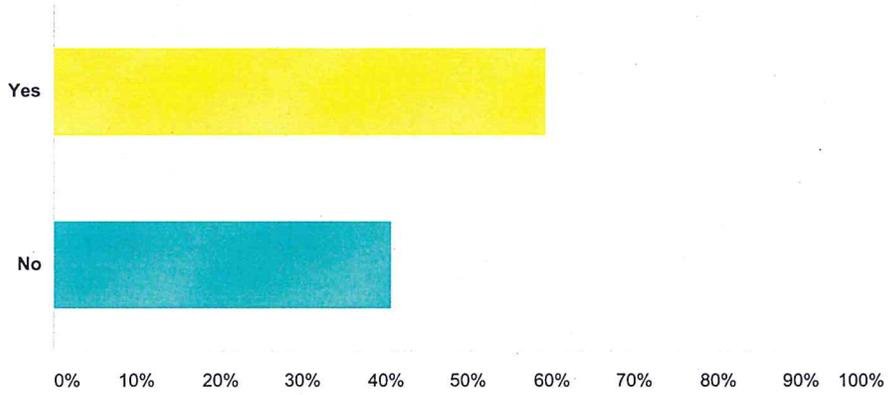


**Q3 Before today's apt have you ever used Sangamon County Community Resources Services?**

Answered: 248 Skipped: 10

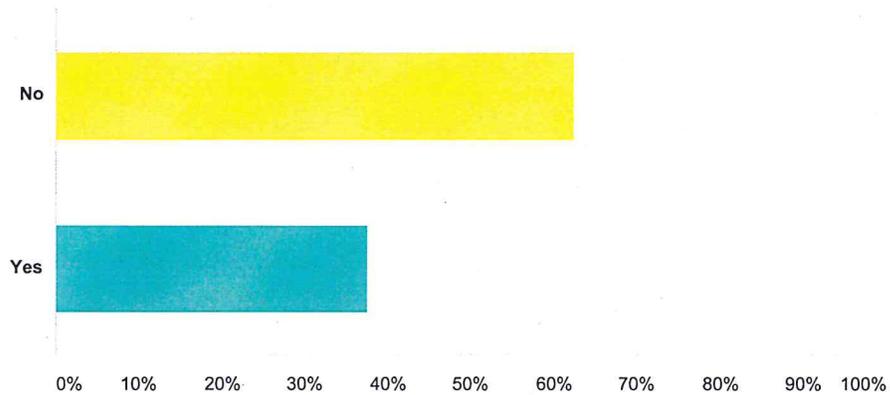


Answer Choices	Responses	
Yes	59.27%	147
No	40.73%	101
<b>Total</b>		<b>248</b>

2017 Annual Community Client Needs Assessment

**Q4 Do you use Public Health/WIC?**

Answered: 245 Skipped: 13

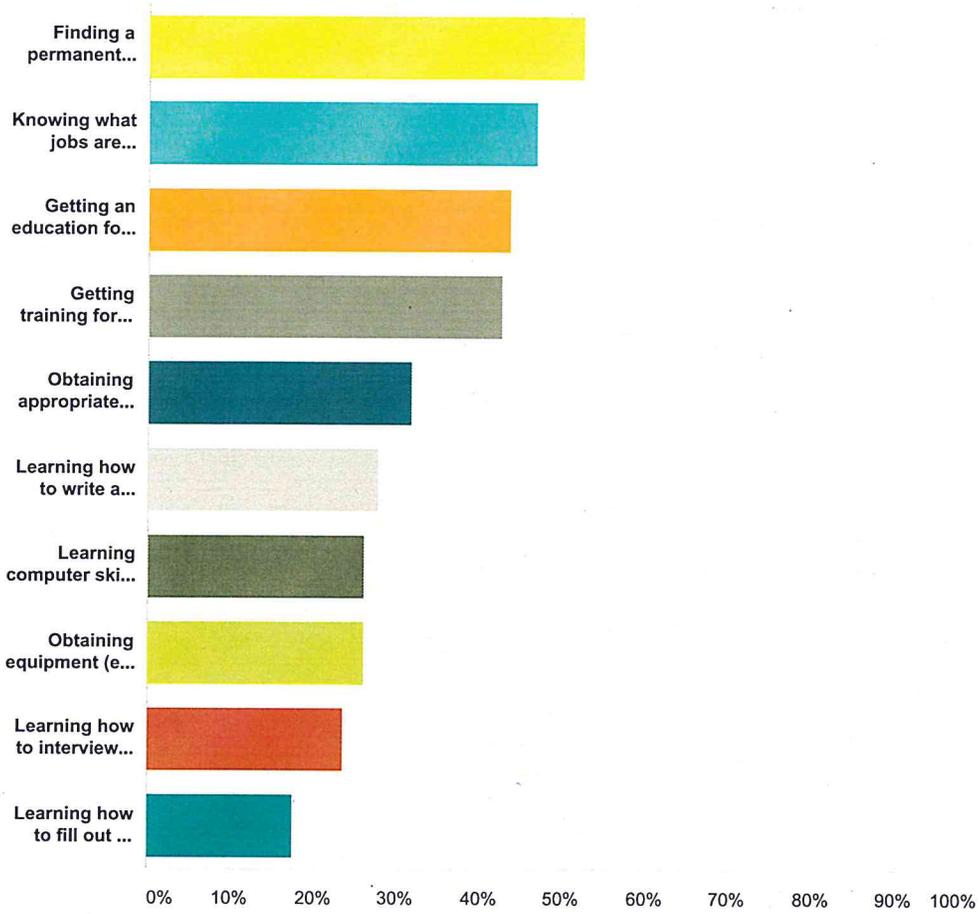


Answer Choices	Responses	
No	62.45%	153
Yes	37.55%	92
<b>Total</b>		<b>245</b>

#	If yes, did you go today?	Date
1	no	5/23/2017 4:23 PM
2	no	5/23/2017 3:41 PM
3	no	5/23/2017 3:00 PM
4	no	5/23/2017 2:41 PM
5	no	5/23/2017 2:22 PM
6	no	5/23/2017 1:57 PM
7	no	5/23/2017 1:28 PM
8	no	5/23/2017 1:19 PM
9	no	5/23/2017 1:10 PM
10	no	5/23/2017 11:44 AM
11	no	5/22/2017 4:34 PM
12	no	5/22/2017 4:19 PM
13	no	5/22/2017 4:15 PM
14	no	5/22/2017 3:57 PM
15	no	5/22/2017 2:42 PM
16	no	5/22/2017 2:26 PM
17	no	5/22/2017 1:56 PM
18	no	5/22/2017 1:51 PM
19	yes	5/18/2017 11:56 AM
20	yes	5/18/2017 11:52 AM

**Q5 EMPLOYMENT: Which employment needs could you use help with (select all that apply)**

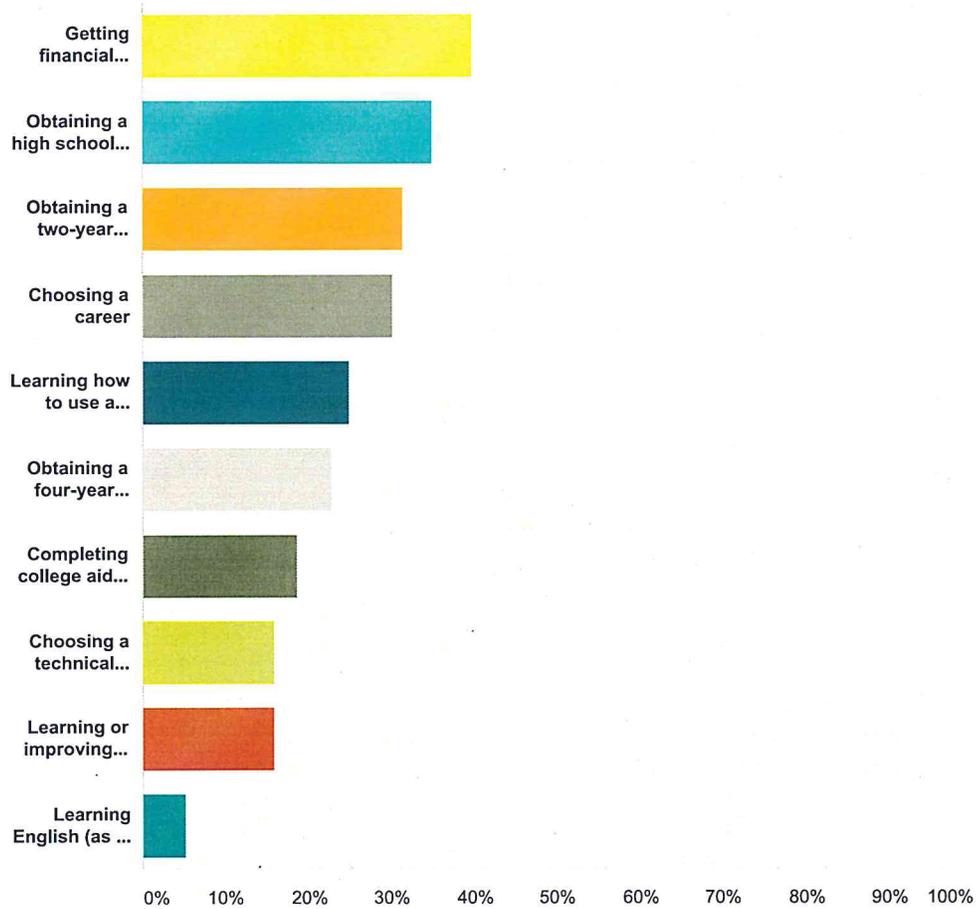
Answered: 195 Skipped: 63



Answer Choices	Responses	Count
Finding a permanent full-time job that will support me or my family	52.31%	102
Knowing what jobs are available	46.67%	91
Getting an education for the job that I want	43.59%	85
Getting training for the job that I want	42.56%	83
Obtaining appropriate clothing for my job	31.79%	62
Learning how to write a resume	27.69%	54
Learning computer skills to apply for jobs	26.15%	51
Obtaining equipment (e.g. tools) for my job	26.15%	51
Learning how to interview for a job	23.59%	46
Learning how to fill out job applications	17.44%	34

**Q6 EDUCATION: Which education needs could you or a family member use help with (select all that apply)**

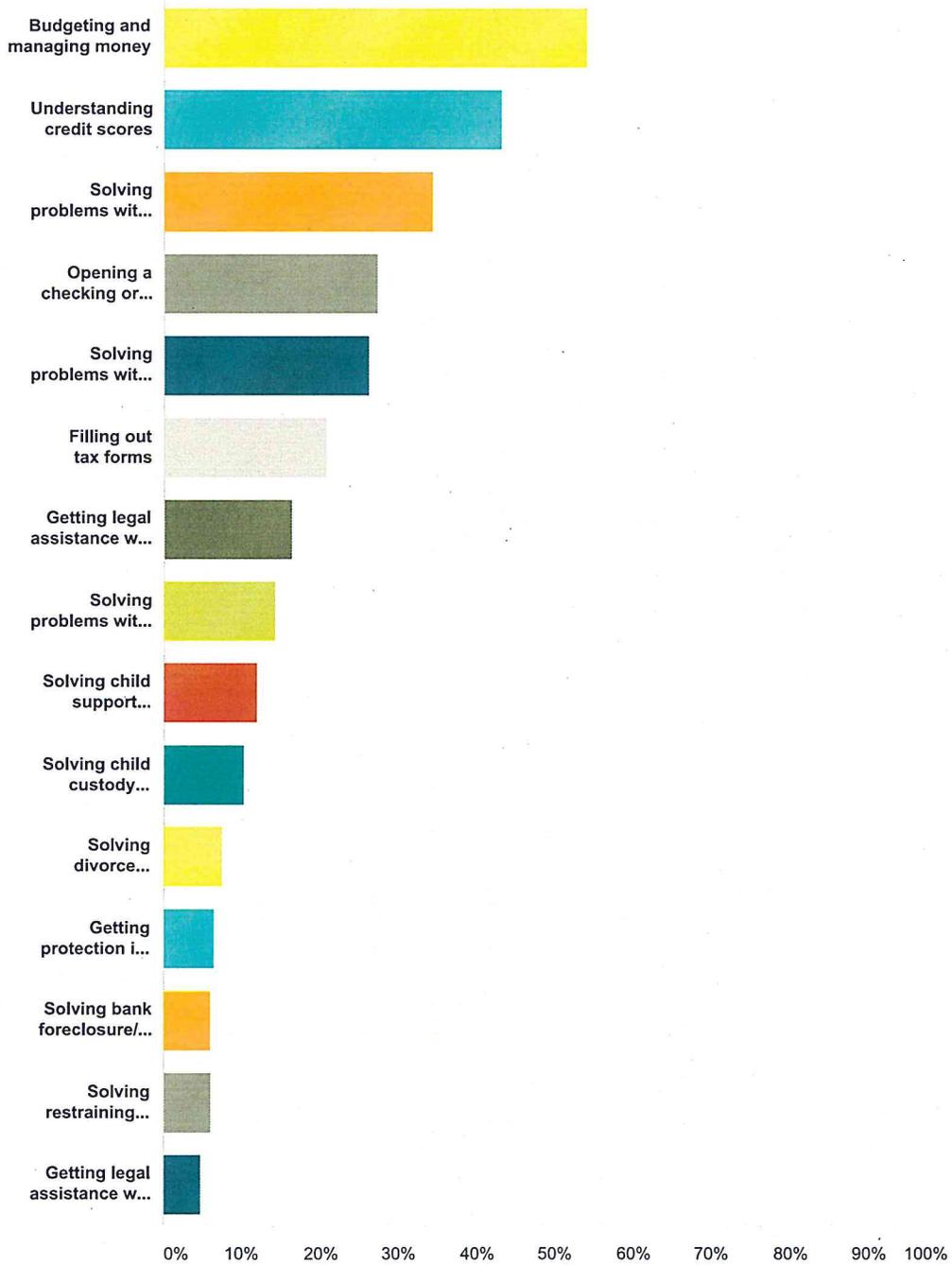
Answered: 189 Skipped: 69



Answer Choices	Responses	Count
Getting financial assistance to complete my education	39.68%	75
Obtaining a high school diploma or GED/HSED	34.92%	66
Obtaining a two-year college degree	31.22%	59
Choosing a career	30.16%	57
Learning how to use a computer	24.87%	47
Obtaining a four-year college or university degree	22.75%	43
Completing college aid forms (including FAFSA forms)	18.52%	35
Choosing a technical school program	15.87%	30
Learning or improving communication or language skills	15.87%	30
Learning English (as a second language)	5.29%	10

**Q7 FINANCIAL AND LEGAL ISSUES: Which financial and/or legal needs could you or your family use help with (select all that apply)**

Answered: 184 Skipped: 74



**Answer Choices**

**Responses**

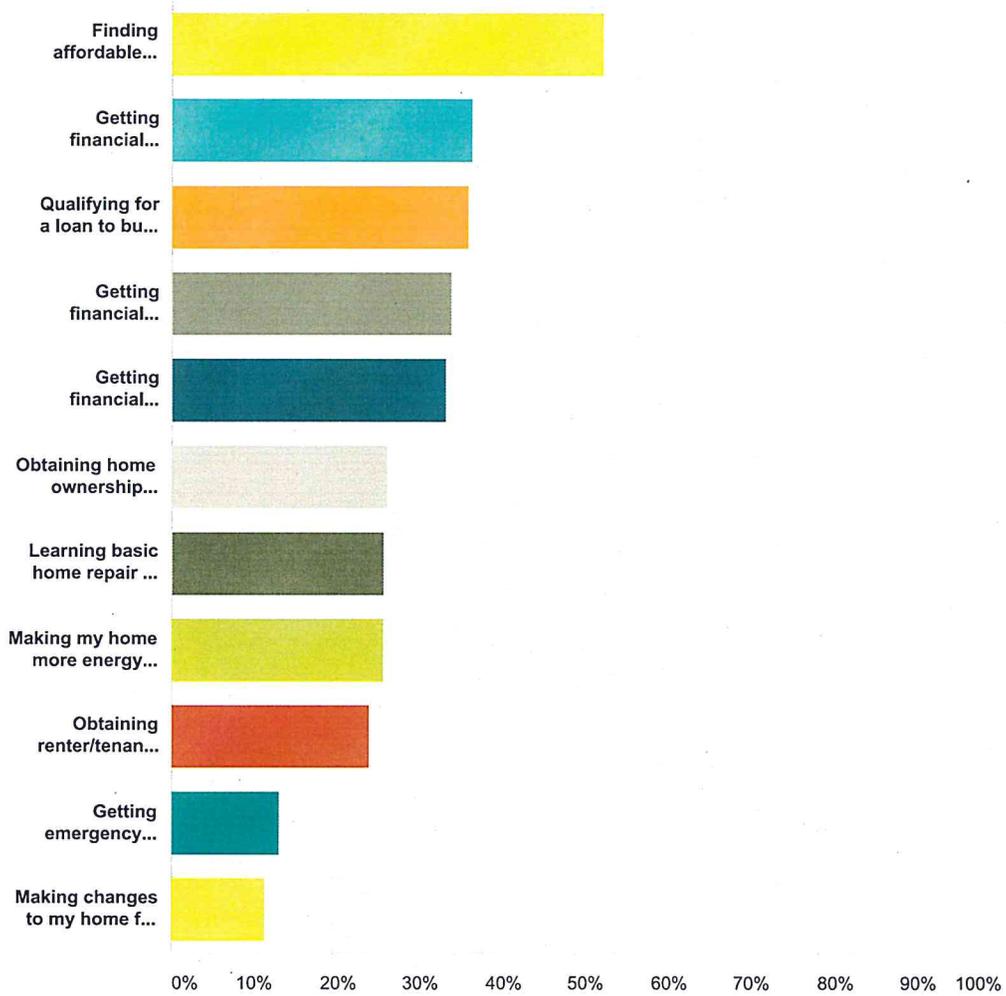
Budgeting and managing money

53.80%

99

**Q8 HOUSING: Which housing needs could you or your family use help with (select all that apply)**

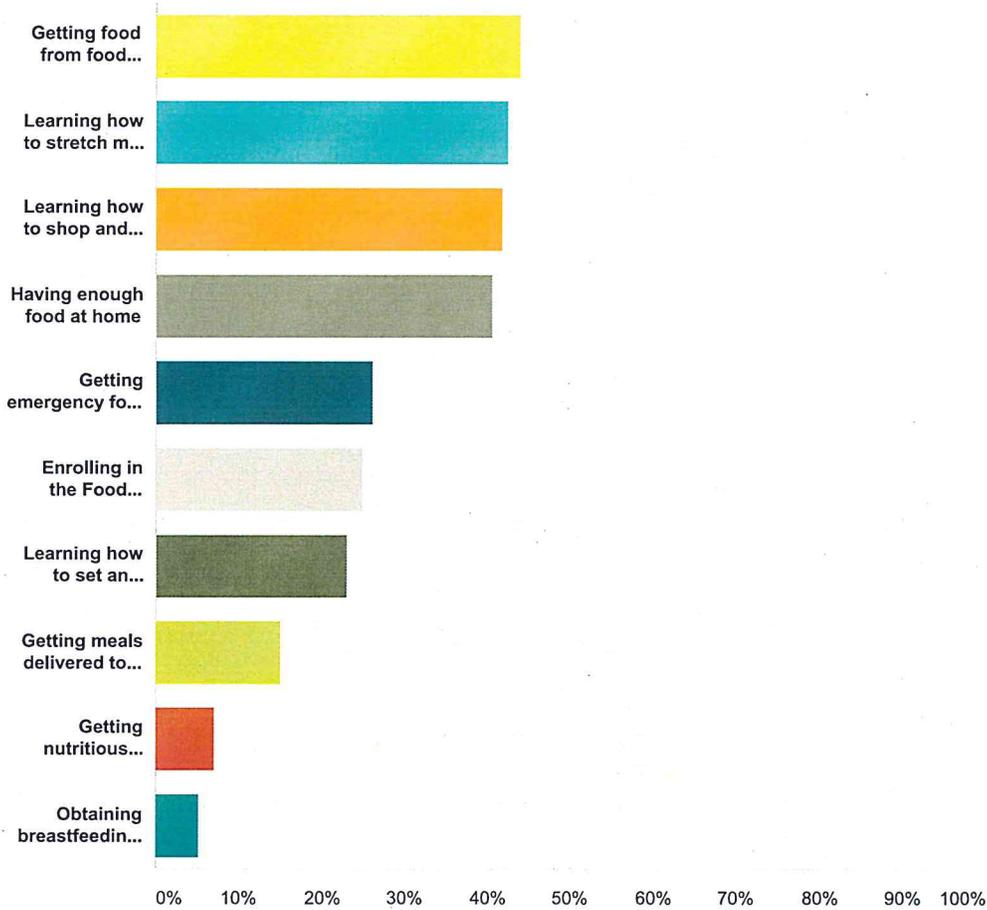
Answered: 185 Skipped: 73



Answer Choices	Responses	Count
Finding affordable housing that fits my family's needs	51.89%	96
Getting financial assistance with rent payments	36.22%	67
Qualifying for a loan to buy a home	35.68%	66
Getting financial assistance with a down payment or closing costs to buy a home	33.51%	62
Getting financial assistance with rent deposits	32.97%	61
Obtaining home ownership education	25.95%	48
Learning basic home repair and property maintenance skills	25.41%	47
Making my home more energy efficient	25.41%	47

**Q9 FOOD AND NUTRITION: Which food and nutrition needs could you or your family use help with (select all that apply)**

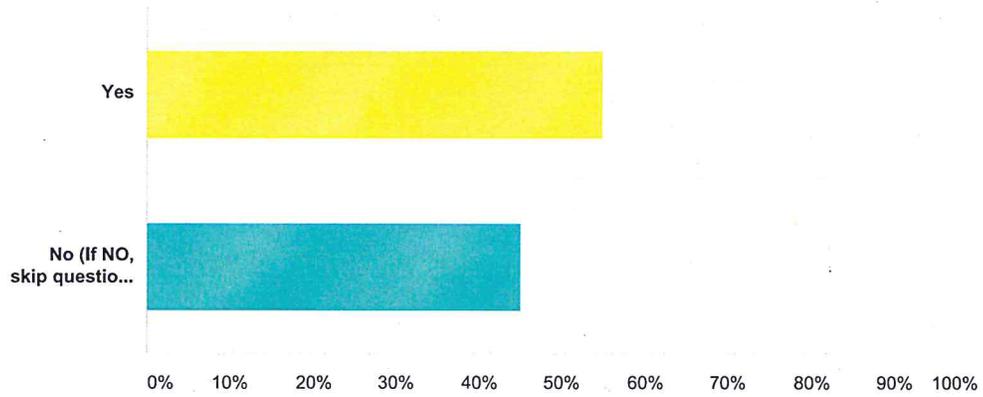
Answered: 153 Skipped: 105



Answer Choices	Responses	
Getting food from food pantries, food banks, or food shelves	43.79%	67
Learning how to stretch my food dollar	42.48%	65
Learning how to shop and cook for healthy eating	41.83%	64
Having enough food at home	40.52%	62
Getting emergency food assistance	26.14%	40
Enrolling in the Food Assistance Program	24.84%	38
Learning how to set an example of healthy eating for my children	22.88%	35
Getting meals delivered to my home	15.03%	23
Getting nutritious foods during pregnancy	7.19%	11
Obtaining breastfeeding education and assistance	5.23%	8

**Q10 Do you have children (under the age of 18) living with you?**

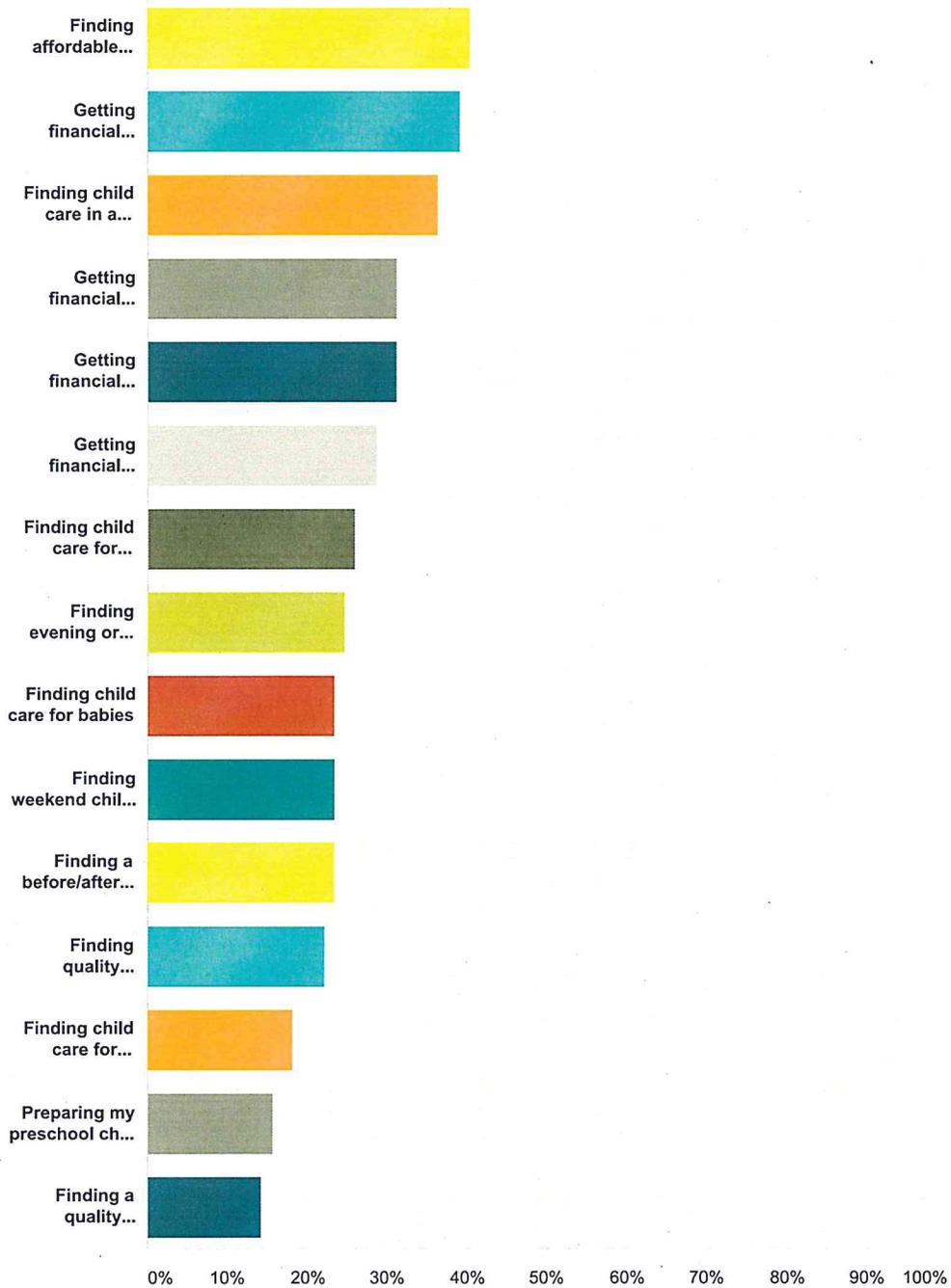
Answered: 220 Skipped: 38



Answer Choices	Responses	
Yes	55.00%	121
No (If NO, skip questions 11 and 12)	45.00%	99
<b>Total</b>		<b>220</b>

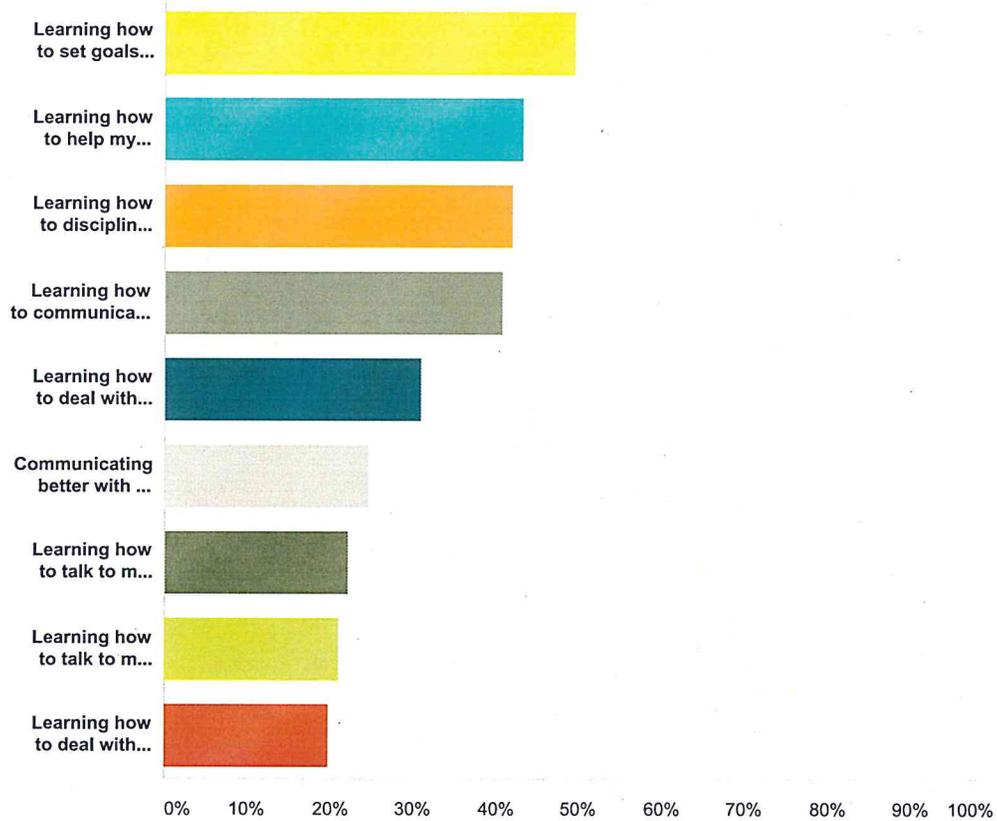
**Q11 CHILD CARE AND CHILD DEVELOPMENT: (If you have children (under the age of 18) living with you, which child care and/or child development needs could you or your family use help with (select all that apply))**

Answered: 77 Skipped: 181



**Q12 PARENTING AND FAMILY SUPPORT:  
If you have children (under the age of 18)  
living with you, which parenting and/or  
family support needs could you or your  
family use help with (select all that apply)**

Answered: 81 Skipped: 177



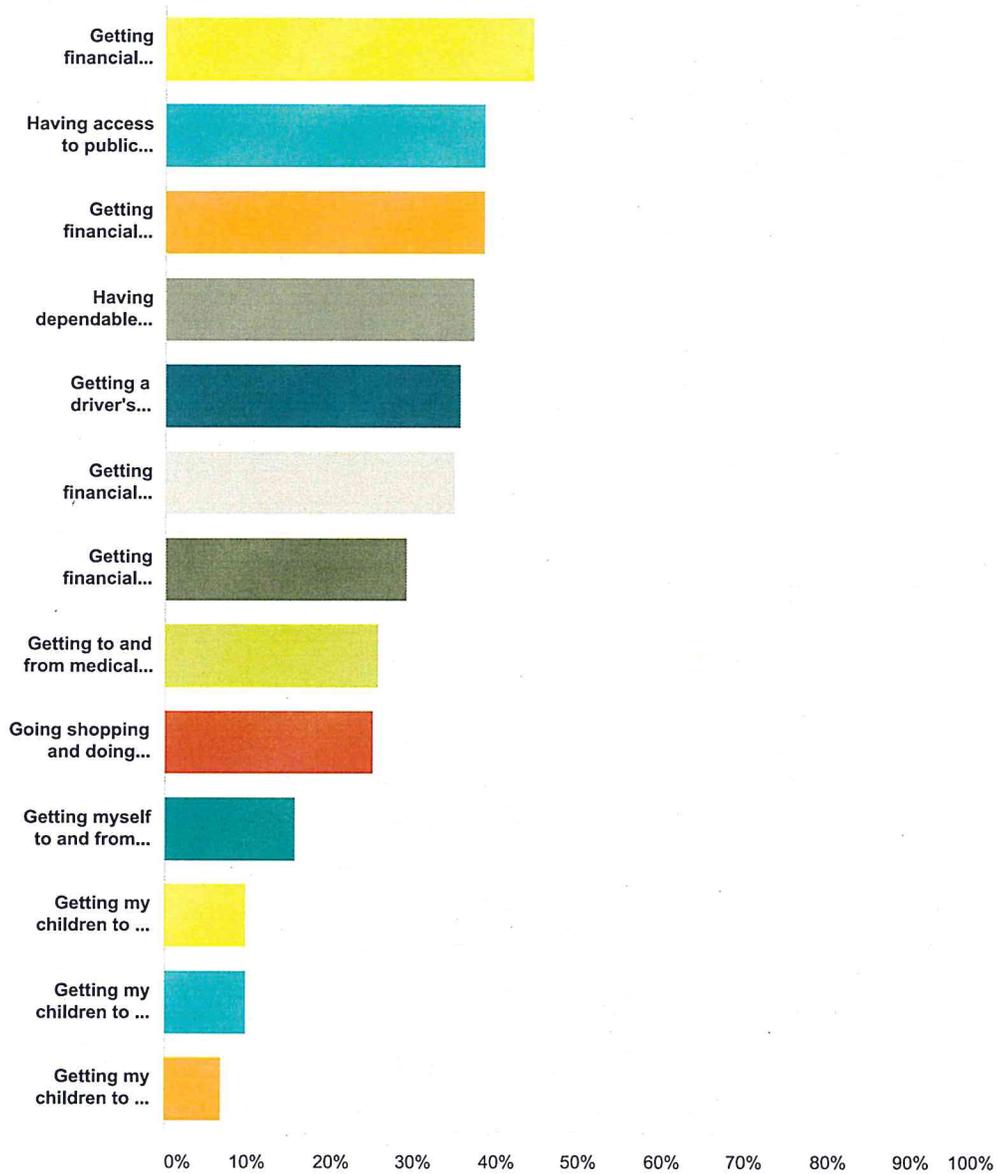
Answer Choices	Responses	Count
Learning how to set goals and plan for my family	49.38%	40
Learning how to help my children cope with stress, depression, or emotional issues	43.21%	35
Learning how to discipline my children more effectively	41.98%	34
Learning how to communicate and deal with my teenage children	40.74%	33
Learning how to deal with my children who have displayed bullying or violent behavior	30.86%	25
Communicating better with my children's care provider or teachers	24.69%	20
Learning how to talk to my children about sex, AIDS, STDs, etc.	22.22%	18
Learning how to talk to my children about drugs and alcohol	20.99%	17
Learning how to deal with the bullying or violent behavior of my children's friends	19.75%	16
<b>Total Respondents: 81</b>		

## 2017 Annual Community Client Needs Assessment

Answer Choices	Responses	
Finding affordable child care	40.26%	31
Getting financial assistance with school supplies	38.96%	30
Finding child care in a convenient location	36.36%	28
Getting financial assistance with school fees	31.17%	24
Getting financial assistance with school or club activities	31.17%	24
Getting financial assistance with child care costs	28.57%	22
Finding child care for toddlers	25.97%	20
Finding evening or nighttime child care	24.68%	19
Finding child care for babies	23.38%	18
Finding weekend child care	23.38%	18
Finding a before/after school program	23.38%	18
Finding quality licensed child care	22.08%	17
Finding child care for preschoolers	18.18%	14
Preparing my preschool child for public school	15.58%	12
Finding a quality preschool	14.29%	11
<b>Total Respondents: 77</b>		

### Q13 TRANSPORTATION: Which transportation needs could you or your family use help with (select all that apply)

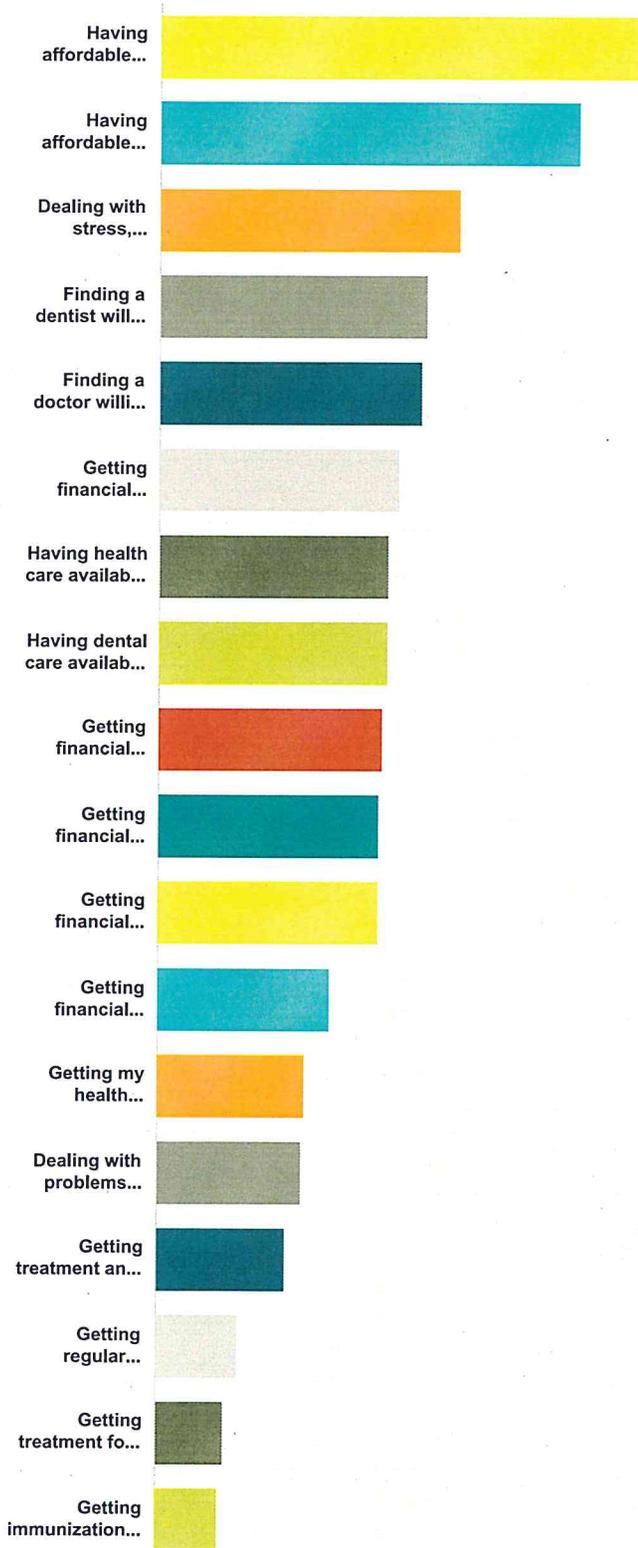
Answered: 172 Skipped: 86



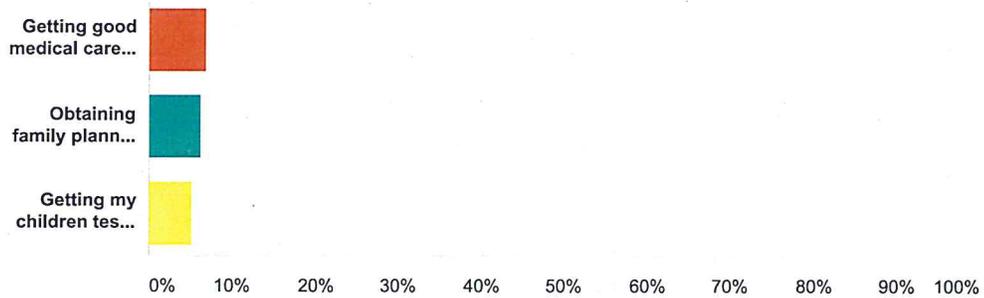
Answer Choices	Responses	Count
Getting financial assistance to buy a dependable car	44.19%	76
Having access to public transportation	38.37%	66
Getting financial assistance to make car repairs	38.37%	66
Having dependable transportation to and from work	37.21%	64
Getting a driver's license	35.47%	61

**Q14 HEALTH: Which health needs could you or a family member use help with (select all that apply)**

Answered: 174 Skipped: 84



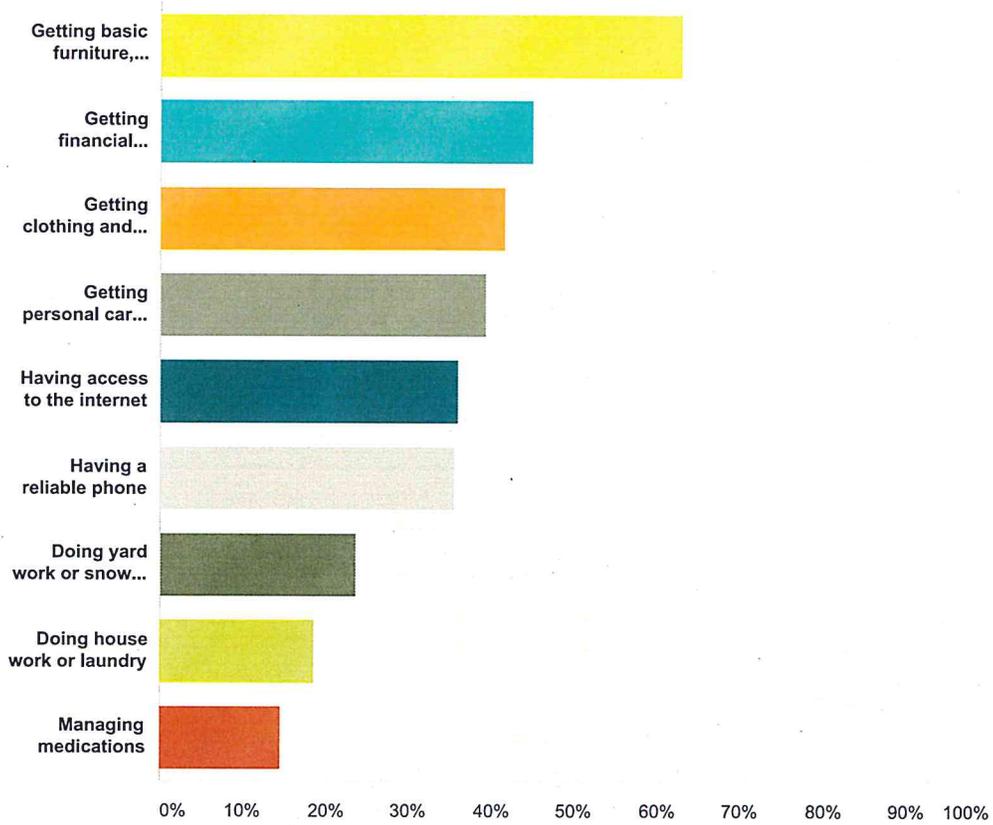
## 2017 Annual Community Client Needs Assessment



Answer Choices	Responses	
Having affordable health insurance	58.05%	101
Having affordable dental insurance	50.57%	88
Dealing with stress, depression, or anxiety	36.21%	63
Finding a dentist willing to accept Medicaid (Title XIX)	32.18%	56
Finding a doctor willing to accept Medicaid (Title XIX)	31.61%	55
Getting financial assistance for regular dental checkups	28.74%	50
Having health care available to my community	27.59%	48
Having dental care available to my community	27.59%	48
Getting financial assistance for items such as glasses, hearing aids, wheelchairs, etc.	27.01%	47
Getting financial assistance for regular medical checkups	26.44%	46
Getting financial assistance for medicine and prescriptions	26.44%	46
Getting financial assistance for long-term health care	20.69%	36
Getting my health insurance questions answered	17.82%	31
Dealing with problems related to physical, emotional or sexual abuse	17.24%	30
Getting treatment and services for mental health	15.52%	27
Getting regular check-ups, developmental screens, or physicals for my children	9.77%	17
Getting treatment for a drug or alcohol problem	8.05%	14
Getting immunizations for my children	7.47%	13
Getting good medical care before my baby is born	6.90%	12
Obtaining family planning or birth control education and assistance	6.32%	11
Getting my children tested for lead poisoning	5.17%	9
<b>Total Respondents: 174</b>		

**Q15 BASIC NEEDS: Which basic needs could you or your family use help with (select all that apply)**

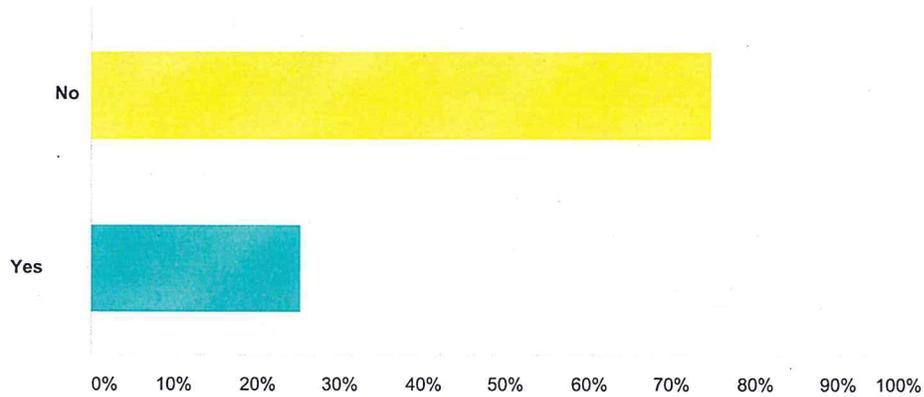
Answered: 178 Skipped: 80



Answer Choices	Responses	
Getting basic furniture, appliances, or house wares	62.92%	112
Getting financial assistance with my utility bills (heating, electric, and/or water)	44.94%	80
Getting clothing and shoes	41.57%	74
Getting personal care items such as soap, diapers, toilet paper, etc.	39.33%	70
Having access to the internet	35.96%	64
Having a reliable phone	35.39%	63
Doing yard work or snow removal	23.60%	42
Doing house work or laundry	18.54%	33
Managing medications	14.61%	26
<b>Total Respondents: 178</b>		

**Q16 Are there any problems or needs that you or your family faced within the last 12 months that you were unable to get help with?**

Answered: 210 Skipped: 48



Answer Choices	Responses	
No	74.76%	157
Yes	25.24%	53
<b>Total</b>		<b>210</b>

#	If YES please list problems or needs	Date
1	Getting help with my electric bill	5/23/2017 4:23 PM
2	Section 8 housing in a better area.	5/23/2017 3:50 PM
3	I need a reliable vehicle the motor went out on my old van so I bought another from someone 3 months later it started running hot. I have been driving it but have to keep pulling over to let it cool off.	5/23/2017 2:53 PM
4	With CWLP	5/23/2017 1:40 PM
5	Financial problems with bills	5/22/2017 4:15 PM
6	Death of a child still coping.	5/22/2017 3:54 PM
7	Jobs and transportation	5/22/2017 1:56 PM
8	Dental	5/19/2017 2:56 PM
9	Fridge broke three times in a month and had to throw food out every time.	5/18/2017 11:29 AM
10	Housing	5/17/2017 3:43 PM
11	homeless	5/17/2017 3:03 PM
12	Getting my information to start my life like my ID and SSI	5/17/2017 2:52 PM
13	work	5/17/2017 2:47 PM
14	Housing - we had to leave due to bed bugs.	5/17/2017 2:30 PM
15	Dental	5/17/2017 1:22 PM
16	Because of illness 6/1/16 and could not work - lived off savings thence no money became homeless.	5/17/2017 1:16 PM
17	Crime - no mental or drug problem excuses - equal opportunity for crimes.	5/17/2017 9:58 AM

## 2017 Annual Community Client Needs Assessment

18	Help with rent/utilities, finding bus tokens to get around. Help with medications fees, filing for disability.	5/17/2017 9:40 AM
19	food	5/16/2017 4:03 PM
20	Basic furniture needs.	5/16/2017 3:50 PM
21	Having money for rent we live in a homeless house.	5/16/2017 3:44 PM
22	Paying my light bill, buying diapers, getting food	5/16/2017 3:40 PM
23	Help with bills, help with my son's, happy me being a better mom, I falling apart I need help. He with diapers. In help out with my family Lord its so hard!	5/16/2017 2:42 PM
24	More Police Patrols	5/12/2017 3:15 PM
25	Less homeless people around	5/12/2017 2:29 PM
26	Behavior care for my autistic son no-one takes the medical card	5/12/2017 2:22 PM
27	Rental Assistance	5/12/2017 2:17 PM
28	Daughter needs four wisdom teeth pulled.	5/12/2017 11:42 AM
29	I need a job!	5/12/2017 11:06 AM
30	A house to live in, or an apt that I can call my own.	5/12/2017 9:44 AM
31	no	5/10/2017 2:47 PM
32	I can't pay my utility bills my electric.	5/10/2017 2:10 PM
33	(water) Grandview	4/26/2017 4:28 PM
34	Legal assistance for me and my children.	4/26/2017 2:46 PM
35	Food	4/26/2017 2:41 PM
36	No Dental Care for serious dental issues for adults	4/26/2017 2:27 PM
37	Just trying to make it day to day.	4/24/2017 3:53 PM
38	Some place I can get into.	4/21/2017 4:35 PM
39	Getting our medications without co-pays	4/21/2017 4:03 PM
40	Internet access	4/21/2017 3:51 PM
41	Hospital Bills Due to illness	4/21/2017 3:05 PM
42	Police for identity theft - kidnapping. State Attorney	4/21/2017 2:34 PM
43	Sexaholic, /TV	4/21/2017 2:13 PM
44	Money, Transportation, Housing (pay off old bill)	4/21/2017 1:51 PM
45	Car Insurance	4/14/2017 4:39 PM
46	many of the boxes that were marked	4/14/2017 3:58 PM

2017 Annual Community Client Needs Assessment

**Q17 What is ONE thing you would like to see improved in your neighborhood?**

Answered: 124 Skipped: 134

#	Responses	Date
1	People	5/23/2017 4:23 PM
2	Nothing, everything seems okay.	5/23/2017 4:19 PM
3	Stop the killings	5/23/2017 4:15 PM
4	Kid friendly activities	5/23/2017 4:08 PM
5	I would love to see more kids events in my area	5/23/2017 4:04 PM
6	Better and paved roads, better upkeep of neighborhood and management doing a better job of screening potential residents.	5/23/2017 3:50 PM
7	Better communication with neighborhoods	5/23/2017 2:57 PM
8	More and closer public transportation options.	5/23/2017 2:53 PM
9	How they control things	5/23/2017 2:41 PM
10	Pretty satisfied, live close to my grocery, park, fast food, and gas station	5/23/2017 2:22 PM
11	shootings	5/23/2017 2:11 PM
12	Less Violence	5/23/2017 2:07 PM
13	The upkeep	5/23/2017 1:59 PM
14	Put fences back up	5/23/2017 1:44 PM
15	I wish bad things wouldn't happen around good people	5/23/2017 1:35 PM
16	I would like to see the street re-paved	5/23/2017 1:28 PM
17	Less people stopping in the back of my apartment selling drugs.	5/23/2017 1:23 PM
18	Violence everywhere	5/23/2017 1:10 PM
19	Fix the road I live on.	5/23/2017 11:44 AM
20	The crime and keeping it clean and nice and helping each other	5/22/2017 4:34 PM
21	Community events	5/22/2017 4:15 PM
22	Not so much traffic but I have no where to park and the noise.	5/22/2017 4:10 PM
23	Neighborhood dogs and poop clean-up	5/22/2017 4:02 PM
24	Activities for children during summer	5/22/2017 3:57 PM
25	pot holes	5/22/2017 2:44 PM
26	Roads and garbage	5/22/2017 2:42 PM
27	Police presence	5/22/2017 2:21 PM
28	Less people hanging around drinking	5/22/2017 2:18 PM
29	Community activities for childrens	5/22/2017 2:00 PM
30	parks	5/22/2017 1:56 PM
31	More programs for kids after school.	5/22/2017 1:51 PM
32	I really have no complaints. My neighborhood is beautiful I wouldn't change anything.	5/22/2017 1:41 PM
33	Roads and lighting	5/22/2017 11:41 AM
34	Playground for the kids	5/22/2017 11:38 AM

## 2017 Annual Community Client Needs Assessment

35	Unity	5/22/2017 11:33 AM
36	The housing	5/22/2017 11:29 AM
37	cleaner streets	5/19/2017 3:41 PM
38	Better Housing	5/19/2017 3:28 PM
39	Less crime	5/19/2017 2:56 PM
40	Less violence safer communities	5/19/2017 2:50 PM
41	Our streets. The roads are terrible	5/18/2017 11:56 AM
42	Noise control from neighbors	5/18/2017 11:46 AM
43	violence	5/18/2017 11:43 AM
44	Bus route being available closer to my home	5/18/2017 11:38 AM
45	Get drug dealers out	5/18/2017 11:29 AM
46	Safety	5/18/2017 11:11 AM
47	The homeless people need a place to live instead of the alley.	5/18/2017 10:48 AM
48	Clean up	5/17/2017 3:43 PM
49	housing	5/17/2017 2:56 PM
50	Healthcare and School	5/17/2017 2:52 PM
51	Making it a cleaner area and to see more kids in school and not walking the streets bullying people and stop robing and stealing from people	5/17/2017 2:34 PM
52	The housing to be none affordable	5/17/2017 2:30 PM
53	I think there should be more activities for kids.	5/17/2017 2:13 PM
54	More outdoor activities for children	5/17/2017 2:06 PM
55	More places to take the kids for playing/exercising	5/17/2017 2:03 PM
56	Old houses being fixed up. Make neighborhoods more appealing.	5/17/2017 1:56 PM
57	Abandoned houses and buildings that need to be torn down.	5/17/2017 1:51 PM
58	Less homelessness, less violence	5/17/2017 1:43 PM
59	Safety in all neighborhoods	5/17/2017 1:16 PM
60	I am homeless.	5/17/2017 9:40 AM
61	I would like to see police patrols through more so that I feel safe.	5/16/2017 3:50 PM
62	Clean yards	5/16/2017 3:44 PM
63	The street has bad pot holes but as far as the community everything is fine for now.	5/16/2017 2:57 PM
64	I live in a quiet area.	5/16/2017 2:51 PM
65	The people helping each other. Having loving place, have joyful, everybody means were there.	5/16/2017 2:42 PM
66	I would like to feel safer walking with my child	5/16/2017 2:27 PM
67	The streets need fixing I the Poplar place area it is filled with pot holes the roads are very bad.	5/16/2017 1:52 PM
68	Less shootings and gang violence	5/16/2017 1:45 PM
69	People stealing less	5/16/2017 1:34 PM
70	Public Transportation	5/12/2017 3:01 PM
71	Clean the trash everywhere	5/12/2017 10:57 AM
72	Being able to get to places easier.	5/12/2017 10:46 AM
73	Everybody is treated equal in the community (that means the homeless people too)	5/12/2017 9:44 AM
74	Street repair.	5/11/2017 3:37 PM

## 2017 Annual Community Client Needs Assessment

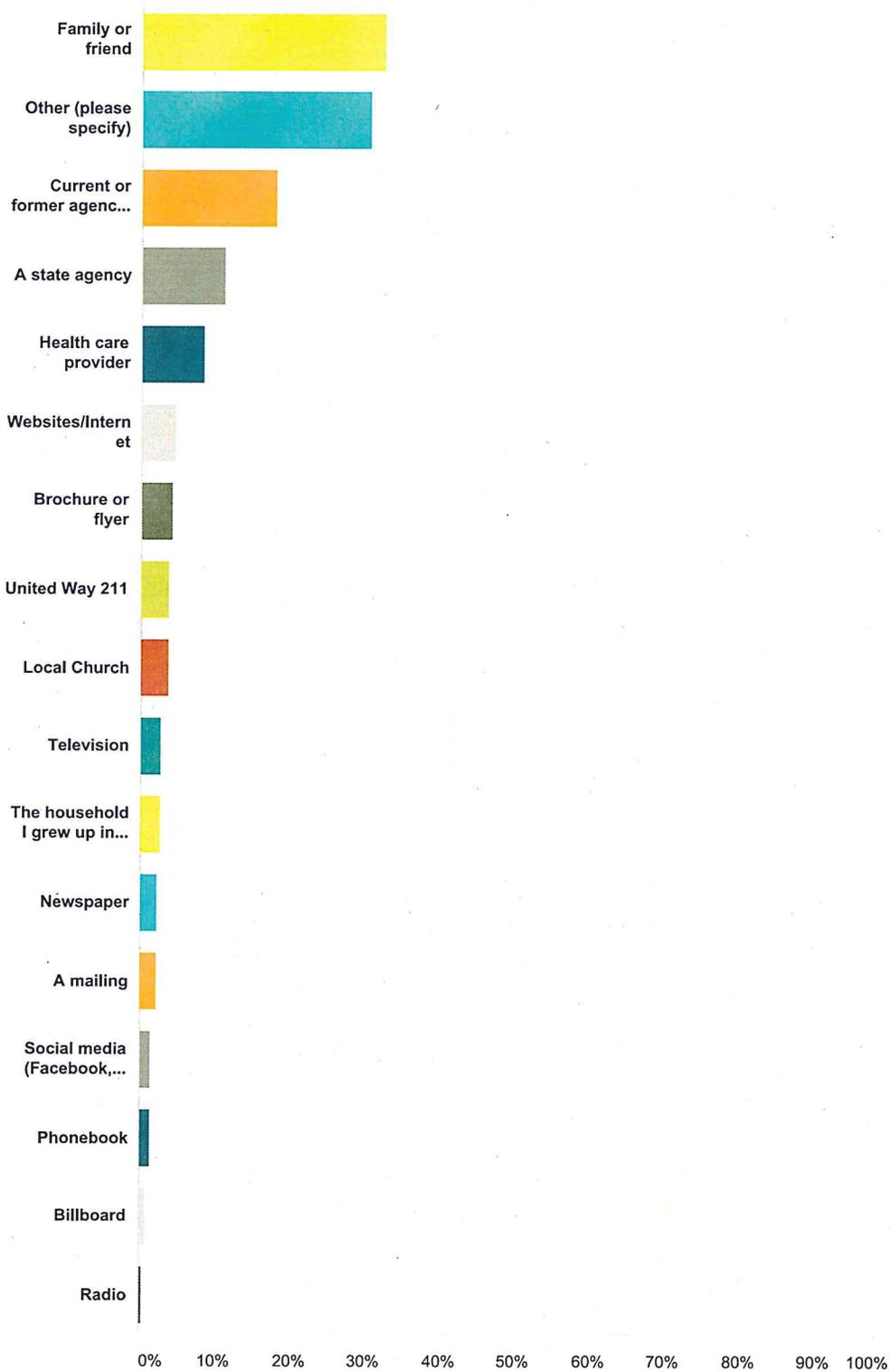
75	Stop the violence	5/11/2017 3:34 PM
76	noise	5/11/2017 2:50 PM
77	The homes in my neighborhood	5/11/2017 2:42 PM
78	I would like to see people pay attention in the care they received for mental health and seek assistance if in need.	5/10/2017 2:47 PM
79	The Roads	5/10/2017 2:18 PM
80	I would like for her to stand up for herself and do what needs to be done.	5/10/2017 2:10 PM
81	Would like to see the city bus run in my area. You have to walk seven blocks for a bus stop.	5/10/2017 2:04 PM
82	That there would be transportation in my area, such as busses or cabs.	5/10/2017 2:01 PM
83	Less Crime	5/10/2017 1:52 PM
84	Nothing	4/26/2017 4:38 PM
85	More activities for the kids	4/26/2017 4:28 PM
86	Cleaning outside areas	4/26/2017 4:24 PM
87	Tolerance to children and people that have children.	4/26/2017 4:13 PM
88	The condemned housing	4/26/2017 3:41 PM
89	Have gumball trees removed and make better roads.	4/26/2017 2:46 PM
90	The quality of education for families.	4/26/2017 1:54 PM
91	A better environment more community involvement more kids learning and being active.	4/25/2017 2:52 PM
92	the people in the neighborhood.	4/25/2017 2:19 PM
93	Stop Drugs	4/24/2017 4:41 PM
94	More togetherness with neighbors	4/24/2017 4:17 PM
95	Extra police presence and officer interaction with tenants and business owners on 24/7 basis	4/24/2017 4:05 PM
96	Housing	4/24/2017 3:56 PM
97	jobs	4/24/2017 3:53 PM
98	Crime	4/24/2017 3:43 PM
99	Street Cleaning	4/24/2017 2:56 PM
100	Crime	4/24/2017 2:38 PM
101	Street repairs/drainage	4/24/2017 2:20 PM
102	Police protection	4/24/2017 2:06 PM
103	More family-oriented activities and events.	4/24/2017 1:56 PM
104	I would like to see less abuse of power. Fairness and equality issues.	4/24/2017 1:46 PM
105	Housing and jobs.	4/24/2017 1:35 PM
106	The federal government to police the police, fire fighters, ambulance with the government shut down.	4/24/2017 1:20 PM
107	More police patrolling	4/24/2017 1:15 PM
108	Less gangs. More understanding!	4/21/2017 4:35 PM
109	Initially I would like to have more caring people where I presently live try to have more respect for senior citizens like myself. And try not to complicate other peoples lives.	4/21/2017 3:57 PM
110	Safety	4/21/2017 3:05 PM
111	Crime	4/21/2017 2:59 PM
112	More shelters for homeless people.	4/21/2017 2:24 PM
113	Shade/sun blocks	4/21/2017 2:13 PM
114	crime	4/21/2017 1:51 PM

## 2017 Annual Community Client Needs Assessment

115	Making sure they clea up the garbage around the neighborhood.	4/17/2017 1:50 PM
116	Tearing down the ugly homes!	4/17/2017 1:37 PM
117	Cleanliness, not running stop signs	4/17/2017 1:22 PM
118	nothing	4/17/2017 1:17 PM
119	Bullying/violence	4/14/2017 4:46 PM
120	Nothing	4/14/2017 4:29 PM
121	Theft, I had my lawn mower in my back yard and I went to my brother-in-law's funeral by the time I got back it was gone. Need more police patrol.	4/14/2017 4:25 PM
122	Nothing, I love my neighborhood	4/14/2017 4:20 PM
123	Roads	4/14/2017 4:15 PM
124	bullying and drug use	4/14/2017 3:58 PM

### Q18 How did you learn about our agency? (Select all that apply)

Answered: 217 Skipped: 41



## 2017 Annual Community Client Needs Assessment

Answer Choices	Responses
Family or friend	32.26% 70
Other (please specify)	30.41% 66
Current or former agency client	17.97% 39
A state agency	11.06% 24
Health care provider	8.29% 18
Websites/Internet	4.61% 10
Brochure or flyer	4.15% 9
United Way 211	3.69% 8
Local Church	3.69% 8
Television	2.76% 6
The household I grew up in had received agency services	2.76% 6
Newspaper	2.30% 5
A mailing	2.30% 5
Social media (Facebook, Twitter, etc.)	1.38% 3
Phonebook	1.38% 3
Billboard	0.92% 2
Radio	0.46% 1
<b>Total Respondents: 217</b>	

#	Other (please specify)	Date
1	FSS Manager	5/23/2017 3:00 PM
2	Section 8 office	5/23/2017 2:57 PM
3	SHA	5/23/2017 2:34 PM
4	case worker FSS	5/23/2017 2:11 PM
5	caseworker	5/23/2017 1:28 PM
6	spa	5/23/2017 1:19 PM
7	Landlord	5/22/2017 3:54 PM
8	SHA	5/22/2017 2:44 PM
9	FSS	5/22/2017 2:42 PM
10	FSS Worked	5/22/2017 2:18 PM
11	Housing	5/22/2017 1:41 PM
12	Springfield Housing	5/22/2017 11:43 AM
13	wic	5/18/2017 11:46 AM
14	walk in	5/18/2017 11:40 AM
15	wic	5/18/2017 11:24 AM
16	wic	5/18/2017 11:21 AM
17	Walk-in	5/18/2017 11:11 AM

## 2017 Annual Community Client Needs Assessment

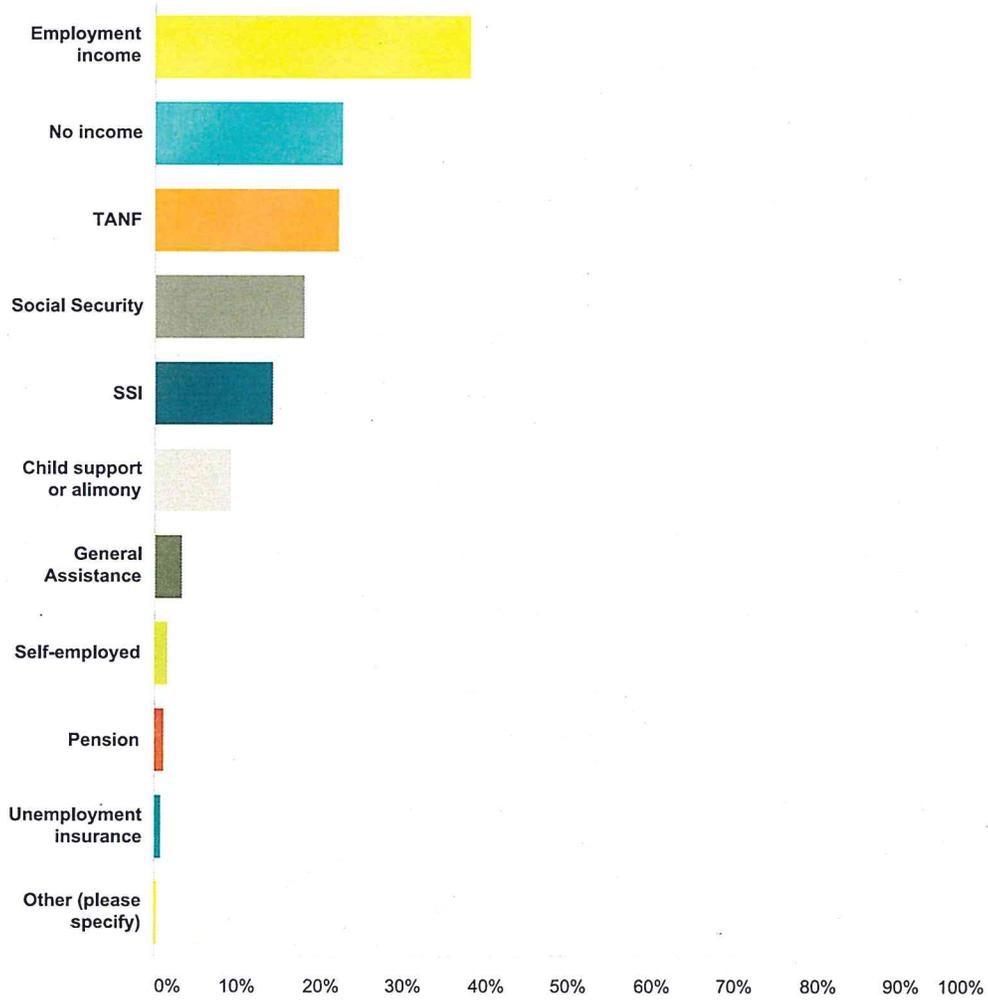
18	walk in	5/18/2017 10:50 AM
19	Contact Ministries	5/17/2017 3:43 PM
20	Contact Ministries	5/17/2017 2:52 PM
21	Walk in	5/17/2017 2:20 PM
22	Contact Ministries	5/17/2017 2:13 PM
23	Contact Ministries	5/17/2017 1:56 PM
24	Contact Ministries	5/17/2017 9:58 AM
25	Shelter	5/17/2017 9:40 AM
26	pastor	5/16/2017 4:03 PM
27	Link card	5/16/2017 3:44 PM
28	urban league	5/16/2017 2:57 PM
29	Urban League	5/16/2017 2:45 PM
30	Springfield Urban League	5/16/2017 2:27 PM
31	tanf	5/16/2017 2:21 PM
32	Urban League	5/16/2017 1:45 PM
33	Phoenix Center	5/12/2017 3:09 PM
34	A friend	5/12/2017 2:17 PM
35	Red Cross	5/12/2017 2:07 PM
36	Walk in	5/11/2017 3:44 PM
37	Lawrence Adult Education	5/11/2017 3:37 PM
38	FLOM	5/11/2017 3:24 PM
39	school	5/11/2017 2:50 PM
40	Walk in	5/11/2017 2:39 PM
41	Fishes and Loaves	5/10/2017 2:39 PM
42	Fishes and Loaves	5/10/2017 2:36 PM
43	Fishes and Loaves	5/10/2017 2:32 PM
44	school	5/10/2017 2:10 PM
45	Fishes and Loaves	5/10/2017 2:04 PM
46	Fishes and Loaves	5/10/2017 2:01 PM
47	Financial Literacy Class	5/10/2017 1:36 PM
48	shelter	4/26/2017 3:41 PM
49	IHDS	4/26/2017 2:27 PM
50	Pubic Aid	4/26/2017 1:45 PM
51	Helping Hands	4/24/2017 4:41 PM
52	Counselor	4/24/2017 4:33 PM
53	friends and associates	4/24/2017 3:56 PM
54	Helping Hands	4/24/2017 3:30 PM
55	Helping Hands	4/24/2017 2:56 PM
56	Social Agency	4/24/2017 2:38 PM
57	non-profit	4/24/2017 1:26 PM
58	Homeless	4/24/2017 1:15 PM

## 2017 Annual Community Client Needs Assessment

59	Walk In	4/21/2017 4:35 PM
60	Helping Hands	4/21/2017 3:05 PM
61	Walk - in	4/21/2017 2:59 PM
62	Walk-in	4/21/2017 2:34 PM
63	SSI	4/21/2017 2:13 PM
64	CCHC	4/17/2017 2:07 PM
65	rode pass	4/14/2017 4:03 PM
66	always been here even when it was caital area health center	4/14/2017 3:58 PM

**Q19 What are your sources of household income? (Select all that apply)**

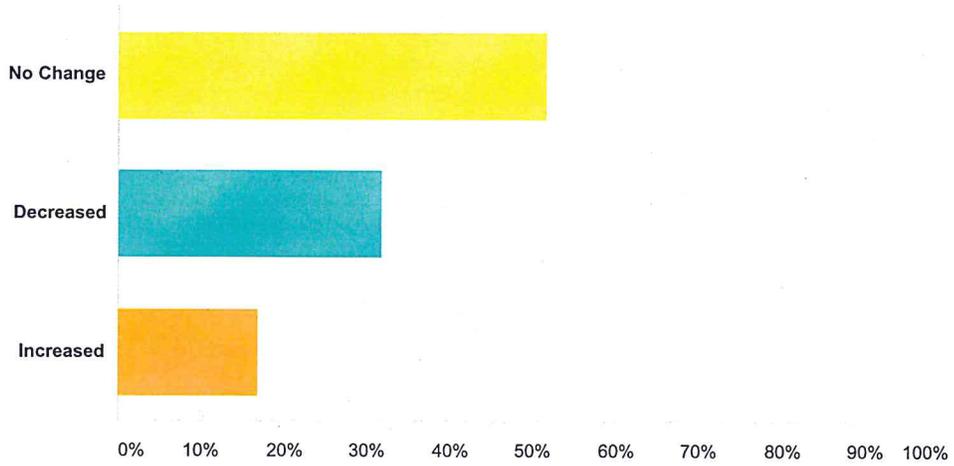
Answered: 240 Skipped: 18



Answer Choices	Responses	
Employment income	37.92%	91
No income	22.50%	54
TANF	22.08%	53
Social Security	17.92%	43
SSI	14.17%	34
Child support or alimony	9.17%	22
General Assistance	3.33%	8
Self-employed	1.67%	4
Pension	1.25%	3

**Q20 In the last 12 months, how has your household's income changed?**

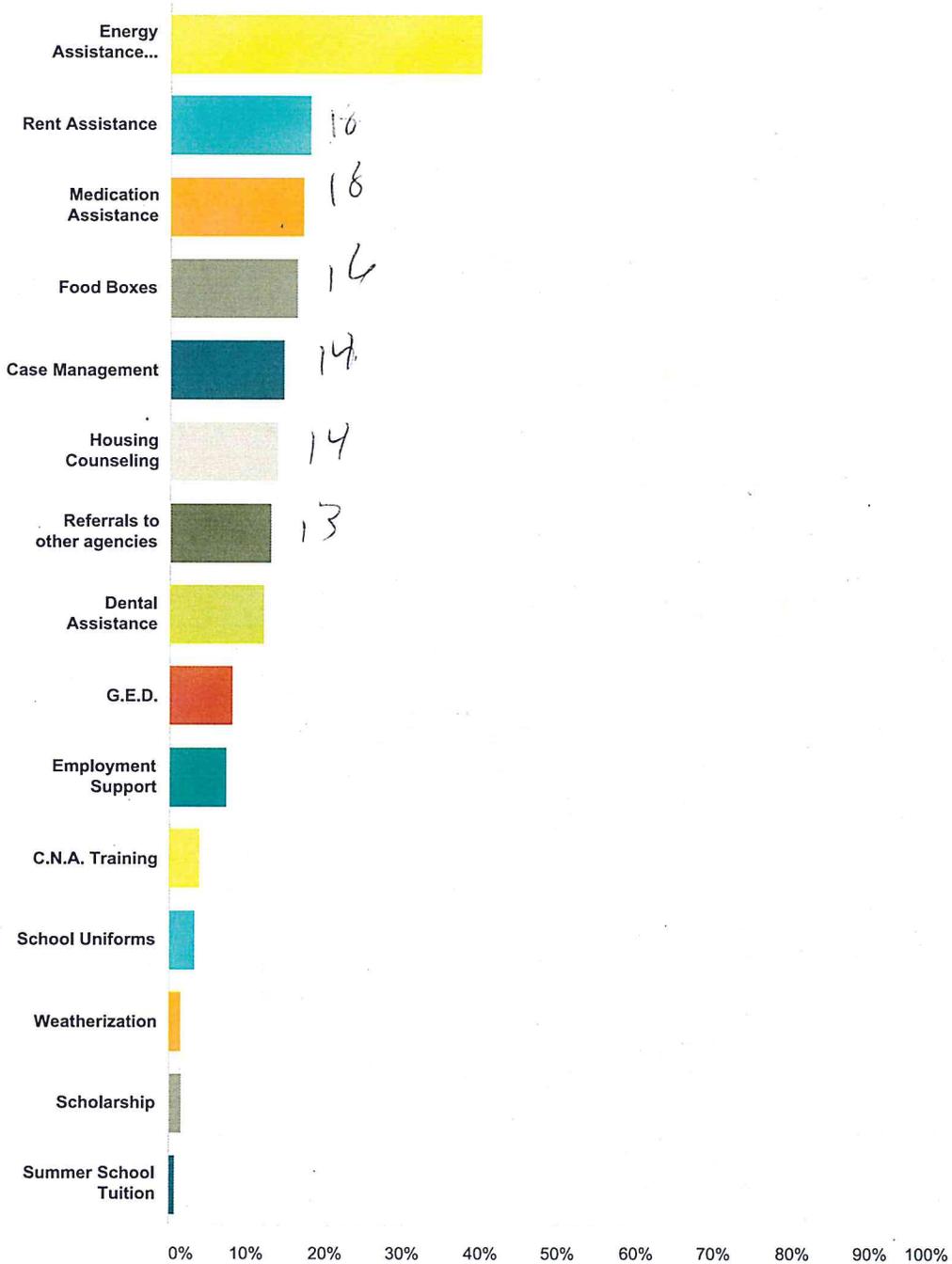
Answered: 196 Skipped: 62



Answer Choices	Responses	
No Change	51.53%	101
Decreased	31.63%	62
Increased	16.84%	33
<b>Total</b>		<b>196</b>

**Q21 What services has your household received from our agency within the last 12 months? (Select all that apply)**

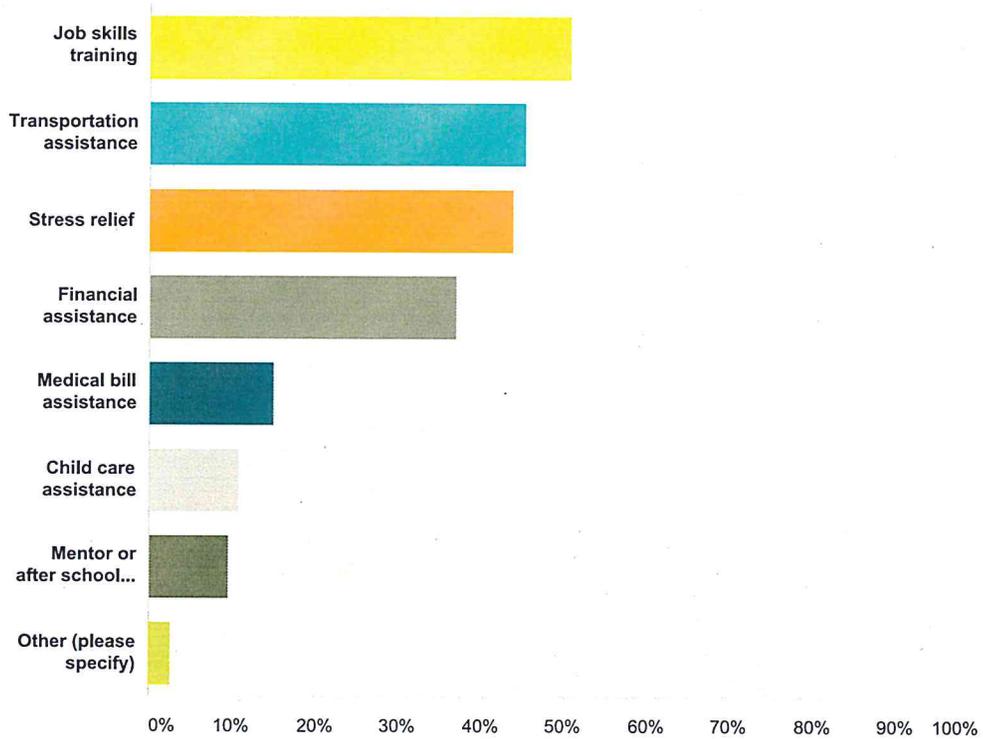
Answered: 123 Skipped: 135



Answer Choices	Responses
Energy Assistance (LIHEAP)	39.84% 49

**Q22 If you know anyone with an incarcerated adult in their family, do they ever talk about particular concerns that could be addressed through.... (Select all that apply)**

Answered: 73 Skipped: 185

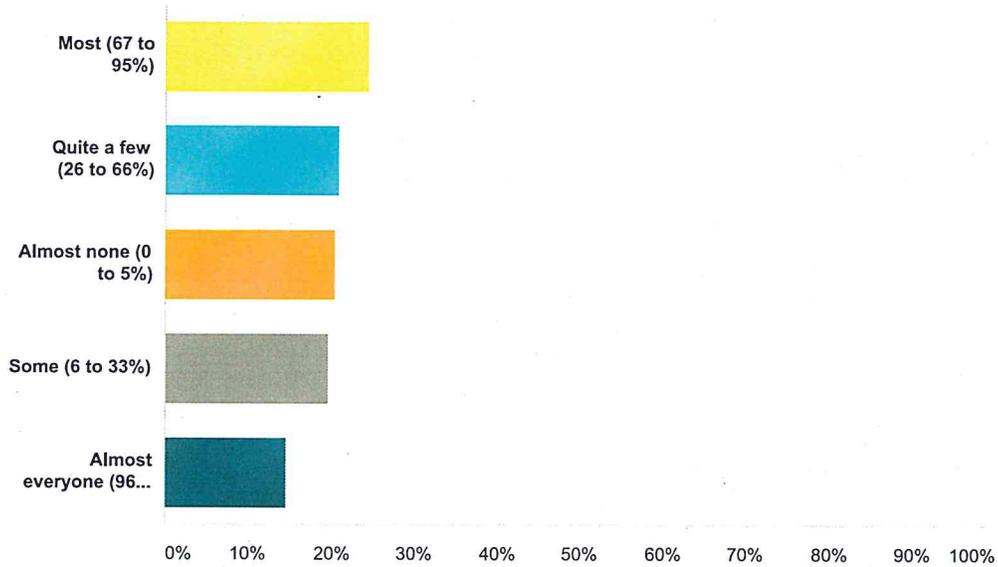


Answer Choices	Responses	
Job skills training	50.68%	37
Transportation assistance	45.21%	33
Stress relief	43.84%	32
Financial assistance	36.99%	27
Medical bill assistance	15.07%	11
Child care assistance	10.96%	8
Mentor or after school programs for children	9.59%	7
Other (please specify)	2.74%	2
<b>Total Respondents: 73</b>		

#	Other (please specify)	Date
	Food	4/26/2017 2:41 PM
2	????	4/17/2017 1:28 PM

**Q23 When you think about your adult family, friends and neighbors, how many of them might say something like "there's too much month at the end of my money?" or "where am I going to find money to pay for that?" (Select one)**

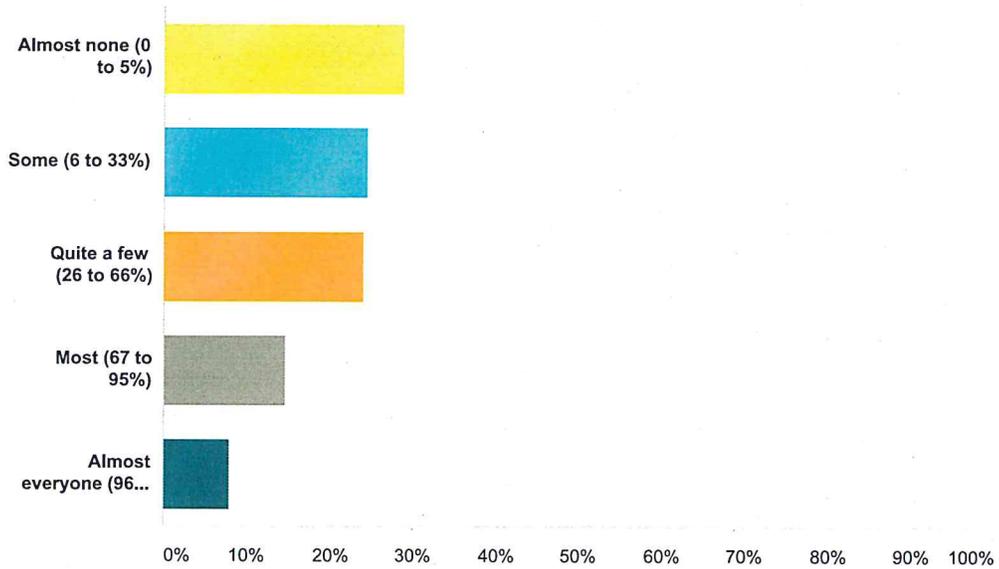
Answered: 225 Skipped: 33



Answer Choices	Responses
Most (67 to 95%)	24.44% 55
Quite a few (26 to 66%)	20.89% 47
Almost none (0 to 5%)	20.44% 46
Some (6 to 33%)	19.56% 44
Almost everyone (96 to 100%)	14.67% 33
<b>Total</b>	<b>225</b>

**Q24 When you think about your family, friends and neighbors, how many of them may have difficulties finding or buying enough quality food to provide at least three meals per day? (Select one)**

Answered: 225 Skipped: 33



Answer Choices	Responses	
Almost none (0 to 5%)	28.89%	65
Some (6 to 33%)	24.44%	55
Quite a few (26 to 66%)	24.00%	54
Most (67 to 95%)	14.67%	33
Almost everyone (96 to 100%)	8.00%	18
<b>Total</b>		<b>225</b>

2017 Annual Community Client Needs Assessment

**Q25 When you have time to rest or are ready to sleep, what kind of issues in your family or neighborhood keep you up?**

Answered: 145 Skipped: 113

#	Responses	Date
1	My kids	5/23/2017 4:23 PM
2	Kids	5/23/2017 4:08 PM
3	Bills, passing of my mom	5/23/2017 4:01 PM
4	Financial	5/23/2017 3:50 PM
5	Music	5/23/2017 3:41 PM
6	Will my carl get me through one more day, how will I find enough money to get through the month, when will I be caught up on some of these bills. Can I hide my stress from the kids because I don't want them to worry.	5/23/2017 2:53 PM
7	The important things that I have going on that week.	5/23/2017 2:41 PM
8	Yes and my neighbors don't keep me up.	5/23/2017 2:37 PM
9	Noise comes from another apt sometimes which wakes me up and I can't go back to sleep.	5/23/2017 2:22 PM
10	Personal issues	5/23/2017 2:07 PM
11	I just have trouble winding down. Sometimes.	5/23/2017 2:01 PM
12	Playing loud music in front of my house	5/23/2017 1:35 PM
13	gunshots	5/23/2017 1:31 PM
14	dogs barking	5/23/2017 1:28 PM
15	Being Safe	5/23/2017 1:25 PM
16	No issues just thinking a lot sometimes causes me not to sleep well	5/23/2017 1:10 PM
17	The loud music, people fighting and shooting not safe at all.	5/22/2017 4:34 PM
18	None, but when kids are awake	5/22/2017 4:15 PM
19	Noise	5/22/2017 4:10 PM
20	none	5/22/2017 4:02 PM
21	Surroundings	5/22/2017 3:57 PM
22	Fighting, sirens	5/22/2017 3:54 PM
23	Kids noisy	5/22/2017 2:44 PM
24	Violence, break-ins, and shootings.	5/22/2017 2:21 PM
25	Health	5/22/2017 2:18 PM
26	Violence and partying	5/22/2017 2:00 PM
27	none	5/22/2017 1:56 PM
28	Loud music, arguing, smelling "pot" in our apartment building.	5/22/2017 1:45 PM
29	Nothing, very peaceful.	5/22/2017 1:41 PM
30	No issues at the moment	5/22/2017 11:38 AM
31	If I have a lot on my mind	5/22/2017 11:33 AM
32	Snoring	5/22/2017 11:21 AM
33	bills	5/19/2017 3:41 PM

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34	Worry how pay bills and for food each month. Need a job part time had a stroke Oct 2014.	5/19/2017 3:38 PM
35	can't sleep or hurting	5/19/2017 3:35 PM
36	paying my bills	5/19/2017 2:56 PM
37	safety	5/19/2017 2:50 PM
38	Stress, bills, everyday life problems.	5/18/2017 11:56 AM
39	my son wanting to stay up	5/18/2017 11:52 AM
40	bills	5/18/2017 11:49 AM
41	Noise from neighbors	5/18/2017 11:46 AM
42	violence	5/18/2017 11:43 AM
43	Drug dealers, domestic violence	5/18/2017 11:29 AM
44	neighbors	5/18/2017 11:24 AM
45	loudness	5/18/2017 11:20 AM
46	loud neighbors noises	5/18/2017 11:16 AM
47	I have a 1 yr old that keeps me up.	5/18/2017 10:48 AM
48	Finding housing	5/17/2017 3:43 PM
49	Nothing bothers me	5/17/2017 3:38 PM
50	Having a place to live for my kids so we won't be on the streets.	5/17/2017 3:03 PM
51	Stress, anxiety, problems with rent	5/17/2017 2:56 PM
52	Not much but my kids might when they won't go to sleep	5/17/2017 2:52 PM
53	none	5/17/2017 2:47 PM
54	Nothing, I pay it no attention	5/17/2017 2:34 PM
55	Loud dogs or music	5/17/2017 2:30 PM
56	Worrying about me and my family finding a home.	5/17/2017 2:13 PM
57	Trains/police/ambulance sirens	5/17/2017 1:56 PM
58	Trains blowing horns at 3 in the morning.	5/17/2017 1:51 PM
59	Loud noises, sleeping in the dark	5/17/2017 1:43 PM
60	I cannot sleep at night because I am worried about things that have happened or things I am not doing right. I have slept a little in the last two days, but all the same problems are still here.	5/17/2017 1:34 PM
61	Safety Concerns	5/17/2017 1:16 PM
62	Finding a better job	5/17/2017 11:07 AM
63	Talk - Gossip	5/17/2017 9:58 AM
64	kids	5/17/2017 9:43 AM
65	Until I found this shelter I was sleeping in dirty motels or the streets, noise from cars, trains, it being too cold outside and/or raining, lack of food, not being able to purchase my medications, wondering how I was going to get thru the next days.	5/17/2017 9:40 AM
66	garbage stuff, TV, yelling - neighbors	5/16/2017 4:03 PM
67	Nothing	5/16/2017 3:50 PM
68	Not having a home of my own and a job.	5/16/2017 3:44 PM
69	My kids	5/16/2017 3:40 PM
70	Nothing, how I'm going to pay my bills this moth is one.	5/16/2017 2:57 PM
71	Finding a job so I can be financially able to take care of my children.	5/16/2017 2:51 PM
72	People away playing music and fighting I can hear everything.	5/16/2017 2:42 PM

## 2017 Annual Community Client Needs Assessment

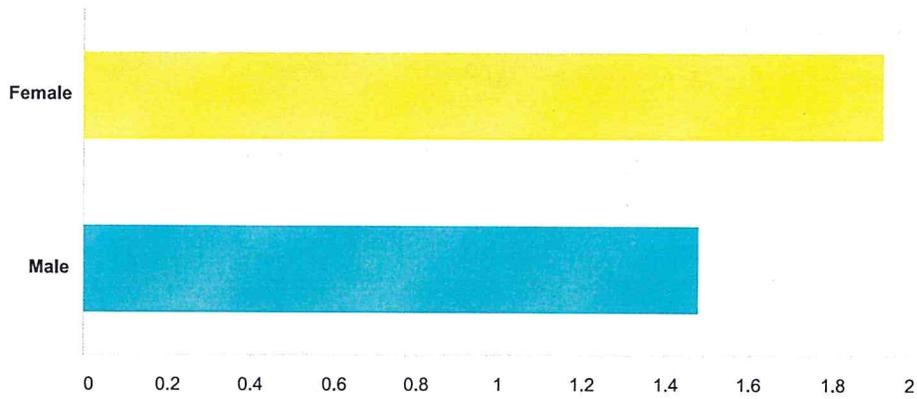
73	The smallest thing keeps me up because of my anxiety issues	5/16/2017 2:27 PM
74	Having no job and paying bills my mother says.	5/16/2017 1:52 PM
75	Shooting and trails rolling by and increased homeless people yelling and fighting.	5/16/2017 1:45 PM
76	No fence, so they steal, disrespectful neighbors, children out late.	5/16/2017 1:34 PM
77	Money, Health	5/12/2017 3:15 PM
78	Vandalism, I have o career or employment	5/12/2017 2:22 PM
79	Safety, a roof over us, money/rent	5/12/2017 2:17 PM
80	Money, health	5/12/2017 11:42 AM
81	I need a job!	5/12/2017 11:06 AM
82	Stress	5/12/2017 10:57 AM
83	Money and transportation	5/12/2017 10:46 AM
84	Stress (cause of homeless) family, friends, homeless peoples of America to make it better for them.	5/12/2017 9:44 AM
85	stress	5/11/2017 3:44 PM
86	Talking to loud late at night.	5/11/2017 3:34 PM
87	Financial Stability, almost all the time. Thank you!	5/11/2017 2:39 PM
88	I might have issues due to illness but I'm seeking assistance in the community to rule out the care due to illness.	5/10/2017 2:47 PM
89	Yes I will have time to rest our neighborhood is very quiet.	5/10/2017 2:30 PM
90	None	5/10/2017 2:18 PM
91	None because I put my baby to bed before I do, so my house is usually shut down by 10.	5/10/2017 2:10 PM
92	The crime around my neighborhood sometimes keeps me from sleeping.	5/10/2017 1:52 PM
33	bills and money	4/26/2017 4:44 PM
94	Loud Music.	4/26/2017 4:38 PM
95	financial, health	4/26/2017 4:16 PM
96	Is someone gonna be angry about the toys in the yard, are my children too loud?	4/26/2017 4:13 PM
97	Noise/traffic	4/26/2017 4:07 PM
98	anxiety and stress	4/26/2017 3:41 PM
99	Noises from people coming and going from apartment complex.	4/26/2017 2:46 PM
100	Putting food on the table and paying electric	4/26/2017 2:36 PM
101	Barking dogs and traffic	4/26/2017 2:27 PM
102	Worry about finances	4/26/2017 1:49 PM
103	none	4/25/2017 2:52 PM
104	Partying and drug house	4/24/2017 4:41 PM
105	Snoring, restless legs, and restless body.	4/24/2017 4:37 PM
106	money	4/24/2017 4:33 PM
107	Personal demons	4/24/2017 4:17 PM
108	seems alright	4/24/2017 4:12 PM
109	Loud music, car tires screeching and gun fire.	4/24/2017 4:05 PM
110	Being homeless	4/24/2017 3:56 PM
111	Finding jobs	4/24/2017 3:53 PM
112	Money	4/24/2017 3:43 PM
113	I live in helping hands men shelter. Its not a bad place to live. Its comfortable.	4/24/2017 2:46 PM

## 2017 Annual Community Client Needs Assessment

114	Mentally people	4/24/2017 2:38 PM
115	Water Pipes	4/24/2017 2:20 PM
116	Train sounds	4/24/2017 2:06 PM
117	Snoring	4/24/2017 2:00 PM
118	None I leave it all in God's hands.	4/24/2017 1:56 PM
119	No home to sleep in.	4/24/2017 1:52 PM
120	Noisy	4/24/2017 1:35 PM
121	Too much snoring noises staying in a homeless shelter	4/24/2017 1:29 PM
122	Snoring roomates	4/24/2017 1:26 PM
123	?Is my neighborhood safe?	4/24/2017 1:15 PM
124	All Noises all the time.	4/21/2017 4:39 PM
125	The cold....	4/21/2017 4:35 PM
126	Loud noise	4/21/2017 4:24 PM
127	People hurting little children, and women getting beat up, and the elderly getting abused.	4/21/2017 4:03 PM
128	Neighbors	4/21/2017 3:05 PM
129	Noise	4/21/2017 2:59 PM
130	none	4/21/2017 2:34 PM
131	I sleep in a shelter, so its hard to sleep here. Period!	4/21/2017 2:24 PM
132	Gun Shot	4/21/2017 1:51 PM
133	none	4/17/2017 2:07 PM
134	Not having any way to work	4/17/2017 1:50 PM
135	Loud Music	4/17/2017 1:37 PM
136	none	4/17/2017 1:17 PM
137	Dying in my sleep or heart attack or stroke	4/14/2017 4:39 PM
138	Music	4/14/2017 4:29 PM
139	none	4/14/2017 4:25 PM
140	none, only my health issues	4/14/2017 4:20 PM
141	affordable healthcare	4/14/2017 4:15 PM
142	none	4/14/2017 4:03 PM
143	money, bills, personal problems	4/14/2017 3:58 PM
144	none	4/14/2017 3:50 PM
145	Bills	4/10/2017 10:11 AM

### Q26 Gender (Number of each gender in household)

Answered: 229 Skipped: 29



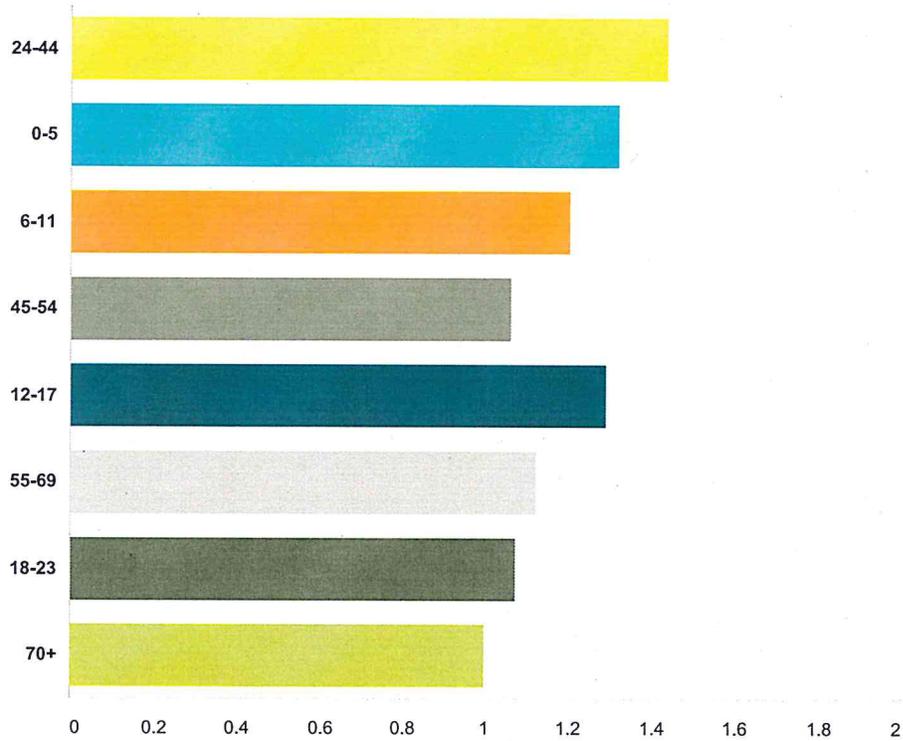
Answer Choices	Average Number	Total Number	Responses
Female	2	335	174
Male	1	197	133
<b>Total Respondents: 229</b>			

#	Male	Date
1	1	5/23/2017 4:23 PM
2	1	5/23/2017 4:01 PM
3	1	5/23/2017 3:50 PM
4	1	5/23/2017 2:29 PM
5	1	5/23/2017 2:01 PM
6	1	5/23/2017 1:59 PM
7	1	5/23/2017 1:51 PM
8	1	5/23/2017 1:44 PM
9	1	5/23/2017 1:40 PM
10	1	5/23/2017 1:28 PM
11	2	5/23/2017 1:25 PM
12	4	5/22/2017 4:19 PM
13	1	5/22/2017 4:15 PM
14	1	5/22/2017 4:10 PM
15	2	5/22/2017 3:54 PM
16	1	5/22/2017 2:42 PM
17	1	5/22/2017 2:21 PM
18	1	5/22/2017 2:18 PM
19	2	5/22/2017 2:00 PM
20	2	5/22/2017 1:51 PM

2017 Annual Community Client Needs Assessment

**Q27 Age of each person in household  
(Number of each age group)**

Answered: 218 Skipped: 40

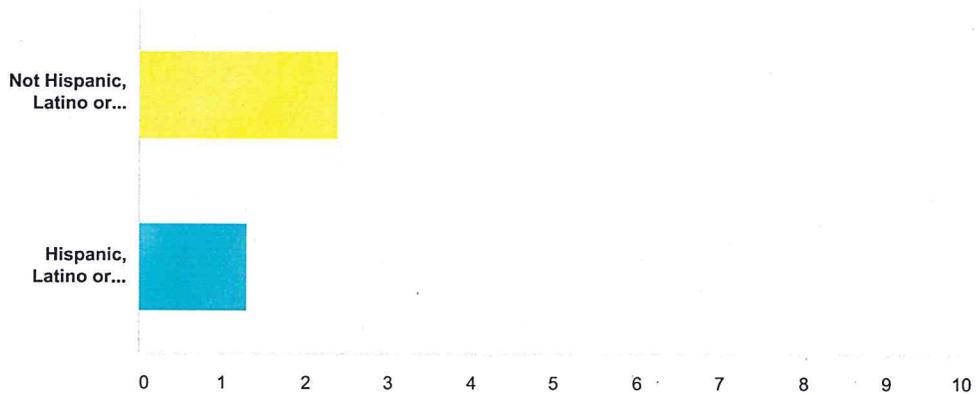


Answer Choices	Average Number	Total Number	Responses
24-44	1	175	122
0-5	1	91	69
6-11	1	65	54
45-54	1	54	51
12-17	1	62	48
55-69	1	45	40
18-23	1	29	27
70+	1	4	4
<b>Total Respondents: 218</b>			

#	70+	Date
1	1	5/16/2017 2:02 PM
2	1	5/12/2017 3:48 PM
3	1	4/21/2017 4:39 PM
	1	4/17/2017 1:32 PM
#	6-11	Date

### Q28 Ethnicity Per Household

Answered: 91 Skipped: 167



Answer Choices	Average Number	Total Number	Responses
Not Hispanic, Latino or Spanish origins	2	202	85
Hispanic, Latino or Spanish origins	1	9	7
<b>Total Respondents: 91</b>			

#	Not Hispanic, Latino or Spanish origins	Date
1	2	5/23/2017 3:00 PM
2	3	5/23/2017 2:53 PM
3	2	5/23/2017 2:37 PM
4	1	5/23/2017 2:22 PM
5	3	5/23/2017 2:11 PM
6	1	5/23/2017 2:07 PM
7	3	5/23/2017 1:57 PM
8	3	5/23/2017 1:31 PM
9	3	5/23/2017 11:44 AM
10	4	5/22/2017 4:34 PM
11	3	5/22/2017 4:10 PM
12	3	5/22/2017 4:02 PM
13	4	5/22/2017 3:54 PM
14	1	5/22/2017 2:44 PM
15	4	5/22/2017 2:42 PM
16	4	5/22/2017 2:00 PM
17	1	5/22/2017 1:51 PM
18	3	5/22/2017 1:45 PM
19	2	5/22/2017 11:41 AM
20	3	5/22/2017 11:33 AM

2017 Annual Community Client Needs Assessment

**Q29 Race of EACH PERSON in household**

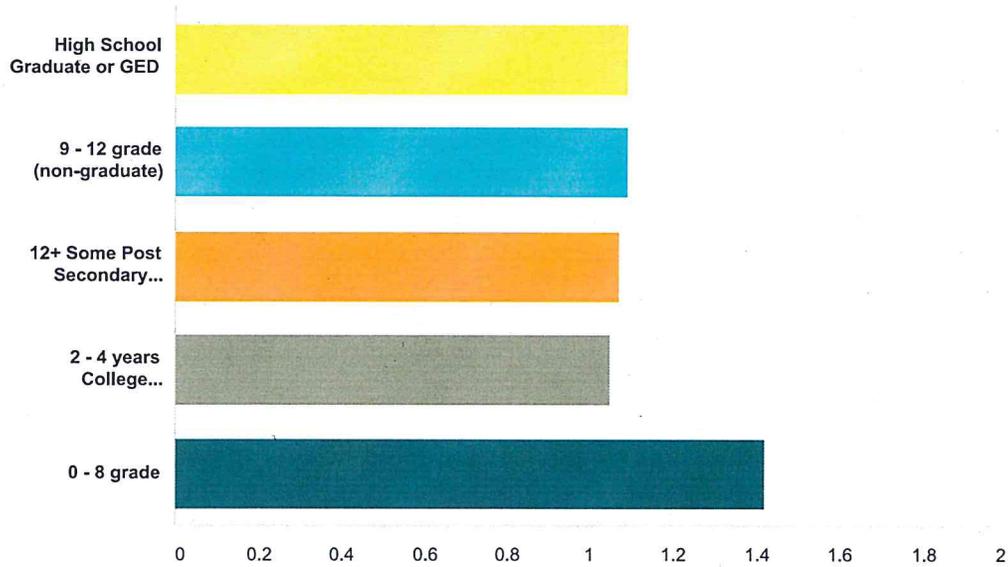
Answered: 225 Skipped: 33

Answer Choices	Responses	
Black or African American	57.33%	129
White	41.78%	94
Multi-Race (any two or more of the above)	5.78%	13
Other	2.22%	5
American Indian or Alaska Native	1.78%	4
Asian	0.89%	2
Native Hawaiian and Other Pacific Islander	0.00%	0

#	White	Date
1	1	5/23/2017 2:41 PM
2	1	5/23/2017 2:01 PM
3	1	5/23/2017 1:57 PM
4	2	5/23/2017 1:44 PM
5	2	5/23/2017 1:10 PM
6	1	5/22/2017 4:23 PM
7	1	5/22/2017 3:54 PM
8	2	5/22/2017 2:42 PM
9	1	5/22/2017 11:33 AM
10	1	5/19/2017 3:41 PM
11	1	5/19/2017 3:38 PM
12	1	5/19/2017 3:35 PM
13	1	5/19/2017 2:56 PM
14	4	5/18/2017 11:59 AM
15	1	5/18/2017 11:56 AM
16	3	5/18/2017 11:52 AM
17	1	5/18/2017 11:46 AM
18	3	5/18/2017 11:29 AM
19	3	5/18/2017 11:24 AM
20	4	5/18/2017 11:20 AM
21	1	5/17/2017 2:56 PM
22	2	5/17/2017 2:06 PM
23	2	5/17/2017 2:03 PM
24	2	5/17/2017 1:56 PM
25	2	5/17/2017 1:43 PM
26	1	5/17/2017 1:16 PM

### Q30 Education levels of all Adults 24 years old or older

Answered: 210 Skipped: 48

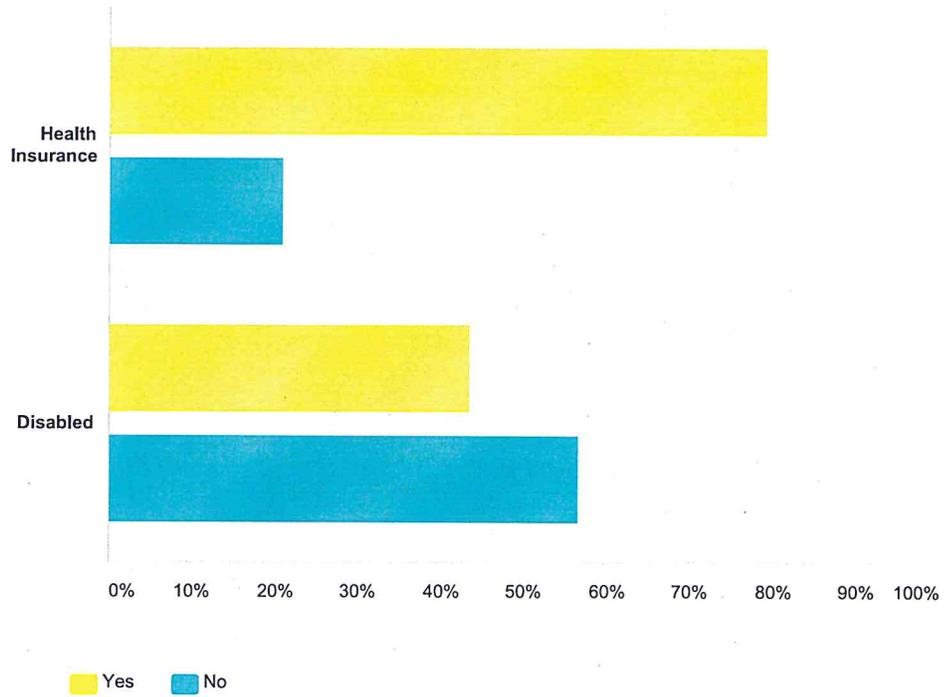


Answer Choices	Average Number	Total Number	Responses
High School Graduate or GED	1	99	91
9 - 12 grade (non-graduate)	1	49	45
12+ Some Post Secondary Schooling	1	46	43
2 - 4 years College Graduate	1	45	43
0 - 8 grade	1	27	19
<b>Total Respondents: 210</b>			

#	High School Graduate or GED	Date
1	1	5/23/2017 4:23 PM
2	1	5/23/2017 4:04 PM
3	1	5/23/2017 4:01 PM
4	1	5/23/2017 3:41 PM
5	1	5/23/2017 2:57 PM
6	1	5/23/2017 2:41 PM
7	1	5/23/2017 2:29 PM
8	1	5/23/2017 2:11 PM
9	1	5/23/2017 2:07 PM
10	1	5/23/2017 1:59 PM
11	1	5/23/2017 1:57 PM
12	1	5/23/2017 1:51 PM

### Q31 Other Characteristics Per Household

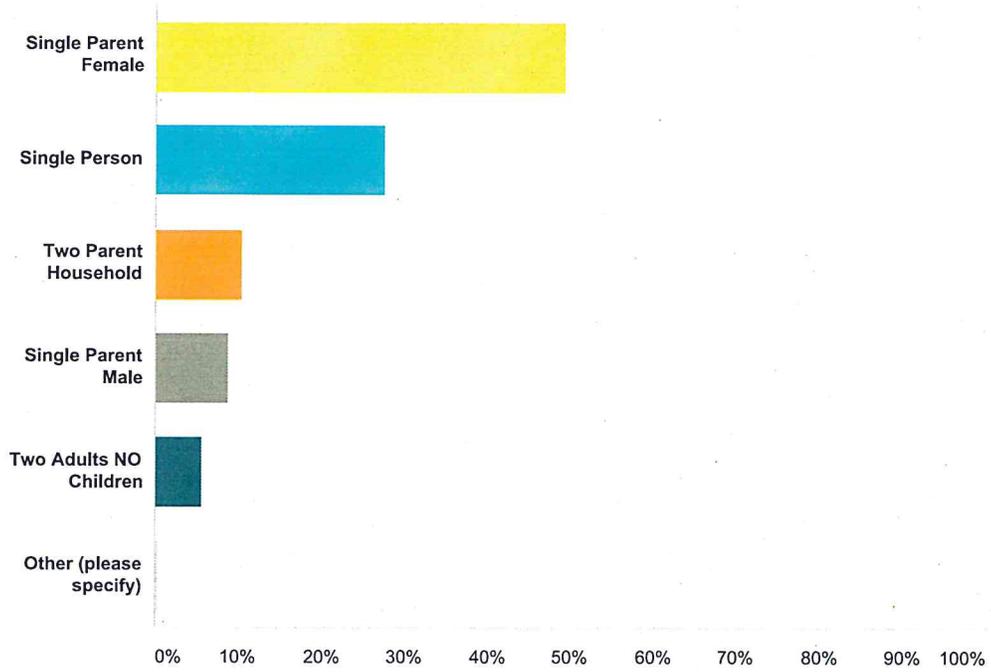
Answered: 204 Skipped: 54



	Yes	No	Total
Health Insurance	79.12% 144	20.88% 38	182
Disabled	43.48% 50	56.52% 65	115

### Q32 Family Type

Answered: 229 Skipped: 29

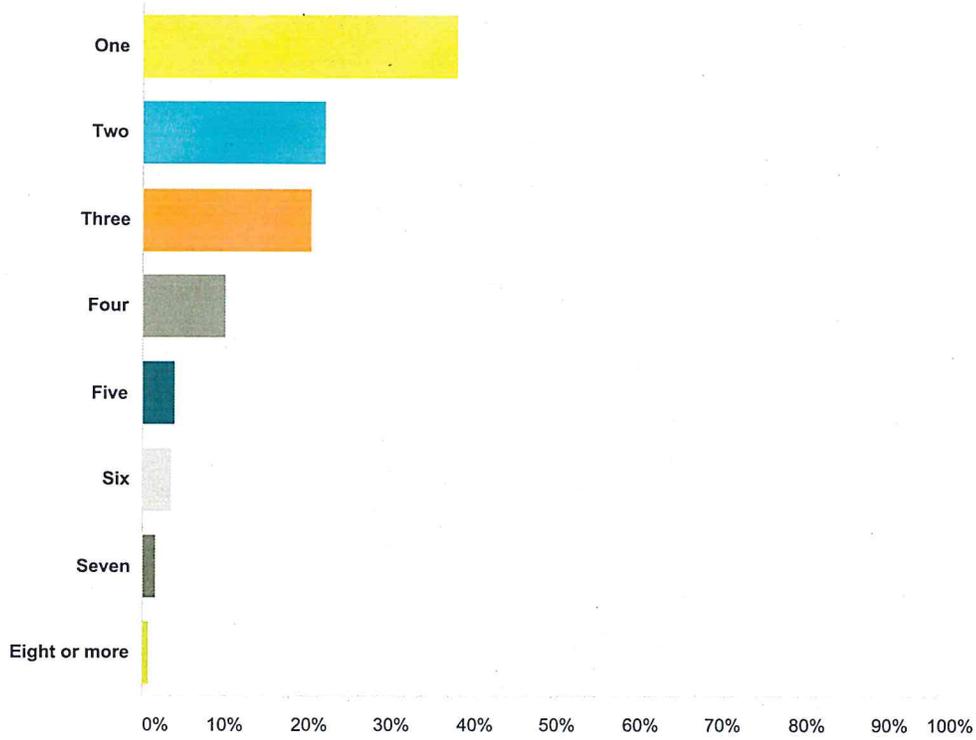


Answer Choices	Responses
Single Parent Female	49.34% 113
Single Person	27.51% 63
Two Parent Household	10.48% 24
Single Parent Male	8.73% 20
Two Adults NO Children	5.68% 13
Other (please specify)	0.44% 1
<b>Total Respondents: 229</b>	

#	Other (please specify)	Date
1	2	5/22/2017 1:41 PM

### Q33 Family Size

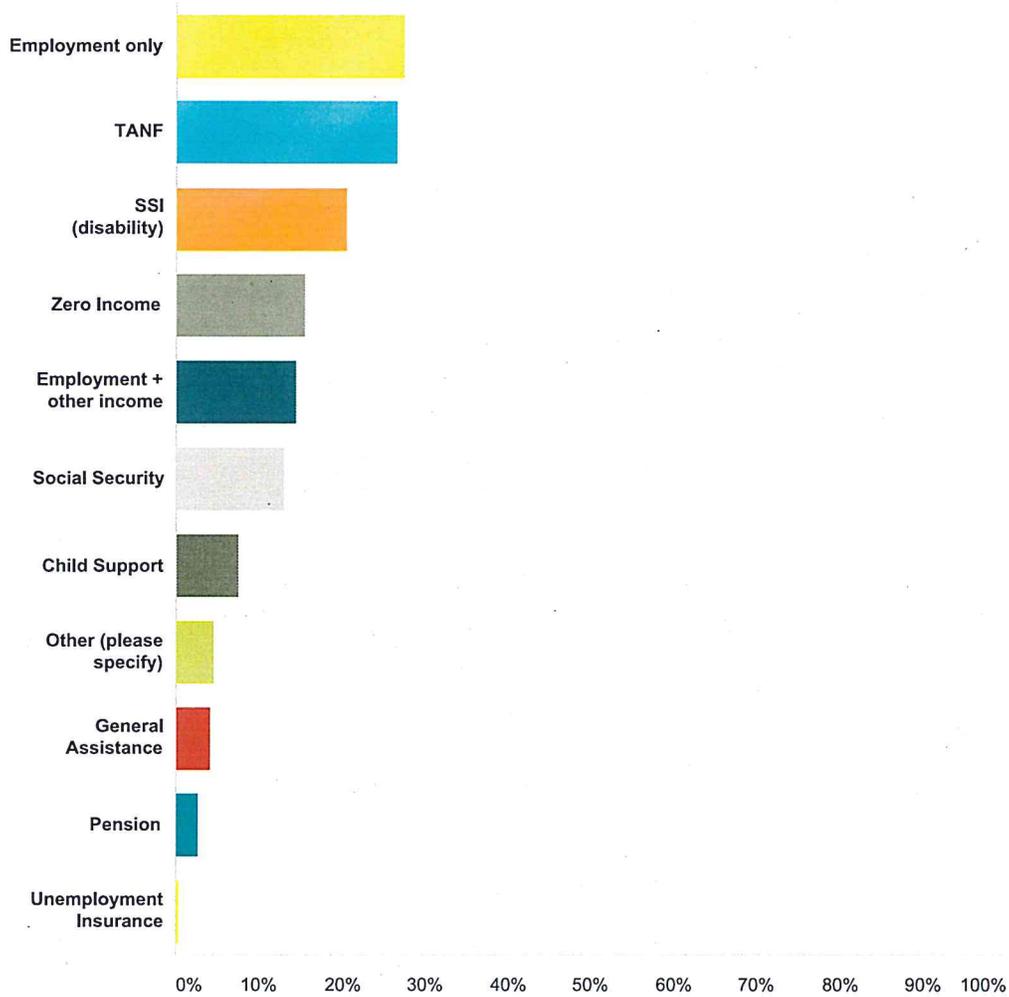
Answered: 228 Skipped: 30



Answer Choices	Responses	
One	37.72%	86
Two	21.93%	50
Three	20.18%	46
Four	10.09%	23
Five	3.95%	9
Six	3.51%	8
Seven	1.75%	4
Eight or more	0.88%	2
<b>Total</b>		<b>228</b>

### Q34 Source of Family Income

Answered: 215 Skipped: 43

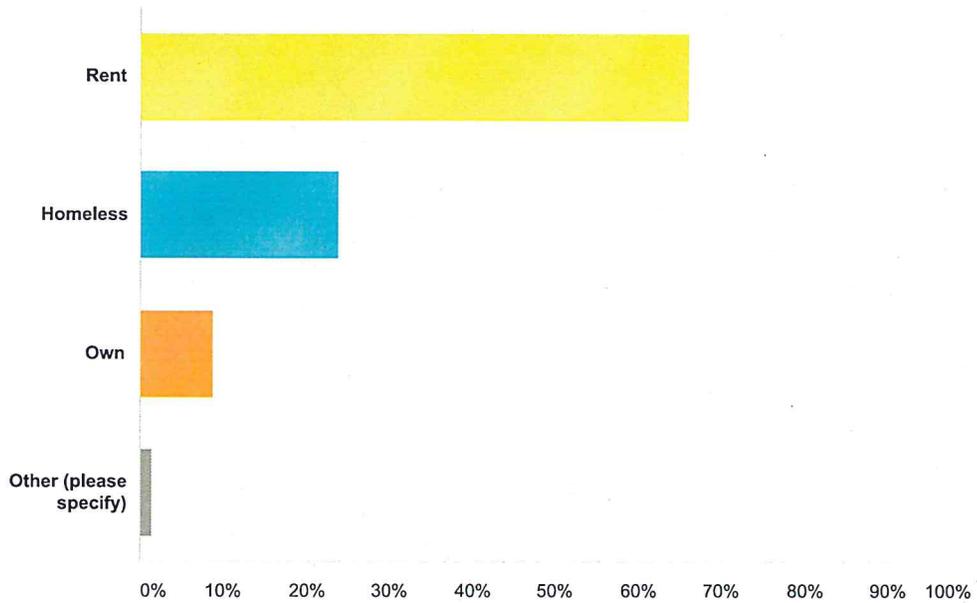


Answer Choices	Responses	Count
Employment only	27.44%	59
TANF	26.51%	57
SSI (disability)	20.47%	44
Zero Income	15.35%	33
Employment + other income	14.42%	31
Social Security	13.02%	28
Child Support	7.44%	16
Other (please specify)	4.65%	10
General Assistance	4.19%	9
Pension	2.79%	6

2017 Annual Community Client Needs Assessment

**Q35 Housing**

Answered: 215 Skipped: 43

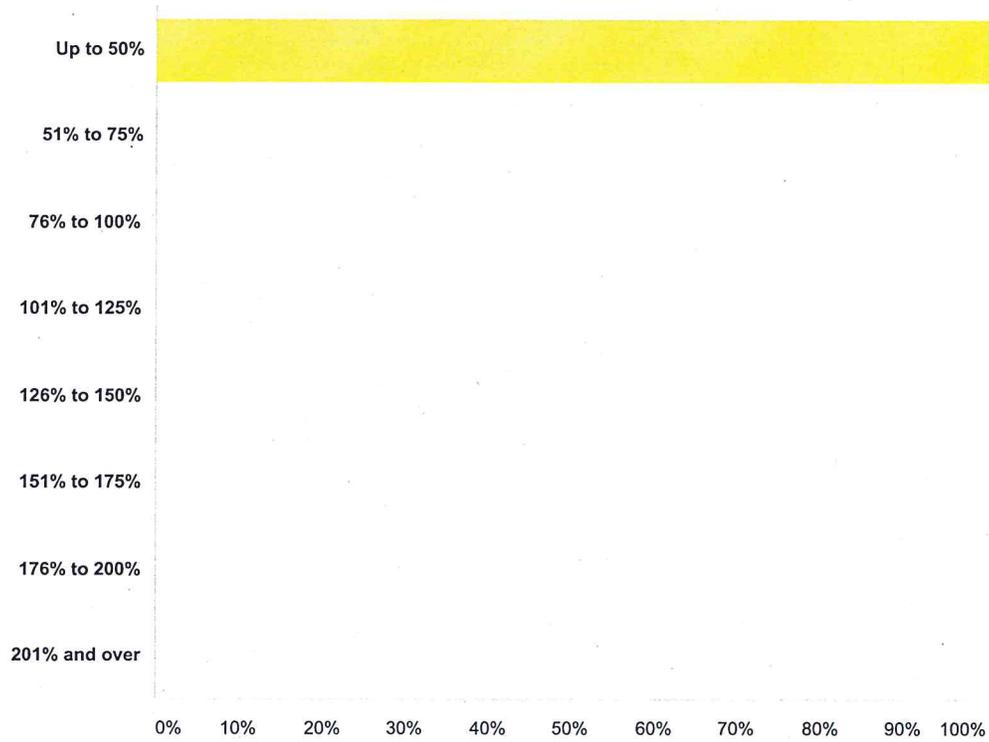


Answer Choices	Responses	
Rent	66.05%	142
Homeless	23.72%	51
Own	8.84%	19
Other (please specify)	1.40%	3
<b>Total</b>		<b>215</b>

#	Other (please specify)	Date
1	shelter	5/19/2017 3:35 PM
2	Contact Ministries	5/17/2017 1:34 PM
3	????	4/17/2017 1:28 PM

### Q36 Level of Family Income

Answered: 1 Skipped: 257



Answer Choices	Responses	
Up to 50%	100.00%	1
51% to 75%	0.00%	0
76% to 100%	0.00%	0
101% to 125%	0.00%	0
126% to 150%	0.00%	0
151% to 175%	0.00%	0
176% to 200%	0.00%	0
201% and over	0.00%	0
<b>Total</b>		<b>1</b>