

Community Action Council of Lewis, Mason & Thurston Counties



2011 Client Survey

October 2011

2011 Annual Client Survey/Community Assessment

The annual client needs survey was conducted from November 2010 through September of 2011. The survey is antidotal and makes no claim of statistical validity. Though the results may not be statistically valid, the results/data illustrated do provide valuable insights into the respondents' perceived needs. A total of 6,078 clients voluntarily participated. The large number of respondents allows the reader to make some positive inferences as to the data pertaining to community needs and services.

The survey design was intended to be simple to complete by participants. There were five questions as follows:

1. In which County do you live?
2. What is the biggest problem facing you or your family?
3. Are there 5 services you or your family need most?
4. What kind of help is the most important for you or your family?
5. Is there help you need that is not available to you?

The questions were intended to elicit an original, immediate response by not leading the respondent to a checklist of suggested, acceptable responses. The questions are consistent with surveys conducted in prior years.

It should be noted that due to the voluntary nature of the survey, respondents provided no response, partially responded or provided multiple responses though only a single response was elicited. Due to the variability of responses, like responses were grouped under a common category. For example the category "Health" includes responses related to poor health, lack of medical care, lack of dental care, no health insurance and mental health care. Other categories include Utilities, Food, Housing, Transportation and Other. The "Other" category is an addition this year due to the high percentage of response that fell within this category of responses. The top responses are illustrated for each question. (Note: Total percentage illustrated may not equal 100%, only the top responses are illustrated.)

The surveys were voluntary and randomly conducted in each county and were either completed by the respondent themselves, by staff interview over the phone or by staff interviewing the respondent during a service appointment. The goal was to complete 5,000 surveys. A total of 6,078 surveys were completed.

Demographic data related to those receiving services in the same time period reveal:

38% were male, 62% female

Related to ethnicity 72% were white, 15% Latino, 3% African American and 3% Asian

55% rented their homes, 23% were home owners

45% were employed, 37% were either on Social Security, SSI or pension, 16% received Public Assistance

38% had incomes at or below 75% of poverty

There was no direct county requirement other than attempting to access as many respondents who would voluntarily respond. Survey respondents included only those individuals seeking services from the Council or had been a recipient of services. Respondents participated voluntarily and were not chosen at random from the population of low-income people in the community so there is no attempt to generalize the results of the survey to the entire population of low-income families in our service area. Though not generalizing the results across the entire population, inferences certainly can be made regarding the population based on the sample size of the survey. The Survey results provide valuable insight into the clients' perception of needs and services. The following is a summary of Survey results.

County Sample Size

A total of 6,078 clients responded to the annual survey. By County; Lewis 1,979, Mason 1,036 and Thurston 3,063. It should be noted that this is the highest number of respondents ever to respond to the survey.

1. What is the biggest problem facing you or your family?

The highest response when aggregated for all three counties was having adequate finances (29%). In that the respondents are all low-income families, having insufficient income to provide for their basic needs would be a natural response. When looking at individual County data though, in Lewis County heat/utilities ranked higher (37%). The next highest responses (for all counties, with the above exception) in order were heat/utility assistance (28%), employment (15%), health care (10%) and housing (8%). It is interesting to note that last year "employment" was not ranked while this year it moved to the third highest "problem".

Aggregated results reveal that by category, 67% indicated that the lack of electricity was the biggest problem, 93% indicated lack of food, 48% indicated no insurance and 80% indicated lack of housing.

2. Are there 5 services you or your family need most?

Heat/utility assistance was the number one service families need the most (32%). This result is somewhat anticipated in that a majority of the survey respondents were accessing energy assistance services. Recognizing that, it is important to note the next ranked responses; food programs (19%), health care (16%) and housing (12%). Broken down within category, 71% indicated lack of food; 66% indicated lack of health care insurance and 79% lack of housing.

3. What kind of help is the most important for you or your family?

Consistent with Question 3 above, heat/utility assistance ranked the highest (47%) followed by food programs (14%), health care (12%) and housing (11%). Data results within categories reveal similar responses as illustrated above, lack of housing (90%), lack of health care insurance (70%) and lack of food (78%).

4. Is there help you need that is not available to you?

This question above all others provides the best insight into the clients' perception of needs and availability of services. Responses also help guide analysis regarding potential gaps in services, increased outreach or advocacy for services. The highest response to this question was health care (36%), followed by housing (18%), transportation (13%) and heat/utilities (11%). When looking within the categories respondents indicated lack of medical insurance (58%), lack of housing (75%), lack of heat (16%) and lack of transportation (38%) as the help they need most but is not available to them.

The total results are illustrated in Addendum 1 of this summary report. The above data summarizes many of the findings. The full report provides more county specific information revealing the variations to the questions.

Addendum 1

2010 Client Survey Data

2011 Survey Results

1. What is the biggest problem facing you or your family?

| | |
|-----------------|-------|
| Total responses | 6,549 |
| Lewis | 2,002 |
| Mason | 1,071 |
| Thurston | 3,476 |

| Responses | Combined | Lewis | Mason | Thurston |
|--------------------|-------------|-------------|-------------|-------------|
| Adequate Finances | 0.29 | 0.26 | 0.28 | 0.31 |
| Heat/Utilities | 0.28 | 0.37 | 0.24 | 0.25 |
| Health Care | 0.10 | 0.07 | 0.11 | 0.11 |
| Affordable Housing | 0.08 | 0.08 | 0.11 | 0.08 |
| Lack of Food | 0.05 | 0.03 | 0.05 | 0.06 |
| Transportation | 0.04 | 0.04 | 0.03 | 0.03 |
| Employment | 0.15 | 0.14 | 0.15 | 0.15 |

2. Are there 5 services you or your family need the most?

| | |
|-----------|--------|
| Total res | 11,159 |
| Lewis | 3,457 |
| Mason | 1,739 |
| Thurston | 5,963 |

| Responses | Combined | Lewis | Mason | Thurston |
|--------------------|-------------|-------------|-------------|-------------|
| Adequate Finances | 0.04 | 0.03 | 0.05 | 0.04 |
| Heat/Utilities | 0.32 | 0.37 | 0.31 | 0.30 |
| Health Care | 0.16 | 0.13 | 0.19 | 0.17 |
| Affordable Housing | 0.12 | 0.13 | 0.11 | 0.11 |
| Food Programs | 0.19 | 0.16 | 0.19 | 0.21 |
| Transportation | 0.08 | 0.09 | 0.07 | 0.08 |

2011 Survey Results

3. What kind of help is the most important for you or your family?

| | |
|-----------------|-------|
| Total responses | 5,700 |
| Lewis | 1,880 |
| Mason | 882 |
| Thurston | 2,938 |

| Responses | Combined | Lewis | Mason | Thurston |
|--------------------|-------------|-------------|-------------|-------------|
| Adequate Finances | 0.09 | 0.10 | 0.10 | 0.08 |
| Heat/Utilities | 0.47 | 0.56 | 0.40 | 0.42 |
| Health Care | 0.12 | 0.08 | 0.15 | 0.13 |
| Affordable Housing | 0.11 | 0.10 | 0.12 | 0.11 |
| Food Programs | 0.14 | 0.09 | 0.15 | 0.18 |
| Transportation | 0.03 | 0.03 | 0.02 | 0.03 |
| Other Responses | 0.04 | 0.04 | 0.06 | 0.05 |

4. Is there help you need that is not available to you?

| | |
|-----------------|-------|
| Total responses | 1,609 |
| Lewis | 496 |
| Mason | 263 |
| Thurston | 850 |

| Responses | Combined | Lewis | Mason | Thurston |
|--------------------|-------------|-------------|-------------|-------------|
| Adequate Finances | 0.07 | 0.05 | 0.09 | 0.08 |
| Heat/Utilities | 0.11 | 0.16 | 0.11 | 0.07 |
| Health Care | 0.36 | 0.32 | 0.36 | 0.39 |
| Affordable Housing | 0.18 | 0.20 | 0.19 | 0.17 |
| Food Programs | 0.08 | 0.04 | 0.04 | 0.05 |
| Transportation | 0.13 | 0.13 | 0.13 | 0.13 |
| Other Responses | 0.07 | 0.10 | 0.08 | 0.11 |

2011 Survey Results

1. What is the biggest problem facing you or your family?

| | Combined | Lewis | Mason | Thurston |
|-----------------------|----------|-------|-------|----------|
| Hunger | | | | |
| Lack of Food | 0.93 | 0.93 | 0.95 | 0.90 |
| Food Bank | 0.02 | 0.04 | 0.01 | 0.04 |
| Food Stamps | 0.05 | 0.03 | 0.04 | 0.06 |
| Utilities | | | | |
| Electricity | 0.67 | 0.58 | 0.58 | 0.79 |
| Heat | 0.30 | 0.39 | 0.38 | 0.17 |
| Water/Sewer | 0.03 | 0.03 | 0.04 | 0.04 |
| Housing | | | | |
| Lack of Housing | 0.80 | 0.75 | 0.83 | 0.84 |
| Housing Repairs | 0.20 | 0.25 | 0.17 | 0.16 |
| Transportation | | | | |
| No Transportation | 0.38 | 0.42 | 0.54 | 0.32 |
| Fuel Cost | 0.49 | 0.48 | 0.37 | 0.55 |
| Repairs | 0.13 | 0.10 | 0.09 | 0.13 |
| Health | | | | |
| Poor health | 0.22 | 0.38 | 0.13 | 0.17 |
| Lack of Care | 0.06 | 0.00 | 0.09 | 0.08 |
| Lack of Dental Care | 0.07 | 0.11 | 0.07 | 0.06 |
| No Insurance | 0.48 | 0.36 | 0.60 | 0.50 |
| Mental Health Care | 0.17 | 0.15 | 0.11 | 0.19 |

2011 Survey Results

2. Are there 5 services you or your family need the most?

| | Combined | Lewis | Mason | Thurston |
|-----------------------|----------|-------|-------|----------|
| Hunger | | | | |
| Lack of Food | 0.71 | 0.81 | 0.75 | 0.66 |
| Food Bank | 0.08 | 0.06 | 0.07 | 0.09 |
| Food Stamps | 0.21 | 0.13 | 0.18 | 0.25 |
| Utilities | | | | |
| Electricity | 0.78 | 0.69 | 0.74 | 0.86 |
| Heat | 0.15 | 0.25 | 0.18 | 0.07 |
| Water/Sewer | 0.07 | 0.06 | 0.08 | 0.07 |
| Housing | | | | |
| Lack of Housing | 0.79 | 0.76 | 0.76 | 0.82 |
| Housing Repairs | 0.21 | 0.24 | 0.24 | 0.18 |
| Transportation | | | | |
| No Transportation | 0.44 | 0.43 | 0.44 | 0.45 |
| Fuel Cost | 0.44 | 0.46 | 0.46 | 0.42 |
| Repairs | 0.12 | 0.11 | 0.10 | 0.13 |
| Health | | | | |
| Poor health | 0.01 | 0.02 | 0.01 | 0.01 |
| Lack of Care | 0.01 | 0.00 | 0.02 | 0.01 |
| Lack of Dental Care | 0.19 | 0.17 | 0.23 | 0.17 |
| No Insurance | 0.66 | 0.69 | 0.64 | 0.66 |
| Mental Health Care | 0.13 | 0.12 | 0.10 | 0.15 |

2011 Survey Results

3. What kind of help is the most important for you or your family?

| Hunger | Combined | Lewis | Mason | Thurston |
|-----------------------|----------|-------|-------|----------|
| Lack of Food | 0.78 | 0.83 | 0.84 | 0.75 |
| Food Bank | 0.05 | 0.02 | 0.01 | 0.07 |
| Food Stamps | 0.17 | 0.15 | 0.15 | 0.18 |
| Utilities | | | | |
| Electricity | 0.75 | 0.66 | 0.71 | 0.85 |
| Heat | 0.22 | 0.32 | 0.25 | 0.12 |
| Water/Sewer | 0.03 | 0.02 | 0.04 | 0.03 |
| Housing | | | | |
| Lack of Housing | 0.90 | 0.88 | 0.83 | 0.95 |
| Housing Repairs | 0.10 | 0.12 | 0.17 | 0.05 |
| Transportation | | | | |
| No Transportation | 0.41 | 0.35 | 0.25 | 0.50 |
| Fuel Cost | 0.46 | 0.49 | 0.50 | 0.43 |
| Repairs | 0.13 | 0.16 | 0.25 | 0.07 |
| Health | | | | |
| Poor health | 0.01 | 0.01 | 0.02 | 0.01 |
| Lack of Care | 0.01 | 0.00 | 0.00 | 0.02 |
| Lack of Dental Care | 0.11 | 0.09 | 0.15 | 0.10 |
| No Insurance | 0.70 | 0.74 | 0.73 | 0.68 |
| Mental Health Care | 0.17 | 0.16 | 0.10 | 0.19 |

2011 Survey Results

4. Is there help you need that is not available to you?

| | Combined | Lewis | Mason | Thurston |
|-----------------------|----------|-------|-------|----------|
| Hunger | | | | |
| Lack of Food | 0.56 | 0.71 | 0.50 | 0.51 |
| Food Bank | 0.09 | 0.05 | 0.10 | 0.11 |
| Food Stamps | 0.35 | 0.24 | 0.40 | 0.38 |
| Utilities | | | | |
| Electricity | 0.51 | 0.49 | 0.68 | 0.47 |
| Heat | 0.16 | 0.19 | 0.07 | 0.14 |
| Water/Sewer | 0.33 | 0.32 | 0.25 | 0.39 |
| Housing | | | | |
| Lack of Housing | 0.75 | 0.66 | 0.67 | 0.84 |
| Housing repairs | 0.25 | 0.34 | 0.33 | 0.16 |
| Transportation | | | | |
| No Transportation | 0.38 | 0.37 | 0.42 | 0.37 |
| Fuel Cost | 0.36 | 0.33 | 0.40 | 0.38 |
| Repairs | 0.26 | 0.30 | 0.18 | 0.25 |
| Health | | | | |
| Poor Health | 0.01 | 0.03 | 0.01 | 0.01 |
| Lack of Care | 0.02 | 0.00 | 0.04 | 0.02 |
| Lack of Dental Care | 0.29 | 0.27 | 0.29 | 0.30 |
| No Insurance | 0.58 | 0.65 | 0.56 | 0.58 |
| Mental Health Care | 0.10 | 0.05 | 0.10 | 0.09 |

2011 Survey Results

1. What is the biggest problem facing you or your family?

| Other | Combined | Lewis | Mason | Thurston |
|--------------------|----------|-------|-------|----------|
| Employment | 0.92 | 0.94 | 0.95 | 0.90 |
| Education/Training | 0.03 | 0.02 | 0.02 | 0.03 |
| Childcare | 0.03 | 0.01 | 0.01 | 0.05 |
| Cloths | 0.02 | 0.03 | 0.02 | 0.02 |

2. Are there 5 services you or your family need the most?

| Other | Combined | Lewis | Mason | Thurston |
|--------------------|----------|-------|-------|----------|
| Employment | 0.35 | 0.37 | 0.32 | 0.33 |
| Education/Training | 0.12 | 0.09 | 0.30 | 0.13 |
| Childcare | 0.16 | 0.08 | 0.15 | 0.19 |
| Cloths | 0.37 | 0.46 | 0.23 | 0.35 |

3. What kind of help is the most important for you or your family?

| Other | Combined | Lewis | Mason | Thurston |
|--------------------|----------|-------|-------|----------|
| Employment | 0.66 | 0.73 | 0.63 | 0.63 |
| Education/Training | 0.10 | 0.10 | 0.09 | 0.10 |
| Childcare | 0.11 | 0.06 | 0.13 | 0.14 |
| Cloths | 0.13 | 0.11 | 0.15 | 0.13 |

4. Is there help you need that is not available to you?

| Other | Combined | Lewis | Mason | Thurston |
|--------------------|----------|-------|-------|----------|
| Employment | 0.48 | 0.63 | 0.51 | 0.39 |
| Education/Training | 0.12 | 0.09 | 0.04 | 0.16 |
| Childcare | 0.24 | 0.15 | 0.09 | 0.32 |
| Cloths | 0.16 | 0.13 | 0.36 | 0.13 |

Survey Comparison

Time Period 2001 - 2011

The following data illustrates the comparative data for the time period of 2001 - 2008.

1. What is the biggest problem facing you or your family?

Please note the top response for each question is highlighted in blue.

| Response | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|--------------------|------|------|------|------|------|------|------|------|------|------|------|
| Adequate Finances | 0.32 | 0.46 | 0.36 | 0.35 | 0.31 | 0.42 | 0.34 | 0.34 | 0.33 | 0.33 | 0.29 |
| Health Care | 0.09 | 0.11 | 0.08 | 0.17 | 0.11 | 0.1 | 0.15 | 0.14 | 0.13 | 0.11 | 0.28 |
| Heat/Utilities | 0.11 | 0.06 | 0.11 | 0.22 | 0.14 | 0.29 | 0.24 | 0.23 | 0.21 | 0.22 | 0.1 |
| Affordable Housing | 0.23 | 0.22 | 0.25 | 0.14 | 0.28 | 0.09 | 0.1 | 0.1 | 0.07 | 0.09 | 0.08 |
| Lack of Food | 0.06 | 0.04 | 0.08 | 0.08 | 0.09 | 0.05 | 0.06 | 0.06 | 0.07 | 0.07 | 0.05 |
| Transportation | NA | NA | NA | NA | 0.06 | 0.04 | 0.04 | 0.05 | 0.04 | 0.03 | 0.04 |
| Employment | | | | | | | | | | | 0.15 |

(Please note the above Responses include a number of grouped responses.)

2. Please list the 5 most important services you or your family needs.

| Response | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|--------------------|------|------|------|------|------|------|------|------|------|------|------|
| Adequate Finances | NA | NA | NA | NA | NA | NA | NA | 0.05 | 0.06 | 0.05 | 0.04 |
| Health Care | 0.14 | 0.28 | 0.13 | 0.14 | 0.15 | 0.16 | 0.19 | 0.17 | 0.21 | 0.15 | 0.32 |
| Heat/Utilities | 0.13 | 0.11 | 0.15 | 0.27 | 0.18 | 0.32 | 0.28 | 0.31 | 0.26 | 0.31 | 0.16 |
| Affordable Housing | 0.14 | 0.19 | 0.15 | 0.13 | 0.17 | 0.14 | 0.13 | 0.12 | 0.1 | 0.12 | 0.12 |
| Food Programs | 0.25 | 0.37 | 0.28 | 0.28 | 0.29 | 0.21 | 0.19 | 0.19 | 0.21 | 0.2 | 0.19 |
| Transportation | NA | NA | NA | 0.09 | 0.07 | 0.07 | 0.07 | 0.06 | 0.06 | 0.08 | 0.08 |

(Please note the above Responses include a number of grouped responses.)

Survey Comparison

Time Period 2001 - 2011

3. Is there a program you feel provides the most important services for you or your family?

| Response | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|--------------------|------|------|------|------|------|------|------|------|------|------|------|
| Adequate Finances | NA | NA | NA | 0.09 | 0.07 | 0.08 | NA | 0.1 | 0.09 | 0.09 | 0.09 |
| Health Care | 0.08 | 0.15 | 0.18 | 0.18 | 0.18 | 0.12 | 0.18 | 0.16 | 0.18 | 0.13 | 0.12 |
| Heat/Utilities | 0.16 | 0.1 | 0.21 | 0.34 | 0.19 | 0.48 | 0.37 | 0.4 | 0.36 | 0.41 | 0.47 |
| Affordable Housing | 0.15 | 0.18 | 0.22 | 0.14 | 0.26 | 0.15 | 0.12 | 0.12 | 0.12 | 0.12 | 0.11 |
| Food Programs | 0.39 | 0.31 | 0.26 | 0.18 | 0.25 | 0.2 | 0.14 | 0.14 | 0.15 | 0.17 | 0.14 |
| Transportation | NA | NA | NA | NA | NA | NA | NA | 0.03 | 0.03 | 0.03 | 0.03 |

(Please note the above Responses include a number of grouped responses.)

4. Is there a program or service you need that is not available to you?

| Response | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|--------------------|------|------|------|------|------|------|------|------|------|------|------|
| Adequate Finances | NA | NA | NA | NA | NA | NA | NA | 0.08 | 0.1 | 0.08 | 0.07 |
| Health Care | 0.11 | | 0.15 | 0.22 | 0.13 | 0.26 | 0.33 | 0.28 | 0.33 | 0.3 | 0.36 |
| Heat/Utilities | 0.11 | 0.18 | 0.21 | 0.29 | 0.17 | 0.13 | 0.02 | 0.1 | 0.08 | 0.13 | 0.11 |
| Affordable Housing | 0.21 | 0.34 | 0.35 | 0.21 | 0.28 | 0.28 | 0.21 | 0.23 | 0.18 | 0.18 | 0.18 |
| Food Programs | 0.08 | 0.16 | 0.1 | 0.1 | 0.13 | 0.11 | 0.08 | 0.08 | 0.08 | 0.07 | 0.08 |
| Transportation | 0.08 | NA | NA | 0.19 | 0.11 | 0.01 | 0.14 | 0.14 | 0.09 | 0.15 | 0.13 |

(Please note the above Responses include a number of grouped responses.)