

# Indiana Community Needs Assessment 2018 Report

July 2018

## Community Action Agencies Client Need Outcomes Report

# ihcda



Indiana Housing &  
Community Development  
Authority

JoAnna M. Brown, PhD  
Senior Research Fellow  
Sagamore Institute

A Sagamore Institute Impact Report

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**Study Respondents**

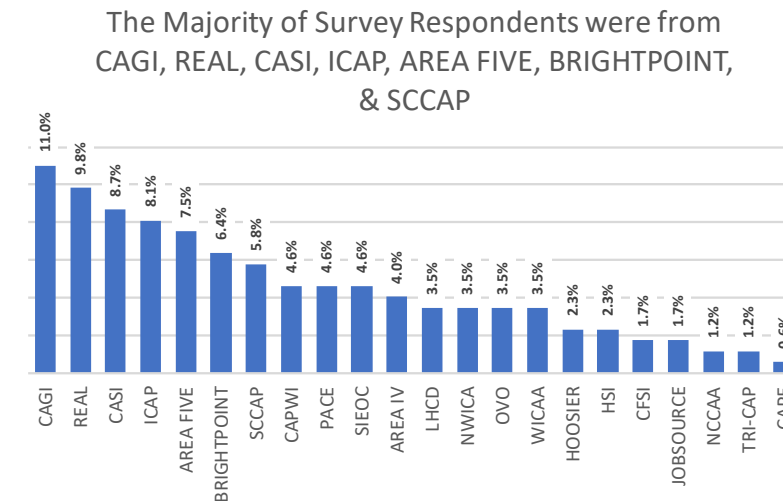
There were 187 completed initial CAA Client Need Surveys and nine client interviews were conducted. An additional, a second supplemental Client Need Survey instrument was distributed to a sample of CAA clients. The survey focused on the perception of needs, the effectiveness of CAAs, the overall benefits to individuals and families, and recommendations. This survey was administered via text message and e-mail. There were 155 valid client supplemental surveys completed. Study participants did not receive compensation for their participation. For detailed research methodology please see Indiana Community Needs Assessment 2018 Final Report.

Of clients who responded over half (58.5%) noted using rental/utility assistance, emergency room, private physicians, or dental services within the past 12-months.

**CLIENT NEED SURVEY RESPONDENT LOCATIONS**

Of those surveys, 57.2% of the respondents were from CAGI (11.0%), REAL (9.8%), CASI (8.7%), ICAP (8.1%), AREA FIVE (7.5%), Brightpoint/CANI (6.8%), and SCCAP (5.8%) CAAs.

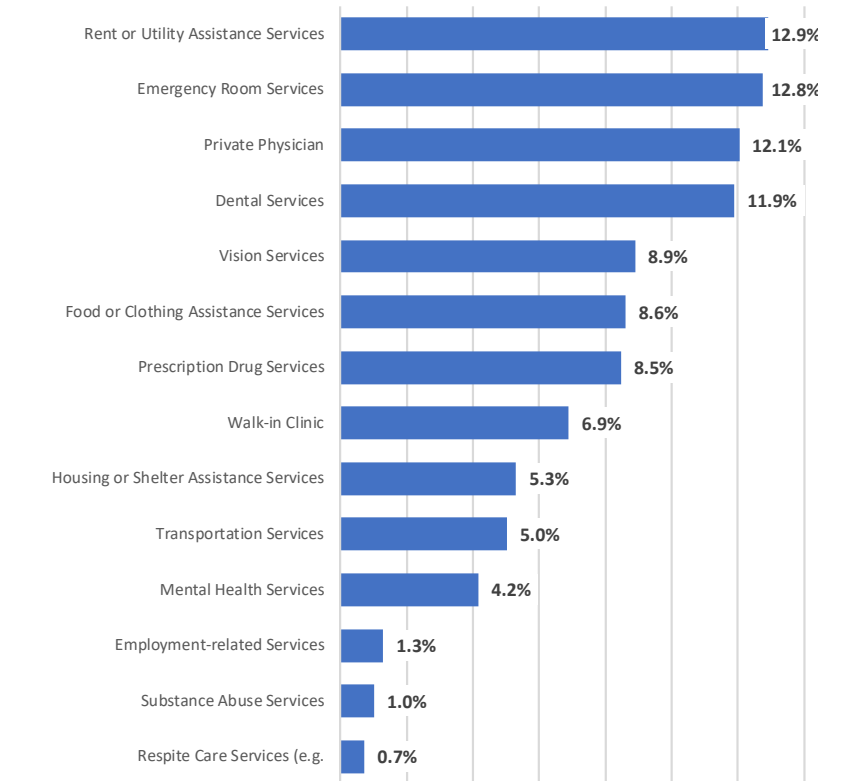
Figure 1. Percent of Client Need Survey Respondents by CAA Service Area Location



Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

Figure 2. Services Used by Clients in the Past Year

Over half (58.5%) of the Clients used Rent/Utility Assistance, Emergency Room, Private Physician, or Dental Services within the Past 12- months



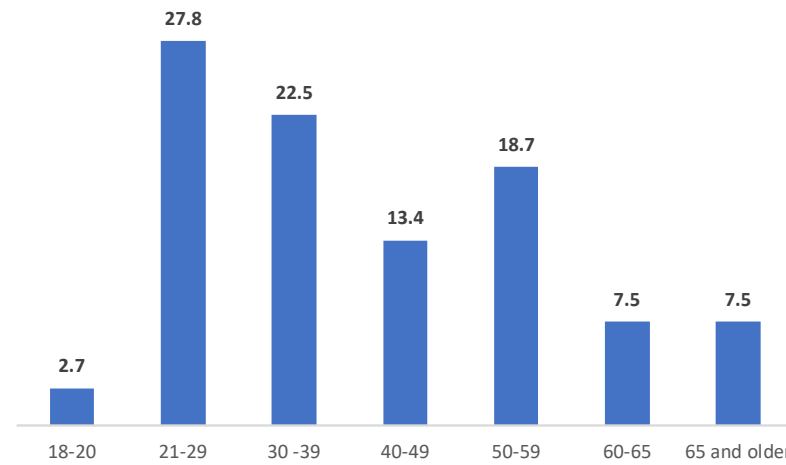
Source: Indiana Community Needs Assessment Client Survey SPSS Outcomes Report, June 2018.

**RESPONDENT DEMOGRAPHIC INFORMATION**

**Age & Gender**

Most (69.0%) of survey respondents were in the 21-29, 30 - 39, and 50 -59 age cohorts. Seventy-eight (78.1%) percent of the study respondents were women and 20.9% were men. Less than 1.0% identified as Transgender or Other. The majority of respondents were White (62.0%).

Figure 1. Age of Client Need Survey Respondents

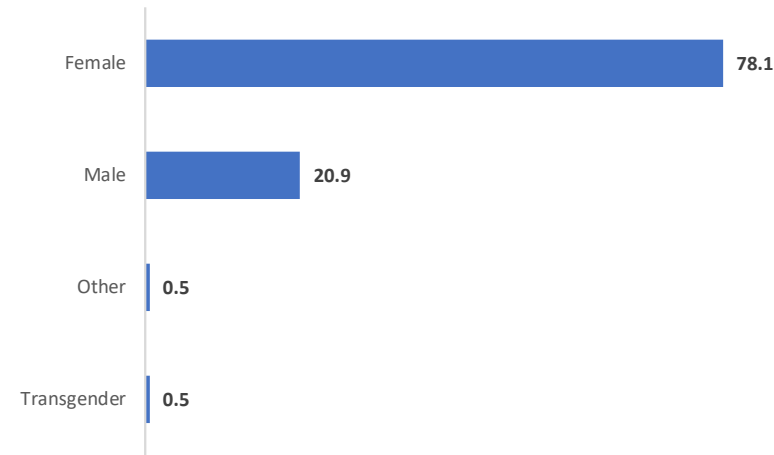


Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**Race & Ethnicity**

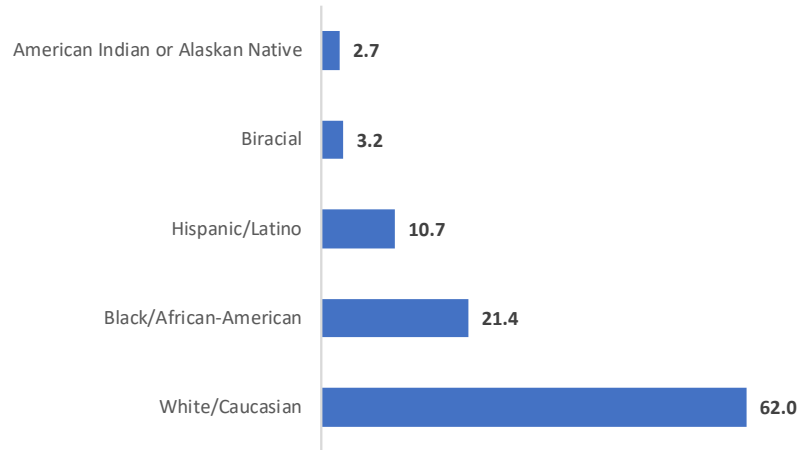
The majority of respondents were White (62.0%). Blacks comprised 21.4% of the study participants, while Hispanics made up 10.7% of study participants. Less than 6.0% of study participants identified as Biracial or Alaskan Indian or Alaskan Native.

Figure 2. Gender of Client Need Survey Respondents



Source: Indiana Community Needs Assessment Client Survey SPSS Outcomes Report, June 2018.

Figure 3. Race of Client Need Survey Respondents

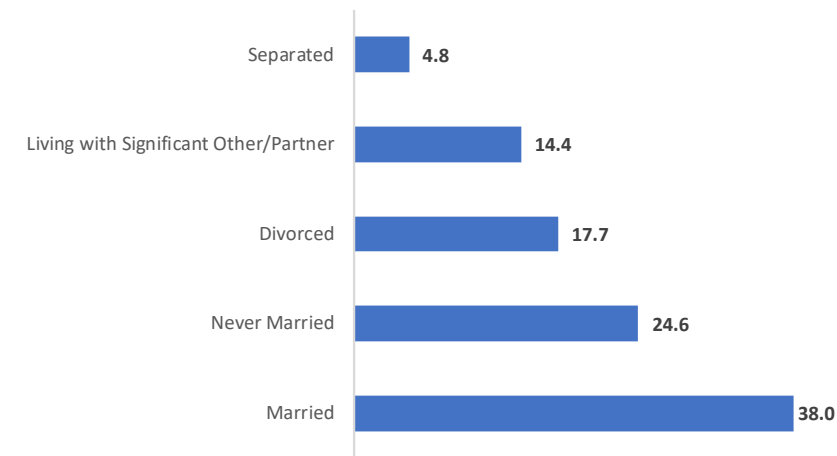


Source: Indiana Community Needs Assessment Client Survey SPSS Outcomes Report, June 2018.

**Marital Status**

Thirty-eight (38.0%) percent of survey respondents were married. In comparison 24.6% were never married, while 17.7% were divorced. Fourteen (14.4%) percent of respondents were living with a significant other/partner. Nearly 5% (4.8%) of study participants were separated.

Figure 4. Marital Status of Client Need Survey Respondents

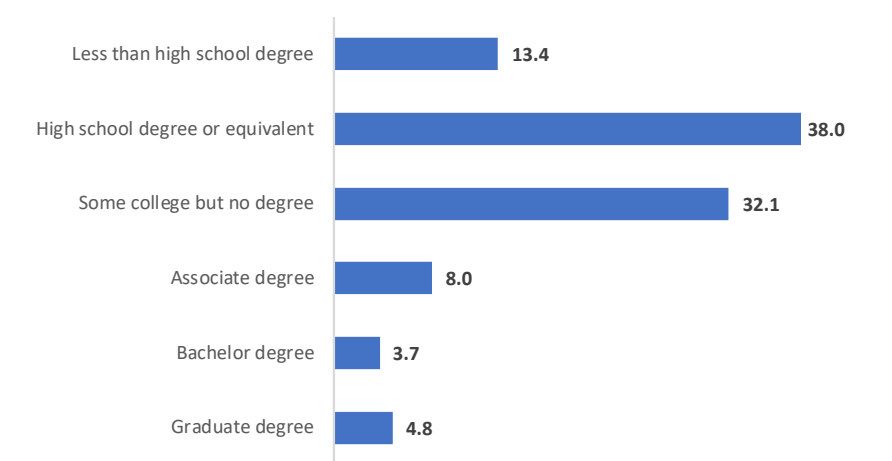


Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**Educational Attainment & Employment**

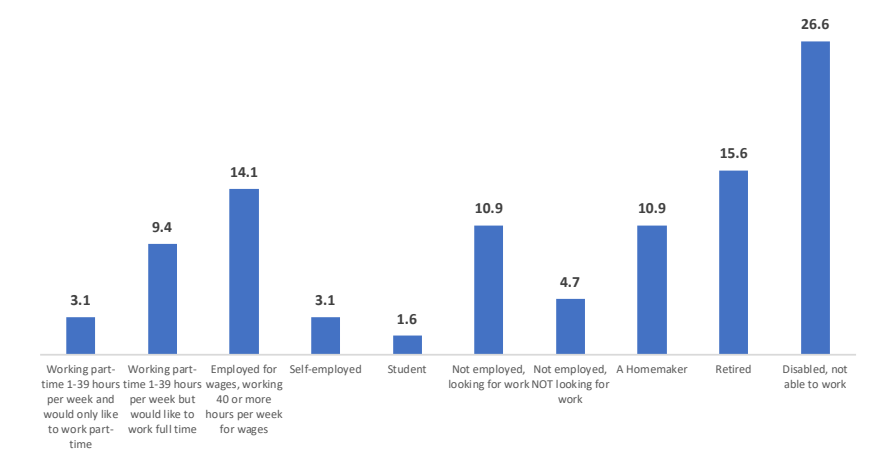
Over 50.0% of study participants did not have a college degree. Of those, 13.4% had less than a high school degree, 38.0% had a high school degree or equivalent, and 32.1% had some college but no degree. In comparison, 8.0% of study respondents noted attaining an associate degree, 3.7% attained a bachelor degree, and 4.8% attained a graduate degree. Moreover, most respondents were disabled (26.6%), retired (15.6%), employed for 40 hours a week (14.1%), homemakers (10.9%) or not employed, looking for work (10.9%).

Figure 5. Educational Attainment of Client Need Survey Respondents



Source: Indiana Community Needs Assessment Client Survey SPSS Outcomes Report, June 2018.

Figure 6. Employment Status of Client Need Survey Respondents

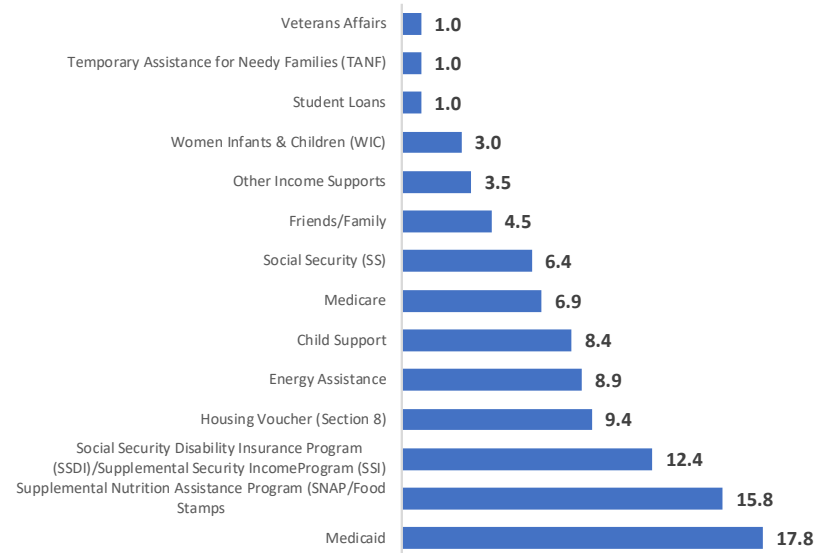


Source: Indiana Community Needs Assessment Client Survey SPSS Outcomes Report,

**Income**

Forty-six (46.0%) percent of survey respondents noted Medicaid (17.8%), SNAP (15.8%), or SSDI/SSI (12.4%) as their primary source of income.

Figure 7. Primary Source of Income of Client Need Survey Respondents



Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

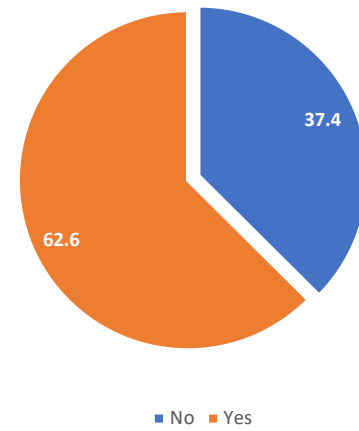
Other sources of income identified include:

- Foster grandparents program
- Spousal Support
- Unemployment Income
- Odd jobs

**Families with Children**

Sixty-two (62.6%) of study participants had children 18 years and younger residing in their homes.

Figure 8. Percent of Client Need Survey Respondents with Children 18 years and under



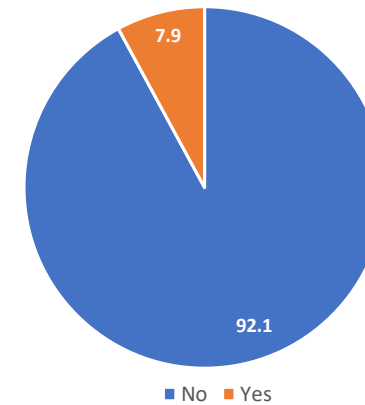
Source: Indiana Community Needs Assessment Client Survey SPSS Outcomes Report, June 2018.

**Services Needs, but Unattainable**

92.1% of Clients indicated that there were no services which they needed but were not able to obtain.

Figure 10. Services Needed by Clients, but Not Attainable

92.1% of Clients indicated that there were no services which they needed but were not able to obtain



Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

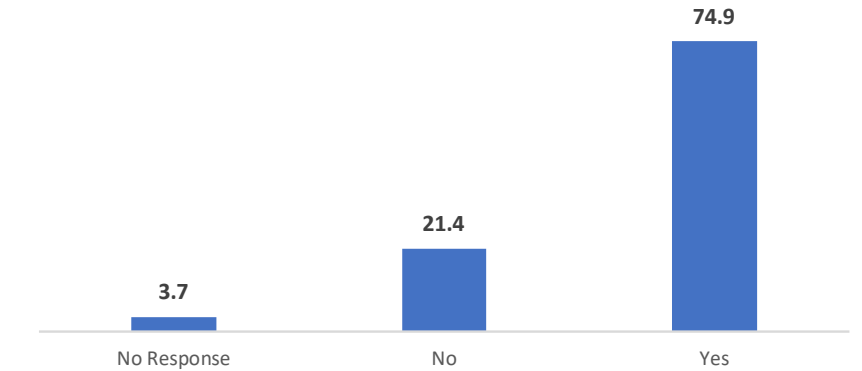
Of the 7.9% who indicated "YES," service needs identified included:

- Medical Insurance/Dental/Health and Mental Health Services/Finding Physicians
- Basic needs not covered by SNAP, such as toilet paper, soap, deodorant, laundry soap, household cleaning supplies, adult diapers.
- Basic Needs (i.e., Food, Electric, Water, Doc. Medicine- No Vehicle or No Money)
- furniture, food, supplies; looking for better employment
- Transportation/Car Repair Services
- Employment/Career Services
- Energy assistance (i.e., transportation to apply)
- Basic Needs (i.e., Food, Electric, Water, Physician, Medicine, No Vehicle, or No Money)
- Housing and Rental Assistance (i.e., Too many housing restrictions)

**Client Familiarity with Services in their County/Service Area(s)**

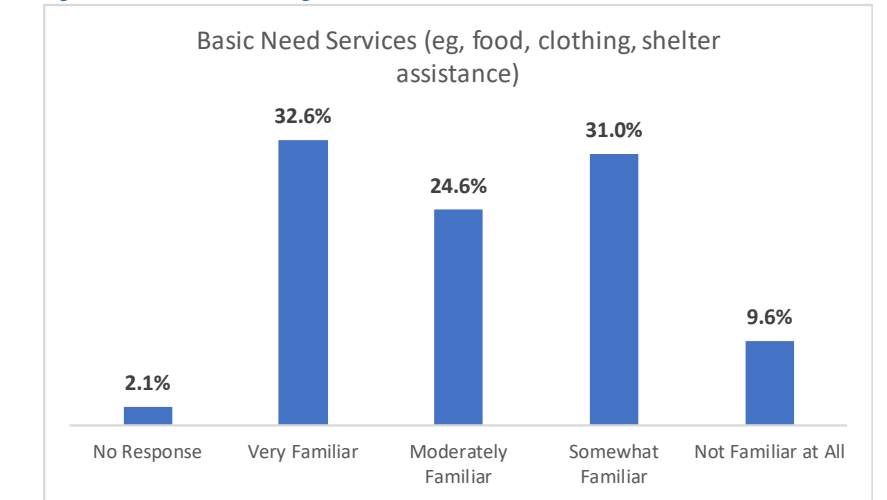
Figure 11. Clients Knowledge of How and Where to Seek Health/Mental Health Assistance

74.9% of Clients indicated they know where to go for help if their family needed assistance with health, mental health or substance abuse, housing, or basic needs



Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

Figure 12. Clients Knowledge of Basic Need Services



Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018

### Perception of Need, Accessibility, and Effectiveness of Services Provided

This section is concerned with Client perceptions of services to meet the basic needs of residents in the CAA service areas based the need, accessibility, and effectiveness for these services. Those in bold indicate the service met at least two of three of the thresholds by 51% or more. The top services which were identified by 51% or more of clients and/or stakeholders are highlighted to determine areas of needed improvement (gaps) and overlaps in human services provided. For the purposes of this analysis, areas of improvements are defined as those areas where only one of the three criteria thresholds were met. For example, if a human service ranked high in need, but lower than the 51% or more threshold for accessibility and effectiveness. In contrast, overlaps are defined as those human services that met two or more of the three criteria thresholds. For instance, the human service is both perceived as moderately to greatly needed and moderately to very accessible or effective.

Each human service need is analyzed by the following categories of service support:

- Child Services & Family Support/ Outreach
- Healthcare
- Personal Finance
- Housing Assistance & Shelter
- Basic Needs/Emergency Assistance
- Independent Living for Vulnerable Populations

### Child Services and Family Support/Outreach

**Most Needed (Top 10):** Clients identified the majority of services provided under child services and family support as a moderate to great need by 51% or more. The top ten services are identified below.

- 4d. Childcare 100.0%**
- 4h. Job Placement Assistance 100.0%
- 4i. Parenting Skills Training 100.0%**
- 4b. Job Certification Programs 88.9%
- 4e. Youth Programs 88.9%
- 4f. Teen Programs 88.9%
- 4k. Support for Caregivers Disabled Persons 88.9%
- 4o. Home-based Services/Respite care/Personal care 77.8%
- 4g. Computer Skills Training 66.7%
- 4j. Support for Caregivers of Seniors 66.7%
- 4n. Delinquency Prevention Programs 66.7%

**Most Accessible (Top 5):** Clients noted only four service provided under child services and family support as moderately to very accessible by 51% or more. The top five services are identified below.

- 4c. GED Classes 77.8%**
- 4a. Adult Literacy Skills Training 66.7%**
- 4i. Parenting Skills Training 55.6%**
- 4d. Childcare 55.6%**
- 4b. Job Certification Programs 44.4%/4h. Job Placement Assistance 44.4%

**Most Effective (Top 5):** Clients noted only three of the services provided under child services and family support as moderately to very effective by 51% or more. The top five services are identified below.

- 4c. GED Classes 66.7%**
- 4a. Adult Literacy Skills Training 55.6%**
- 4d. Childcare 55.6%**
- 4i. Parenting Skills Training 44.4%/4p. Non-emergency Energy Assistance (e.g., LIHEAP or WX) 44.4%
- 4e. Youth Programs 44.4%/ 4f. Teen Programs 44.4%

*Note: See Appendix I: Child Services and Family Support/Outreach for detailed outcome results.*

**Healthcare**

**Most Needed (Top 10):** Statewide clients identified most services provided under healthcare as a moderate to great need by 51% or more. The top ten services are identified below.

- 5i. Dental 75%
- 5r. Adult Mental Health Support 72%
- 5j. Vision (e.g., eye exams, corrective lenses) 72%
- 5c. Prescriptions 71%**
- 5m. Health Insurance Coverage 70%
- 5k. Transportation for Medical Care 69%
- 5d. Home Healthcare 68%
- 5s. Substance Abuse Assistance 66%
- 5b. Specialty Care 66%
- 5f. In-patient Hospital Care 66%**

**Most Accessible (Top 5):** Statewide clients noted NONE of the services provided under healthcare as moderately to very accessible by 51% or more. The top five services are identified below.

- 5f. In-patient Hospital Care 50.9%
- 5c. Prescriptions 50.6%
- 5i. Dental 49.6%
- 5j. Vision (e.g., eye exams, corrective lenses) 49.1%
- 5a. Primary/Preventative Medical Care 49.0%

**Most Effective (Top 5):** Statewide clients noted ONE service provided under healthcare as moderately to very effective by 51% or more. The top five services are identified below.

- 5i. Dental 51.3%**
- 5j. Vision (e.g., eye exams, corrective lenses) 49.0%
- 5c. Prescriptions 47.7%
- 5a. Primary/Preventative Medical Care 47.4%
- 5g. Physical Occupational Therapy 44.5%

*Note: See Appendix II: Healthcare for detailed outcome results.*

**Personal Finance**

**Most Needed (Top 6):** Clients identified most services provided under personal finance as a moderate to great need by 51% or more.

- 6b. Social Security Application Assistance 68.6%
- 6a. Tuition Assistance 65.5%
- 6c. Financial Education/Literacy 64.2%
- 6e. Income Tax Assistance 55.2%
- 6d. Credit Counseling 52.5%
- 6f. Assistance Starting a Business 51.2%

**Most Accessible (Top 5):** Clients identified NONE of the services provided under personal finance as moderately to very accessible by 51% or more.

- 6b. Social Security Application Assistance 43.6%
- 6e. Income Tax Assistance 36.1%
- 6a. Tuition Assistance 32.2%
- 6c. Financial Education/Literacy 29.3%
- 6f. Assistance Starting a Business 25.2%

**Most Effective (Top 5):** Clients noted NONE of the services provided under personal finance as moderately to very effective by 51% or more.

- 6b. Social Security Application Assistance 35.8%
- 6e. Income Tax Assistance 31.4%
- 6a. Tuition Assistance 28.5%
- 6c. Financial Education/Literacy 25.5%
- 6f. Assistance Starting a Business 22.3%

*See Appendix III: Personal Finance for detailed outcome results.*

**Housing Assistance and Shelter**

**Most Needed (Top 10):** Clients identified all services provided under housing assistance and shelter as a moderate to great need by 51% or more.

- 7a. Temporary/Emergency Shelters for Single Men. 72.6%
- 7c. Temporary/Emergency Shelters for Families. 71.5%
- 7l. Emergency Food Services/Soup Kitchens 69.6%
- 7g. Domestic Violence Shelters 68.6%
- 7p. Home Insulation/Weatherproofing 67.8%
- 7b. Temporary/Emergency Shelters for Single Women. 67.8%
- 7e. Permanent Affordable Housing 67.0%
- 7k. Drop-in Centers (e.g., showers, mail, clothing, etc.) 66.6%
- 7s. Home Repair 66.2%
- 7h. Runaway Shelters for Teens 65.0%

**Most Accessible (Top 5):** Clients identified NONE of the services provided under housing assistance and shelter as moderately to very accessible by 51% or more.

- 7l. Emergency Food Services/Soup Kitchens 40.9%
- 7p. Home Insulation/Weatherproofing 31.1%
- 7k. Drop-in Centers (e.g., showers, mail, clothing, etc.) 29.3%
- 7s. Home Repair 28.8%
- 7b. Temporary/Emergency Shelters for Single Women 28.4% /7a. Temporary/Emergency Shelters for Single Men 28.4%

**Most Effective (Top 5):** Clients noted NONE of the services provided under housing assistance and shelter as moderately to very effective by 51% or more.

- 7l. Emergency Food Services/Soup Kitchens 37.2%
- 7p. Home Insulation/Weatherproofing 33.9%
- 7e. Permanent Affordable Housing 27.9%
- 7m. Supportive Services (e.g., case management, advocacy) 27.6%
- 7r. Removal of Blight/Vacant Homes 26.6%

*See Appendix IV: Housing Assistance and Shelter for detailed outcome results.*

**Basic Needs/Emergency Assistance**

**Most Needed:** Clients identified all services provided under basic needs/emergency assistance as a moderate to great need by 51% or more.

- 8b. Help with Utilities 85.1%
- 8c. Help with Food 83.8%**
- 8e. Help with Affordable Housing 78.3%
- 8a. Help with Rent/Mortgage 76.2%
- 8d. Help with Transportation 72.9%

**Most Accessible:** Clients identified ONE of the services provided under basic needs/emergency assistance as moderately to very accessible by 51% or more.

- 8c. Help with Food 51.3%**
- 8b. Help with Utilities 46.8%
- 8d. Help with Transportation 38.7%
- 8e. Help with Affordable Housing 35.8%
- 8a. Help with Rent/Mortgage 33.8%

**Most Effective:** Clients noted NONE of the services provided under basic needs/emergency assistance as moderately to very effective by 51% or more.

- 8c. Help with Food 50.6%
- 8b. Help with Utilities 47.4%
- 8d. Help with Transportation 39.6%
- 8e. Help with Affordable Housing 35.8%
- 8a. Help with Rent/Mortgage 32.2%

*Note: See Appendix V: Basic Needs/Emergency Assistance for detailed outcome results.*

**Independent Living for Vulnerable Populations**

**Most Needed:** Statewide Community Clients identified all services provided under independent living for vulnerable populations as a moderate to great need by 51% or more. The top ten needs are listed outlined below.

- 9b. Support for Disabled Persons (e.g., adult day care/employment support, meals, personal assistance, care management, etc.) 74.6%
- 9a. Support for Seniors (e.g., adult day care/support, meals, personal assistance, care management, etc.) 68.9%

**Most Accessible:** Statewide Community Clients identified NONE of the services provided under independent living for vulnerable populations as moderately to very accessible by 51% or more.

- 9b. Support for Disabled Persons (e.g., adult day care/employment support, meals, personal assistance, care management, etc.) 43.7%
- 9a. Support for Seniors (e.g., adult day care/support, meals, personal assistance, care management, etc.) 41.8%

**Most Effective:** Statewide Community Clients noted NONE of the services provided under independent living for vulnerable populations as moderately to very effective by 51% or more.

- 9a. Support for Seniors (e.g., adult day care/support, meals, personal assistance, care management, etc.) 38.0%
- 9b. Support for Disabled Persons (e.g., adult day care/employment support, meals, personal assistance, care management, etc.) 37.6%

*Note: See Appendix VI: Independent Living for Vulnerable Populations for detailed outcome results.*

**Supplemental Client Survey**

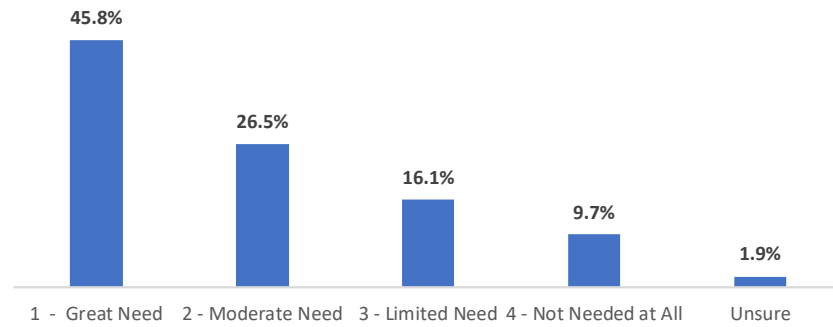
A second supplemental client survey instrument was distributed to a sample of CAA clients. The survey focused on the perception of needs, the effectiveness of CAAs, the overall benefits to individuals and families, and recommendations. This survey was administered via text message and e-mail. There were 155 valid client supplemental surveys completed. The outcomes of the supplemental survey are reported within this section.



Perception of Need for Services Provided

Figure 13. Perception of Need for Basic Need Services

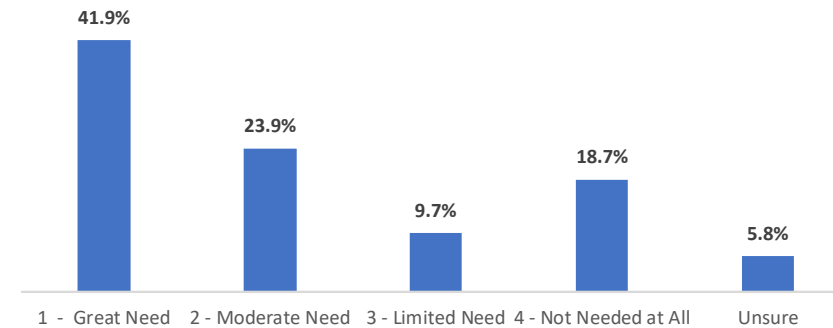
72.3% of Clients believe there is a Moderate to Great Need for Basic Need Services (e.g. food, clothing, shelter assistance).



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 14. Perception of Need for Employment Related Services

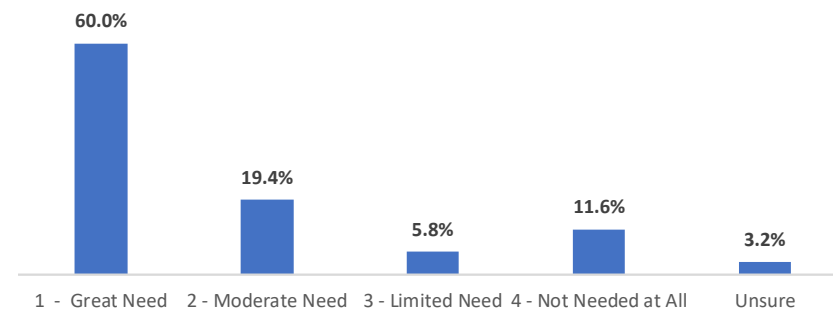
65.8% of Clients believe there is a Moderate to Great Need Employment-related Services.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 15. Perception of Need for Health Related Services

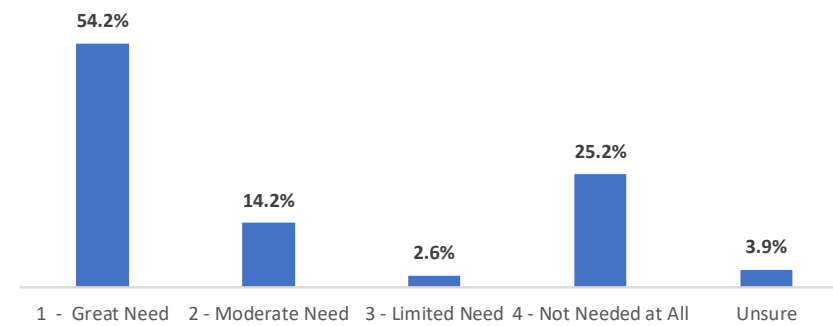
79.4% of Clients believe there is a Moderate to Great Need for Health related Services (e.g., vision, dental, prescription services).



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 16. Perception of Need for Mental Health/Substance Abuse Services

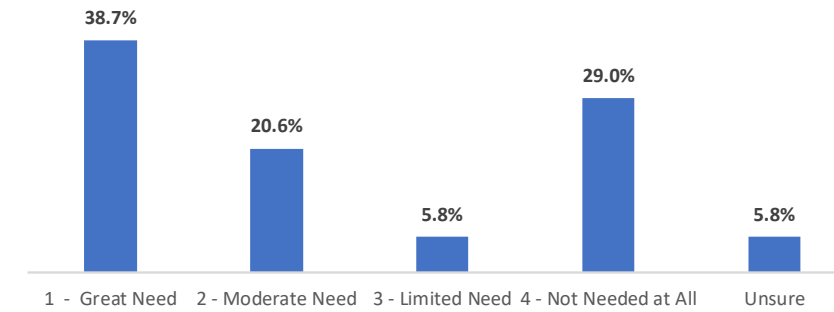
68.4% of Clients believe there is a Moderate to Great Need for Mental Health/Substance Abuse Services.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 17. Perception of Need for Homelessness Services

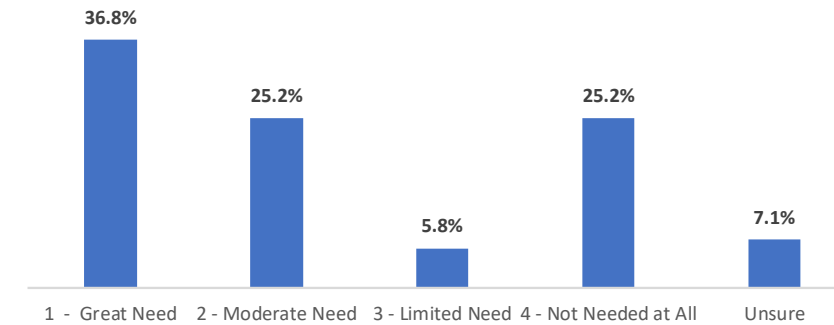
59.4% of Clients believe there is a Moderate to Great Need for Homelessness Services.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 20. Perception of Need for Support for Caregivers with Children with Seniors Services

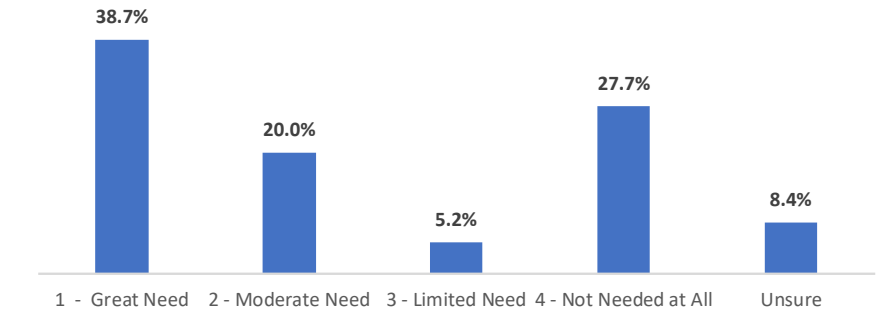
61.9% of Clients believe there is a Moderate to Great Need for Support for Caregivers with children with Seniors.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 19. Perception of Need for Caregivers with children with Disabilities Services

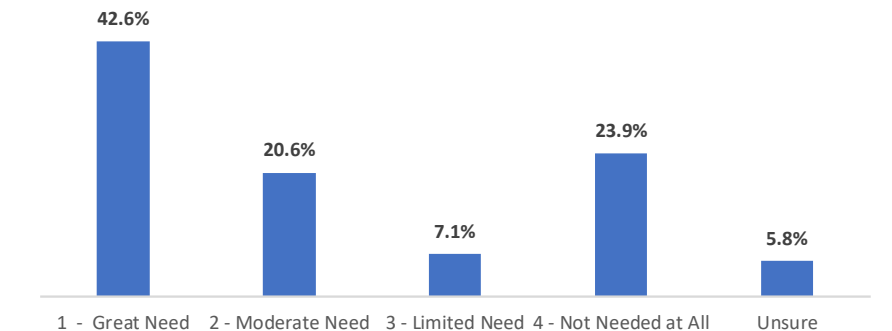
58.7% of Clients believe there is a Moderate to Great Need for Support for Caregivers with children with Disabilities.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 21. Perception of Need for Parenting Skills Services

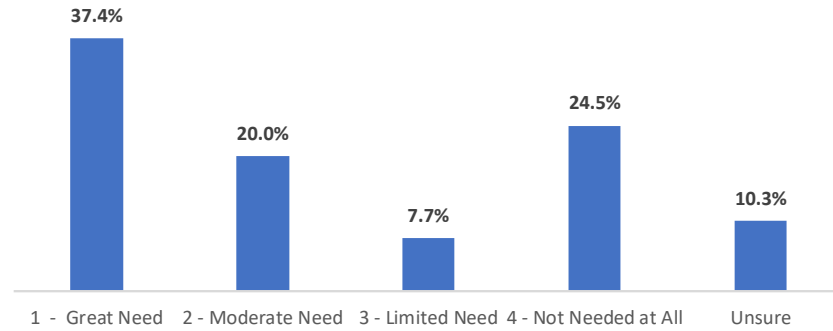
63.2% of Clients believe there is a Moderate to Great Need for Parenting Skills Training.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 21. Perception of Need for Adult Literacy Services

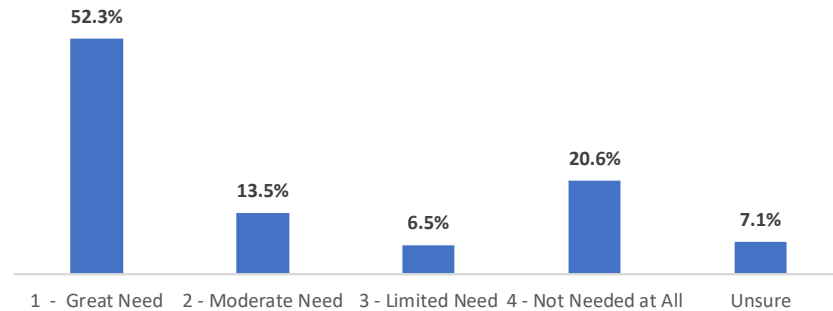
57.4% of Clients believe there is a Moderate to Great Need for Adult Literacy Training.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 22. Perception of Need for Employment Certificate Program Services

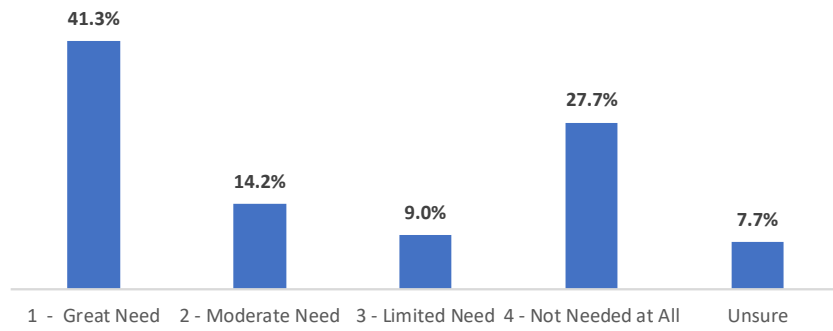
65.8% of Clients believe there is a Moderate to Great Need for Certificate programs to help people get jobs.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 23. Perception of Need for GED Classes Services

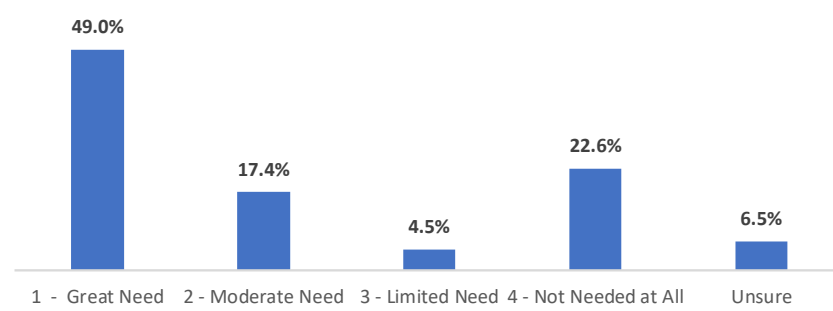
55.5% of Clients believe there is a Moderate to Great Need for GED Classes.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 24. Perception of Need for Childcare Services

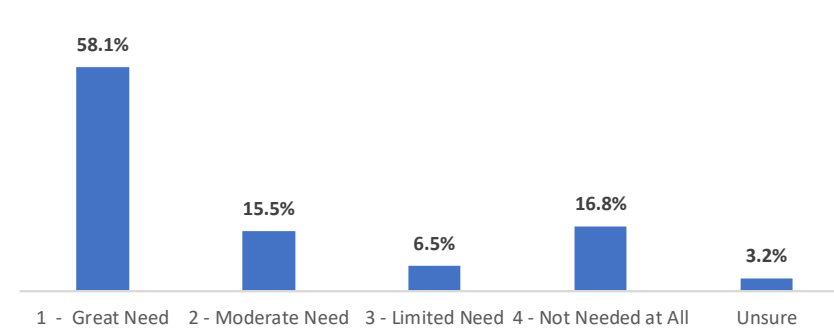
66.5% of Clients believe there is a Moderate to Great Need for Childcare.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 25. Perception of Need for Affordable Housing Services

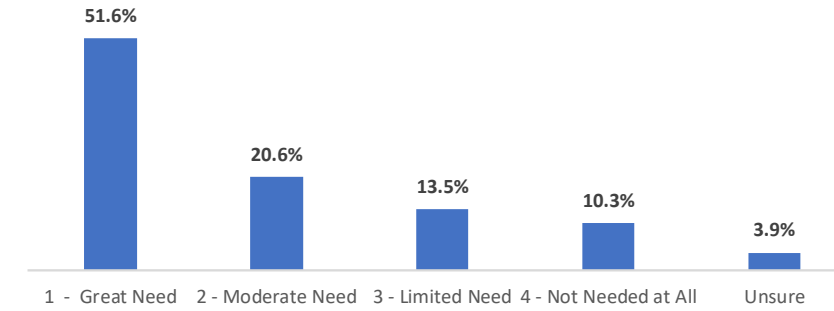
73.5% of Clients believe there is a Moderate to Great Need for Affordable Housing.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 26. Perception of Need for Food Assistance Services

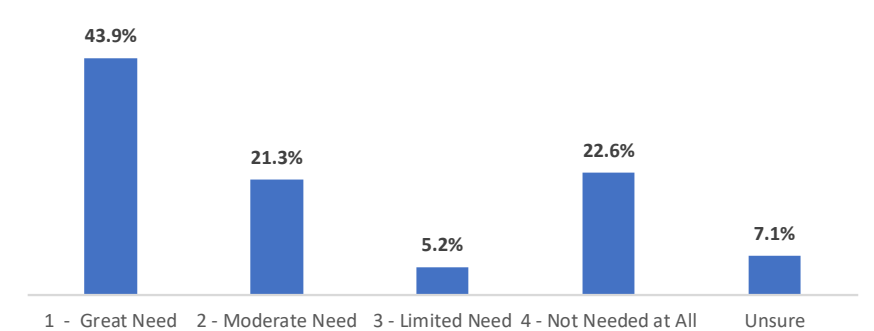
72.3% of Clients believe there is a Moderate to Great Need for Food Assistance.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 27. Perception of Need for Youth Programs Services

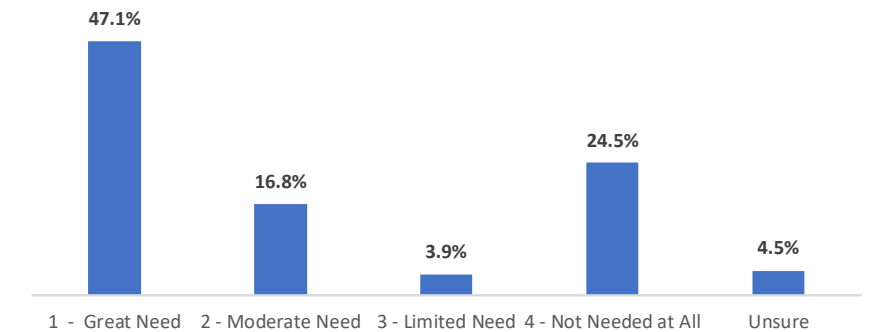
65.2% of Clients believe there is a Moderate to Great Need for Youth Programs (Ages 3-13 yrs).



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 28. Perception of Need for Teen Program Services

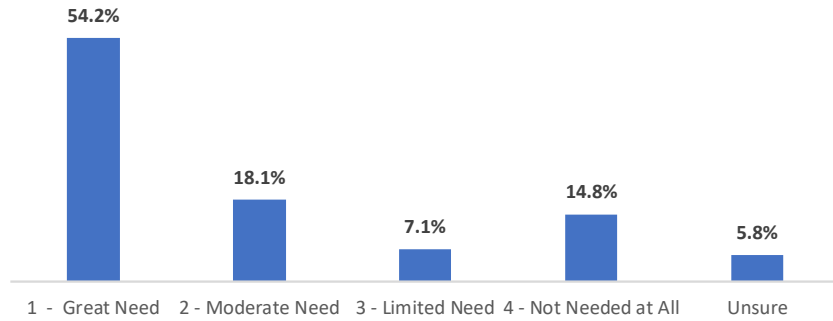
63.9% of Clients believe there is a Moderate to Great Need for Teen Programs (Ages 13-18 yrs).



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 29. Perception of Need for Health Insurance Coverage

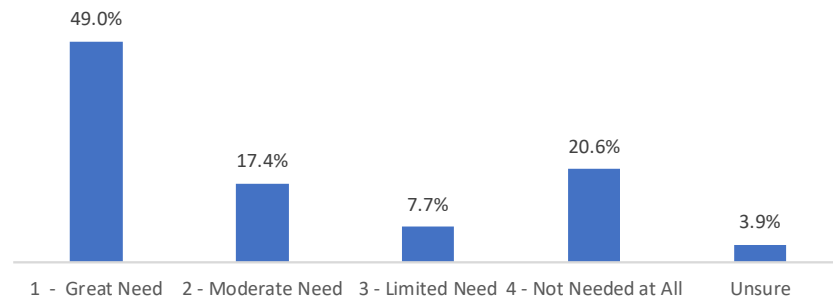
72.3% of Clients believe there is a Moderate to Great Need for Health Insurance Coverage.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 30. Perception of Need for Financial Aid Services

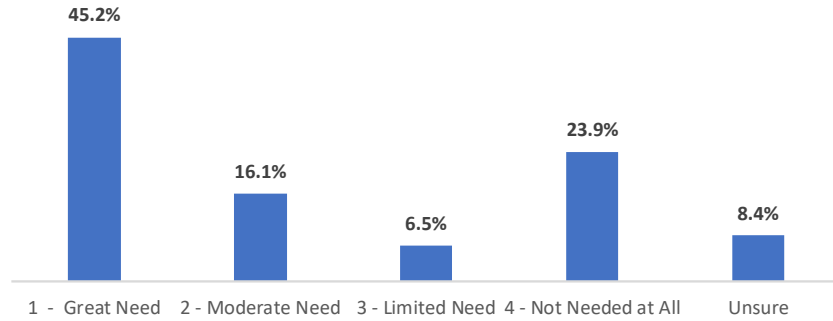
66.5% of Clients believe there is a Moderate to Great Need for Financial Aid for people to further their education.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 31. Perception of Need for Assistance with Applying for SS Benefits

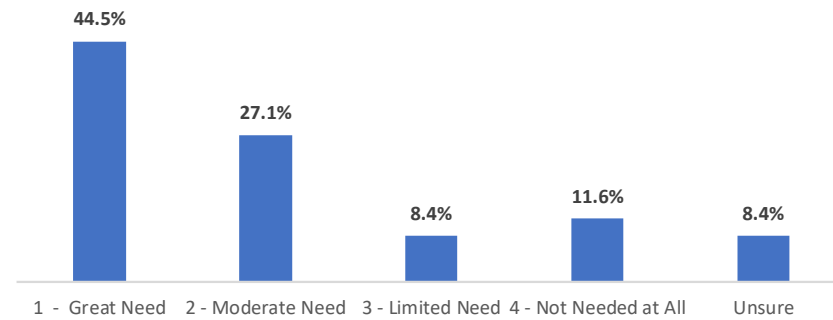
61.3% of Clients believe there is a Moderate to Great Need for Help for the people applying for social security benefits.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 32. Perception of Need for Healthy Lifestyle Education Services

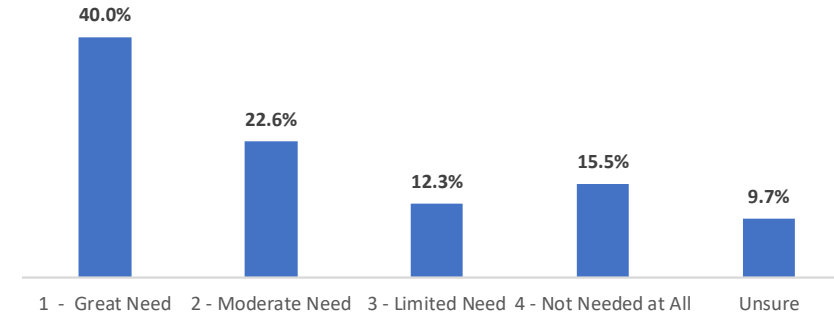
71.6% of Clients believe there is a Moderate to Great Need for Help for people who want to live a healthy lifestyle.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 33. Perception of Need for Computer Skills Training Services

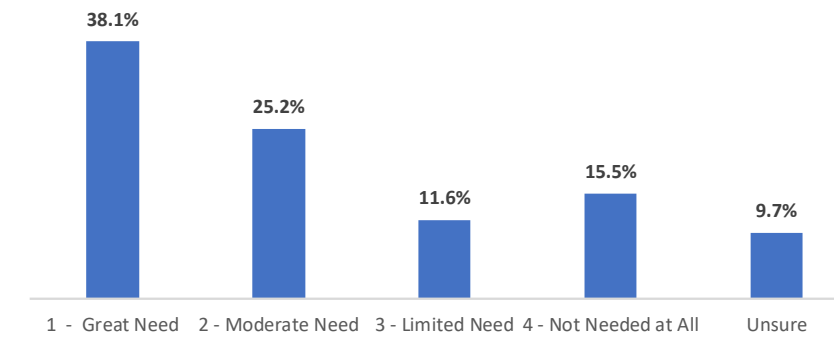
62.6% of Clients believe there is a Moderate to Great Need for Computer Skills Training.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 34. Perception of Need for Financial Budgeting Education Services

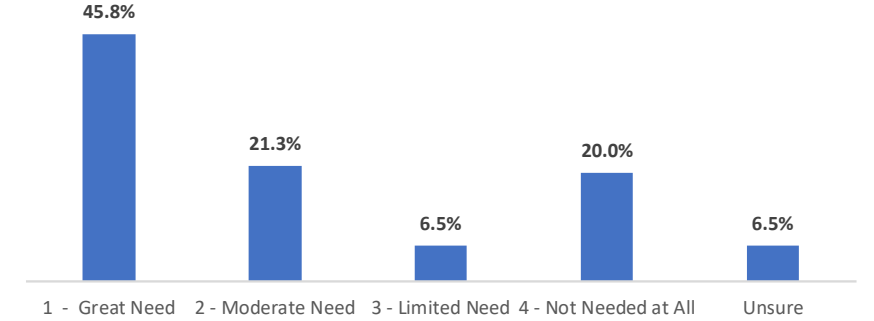
63.2% of Clients believe there is a Moderate to Great Need for Help with budgeting money.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 35. Perception of Need for Health Related Services

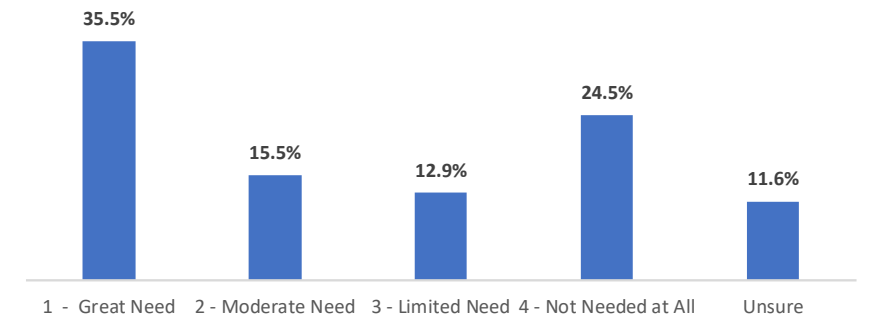
67.1% of Clients believe there is a Moderate to Great Need for Help for people seeking employment.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 36. Perception of Need for Foreclosure Prevention Services

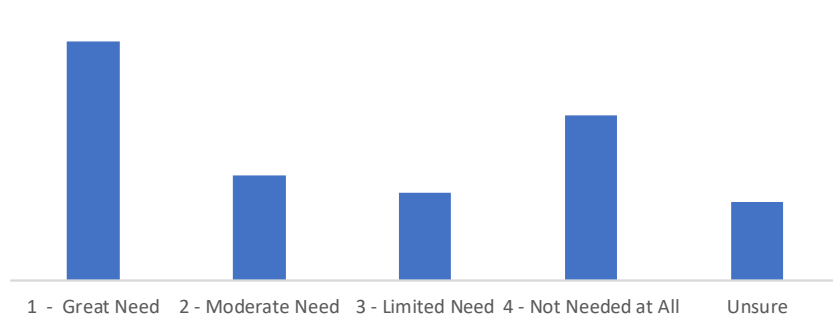
51.0% of Clients believe there is a Moderate to Great Need for Help for people experiencing home foreclosure.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 37. Perception of Need for New Business Start-Up Assistant Services

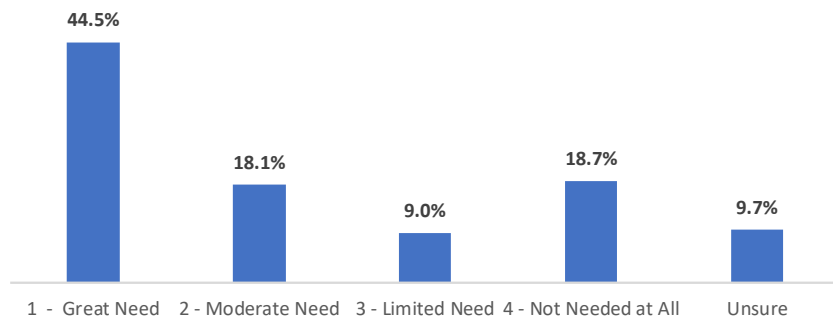
54.8% of Clients believe there is a Moderate to Great Need for Help for people who would like to start a business.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 38. Perception of Need for Financial Education Services

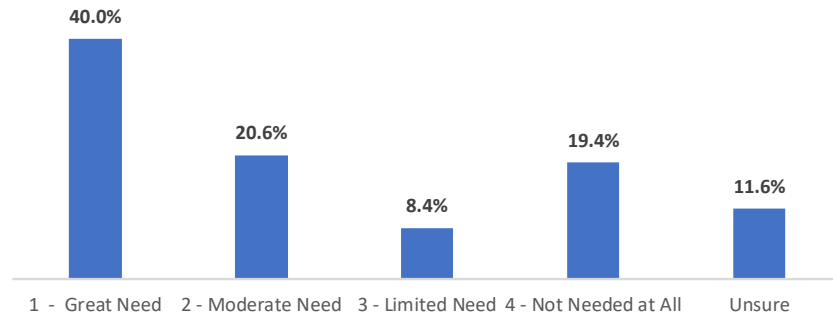
62.6% of Clients believe there is a Moderate to Great Need for Financial Education.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 39. Perception of Need for Credit Counseling Services

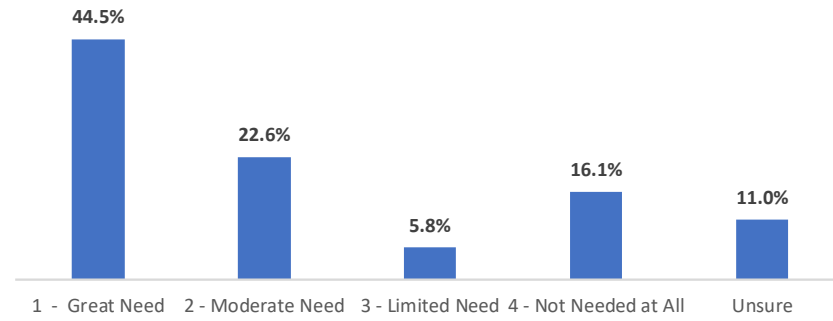
60.6% of Clients believe there is a Moderate to Great Need for Credit Counseling.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 40. Perception of Need for Home Weatherization Services

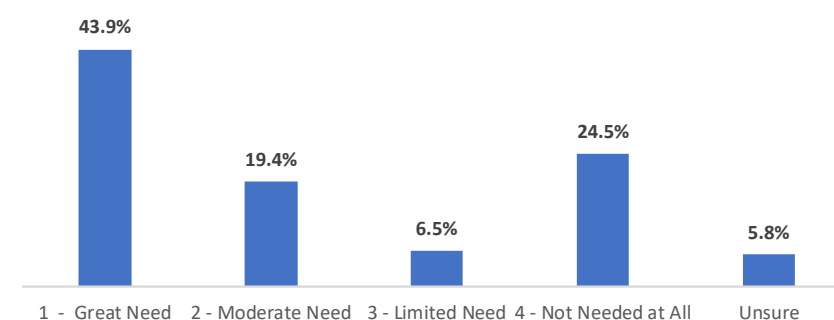
67.1% of Clients believe there is a Moderate to Great Need for Home weatherization or weatherization services.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 41. Perception of Need for Removal/Repair for Vacant or Condemned Homes

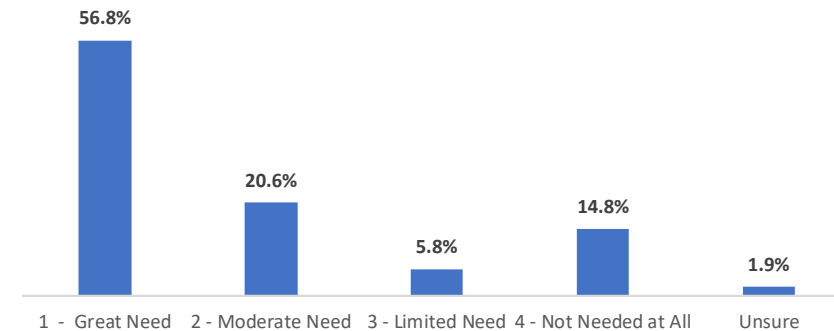
63.2% of Clients believe there is a Moderate to Great Need for Removal/repair for vacant or condemned houses.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 42. Perception of Need for Utility Assistance Services

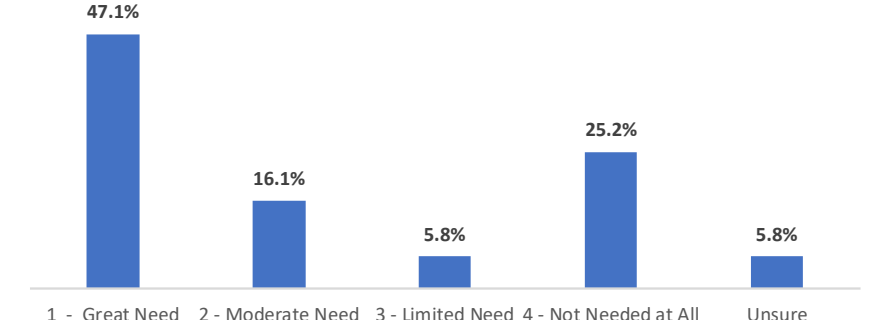
77.4% of Clients believe there is a Moderate to Great Need for Help for people who can't pay their utility bills.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 43. Perception of Need for Homeless Shelter Services

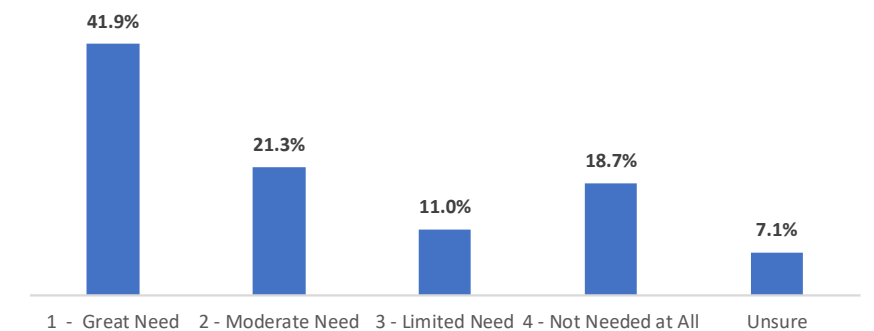
63.2% of Clients believe there is a Moderate to Great Need for Homeless Shelter/Services.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 44. Perception of Need for Healthy Relationships Programs/Classes

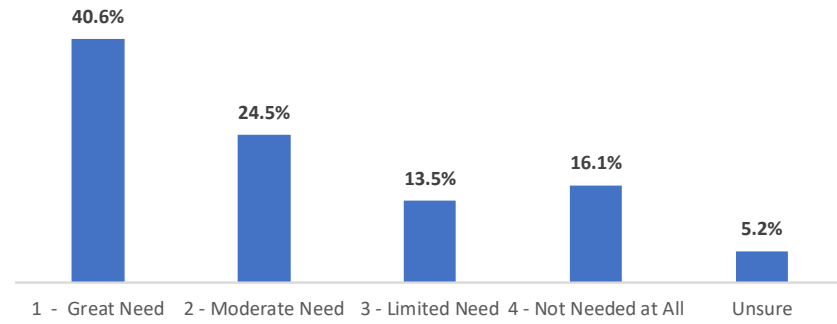
63.2% of Clients believe there is a Moderate to Great Need for Healthy relationships programs/classes.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 45. Perception of Need for Support Group Services

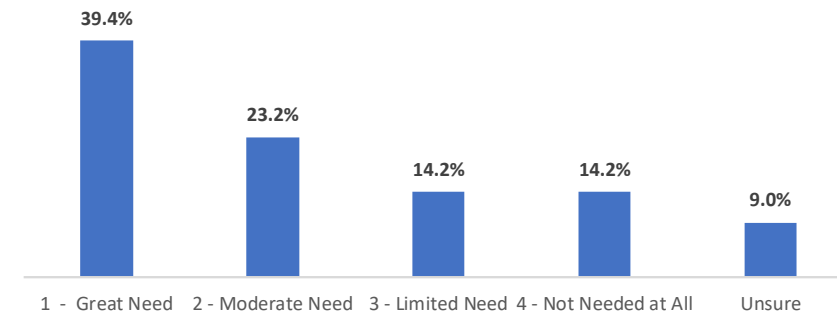
65.2% of Clients believe there is a Moderate to Great Need for Support Groups.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 46. Perception of Need for Nutrition Education Services

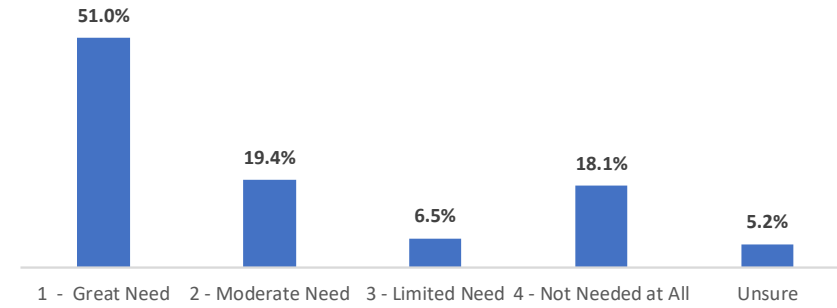
62.6% of Clients believe there is a Moderate to Great Need for Nutrition Education.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 47. Perception of Need for Reliable Transportation Services

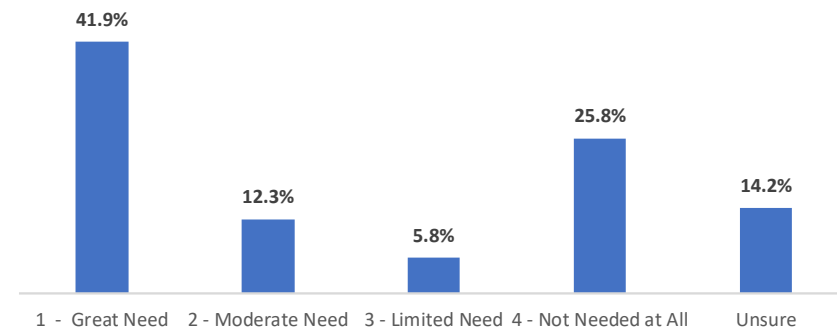
70.3% of Clients believe there is a Moderate to Great Need for Help for people in need of reliable transportation.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 48. Perception of Need for Transitional Housing for Addicts Services

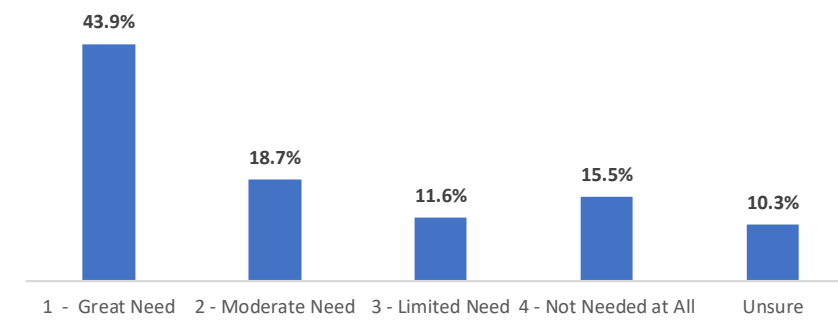
54.2% of Clients believe there is a Moderate to Great Need for Transitional housing for addicts.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 49. Perception of Need for Financial Asset Building Education Services

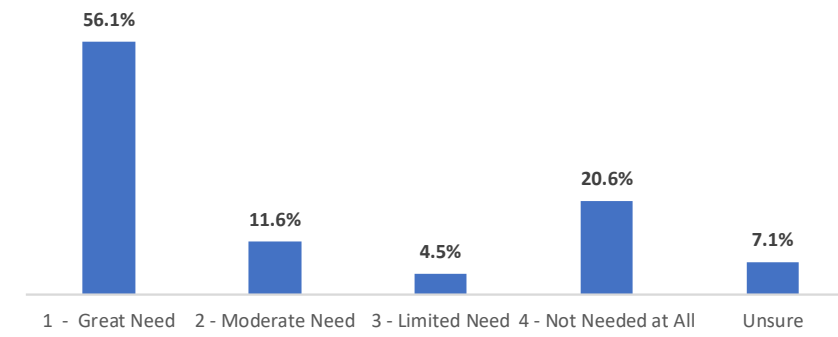
62.6% of Clients believe there is a Moderate to Great Need for Help for people to build financial assets.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 50. Perception of Need for Mental Health Services

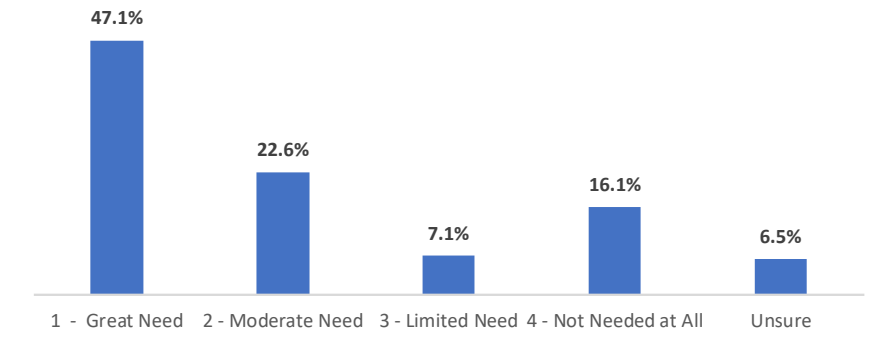
67.7% of Clients believe there is a Moderate to Great Need for Mental Health Services.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 51. Perception of Need for Mortgage/Rent Assistance Services

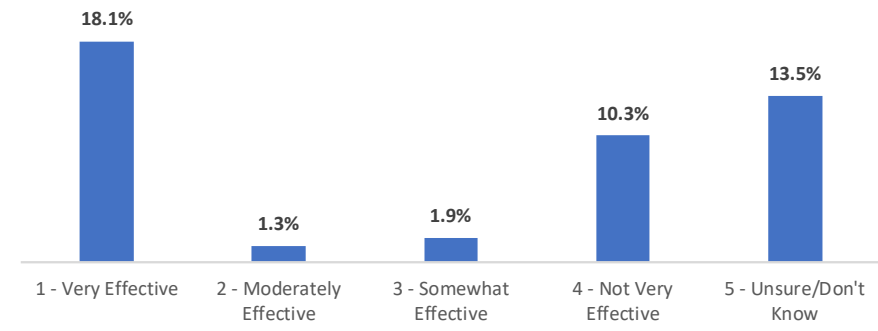
69.7% of Clients believe there is a Moderate to Great Need for Help for people who are unable to pay their mortgage/rent.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

Figure 52. Perception of Effectiveness of CAA Services

19.4% of Clients believe Community Action Agency (CAA) program or services received are Moderately to Effective.



Source: Indiana Community Needs Assessment Supplemental Client Need Survey SPSS Outcomes Report, July 2018.

### Perceptions of Service Delivery

This section is concerned with client perceptions of service delivery to meet the basic needs of residents in the CAA service areas.

#### SHARING ABOUT CAA’S WITH THEIR COMMUNITY

When the clients describe the services of Community Action Agencies in the community, they mentioned speaking highly of the organization and the services, even describing them as vital. When the resources of the action agency fall short, the clients recognize that some help has been given. Long-time clients mentioned both times of particular crisis when the agency helped, as well as ongoing development services such as GED classes.

“Real Services is a company that can help anybody from any ethnicity group, no matter what working class you are in, they are there to help you.”

“If it’s real hot out and you don’t have a fan, they give a fan out, like a twenty-inch fan, box fan to people. It’s just one per household, but at least it’s something.”

“I would say it’s very vital to the community, because right now, I’m doing well, but there was a time when we needed all of their services and they provided so much. . . When I started to do better, I started to pay more bills, so I did more money management programs then.”

“I think it’s a really, really great program. My kids personally have benefited a lot from it. I think there is more than they could be doing. As working more as a team, instead of everybody separate. But other than that, I really like the program.”

“It’s a good program to get your children in from birth up until three years old. I love that they talk to my children and they help me find resources if I’m needing anything.”

#### INDIVIDUAL, FAMILY AND COMMUNITY DESCRIPTIONS

Not surprisingly, the individuals, families and communities served by Indiana’s action agencies are diverse and multi-faceted. Most clients describe themselves as individuals who work hard. Some are working parents, and others stay home to care for children. They mentioned low wages, as low as \$7.25 (Indiana’s minimum wage) per hour, as well as the rising cost of housing as a reason for needing assistance. Others are prevented from working because of physical impairments including bed rest while pregnant, physical complications from dwarfism, a stroke, blurred vision and the recovery from substance addiction. Families were most commonly described as being normal, chaotic and busy. Some communities were described as racially diverse, others as very rural and aging. Clients consistently affirmed the importance of working hard in both individual and community descriptions.

“I’m about to start working two jobs just to be able to pay my bills on time. A forty hour a week job...so I’ll have 80 hours a pay period from one job and then 20 to 24 from another job. So, I’ll be putting in over 100 hours of work in two weeks to be able to pay my bills.”

“Well, family is so important. Even though I have had a job, I prayed about then that there would be a time where I could be more available to my children. So, my husband was able to get a job at the time, he had a \$10 an hour job and I had a \$7 an hour job, and then God provided and he had a \$17 an hour job, so it was able to let me not have to do that.”

"Pretty great, we have a lot of littles, so I guess chaotic and a hectic. But, it’s pretty good; we do pretty well as a family. Both my husband and I are recovering addicts, so we are a big part of the recovering world, our recovery community and also with our church community. . . We came from a rough past and [now] we are in a good place.”

“I just don’t have any help at all. My mom and dad have passed away. Both my boys won’t even speak to me, through the divorce they turned against me. I just...there’s no one.”

“Oh, my community is a quiet community. It is universal, it’s a bunch of different races and age groups. . .”

#### MATCHING SERVICES TO COMMUNITY NEEDS

While recognizing the limitations, clients are generally pleased with how the services of Community Action Agencies meet community needs. Transportation was the most commonly identified need that is not being met by community action agencies. This lack of transportation often prevented individuals from accessing services. Another difficulty

was the complexity of paperwork, and the requirements regarding documents. Clients mentioned that they needed to access services in part because of their disabilities, and the burden of paperwork was overwhelming to them, especially in light of their physical impairments. The ability to access services from home or via the internet would also reduce the difficulty.

Other clients focused on the services provided by a life coach. Life coach services were repeatedly commended, and clients voiced their hope that the service would become available to more people. Even after individuals became financially stable and exceeded the income guidelines for basic services, they desire access to life coaching in order to continue to grow and succeed. Increased opportunities for professional training was a similar request.

Other suggested improvements include making services available in emergencies, without a long waiting period; making services available to families just over the poverty threshold; and coordination and communication between service providers in order to provide consistent quality of services.

“I feel like a lot of people might need a life coach... somebody to help them transition, because the person that helped me out is the one who got me in the budgeting classes. She was the one giving me the different options for schooling . . and what steps I needed to go forward.”

“It just depends on if I was to have a major set back, I would hope that they would be there to assist me or help me. But I know that, from my experience with them, that it’s not going to happen right away.”

“ They said it was a 2-year waiting list and I’ve been on it for more than that. You know, I can’t help that when we got the house that the people had taken the back door off, they broke windows, you know, tore the place up and everything.”

“I would love public transportation, like a city bus, that would be amazing! Because you don't know how many people around here have trouble getting to doctor's appointments and things like that.”

“...In Evansville, they have a bus system. If you have Medicaid, they only charge you \$0.50 to get on the city bus and that would help tremendously around here. There are so many people who do not have transportation especially elderly.”

“When I first became a single mom, before I got my food stamps, that helped me out a lot, because I was on bed rest. So, I wasn’t working at all. So, any food I was getting, I was getting from them.”

**GAPS AND OVERLAP IN THE PROVISION OF SERVICES**

Clients underscored the need for transportation by mentioning the lack of effective busing for Head Start programs, as well as inaccessibility of local food pantries. Food pantries abounded, but the limited hours and lack of transportation made them difficult to access. In some counties there were still multiple agencies as well as the township trustees that assisted with rent and utilities, but in many the Community Action Agencies alone provided this service. Finally, clients encouraged the agencies to advertise their services in order to minimize perceived gaps within the community.

“ [In Head Start], they didn’t have a bus until this year and it didn’t start for months after school started. They only have two drivers, no backup drivers. So, we get phone calls or texts the night before or the morning of saying, there is no bus route for one of the buses for a day or more. . . “

“I can go there [The Senior Citizen’s Center] on Tuesdays and Thursday’s. But with their hours, I can’t get anybody to take me during that time to get [food].”

"Well, there’s another program that helps with, like, your daycare vouchers and stuff, if you need daycare assistance. There’s other facilities that help with different things but that’s the only one that does utilities and then there was one that did rent, they don’t do that anymore. Salvation Army doesn’t help with rent any more. So that is one thing I’ve noticed that Kosciusko County doesn’t have anymore because we don’t have the Salvation Army doing rent assistance.

“If you go there they give you a list of places and a lot of the churches that have food pantries for people. They’ll give you a list of places that will help you. . .”

“There are not a whole lot of resources around here.”

**IMPORTANT SERVICES FOR FAMILIES**

Clients mentioned Head Start, rental and utility assistance, and food as the most important services for their families. Those involved in Head Start received wrap-around support for the needs of their families, including vehicle assistance and parental coaching. More than one recognized that all of the services provided were needed equally, at varying times.

“ I’m going to say Head Start just simply because Head Start was the stepping stone that got me into the Community Action program. So, it was like a liaison. So, whatever need that I needed, because at first, I did not know about the Community Action program. Head Start helped me to know about it. So, they were...they would say oh yeah, we have this program, and we have this program, and we can help you here and we can help you there, and then somebody would always say, well you can go and talk to this person or I could send you across the hall to this person. So, once I got connected, all the doors opened up.”

**SUCCESS STORIES OF NEEDS MET**

“For me personally, the program has helped me. Like during the winter time when checks are tight, I need help with utilities. They not only help me with energy assistance, they have a program where if you pay a certain amount of money on your gas bill, they will match you for the winter months.”

“... Somebody came into the house and they would help me cook meals and they would let me know how to fix healthy meals and fix things that the kids would eat.”

“I’ll tell you this, the one time I did have a tragedy and between Lawrence and CAP8, they paid my rent. . . the lady in my rent office said, ‘What did you do? How did you do it? She said that nobody that lives here, anytime, anytime they go up there, they never get approved.”

“They are very organized, and they know where to call, or who to get a hold of or put you in touch with for different needs.”

“How they have successfully met my needs? Well, yeah, anything I pretty much need, they help me with, you know, within reason. . . When I was pregnant with my son, I was having some issues with my pregnancy and they would drive a couple of hours to take me to my appointments because I had to go see a specialist. They were there, they came and visited me after I had my baby and they brought me a diaper bag.”

**STORIES OF NEEDS UNMET**

“There is no example of whenever they have not met any need. Everything that I have ever needed they helped, and more so, no.”

“Well, I was on bedrest for three months. . . but they were only able to help with utility assistance once. They only help with utility assistance once a year. So that was hard for me because I had no way to pay the bills.”

“. . . A family and a wife and two kids, if he makes more than two thousand dollars a month, he won't qualify for help. And if he's at two thousand and fifty dollars, that fifty dollars put him over the limit. He could probably use the help, but, you know, they have it set up that way for a reason, to help more people under that [amount].”

"I was trying to get [my daughter] into school and there was no help... I needed help with the grant writing or to find a program that will help her get into school. She was A's and B's. She carried a 3.8 grade point average all through school. It was so hard for me to find the right scholarships or programs to help send her to the school that she wanted to go to.”

“They didn't really have that many jobs to offer. You know like a job placement and stuff like that. It was very limited.”

“I have three windows that aren't there. I have a back door finally but it's just lying there. I don't know how to put the door on to make it fit. I mean, I don't even know if it's right for the back door. So, you know it's a lot of stuff like that, that needs done.”

**VIEWS OF STATE GOVERNMENT**

Clients recognize that the services provided are limited due to a lack of funding from the government. They perceive that the United States has increased aid to support other countries, while limiting the funds that provide social services in local communities. Clients recommend providing more funding for Community Action Agencies, mainly in order to make the programs available to more people. They also voice concerns about the agencies coordinating with other state programs, such as 211.

“Now my children are seeing all these people sleeping on the streets. If the government can go help other countries, how come we can't help our own? That's how I look at it.”

“I think they've helped us to grow, like I said, when we started out, we were staying in housing and now we have a house. And now we're on the verge of purchasing the house...”

**ACCESS TO SERVICES**

The process for accessing services across Community Action Agencies varies widely. Some clients report being able to come into the agency and request services without an appointment. Others can call in and

person. Certain applications are available online and through the mail; while rent and utility assistance usually take two to three appointments to fulfill the necessary requirements. Staff members will at times visit a family in their homes, especially to enroll for programs that involve mothers and young children. Clients suggested more applications available online or via mail, as well as making sure that phone lines are staffed during the listed call-in hours. Once clients are enrolled in a program, they report consistent access services, attention and help.

“When I was younger, a lady had told me about family development and was like, ‘you would qualify for that, you have a daughter, you're young, apply for it, fill it out.’ I filled it out. I didn't think twice about it. And then a caseworker named Janet called me and was like, hi, this is Janet from Community Development; you qualify for services. And that's how I got in the program.”

“So, I make the 20-minute trip to set the appointment then I have to make a 20-minute drive back that way and then to actually get to my appointment and then I have to make a third trip back there to confirm that I was able to pay my portion before they'll pay their portion.”

“You have to come early in the day, especially with energy assistance, because everybody is trying to get energy assistance. . . and usually, if you had all your paperwork, then you could come that same day and they would give you a pledge. And then they would direct you if you needed more money, they would give you directions to the trustee's office or the Salvation Army. . .”

“I wish that instead of me doing the running every year to have to get all this stuff together, that they could look and see that I've been [in the program] and put me back on it, because with that mild stroke that I had ...I can't remember where I put my birth certificate, my social security card, I have to go get all of this stuff every year all over again.”

“Well, I text her teacher. . . Any time I needed a ride, I'd just text her and she said okay, we will be there, and that's how that works.”

**VOLUNTEERING WITH OTHER COMMUNITY GROUPS**

Aside from receiving services, clients are also volunteers at various nonprofits and community agencies. This volunteerism has often resulted after the clients living situations become more stable, and they feel gratitude for the help they received.



“ I volunteer at the Recovery Recreational Center here in Crawfordsville, I volunteer at the Head Start. I do volunteer work during the summer for our church, just at different agencies or other people’s houses.”

“But I think we should all be doing something that is beneficial to help each other to grow. “[What if] some moms and I got together, cooked together? Freezer meals are helpful. Maybe help one another do the laundry, you know, just coming together as a community...”

**ASPECTS OF CUSTOMER SERVICE**

Clients were impressed with the quality of customer service they receive from the Community Action Agencies. Particularly in the life coaching or wrap-around type of services, staff members paid personal attention to the clients, and made themselves available via texting. Clients described these staff members as being more like a friend than a government programs officer. Staff who assisted clients at the field offices were also noted for their compassion and patience with clients.

“The lady that I work with. She is amazing. She helps me everywhere, and in anything that I need, she always in the office and I ask for her.”

“You don’t have to call and make an appointment with the county, you just stop in...and talk to them.”

“Last week I was supposed to have an appointment on Monday and she got the flu and was out all week. But I told her that I really wanted to go to this job fair in Fort Wayne and I just don’t have the gas. She contacted a supervisor while she was out sick, and her supervisor had agreed to meet me at a certain time at the office, so I could. . . get my gas voucher. So, I was able to go to that job fair.”

**PERSONAL IMPACT ON CLIENTS’ LIVES**

Community action agencies impacted the lives of their clients. In light of the stories of participant interviewees, these impacts were mostly positive. Clients noted the role of setting and achieving goals with the help of the agencies, transitioning out of difficult financial situations, and the education of their children as primary impacts. Implicit in this life change has been the relationships with agency staff. Clients also mentioned, however, a strong motivation to never again need certain services, particularly those provided by the township trustees. Trustees were perceived to not want to genuinely help clients, to question their dependency on social services, and to provoke shame. Other clients stated that even when they were denied services, it was good to know an agency existed for the purpose of helping in their community.

“ I'm graduating in 19 days and then I graduate again next May and all of these are goals that I wanted and I got them with their help.”  
 “They have been very vital to my family.”

“My kids’ dad and I separated because I was just kind of depressed, I didn’t want to do anything . . . Now I am meeting my goals, and it’s just a good feeling.”

**RECOMMENDATIONS FOR IMPROVING THE PROVISION OF SERVICES**

**Awareness:** Clients recommended increasing the awareness of human services available. Individuals believe providers could try informing the public of their services through the radio/news, signs, email, public bulletins and booklets, and community meetings. Additionally, clients noted that individuals need to be informed of services well before the application deadline.

“I think there isn't always a great awareness of the resources in the community.”

**Access:** Clients provided a number of recommendations to improve access to human services. Individuals believe there needs to be an easier application process and less strict qualifications as well as quicker response times to “shorten the waiting period.” Clients suggested offering flexible office hours for working families, “over the phone interviews,” and online applications may make services more accessible.

“Provide services outside of regular 8:30am to 4:30pm hours. It is hard to take off work to come and apply for assistance. The Head Start program enrolls in the evenings to support working families.”

**Childcare:** Clients highlighted childcare as one of the primary needs within human services. Individuals recommended getting a daycare or Head Start program to help working parents and single parents. However, clients noted the need for affordable childcare or “more childcare payment options” as well.

“There is a great need for childcare needs, providers as well as finances.”

**Education/Training:** Clients identified education and training as areas of human services that need to be improved. Individuals believe there is a need for more job training and felon training, programs for single mothers, and computer and spirituality classes to “help clients achieve their goals.” Moreover, clients called for better teachers and education programs with a role model component to prepare adolescents for the future.

“More programs to help single mothers further their education, while still trying to work and provide for their children.”

“Keep a routine rotation of class options every month.”

**Staffing:** Clients desired improvements in human services staffing. Individuals noted that human services’ staff could improve customer service and knowledge of services. Clients recommended hiring more staff to allow for more “one on one contact.”

“Have more workers for clients to talk to.”

**Utilities/Bills Assistance:** Clients recommended improvements to utilities and bills assistance associated with human services. Individuals believe it should be easier to apply for utility and rent/mortgage payment assistance programs and that people should be notified whether or not they will receive the help sooner. In addition, clients want heating assistance services to begin earlier in the winter.

“Make it easier somehow to sign up again for the utility programs.”

**Communication:** Clients believe human services agencies need to improve communication. Clients requested a list of “updated hours for surrounding agencies” and updated resources, an easier way to check application statuses, and a means of “communication other than technical.” Individuals suggested informing clients of the 211 phone number, sending email alerts, and providing information in pamphlets at churches, libraries, etc.

“Communication other than technical (computers, tech). Way for people to know there's a 211 phone # for them to call.”

**Location/Transportation:** Clients identified the location of human services agencies and transportation as barriers to receiving assistance. Individuals recommended finding a transportation solution for seniors and people who do not drive, but clients also believe opening more offices would make it easier to get to agencies. However, clients believe helping with vehicle repairs and insurance would improve transportation as well.

“One of the best programs that came to Kokomo is the Trolley and the Senior Citizen buses.”

**Funding:** Clients believe increased funding would improve human services. Individuals suggested that increased funding could be used to “expand services,” build more business, or assist children’s education.

“More funding to expand services.”

**Housing:** Clients identified housing as an area of human services that requires improvement. Individuals noted the need for more affordable housing options for seniors, single adults, and low-income households.

“More senior/ low income housing.”

**Community:** Clients observed that a sense of community was missing from human services. Multiple individuals believe agencies need to “take a closer look at needs,” “check on people,” and “follow up with families.” Clients recommended implementing support groups, follow up phone calls, better referral processes, and community meetings set by group calendars.

“Spending more time with clients to make sure that they are on track with their goal.”

“Refer families to other programs. Not just the one needed at the time.”

**Weatherization/Home Repair:** Clients recommended improvements to weatherization and home repair within human services. Individuals noted homeowners need assistance with flooring, windows, flooded basements, and ramp installment.

“Windows, a lot of people need new windows and frames.”

**Health Services:** Clients highlighted that health services need to be improved within human services. Individuals recommended implementing dental care, medical massage, senior caregiver programs, addiction rehabilitation, and general counseling for seniors, persons with disabilities, and low-income groups.

“Develop more programs for caregivers of Alzheimer's.”

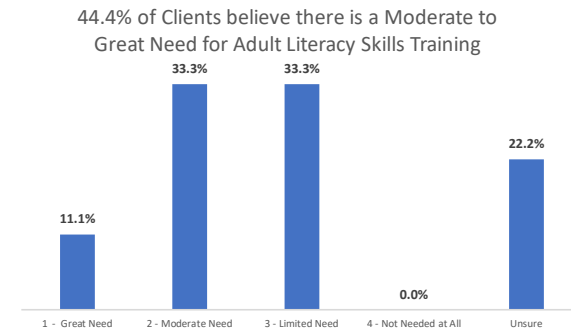
**Food assistance:** Clients pinpointed food assistance as an area of human services that warrants improvement. Individuals called for “easily accessible food banks” and help for families that do not qualify for food assistance programs. Moreover, clients recommended the “meals on wheels program” and opening more food pantries.

“Provide food assistance for families who do not qualify for SNAP (like myself, I make barely more than the income requirements and could still use the help).”

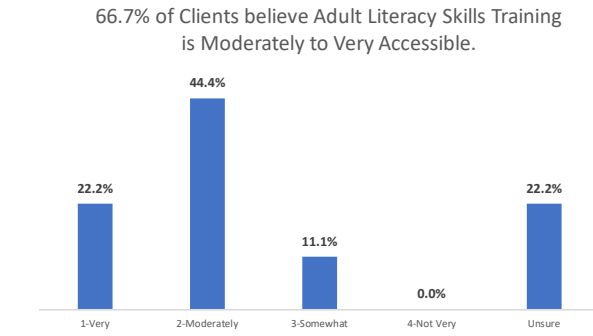
APPENDIX I. Child Services and Family Support/Outreach

4a. Child Services and Family Support/Outreach: Adult Literacy Skills Training

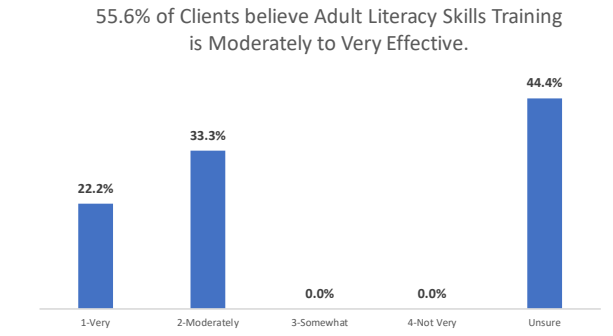
PERCEPTION OF NEED FOR SERVICES



PERCEPTION OF ACCESSIBILITY OF SERVICES



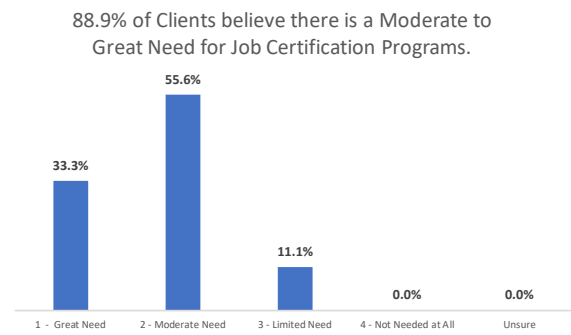
PERCEPTION OF EFFECTIVENESS OF SERVICES



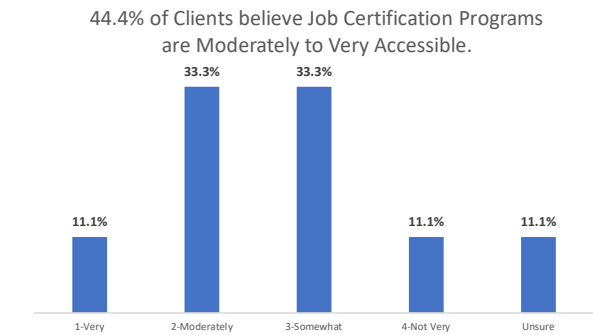
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

4b. Child Services and Family Support/Outreach: Job Certification Programs

PERCEPTION OF NEED FOR SERVICES



PERCEPTION OF ACCESSIBILITY OF SERVICES



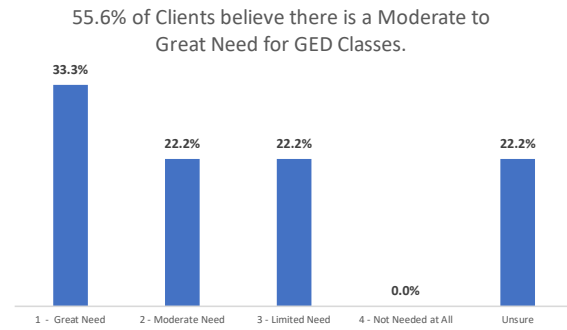
PERCEPTION OF EFFECTIVENESS OF SERVICES



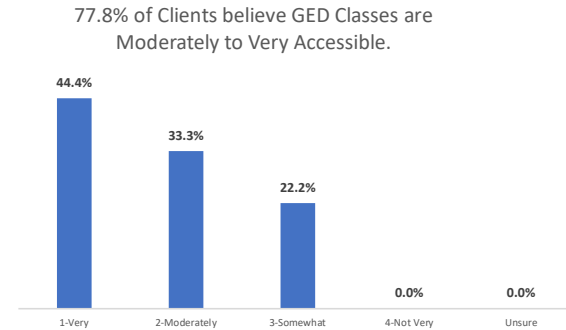
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**4c. Child Services and Family Support/Outreach: GED Classes**

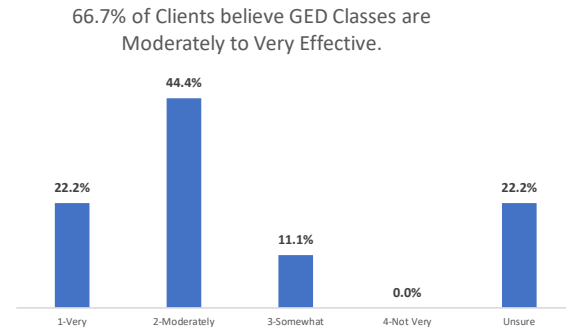
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PERCEPTION OF ACCESSIBILITY OF SERVICES



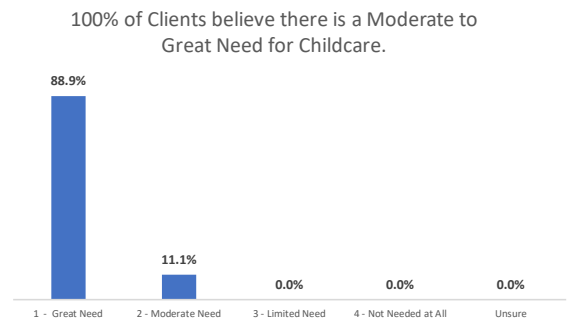
PERCEPTION OF EFFECTIVENESS OF SERVICES



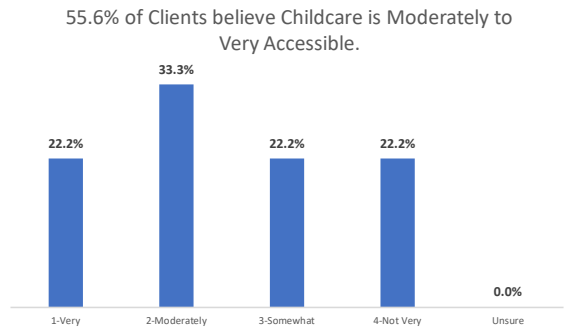
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**4d. Child Services and Family Support/Outreach: Childcare**

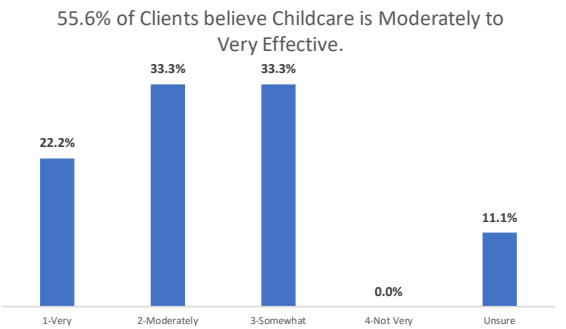
PERCEPTION OF NEED FOR SERVICES



PERCEPTION OF ACCESSIBILITY OF SERVICES



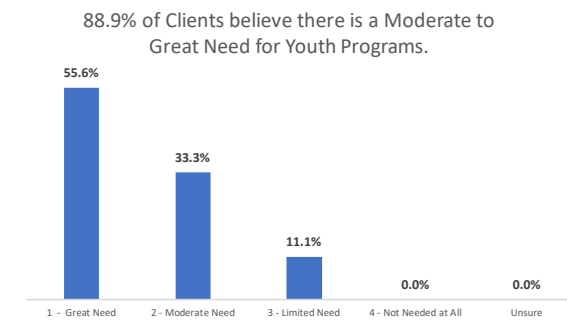
PERCEPTION OF EFFECTIVENESS OF SERVICES



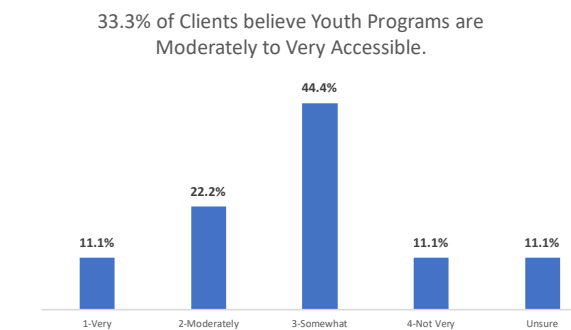
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**4e. Child Services and Family Support/Outreach: Youth Programs**

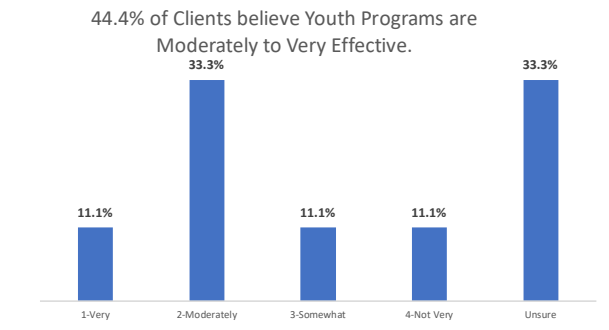
PERCEPTION OF NEED FOR SERVICES



PERCEPTION OF ACCESSIBILITY OF SERVICES



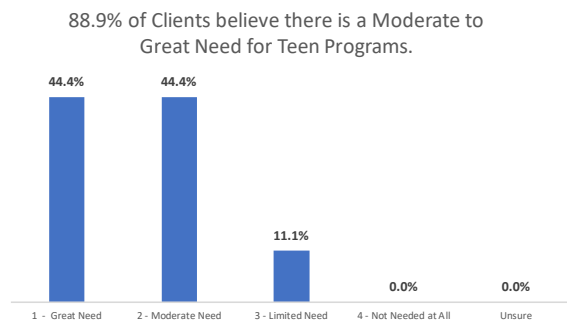
PERCEPTION OF EFFECTIVENESS OF SERVICES



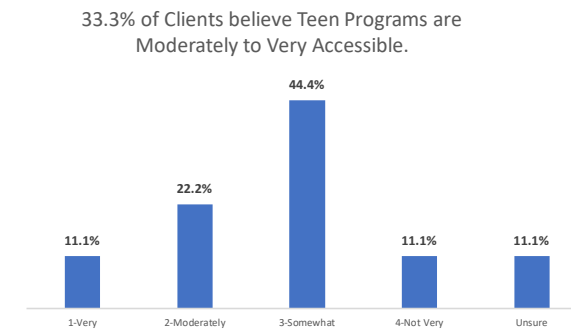
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**4f. Child Services and Family Support/Outreach: Teen Programs**

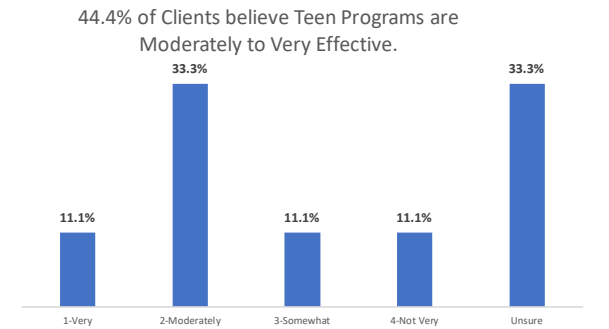
PERCEPTION OF NEED FOR SERVICES



PERCEPTION OF ACCESSIBILITY OF SERVICES



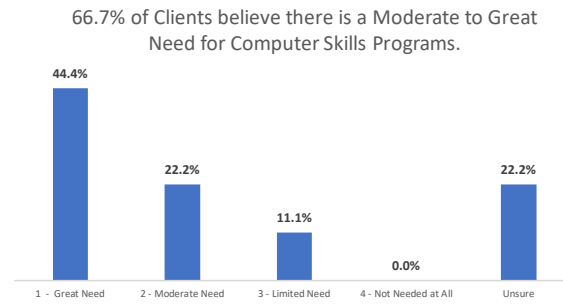
PERCEPTION OF EFFECTIVENESS OF SERVICES



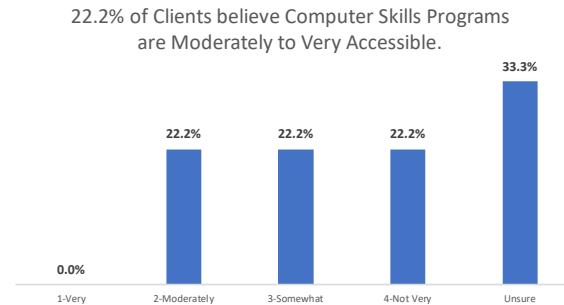
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**4g. Child Services and Family Support/Outreach: Computer Skills Training**

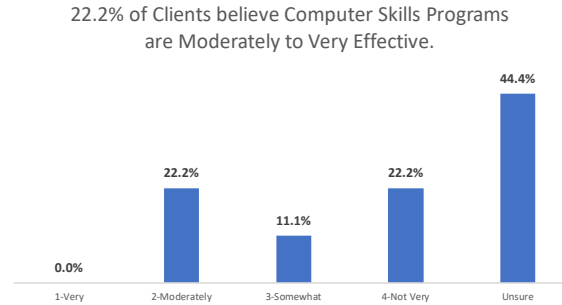
PERCEPTION OF NEED FOR SERVICES



PERCEPTION OF ACCESSIBILITY OF SERVICES



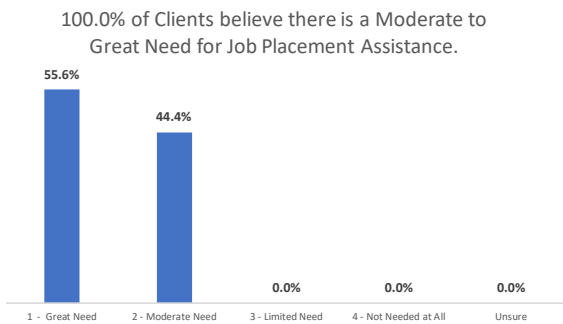
PERCEPTION OF EFFECTIVENESS OF SERVICES



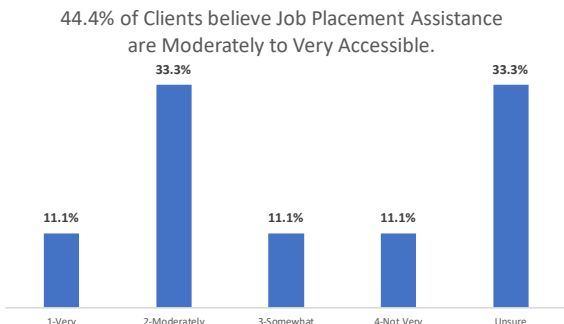
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**4h. Child Services and Family Support/Outreach: Job Placement Assistance**

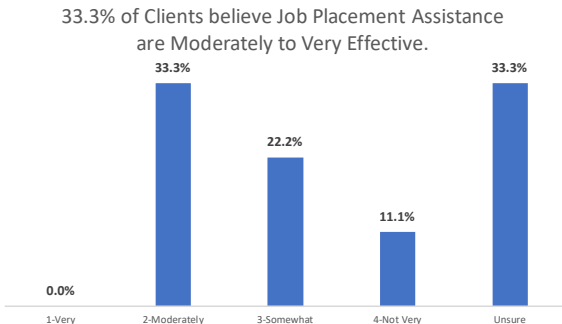
PERCEPTION OF NEED FOR SERVICES



PERCEPTION OF ACCESSIBILITY OF SERVICES



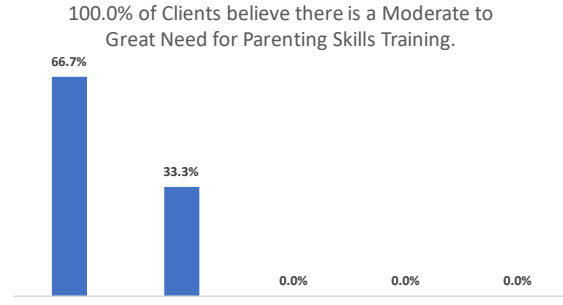
PERCEPTION OF EFFECTIVENESS OF SERVICES



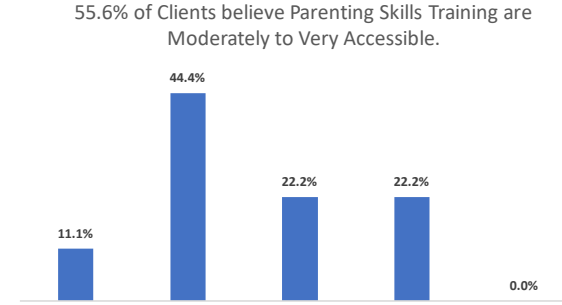
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**4i. Child Services and Family Support/Outreach: Parenting Skills Training**

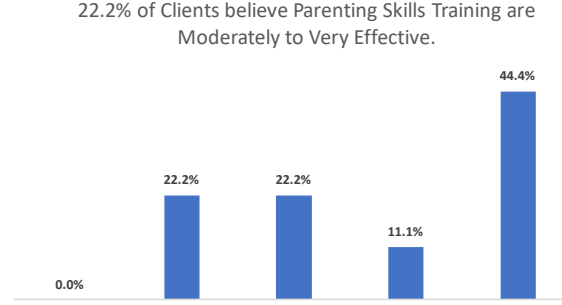
PERCEPTION OF NEED FOR SERVICES



PERCEPTION OF ACCESSIBILITY OF SERVICES



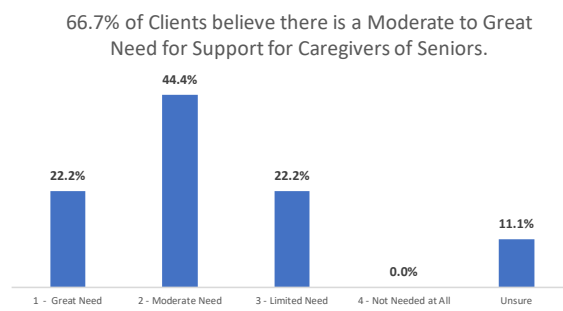
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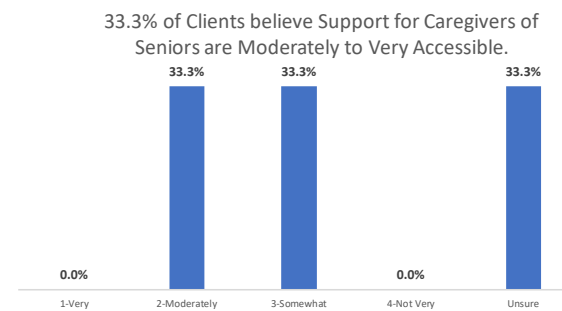
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**4j. Child Services and Family Support/Outreach: Support for Caregivers of Seniors**

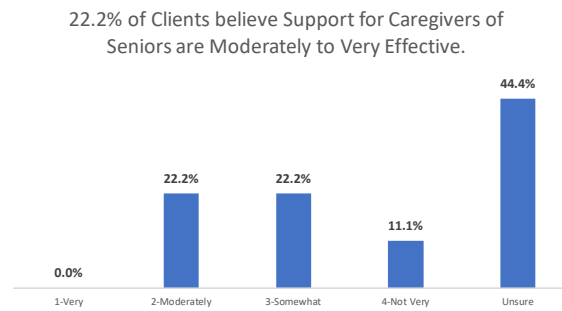
PERCEPTION OF NEED FOR SERVICES



PERCEPTION OF ACCESSIBILITY OF SERVICES



PERCEPTION OF EFFECTIVENESS OF SERVICES



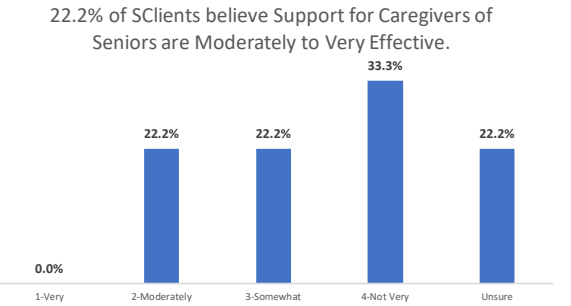
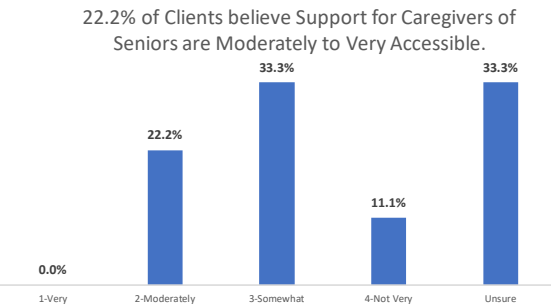
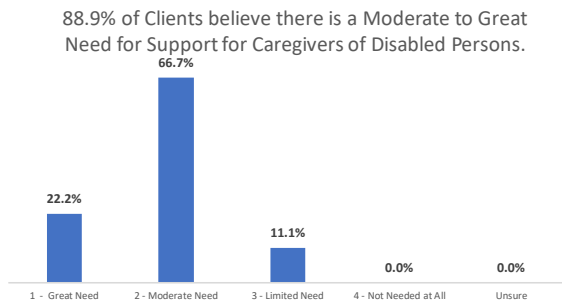
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**4k. Child Services and Family Support/Outreach: Support for Caregivers Disabled Persons**

PERCEPTION OF NEED FOR SERVICES

PERCEPTION OF ACCESSIBILITY OF SERVICES

PERCEPTION OF EFFECTIVENESS OF SERVICES



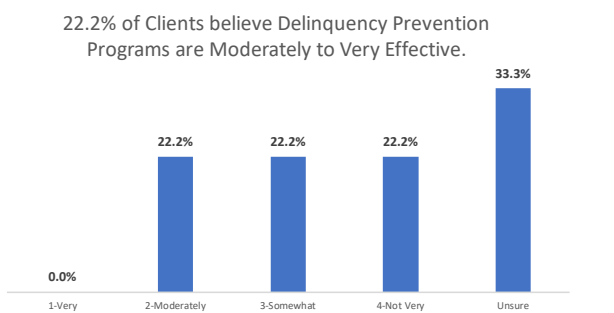
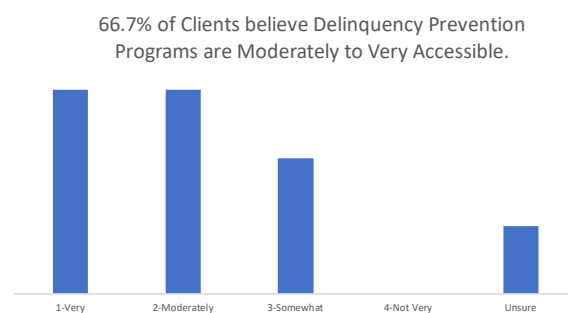
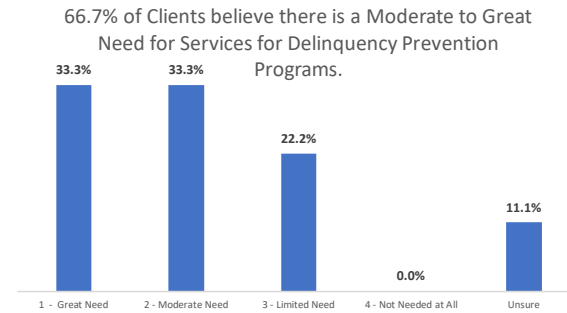
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**4m. Child Services and Family Support/Outreach: Delinquency Prevention Programs**

PERCEPTION OF NEED FOR SERVICES

PERCEPTION OF ACCESSIBILITY OF SERVICES

PERCEPTION OF EFFECTIVENESS OF SERVICES



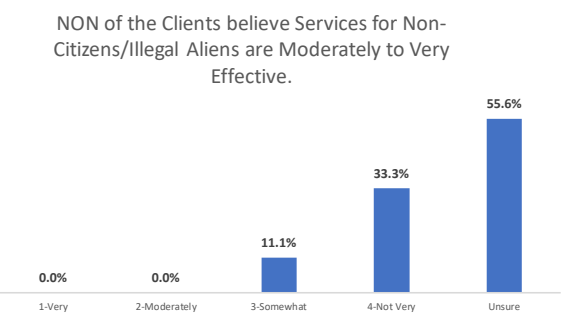
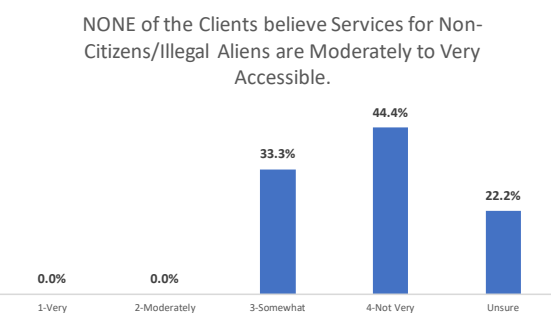
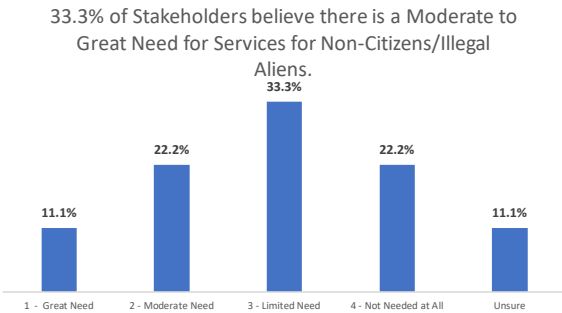
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**4l. Child Services and Family Support/Outreach: Services for Non-citizens/Illegal Aliens**

PERCEPTION OF NEED FOR SERVICES

PERCEPTION OF ACCESSIBILITY OF SERVICES

PERCEPTION OF EFFECTIVENESS OF SERVICES



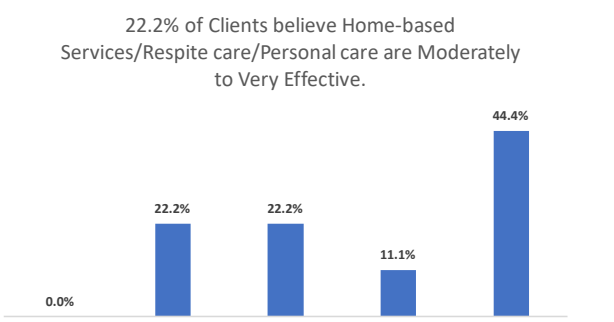
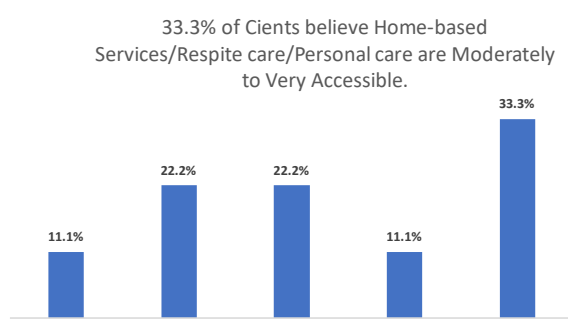
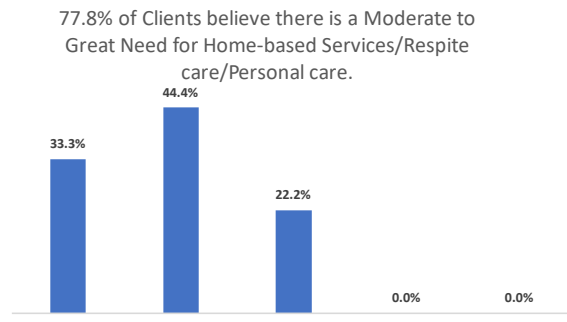
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**4n. Child Services and Family Support/Outreach: Home-based Services/Respite Care/Personal Care**

PERCEPTION OF NEED FOR SERVICES

PERCEPTION OF ACCESSIBILITY OF SERVICES

PERCEPTION OF EFFECTIVENESS OF SERVICES



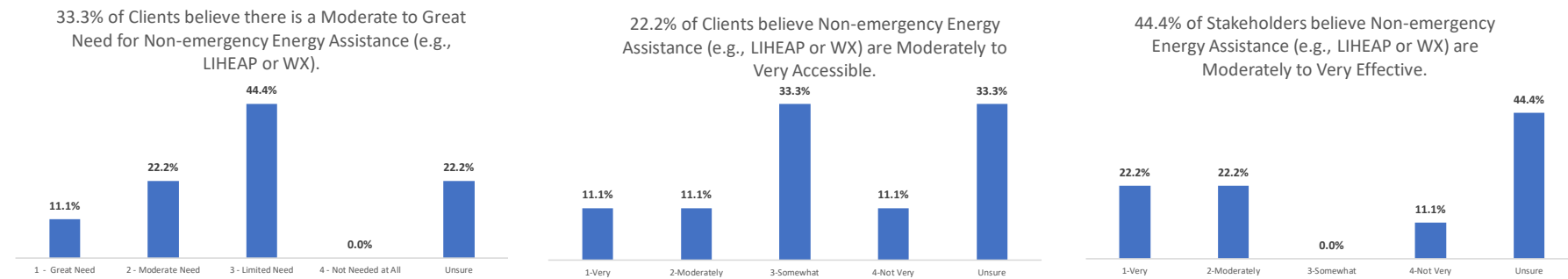
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**4o. Child Services and Family Support/Outreach: Non-emergency Energy Assistance (e.g., LIHEAP or WX)**

**PERCEPTION OF NEED FOR SERVICES**

**PERCEPTION OF ACCESSIBILITY OF SERVICES**

**PERCEPTION OF EFFECTIVENESS OF SERVICES**



Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**4p. Child Services and Family Support/Outreach: Other**

Approximately 11% of Clients noted the following in the “Other” category regarding the need, accessibility, and effectiveness of child services and family support/outreach efforts:

- Community involvement
- Accessible and affordable transportation (e.g., For those without transportation, easily accessible and affordable rides to grocery store or to run errands)
- Transportation funding assistance for single adults (e.g., help with getting a car to get to work)
- Help for low income families with mentally handicapped children
- Transportation

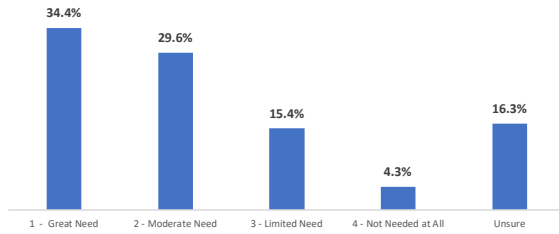
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**APPENDIX II. Healthcare**

**5a. Healthcare: Primary/Preventative Medical Care**

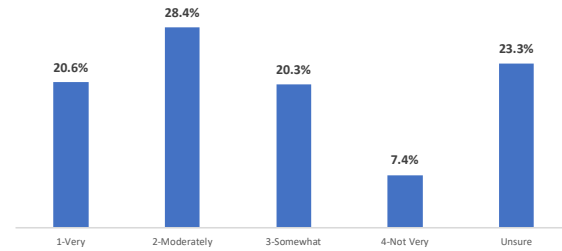
PERCEPTION OF NEED FOR SERVICES

64.0% of Clients believe there is a Moderate to Great Need for Primary/Preventative Medical Care.



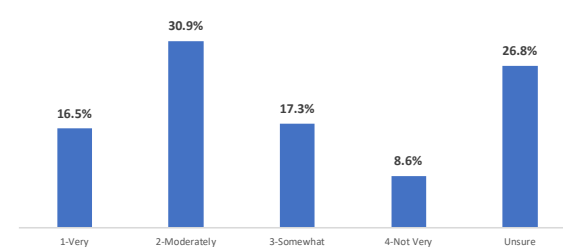
PERCEPTION OF ACCESSIBILITY OF SERVICES

49.0% of Clients believe Primary/Preventative Medical Care is Moderately to Very Accessible.



PERCEPTION OF EFFECTIVENESS OF SERVICES

47.4% of Clients believe Primary/Preventative Medical Care is Moderately to Very Effective.

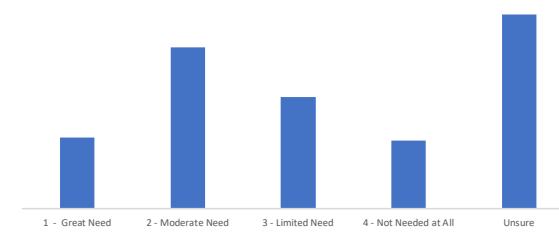


Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**5b. Healthcare: Specialty Care**

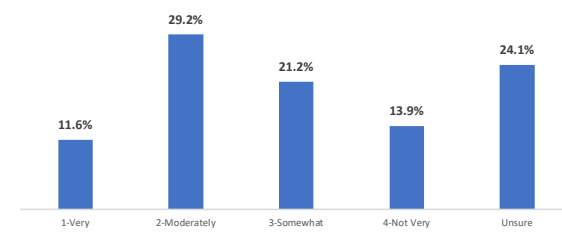
PERCEPTION OF NEED FOR SERVICES

38.4% of Clients believe there is a Moderate to Great Need for Specialty Care.



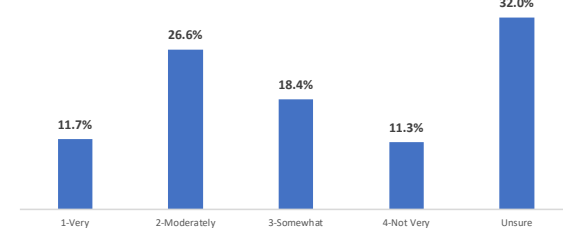
PERCEPTION OF ACCESSIBILITY OF SERVICES

40.7% of Clients believe Specialty Care are Moderately to Very Accessible.



PERCEPTION OF EFFECTIVENESS OF SERVICES

38.4% of Clients believe Specialty Care are Moderately to Very Effective.

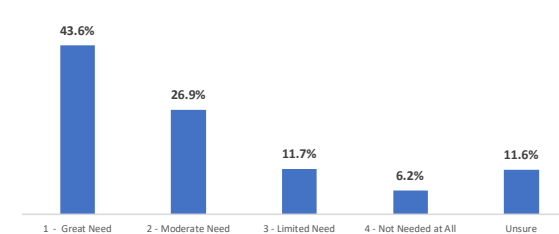


Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**5c. Healthcare: Prescriptions**

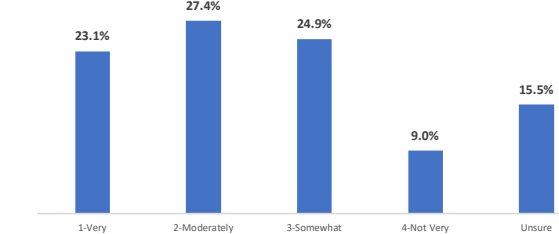
PERCEPTION OF NEED FOR SERVICES

70.5% of Clients believe there is a Moderate to Great Need for Prescriptions.



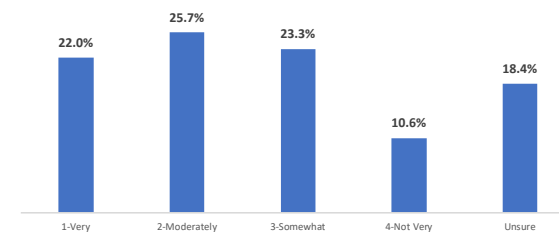
PERCEPTION OF ACCESSIBILITY OF SERVICES

50.6% of Clients believe Prescriptions are Moderately to Very Accessible.



PERCEPTION OF EFFECTIVENESS OF SERVICES

47.7% of Clients believe Prescriptions are Moderately to Very Effective.

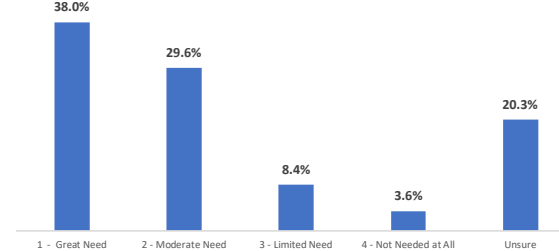


Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**5d. Healthcare: Home Healthcare**

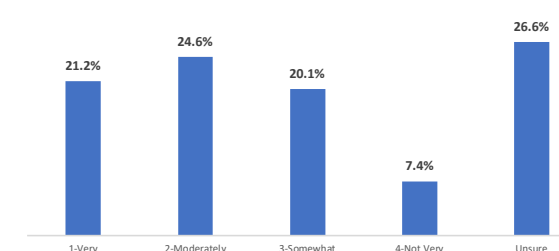
PERCEPTION OF NEED FOR SERVICES

67.7% of Clients believe there is a Moderate to Great Need for Home Healthcare.



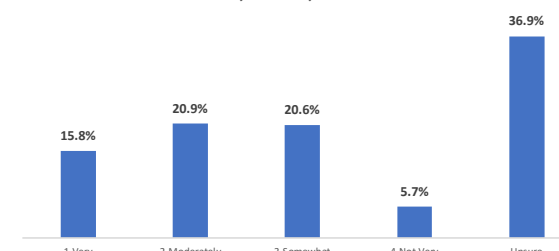
PERCEPTION OF ACCESSIBILITY OF SERVICES

45.8% of Clients believe Home Healthcare is Moderately to Very Accessible.



PERCEPTION OF EFFECTIVENESS OF SERVICES

36.8% of Clients believe Home Healthcare is Moderately to Very Effective.

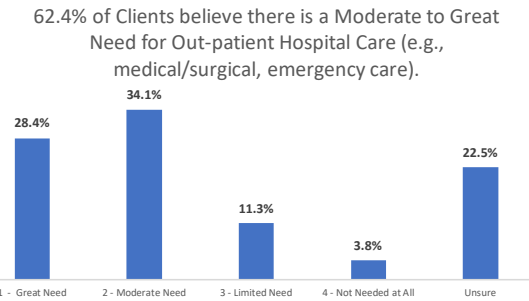


Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

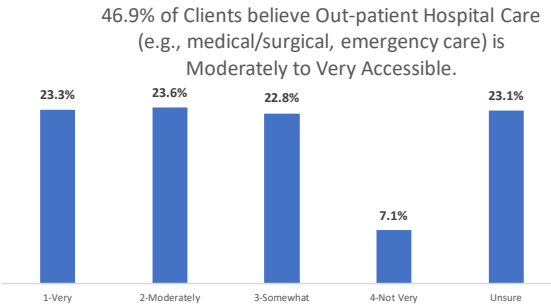


**5e. Healthcare: Out-patient Hospital Care (e.g., medical/surgical, emergency care)**

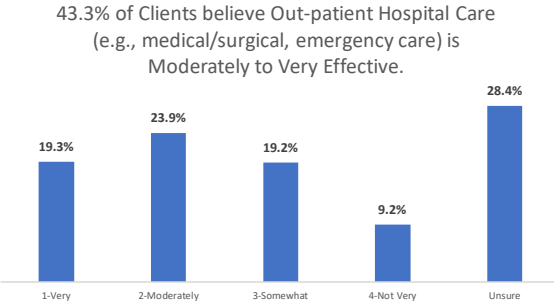
PERCEPTION OF NEED FOR SERVICES



PERCEPTION OF ACCESSIBILITY OF SERVICES



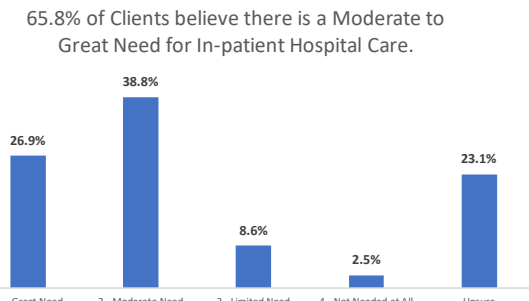
PERCEPTION OF EFFECTIVENESS OF SERVICES



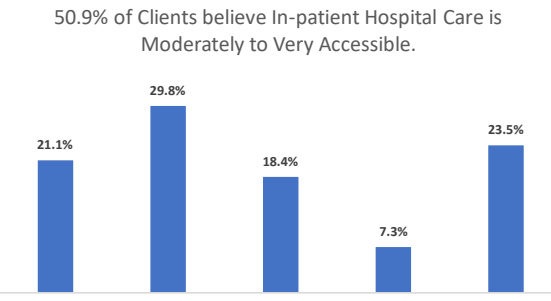
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**5f. Healthcare: In-patient Hospital Care**

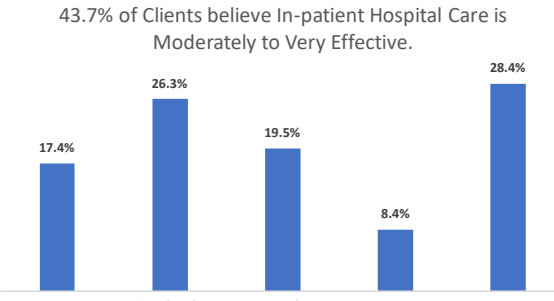
PERCEPTION OF NEED FOR SERVICES



PERCEPTION OF ACCESSIBILITY OF SERVICES



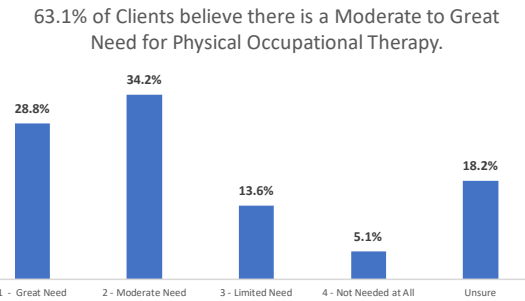
PERCEPTION OF EFFECTIVENESS OF SERVICES



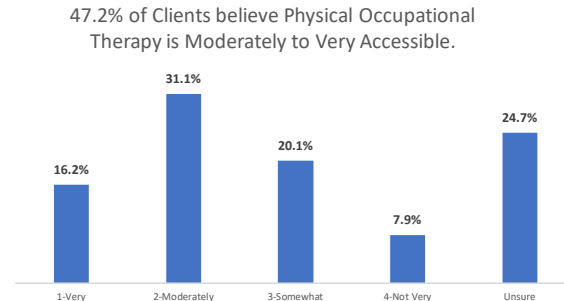
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**5g. Healthcare: Physical Occupational Therapy**

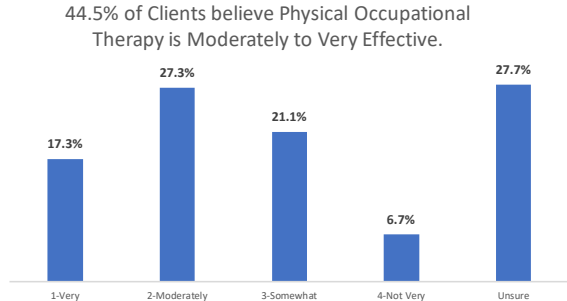
PERCEPTION OF NEED FOR SERVICES



PERCEPTION OF ACCESSIBILITY OF SERVICES



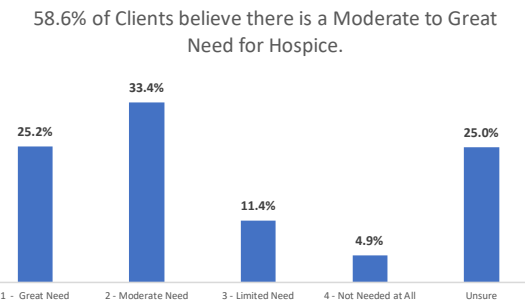
PERCEPTION OF EFFECTIVENESS OF SERVICES



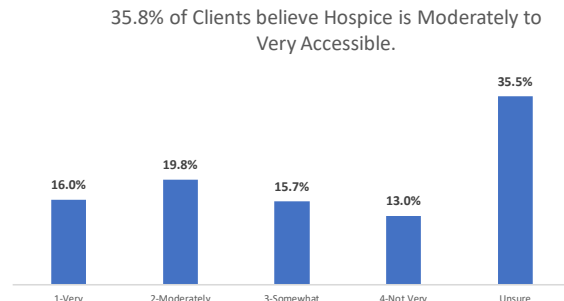
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**5h. Healthcare: Hospice**

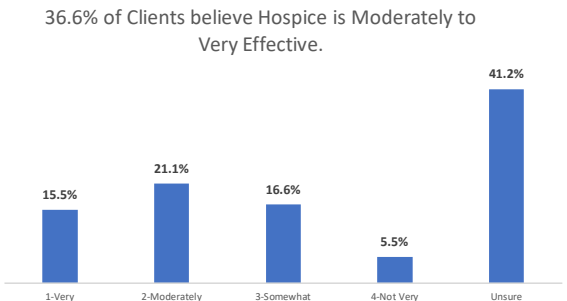
PERCEPTION OF NEED FOR SERVICES



PERCEPTION OF ACCESSIBILITY OF SERVICES



PERCEPTION OF EFFECTIVENESS OF SERVICES



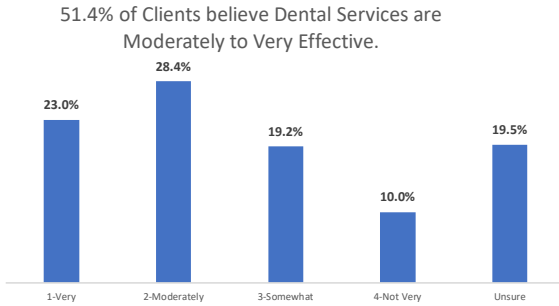
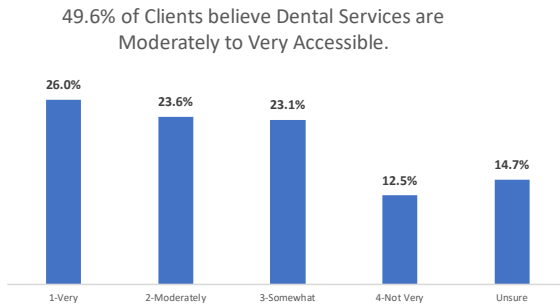
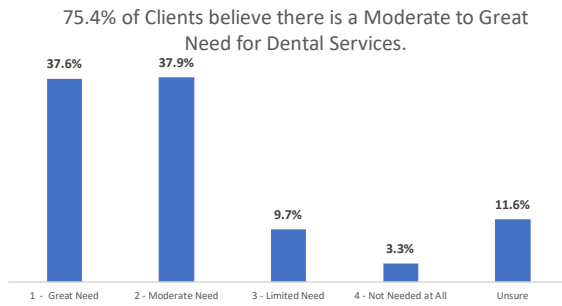
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**5i. Healthcare: Dental**

PERCEPTION OF NEED FOR SERVICES

PERCEPTION OF ACCESSIBILITY OF SERVICES

PERCEPTION OF EFFECTIVENESS OF SERVICES



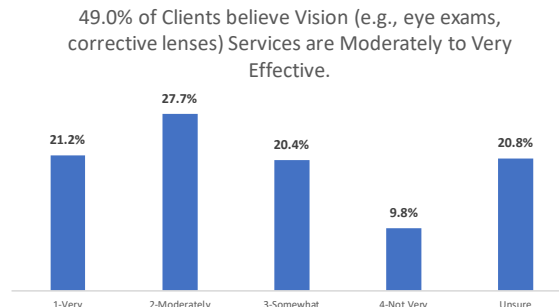
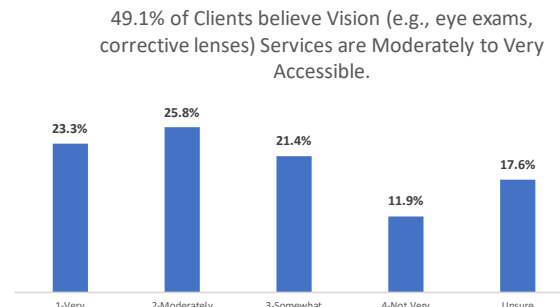
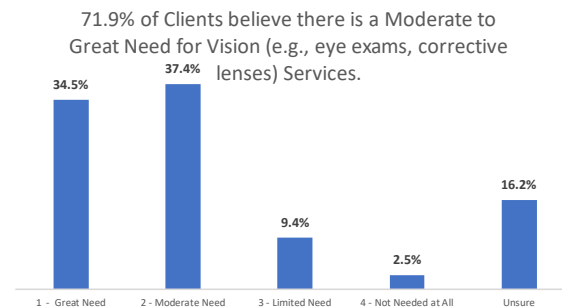
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**5j. Healthcare: Vision (e.g., eye exams, corrective lenses)**

PERCEPTION OF NEED FOR SERVICES

PERCEPTION OF ACCESSIBILITY OF SERVICES

PERCEPTION OF EFFECTIVENESS OF SERVICES



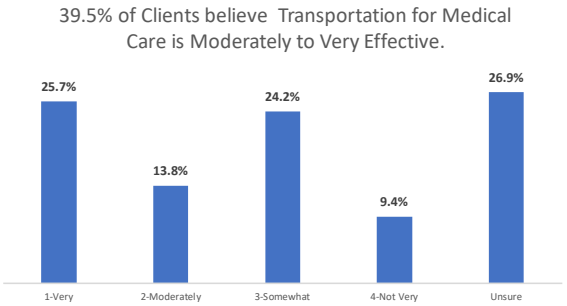
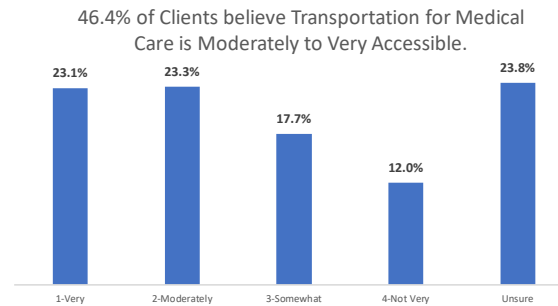
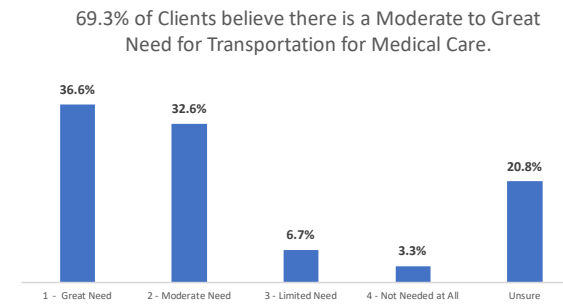
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**5k. Healthcare: Transportation for Medical Care**

PERCEPTION OF NEED FOR SERVICES

PERCEPTION OF ACCESSIBILITY OF SERVICES

PERCEPTION OF EFFECTIVENESS OF SERVICES



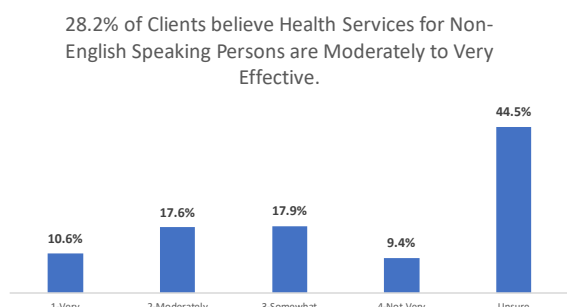
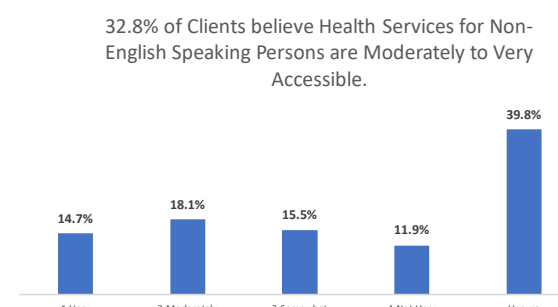
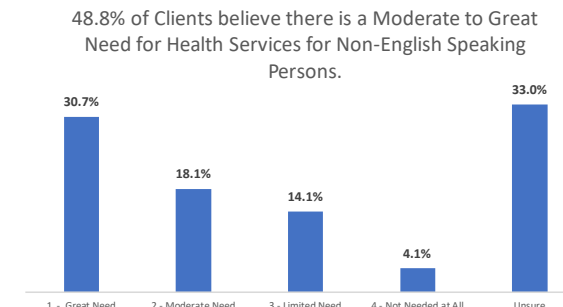
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**5l. Healthcare: Health Services for Non-English-Speaking Persons**

PERCEPTION OF NEED FOR SERVICES

PERCEPTION OF ACCESSIBILITY OF SERVICES

PERCEPTION OF EFFECTIVENESS OF SERVICES

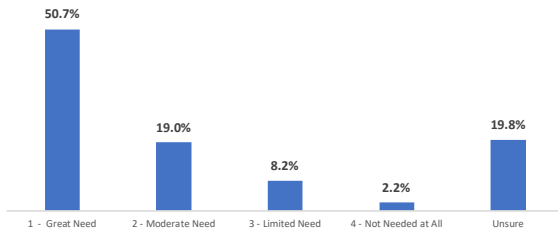


Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**5m. Healthcare: Health Insurance Coverage**

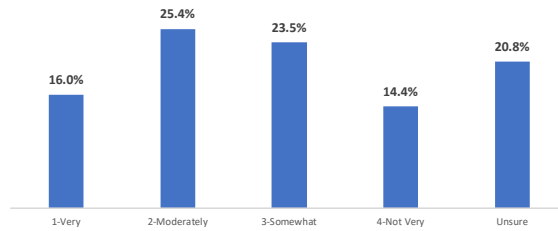
**PERCEPTION OF NEED FOR SERVICES**

69.7% of Clients believe there is a Moderate to Great Need for Health Insurance Coverage.



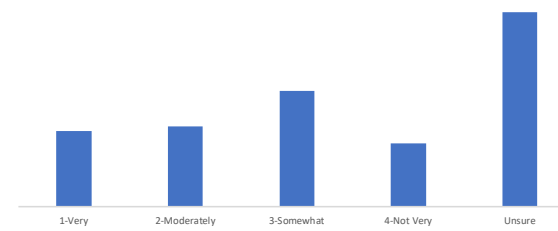
**PERCEPTION OF ACCESSIBILITY OF SERVICES**

41.4% of Clients believe Health Insurance Coverage is Moderately to Very Accessible.



**PERCEPTION OF EFFECTIVENESS OF SERVICES**

29.5% of Clients believe Health Insurance Coverage is Moderately to Very Effective.

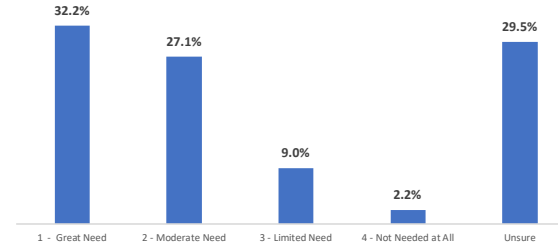


Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**5n. Healthcare: Health Education Programs**

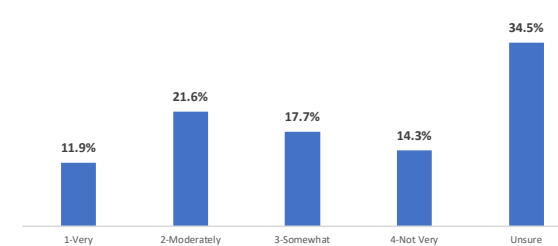
**PERCEPTION OF NEED FOR SERVICES**

59.3% of Clients believe there is a Moderate to Great Need for Health Education Programs.



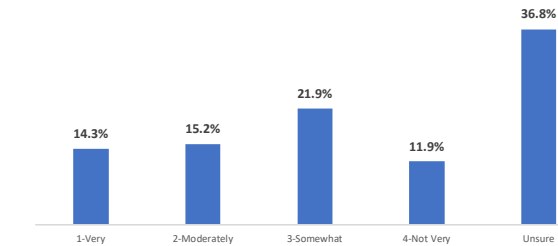
**PERCEPTION OF ACCESSIBILITY OF SERVICES**

33.4% of Clients believe Health Education Programs are Moderately to Very Accessible.



**PERCEPTION OF EFFECTIVENESS OF SERVICES**

29.5% of Clients Health Education Programs are Moderately to Very Effective.

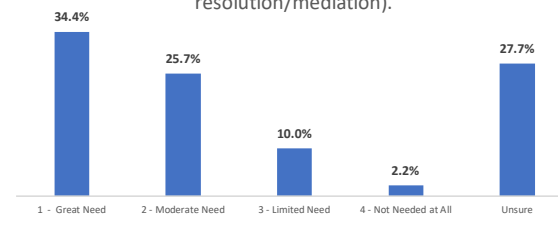


Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**5o. Healthcare: Healthy Relationships Programs (e.g., family counseling, interpersonal conflict resolution/mediation)**

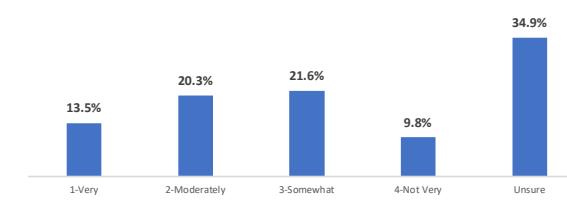
**PERCEPTION OF NEED FOR SERVICES**

60.1% of Clients believe there is a Moderate to Great Need for Healthy Relationships Programs (e.g., family counseling, interpersonal conflict resolution/mediation).



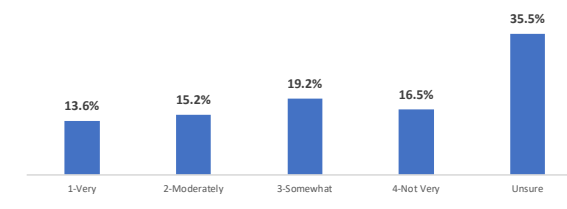
**PERCEPTION OF ACCESSIBILITY OF SERVICES**

33.8% of Clients believe Healthy Relationships Programs (e.g., family counseling, interpersonal conflict resolution/mediation) are Moderately to Very Accessible.



**PERCEPTION OF EFFECTIVENESS OF SERVICES**

28.8% of Clients believe Healthy Relationships Programs (e.g., family counseling, interpersonal conflict resolution/mediation) are Moderately to Very Effective.

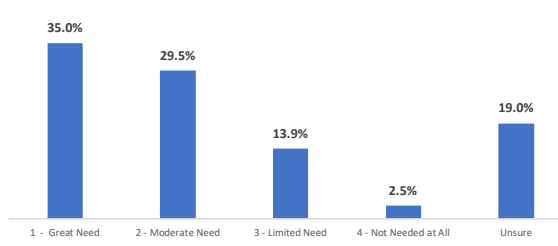


Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**5p. Healthcare: Nutrition Education**

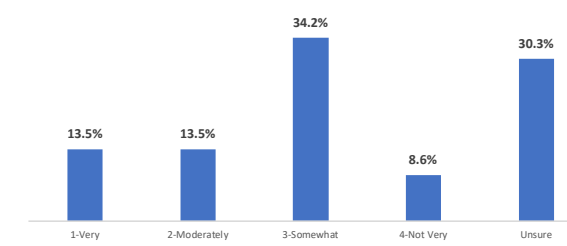
**PERCEPTION OF NEED FOR SERVICES**

64.5% of Clients believe there is a Moderate to Great Need for Nutrition Education.



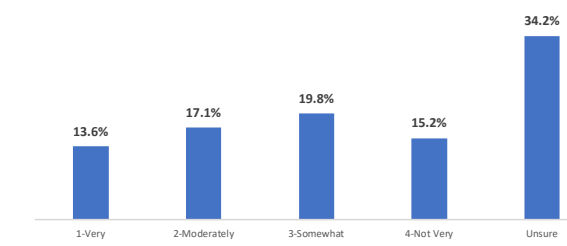
**PERCEPTION OF ACCESSIBILITY OF SERVICES**

26.9% of Clients believe Nutrition Education is Moderately to Very Accessible.



**PERCEPTION OF EFFECTIVENESS OF SERVICES**

30.7% of Clients believe Nutrition Education is Moderately to Very Effective.

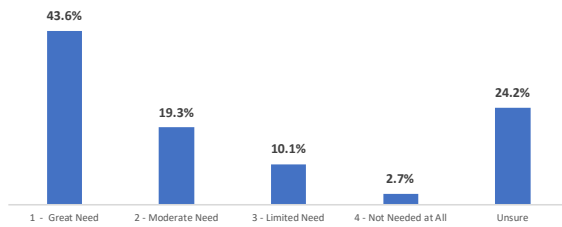


Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**5q. Healthcare: Child/Adolescent Mental Health Support**

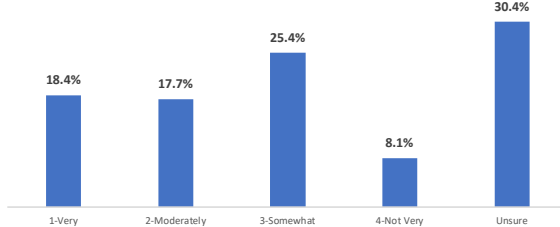
**PERCEPTION OF NEED FOR SERVICES**

62.9% of Clients believe there is a Moderate to Great Need for Child/Adolescent Mental Health Support.



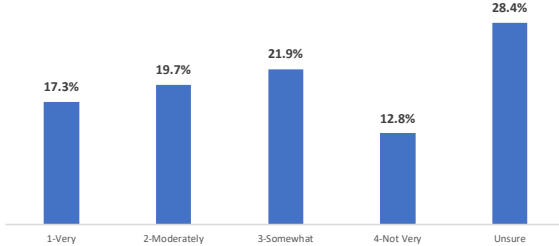
**PERCEPTION OF ACCESSIBILITY OF SERVICES**

36.1% of Clients believe Child/Adolescent Mental Health Support is Moderately to Very Accessible.



**PERCEPTION OF EFFECTIVENESS OF SERVICES**

36.9% of Clients believe Child/Adolescent Mental Health Support is Moderately to Very Effective.

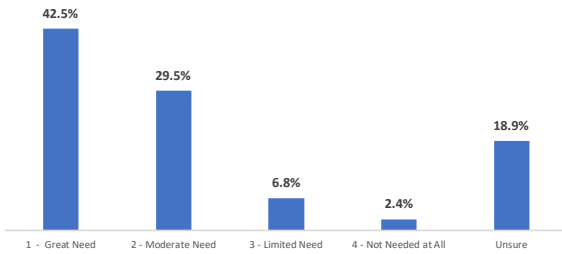


Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**5r. Healthcare: Adult Mental Health Support**

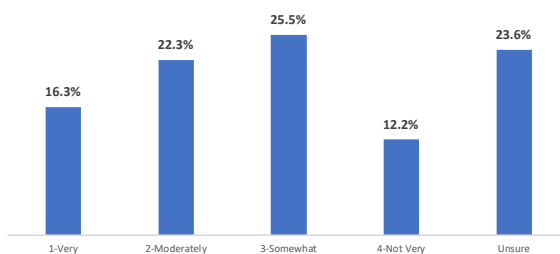
**PERCEPTION OF NEED FOR SERVICES**

71.9% of Clients believe there is a Moderate to Great Need for Adult Mental Health Support.



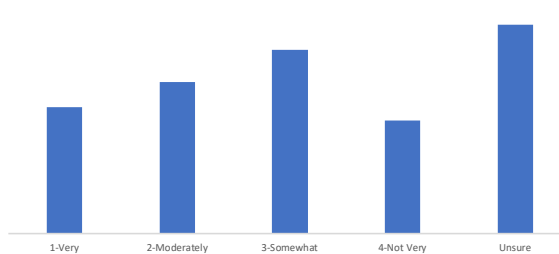
**PERCEPTION OF ACCESSIBILITY OF SERVICES**

38.7% of Clients believe Adult Mental Health Support is Moderately to Very Accessible.



**PERCEPTION OF EFFECTIVENESS OF SERVICES**

35.5% of Clients believe Adult Mental Health Support is Moderately to Very Effective.

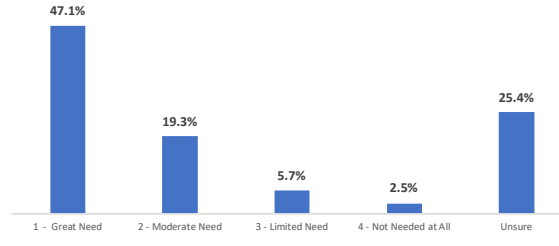


Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**5s. Healthcare: Substance Abuse Assistance**

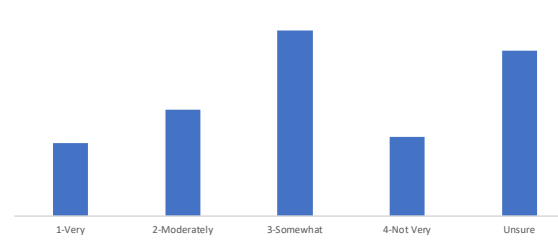
**PERCEPTION OF NEED FOR SERVICES**

66.4% of Clients believe there is a Moderate to Great Need for Substance Abuse Assistance.



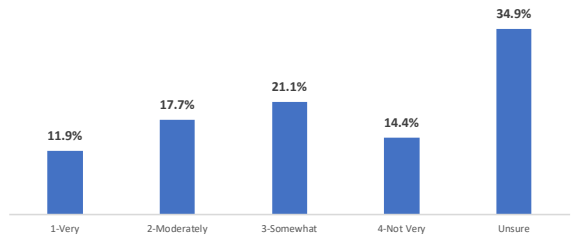
**PERCEPTION OF ACCESSIBILITY OF SERVICES**

29.5% of Clients Substance Abuse Assistance is Moderately to Very Accessible.



**PERCEPTION OF EFFECTIVENESS OF SERVICES**

29.6% of Clients believe Substance Abuse Assistance is Moderately to Very Effective.



Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**5r. Healthcare: Other**

Less than 8% of Clients noted the following in the “Other” category regarding the need, accessibility, and effectiveness of healthcare efforts:

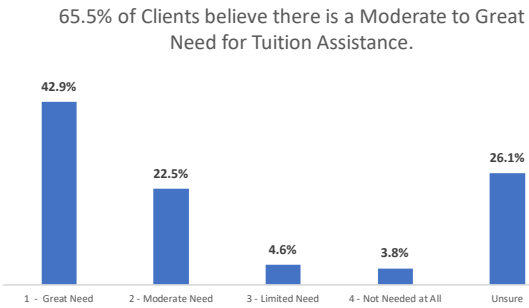
- Preschools
- Awareness
- Free workout facilities
- Assistance with personal care (i.e., home visits to assist disabled diabetics with personal/medical care)
- Place to help those with mental health issues (e.g., the clubhouse with Wabash Valley that gives a place for adult with mental health issues a place to gather and be part of the community)
- Great need for pediatric dentists in the service area.
- Health education, specifically related to drug abuse prevention.

Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

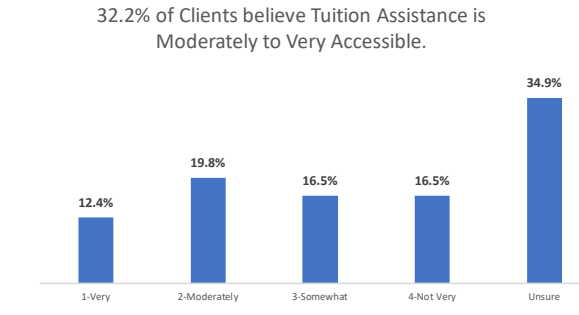
APPENDIX III. Personal Finances

6a. Personal Finances: Tuition Assistance

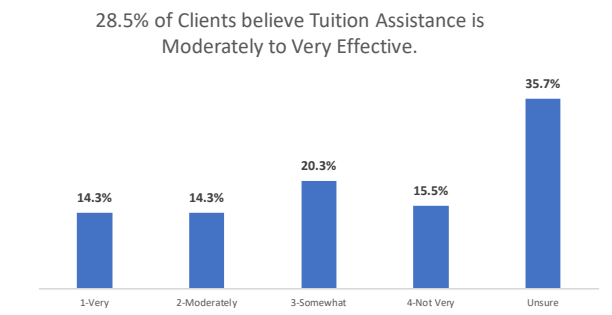
PERCEPTION OF NEED FOR SERVICES



PERCEPTION OF ACCESSIBILITY OF SERVICES



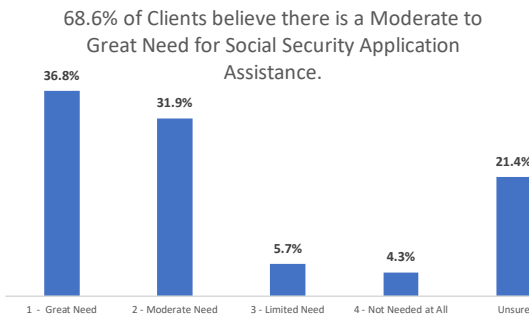
PERCEPTION OF EFFECTIVENESS OF SERVICES



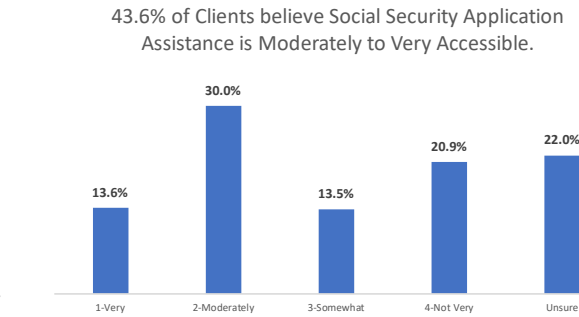
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

6b. Personal Finances: Social Security Application Assistance

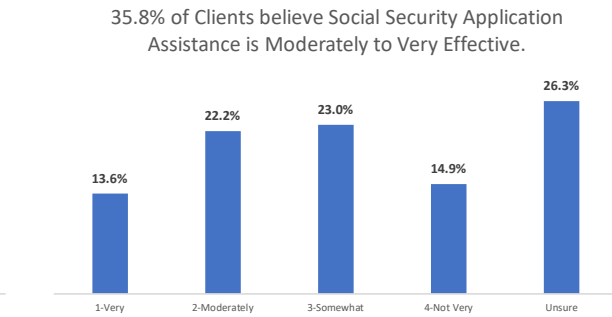
PERCEPTION OF NEED FOR SERVICES



PERCEPTION OF ACCESSIBILITY OF SERVICES



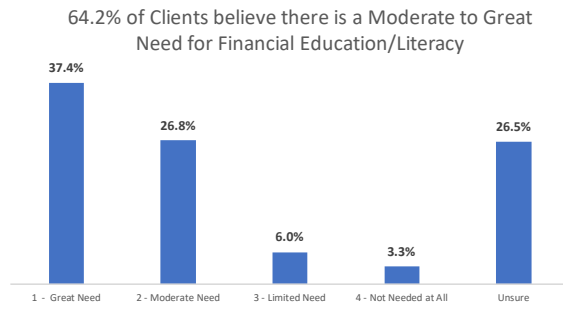
PERCEPTION OF EFFECTIVENESS OF SERVICES



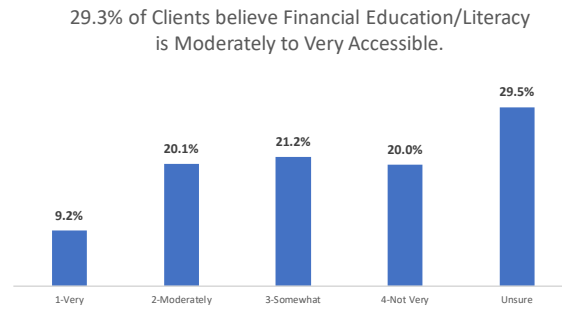
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**6c. Personal Finances: Financial Education/Literacy**

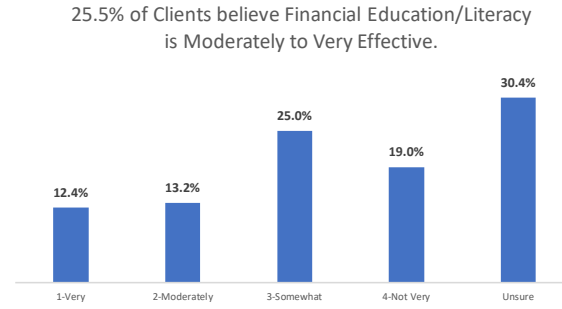
PERCEPTION OF NEED FOR SERVICES



PERCEPTION OF ACCESSIBILITY OF SERVICES



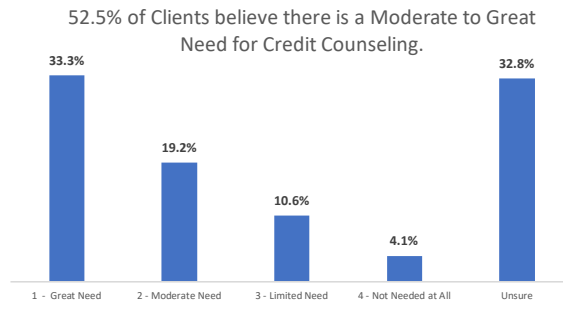
PERCEPTION OF EFFECTIVENESS OF SERVICES



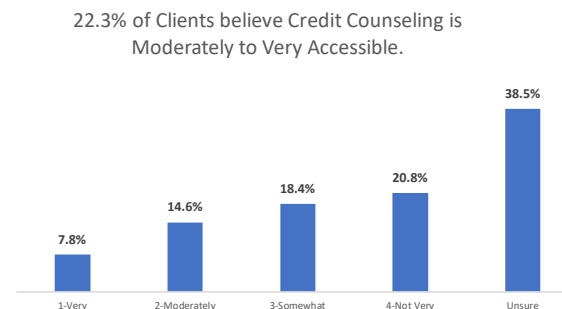
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**6d. Personal Finances: Credit Counseling**

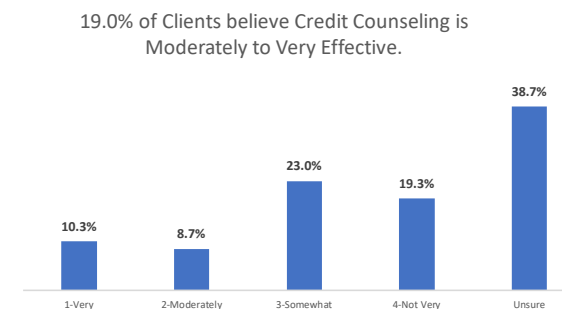
PERCEPTION OF NEED FOR SERVICES



PERCEPTION OF ACCESSIBILITY OF SERVICES



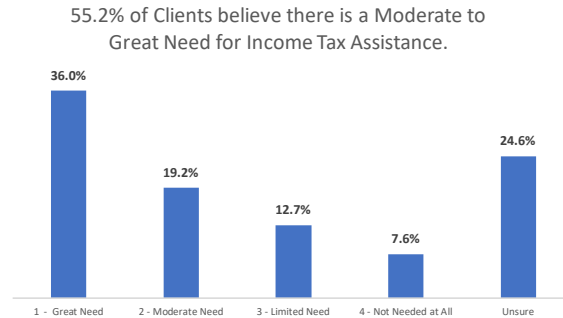
PERCEPTION OF EFFECTIVENESS OF SERVICES



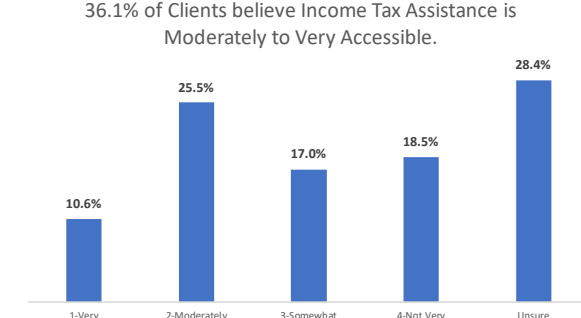
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**6e. Personal Finances: Income Tax Assistance**

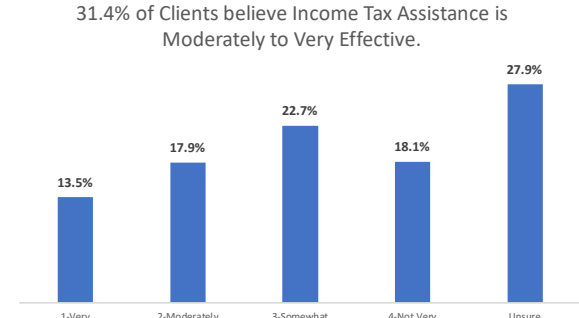
PERCEPTION OF NEED FOR SERVICES



PERCEPTION OF ACCESSIBILITY OF SERVICES



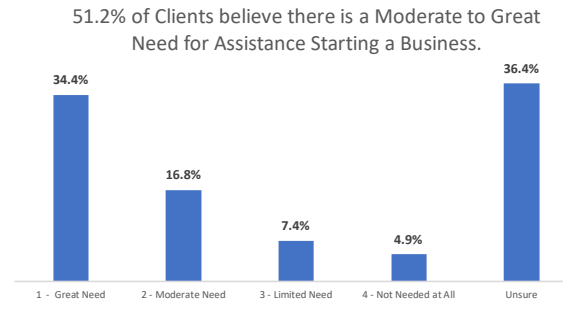
PERCEPTION OF EFFECTIVENESS OF SERVICES



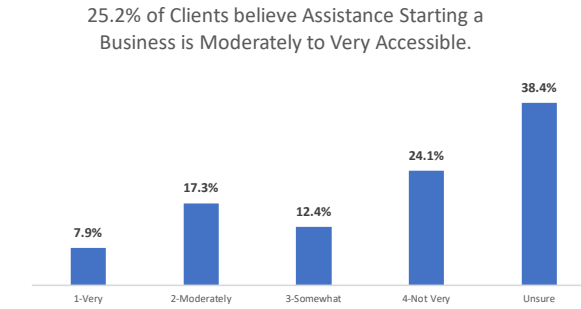
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**6f. Personal Finances: Assistance Starting a Business**

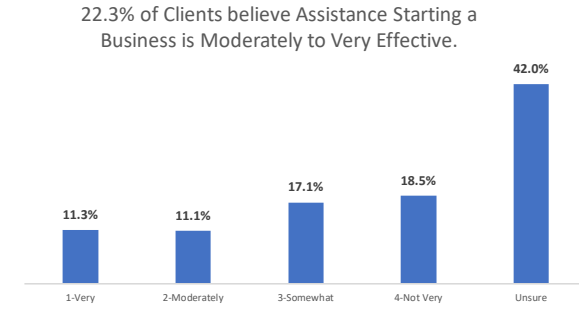
PERCEPTION OF NEED FOR SERVICES



PERCEPTION OF ACCESSIBILITY OF SERVICES



PERCEPTION OF EFFECTIVENESS OF SERVICES



Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**6g. Personal Finances: Other**

**PERCEPTION OF NEED FOR SERVICES**

**PERCEPTION OF ACCESSIBILITY OF SERVICES**

**PERCEPTION OF EFFECTIVENESS OF SERVICES**

Less than 1% of Clients noted the following in the “Other” category regarding the need, accessibility, and effectiveness of personal finance program efforts:

- Tutoring
- Financial assistance
- Motivational speaker

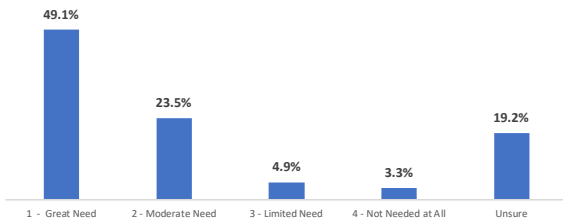
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**APPENDIX IV. Housing Assistance and Shelter**

**7a. Housing Assistance and Shelter: Temporary/Emergency Shelters for Single Men**

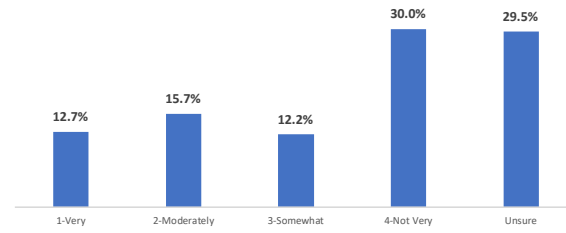
**PERCEPTION OF NEED FOR SERVICES**

72.6% of Clients believe there is a Moderate to Great Need for Temporary/Emergency Shelters for Single Men.



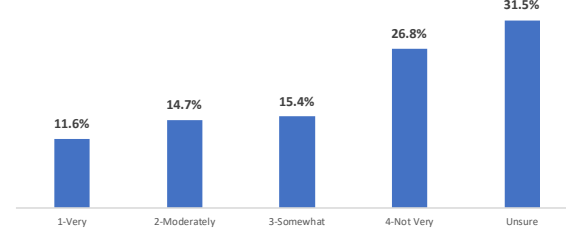
**PERCEPTION OF ACCESSIBILITY OF SERVICES**

28.4% of Clients believe Temporary/Emergency Shelters for Single Men is Moderately to Very Accessible.



**PERCEPTION OF EFFECTIVENESS OF SERVICES**

26.3% of Clients believe Temporary/Emergency Shelters for Single Men is Moderately to Very Effective.

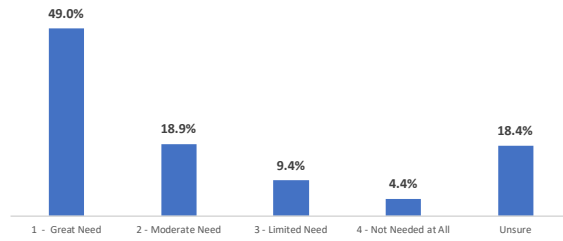


Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**7b. Housing Assistance and Shelter: Temporary/Emergency Shelters for Single Women**

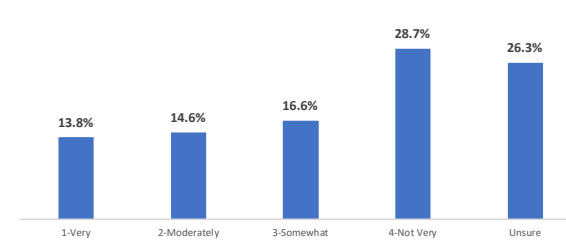
**PERCEPTION OF NEED FOR SERVICES**

67.8% of Clients believe there is a Moderate to Great Need for Temporary/Emergency Shelters for Single Women.



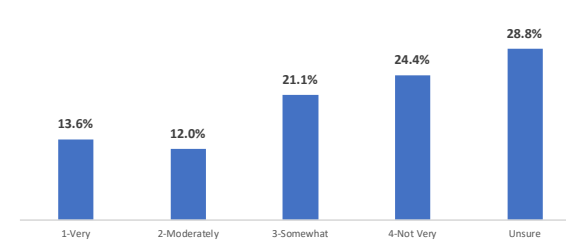
**PERCEPTION OF ACCESSIBILITY OF SERVICES**

28.4% of Clients believe Temporary/Emergency Shelters for Single Women are Moderately to Very Accessible.



**PERCEPTION OF EFFECTIVENESS OF SERVICES**

25.7% of Clients believe Temporary/Emergency Shelters for Single Women are Moderately to Very Effective.

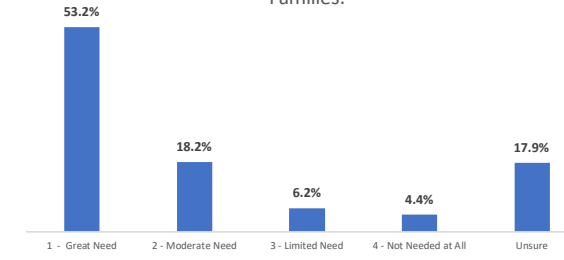


Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**7c. Housing Assistance and Shelter: Temporary/Emergency Shelters for Families**

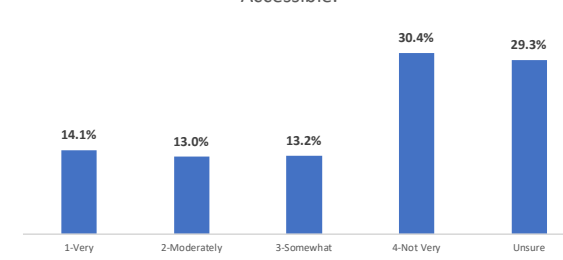
**PERCEPTION OF NEED FOR SERVICES**

71.5% of Clients believe there is a Moderate to Great Need for Temporary/Emergency Shelters for Families.



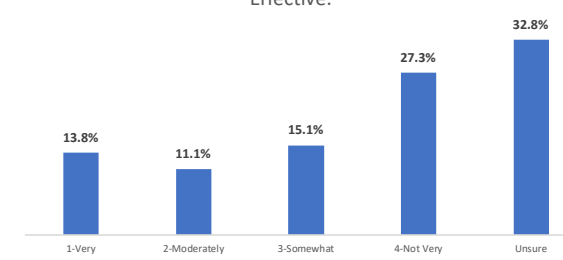
**PERCEPTION OF ACCESSIBILITY OF SERVICES**

21.7% of Clients believe Temporary/Emergency Shelters for Families are Moderately to Very Accessible.



**PERCEPTION OF EFFECTIVENESS OF SERVICES**

24.9% of Clients believe Temporary/Emergency Shelters for Families are Moderately to Very Effective.

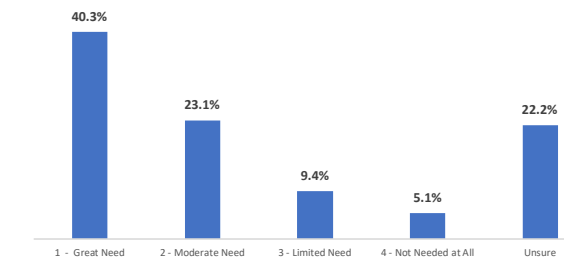


Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**7d. Housing Assistance and Shelter: Transitional Housing**

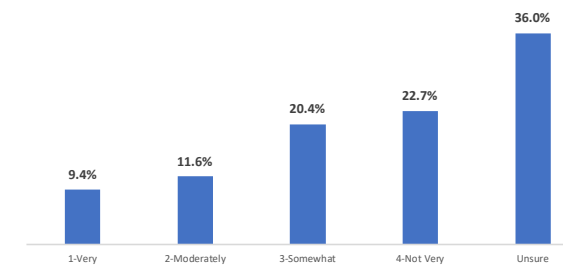
**PERCEPTION OF NEED FOR SERVICES**

63.4% of Clients believe there is a Moderate to Great Need for Transitional Housing.



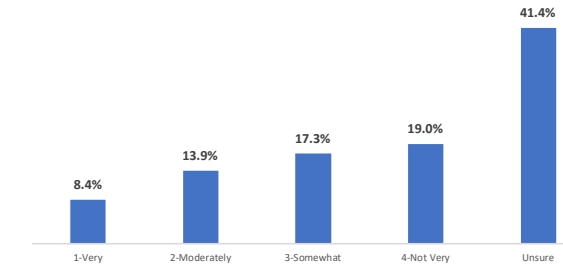
**PERCEPTION OF ACCESSIBILITY OF SERVICES**

20.9% of Clients believe Transitional Housing is Moderately to Very Accessible.



**PERCEPTION OF EFFECTIVENESS OF SERVICES**

22.3% of Clients believe Transitional Housing is Moderately to Very Effective.



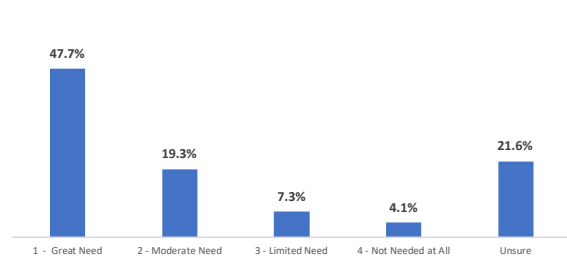
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.



**7e. Housing Assistance and Shelter: Permanent Affordable Housing**

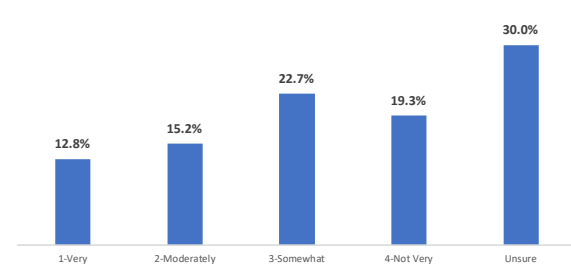
**PERCEPTION OF NEED FOR SERVICES**

67.0% of Clients believe there is a Moderate to Great Need for Permanent Affordable Housing.



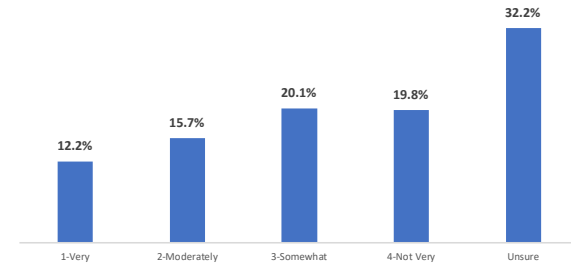
**PERCEPTION OF ACCESSIBILITY OF SERVICES**

28.1% of Clients believe Permanent Affordable Housing is Moderately to Very Accessible.



**PERCEPTION OF EFFECTIVENESS OF SERVICES**

27.9% of Stakeholders believe Permanent Affordable Housing is Moderately to Very Effective.

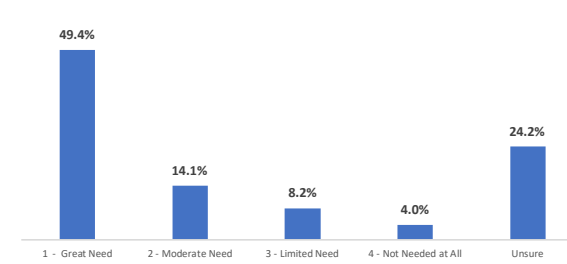


Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**7f. Housing Assistance and Shelter: Permanent Supportive Housing**

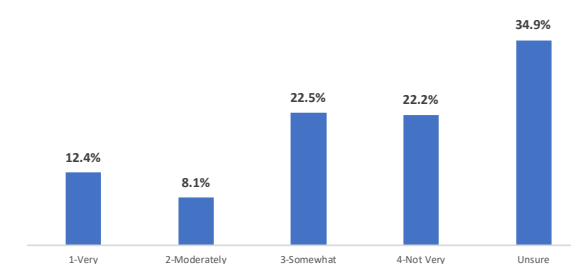
**PERCEPTION OF NEED FOR SERVICES**

63.6% of Clients believe there is a Moderate to Great Need for Permanent Supportive Housing.



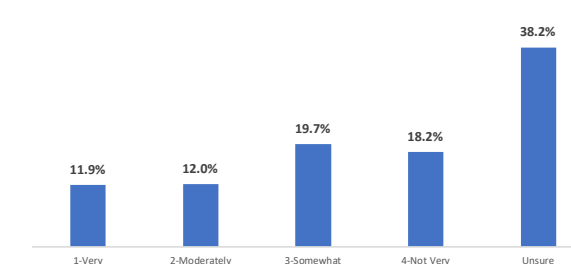
**PERCEPTION OF ACCESSIBILITY OF SERVICES**

20.4% of Clients believe Permanent Supportive Housing is Moderately to Very Accessible.



**PERCEPTION OF EFFECTIVENESS OF SERVICES**

23.9% of Clients believe Permanent Supportive Housing is Moderately to Very Effective.

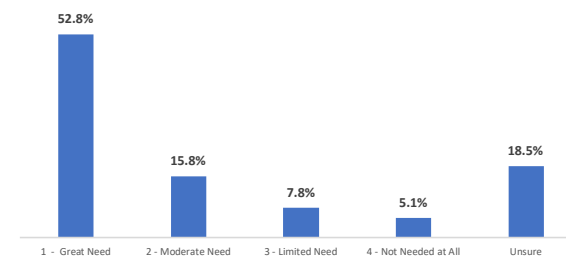


Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**7g. Housing Assistance and Shelter: Domestic Violence Shelters**

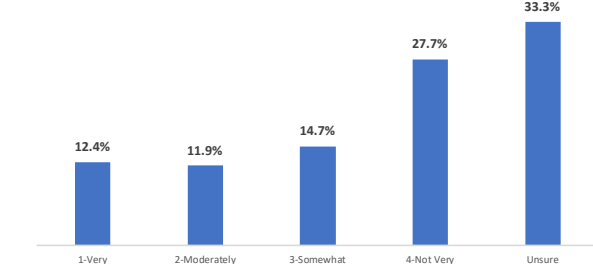
**PERCEPTION OF NEED FOR SERVICES**

68.6% of Clients believe there is a Moderate to Great Need for Domestic Violence Shelters.



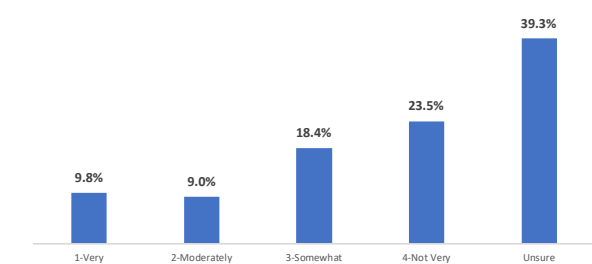
**PERCEPTION OF ACCESSIBILITY OF SERVICES**

24.2% of Clients believe Domestic Violence Shelters are Moderately to Very Accessible.



**PERCEPTION OF EFFECTIVENESS OF SERVICES**

18.9% of Clients believe Domestic Violence Shelters are Moderately to Very Effective.

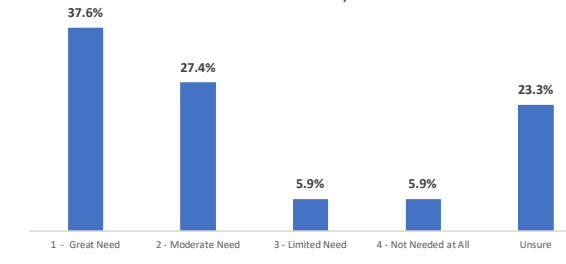


Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**7h. Housing Assistance and Shelter: Runaway Shelters for Teens**

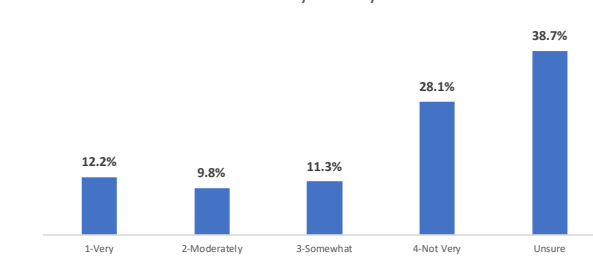
**PERCEPTION OF NEED FOR SERVICES**

65.0% of Clients believe there is a Moderate to Great Need for Runaway Shelters for Teens.



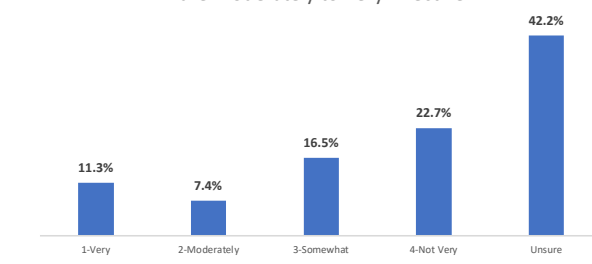
**PERCEPTION OF ACCESSIBILITY OF SERVICES**

22.0% of Clients believe Runaway Shelters for Teens are Moderately to Very Accessible.



**PERCEPTION OF EFFECTIVENESS OF SERVICES**

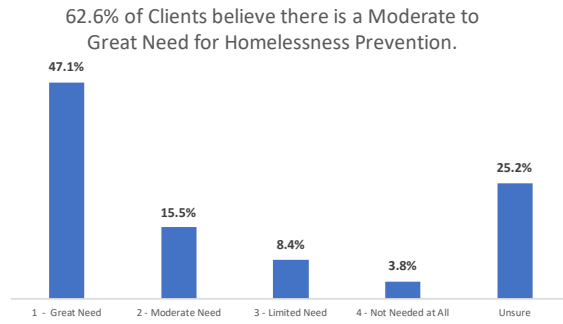
18.7% of Clients believe Runaway Shelters for Teens are Moderately to Very Effective.



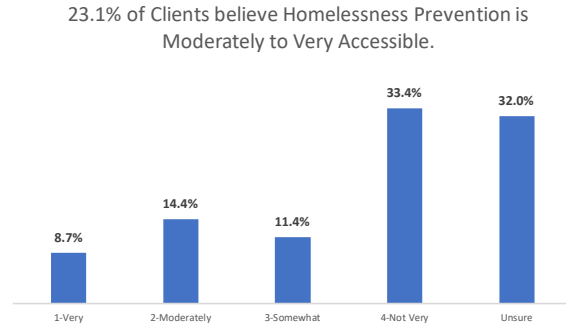
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**7i. Housing Assistance and Shelter: Homelessness Prevention**

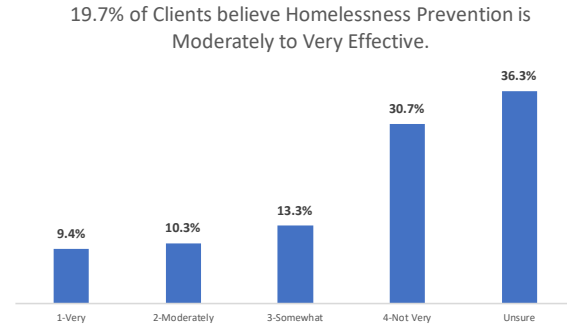
PERCEPTION OF NEED FOR SERVICES



PERCEPTION OF ACCESSIBILITY OF SERVICES



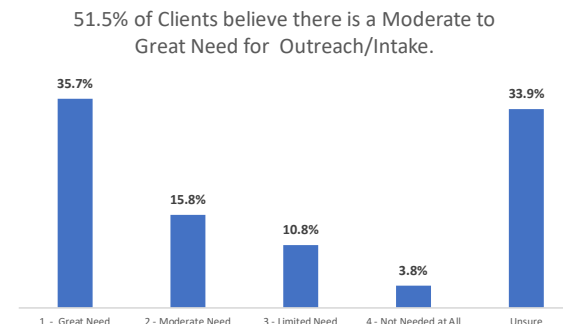
PERCEPTION OF EFFECTIVENESS OF SERVICES



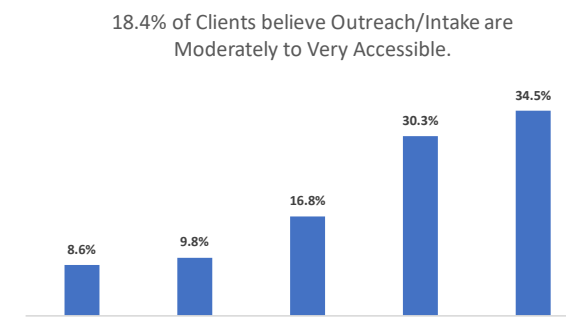
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**7j. Housing Assistance and Shelter: Outreach/Intake**

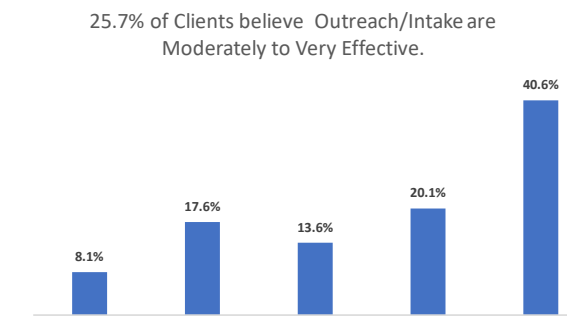
PERCEPTION OF NEED FOR SERVICES



PERCEPTION OF ACCESSIBILITY OF SERVICES



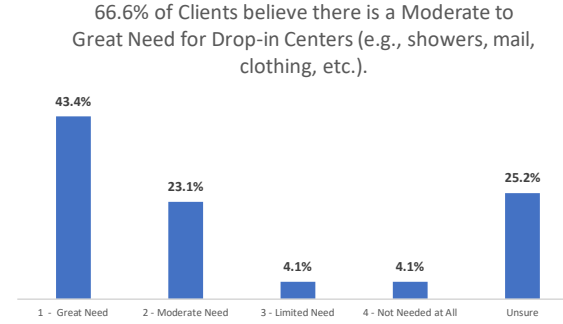
PERCEPTION OF EFFECTIVENESS OF SERVICES



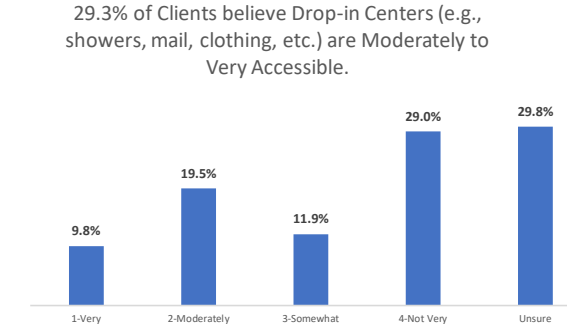
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**7k. Housing Assistance and Shelter: Drop-in Centers (e.g., showers, mail, clothing, etc.)**

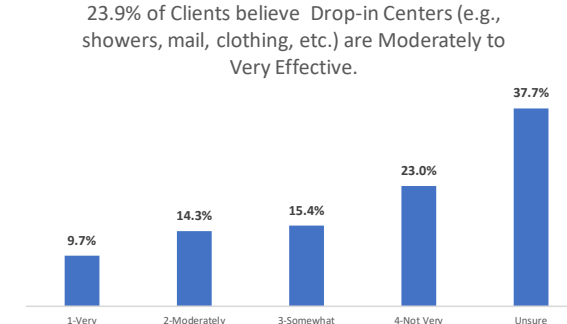
PERCEPTION OF NEED FOR SERVICES



PERCEPTION OF ACCESSIBILITY OF SERVICES



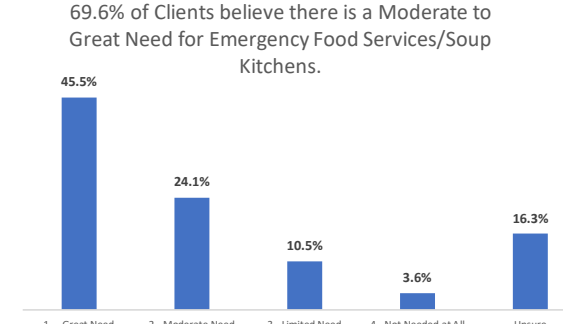
PERCEPTION OF EFFECTIVENESS OF SERVICES



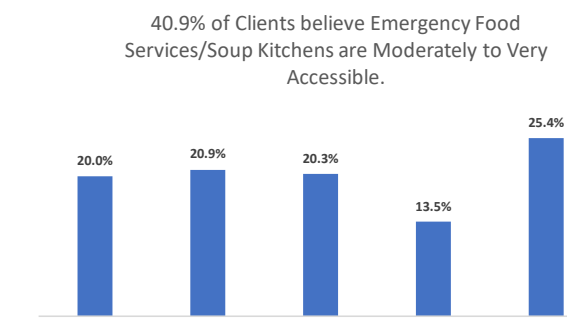
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**7l. Housing Assistance and Shelter: Emergency Food Services/Soup Kitchens**

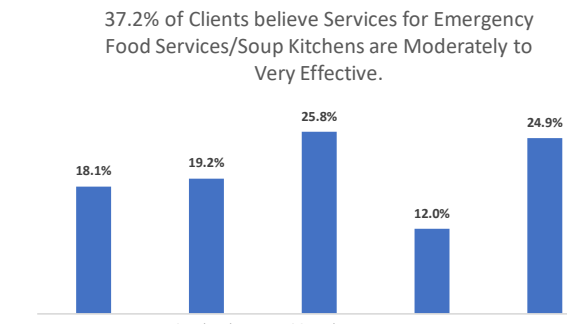
PERCEPTION OF NEED FOR SERVICES



PERCEPTION OF ACCESSIBILITY OF SERVICES



PERCEPTION OF EFFECTIVENESS OF SERVICES

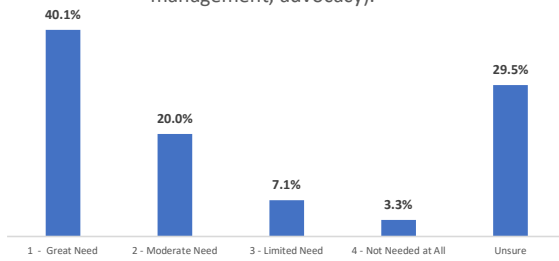


Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**7m. Housing Assistance and Shelter: Supportive Services (e.g., case management, advocacy)**

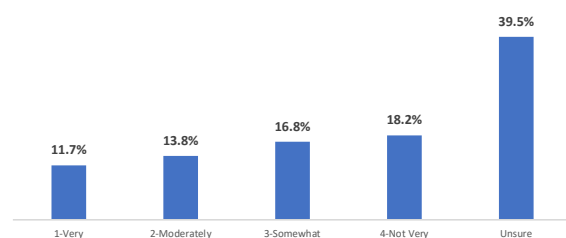
**PERCEPTION OF NEED FOR SERVICES**

60.1% of Clients believe there is a Moderate to Great Need for Supportive Services (e.g., case management, advocacy).



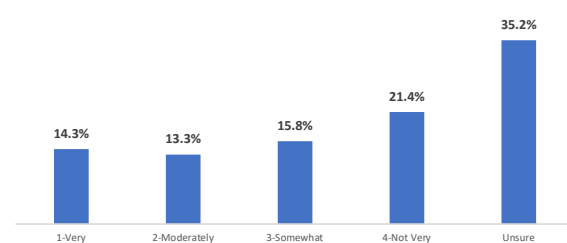
**PERCEPTION OF ACCESSIBILITY OF SERVICES**

25.5% of Clients believe Supportive Services (e.g., case management, advocacy) are Moderately to Very Accessible.



**PERCEPTION OF EFFECTIVENESS OF SERVICES**

27.6% of Clients believe Supportive Services (e.g., case management, advocacy) are Moderately to Very Effective.

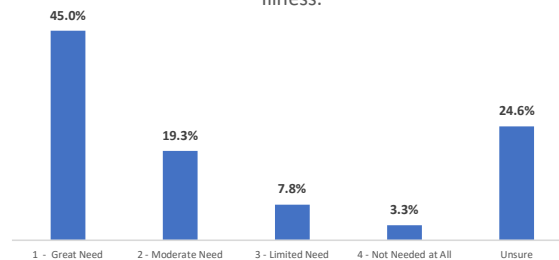


Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**7n. Housing Assistance and Shelter: Safe Havens for Persons with Mental Illness**

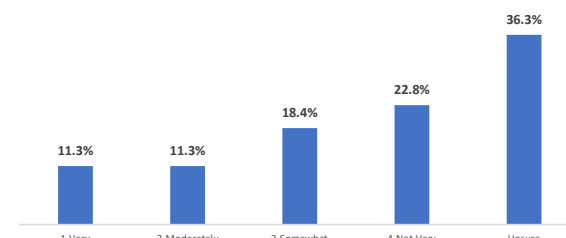
**PERCEPTION OF NEED FOR SERVICES**

64.3% of Clients believe there is a Moderate to Great Need for Safe Havens for Persons with Mental Illness.



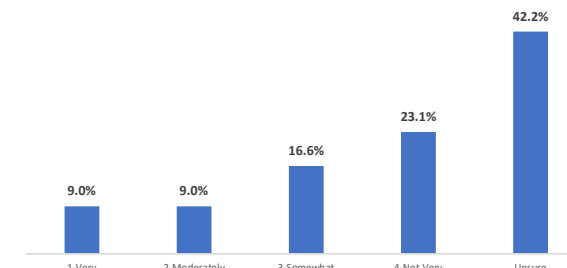
**PERCEPTION OF ACCESSIBILITY OF SERVICES**

22.5% of Clients believe Safe Havens for Persons with Mental Illness are Moderately to Very Accessible.



**PERCEPTION OF EFFECTIVENESS OF SERVICES**

18.1% of Clients Safe Havens for Persons with Mental Illness are Moderately to Very Effective.

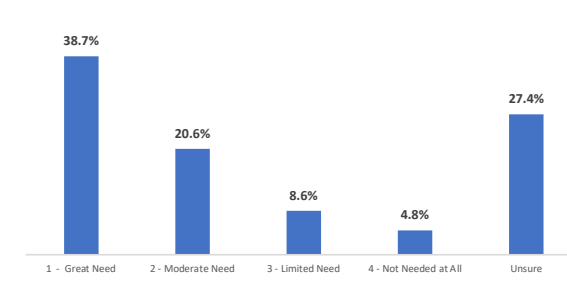


Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**7o. Housing Assistance and Shelter: Foreclosure Prevention Assistance**

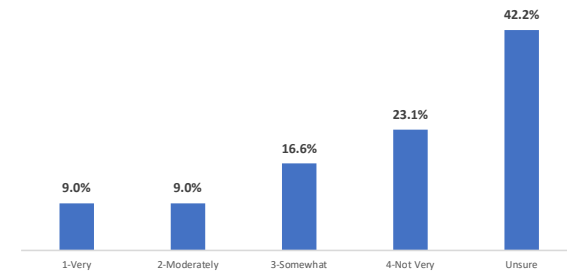
**PERCEPTION OF NEED FOR SERVICES**

59.3% of Clients believe there is a Moderate to Great Need for Foreclosure Prevention Assistance.



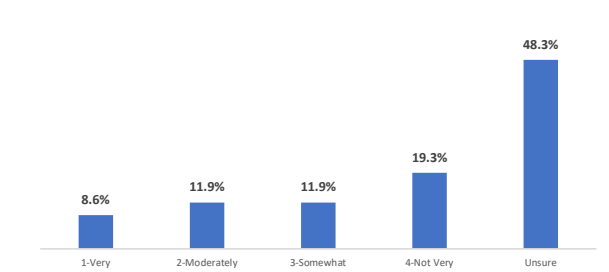
**PERCEPTION OF ACCESSIBILITY OF SERVICES**

18.1% of Clients believe Foreclosure Prevention Assistance is Moderately to Very Accessible.



**PERCEPTION OF EFFECTIVENESS OF SERVICES**

20.4% of Clients Foreclosure Prevention Assistance is Moderately to Very Effective.

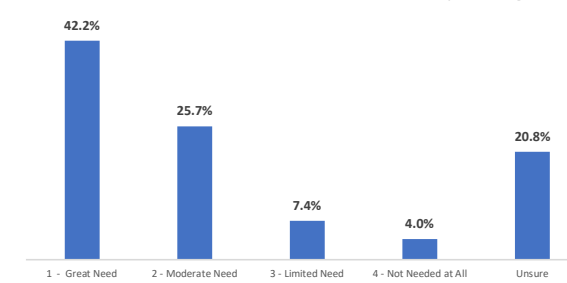


Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**7p. Housing Assistance and Shelter: Home Insulation/Weatherproofing**

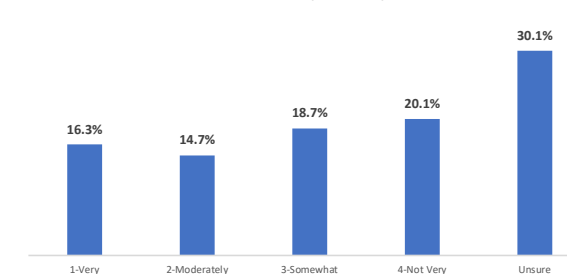
**PERCEPTION OF NEED FOR SERVICES**

67.8% of Clients believe there is a Moderate to Great Need for Home Insulation/Weatherproofing.



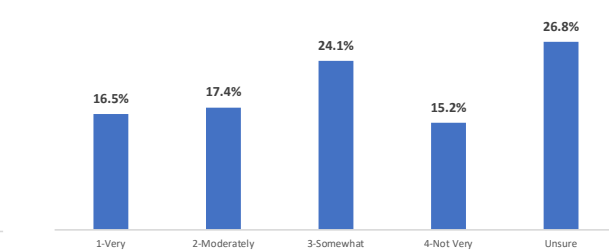
**PERCEPTION OF ACCESSIBILITY OF SERVICES**

31.1% of Clients Home Insulation/Weatherproofing is Moderately to Very Accessible.



**PERCEPTION OF EFFECTIVENESS OF SERVICES**

33.9% of Clients believe Home Insulation/Weatherproofing is Moderately to Very Effective.

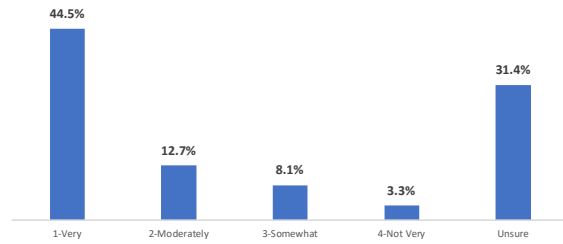


Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**7q. Housing Assistance and Shelter: Removal of Blight/Vacant Homes**

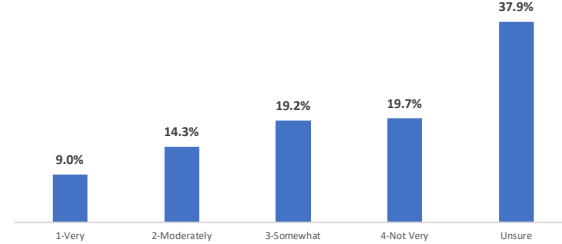
**PERCEPTION OF NEED FOR SERVICES**

57.2% of Clients believe there is a Moderate to Great Need for Removal of Blight/Vacant Homes.



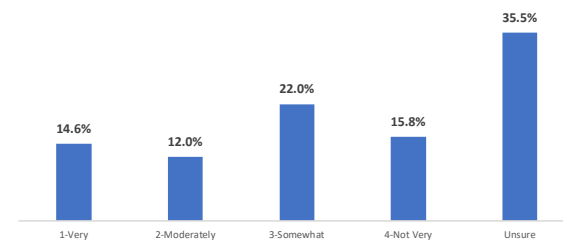
**PERCEPTION OF ACCESSIBILITY OF SERVICES**

23.3% of Clients believe Removal of Blight/Vacant Homes are Moderately to Very Accessible.



**PERCEPTION OF EFFECTIVENESS OF SERVICES**

26.6% of Clients believe Removal of Blight/Vacant Homes are Moderately to Very Effective.

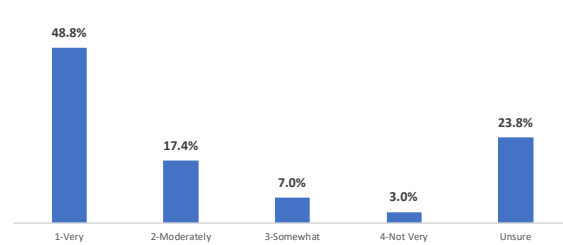


Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**7r. Housing Assistance and Shelter: Home Repair**

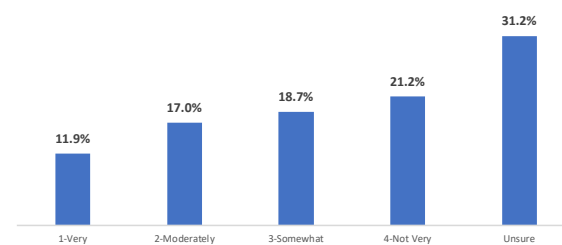
**PERCEPTION OF NEED FOR SERVICES**

66.2% of Clients believe there is a Moderate to Great Need for Home Repair.



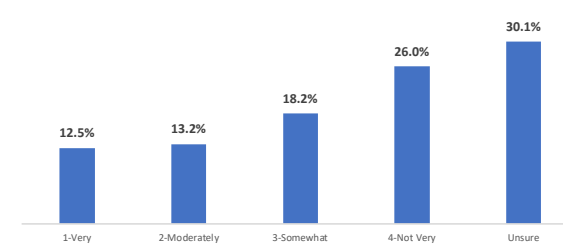
**PERCEPTION OF ACCESSIBILITY OF SERVICES**

28.8% of Clients believe Home Repair is Moderately to Very Accessible.



**PERCEPTION OF EFFECTIVENESS OF SERVICES**

25.7% of Clients believe Home Repair is Moderately to Very Effective.



Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**7t. Housing Assistance and Shelter: Other**

Less than 10% of Clients noted the following in the “Other” category regarding the need, accessibility, and effectiveness of housing assistance and shelter program efforts:

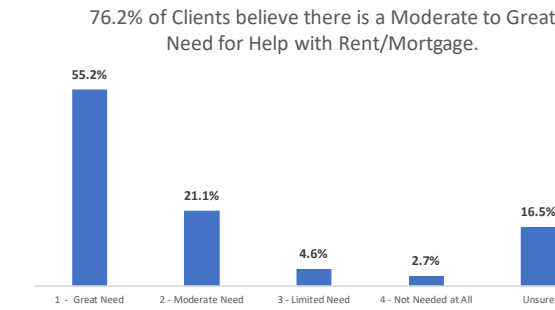
- Abandon homes from fire
- Affordable permanent housing for people living with only social security income

Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

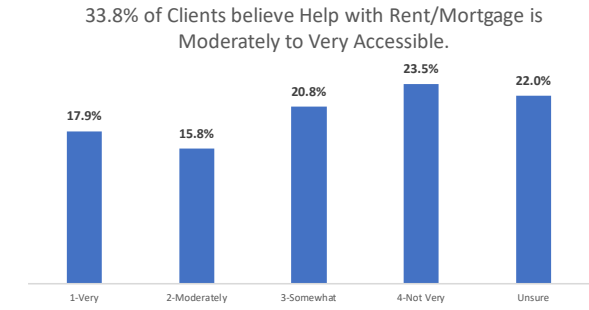
APPENDIX V. Basic Needs/Emergency Assistance

8a. Basic Needs/Emergency Assistance: Help with Rent/Mortgage

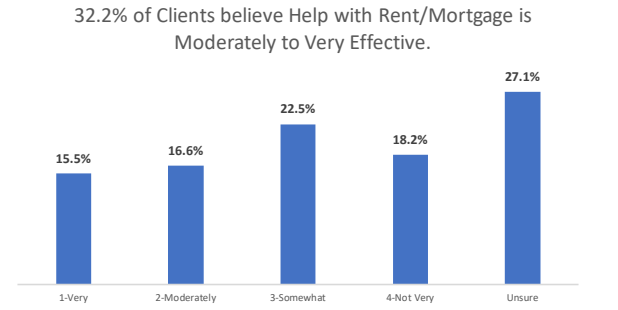
PERCEPTION OF NEED FOR SERVICES



PERCEPTION OF ACCESSIBILITY OF SERVICES



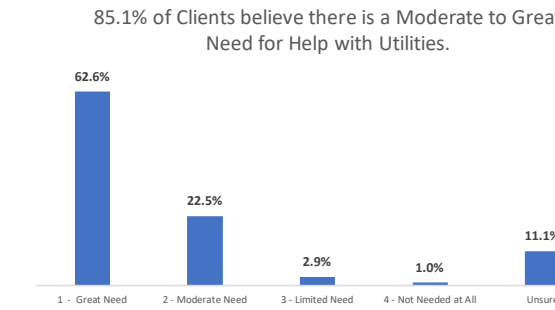
PERCEPTION OF EFFECTIVENESS OF SERVICES



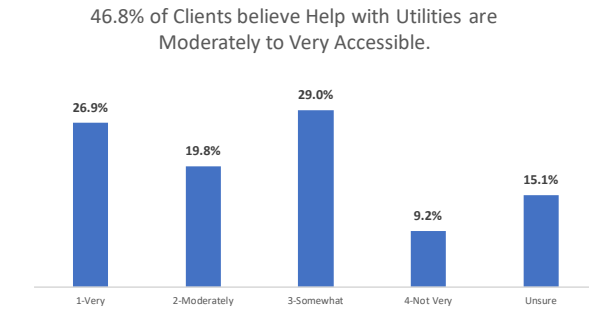
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

8b. Basic Needs/Emergency Assistance: Help with Utilities

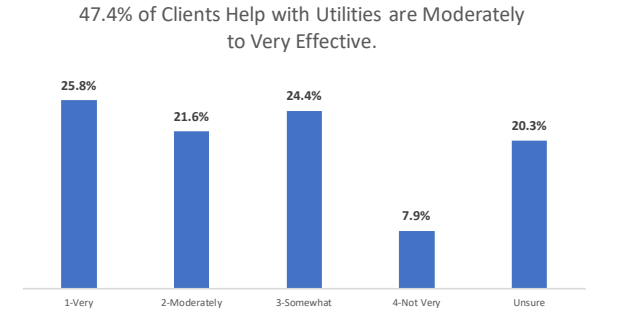
PERCEPTION OF NEED FOR SERVICES



PERCEPTION OF ACCESSIBILITY OF SERVICES



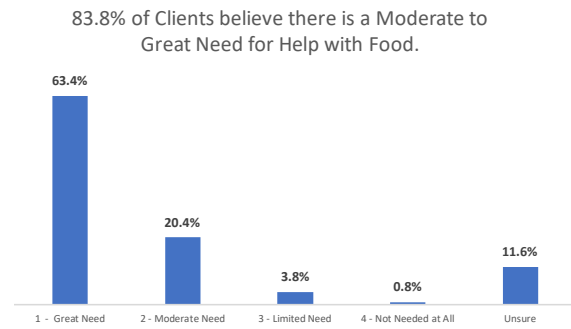
PERCEPTION OF EFFECTIVENESS OF SERVICES



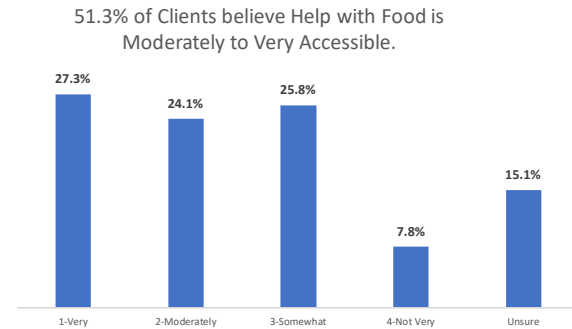
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**8c. Basic Needs/Emergency Assistance: Help with Food**

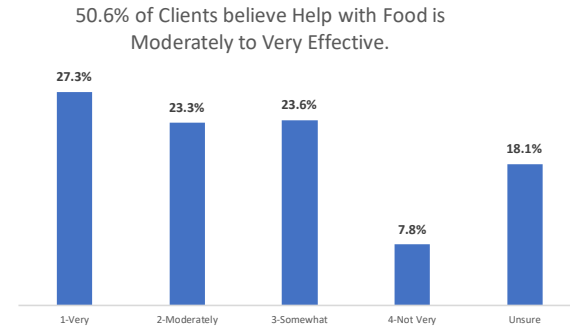
PERCEPTION OF NEED FOR SERVICES



PERCEPTION OF ACCESSIBILITY OF SERVICES



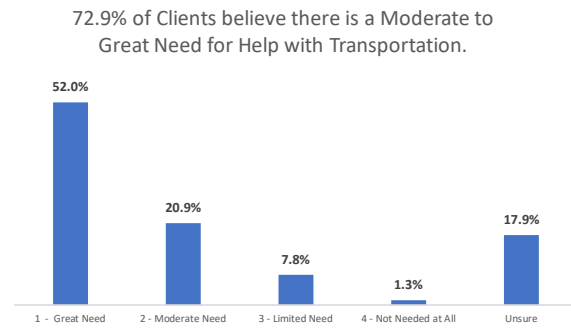
PERCEPTION OF EFFECTIVENESS OF SERVICES



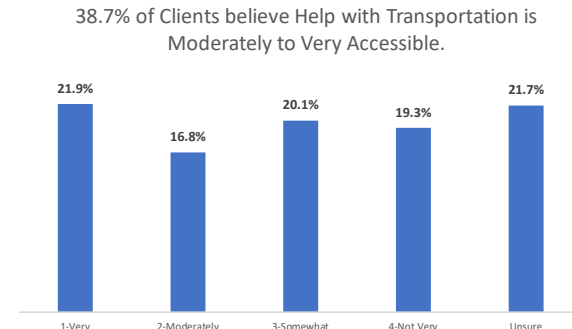
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**8d. Basic Needs/Emergency Assistance: Help with Transportation**

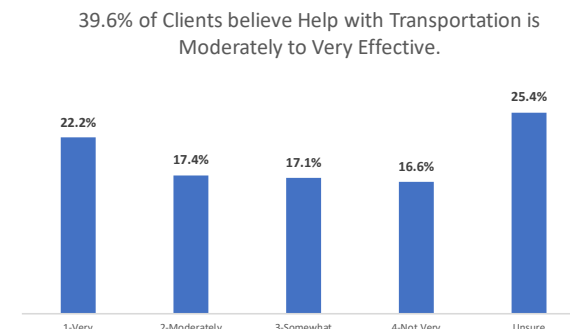
PERCEPTION OF NEED FOR SERVICES



PERCEPTION OF ACCESSIBILITY OF SERVICES



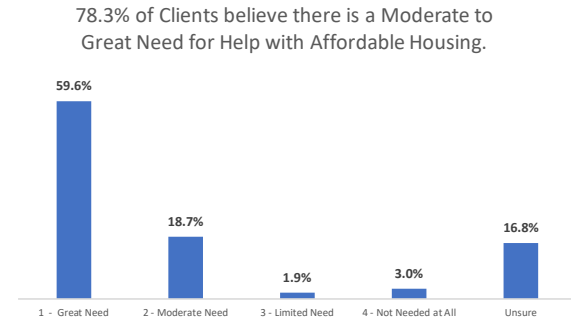
PERCEPTION OF EFFECTIVENESS OF SERVICES



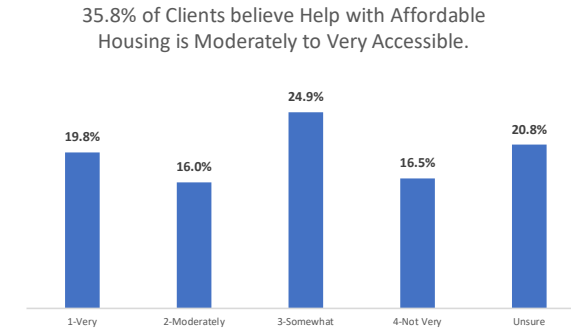
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**8e. Basic Needs/Emergency Assistance: Help with Affordable Housing**

PERCEPTION OF NEED FOR SERVICES



PERCEPTION OF ACCESSIBILITY OF SERVICES



PERCEPTION OF EFFECTIVENESS OF SERVICES



Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

**8f. Basic Needs/Emergency Assistance: Other**

Approximately 8.0% of Clients noted the following in the “Other” category regarding the need, accessibility, and effectiveness of basic needs/emergency assistance program efforts:

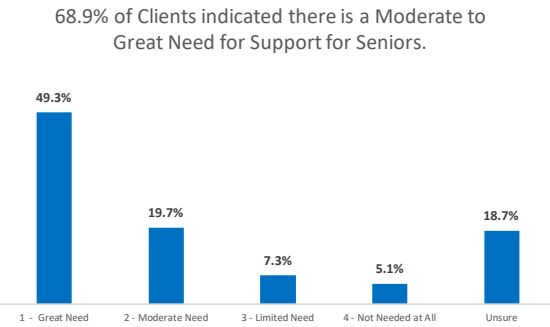
- Clothing
- Cooking classes for low-income people
- Assistance for unemployed with utilities or rent
- Housing assistance for single adults to maintain homeownership when unemployed

Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

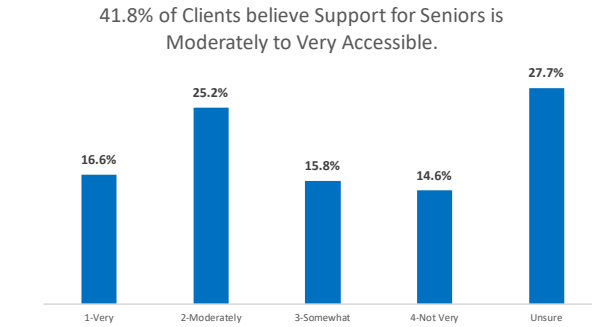
APPENDIX VI. Independent Living for Vulnerable Populations

9a. Independent Living for Vulnerable Populations: Support for Seniors (e.g., adult day care/support, meals, personal assistance, care management, etc.)

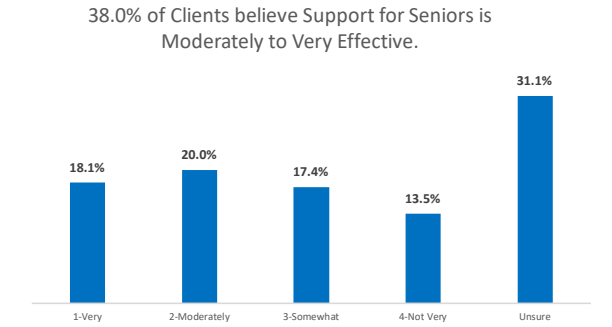
PERCEPTION OF NEED FOR SERVICES



PERCEPTION OF ACCESSIBILITY OF SERVICES



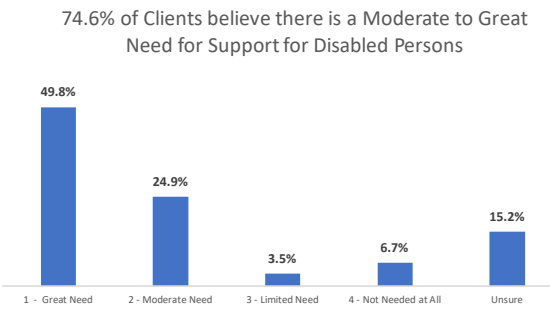
PERCEPTION OF EFFECTIVENESS OF SERVICES



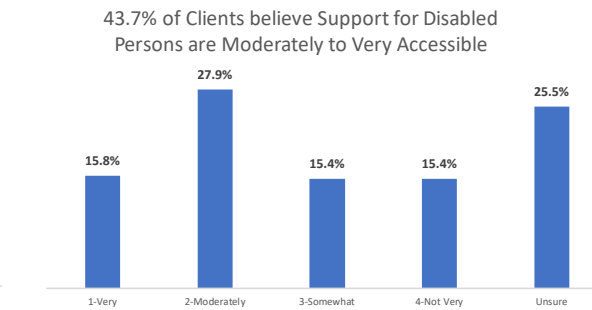
Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.

9b. Independent Living for Vulnerable Populations: Support for Disabled Persons (e.g., adult day care/employment support, meals, personal assistance, care management, etc.)

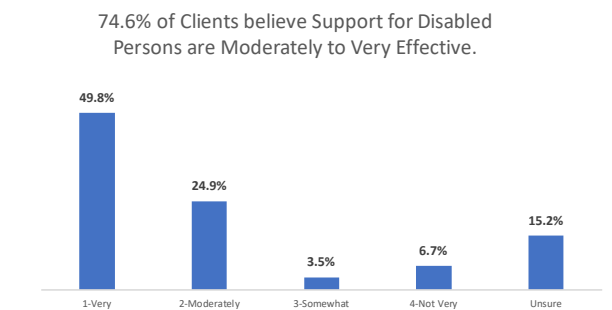
PERCEPTION OF NEED FOR SERVICES



PERCEPTION OF ACCESSIBILITY OF SERVICES



PERCEPTION OF EFFECTIVENESS OF SERVICES



Source: Indiana Community Needs Assessment Client Client SPSS Outcomes Report, June 2018.

**9a. Independent Living for Vulnerable Populations: Support for Seniors (e.g., adult day care/support, meals, personal assistance, care management, etc.)**

Less than 1.0% of Clients noted the following in the “Other” category regarding the need, accessibility, and effectiveness of independent living for vulnerable populations: support for seniors program efforts:

- Services for youth

Source: Indiana Community Needs Assessment Client Need Survey SPSS Outcomes Report, June 2018.



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**ACKNOWLEDGMENTS**

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**ABOUT SAGAMORE INSTITUTE**

Sagamore Institute is an Indianapolis-based nonprofit, nonpartisan, public policy research organization--or think tank. We borrow our name from the Algonquin word sagamore, which refers to a trusted individual within the tribe to whom the chief would look for wisdom and advice on issues of public concern. It is thus our mission to research, analyze, and respond to difficult problems, to serve as a meeting place for disparate groups, and to offer wise counsel for a world in progress. We were born in the spring of 2004, but have roots stretching back two decades, allowing us to blend the energy of a startup with the experience of a more seasoned organization. Our expert network of fellows provides independent and innovative research and analysis to public and private sector leaders, policymakers, practitioners, and the public. We believe that public policy belongs to everyone--not just to those inside the beltway of Washington, D.C.

**ABOUT JOANNA M. BROWN & ASSOCIATES**

JoAnna M. Brown & Associates was established in 2015 as a women and minority-owned community and marketing research consulting firm based in Indiana. Our mission is to commence high quality, leading-edge research, evaluation, and community data work and tools to support and enhance human services and community -related efforts to help identify best-practices, measure community impact, improve communities, and inspire change. Our goal is to conduct innovative research and provide high-quality training to educate and elevate communities.



## Report & Research Contributors

*JoAnna Brown, PhD*  
Senior Research Fellow/ CEO & Principal  
Sagamore Institute/ JoAnna M. Brown & Associates

*Jamie Goodwin*  
Senior Research Fellow  
Sagamore Institute

*Madeline Hellmich*  
Research Associate/Intern  
Sagamore Institute

*JoHanna Richardson*  
Research Associate  
JoAnna M. Brown & Associates

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## Indiana Community Needs Assessment Advisory Committee Members

*Amy Carter, MSW, MPA* | Policy Analyst & Development Associate  
Indiana Institute for Working Families

*Steve Hoffman* | President & CEO  
Brightpoint

*Tom Oliver* | Acting Executive Director  
Community and Family Services, Inc.

*Gary Olund* | Executive Director  
Northwest Indiana Community Action Agency

*Kevin Polovick* | Executive Director  
Interlocal Community Action Program, Inc

*Anna Schoon, MA, CCAP, NCRT* | Director of Planning & Business Development  
Northwest Indiana Community Action Agency



Indiana State  
Department of Health

