Sangamon County Community Resources

Client Needs Assessment
(June 1, 2017-May, 31 2018)

Junfeng Wang, Associate Professor
Department of Public Administration
University of Illinois at Springfield
jwang86@uis.edu
217-206-8429

August 2, 2018

Table of Contents

List of Tables i
List of Figures ii
Introduction 1
Part I: Client Demographics 1
Age 1
Race 2
Education Level 3
Health Insurance and Disability 3
Family Type 4
Family Size 4
Source of Family Income 5
Housing 6
Part II: Service Needs Analysis 7
Residency 7
Employment and Age Groups 8
Education and Age Group 9
Financial and Legal Issues and Single Parents 11
Housing and Age Groups 13
Food and Nutrition and Single Parents 15
Food and Nutrition and Older Clients 16
Child Care and Child Development and Single Parents 17
Parenting and Family Support and Family Type 19
Transportation and Family Type 21
Health and Single Parent and Disability 23
Health Needs and Different Age Groups 25
Basic Needs and Different Age Groups 27
Part III: Agency Service Provision 30

List of Tables

Table 1 Age distribution of Household 2
Table 2 Number and Percentage of Household with Health Insurance and Disability 3
Table 3 Number of Family Income Sources 5
Table 4 Comparison of Employment Needs by Age Group 8
Table 5 Education Needs from Clients or Their Family Members 10
Table 6 Financial and Legal Needs from Single Parents or Their Family Members 11
Table 7 Housing Needs from Clients in Different Age Groups 13
Table 8 Food and Nutrition Needs from Single Parent Households 15
Table 9 Food and Nutrition Needs of Households with Seniors 55 and above 16
Table 10 Child Care and Child Development Needs of Single Parent Households 18
Table 11 Parenting and Family Support Needs for Single Parent and Two Parent Households .. 20
Table 12 Transportation Needs Comparison of Different Types of Households 22
Table 13 Health Needs of Single Parent Households and Households with Disabled Members . 24
Table 14 Health Needs Comparison among Different Age Groups 26
Table 15 Basic Needs of Different Age Groups 28

List of Figures

Figure 1 Racial Distribution of Households 2
Figure 2 Education Level of All Adults 24 years and older in Household 3
Figure 3 Family Type Distribution 4
Figure 4 Family Size Distribution 4
Figure 5 Source of Family Income 5
Figure 6 Housing Arrangements 6
Figure 7 Number of Clients by Month 7
Figure 8 Changes Employment Needs Change by Age Groups 9
Figure 9 Changes in Education Needs by Age Groups 11
Figure 10 Changes in Financial and Legal Needs of Single Parent Households 12
Figure 11 Changes in Housing Needs Comparison among Age Groups 14
Figure 12 Changes in Food and Nutrition Needs of Single Parent Households 16
Figure 13 Changes in Food and Nutrition Needs of Households with Seniors 55 and above 17
Figure 14 Changes in Child Care and Child Development Needs of Single Parent Household .. 19
Figure 15 Changes in Parenting and Family Support Needs for Single Parent and Two Parent Households 21
Figure 16 Changes in Transportation Needs Comparison of Different Types of Households 23
Figure 17 Changes in Health Needs of Single Parent Households and Households with Disabled Members 25
Figure 18 Changes in Health Needs of Households with Different Age Groups 27
Figure 19 Changes in Basic Needs of Different Age Groups 29
Figure 20 How Clients Learned about the Agency 30
Figure 21 Services Clients Received in the Last 12 Months 31

Client Needs Assessment

Introduction

Sangamon County Community Resources (SCCR) collected data on the needs of individuals and families from the following perspectives:

- Employment
- Education
- Financial and legal issues
- Housing
- Food and nutrition
- Child care and child development
- Parenting and family support
- Transportation
- Health
- Basic needs

This report analyzed client needs survey data from June 1, 2017 to May 31, 2018, 4348 records in total. This number went down from 4507 between June 2016 and July 2017 data collection period.

Most service questions on the survey were asked in a way of "which ... needs could you or your family use help." This means clients who filled the survey could speak for individual needs or family needs and it was impossible to make a distinction between them. On the demographic information section, all information were collected using the household as a unit. Therefore, the findings in this report are based on households. The report is divided into three sections: client demographic analysis, service needs analysis, and agency service provision.

Part I: Client Demographics

This section discusses characteristics of age, race, education level, health insurance, disability, family type, family size, sources of family income, and housing in 4348 households who lived in Sangamon County during the survey period.

Age

Table 1 shows the age distribution in these households. Since one household could have a person in any of the age groups, it could be counted multiple times.

The percentages were calculated by the number of households divided by 4348 of survey participants, for example, 1019/4348= 23.4%.

Out of 4348 households, 23% of them had children between 0-5 years old, 27% of them had children between 6-11 years old, and 24% of them had children between 12-17 years old. The majority of the clients had children under the age 18 at home.

Comparing to the June 2016- May 2017 survey, there was a significant increase of older people in this year's survey. The number of households with age between 55 and 69 increased from 862 to 1199, and for households with elders 70+, the number increased from 98 to 418. This potentially will shift the agency's focus toward serving elders.

Table 1 Age distribution of Household

Age Group	# of Households	Percentage
0-5	1019	23.4%
6-11	1165	26.8%
12-17	1032	23.7%
18-23	483	11.1%
24-44	2088	48%
45-54	877	20.2%
55-69	1199	27.6%
70+	418	9.6%
Total	4348	

Race

Figure 1 shows that more than half of the clients were African Americans. White clients accounted for 45%. Comparing to last year, there were fewer African American clients, and White clients increased from 41% to 45%.

In terms of ethnicity, 10 clients didn't answer the question. among the 4338 clients who answered the question, only 41 of them, or less than 1% were Hispanic, Latino or Spanish origins.

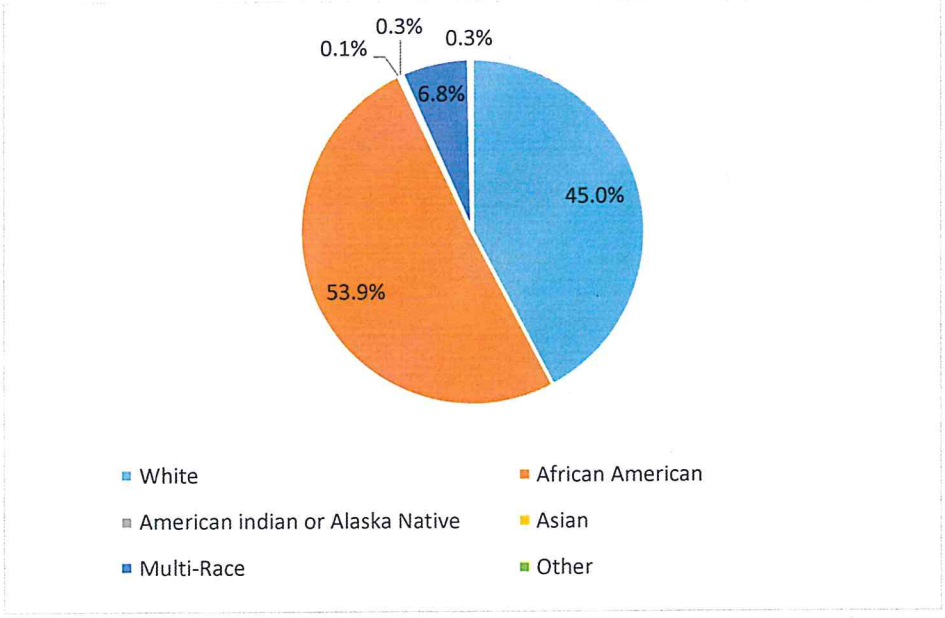

Figure 1 Racial Distribution of Households

Education Level

The survey asked education levels of all adults 24 years old or older. Among all 4348 individuals and households, 26% of them had at least one household member had less than high school education. 44% households had at least one HS graduates. 12% households had at least one member with 2-4 years of college education. These numbers were similar with last year's survey results.

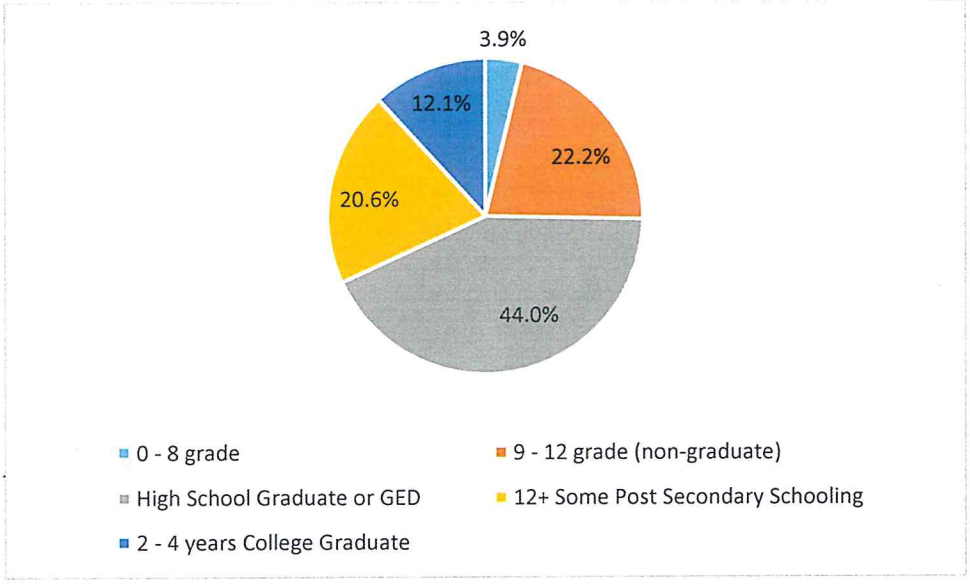

Figure 2 Education Level of All Adults 24 years and older in Household

Health Insurance and Disability

Out of 4324 clients who answered the health insurance question, 90% of them had health insurance. This number is consistent with last year's data. Out of 4339 clients who answered the disability question, 48% of them had at least one person disabled in their households, which is a 7% increase from last year.

Table 2 Number and Percentage of Household with Health Insurance and Disability

		Count	Percentage
Health Insurance	Yes	3870	89.5%
	No	454	10.5%
	Total	4324	
Disabled	Yes	2069	47.7%
	No	2270	52.3%
	Total	4339	

Family Type

Among 4348 clients who answered this question, 39% of indicated as single parent female type household, 7% less than last year. There were also 3% of single parent male family type. Single person family accounted for 43% of all families, an increase of 9% from last year.

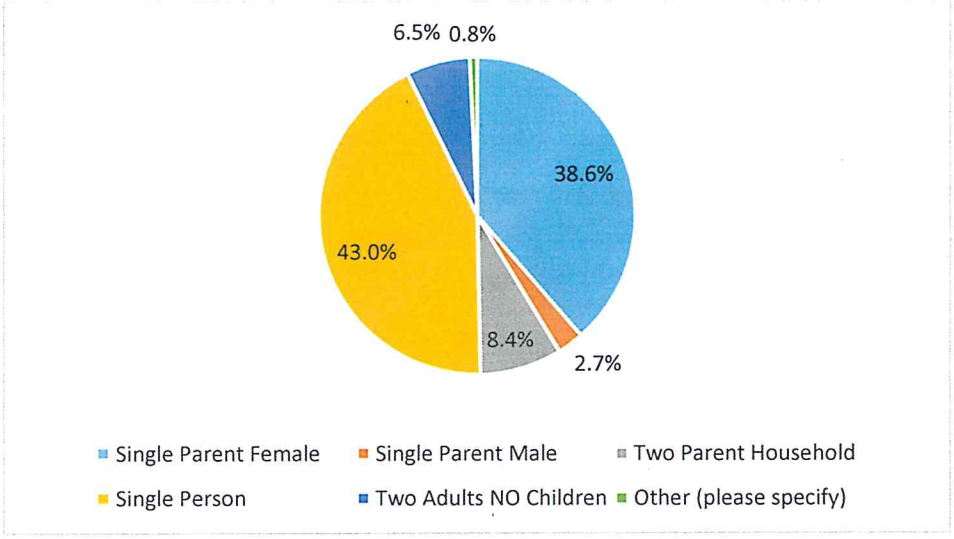

Figure 3 Family Type Distribution

Family Size

Consistent with the percentage of single person in Figure 3, Figure 4 also shows that individuals accounted for 43% of all clients, a significant increase from last year. There were about 2-3% decrease in each of the two person, three person, four person, and five person households. Single person and multi-person families have different needs. The agency could base service planning on this household size distribution.

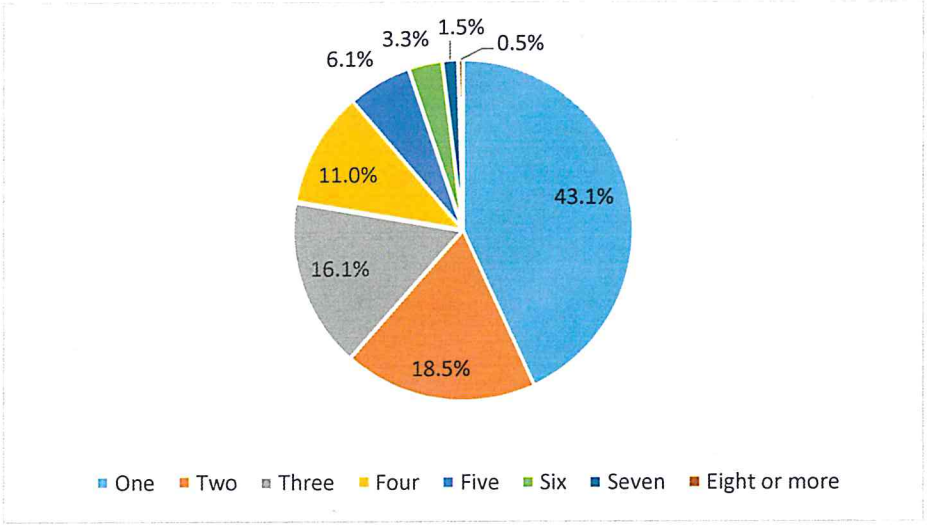

Figure 4 Family Size Distribution

Source of Family Income

Among 4344 clients who answered this question, 342, or about 8% claimed zero income, which is a 3% reduction from last year. 65% of them had one income source. 24% of them had two incomes sources. A little more than 3% clients had three income sources. Four clients had four income sources. With three or four income sources but still need to come to SCCR for more help, this may deserve a little more attention of the agency.

Table 3 Number of Family Income Sources

# of Income Source	Count	Percentage
0	342	7.9%
1	2822	65.0%
2	1032	23.8%
3	144	3.3%
4	4	0.1%
Total	4344	100.0%

The top three sources of family income were social security, SSI (disability), and employment. Comparing to last year, the reliance on social security increased from 24.7% to 37.7%, while the employment only source decreased from 32.2% to 24.8%. SSI (disability) remained about the same as last year.

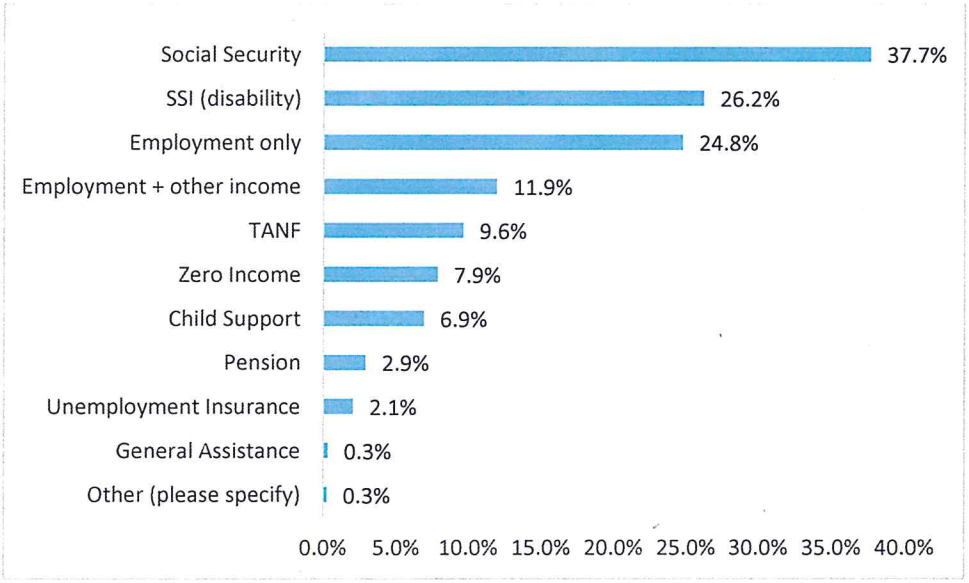

Figure 5 Source of Family Income

Among the 12 clients who indicated other income, the source could be adopt assistance, hotel, investment income, SRS disability, utility allowance, VA disability, work disability, and workman's compensation insurance.

Housing

Among 4335 clients who reported their housing arrangements, 78% of them were renters, down from 82% of last year. The percentage of homeowners increased from 17% to near 22%. There were a fewer homeless clients comparing to last year.

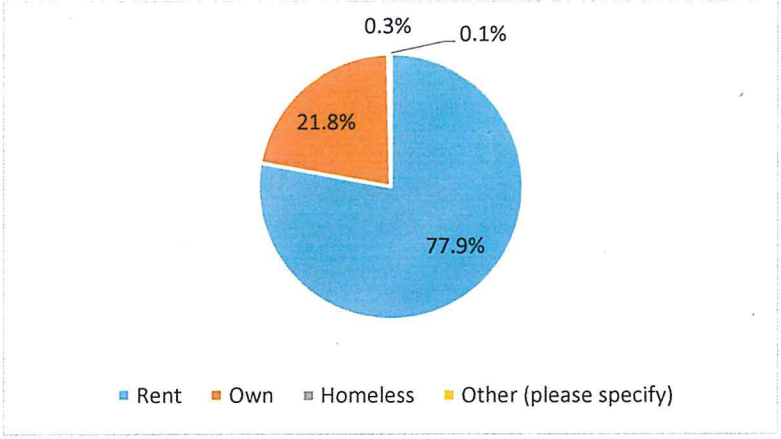

Figure 6 Housing Arrangements

Part II: Service Needs Analysis

SCCR conducted the survey between June 2017 and May 2018. Figure 6 shows the number of clients who completed the survey each month. The first four months, from June 2017 to September 2017 the numbers of clients were very small. In the 2016-2017 survey cycle, September was the month with the largest number of clients. For the 2017-2018 year, October saw the largest number of clients. November 2017 was the second busiest month, while in the 2016-2017 survey cycle, it was January 2017.

When asked whether they had ever used SCCR services, 83% of the clients answered yes. 735, or 17% of the clients were new to SCCR.

When asked whether they used Public Health/WIC services, 824, or 19% of the clients answered yes. Among these 824 clients, 50 of them said that they also went there on the same day they visited SCCR.

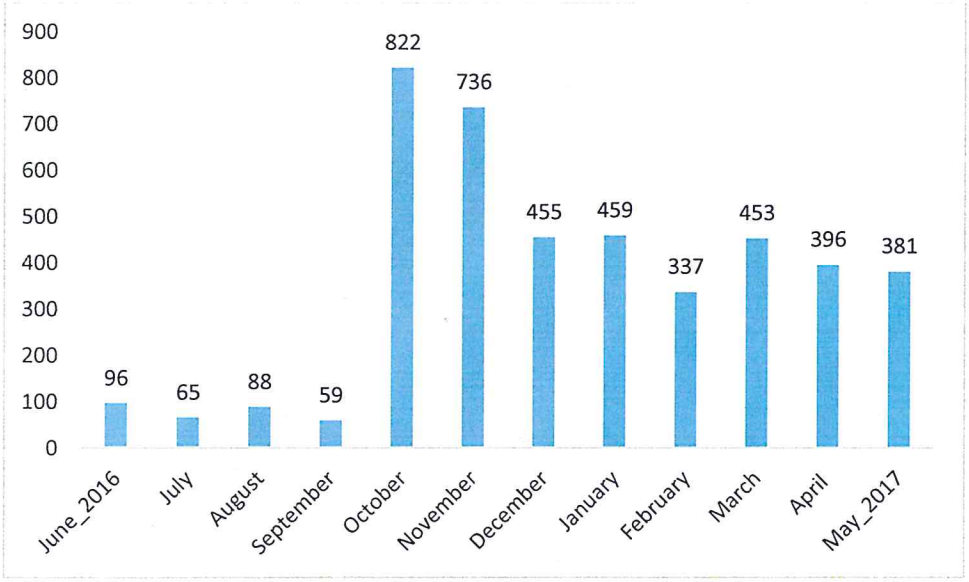

Figure 7 Number of Clients by Month

Residency

Among the 4337 clients who provided their residency, 4027, or 93% of them were from Springfield. There were 57 clients from Chatham, 48 from Auburn, 29 from Riverton, 25 from Rochester, and 24 from Pawnee.

The following sections are relational analyses of service categories and selected client demographic characters.

Employment and Age Groups

Table 4 compares the employment needs for age groups 18-23, 24-44, and 45-54. It shows that in both survey cycles, the common top employment needs for all three age groups remained similarly.

Their common top employments needs were:

- Finding a permanent full-time job that will support me or my family
- Knowing what jobs are available
- Getting an education for the job that I want
- Getting training for the job that I want

Table 4 Comparison of Employment Needs by Age Group

Employment Needs	2016-2017			2017-2018		
	Age 18_23	Age 24_44	Age 45_54	Age 18_23	Age 24_44	Age 45_54
Getting training for the job that I want	12.6%	12.5%	12.7%	14.4%	13.5%	12.5%
Getting an education for the job that I want	17.1%	16.6%	11.2%	16.8%	16.1%	11.8%
Finding a permanent full-time job that will support me or my family	24.7%	24.4%	23.8%	19.2%	21.3%	18.2%
Knowing what jobs are available	15.3%	15.6%	17.2%	14.6%	15.1%	16.4%
Learning how to interview for a job	4.8%	4.5%	4.2%	5.1%	4.9%	5.0%
Learning how to write a resume	7.2%	6.5%	7.0%	7.1%	6.7%	7.8%
Learning how to fill out job applications	2.1%	1.9%	1.8%	2.2%	2.6%	3.2%
Learning computer skills to apply for jobs	7.4%	6.8%	10.3%	8.0%	7.2%	12.7%
Obtaining appropriate clothing for my job	5.3%	7.8%	7.3%	9.7%	8.6%	8.0%
Obtaining equipment (e.g. tools) for my job	3.4%	3.4%	4.5%	2.9%	3.9%	4.4%

For the 45-54 age group, they also had high level of needs in learning computer skills to apply for jobs.

There were also some observable changes between the two survey cycles (Figure 8). When comparing data from the 2016-2017 survey cycle, the common noticeable changes are:

- All three age-groups had reduced needs in "finding permanent full-time job that will support me or my family" and in "knowing what jobs are available."

- They all indicated more needs in "getting training for the job that I want", "learning how to interview for a job", "learning how to write a resume", "learning how to fill out job applications", "learning computer skills to apply for jobs", and "obtaining appropriate clothing for my job."

It is apparent that clients need training in basic skills related to finding jobs. The agency could think about the possibility of offering workshops and creating a "Closet for Work" program to help these clients.

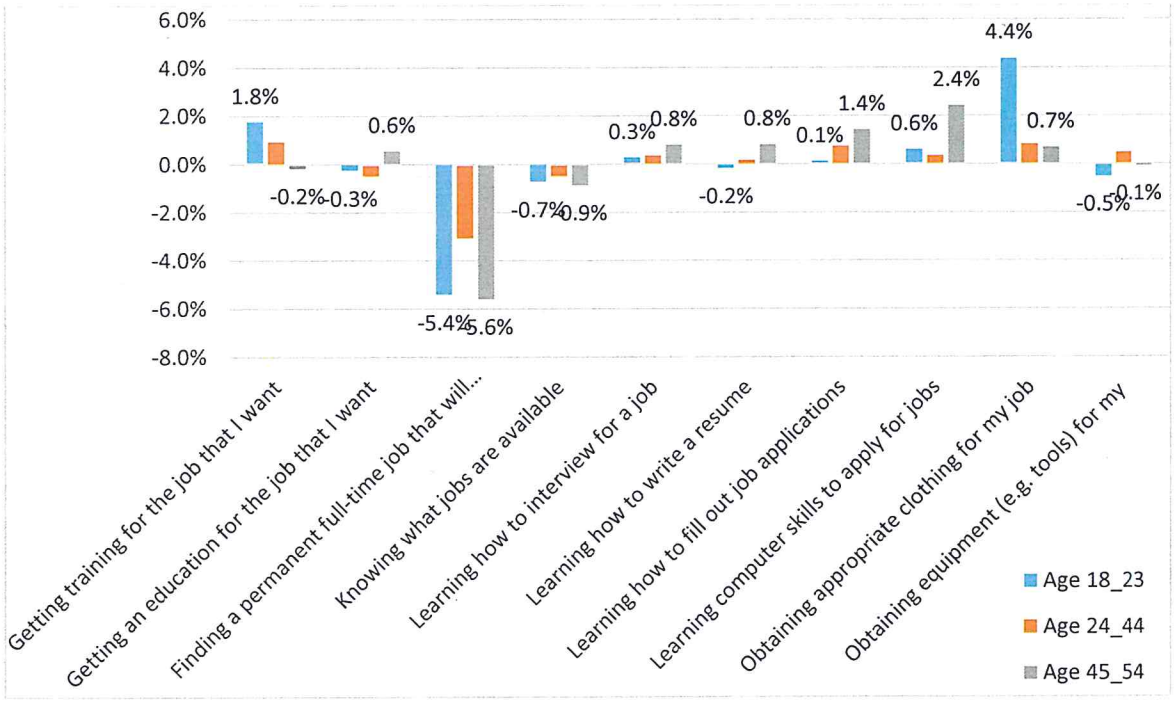

Figure 8 Changes Employment Needs Change by Age Groups

Education and Age Group

Table 5 and Figure 9 compares the education needs among three age groups, 18-23, 24-44, and 45-54 and changes between the two survey cycles. Consistent with last year's pattern, the common top education needs were still:

- Obtaining a high school diploma or GED/HSED
- Obtaining a two-year college degree
- Obtaining a four-year college or university degree
- Getting financial assistance to complete my education
- Choosing a career

One large difference between the age group 45-54 to the younger age groups was that people in this age group less desired to obtain a four-year college or university degree but they wished to learn how to use a computer (13% vs. 5% vs. 6%).

Table 5 Education Needs from Clients or Their Family Members

Education Needs	2016-2017			2017-2018		
	Age 18_23	Age 24_44	Age 45_54	Age 18_23	Age 24_44	Age 45_54
Obtaining a high school diploma or GED/HSED	26%	25%	23%	20%	23%	23%
Obtaining a two-year college degree	14%	17%	14%	15%	15%	11%
Obtaining a four-year college or university degree	10%	12%	9%	12%	13%	9%
Choosing a career	12%	11%	10%	14%	13%	13%
Choosing a technical school program	6%	6%	6%	3%	6%	4%
Learning how to use a computer	5%	5%	15%	5%	6%	13%
Learning or improving communication or language skills	5%	4%	5%	6%	4%	6%
Learning English (as a second language)	1%	0%	0%	1%	0%	0%
Getting financial assistance to complete my education	17%	16%	15%	18%	16%	15%
Completing college aid forms (including FAFSA forms)	5%	4%	4%	7%	4%	6%

When comparing data from the 2016-2017 survey cycle, the noticeable changes (Figure 9) are:

- All three age groups had an increase of needs in "choosing a career."
- The 18-23 age group also had an increase of needs in "obtaining a two-year college degree", "obtaining a four-year college or university degree", "getting fianancial assistance to complete my education", and "completing college aid forms." They had decreased needs in "obtaining a high school diploma or GED/HSED", and "choosing a technical school program."
- The 24-44 age group also had an increase of needs in "obtaining a four-year college or university degree", and "learning how to use a computer." They had decreased needs in "obtaining a high school diploma or GED/HSED", and "obtaining a two-year college degree."
- The 45-54 age group also had an increase of needs in "learning or improving communication or lanuguage skills", and "completing college aid forms." They had decreased needs in "obtaining a two-year college degree", "choosing a technical school program", and "learning how to use a computer."

It's interesting for the 45-54 age group responded with an increasing need of "learning computer skills to apply for jobs" in the employment question, but in the education question, they responded with a decreasing need of "learning how to use a computer." This may reflect their view of the difference between "learning how to use a computer" and "learning computer skills to apply for jobs." From a survey instrument design perspective, this needs to be discussed.

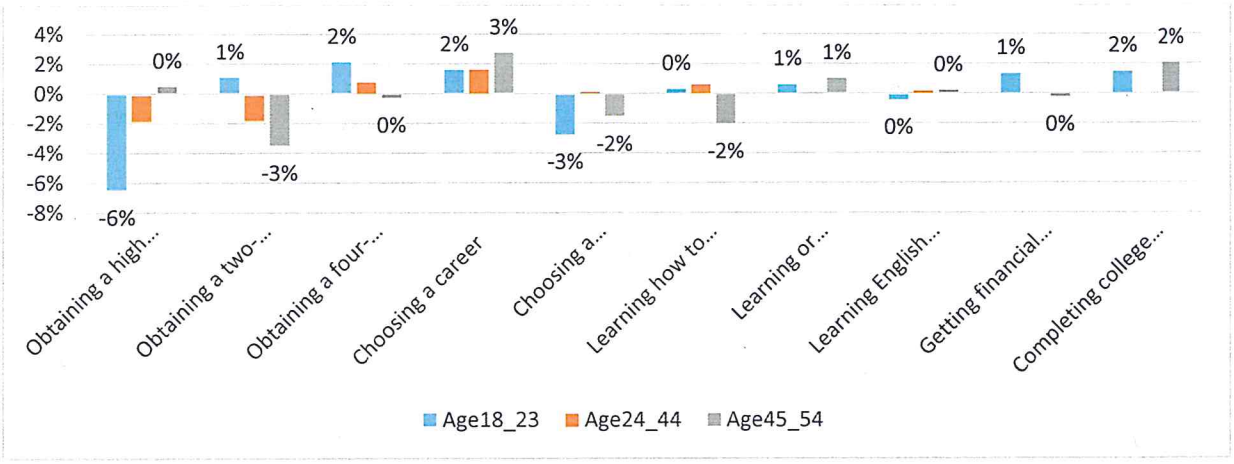

Figure 9 Changes in Education Needs by Age Groups

Financial and Legal Issues and Single Parents

Table 6 shows that in the 2017-2018 survey cycle, "budgeting and managing money" was the number one financial need for single parents, followed by "understanding credit scores"," solving problems with utility or telephone company", and "solving problems with a credit card or loan company."

Table 6 Financial and Legal Needs from Single Parents or Their Family Members

Financial and Legal Needs	2016-2017		2017-2018	
	Count	Percentage	Count	Percentage
Budgeting and managing money	423	29.7%	343	30.0%
Opening a checking or savings account	97	6.8%	80	7.0%
Filling out tax forms	55	3.9%	57	5.0%
Understanding credit scores	174	12.2%	161	14.1%
Solving problems with a credit card or loan company	168	11.8%	133	11.6%
Solving problems with utility or telephone company	207	14.5%	145	12.7%
Solving problems with payday loans	62	4.3%	58	5.1%
Solving bank foreclosure/bankruptcy/repossession problems or issues	19	1.3%	8	0.7%
Solving divorce problems or issues	20	1.4%	9	0.8%
Solving child custody problems or issues	36	2.5%	28	2.4%
Solving child support problems or issues	101	7.1%	72	6.3%
Solving restraining order problems or issues	8	0.6%	4	0.3%
Getting protection in domestic violence situations	8	0.6%	9	0.8%
Getting legal assistance with deportation or immigration issues	7	0.5%	2	0.2%
Getting legal assistance when denied services	41	2.9%	36	3.1%

Comparing to the 2016-2017 survey cycle (Figure 10), the noticeable increasing needs for single parent households included:

- Filling out tax forms
- Understanding credit scores
- Solving problems with payday loans

The noticeable decreasing needs for single parent households included:

- Solving problems with utility or telephone company
- Solving bank foreclosure/bankruptcy/repossession problems or issues
- Solving divorce problems or issues
- Solving child support problems or issues

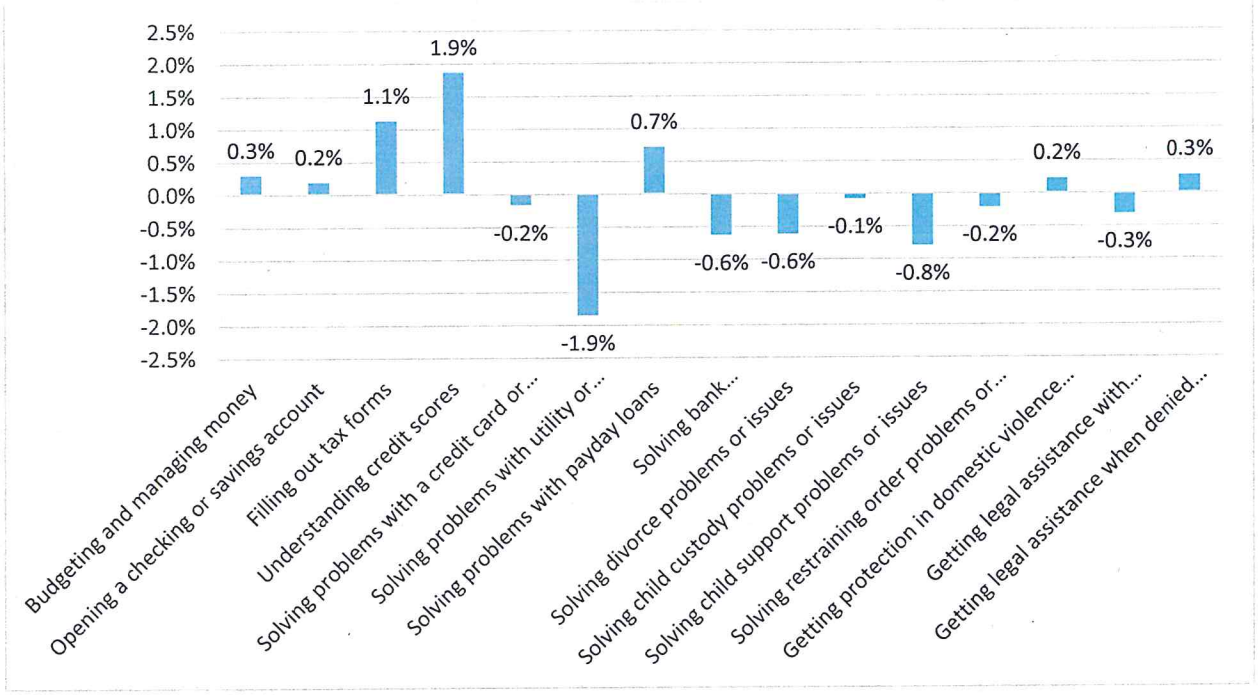

Figure 10 Changes in Financial and Legal Needs of Single Parent Households

Housing and Age Groups

Table 7 compares the housing needs among different age groups, 18-23, 24-44, 45-54, 55-69, and 70 years old and above in two survey cycles.

Table 7 Housing Needs from Clients in Different Age Groups

Housing Needs	2016-2017					2017-2018				
	Age 18_23	Age 24_44	Age 45_54	Age 55_69	Age 70+	Age 18_23	Age 24_44	Age 45_54	Age 55_69	Age 70+
Finding affordable housing that fits my family's needs	17.9%	15.8%	14.0%	15.2%	6.5%	16.8%	15.3%	15.9%	11.3%	9.8%
Getting financial assistance with a down payment or closing costs to buy a home	9.6%	11.6%	9.2%	7.8%	7.0%	12.2%	11.3%	8.0%	5.3%	0.0%
Qualifying for a loan to buy a home	13.0%	14.3%	10.4%	8.6%	7.0%	12.2%	13.7%	8.9%	6.8%	2.9%
Obtaining home ownership education	6.7%	7.6%	5.4%	2.4%	4.0%	6.1%	7.2%	3.0%	2.9%	2.0%
Obtaining renter/tenant rights and responsibilities education	3.1%	3.5%	4.2%	4.4%	0.0%	3.6%	3.6%	4.6%	3.7%	3.9%
Learning basic home repair and property maintenance skills	8.6%	6.8%	8.4%	7.2%	11.0%	7.4%	8.0%	6.1%	9.0%	5.9%
Getting financial assistance with rent payments	14.7%	14.6%	15.8%	15.8%	4.0%	15.3%	14.6%	16.9%	15.6%	6.9%
Getting financial assistance with rent deposits	4.7%	7.1%	7.1%	5.6%	0.0%	6.9%	6.8%	7.4%	6.0%	0.0%
Making my home more energy efficient	17.1%	15.9%	20.8%	24.2%	35.0%	15.0%	15.6%	19.5%	28.1%	44.1%
Making changes to my home for a person with disabilities	4.3%	2.1%	3.9%	7.8%	24.0%	4.1%	2.8%	8.4%	10.1%	22.5%
Getting emergency shelter	0.4%	0.8%	0.9%	0.8%	2.0%	0.5%	1.0%	1.5%	1.1%	2.0%

During the 2017-2018 survey cycle, the top housing needs for all age groups were:

- Finding affordable housing that fits my family's needs
- Making my home more energy efficient
- Getting financial assistance with rent payments

For the younger age groups, 18-23, 24-44, and 45-54, they also had high needs in "getting financial assistance with a down payment or closing costs to buy a home", and "Qualifying for a loan to buy a home."

For the older age groups, 55-69 and 70 and above, their other high needs were in "making changes to my home for a person with disabilities" and "Learning basic home repair and property maintenance skills."

In comparing to the 2016-2017 survey cycle (Figure 11), the 70 and above age group had some noticeable changes such as increasing needs in "finding affordable housing that fits my family's needs", "obtaining renter/tenant rights and responsibilities education", "getting financial assistance with rent payments", and "making my home more energy efficient." They also had noticeable decreasing needs in "getting financial assistance with a down payment or closing costs to buy a home", "qualifying for a loan to buy a home", and "learning basic home repair and property maintenance skills."

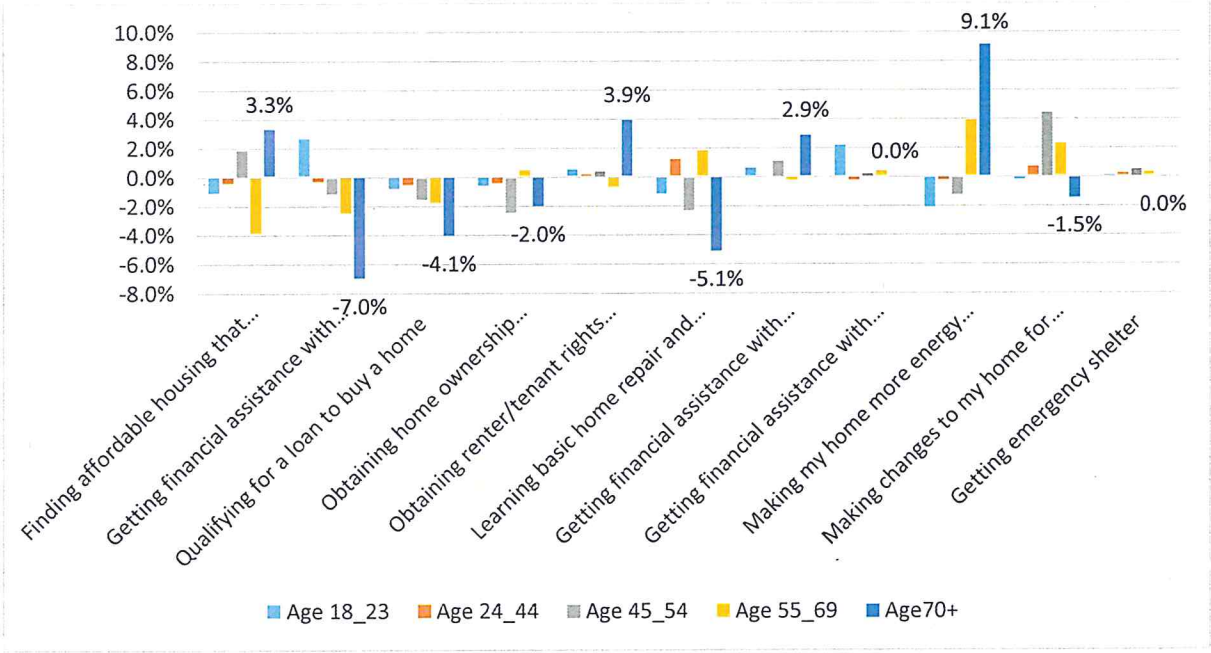

Figure 11 Changes in Housing Needs Comparison among Age Groups

Food and Nutrition and Single Parents

Table 8 reveals that during the 2017-2018 survey cycle, single parent households' top four food and nutrition needs were: "getting food from food pantries, food Banks, or food shelves", "getting enough food at home", "learning how to shop and cook for healthy eating", and "learning how to stretch my food dollar."

Table 8 Food and Nutrition Needs from Single Parent Households

Food and Nutrition	2016-2017		2017-2018	
	Count	Percentage	Count	Percentage
Getting food from food pantries, food banks, or food shelves	383	29%	268	26.1%
Having enough food at home	240	18%	195	19.0%
Learning how to shop and cook for healthy eating	179	14%	154	15.0%
Learning how to stretch my food dollar	172	13%	129	12.5%
Getting emergency food assistance	118	9%	96	9.3%
Getting meals delivered to my home	31	2%	35	3.4%
Enrolling in the food assistance program	52	4%	48	4.7%
Learning how to set an example of healthy eating for my children	109	8%	87	8.5%
Getting nutritious foods during pregnancy	20	2%	10	1.0%
Obtaining breastfeeding education and assistance	11	1%	6	0.6%

In comparing to the 2016-2017 survey cycle (Figure 12), the noticeable changes included:

- Increasing needs in "learning how to set an example of healthy eating for my children" and "learning how to shop and cook for healthy eating"
- Decreasing needs in "getting food from food pantries, food banks, or food shelves" and "enrolling in the food assistance program"

This reflects a trend that more single parents were able to secure food and they started thinking about going further to health eating life style.

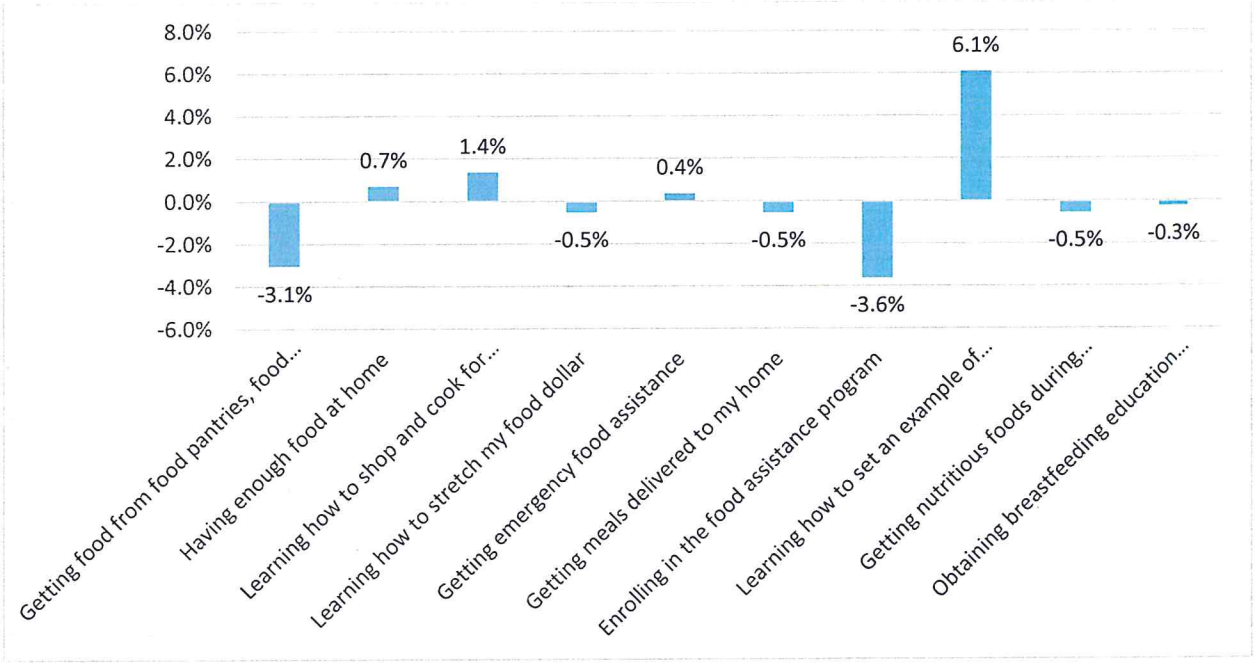

Figure 12 Changes in Food and Nutrition Needs of Single Parent Households

Food and Nutrition and Older Clients

Table 9 compares food and nutrition needs for seniors age 55-69 and age 70 and above during the two survey cycles.

Table 9 Food and Nutrition Needs of Households with Seniors 55 and above

Food and Nutrition	**2016-2017**		**2017-2018**	
	Age55_69	**Age70+**	**Age55_69**	**Age70+**
Getting food from food pantries, food banks, or food shelves	37%	43%	31.2%	35.3%
Having enough food at home	19%	10%	20.3%	21.3%
Learning how to shop and cook for healthy eating	10%	7%	8.6%	4.7%
Learning how to stretch my food dollar	10%	10%	9.9%	6.7%
Getting emergency food assistance	8%	12%	9.6%	6.7%
Getting meals delivered to my home	9%	12%	7.1%	12.7%
Enrolling in the food assistance program	2%	2%	11.8%	12.7%
Learning how to set an example of healthy eating for my children	7%	5%	1.4%	0.0%
Getting nutritious foods during pregnancy	0%	0%	0.3%	0.0%

During the 2017-2018 survey cycle, seniors 55 years and above had the following top food and nutrition needs:

- Getting food from food pantries, food banks, or food shelves
- Having enough food at home
- Enrolling in the food assistance program

For seniors 70 years and above, they also had high level need in "getting meals delivered to my home."

In comparing to the 2016-2017 survey cycle (Figure 13), both the 55-69 and the 70 and above age groups had noticeably increased need in "enrolling in the food assistance program" and decreased needs in "getting food from food pantries, food banks, or food shelves" and "learning how to set an example of healthy eating for my children."

For the 70 and above age group, there was also a 11% increase of people in need of "having enough food at home." They seemed to have better access emergency food assistance in the 2017-2018 survey cycle, as evidenced in a decrease of 5% people in that category.

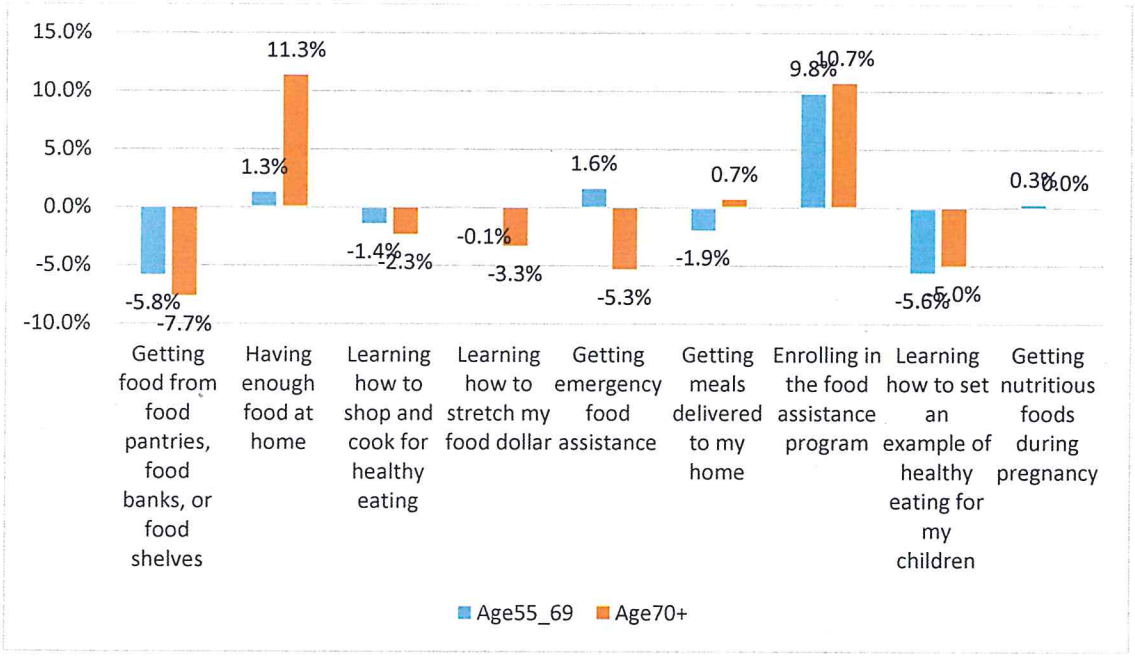

Figure 13 Changes in Food and Nutrition Needs of Households with Seniors 55 and above

Child Care and Child Development and Single Parents

Table 10 compares childcare and child development needs of single parent households during two survey cycles. Among single parent households, the top needs for child care and child development remained the same:

- Finding child care in a convenient location

- Finding affordable child care
- Getting financial assistance with child care costs
- Getting financial assistance with school supplies
- Getting financial assistance with school or club activities
- Getting financial assistance with school fees

Table 10 Child Care and Child Development Needs of Single Parent Households

Child Care and Child Development Needs	2016-2017		2017-2018	
	Count	Percentage	Count	Percentage
Finding child care in a convenient location	134	9.5%	107	8.9%
Finding quality licensed child care	73	5.2%	61	5.1%
Finding affordable child care	131	9.3%	102	8.5%
Finding child care for babies	55	3.9%	48	4.0%
Finding child care for toddlers	73	5.2%	68	5.7%
Finding child care for preschoolers	39	2.8%	37	3.1%
Finding evening or nighttime child care	90	6.4%	58	4.8%
Finding weekend child care	88	6.2%	63	5.3%
Finding a quality preschool	30	2.1%	30	2.5%
Finding a before/after school program	101	7.1%	70	5.8%
Preparing my preschool child for public school	34	2.4%	34	2.8%
Getting financial assistance with child care costs	115	8.1%	98	8.2%
Getting financial assistance with school supplies	177	12.5%	170	14.2%
Getting financial assistance with school fees	117	8.3%	105	8.8%
Getting financial assistance with school or club activities	159	11.2%	147	12.3%
Total	1416		1198	

In comparison of the changes between two survey cycles (Figure 14), there were slight reduction of needs in evening or nighttime care, weekend care, and before/after school care. Needs with financial help on school supplies and school or club activities slightly increased.

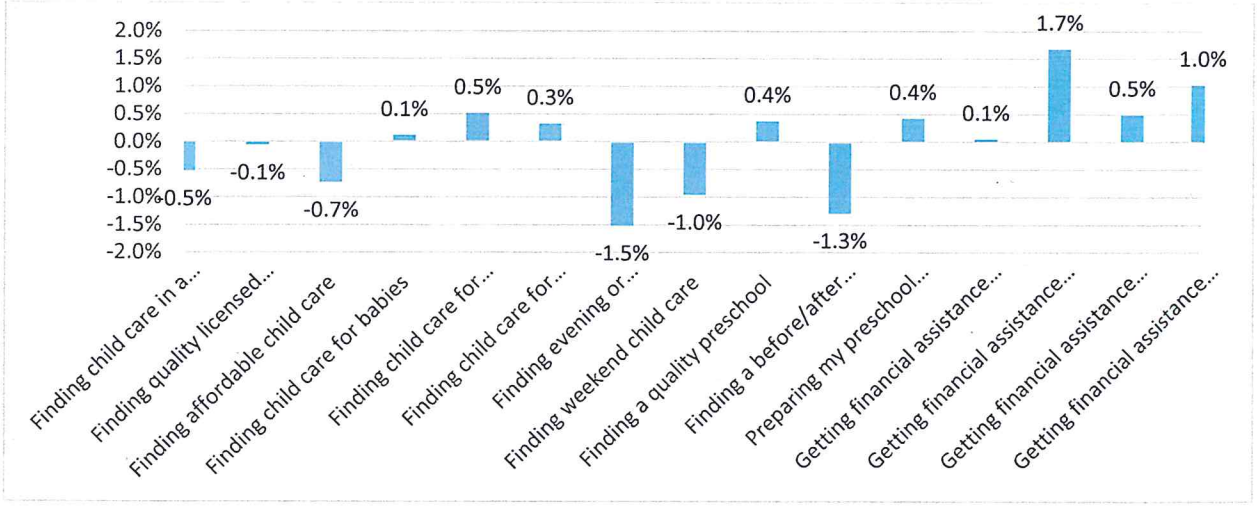

Figure 14 Changes in Child Care and Child Development Needs of Single Parent Household

Parenting and Family Support and Family Type

Table 11 compares parenting and family support needs between single parent households and two parent households. Regardless family type, the top needs were consistent between two survey cycles:

- Learning how to discipline my children more effectively
- Learning how to communicate and deal with my teenage children
- Learning how to help my children cope with stress, depression, or emotional issues
- Learning how to set goals and plan for my family

In a comparison of the 2016-2017 survey cycle, there were some significant change among two parent households. For example, the need in "learning how to set goals and plan for my family" decreased by 7%, followed by 3% decrease in "learning how to discipline my children more effectively." There was also a 3% increase among two parent households in "learning how to help my children cope with stress, depression, or emotional issues."

For the single parent households, the changes were within 1% range.

Table 11 Parenting and Family Support Needs for Single Parent and Two Parent Households

Parenting and Family Support Needs	2016-2017				2017-2018			
	Single Parent	Two Parents	Single Parent	Two Parents	Single Parent	Two Parents	Single Parent	Two Parents
Learning how to discipline my children more effectively	158	22	17%	18%	137	13	18%	15%
Learning how to communicate and deal with my teenage children	168	25	18%	20%	130	15	17%	18%
Learning how to deal with my children who have displayed bullying or violent behavior	61	10	7%	8%	62	8	8%	9%
Learning how to deal with the bullying or violent behavior of my children's friends	27	7	3%	6%	24	6	3%	7%
Learning how to talk to my children about drugs and alcohol	46	2	5%	2%	28	2	4%	2%
Learning how to talk to my children about sex, AIDS, STDs, etc.	58	3	6%	2%	46	4	6%	5%
Learning how to help my children cope with stress, depression, or emotional issues	154	30	17%	24%	133	20	18%	24%
Learning how to set goals and plan for my family	180	26	20%	21%	148	12	20%	14%
Communicating better with my children's care provider or teachers	57	10	6%	8%	46	5	6%	6%
Total	909	125			754	85		

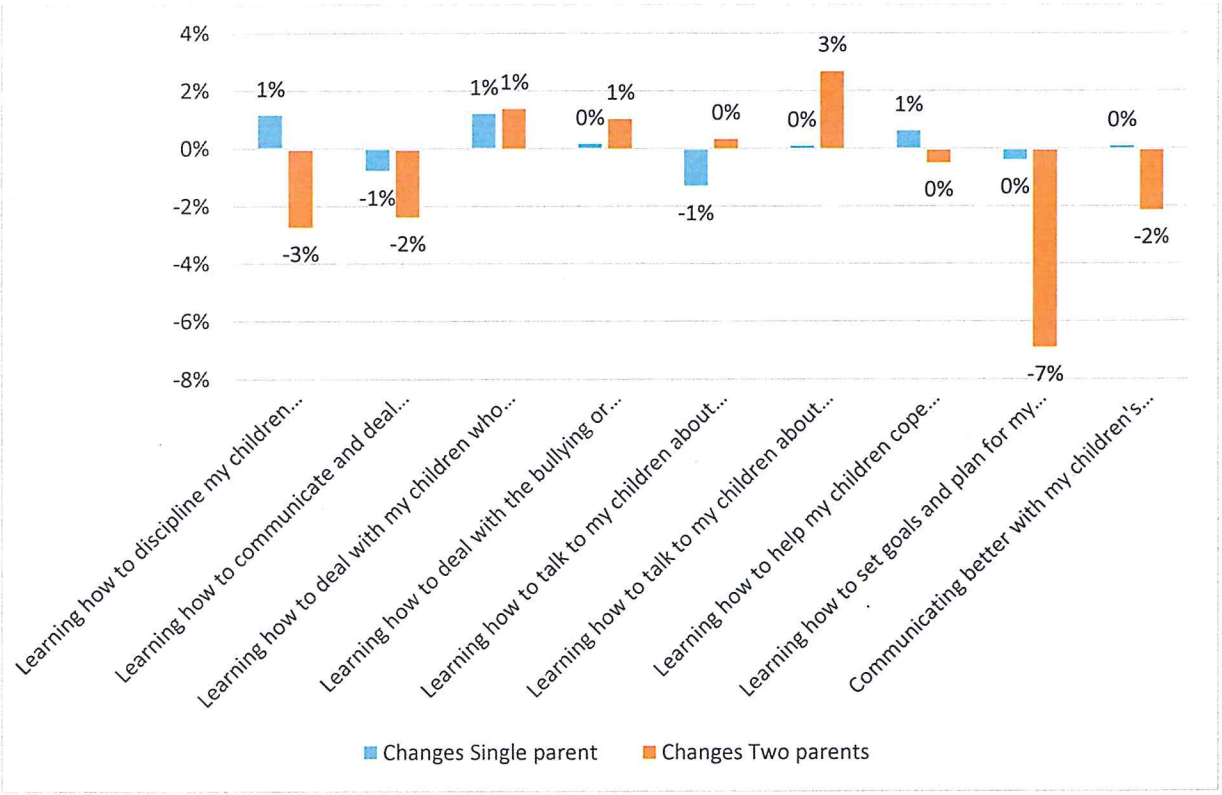

Figure 15 Changes in Parenting and Family Support Needs for Single Parent and Two Parent Households

Transportation and Family Type

Table 12 describes the transportation needs among single parent, two parent, and single person households.

In both survey cycles, all three type of households share a very similar transportation need pattern. Their top needs were:

- Having access to public transportation (except for two parent households)
- Having dependable transportation to and from work (especially for single parent household)
- Getting financial assistance to buy a dependable car
- Getting financial assistance to make car repairs
- Getting financial assistance to buy car insurance

For two parent households, they also had a higher level of needs in "getting financial assistance to pay car registration or license fees" than other two types of households.

For single person households, they had a higher level of needs in "Having access to public transportation" and "getting to and from medical or dental appointments" than other types of households.

Table 12 Transportation Needs Comparison of Different Types of Households

Transportation Needs	2016-2017						2017-2018					
	Single Parent	Two Parents	Single Person	Single Parent	Two Parents	Single Person	Single Parent	Two Parents	Single Person	Single Parent	Two Parents	Single Person
Having access to public transportation	180	13	166	10%	5%	17%	141	8	189	9%	4%	14%
Having dependable transportation to and from work	208	33	99	12%	13%	10%	158	14	90	10%	7%	7%
Getting financial assistance to buy a dependable car	258	50	148	14%	19%	15%	235	34	198	14%	17%	15%
Getting financial assistance to make car repairs	277	59	115	15%	23%	11%	271	51	197	17%	25%	15%
Getting financial assistance to buy car insurance	211	38	109	12%	15%	11%	184	36	144	11%	17%	11%
Getting financial assistance to pay car registration or license fees	130	20	94	7%	8%	9%	115	22	122	7%	11%	9%
Getting a driver's license	156	18	101	9%	7%	10%	126	13	125	8%	6%	9%
Getting to and from medical or dental appointments	86	8	80	5%	3%	8%	95	7	134	6%	3%	10%
Getting myself to and from school	35	5	20	2%	2%	2%	40	1	22	2%	0%	2%
Getting my children to and from child care	54	3	3	3%	1%	0%	40	2	4	2%	1%	0%
Getting my children to and from school	68	5	3	4%	2%	0%	62	5	4	4%	2%	0%
Getting my children to and from school or club activities	57	1	1	3%	0%	0%	71	7	4	4%	3%	0%
Going shopping and doing errands	88	6	65	5%	2%	6%	89	6	119	5%	3%	9%
Total	1808	259	1004				1627	206	1352			

Comparing to the 2016-2017 survey cycle, the largest decrease of need is among the two parent households, 6% decrease in "having dependable transportation to and from work." The largest increase of need is among the single person household, 4% increase in "getting financial assistance to make car repairs."

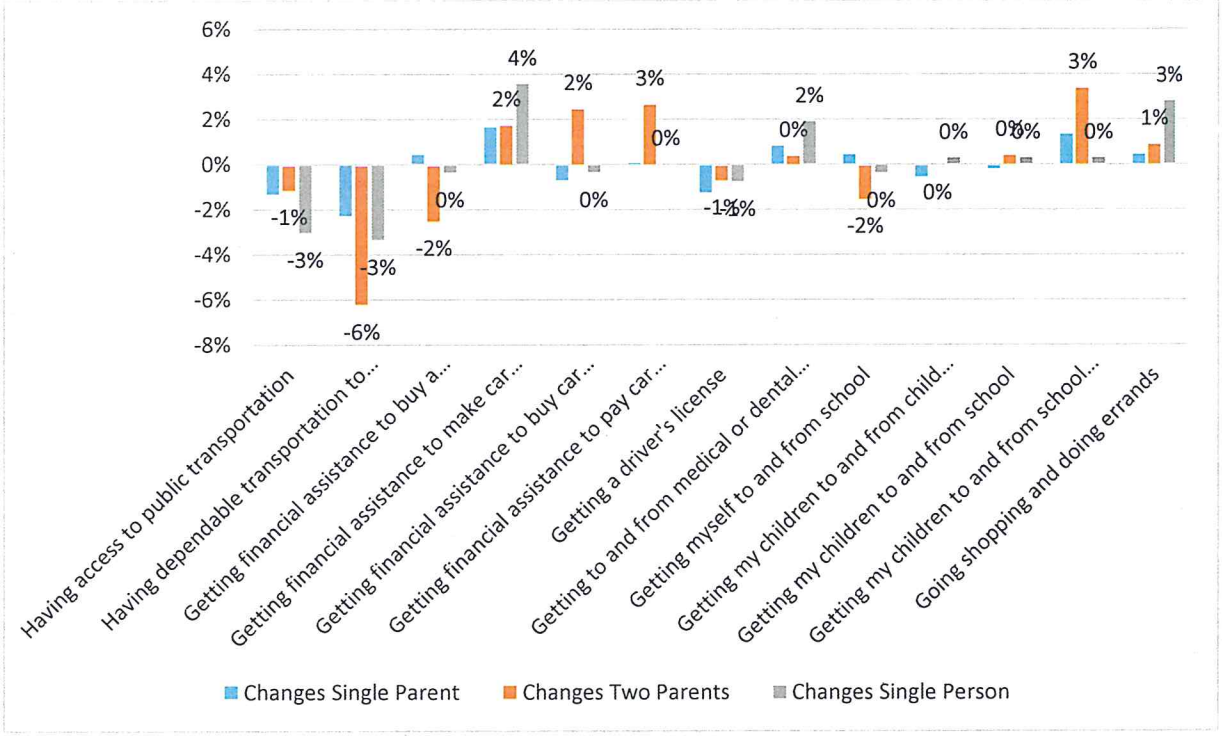

Figure 16 Changes in Transportation Needs Comparison of Different Types of Households

Health and Single Parent and Disability

Table 13 shows health needs in single parent households and households with disabled members. During the 2017-2018 survey cycle, these two groups shared a very similar need pattern. Their top health needs were:

- Having affordable dental insurance
- Having affordable health insurance
- Finding a dentist willing to accept Medicaid (Title XIX)
- Getting financial assistance for items such as glasses, hearing aids, wheelchairs, etc.

There were some significant changes, as shown in Figure 17. For example, the need in "getting financial assistance for items such as glasses, hearing aids, wheelchairs, etc." increased 5% for single parent households, and 9% for households with disabled members.

The need in "finding a doctor or a dentist who would accept Medicaid (Title XIX)" increased between 3% to 5% for both the single parent households and households with disabled members.

Table 13 Health Needs of Single Parent Households and Households with Disabled Members

Health Needs	2016-2017				2017-2018			
	Single Parent	Disabled	Single Parent	Disabled	Single Parent	Disabled	Single Parent	Disabled
Having affordable health insurance	180	176	16%	15%	138	176	14%	11%
Having affordable dental insurance	163	144	14%	12%	135	226	14%	14%
Having health care available to my community	69	79	6%	7%	33	52	3%	3%
Having dental care available to my community	109	122	9%	10%	49	104	5%	7%
Getting my health insurance questions answered	36	31	3%	3%	16	40	2%	3%
Finding a doctor willing to accept Medicaid (Title XIX)		24	2%	2%	62	76	7%	5%
Finding a dentist willing to accept Medicaid (Title XIX)	62	70	5%	6%	84	143	9%	9%
Getting financial assistance for regular medical checkups	53	69	5%	6%	27	42	3%	3%
Getting financial assistance for regular dental checkups	42	58	4%	5%	49	94	5%	6%
Getting financial assistance for medicine and prescriptions	84	106	7%	9%	50	102	5%	6%
Getting financial assistance for items such as glasses, hearing aids, wheelchairs, etc.	34	30	3%	3%	72	191	8%	12%
Getting financial assistance for long-term health care	20	20	2%	2%	16	49	2%	3%
Obtaining family planning or birth control education and assistance	12	6	1%	1%	15	5	2%	0%
Getting good medical care before my baby is born	7	5	1%	0%	4	2	0%	0%
Getting regular check-ups, developmental screens, or physicals for my children	22	17	2%	1%	18	9	2%	1%
Getting my children tested for lead poisoning	13	6	1%	1%	7	2	1%	0%
Getting immunizations for my children	10	4	1%	0%	8	2	1%	0%
Getting treatment for a drug or alcohol problem	1	1	0%	0%	2	9	0%	1%
Getting treatment and services for mental health	22	47	2%	4%	28	50	3%	3%
Dealing with stress, depression, or anxiety	161	152	14%	13%	119	153	12%	10%
Dealing with problems related to physical, emotional or sexual abuse	32	33	3%	3%	21	46	2%	3%
Total	1150	1200			953	1573		

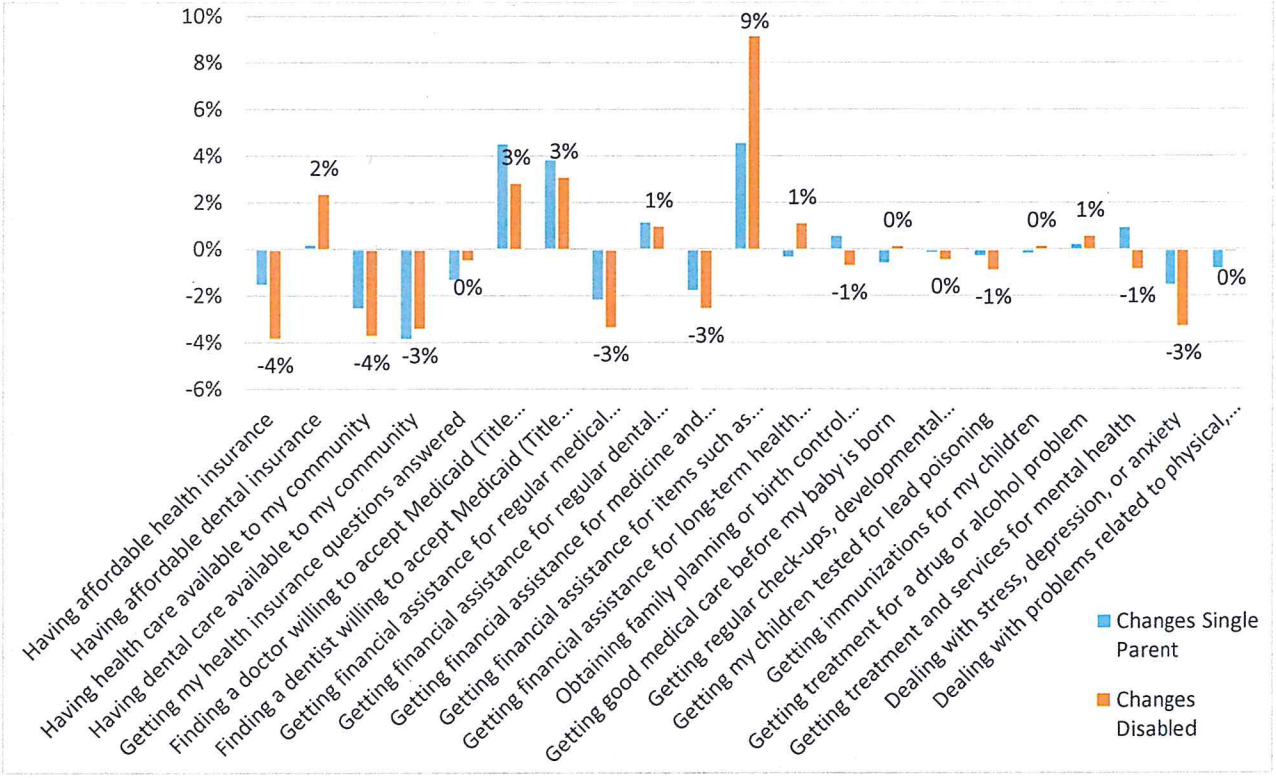

Figure 17 Changes in Health Needs of Single Parent Households and Households with Disabled Members

For households with disabled members, needs in "having affordable health insurance," "having health care available to my community," "having dental care available to my community," "getting financial assistance for regular medical checkups," "getting financial assistance for medicine and prescriptions," and "dealing with stress, depression, or anxiety" all had a reduction between 3% to 4%.

Health Needs and Different Age Groups

Table 14 describes health needs during the 2017-2018 survey cycle among households with children under the age of 18 and seniors 55 years old and above. These various age groups had some similar health needs, such as high needs in "having affordable health insurance," "having affordable dental insurance," and "finding a dentist willing to accept Medicaid (Title XIX)." They also have different health needs. For example, the age group 12-17, 55-69, and 70 and above had higher level of needs in "getting financial assistance for items such as glasses, hearing aids, wheelchairs, etc." than the younger age groups, 0-5 and 6-11. The age groups 0-5, 6-11, and 12-17 had more needs in "dealing with stress, depression, or anxiety" than older groups, 55-69 and 70 and above.

Table 14 Health Needs Comparison among Different Age Groups

Health Needs	2017-2018									
	Age 0-5	Age 6-11	Age 12-17	Age 55-69	Age 70+	Age 0-5	Age 6-11	Age 12-17	Age 55-69	Age 70+
Having affordable health insurance	83	71	60	114	21	17%	13%	11%	11%	7%
Having affordable dental insurance	66	76	77	156	53	14%	14%	15%	16%	18%
Having health care available to my community	14	17	18	31	5	3%	3%	3%	3%	2%
Having dental care available to my community	22	27	33	67	29	5%	5%	6%	7%	10%
Getting my health insurance questions answered	7	7	8	28	8	1%	1%	2%	3%	3%
Finding a doctor willing to accept Medicaid (Title XIX)	34	26	31	47	10	7%	5%	6%	5%	3%
Finding a dentist willing to accept Medicaid (Title XIX)	51	47	39	96	30	11%	9%	7%	10%	10%
Getting financial assistance for regular medical checkups	13	16	18	24	7	3%	3%	3%	2%	2%
Getting financial assistance for regular dental checkups	23	29	33	63	22	5%	5%	6%	6%	7%
Getting financial assistance for medicine and prescriptions	16	29	34	69	13	3%	5%	6%	7%	4%
Getting financial assistance for items such as glasses, hearing aids, wheelchairs, etc.	23	37	51	133	54	5%	7%	10%	13%	18%
Getting financial assistance for long-term health care	6	12	6	33	18	1%	2%	1%	3%	6%
Obtaining family planning or birth control education and assistance	10	6	6	1	2	2%	1%	1%	0%	1%
Getting good medical care before my baby is born	5	2	0	0	0	1%	0%	0%	0%	0%
Getting regular check-ups, developmental screens, or physicals for my children	10	13	12	2	0	2%	2%	2%	0%	0%
Getting my children tested for lead poisoning	7	4	2	0	0	1%	1%	0%	0%	0%
Getting immunizations for my children	6	8	2	0	0	1%	2%	0%	0%	0%
Getting treatment for a drug or alcohol problem	1	2	3	4	1	0%	0%	1%	0%	0%
Getting treatment and services for mental health	10	14	15	29	3	2%	3%	3%	3%	1%
Dealing with stress, depression, or anxiety	58	77	63	82	17	12%	14%	12%	8%	6%
Dealing with problems related to physical, emotional or sexual abuse	10	13	17	18	3	2%	2%	3%	2%	1%
Total	475	533	528	997	296					

In a comparison to the 2016-2017 survey cycle, as shown in Figure 18, the age 70 and above group had 16% increase of needs in "getting financial assistance for items such as glasses, hearing aids, wheelchairs, etc.," and 11% increase of needs in "having affordable dental insurance." This age group also had significant decrease of needs in "having affordable health insurance" and "getting financial assistance for regular medical checkups," 12% and 10% respectively. The age 55-69 group shared a similar needs change pattern as the age 70 and above group.

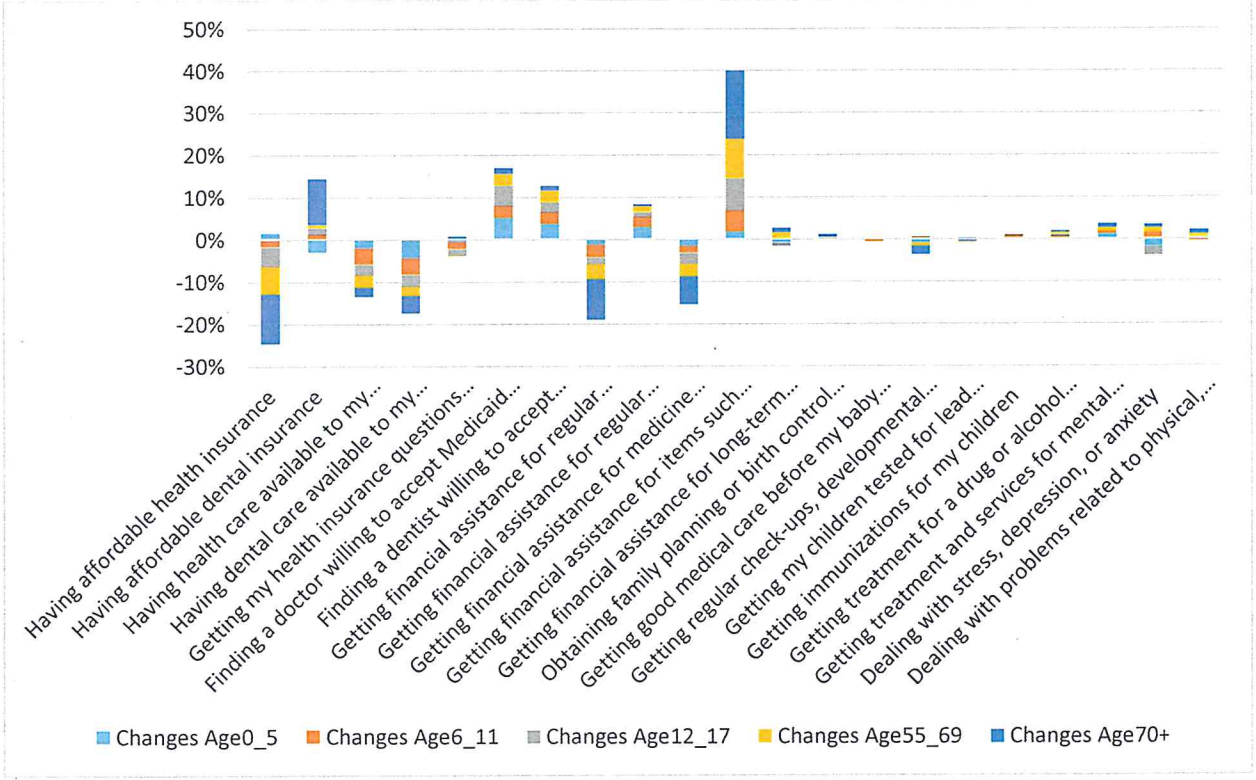

Figure 18 Changes in Health Needs of Households with Different Age Groups

Overall, "getting doctors and dentists who would accept Medicaid (Title XIX)" and "getting financial assistance for items such as glasses, hearing aids, wheelchairs, etc." are areas with increased needs across different age groups.

Basic Needs and Different Age Groups

Table 15 shows that the four age groups, 24-44, 45-54, 55-69, and 70+ shared a common basic need pattern. Their top needs were:

- Getting financial assistance with my utility bills (heating, electric, and/or water)
- Getting basic furniture, appliances, or house wares
- Getting personal care items such as soap, diapers, toilet paper, etc.
- Getting close and shoes (except for the age 70+ group)
- Having access to the internet (less so for the age 70+ group)

For the older groups, 55-69 and 70 and above, they also had higher level needs in "doing yard work or snow removal" than other younger age groups.

Table 15 Basic Needs of Different Age Groups

Basic Needs	2017-2018							
	Age 24-44	Age 45-54	Age 55-69	Age 70+	Age 24-44	Age 45-54	Age 55-69	Age 70+
Getting basic furniture, appliances, or house wares	434	151	143	19	20%	18%	13%	8%
Getting personal care items such as soap, diapers, toilet paper, etc.	318	105	102	16	15%	12%	9%	7%
Getting clothes and shoes	295	105	90	8	14%	12%	8%	3%
Doing yard work or snow removal	83	39	109	33	4%	5%	10%	14%
Doing house work or laundry	84	37	59	14	4%	4%	5%	6%
Managing medications	26	14	27	4	1%	2%	2%	2%
Having a reliable phone	104	58	62	10	5%	7%	6%	4%
Having access to the internet	241	94	127	15	11%	11%	11%	6%
Getting financial assistance with my utility bills (heating, electric, and/or water)	575	258	402	115	27%	30%	36%	49%
Total	2160	861	1121	234				

In a comparison with the 2016-2017 survey cycle, the changes (shown in Figure 19) were:

- For the age 70 and above group, there were 10% increase need in "getting financial assistance with my utility bills (heating, electric, and/or water), followed by 7% increase in "doing yard work or snow removal." They also had 7% decrease in needs "getting personal care items such as soap, diapers, toilet paper, etc." and "getting clothes and shoes."
- For the age 55-69 group, the largest change was a 4% increase in need of "doing yard work or snow removal."
- Overall, for all four age groups, there was a decrease in needs "getting basic furniture, appliances, or house wares," "getting personal care items such as soap, diapers, toilet paper, etc." There was an increase in need of "having access to the internet" among the four age groups.

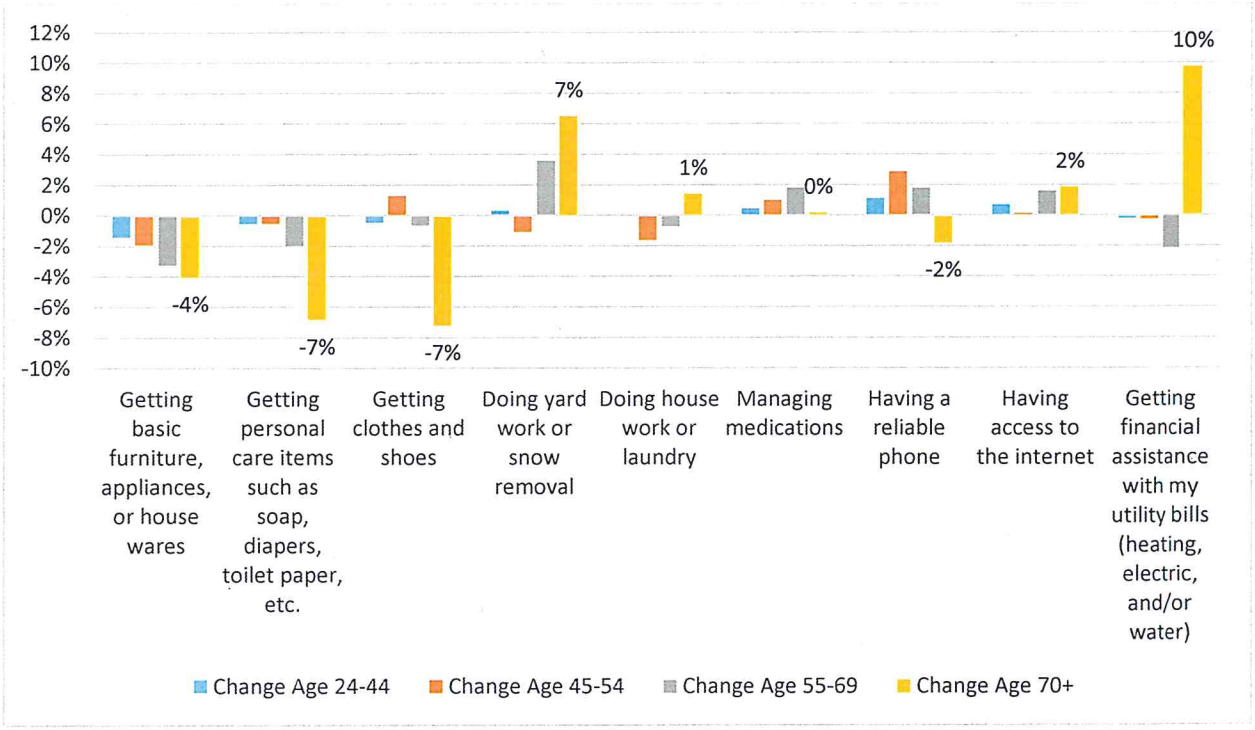

Figure 19 Changes in Basic Needs of Different Age Groups

Part III: Agency Service Provision

When asked how the client's household income situation changed, among 3300 clients who answered this question, 13% of them indicated an increase, 33% indicated a decrease, and the rest 54% indicated no change.

The survey asked whether the clients or their families had problems or needs but unable to get help within the last 12 months. Among 4321 clients who answered this question, 473, or 11% of them indicated that they were unable to get help.

Regarding how clients learned about the agency, majority (53%) of them answered through family or friend (Figure 20).

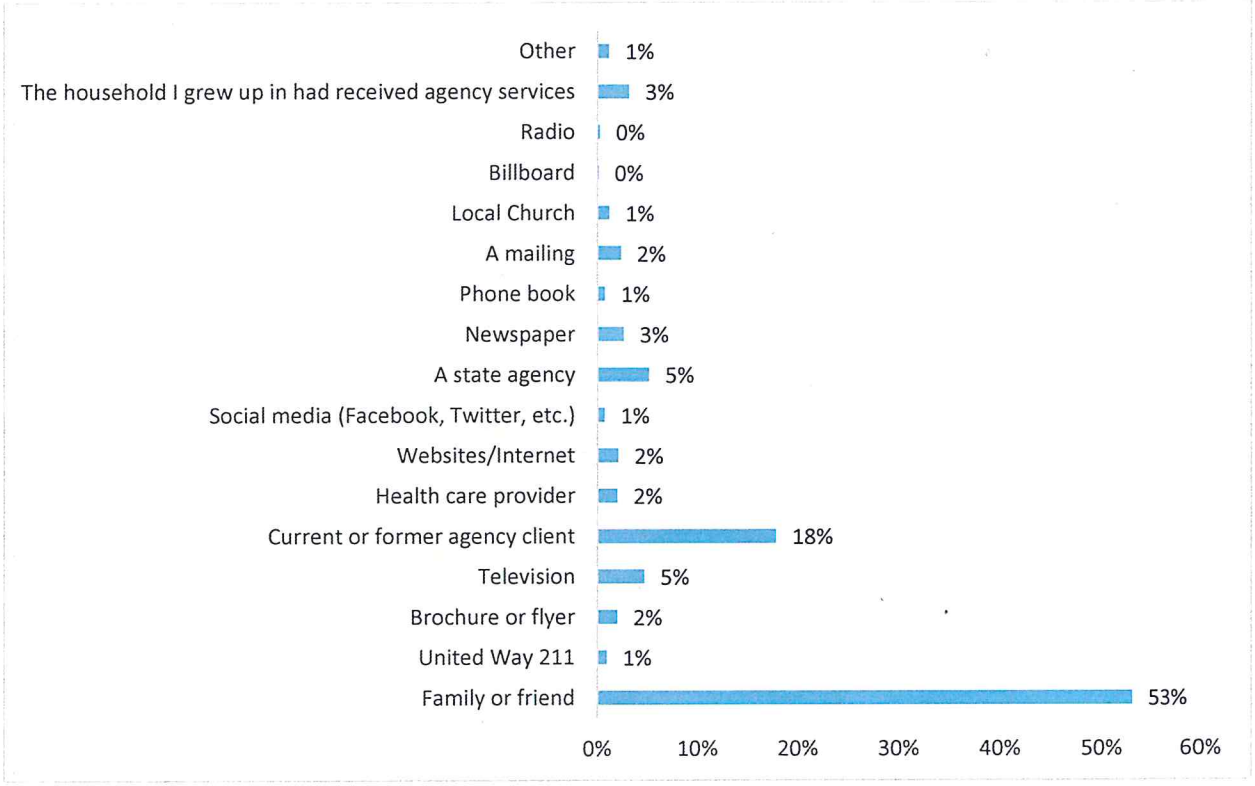

Figure 20 How Clients Learned about the Agency

In the last 12 months, the majority of clients (79.5%) had received energy assistance (LIHEAP) (Figure 21). Rent assistance, food boxes, and weatherization services were also mentioned by 3% of the clients.

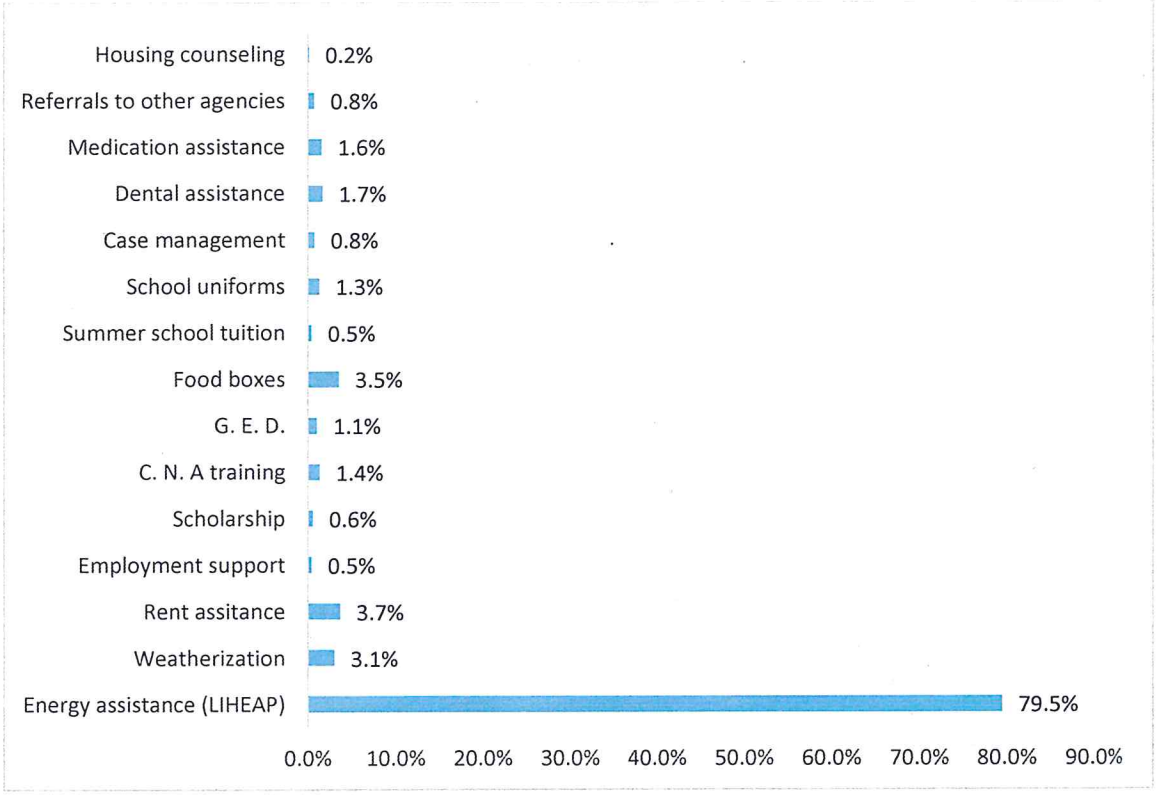

Figure 21 Services Clients Received in the Last 12 Months