

IOWA COMMUNITY ACTION AGENCIES

CLIENT NEEDS ASSESSMENT REPORT

(February 14, 2020)

Community Services Block Grant Program
Division of Community Action Agencies
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IOWA COMMUNITY ACTION AGENCIES - CLIENT NEEDS ASSESSMENT REPORT -

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Introduction

The Iowa Department of Human Rights – Division of Community Action Agencies (DCAA), in partnership with the Iowa Community Action Association (ICAA) and Iowa’s 17 community action agencies, conducted a client needs assessment survey to collect information about the needs of community action agency clients.

This statewide report contains the survey and instructions that were developed and used by the community action agencies, and the data that was collected from the surveys.

The information in this statewide report will be considered by the community action agencies for planning, developing, and delivering agency programs and services to the low-income people that reside in their neighborhoods and communities.

Procedures

This project began in February 2018. A seven member committee consisting of four community action agency staff, two DCAA staff, and an ICAA staff person, were responsible for the survey design, instructions, and this statewide report.

The committee completed the design of the survey in April 2019. Prior to the final design, a draft was sent out for review and comment to all community action agency Executive Directors and agency CSBG staff. In May 2019, the survey and instructions were distributed to the community action agencies.

The committee used the SurveyMonkey.com online survey software for the project's data collection. In April 2019, the DCAA programmed a survey for each community action agency into the online software.

Each community action agency was responsible for managing the sampling and distribution of the survey in their agency’s service area, and the collection of the survey responses. Agencies were expected to ensure a minimum of 250 surveys were completed and entered into SurveyMonkey by February 10, 2020.

The DCAA exported the survey data from SurveyMonkey.com to create this statewide report. This report was completed on February 14, 2020.

A number of questions in the survey were open-ended. For those questions, each client had the option of answering them by typing a response. Those responses were exported from SurveyMonkey.com and provided to each agency. The typed responses are not included in this report.

1. What county do you live in?

	Responses		Responses
Adair	28	Johnson	37
Adams	32	Jones	22
Allamakee	47	Keokuk	106
Appanoose	4	Kossuth	24
Audubon	23	Lee	386
Benton	24	Linn	136
Black Hawk	124	Louisa	37
Boone	51	Lucas	25
Bremer	69	Lyon	28
Buchanan	30	Madison	25
Buena Vista	44	Mahaska	8
Butler	15	Marion	59
Calhoun	26	Marshall	116
Carroll	169	Mills	19
Cass	76	Mitchell	22
Cedar	27	Monona	104
Cerro Gordo	105	Monroe	81
Cherokee	61	Montgomery	100
Chickasaw	91	Muscatine	37
Clarke	48	O'Brien	41
Clay	40	Osceola	41
Clayton	175	Page	69
Clinton	62	Palo Alto	40
Crawford	133	Plymouth	88
Dallas	82	Pocahontas	40
Davis	25	Polk	177
Decatur	39	Pottawattamie	162
Delaware	5	Poweshiek	14
Des Moines	147	Ringgold	44
Dickinson	43	Sac	14
Dubuque	82	Scott	291
Emmet	43	Shelby	59
Fayette	181	Sioux	58
Floyd	28	Story	71
Franklin	22	Tama	13
Fremont	34	Taylor	52
Greene	31	Union	81
Grundy	35	Van Buren	32
Guthrie	23	Wapello	153
Hamilton	46	Warren	50
Hancock	16	Washington	27
Hardin	9	Wayne	59
Harrison	68	Webster	41
Henry	43	Winnebago	16
Howard	69	Winneshiek	57
Humboldt	42	Woodbury	251
Ida	29	Worth	15
Iowa	37	Wright	41
Jackson	87	Total Responses	6,615
Jasper	26	(skipped)	6
Jefferson	350		

2. What is your household's zip code?

The number of clients who provided a response:

6,612

(Contact the DCAA for the client responses to this question.)

3. How many people are in your household?

1	1,826	27.62%
2	1,465	22.16%
3	1,050	15.88%
4	1,012	15.31%
5	674	10.19%
6 or more	585	8.85%
Answered	6,612	100.00%
(skipped this question)	9	

4. How many adults (18 years old and older) are in your household?

1	3,273	49.77%
2	2,685	40.83%
3	442	6.72%
4 or more	176	2.68%
Answered	6,576	100.00%
(skipped this question)	45	

	YES	NO	Answered	Skipped
5. Are you or any member in your household 55 years old or older?	2,391 36.36%	4,185 63.64%	6,576 100.00%	45
6. Does anyone in your household receive Medicaid (Title XIX)?	4,542 69.26%	2,016 30.74%	6,558 100.00%	63
7. Is anyone in your household homebound (unable to leave your home)?	291 4.42%	6,291 95.58%	6,582 100.00%	39
8. Are there children (under 3 years old) in your household?	1,473 22.40%	5,104 77.60%	6,577 100.00%	44
9. Are there preschool children (3-5 years old) in your household?	1,617 24.59%	4,960 75.41%	6,577 100.00%	44
10. Are there school-aged children (6-11 years old) in your household?	1,889 28.72%	4,688 71.28%	6,577 100.00%	44
11. Are there youth (12-17 years old) in your household?	1,549 23.57%	5,024 76.43%	6,573 100.00%	48
12. Are there children or youth (under the age of 18) in your household with special needs?	631 9.62%	5,925 90.38%	6,556 100.00%	65
13. Is your household a foster care provider for a child or children (0-5 years old)?	86 1.31%	6,481 98.69%	6,567 100.00%	54
14. Is anyone in your household pregnant?	277 4.22%	6,285 95.78%	6,562 100.00%	59
15. Is anyone in your household physically disabled?	1,639 25.00%	4,916 75.00%	6,555 100.00%	66
16. Does anyone in your household have mental health issues?	2,131 32.52%	4,422 67.48%	6,553 100.00%	68

17. What is your gender?

Male	1,493	22.83%
Female	5,034	76.97%
Other	13	0.20%
Answered	6,540	100.00%
(skipped this question)	81	

18. What is your race?

White	5,688	87.23%
Black or African American	407	6.24%
Asian	35	0.54%
American Indian	70	1.07%
Alaska Native	1	0.02%
Native Hawaiian or Pacific Islander	17	0.26%
Other	111	1.70%
Multi-race	158	2.42%
Unknown	34	0.52%
Answered	6,521	100.00%
(skipped this question)	100	

19. Is your ethnicity Hispanic, Latino, or Spanish Origin?

YES	421	6.53%
NO	5,872	91.10%
Unsure	153	2.37%
Answered	6,446	100.00%
(skipped this question)	175	

20. What is the primary language of your household (e.g. English, Spanish, Vietnamese, Burmese, etc.)?

The number of clients who provided a response: 6,255
(Contact the DCAA for the client responses to this question.)

EMPLOYMENT (Adult = 18 years old and older)**21. How many adults in your household work 30 hour a week or more?**

None	3,495	53.90%
1	2,320	35.78%
2	598	9.22%
3 or more	71	1.10%
Answered	6,484	100.00%
(skipped this question)	137	

22. How many adults in your household work less than 30 hour a week?

None	4,188	64.90%
1	1,888	29.26%
2	328	5.08%
3 or more	49	0.76%
Answered	6,453	100.00%
(skipped this question)	168	

23. How many of the adults in your household are working and are trying to find a better job?

None	4,628	71.64%
1	1,558	24.12%
2	250	3.87%
3 or more	24	0.37%
Answered	6,460	100.00%
(skipped this question)	161	

24. How many of the adults in your household are unemployed and are trying to find a job?

None	4,849	75.37%
1	1,366	21.23%
2	188	2.92%
3 or more	31	0.48%
Answered	6,434	100.00%
(skipped this question)	187	

	YES	NO	Answered	Skipped
25. Do you or another adult in your household have employment needs?	1,251	5,218	6,469	152
	19.34%	80.66%	100.00%	

25(a). Which of these employment needs could you or another adult in your household use help with? (select all that apply)

Finding a job or a better job	949	78.30%
Knowing what jobs are available	537	44.31%
Moving to a different area to get a job or a different job	156	12.87%
Getting skills training for the job that I want	366	30.20%
Learning job search skills (i.e. interviewing, writing resumes, applying for jobs online)	277	22.85%
Other employment needs	193	15.92%
Answered	1,212	na
(skipped this question)	5,409	

(Contact the DCAA for a list of the client responses to **other employment needs**.)

EDUCATION (Adult = 18 years old and older)

	YES	NO	Answered	Skipped
26. Do you or another adult in your household have education needs or goals?	1,338	5,128	6,466	155
	20.69%	79.31%	100.00%	

26(a). Which of these education needs could you or another adult in your household use help with? (select all that apply)

Obtaining a four-year university or college degree	435	33.54%
Obtaining a two-year community or junior college degree	417	32.15%
Obtaining a technical, vocational, or trade school license, certificate, or degree	335	25.83%
Obtaining a high school diploma or GED/HISET/HSED	330	25.44%
Learning or improving computer skills or computer literacy	202	15.57%
Learning or improving communication or language skills	127	9.79%
Other education needs or goals	166	12.80%
Answered	1,297	na
(skipped this question)	5,324	

(Contact the DCAA for a list of the client responses to **other education needs and goals**.)

FINANCIAL MANAGEMENT**27. In the last 12 months, how has your household's income changed?**

No change	3,558	55.34%
Increased	890	13.84%
Decreased	1,981	30.81%
Answered	6,429	100.00%
(skipped this question)	192	

27(a). Why did your income change?

The number of clients who provided a response: 1,312
(Contact the DCAA for the client responses to this question.)

	YES	NO	Answered	Skipped
28. Does your household have financial management needs?	1,312	5,100	6,412	209
	20.46%	79.54%	100.00%	

28(a). Which of these financial management needs could your household use help with? (select all that apply)

Budgeting and managing money	824	66.18%
Opening a checking or savings account	136	10.92%
Filling out tax forms	221	17.75%
Understanding credit scores	209	16.79%
Solving problems with a credit card or loan company	327	26.27%
Solving problems with a utility company	401	32.21%
Solving problems with a payday loan company	93	7.47%
Other financial management needs	171	13.73%
Answered	1,245	na
(skipped this question)	5,376	

(Contact the DCAA for a list of the client responses to **other financial management needs**.)

LEGAL ISSUES

	YES	NO	Answered	Skipped
29. Does your household need legal assistance to help solve problems or issues? (e.g. divorce, child support, immigration, foreclosure, bankruptcy, simple or minor misdemeanor, etc.)	621	5,807	6,428	193
	9.66%	90.34%	100.00%	

29(a). Please specify the problems or issues your household could use legal assistance to solve.

The number of clients who provided a response: 548
 (Contact the DCAA for the client responses to this question.)

HOUSING

	YES	NO	Answered	Skipped
30. Does your household have unmet housing needs?	1,481	4,919	6,400	221
	23.14%	76.86%	100.00%	

30(a). Which of these housing needs could your household use help with? (select all that apply)

Finding safe and affordable housing that fits my household's needs	406	27.92%
Obtaining a loan to buy a house	307	21.11%
Making necessary home or property repairs	740	50.89%
Making my home more energy efficient	725	49.86%
Making changes to my home for a HH member with physical disabilities or is homebound	119	8.18%
Other housing needs	225	15.47%
Answered	1,454	na
(skipped this question)	5,167	

(Contact the DCAA for a list of the client responses to other housing needs.)

FOOD AND NUTRITION

	YES	NO	Answered	Skipped
31. Is your household enrolled in DHS' Food Assistance Program (SNAP)?	3,491	2,918	6,409	212
	54.47%	45.53%	100.00%	

	YES	NO	Answered	Skipped
32. Does your household have unmet food or nutrition needs?	1,410	4,956	6,366	255
	22.15%	77.85%	100.00%	

32(a). Which of these food and nutrition needs could your household use help with? (select all that apply)

Getting food from food pantries, meal sites, or food shelves	795	58.80%
Having enough food at home	866	64.05%
Learning how to stretch my food dollar	431	31.88%
Learning how to shop and cook for healthy eating	274	20.27%
Learning how to model healthy eating for my household	162	11.98%
Getting nutritious foods for a pregnant household member	43	3.18%
Obtaining breastfeeding education and assistance for a pregnant household member	23	1.70%
Other food or nutrition needs	137	10.13%
Answered	1,352	na
(skipped this question)	5,269	

(Contact the DCAA for a list of the client responses to other food and nutrition needs.)

CHILD CARE AND CHILD DEVELOPMENT

	YES	NO	Answered	Skipped
33. Are there children under the age of 12 in your household?	2,877	3,536	6,413	208
	44.86%	55.14%	100.00%	

	YES	NO	Answered	Skipped
34. Does your household have unmet child care or child development needs?	372	2,499	2,871	3,750
	12.96%	87.04%	100.00%	

34(a). Which of these child care and child development needs could your household use help with? (select all that apply)

Finding child care in a convenient location	145	40.85%
Finding quality child care	150	42.25%
Finding affordable child care	210	59.15%
Finding weekday daytime child care	96	27.04%
Finding evening or nighttime child care	108	30.42%
Finding weekend child care	91	25.63%
Finding a child care provider that accepts Child Care Assistance	100	28.17%
Finding a quality preschool	34	9.58%
Finding before or after school programs for the school-aged children in my household	72	20.28%
Finding services or resources for the children in my household with special needs	45	12.68%
Preparing the preschool children in my household for school	38	10.70%
Other child care or child development needs	39	10.99%
Answered	355	na
(skipped this question)	6,266	

(Contact the DCAA for a list of the client responses to other child care and child development needs.)

PARENTING AND FAMILY SUPPORT

	YES	NO	Answered	Skipped
35. Are there children or youth under the age of 18 in your household?	3,290	3,073	6,363	258
	51.71%	48.29%	100.00%	

	YES	NO	Answered	Skipped
36. Do the children or youth in your household get free or reduced price school meals?	2,468	822	3,290	3,331
	75.02%	24.98%	100.00%	

	YES	NO	Answered	Skipped
37. Does your household have unmet parenting or family support needs?	290	2,994	3,284	3,337
	8.83%	91.17%	100.00%	

37(a). Which of these parenting and family support needs could your household use help with? (select all that apply)

Learning how to set goals and plan for my household	118	44.19%
Learning how to mentor/teach the children or youth in my household more effectively	118	44.19%
Learning how to communicate with and set boundaries for the teenage youth in my household	113	42.32%
Learning how to help the children or youth in my household who have displayed bullying or violent behavior	81	30.34%
Learning how to help the children or youth in my household who have encountered bullying or violent behavior	85	31.84%
Learning how to talk to the children or youth in my household about drugs and alcohol	43	16.10%
Learning how to talk to the children or youth in my household about sex, STIs, etc.	54	20.22%
Learning how to help the children or youth in my household cope with stress, depression, or emotional issues	158	59.18%
Finding services or resources for the children or youth in my household with special needs	55	20.60%
Obtaining family planning or birth control education and assistance	24	8.99%
Other parenting or family support needs	32	11.99%
Answered	267	na
(skipped this question)	6,354	

(Contact the DCAA for a list of the client responses to other parenting and family support needs.)

TRANSPORTATION

	YES	NO	Answered	Skipped
38. Does your household have unmet transportation needs?	1,306	5,054	6,360	261
	20.53%	79.47%	100.00%	

38(a). Which of these transportation needs could your household use help with? (select all that apply)

Obtaining access to public transportation (e.g. buses, trolleys)	209	16.72%
Getting a dependable vehicle (e.g. car, van, truck)	610	48.80%
Repairing our household's vehicle(s)	496	39.68%
Getting a driver's license	321	25.68%
Getting vehicle insurance	329	26.32%
Getting to and from work	239	19.12%
Getting to and from appointments or errands	395	31.60%
Getting the children in my household to and from child care	71	5.68%
Getting the children or youth in my household to and from school	141	11.28%
Getting the children or youth in my household to and from before or after school activities or club activities	88	7.04%
Other transportation needs	147	11.76%
Answered	1,250	na
(skipped this question)	5,371	

(Contact the DCAA for a list of the client responses to **other transportation needs**.)

HEALTH

	YES	NO	Answered	Skipped
39. Does anyone in your household have unmet health needs?	985	5,355	6,340	281
	15.54%	84.46%	100.00%	

39a. Which of these health needs could your household use help with? (select all that apply)

Getting affordable health insurance	327	34.68%
Getting affordable dental insurance	353	37.43%
Finding a doctor who accepts Medicaid (Title XIX)	112	11.88%
Finding a dentist who accepts Medicaid (Title XIX)	244	25.87%
Managing medications	106	11.24%
Getting treatment for a drug or alcohol issue	40	4.24%
Getting treatment or counseling for a mental health issue	207	21.95%
Dealing with stress, depression, or anxiety	422	44.75%
Dealing with issues related to physical, emotional, or sexual abuse	116	12.30%
Getting regular check-ups, immunizations, developmental screens, or physicals for children in my household	68	7.21%
Getting reproductive health care, including access to birth control and STI testing	45	4.77%
Getting the necessary medical care for a pregnant household member	9	0.95%
Other health needs	175	18.56%
Answered	943	na
(skipped this question)	5,678	

(Contact the DCAA for a list of the client responses to **other health needs**.)

	YES	NO	Answered	Skipped
40. Are you or anyone in your household dealing with opioid addiction?	39	5,762	5,801	820
	0.67%	99.33%	100.00%	

	YES	NO	Answered	Skipped
41. Do you know anyone, outside of your household, who is dealing with opioid addiction?	326	5,436	5,762	859
	5.66%	94.34%	100.00%	

OTHER

	YES	NO	Answered	Skipped
42. Do you have phone service?	5,953	384	6,337	284
	93.94%	6.06%	100.00%	

	YES	NO	Answered	Skipped
43. Do you have Internet or access to Internet service?	4,549	1,790	6,339	282
	71.76%	28.24%	100.00%	

	YES	NO	Answered	Skipped
44. Do you have access to affordable recreation?	3,399	2,847	6,246	375
	54.42%	45.58%	100.00%	

45. Which basic needs could your household use help with? (select all that apply)

Getting basic furniture, appliances, or house wares	1,163	41.85%
Getting personal care items such as soap, diapers, toilet paper, etc.	1,364	49.08%
Getting clothing or shoes	1,187	42.71%
Doing yard work or snow removal	881	31.70%
Doing housework	590	21.23%
Answered	2,779	na
(skipped this question)	3,842	

46. In the last 12 months, what issue(s) were you or your household unable to get help with?

The number of clients who provided a response: 2,979
 (Contact the DCAA for the client responses to this question.)

47. What are TWO important household needs that you want to resolve?

The number of clients who provided a response: 3,549
 (Contact the DCAA for the client responses to this question.)

48. What are TWO things you would like to see improved in your neighborhood or community?

The number of clients who provided a response: 2,862
 (Contact the DCAA for the client responses to this question.)

	YES	NO	Answered	Skipped
49. Are you the primary caregiver (e.g. parent, guardian, custodial grandparent, step-parent, foster parent) of a child or children in Head Start or Early Head Start?	1,443	4,804	6,247	374
	23.10%	76.90%	100.00%	

	YES	NO	Answered	Skipped
49(a). Are you currently working?	851	614	1,465	5,156
	58.09%	41.91%	100.00%	

	YES	NO	Answered	Skipped
49(a)(1). Do you work on the weekdays (Monday through Friday) during the daytime?	716	128	844	5,777
	84.83%	15.17%	100.00%	

	YES	NO	Answered	Skipped
49(a)(2). Do you work in the evenings, at nighttime, and/or on the weekends?	515	328	843	5,778
	61.09%	38.91%	100.00%	

	YES	NO	Answered	Skipped
49(b). Are you a student or are you taking high-school, college, or university classes?	130	1,326	1,456	5,165
	8.93%	91.07%	100.00%	

	YES	NO	Answered	Skipped
49(b)(1). Do you have classes on the weekdays (Monday through Friday) during the daytime?	98	31	129	6,492
	75.97%	24.03%	100.00%	

	YES	NO	Answered	Skipped
49(b)(2). Do you have classes in the evenings, at nighttime, and/or on the weekends?	64	63	127	6,494
	50.39%	49.61%	100.00%	

	YES	NO	Answered	Skipped
49(c). Are you attending courses or training programs designed to help you find a job, improve your job skills, or learn a new job?	93	1,360	1,453	5,168
	6.40%	93.60%	100.00%	

	YES	NO	Answered	Skipped
49(c)(1). Do you have courses or training on the weekdays (Monday through Friday) during the daytime?	56	37	93	6,528
	60.22%	39.78%	100.00%	

	YES	NO	Answered	Skipped
49(c)(2). Do you have courses or training in the evenings, at nighttime, and/or on the weekends?	34	57	91	6,530
	37.36%	62.64%	100.00%	

50. How did you learn about our Community Action Agency? (select all that apply)

Family or friend	3,012	50.30%
United Way 211	112	1.87%
Television or radio	65	1.09%
Newspaper	193	3.22%
Current or former agency client	1,291	21.56%
Mailing, brochure, or flyer	196	3.27%
Phone book (yellow pages)	48	0.80%
Internet or website	341	5.69%
Social media (e.g. Facebook, Twitter, Instagram)	209	3.49%
Faith-based organization (e.g. church, temple)	147	2.45%
I was referred by another organization or agency	823	13.74%
Other	794	13.26%
Answered	5,988	na
(skipped this question)	633	

(Contact the DCAA for a list of the other client responses.)

51. When would you prefer to come to one of our locations (offices) when you need assistance? (select one)

Monday through Friday mornings: 6:30 am - 8:00 am	577	9.41%
Monday through Friday: 8:00 am - 4:30 pm	4,122	67.22%
Monday through Friday evenings: 4:30 pm - 7:00 pm	712	11.61%
Saturday: 9:00 am - 12:00 pm	272	4.44%
Other	449	7.32%
Answered	6,132	100.00%
(skipped this question)	489	

(Contact the DCAA for a list of the other client responses.)

	YES	NO	Answered	Skipped
51(a). Are you unable to go to any of our office locations?	206	5,480	5,686	935
	3.62%	96.38%	100.00%	

51(a)(1). Why are you unable to go to any of our office locations for assistance?

The number of clients who provided a response: 146
 (Contact the DCAA for the client responses to this question.)

52. What services has your household received from our agency within the last 12 months?

The number of clients who provided a response: 5,323
 (Contact the DCAA for the client responses to this question.)

HOUSEHOLD CHARACTERISTICS**1. What county do you live in?**

Adair	1	0.26%
Audubon	22	5.80%
Boone	2	0.53%
Calhoun	26	6.86%
Carroll	169	44.59%
Cass	2	0.53%
Crawford	2	0.53%
Dallas	81	21.37%
Dubuque	1	0.26%
Greene	30	7.92%
Grundy	1	0.26%
Guthrie	23	6.07%
Marshall	1	0.26%
Polk	3	0.79%
Sac	14	3.69%
Shelby	1	0.26%
Answered	379	100.00%
(skipped this question)	0	

2. What is your household's zip code?

The number of clients who provided a response: 379
(Contact the DCAA for the client responses to this question.)

3. How many people are in your household?

1	131	34.56%
2	92	24.27%
3	48	12.66%
4	52	13.72%
5	27	7.12%
6 or more	29	7.65%
Answered	379	100.00%
(skipped this question)	0	

4. How many adults (18 years old and older) are in your household?

1	199	52.51%
2	149	39.31%
3	26	6.86%
4 or more	5	1.32%
Answered	379	100.00%
(skipped this question)	0	

	YES	NO	Answered	Skipped
5. Are you or any member in your household 55 years old or older?	165 43.65%	213 56.35%	378 100.00%	1
6. Does anyone in your household receive Medicaid (Title XIX)?	231 61.11%	147 38.89%	378 100.00%	1
7. Is anyone in your household homebound (unable to leave your home)?	23 6.08%	355 93.92%	378 100.00%	1
8. Are there children (under 3 years old) in your household?	50 13.26%	327 86.74%	377 100.00%	2
9. Are there preschool children (3-5 years old) in your household?	64 16.98%	313 83.02%	377 100.00%	2
10. Are there school-aged children (6-11 years old) in your household?	89 23.61%	288 76.39%	377 100.00%	2
11. Are there youth (12-17 years old) in your household?	88 23.34%	289 76.66%	377 100.00%	2
12. Are there children or youth (under the age of 18) in your household with special needs?	30 7.96%	347 92.04%	377 100.00%	2
13. Is your household a foster care provider for a child or children (0-5 years old)?	1 0.27%	376 99.73%	377 100.00%	2
14. Is anyone in your household pregnant?	12 3.18%	365 96.82%	377 100.00%	2
15. Is anyone in your household physically disabled?	93 24.67%	284 75.33%	377 100.00%	2
16. Does anyone in your household have mental health issues?	119 31.56%	258 68.44%	377 100.00%	2

17. What is your gender?

Male	128	33.95%
Female	249	66.05%
Other	0	0.00%
Answered	377	100.00%
(skipped this question)	2	

18. What is your race?

White	358	94.96%
Black or African American	5	1.33%
Asian	1	0.27%
American Indian	2	0.53%
Alaska Native	0	0.00%
Native Hawaiian or Pacific Islander	0	0.00%
Other	9	2.39%
Multi-race	2	0.53%
Unknown	0	0.00%
Answered	377	100.00%
(skipped this question)	2	

19. Is your ethnicity Hispanic, Latino, or Spanish Origin?

YES	11	2.92%
NO	361	95.76%
Unsure	5	1.33%
Answered	377	100.00%
(skipped this question)	2	

20. What is the primary language of your household (e.g. English, Spanish, Vietnamese, Burmese, etc.)?

The number of clients who provided a response: 375
(Contact the DCAA for the client responses to this question.)

EMPLOYMENT (Adult = 18 years old and older)

21. How many adults in your household work 30 hour a week or more?

None	232	61.54%
1	105	27.85%
2	33	8.75%
3 or more	7	1.86%
Answered	377	100.00%
(skipped this question)	2	

22. How many adults in your household work less than 30 hour a week?

None	241	63.93%
1	119	31.56%
2	15	3.98%
3 or more	2	0.53%
Answered	377	100.00%
(skipped this question)	2	

23. How many of the adults in your household are working and are trying to find a better job?

None	286	75.86%
1	83	22.02%
2	7	1.86%
3 or more	1	0.27%
Answered	377	100.00%
(skipped this question)	2	

24. How many of the adults in your household are unemployed and are trying to find a job?

None	296	78.51%
1	74	19.63%
2	6	1.59%
3 or more	1	0.27%
Answered	377	100.00%
(skipped this question)	2	

25. Do you or another adult in your household have employment needs?

	YES	NO	Answered	Skipped
	62	315	377	2
	16.45%	83.55%	100.00%	

25(a). Which of these employment needs could you or another adult in your household use help with? (select all that apply)

Finding a job or a better job	48	77.42%
Knowing what jobs are available	23	37.10%
Moving to a different area to get a job or a different job	13	20.97%
Getting skills training for the job that I want	18	29.03%
Learning job search skills (i.e. interviewing, writing resumes, applying for jobs online)	15	24.19%
Other employment needs	13	20.97%
Answered	62	na
(skipped this question)	317	

(Contact the DCAA for a list of the client responses to **other employment needs**.)

EDUCATION (Adult = 18 years old and older)

	YES	NO	Answered	Skipped
26. Do you or another adult in your household have education needs or goals?	59	318	377	2
	15.65%	84.35%	100.00%	

26(a). Which of these education needs could you or another adult in your household use help with? (select all that apply)

Obtaining a four-year university or college degree	17	29.31%
Obtaining a two-year community or junior college degree	12	20.69%
Obtaining a technical, vocational, or trade school license, certificate, or degree	14	24.14%
Obtaining a high school diploma or GED/HISET/HSED	11	18.97%
Learning or improving computer skills or computer literacy	7	12.07%
Learning or improving communication or language skills	7	12.07%
Other education needs or goals	16	27.59%
Answered	58	na
(skipped this question)	321	

(Contact the DCAA for a list of the client responses to **other education needs and goals**.)

FINANCIAL MANAGEMENT**27. In the last 12 months, how has your household's income changed?**

No change	212	56.23%
Increased	59	15.65%
Decreased	106	28.12%
Answered	377	100.00%
(skipped this question)	2	

27(a). Why did your income change?

The number of clients who provided a response: 165
(Contact the DCAA for the client responses to this question.)

	YES	NO	Answered	Skipped
28. Does your household have financial management needs?	78	299	377	2
	20.69%	79.31%	100.00%	

28(a). Which of these financial management needs could your household use help with? (select all that apply)

Budgeting and managing money	49	66.22%
Opening a checking or savings account	4	5.41%
Filling out tax forms	12	16.22%
Understanding credit scores	5	6.76%
Solving problems with a credit card or loan company	16	21.62%
Solving problems with a utility company	20	27.03%
Solving problems with a payday loan company	2	2.70%
Other financial management needs	13	17.57%
Answered	74	na
(skipped this question)	305	

(Contact the DCAA for a list of the client responses to **other financial management needs**.)

LEGAL ISSUES

	YES	NO	Answered	Skipped
29. Does your household need legal assistance to help solve problems or issues? (e.g. divorce, child support, immigration, foreclosure, bankruptcy, simple or minor misdemeanor, etc.)	37	340	377	2
	9.81%	90.19%	100.00%	

29(a). Please specify the problems or issues your household could use legal assistance to solve.

The number of clients who provided a response: 36
 (Contact the DCAA for the client responses to this question.)

HOUSING

	YES	NO	Answered	Skipped
30. Does your household have unmet housing needs?	88	288	376	3
	23.40%	76.60%	100.00%	

30(a). Which of these housing needs could your household use help with? (select all that apply)

Finding safe and affordable housing that fits my household's needs	15	17.05%
Obtaining a loan to buy a house	17	19.32%
Making necessary home or property repairs	48	54.55%
Making my home more energy efficient	51	57.95%
Making changes to my home for a HH member with physical disabilities or is homebound	11	12.50%
Other housing needs	15	17.05%
Answered	88	na
(skipped this question)	291	

(Contact the DCAA for a list of the client responses to other housing needs.)

FOOD AND NUTRITION

	YES	NO	Answered	Skipped
31. Is your household enrolled in DHS' Food Assistance Program (SNAP)?	163	213	376	3
	43.35%	56.65%	100.00%	

32. Does your household have unmet food or nutrition needs?

	YES	NO	Answered	Skipped
	87	289	376	3
	23.14%	76.86%	100.00%	

32(a). Which of these food and nutrition needs could your household use help with? (select all that apply)

Getting food from food pantries, meal sites, or food shelves	53	60.92%
Having enough food at home	47	54.02%
Learning how to stretch my food dollar	25	28.74%
Learning how to shop and cook for healthy eating	12	13.79%
Learning how to model healthy eating for my household	13	14.94%
Getting nutritious foods for a pregnant household member	3	3.45%
Obtaining breastfeeding education and assistance for a pregnant household member	1	1.15%
Other food or nutrition needs	6	6.90%
Answered	87	na
(skipped this question)	292	

(Contact the DCAA for a list of the client responses to other food and nutrition needs.)

CHILD CARE AND CHILD DEVELOPMENT

	YES	NO	Answered	Skipped
33. Are there children under the age of 12 in your household?	121	254	375	4
	32.27%	67.73%	100.00%	

	YES	NO	Answered	Skipped
34. Does your household have unmet child care or child development needs?	15	106	121	258
	12.40%	87.60%	100.00%	

34(a). Which of these child care and child development needs could your household use help with? (select all that apply)

Finding child care in a convenient location	6	40.00%		
Finding quality child care	7	46.67%		
Finding affordable child care	7	46.67%		
Finding weekday daytime child care	3	20.00%		
Finding evening or nighttime child care	7	46.67%		
Finding weekend child care	5	33.33%		
Finding a child care provider that accepts Child Care Assistance	4	26.67%		
Finding a quality preschool	5	33.33%		
Finding before or after school programs for the school-aged children in my household	2	13.33%		
Finding services or resources for the children in my household with special needs	4	26.67%		
Preparing the preschool children in my household for school	4	26.67%		
Other child care or child development needs	3	20.00%		
Answered	15	na		
(skipped this question)	364			

(Contact the DCAA for a list of the client responses to [other child care and child development needs.](#))

PARENTING AND FAMILY SUPPORT

	YES	NO	Answered	Skipped
35. Are there children or youth under the age of 18 in your household?	147	226	373	6
	39.41%	60.59%	100.00%	

	YES	NO	Answered	Skipped
36. Do the children or youth in your household get free or reduced price school meals?	114	32	146	233
	78.08%	21.92%	100.00%	

	YES	NO	Answered	Skipped
37. Does your household have unmet parenting or family support needs?	13	133	146	233
	8.90%	91.10%	100.00%	

37(a). Which of these parenting and family support needs could your household use help with? (select all that apply)

Learning how to set goals and plan for my household	3	23.08%		
Learning how to mentor/teach the children or youth in my household more effectively	3	23.08%		
Learning how to communicate with and set boundaries for the teenage youth in my household	5	38.46%		
Learning how to help the children or youth in my household who have displayed bullying or violent behavior	4	30.77%		
Learning how to help the children or youth in my household who have encountered bullying or violent behavior	4	30.77%		
Learning how to talk to the children or youth in my household about drugs and alcohol	2	15.38%		
Learning how to talk to the children or youth in my household about sex, STIs, etc.	2	15.38%		
Learning how to help the children or youth in my household cope with stress, depression, or emotional issues	8	61.54%		
Finding services or resources for the children or youth in my household with special needs	2	15.38%		
Obtaining family planning or birth control education and assistance	0	0.00%		
Other parenting or family support needs	2	15.38%		
Answered			13	na
(skipped this question)			366	

(Contact the DCAA for a list of the client responses to [other parenting and family support needs.](#))

TRANSPORTATION

	YES	NO	Answered	Skipped
38. Does your household have unmet transportation needs?	64	308	372	7
	17.20%	82.80%	100.00%	

38(a). Which of these transportation needs could your household use help with? (select all that apply)

Obtaining access to public transportation (e.g. buses, trolleys)	12	18.75%
Getting a dependable vehicle (e.g. car, van, truck)	25	39.06%
Repairing our household's vehicle(s)	22	34.38%
Getting a driver's license	19	29.69%
Getting vehicle insurance	14	21.88%
Getting to and from work	9	14.06%
Getting to and from appointments or errands	12	18.75%
Getting the children in my household to and from child care	4	6.25%
Getting the children or youth in my household to and from school	8	12.50%
Getting the children or youth in my household to and from before or after school activities or club activities	6	9.38%
Other transportation needs	9	14.06%
Answered	64	na
(skipped this question)	315	

(Contact the DCAA for a list of the client responses to **other transportation needs**.)

HEALTH

	YES	NO	Answered	Skipped
39. Does anyone in your household have unmet health needs?	55	316	371	8
	14.82%	85.18%	100.00%	

39a. Which of these health needs could your household use help with? (select all that apply)

Getting affordable health insurance	17	32.08%
Getting affordable dental insurance	14	26.42%
Finding a doctor who accepts Medicaid (Title XIX)	7	13.21%
Finding a dentist who accepts Medicaid (Title XIX)	12	22.64%
Managing medications	5	9.43%
Getting treatment for a drug or alcohol issue	4	7.55%
Getting treatment or counseling for a mental health issue	12	22.64%
Dealing with stress, depression, or anxiety	22	41.51%
Dealing with issues related to physical, emotional, or sexual abuse	4	7.55%
Getting regular check-ups, immunizations, developmental screens, or physicals for children in my household	4	7.55%
Getting reproductive health care, including access to birth control and STI testing	1	1.89%
Getting the necessary medical care for a pregnant household member	0	0.00%
Other health needs	11	20.75%
Answered	53	na
(skipped this question)	326	

(Contact the DCAA for a list of the client responses to **other health needs**.)

	YES	NO	Answered	Skipped
40. Are you or anyone in your household dealing with opioid addiction?	4	366	370	9
	1.08%	98.92%	100.00%	

	YES	NO	Answered	Skipped
41. Do you know anyone, outside of your household, who is dealing with opioid addiction?	16	354	370	9
	4.32%	95.68%	100.00%	

OTHER

	YES	NO	Answered	Skipped
42. Do you have phone service?	351	18	369	10
	95.12%	4.88%	100.00%	

	YES	NO	Answered	Skipped
43. Do you have Internet or access to Internet service?	255	114	369	10
	69.11%	30.89%	100.00%	

	YES	NO	Answered	Skipped
44. Do you have access to affordable recreation?	210	159	369	10
	56.91%	43.09%	100.00%	

45. Which basic needs could your household use help with? (select all that apply)

Getting basic furniture, appliances, or house wares	51	31.88%
Getting personal care items such as soap, diapers, toilet paper, etc.	68	42.50%
Getting clothing or shoes	61	38.13%
Doing yard work or snow removal	63	39.38%
Doing housework	44	27.50%
Answered	160	na
(skipped this question)	219	

46. In the last 12 months, what issue(s) were you or your household unable to get help with?	
The number of clients who provided a response:	335
(Contact the DCAA for the client responses to this question.)	

47. What are TWO important household needs that you want to resolve?	
The number of clients who provided a response:	339
(Contact the DCAA for the client responses to this question.)	

48. What are TWO things you would like to see improved in your neighborhood or community?	
The number of clients who provided a response:	324
(Contact the DCAA for the client responses to this question.)	

	YES	NO	Answered	Skipped
49. Are you the primary caregiver (e.g. parent, guardian, custodial grandparent, step-parent, foster parent) of a child or children in Head Start or Early Head Start?	56	302	358	21
	15.64%	84.36%	100.00%	
49(a). Are you currently working?	25	31	56	323
	44.64%	55.36%	100.00%	
49(a)(1). Do you work on the weekdays (Monday through Friday) during the daytime?	20	6	26	353
	76.92%	23.08%	100.00%	
49(a)(2). Do you work in the evenings, at nighttime, and/or on the weekends?	13	13	26	353
	50.00%	50.00%	100.00%	
49(b). Are you a student or are you taking high-school, college, or university classes?	2	54	56	323
	3.57%	96.43%	100.00%	
49(b)(1). Do you have classes on the weekdays (Monday through Friday) during the daytime?	1	1	2	377
	50.00%	50.00%	100.00%	
49(b)(2). Do you have classes in the evenings, at nighttime, and/or on the weekends?	1	1	2	377
	50.00%	50.00%	100.00%	
49(c). Are you attending courses or training programs designed to help you find a job, improve your job skills, or learn a new job?	5	51	56	323
	8.93%	91.07%	100.00%	
49(c)(1). Do you have courses or training on the weekdays (Monday through Friday) during the daytime?	1	4	5	374
	20.00%	80.00%	100.00%	
49(c)(2). Do you have courses or training in the evenings, at nighttime, and/or on the weekends?	1	4	5	374
	20.00%	80.00%	100.00%	

50. How did you learn about our Community Action Agency? (select all that apply)

Family or friend	156	43.82%
United Way 211	4	1.12%
Television or radio	3	0.84%
Newspaper	5	1.40%
Current of former agency client	47	13.20%
Mailing, brochure, or flyer	11	3.09%
Phone book (yellow pages)	2	0.56%
Internet or website	35	9.83%
Social media (e.g. Facebook, Twitter, Instagram)	10	2.81%
Faith-based organization (e.g. church, temple)	8	2.25%
I was referred by another organization or agency	57	16.01%
Other	71	19.94%
<hr/>		
Answered	356	na
(skipped this question)	23	

(Contact the DCAA for a list of the **other** client responses.)

51. When would you prefer to come to one of our locations (offices) when you need assistance? (select one)

Monday through Friday mornings: 6:30 am - 8:00 am	32	9.01%
Monday through Friday: 8:00 am - 4:30 pm	216	60.85%
Monday through Friday evenings: 4:30 pm - 7:00 pm	32	9.01%
Saturday: 9:00 am - 12:00 pm	16	4.51%
Other	59	16.62%
<hr/>		
Answered	355	100.00%
(skipped this question)	24	

(Contact the DCAA for a list of the **other** client responses.)

	YES	NO	Answered	Skipped
51(a). Are you unable to go to any of our office locations?	7	348	355	24
	1.97%	98.03%	100.00%	

51(a)(1). Why are you unable to go to any of our office locations for assistance?

The number of clients who provided a response: 4
 (Contact the DCAA for the client responses to this question.)

52. What services has your household received from our agency within the last 12 months?

The number of clients who provided a response: 331
 (Contact the DCAA for the client responses to this question.)

HOUSEHOLD CHARACTERISTICS

1. What county do you live in?

Benton	24	9.09%
Black Hawk	4	1.52%
Cedar	1	0.38%
Iowa	22	8.33%
Johnson	36	13.64%
Jones	18	6.82%
Keokuk	1	0.38%
Lee	1	0.38%
Linn	135	51.14%
Polk	1	0.38%
Tama	1	0.38%
Washington	20	7.58%
Answered	264	100.00%
(skipped this question)	0	

2. What is your household's zip code?

The number of clients who provided a response: 264
 (Contact the DCAA for the client responses to this question.)

3. How many people are in your household?

1	65	24.62%
2	60	22.73%
3	38	14.39%
4	38	14.39%
5	28	10.61%
6 or more	35	13.26%
Answered	264	100.00%
(skipped this question)	0	

4. How many adults (18 years old and older) are in your household?

1	125	47.35%
2	112	42.42%
3	14	5.30%
4 or more	13	4.92%
Answered	264	100.00%
(skipped this question)	0	

	YES	NO	Answered	Skipped
5. Are you or any member in your household 55 years old or older?	88 33.72%	173 66.28%	261 100.00%	3
6. Does anyone in your household receive Medicaid (Title XIX)?	200 76.63%	61 23.37%	261 100.00%	3
7. Is anyone in your household homebound (unable to leave your home)?	12 4.60%	249 95.40%	261 100.00%	3
8. Are there children (under 3 years old) in your household?	79 30.27%	182 69.73%	261 100.00%	3
9. Are there preschool children (3-5 years old) in your household?	79 30.27%	182 69.73%	261 100.00%	3
10. Are there school-aged children (6-11 years old) in your household?	78 29.89%	183 70.11%	261 100.00%	3
11. Are there youth (12-17 years old) in your household?	69 26.44%	192 73.56%	261 100.00%	3
12. Are there children or youth (under the age of 18) in your household with special needs?	28 10.73%	233 89.27%	261 100.00%	3
13. Is your household a foster care provider for a child or children (0-5 years old)?	7 2.68%	254 97.32%	261 100.00%	3
14. Is anyone in your household pregnant?	21 8.05%	240 91.95%	261 100.00%	3
15. Is anyone in your household physically disabled?	81 31.03%	180 68.97%	261 100.00%	3
16. Does anyone in your household have mental health issues?	114 43.68%	147 56.32%	261 100.00%	3

17. What is your gender?

Male	62	23.75%
Female	198	75.86%
Other	1	0.38%
Answered	261	100.00%
(skipped this question)	3	

18. What is your race?

White	194	74.33%
Black or African American	41	15.71%
Asian	5	1.92%
American Indian	1	0.38%
Alaska Native	0	0.00%
Native Hawaiian or Pacific Islander	0	0.00%
Other	8	3.07%
Multi-race	10	3.83%
Unknown	2	0.77%
Answered	261	100.00%
(skipped this question)	3	

19. Is your ethnicity Hispanic, Latino, or Spanish Origin?

YES	12	4.60%
NO	245	93.87%
Unsure	4	1.53%
Answered	261	100.00%
(skipped this question)	3	

20. What is the primary language of your household (e.g. English, Spanish, Vietnamese, Burmese, etc.)?

The number of clients who provided a response: 246
(Contact the DCAA for the client responses to this question.)

EMPLOYMENT (Adult = 18 years old and older)

21. How many adults in your household work 30 hour a week or more?

None	123	47.13%
1	107	41.00%
2	28	10.73%
3 or more	3	1.15%
Answered	261	100.00%
(skipped this question)	3	

22. How many adults in your household work less than 30 hour a week?

None	173	66.28%
1	73	27.97%
2	15	5.75%
3 or more	0	0.00%
Answered	261	100.00%
(skipped this question)	3	

23. How many of the adults in your household are working and are trying to find a better job?

None	180	68.97%
1	76	29.12%
2	5	1.92%
3 or more	0	0.00%
Answered	261	100.00%
(skipped this question)	3	

24. How many of the adults in your household are unemployed and are trying to find a job?

None	200	76.63%
1	54	20.69%
2	5	1.92%
3 or more	2	0.77%
Answered	261	100.00%
(skipped this question)	3	

	YES	NO	Answered	Skipped
25. Do you or another adult in your household have employment needs?	62	199	261	3
	23.75%	76.25%	100.00%	

25(a). Which of these employment needs could you or another adult in your household use help with? (select all that apply)

Finding a job or a better job	49	80.33%
Knowing what jobs are available	25	40.98%
Moving to a different area to get a job or a different job	8	13.11%
Getting skills training for the job that I want	19	31.15%
Learning job search skills (i.e. interviewing, writing resumes, applying for jobs online)	17	27.87%
Other employment needs	14	22.95%
Answered	61	na
(skipped this question)	203	

(Contact the DCAA for a list of the client responses to **other employment needs.**)

EDUCATION (Adult = 18 years old and older)

	YES	NO	Answered	Skipped
26. Do you or another adult in your household have education needs or goals?	70	191	261	3
	26.82%	73.18%	100.00%	

26(a). Which of these education needs could you or another adult in your household use help with? (select all that apply)

Obtaining a four-year university or college degree	28	42.42%
Obtaining a two-year community or junior college degree	25	37.88%
Obtaining a technical, vocational, or trade school license, certificate, or degree	21	31.82%
Obtaining a high school diploma or GED/HISET/HSED	13	19.70%
Learning or improving computer skills or computer literacy	12	18.18%
Learning or improving communication or language skills	14	21.21%
Other education needs or goals	6	9.09%
Answered	66	na
(skipped this question)	198	

(Contact the DCAA for a list of the client responses to other education needs and goals.)

FINANCIAL MANAGEMENT

27. In the last 12 months, how has your household's income changed?

No change	151	58.08%
Increased	37	14.23%
Decreased	72	27.69%
Answered	260	100.00%
(skipped this question)	4	

27(a). Why did your income change?

The number of clients who provided a response: 85
 (Contact the DCAA for the client responses to this question.)

	YES	NO	Answered	Skipped
28. Does your household have financial management needs?	77	182	259	5
	29.73%	70.27%	100.00%	

28(a). Which of these financial management needs could your household use help with? (select all that apply)

Budgeting and managing money	49	65.33%
Opening a checking or savings account	12	16.00%
Filling out tax forms	15	20.00%
Understanding credit scores	20	26.67%
Solving problems with a credit card or loan company	21	28.00%
Solving problems with a utility company	24	32.00%
Solving problems with a payday loan company	5	6.67%
Other financial management needs	13	17.33%
Answered	75	na
(skipped this question)	189	

(Contact the DCAA for a list of the client responses to other financial management needs.)

LEGAL ISSUES

	YES	NO	Answered	Skipped
29. Does your household need legal assistance to help solve problems or issues? (e.g. divorce, child support, immigration, foreclosure, bankruptcy, simple or minor misdemeanor, etc.)	43	216	259	5
	16.60%	83.40%	100.00%	

29(a). Please specify the problems or issues your household could use legal assistance to solve.

The number of clients who provided a response: 39
 (Contact the DCAA for the client responses to this question.)

HOUSING

	YES	NO	Answered	Skipped
30. Does your household have unmet housing needs?	67	192	259	5
	25.87%	74.13%	100.00%	

30(a). Which of these housing needs could your household use help with? (select all that apply)

Finding safe and affordable housing that fits my household's needs	33	50.00%
Obtaining a loan to buy a house	18	27.27%
Making necessary home or property repairs	24	36.36%
Making my home more energy efficient	27	40.91%
Making changes to my home for a HH member with physical disabilities or is homebound	4	6.06%
Other housing needs	20	30.30%
Answered	66	na
(skipped this question)	198	

(Contact the DCAA for a list of the client responses to other housing needs.)

FOOD AND NUTRITION

	YES	NO	Answered	Skipped
31. Is your household enrolled in DHS' Food Assistance Program (SNAP)?	153	105	258	6
	59.30%	40.70%	100.00%	

	YES	NO	Answered	Skipped
32. Does your household have unmet food or nutrition needs?	80	178	258	6
	31.01%	68.99%	100.00%	

32(a). Which of these food and nutrition needs could your household use help with? (select all that apply)

Getting food from food pantries, meal sites, or food shelves	46	57.50%
Having enough food at home	59	73.75%
Learning how to stretch my food dollar	34	42.50%
Learning how to shop and cook for healthy eating	20	25.00%
Learning how to model healthy eating for my household	10	12.50%
Getting nutritious foods for a pregnant household member	4	5.00%
Obtaining breastfeeding education and assistance for a pregnant household member	4	5.00%
Other food or nutrition needs	7	8.75%
Answered	80	na
(skipped this question)	184	

(Contact the DCAA for a list of the client responses to other food and nutrition needs.)

CHILD CARE AND CHILD DEVELOPMENT

	YES	NO	Answered	Skipped
33. Are there children under the age of 12 in your household?	130	128	258	6
	50.39%	49.61%	100.00%	

	YES	NO	Answered	Skipped
34. Does your household have unmet child care or child development needs?	21	109	130	134
	16.15%	83.85%	100.00%	

34(a). Which of these child care and child development needs could your household use help with? (select all that apply)

Finding child care in a convenient location	11	52.38%
Finding quality child care	10	47.62%
Finding affordable child care	13	61.90%
Finding weekday daytime child care	4	19.05%
Finding evening or nighttime child care	8	38.10%
Finding weekend child care	6	28.57%
Finding a child care provider that accepts Child Care Assistance	7	33.33%
Finding a quality preschool	4	19.05%
Finding before or after school programs for the school-aged children in my household	8	38.10%
Finding services or resources for the children in my household with special needs	4	19.05%
Preparing the preschool children in my household for school	4	19.05%
Other child care or child development needs	2	9.52%
Answered	21	na
(skipped this question)	243	

(Contact the DCAA for a list of the client responses to **other child care and child development needs.**)

PARENTING AND FAMILY SUPPORT

	YES	NO	Answered	Skipped
35. Are there children or youth under the age of 18 in your household?	152	106	258	6
	58.91%	41.09%	100.00%	

	YES	NO	Answered	Skipped
36. Do the children or youth in your household get free or reduced price school meals?	110	42	152	112
	72.37%	27.63%	100.00%	

	YES	NO	Answered	Skipped
37. Does your household have unmet parenting or family support needs?	23	129	152	112
	15.13%	84.87%	100.00%	

37(a). Which of these parenting and family support needs could your household use help with? (select all that apply)

Learning how to set goals and plan for my household	13	59.09%
Learning how to mentor/teach the children or youth in my household more effectively	10	45.45%
Learning how to communicate with and set boundaries for the teenage youth in my household	13	59.09%
Learning how to help the children or youth in my household who have displayed bullying or violent behavior	6	27.27%
Learning how to help the children or youth in my household who have encountered bullying or violent behavior	5	22.73%
Learning how to talk to the children or youth in my household about drugs and alcohol	3	13.64%
Learning how to talk to the children or youth in my household about sex, STIs, etc.	4	18.18%
Learning how to help the children or youth in my household cope with stress, depression, or emotional issues	12	54.55%
Finding services or resources for the children or youth in my household with special needs	6	27.27%
Obtaining family planning or birth control education and assistance	4	18.18%
Other parenting or family support needs	2	9.09%
Answered	22	na
(skipped this question)	242	

(Contact the DCAA for a list of the client responses to **other parenting and family support needs.**)

TRANSPORTATION

	YES	NO	Answered	Skipped
38. Does your household have unmet transportation needs?	61	197	258	6
	23.64%	76.36%	100.00%	

38(a). Which of these transportation needs could your household use help with? (select all that apply)

Obtaining access to public transportation (e.g. buses, trolleys)	14	22.95%
Getting a dependable vehicle (e.g. car, van, truck)	37	60.66%
Repairing our household's vehicle(s)	24	39.34%
Getting a driver's license	18	29.51%
Getting vehicle insurance	15	24.59%
Getting to and from work	17	27.87%
Getting to and from appointments or errands	22	36.07%
Getting the children in my household to and from child care	3	4.92%
Getting the children or youth in my household to and from school	7	11.48%
Getting the children or youth in my household to and from before or after school activities or club activities	5	8.20%
Other transportation needs	8	13.11%
Answered	61	na
(skipped this question)	203	

(Contact the DCAA for a list of the client responses to other transportation needs.)

HEALTH

	YES	NO	Answered	Skipped
39. Does anyone in your household have unmet health needs?	50	208	258	6
	19.38%	80.62%	100.00%	

39a. Which of these health needs could your household use help with? (select all that apply)

Getting affordable health insurance	15	30.61%
Getting affordable dental insurance	17	34.69%
Finding a doctor who accepts Medicaid (Title XIX)	9	18.37%
Finding a dentist who accepts Medicaid (Title XIX)	12	24.49%
Managing medications	5	10.20%
Getting treatment for a drug or alcohol issue	3	6.12%
Getting treatment or counseling for a mental health issue	14	28.57%
Dealing with stress, depression, or anxiety	22	44.90%
Dealing with issues related to physical, emotional, or sexual abuse	4	8.16%
Getting regular check-ups, immunizations, developmental screens, or physicals for children in my household	1	2.04%
Getting reproductive health care, including access to birth control and STI testing	1	2.04%
Getting the necessary medical care for a pregnant household member	1	2.04%
Other health needs	12	24.49%
Answered	49	na
(skipped this question)	215	

(Contact the DCAA for a list of the client responses to other health needs.)

	YES	NO	Answered	Skipped
40. Are you or anyone in your household dealing with opioid addiction?	4	233	237	27
	1.69%	98.31%	100.00%	

	YES	NO	Answered	Skipped
41. Do you know anyone, outside of your household, who is dealing with opioid addiction?	15	223	238	26
	6.30%	93.70%	100.00%	

OTHER

	YES	NO	Answered	Skipped
42. Do you have phone service?	243	14	257	7
	94.55%	5.45%	100.00%	

	YES	NO	Answered	Skipped
43. Do you have Internet or access to Internet service?	206	51	257	7
	80.16%	19.84%	100.00%	

	YES	NO	Answered	Skipped
44. Do you have access to affordable recreation?	139	118	257	7
	54.09%	45.91%	100.00%	

45. Which basic needs could your household use help with? (select all that apply)			
Getting basic furniture, appliances, or house wares	56	37.84%	
Getting personal care items such as soap, diapers, toilet paper, etc.	69	46.62%	
Getting clothing or shoes	61	41.22%	
Doing yard work or snow removal	45	30.41%	
Doing housework	37	25.00%	
Answered	148	na	
(skipped this question)	116		

46. In the last 12 months, what issue(s) were you or your household unable to get help with?
 The number of clients who provided a response: 150
 (Contact the DCAA for the client responses to this question.)

47. What are TWO important household needs that you want to resolve?
 The number of clients who provided a response: 151
 (Contact the DCAA for the client responses to this question.)

48. What are TWO things you would like to see improved in your neighborhood or community?
 The number of clients who provided a response: 129
 (Contact the DCAA for the client responses to this question.)

	YES	NO	Answered	Skipped
49. Are you the primary caregiver (e.g. parent, guardian, custodial grandparent, step-parent, foster parent) of a child or children in Head Start or Early Head Start?	61	192	253	11
	24.11%	75.89%	100.00%	

	YES	NO	Answered	Skipped
49(a). Are you currently working?	48	13	61	203
	78.69%	21.31%	100.00%	

	YES	NO	Answered	Skipped
49(a)(1). Do you work on the weekdays (Monday through Friday) during the daytime?	44	4	48	216
	91.67%	8.33%	100.00%	

	YES	NO	Answered	Skipped
49(a)(2). Do you work in the evenings, at nighttime, and/or on the weekends?	30	18	48	216
	62.50%	37.50%	100.00%	

	YES	NO	Answered	Skipped
49(b). Are you a student or are you taking high-school, college, or university classes?	9	52	61	203
	14.75%	85.25%	100.00%	

	YES	NO	Answered	Skipped
49(b)(1). Do you have classes on the weekdays (Monday through Friday) during the daytime?	8	1	9	255
	88.89%	11.11%	100.00%	

	YES	NO	Answered	Skipped
49(b)(2). Do you have classes in the evenings, at nighttime, and/or on the weekends?	5	4	9	255
	55.56%	44.44%	100.00%	

	YES	NO	Answered	Skipped
49(c). Are you attending courses or training programs designed to help you find a job, improve your job skills, or learn a new job?	5	56	61	203
	8.20%	91.80%	100.00%	

	YES	NO	Answered	Skipped
49(c)(1). Do you have courses or training on the weekdays (Monday through Friday) during the daytime?	4	1	5	259
	80.00%	20.00%	100.00%	

	YES	NO	Answered	Skipped
49(c)(2). Do you have courses or training in the evenings, at nighttime, and/or on the weekends?	1	4	5	259
	20.00%	80.00%	100.00%	

50. How did you learn about our Community Action Agency? (select all that apply)

Family or friend	105	43.39%
United Way 211	30	12.40%
Television or radio	6	2.48%
Newspaper	7	2.89%
Current of former agency client	42	17.36%
Mailing, brochure, or flyer	7	2.89%
Phone book (yellow pages)	1	0.41%
Internet or website	15	6.20%
Social media (e.g. Facebook, Twitter, Instagram)	7	2.89%
Faith-based organization (e.g. church, temple)	8	3.31%
I was referred by another organization or agency	49	20.25%
Other	32	13.22%
Answered	242	na
(skipped this question)	22	

(Contact the DCAA for a list of the other client responses.)

51. When would you prefer to come to one of our locations (offices) when you need assistance? (select one)

Monday through Friday mornings: 6:30 am - 8:00 am	28	11.07%
Monday through Friday: 8:00 am - 4:30 pm	158	62.45%
Monday through Friday evenings: 4:30 pm - 7:00 pm	34	13.44%
Saturday: 9:00 am - 12:00 pm	18	7.11%
Other	15	5.93%
Answered	253	100.00%
(skipped this question)	11	

(Contact the DCAA for a list of the other client responses.)

	YES	NO	Answered	Skipped
51(a). Are you unable to go to any of our office locations?	14	239	253	11
	5.53%	94.47%	100.00%	

51(a)(1). Why are you unable to go to any of our office locations for assistance?

The number of clients who provided a response: 11
 (Contact the DCAA for the client responses to this question.)

52. What services has your household received from our agency within the last 12 months?

The number of clients who provided a response: 227
 (Contact the DCAA for the client responses to this question.)

HOUSEHOLD CHARACTERISTICS**1. What county do you live in?**

Cedar	26	6.09%
Clinton	62	14.52%
Dubuque	1	0.23%
Iowa	4	0.94%
Jackson	2	0.47%
Jones	1	0.23%
Mills	1	0.23%
Muscatine	37	8.67%
Scott	291	68.15%
Washington	1	0.23%
Woodbury	1	0.23%
Answered	427	100.00%
(skipped this question)	0	

2. What is your household's zip code?

The number of clients who provided a response: 427
 (Contact the DCAA for the client responses to this question.)

3. How many people are in your household?

1	83	19.44%
2	114	26.70%
3	93	21.78%
4	67	15.69%
5	36	8.43%
6 or more	34	7.96%
Answered	427	100.00%
(skipped this question)	0	

4. How many adults (18 years old and older) are in your household?

1	233	54.57%
2	161	37.70%
3	26	6.09%
4 or more	7	1.64%
Answered	427	100.00%
(skipped this question)	0	

	YES	NO	Answered	Skipped
5. Are you or any member in your household 55 years old or older?	112 26.48%	311 73.52%	423 100.00%	4
6. Does anyone in your household receive Medicaid (Title XIX)?	282 66.67%	141 33.33%	423 100.00%	4
7. Is anyone in your household homebound (unable to leave your home)?	26 6.15%	397 93.85%	423 100.00%	4
8. Are there children (under 3 years old) in your household?	89 21.04%	334 78.96%	423 100.00%	4
9. Are there preschool children (3-5 years old) in your household?	103 24.35%	320 75.65%	423 100.00%	4
10. Are there school-aged children (6-11 years old) in your household?	165 39.01%	258 60.99%	423 100.00%	4
11. Are there youth (12-17 years old) in your household?	128 30.26%	295 69.74%	423 100.00%	4
12. Are there children or youth (under the age of 18) in your household with special needs?	48 11.40%	373 88.60%	421 100.00%	6
13. Is your household a foster care provider for a child or children (0-5 years old)?	6 1.43%	415 98.57%	421 100.00%	6
14. Is anyone in your household pregnant?	25 5.94%	396 94.06%	421 100.00%	6
15. Is anyone in your household physically disabled?	103 24.47%	318 75.53%	421 100.00%	6
16. Does anyone in your household have mental health issues?	167 39.67%	254 60.33%	421 100.00%	6

17. What is your gender?

Male	85	20.24%
Female	332	79.05%
Other	3	0.71%
Answered	420	100.00%
(skipped this question)	7	

18. What is your race?

White	256	60.95%
Black or African American	115	27.38%
Asian	0	0.00%
American Indian	9	2.14%
Alaska Native	0	0.00%
Native Hawaiian or Pacific Islander	1	0.24%
Other	9	2.14%
Multi-race	23	5.48%
Unknown	7	1.67%
Answered	420	100.00%
(skipped this question)	7	

19. Is your ethnicity Hispanic, Latino, or Spanish Origin?

YES	25	5.95%
NO	362	86.19%
Unsure	33	7.86%
Answered	420	100.00%
(skipped this question)	7	

20. What is the primary language of your household (e.g. English, Spanish, Vietnamese, Burmese, etc.)?

The number of clients who provided a response: 363
(Contact the DCAA for the client responses to this question.)

EMPLOYMENT (Adult = 18 years old and older)

21. How many adults in your household work 30 hour a week or more?

None	239	57.45%
1	149	35.82%
2	27	6.49%
3 or more	1	0.24%
Answered	416	100.00%
(skipped this question)	11	

22. How many adults in your household work less than 30 hour a week?

None	264	63.46%
1	122	29.33%
2	24	5.77%
3 or more	6	1.44%
Answered	416	100.00%
(skipped this question)	11	

23. How many of the adults in your household are working and are trying to find a better job?

None	256	61.54%
1	126	30.29%
2	30	7.21%
3 or more	4	0.96%
Answered	416	100.00%
(skipped this question)	11	

24. How many of the adults in your household are unemployed and are trying to find a job?

None	275	66.11%
1	118	28.37%
2	20	4.81%
3 or more	3	0.72%
Answered	416	100.00%
(skipped this question)	11	

	YES	NO	Answered	Skipped
25. Do you or another adult in your household have employment needs?	86	330	416	11
	20.67%	79.33%	100.00%	

25(a). Which of these employment needs could you or another adult in your household use help with? (select all that apply)

Finding a job or a better job	61	76.25%
Knowing what jobs are available	34	42.50%
Moving to a different area to get a job or a different job	11	13.75%
Getting skills training for the job that I want	24	30.00%
Learning job search skills (i.e. interviewing, writing resumes, applying for jobs online)	16	20.00%
Other employment needs	13	16.25%
Answered	80	na
(skipped this question)	347	

(Contact the DCAA for a list of the client responses to **other employment needs.**)

EDUCATION (Adult = 18 years old and older)

	YES	NO	Answered	Skipped
26. Do you or another adult in your household have education needs or goals?	122	288	410	17
	29.76%	70.24%	100.00%	

26(a). Which of these education needs could you or another adult in your household use help with? (select all that apply)

Obtaining a four-year university or college degree	38	32.20%
Obtaining a two-year community or junior college degree	53	44.92%
Obtaining a technical, vocational, or trade school license, certificate, or degree	39	33.05%
Obtaining a high school diploma or GED/HISET/HSED	28	23.73%
Learning or improving computer skills or computer literacy	16	13.56%
Learning or improving communication or language skills	11	9.32%
Other education needs or goals	10	8.47%
Answered	118	na
(skipped this question)	309	

(Contact the DCAA for a list of the client responses to other education needs and goals.)

FINANCIAL MANAGEMENT

27. In the last 12 months, how has your household's income changed?

No change	228	55.75%
Increased	26	6.36%
Decreased	155	37.90%
Answered	409	100.00%
(skipped this question)	18	

27(a). Why did your income change?

The number of clients who provided a response: 153

(Contact the DCAA for the client responses to this question.)

	YES	NO	Answered	Skipped
28. Does your household have financial management needs?	148	259	407	20
	36.36%	63.64%	100.00%	

28(a). Which of these financial management needs could your household use help with? (select all that apply)

Budgeting and managing money	87	63.97%
Opening a checking or savings account	18	13.24%
Filling out tax forms	12	8.82%
Understanding credit scores	17	12.50%
Solving problems with a credit card or loan company	41	30.15%
Solving problems with a utility company	64	47.06%
Solving problems with a payday loan company	19	13.97%
Other financial management needs	23	16.91%
Answered	136	na
(skipped this question)	291	

(Contact the DCAA for a list of the client responses to other financial management needs.)

LEGAL ISSUES

	YES	NO	Answered	Skipped
29. Does your household need legal assistance to help solve problems or issues? (e.g. divorce, child support, immigration, foreclosure, bankruptcy, simple or minor misdemeanor, etc.)	69	334	403	24
	17.12%	82.88%	100.00%	

29(a). Please specify the problems or issues your household could use legal assistance to solve.

The number of clients who provided a response: 54
 (Contact the DCAA for the client responses to this question.)

HOUSING

	YES	NO	Answered	Skipped
30. Does your household have unmet housing needs?	117	285	402	25
	29.10%	70.90%	100.00%	

30(a). Which of these housing needs could your household use help with? (select all that apply)

Finding safe and affordable housing that fits my household's needs	36	33.33%
Obtaining a loan to buy a house	32	29.63%
Making necessary home or property repairs	39	36.11%
Making my home more energy efficient	37	34.26%
Making changes to my home for a HH member with physical disabilities or is homebound	4	3.70%
Other housing needs	24	22.22%
Answered	108	na
(skipped this question)	319	

(Contact the DCAA for a list of the client responses to **other housing needs.**)

FOOD AND NUTRITION

	YES	NO	Answered	Skipped
31. Is your household enrolled in DHS' Food Assistance Program (SNAP)?	265	136	401	26
	66.08%	33.92%	100.00%	

	YES	NO	Answered	Skipped
32. Does your household have unmet food or nutrition needs?	98	303	401	26
	24.44%	75.56%	100.00%	

32(a). Which of these food and nutrition needs could your household use help with? (select all that apply)

Getting food from food pantries, meal sites, or food shelves	60	66.67%
Having enough food at home	65	72.22%
Learning how to stretch my food dollar	29	32.22%
Learning how to shop and cook for healthy eating	19	21.11%
Learning how to model healthy eating for my household	8	8.89%
Getting nutritious foods for a pregnant household member	3	3.33%
Obtaining breastfeeding education and assistance for a pregnant household member	3	3.33%
Other food or nutrition needs	11	12.22%
Answered	90	na
(skipped this question)	337	

(Contact the DCAA for a list of the client responses to **other food and nutrition needs.**)

CHILD CARE AND CHILD DEVELOPMENT

	YES	NO	Answered	Skipped
33. Are there children under the age of 12 in your household?	198	203	401	26
	49.38%	50.62%	100.00%	

	YES	NO	Answered	Skipped
34. Does your household have unmet child care or child development needs?	35	163	198	229
	17.68%	82.32%	100.00%	

34(a). Which of these child care and child development needs could your household use help with? (select all that apply)

Finding child care in a convenient location	12	40.00%
Finding quality child care	13	43.33%
Finding affordable child care	19	63.33%
Finding weekday daytime child care	12	40.00%
Finding evening or nighttime child care	12	40.00%
Finding weekend child care	10	33.33%
Finding a child care provider that accepts Child Care Assistance	9	30.00%
Finding a quality preschool	3	10.00%
Finding before or after school programs for the school-aged children in my household	10	33.33%
Finding services or resources for the children in my household with special needs	1	3.33%
Preparing the preschool children in my household for school	4	13.33%
Other child care or child development needs	2	6.67%
Answered	30	na
(skipped this question)	397	

(Contact the DCAA for a list of the client responses to **other child care and child development needs.**)

PARENTING AND FAMILY SUPPORT

	YES	NO	Answered	Skipped
35. Are there children or youth under the age of 18 in your household?	232	166	398	29
	58.29%	41.71%	100.00%	

	YES	NO	Answered	Skipped
36. Do the children or youth in your household get free or reduced price school meals?	167	65	232	195
	71.98%	28.02%	100.00%	

	YES	NO	Answered	Skipped
37. Does your household have unmet parenting or family support needs?	26	206	232	195
	11.21%	88.79%	100.00%	

37(a). Which of these parenting and family support needs could your household use help with? (select all that apply)

Learning how to set goals and plan for my household	11	52.38%
Learning how to mentor/teach the children or youth in my household more effectively	10	47.62%
Learning how to communicate with and set boundaries for the teenage youth in my household	10	47.62%
Learning how to help the children or youth in my household who have displayed bullying or violent behavior	6	28.57%
Learning how to help the children or youth in my household who have encountered bullying or violent behavior	4	19.05%
Learning how to talk to the children or youth in my household about drugs and alcohol	2	9.52%
Learning how to talk to the children or youth in my household about sex, STIs, etc.	6	28.57%
Learning how to help the children or youth in my household cope with stress, depression, or emotional issues	12	57.14%
Finding services or resources for the children or youth in my household with special needs	5	23.81%
Obtaining family planning or birth control education and assistance	2	9.52%
Other parenting or family support needs	6	28.57%
Answered	21	na
(skipped this question)	406	

(Contact the DCAA for a list of the client responses to **other parenting and family support needs.**)

TRANSPORTATION

	YES	NO	Answered	Skipped
38. Does your household have unmet transportation needs?	105	292	397	30
	26.45%	73.55%	100.00%	

38(a). Which of these transportation needs could your household use help with? (select all that apply)

Obtaining access to public transportation (e.g. buses, trolleys)	16	16.33%
Getting a dependable vehicle (e.g. car, van, truck)	44	44.90%
Repairing our household's vehicle(s)	40	40.82%
Getting a driver's license	26	26.53%
Getting vehicle insurance	39	39.80%
Getting to and from work	31	31.63%
Getting to and from appointments or errands	36	36.73%
Getting the children in my household to and from child care	9	9.18%
Getting the children or youth in my household to and from school	14	14.29%
Getting the children or youth in my household to and from before or after school activities or club activities	11	11.22%
Other transportation needs	13	13.27%
Answered	98	na
(skipped this question)	329	

(Contact the DCAA for a list of the client responses to other transportation needs.)

HEALTH

	YES	NO	Answered	Skipped
39. Does anyone in your household have unmet health needs?	55	341	396	31
	13.89%	86.11%	100.00%	

39a. Which of these health needs could your household use help with? (select all that apply)

Getting affordable health insurance	17	33.33%
Getting affordable dental insurance	18	35.29%
Finding a doctor who accepts Medicaid (Title XIX)	9	17.65%
Finding a dentist who accepts Medicaid (Title XIX)	17	33.33%
Managing medications	9	17.65%
Getting treatment for a drug or alcohol issue	3	5.88%
Getting treatment or counseling for a mental health issue	13	25.49%
Dealing with stress, depression, or anxiety	27	52.94%
Dealing with issues related to physical, emotional, or sexual abuse	11	21.57%
Getting regular check-ups, immunizations, developmental screens, or physicals for children in my household	8	15.69%
Getting reproductive health care, including access to birth control and STI testing	4	7.84%
Getting the necessary medical care for a pregnant household member	2	3.92%
Other health needs	12	23.53%
Answered	51	na
(skipped this question)	376	

(Contact the DCAA for a list of the client responses to other health needs.)

	YES	NO	Answered	Skipped
40. Are you or anyone in your household dealing with opioid addiction?	2	317	319	108
	0.63%	99.37%	100.00%	

	YES	NO	Answered	Skipped
41. Do you know anyone, outside of your household, who is dealing with opioid addiction?	19	294	313	114
	6.07%	93.93%	100.00%	

OTHER

	YES	NO	Answered	Skipped
42. Do you have phone service?	335	59	394	33
	85.03%	14.97%	100.00%	
43. Do you have Internet or access to Internet service?	255	139	394	33
	64.72%	35.28%	100.00%	
44. Do you have access to affordable recreation?	156	238	394	33
	39.59%	60.41%	100.00%	
45. Which basic needs could your household use help with? (select all that apply)				
Getting basic furniture, appliances, or house wares	101	53.16%		
Getting personal care items such as soap, diapers, toilet paper, etc.	106	55.79%		
Getting clothing or shoes	113	59.47%		
Doing yard work or snow removal	44	23.16%		
Doing housework	33	17.37%		
Answered	190	na		
(skipped this question)	237			
46. In the last 12 months, what issue(s) were you or your household unable to get help with?				
The number of clients who provided a response: (Contact the DCAA for the client responses to this question.)	182			
47. What are TWO important household needs that you want to resolve?				
The number of clients who provided a response: (Contact the DCAA for the client responses to this question.)	225			
48. What are TWO things you would like to see improved in your neighborhood or community?				
The number of clients who provided a response: (Contact the DCAA for the client responses to this question.)	166			

	YES	NO	Answered	Skipped
49. Are you the primary caregiver (e.g. parent, guardian, custodial grandparent, step-parent, foster parent) of a child or children in Head Start or Early Head Start?	98	292	390	37
	25.13%	74.87%	100.00%	

	YES	NO	Answered	Skipped
49(a). Are you currently working?	50	48	98	329
	51.02%	48.98%	100.00%	

	YES	NO	Answered	Skipped
49(a)(1). Do you work on the weekdays (Monday through Friday) during the daytime?	39	11	50	377
	78.00%	22.00%	100.00%	

	YES	NO	Answered	Skipped
49(a)(2). Do you work in the evenings, at nighttime, and/or on the weekends?	21	29	50	377
	42.00%	58.00%	100.00%	

	YES	NO	Answered	Skipped
49(b). Are you a student or are you taking high-school, college, or university classes?	9	89	98	329
	9.18%	90.82%	100.00%	

	YES	NO	Answered	Skipped
49(b)(1). Do you have classes on the weekdays (Monday through Friday) during the daytime?	7	2	9	418
	77.78%	22.22%	100.00%	

	YES	NO	Answered	Skipped
49(b)(2). Do you have classes in the evenings, at nighttime, and/or on the weekends?	3	6	9	418
	33.33%	66.67%	100.00%	

	YES	NO	Answered	Skipped
49(c). Are you attending courses or training programs designed to help you find a job, improve your job skills, or learn a new job?	6	92	98	329
	6.12%	93.88%	100.00%	

	YES	NO	Answered	Skipped
49(c)(1). Do you have courses or training on the weekdays (Monday through Friday) during the daytime?	4	2	6	421
	66.67%	33.33%	100.00%	

	YES	NO	Answered	Skipped
49(c)(2). Do you have courses or training in the evenings, at nighttime, and/or on the weekends?	3	3	6	421
	50.00%	50.00%	100.00%	

50. How did you learn about our Community Action Agency? (select all that apply)

Family or friend	174	50.58%
United Way 211	12	3.49%
Television or radio	3	0.87%
Newspaper	1	0.29%
Current of former agency client	54	15.70%
Mailing, brochure, or flyer	10	2.91%
Phone book (yellow pages)	2	0.58%
Internet or website	47	13.66%
Social media (e.g. Facebook, Twitter, Instagram)	11	3.20%
Faith-based organization (e.g. church, temple)	9	2.62%
I was referred by another organization or agency	45	13.08%
Other	45	13.08%
Answered	344	na
(skipped this question)	83	

(Contact the DCAA for a list of the other client responses.)

51. When would you prefer to come to one of our locations (offices) when you need assistance? (select one)

Monday through Friday mornings: 6:30 am - 8:00 am	58	14.91%
Monday through Friday: 8:00 am - 4:30 pm	185	47.56%
Monday through Friday evenings: 4:30 pm - 7:00 pm	34	8.74%
Saturday: 9:00 am - 12:00 pm	19	4.88%
Other	93	23.91%
Answered	389	100.00%
(skipped this question)	38	

(Contact the DCAA for a list of the other client responses.)

	YES	NO	Answered	Skipped
51(a). Are you unable to go to any of our office locations?	19	370	389	38
	4.88%	95.12%	100.00%	

51(a)(1). Why are you unable to go to any of our office locations for assistance?

The number of clients who provided a response: 13
 (Contact the DCAA for the client responses to this question.)

52. What services has your household received from our agency within the last 12 months?

The number of clients who provided a response: 244
 (Contact the DCAA for the client responses to this question.)

HOUSEHOLD CHARACTERISTICS

1. What county do you live in?

Adair	26	9.92%
Adams	32	12.21%
Clarke	1	0.38%
Madison	25	9.54%
Page	1	0.38%
Ringgold	44	16.79%
Taylor	52	19.85%
Union	81	30.92%
Answered	262	100.00%
(skipped this question)	0	

2. What is your household's zip code?

The number of clients who provided a response: 262
 (Contact the DCAA for the client responses to this question.)

3. How many people are in your household?

1	67	25.57%
2	49	18.70%
3	36	13.74%
4	45	17.18%
5	36	13.74%
6 or more	29	11.07%
Answered	262	100.00%
(skipped this question)	0	

4. How many adults (18 years old and older) are in your household?

1	122	46.56%
2	120	45.80%
3	15	5.73%
4 or more	5	1.91%
Answered	262	100.00%
(skipped this question)	0	

	YES	NO	Answered	Skipped
5. Are you or any member in your household 55 years old or older?	92 35.11%	170 64.89%	262 100.00%	0
6. Does anyone in your household receive Medicaid (Title XIX)?	179 68.32%	83 31.68%	262 100.00%	0
7. Is anyone in your household homebound (unable to leave your home)?	4 1.53%	258 98.47%	262 100.00%	0
8. Are there children (under 3 years old) in your household?	54 20.61%	208 79.39%	262 100.00%	0
9. Are there preschool children (3-5 years old) in your household?	116 44.27%	146 55.73%	262 100.00%	0
10. Are there school-aged children (6-11 years old) in your household?	84 32.06%	178 67.94%	262 100.00%	0
11. Are there youth (12-17 years old) in your household?	52 19.85%	210 80.15%	262 100.00%	0
12. Are there children or youth (under the age of 18) in your household with special needs?	35 13.36%	227 86.64%	262 100.00%	0
13. Is your household a foster care provider for a child or children (0-5 years old)?	12 4.58%	250 95.42%	262 100.00%	0
14. Is anyone in your household pregnant?	7 2.67%	255 97.33%	262 100.00%	0
15. Is anyone in your household physically disabled?	75 28.63%	187 71.37%	262 100.00%	0
16. Does anyone in your household have mental health issues?	47 17.94%	215 82.06%	262 100.00%	0

17. What is your gender?

Male	44	16.79%
Female	218	83.21%
Other	0	0.00%
Answered	262	100.00%
(skipped this question)	0	

18. What is your race?

White	255	97.33%
Black or African American	0	0.00%
Asian	0	0.00%
American Indian	2	0.76%
Alaska Native	0	0.00%
Native Hawaiian or Pacific Islander	0	0.00%
Other	2	0.76%
Multi-race	3	1.15%
Unknown	0	0.00%
Answered	262	100.00%
(skipped this question)	0	

19. Is your ethnicity Hispanic, Latino, or Spanish Origin?

YES	8	3.05%
NO	254	96.95%
Unsure	0	0.00%
Answered	262	100.00%
(skipped this question)	0	

20. What is the primary language of your household (e.g. English, Spanish, Vietnamese, Burmese, etc.)?

The number of clients who provided a response: 251
 (Contact the DCAA for the client responses to this question.)

EMPLOYMENT (Adult = 18 years old and older)

21. How many adults in your household work 30 hour a week or more?

None	113	43.13%
1	113	43.13%
2	36	13.74%
3 or more	0	0.00%
Answered	262	100.00%
(skipped this question)	0	

22. How many adults in your household work less than 30 hour a week?

None	193	73.66%
1	63	24.05%
2	5	1.91%
3 or more	1	0.38%
Answered	262	100.00%
(skipped this question)	0	

23. How many of the adults in your household are working and are trying to find a better job?

None	215	82.06%
1	40	15.27%
2	7	2.67%
3 or more	0	0.00%
Answered	262	100.00%
(skipped this question)	0	

24. How many of the adults in your household are unemployed and are trying to find a job?

None	225	85.88%
1	35	13.36%
2	2	0.76%
3 or more	0	0.00%
Answered	262	100.00%
(skipped this question)	0	

	YES	NO	Answered	Skipped
25. Do you or another adult in your household have employment needs?	32	230	262	0
	12.21%	87.79%	100.00%	

25(a). Which of these employment needs could you or another adult in your household use help with? (select all that apply)

Finding a job or a better job	22	75.86%
Knowing what jobs are available	12	41.38%
Moving to a different area to get a job or a different job	2	6.90%
Getting skills training for the job that I want	7	24.14%
Learning job search skills (i.e. interviewing, writing resumes, applying for jobs online)	4	13.79%
Other employment needs	5	17.24%
Answered	29	na
(skipped this question)	233	

(Contact the DCAA for a list of the client responses to **other employment needs.**)

EDUCATION (Adult = 18 years old and older)

	YES	NO	Answered	Skipped
26. Do you or another adult in your household have education needs or goals?	28	234	262	0
	10.69%	89.31%	100.00%	

26(a). Which of these education needs could you or another adult in your household use help with? (select all that apply)

Obtaining a four-year university or college degree	11	40.74%
Obtaining a two-year community or junior college degree	9	33.33%
Obtaining a technical, vocational, or trade school license, certificate, or degree	7	25.93%
Obtaining a high school diploma or GED/HISET/HSED	2	7.41%
Learning or improving computer skills or computer literacy	0	0.00%
Learning or improving communication or language skills	1	3.70%
Other education needs or goals	3	11.11%
Answered	27	na
(skipped this question)	235	

(Contact the DCAA for a list of the client responses to other education needs and goals.)

FINANCIAL MANAGEMENT

27. In the last 12 months, how has your household's income changed?

No change	160	61.30%
Increased	53	20.31%
Decreased	48	18.39%
Answered	261	100.00%
(skipped this question)	1	

27(a). Why did your income change?

The number of clients who provided a response: 100

(Contact the DCAA for the client responses to this question.)

	YES	NO	Answered	Skipped
28. Does your household have financial management needs?	29	232	261	1
	11.11%	88.89%	100.00%	

28(a). Which of these financial management needs could your household use help with? (select all that apply)

Budgeting and managing money	21	75.00%
Opening a checking or savings account	4	14.29%
Filling out tax forms	5	17.86%
Understanding credit scores	5	17.86%
Solving problems with a credit card or loan company	4	14.29%
Solving problems with a utility company	8	28.57%
Solving problems with a payday loan company	1	3.57%
Other financial management needs	4	14.29%
Answered	28	na
(skipped this question)	234	

(Contact the DCAA for a list of the client responses to other financial management needs.)

LEGAL ISSUES

	YES	NO	Answered	Skipped
29. Does your household need legal assistance to help solve problems or issues? (e.g. divorce, child support, immigration, foreclosure, bankruptcy, simple or minor misdemeanor, etc.)	10	251	261	1
	3.83%	96.17%	100.00%	

29(a). Please specify the problems or issues your household could use legal assistance to solve.

The number of clients who provided a response: 9
 (Contact the DCAA for the client responses to this question.)

HOUSING

	YES	NO	Answered	Skipped
30. Does your household have unmet housing needs?	16	245	261	1
	6.13%	93.87%	100.00%	

30(a). Which of these housing needs could your household use help with? (select all that apply)

Finding safe and affordable housing that fits my household's needs	7	43.75%
Obtaining a loan to buy a house	4	25.00%
Making necessary home or property repairs	7	43.75%
Making my home more energy efficient	7	43.75%
Making changes to my home for a HH member with physical disabilities or is homebound	0	0.00%
Other housing needs	4	25.00%
Answered	16	na
(skipped this question)	246	

(Contact the DCAA for a list of the client responses to **other housing needs.**)

FOOD AND NUTRITION

	YES	NO	Answered	Skipped
31. Is your household enrolled in DHS' Food Assistance Program (SNAP)?	153	108	261	1
	58.62%	41.38%	100.00%	

	YES	NO	Answered	Skipped
32. Does your household have unmet food or nutrition needs?	36	225	261	1
	13.79%	86.21%	100.00%	

32(a). Which of these food and nutrition needs could your household use help with? (select all that apply)

Getting food from food pantries, meal sites, or food shelves	16	44.44%
Having enough food at home	24	66.67%
Learning how to stretch my food dollar	14	38.89%
Learning how to shop and cook for healthy eating	6	16.67%
Learning how to model healthy eating for my household	3	8.33%
Getting nutritious foods for a pregnant household member	0	0.00%
Obtaining breastfeeding education and assistance for a pregnant household member	1	2.78%
Other food or nutrition needs	6	16.67%
Answered	36	na
(skipped this question)	226	

(Contact the DCAA for a list of the client responses to **other food and nutrition needs.**)

CHILD CARE AND CHILD DEVELOPMENT

	YES	NO	Answered	Skipped
33. Are there children under the age of 12 in your household?	139	122	261	1
	53.26%	46.74%	100.00%	
	YES	NO	Answered	Skipped
34. Does your household have unmet child care or child development needs?	7	132	139	123
	5.04%	94.96%	100.00%	

34(a). Which of these child care and child development needs could your household use help with? (select all that apply)

Finding child care in a convenient location	2	28.57%
Finding quality child care	3	42.86%
Finding affordable child care	4	57.14%
Finding weekday daytime child care	1	14.29%
Finding evening or nighttime child care	0	0.00%
Finding weekend child care	0	0.00%
Finding a child care provider that accepts Child Care Assistance	2	28.57%
Finding a quality preschool	0	0.00%
Finding before or after school programs for the school-aged children in my household	1	14.29%
Finding services or resources for the children in my household with special needs	4	57.14%
Preparing the preschool children in my household for school	1	14.29%
Other child care or child development needs	2	28.57%
Answered	7	na
(skipped this question)	255	

(Contact the DCAA for a list of the client responses to **other child care and child development needs.**)

PARENTING AND FAMILY SUPPORT

	YES	NO	Answered	Skipped
35. Are there children or youth under the age of 18 in your household?	157	103	260	2
	60.38%	39.62%	100.00%	
	YES	NO	Answered	Skipped
36. Do the children or youth in your household get free or reduced price school meals?	133	25	158	104
	84.18%	15.82%	100.00%	
	YES	NO	Answered	Skipped
37. Does your household have unmet parenting or family support needs?	8	150	158	104
	5.06%	94.94%	100.00%	

37(a). Which of these parenting and family support needs could your household use help with? (select all that apply)

Learning how to set goals and plan for my household	5	62.50%
Learning how to mentor/teach the children or youth in my household more effectively	4	50.00%
Learning how to communicate with and set boundaries for the teenage youth in my household	3	37.50%
Learning how to help the children or youth in my household who have displayed bullying or violent behavior	6	75.00%
Learning how to help the children or youth in my household who have encountered bullying or violent behavior	4	50.00%
Learning how to talk to the children or youth in my household about drugs and alcohol	2	25.00%
Learning how to talk to the children or youth in my household about sex, STIs, etc.	4	50.00%
Learning how to help the children or youth in my household cope with stress, depression, or emotional issues	7	87.50%
Finding services or resources for the children or youth in my household with special needs	1	12.50%
Obtaining family planning or birth control education and assistance	0	0.00%
Other parenting or family support needs	1	12.50%
Answered	8	na
(skipped this question)	254	

(Contact the DCAA for a list of the client responses to **other parenting and family support needs.**)

TRANSPORTATION

	YES	NO	Answered	Skipped
38. Does your household have unmet transportation needs?	30	230	260	2
	11.54%	88.46%	100.00%	

38(a). Which of these transportation needs could your household use help with? (select all that apply)

Obtaining access to public transportation (e.g. buses, trolleys)	4	13.79%
Getting a dependable vehicle (e.g. car, van, truck)	16	55.17%
Repairing our household's vehicle(s)	14	48.28%
Getting a driver's license	6	20.69%
Getting vehicle insurance	9	31.03%
Getting to and from work	3	10.34%
Getting to and from appointments or errands	9	31.03%
Getting the children in my household to and from child care	1	3.45%
Getting the children or youth in my household to and from school	4	13.79%
Getting the children or youth in my household to and from before or after school activities or club activities	1	3.45%
Other transportation needs	3	10.34%
Answered	29	na
(skipped this question)	233	

(Contact the DCAA for a list of the client responses to other transportation needs.)

HEALTH

	YES	NO	Answered	Skipped
39. Does anyone in your household have unmet health needs?	15	245	260	2
	5.77%	94.23%	100.00%	

39a. Which of these health needs could your household use help with? (select all that apply)

Getting affordable health insurance	4	28.57%
Getting affordable dental insurance	3	21.43%
Finding a doctor who accepts Medicaid (Title XIX)	3	21.43%
Finding a dentist who accepts Medicaid (Title XIX)	5	35.71%
Managing medications	4	28.57%
Getting treatment for a drug or alcohol issue	0	0.00%
Getting treatment or counseling for a mental health issue	4	28.57%
Dealing with stress, depression, or anxiety	8	57.14%
Dealing with issues related to physical, emotional, or sexual abuse	2	14.29%
Getting regular check-ups, immunizations, developmental screens, or physicals for children in my household	1	7.14%
Getting reproductive health care, including access to birth control and STI testing	0	0.00%
Getting the necessary medical care for a pregnant household member	0	0.00%
Other health needs	4	28.57%
Answered	14	na
(skipped this question)	248	

(Contact the DCAA for a list of the client responses to other health needs.)

	YES	NO	Answered	Skipped
40. Are you or anyone in your household dealing with opioid addiction?	1	257	258	4
	0.39%	99.61%	100.00%	

	YES	NO	Answered	Skipped
41. Do you know anyone, outside of your household, who is dealing with opioid addiction?	15	243	258	4
	5.81%	94.19%	100.00%	

OTHER

	YES	NO	Answered	Skipped
42. Do you have phone service?	254	6	260	2
	97.69%	2.31%	100.00%	

	YES	NO	Answered	Skipped
43. Do you have Internet or access to Internet service?	181	79	260	2
	69.62%	30.38%	100.00%	

	YES	NO	Answered	Skipped
44. Do you have access to affordable recreation?	163	97	260	2
	62.69%	37.31%	100.00%	

45. Which basic needs could your household use help with? (select all that apply)			
Getting basic furniture, appliances, or house wares	28	36.84%	
Getting personal care items such as soap, diapers, toilet paper, etc.	29	38.16%	
Getting clothing or shoes	23	30.26%	
Doing yard work or snow removal	35	46.05%	
Doing housework	27	35.53%	
Answered	76	na	
(skipped this question)	186		

46. In the last 12 months, what issue(s) were you or your household unable to get help with?	
The number of clients who provided a response:	86
(Contact the DCAA for the client responses to this question.)	

47. What are TWO important household needs that you want to resolve?	
The number of clients who provided a response:	96
(Contact the DCAA for the client responses to this question.)	

48. What are TWO things you would like to see improved in your neighborhood or community?	
The number of clients who provided a response:	92
(Contact the DCAA for the client responses to this question.)	

	YES	NO	Answered	Skipped
49. Are you the primary caregiver (e.g. parent, guardian, custodial grandparent, step-parent, foster parent) of a child or children in Head Start or Early Head Start?	99	160	259	3
	38.22%	61.78%	100.00%	

	YES	NO	Answered	Skipped
49(a). Are you currently working?	69	30	99	163
	69.70%	30.30%	100.00%	

	YES	NO	Answered	Skipped
49(a)(1). Do you work on the weekdays (Monday through Friday) during the daytime?	69	0	69	193
	100.00%	0.00%	100.00%	

	YES	NO	Answered	Skipped
49(a)(2). Do you work in the evenings, at nighttime, and/or on the weekends?	36	33	69	193
	52.17%	47.83%	100.00%	

	YES	NO	Answered	Skipped
49(b). Are you a student or are you taking high-school, college, or university classes?	3	96	99	163
	3.03%	96.97%	100.00%	

	YES	NO	Answered	Skipped
49(b)(1). Do you have classes on the weekdays (Monday through Friday) during the daytime?	1	2	3	259
	33.33%	66.67%	100.00%	

	YES	NO	Answered	Skipped
49(b)(2). Do you have classes in the evenings, at nighttime, and/or on the weekends?	2	1	3	259
	66.67%	33.33%	100.00%	

	YES	NO	Answered	Skipped
49(c). Are you attending courses or training programs designed to help you find a job, improve your job skills, or learn a new job?	6	93	99	163
	6.06%	93.94%	100.00%	

	YES	NO	Answered	Skipped
49(c)(1). Do you have courses or training on the weekdays (Monday through Friday) during the daytime?	4	2	6	256
	66.67%	33.33%	100.00%	

	YES	NO	Answered	Skipped
49(c)(2). Do you have courses or training in the evenings, at nighttime, and/or on the weekends?	3	3	6	256
	50.00%	50.00%	100.00%	

50. How did you learn about our Community Action Agency? (select all that apply)

Family or friend	88	34.11%
United Way 211	0	0.00%
Television or radio	0	0.00%
Newspaper	4	1.55%
Current or former agency client	130	50.39%
Mailing, brochure, or flyer	6	2.33%
Phone book (yellow pages)	1	0.39%
Internet or website	7	2.71%
Social media (e.g. Facebook, Twitter, Instagram)	22	8.53%
Faith-based organization (e.g. church, temple)	5	1.94%
I was referred by another organization or agency	6	2.33%
Other	19	7.36%
Answered	258	na
(skipped this question)	4	

(Contact the DCAA for a list of the other client responses.)

51. When would you prefer to come to one of our locations (offices) when you need assistance? (select one)

Monday through Friday mornings: 6:30 am - 8:00 am	5	1.94%
Monday through Friday: 8:00 am - 4:30 pm	176	68.22%
Monday through Friday evenings: 4:30 pm - 7:00 pm	58	22.48%
Saturday: 9:00 am - 12:00 pm	12	4.65%
Other	7	2.71%
Answered	258	100.00%
(skipped this question)	4	

(Contact the DCAA for a list of the other client responses.)

	YES	NO	Answered	Skipped
51(a). Are you unable to go to any of our office locations?	16	242	258	4
	6.20%	93.80%	100.00%	

51(a)(1). Why are you unable to go to any of our office locations for assistance?

The number of clients who provided a response: 11
 (Contact the DCAA for the client responses to this question.)

52. What services has your household received from our agency within the last 12 months?

The number of clients who provided a response: 245
 (Contact the DCAA for the client responses to this question.)

HOUSEHOLD CHARACTERISTICS**1. What county do you live in?**

Boone	18	7.17%
Cerro Gordo	1	0.40%
Des Moines	1	0.40%
Franklin	1	0.40%
Greene	1	0.40%
Grundy	1	0.40%
Hamilton	1	0.40%
Hardin	8	3.19%
Jasper	3	1.20%
Marion	1	0.40%
Marshall	115	45.82%
Polk	2	0.80%
Poweshiek	14	5.58%
Story	71	28.29%
Tama	11	4.38%
Warren	2	0.80%
Answered	251	100.00%
(skipped this question)	0	

2. What is your household's zip code?

The number of clients who provided a response: 251
 (Contact the DCAA for the client responses to this question.)

3. How many people are in your household?

1	34	13.55%
2	29	11.55%
3	52	20.72%
4	56	22.31%
5	40	15.94%
6 or more	40	15.94%
Answered	251	100.00%
(skipped this question)	0	

4. How many adults (18 years old and older) are in your household?

1	103	41.04%
2	120	47.81%
3	18	7.17%
4 or more	10	3.98%
Answered	251	100.00%
(skipped this question)	0	

	YES	NO	Answered	Skipped
5. Are you or any member in your household 55 years old or older?	48 19.12%	203 80.88%	251 100.00%	0
6. Does anyone in your household receive Medicaid (Title XIX)?	186 74.10%	65 25.90%	251 100.00%	0
7. Is anyone in your household homebound (unable to leave your home)?	6 2.39%	245 97.61%	251 100.00%	0
8. Are there children (under 3 years old) in your household?	121 48.21%	130 51.79%	251 100.00%	0
9. Are there preschool children (3-5 years old) in your household?	94 37.45%	157 62.55%	251 100.00%	0
10. Are there school-aged children (6-11 years old) in your household?	102 40.64%	149 59.36%	251 100.00%	0
11. Are there youth (12-17 years old) in your household?	64 25.50%	187 74.50%	251 100.00%	0
12. Are there children or youth (under the age of 18) in your household with special needs?	18 7.17%	233 92.83%	251 100.00%	0
13. Is your household a foster care provider for a child or children (0-5 years old)?	5 1.99%	246 98.01%	251 100.00%	0
14. Is anyone in your household pregnant?	22 8.76%	229 91.24%	251 100.00%	0
15. Is anyone in your household physically disabled?	33 13.15%	218 86.85%	251 100.00%	0
16. Does anyone in your household have mental health issues?	59 23.51%	192 76.49%	251 100.00%	0

17. What is your gender?

Male	36	14.34%
Female	214	85.26%
Other	1	0.40%
Answered	251	100.00%
(skipped this question)	0	

18. What is your race?

White	202	80.48%
Black or African American	14	5.58%
Asian	8	3.19%
American Indian	1	0.40%
Alaska Native	0	0.00%
Native Hawaiian or Pacific Islander	0	0.00%
Other	13	5.18%
Multi-race	4	1.59%
Unknown	9	3.59%
Answered	251	100.00%
(skipped this question)	0	

19. Is your ethnicity Hispanic, Latino, or Spanish Origin?

YES	67	26.69%
NO	181	72.11%
Unsure	3	1.20%
Answered	251	100.00%
(skipped this question)	0	

20. What is the primary language of your household (e.g. English, Spanish, Vietnamese, Burmese, etc.)?

The number of clients who provided a response: 247
(Contact the DCAA for the client responses to this question.)

EMPLOYMENT (Adult = 18 years old and older)

21. How many adults in your household work 30 hour a week or more?

None	93	37.05%
1	118	47.01%
2	34	13.55%
3 or more	6	2.39%
Answered	251	100.00%
(skipped this question)	0	

22. How many adults in your household work less than 30 hour a week?

None	162	64.54%
1	78	31.08%
2	8	3.19%
3 or more	3	1.20%
Answered	251	100.00%
(skipped this question)	0	

23. How many of the adults in your household are working and are trying to find a better job?

None	172	68.53%
1	67	26.69%
2	12	4.78%
3 or more	0	0.00%
Answered	251	100.00%
(skipped this question)	0	

24. How many of the adults in your household are unemployed and are trying to find a job?

None	191	76.10%
1	55	21.91%
2	3	1.20%
3 or more	2	0.80%
Answered	251	100.00%
(skipped this question)	0	

	YES	NO	Answered	Skipped
25. Do you or another adult in your household have employment needs?	46	205	251	0
	18.33%	81.67%	100.00%	

25(a). Which of these employment needs could you or another adult in your household use help with? (select all that apply)

Finding a job or a better job	37	82.22%
Knowing what jobs are available	21	46.67%
Moving to a different area to get a job or a different job	9	20.00%
Getting skills training for the job that I want	15	33.33%
Learning job search skills (i.e. interviewing, writing resumes, applying for jobs online)	13	28.89%
Other employment needs	4	8.89%
Answered	45	na
(skipped this question)	206	

(Contact the DCAA for a list of the client responses to **other employment needs.**)

EDUCATION (Adult = 18 years old and older)

	YES	NO	Answered	Skipped
26. Do you or another adult in your household have education needs or goals?	68	183	251	0
	27.09%	72.91%	100.00%	

26(a). Which of these education needs could you or another adult in your household use help with? (select all that apply)

Obtaining a four-year university or college degree	28	41.79%
Obtaining a two-year community or junior college degree	20	29.85%
Obtaining a technical, vocational, or trade school license, certificate, or degree	22	32.84%
Obtaining a high school diploma or GED/HISET/HSED	12	17.91%
Learning or improving computer skills or computer literacy	8	11.94%
Learning or improving communication or language skills	10	14.93%
Other education needs or goals	2	2.99%
Answered	67	na
(skipped this question)	184	

(Contact the DCAA for a list of the client responses to other education needs and goals.)

FINANCIAL MANAGEMENT**27. In the last 12 months, how has your household's income changed?**

No change	120	47.81%
Increased	50	19.92%
Decreased	81	32.27%
Answered	251	100.00%
(skipped this question)	0	

27(a). Why did your income change?

The number of clients who provided a response: 107

(Contact the DCAA for the client responses to this question.)

	YES	NO	Answered	Skipped
28. Does your household have financial management needs?	62	189	251	0
	24.70%	75.30%	100.00%	

28(a). Which of these financial management needs could your household use help with? (select all that apply)

Budgeting and managing money	39	66.10%
Opening a checking or savings account	3	5.08%
Filling out tax forms	12	20.34%
Understanding credit scores	9	15.25%
Solving problems with a credit card or loan company	19	32.20%
Solving problems with a utility company	17	28.81%
Solving problems with a payday loan company	4	6.78%
Other financial management needs	5	8.47%
Answered	59	na
(skipped this question)	192	

(Contact the DCAA for a list of the client responses to other financial management needs.)

LEGAL ISSUES

	YES	NO	Answered	Skipped
29. Does your household need legal assistance to help solve problems or issues? (e.g. divorce, child support, immigration, foreclosure, bankruptcy, simple or minor misdemeanor, etc.)	28	222	250	1
	11.20%	88.80%	100.00%	

29(a). Please specify the problems or issues your household could use legal assistance to solve.

The number of clients who provided a response: 23
(Contact the DCAA for the client responses to this question.)

HOUSING

	YES	NO	Answered	Skipped
30. Does your household have unmet housing needs?	65	185	250	1
	26.00%	74.00%	100.00%	

30(a). Which of these housing needs could your household use help with? (select all that apply)

Finding safe and affordable housing that fits my household's needs	19	29.23%
Obtaining a loan to buy a house	15	23.08%
Making necessary home or property repairs	29	44.62%
Making my home more energy efficient	28	43.08%
Making changes to my home for a HH member with physical disabilities or is homebound	4	6.15%
Other housing needs	3	4.62%
Answered	65	na
(skipped this question)	186	

(Contact the DCAA for a list of the client responses to **other housing needs**.)

FOOD AND NUTRITION

	YES	NO	Answered	Skipped
31. Is your household enrolled in DHS' Food Assistance Program (SNAP)?	126	124	250	1
	50.40%	49.60%	100.00%	

	YES	NO	Answered	Skipped
32. Does your household have unmet food or nutrition needs?	47	203	250	1
	18.80%	81.20%	100.00%	

32(a). Which of these food and nutrition needs could your household use help with? (select all that apply)

Getting food from food pantries, meal sites, or food shelves	14	32.56%
Having enough food at home	26	60.47%
Learning how to stretch my food dollar	18	41.86%
Learning how to shop and cook for healthy eating	11	25.58%
Learning how to model healthy eating for my household	6	13.95%
Getting nutritious foods for a pregnant household member	2	4.65%
Obtaining breastfeeding education and assistance for a pregnant household member	1	2.33%
Other food or nutrition needs	1	2.33%
Answered	43	na
(skipped this question)	208	

(Contact the DCAA for a list of the client responses to **other food and nutrition needs**.)

CHILD CARE AND CHILD DEVELOPMENT

	YES	NO	Answered	Skipped
33. Are there children under the age of 12 in your household?	179	71	250	1
	71.60%	28.40%	100.00%	

	YES	NO	Answered	Skipped
34. Does your household have unmet child care or child development needs?	26	153	179	72
	14.53%	85.47%	100.00%	

34(a). Which of these child care and child development needs could your household use help with? (select all that apply)

Finding child care in a convenient location	9	37.50%		
Finding quality child care	10	41.67%		
Finding affordable child care	17	70.83%		
Finding weekday daytime child care	6	25.00%		
Finding evening or nighttime child care	8	33.33%		
Finding weekend child care	6	25.00%		
Finding a child care provider that accepts Child Care Assistance	3	12.50%		
Finding a quality preschool	5	20.83%		
Finding before or after school programs for the school-aged children in my household	4	16.67%		
Finding services or resources for the children in my household with special needs	0	0.00%		
Preparing the preschool children in my household for school	2	8.33%		
Other child care or child development needs	0	0.00%		
Answered	24	na		
(skipped this question)	227			

(Contact the DCAA for a list of the client responses to **other child care and child development needs.**)

PARENTING AND FAMILY SUPPORT

	YES	NO	Answered	Skipped
35. Are there children or youth under the age of 18 in your household?	179	71	250	1
	71.60%	28.40%	100.00%	

	YES	NO	Answered	Skipped
36. Do the children or youth in your household get free or reduced price school meals?	114	65	179	72
	63.69%	36.31%	100.00%	

	YES	NO	Answered	Skipped
37. Does your household have unmet parenting or family support needs?	10	169	179	72
	5.59%	94.41%	100.00%	

37(a). Which of these parenting and family support needs could your household use help with? (select all that apply)

Learning how to set goals and plan for my household	5	55.56%		
Learning how to mentor/teach the children or youth in my household more effectively	5	55.56%		
Learning how to communicate with and set boundaries for the teenage youth in my household	2	22.22%		
Learning how to help the children or youth in my household who have displayed bullying or violent behavior	2	22.22%		
Learning how to help the children or youth in my household who have encountered bullying or violent behavior	1	11.11%		
Learning how to talk to the children or youth in my household about drugs and alcohol	0	0.00%		
Learning how to talk to the children or youth in my household about sex, STIs, etc.	0	0.00%		
Learning how to help the children or youth in my household cope with stress, depression, or emotional issues	6	66.67%		
Finding services or resources for the children or youth in my household with special needs	1	11.11%		
Obtaining family planning or birth control education and assistance	0	0.00%		
Other parenting or family support needs	0	0.00%		
Answered	9	na		
(skipped this question)	242			

(Contact the DCAA for a list of the client responses to **other parenting and family support needs.**)

TRANSPORTATION

	YES	NO	Answered	Skipped
38. Does your household have unmet transportation needs?	46	204	250	1
	18.40%	81.60%	100.00%	

38(a). Which of these transportation needs could your household use help with? (select all that apply)

Obtaining access to public transportation (e.g. buses, trolleys)	7	15.56%
Getting a dependable vehicle (e.g. car, van, truck)	20	44.44%
Repairing our household's vehicle(s)	16	35.56%
Getting a driver's license	9	20.00%
Getting vehicle insurance	4	8.89%
Getting to and from work	5	11.11%
Getting to and from appointments or errands	11	24.44%
Getting the children in my household to and from child care	3	6.67%
Getting the children or youth in my household to and from school	6	13.33%
Getting the children or youth in my household to and from before or after school activities or club activities	2	4.44%
Other transportation needs	2	4.44%
Answered	45	na
(skipped this question)	206	

(Contact the DCAA for a list of the client responses to other transportation needs.)

HEALTH

	YES	NO	Answered	Skipped
39. Does anyone in your household have unmet health needs?	40	210	250	1
	16.00%	84.00%	100.00%	

39a. Which of these health needs could your household use help with? (select all that apply)

Getting affordable health insurance	17	43.59%
Getting affordable dental insurance	12	30.77%
Finding a doctor who accepts Medicaid (Title XIX)	1	2.56%
Finding a dentist who accepts Medicaid (Title XIX)	9	23.08%
Managing medications	3	7.69%
Getting treatment for a drug or alcohol issue	2	5.13%
Getting treatment or counseling for a mental health issue	10	25.64%
Dealing with stress, depression, or anxiety	15	38.46%
Dealing with issues related to physical, emotional, or sexual abuse	2	5.13%
Getting regular check-ups, immunizations, developmental screens, or physicals for children in my household	0	0.00%
Getting reproductive health care, including access to birth control and STI testing	1	2.56%
Getting the necessary medical care for a pregnant household member	0	0.00%
Other health needs	4	10.26%
Answered	39	na
(skipped this question)	212	

(Contact the DCAA for a list of the client responses to other health needs.)

	YES	NO	Answered	Skipped
40. Are you or anyone in your household dealing with opioid addiction?	1	244	245	6
	0.41%	99.59%	100.00%	

	YES	NO	Answered	Skipped
41. Do you know anyone, outside of your household, who is dealing with opioid addiction?	13	233	246	5
	5.28%	94.72%	100.00%	

OTHER

	YES	NO	Answered	Skipped
42. Do you have phone service?	241	9	250	1
	96.40%	3.60%	100.00%	

	YES	NO	Answered	Skipped
43. Do you have Internet or access to Internet service?	209	41	250	1
	83.60%	16.40%	100.00%	

	YES	NO	Answered	Skipped
44. Do you have access to affordable recreation?	144	106	250	1
	57.60%	42.40%	100.00%	

45. Which basic needs could your household use help with? (select all that apply)			
Getting basic furniture, appliances, or house wares	35	33.02%	
Getting personal care items such as soap, diapers, toilet paper, etc.	54	50.94%	
Getting clothing or shoes	42	39.62%	
Doing yard work or snow removal	31	29.25%	
Doing housework	19	17.92%	
Answered	106	na	
(skipped this question)	145		

46. In the last 12 months, what issue(s) were you or your household unable to get help with?	
The number of clients who provided a response:	76
(Contact the DCAA for the client responses to this question.)	

47. What are TWO important household needs that you want to resolve?	
The number of clients who provided a response:	125
(Contact the DCAA for the client responses to this question.)	

48. What are TWO things you would like to see improved in your neighborhood or community?	
The number of clients who provided a response:	98
(Contact the DCAA for the client responses to this question.)	

	YES	NO	Answered	Skipped
49. Are you the primary caregiver (e.g. parent, guardian, custodial grandparent, step-parent, foster parent) of a child or children in Head Start or Early Head Start?	89	161	250	1
	35.60%	64.40%	100.00%	

	YES	NO	Answered	Skipped
49(a). Are you currently working?	45	44	89	162
	50.56%	49.44%	100.00%	

	YES	NO	Answered	Skipped
49(a)(1). Do you work on the weekdays (Monday through Friday) during the daytime?	38	7	45	206
	84.44%	15.56%	100.00%	

	YES	NO	Answered	Skipped
49(a)(2). Do you work in the evenings, at nighttime, and/or on the weekends?	27	18	45	206
	60.00%	40.00%	100.00%	

	YES	NO	Answered	Skipped
49(b). Are you a student or are you taking high-school, college, or university classes?	13	76	89	162
	14.61%	85.39%	100.00%	

	YES	NO	Answered	Skipped
49(b)(1). Do you have classes on the weekdays (Monday through Friday) during the daytime?	9	4	13	238
	69.23%	30.77%	100.00%	

	YES	NO	Answered	Skipped
49(b)(2). Do you have classes in the evenings, at nighttime, and/or on the weekends?	6	7	13	238
	46.15%	53.85%	100.00%	

	YES	NO	Answered	Skipped
49(c). Are you attending courses or training programs designed to help you find a job, improve your job skills, or learn a new job?	5	84	89	162
	5.62%	94.38%	100.00%	

	YES	NO	Answered	Skipped
49(c)(1). Do you have courses or training on the weekdays (Monday through Friday) during the daytime?	3	2	5	246
	60.00%	40.00%	100.00%	

	YES	NO	Answered	Skipped
49(c)(2). Do you have courses or training in the evenings, at nighttime, and/or on the weekends?	3	2	5	246
	60.00%	40.00%	100.00%	

50. How did you learn about our Community Action Agency? (select all that apply)

Family or friend	114	47.70%
United Way 211	0	0.00%
Television or radio	2	0.84%
Newspaper	3	1.26%
Current of former agency client	37	15.48%
Mailing, brochure, or flyer	3	1.26%
Phone book (yellow pages)	0	0.00%
Internet or website	8	3.35%
Social media (e.g. Facebook, Twitter, Instagram)	4	1.67%
Faith-based organization (e.g. church, temple)	6	2.51%
I was referred by another organization or agency	46	19.25%
Other	36	15.06%
Answered	239	na
(skipped this question)	12	

(Contact the DCAA for a list of the other client responses.)

51. When would you prefer to come to one of our locations (offices) when you need assistance? (select one)

Monday through Friday mornings: 6:30 am - 8:00 am	27	10.80%
Monday through Friday: 8:00 am - 4:30 pm	156	62.40%
Monday through Friday evenings: 4:30 pm - 7:00 pm	33	13.20%
Saturday: 9:00 am - 12:00 pm	16	6.40%
Other	18	7.20%
Answered	250	100.00%
(skipped this question)	1	

(Contact the DCAA for a list of the other client responses.)

	YES	NO	Answered	Skipped
51(a). Are you unable to go to any of our office locations?	10	240	250	1
	4.00%	96.00%	100.00%	

51(a)(1). Why are you unable to go to any of our office locations for assistance?

The number of clients who provided a response: 8
 (Contact the DCAA for the client responses to this question.)

52. What services has your household received from our agency within the last 12 months?

The number of clients who provided a response: 193
 (Contact the DCAA for the client responses to this question.)

HOUSEHOLD CHARACTERISTICS**1. What county do you live in?**

Buena Vista	1	0.37%
Cherokee	61	22.85%
Ida	29	10.86%
Jasper	1	0.37%
Lyon	28	10.49%
Plymouth	88	32.96%
Sioux	58	21.72%
Woodbury	1	0.37%
Answered	267	100.00%
(skipped this question)	0	

2. What is your household's zip code?

The number of clients who provided a response:
(Contact the DCAA for the client responses to this question.)

267

3. How many people are in your household?

1	83	31.09%
2	60	22.47%
3	48	17.98%
4	28	10.49%
5	25	9.36%
6 or more	23	8.61%
Answered	267	100.00%
(skipped this question)	0	

4. How many adults (18 years old and older) are in your household?

1	141	52.81%
2	109	40.82%
3	14	5.24%
4 or more	3	1.12%
Answered	267	100.00%
(skipped this question)	0	

	YES	NO	Answered	Skipped
5. Are you or any member in your household 55 years old or older?	104 39.25%	161 60.75%	265 100.00%	2
6. Does anyone in your household receive Medicaid (Title XIX)?	182 68.68%	83 31.32%	265 100.00%	2
7. Is anyone in your household homebound (unable to leave your home)?	6 2.26%	259 97.74%	265 100.00%	2
8. Are there children (under 3 years old) in your household?	56 21.13%	209 78.87%	265 100.00%	2
9. Are there preschool children (3-5 years old) in your household?	56 21.13%	209 78.87%	265 100.00%	2
10. Are there school-aged children (6-11 years old) in your household?	69 26.04%	196 73.96%	265 100.00%	2
11. Are there youth (12-17 years old) in your household?	59 22.26%	206 77.74%	265 100.00%	2
12. Are there children or youth (under the age of 18) in your household with special needs?	24 9.06%	241 90.94%	265 100.00%	2
13. Is your household a foster care provider for a child or children (0-5 years old)?	1 0.38%	264 99.62%	265 100.00%	2
14. Is anyone in your household pregnant?	6 2.26%	259 97.74%	265 100.00%	2
15. Is anyone in your household physically disabled?	55 20.75%	210 79.25%	265 100.00%	2
16. Does anyone in your household have mental health issues?	82 30.94%	183 69.06%	265 100.00%	2

17. What is your gender?

Male	41	15.65%
Female	221	84.35%
Other	0	0.00%
Answered	262	100.00%
(skipped this question)	5	

18. What is your race?

White	247	94.27%
Black or African American	4	1.53%
Asian	0	0.00%
American Indian	3	1.15%
Alaska Native	0	0.00%
Native Hawaiian or Pacific Islander	1	0.38%
Other	5	1.91%
Multi-race	2	0.76%
Unknown	0	0.00%
Answered	262	100.00%
(skipped this question)	5	

19. Is your ethnicity Hispanic, Latino, or Spanish Origin?

YES	12	4.58%
NO	249	95.04%
Unsure	1	0.38%
Answered	262	100.00%
(skipped this question)	5	

20. What is the primary language of your household (e.g. English, Spanish, Vietnamese, Burmese, etc.)?

The number of clients who provided a response: 254
(Contact the DCAA for the client responses to this question.)

EMPLOYMENT (Adult = 18 years old and older)**21. How many adults in your household work 30 hour a week or more?**

None	126	48.84%
1	100	38.76%
2	31	12.02%
3 or more	1	0.39%
Answered	258	100.00%
(skipped this question)	9	

22. How many adults in your household work less than 30 hour a week?

None	166	64.34%
1	78	30.23%
2	12	4.65%
3 or more	2	0.78%
Answered	258	100.00%
(skipped this question)	9	

23. How many of the adults in your household are working and are trying to find a better job?

None	187	72.48%
1	62	24.03%
2	9	3.49%
3 or more	0	0.00%
Answered	258	100.00%
(skipped this question)	9	

24. How many of the adults in your household are unemployed and are trying to find a job?

None	220	85.27%
1	37	14.34%
2	1	0.39%
3 or more	0	0.00%
Answered	258	100.00%
(skipped this question)	9	

	YES	NO	Answered	Skipped
25. Do you or another adult in your household have employment needs?	38	220	258	9
	14.73%	85.27%	100.00%	

25(a). Which of these employment needs could you or another adult in your household use help with? (select all that apply)

Finding a job or a better job	24	68.57%
Knowing what jobs are available	20	57.14%
Moving to a different area to get a job or a different job	2	5.71%
Getting skills training for the job that I want	13	37.14%
Learning job search skills (i.e. interviewing, writing resumes, applying for jobs online)	6	17.14%
Other employment needs	5	14.29%
Answered	35	na
(skipped this question)	232	

(Contact the DCAA for a list of the client responses to **other employment needs.**)

EDUCATION (Adult = 18 years old and older)

	YES	NO	Answered	Skipped
26. Do you or another adult in your household have education needs or goals?	57	200	257	10
	22.18%	77.82%	100.00%	

26(a). Which of these education needs could you or another adult in your household use help with? (select all that apply)

Obtaining a four-year university or college degree	18	33.33%
Obtaining a two-year community or junior college degree	16	29.63%
Obtaining a technical, vocational, or trade school license, certificate, or degree	12	22.22%
Obtaining a high school diploma or GED/HISET/HSED	16	29.63%
Learning or improving computer skills or computer literacy	10	18.52%
Learning or improving communication or language skills	4	7.41%
Other education needs or goals	7	12.96%
Answered	54	na
(skipped this question)	213	

(Contact the DCAA for a list of the client responses to **other education needs and goals**.)

FINANCIAL MANAGEMENT**27. In the last 12 months, how has your household's income changed?**

No change	151	58.75%
Increased	43	16.73%
Decreased	63	24.51%
Answered	257	100.00%
(skipped this question)	10	

27(a). Why did your income change?

The number of clients who provided a response: 90

(Contact the DCAA for the client responses to this question.)

	YES	NO	Answered	Skipped
28. Does your household have financial management needs?	59	197	256	11
	23.05%	76.95%	100.00%	

28(a). Which of these financial management needs could your household use help with? (select all that apply)

Budgeting and managing money	45	78.95%
Opening a checking or savings account	3	5.26%
Filling out tax forms	9	15.79%
Understanding credit scores	7	12.28%
Solving problems with a credit card or loan company	15	26.32%
Solving problems with a utility company	8	14.04%
Solving problems with a payday loan company	4	7.02%
Other financial management needs	3	5.26%
Answered	57	na
(skipped this question)	210	

(Contact the DCAA for a list of the client responses to **other financial management needs**.)

LEGAL ISSUES

	YES	NO	Answered	Skipped
29. Does your household need legal assistance to help solve problems or issues? (e.g. divorce, child support, immigration, foreclosure, bankruptcy, simple or minor misdemeanor, etc.)	24	231	255	12
	9.41%	90.59%	100.00%	

29(a). Please specify the problems or issues your household could use legal assistance to solve.

The number of clients who provided a response: 21
(Contact the DCAA for the client responses to this question.)

HOUSING

	YES	NO	Answered	Skipped
30. Does your household have unmet housing needs?	50	205	255	12
	19.61%	80.39%	100.00%	

30(a). Which of these housing needs could your household use help with? (select all that apply)

Finding safe and affordable housing that fits my household's needs	11	22.92%
Obtaining a loan to buy a house	10	20.83%
Making necessary home or property repairs	30	62.50%
Making my home more energy efficient	30	62.50%
Making changes to my home for a HH member with physical disabilities or is homebound	4	8.33%
Other housing needs	7	14.58%
Answered	48	na
(skipped this question)	219	

(Contact the DCAA for a list of the client responses to **other housing needs**.)

FOOD AND NUTRITION

	YES	NO	Answered	Skipped
31. Is your household enrolled in DHS' Food Assistance Program (SNAP)?	126	127	253	14
	49.80%	50.20%	100.00%	

	YES	NO	Answered	Skipped
32. Does your household have unmet food or nutrition needs?	50	203	253	14
	19.76%	80.24%	100.00%	

32(a). Which of these food and nutrition needs could your household use help with? (select all that apply)

Getting food from food pantries, meal sites, or food shelves	23	46.00%
Having enough food at home	33	66.00%
Learning how to stretch my food dollar	9	18.00%
Learning how to shop and cook for healthy eating	11	22.00%
Learning how to model healthy eating for my household	7	14.00%
Getting nutritious foods for a pregnant household member	0	0.00%
Obtaining breastfeeding education and assistance for a pregnant household member	0	0.00%
Other food or nutrition needs	11	22.00%
Answered	50	na
(skipped this question)	217	

(Contact the DCAA for a list of the client responses to **other food and nutrition needs**.)

CHILD CARE AND CHILD DEVELOPMENT

	YES	NO	Answered	Skipped
33. Are there children under the age of 12 in your household?	105	148	253	14
	41.50%	58.50%	100.00%	

	YES	NO	Answered	Skipped
34. Does your household have unmet child care or child development needs?	11	94	105	162
	10.48%	89.52%	100.00%	

34(a). Which of these child care and child development needs could your household use help with? (select all that apply)

Finding child care in a convenient location	6	54.55%
Finding quality child care	5	45.45%
Finding affordable child care	8	72.73%
Finding weekday daytime child care	4	36.36%
Finding evening or nighttime child care	3	27.27%
Finding weekend child care	2	18.18%
Finding a child care provider that accepts Child Care Assistance	3	27.27%
Finding a quality preschool	1	9.09%
Finding before or after school programs for the school-aged children in my household	1	9.09%
Finding services or resources for the children in my household with special needs	0	0.00%
Preparing the preschool children in my household for school	1	9.09%
Other child care or child development needs	2	18.18%
Answered	11	na
(skipped this question)	256	

(Contact the DCAA for a list of the client responses to **other child care and child development needs.**)

PARENTING AND FAMILY SUPPORT

	YES	NO	Answered	Skipped
35. Are there children or youth under the age of 18 in your household?	123	130	253	14
	48.62%	51.38%	100.00%	

	YES	NO	Answered	Skipped
36. Do the children or youth in your household get free or reduced price school meals?	88	35	123	144
	71.54%	28.46%	100.00%	

	YES	NO	Answered	Skipped
37. Does your household have unmet parenting or family support needs?	10	113	123	144
	8.13%	91.87%	100.00%	

37(a). Which of these parenting and family support needs could your household use help with? (select all that apply)

Learning how to set goals and plan for my household	3	37.50%
Learning how to mentor/teach the children or youth in my household more effectively	5	62.50%
Learning how to communicate with and set boundaries for the teenage youth in my household	2	25.00%
Learning how to help the children or youth in my household who have displayed bullying or violent behavior	1	12.50%
Learning how to help the children or youth in my household who have encountered bullying or violent behavior	1	12.50%
Learning how to talk to the children or youth in my household about drugs and alcohol	1	12.50%
Learning how to talk to the children or youth in my household about sex, STIs, etc.	1	12.50%
Learning how to help the children or youth in my household cope with stress, depression, or emotional issues	4	50.00%
Finding services or resources for the children or youth in my household with special needs	2	25.00%
Obtaining family planning or birth control education and assistance	0	0.00%
Other parenting or family support needs	1	12.50%
Answered	8	na
(skipped this question)	259	

(Contact the DCAA for a list of the client responses to **other parenting and family support needs.**)

TRANSPORTATION

	YES	NO	Answered	Skipped
38. Does your household have unmet transportation needs?	25	228	253	14
	9.88%	90.12%	100.00%	

38(a). Which of these transportation needs could your household use help with? (select all that apply)

Obtaining access to public transportation (e.g. buses, trolleys)	4	16.67%
Getting a dependable vehicle (e.g. car, van, truck)	7	29.17%
Repairing our household's vehicle(s)	7	29.17%
Getting a driver's license	4	16.67%
Getting vehicle insurance	4	16.67%
Getting to and from work	3	12.50%
Getting to and from appointments or errands	9	37.50%
Getting the children in my household to and from child care	1	4.17%
Getting the children or youth in my household to and from school	2	8.33%
Getting the children or youth in my household to and from before or after school activities or club activities	3	12.50%
Other transportation needs	5	20.83%
Answered	24	na
(skipped this question)	243	

(Contact the DCAA for a list of the client responses to other transportation needs.)

HEALTH

	YES	NO	Answered	Skipped
39. Does anyone in your household have unmet health needs?	43	209	252	15
	17.06%	82.94%	100.00%	

39a. Which of these health needs could your household use help with? (select all that apply)

Getting affordable health insurance	15	35.71%
Getting affordable dental insurance	15	35.71%
Finding a doctor who accepts Medicaid (Title XIX)	3	7.14%
Finding a dentist who accepts Medicaid (Title XIX)	14	33.33%
Managing medications	2	4.76%
Getting treatment for a drug or alcohol issue	1	2.38%
Getting treatment or counseling for a mental health issue	7	16.67%
Dealing with stress, depression, or anxiety	15	35.71%
Dealing with issues related to physical, emotional, or sexual abuse	5	11.90%
Getting regular check-ups, immunizations, developmental screens, or physicals for children in my household	2	4.76%
Getting reproductive health care, including access to birth control and STI testing	1	2.38%
Getting the necessary medical care for a pregnant household member	1	2.38%
Other health needs	6	14.29%
Answered	42	na
(skipped this question)	225	

(Contact the DCAA for a list of the client responses to other health needs.)

	YES	NO	Answered	Skipped
40. Are you or anyone in your household dealing with opioid addiction?	0	240	240	27
	0.00%	100.00%	100.00%	

	YES	NO	Answered	Skipped
41. Do you know anyone, outside of your household, who is dealing with opioid addiction?	14	225	239	28
	5.86%	94.14%	100.00%	

OTHER

	YES	NO	Answered	Skipped
42. Do you have phone service?	245	6	251	16
	97.61%	2.39%	100.00%	

	YES	NO	Answered	Skipped
43. Do you have Internet or access to Internet service?	207	44	251	16
	82.47%	17.53%	100.00%	

	YES	NO	Answered	Skipped
44. Do you have access to affordable recreation?	157	94	251	16
	62.55%	37.45%	100.00%	

45. Which basic needs could your household use help with? (select all that apply)			
Getting basic furniture, appliances, or house wares		36	28.57%
Getting personal care items such as soap, diapers, toilet paper, etc.		58	46.03%
Getting clothing or shoes		48	38.10%
Doing yard work or snow removal		45	35.71%
Doing housework		35	27.78%
Answered		126	na
(skipped this question)		141	

46. In the last 12 months, what issue(s) were you or your household unable to get help with?	
The number of clients who provided a response:	134
(Contact the DCAA for the client responses to this question.)	

47. What are TWO important household needs that you want to resolve?	
The number of clients who provided a response:	143
(Contact the DCAA for the client responses to this question.)	

48. What are TWO things you would like to see improved in your neighborhood or community?	
The number of clients who provided a response:	106
(Contact the DCAA for the client responses to this question.)	

	YES	NO	Answered	Skipped
49. Are you the primary caregiver (e.g. parent, guardian, custodial grandparent, step-parent, foster parent) of a child or children in Head Start or Early Head Start?	40	209	249	18
	16.06%	83.94%	100.00%	

	YES	NO	Answered	Skipped
49(a). Are you currently working?	24	16	40	227
	60.00%	40.00%	100.00%	

	YES	NO	Answered	Skipped
49(a)(1). Do you work on the weekdays (Monday through Friday) during the daytime?	15	9	24	243
	62.50%	37.50%	100.00%	

	YES	NO	Answered	Skipped
49(a)(2). Do you work in the evenings, at nighttime, and/or on the weekends?	19	5	24	243
	79.17%	20.83%	100.00%	

	YES	NO	Answered	Skipped
49(b). Are you a student or are you taking high-school, college, or university classes?	8	32	40	227
	20.00%	80.00%	100.00%	

	YES	NO	Answered	Skipped
49(b)(1). Do you have classes on the weekdays (Monday through Friday) during the daytime?	7	1	8	259
	87.50%	12.50%	100.00%	

	YES	NO	Answered	Skipped
49(b)(2). Do you have classes in the evenings, at nighttime, and/or on the weekends?	6	2	8	259
	75.00%	25.00%	100.00%	

	YES	NO	Answered	Skipped
49(c). Are you attending courses or training programs designed to help you find a job, improve your job skills, or learn a new job?	4	36	40	227
	10.00%	90.00%	100.00%	

	YES	NO	Answered	Skipped
49(c)(1). Do you have courses or training on the weekdays (Monday through Friday) during the daytime?	3	1	4	263
	75.00%	25.00%	100.00%	

	YES	NO	Answered	Skipped
49(c)(2). Do you have courses or training in the evenings, at nighttime, and/or on the weekends?	3	1	4	263
	75.00%	25.00%	100.00%	

50. How did you learn about our Community Action Agency? (select all that apply)

Family or friend	123	50.41%
United Way 211	0	0.00%
Television or radio	5	2.05%
Newspaper	17	6.97%
Current or former agency client	44	18.03%
Mailing, brochure, or flyer	15	6.15%
Phone book (yellow pages)	3	1.23%
Internet or website	22	9.02%
Social media (e.g. Facebook, Twitter, Instagram)	11	4.51%
Faith-based organization (e.g. church, temple)	4	1.64%
I was referred by another organization or agency	38	15.57%
Other	26	10.66%
Answered	244	na
(skipped this question)	23	

(Contact the DCAA for a list of the other client responses.)

51. When would you prefer to come to one of our locations (offices) when you need assistance? (select one)

Monday through Friday mornings: 6:30 am - 8:00 am	13	5.24%
Monday through Friday: 8:00 am - 4:30 pm	178	71.77%
Monday through Friday evenings: 4:30 pm - 7:00 pm	40	16.13%
Saturday: 9:00 am - 12:00 pm	8	3.23%
Other	9	3.63%
Answered	248	100.00%
(skipped this question)	19	

(Contact the DCAA for a list of the other client responses.)

	YES	NO	Answered	Skipped
51(a). Are you unable to go to any of our office locations?	11	237	248	19
	4.44%	95.56%	100.00%	

51(a)(1). Why are you unable to go to any of our office locations for assistance?

The number of clients who provided a response: 7
 (Contact the DCAA for the client responses to this question.)

52. What services has your household received from our agency within the last 12 months?

The number of clients who provided a response: 227
 (Contact the DCAA for the client responses to this question.)

HOUSEHOLD CHARACTERISTICS

1. What county do you live in?

Black Hawk	1	0.39%
Butler	14	5.47%
Cerro Gordo	104	40.63%
Chickasaw	3	1.17%
Floyd	25	9.77%
Franklin	19	7.42%
Hancock	16	6.25%
Hardin	1	0.39%
Howard	1	0.39%
Kossuth	23	8.98%
Mitchell	16	6.25%
Warren	1	0.39%
Winnebago	16	6.25%
Worth	15	5.86%
Wright	1	0.39%
Answered	256	100.00%
(skipped this question)	0	

2. What is your household's zip code?

The number of clients who provided a response: 256
 (Contact the DCAA for the client responses to this question.)

3. How many people are in your household?

1	37	14.45%
2	39	15.23%
3	60	23.44%
4	64	25.00%
5	26	10.16%
6 or more	30	11.72%
Answered	256	100.00%
(skipped this question)	0	

4. How many adults (18 years old and older) are in your household?

1	94	36.72%
2	140	54.69%
3	18	7.03%
4 or more	4	1.56%
Answered	256	100.00%
(skipped this question)	0	

	YES	NO	Answered	Skipped
5. Are you or any member in your household 55 years old or older?	38 14.90%	217 85.10%	255 100.00%	1
6. Does anyone in your household receive Medicaid (Title XIX)?	178 69.80%	77 30.20%	255 100.00%	1
7. Is anyone in your household homebound (unable to leave your home)?	4 1.57%	251 98.43%	255 100.00%	1
8. Are there children (under 3 years old) in your household?	149 58.66%	105 41.34%	254 100.00%	2
9. Are there preschool children (3-5 years old) in your household?	86 33.86%	168 66.14%	254 100.00%	2
10. Are there school-aged children (6-11 years old) in your household?	70 27.56%	184 72.44%	254 100.00%	2
11. Are there youth (12-17 years old) in your household?	41 16.14%	213 83.86%	254 100.00%	2
12. Are there children or youth (under the age of 18) in your household with special needs?	20 7.87%	234 92.13%	254 100.00%	2
13. Is your household a foster care provider for a child or children (0-5 years old)?	7 2.76%	247 97.24%	254 100.00%	2
14. Is anyone in your household pregnant?	23 9.06%	231 90.94%	254 100.00%	2
15. Is anyone in your household physically disabled?	20 7.87%	234 92.13%	254 100.00%	2
16. Does anyone in your household have mental health issues?	69 27.17%	185 72.83%	254 100.00%	2

17. What is your gender?

Male	19	7.48%
Female	235	92.52%
Other	0	0.00%
Answered	254	100.00%
(skipped this question)	2	

18. What is your race?

White	230	90.55%
Black or African American	9	3.54%
Asian	0	0.00%
American Indian	2	0.79%
Alaska Native	0	0.00%
Native Hawaiian or Pacific Islander	1	0.39%
Other	2	0.79%
Multi-race	9	3.54%
Unknown	1	0.39%
Answered	254	100.00%
(skipped this question)	2	

19. Is your ethnicity Hispanic, Latino, or Spanish Origin?

YES	16	6.30%
NO	235	92.52%
Unsure	3	1.18%
Answered	254	100.00%
(skipped this question)	2	

20. What is the primary language of your household (e.g. English, Spanish, Vietnamese, Burmese, etc.)?

The number of clients who provided a response: 248
 (Contact the DCAA for the client responses to this question.)

EMPLOYMENT (Adult = 18 years old and older)

21. How many adults in your household work 30 hour a week or more?

None	70	27.56%
1	124	48.82%
2	52	20.47%
3 or more	8	3.15%
Answered	254	100.00%
(skipped this question)	2	

22. How many adults in your household work less than 30 hour a week?

None	168	66.14%
1	79	31.10%
2	7	2.76%
3 or more	0	0.00%
Answered	254	100.00%
(skipped this question)	2	

23. How many of the adults in your household are working and are trying to find a better job?

None	171	67.32%
1	69	27.17%
2	11	4.33%
3 or more	3	1.18%
Answered	254	100.00%
(skipped this question)	2	

24. How many of the adults in your household are unemployed and are trying to find a job?

None	210	82.68%
1	39	15.35%
2	4	1.57%
3 or more	1	0.39%
Answered	254	100.00%
(skipped this question)	2	

	YES	NO	Answered	Skipped
25. Do you or another adult in your household have employment needs?	37	217	254	2
	14.57%	85.43%	100.00%	

25(a). Which of these employment needs could you or another adult in your household use help with? (select all that apply)

Finding a job or a better job	28	75.68%
Knowing what jobs are available	12	32.43%
Moving to a different area to get a job or a different job	4	10.81%
Getting skills training for the job that I want	8	21.62%
Learning job search skills (i.e. interviewing, writing resumes, applying for jobs online)	2	5.41%
Other employment needs	7	18.92%
Answered	37	na
(skipped this question)	219	

(Contact the DCAA for a list of the client responses to **other employment needs.**)

EDUCATION (Adult = 18 years old and older)

	YES	NO	Answered	Skipped
26. Do you or another adult in your household have education needs or goals?	58	196	254	2
	22.83%	77.17%	100.00%	

26(a). Which of these education needs could you or another adult in your household use help with? (select all that apply)

Obtaining a four-year university or college degree	30	51.72%
Obtaining a two-year community or junior college degree	24	41.38%
Obtaining a technical, vocational, or trade school license, certificate, or degree	12	20.69%
Obtaining a high school diploma or GED/HISET/HSED	10	17.24%
Learning or improving computer skills or computer literacy	2	3.45%
Learning or improving communication or language skills	3	5.17%
Other education needs or goals	1	1.72%
Answered	58	na
(skipped this question)	198	

(Contact the DCAA for a list of the client responses to other education needs and goals.)

FINANCIAL MANAGEMENT

27. In the last 12 months, how has your household's income changed?

No change	134	52.76%
Increased	43	16.93%
Decreased	77	30.31%
Answered	254	100.00%
(skipped this question)	2	

27(a). Why did your income change?

The number of clients who provided a response: 110

(Contact the DCAA for the client responses to this question.)

	YES	NO	Answered	Skipped
28. Does your household have financial management needs?	31	223	254	2
	12.20%	87.80%	100.00%	

28(a). Which of these financial management needs could your household use help with? (select all that apply)

Budgeting and managing money	22	78.57%
Opening a checking or savings account	3	10.71%
Filling out tax forms	5	17.86%
Understanding credit scores	4	14.29%
Solving problems with a credit card or loan company	9	32.14%
Solving problems with a utility company	6	21.43%
Solving problems with a payday loan company	3	10.71%
Other financial management needs	3	10.71%
Answered	28	na
(skipped this question)	228	

(Contact the DCAA for a list of the client responses to other financial management needs.)

LEGAL ISSUES

	YES	NO	Answered	Skipped
29. Does your household need legal assistance to help solve problems or issues? (e.g. divorce, child support, immigration, foreclosure, bankruptcy, simple or minor misdemeanor, etc.)	20 7.87%	234 92.13%	254 100.00%	2

29(a). Please specify the problems or issues your household could use legal assistance to solve.

The number of clients who provided a response: 19
(Contact the DCAA for the client responses to this question.)

HOUSING

	YES	NO	Answered	Skipped
30. Does your household have unmet housing needs?	28 11.02%	226 88.98%	254 100.00%	2

30(a). Which of these housing needs could your household use help with? (select all that apply)

Finding safe and affordable housing that fits my household's needs	8	28.57%
Obtaining a loan to buy a house	12	42.86%
Making necessary home or property repairs	17	60.71%
Making my home more energy efficient	12	42.86%
Making changes to my home for a HH member with physical disabilities or is homebound	3	10.71%
Other housing needs	4	14.29%
Answered	28	na
(skipped this question)	228	

(Contact the DCAA for a list of the client responses to other housing needs.)

FOOD AND NUTRITION

	YES	NO	Answered	Skipped
31. Is your household enrolled in DHS' Food Assistance Program (SNAP)?	85 33.46%	169 66.54%	254 100.00%	2

	YES	NO	Answered	Skipped
32. Does your household have unmet food or nutrition needs?	35 13.78%	219 86.22%	254 100.00%	2

32(a). Which of these food and nutrition needs could your household use help with? (select all that apply)

Getting food from food pantries, meal sites, or food shelves	11	31.43%
Having enough food at home	16	45.71%
Learning how to stretch my food dollar	15	42.86%
Learning how to shop and cook for healthy eating	11	31.43%
Learning how to model healthy eating for my household	8	22.86%
Getting nutritious foods for a pregnant household member	4	11.43%
Obtaining breastfeeding education and assistance for a pregnant household member	1	2.86%
Other food or nutrition needs	4	11.43%
Answered	35	na
(skipped this question)	221	

(Contact the DCAA for a list of the client responses to other food and nutrition needs.)

CHILD CARE AND CHILD DEVELOPMENT

	YES	NO	Answered	Skipped
33. Are there children under the age of 12 in your household?	183	71	254	2
	72.05%	27.95%	100.00%	

	YES	NO	Answered	Skipped
34. Does your household have unmet child care or child development needs?	24	159	183	73
	13.11%	86.89%	100.00%	

34(a). Which of these child care and child development needs could your household use help with? (select all that apply)

Finding child care in a convenient location	9	37.50%
Finding quality child care	8	33.33%
Finding affordable child care	15	62.50%
Finding weekday daytime child care	4	16.67%
Finding evening or nighttime child care	6	25.00%
Finding weekend child care	3	12.50%
Finding a child care provider that accepts Child Care Assistance	3	12.50%
Finding a quality preschool	0	0.00%
Finding before or after school programs for the school-aged children in my household	2	8.33%
Finding services or resources for the children in my household with special needs	1	4.17%
Preparing the preschool children in my household for school	1	4.17%
Other child care or child development needs	2	8.33%
Answered	24	na
(skipped this question)	232	

(Contact the DCAA for a list of the client responses to **other child care and child development needs.**)

PARENTING AND FAMILY SUPPORT

	YES	NO	Answered	Skipped
35. Are there children or youth under the age of 18 in your household?	179	75	254	2
	70.47%	29.53%	100.00%	

	YES	NO	Answered	Skipped
36. Do the children or youth in your household get free or reduced price school meals?	80	99	179	77
	44.69%	55.31%	100.00%	

	YES	NO	Answered	Skipped
37. Does your household have unmet parenting or family support needs?	4	175	179	77
	2.23%	97.77%	100.00%	

37(a). Which of these parenting and family support needs could your household use help with? (select all that apply)

Learning how to set goals and plan for my household	3	75.00%
Learning how to mentor/teach the children or youth in my household more effectively	1	25.00%
Learning how to communicate with and set boundaries for the teenage youth in my household	1	25.00%
Learning how to help the children or youth in my household who have displayed bullying or violent behavior	1	25.00%
Learning how to help the children or youth in my household who have encountered bullying or violent behavior	1	25.00%
Learning how to talk to the children or youth in my household about drugs and alcohol	1	25.00%
Learning how to talk to the children or youth in my household about sex, STIs, etc.	1	25.00%
Learning how to help the children or youth in my household cope with stress, depression, or emotional issues	2	50.00%
Finding services or resources for the children or youth in my household with special needs	1	25.00%
Obtaining family planning or birth control education and assistance	0	0.00%
Other parenting or family support needs	0	0.00%
Answered	4	na
(skipped this question)	252	

(Contact the DCAA for a list of the client responses to **other parenting and family support needs.**)

TRANSPORTATION

	YES	NO	Answered	Skipped
38. Does your household have unmet transportation needs?	28	226	254	2
	11.02%	88.98%	100.00%	

38(a). Which of these transportation needs could your household use help with? (select all that apply)

Obtaining access to public transportation (e.g. buses, trolleys)	3	11.11%
Getting a dependable vehicle (e.g. car, van, truck)	12	44.44%
Repairing our household's vehicle(s)	10	37.04%
Getting a driver's license	8	29.63%
Getting vehicle insurance	5	18.52%
Getting to and from work	2	7.41%
Getting to and from appointments or errands	5	18.52%
Getting the children in my household to and from child care	1	3.70%
Getting the children or youth in my household to and from school	6	22.22%
Getting the children or youth in my household to and from before or after school activities or club activities	0	0.00%
Other transportation needs	1	3.70%
Answered	27	na
(skipped this question)	229	

(Contact the DCAA for a list of the client responses to other transportation needs.)

HEALTH

	YES	NO	Answered	Skipped
39. Does anyone in your household have unmet health needs?	33	220	253	3
	13.04%	86.96%	100.00%	

39a. Which of these health needs could your household use help with? (select all that apply)

Getting affordable health insurance	12	40.00%
Getting affordable dental insurance	11	36.67%
Finding a doctor who accepts Medicaid (Title XIX)	4	13.33%
Finding a dentist who accepts Medicaid (Title XIX)	12	40.00%
Managing medications	3	10.00%
Getting treatment for a drug or alcohol issue	1	3.33%
Getting treatment or counseling for a mental health issue	4	13.33%
Dealing with stress, depression, or anxiety	8	26.67%
Dealing with issues related to physical, emotional, or sexual abuse	2	6.67%
Getting regular check-ups, immunizations, developmental screens, or physicals for children in my household	2	6.67%
Getting reproductive health care, including access to birth control and STI testing	1	3.33%
Getting the necessary medical care for a pregnant household member	2	6.67%
Other health needs	7	23.33%
Answered	30	na
(skipped this question)	226	

(Contact the DCAA for a list of the client responses to other health needs.)

	YES	NO	Answered	Skipped
40. Are you or anyone in your household dealing with opioid addiction?	0	246	246	10
	0.00%	100.00%	100.00%	

	YES	NO	Answered	Skipped
41. Do you know anyone, outside of your household, who is dealing with opioid addiction?	12	236	248	8
	4.84%	95.16%	100.00%	

OTHER

	YES	NO	Answered	Skipped
42. Do you have phone service?	246	7	253	3
	97.23%	2.77%	100.00%	

	YES	NO	Answered	Skipped
43. Do you have Internet or access to Internet service?	224	29	253	3
	88.54%	11.46%	100.00%	

	YES	NO	Answered	Skipped
44. Do you have access to affordable recreation?	169	84	253	3
	66.80%	33.20%	100.00%	

45. Which basic needs could your household use help with? (select all that apply)

Getting basic furniture, appliances, or house wares	105	68.63%
Getting personal care items such as soap, diapers, toilet paper, etc.	37	24.18%
Getting clothing or shoes	24	15.69%
Doing yard work or snow removal	28	18.30%
Doing housework	10	6.54%
Answered	153	na
(skipped this question)	103	

46. In the last 12 months, what issue(s) were you or your household unable to get help with?

The number of clients who provided a response: 168
 (Contact the DCAA for the client responses to this question.)

47. What are TWO important household needs that you want to resolve?

The number of clients who provided a response: 165
 (Contact the DCAA for the client responses to this question.)

48. What are TWO things you would like to see improved in your neighborhood or community?

The number of clients who provided a response: 165
 (Contact the DCAA for the client responses to this question.)

	YES	NO	Answered	Skipped
49. Are you the primary caregiver (e.g. parent, guardian, custodial grandparent, step-parent, foster parent) of a child or children in Head Start or Early Head Start?	65	188	253	3
	25.69%	74.31%	100.00%	
49(a). Are you currently working?	40	25	65	191
	61.54%	38.46%	100.00%	
49(a)(1). Do you work on the weekdays (Monday through Friday) during the daytime?	32	8	40	216
	80.00%	20.00%	100.00%	
49(a)(2). Do you work in the evenings, at nighttime, and/or on the weekends?	27	13	40	216
	67.50%	32.50%	100.00%	
49(b). Are you a student or are you taking high-school, college, or university classes?	2	63	65	191
	3.08%	96.92%	100.00%	
49(b)(1). Do you have classes on the weekdays (Monday through Friday) during the daytime?	2	0	2	254
	100.00%	0.00%	100.00%	
49(b)(2). Do you have classes in the evenings, at nighttime, and/or on the weekends?	1	1	2	254
	50.00%	50.00%	100.00%	
49(c). Are you attending courses or training programs designed to help you find a job, improve your job skills, or learn a new job?	6	59	65	191
	9.23%	90.77%	100.00%	
49(c)(1). Do you have courses or training on the weekdays (Monday through Friday) during the daytime?	3	3	6	250
	50.00%	50.00%	100.00%	
49(c)(2). Do you have courses or training in the evenings, at nighttime, and/or on the weekends?	2	4	6	250
	33.33%	66.67%	100.00%	

50. How did you learn about our Community Action Agency? (select all that apply)

Family or friend	144	57.60%
United Way 211	2	0.80%
Television or radio	2	0.80%
Newspaper	3	1.20%
Current or former agency client	25	10.00%
Mailing, brochure, or flyer	9	3.60%
Phone book (yellow pages)	0	0.00%
Internet or website	10	4.00%
Social media (e.g. Facebook, Twitter, Instagram)	7	2.80%
Faith-based organization (e.g. church, temple)	2	0.80%
I was referred by another organization or agency	36	14.40%
Other	49	19.60%
Answered	250	na
(skipped this question)	6	

(Contact the DCAA for a list of the other client responses.)

51. When would you prefer to come to one of our locations (offices) when you need assistance? (select one)

Monday through Friday mornings: 6:30 am - 8:00 am	22	8.70%
Monday through Friday: 8:00 am - 4:30 pm	159	62.85%
Monday through Friday evenings: 4:30 pm - 7:00 pm	41	16.21%
Saturday: 9:00 am - 12:00 pm	15	5.93%
Other	16	6.32%
Answered	253	100.00%
(skipped this question)	3	

(Contact the DCAA for a list of the other client responses.)

	YES	NO	Answered	Skipped
51(a). Are you unable to go to any of our office locations?	7	246	253	3
	2.77%	97.23%	100.00%	

51(a)(1). Why are you unable to go to any of our office locations for assistance?

The number of clients who provided a response: 3
 (Contact the DCAA for the client responses to this question.)

52. What services has your household received from our agency within the last 12 months?

The number of clients who provided a response: 235
 (Contact the DCAA for the client responses to this question.)

HOUSEHOLD CHARACTERISTICS

1. What county do you live in?

Allamakee	46	6.71%
Black Hawk	1	0.15%
Boone	1	0.15%
Bremer	62	9.04%
Buchanan	1	0.15%
Chickasaw	87	12.68%
Clayton	172	25.07%
Emmet	3	0.44%
Fayette	180	26.24%
Floyd	3	0.44%
Howard	67	9.77%
Iowa	1	0.15%
Mitchell	5	0.73%
Winneshiek	57	8.31%
Answered	686	100.00%
(skipped this question)	0	

2. What is your household's zip code?

The number of clients who provided a response: 686
 (Contact the DCAA for the client responses to this question.)

3. How many people are in your household?

1	291	42.42%
2	124	18.08%
3	79	11.52%
4	75	10.93%
5	60	8.75%
6 or more	57	8.31%
Answered	686	100.00%
(skipped this question)	0	

4. How many adults (18 years old and older) are in your household?

1	394	57.43%
2	228	33.24%
3	46	6.71%
4 or more	18	2.62%
Answered	686	100.00%
(skipped this question)	0	

	YES	NO	Answered	Skipped
5. Are you or any member in your household 55 years old or older?	330 48.25%	354 51.75%	684 100.00%	2
6. Does anyone in your household receive Medicaid (Title XIX)?	459 67.11%	225 32.89%	684 100.00%	2
7. Is anyone in your household homebound (unable to leave your home)?	32 4.68%	652 95.32%	684 100.00%	2
8. Are there children (under 3 years old) in your household?	111 16.25%	572 83.75%	683 100.00%	3
9. Are there preschool children (3-5 years old) in your household?	151 22.11%	532 77.89%	683 100.00%	3
10. Are there school-aged children (6-11 years old) in your household?	159 23.28%	524 76.72%	683 100.00%	3
11. Are there youth (12-17 years old) in your household?	129 18.89%	554 81.11%	683 100.00%	3
12. Are there children or youth (under the age of 18) in your household with special needs?	70 10.28%	611 89.72%	681 100.00%	5
13. Is your household a foster care provider for a child or children (0-5 years old)?	6 0.88%	675 99.12%	681 100.00%	5
14. Is anyone in your household pregnant?	17 2.50%	664 97.50%	681 100.00%	5
15. Is anyone in your household physically disabled?	190 27.90%	491 72.10%	681 100.00%	5
16. Does anyone in your household have mental health issues?	202 29.66%	479 70.34%	681 100.00%	5

17. What is your gender?

Male	183	26.91%
Female	497	73.09%
Other	0	0.00%
Answered	680	100.00%
(skipped this question)	6	

18. What is your race?

White	649	95.44%
Black or African American	11	1.62%
Asian	2	0.29%
American Indian	3	0.44%
Alaska Native	0	0.00%
Native Hawaiian or Pacific Islander	2	0.29%
Other	7	1.03%
Multi-race	5	0.74%
Unknown	1	0.15%
Answered	680	100.00%
(skipped this question)	6	

19. Is your ethnicity Hispanic, Latino, or Spanish Origin?

YES	32	4.71%
NO	611	89.85%
Unsure	37	5.44%
Answered	680	100.00%
(skipped this question)	6	

20. What is the primary language of your household (e.g. English, Spanish, Vietnamese, Burmese, etc.)?

The number of clients who provided a response: 637
 (Contact the DCAA for the client responses to this question.)

EMPLOYMENT (Adult = 18 years old and older)

21. How many adults in your household work 30 hour a week or more?

None	448	65.88%
1	182	26.76%
2	45	6.62%
3 or more	5	0.74%
Answered	680	100.00%
(skipped this question)	6	

22. How many adults in your household work less than 30 hour a week?

None	469	68.97%
1	174	25.59%
2	34	5.00%
3 or more	3	0.44%
Answered	680	100.00%
(skipped this question)	6	

23. How many of the adults in your household are working and are trying to find a better job?

None	534	78.53%
1	126	18.53%
2	20	2.94%
3 or more	0	0.00%
Answered	680	100.00%
(skipped this question)	6	

24. How many of the adults in your household are unemployed and are trying to find a job?

None	558	82.06%
1	109	16.03%
2	12	1.76%
3 or more	1	0.15%
Answered	680	100.00%
(skipped this question)	6	

	YES	NO	Answered	Skipped
25. Do you or another adult in your household have employment needs?	120	560	680	6
	17.65%	82.35%	100.00%	

25(a). Which of these employment needs could you or another adult in your household use help with? (select all that apply)

Finding a job or a better job	83	72.81%
Knowing what jobs are available	52	45.61%
Moving to a different area to get a job or a different job	16	14.04%
Getting skills training for the job that I want	28	24.56%
Learning job search skills (i.e. interviewing, writing resumes, applying for jobs online)	23	20.18%
Other employment needs	22	19.30%
Answered	114	na
(skipped this question)	572	

(Contact the DCAA for a list of the client responses to **other employment needs.**)

EDUCATION (Adult = 18 years old and older)

	YES	NO	Answered	Skipped
26. Do you or another adult in your household have education needs or goals?	96	584	680	6
	14.12%	85.88%	100.00%	

26(a). Which of these education needs could you or another adult in your household use help with? (select all that apply)

Obtaining a four-year university or college degree	28	30.11%
Obtaining a two-year community or junior college degree	30	32.26%
Obtaining a technical, vocational, or trade school license, certificate, or degree	28	30.11%
Obtaining a high school diploma or GED/HISET/HSED	25	26.88%
Learning or improving computer skills or computer literacy	15	16.13%
Learning or improving communication or language skills	7	7.53%
Other education needs or goals	13	13.98%
Answered	93	na
(skipped this question)	593	

(Contact the DCAA for a list of the client responses to other education needs and goals.)

FINANCIAL MANAGEMENT

27. In the last 12 months, how has your household's income changed?

No change	406	59.71%
Increased	93	13.68%
Decreased	181	26.62%
Answered	680	100.00%
(skipped this question)	6	

27(a). Why did your income change?

The number of clients who provided a response: 206

(Contact the DCAA for the client responses to this question.)

	YES	NO	Answered	Skipped
28. Does your household have financial management needs?	127	551	678	8
	18.73%	81.27%	100.00%	

28(a). Which of these financial management needs could your household use help with? (select all that apply)

Budgeting and managing money	71	60.68%
Opening a checking or savings account	9	7.69%
Filling out tax forms	19	16.24%
Understanding credit scores	15	12.82%
Solving problems with a credit card or loan company	24	20.51%
Solving problems with a utility company	36	30.77%
Solving problems with a payday loan company	8	6.84%
Other financial management needs	14	11.97%
Answered	117	na
(skipped this question)	569	

(Contact the DCAA for a list of the client responses to other financial management needs.)

LEGAL ISSUES

	YES	NO	Answered	Skipped
29. Does your household need legal assistance to help solve problems or issues? (e.g. divorce, child support, immigration, foreclosure, bankruptcy, simple or minor misdemeanor, etc.)	54	624	678	8
	7.96%	92.04%	100.00%	

29(a). Please specify the problems or issues your household could use legal assistance to solve.

The number of clients who provided a response: 43
 (Contact the DCAA for the client responses to this question.)

HOUSING

	YES	NO	Answered	Skipped
30. Does your household have unmet housing needs?	161	517	678	8
	23.75%	76.25%	100.00%	

30(a). Which of these housing needs could your household use help with? (select all that apply)

Finding safe and affordable housing that fits my household's needs	35	22.73%
Obtaining a loan to buy a house	35	22.73%
Making necessary home or property repairs	91	59.09%
Making my home more energy efficient	76	49.35%
Making changes to my home for a HH member with physical disabilities or is homebound	8	5.19%
Other housing needs	24	15.58%
Answered	154	na
(skipped this question)	532	

(Contact the DCAA for a list of the client responses to **other housing needs.**)

FOOD AND NUTRITION

	YES	NO	Answered	Skipped
31. Is your household enrolled in DHS' Food Assistance Program (SNAP)?	343	334	677	9
	50.66%	49.34%	100.00%	

	YES	NO	Answered	Skipped
32. Does your household have unmet food or nutrition needs?	149	528	677	9
	22.01%	77.99%	100.00%	

32(a). Which of these food and nutrition needs could your household use help with? (select all that apply)

Getting food from food pantries, meal sites, or food shelves	92	63.01%
Having enough food at home	86	58.90%
Learning how to stretch my food dollar	35	23.97%
Learning how to shop and cook for healthy eating	25	17.12%
Learning how to model healthy eating for my household	15	10.27%
Getting nutritious foods for a pregnant household member	1	0.68%
Obtaining breastfeeding education and assistance for a pregnant household member	1	0.68%
Other food or nutrition needs	17	11.64%
Answered	146	na
(skipped this question)	540	

(Contact the DCAA for a list of the client responses to **other food and nutrition needs.**)

CHILD CARE AND CHILD DEVELOPMENT

	YES	NO	Answered	Skipped
33. Are there children under the age of 12 in your household?	239	438	677	9
	35.30%	64.70%	100.00%	

	YES	NO	Answered	Skipped
34. Does your household have unmet child care or child development needs?	30	209	239	447
	12.55%	87.45%	100.00%	

34(a). Which of these child care and child development needs could your household use help with? (select all that apply)

Finding child care in a convenient location	13	43.33%
Finding quality child care	9	30.00%
Finding affordable child care	16	53.33%
Finding weekday daytime child care	10	33.33%
Finding evening or nighttime child care	9	30.00%
Finding weekend child care	11	36.67%
Finding a child care provider that accepts Child Care Assistance	11	36.67%
Finding a quality preschool	2	6.67%
Finding before or after school programs for the school-aged children in my household	6	20.00%
Finding services or resources for the children in my household with special needs	7	23.33%
Preparing the preschool children in my household for school	4	13.33%
Other child care or child development needs	4	13.33%
Answered	30	na
(skipped this question)	656	

(Contact the DCAA for a list of the client responses to **other child care and child development needs.**)

PARENTING AND FAMILY SUPPORT

	YES	NO	Answered	Skipped
35. Are there children or youth under the age of 18 in your household?	282	395	677	9
	41.65%	58.35%	100.00%	

	YES	NO	Answered	Skipped
36. Do the children or youth in your household get free or reduced price school meals?	211	71	282	404
	74.82%	25.18%	100.00%	

	YES	NO	Answered	Skipped
37. Does your household have unmet parenting or family support needs?	37	245	282	404
	13.12%	86.88%	100.00%	

37(a). Which of these parenting and family support needs could your household use help with? (select all that apply)

Learning how to set goals and plan for my household	14	41.18%
Learning how to mentor/teach the children or youth in my household more effectively	16	47.06%
Learning how to communicate with and set boundaries for the teenage youth in my household	11	32.35%
Learning how to help the children or youth in my household who have displayed bullying or violent behavior	8	23.53%
Learning how to help the children or youth in my household who have encountered bullying or violent behavior	11	32.35%
Learning how to talk to the children or youth in my household about drugs and alcohol	3	8.82%
Learning how to talk to the children or youth in my household about sex, STIs, etc.	5	14.71%
Learning how to help the children or youth in my household cope with stress, depression, or emotional issues	17	50.00%
Finding services or resources for the children or youth in my household with special needs	8	23.53%
Obtaining family planning or birth control education and assistance	1	2.94%
Other parenting or family support needs	4	11.76%
Answered	34	na
(skipped this question)	652	

(Contact the DCAA for a list of the client responses to **other parenting and family support needs.**)

TRANSPORTATION

	YES	NO	Answered	Skipped
38. Does your household have unmet transportation needs?	134	542	676	10
	19.82%	80.18%	100.00%	

38(a). Which of these transportation needs could your household use help with? (select all that apply)

Obtaining access to public transportation (e.g. buses, trolleys)	19	15.70%
Getting a dependable vehicle (e.g. car, van, truck)	49	40.50%
Repairing our household's vehicle(s)	52	42.98%
Getting a driver's license	33	27.27%
Getting vehicle insurance	41	33.88%
Getting to and from work	29	23.97%
Getting to and from appointments or errands	49	40.50%
Getting the children in my household to and from child care	8	6.61%
Getting the children or youth in my household to and from school	9	7.44%
Getting the children or youth in my household to and from before or after school activities or club activities	6	4.96%
Other transportation needs	16	13.22%
Answered	121	na
(skipped this question)	565	

(Contact the DCAA for a list of the client responses to other transportation needs.)

HEALTH

	YES	NO	Answered	Skipped
39. Does anyone in your household have unmet health needs?	118	558	676	10
	17.46%	82.54%	100.00%	

39a. Which of these health needs could your household use help with? (select all that apply)

Getting affordable health insurance	28	26.17%
Getting affordable dental insurance	38	35.51%
Finding a doctor who accepts Medicaid (Title XIX)	6	5.61%
Finding a dentist who accepts Medicaid (Title XIX)	24	22.43%
Managing medications	8	7.48%
Getting treatment for a drug or alcohol issue	3	2.80%
Getting treatment or counseling for a mental health issue	21	19.63%
Dealing with stress, depression, or anxiety	46	42.99%
Dealing with issues related to physical, emotional, or sexual abuse	16	14.95%
Getting regular check-ups, immunizations, developmental screens, or physicals for children in my household	7	6.54%
Getting reproductive health care, including access to birth control and STI testing	3	2.80%
Getting the necessary medical care for a pregnant household member	0	0.00%
Other health needs	20	18.69%
Answered	107	na
(skipped this question)	579	

(Contact the DCAA for a list of the client responses to other health needs.)

	YES	NO	Answered	Skipped
40. Are you or anyone in your household dealing with opioid addiction?	0	599	599	87
	0.00%	100.00%	100.00%	

	YES	NO	Answered	Skipped
41. Do you know anyone, outside of your household, who is dealing with opioid addiction?	19	576	595	91
	3.19%	96.81%	100.00%	

OTHER

	YES	NO	Answered	Skipped
42. Do you have phone service?	647	29	676	10
	95.71%	4.29%	100.00%	

	YES	NO	Answered	Skipped
43. Do you have Internet or access to Internet service?	430	246	676	10
	63.61%	36.39%	100.00%	

	YES	NO	Answered	Skipped
44. Do you have access to affordable recreation?	379	297	676	10
	56.07%	43.93%	100.00%	

45. Which basic needs could your household use help with? (select all that apply)			
Getting basic furniture, appliances, or house wares	94	34.94%	
Getting personal care items such as soap, diapers, toilet paper, etc.	134	49.81%	
Getting clothing or shoes	110	40.89%	
Doing yard work or snow removal	104	38.66%	
Doing housework	68	25.28%	
Answered	269	na	
(skipped this question)	417		

46. In the last 12 months, what issue(s) were you or your household unable to get help with?	
The number of clients who provided a response:	193
(Contact the DCAA for the client responses to this question.)	

47. What are TWO important household needs that you want to resolve?	
The number of clients who provided a response:	294
(Contact the DCAA for the client responses to this question.)	

48. What are TWO things you would like to see improved in your neighborhood or community?	
The number of clients who provided a response:	176
(Contact the DCAA for the client responses to this question.)	

	YES	NO	Answered	Skipped
49. Are you the primary caregiver (e.g. parent, guardian, custodial grandparent, step-parent, foster parent) of a child or children in Head Start or Early Head Start?	157	515	672	14
	23.36%	76.64%	100.00%	

	YES	NO	Answered	Skipped
49(a). Are you currently working?	95	64	159	527
	59.75%	40.25%	100.00%	

	YES	NO	Answered	Skipped
49(a)(1). Do you work on the weekdays (Monday through Friday) during the daytime?	80	14	94	592
	85.11%	14.89%	100.00%	

	YES	NO	Answered	Skipped
49(a)(2). Do you work in the evenings, at nighttime, and/or on the weekends?	60	34	94	592
	63.83%	36.17%	100.00%	

	YES	NO	Answered	Skipped
49(b). Are you a student or are you taking high-school, college, or university classes?	9	149	158	528
	5.70%	94.30%	100.00%	

	YES	NO	Answered	Skipped
49(b)(1). Do you have classes on the weekdays (Monday through Friday) during the daytime?	7	2	9	677
	77.78%	22.22%	100.00%	

	YES	NO	Answered	Skipped
49(b)(2). Do you have classes in the evenings, at nighttime, and/or on the weekends?	1	8	9	677
	11.11%	88.89%	100.00%	

	YES	NO	Answered	Skipped
49(c). Are you attending courses or training programs designed to help you find a job, improve your job skills, or learn a new job?	10	148	158	528
	6.33%	93.67%	100.00%	

	YES	NO	Answered	Skipped
49(c)(1). Do you have courses or training on the weekdays (Monday through Friday) during the daytime?	6	4	10	676
	60.00%	40.00%	100.00%	

	YES	NO	Answered	Skipped
49(c)(2). Do you have courses or training in the evenings, at nighttime, and/or on the weekends?	4	6	10	676
	40.00%	60.00%	100.00%	

50. How did you learn about our Community Action Agency? (select all that apply)

Family or friend	293	47.56%
United Way 211	9	1.46%
Television or radio	5	0.81%
Newspaper	40	6.49%
Current or former agency client	133	21.59%
Mailing, brochure, or flyer	29	4.71%
Phone book (yellow pages)	6	0.97%
Internet or website	31	5.03%
Social media (e.g. Facebook, Twitter, Instagram)	6	0.97%
Faith-based organization (e.g. church, temple)	13	2.11%
I was referred by another organization or agency	101	16.40%
Other	88	14.29%
Answered	616	na
(skipped this question)	70	

(Contact the DCAA for a list of the other client responses.)

51. When would you prefer to come to one of our locations (offices) when you need assistance? (select one)

Monday through Friday mornings: 6:30 am - 8:00 am	81	12.05%
Monday through Friday: 8:00 am - 4:30 pm	483	71.88%
Monday through Friday evenings: 4:30 pm - 7:00 pm	52	7.74%
Saturday: 9:00 am - 12:00 pm	27	4.02%
Other	29	4.32%
Answered	672	100.00%
(skipped this question)	14	

(Contact the DCAA for a list of the other client responses.)

	YES	NO	Answered	Skipped
51(a). Are you unable to go to any of our office locations?	22	650	672	14
	3.27%	96.73%	100.00%	

51(a)(1). Why are you unable to go to any of our office locations for assistance?

The number of clients who provided a response: 17
 (Contact the DCAA for the client responses to this question.)

52. What services has your household received from our agency within the last 12 months?

The number of clients who provided a response: 566
 (Contact the DCAA for the client responses to this question.)

HOUSEHOLD CHARACTERISTICS**1. What county do you live in?**

Adair	1	0.58%
Allamakee	1	0.58%
Clayton	1	0.58%
Delaware	4	2.31%
Dubuque	80	46.24%
Jackson	85	49.13%
Jones	1	0.58%
Answered	173	100.00%
(skipped this question)	0	

2. What is your household's zip code?

The number of clients who provided a response:
(Contact the DCAA for the client responses to this question.)

173

3. How many people are in your household?

1	66	38.15%
2	37	21.39%
3	21	12.14%
4	26	15.03%
5	15	8.67%
6 or more	8	4.62%
Answered	173	100.00%
(skipped this question)	0	

4. How many adults (18 years old and older) are in your household?

1	100	57.80%
2	52	30.06%
3	14	8.09%
4 or more	7	4.05%
Answered	173	100.00%
(skipped this question)	0	

	YES	NO	Answered	Skipped
5. Are you or any member in your household 55 years old or older?	66 38.15%	107 61.85%	173 100.00%	0
6. Does anyone in your household receive Medicaid (Title XIX)?	114 65.90%	59 34.10%	173 100.00%	0
7. Is anyone in your household homebound (unable to leave your home)?	8 4.62%	165 95.38%	173 100.00%	0
8. Are there children (under 3 years old) in your household?	20 11.63%	152 88.37%	172 100.00%	1
9. Are there preschool children (3-5 years old) in your household?	19 11.05%	153 88.95%	172 100.00%	1
10. Are there school-aged children (6-11 years old) in your household?	51 29.65%	121 70.35%	172 100.00%	1
11. Are there youth (12-17 years old) in your household?	37 21.51%	135 78.49%	172 100.00%	1
12. Are there children or youth (under the age of 18) in your household with special needs?	16 9.30%	156 90.70%	172 100.00%	1
13. Is your household a foster care provider for a child or children (0-5 years old)?	0 0.00%	172 100.00%	172 100.00%	1
14. Is anyone in your household pregnant?	2 1.16%	170 98.84%	172 100.00%	1
15. Is anyone in your household physically disabled?	50 29.07%	122 70.93%	172 100.00%	1
16. Does anyone in your household have mental health issues?	65 37.79%	107 62.21%	172 100.00%	1

17. What is your gender?

Male	26	15.12%
Female	145	84.30%
Other	1	0.58%
Answered	172	100.00%
(skipped this question)	1	

18. What is your race?

White	136	79.07%
Black or African American	29	16.86%
Asian	0	0.00%
American Indian	2	1.16%
Alaska Native	0	0.00%
Native Hawaiian or Pacific Islander	0	0.00%
Other	0	0.00%
Multi-race	4	2.33%
Unknown	1	0.58%
Answered	172	100.00%
(skipped this question)	1	

19. Is your ethnicity Hispanic, Latino, or Spanish Origin?

YES	4	2.33%
NO	162	94.19%
Unsure	6	3.49%
Answered	172	100.00%
(skipped this question)	1	

20. What is the primary language of your household (e.g. English, Spanish, Vietnamese, Burmese, etc.)?

The number of clients who provided a response: 165
(Contact the DCAA for the client responses to this question.)

EMPLOYMENT (Adult = 18 years old and older)

21. How many adults in your household work 30 hour a week or more?

None	99	57.56%
1	55	31.98%
2	14	8.14%
3 or more	4	2.33%
Answered	172	100.00%
(skipped this question)	1	

22. How many adults in your household work less than 30 hour a week?

None	108	62.79%
1	51	29.65%
2	11	6.40%
3 or more	2	1.16%
Answered	172	100.00%
(skipped this question)	1	

23. How many of the adults in your household are working and are trying to find a better job?

None	123	71.51%
1	37	21.51%
2	8	4.65%
3 or more	4	2.33%
Answered	172	100.00%
(skipped this question)	1	

24. How many of the adults in your household are unemployed and are trying to find a job?

None	121	70.35%
1	44	25.58%
2	7	4.07%
3 or more	0	0.00%
Answered	172	100.00%
(skipped this question)	1	

	YES	NO	Answered	Skipped
25. Do you or another adult in your household have employment needs?	42	130	172	1
	24.42%	75.58%	100.00%	

25(a). Which of these employment needs could you or another adult in your household use help with? (select all that apply)

Finding a job or a better job	28	71.79%
Knowing what jobs are available	15	38.46%
Moving to a different area to get a job or a different job	5	12.82%
Getting skills training for the job that I want	14	35.90%
Learning job search skills (i.e. interviewing, writing resumes, applying for jobs online)	11	28.21%
Other employment needs	5	12.82%
Answered	39	na
(skipped this question)	134	

(Contact the DCAA for a list of the client responses to **other employment needs.**)

EDUCATION (Adult = 18 years old and older)

	YES	NO	Answered	Skipped
26. Do you or another adult in your household have education needs or goals?	40	132	172	1
	23.26%	76.74%	100.00%	

26(a). Which of these education needs could you or another adult in your household use help with? (select all that apply)

Obtaining a four-year university or college degree	18	46.15%
Obtaining a two-year community or junior college degree	14	35.90%
Obtaining a technical, vocational, or trade school license, certificate, or degree	10	25.64%
Obtaining a high school diploma or GED/HISET/HSED	13	33.33%
Learning or improving computer skills or computer literacy	10	25.64%
Learning or improving communication or language skills	7	17.95%
Other education needs or goals	2	5.13%
Answered	39	na
(skipped this question)	134	

(Contact the DCAA for a list of the client responses to **other education needs and goals**.)

FINANCIAL MANAGEMENT**27. In the last 12 months, how has your household's income changed?**

No change	86	50.00%
Increased	30	17.44%
Decreased	56	32.56%
Answered	172	100.00%
(skipped this question)	1	

27(a). Why did your income change?

The number of clients who provided a response: 63

(Contact the DCAA for the client responses to this question.)

	YES	NO	Answered	Skipped
28. Does your household have financial management needs?	48	124	172	1
	27.91%	72.09%	100.00%	

28(a). Which of these financial management needs could your household use help with? (select all that apply)

Budgeting and managing money	33	70.21%
Opening a checking or savings account	4	8.51%
Filling out tax forms	12	25.53%
Understanding credit scores	12	25.53%
Solving problems with a credit card or loan company	10	21.28%
Solving problems with a utility company	15	31.91%
Solving problems with a payday loan company	2	4.26%
Other financial management needs	2	4.26%
Answered	47	na
(skipped this question)	126	

(Contact the DCAA for a list of the client responses to **other financial management needs**.)

LEGAL ISSUES

	YES	NO	Answered	Skipped
29. Does your household need legal assistance to help solve problems or issues? (e.g. divorce, child support, immigration, foreclosure, bankruptcy, simple or minor misdemeanor, etc.)	17 9.88%	155 90.12%	172 100.00%	1

29(a). Please specify the problems or issues your household could use legal assistance to solve.

The number of clients who provided a response: 14
(Contact the DCAA for the client responses to this question.)

HOUSING

	YES	NO	Answered	Skipped
30. Does your household have unmet housing needs?	47 27.33%	125 72.67%	172 100.00%	1

30(a). Which of these housing needs could your household use help with? (select all that apply)

Finding safe and affordable housing that fits my household's needs	17	36.96%
Obtaining a loan to buy a house	11	23.91%
Making necessary home or property repairs	23	50.00%
Making my home more energy efficient	27	58.70%
Making changes to my home for a HH member with physical disabilities or is homebound	6	13.04%
Other housing needs	3	6.52%
Answered	46	na
(skipped this question)	127	

(Contact the DCAA for a list of the client responses to **other housing needs**.)

FOOD AND NUTRITION

	YES	NO	Answered	Skipped
31. Is your household enrolled in DHS' Food Assistance Program (SNAP)?	95 55.23%	77 44.77%	172 100.00%	1

	YES	NO	Answered	Skipped
32. Does your household have unmet food or nutrition needs?	47 27.33%	125 72.67%	172 100.00%	1

32(a). Which of these food and nutrition needs could your household use help with? (select all that apply)

Getting food from food pantries, meal sites, or food shelves	24	55.81%
Having enough food at home	29	67.44%
Learning how to stretch my food dollar	20	46.51%
Learning how to shop and cook for healthy eating	13	30.23%
Learning how to model healthy eating for my household	8	18.60%
Getting nutritious foods for a pregnant household member	1	2.33%
Obtaining breastfeeding education and assistance for a pregnant household member	0	0.00%
Other food or nutrition needs	5	11.63%
Answered	43	na
(skipped this question)	130	

(Contact the DCAA for a list of the client responses to **other food and nutrition needs**.)

CHILD CARE AND CHILD DEVELOPMENT

	YES	NO	Answered	Skipped
33. Are there children under the age of 12 in your household?	60	112	172	1
	34.88%	65.12%	100.00%	

	YES	NO	Answered	Skipped
34. Does your household have unmet child care or child development needs?	10	50	60	113
	16.67%	83.33%	100.00%	

34(a). Which of these child care and child development needs could your household use help with? (select all that apply)

Finding child care in a convenient location	3	30.00%
Finding quality child care	2	20.00%
Finding affordable child care	4	40.00%
Finding weekday daytime child care	3	30.00%
Finding evening or nighttime child care	4	40.00%
Finding weekend child care	3	30.00%
Finding a child care provider that accepts Child Care Assistance	3	30.00%
Finding a quality preschool	1	10.00%
Finding before or after school programs for the school-aged children in my household	5	50.00%
Finding services or resources for the children in my household with special needs	0	0.00%
Preparing the preschool children in my household for school	0	0.00%
Other child care or child development needs	1	10.00%
Answered	10	na
(skipped this question)	163	

(Contact the DCAA for a list of the client responses to **other child care and child development needs.**)

PARENTING AND FAMILY SUPPORT

	YES	NO	Answered	Skipped
35. Are there children or youth under the age of 18 in your household?	71	101	172	1
	41.28%	58.72%	100.00%	

	YES	NO	Answered	Skipped
36. Do the children or youth in your household get free or reduced price school meals?	60	11	71	102
	84.51%	15.49%	100.00%	

	YES	NO	Answered	Skipped
37. Does your household have unmet parenting or family support needs?	11	60	71	102
	15.49%	84.51%	100.00%	

37(a). Which of these parenting and family support needs could your household use help with? (select all that apply)

Learning how to set goals and plan for my household	4	44.44%
Learning how to mentor/teach the children or youth in my household more effectively	7	77.78%
Learning how to communicate with and set boundaries for the teenage youth in my household	6	66.67%
Learning how to help the children or youth in my household who have displayed bullying or violent behavior	4	44.44%
Learning how to help the children or youth in my household who have encountered bullying or violent behavior	4	44.44%
Learning how to talk to the children or youth in my household about drugs and alcohol	3	33.33%
Learning how to talk to the children or youth in my household about sex, STIs, etc.	4	44.44%
Learning how to help the children or youth in my household cope with stress, depression, or emotional issues	7	77.78%
Finding services or resources for the children or youth in my household with special needs	4	44.44%
Obtaining family planning or birth control education and assistance	3	33.33%
Other parenting or family support needs	2	22.22%
Answered	9	na
(skipped this question)	164	

(Contact the DCAA for a list of the client responses to **other parenting and family support needs.**)

TRANSPORTATION

	YES	NO	Answered	Skipped
38. Does your household have unmet transportation needs?	48	124	172	1
	27.91%	72.09%	100.00%	

38(a). Which of these transportation needs could your household use help with? (select all that apply)

Obtaining access to public transportation (e.g. buses, trolleys)	9	20.00%
Getting a dependable vehicle (e.g. car, van, truck)	24	53.33%
Repairing our household's vehicle(s)	14	31.11%
Getting a driver's license	15	33.33%
Getting vehicle insurance	7	15.56%
Getting to and from work	12	26.67%
Getting to and from appointments or errands	15	33.33%
Getting the children in my household to and from child care	1	2.22%
Getting the children or youth in my household to and from school	4	8.89%
Getting the children or youth in my household to and from before or after school activities or club activities	3	6.67%
Other transportation needs	5	11.11%
Answered	45	na
(skipped this question)	128	

(Contact the DCAA for a list of the client responses to other transportation needs.)

HEALTH

	YES	NO	Answered	Skipped
39. Does anyone in your household have unmet health needs?	42	130	172	1
	24.42%	75.58%	100.00%	

39a. Which of these health needs could your household use help with? (select all that apply)

Getting affordable health insurance	16	39.02%
Getting affordable dental insurance	17	41.46%
Finding a doctor who accepts Medicaid (Title XIX)	10	24.39%
Finding a dentist who accepts Medicaid (Title XIX)	13	31.71%
Managing medications	7	17.07%
Getting treatment for a drug or alcohol issue	1	2.44%
Getting treatment or counseling for a mental health issue	9	21.95%
Dealing with stress, depression, or anxiety	20	48.78%
Dealing with issues related to physical, emotional, or sexual abuse	8	19.51%
Getting regular check-ups, immunizations, developmental screens, or physicals for children in my household	2	4.88%
Getting reproductive health care, including access to birth control and STI testing	1	2.44%
Getting the necessary medical care for a pregnant household member	0	0.00%
Other health needs	7	17.07%
Answered	41	na
(skipped this question)	132	

(Contact the DCAA for a list of the client responses to other health needs.)

	YES	NO	Answered	Skipped
40. Are you or anyone in your household dealing with opioid addiction?	0	168	168	5
	0.00%	100.00%	100.00%	

	YES	NO	Answered	Skipped
41. Do you know anyone, outside of your household, who is dealing with opioid addiction?	7	162	169	4
	4.14%	95.86%	100.00%	

OTHER

	YES	NO	Answered	Skipped
42. Do you have phone service?	155	17	172	1
	90.12%	9.88%	100.00%	
43. Do you have Internet or access to Internet service?	117	55	172	1
	68.02%	31.98%	100.00%	
44. Do you have access to affordable recreation?	77	95	172	1
	44.77%	55.23%	100.00%	
45. Which basic needs could your household use help with? (select all that apply)				
Getting basic furniture, appliances, or house wares	31	50.82%		
Getting personal care items such as soap, diapers, toilet paper, etc.	36	59.02%		
Getting clothing or shoes	28	45.90%		
Doing yard work or snow removal	24	39.34%		
Doing housework	11	18.03%		
Answered	61	na		
(skipped this question)	112			
46. In the last 12 months, what issue(s) were you or your household unable to get help with?				
The number of clients who provided a response:	58			
(Contact the DCAA for the client responses to this question.)				
47. What are TWO important household needs that you want to resolve?				
The number of clients who provided a response:	73			
(Contact the DCAA for the client responses to this question.)				
48. What are TWO things you would like to see improved in your neighborhood or community?				
The number of clients who provided a response:	53			
(Contact the DCAA for the client responses to this question.)				

	YES	NO	Answered	Skipped
49. Are you the primary caregiver (e.g. parent, guardian, custodial grandparent, step-parent, foster parent) of a child or children in Head Start or Early Head Start?	26 15.29%	144 84.71%	170 100.00%	3
49(a). Are you currently working?	11 42.31%	15 57.69%	26 100.00%	147
49(a)(1). Do you work on the weekdays (Monday through Friday) during the daytime?	8 72.73%	3 27.27%	11 100.00%	162
49(a)(2). Do you work in the evenings, at nighttime, and/or on the weekends?	9 81.82%	2 18.18%	11 100.00%	162
49(b). Are you a student or are you taking high-school, college, or university classes?	1 3.85%	25 96.15%	26 100.00%	147
49(b)(1). Do you have classes on the weekdays (Monday through Friday) during the daytime?	0 0.00%	1 100.00%	1 100.00%	172
49(b)(2). Do you have classes in the evenings, at nighttime, and/or on the weekends?	1 100.00%	0 0.00%	1 100.00%	172
49(c). Are you attending courses or training programs designed to help you find a job, improve your job skills, or learn a new job?	2 7.69%	24 92.31%	26 100.00%	147
49(c)(1). Do you have courses or training on the weekdays (Monday through Friday) during the daytime?	2 100.00%	0 0.00%	2 100.00%	171
49(c)(2). Do you have courses or training in the evenings, at nighttime, and/or on the weekends?	0 0.00%	2 100.00%	2 100.00%	171

50. How did you learn about our Community Action Agency? (select all that apply)

Family or friend	76	46.91%
United Way 211	2	1.23%
Television or radio	4	2.47%
Newspaper	7	4.32%
Current or former agency client	51	31.48%
Mailing, brochure, or flyer	6	3.70%
Phone book (yellow pages)	1	0.62%
Internet or website	11	6.79%
Social media (e.g. Facebook, Twitter, Instagram)	4	2.47%
Faith-based organization (e.g. church, temple)	5	3.09%
I was referred by another organization or agency	17	10.49%
Other	21	12.96%
Answered	162	na
(skipped this question)	11	

(Contact the DCAA for a list of the other client responses.)

51. When would you prefer to come to one of our locations (offices) when you need assistance? (select one)

Monday through Friday mornings: 6:30 am - 8:00 am	22	13.02%
Monday through Friday: 8:00 am - 4:30 pm	118	69.82%
Monday through Friday evenings: 4:30 pm - 7:00 pm	19	11.24%
Saturday: 9:00 am - 12:00 pm	4	2.37%
Other	6	3.55%
Answered	169	100.00%
(skipped this question)	4	

(Contact the DCAA for a list of the other client responses.)

	YES	NO	Answered	Skipped
51(a). Are you unable to go to any of our office locations?	4	165	169	4
	2.37%	97.63%	100.00%	

51(a)(1). Why are you unable to go to any of our office locations for assistance?

The number of clients who provided a response: 3
 (Contact the DCAA for the client responses to this question.)

52. What services has your household received from our agency within the last 12 months?

The number of clients who provided a response: 147
 (Contact the DCAA for the client responses to this question.)

HOUSEHOLD CHARACTERISTICS**1. What county do you live in?**

Black Hawk	118	59.90%
Bremer	7	3.55%
Buchanan	28	14.21%
Buena Vista	1	0.51%
Butler	1	0.51%
Chickasaw	1	0.51%
Clayton	1	0.51%
Delaware	1	0.51%
Fayette	1	0.51%
Franklin	2	1.02%
Grundy	33	16.75%
Humboldt	1	0.51%
Polk	1	0.51%
Tama	1	0.51%
Answered	197	100.00%
(skipped this question)	0	

2. What is your household's zip code?

The number of clients who provided a response: 197
 (Contact the DCAA for the client responses to this question.)

3. How many people are in your household?

1	25	12.69%
2	29	14.72%
3	61	30.96%
4	46	23.35%
5	22	11.17%
6 or more	14	7.11%
Answered	197	100.00%
(skipped this question)	0	

4. How many adults (18 years old and older) are in your household?

1	84	42.64%
2	87	44.16%
3	15	7.61%
4 or more	11	5.58%
Answered	197	100.00%
(skipped this question)	0	

	YES	NO	Answered	Skipped
5. Are you or any member in your household 55 years old or older?	42 21.32%	155 78.68%	197 100.00%	0
6. Does anyone in your household receive Medicaid (Title XIX)?	136 69.04%	61 30.96%	197 100.00%	0
7. Is anyone in your household homebound (unable to leave your home)?	11 5.58%	186 94.42%	197 100.00%	0
8. Are there children (under 3 years old) in your household?	93 47.69%	102 52.31%	195 100.00%	2
9. Are there preschool children (3-5 years old) in your household?	64 32.82%	131 67.18%	195 100.00%	2
10. Are there school-aged children (6-11 years old) in your household?	61 31.28%	134 68.72%	195 100.00%	2
11. Are there youth (12-17 years old) in your household?	47 24.10%	148 75.90%	195 100.00%	2
12. Are there children or youth (under the age of 18) in your household with special needs?	22 11.46%	170 88.54%	192 100.00%	5
13. Is your household a foster care provider for a child or children (0-5 years old)?	5 2.60%	187 97.40%	192 100.00%	5
14. Is anyone in your household pregnant?	23 11.98%	169 88.02%	192 100.00%	5
15. Is anyone in your household physically disabled?	37 19.27%	155 80.73%	192 100.00%	5
16. Does anyone in your household have mental health issues?	61 31.77%	131 68.23%	192 100.00%	5

17. What is your gender?

Male	23	11.98%
Female	169	88.02%
Other	0	0.00%
Answered	192	100.00%
(skipped this question)	5	

18. What is your race?

White	140	72.92%
Black or African American	35	18.23%
Asian	8	4.17%
American Indian	0	0.00%
Alaska Native	0	0.00%
Native Hawaiian or Pacific Islander	1	0.52%
Other	1	0.52%
Multi-race	5	2.60%
Unknown	2	1.04%
Answered	192	100.00%
(skipped this question)	5	

19. Is your ethnicity Hispanic, Latino, or Spanish Origin?

YES	9	4.69%
NO	173	90.10%
Unsure	10	5.21%
Answered	192	100.00%
(skipped this question)	5	

20. What is the primary language of your household (e.g. English, Spanish, Vietnamese, Burmese, etc.)?

The number of clients who provided a response: 187
 (Contact the DCAA for the client responses to this question.)

EMPLOYMENT (Adult = 18 years old and older)**21. How many adults in your household work 30 hour a week or more?**

None	69	36.70%
1	89	47.34%
2	25	13.30%
3 or more	5	2.66%
Answered	188	100.00%
(skipped this question)	9	

22. How many adults in your household work less than 30 hour a week?

None	131	69.68%
1	45	23.94%
2	10	5.32%
3 or more	2	1.06%
Answered	188	100.00%
(skipped this question)	9	

23. How many of the adults in your household are working and are trying to find a better job?

None	127	67.55%
1	50	26.60%
2	9	4.79%
3 or more	2	1.06%
Answered	188	100.00%
(skipped this question)	9	

24. How many of the adults in your household are unemployed and are trying to find a job?

None	129	68.62%
1	55	29.26%
2	4	2.13%
3 or more	0	0.00%
Answered	188	100.00%
(skipped this question)	9	

	YES	NO	Answered	Skipped
25. Do you or another adult in your household have employment needs?	41	147	188	9
	21.81%	78.19%	100.00%	

25(a). Which of these employment needs could you or another adult in your household use help with? (select all that apply)

Finding a job or a better job	24	68.57%
Knowing what jobs are available	16	45.71%
Moving to a different area to get a job or a different job	6	17.14%
Getting skills training for the job that I want	11	31.43%
Learning job search skills (i.e. interviewing, writing resumes, applying for jobs online)	8	22.86%
Other employment needs	4	11.43%
Answered	35	na
(skipped this question)	162	

(Contact the DCAA for a list of the client responses to **other employment needs**.)

EDUCATION (Adult = 18 years old and older)

	YES	NO	Answered	Skipped
26. Do you or another adult in your household have education needs or goals?	52	133	185	12
	28.11%	71.89%	100.00%	

26(a). Which of these education needs could you or another adult in your household use help with? (select all that apply)

Obtaining a four-year university or college degree	19	36.54%
Obtaining a two-year community or junior college degree	18	34.62%
Obtaining a technical, vocational, or trade school license, certificate, or degree	17	32.69%
Obtaining a high school diploma or GED/HISET/HSED	10	19.23%
Learning or improving computer skills or computer literacy	7	13.46%
Learning or improving communication or language skills	7	13.46%
Other education needs or goals	6	11.54%
Answered	52	na
(skipped this question)	145	

(Contact the DCAA for a list of the client responses to **other education needs and goals**.)

FINANCIAL MANAGEMENT**27. In the last 12 months, how has your household's income changed?**

No change	110	60.44%
Increased	23	12.64%
Decreased	49	26.92%
Answered	182	100.00%
(skipped this question)	15	

27(a). Why did your income change?

The number of clients who provided a response: 60

(Contact the DCAA for the client responses to this question.)

	YES	NO	Answered	Skipped
28. Does your household have financial management needs?	36	146	182	15
	19.78%	80.22%	100.00%	

28(a). Which of these financial management needs could your household use help with? (select all that apply)

Budgeting and managing money	22	68.75%
Opening a checking or savings account	2	6.25%
Filling out tax forms	4	12.50%
Understanding credit scores	4	12.50%
Solving problems with a credit card or loan company	7	21.88%
Solving problems with a utility company	11	34.38%
Solving problems with a payday loan company	0	0.00%
Other financial management needs	6	18.75%
Answered	32	na
(skipped this question)	165	

(Contact the DCAA for a list of the client responses to **other financial management needs**.)

LEGAL ISSUES

	YES	NO	Answered	Skipped
29. Does your household need legal assistance to help solve problems or issues? (e.g. divorce, child support, immigration, foreclosure, bankruptcy, simple or minor misdemeanor, etc.)	15	167	182	15
	8.24%	91.76%	100.00%	

29(a). Please specify the problems or issues your household could use legal assistance to solve.

The number of clients who provided a response:

15

(Contact the DCAA for the client responses to this question.)

HOUSING

	YES	NO	Answered	Skipped
30. Does your household have unmet housing needs?	34	147	181	16
	18.78%	81.22%	100.00%	

30(a). Which of these housing needs could your household use help with? (select all that apply)

Finding safe and affordable housing that fits my household's needs	13	39.39%
Obtaining a loan to buy a house	9	27.27%
Making necessary home or property repairs	11	33.33%
Making my home more energy efficient	13	39.39%
Making changes to my home for a HH member with physical disabilities or is homebound	5	15.15%
Other housing needs	0	0.00%
Answered	33	na
(skipped this question)	164	

(Contact the DCAA for a list of the client responses to **other housing needs**.)**FOOD AND NUTRITION**

	YES	NO	Answered	Skipped
31. Is your household enrolled in DHS' Food Assistance Program (SNAP)?	80	101	181	16
	44.20%	55.80%	100.00%	

	YES	NO	Answered	Skipped
32. Does your household have unmet food or nutrition needs?	41	140	181	16
	22.65%	77.35%	100.00%	

32(a). Which of these food and nutrition needs could your household use help with? (select all that apply)

Getting food from food pantries, meal sites, or food shelves	18	47.37%
Having enough food at home	24	63.16%
Learning how to stretch my food dollar	11	28.95%
Learning how to shop and cook for healthy eating	11	28.95%
Learning how to model healthy eating for my household	9	23.68%
Getting nutritious foods for a pregnant household member	4	10.53%
Obtaining breastfeeding education and assistance for a pregnant household member	2	5.26%
Other food or nutrition needs	1	2.63%
Answered	38	na
(skipped this question)	159	

(Contact the DCAA for a list of the client responses to **other food and nutrition needs**.)

CHILD CARE AND CHILD DEVELOPMENT

	YES	NO	Answered	Skipped
33. Are there children under the age of 12 in your household?	112	68	180	17
	62.22%	37.78%	100.00%	

	YES	NO	Answered	Skipped
34. Does your household have unmet child care or child development needs?	17	95	112	85
	15.18%	84.82%	100.00%	

34(a). Which of these child care and child development needs could your household use help with? (select all that apply)

Finding child care in a convenient location	9	56.25%		
Finding quality child care	9	56.25%		
Finding affordable child care	10	62.50%		
Finding weekday daytime child care	4	25.00%		
Finding evening or nighttime child care	4	25.00%		
Finding weekend child care	5	31.25%		
Finding a child care provider that accepts Child Care Assistance	6	37.50%		
Finding a quality preschool	1	6.25%		
Finding before or after school programs for the school-aged children in my household	2	12.50%		
Finding services or resources for the children in my household with special needs	1	6.25%		
Preparing the preschool children in my household for school	2	12.50%		
Other child care or child development needs	0	0.00%		
Answered	16	na		
(skipped this question)	181			

(Contact the DCAA for a list of the client responses to **other child care and child development needs.**)

PARENTING AND FAMILY SUPPORT

	YES	NO	Answered	Skipped
35. Are there children or youth under the age of 18 in your household?	113	66	179	18
	63.13%	36.87%	100.00%	

	YES	NO	Answered	Skipped
36. Do the children or youth in your household get free or reduced price school meals?	67	46	113	84
	59.29%	40.71%	100.00%	

	YES	NO	Answered	Skipped
37. Does your household have unmet parenting or family support needs?	8	105	113	84
	7.08%	92.92%	100.00%	

37(a). Which of these parenting and family support needs could your household use help with? (select all that apply)

Learning how to set goals and plan for my household	3	50.00%		
Learning how to mentor/teach the children or youth in my household more effectively	3	50.00%		
Learning how to communicate with and set boundaries for the teenage youth in my household	2	33.33%		
Learning how to help the children or youth in my household who have displayed bullying or violent behavior	3	50.00%		
Learning how to help the children or youth in my household who have encountered bullying or violent behavior	1	16.67%		
Learning how to talk to the children or youth in my household about drugs and alcohol	1	16.67%		
Learning how to talk to the children or youth in my household about sex, STIs, etc.	1	16.67%		
Learning how to help the children or youth in my household cope with stress, depression, or emotional issues	4	66.67%		
Finding services or resources for the children or youth in my household with special needs	4	66.67%		
Obtaining family planning or birth control education and assistance	2	33.33%		
Other parenting or family support needs	0	0.00%		
Answered	6	na		
(skipped this question)	191			

(Contact the DCAA for a list of the client responses to **other parenting and family support needs.**)

TRANSPORTATION

	YES	NO	Answered	Skipped
38. Does your household have unmet transportation needs?	32	146	178	19
	17.98%	82.02%	100.00%	

38(a). Which of these transportation needs could your household use help with? (select all that apply)

Obtaining access to public transportation (e.g. buses, trolleys)	7	23.33%
Getting a dependable vehicle (e.g. car, van, truck)	20	66.67%
Repairing our household's vehicle(s)	11	36.67%
Getting a driver's license	13	43.33%
Getting vehicle insurance	10	33.33%
Getting to and from work	7	23.33%
Getting to and from appointments or errands	11	36.67%
Getting the children in my household to and from child care	3	10.00%
Getting the children or youth in my household to and from school	6	20.00%
Getting the children or youth in my household to and from before or after school activities or club activities	4	13.33%
Other transportation needs	4	13.33%
Answered	30	na
(skipped this question)	167	

(Contact the DCAA for a list of the client responses to [other transportation needs](#).)

HEALTH

	YES	NO	Answered	Skipped
39. Does anyone in your household have unmet health needs?	25	152	177	20
	14.12%	85.88%	100.00%	

39a. Which of these health needs could your household use help with? (select all that apply)

Getting affordable health insurance	7	28.00%
Getting affordable dental insurance	9	36.00%
Finding a doctor who accepts Medicaid (Title XIX)	3	12.00%
Finding a dentist who accepts Medicaid (Title XIX)	4	16.00%
Managing medications	4	16.00%
Getting treatment for a drug or alcohol issue	0	0.00%
Getting treatment or counseling for a mental health issue	7	28.00%
Dealing with stress, depression, or anxiety	11	44.00%
Dealing with issues related to physical, emotional, or sexual abuse	2	8.00%
Getting regular check-ups, immunizations, developmental screens, or physicals for children in my household	4	16.00%
Getting reproductive health care, including access to birth control and STI testing	1	4.00%
Getting the necessary medical care for a pregnant household member	0	0.00%
Other health needs	2	8.00%
Answered	25	na
(skipped this question)	172	

(Contact the DCAA for a list of the client responses to [other health needs](#).)

	YES	NO	Answered	Skipped
40. Are you or anyone in your household dealing with opioid addiction?	1	153	154	43
	0.65%	99.35%	100.00%	

	YES	NO	Answered	Skipped
41. Do you know anyone, outside of your household, who is dealing with opioid addiction?	11	142	153	44
	7.19%	92.81%	100.00%	

OTHER

	YES	NO	Answered	Skipped
42. Do you have phone service?	161	15	176	21
	91.48%	8.52%	100.00%	
43. Do you have Internet or access to Internet service?	140	36	176	21
	79.55%	20.45%	100.00%	
44. Do you have access to affordable recreation?	105	71	176	21
	59.66%	40.34%	100.00%	
45. Which basic needs could your household use help with? (select all that apply)				
Getting basic furniture, appliances, or house wares	27	40.30%		
Getting personal care items such as soap, diapers, toilet paper, etc.	34	50.75%		
Getting clothing or shoes	28	41.79%		
Doing yard work or snow removal	17	25.37%		
Doing housework	16	23.88%		
Answered	67	na		
(skipped this question)	130			
46. In the last 12 months, what issue(s) were you or your household unable to get help with?				
The number of clients who provided a response:	56			
(Contact the DCAA for the client responses to this question.)				
47. What are TWO important household needs that you want to resolve?				
The number of clients who provided a response:	80			
(Contact the DCAA for the client responses to this question.)				
48. What are TWO things you would like to see improved in your neighborhood or community?				
The number of clients who provided a response:	72			
(Contact the DCAA for the client responses to this question.)				

	YES	NO	Answered	Skipped
49. Are you the primary caregiver (e.g. parent, guardian, custodial grandparent, step-parent, foster parent) of a child or children in Head Start or Early Head Start?	54 31.21%	119 68.79%	173 100.00%	24
49(a). Are you currently working?	30 55.56%	24 44.44%	54 100.00%	143
49(a)(1). Do you work on the weekdays (Monday through Friday) during the daytime?	22 73.33%	8 26.67%	30 100.00%	167
49(a)(2). Do you work in the evenings, at nighttime, and/or on the weekends?	21 70.00%	9 30.00%	30 100.00%	167
49(b). Are you a student or are you taking high-school, college, or university classes?	7 12.96%	47 87.04%	54 100.00%	143
49(b)(1). Do you have classes on the weekdays (Monday through Friday) during the daytime?	6 85.71%	1 14.29%	7 100.00%	190
49(b)(2). Do you have classes in the evenings, at nighttime, and/or on the weekends?	4 57.14%	3 42.86%	7 100.00%	190
49(c). Are you attending courses or training programs designed to help you find a job, improve your job skills, or learn a new job?	4 7.41%	50 92.59%	54 100.00%	143
49(c)(1). Do you have courses or training on the weekdays (Monday through Friday) during the daytime?	2 50.00%	2 50.00%	4 100.00%	193
49(c)(2). Do you have courses or training in the evenings, at nighttime, and/or on the weekends?	1 25.00%	3 75.00%	4 100.00%	193

50. How did you learn about our Community Action Agency? (select all that apply)

Family or friend	69	46.00%
United Way 211	2	1.33%
Television or radio	2	1.33%
Newspaper	2	1.33%
Current or former agency client	30	20.00%
Mailing, brochure, or flyer	5	3.33%
Phone book (yellow pages)	1	0.67%
Internet or website	12	8.00%
Social media (e.g. Facebook, Twitter, Instagram)	11	7.33%
Faith-based organization (e.g. church, temple)	8	5.33%
I was referred by another organization or agency	24	16.00%
Other	25	16.67%
Answered	150	na
(skipped this question)	47	

(Contact the DCAA for a list of the **other** client responses.)

51. When would you prefer to come to one of our locations (offices) when you need assistance? (select one)

Monday through Friday mornings: 6:30 am - 8:00 am	21	12.14%
Monday through Friday: 8:00 am - 4:30 pm	100	57.80%
Monday through Friday evenings: 4:30 pm - 7:00 pm	23	13.29%
Saturday: 9:00 am - 12:00 pm	7	4.05%
Other	22	12.72%
Answered	173	100.00%
(skipped this question)	24	

(Contact the DCAA for a list of the **other** client responses.)

	YES	NO	Answered	Skipped
51(a). Are you unable to go to any of our office locations?	7	166	173	24
	4.05%	95.95%	100.00%	

51(a)(1). Why are you unable to go to any of our office locations for assistance?

The number of clients who provided a response: 2
 (Contact the DCAA for the client responses to this question.)

52. What services has your household received from our agency within the last 12 months?

The number of clients who provided a response: 146
 (Contact the DCAA for the client responses to this question.)

HOUSEHOLD CHARACTERISTICS

1. What county do you live in?

Boone	30	9.17%
Des Moines	2	0.61%
Iowa	1	0.31%
Jasper	19	5.81%
Johnson	1	0.31%
Marion	57	17.43%
Polk	170	51.99%
Warren	47	14.37%
Answered	327	100.00%
(skipped this question)	0	

2. What is your household's zip code?

The number of clients who provided a response: 327
 (Contact the DCAA for the client responses to this question.)

3. How many people are in your household?

1	89	27.22%
2	90	27.52%
3	50	15.29%
4	42	12.84%
5	30	9.17%
6 or more	26	7.95%
Answered	327	100.00%
(skipped this question)	0	

4. How many adults (18 years old and older) are in your household?

1	170	51.99%
2	129	39.45%
3	20	6.12%
4 or more	8	2.45%
Answered	327	100.00%
(skipped this question)	0	

	YES	NO	Answered	Skipped
5. Are you or any member in your household 55 years old or older?	120 36.81%	206 63.19%	326 100.00%	1
6. Does anyone in your household receive Medicaid (Title XIX)?	221 67.79%	105 32.21%	326 100.00%	1
7. Is anyone in your household homebound (unable to leave your home)?	19 5.83%	307 94.17%	326 100.00%	1
8. Are there children (under 3 years old) in your household?	51 15.69%	274 84.31%	325 100.00%	2
9. Are there preschool children (3-5 years old) in your household?	52 16.00%	273 84.00%	325 100.00%	2
10. Are there school-aged children (6-11 years old) in your household?	89 27.38%	236 72.62%	325 100.00%	2
11. Are there youth (12-17 years old) in your household?	91 28.00%	234 72.00%	325 100.00%	2
12. Are there children or youth (under the age of 18) in your household with special needs?	29 8.95%	295 91.05%	324 100.00%	3
13. Is your household a foster care provider for a child or children (0-5 years old)?	4 1.23%	320 98.77%	324 100.00%	3
14. Is anyone in your household pregnant?	11 3.40%	313 96.60%	324 100.00%	3
15. Is anyone in your household physically disabled?	67 20.68%	257 79.32%	324 100.00%	3
16. Does anyone in your household have mental health issues?	112 34.57%	212 65.43%	324 100.00%	3

17. What is your gender?

Male	77	23.84%
Female	245	75.85%
Other	1	0.31%
Answered	323	100.00%
(skipped this question)	4	

18. What is your race?

White	256	79.26%
Black or African American	42	13.00%
Asian	1	0.31%
American Indian	7	2.17%
Alaska Native	0	0.00%
Native Hawaiian or Pacific Islander	0	0.00%
Other	1	0.31%
Multi-race	12	3.72%
Unknown	4	1.24%
Answered	323	100.00%
(skipped this question)	4	

19. Is your ethnicity Hispanic, Latino, or Spanish Origin?

YES	9	2.79%
NO	293	90.71%
Unsure	21	6.50%
Answered	323	100.00%
(skipped this question)	4	

20. What is the primary language of your household (e.g. English, Spanish, Vietnamese, Burmese, etc.)?

The number of clients who provided a response: 292
 (Contact the DCAA for the client responses to this question.)

EMPLOYMENT (Adult = 18 years old and older)

21. How many adults in your household work 30 hour a week or more?

None	196	60.87%
1	107	33.23%
2	16	4.97%
3 or more	3	0.93%
Answered	322	100.00%
(skipped this question)	5	

22. How many adults in your household work less than 30 hour a week?

None	175	54.35%
1	113	35.09%
2	31	9.63%
3 or more	3	0.93%
Answered	322	100.00%
(skipped this question)	5	

23. How many of the adults in your household are working and are trying to find a better job?

None	212	65.84%
1	94	29.19%
2	14	4.35%
3 or more	2	0.62%
Answered	322	100.00%
(skipped this question)	5	

24. How many of the adults in your household are unemployed and are trying to find a job?

None	222	68.94%
1	86	26.71%
2	12	3.73%
3 or more	2	0.62%
Answered	322	100.00%
(skipped this question)	5	

	YES	NO	Answered	Skipped
25. Do you or another adult in your household have employment needs?	77	245	322	5
	23.91%	76.09%	100.00%	

25(a). Which of these employment needs could you or another adult in your household use help with? (select all that apply)

Finding a job or a better job	66	88.00%
Knowing what jobs are available	37	49.33%
Moving to a different area to get a job or a different job	9	12.00%
Getting skills training for the job that I want	26	34.67%
Learning job search skills (i.e. interviewing, writing resumes, applying for jobs online)	24	32.00%
Other employment needs	7	9.33%
Answered	75	na
(skipped this question)	252	

(Contact the DCAA for a list of the client responses to **other employment needs.**)

EDUCATION (Adult = 18 years old and older)

	YES	NO	Answered	Skipped
26. Do you or another adult in your household have education needs or goals?	71	250	321	6
	22.12%	77.88%	100.00%	

26(a). Which of these education needs could you or another adult in your household use help with? (select all that apply)

Obtaining a four-year university or college degree	19	28.36%
Obtaining a two-year community or junior college degree	21	31.34%
Obtaining a technical, vocational, or trade school license, certificate, or degree	20	29.85%
Obtaining a high school diploma or GED/HISET/HSED	23	34.33%
Learning or improving computer skills or computer literacy	13	19.40%
Learning or improving communication or language skills	4	5.97%
Other education needs or goals	8	11.94%
Answered	67	na
(skipped this question)	260	

(Contact the DCAA for a list of the client responses to other education needs and goals.)

FINANCIAL MANAGEMENT

27. In the last 12 months, how has your household's income changed?

No change	156	48.90%
Increased	34	10.66%
Decreased	129	40.44%
Answered	319	100.00%
(skipped this question)	8	

27(a). Why did your income change?

The number of clients who provided a response: 125

(Contact the DCAA for the client responses to this question.)

	YES	NO	Answered	Skipped
28. Does your household have financial management needs?	82	237	319	8
	25.71%	74.29%	100.00%	

28(a). Which of these financial management needs could your household use help with? (select all that apply)

Budgeting and managing money	57	72.15%
Opening a checking or savings account	12	15.19%
Filling out tax forms	28	35.44%
Understanding credit scores	15	18.99%
Solving problems with a credit card or loan company	29	36.71%
Solving problems with a utility company	29	36.71%
Solving problems with a payday loan company	9	11.39%
Other financial management needs	8	10.13%
Answered	79	na
(skipped this question)	248	

(Contact the DCAA for a list of the client responses to other financial management needs.)

LEGAL ISSUES

	YES	NO	Answered	Skipped
29. Does your household need legal assistance to help solve problems or issues? (e.g. divorce, child support, immigration, foreclosure, bankruptcy, simple or minor misdemeanor, etc.)	28	291	319	8
	8.78%	91.22%	100.00%	

29(a). Please specify the problems or issues your household could use legal assistance to solve.

The number of clients who provided a response: 24
 (Contact the DCAA for the client responses to this question.)

HOUSING

	YES	NO	Answered	Skipped
30. Does your household have unmet housing needs?	82	237	319	8
	25.71%	74.29%	100.00%	

30(a). Which of these housing needs could your household use help with? (select all that apply)

Finding safe and affordable housing that fits my household's needs	24	30.77%
Obtaining a loan to buy a house	14	17.95%
Making necessary home or property repairs	34	43.59%
Making my home more energy efficient	29	37.18%
Making changes to my home for a HH member with physical disabilities or is homebound	8	10.26%
Other housing needs	11	14.10%
Answered	78	na
(skipped this question)	249	

(Contact the DCAA for a list of the client responses to **other housing needs.**)

FOOD AND NUTRITION

	YES	NO	Answered	Skipped
31. Is your household enrolled in DHS' Food Assistance Program (SNAP)?	186	132	318	9
	58.49%	41.51%	100.00%	

	YES	NO	Answered	Skipped
32. Does your household have unmet food or nutrition needs?	107	211	318	9
	33.65%	66.35%	100.00%	

32(a). Which of these food and nutrition needs could your household use help with? (select all that apply)

Getting food from food pantries, meal sites, or food shelves	74	71.84%
Having enough food at home	65	63.11%
Learning how to stretch my food dollar	32	31.07%
Learning how to shop and cook for healthy eating	16	15.53%
Learning how to model healthy eating for my household	11	10.68%
Getting nutritious foods for a pregnant household member	4	3.88%
Obtaining breastfeeding education and assistance for a pregnant household member	1	0.97%
Other food or nutrition needs	10	9.71%
Answered	103	na
(skipped this question)	224	

(Contact the DCAA for a list of the client responses to **other food and nutrition needs.**)

CHILD CARE AND CHILD DEVELOPMENT

	YES	NO	Answered	Skipped
33. Are there children under the age of 12 in your household?	118	199	317	10
	37.22%	62.78%	100.00%	

	YES	NO	Answered	Skipped
34. Does your household have unmet child care or child development needs?	20	97	117	210
	17.09%	82.91%	100.00%	

34(a). Which of these child care and child development needs could your household use help with? (select all that apply)

Finding child care in a convenient location	7	36.84%		
Finding quality child care	7	36.84%		
Finding affordable child care	13	68.42%		
Finding weekday daytime child care	1	5.26%		
Finding evening or nighttime child care	3	15.79%		
Finding weekend child care	4	21.05%		
Finding a child care provider that accepts Child Care Assistance	7	36.84%		
Finding a quality preschool	2	10.53%		
Finding before or after school programs for the school-aged children in my household	4	21.05%		
Finding services or resources for the children in my household with special needs	4	21.05%		
Preparing the preschool children in my household for school	2	10.53%		
Other child care or child development needs	2	10.53%		
Answered	19	na		
(skipped this question)	308			

(Contact the DCAA for a list of the client responses to **other child care and child development needs.**)

PARENTING AND FAMILY SUPPORT

	YES	NO	Answered	Skipped
35. Are there children or youth under the age of 18 in your household?	150	166	316	11
	47.47%	52.53%	100.00%	

	YES	NO	Answered	Skipped
36. Do the children or youth in your household get free or reduced price school meals?	119	31	150	177
	79.33%	20.67%	100.00%	

	YES	NO	Answered	Skipped
37. Does your household have unmet parenting or family support needs?	16	134	150	177
	10.67%	89.33%	100.00%	

37(a). Which of these parenting and family support needs could your household use help with? (select all that apply)

Learning how to set goals and plan for my household	3	21.43%		
Learning how to mentor/teach the children or youth in my household more effectively	7	50.00%		
Learning how to communicate with and set boundaries for the teenage youth in my household	6	42.86%		
Learning how to help the children or youth in my household who have displayed bullying or violent behavior	4	28.57%		
Learning how to help the children or youth in my household who have encountered bullying or violent behavior	4	28.57%		
Learning how to talk to the children or youth in my household about drugs and alcohol	0	0.00%		
Learning how to talk to the children or youth in my household about sex, STIs, etc.	1	7.14%		
Learning how to help the children or youth in my household cope with stress, depression, or emotional issues	9	64.29%		
Finding services or resources for the children or youth in my household with special needs	2	14.29%		
Obtaining family planning or birth control education and assistance	0	0.00%		
Other parenting or family support needs	1	7.14%		
Answered			14	na
(skipped this question)			313	

(Contact the DCAA for a list of the client responses to **other parenting and family support needs.**)

TRANSPORTATION

	YES	NO	Answered	Skipped
38. Does your household have unmet transportation needs?	80	236	316	11
	25.32%	74.68%	100.00%	

38(a). Which of these transportation needs could your household use help with? (select all that apply)

Obtaining access to public transportation (e.g. buses, trolleys)	23	29.49%
Getting a dependable vehicle (e.g. car, van, truck)	47	60.26%
Repairing our household's vehicle(s)	31	39.74%
Getting a driver's license	23	29.49%
Getting vehicle insurance	23	29.49%
Getting to and from work	23	29.49%
Getting to and from appointments or errands	27	34.62%
Getting the children in my household to and from child care	3	3.85%
Getting the children or youth in my household to and from school	10	12.82%
Getting the children or youth in my household to and from before or after school activities or club activities	5	6.41%
Other transportation needs	9	11.54%
Answered	78	na
(skipped this question)	249	

(Contact the DCAA for a list of the client responses to other transportation needs.)

HEALTH

	YES	NO	Answered	Skipped
39. Does anyone in your household have unmet health needs?	53	262	315	12
	16.83%	83.17%	100.00%	

39a. Which of these health needs could your household use help with? (select all that apply)

Getting affordable health insurance	20	40.00%
Getting affordable dental insurance	17	34.00%
Finding a doctor who accepts Medicaid (Title XIX)	10	20.00%
Finding a dentist who accepts Medicaid (Title XIX)	14	28.00%
Managing medications	12	24.00%
Getting treatment for a drug or alcohol issue	4	8.00%
Getting treatment or counseling for a mental health issue	15	30.00%
Dealing with stress, depression, or anxiety	28	56.00%
Dealing with issues related to physical, emotional, or sexual abuse	10	20.00%
Getting regular check-ups, immunizations, developmental screens, or physicals for children in my household	2	4.00%
Getting reproductive health care, including access to birth control and STI testing	4	8.00%
Getting the necessary medical care for a pregnant household member	0	0.00%
Other health needs	10	20.00%
Answered	50	na
(skipped this question)	277	

(Contact the DCAA for a list of the client responses to other health needs.)

	YES	NO	Answered	Skipped
40. Are you or anyone in your household dealing with opioid addiction?	3	279	282	45
	1.06%	98.94%	100.00%	

	YES	NO	Answered	Skipped
41. Do you know anyone, outside of your household, who is dealing with opioid addiction?	26	249	275	52
	9.45%	90.55%	100.00%	

OTHER

	YES	NO	Answered	Skipped
42. Do you have phone service?	291	24	315	12
	92.38%	7.62%	100.00%	

	YES	NO	Answered	Skipped
43. Do you have Internet or access to Internet service?	215	100	315	12
	68.25%	31.75%	100.00%	

	YES	NO	Answered	Skipped
44. Do you have access to affordable recreation?	134	181	315	12
	42.54%	57.46%	100.00%	

45. Which basic needs could your household use help with? (select all that apply)			
Getting basic furniture, appliances, or house wares	72	46.45%	
Getting personal care items such as soap, diapers, toilet paper, etc.	104	67.10%	
Getting clothing or shoes	73	47.10%	
Doing yard work or snow removal	49	31.61%	
Doing housework	36	23.23%	
Answered	155	na	
(skipped this question)	172		

46. In the last 12 months, what issue(s) were you or your household unable to get help with?	
The number of clients who provided a response:	141
(Contact the DCAA for the client responses to this question.)	

47. What are TWO important household needs that you want to resolve?	
The number of clients who provided a response:	172
(Contact the DCAA for the client responses to this question.)	

48. What are TWO things you would like to see improved in your neighborhood or community?	
The number of clients who provided a response:	135
(Contact the DCAA for the client responses to this question.)	

	YES	NO	Answered	Skipped
49. Are you the primary caregiver (e.g. parent, guardian, custodial grandparent, step-parent, foster parent) of a child or children in Head Start or Early Head Start?	48	267	315	12
	15.24%	84.76%	100.00%	
49(a). Are you currently working?	26	23	49	278
	53.06%	46.94%	100.00%	
49(a)(1). Do you work on the weekdays (Monday through Friday) during the daytime?	23	2	25	302
	92.00%	8.00%	100.00%	
49(a)(2). Do you work in the evenings, at nighttime, and/or on the weekends?	13	12	25	302
	52.00%	48.00%	100.00%	
49(b). Are you a student or are you taking high-school, college, or university classes?	4	44	48	279
	8.33%	91.67%	100.00%	
49(b)(1). Do you have classes on the weekdays (Monday through Friday) during the daytime?	2	2	4	323
	50.00%	50.00%	100.00%	
49(b)(2). Do you have classes in the evenings, at nighttime, and/or on the weekends?	2	2	4	323
	50.00%	50.00%	100.00%	
49(c). Are you attending courses or training programs designed to help you find a job, improve your job skills, or learn a new job?	2	46	48	279
	4.17%	95.83%	100.00%	
49(c)(1). Do you have courses or training on the weekdays (Monday through Friday) during the daytime?	1	1	2	325
	50.00%	50.00%	100.00%	
49(c)(2). Do you have courses or training in the evenings, at nighttime, and/or on the weekends?	0	2	2	325
	0.00%	100.00%	100.00%	

50. How did you learn about our Community Action Agency? (select all that apply)

Family or friend	147	48.20%
United Way 211	20	6.56%
Television or radio	3	0.98%
Newspaper	2	0.66%
Current or former agency client	44	14.43%
Mailing, brochure, or flyer	10	3.28%
Phone book (yellow pages)	5	1.64%
Internet or website	27	8.85%
Social media (e.g. Facebook, Twitter, Instagram)	17	5.57%
Faith-based organization (e.g. church, temple)	9	2.95%
I was referred by another organization or agency	44	14.43%
Other	46	15.08%
Answered	305	na
(skipped this question)	22	

(Contact the DCAA for a list of the other client responses.)

51. When would you prefer to come to one of our locations (offices) when you need assistance? (select one)

Monday through Friday mornings: 6:30 am - 8:00 am	29	9.24%
Monday through Friday: 8:00 am - 4:30 pm	195	62.10%
Monday through Friday evenings: 4:30 pm - 7:00 pm	38	12.10%
Saturday: 9:00 am - 12:00 pm	18	5.73%
Other	34	10.83%
Answered	314	100.00%
(skipped this question)	13	

(Contact the DCAA for a list of the other client responses.)

	YES	NO	Answered	Skipped
51(a). Are you unable to go to any of our office locations?	14	300	314	13
	4.46%	95.54%	100.00%	

51(a)(1). Why are you unable to go to any of our office locations for assistance?

The number of clients who provided a response: 10
 (Contact the DCAA for the client responses to this question.)

52. What services has your household received from our agency within the last 12 months?

The number of clients who provided a response: 269
 (Contact the DCAA for the client responses to this question.)

HOUSEHOLD CHARACTERISTICS**1. What county do you live in?**

Appanoose	1	0.40%
Clarke	47	18.58%
Decatur	39	15.42%
Iowa	1	0.40%
Lucas	25	9.88%
Monroe	81	32.02%
Wayne	59	23.32%
Answered	253	100.00%
(skipped this question)	0	

2. What is your household's zip code?

The number of clients who provided a response:

253

(Contact the DCAA for the client responses to this question.)

3. How many people are in your household?

1	54	21.34%
2	63	24.90%
3	38	15.02%
4	37	14.62%
5	37	14.62%
6 or more	24	9.49%
Answered	253	100.00%
(skipped this question)	0	

4. How many adults (18 years old and older) are in your household?

1	96	37.94%
2	131	51.78%
3	19	7.51%
4 or more	7	2.77%
Answered	253	100.00%
(skipped this question)	0	

	YES	NO	Answered	Skipped
5. Are you or any member in your household 55 years old or older?	102 40.48%	150 59.52%	252 100.00%	1
6. Does anyone in your household receive Medicaid (Title XIX)?	191 75.79%	61 24.21%	252 100.00%	1
7. Is anyone in your household homebound (unable to leave your home)?	12 4.76%	240 95.24%	252 100.00%	1
8. Are there children (under 3 years old) in your household?	61 24.40%	189 75.60%	250 100.00%	3
9. Are there preschool children (3-5 years old) in your household?	66 26.40%	184 73.60%	250 100.00%	3
10. Are there school-aged children (6-11 years old) in your household?	70 28.00%	180 72.00%	250 100.00%	3
11. Are there youth (12-17 years old) in your household?	55 22.00%	195 78.00%	250 100.00%	3
12. Are there children or youth (under the age of 18) in your household with special needs?	34 13.60%	216 86.40%	250 100.00%	3
13. Is your household a foster care provider for a child or children (0-5 years old)?	1 0.40%	249 99.60%	250 100.00%	3
14. Is anyone in your household pregnant?	8 3.20%	242 96.80%	250 100.00%	3
15. Is anyone in your household physically disabled?	68 27.20%	182 72.80%	250 100.00%	3
16. Does anyone in your household have mental health issues?	86 34.40%	164 65.60%	250 100.00%	3

17. What is your gender?

Male	64	25.60%
Female	184	73.60%
Other	2	0.80%
Answered	250	100.00%
(skipped this question)	3	

18. What is your race?

White	232	92.80%
Black or African American	3	1.20%
Asian	0	0.00%
American Indian	5	2.00%
Alaska Native	0	0.00%
Native Hawaiian or Pacific Islander	0	0.00%
Other	4	1.60%
Multi-race	5	2.00%
Unknown	1	0.40%
Answered	250	100.00%
(skipped this question)	3	

19. Is your ethnicity Hispanic, Latino, or Spanish Origin?

YES	7	2.80%
NO	239	95.60%
Unsure	4	1.60%
Answered	250	100.00%
(skipped this question)	3	

20. What is the primary language of your household (e.g. English, Spanish, Vietnamese, Burmese, etc.)?

The number of clients who provided a response: 244
(Contact the DCAA for the client responses to this question.)

EMPLOYMENT (Adult = 18 years old and older)**21. How many adults in your household work 30 hour a week or more?**

None	136	54.40%
1	86	34.40%
2	25	10.00%
3 or more	3	1.20%
Answered	250	100.00%
(skipped this question)	3	

22. How many adults in your household work less than 30 hour a week?

None	156	62.40%
1	72	28.80%
2	17	6.80%
3 or more	5	2.00%
Answered	250	100.00%
(skipped this question)	3	

23. How many of the adults in your household are working and are trying to find a better job?

None	187	74.80%
1	53	21.20%
2	10	4.00%
3 or more	0	0.00%
Answered	250	100.00%
(skipped this question)	3	

24. How many of the adults in your household are unemployed and are trying to find a job?

None	183	73.20%
1	50	20.00%
2	15	6.00%
3 or more	2	0.80%
Answered	250	100.00%
(skipped this question)	3	

	YES	NO	Answered	Skipped
25. Do you or another adult in your household have employment needs?	60	190	250	3
	24.00%	76.00%	100.00%	

25(a). Which of these employment needs could you or another adult in your household use help with? (select all that apply)

Finding a job or a better job	48	81.36%
Knowing what jobs are available	43	72.88%
Moving to a different area to get a job or a different job	3	5.08%
Getting skills training for the job that I want	27	45.76%
Learning job search skills (i.e. interviewing, writing resumes, applying for jobs online)	27	45.76%
Other employment needs	7	11.86%
Answered	59	na
(skipped this question)	194	

(Contact the DCAA for a list of the client responses to **other employment needs.**)

EDUCATION (Adult = 18 years old and older)

	YES	NO	Answered	Skipped
26. Do you or another adult in your household have education needs or goals?	50	200	250	3
	20.00%	80.00%	100.00%	

26(a). Which of these education needs could you or another adult in your household use help with? (select all that apply)

Obtaining a four-year university or college degree	11	22.00%
Obtaining a two-year community or junior college degree	17	34.00%
Obtaining a technical, vocational, or trade school license, certificate, or degree	22	44.00%
Obtaining a high school diploma or GED/HISET/HSED	16	32.00%
Learning or improving computer skills or computer literacy	14	28.00%
Learning or improving communication or language skills	8	16.00%
Other education needs or goals	5	10.00%
Answered	50	na
(skipped this question)	203	

(Contact the DCAA for a list of the client responses to other education needs and goals.)

FINANCIAL MANAGEMENT**27. In the last 12 months, how has your household's income changed?**

No change	129	52.02%
Increased	43	17.34%
Decreased	76	30.65%
Answered	248	100.00%
(skipped this question)	5	

27(a). Why did your income change?

The number of clients who provided a response: 112
 (Contact the DCAA for the client responses to this question.)

	YES	NO	Answered	Skipped
28. Does your household have financial management needs?	60	188	248	5
	24.19%	75.81%	100.00%	

28(a). Which of these financial management needs could your household use help with? (select all that apply)

Budgeting and managing money	44	75.86%
Opening a checking or savings account	11	18.97%
Filling out tax forms	7	12.07%
Understanding credit scores	13	22.41%
Solving problems with a credit card or loan company	16	27.59%
Solving problems with a utility company	13	22.41%
Solving problems with a payday loan company	2	3.45%
Other financial management needs	8	13.79%
Answered	58	na
(skipped this question)	195	

(Contact the DCAA for a list of the client responses to other financial management needs.)

LEGAL ISSUES

	YES	NO	Answered	Skipped
29. Does your household need legal assistance to help solve problems or issues? (e.g. divorce, child support, immigration, foreclosure, bankruptcy, simple or minor misdemeanor, etc.)	23	223	246	7
	9.35%	90.65%	100.00%	

29(a). Please specify the problems or issues your household could use legal assistance to solve.

The number of clients who provided a response: 23
(Contact the DCAA for the client responses to this question.)

HOUSING

	YES	NO	Answered	Skipped
30. Does your household have unmet housing needs?	66	180	246	7
	26.83%	73.17%	100.00%	

30(a). Which of these housing needs could your household use help with? (select all that apply)

Finding safe and affordable housing that fits my household's needs	17	25.76%
Obtaining a loan to buy a house	19	28.79%
Making necessary home or property repairs	38	57.58%
Making my home more energy efficient	43	65.15%
Making changes to my home for a HH member with physical disabilities or is homebound	6	9.09%
Other housing needs	8	12.12%
Answered	66	na
(skipped this question)	187	

(Contact the DCAA for a list of the client responses to **other housing needs**.)

FOOD AND NUTRITION

	YES	NO	Answered	Skipped
31. Is your household enrolled in DHS' Food Assistance Program (SNAP)?	120	126	246	7
	48.78%	51.22%	100.00%	

	YES	NO	Answered	Skipped
32. Does your household have unmet food or nutrition needs?	69	177	246	7
	28.05%	71.95%	100.00%	

32(a). Which of these food and nutrition needs could your household use help with? (select all that apply)

Getting food from food pantries, meal sites, or food shelves	41	61.19%
Having enough food at home	51	76.12%
Learning how to stretch my food dollar	21	31.34%
Learning how to shop and cook for healthy eating	14	20.90%
Learning how to model healthy eating for my household	5	7.46%
Getting nutritious foods for a pregnant household member	0	0.00%
Obtaining breastfeeding education and assistance for a pregnant household member	0	0.00%
Other food or nutrition needs	5	7.46%
Answered	67	na
(skipped this question)	186	

(Contact the DCAA for a list of the client responses to **other food and nutrition needs**.)

CHILD CARE AND CHILD DEVELOPMENT

	YES	NO	Answered	Skipped
33. Are there children under the age of 12 in your household?	112	134	246	7
	45.53%	54.47%	100.00%	

	YES	NO	Answered	Skipped
34. Does your household have unmet child care or child development needs?	11	101	112	141
	9.82%	90.18%	100.00%	

34(a). Which of these child care and child development needs could your household use help with? (select all that apply)

Finding child care in a convenient location	4	40.00%		
Finding quality child care	5	50.00%		
Finding affordable child care	6	60.00%		
Finding weekday daytime child care	3	30.00%		
Finding evening or nighttime child care	3	30.00%		
Finding weekend child care	4	40.00%		
Finding a child care provider that accepts Child Care Assistance	4	40.00%		
Finding a quality preschool	1	10.00%		
Finding before or after school programs for the school-aged children in my household	1	10.00%		
Finding services or resources for the children in my household with special needs	3	30.00%		
Preparing the preschool children in my household for school	2	20.00%		
Other child care or child development needs	1	10.00%		
Answered	10	na		
(skipped this question)	243			

(Contact the DCAA for a list of the client responses to **other child care and child development needs.**)

PARENTING AND FAMILY SUPPORT

	YES	NO	Answered	Skipped
35. Are there children or youth under the age of 18 in your household?	127	119	246	7
	51.63%	48.37%	100.00%	

	YES	NO	Answered	Skipped
36. Do the children or youth in your household get free or reduced price school meals?	100	27	127	126
	78.74%	21.26%	100.00%	

	YES	NO	Answered	Skipped
37. Does your household have unmet parenting or family support needs?	12	115	127	126
	9.45%	90.55%	100.00%	

37(a). Which of these parenting and family support needs could your household use help with? (select all that apply)

Learning how to set goals and plan for my household	8	66.67%		
Learning how to mentor/teach the children or youth in my household more effectively	4	33.33%		
Learning how to communicate with and set boundaries for the teenage youth in my household	5	41.67%		
Learning how to help the children or youth in my household who have displayed bullying or violent behavior	3	25.00%		
Learning how to help the children or youth in my household who have encountered bullying or violent behavior	4	33.33%		
Learning how to talk to the children or youth in my household about drugs and alcohol	4	33.33%		
Learning how to talk to the children or youth in my household about sex, STIs, etc.	2	16.67%		
Learning how to help the children or youth in my household cope with stress, depression, or emotional issues	5	41.67%		
Finding services or resources for the children or youth in my household with special needs	2	16.67%		
Obtaining family planning or birth control education and assistance	2	16.67%		
Other parenting or family support needs	1	8.33%		
Answered	12	na		
(skipped this question)	241			

(Contact the DCAA for a list of the client responses to **other parenting and family support needs.**)

TRANSPORTATION

	YES	NO	Answered	Skipped
38. Does your household have unmet transportation needs?	62	184	246	7
	25.20%	74.80%	100.00%	

38(a). Which of these transportation needs could your household use help with? (select all that apply)

Obtaining access to public transportation (e.g. buses, trolleys)	11	18.64%
Getting a dependable vehicle (e.g. car, van, truck)	24	40.68%
Repairing our household's vehicle(s)	24	40.68%
Getting a driver's license	14	23.73%
Getting vehicle insurance	19	32.20%
Getting to and from work	11	18.64%
Getting to and from appointments or errands	21	35.59%
Getting the children in my household to and from child care	2	3.39%
Getting the children or youth in my household to and from school	5	8.47%
Getting the children or youth in my household to and from before or after school activities or club activities	3	5.08%
Other transportation needs	10	16.95%
Answered	59	na
(skipped this question)	194	

(Contact the DCAA for a list of the client responses to other transportation needs.)

HEALTH

	YES	NO	Answered	Skipped
39. Does anyone in your household have unmet health needs?	39	207	246	7
	15.85%	84.15%	100.00%	

39a. Which of these health needs could your household use help with? (select all that apply)

Getting affordable health insurance	13	33.33%
Getting affordable dental insurance	15	38.46%
Finding a doctor who accepts Medicaid (Title XIX)	7	17.95%
Finding a dentist who accepts Medicaid (Title XIX)	11	28.21%
Managing medications	1	2.56%
Getting treatment for a drug or alcohol issue	1	2.56%
Getting treatment or counseling for a mental health issue	11	28.21%
Dealing with stress, depression, or anxiety	20	51.28%
Dealing with issues related to physical, emotional, or sexual abuse	4	10.26%
Getting regular check-ups, immunizations, developmental screens, or physicals for children in my household	3	7.69%
Getting reproductive health care, including access to birth control and STI testing	2	5.13%
Getting the necessary medical care for a pregnant household member	0	0.00%
Other health needs	10	25.64%
Answered	39	na
(skipped this question)	214	

(Contact the DCAA for a list of the client responses to other health needs.)

	YES	NO	Answered	Skipped
40. Are you or anyone in your household dealing with opioid addiction?	2	239	241	12
	0.83%	99.17%	100.00%	

	YES	NO	Answered	Skipped
41. Do you know anyone, outside of your household, who is dealing with opioid addiction?	24	217	241	12
	9.96%	90.04%	100.00%	

OTHER

	YES	NO	Answered	Skipped
42. Do you have phone service?	233	13	246	7
	94.72%	5.28%	100.00%	

	YES	NO	Answered	Skipped
43. Do you have Internet or access to Internet service?	171	75	246	7
	69.51%	30.49%	100.00%	

	YES	NO	Answered	Skipped
44. Do you have access to affordable recreation?	155	91	246	7
	63.01%	36.99%	100.00%	

45. Which basic needs could your household use help with? (select all that apply)			
Getting basic furniture, appliances, or house wares	58	43.28%	
Getting personal care items such as soap, diapers, toilet paper, etc.	70	52.24%	
Getting clothing or shoes	54	40.30%	
Doing yard work or snow removal	37	27.61%	
Doing housework	32	23.88%	
Answered	134	na	
(skipped this question)	119		

46. In the last 12 months, what issue(s) were you or your household unable to get help with?
 The number of clients who provided a response: 120
 (Contact the DCAA for the client responses to this question.)

47. What are TWO important household needs that you want to resolve?
 The number of clients who provided a response: 132
 (Contact the DCAA for the client responses to this question.)

48. What are TWO things you would like to see improved in your neighborhood or community?
 The number of clients who provided a response: 125
 (Contact the DCAA for the client responses to this question.)

	YES	NO	Answered	Skipped
49. Are you the primary caregiver (e.g. parent, guardian, custodial grandparent, step-parent, foster parent) of a child or children in Head Start or Early Head Start?	77	168	245	8
	31.43%	68.57%	100.00%	

	YES	NO	Answered	Skipped
49(a). Are you currently working?	50	26	76	177
	65.79%	34.21%	100.00%	

	YES	NO	Answered	Skipped
49(a)(1). Do you work on the weekdays (Monday through Friday) during the daytime?	44	6	50	203
	88.00%	12.00%	100.00%	

	YES	NO	Answered	Skipped
49(a)(2). Do you work in the evenings, at nighttime, and/or on the weekends?	29	21	50	203
	58.00%	42.00%	100.00%	

	YES	NO	Answered	Skipped
49(b). Are you a student or are you taking high-school, college, or university classes?	4	72	76	177
	5.26%	94.74%	100.00%	

	YES	NO	Answered	Skipped
49(b)(1). Do you have classes on the weekdays (Monday through Friday) during the daytime?	2	2	4	249
	50.00%	50.00%	100.00%	

	YES	NO	Answered	Skipped
49(b)(2). Do you have classes in the evenings, at nighttime, and/or on the weekends?	3	1	4	249
	75.00%	25.00%	100.00%	

	YES	NO	Answered	Skipped
49(c). Are you attending courses or training programs designed to help you find a job, improve your job skills, or learn a new job?	1	75	76	177
	1.32%	98.68%	100.00%	

	YES	NO	Answered	Skipped
49(c)(1). Do you have courses or training on the weekdays (Monday through Friday) during the daytime?	1	0	1	252
	100.00%	0.00%	100.00%	

	YES	NO	Answered	Skipped
49(c)(2). Do you have courses or training in the evenings, at nighttime, and/or on the weekends?	0	1	1	252
	0.00%	100.00%	100.00%	

50. How did you learn about our Community Action Agency? (select all that apply)

Family or friend	121	50.63%
United Way 211	2	0.84%
Television or radio	2	0.84%
Newspaper	9	3.77%
Current of former agency client	56	23.43%
Mailing, brochure, or flyer	4	1.67%
Phone book (yellow pages)	5	2.09%
Internet or website	5	2.09%
Social media (e.g. Facebook, Twitter, Instagram)	15	6.28%
Faith-based organization (e.g. church, temple)	5	2.09%
I was referred by another organization or agency	35	14.64%
Other	34	14.23%
Answered	239	na
(skipped this question)	14	

(Contact the DCAA for a list of the other client responses.)

51. When would you prefer to come to one of our locations (offices) when you need assistance? (select one)

Monday through Friday mornings: 6:30 am - 8:00 am	9	3.69%
Monday through Friday: 8:00 am - 4:30 pm	197	80.74%
Monday through Friday evenings: 4:30 pm - 7:00 pm	21	8.61%
Saturday: 9:00 am - 12:00 pm	10	4.10%
Other	7	2.87%
Answered	244	100.00%
(skipped this question)	9	

(Contact the DCAA for a list of the other client responses.)

	YES	NO	Answered	Skipped
51(a). Are you unable to go to any of our office locations?	9	235	244	9
	3.69%	96.31%	100.00%	

51(a)(1). Why are you unable to go to any of our office locations for assistance?

The number of clients who provided a response: 7
 (Contact the DCAA for the client responses to this question.)

52. What services has your household received from our agency within the last 12 months?

The number of clients who provided a response: 212
 (Contact the DCAA for the client responses to this question.)

HOUSEHOLD CHARACTERISTICS**1. What county do you live in?**

Des Moines	144	23.38%
Henry	43	6.98%
Iowa	2	0.32%
Kossuth	1	0.16%
Lee	384	62.34%
Linn	1	0.16%
Louisa	37	6.01%
Washington	4	0.65%
Answered	616	100.00%
(skipped this question)	3	

2. What is your household's zip code?

The number of clients who provided a response:

614

(Contact the DCAA for the client responses to this question.)

3. How many people are in your household?

1	158	25.65%
2	145	23.54%
3	98	15.91%
4	94	15.26%
5	73	11.85%
6 or more	48	7.79%
Answered	616	100.00%
(skipped this question)	3	

4. How many adults (18 years old and older) are in your household?

1	297	50.00%
2	239	40.24%
3	39	6.57%
4 or more	19	3.20%
Answered	594	100.00%
(skipped this question)	25	

	YES	NO	Answered	Skipped
5. Are you or any member in your household 55 years old or older?	220 36.12%	389 63.88%	609 100.00%	10
6. Does anyone in your household receive Medicaid (Title XIX)?	441 73.26%	161 26.74%	602 100.00%	17
7. Is anyone in your household homebound (unable to leave your home)?	26 4.25%	586 95.75%	612 100.00%	7
8. Are there children (under 3 years old) in your household?	134 21.79%	481 78.21%	615 100.00%	4
9. Are there preschool children (3-5 years old) in your household?	173 28.08%	443 71.92%	616 100.00%	3
10. Are there school-aged children (6-11 years old) in your household?	186 30.19%	430 69.81%	616 100.00%	3
11. Are there youth (12-17 years old) in your household?	147 23.98%	466 76.02%	613 100.00%	6
12. Are there children or youth (under the age of 18) in your household with special needs?	62 10.20%	546 89.80%	608 100.00%	11
13. Is your household a foster care provider for a child or children (0-5 years old)?	7 1.14%	607 98.86%	614 100.00%	5
14. Is anyone in your household pregnant?	21 3.43%	592 96.57%	613 100.00%	6
15. Is anyone in your household physically disabled?	153 25.12%	456 74.88%	609 100.00%	10
16. Does anyone in your household have mental health issues?	212 34.87%	396 65.13%	608 100.00%	11

17. What is your gender?

Male	130	21.42%
Female	475	78.25%
Other	2	0.33%
Answered	607	100.00%
(skipped this question)	12	

18. What is your race?

White	521	87.27%
Black or African American	41	6.87%
Asian	1	0.17%
American Indian	3	0.50%
Alaska Native	1	0.17%
Native Hawaiian or Pacific Islander	0	0.00%
Other	9	1.51%
Multi-race	21	3.52%
Unknown	0	0.00%
Answered	597	100.00%
(skipped this question)	22	

19. Is your ethnicity Hispanic, Latino, or Spanish Origin?

YES	36	6.41%
NO	519	92.35%
Unsure	7	1.25%
Answered	562	100.00%
(skipped this question)	57	

20. What is the primary language of your household (e.g. English, Spanish, Vietnamese, Burmese, etc.)?

The number of clients who provided a response: 572
(Contact the DCAA for the client responses to this question.)

EMPLOYMENT (Adult = 18 years old and older)

21. How many adults in your household work 30 hour a week or more?

None	310	52.90%
1	233	39.76%
2	41	7.00%
3 or more	2	0.34%
Answered	586	100.00%
(skipped this question)	33	

22. How many adults in your household work less than 30 hour a week?

None	354	62.11%
1	172	30.18%
2	34	5.96%
3 or more	10	1.75%
Answered	570	100.00%
(skipped this question)	49	

23. How many of the adults in your household are working and are trying to find a better job?

None	388	67.95%
1	165	28.90%
2	17	2.98%
3 or more	1	0.18%
Answered	571	100.00%
(skipped this question)	48	

24. How many of the adults in your household are unemployed and are trying to find a job?

None	407	72.94%
1	126	22.58%
2	18	3.23%
3 or more	7	1.25%
Answered	558	100.00%
(skipped this question)	61	

	YES	NO	Answered	Skipped
25. Do you or another adult in your household have employment needs?	108	471	579	40
	18.65%	81.35%	100.00%	

25(a). Which of these employment needs could you or another adult in your household use help with? (select all that apply)

Finding a job or a better job	85	80.19%
Knowing what jobs are available	44	41.51%
Moving to a different area to get a job or a different job	14	13.21%
Getting skills training for the job that I want	30	28.30%
Learning job search skills (i.e. interviewing, writing resumes, applying for jobs online)	24	22.64%
Other employment needs	17	16.04%
Answered	106	na
(skipped this question)	513	

(Contact the DCAA for a list of the client responses to **other employment needs.**)

EDUCATION (Adult = 18 years old and older)

	YES	NO	Answered	Skipped
26. Do you or another adult in your household have education needs or goals?	139	446	585	34
	23.76%	76.24%	100.00%	

26(a). Which of these education needs could you or another adult in your household use help with? (select all that apply)

Obtaining a four-year university or college degree	39	29.10%
Obtaining a two-year community or junior college degree	46	34.33%
Obtaining a technical, vocational, or trade school license, certificate, or degree	21	15.67%
Obtaining a high school diploma or GED/HISET/HSED	31	23.13%
Learning or improving computer skills or computer literacy	19	14.18%
Learning or improving communication or language skills	5	3.73%
Other education needs or goals	17	12.69%
Answered	134	na
(skipped this question)	485	

(Contact the DCAA for a list of the client responses to other education needs and goals.)

FINANCIAL MANAGEMENT

27. In the last 12 months, how has your household's income changed?

No change	279	48.78%
Increased	91	15.91%
Decreased	202	35.31%
Answered	572	100.00%
(skipped this question)	47	

27(a). Why did your income change?

The number of clients who provided a response: 242
 (Contact the DCAA for the client responses to this question.)

	YES	NO	Answered	Skipped
28. Does your household have financial management needs?	118	449	567	52
	20.81%	79.19%	100.00%	

28(a). Which of these financial management needs could your household use help with? (select all that apply)

Budgeting and managing money	68	60.18%
Opening a checking or savings account	11	9.73%
Filling out tax forms	18	15.93%
Understanding credit scores	23	20.35%
Solving problems with a credit card or loan company	27	23.89%
Solving problems with a utility company	46	40.71%
Solving problems with a payday loan company	9	7.96%
Other financial management needs	13	11.50%
Answered	113	na
(skipped this question)	506	

(Contact the DCAA for a list of the client responses to other financial management needs.)

LEGAL ISSUES

	YES	NO	Answered	Skipped
29. Does your household need legal assistance to help solve problems or issues? (e.g. divorce, child support, immigration, foreclosure, bankruptcy, simple or minor misdemeanor, etc.)	48	530	578	41
	8.30%	91.70%	100.00%	

29(a). Please specify the problems or issues your household could use legal assistance to solve.

The number of clients who provided a response: 42
 (Contact the DCAA for the client responses to this question.)

HOUSING

	YES	NO	Answered	Skipped
30. Does your household have unmet housing needs?	158	412	570	49
	27.72%	72.28%	100.00%	

30(a). Which of these housing needs could your household use help with? (select all that apply)

Finding safe and affordable housing that fits my household's needs	36	23.23%
Obtaining a loan to buy a house	23	14.84%
Making necessary home or property repairs	88	56.77%
Making my home more energy efficient	84	54.19%
Making changes to my home for a HH member with physical disabilities or is homebound	15	9.68%
Other housing needs	18	11.61%
Answered	155	na
(skipped this question)	464	

(Contact the DCAA for a list of the client responses to other housing needs.)

FOOD AND NUTRITION

	YES	NO	Answered	Skipped
31. Is your household enrolled in DHS' Food Assistance Program (SNAP)?	338	240	578	41
	58.48%	41.52%	100.00%	

	YES	NO	Answered	Skipped
32. Does your household have unmet food or nutrition needs?	123	433	556	63
	22.12%	77.88%	100.00%	

32(a). Which of these food and nutrition needs could your household use help with? (select all that apply)

Getting food from food pantries, meal sites, or food shelves	58	49.15%
Having enough food at home	74	62.71%
Learning how to stretch my food dollar	43	36.44%
Learning how to shop and cook for healthy eating	27	22.88%
Learning how to model healthy eating for my household	15	12.71%
Getting nutritious foods for a pregnant household member	4	3.39%
Obtaining breastfeeding education and assistance for a pregnant household member	2	1.69%
Other food or nutrition needs	11	9.32%
Answered	118	na
(skipped this question)	501	

(Contact the DCAA for a list of the client responses to other food and nutrition needs.)

CHILD CARE AND CHILD DEVELOPMENT

	YES	NO	Answered	Skipped
33. Are there children under the age of 12 in your household?	282	296	578	41
	48.79%	51.21%	100.00%	

	YES	NO	Answered	Skipped
34. Does your household have unmet child care or child development needs?	31	244	275	344
	11.27%	88.73%	100.00%	

34(a). Which of these child care and child development needs could your household use help with? (select all that apply)

Finding child care in a convenient location	11	37.93%
Finding quality child care	15	51.72%
Finding affordable child care	17	58.62%
Finding weekday daytime child care	7	24.14%
Finding evening or nighttime child care	11	37.93%
Finding weekend child care	6	20.69%
Finding a child care provider that accepts Child Care Assistance	12	41.38%
Finding a quality preschool	0	0.00%
Finding before or after school programs for the school-aged children in my household	8	27.59%
Finding services or resources for the children in my household with special needs	2	6.90%
Preparing the preschool children in my household for school	2	6.90%
Other child care or child development needs	3	10.34%
Answered	29	na
(skipped this question)	590	

(Contact the DCAA for a list of the client responses to **other child care and child development needs.**)

PARENTING AND FAMILY SUPPORT

	YES	NO	Answered	Skipped
35. Are there children or youth under the age of 18 in your household?	335	230	565	54
	59.29%	40.71%	100.00%	

	YES	NO	Answered	Skipped
36. Do the children or youth in your household get free or reduced price school meals?	255	78	333	286
	76.58%	23.42%	100.00%	

	YES	NO	Answered	Skipped
37. Does your household have unmet parenting or family support needs?	29	302	331	288
	8.76%	91.24%	100.00%	

37(a). Which of these parenting and family support needs could your household use help with? (select all that apply)

Learning how to set goals and plan for my household	8	28.57%
Learning how to mentor/teach the children or youth in my household more effectively	10	35.71%
Learning how to communicate with and set boundaries for the teenage youth in my household	16	57.14%
Learning how to help the children or youth in my household who have displayed bullying or violent behavior	10	35.71%
Learning how to help the children or youth in my household who have encountered bullying or violent behavior	11	39.29%
Learning how to talk to the children or youth in my household about drugs and alcohol	6	21.43%
Learning how to talk to the children or youth in my household about sex, STIs, etc.	7	25.00%
Learning how to help the children or youth in my household cope with stress, depression, or emotional issues	14	50.00%
Finding services or resources for the children or youth in my household with special needs	0	0.00%
Obtaining family planning or birth control education and assistance	2	7.14%
Other parenting or family support needs	2	7.14%
Answered	28	na
(skipped this question)	591	

(Contact the DCAA for a list of the client responses to **other parenting and family support needs.**)

TRANSPORTATION

	YES	NO	Answered	Skipped
38. Does your household have unmet transportation needs?	123	454	577	42
	21.32%	78.68%	100.00%	

38(a). Which of these transportation needs could your household use help with? (select all that apply)

Obtaining access to public transportation (e.g. buses, trolleys)	14	11.67%
Getting a dependable vehicle (e.g. car, van, truck)	62	51.67%
Repairing our household's vehicle(s)	54	45.00%
Getting a driver's license	32	26.67%
Getting vehicle insurance	29	24.17%
Getting to and from work	14	11.67%
Getting to and from appointments or errands	37	30.83%
Getting the children in my household to and from child care	2	1.67%
Getting the children or youth in my household to and from school	9	7.50%
Getting the children or youth in my household to and from before or after school activities or club activities	9	7.50%
Other transportation needs	7	5.83%
Answered	120	na
(skipped this question)	499	

(Contact the DCAA for a list of the client responses to other transportation needs.)

HEALTH

	YES	NO	Answered	Skipped
39. Does anyone in your household have unmet health needs?	90	482	572	47
	15.73%	84.27%	100.00%	

39a. Which of these health needs could your household use help with? (select all that apply)

Getting affordable health insurance	28	31.11%
Getting affordable dental insurance	38	42.22%
Finding a doctor who accepts Medicaid (Title XIX)	9	10.00%
Finding a dentist who accepts Medicaid (Title XIX)	19	21.11%
Managing medications	12	13.33%
Getting treatment for a drug or alcohol issue	3	3.33%
Getting treatment or counseling for a mental health issue	21	23.33%
Dealing with stress, depression, or anxiety	46	51.11%
Dealing with issues related to physical, emotional, or sexual abuse	10	11.11%
Getting regular check-ups, immunizations, developmental screens, or physicals for children in my household	11	12.22%
Getting reproductive health care, including access to birth control and STI testing	6	6.67%
Getting the necessary medical care for a pregnant household member	0	0.00%
Other health needs	16	17.78%
Answered	90	na
(skipped this question)	529	

(Contact the DCAA for a list of the client responses to other health needs.)

	YES	NO	Answered	Skipped
40. Are you or anyone in your household dealing with opioid addiction?	3	486	489	130
	0.61%	99.39%	100.00%	

	YES	NO	Answered	Skipped
41. Do you know anyone, outside of your household, who is dealing with opioid addiction?	23	459	482	137
	4.77%	95.23%	100.00%	

OTHER

	YES	NO	Answered	Skipped
42. Do you have phone service?	538	36	574	45
	93.73%	6.27%	100.00%	
43. Do you have Internet or access to Internet service?	431	145	576	43
	74.83%	25.17%	100.00%	
44. Do you have access to affordable recreation?	301	234	535	84
	56.26%	43.74%	100.00%	
45. Which basic needs could your household use help with? (select all that apply)				
Getting basic furniture, appliances, or house wares	94	37.01%		
Getting personal care items such as soap, diapers, toilet paper, etc.	112	44.09%		
Getting clothing or shoes	120	47.24%		
Doing yard work or snow removal	90	35.43%		
Doing housework	50	19.69%		
Answered	254	na		
(skipped this question)	365			
46. In the last 12 months, what issue(s) were you or your household unable to get help with?				
The number of clients who provided a response:	245			
(Contact the DCAA for the client responses to this question.)				
47. What are TWO important household needs that you want to resolve?				
The number of clients who provided a response:	314			
(Contact the DCAA for the client responses to this question.)				
48. What are TWO things you would like to see improved in your neighborhood or community?				
The number of clients who provided a response:	228			
(Contact the DCAA for the client responses to this question.)				

	YES	NO	Answered	Skipped
49. Are you the primary caregiver (e.g. parent, guardian, custodial grandparent, step-parent, foster parent) of a child or children in Head Start or Early Head Start?	159	395	554	65
	28.70%	71.30%	100.00%	

	YES	NO	Answered	Skipped
49(a). Are you currently working?	110	56	166	453
	66.27%	33.73%	100.00%	

	YES	NO	Answered	Skipped
49(a)(1). Do you work on the weekdays (Monday through Friday) during the daytime?	96	11	107	512
	89.72%	10.28%	100.00%	

	YES	NO	Answered	Skipped
49(a)(2). Do you work in the evenings, at nighttime, and/or on the weekends?	68	36	104	515
	65.38%	34.62%	100.00%	

	YES	NO	Answered	Skipped
49(b). Are you a student or are you taking high-school, college, or university classes?	29	135	164	455
	17.68%	82.32%	100.00%	

	YES	NO	Answered	Skipped
49(b)(1). Do you have classes on the weekdays (Monday through Friday) during the daytime?	21	6	27	592
	77.78%	22.22%	100.00%	

	YES	NO	Answered	Skipped
49(b)(2). Do you have classes in the evenings, at nighttime, and/or on the weekends?	16	10	26	593
	61.54%	38.46%	100.00%	

	YES	NO	Answered	Skipped
49(c). Are you attending courses or training programs designed to help you find a job, improve your job skills, or learn a new job?	17	148	165	454
	10.30%	89.70%	100.00%	

	YES	NO	Answered	Skipped
49(c)(1). Do you have courses or training on the weekdays (Monday through Friday) during the daytime?	9	7	16	603
	56.25%	43.75%	100.00%	

	YES	NO	Answered	Skipped
49(c)(2). Do you have courses or training in the evenings, at nighttime, and/or on the weekends?	9	6	15	604
	60.00%	40.00%	100.00%	

50. How did you learn about our Community Action Agency? (select all that apply)

Family or friend	314	57.72%
United Way 211	7	1.29%
Television or radio	5	0.92%
Newspaper	18	3.31%
Current of former agency client	108	19.85%
Mailing, brochure, or flyer	25	4.60%
Phone book (yellow pages)	8	1.47%
Internet or website	18	3.31%
Social media (e.g. Facebook, Twitter, Instagram)	24	4.41%
Faith-based organization (e.g. church, temple)	21	3.86%
I was referred by another organization or agency	60	11.03%
Other	76	13.97%
Answered	544	na
(skipped this question)	75	

(Contact the DCAA for a list of the other client responses.)

51. When would you prefer to come to one of our locations (offices) when you need assistance? (select one)

Monday through Friday mornings: 6:30 am - 8:00 am	49	9.42%
Monday through Friday: 8:00 am - 4:30 pm	353	67.88%
Monday through Friday evenings: 4:30 pm - 7:00 pm	65	12.50%
Saturday: 9:00 am - 12:00 pm	17	3.27%
Other	36	6.92%
Answered	520	100.00%
(skipped this question)	99	

(Contact the DCAA for a list of the other client responses.)

	YES	NO	Answered	Skipped
51(a). Are you unable to go to any of our office locations?	11	163	174	445
	6.32%	93.68%	100.00%	

51(a)(1). Why are you unable to go to any of our office locations for assistance?

The number of clients who provided a response: 11
 (Contact the DCAA for the client responses to this question.)

52. What services has your household received from our agency within the last 12 months?

The number of clients who provided a response: 530
 (Contact the DCAA for the client responses to this question.)

HOUSEHOLD CHARACTERISTICS

1. What county do you live in?

Appanoose	3	0.44%
Dallas	1	0.15%
Davis	25	3.64%
Jasper	3	0.44%
Jefferson	350	51.02%
Jones	2	0.29%
Keokuk	105	15.31%
Lee	1	0.15%
Mahaska	8	1.17%
Marion	1	0.15%
Van Buren	32	4.66%
Wapello	153	22.30%
Washington	2	0.29%
Answered	686	100.00%
(skipped this question)	3	

2. What is your household's zip code?

The number of clients who provided a response: 687
 (Contact the DCAA for the client responses to this question.)

3. How many people are in your household?

1	222	32.46%
2	184	26.90%
3	99	14.47%
4	84	12.28%
5	56	8.19%
6 or more	39	5.70%
Answered	684	100.00%
(skipped this question)	5	

4. How many adults (18 years old and older) are in your household?

1	362	53.87%
2	248	36.90%
3	47	6.99%
4 or more	15	2.23%
Answered	672	100.00%
(skipped this question)	17	

	YES	NO	Answered	Skipped
5. Are you or any member in your household 55 years old or older?	292 43.26%	383 56.74%	675 100.00%	14
6. Does anyone in your household receive Medicaid (Title XIX)?	472 70.66%	196 29.34%	668 100.00%	21
7. Is anyone in your household homebound (unable to leave your home)?	38 5.60%	640 94.40%	678 100.00%	11
8. Are there children (under 3 years old) in your household?	91 13.42%	587 86.58%	678 100.00%	11
9. Are there preschool children (3-5 years old) in your household?	116 17.11%	562 82.89%	678 100.00%	11
10. Are there school-aged children (6-11 years old) in your household?	161 23.75%	517 76.25%	678 100.00%	11
11. Are there youth (12-17 years old) in your household?	143 21.09%	535 78.91%	678 100.00%	11
12. Are there children or youth (under the age of 18) in your household with special needs?	50 7.41%	625 92.59%	675 100.00%	14
13. Is your household a foster care provider for a child or children (0-5 years old)?	7 1.03%	672 98.97%	679 100.00%	10
14. Is anyone in your household pregnant?	18 2.66%	659 97.34%	677 100.00%	12
15. Is anyone in your household physically disabled?	196 29.12%	477 70.88%	673 100.00%	16
16. Does anyone in your household have mental health issues?	211 31.26%	464 68.74%	675 100.00%	14

17. What is your gender?

Male	214	31.75%
Female	460	68.25%
Other	0	0.00%
Answered	674	100.00%
(skipped this question)	15	

18. What is your race?

White	630	94.03%
Black or African American	14	2.09%
Asian	4	0.60%
American Indian	2	0.30%
Alaska Native	0	0.00%
Native Hawaiian or Pacific Islander	3	0.45%
Other	3	0.45%
Multi-race	14	2.09%
Unknown	0	0.00%
Answered	670	100.00%
(skipped this question)	19	

19. Is your ethnicity Hispanic, Latino, or Spanish Origin?

YES	15	2.31%
NO	632	97.23%
Unsure	3	0.46%
Answered	650	100.00%
(skipped this question)	39	

20. What is the primary language of your household (e.g. English, Spanish, Vietnamese, Burmese, etc.)?

The number of clients who provided a response: 660
 (Contact the DCAA for the client responses to this question.)

EMPLOYMENT (Adult = 18 years old and older)

21. How many adults in your household work 30 hour a week or more?

None	409	62.16%
1	224	34.04%
2	21	3.19%
3 or more	4	0.61%
Answered	658	100.00%
(skipped this question)	31	

22. How many adults in your household work less than 30 hour a week?

None	393	61.02%
1	211	32.76%
2	34	5.28%
3 or more	6	0.93%
Answered	644	100.00%
(skipped this question)	45	

23. How many of the adults in your household are working and are trying to find a better job?

None	508	78.15%
1	131	20.15%
2	10	1.54%
3 or more	1	0.15%
Answered	650	100.00%
(skipped this question)	39	

24. How many of the adults in your household are unemployed and are trying to find a job?

None	475	73.99%
1	139	21.65%
2	25	3.89%
3 or more	3	0.47%
Answered	642	100.00%
(skipped this question)	47	

	YES	NO	Answered	Skipped
25. Do you or another adult in your household have employment needs?	113	538	651	38
	17.36%	82.64%	100.00%	

25(a). Which of these employment needs could you or another adult in your household use help with? (select all that apply)

Finding a job or a better job	88	76.52%
Knowing what jobs are available	50	43.48%
Moving to a different area to get a job or a different job	18	15.65%
Getting skills training for the job that I want	37	32.17%
Learning job search skills (i.e. interviewing, writing resumes, applying for jobs online)	24	20.87%
Other employment needs	23	20.00%
Answered	115	na
(skipped this question)	574	

(Contact the DCAA for a list of the client responses to **other employment needs.**)

EDUCATION (Adult = 18 years old and older)

	YES	NO	Answered	Skipped
26. Do you or another adult in your household have education needs or goals?	112	543	655	34
	17.10%	82.90%	100.00%	

26(a). Which of these education needs could you or another adult in your household use help with? (select all that apply)

Obtaining a four-year university or college degree	35	32.11%
Obtaining a two-year community or junior college degree	24	22.02%
Obtaining a technical, vocational, or trade school license, certificate, or degree	25	22.94%
Obtaining a high school diploma or GED/HISET/HSED	31	28.44%
Learning or improving computer skills or computer literacy	25	22.94%
Learning or improving communication or language skills	7	6.42%
Other education needs or goals	30	27.52%
Answered	109	na
(skipped this question)	580	

(Contact the DCAA for a list of the client responses to other education needs and goals.)

FINANCIAL MANAGEMENT

27. In the last 12 months, how has your household's income changed?

No change	331	51.32%
Increased	91	14.11%
Decreased	223	34.57%
Answered	645	100.00%
(skipped this question)	44	

27(a). Why did your income change?

The number of clients who provided a response: 277

(Contact the DCAA for the client responses to this question.)

	YES	NO	Answered	Skipped
28. Does your household have financial management needs?	85	559	644	45
	13.20%	86.80%	100.00%	

28(a). Which of these financial management needs could your household use help with? (select all that apply)

Budgeting and managing money	46	54.76%
Opening a checking or savings account	13	15.48%
Filling out tax forms	17	20.24%
Understanding credit scores	16	19.05%
Solving problems with a credit card or loan company	28	33.33%
Solving problems with a utility company	33	39.29%
Solving problems with a payday loan company	7	8.33%
Other financial management needs	16	19.05%
Answered	84	na
(skipped this question)	605	

(Contact the DCAA for a list of the client responses to other financial management needs.)

LEGAL ISSUES

	YES	NO	Answered	Skipped
29. Does your household need legal assistance to help solve problems or issues? (e.g. divorce, child support, immigration, foreclosure, bankruptcy, simple or minor misdemeanor, etc.)	56 8.51%	602 91.49%	658 100.00%	31

29(a). Please specify the problems or issues your household could use legal assistance to solve.

The number of clients who provided a response: 48
(Contact the DCAA for the client responses to this question.)

HOUSING

	YES	NO	Answered	Skipped
30. Does your household have unmet housing needs?	169 26.12%	478 73.88%	647 100.00%	42

30(a). Which of these housing needs could your household use help with? (select all that apply)

Finding safe and affordable housing that fits my household's needs	29	16.67%
Obtaining a loan to buy a house	27	15.52%
Making necessary home or property repairs	108	62.07%
Making my home more energy efficient	116	66.67%
Making changes to my home for a HH member with physical disabilities or is homebound	20	11.49%
Other housing needs	28	16.09%
Answered	174	na
(skipped this question)	515	

(Contact the DCAA for a list of the client responses to **other housing needs.**)

FOOD AND NUTRITION

	YES	NO	Answered	Skipped
31. Is your household enrolled in DHS' Food Assistance Program (SNAP)?	400 61.16%	254 38.84%	654 100.00%	35

	YES	NO	Answered	Skipped
32. Does your household have unmet food or nutrition needs?	103 16.25%	531 83.75%	634 100.00%	55

32(a). Which of these food and nutrition needs could your household use help with? (select all that apply)

Getting food from food pantries, meal sites, or food shelves	58	56.86%
Having enough food at home	64	62.75%
Learning how to stretch my food dollar	34	33.33%
Learning how to shop and cook for healthy eating	23	22.55%
Learning how to model healthy eating for my household	12	11.76%
Getting nutritious foods for a pregnant household member	4	3.92%
Obtaining breastfeeding education and assistance for a pregnant household member	2	1.96%
Other food or nutrition needs	15	14.71%
Answered	102	na
(skipped this question)	587	

(Contact the DCAA for a list of the client responses to **other food and nutrition needs.**)

CHILD CARE AND CHILD DEVELOPMENT

	YES	NO	Answered	Skipped
33. Are there children under the age of 12 in your household?	236	422	658	31
	35.87%	64.13%	100.00%	

	YES	NO	Answered	Skipped
34. Does your household have unmet child care or child development needs?	23	214	237	452
	9.70%	90.30%	100.00%	

34(a). Which of these child care and child development needs could your household use help with? (select all that apply)

Finding child care in a convenient location	10	47.62%
Finding quality child care	10	47.62%
Finding affordable child care	15	71.43%
Finding weekday daytime child care	8	38.10%
Finding evening or nighttime child care	4	19.05%
Finding weekend child care	5	23.81%
Finding a child care provider that accepts Child Care Assistance	4	19.05%
Finding a quality preschool	4	19.05%
Finding before or after school programs for the school-aged children in my household	2	9.52%
Finding services or resources for the children in my household with special needs	2	9.52%
Preparing the preschool children in my household for school	2	9.52%
Other child care or child development needs	0	0.00%
Answered	21	na
(skipped this question)	668	

(Contact the DCAA for a list of the client responses to **other child care and child development needs.**)

PARENTING AND FAMILY SUPPORT

	YES	NO	Answered	Skipped
35. Are there children or youth under the age of 18 in your household?	269	364	633	56
	42.50%	57.50%	100.00%	

	YES	NO	Answered	Skipped
36. Do the children or youth in your household get free or reduced price school meals?	216	58	274	415
	78.83%	21.17%	100.00%	

	YES	NO	Answered	Skipped
37. Does your household have unmet parenting or family support needs?	16	253	269	420
	5.95%	94.05%	100.00%	

37(a). Which of these parenting and family support needs could your household use help with? (select all that apply)

Learning how to set goals and plan for my household	10	58.82%
Learning how to mentor/teach the children or youth in my household more effectively	5	29.41%
Learning how to communicate with and set boundaries for the teenage youth in my household	8	47.06%
Learning how to help the children or youth in my household who have displayed bullying or violent behavior	6	35.29%
Learning how to help the children or youth in my household who have encountered bullying or violent behavior	6	35.29%
Learning how to talk to the children or youth in my household about drugs and alcohol	3	17.65%
Learning how to talk to the children or youth in my household about sex, STIs, etc.	3	17.65%
Learning how to help the children or youth in my household cope with stress, depression, or emotional issues	13	76.47%
Finding services or resources for the children or youth in my household with special needs	5	29.41%
Obtaining family planning or birth control education and assistance	2	11.76%
Other parenting or family support needs	0	0.00%
Answered	17	na
(skipped this question)	672	

(Contact the DCAA for a list of the client responses to **other parenting and family support needs.**)

TRANSPORTATION

	YES	NO	Answered	Skipped
38. Does your household have unmet transportation needs?	151	475	626	63
	24.12%	75.88%	100.00%	

38(a). Which of these transportation needs could your household use help with? (select all that apply)

Obtaining access to public transportation (e.g. buses, trolleys)	16	11.03%
Getting a dependable vehicle (e.g. car, van, truck)	65	44.83%
Repairing our household's vehicle(s)	63	43.45%
Getting a driver's license	35	24.14%
Getting vehicle insurance	35	24.14%
Getting to and from work	17	11.72%
Getting to and from appointments or errands	39	26.90%
Getting the children in my household to and from child care	3	2.07%
Getting the children or youth in my household to and from school	14	9.66%
Getting the children or youth in my household to and from before or after school activities or club activities	6	4.14%
Other transportation needs	21	14.48%
Answered	145	na
(skipped this question)	544	

(Contact the DCAA for a list of the client responses to other transportation needs.)

HEALTH

	YES	NO	Answered	Skipped
39. Does anyone in your household have unmet health needs?	90	529	619	70
	14.54%	85.46%	100.00%	

39a. Which of these health needs could your household use help with? (select all that apply)

Getting affordable health insurance	34	37.78%
Getting affordable dental insurance	37	41.11%
Finding a doctor who accepts Medicaid (Title XIX)	9	10.00%
Finding a dentist who accepts Medicaid (Title XIX)	17	18.89%
Managing medications	6	6.67%
Getting treatment for a drug or alcohol issue	3	3.33%
Getting treatment or counseling for a mental health issue	13	14.44%
Dealing with stress, depression, or anxiety	34	37.78%
Dealing with issues related to physical, emotional, or sexual abuse	14	15.56%
Getting regular check-ups, immunizations, developmental screens, or physicals for children in my household	3	3.33%
Getting reproductive health care, including access to birth control and STI testing	5	5.56%
Getting the necessary medical care for a pregnant household member	0	0.00%
Other health needs	15	16.67%
Answered	90	na
(skipped this question)	599	

(Contact the DCAA for a list of the client responses to other health needs.)

	YES	NO	Answered	Skipped
40. Are you or anyone in your household dealing with opioid addiction?	7	530	537	152
	1.30%	98.70%	100.00%	

	YES	NO	Answered	Skipped
41. Do you know anyone, outside of your household, who is dealing with opioid addiction?	20	508	528	161
	3.79%	96.21%	100.00%	

OTHER

	YES	NO	Answered	Skipped
42. Do you have phone service?	590	36	626	63
	94.25%	5.75%	100.00%	

	YES	NO	Answered	Skipped
43. Do you have Internet or access to Internet service?	461	164	625	64
	73.76%	26.24%	100.00%	

	YES	NO	Answered	Skipped
44. Do you have access to affordable recreation?	330	263	593	96
	55.65%	44.35%	100.00%	

45. Which basic needs could your household use help with? (select all that apply)			
Getting basic furniture, appliances, or house wares		110	46.81%
Getting personal care items such as soap, diapers, toilet paper, etc.		103	43.83%
Getting clothing or shoes		111	47.23%
Doing yard work or snow removal		88	37.45%
Doing housework		61	25.96%
Answered		235	na
(skipped this question)		454	

46. In the last 12 months, what issue(s) were you or your household unable to get help with?	
The number of clients who provided a response:	208
(Contact the DCAA for the client responses to this question.)	

47. What are TWO important household needs that you want to resolve?	
The number of clients who provided a response:	308
(Contact the DCAA for the client responses to this question.)	

48. What are TWO things you would like to see improved in your neighborhood or community?	
The number of clients who provided a response:	222
(Contact the DCAA for the client responses to this question.)	

	YES	NO	Answered	Skipped
49. Are you the primary caregiver (e.g. parent, guardian, custodial grandparent, step-parent, foster parent) of a child or children in Head Start or Early Head Start?	73	527	600	89
	12.17%	87.83%	100.00%	

	YES	NO	Answered	Skipped
49(a). Are you currently working?	43	41	84	605
	51.19%	48.81%	100.00%	

	YES	NO	Answered	Skipped
49(a)(1). Do you work on the weekdays (Monday through Friday) during the daytime?	40	4	44	645
	90.91%	9.09%	100.00%	

	YES	NO	Answered	Skipped
49(a)(2). Do you work in the evenings, at nighttime, and/or on the weekends?	31	13	44	645
	70.45%	29.55%	100.00%	

	YES	NO	Answered	Skipped
49(b). Are you a student or are you taking high-school, college, or university classes?	2	79	81	608
	2.47%	97.53%	100.00%	

	YES	NO	Answered	Skipped
49(b)(1). Do you have classes on the weekdays (Monday through Friday) during the daytime?	2	0	2	687
	100.00%	0.00%	100.00%	

	YES	NO	Answered	Skipped
49(b)(2). Do you have classes in the evenings, at nighttime, and/or on the weekends?	1	1	2	687
	50.00%	50.00%	100.00%	

	YES	NO	Answered	Skipped
49(c). Are you attending courses or training programs designed to help you find a job, improve your job skills, or learn a new job?	1	78	79	610
	1.27%	98.73%	100.00%	

	YES	NO	Answered	Skipped
49(c)(1). Do you have courses or training on the weekdays (Monday through Friday) during the daytime?	0	1	1	688
	0.00%	100.00%	100.00%	

	YES	NO	Answered	Skipped
49(c)(2). Do you have courses or training in the evenings, at nighttime, and/or on the weekends?	0	1	1	688
	0.00%	100.00%	100.00%	

50. How did you learn about our Community Action Agency? (select all that apply)

Family or friend	304	52.87%
United Way 211	6	1.04%
Television or radio	14	2.43%
Newspaper	16	2.78%
Current of former agency client	142	24.70%
Mailing, brochure, or flyer	22	3.83%
Phone book (yellow pages)	4	0.70%
Internet or website	21	3.65%
Social media (e.g. Facebook, Twitter, Instagram)	18	3.13%
Faith-based organization (e.g. church, temple)	13	2.26%
I was referred by another organization or agency	64	11.13%
Other	75	13.04%
Answered	575	na
(skipped this question)	114	

(Contact the DCAA for a list of the other client responses.)

51. When would you prefer to come to one of our locations (offices) when you need assistance? (select one)

Monday through Friday mornings: 6:30 am - 8:00 am	39	7.00%
Monday through Friday: 8:00 am - 4:30 pm	397	71.27%
Monday through Friday evenings: 4:30 pm - 7:00 pm	69	12.39%
Saturday: 9:00 am - 12:00 pm	18	3.23%
Other	34	6.10%
Answered	557	100.00%
(skipped this question)	132	

(Contact the DCAA for a list of the other client responses.)

	YES	NO	Answered	Skipped
51(a). Are you unable to go to any of our office locations?	10	426	436	253
	2.29%	97.71%	100.00%	

51(a)(1). Why are you unable to go to any of our office locations for assistance?

The number of clients who provided a response: 9
 (Contact the DCAA for the client responses to this question.)

52. What services has your household received from our agency within the last 12 months?

The number of clients who provided a response: 483
 (Contact the DCAA for the client responses to this question.)

HOUSEHOLD CHARACTERISTICS**1. What county do you live in?**

Buchanan	1	0.20%
Buena Vista	42	8.50%
Clay	40	8.10%
Dickinson	43	8.70%
Emmet	40	8.10%
Hamilton	43	8.70%
Howard	1	0.20%
Humboldt	41	8.30%
O'Brien	41	8.30%
Osceola	41	8.30%
Palo Alto	40	8.10%
Pocahontas	40	8.10%
Webster	41	8.30%
Wright	40	8.10%
Answered	494	100.00%
(skipped this question)	0	

2. What is your household's zip code?

The number of clients who provided a response: 492
(Contact the DCAA for the client responses to this question.)

3. How many people are in your household?

1	178	36.11%
2	126	25.56%
3	60	12.17%
4	73	14.81%
5	28	5.68%
6 or more	28	5.68%
Answered	493	100.00%
(skipped this question)	1	

4. How many adults (18 years old and older) are in your household?

1	263	53.56%
2	193	39.31%
3	25	5.09%
4 or more	10	2.04%
Answered	491	100.00%
(skipped this question)	3	

	YES	NO	Answered	Skipped
5. Are you or any member in your household 55 years old or older?	198 40.33%	293 59.67%	491 100.00%	3
6. Does anyone in your household receive Medicaid (Title XIX)?	316 64.89%	171 35.11%	487 100.00%	7
7. Is anyone in your household homebound (unable to leave your home)?	17 3.46%	474 96.54%	491 100.00%	3
8. Are there children (under 3 years old) in your household?	72 14.57%	422 85.43%	494 100.00%	0
9. Are there preschool children (3-5 years old) in your household?	62 12.58%	431 87.42%	493 100.00%	1
10. Are there school-aged children (6-11 years old) in your household?	103 20.89%	390 79.11%	493 100.00%	1
11. Are there youth (12-17 years old) in your household?	99 20.12%	393 79.88%	492 100.00%	2
12. Are there children or youth (under the age of 18) in your household with special needs?	20 4.06%	473 95.94%	493 100.00%	1
13. Is your household a foster care provider for a child or children (0-5 years old)?	0 0.00%	494 100.00%	494 100.00%	0
14. Is anyone in your household pregnant?	17 3.46%	475 96.54%	492 100.00%	2
15. Is anyone in your household physically disabled?	149 30.22%	344 69.78%	493 100.00%	1
16. Does anyone in your household have mental health issues?	176 35.92%	314 64.08%	490 100.00%	4

17. What is your gender?

Male	128	26.18%
Female	360	73.62%
Other	1	0.20%
Answered	489	100.00%
(skipped this question)	5	

18. What is your race?

White	419	86.57%
Black or African American	21	4.34%
Asian	2	0.41%
American Indian	4	0.83%
Alaska Native	0	0.00%
Native Hawaiian or Pacific Islander	3	0.62%
Other	12	2.48%
Multi-race	20	4.13%
Unknown	3	0.62%
Answered	484	100.00%
(skipped this question)	10	

19. Is your ethnicity Hispanic, Latino, or Spanish Origin?

YES	59	12.72%
NO	400	86.21%
Unsure	5	1.08%
Answered	464	100.00%
(skipped this question)	30	

20. What is the primary language of your household (e.g. English, Spanish, Vietnamese, Burmese, etc.)?

The number of clients who provided a response: 469
(Contact the DCAA for the client responses to this question.)

EMPLOYMENT (Adult = 18 years old and older)**21. How many adults in your household work 30 hour a week or more?**

None	302	62.14%
1	140	28.81%
2	41	8.44%
3 or more	3	0.62%
Answered	486	100.00%
(skipped this question)	8	

22. How many adults in your household work less than 30 hour a week?

None	354	72.99%
1	110	22.68%
2	21	4.33%
3 or more	0	0.00%
Answered	485	100.00%
(skipped this question)	9	

23. How many of the adults in your household are working and are trying to find a better job?

None	375	77.32%
1	86	17.73%
2	23	4.74%
3 or more	1	0.21%
Answered	485	100.00%
(skipped this question)	9	

24. How many of the adults in your household are unemployed and are trying to find a job?

None	369	76.88%
1	91	18.96%
2	17	3.54%
3 or more	3	0.63%
Answered	480	100.00%
(skipped this question)	14	

	YES	NO	Answered	Skipped
25. Do you or another adult in your household have employment needs?	103	382	485	9
	21.24%	78.76%	100.00%	

25(a). Which of these employment needs could you or another adult in your household use help with? (select all that apply)

Finding a job or a better job	76	76.00%
Knowing what jobs are available	37	37.00%
Moving to a different area to get a job or a different job	11	11.00%
Getting skills training for the job that I want	30	30.00%
Learning job search skills (i.e. interviewing, writing resumes, applying for jobs online)	19	19.00%
Other employment needs	16	16.00%
Answered	100	na
(skipped this question)	394	

(Contact the DCAA for a list of the client responses to **other employment needs**.)

EDUCATION (Adult = 18 years old and older)

	YES	NO	Answered	Skipped
26. Do you or another adult in your household have education needs or goals?	86	397	483	11
	17.81%	82.19%	100.00%	

26(a). Which of these education needs could you or another adult in your household use help with? (select all that apply)

Obtaining a four-year university or college degree	29	34.52%
Obtaining a two-year community or junior college degree	22	26.19%
Obtaining a technical, vocational, or trade school license, certificate, or degree	15	17.86%
Obtaining a high school diploma or GED/HISET/HSED	30	35.71%
Learning or improving computer skills or computer literacy	16	19.05%
Learning or improving communication or language skills	15	17.86%
Other education needs or goals	10	11.90%
Answered	84	na
(skipped this question)	410	

(Contact the DCAA for a list of the client responses to other education needs and goals.)

FINANCIAL MANAGEMENT**27. In the last 12 months, how has your household's income changed?**

No change	324	66.94%
Increased	30	6.20%
Decreased	130	26.86%
Answered	484	100.00%
(skipped this question)	10	

27(a). Why did your income change?

The number of clients who provided a response: 132

(Contact the DCAA for the client responses to this question.)

	YES	NO	Answered	Skipped
28. Does your household have financial management needs?	78	404	482	12
	16.18%	83.82%	100.00%	

28(a). Which of these financial management needs could your household use help with? (select all that apply)

Budgeting and managing money	54	73.97%
Opening a checking or savings account	6	8.22%
Filling out tax forms	15	20.55%
Understanding credit scores	13	17.81%
Solving problems with a credit card or loan company	18	24.66%
Solving problems with a utility company	19	26.03%
Solving problems with a payday loan company	4	5.48%
Other financial management needs	7	9.59%
Answered	73	na
(skipped this question)	421	

(Contact the DCAA for a list of the client responses to other financial management needs.)

LEGAL ISSUES

	YES	NO	Answered	Skipped
29. Does your household need legal assistance to help solve problems or issues? (e.g. divorce, child support, immigration, foreclosure, bankruptcy, simple or minor misdemeanor, etc.)	34	450	484	10
	7.02%	92.98%	100.00%	

29(a). Please specify the problems or issues your household could use legal assistance to solve.

The number of clients who provided a response: 33
(Contact the DCAA for the client responses to this question.)

HOUSING

	YES	NO	Answered	Skipped
30. Does your household have unmet housing needs?	96	384	480	14
	20.00%	80.00%	100.00%	

30(a). Which of these housing needs could your household use help with? (select all that apply)

Finding safe and affordable housing that fits my household's needs	28	29.79%
Obtaining a loan to buy a house	20	21.28%
Making necessary home or property repairs	46	48.94%
Making my home more energy efficient	40	42.55%
Making changes to my home for a HH member with physical disabilities or is homebound	4	4.26%
Other housing needs	17	18.09%
Answered	94	na
(skipped this question)	400	

(Contact the DCAA for a list of the client responses to **other housing needs**.)

FOOD AND NUTRITION

	YES	NO	Answered	Skipped
31. Is your household enrolled in DHS' Food Assistance Program (SNAP)?	288	193	481	13
	59.88%	40.12%	100.00%	

	YES	NO	Answered	Skipped
32. Does your household have unmet food or nutrition needs?	117	363	480	14
	24.38%	75.63%	100.00%	

32(a). Which of these food and nutrition needs could your household use help with? (select all that apply)

Getting food from food pantries, meal sites, or food shelves	85	75.22%
Having enough food at home	66	58.41%
Learning how to stretch my food dollar	30	26.55%
Learning how to shop and cook for healthy eating	17	15.04%
Learning how to model healthy eating for my household	10	8.85%
Getting nutritious foods for a pregnant household member	3	2.65%
Obtaining breastfeeding education and assistance for a pregnant household member	2	1.77%
Other food or nutrition needs	6	5.31%
Answered	113	na
(skipped this question)	381	

(Contact the DCAA for a list of the client responses to **other food and nutrition needs**.)

CHILD CARE AND CHILD DEVELOPMENT

	YES	NO	Answered	Skipped
33. Are there children under the age of 12 in your household?	144	342	486	8
	29.63%	70.37%	100.00%	

	YES	NO	Answered	Skipped
34. Does your household have unmet child care or child development needs?	34	110	144	350
	23.61%	76.39%	100.00%	

34(a). Which of these child care and child development needs could your household use help with? (select all that apply)

Finding child care in a convenient location	15	44.12%		
Finding quality child care	16	47.06%		
Finding affordable child care	22	64.71%		
Finding weekday daytime child care	13	38.24%		
Finding evening or nighttime child care	13	38.24%		
Finding weekend child care	10	29.41%		
Finding a child care provider that accepts Child Care Assistance	13	38.24%		
Finding a quality preschool	3	8.82%		
Finding before or after school programs for the school-aged children in my household	6	17.65%		
Finding services or resources for the children in my household with special needs	4	11.76%		
Preparing the preschool children in my household for school	1	2.94%		
Other child care or child development needs	6	17.65%		
Answered	34	na		
(skipped this question)	460			

(Contact the DCAA for a list of the client responses to **other child care and child development needs.**)

PARENTING AND FAMILY SUPPORT

	YES	NO	Answered	Skipped
35. Are there children or youth under the age of 18 in your household?	183	302	485	9
	37.73%	62.27%	100.00%	

	YES	NO	Answered	Skipped
36. Do the children or youth in your household get free or reduced price school meals?	148	33	181	313
	81.77%	18.23%	100.00%	

	YES	NO	Answered	Skipped
37. Does your household have unmet parenting or family support needs?	16	166	182	312
	8.79%	91.21%	100.00%	

37(a). Which of these parenting and family support needs could your household use help with? (select all that apply)

Learning how to set goals and plan for my household	8	53.33%		
Learning how to mentor/teach the children or youth in my household more effectively	8	53.33%		
Learning how to communicate with and set boundaries for the teenage youth in my household	6	40.00%		
Learning how to help the children or youth in my household who have displayed bullying or violent behavior	3	20.00%		
Learning how to help the children or youth in my household who have encountered bullying or violent behavior	6	40.00%		
Learning how to talk to the children or youth in my household about drugs and alcohol	4	26.67%		
Learning how to talk to the children or youth in my household about sex, STIs, etc.	4	26.67%		
Learning how to help the children or youth in my household cope with stress, depression, or emotional issues	8	53.33%		
Finding services or resources for the children or youth in my household with special needs	3	20.00%		
Obtaining family planning or birth control education and assistance	3	20.00%		
Other parenting or family support needs	1	6.67%		
Answered	15	na		
(skipped this question)	479			

(Contact the DCAA for a list of the client responses to **other parenting and family support needs.**)

TRANSPORTATION

	YES	NO	Answered	Skipped
38. Does your household have unmet transportation needs?	107	377	484	10
	22.11%	77.89%	100.00%	

38(a). Which of these transportation needs could your household use help with? (select all that apply)

Obtaining access to public transportation (e.g. buses, trolleys)	17	16.83%
Getting a dependable vehicle (e.g. car, van, truck)	48	47.52%
Repairing our household's vehicle(s)	41	40.59%
Getting a driver's license	15	14.85%
Getting vehicle insurance	25	24.75%
Getting to and from work	15	14.85%
Getting to and from appointments or errands	28	27.72%
Getting the children in my household to and from child care	7	6.93%
Getting the children or youth in my household to and from school	6	5.94%
Getting the children or youth in my household to and from before or after school activities or club activities	4	3.96%
Other transportation needs	13	12.87%
Answered	101	na
(skipped this question)	393	

(Contact the DCAA for a list of the client responses to **other transportation needs**.)

HEALTH

	YES	NO	Answered	Skipped
39. Does anyone in your household have unmet health needs?	94	390	484	10
	19.42%	80.58%	100.00%	

39a. Which of these health needs could your household use help with? (select all that apply)

Getting affordable health insurance	40	45.45%
Getting affordable dental insurance	31	35.23%
Finding a doctor who accepts Medicaid (Title XIX)	9	10.23%
Finding a dentist who accepts Medicaid (Title XIX)	28	31.82%
Managing medications	16	18.18%
Getting treatment for a drug or alcohol issue	2	2.27%
Getting treatment or counseling for a mental health issue	12	13.64%
Dealing with stress, depression, or anxiety	32	36.36%
Dealing with issues related to physical, emotional, or sexual abuse	5	5.68%
Getting regular check-ups, immunizations, developmental screens, or physicals for children in my household	6	6.82%
Getting reproductive health care, including access to birth control and STI testing	5	5.68%
Getting the necessary medical care for a pregnant household member	1	1.14%
Other health needs	10	11.36%
Answered	88	na
(skipped this question)	406	

(Contact the DCAA for a list of the client responses to **other health needs**.)

	YES	NO	Answered	Skipped
40. Are you or anyone in your household dealing with opioid addiction?	5	420	425	69
	1.18%	98.82%	100.00%	

	YES	NO	Answered	Skipped
41. Do you know anyone, outside of your household, who is dealing with opioid addiction?	24	396	420	74
	5.71%	94.29%	100.00%	

OTHER

	YES	NO	Answered	Skipped
42. Do you have phone service?	450	34	484	10
	92.98%	7.02%	100.00%	
43. Do you have Internet or access to Internet service?	306	179	485	9
	63.09%	36.91%	100.00%	
44. Do you have access to affordable recreation?	214	251	465	29
	46.02%	53.98%	100.00%	
45. Which basic needs could your household use help with? (select all that apply)				
Getting basic furniture, appliances, or house wares	86	40.00%		
Getting personal care items such as soap, diapers, toilet paper, etc.	127	59.07%		
Getting clothing or shoes	92	42.79%		
Doing yard work or snow removal	75	34.88%		
Doing housework	38	17.67%		
Answered	215	na		
(skipped this question)	279			
46. In the last 12 months, what issue(s) were you or your household unable to get help with?				
The number of clients who provided a response:	296			
(Contact the DCAA for the client responses to this question.)				
47. What are TWO important household needs that you want to resolve?				
The number of clients who provided a response:	293			
(Contact the DCAA for the client responses to this question.)				
48. What are TWO things you would like to see improved in your neighborhood or community?				
The number of clients who provided a response:	231			
(Contact the DCAA for the client responses to this question.)				

	YES	NO	Answered	Skipped
49. Are you the primary caregiver (e.g. parent, guardian, custodial grandparent, step-parent, foster parent) of a child or children in Head Start or Early Head Start?	60 12.45%	422 87.55%	482 100.00%	12
49(a). Are you currently working?	26 42.62%	35 57.38%	61 100.00%	433
49(a)(1). Do you work on the weekdays (Monday through Friday) during the daytime?	17 73.91%	6 26.09%	23 100.00%	471
49(a)(2). Do you work in the evenings, at nighttime, and/or on the weekends?	20 80.00%	5 20.00%	25 100.00%	469
49(b). Are you a student or are you taking high-school, college, or university classes?	3 4.92%	58 95.08%	61 100.00%	433
49(b)(1). Do you have classes on the weekdays (Monday through Friday) during the daytime?	3 100.00%	0 0.00%	3 100.00%	491
49(b)(2). Do you have classes in the evenings, at nighttime, and/or on the weekends?	1 50.00%	1 50.00%	2 100.00%	492
49(c). Are you attending courses or training programs designed to help you find a job, improve your job skills, or learn a new job?	1 1.67%	59 98.33%	60 100.00%	434
49(c)(1). Do you have courses or training on the weekdays (Monday through Friday) during the daytime?	1 100.00%	0 0.00%	1 100.00%	493
49(c)(2). Do you have courses or training in the evenings, at nighttime, and/or on the weekends?	0 #DIV/0!	0 #DIV/0!	0 #DIV/0!	494

50. How did you learn about our Community Action Agency? (select all that apply)

Family or friend	288	61.54%
United Way 211	2	0.43%
Television or radio	2	0.43%
Newspaper	18	3.85%
Current or former agency client	123	26.28%
Mailing, brochure, or flyer	6	1.28%
Phone book (yellow pages)	3	0.64%
Internet or website	9	1.92%
Social media (e.g. Facebook, Twitter, Instagram)	15	3.21%
Faith-based organization (e.g. church, temple)	20	4.27%
I was referred by another organization or agency	43	9.19%
Other	39	8.33%
Answered	468	na
(skipped this question)	26	

(Contact the DCAA for a list of the **other** client responses.)

51. When would you prefer to come to one of our locations (offices) when you need assistance? (select one)

Monday through Friday mornings: 6:30 am - 8:00 am	77	16.74%
Monday through Friday: 8:00 am - 4:30 pm	330	71.74%
Monday through Friday evenings: 4:30 pm - 7:00 pm	27	5.87%
Saturday: 9:00 am - 12:00 pm	8	1.74%
Other	18	3.91%
Answered	460	100.00%
(skipped this question)	34	

(Contact the DCAA for a list of the **other** client responses.)

	YES	NO	Answered	Skipped
51(a). Are you unable to go to any of our office locations?	3	478	481	13
	0.62%	99.38%	100.00%	

51(a)(1). Why are you unable to go to any of our office locations for assistance?

The number of clients who provided a response: 2
 (Contact the DCAA for the client responses to this question.)

52. What services has your household received from our agency within the last 12 months?

The number of clients who provided a response: 427
 (Contact the DCAA for the client responses to this question.)

HOUSEHOLD CHARACTERISTICS**1. What county do you live in?**

Audubon	1	0.12%
Cass	74	9.01%
Clayton	1	0.12%
Crawford	131	15.96%
Fremont	34	4.14%
Hamilton	2	0.24%
Harrison	68	8.28%
Iowa	1	0.12%
Mills	18	2.19%
Mitchell	1	0.12%
Monona	102	12.42%
Montgomery	100	12.18%
Page	68	8.28%
Pottawattamie	162	19.73%
Shelby	58	7.06%
Answered	821	100.00%
(skipped this question)	0	

2. What is your household's zip code?

The number of clients who provided a response: 821
 (Contact the DCAA for the client responses to this question.)

3. How many people are in your household?

1	184	22.41%
2	188	22.90%
3	134	16.32%
4	138	16.81%
5	98	11.94%
6 or more	79	9.62%
Answered	821	100.00%
(skipped this question)	0	

4. How many adults (18 years old and older) are in your household?

1	375	45.68%
2	370	45.07%
3	57	6.94%
4 or more	19	2.31%
Answered	821	100.00%
(skipped this question)	0	

	YES	NO	Answered	Skipped
5. Are you or any member in your household 55 years old or older?	280 34.19%	539 65.81%	819 100.00%	2
6. Does anyone in your household receive Medicaid (Title XIX)?	557 68.01%	262 31.99%	819 100.00%	2
7. Is anyone in your household homebound (unable to leave your home)?	30 3.66%	789 96.34%	819 100.00%	2
8. Are there children (under 3 years old) in your household?	157 19.22%	660 80.78%	817 100.00%	4
9. Are there preschool children (3-5 years old) in your household?	220 26.93%	597 73.07%	817 100.00%	4
10. Are there school-aged children (6-11 years old) in your household?	258 31.58%	559 68.42%	817 100.00%	4
11. Are there youth (12-17 years old) in your household?	241 29.50%	576 70.50%	817 100.00%	4
12. Are there children or youth (under the age of 18) in your household with special needs?	92 11.26%	725 88.74%	817 100.00%	4
13. Is your household a foster care provider for a child or children (0-5 years old)?	10 1.22%	807 98.78%	817 100.00%	4
14. Is anyone in your household pregnant?	30 3.67%	787 96.33%	817 100.00%	4
15. Is anyone in your household physically disabled?	204 24.97%	613 75.03%	817 100.00%	4
16. Does anyone in your household have mental health issues?	258 31.58%	559 68.42%	817 100.00%	4

17. What is your gender?

Male	175	21.47%
Female	639	78.40%
Other	1	0.12%
Answered	815	100.00%
(skipped this question)	6	

18. What is your race?

White	759	93.13%
Black or African American	8	0.98%
Asian	3	0.37%
American Indian	6	0.74%
Alaska Native	0	0.00%
Native Hawaiian or Pacific Islander	4	0.49%
Other	21	2.58%
Multi-race	11	1.35%
Unknown	3	0.37%
Answered	815	100.00%
(skipped this question)	6	

19. Is your ethnicity Hispanic, Latino, or Spanish Origin?

YES	61	7.48%
NO	747	91.66%
Unsure	7	0.86%
Answered	815	100.00%
(skipped this question)	6	

20. What is the primary language of your household (e.g. English, Spanish, Vietnamese, Burmese, etc.)?

The number of clients who provided a response: 798
(Contact the DCAA for the client responses to this question.)

EMPLOYMENT (Adult = 18 years old and older)**21. How many adults in your household work 30 hour a week or more?**

None	410	50.43%
1	299	36.78%
2	95	11.69%
3 or more	9	1.11%
Answered	813	100.00%
(skipped this question)	8	

22. How many adults in your household work less than 30 hour a week?

None	523	64.33%
1	245	30.14%
2	41	5.04%
3 or more	4	0.49%
Answered	813	100.00%
(skipped this question)	8	

23. How many of the adults in your household are working and are trying to find a better job?

None	552	67.90%
1	211	25.95%
2	47	5.78%
3 or more	3	0.37%
Answered	813	100.00%
(skipped this question)	8	

24. How many of the adults in your household are unemployed and are trying to find a job?

None	583	71.71%
1	197	24.23%
2	32	3.94%
3 or more	1	0.12%
Answered	813	100.00%
(skipped this question)	8	

	YES	NO	Answered	Skipped
25. Do you or another adult in your household have employment needs?	172	641	813	8
	21.16%	78.84%	100.00%	

25(a). Which of these employment needs could you or another adult in your household use help with? (select all that apply)

Finding a job or a better job	143	85.12%
Knowing what jobs are available	77	45.83%
Moving to a different area to get a job or a different job	21	12.50%
Getting skills training for the job that I want	47	27.98%
Learning job search skills (i.e. interviewing, writing resumes, applying for jobs online)	36	21.43%
Other employment needs	24	14.29%
Answered	168	na
(skipped this question)	653	

(Contact the DCAA for a list of the client responses to **other employment needs.**)

EDUCATION (Adult = 18 years old and older)

	YES	NO	Answered	Skipped
26. Do you or another adult in your household have education needs or goals?	159	654	813	8
	19.56%	80.44%	100.00%	

26(a). Which of these education needs could you or another adult in your household use help with? (select all that apply)

Obtaining a four-year university or college degree	48	31.17%
Obtaining a two-year community or junior college degree	44	28.57%
Obtaining a technical, vocational, or trade school license, certificate, or degree	34	22.08%
Obtaining a high school diploma or GED/HISET/HSED	42	27.27%
Learning or improving computer skills or computer literacy	23	14.94%
Learning or improving communication or language skills	12	7.79%
Other education needs or goals	25	16.23%
Answered	154	na
(skipped this question)	667	

(Contact the DCAA for a list of the client responses to **other education needs and goals**.)

FINANCIAL MANAGEMENT**27. In the last 12 months, how has your household's income changed?**

No change	440	54.39%
Increased	118	14.59%
Decreased	251	31.03%
Answered	809	100.00%
(skipped this question)	12	

27(a). Why did your income change?

The number of clients who provided a response: 315

(Contact the DCAA for the client responses to this question.)

	YES	NO	Answered	Skipped
28. Does your household have financial management needs?	147	661	808	13
	18.19%	81.81%	100.00%	

28(a). Which of these financial management needs could your household use help with? (select all that apply)

Budgeting and managing money	98	69.01%
Opening a checking or savings account	18	12.68%
Filling out tax forms	28	19.72%
Understanding credit scores	28	19.72%
Solving problems with a credit card or loan company	37	26.06%
Solving problems with a utility company	34	23.94%
Solving problems with a payday loan company	9	6.34%
Other financial management needs	23	16.20%
Answered	142	na
(skipped this question)	679	

(Contact the DCAA for a list of the client responses to **other financial management needs**.)

LEGAL ISSUES

	YES	NO	Answered	Skipped
29. Does your household need legal assistance to help solve problems or issues? (e.g. divorce, child support, immigration, foreclosure, bankruptcy, simple or minor misdemeanor, etc.)	89	716	805	16
	11.06%	88.94%	100.00%	

29(a). Please specify the problems or issues your household could use legal assistance to solve.

The number of clients who provided a response: 80
(Contact the DCAA for the client responses to this question.)

HOUSING

	YES	NO	Answered	Skipped
30. Does your household have unmet housing needs?	178	626	804	17
	22.14%	77.86%	100.00%	

30(a). Which of these housing needs could your household use help with? (select all that apply)

Finding safe and affordable housing that fits my household's needs	49	27.84%
Obtaining a loan to buy a house	31	17.61%
Making necessary home or property repairs	89	50.57%
Making my home more energy efficient	79	44.89%
Making changes to my home for a HH member with physical disabilities or is homebound	10	5.68%
Other housing needs	34	19.32%
Answered	176	na
(skipped this question)	645	

(Contact the DCAA for a list of the client responses to other housing needs.)

FOOD AND NUTRITION

	YES	NO	Answered	Skipped
31. Is your household enrolled in DHS' Food Assistance Program (SNAP)?	429	375	804	17
	53.36%	46.64%	100.00%	

	YES	NO	Answered	Skipped
32. Does your household have unmet food or nutrition needs?	155	649	804	17
	19.28%	80.72%	100.00%	

32(a). Which of these food and nutrition needs could your household use help with? (select all that apply)

Getting food from food pantries, meal sites, or food shelves	88	61.54%
Having enough food at home	96	67.13%
Learning how to stretch my food dollar	47	32.87%
Learning how to shop and cook for healthy eating	32	22.38%
Learning how to model healthy eating for my household	19	13.29%
Getting nutritious foods for a pregnant household member	5	3.50%
Obtaining breastfeeding education and assistance for a pregnant household member	1	0.70%
Other food or nutrition needs	13	9.09%
Answered	143	na
(skipped this question)	678	

(Contact the DCAA for a list of the client responses to other food and nutrition needs.)

CHILD CARE AND CHILD DEVELOPMENT

	YES	NO	Answered	Skipped
33. Are there children under the age of 12 in your household?	383	419	802	19
	47.76%	52.24%	100.00%	

	YES	NO	Answered	Skipped
34. Does your household have unmet child care or child development needs?	42	341	383	438
	10.97%	89.03%	100.00%	

34(a). Which of these child care and child development needs could your household use help with? (select all that apply)

Finding child care in a convenient location	14	34.15%		
Finding quality child care	15	36.59%		
Finding affordable child care	22	53.66%		
Finding weekday daytime child care	11	26.83%		
Finding evening or nighttime child care	12	29.27%		
Finding weekend child care	9	21.95%		
Finding a child care provider that accepts Child Care Assistance	6	14.63%		
Finding a quality preschool	2	4.88%		
Finding before or after school programs for the school-aged children in my household	8	19.51%		
Finding services or resources for the children in my household with special needs	7	17.07%		
Preparing the preschool children in my household for school	6	14.63%		
Other child care or child development needs	7	17.07%		
Answered	41	na		
(skipped this question)	780			

(Contact the DCAA for a list of the client responses to **other child care and child development needs.**)

PARENTING AND FAMILY SUPPORT

	YES	NO	Answered	Skipped
35. Are there children or youth under the age of 18 in your household?	442	359	801	20
	55.18%	44.82%	100.00%	

	YES	NO	Answered	Skipped
36. Do the children or youth in your household get free or reduced price school meals?	371	71	442	379
	83.94%	16.06%	100.00%	

	YES	NO	Answered	Skipped
37. Does your household have unmet parenting or family support needs?	41	401	442	379
	9.28%	90.72%	100.00%	

37(a). Which of these parenting and family support needs could your household use help with? (select all that apply)

Learning how to set goals and plan for my household	13	33.33%		
Learning how to mentor/teach the children or youth in my household more effectively	16	41.03%		
Learning how to communicate with and set boundaries for the teenage youth in my household	13	33.33%		
Learning how to help the children or youth in my household who have displayed bullying or violent behavior	12	30.77%		
Learning how to help the children or youth in my household who have encountered bullying or violent behavior	16	41.03%		
Learning how to talk to the children or youth in my household about drugs and alcohol	8	20.51%		
Learning how to talk to the children or youth in my household about sex, STIs, etc.	9	23.08%		
Learning how to help the children or youth in my household cope with stress, depression, or emotional issues	25	64.10%		
Finding services or resources for the children or youth in my household with special needs	8	20.51%		
Obtaining family planning or birth control education and assistance	3	7.69%		
Other parenting or family support needs	8	20.51%		
Answered	39	na		
(skipped this question)	782			

(Contact the DCAA for a list of the client responses to **other parenting and family support needs.**)

TRANSPORTATION

	YES	NO	Answered	Skipped
38. Does your household have unmet transportation needs?	156	643	799	22
	19.52%	80.48%	100.00%	

38(a). Which of these transportation needs could your household use help with? (select all that apply)

Obtaining access to public transportation (e.g. buses, trolleys)	24	15.89%
Getting a dependable vehicle (e.g. car, van, truck)	80	52.98%
Repairing our household's vehicle(s)	54	35.76%
Getting a driver's license	38	25.17%
Getting vehicle insurance	38	25.17%
Getting to and from work	33	21.85%
Getting to and from appointments or errands	47	31.13%
Getting the children in my household to and from child care	15	9.93%
Getting the children or youth in my household to and from school	26	17.22%
Getting the children or youth in my household to and from before or after school activities or club activities	16	10.60%
Other transportation needs	17	11.26%
Answered	151	na
(skipped this question)	670	

(Contact the DCAA for a list of the client responses to other transportation needs.)

HEALTH

	YES	NO	Answered	Skipped
39. Does anyone in your household have unmet health needs?	113	684	797	24
	14.18%	85.82%	100.00%	

39a. Which of these health needs could your household use help with? (select all that apply)

Getting affordable health insurance	35	32.11%
Getting affordable dental insurance	50	45.87%
Finding a doctor who accepts Medicaid (Title XIX)	12	11.01%
Finding a dentist who accepts Medicaid (Title XIX)	30	27.52%
Managing medications	7	6.42%
Getting treatment for a drug or alcohol issue	9	8.26%
Getting treatment or counseling for a mental health issue	27	24.77%
Dealing with stress, depression, or anxiety	52	47.71%
Dealing with issues related to physical, emotional, or sexual abuse	12	11.01%
Getting regular check-ups, immunizations, developmental screens, or physicals for children in my household	10	9.17%
Getting reproductive health care, including access to birth control and STI testing	8	7.34%
Getting the necessary medical care for a pregnant household member	2	1.83%
Other health needs	24	22.02%
Answered	109	na
(skipped this question)	712	

(Contact the DCAA for a list of the client responses to other health needs.)

	YES	NO	Answered	Skipped
40. Are you or anyone in your household dealing with opioid addiction?	5	745	750	71
	0.67%	99.33%	100.00%	

	YES	NO	Answered	Skipped
41. Do you know anyone, outside of your household, who is dealing with opioid addiction?	56	690	746	75
	7.51%	92.49%	100.00%	

OTHER

	YES	NO	Answered	Skipped
42. Do you have phone service?	749	45	794	27
	94.33%	5.67%	100.00%	

	YES	NO	Answered	Skipped
43. Do you have Internet or access to Internet service?	574	220	794	27
	72.29%	27.71%	100.00%	

	YES	NO	Answered	Skipped
44. Do you have access to affordable recreation?	433	361	794	27
	54.53%	45.47%	100.00%	

45. Which basic needs could your household use help with? (select all that apply)

Getting basic furniture, appliances, or house wares	126	37.95%
Getting personal care items such as soap, diapers, toilet paper, etc.	172	51.81%
Getting clothing or shoes	151	45.48%
Doing yard work or snow removal	85	25.60%
Doing housework	58	17.47%
Answered	332	na
(skipped this question)	489	

46. In the last 12 months, what issue(s) were you or your household unable to get help with?

The number of clients who provided a response: 338
(Contact the DCAA for the client responses to this question.)

47. What are TWO important household needs that you want to resolve?

The number of clients who provided a response: 415
(Contact the DCAA for the client responses to this question.)

48. What are TWO things you would like to see improved in your neighborhood or community?

The number of clients who provided a response: 316
(Contact the DCAA for the client responses to this question.)

	YES	NO	Answered	Skipped
49. Are you the primary caregiver (e.g. parent, guardian, custodial grandparent, step-parent, foster parent) of a child or children in Head Start or Early Head Start?	204	583	787	34
	25.92%	74.08%	100.00%	
49(a). Are you currently working?	121	82	203	618
	59.61%	40.39%	100.00%	
49(a)(1). Do you work on the weekdays (Monday through Friday) during the daytime?	102	19	121	700
	84.30%	15.70%	100.00%	
49(a)(2). Do you work in the evenings, at nighttime, and/or on the weekends?	76	45	121	700
	62.81%	37.19%	100.00%	
49(b). Are you a student or are you taking high-school, college, or university classes?	20	183	203	618
	9.85%	90.15%	100.00%	
49(b)(1). Do you have classes on the weekdays (Monday through Friday) during the daytime?	15	6	21	800
	71.43%	28.57%	100.00%	
49(b)(2). Do you have classes in the evenings, at nighttime, and/or on the weekends?	10	11	21	800
	47.62%	52.38%	100.00%	
49(c). Are you attending courses or training programs designed to help you find a job, improve your job skills, or learn a new job?	15	187	202	619
	7.43%	92.57%	100.00%	
49(c)(1). Do you have courses or training on the weekdays (Monday through Friday) during the daytime?	10	5	15	806
	66.67%	33.33%	100.00%	
49(c)(2). Do you have courses or training in the evenings, at nighttime, and/or on the weekends?	3	12	15	806
	20.00%	80.00%	100.00%	

50. How did you learn about our Community Action Agency? (select all that apply)

Family or friend	387	50.79%
United Way 211	8	1.05%
Television or radio	2	0.26%
Newspaper	31	4.07%
Current of former agency client	168	22.05%
Mailing, brochure, or flyer	20	2.62%
Phone book (yellow pages)	4	0.52%
Internet or website	51	6.69%
Social media (e.g. Facebook, Twitter, Instagram)	22	2.89%
Faith-based organization (e.g. church, temple)	8	1.05%
I was referred by another organization or agency	115	15.09%
Other	84	11.02%
Answered	762	na
(skipped this question)	59	

(Contact the DCAA for a list of the other client responses.)

51. When would you prefer to come to one of our locations (offices) when you need assistance? (select one)

Monday through Friday mornings: 6:30 am - 8:00 am	42	5.38%
Monday through Friday: 8:00 am - 4:30 pm	551	70.64%
Monday through Friday evenings: 4:30 pm - 7:00 pm	98	12.56%
Saturday: 9:00 am - 12:00 pm	50	6.41%
Other	39	5.00%
Answered	780	100.00%
(skipped this question)	41	

(Contact the DCAA for a list of the other client responses.)

	YES	NO	Answered	Skipped
51(a). Are you unable to go to any of our office locations?	33	747	780	41
	4.23%	95.77%	100.00%	

51(a)(1). Why are you unable to go to any of our office locations for assistance?

The number of clients who provided a response: 21
 (Contact the DCAA for the client responses to this question.)

52. What services has your household received from our agency within the last 12 months?

The number of clients who provided a response: 680
 (Contact the DCAA for the client responses to this question.)

HOUSEHOLD CHARACTERISTICS**1. What county do you live in?**

Iowa	5	1.95%
Monona	2	0.78%
Woodbury	249	97.27%
Answered	256	100.00%
(skipped this question)	0	

2. What is your household's zip code?

The number of clients who provided a response:

256

(Contact the DCAA for the client responses to this question.)

3. How many people are in your household?

1	59	23.05%
2	36	14.06%
3	35	13.67%
4	47	18.36%
5	37	14.45%
6 or more	42	16.41%
Answered	256	100.00%
(skipped this question)	0	

4. How many adults (18 years old and older) are in your household?

1	115	44.92%
2	97	37.89%
3	29	11.33%
4 or more	15	5.86%
Answered	256	100.00%
(skipped this question)	0	

	YES	NO	Answered	Skipped
5. Are you or any member in your household 55 years old or older?	94 36.86%	161 63.14%	255 100.00%	1
6. Does anyone in your household receive Medicaid (Title XIX)?	197 77.25%	58 22.75%	255 100.00%	1
7. Is anyone in your household homebound (unable to leave your home)?	17 6.67%	238 93.33%	255 100.00%	1
8. Are there children (under 3 years old) in your household?	85 33.33%	170 66.67%	255 100.00%	1
9. Are there preschool children (3-5 years old) in your household?	96 37.65%	159 62.35%	255 100.00%	1
10. Are there school-aged children (6-11 years old) in your household?	94 36.86%	161 63.14%	255 100.00%	1
11. Are there youth (12-17 years old) in your household?	59 23.14%	196 76.86%	255 100.00%	1
12. Are there children or youth (under the age of 18) in your household with special needs?	33 13.04%	220 86.96%	253 100.00%	3
13. Is your household a foster care provider for a child or children (0-5 years old)?	7 2.77%	246 97.23%	253 100.00%	3
14. Is anyone in your household pregnant?	14 5.53%	239 94.47%	253 100.00%	3
15. Is anyone in your household physically disabled?	65 25.69%	188 74.31%	253 100.00%	3
16. Does anyone in your household have mental health issues?	91 35.97%	162 64.03%	253 100.00%	3

17. What is your gender?

Male	58	23.11%
Female	193	76.89%
Other	0	0.00%
Answered	251	100.00%
(skipped this question)	5	

18. What is your race?

White	204	81.27%
Black or African American	15	5.98%
Asian	0	0.00%
American Indian	18	7.17%
Alaska Native	0	0.00%
Native Hawaiian or Pacific Islander	1	0.40%
Other	5	1.99%
Multi-race	8	3.19%
Unknown	0	0.00%
Answered	251	100.00%
(skipped this question)	5	

19. Is your ethnicity Hispanic, Latino, or Spanish Origin?

YES	38	15.14%
NO	209	83.27%
Unsure	4	1.59%
Answered	251	100.00%
(skipped this question)	5	

20. What is the primary language of your household (e.g. English, Spanish, Vietnamese, Burmese, etc.)?

The number of clients who provided a response: 247
 (Contact the DCAA for the client responses to this question.)

EMPLOYMENT (Adult = 18 years old and older)

21. How many adults in your household work 30 hour a week or more?

None	120	48.00%
1	89	35.60%
2	34	13.60%
3 or more	7	2.80%
Answered	250	100.00%
(skipped this question)	6	

22. How many adults in your household work less than 30 hour a week?

None	158	63.20%
1	83	33.20%
2	9	3.60%
3 or more	0	0.00%
Answered	250	100.00%
(skipped this question)	6	

23. How many of the adults in your household are working and are trying to find a better job?

None	155	62.00%
1	82	32.80%
2	11	4.40%
3 or more	2	0.80%
Answered	250	100.00%
(skipped this question)	6	

24. How many of the adults in your household are unemployed and are trying to find a job?

None	185	74.00%
1	57	22.80%
2	5	2.00%
3 or more	3	1.20%
Answered	250	100.00%
(skipped this question)	6	

	YES	NO	Answered	Skipped
25. Do you or another adult in your household have employment needs?	52	198	250	6
	20.80%	79.20%	100.00%	

25(a). Which of these employment needs could you or another adult in your household use help with? (select all that apply)

Finding a job or a better job	39	75.00%
Knowing what jobs are available	19	36.54%
Moving to a different area to get a job or a different job	4	7.69%
Getting skills training for the job that I want	12	23.08%
Learning job search skills (i.e. interviewing, writing resumes, applying for jobs online)	8	15.38%
Other employment needs	7	13.46%
Answered	52	na
(skipped this question)	204	

(Contact the DCAA for a list of the client responses to **other employment needs.**)

EDUCATION (Adult = 18 years old and older)

	YES	NO	Answered	Skipped
26. Do you or another adult in your household have education needs or goals?	71	179	250	6
	28.40%	71.60%	100.00%	

26(a). Which of these education needs could you or another adult in your household use help with? (select all that apply)

Obtaining a four-year university or college degree	19	28.36%
Obtaining a two-year community or junior college degree	22	32.84%
Obtaining a technical, vocational, or trade school license, certificate, or degree	16	23.88%
Obtaining a high school diploma or GED/HISET/HSED	17	25.37%
Learning or improving computer skills or computer literacy	5	7.46%
Learning or improving communication or language skills	5	7.46%
Other education needs or goals	5	7.46%
Answered	67	na
(skipped this question)	189	

(Contact the DCAA for a list of the client responses to other education needs and goals.)

FINANCIAL MANAGEMENT

27. In the last 12 months, how has your household's income changed?

No change	141	56.63%
Increased	26	10.44%
Decreased	82	32.93%
Answered	249	100.00%
(skipped this question)	7	

27(a). Why did your income change?

The number of clients who provided a response: 95

(Contact the DCAA for the client responses to this question.)

	YES	NO	Answered	Skipped
28. Does your household have financial management needs?	47	200	247	9
	19.03%	80.97%	100.00%	

28(a). Which of these financial management needs could your household use help with? (select all that apply)

Budgeting and managing money	19	44.19%
Opening a checking or savings account	3	6.98%
Filling out tax forms	3	6.98%
Understanding credit scores	3	6.98%
Solving problems with a credit card or loan company	6	13.95%
Solving problems with a utility company	18	41.86%
Solving problems with a payday loan company	5	11.63%
Other financial management needs	10	23.26%
Answered	43	na
(skipped this question)	213	

(Contact the DCAA for a list of the client responses to other financial management needs.)

LEGAL ISSUES

	YES	NO	Answered	Skipped
29. Does your household need legal assistance to help solve problems or issues? (e.g. divorce, child support, immigration, foreclosure, bankruptcy, simple or minor misdemeanor, etc.)	26	221	247	9
	10.53%	89.47%	100.00%	

29(a). Please specify the problems or issues your household could use legal assistance to solve.

The number of clients who provided a response: 25
 (Contact the DCAA for the client responses to this question.)

HOUSING

	YES	NO	Answered	Skipped
30. Does your household have unmet housing needs?	59	187	246	10
	23.98%	76.02%	100.00%	

30(a). Which of these housing needs could your household use help with? (select all that apply)

Finding safe and affordable housing that fits my household's needs	29	49.15%
Obtaining a loan to buy a house	10	16.95%
Making necessary home or property repairs	18	30.51%
Making my home more energy efficient	26	44.07%
Making changes to my home for a HH member with physical disabilities or is homebound	7	11.86%
Other housing needs	5	8.47%
Answered	59	na
(skipped this question)	197	

(Contact the DCAA for a list of the client responses to other housing needs.)

FOOD AND NUTRITION

	YES	NO	Answered	Skipped
31. Is your household enrolled in DHS' Food Assistance Program (SNAP)?	141	104	245	11
	57.55%	42.45%	100.00%	

	YES	NO	Answered	Skipped
32. Does your household have unmet food or nutrition needs?	66	179	245	11
	26.94%	73.06%	100.00%	

32(a). Which of these food and nutrition needs could your household use help with? (select all that apply)

Getting food from food pantries, meal sites, or food shelves	34	58.62%
Having enough food at home	41	70.69%
Learning how to stretch my food dollar	14	24.14%
Learning how to shop and cook for healthy eating	6	10.34%
Learning how to model healthy eating for my household	3	5.17%
Getting nutritious foods for a pregnant household member	1	1.72%
Obtaining breastfeeding education and assistance for a pregnant household member	1	1.72%
Other food or nutrition needs	8	13.79%
Answered	58	na
(skipped this question)	198	

(Contact the DCAA for a list of the client responses to other food and nutrition needs.)

CHILD CARE AND CHILD DEVELOPMENT

	YES	NO	Answered	Skipped
33. Are there children under the age of 12 in your household?	136	109	245	11
	55.51%	44.49%	100.00%	

	YES	NO	Answered	Skipped
34. Does your household have unmet child care or child development needs?	15	122	137	119
	10.95%	89.05%	100.00%	

34(a). Which of these child care and child development needs could your household use help with? (select all that apply)

Finding child care in a convenient location	4	30.77%
Finding quality child care	6	46.15%
Finding affordable child care	2	15.38%
Finding weekday daytime child care	2	15.38%
Finding evening or nighttime child care	1	7.69%
Finding weekend child care	2	15.38%
Finding a child care provider that accepts Child Care Assistance	3	23.08%
Finding a quality preschool	0	0.00%
Finding before or after school programs for the school-aged children in my household	2	15.38%
Finding services or resources for the children in my household with special needs	1	7.69%
Preparing the preschool children in my household for school	0	0.00%
Other child care or child development needs	2	15.38%
Answered	13	na
(skipped this question)	243	

(Contact the DCAA for a list of the client responses to **other child care and child development needs.**)

PARENTING AND FAMILY SUPPORT

	YES	NO	Answered	Skipped
35. Are there children or youth under the age of 18 in your household?	149	94	243	13
	61.32%	38.68%	100.00%	

	YES	NO	Answered	Skipped
36. Do the children or youth in your household get free or reduced price school meals?	115	33	148	108
	77.70%	22.30%	100.00%	

	YES	NO	Answered	Skipped
37. Does your household have unmet parenting or family support needs?	10	138	148	108
	6.76%	93.24%	100.00%	

37(a). Which of these parenting and family support needs could your household use help with? (select all that apply)

Learning how to set goals and plan for my household	4	50.00%
Learning how to mentor/teach the children or youth in my household more effectively	4	50.00%
Learning how to communicate with and set boundaries for the teenage youth in my household	4	50.00%
Learning how to help the children or youth in my household who have displayed bullying or violent behavior	2	25.00%
Learning how to help the children or youth in my household who have encountered bullying or violent behavior	2	25.00%
Learning how to talk to the children or youth in my household about drugs and alcohol	0	0.00%
Learning how to talk to the children or youth in my household about sex, STIs, etc.	0	0.00%
Learning how to help the children or youth in my household cope with stress, depression, or emotional issues	5	62.50%
Finding services or resources for the children or youth in my household with special needs	1	12.50%
Obtaining family planning or birth control education and assistance	0	0.00%
Other parenting or family support needs	1	12.50%
Answered	8	na
(skipped this question)	248	

(Contact the DCAA for a list of the client responses to **other parenting and family support needs.**)

TRANSPORTATION

	YES	NO	Answered	Skipped
38. Does your household have unmet transportation needs?	54	188	242	14
	22.31%	77.69%	100.00%	

38(a). Which of these transportation needs could your household use help with? (select all that apply)

Obtaining access to public transportation (e.g. buses, trolleys)	9	17.31%
Getting a dependable vehicle (e.g. car, van, truck)	30	57.69%
Repairing our household's vehicle(s)	19	36.54%
Getting a driver's license	13	25.00%
Getting vehicle insurance	12	23.08%
Getting to and from work	8	15.38%
Getting to and from appointments or errands	17	32.69%
Getting the children in my household to and from child care	5	9.62%
Getting the children or youth in my household to and from school	5	9.62%
Getting the children or youth in my household to and from before or after school activities or club activities	4	7.69%
Other transportation needs	4	7.69%
Answered	52	na
(skipped this question)	204	

(Contact the DCAA for a list of the client responses to other transportation needs.)

HEALTH

	YES	NO	Answered	Skipped
39. Does anyone in your household have unmet health needs?	30	212	242	14
	12.40%	87.60%	100.00%	

39a. Which of these health needs could your household use help with? (select all that apply)

Getting affordable health insurance	9	34.62%
Getting affordable dental insurance	11	42.31%
Finding a doctor who accepts Medicaid (Title XIX)	1	3.85%
Finding a dentist who accepts Medicaid (Title XIX)	3	11.54%
Managing medications	2	7.69%
Getting treatment for a drug or alcohol issue	0	0.00%
Getting treatment or counseling for a mental health issue	7	26.92%
Dealing with stress, depression, or anxiety	16	61.54%
Dealing with issues related to physical, emotional, or sexual abuse	5	19.23%
Getting regular check-ups, immunizations, developmental screens, or physicals for children in my household	2	7.69%
Getting reproductive health care, including access to birth control and STI testing	1	3.85%
Getting the necessary medical care for a pregnant household member	0	0.00%
Other health needs	5	19.23%
Answered	26	na
(skipped this question)	230	

(Contact the DCAA for a list of the client responses to other health needs.)

	YES	NO	Answered	Skipped
40. Are you or anyone in your household dealing with opioid addiction?	1	240	241	15
	0.41%	99.59%	100.00%	

	YES	NO	Answered	Skipped
41. Do you know anyone, outside of your household, who is dealing with opioid addiction?	12	229	241	15
	4.98%	95.02%	100.00%	

OTHER

	YES	NO	Answered	Skipped
42. Do you have phone service?	224	16	240	16
	93.33%	6.67%	100.00%	

	YES	NO	Answered	Skipped
43. Do you have Internet or access to Internet service?	167	73	240	16
	69.58%	30.42%	100.00%	

	YES	NO	Answered	Skipped
44. Do you have access to affordable recreation?	133	107	240	16
	55.42%	44.58%	100.00%	

45. Which basic needs could your household use help with? (select all that apply)			
Getting basic furniture, appliances, or house wares	53	54.08%	
Getting personal care items such as soap, diapers, toilet paper, etc.	51	52.04%	
Getting clothing or shoes	48	48.98%	
Doing yard work or snow removal	21	21.43%	
Doing housework	15	15.31%	
Answered	98	na	
(skipped this question)	158		

46. In the last 12 months, what issue(s) were you or your household unable to get help with?
 The number of clients who provided a response: 193
 (Contact the DCAA for the client responses to this question.)

47. What are TWO important household needs that you want to resolve?
 The number of clients who provided a response: 224
 (Contact the DCAA for the client responses to this question.)

48. What are TWO things you would like to see improved in your neighborhood or community?
 The number of clients who provided a response: 224
 (Contact the DCAA for the client responses to this question.)

	YES	NO	Answered	Skipped
49. Are you the primary caregiver (e.g. parent, guardian, custodial grandparent, step-parent, foster parent) of a child or children in Head Start or Early Head Start?	77 32.49%	160 67.51%	237 100.00%	19
49(a). Are you currently working?	38 48.10%	41 51.90%	79 100.00%	177
49(a)(1). Do you work on the weekdays (Monday through Friday) during the daytime?	27 72.97%	10 27.03%	37 100.00%	219
49(a)(2). Do you work in the evenings, at nighttime, and/or on the weekends?	15 40.54%	22 59.46%	37 100.00%	219
49(b). Are you a student or are you taking high-school, college, or university classes?	5 6.49%	72 93.51%	77 100.00%	179
49(b)(1). Do you have classes on the weekdays (Monday through Friday) during the daytime?	5 100.00%	0 0.00%	5 100.00%	251
49(b)(2). Do you have classes in the evenings, at nighttime, and/or on the weekends?	1 20.00%	4 80.00%	5 100.00%	251
49(c). Are you attending courses or training programs designed to help you find a job, improve your job skills, or learn a new job?	3 3.90%	74 96.10%	77 100.00%	179
49(c)(1). Do you have courses or training on the weekdays (Monday through Friday) during the daytime?	2 50.00%	2 50.00%	4 100.00%	252
49(c)(2). Do you have courses or training in the evenings, at nighttime, and/or on the weekends?	1 25.00%	3 75.00%	4 100.00%	252

50. How did you learn about our Community Action Agency? (select all that apply)

Family or friend	109	46.58%
United Way 211	6	2.56%
Television or radio	5	2.14%
Newspaper	10	4.27%
Current or former agency client	57	24.36%
Mailing, brochure, or flyer	8	3.42%
Phone book (yellow pages)	2	0.85%
Internet or website	12	5.13%
Social media (e.g. Facebook, Twitter, Instagram)	5	2.14%
Faith-based organization (e.g. church, temple)	3	1.28%
I was referred by another organization or agency	43	18.38%
Other	28	11.97%
Answered	234	na
(skipped this question)	22	

(Contact the DCAA for a list of the other client responses.)

51. When would you prefer to come to one of our locations (offices) when you need assistance? (select one)

Monday through Friday mornings: 6:30 am - 8:00 am	23	9.70%
Monday through Friday: 8:00 am - 4:30 pm	170	71.73%
Monday through Friday evenings: 4:30 pm - 7:00 pm	28	11.81%
Saturday: 9:00 am - 12:00 pm	9	3.80%
Other	7	2.95%
Answered	237	100.00%
(skipped this question)	19	

(Contact the DCAA for a list of the other client responses.)

	YES	NO	Answered	Skipped
51(a). Are you unable to go to any of our office locations?	9	228	237	19
	3.80%	96.20%	100.00%	

51(a)(1). Why are you unable to go to any of our office locations for assistance?

The number of clients who provided a response: 7
 (Contact the DCAA for the client responses to this question.)

52. What services has your household received from our agency within the last 12 months?

The number of clients who provided a response: 161
 (Contact the DCAA for the client responses to this question.)

APPENDIX

IOWA COMMUNITY ACTION AGENCIES
Client Needs Assessment Survey

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

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

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

HOUSEHOLD CHARACTERISTICS

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

EMPLOYMENT

- 21. How many adults (18 and older) in your household work 30 hours a week or more? _____
- 22. How many adults in your household work less than 30 hours a week? _____
- 23. How many of the adults in your household are working and are trying to find a better job? _____
- 24. How many of the adults in your household are unemployed and are trying to find a job? _____
- 25. Do you or another adult in your household have employment needs? YES NO (If NO, go to #27)
If YES, which of these employment needs could you or another adult in your household use help with? Select all that apply:
 - Finding a job or a better job
 - Knowing what jobs are available
 - Moving to a different area to get a job or a different job
 - Getting skills training for the job that I want
 - Learning job search skills (i.e. interviewing, writing resumes, applying for jobs online)
 - Other employment needs, please specify: _____

EDUCATION

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

FINANCIAL MANAGEMENT

27. In the last 12 months, how has your household's income changed? No change Increased Decreased
If your income increased or decreased, why did it? _____
28. Does your household have financial management needs? YES NO *(If NO, go to #29)*
If YES, which of these financial management needs could your household use help with? Select all that apply:
 Budgeting and managing money
 Opening a checking or savings account
 Filling out tax forms
 Understanding credit scores
 Solving problems with a credit card or loan company
 Solving problems with a utility company
 Solving problems with a payday loan company
 Other financial management needs, please specify: _____

LEGAL ISSUES

29. Does your household need legal assistance to help solve problems or issues? YES NO *(If NO, go to #30)*
(e.g. divorce, child support, immigration, foreclosure, bankruptcy, simple or minor misdemeanor, etc.)
If YES, please specify the problems or issues: _____

HOUSING

30. Does your household have unmet housing needs? YES NO *(If NO, go to #31)*
If YES, which of these housing needs could your household use help with? Select all that apply:
 Finding safe and affordable housing that fits my household's needs
 Obtaining a loan to buy a house
 Making necessary home or property repairs
 Making my home more energy efficient
 Making changes to my home for a household member with physical disabilities or is homebound
 Other housing needs, please specify: _____

FOOD AND NUTRITION

31. Is your household enrolled in DHS' Food Assistance Program (SNAP)? YES NO
32. Does your household have unmet food or nutrition needs? YES NO *(If NO, go to #33)*
If YES, which of these food and nutrition needs could your household use help with? Select all that apply:
 Getting food from food pantries, meal sites, or food shelves
 Having enough food at home
 Learning how to stretch my food dollars
 Learning how to shop and cook for healthy eating
 Learning how to model healthy eating for my household
 Getting nutritious foods for a pregnant household member
 Obtaining breastfeeding education and assistance for a pregnant household member
 Other food or nutrition needs, please specify: _____

CHILD CARE AND CHILD DEVELOPMENT

33. Are there children under the age of 12 in your household? YES NO *(If NO, go to #35)*
34. Does your household have unmet child care or child development needs? YES NO *(If NO, go to #35)*
If YES, which of these child care or child development needs could your household use help with? Select all that apply:
 Finding child care in a convenient location
 Finding quality child care
 Finding affordable child care
 Finding weekday daytime child care
 Finding evening or nighttime child care
 Finding weekend child care
 Finding a child care provider that accepts Child Care Assistance
 Finding a quality preschool
 Finding before/after school programs for the school-aged children in my household
 Finding services or resources for the children in my household with special needs
 Preparing the preschool children in my household for school
 Other child care or child development needs, please specify: _____

PARENTING AND FAMILY SUPPORT

35. Are there children/youth under the age of 18 in your household? YES NO (If NO, go to #38)

36. Do the children/youth in your household get free or reduced price school meals? YES NO

37. Does your household have unmet parenting or family support needs? YES NO (If NO, go to #38)

If YES, which of these parenting and family support needs could your household use help with? Select all that apply:

- Learning how to set goals and plan for my household
- Learning how to mentor/teach the children/youth in my household more effectively
- Learning how to communicate with and set boundaries for the teenage youth in my household
- Learning how to help the children/youth in my household who have displayed bullying or violent behavior
- Learning how to help the children/youth in my household who have encountered bullying or violent behavior
- Learning how to talk to the children/youth in my household about drugs and alcohol
- Learning how to talk to the children/youth in my household about sex, STIs, etc.
- Learning how to help the children/youth in my household cope with stress, depression, or emotional issues
- Finding services or resources for the children/youth in my household with special needs
- Obtaining family planning or birth control education and assistance
- Other parenting or family support needs, please specify: _____

TRANSPORTATION

38. Does your household have unmet transportation needs? YES NO (If NO, go to #39)

If YES, which of these transportation needs could your household use help with? Select all that apply:

- Obtaining access to public transportation (e.g. buses, trolleys)
- Getting a dependable vehicle (e.g. car, van, truck)
- Repairing our household’s vehicle(s)
- Getting a driver’s license
- Getting vehicle insurance
- Getting to and from work
- Getting to and from appointments or errands
- Getting the children in my household to and from child care
- Getting the children/youth in my household to and from school
- Getting the children/youth in my household to and from before/after school activities or club activities
- Other transportation needs, please specify: _____

HEALTH

39. Does anyone in your household have unmet health needs?..... YES NO (If NO, go to #40)

If YES, which of these health needs could your household use help with? Select all that apply:

- Getting affordable health insurance
- Getting affordable dental insurance
- Finding a doctor who accepts Medicaid (Title XIX)
- Finding a dentist who accepts Medicaid (Title XIX)
- Managing medications
- Getting treatment for a drug or alcohol issue
- Getting treatment or counseling for a mental health issue
- Dealing with stress, depression, or anxiety
- Dealing with issues related to physical, emotional, or sexual abuse
- Getting regular check-ups, immunizations, developmental screens, or physicals for the children in my household
- Getting reproductive health care, including access to birth control and STI testing
- Getting the necessary medical care for a pregnant household member
- Other health needs, please specify: _____

40. Are you or anyone in your household dealing with opioid addiction? YES NO

41. Do you know anyone, outside of your household, who is dealing with opioid addiction? YES NO

OTHER

42. Do you have phone service? YES NO

43. Do you have Internet or access to Internet service? YES NO

44. Do you have access to affordable recreation? YES NO

45. Which of these basic needs could your household use help with? Select all that apply:

- Getting basic furniture, appliances, or house wares
- Getting personal care items such as soap, diapers, toilet paper, etc.
- Getting clothing or shoes
- Doing yard work or snow removal
- Doing housework

46. In the last 12 months, what issue(s) were you or your household unable to get help with?

47. What are TWO important household needs that you want to resolve?
(1) _____ (2) _____
48. What are TWO things you would like to see improved in your neighborhood or community?
(1) _____ (2) _____
49. Are you the primary caregiver (e.g. parent, guardian, custodial grandparent, step-parent, foster parent) of a child or children in Head Start or Early Head Start? YES NO *(If NO, go to #50)*
- (a) Are you currently working? YES NO *(If NO, go to (b))*
 (1) Do you work on the weekdays (Monday through Friday) during the daytime? YES NO
 (2) Do you work in the evenings, at nighttime, and/or on the weekends? YES NO
- (b) Are you a student or are you taking high-school, college, or university classes? YES NO *(If NO, go to (c))*
 (1) Do you have classes on the weekdays (Monday through Friday) during the daytime? YES NO
 (2) Do you have classes in the evenings, at nighttime, and/or on the weekends? YES NO
- (c) Are you attending courses or training programs designed to help you find a job, improve your job skills, or learn a new job? YES NO *(If NO, go to #50)*
 (1) Do you have courses/training on weekdays (Mon. through Fri.) during the daytime? YES NO
 (2) Do you have courses/training in the evenings, at nighttime, and/or on the weekends? YES NO
50. How did you learn about our Community Action Agency? Select all that apply:
 Family or friend Current or former agency client Social media (Facebook, Twitter, Instagram, etc.)
 United Way 211 Mailing/Brochure/Flyer Faith-based organization (church, temple, etc.)
 Television/Radio Phone book I was referred by another organization or agency
 Newspaper Internet/Website Other, please specify: _____
51. When would you prefer to come to one of our locations (offices) when you need assistance? Select one:
 Monday through Friday mornings: 6:30 am – 8:00 am Other, please specify: _____
 Monday through Friday: 8:00 am - 4:30 pm I am unable to go to any of your locations (please explain): _____
 Monday through Friday evenings: 4:30 pm - 7:00 pm
 Saturday: 9:00 am - 12:00 pm _____
52. What services has your household received from our agency within the last 12 months? Select all that apply:
[this will be a list of agency specific services]

Client Satisfaction Survey

If you received services from our Community Action Agency within the last 12 months, please respond to the following:
 (Scale: 5=Strongly Agree, 4=Agree, 3=Undecided/Neutral, 2=Disagree, 1=Strongly Disagree)

1. I had a positive experience when I received services 5 4 3 2 1
2. I was helped in a timely manner 5 4 3 2 1
3. The Community Action Agency staff I interacted with were friendly and helpful 5 4 3 2 1
4. I was informed about other agency or community services that could help me with my needs? 5 4 3 2 1
5. Tell us about your experience(s) with our Community Action Agency: _____

6. Tell us something you think our Community Action Agency should improve: _____

AGENCIAS DE ACCIÓN COMUNITARIA DE IOWA
Encuesta de Evaluación de Necesidades del Cliente

Las Agencias de Acción Comunitaria de Iowa están conduciendo un estudio de las necesidades que personas individuales y familias pueden estar experimentando en sus vidas. Los resultados y la información del estudio serán considerados por las Agencias de Acción Comunitaria para la planificación, desarrollo y entrega de los programas y servicios de la agencia.

INSTRUCCIONES: Por favor conteste cada pregunta marcando la(s) caja(s) apropiada(s) o proporcione una respuesta escrita. Después de completar la encuesta, favor de regresarla a donde la recibió. Todas las encuestas se mantendrán confidenciales.

Sus respuestas ayudaran a mejorar nuestras comunidades. Gracias por su participación.

CHARACTERISTICAS DEL HOGAR

1. ¿En qué condado vive?
2. ¿Cuál es el código postal de su hogar?
3. ¿Cuántas personas viven en su hogar?
4. ¿Cuántos adultos (18 años o mayor) viven en su hogar?.....
5. ¿Es usted o alguien en su hogar mayor de 55 años? SI NO
6. ¿Recibe alguien en su hogar Medicaid (Titulo XIX)? SI NO
7. ¿Está alguien en su hogar confinado en casa (incapaz de salir del hogar)?..... SI NO
8. ¿Hay niños menores de 3 años en su hogar?..... SI NO
9. ¿Hay niños en preescolar (3-5 años) en su hogar? SI NO
10. ¿Hay niños de edad escolar (6-11 años) en su hogar? SI NO
11. ¿Hay jóvenes (12-17 años) en su hogar? SI NO
12. ¿Hay niños o jóvenes en su hogar con necesidades especiales? SI NO
13. ¿Es su hogar un proveedor de cuidado de crianza para un niño o niños?..... SI NO
14. ¿Alguien en su hogar está embarazada? SI NO
15. ¿Alguien en su hogar tiene discapacidad física? SI NO
16. ¿Alguien en su hogar tiene problemas de salud mental? SI NO
17. ¿Cuál es su género? Masculino Femenino Otro
18. ¿Cuál es su raza? Blanco Afroamericano Asiático Indio Americano Nativo de Alaska
 Nativo Hawaiano o Isleño Pacifico Otro Multi-racial Desconocido
19. ¿Es su etnicidad de origen hispano, latino, o español? SI NO Inseguro
20. ¿Cuál es el lenguaje primario en su hogar (p.ej. inglés, español, vietnamita, birmano, etc.)?

EMPLEO

21. ¿Cuántos adultos (mayores de 18 años) en su hogar trabajan 30 horas o más por semana?.....
22. ¿Cuántos adultos en su hogar trabajan menos de 30 horas por semana?
23. ¿Cuántos adultos en su hogar trabajan y están intentando encontrar un trabajo mejor?
24. ¿Cuántos adultos en su hogar están desempleados y están intentando encontrar un trabajo?
25. ¿Tiene usted o algún otro adulto en su hogar necesidades de empleo?..... SI NO *(Si la respuesta es NO, vaya al #26)*

Si la respuesta es SI, ¿con cuál de las siguientes necesidades de empleo necesita ayuda usted o algún otro adulto en su hogar?

Seleccione todas las que apliquen:

- Encontrando un trabajo o un trabajo mejor
- Sabiendo cuales trabajos están disponibles
- Mudanza a un área diferente para obtener un trabajo o trabajo mejor
- Obteniendo entrenamiento en habilidades para el trabajo que quiero
- Aprendiendo habilidades de búsqueda de empleo (p. ej. entrevistas, redacción de currículos, solicitud de empleo en línea)
- Otras necesidades de empleo, por favor especifique:

EDUCACIÓN

26. ¿Tiene usted o algún otro adulto (mayor de 18 años) en su hogar necesidades o metas educacionales? SI NO *(Si la respuesta es NO, vaya al #27)*
Si la respuesta es SI, ¿con cuál de las siguientes necesidades educacionales necesita ayuda usted o algún otro adulto en su hogar? Seleccione todas las que apliquen:
- Obteniendo título de licenciatura universitaria
 - Obteniendo título asociado universitario
 - Obteniendo un título o certificado técnico o vocacional, o licencia de escuela de oficios
 - Obteniendo un diploma de escuela secundaria, o preparatoria, o GED/HISET/HSED
 - Aprendiendo o mejorando habilidades computacionales
 - Aprendiendo o mejorando habilidades de comunicación o lenguaje
 - Otras necesidades o metas educacionales, por favor especifique: _____

ADMINISTRACIÓN DE FINANZAS

27. En los últimos 12 meses, ¿cómo ha cambiado el ingreso de su hogar? Ningún cambio Aumentado Disminuido
Si su ingreso aumento o disminuyo, ¿cuál fue la causa? _____
28. ¿Tiene su hogar necesidades de administración de finanzas? SI NO *(Si la respuesta es NO, vaya al #29)*
Si la respuesta es SI, ¿con cuál de las siguientes necesidades de administración de finanzas necesita ayuda su hogar? Seleccione todas las que apliquen:
- Presupuesto y administración de dinero
 - Abriendo una cuenta de cheques o ahorros
 - Llenando formas de impuestos
 - Entendiendo puntuación de crédito
 - Resolviendo problemas con una compañía de tarjeta de crédito o préstamos
 - Resolviendo problemas con una compañía de utilidades
 - Resolviendo problemas con una compañía de préstamos de día de pago
 - Otras necesidades de administración de finanzas, por favor especifique: _____

PROBLEMAS LEGALES

29. ¿Tiene su hogar necesidades de asistencia legal para resolver problemas? (p. ej. divorcio, manutención de hijos, inmigración, ejecución hipotecaria, bancarrota, delito simple o menor, etc.)..... SI NO *(Si la respuesta es NO, vaya al #30)*
Si la respuesta es SI, por favor especifique el problema: _____

VIVIENDA

30. ¿Tiene su hogar necesidades de vivienda insatisfechas?..... SI NO *(Si la respuesta es NO, vaya al #31)*
Si la respuesta es SI, ¿con cuál de las siguientes necesidades de vivienda necesita ayuda su hogar? Seleccione todas las que apliquen:
- Encontrando una vivienda segura y asequibles que se adapten a las necesidades de mi hogar
 - Obteniendo un préstamo para comprar una casa
 - Haciendo reparaciones necesarias a la vivienda o propiedad
 - Haciendo mi hogar más eficiente en el uso de energía
 - Haciendo cambios a mi hogar para un miembro del hogar que está confinado en casa o tiene discapacidades físicas
 - Otras necesidades de vivienda, por favor especifique: _____

ALIMENTO Y NUTRICIÓN

31. ¿Está inscrito su hogar en el Programa de Asistencia Alimentaria del DHS (SNAP)? ... SI NO
32. ¿Tiene su hogar necesidades alimentarias o nutricionales insatisfechas? SI NO *(Si la respuesta es NO, vaya al #33)*
Si la respuesta es SI, ¿con cuál de las siguientes necesidades alimentarias o nutricionales necesita ayuda su hogar? Seleccione todas las que apliquen:
- Obteniendo alimentos de despensas de alimento, sitios de comida, o estante de alimentos
 - Teniendo suficiente comida en casa
 - Aprendiendo como estirar mis dólares de comida
 - Aprendiendo como comprar y cocinar para alimentación saludable
 - Aprendiendo como modelar alimentación saludable para mi hogar
 - Obteniendo alimentos nutritivos para un miembro de la familia que está embarazada
 - Obteniendo educación y asistencia en lactancia materna para un miembro de la familia que está embarazada
 - Otras necesidades alimentarias o nutricionales, por favor especifique: _____

CUIDADO Y DESARROLLO INFANTIL

33. ¿Hay niños menores de 12 años de edad en su hogar? SI NO *(Si la respuesta es NO, vaya al #35)*
34. ¿Tiene su hogar necesidades de cuidado o desarrollo infantil insatisfechas? SI NO *(Si la respuesta es NO, vaya al #35)*

Si la respuesta es SI, ¿con cuál de las siguientes necesidades de cuidado o desarrollo infantil necesita ayuda su hogar? Seleccione todas las que apliquen:

- Encontrando cuidado infantil en una locación conveniente
- Encontrando cuidado infantil de buena calidad
- Encontrando cuidado infantil asequible
- Encontrando cuidado infantil durante la semana
- Encontrando cuidado infantil por las tardes o durante la noche
- Encontrando cuidado infantil durante el fin de semana
- Encontrando un proveedor de cuidado infantil que acepte Asistencia de Cuidado Infantil
- Encontrando una escuela preescolar de buena calidad
- Encontrando programas antes/después de la escuela para niños de edad escolar en mi hogar
- Encontrando servicios o recursos para los niños en mi casa con necesidades especiales
- Preparando los niños preescolares en mi hogar para la escuela
- Otras necesidades de cuidado o desarrollo infantil, por favor especifique: _____

APOYO DE CRIANZA Y FAMILIA

35. ¿Hay niños/jóvenes menores de 18 años en su hogar? SI NO *(Si la respuesta es NO, vaya al #38)*
36. ¿Reciben los niños/jóvenes en su hogar comida en la escuela gratis o a precio reducido? SI NO
37. ¿Tiene su hogar necesidades de apoyo de crianza y familia insatisfechas? SI NO *(Si respuesta es NO, vaya al #38)*

Si la respuesta es SI, ¿con cuál de las siguientes necesidades de apoyo de crianza y familia necesita ayuda su hogar? Seleccione todas las que apliquen:

- Aprendiendo a establecer metas y planear para mi hogar
- Aprendiendo a guiar/enseñar a los niños/jóvenes en mi hogar de manera más efectiva
- Aprendiendo a comunicarme y establecer límites para los jóvenes adolescentes en mi hogar
- Aprendiendo como ayudar a los niños/jóvenes en mi hogar que han mostrado intimidación o comportamiento violento
- Aprendiendo como ayudar a los niños/jóvenes en mi hogar que han sufrido intimidación o comportamiento violento
- Aprendiendo como hablar con los niños/jóvenes en mi hogar acerca de drogas y alcohol
- Aprendiendo como hablar con los niños/jóvenes en mi hogar acerca del sexo, infecciones de transmisión sexual, etc.
- Aprendiendo como ayudar a los niños/jóvenes en mi hogar a lidiar con estrés, la depresión, o problemas emocionales
- Encontrando servicios para los niños/jóvenes en mi hogar con necesidades especiales
- Obteniendo educación y asistencia en planificación familiar o control de natalidad
- Otras necesidades de apoyo de crianza y familia, por favor especifique: _____

TRANSPORTACIÓN

38. ¿Tiene su hogar necesidades de transportación insatisfechas? SI NO *(Si la respuesta es NO, vaya al #39)*

Si la respuesta es SI, ¿con cuál de las siguientes necesidades de transportación necesita ayuda su hogar? Seleccione todas las que apliquen:

- Obteniendo acceso a transportación pública (p. ej. autobús, carretillas)
- Obteniendo un vehículo confiable (p. ej. automóvil, furgoneta, camioneta)
- Reparando los vehículos de nuestro hogar
- Obteniendo una licencia de conducir
- Obteniendo seguro de vehículo
- Yendo y viniendo del trabajo
- Yendo y viniendo a citas o mandados
- Llevando y trayendo a los niños en mi hogar a cuidado infantil
- Llevando y trayendo a los niños/jóvenes en mi hogar a la escuela
- Llevando y trayendo a los niños/jóvenes en mi hogar a actividades antes/después de la escuela
- Otras necesidades de transportación, por favor especifique: _____

SALUD

39. ¿Tiene alguien en su hogar necesidades de salud insatisfechas? SI NO *(Si la respuesta es NO, vaya al #40)*

Si la respuesta es SI, ¿con cuál de las siguientes necesidades de salud necesita ayuda su hogar? Seleccione todas las que apliquen:

- Obteniendo seguro de salud asequible
- Obteniendo seguro dental asequible
- Encontrando un doctor que acepta Medicaid (Titulo XIX)
- Encontrando un dentista que acepta Medicaid (Titulo XIX)
- Manejando medicamentos
- Obteniendo tratamiento para problemas de drogas o alcohol
- Obteniendo tratamiento asesoramiento para un problema de salud mental
- Lidiando con estrés, la depresión, o ansiedad
- Lidiando con problemas relacionados a abuso físico, emocional, o sexual
- Obteniendo chequeos regulares, vacunas, exámenes de desarrollo, o exámenes físicos para los niños en mi hogar
- Obteniendo atención de salud reproductiva, incluyendo acceso a control de natalidad, y pruebas de infecciones de transmisión sexual
- Obteniendo el cuidado médico necesario para un miembro del hogar que está embarazada
- Otras necesidades de salud, por favor especifique: _____

40. ¿Está lidiando usted o alguien en su hogar con adicción a los opioides? SI NO

41. ¿Conoce usted a alguien, afuera de su hogar, que está lidiando con adicción a los opioides? SI NO

OTRO

42. ¿Tiene usted servicio de teléfono? SI NO

43. ¿Tiene usted acceso al internet o servicio de internet? SI NO

44. ¿Tiene usted acceso a recreación asequible? SI NO

45. ¿Con cuál de las siguientes necesidades básicas necesita ayuda su hogar? Seleccione todas las que apliquen:

- Obteniendo muebles básicos, electrodomésticos, o artículos para el hogar
- Obteniendo artículos de cuidado personal como jabón, pañales, papel higiénico, etc.
- Obteniendo ropa o zapatos
- Haciendo trabajo de jardinería o remoción de nieve
- Haciendo trabajos de casa

46. En los últimos 12 meses, ¿con cuál(es) problema(as) no pudo usted o su hogar obtener ayuda?

47. ¿Cuáles son DOS necesidades en su hogar que desea resolver?

(1) _____ (2) _____

48. ¿Cuáles son DOS cosas que le gustaría ver mejoradas en su vecindario o comunidad?

(1) _____ (2) _____

49. ¿Es usted el cuidador principal (p. ej. padre/madre, tutor, abuelo/a custodio, padrastro/madrastra, o padre/madre de crianza) de un niño o niños en Head Start o Early Head Start? SI NO *(Si la respuesta es NO, vaya al #50)*

(a) ¿Trabaja usted? SI NO *(Si la respuesta es NO, vaya al (b))*

(1) ¿Trabaja usted durante la semana (lunes a viernes) por el día? SI NO

(2) ¿Trabaja usted por las tardes, en las noches, y/o durante los fines de semana? SI NO

(b) ¿Es usted un estudiante o está tomando clases de secundaria, o Universidad? SI NO *(Si la respuesta es NO, vaya al (c))*

(1) ¿Tiene usted clases durante la semana (lunes a viernes) por el día? SI NO

(2) ¿Tiene usted clases por las tardes, en las noches, y/o durante los fines de semana? SI NO

(c) ¿Esta usted asistiendo cursos o programas de entrenamiento diseñados para ayudarle a encontrar un trabajo, mejorar sus habilidades de trabajo, o aprender un trabajo nuevo? SI NO *(Si la respuesta es NO, vaya al #50)*

(1) ¿Tiene usted clases/entrenamiento durante la semana (lunes a viernes) por el día? SI NO

(2) ¿Tiene usted clases/entrenamiento por las tardes, en las noches, y/o durante los fines de semana? SI NO

50. ¿Como se entero acerca de nuestra Agencia de Acción Comunitaria? Seleccione todas las que apliquen:
- | | | |
|---|--|---|
| <input type="checkbox"/> Familia o amigo | <input type="checkbox"/> Cliente actual o anterior de la agencia | <input type="checkbox"/> Media Social (Facebook, Twitter, Instagram, etc.) |
| <input type="checkbox"/> United Way 211 | <input type="checkbox"/> Correo/Folleto/Volante | <input type="checkbox"/> Organización basada en la fe (iglesia, templo, etc.) |
| <input type="checkbox"/> Televisión/Radio | <input type="checkbox"/> Libro de teléfono | <input type="checkbox"/> Referido por otra organización o agencia |
| <input type="checkbox"/> Periódico | <input type="checkbox"/> Internet/Sitio Web | <input type="checkbox"/> Otra, por favor especifique: _____ |

51. ¿Cuándo preferiría venir a una de nuestras locaciones (oficinas) cuando necesita asistencia? Seleccione una:
- | | |
|---|--|
| <input type="checkbox"/> lunes a viernes por las mañanas: 6:30 am – 8:00 am | <input type="checkbox"/> Otra, por favor especifique: _____ |
| <input type="checkbox"/> lunes a viernes: 8:00 am - 4:30 pm | <input type="checkbox"/> No puedo ir a ninguna de sus locaciones (por favor explique): _____ |
| <input type="checkbox"/> lunes a viernes por las tardes: 4:30 pm - 7:00 pm | |
| <input type="checkbox"/> sábado: 9:00 am - 12:00 pm | |

Encuesta de Satisfacción del Cliente

Si recibió servicios a través de nuestra Agencia de Acción Comunitaria en los últimos 12 meses, por favor conteste las siguientes preguntas:

(Escala: 5=Muy de acuerdo, 4=De acuerdo, 3=Indeciso/Neutral, 2=En desacuerdo, 1=Muy en desacuerdo)

- | | | | | | |
|---|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| 1. Tuve una experiencia positiva cuando recibí servicios | <input type="checkbox"/> 5 | <input type="checkbox"/> 4 | <input type="checkbox"/> 3 | <input type="checkbox"/> 2 | <input type="checkbox"/> 1 |
| 2. Me ayudaron de manera oportuna..... | <input type="checkbox"/> 5 | <input type="checkbox"/> 4 | <input type="checkbox"/> 3 | <input type="checkbox"/> 2 | <input type="checkbox"/> 1 |
| 3. El personal de la Agencia de Acción Comunitaria con cual interactúe fue amable y servicial..... | <input type="checkbox"/> 5 | <input type="checkbox"/> 4 | <input type="checkbox"/> 3 | <input type="checkbox"/> 2 | <input type="checkbox"/> 1 |
| 4. Se me informo sobre otros servicios de la agencia o comunitarios que podrían ayudarme con mis necesidades..... | <input type="checkbox"/> 5 | <input type="checkbox"/> 4 | <input type="checkbox"/> 3 | <input type="checkbox"/> 2 | <input type="checkbox"/> 1 |

5. Cuéntenos sobre su(s) experiencia(s) con nuestra Agencia de Acción Comunitaria: _____

6. Díganos algo que usted crea que nuestra Agencia de Acción Comunitaria debería mejorar: _____

**IOWA COMMUNITY ACTION AGENCIES
CLIENT NEEDS ASSESSMENT SURVEY**

INSTRUCTIONS

TIMELINE:

- | | |
|------------------|--|
| May 2019 | <ul style="list-style-type: none">• Agencies will receive (by e-mail) their client survey document (hardcopy)• Agencies will receive (by e-mail) their SurveyMonkey client survey link• Agencies can start surveying their clients• Agencies can start using their SurveyMonkey client survey link (clients can access and complete the survey on a smartphone) |
| January 31, 2020 | <ul style="list-style-type: none">• Each agency must have at least 250 client surveys inputted in SurveyMonkey |
| February 2020 | <ul style="list-style-type: none">• The DCAA will prepare a statewide client needs assessment and client satisfaction report using the client survey data and information collected from May 2019 through January 31, 2020• The DCAA will distribute (and/or post on the DCAA website) the statewide client needs assessment and client satisfaction reports |

AGENCY RESPONSIBILITIES:

- Each agency will decide how they will manage the sampling, distribution, and collection of their client survey
- Each agency will decide how their client surveys will be inputted into SurveyMonkey
- Each agency will be responsible for ensuring a minimum of 250 completed surveys are inputted into SurveyMonkey by January 31, 2020

The following are some suggested methods for distributing and collecting client surveys:

- Send clients, by e-mail or regular mail, a letter* with the SurveyMonkey link
- Make the SurveyMonkey link available on the agency website and direct clients to the website link
- Have a computer(s) available at agency offices for clients to complete the agency's SurveyMonkey survey online
- Hand out hardcopies of the survey to clients and collect completed surveys by mail or drop-off (agency staff would be responsible for inputting the information into SurveyMonkey)
- Mail hardcopies of the survey to clients and collect completed surveys by mail or drop-off (agency staff would be responsible for inputting the information into SurveyMonkey)

* a sample letter is available for agencies to use for distributing the client survey

CSBG ORGANIZATIONAL STANDARDS:

The completed statewide client needs assessment report will have comprehensive community assessment data and information (including both qualitative and quantitative) that your agency can use when developing your agency specific community assessment report (CATEGORY 3: Community Assessment). The completed statewide community needs assessment report will include:

- Data and information collected from low-income individuals (Standard 1.2)
- Data and information specific to poverty (Standard 3.2)
- Qualitative and quantitative data and information specific to your agency's service area (Standard 3.3)
- Data and information on the causes and conditions of poverty specific to your agency's service area (Standard 3.4)

This statewide client needs assessment process is a systematic approach for collecting customer satisfaction data, information, and input. The completed statewide client satisfaction report can be used by your agency to address Standards 1.3 and 6.4.

SAMPLE LETTER

Dear

or

Good afternoon

Iowa's Community Action Network is conducting a study of the needs individuals and families may be experiencing in their lives. Information for the study will be collected by surveying our clients. The results will be considered by [insert your agency name here] for planning, developing, and delivering agency programs and services to the people that reside in our neighborhoods and communities.

The survey takes approximately 10 minutes to complete; there are 50+ multiple choice type questions and a few questions that are open-ended (questions you can type a response). All replies are anonymous and will be treated confidentially.

To complete the survey, please click here >>> [insert your agency SurveyMonkey link here]

If you have trouble accessing the link, you can copy and paste the following link: [insert your agency SurveyMonkey link here]

Thank you for participating. Your feedback is very valuable to us.