pasado	☐	☐	☐	☐	☐	☐
No desear consultar con extraños	☐	☐	☐	☐	☐	☐
Demoras en el servicio/esperas demasiado largas	☐	☐	☐	☐	☐	☐
Identificación con abastecedores del servicio	☐	☐	☐	☐	☐	☐
Vergüenza mientras recibir el servicio	☐	☐	☐	☐	☐	☐
Sensación de inseguridad en la ubicación del servicio	☐	☐	☐	☐	☐	☐
Razones de salud	☐	☐	☐	☐	☐	☐
Otras:_____	☐	☐	☐	☐	☐	☐

Sección 4: Información Demográfica

El último grupo de preguntas pide la información acerca de usted y de su casa. Sus respuestas son voluntarias y nos ayudarán a entender mejor a la gente que servimos en la comunidad de Lafayette.

4. ¿Cuál es su código postal? _____

5. Es usted:

☐ Hombre

☐ Mujer

6. ¿Cuál considera que es su grupo racial, étnico, o nacional primario? (Seleccione uno)

☐ Blanco (no-Hispano)
☐ Americano Nativo
☐ Americano Negro o Africano
☐ Hispano o Latinoamericano
☐ Americano Asiático o Asiático
☐ Otro _____

7. Contando todos los ingresos de los que viven en su casa, ¿cuál fue el ingreso total el año pasado?

☐ Menos de $10.000
☐ $10.001 to $15.000
☐ $15.001 to $20.000
☐ $20.001 to $50.000
☐ Más de $50.000

8. ¿Cuál es su categoría de edad?

☐ Menos de 25
☐ 25 a 44
☐ 45 a 54
☐ 55 a 64
☐ 65 o mayor

9. ¿Hay algo más que usted quisiera compartir con nosotros sobre los asuntos presentados en esta encuesta?

Gracias por tomar tiempo para completar esta encuesta. Sus respuestas nos ayudarán a proveer mejor servicios en la área de Lafayette.

Appendix D. Confirmatory Factor Analysis for Issues

Education and Self Sufficiency (8 items)   **Cronbach's Alpha .864**

Availability of quality education in the area
Improving literacy/reading skills
Knowing how to balance a checkbook
Learning about computers
Working on interpersonal relationships
Creating self sufficiency in women
Becoming self-sufficient
Developing life skills for those with special needs

Healthcare (Health Related Issues) (11 items)   **Cronbach's Alpha .938**

Being able to receive affordable dental care
Being able to afford medicine prescriptions
Getting medical insurance
Paying for medical insurance
Paying for doctor's bills
Receiving emergency medical care
Receiving quality general healthcare
Depression or other mental health problems
Alcohol and/or drug use
Availability of qualified professionals to discuss problems and needs with
Addiction treatment

Basic Needs (12 items)   **Cronbach's Alpha .946**

Having enough money for food
Receiving proper nutrition from meals
Lack of room for everyone in your home
Your home needs major repairs
 Having enough Money to pay for housing or rent
Ability to find subsidized housing
Having enough money to pay utility bills
Having enough money to buy needed clothing and shoes
Having access to non-food, non-cash needs (i.e. clothing, shelter)
Not having enough gas for cars
Finding work
Finding work that pays a living wage

Children and Youth (13 items)   **Cronbach's Alpha .962**

Being able to pay for childcare
Finding affordable day care for under 2 years old
Finding affordable day care for over 2 years old
Finding affordable nighttime child care under 2 years
Finding affordable nighttime childcare over 2 years
Finding affordable after-school care
Finding fill-in childcare for short term emergencies
Finding day care for kids with special needs

Finding quality home day care
Youth development/citizenship
Developing leadership skills in youth
Children or teenagers out of control
Teen pregnancy

Transportation (7 items)   **Cronbach's Alpha .920**
Being able to get to and from work
Getting to and from medical appointments
Getting where you need by bus
Being able to affording bus fares
Transporting someone with a disability
Help buying or fixing a car
Finding adequate transportation for people with special needs

Crime and Safety (7items)   **Cronbach's Alpha .929**
Presence of physical abuse or conflict in the home
Sexual abuse
Crime
Neighborhood safety
Gangs
Child Protection
Adult Protection

Legal (2 items)   **Cronbach's Alpha .919**
Being able to afford legal help
Being able to find legal representation

Disaster Relief/Emergency Shelter (2 items)   **Cronbach's Alpha .927**
Receiving help during a disaster
Receiving help during a crisis

Elderly Care (3 items)   **Cronbach's Alpha .934**
Adult/elderly care
Finding subsidized housing for elderly
Transportation for the elderly

Race/ethnic relations
 Race/ethnic relations

Volunteering
Getting people involved with volunteering

Appendix E. Confirmatory Factor Analysis for Services

Education and Self Sufficiency (12 items)   **Cronbach's Alpha .928**

Improving Reading skills
Improving English Skills
Alcohol/Drug Abuse Education
Teen Pregnancy Prevention Education
Parenting Education
Ethics/Values Education
Training for water safety, CPR, etc.
Budgeting/credit education
Household management education
Training for skills used in workforce
Resume building/resume writing
Creating links between employers and job seekers

Healthcare (including mental Health and Substance Abuse) (9 items)   Cronbach's Alpha .910
Home health services
Healthcare screenings
Assistance applying for Medicaid/Medicare
Healthcare for homeless
Prenatal assistance
Referrals and information regarding mental health
Screening and presentations about mental health
Help with drug or alcohol abuse
Alcohol/drug abuse prevention

Basic Needs (14 items)   **Cronbach's Alpha .929**
Home delivered meals
Food pantries
Soup Kitchens and meal sites
Food for children
Prepared Homemade meals
Help with house payments or rent
Homemaker/chore assistance
Help with major home repairs
Clothing available for needy
Household goods or furniture available
Help paying the utility bills
Providing Clothing and shoes for homeless
Shelter and food for those with mental health problems
City bus

Children and Youth (8 items)   **Cronbach's Alpha .910**

Help for foster parents to care for children
Assistance finding child care
Early care and education for children
Mentoring programs
Summer programs for youth
Teen Centers
Hobby Exploration
Teambuilding programs

Safety and Crime (4 items)   **Cronbach's Alpha .819**

Help for juvenile crime
Probation services
Help for family violence
Neighborhood watches

Legal (2 items)   **Cronbach's Alpha .873**

Proactive education regarding legal issues
Help with legal problems

Counseling (11 items)   **Cronbach's Alpha .967**

Counseling help for families
Family Violence counseling
Parent/child counseling
Marriage counseling
Credit/Budget counseling
Family preservation counseling
Couples counseling
Suicide prevention/counseling
Rape counseling
Relapse prevention
Counseling for families dealing with substance abuse

Disaster Relief/emergency shelter (3 items)   **Cronbach's Alpha .888**

Emergency shelter for families
Emergency shelter for individuals
Safe places for abused adults or children

Elderly Care and People with special needs (10 items)   Cronbach's Alpha .937
Adult centers for people with special needs
Special needs childcare
Adult recreation for people with special needs
Community volunteers partnered
Assisted living for elderly
Assisted living for people with special needs
Short term adult care to relieve a caregiver
Volunteer opportunities for elderly
Transportation for elderly and people with disabilities
Housing for Elderly

Hispanic Outreach
Assisting Latino population seeking services

Recreational Opportunities
Recreational/athletic opportunities.

Appendix F. Confirmatory Factor Analysis for Barriers

Interpersonal Barriers (10 items)   **Cronbach's Alpha .907**

How you are treated
Quality of service
Identifying with service providers
Embarrassed while receiving services
Concerns about confidentiality
Feeling unsafe in location of service
Past bad experiences
Not enough information about services
Not wanting to consult with strangers
Language barriers

Domestic or Situational Barriers (5 items)   **Cronbach's Alpha .922**

Health reasons
Lack of transportation
Cost of service
Lack of childcare while receiving service
Can't get time off work to receive service

Agency Barriers (6 items)   **Cronbach's Alpha .883**

Inconvenient location(s)
Inconvenient hours of operation
Eligibility
Too much red tape/paperwork
Rules too complicated
Wait time for service too long

Appendix G. Open-ended Comments

- I've gone to the Alpine Clinic for severe depression &psychosis, but felt the doctors and nurses were more interested in my checkbook, opposed to alleviating my problems. Because of this, I quit going
- Habla Ingles
- no.
- Would like to know more on counseling services/free or low cost. buget and family counseling.
- There are alot of very talented people around Tippecanoe County who have incredible potential to contribute to the community using their skills. Many times these folks can't find appropriate work (even part time) due to raising children, unavailable job fits, etc. People having felonies can't find good jobs at all, no matter what their talents may be. They deserve a better chance- at earning a decent living
- No
- I have a viable job, but I answered some questions due to my job satus 6 months ago. I didn't have insurance of any kind for 2 yrs., as I couldn't afford it!
- I actually live abroad, so I don't know if this survey is much of a help...since I'm only in the community to visit family
- I'm a student, many (almost all) of these questions don't apply as the university meets my needs without using community resources.
- I have experience with people who have very different personal experiences.
- I believe that there needs to be more protection for the elderly & children in our city and surrounding cities. There needs to be more recreational activities for children to keep them out of trouble.
- Services for the disabled must improve and expand. What is provided currently is just not enough. We are thankful for the services available now but we need to continue. There are several services for the homeless and low income BUT no one likes to tell you about them. Why make those who have so many challenges and obstacles in the 1st place jump through so many hoops of red tape! The services for our youth and teens are invaluable to the future of our community
- no.
- Traduccion es confusa!!
- Police enforcement. Against abuse/illegal selling of narcotics. Gang related topics/activities in youth.
- No hay sufficientes servicios medicos para aquellas personas que no tienen seguro medico y son be bajos ingresos, me refiero a asis tencia financiera, y por esta razon no asisten a sus sus examenes reitinarios sino hasta que se sienten fisicamente mal o estan presentando sintomas anermales. Todo servicio medico es sumamente costoso.
- Services for children's entertainment & enrichment that we know help children learn need to be available, marketed and free for families who are in need of them from a care and time perspective. Single working parents need this in all income categories.
- No.
- I think there is a huge need for services for the spanish speaking community; (not the need of just interpreters or translators) but of quality services by professionals: for example counseling, therapy, drug and alcohol treatment and counseling, family therapy. There is also a lot of need to support the community as a whole specially the needs of those with medication they can't afford and more financial assistance programs for people that need help making ends meet(rent, utilities, food, gas, transportation)
- NO! NOTHING LEFT TO SAY!!!
- N/A
- The first 3 pages I filled out as I looked at services served the community. I think Lafayette has a lot to offer. I'm very glad that there is much to get help from
- I am absolutely appalled at the number of services. What ever happened to the idea that God helps those who help themselves? I feel that parents of unruly children should be paying for care they should have provided
- Meals on Wheels are super for us old folks who are home bound
- Meals on wheels is a lifesaver. I don't know what I'd do without them.
- Meals on wheels is fantastic. They are so friendly
- Information is the most important. Some help may be there we just can't use it because we don't know about it. Most information is in pamphlets left at places people really need help will not be. So we never see it, we don't know about it
- I try to get involved in some voluntary situations going on in town. But some of the time my health wont let me, so I get my children to volunteer for the family
- Most services we don't qualify for because of our income or other reasons. But I want to thank BBBS for letting our grandchildren participate in their program. As grandparents raising grandchildren this have been a blessing.

- Thank you.
- The deal with child support needs to get better. Like just because there on SSI doesn't mean they don't have to pay.
- There are no doctors accepting Medicaid which was really hard for me.
- I don't feel it's right that people who are convicted of drug felonies are ineligible to receive alot of services. No matter what accomplishments or recovery you receive. There should be services that help us help better ourselves.
- Some of the services have been outstanding. Some that involve state/federal gov't are, at times, overwhelming.
- I am in transition so if some information seems vague (can't understand word) My circumstances are undergoing drastic changes as of not. I have been physically self-sufficient, and now due to an injury, will be off work for at least 3 months. I was technically homeless for about a year (that is to say that my name was not on a lease) but now that I am depending on my roommate it does not look promising. I am ineligible for many services because I am a veteran. 1/2 (50%) of my income went for child support. That is not taken into consideration for most benefits. It looks as if I might be homeless again soon.
- I want to go home to mom any way I can. I'm in Cary home.
- I'm in Cary Home
- I'm in Cary Home and it's not fun so stay out of trouble kids. Yours Truely Anonymous
- I am sure that there are others in our community that have significant problems with many of these issues. There needs to be others surveyed.
- The price of living is too high and the jobs pay too low.
- As a college student, most of these questions do not apply to me
- N/A
- Reach out. How to start getting help. Follow up. Mentoring
- On page 1, the answers are not in my home, my answers reflect on the lack of agencies to handle these problems.
- This community provides great services for my children. McCallister Center, Parks and Rec and the Boys and Girls club. Provide valuable experiences for both of my children.
- yes, how they help the Katrina victim. They put us to the side and help them when there is people right here in Laf that need the help as much as they did.
- Daughter with special needs. Falls between group home and independent living. Nothing available in between when parents lives are gone.
- ayudas como pagar servicos de salud
- no
- We as a community, need better health insurance opportunities for low income, non-disabled citizens. Medicaid is extremely hard to qualify for without being on disability. Thanks.
- Why isn't community corrections home detention weekly check-in in the County Bldg.- the vast majority of users have no drivers license
- Sometimes DCS, CPS. expexts to much from one person. We are not perfect.
- i believe services are very helpful to people who really need them... not just for the people who want them.
- There needs to be more info about what services are available. The agency and the workers need to be more informed about what is available for people. Need to get the word out better.
- With the number of international adoptions in the country, there is a great need to have experienced experts that know how to counsel troubled children who have adoption issues. Family values should be supported in counseling sessions to benefit the growing child, without too much negative impact on the family unit as a whole. Juvenile system should reinforce importance of adhering to civil laws and social expectations.
- I really appreciate what legal services have done for me.
- I am involved in Work One Express, they have been very helpful, caring place to go. I'm in Lafayette all by self they have really made things easier on myself.
- Adequate housing is a problem due to very limited income. Services in which this family is involved have been very helpful. Teenage children, with limited income, need more opportunities for summer camps.
- Children are not in the home. Services provided have been exceptional. Limited income is a problem.
- I wonder if this survey is reaching the right audience. * glossy paper- hard to read under lights.
- I would imagine that the wording of the survey would prove difficult to understand for many.
My household- strongly agree, disagree, etc. why not yes, no, to some extent, etc.
- Stop survey's that do not cover the agency that assit people getting food.
- I found this questionaire extremely confusing
- Very good survey.

Count

		Clients, Stakeholders or Service Providers		
		Clients	Stakeholders	Service Providers
Issue in household/community with....improving literacy/reading skills	Strongly Disagree	67	9	5
	Disagree	65	44	11
	Neutral	42	52	3
	Agree	47	125	16
	Strongly Agree	21	39	9
Total		242	269	44

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...knowing how to balance a checkbook	Strongly Disagree	73	8	0
	Disagree	70	23	3
	Neutral	38	62	9
	Agree	42	94	15
	Strongly Agree	18	39	13
Total		241	226	40

Count

		Clients, Stakeholders or Service Providers		
		Clients	Stakeholders	Service Providers
Issue in household/community with ....learning about computers	Strongly Disagree	60	5	0
	Disagree	59	51	6
	Neutral	50	60	9
	Agree	63	94	20
	Strongly Agree	25	36	8
Total		257	246	43

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ....working on interpersonal relationships	Strongly Disagree	45	0	0
	Disagree	67	26	1
	Neutral	55	66	7
	Agree	42	112	10
	Strongly Agree	38	44	24
Total		247	248	42

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ....finding work	Strongly Disagree	51	15	0
	Disagree	59	117	11
	Neutral	24	45	4
	Agree	55	70	24
	Strongly Agree	54	12	5
Total		243	259	44

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...finding work that pays a living wage	Strongly Disagree	35	5	0
	Disagree	46	59	3
	Neutral	30	40	5
	Agree	51	81	12
	Strongly Agree	89	69	24
Total		251	254	44

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...child protection	Strongly Disagree	72	1	1
	Disagree	62	44	6
	Neutral	39	34	6
	Agree	24	99	20
	Strongly Agree	30	81	11
Total		227	259	44

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...adult protection	Strongly Disagree	72	4	0
	Disagree	57	48	6
	Neutral	47	62	12
	Agree	32	108	15
	Strongly Agree	24	25	9
Total		232	247	42

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...teen pregnancy	Strongly Disagree	67	0	0
	Disagree	49	16	2
	Neutral	40	51	8
	Agree	26	115	22
	Strongly Agree	17	46	10
Total		199	228	42

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ....creating self sufficiency in women	Strongly Disagree	56	8	0
	Disagree	61	48	5
	Neutral	55	52	8
	Agree	35	107	18
	Strongly Agree	34	18	11
Total		241	233	42

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...getting involvd with volunteering	Strongly Disagree	53	31	5
	Disagree	64	74	9
	Neutral	55	43	6
	Agree	48	83	18
	Strongly Agree	26	26	4
Total		246	257	42

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...out of control children or teenagers	Strongly Disagree	55	1	0
	Disagree	46	35	1
	Neutral	40	46	7
	Agree	43	116	21
	Strongly Agree	36	47	12
Total		220	245	41

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...gangs	Strongly Disagree	83	2	0
	Disagree	55	59	8
	Neutral	43	59	10
	Agree	19	70	18
	Strongly Agree	19	22	4
Total		219	212	40

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...neighborhood safety	Strongly Disagree	58	4	0
	Disagree	56	64	6
	Neutral	51	65	3
	Agree	56	86	26
	Strongly Agree	34	30	3
Total		255	249	38

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ....youth development/citizenship	Strongly Disagree	61	2	0
	Disagree	43	47	8
	Neutral	44	44	8
	Agree	49	121	18
	Strongly Agree	28	30	8
Total		225	244	42

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...developing leadership in youth	Strongly Disagree	52	3	0
	Disagree	47	41	6
	Neutral	35	47	5
	Agree	66	117	18
	Strongly Agree	32	37	10
Total		232	245	39

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...presence of physical abuse in the home	Strongly Disagree	93	0	0
	Disagree	46	11	1
	Neutral	34	43	3
	Agree	30	128	24
	Strongly Agree	22	53	13
Total		225	235	41

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ....sexual abuse	Strongly Disagree	105	1	0
	Disagree	40	10	1
	Neutral	31	49	10
	Agree	23	119	18
	Strongly Agree	20	45	10
Total		219	224	39

Count

		Clients, Stakeholders or Service Providers		
		Clients	Stakeholders	Service Providers
Issue in household/community with ...crime	Strongly Disagree	82	3	0
	Disagree	45	36	2
	Neutral	30	59	6
	Agree	47	106	22
	Strongly Agree	26	47	12
Total		230	251	42

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...being able to receive affordable dental care	Strongly Disagree	41	2	0
	Disagree	42	25	4
	Neutral	35	52	1
	Agree	78	106	11
	Strongly Agree	68	53	25
Total		264	238	41

Count

| | | Clients, Stakeholders or Service Providers | | |
		Clients	Stakeholders	Service Providers
Issue in household/community with ...being able to afford medicine prescriptions	Strongly Disagree	37	2	0
	Disagree	52	20	4
	Neutral	31	36	2
	Agree	71	113	7
	Strongly Agree	71	72	28
Total		262	243	41

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...getting medical insurance	Strongly Disagree	41	3	0
	Disagree	55	22	2
	Neutral	29	31	2
	Agree	61	111	10
	Strongly Agree	72	80	26
Total		258	247	40

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...paying for medical insurance	Strongly Disagree	37	0	0
	Disagree	43	8	1
	Neutral	32	23	0
	Agree	64	116	7
	Strongly Agree	80	104	32
Total		256	251	40

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ....receiving emergency medical care	Strongly Disagree	47	18	3
	Disagree	70	76	11
	Neutral	54	60	7
	Agree	44	60	7
	Strongly Agree	39	32	12
Total		254	246	40

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ....paying for doctor's bills	Strongly Disagree	33	0	0
	Disagree	39	7	2
	Neutral	37	35	1
	Agree	66	119	8
	Strongly Agree	82	88	30
Total		257	249	41

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...receiving quality general healthcare	Strongly Disagree	46	18	0
	Disagree	65	89	7
	Neutral	39	51	4
	Agree	62	69	17
	Strongly Agree	47	29	12
Total		259	256	40

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...depression or other mental health problems	Strongly Disagree	46	5	0
	Disagree	59	34	2
	Neutral	41	46	4
	Agree	50	92	17
	Strongly Agree	37	52	18
Total		233	229	41

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...having enough money for food	Strongly Disagree	53	5	0
	Disagree	57	43	7
	Neutral	34	73	2
	Agree	63	89	22
	Strongly Agree	45	28	8
Total		252	238	39

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...receiving proper nutrition	Strongly Disagree	61	3	0
	Disagree	59	20	1
	Neutral	41	48	1
	Agree	58	118	21
	Strongly Agree	34	48	17
Total		253	237	40

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ....lack of room for everyone in your home	Strongly Disagree	69	14	0
	Disagree	70	56	5
	Neutral	38	89	10
	Agree	30	40	15
	Strongly Agree	26	9	4
Total		233	208	34

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...your home needs major repairs	Strongly Disagree	64	31	0
	Disagree	57	58	8
	Neutral	46	78	10
	Agree	45	44	14
	Strongly Agree	22	9	2
Total		234	220	34

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ....having enough money to buy needed clothing and shoes	Strongly Disagree	52	1	0
	Disagree	45	46	4
	Neutral	41	61	0
	Agree	54	102	25
	Strongly Agree	52	23	12
Total		244	233	41

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...finding subsidized housing	Strongly Disagree	56	8	1
	Disagree	39	57	5
	Neutral	53	56	4
	Agree	31	56	14
	Strongly Agree	24	21	11
Total		203	198	35

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...having enough money to buy needed clothing and shoes	Strongly Disagree	54	3	1
	Disagree	42	49	7
	Neutral	47	61	4
	Agree	61	97	20
	Strongly Agree	46	15	9
Total		250	225	41

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...having access to clothing an shelter	Strongly Disagree	71	8	0
	Disagree	60	77	11
	Neutral	49	66	5
	Agree	31	58	17
	Strongly Agree	21	17	7
Total		232	226	40

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...having enough money to pay utility bills	Strongly Disagree	45	1	2
	Disagree	48	35	3
	Neutral	32	53	5
	Agree	63	119	18
	Strongly Agree	50	27	9
	11	1	0	0
Total		239	235	37

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...having enough gas for cars	Strongly Disagree	45	11	0
	Disagree	56	68	1
	Neutral	40	60	2
	Agree	56	70	23
	Strongly Agree	49	18	13
Total		246	227	39

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...being able to get to and from work	Strongly Disagree	62	12	0
	Disagree	62	72	6
	Neutral	47	68	2
	Agree	34	64	17
	Strongly Agree	29	14	14
Total		234	230	39

Count

		Clients	Stakeholders	Service Providers
My household has problems with...getting to and from medical appointments	Strongly Disagree	64	8	0
	Disagree	71	70	8
	Neutral	55	68	4
	Agree	34	57	14
	Strongly Agree	22	16	13
Total		246	219	39

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...getting where you need by bus	Strongly Disagree	57	28	2
	Disagree	59	96	14
	Neutral	42	51	7
	Agree	26	33	9
	Strongly Agree	20	10	7
Total		204	218	39

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...being able to afford bus fares	Strongly Disagree	66	28	0
	Disagree	57	102	11
	Neutral	40	55	5
	Agree	24	18	13
	Strongly Agree	16	2	4
Total		203	205	33

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...transporting someone with a disability	Strongly Disagree	49	9	0
	Disagree	44	56	10
	Neutral	44	57	7
	Agree	19	59	12
	Strongly Agree	16	14	7
Total		172	195	36

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...help buying or fixing a car	Strongly Disagree	46	4	0
	Disagree	44	51	4
	Neutral	45	73	6
	Agree	43	65	20
	Strongly Agree	48	10	6
Total		226	203	36

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...being able to afford legal help	Strongly Disagree	44	8	0
	Disagree	37	53	4
	Neutral	40	46	8
	Agree	43	81	17
	Strongly Agree	59	28	5
Total		223	216	34

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...being able to find legal representation	Strongly Disagree	43	18	0
	Disagree	48	72	9
	Neutral	42	52	6
	Agree	37	48	15
	Strongly Agree	47	17	3
Total		217	207	33

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ....being able to pay for childcare	Strongly Disagree	42	2	0
	Disagree	26	17	2
	Neutral	36	35	2
	Agree	29	120	24
	Strongly Agree	37	46	12
Total		170	220	40

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...finding affordable day care for under 2 years old	Strongly Disagree	37	2	0
	Disagree	22	12	2
	Neutral	31	31	1
	Agree	19	95	21
	Strongly Agree	32	67	14
Total		141	207	38

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...finding affordable day care for over 2 years old	Strongly Disagree	40	2	0
	Disagree	26	25	7
	Neutral	33	41	3
	Agree	25	100	21
	Strongly Agree	34	38	9
Total		158	206	40

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...finding affordable nighttime childcare under 2 years	Strongly Disagree	37	1	0
	Disagree	22	7	2
	Neutral	33	26	2
	Agree	12	90	21
	Strongly Agree	25	70	12
Total		129	194	37

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...finding affordable nighttime childcare over 2 years	Strongly Disagree	40	1	0
	Disagree	20	11	3
	Neutral	34	30	3
	Agree	12	93	20
	Strongly Agree	27	59	11
Total		133	194	37

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...finding affordable after-school care	Strongly Disagree	35	4	1
	Disagree	26	33	6
	Neutral	40	35	4
	Agree	26	113	15
	Strongly Agree	23	45	15
Total		150	230	41

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...finding fill-in childcare for short-term emergencies	Strongly Disagree	39	3	0
	Disagree	25	14	4
	Neutral	39	19	4
	Agree	26	114	11
	Strongly Agree	34	73	22
Total		163	223	41

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...finding day care for kids with special needs	Strongly Disagree	32	1	0
	Disagree	17	21	7
	Neutral	45	25	4
	Agree	12	87	13
	Strongly Agree	15	67	12
Total		121	201	36

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ....finding quality home day care	Strongly Disagree	37	4	0
	Disagree	24	21	3
	Neutral	41	48	8
	Agree	19	89	19
	Strongly Agree	23	49	8
Total		144	211	38

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...becoming self-sufficient	Strongly Disagree	52	6	0
	Disagree	48	35	3
	Neutral	40	53	3
	Agree	38	89	18
	Strongly Agree	27	31	16
Total		205	214	40

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ....developing life skills for those with special needs	Strongly Disagree	31	3	0
	Disagree	27	43	5
	Neutral	46	41	8
	Agree	22	95	16
	Strongly Agree	21	17	6
Total		147	199	35

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...finding adequate transportation for people with special needs	Strongly Disagree	33	2	0
	Disagree	24	43	4
	Neutral	44	47	10
	Agree	16	79	16
	Strongly Agree	23	17	5
Total		140	188	35

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ....availability of qualified professionals to discuss problems and needs with	Strongly Disagree	43	13	1
	Disagree	43	58	7
	Neutral	37	56	4
	Agree	34	66	19
	Strongly Agree	33	18	5
Total		190	211	36

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...alcohol and/or drug use	Strongly Disagree	66	5	0
	Disagree	36	13	0
	Neutral	36	21	4
	Agree	22	110	13
	Strongly Agree	20	77	23
Total		180	226	40

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ....addiction treatment	Strongly Disagree	62	5	0
	Disagree	42	28	2
	Neutral	33	37	4
	Agree	13	79	14
	Strongly Agree	19	59	17
Total		169	208	37

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...receiving help during a disaster	Strongly Disagree	48	24	2
	Disagree	37	121	14
	Neutral	54	43	9
	Agree	27	22	5
	Strongly Agree	16	6	3
Total		182	216	33

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...receiving help during a crisis	Strongly Disagree	47	21	0
	Disagree	44	117	12
	Neutral	57	43	7
	Agree	37	33	16
	Strongly Agree	24	8	4
Total		209	222	39

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...adult/elderly care	Strongly Disagree	38	4	0
	Disagree	28	46	5
	Neutral	43	62	6
	Agree	20	80	15
	Strongly Agree	21	21	7
Total		150	213	33

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...finding subsidized housing for elderly	Strongly Disagree	34	8	0
	Disagree	22	40	4
	Neutral	50	48	8
	Agree	15	59	15
	Strongly Agree	20	14	7
Total		141	169	34

Count

		Clients	Stakeholders	Service Providers
Issue in household/community with ...transportation of the elderly	Strongly Disagree	35	7	0
	Disagree	26	51	7
	Neutral	44	57	7
	Agree	18	57	15
	Strongly Agree	20	20	6
Total		143	192	35

Count

		Clients	Stakeholders
Needs are being met by... improving English skills	Strongly Disagree	2	6
	Disagree	4	38
	Neutral	28	34
	Agree	32	104
	Strongly Agree	26	35
Total		92	217

Count

		Clients	Stakeholders
Needs are being met by.... improving reading skills	Strongly Disagree	3	5
	Disagree	4	36
	Neutral	28	34
	Agree	37	118
	Strongly Agree	32	30
Total		104	223

Count

		Clients	Stakeholders
Needs are being met by....alcohol/drug abuse education	Strongly Disagree	7	7
	Disagree	9	55
	Neutral	21	37
	Agree	25	79
	Strongly Agree	25	20
Total		87	198

Count

		Clients	Stakeholders
Needs are being met by...teen pregnancy prevention education	Strongly Disagree	5	6
	Disagree	4	51
	Neutral	25	43
	Agree	16	71
	Strongly Agree	20	20
Total		70	191

Count

		Clients	Stakeholders
Needs are being met by...parenting education	Strongly Disagree	6	16
	Disagree	11	55
	Neutral	24	34
	Agree	30	60
	Strongly Agree	25	36
Total		96	201

Count

		Clients	Stakeholders
Needs are being met by... ethics/values education	Strongly Disagree	7	14
	Disagree	6	59
	Neutral	23	49
	Agree	28	58
	Strongly Agree	22	28
Total		86	208

Count

		Clients	Stakeholders
Needs are being met by...training for water safety, CPR, etc.	Strongly Disagree	7	7
	Disagree	8	37
	Neutral	27	50
	Agree	43	84
	Strongly Agree	28	20
Total		113	198

Count

		Clients	Stakeholders
Needs are being met by...budgeting/credit education	Strongly Disagree	6	7
	Disagree	12	49
	Neutral	30	60
	Agree	37	61
	Strongly Agree	18	20
Total		103	197

Count

		Clients	Stakeholders
Needs are being met by...household management education	Strongly Disagree	5	6
	Disagree	12	54
	Neutral	30	55
	Agree	31	60
	Strongly Agree	18	19
Total		96	194

Count

		Clients	Stakeholders
Needs are being met by...training for skills used in the workforce	Strongly Disagree	7	4
	Disagree	14	50
	Neutral	29	49
	Agree	48	79
	Strongly Agree	29	25
Total		127	207

Count

		Clients	Stakeholders
Needs are being met by...resume building/resume writing	Strongly Disagree	7	6
	Disagree	11	30
	Neutral	21	56
	Agree	33	62
	Strongly Agree	28	9
Total		100	163

Count

		Clients	Stakeholders
Needs are being met by... creating links between employers and job seekers	Strongly Disagree	10	4
	Disagree	14	38
	Neutral	28	46
	Agree	31	82
	Strongly Agree	19	13
Total		102	183

Count

		Clients	Stakeholders
Needs are being met by...emergency shelter for individuals	Strongly Disagree	6	4
	Disagree	5	52
	Neutral	26	34
	Agree	24	96
	Strongly Agree	17	20
Total		78	206

Count

		Clients	Stakeholders
Needs are being met by...emergency shelter for families	Strongly Disagree	5	5
	Disagree	5	50
	Neutral	28	38
	Agree	20	94
	Strongly Agree	12	17
Total		70	204

Count

		Clients	Stakeholders
Needs are being met by...safe places for abused adults or children	Strongly Disagree	6	7
	Disagree	6	44
	Neutral	30	38
	Agree	19	88
	Strongly Agree	13	22
Total		74	199

Count

		Clients	Stakeholders
Needs are being met by...clothing and shoes provided for homeless	Strongly Disagree	5	3
	Disagree	5	34
	Neutral	27	42
	Agree	21	92
	Strongly Agree	21	14
Total		79	185

Count

		Clients	Stakeholders
Needs are being met by... home health services	Strongly Disagree	8	3
	Disagree	10	51
	Neutral	28	54
	Agree	20	51
	Strongly Agree	10	20
Total		76	179

Count

		Clients	Stakeholders
Needs are being met by... healthcare screenings	Strongly Disagree	7	3
	Disagree	11	44
	Neutral	28	51
	Agree	41	75
	Strongly Agree	17	15
Total		104	188

Count

		Clients	Stakeholders
Needs are being met by... healthcare for homeless	Strongly Disagree	9	3
	Disagree	8	50
	Neutral	28	40
	Agree	19	54
	Strongly Agree	11	15
Total		75	162

Count

		Clients	Stakeholders
Needs are being met by...assistance applying for Medicaid/Medicare	Strongly Disagree	15	4
	Disagree	14	41
	Neutral	26	41
	Agree	34	54
	Strongly Agree	22	14
Total		111	154

Count

		Clients	Stakeholders
Needs are being met by...prenatal assistance	Strongly Disagree	5	6
	Disagree	6	42
	Neutral	24	36
	Agree	27	65
	Strongly Agree	16	19
Total		78	168

Count

		Clients	Stakeholders
Needs are being met by... home delivered meals	Strongly Disagree	3	3
	Disagree	4	29
	Neutral	23	29
	Agree	18	117
	Strongly Agree	13	24
Total		61	202

Count

		Clients	Stakeholders
Needs are being met by...food pantries	Strongly Disagree	5	5
	Disagree	7	32
	Neutral	25	19
	Agree	36	131
	Strongly Agree	30	32
Total		103	219

Count

		Clients	Stakeholders
Needs are being met by...soup kitchens and meal sites	Strongly Disagree	2	4
	Disagree	4	34
	Neutral	23	28
	Agree	25	117
	Strongly Agree	20	32
Total		74	215

Count

		Clients, Stakeholders or Service Providers	
		Clients	Stakeholders
Needs are being met by...food for children	Strongly Disagree	4	3
	Disagree	7	38
	Neutral	22	31
	Agree	24	92
	Strongly Agree	11	24
Total		68	188

Count

		Clients	Stakeholders
Needs are being met by...prepared homemade meals	Strongly Disagree	2	2
	Disagree	3	29
	Neutral	27	51
	Agree	23	62
	Strongly Agree	22	9
Total		77	153

Count

		Clients	Stakeholders
Needs are being met by...clothing available for needy	Strongly Disagree	6	4
	Disagree	3	30
	Neutral	23	36
	Agree	27	115
	Strongly Agree	21	17
Total		80	202

Count

		Clients	Stakeholders
Needs are being met by...household goods or furniture available	Strongly Disagree	8	4
	Disagree	5	30
	Neutral	21	45
	Agree	25	93
	Strongly Agree	17	13
Total		76	185

Count

		Clients	Stakeholders
Needs are being met by...help with house payments or rent	Strongly Disagree	9	5
	Disagree	9	44
	Neutral	26	48
	Agree	23	51
	Strongly Agree	18	9
Total		85	157

Count

		Clients	Stakeholders
Needs are being met by... help paying the utility bills	Strongly Disagree	8	4
	Disagree	12	41
	Neutral	24	54
	Agree	21	63
	Strongly Agree	22	14
Total		87	176

Count

		Clients	Stakeholders
Needs are being met by...help with major home repairs	Strongly Disagree	10	4
	Disagree	9	47
	Neutral	25	52
	Agree	15	32
	Strongly Agree	10	5
Total		69	140

Count

		Clients	Stakeholders
Needs are being met by...homemaker/chore assistance	Strongly Disagree	4	5
	Disagree	4	41
	Neutral	28	55
	Agree	17	37
	Strongly Agree	7	4
Total		60	142

Count

		Clients	Stakeholders
Needs are being met by...help for foster paretns to care for children	Strongly Disagree	4	6
	Disagree	2	34
	Neutral	25	38
	Agree	12	47
	Strongly Agree	8	13
Total		51	138

Count

		Clients	Stakeholders
Needs are being met by...assistance finding childcare	Strongly Disagree	6	8
	Disagree	8	37
	Neutral	26	41
	Agree	18	61
	Strongly Agree	11	12
Total		69	159

Count

		Clients	Stakeholders
Needs are being met by...early care and education for children	Strongly Disagree	6	5
	Disagree	5	46
	Neutral	23	40
	Agree	25	78
	Strongly Agree	11	15
Total		70	184

Count

		Clients	Stakeholders
Needs are being met by...adult centers for people with special needs	Strongly Disagree	4	4
	Disagree	6	35
	Neutral	24	41
	Agree	21	66
	Strongly Agree	8	22
Total		63	168

Count

		Clients	Stakeholders
Needs are being met by... special needs childcare	Strongly Disagree	6	3
	Disagree	6	51
	Neutral	22	23
	Agree	14	54
	Strongly Agree	9	20
Total		57	151

Count

		Clients	Stakeholders
Needs are being met by...adult recreation for people with special needs	Strongly Disagree	5	3
	Disagree	8	37
	Neutral	23	40
	Agree	15	51
	Strongly Agree	9	13
Total		60	144

Count

		Clients	Stakeholders
Needs are being met by...community volunteers partnered with people with special needs	Strongly Disagree	5	1
	Disagree	6	29
	Neutral	23	49
	Agree	16	47
	Strongly Agree	12	11
Total		62	137

Count

		Clients	Stakeholders
Needs are being met by...housing for elderly	Strongly Disagree	4	3
	Disagree	3	42
	Neutral	23	46
	Agree	14	70
	Strongly Agree	9	15
Total		53	176

Count

		Clients	Stakeholders
Needs are being met by...short term adult care to relieve a caregiver	Strongly Disagree	4	9
	Disagree	5	48
	Neutral	23	41
	Agree	11	40
	Strongly Agree	9	15
Total		52	153

Count

		Clients	Stakeholders
Needs are being met by...volunteer opportunities for elderly	Strongly Disagree	3	4
	Disagree	3	44
	Neutral	28	24
	Agree	15	98
	Strongly Agree	10	23
Total		59	193

Count

		Clients	Stakeholders
Needs are being met by.... assisted living for elderly	Strongly Disagree	3	2
	Disagree	5	38
	Neutral	25	37
	Agree	13	96
	Strongly Agree	7	18
Total		53	191

Count

		Clients	Stakeholders
Needs are being met by...assisted living for people with special needs	Strongly Disagree	5	3
	Disagree	4	31
	Neutral	26	45
	Agree	12	57
	Strongly Agree	8	13
Total		55	149

Count

		Clients	Stakeholders
Needs are being met by...city bus	Strongly Disagree	6	2
	Disagree	7	34
	Neutral	23	24
	Agree	37	97
	Strongly Agree	36	44
Total		109	201

Count

		Clients	Stakeholders
Needs are being met by...transportation for elderly and people with disabilities	Strongly Disagree	4	1
	Disagree	8	29
	Neutral	25	45
	Agree	17	68
	Strongly Agree	8	12
Total		62	155

Count

		Clients	Stakeholders
Needs are being met by...referrals and information regarding mental health	Strongly Disagree	7	8
	Disagree	11	36
	Neutral	26	32
	Agree	22	77
	Strongly Agree	14	14
Total		80	167

Count

		Clients	Stakeholders
Needs are being met by...screening and presentations about mental health	Strongly Disagree	3	8
	Disagree	8	32
	Neutral	26	41
	Agree	16	70
	Strongly Agree	14	14
Total		67	165

Count

		Clients	Stakeholders
Needs are being met by...shelter and food for those with mental health problems	Strongly Disagree	3	7
	Disagree	5	35
	Neutral	24	28
	Agree	14	77
	Strongly Agree	9	11
Total		55	158

Count

		Clients	Stakeholders
Needs are being met by...probation services	Strongly Disagree	8	5
	Disagree	6	28
	Neutral	22	43
	Agree	13	46
	Strongly Agree	13	8
Total		62	130

Count

		Clients	Stakeholders
Needs are being met by...help for family violence	Strongly Disagree	3	11
	Disagree	5	40
	Neutral	26	39
	Agree	14	54
	Strongly Agree	10	13
Total		58	157

Count

		Clients	Stakeholders
Needs are being met by....suicide prevention/counseling	Strongly Disagree	2	4
	Disagree	5	29
	Neutral	25	42
	Agree	12	82
	Strongly Agree	9	7
Total		53	164

Count

		Clients	Stakeholders
Needs are being met by...rape counseling	Strongly Disagree	4	3
	Disagree	4	23
	Neutral	22	39
	Agree	11	73
	Strongly Agree	10	6
Total		51	144

Count

		Clients	Stakeholders
Needs are being met by...family violence counseling	Strongly Disagree	4	4
	Disagree	7	48
	Neutral	24	33
	Agree	11	60
	Strongly Agree	10	11
Total		56	156

Count

		Clients	Stakeholders
Needs are being met by... parent/child counseling	Strongly Disagree	5	7
	Disagree	10	43
	Neutral	25	32
	Agree	22	64
	Strongly Agree	14	9
Total		76	155

Count

		Clients	Stakeholders
Needs are being met by. ..marriage counseling	Strongly Disagree	3	2
	Disagree	9	42
	Neutral	29	37
	Agree	16	65
	Strongly Agree	11	8
Total		68	154

Count

		Clients	Stakeholders
Needs are being met by... credit/budget counseling	Strongly Disagree	5	4
	Disagree	9	50
	Neutral	31	36
	Agree	28	56
	Strongly Agree	13	10
Total		86	156

Count

		Clients	Stakeholders
Needs are being met by...counseling help for families	Strongly Disagree	6	4
	Disagree	14	44
	Neutral	24	34
	Agree	24	71
	Strongly Agree	13	9
Total		81	162

Count

		Clients	Stakeholders
Needs are being met by...family preservation counseling	Strongly Disagree	2	3
	Disagree	8	47
	Neutral	31	39
	Agree	20	60
	Strongly Agree	14	8
Total		75	157

Count

		Clients	Stakeholders
Needs are being met by...couples counseling	Strongly Disagree	4	1
	Disagree	9	40
	Neutral	30	41
	Agree	18	67
	Strongly Agree	10	8
Total		71	157

Count

		Clients	Stakeholders
Needs are being met by...help with drug or alcohol abuse	Strongly Disagree	5	6
	Disagree	9	43
	Neutral	25	37
	Agree	21	72
	Strongly Agree	20	11
Total		80	169

Count

		Clients	Stakeholders
Needs are being met by...counseling for families dealing with substance abuse	Strongly Disagree	5	5
	Disagree	7	45
	Neutral	23	38
	Agree	15	56
	Strongly Agree	14	6
Total		64	150

Count

		Clients	Stakeholders
Needs are being met by...alcohol/drug abuse prevention	Strongly Disagree	6	5
	Disagree	9	48
	Neutral	20	35
	Agree	18	71
	Strongly Agree	18	9
Total		71	168

Count

		Clients	Stakeholders
Needs are being met by...relapse prevention	Strongly Disagree	4	8
	Disagree	8	50
	Neutral	21	36
	Agree	18	43
	Strongly Agree	18	8
Total		69	145

Count

		Clients	Stakeholders
Needs are being met by...counsel programs specifically for women	Strongly Disagree	3	2
	Disagree	10	34
	Neutral	25	44
	Agree	11	57
	Strongly Agree	11	11
Total		60	148

Count

		Clients	Stakeholders
Needs are being met by...services assisting Latino population	Strongly Disagree	4	8
	Disagree	6	39
	Neutral	23	35
	Agree	16	40
	Strongly Agree	10	16
Total		59	138

Count

		Clients	Stakeholders
Needs are being met by...proactive education regarding legal issues	Strongly Disagree	7	3
	Disagree	8	43
	Neutral	24	41
	Agree	13	40
	Strongly Agree	11	8
Total		63	135

Count

		Clients	Stakeholders
Needs are being met by... help with legal problems	Strongly Disagree	11	3
	Disagree	12	34
	Neutral	25	48
	Agree	20	67
	Strongly Agree	16	9
Total		84	161

Count

		Clients	Stakeholders
Needs are being met by. ..recreational/athletic opportunities	Strongly Disagree	4	5
	Disagree	9	31
	Neutral	25	22
	Agree	30	89
	Strongly Agree	26	49
Total		94	196

Count

		Clients	Stakeholders
Needs are being met by...mentoring programs from youth	Strongly Disagree	5	6
	Disagree	7	31
	Neutral	24	35
	Agree	14	91
	Strongly Agree	19	17
Total		69	180

Count

		Clients	Stakeholders
Needs are being met by...summer programs for youth	Strongly Disagree	5	5
	Disagree	12	29
	Neutral	21	32
	Agree	23	99
	Strongly Agree	22	27
Total		83	192

Count

		Clients	Stakeholders
Needs are being met by...teen centers	Strongly Disagree	5	8
	Disagree	4	70
	Neutral	24	30
	Agree	11	57
	Strongly Agree	12	6
Total		56	171

Count

		Clients	Stakeholders
Needs are being met by...hobby exploration for youth	Strongly Disagree	1	9
	Disagree	7	58
	Neutral	26	37
	Agree	12	54
	Strongly Agree	11	7
Total		57	165

Count

		Clients	Stakeholders
Needs are being met by....teambilding programs for youth	Strongly Disagree	2	9
	Disagree	7	58
	Neutral	26	39
	Agree	11	49
	Strongly Agree	10	8
Total		56	163

Count

		Clients	Stakeholders
Needs are being met by...help for juvenile crime	Strongly Disagree	7	18
	Disagree	6	62
	Neutral	21	29
	Agree	8	47
	Strongly Agree	11	6
Total		53	162

Count

		Clients	Stakeholders
Needs are being met by... neighborhood watches	Strongly Disagree	5	13
	Disagree	8	44
	Neutral	25	46
	Agree	16	55
	Strongly Agree	11	5
Total		65	163

Count

		Clients	Stakeholders	Service Providers
These are barriers to receiving services...how I am treated	Strongly Disagree	30	2	12
	Disagree	45	15	9
	Neutral	64	15	4
	Agree	38	81	10
	Strongly Agree	28	85	5
Total		205	198	40

Count

		Clients	Stakeholders	Service Providers
These are barriers to receiving services...eligibility	Strongly Disagree	24	2	7
	Disagree	22	10	8
	Neutral	49	20	5
	Agree	73	106	14
	Strongly Agree	53	58	6
Total		221	196	40

Count

		Clients	Stakeholders	Service Providers
These are barriers to receiving services... rules too complicated	Strongly Disagree	28	2	11
	Disagree	42	8	13
	Neutral	53	19	6
	Agree	54	96	9
	Strongly Agree	28	64	1
Total		205	189	40

Count

		Clients	Stakeholders	Service Providers
These are barriers to receiving services...red tape/paperwork	Strongly Disagree	29	2	10
	Disagree	34	8	12
	Neutral	43	14	4
	Agree	59	93	13
	Strongly Agree	43	75	1
Total		208	192	40

Count

		Clients	Stakeholders	Service Providers
These are barriers to receiving services...quality of service	Strongly Disagree	30	5	14
	Disagree	42	33	13
	Neutral	72	38	4
	Agree	44	76	6
	Strongly Agree	21	41	2
Total		209	193	39

Count

		Clients	Stakeholders	Service Providers
These are barriers to receiving services...not enough information about the available services	Strongly Disagree	27	1	3
	Disagree	42	17	7
	Neutral	41	32	5
	Agree	56	87	19
	Strongly Agree	45	54	6
Total		211	191	40

Count

		Clients	Stakeholders	Service Providers
These are barriers to receiving services... lack of transportation	Strongly Disagree	37	6	2
	Disagree	62	36	8
	Neutral	42	45	8
	Agree	34	73	17
	Strongly Agree	21	29	5
Total		196	189	40

Count

		Clients	Stakeholders	Service Providers
These are barriers to receiving services...cost of service	Strongly Disagree	23	4	18
	Disagree	44	27	8
	Neutral	48	39	3
	Agree	48	69	9
	Strongly Agree	47	49	2
Total		210	188	40

Count

		Clients	Stakeholders	Service Providers
These are barriers to receiving services... lack of childcare while receiving services	Strongly Disagree	28	2	6
	Disagree	30	10	10
	Neutral	46	30	7
	Agree	26	94	14
	Strongly Agree	14	42	1
Total		144	178	38

Count

		Clients	Stakeholders	Service Providers
These are barriers to receiving services... language barriers	Strongly Disagree	31	3	3
	Disagree	44	13	10
	Neutral	39	27	7
	Agree	10	85	15
	Strongly Agree	19	58	2
Total		143	186	37

Count

		Clients	Stakeholders	Service Providers
These are barriers to receiving services... can't get time off work to receive services	Strongly Disagree	28	2	5
	Disagree	35	23	13
	Neutral	45	33	10
	Agree	30	100	9
	Strongly Agree	24	29	3
Total		162	187	40

Count

		Clients	Stakeholders	Service Providers
These are barriers to receiving services... concerns about confidentiality	Strongly Disagree	39	8	12
	Disagree	45	53	18
	Neutral	49	47	7
	Agree	27	62	4
	Strongly Agree	20	13	0
Total		180	183	41

Count

		Clients	Stakeholders	Service Providers
These are barriers to receiving services... inconvenient location(s)	Strongly Disagree	32	6	7
	Disagree	50	50	17
	Neutral	50	61	10
	Agree	31	53	4
	Strongly Agree	15	14	1
Total		178	184	39

Count

		Clients	Stakeholders	Service Providers
These are barriers to receiving services... inconvenient hors of operation	Strongly Disagree	27	4	9
	Disagree	54	34	13
	Neutral	51	45	7
	Agree	40	79	9
	Strongly Agree	17	22	1
Total		189	184	39

Count

		Clients	Stakeholders	Service Providers
These are barriers to receiving services... past bad experiences	Strongly Disagree	27	2	9
	Disagree	50	18	7
	Neutral	45	37	11
	Agree	39	76	8
	Strongly Agree	22	33	1
Total		183	166	36

Count

		Clients	Stakeholders	Service Providers
These are barriers to receiving services...not wanting to consult with strangers	Strongly Disagree	40	3	3
	Disagree	60	31	11
	Neutral	50	42	9
	Agree	35	83	12
	Strongly Agree	7	17	1
Total		192	176	36

Count

		Clients	Stakeholders	Service Providers
These are barriers to receiving services...wait time for service too long	Strongly Disagree	35	6	5
	Disagree	42	17	16
	Neutral	49	36	6
	Agree	53	78	11
	Strongly Agree	23	30	1
Total		202	167	39

Count

		Clients	Stakeholders	Service Providers
These are barriers to receiving services... identifying with service providers	Strongly Disagree	35	4	4
	Disagree	41	23	12
	Neutral	59	64	13
	Agree	38	59	3
	Strongly Agree	13	17	0
Total		186	167	32

Count

		Clients	Stakeholders	Service Providers
These are barriers to receiving services... embarassed while receiving services	Strongly Disagree	41	3	4
	Disagree	43	18	13
	Neutral	54	41	12
	Agree	37	86	9
	Strongly Agree	16	35	0
Total		191	183	38

Count

		Clients	Stakeholders	Service Providers
These are barriers to receiving services... feeling unsafe in location of service	Strongly Disagree	42	12	14
	Disagree	67	66	17
	Neutral	56	50	6
	Agree	14	34	1
	Strongly Agree	7	9	0
Total		186	171	38

Count

		Clients	Stakeholders	Service Providers
These are barriers to receiving services...health reasons	Strongly Disagree	41	4	5
	Disagree	63	24	13
	Neutral	53	61	13
	Agree	16	61	4
	Strongly Agree	12	14	1
Total		185	164	36