

# Annual Client Survey

## Community Assessment

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**2017**



**Community  
Action Council**  
of Lewis, Mason & Thurston Counties

*Reviewed by the Community Action Council of Lewis, Mason & Thurston  
Counties Board of Directors on September 27, 2017*

The Annual Client Needs Survey was conducted from November 2016 through August of 2017. The survey is anecdotal 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 4,167 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 five 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?

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 4,167 surveys were completed. All respondents were clients accessing services at our direct service sites in Lewis, Mason and Thurston Counties.

The following reveals respondents', selected, demographic data provides a glimpse of who the Council services:

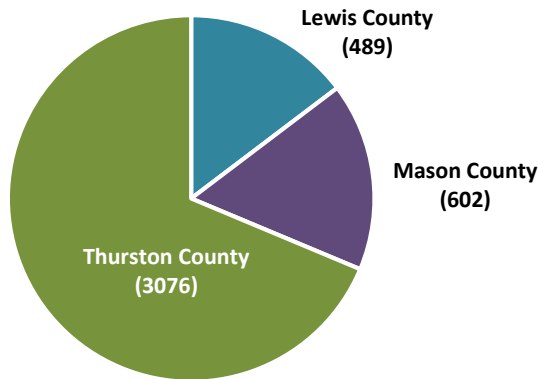
- **Gender:** 36% were male, 64% female
- **Related to Ethnicity:** 69% were white, 17% Latino, 3% African American and 3% Asian
- **Housing:** 59% rented their homes, 20% were home owners, 2% were homeless
- **Income/Employment:** 33% were employed, 28% were either on Social Security, SSI or pension, and 8% received Public Assistance
- **Income Level:** 50% 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. There is no attempt to generalize

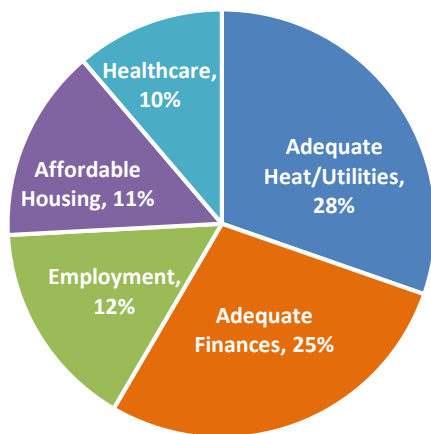
the results of the survey to the entire population of low-income families in our service area. Though not generalizing the results across the entire population, inferences certainly can be made regarding the population based on the sample size of the survey. The Survey results provide valuable insight into the clients' perception of needs and services. The following is a summary of Survey results.

### 1. IN WHICH COUNTY DO YOU LIVE?

A Total of 4,167 People Responded to the Survey



### 2. WHAT IS THE BIGGEST PROBLEM FACING YOU OR YOUR FAMILY?



*“Was out of work a few months so trying to catch up.”*

### 3. ARE THERE 5 SERVICES YOU OR YOUR FAMILY NEED MOST?

Combined results reveal that **heat/utility assistance** was the number one service families need the most (36%). 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:

*"We cannot afford to fix our car and keep our heat on."*

#1 Service Needed:	Heat/Utility Assistance (36%)
#2	Food Programs (20%)
#3	Housing (14%)
#4	Healthcare (11%)

### 4. WHAT KIND OF HELP IS THE MOST IMPORTANT FOR YOU OR YOUR FAMILY?

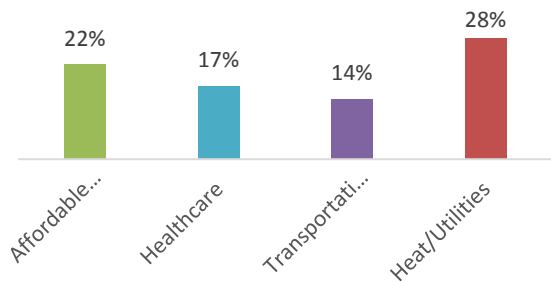
Consistent with question 3 above, combined results illustrate that **heat/utility assistance** ranked the highest (43%) followed by **food programs** (17%), **affordable housing** (14%) and **adequate finances** (9%).

#1 Service Needed:	Heat/Utility Assistance (43%)
#2	Food Programs (17%)
#3	Housing (14%)
#4	Healthcare (9%)

*"I have 2 disabled boys and I had to quit my job because my daughter was diagnosed with cervical cancer"*

### 5. 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 **heat/utilities** (28%), **affordable housing** (22%), followed by **healthcare** (17%), and **transportation** (14%).



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.

## 2017 Survey Results

Addendum 1 presents all the data for the 2017 Survey. Data is segregated by question, combined responses (all three counties) and individual counties. Further the number of responses to the questions, by counties is included. The number of responses by county will differ from the number of respondents due to: no response by some respondents and or multiple responses to a question by others. (Note the data below illustrates the percentage of responses per topic. For example for Adequate Finances the .25 should be translated to 25% of the total response indicated that adequate finances were the biggest problem facing the family).

### 1. WHAT IS THE BIGGEST PROBLEM FACING YOU OR YOUR FAMILY?

Lewis	428
Mason	599
Thurston	3,134
Total responses	4,161

Responses	Combined	Lewis	Mason	Thurston
Adequate Finances	.25	.22	.25	<b>.28</b>
Heat/Utilities	<b>.28</b>	<b>.32</b>	<b>.30</b>	.24
Health Care	.10	.09	.10	.11
Affordable Housing	.11	.09	.12	.11
Lack of Food	.06	.06	.05	.07
Transportation	.04	.07	.03	.03
Employment	.12	.11	.12	.13
Other	.04	.04	.03	.03

### 2. ARE THERE 5 SERVICES YOU OR YOUR FAMILY NEED THE MOST?

Lewis	751
Mason	972
Thurston	5,276
Total responses	6,999

Responses	Combined	Lewis	Mason	Thurston
Adequate Finances	.06	.09	.04	.06
Heat/Utilities	<b>.36</b>	<b>.42</b>	<b>.33</b>	<b>.32</b>
Health Care	.11	.09	.10	.13
Affordable Housing	.14	.14	.14	.14
Food Programs	.20	.18	.21	.20
Transportation	.05	.03	.08	.06

Employment	.03	.03	.03	.03
Other Responses	.05	.02	.07	.06

### 3. WHAT KIND OF HELP IS THE MOST IMPORTANT FOR YOU OR YOUR FAMILY?

Lewis	384
Mason	493
Thurston	2,403
Total responses	3,280

Responses	Combined	Lewis	Mason	Thurston
Adequate Finances	.09	.09	.09	.09
Heat/Utilities	<b>.43</b>	<b>.46</b>	<b>.42</b>	<b>.41</b>
Health Care	.08	.07	.08	.09
Affordable Housing	.14	.14	.14	.14
Food Programs	.17	.15	.18	.19
Transportation	.03	.04	.02	.02
Employment	.03	.03	.04	.03
Other Responses	.03	.02	.03	.03

### 4. IS THERE HELP YOU NEED THAT IS NOT AVAILABLE TO YOU?

Lewis	98
Mason	148
Thurston	675
Total responses	921

Responses	Combined	Lewis	Mason	Thurston
Adequate Finances	.06	.07	.05	.05
Heat/Utilities	<b>.28</b>	<b>.32</b>	.24	.28
Health Care	.17	.17	.16	<b>.18</b>
Affordable Housing	.22	.18	<b>.28</b>	.21
Food Programs	.05	.03	.05	.07
Transportation	.14	.16	.14	.12
Employment	.02	.01	.03	.03
Other Responses	.06	.06	.05	.06

## ADDENDUM 2

The data in Addendum 2 is a more in-depth review of how people responded within the general categories as illustrated in Addendum 1. For example, in Addendum 1 “Health” appears as its own category. However, when looking at the data that comprised the “Health” category we wanted more insight into what specific issues were included. In Addendum 2 (Question 1, Combined below) it illustrates that 31% had no health insurance, 48% had “poor health”, 13% has no mental health care (but feel they need it), and 13% lacked dental care.

Analysis was completed and illustrated for the categories including Health (above), Hunger, Utilities, Housing and Transportation. Consistent with Addendum 1 all data presented includes the combined results for all counties along with the individual county responses.

It should be noted that the percentages will add up to 100% due to the categorization of data and the inclusion of all responses associated with the category.

### 1. WHAT IS THE BIGGEST PROBLEM FACING YOU OR YOUR FAMILY?

Hunger	Combined	Lewis	Mason	Thurston
Lack of Food	.95	.88	.97	.97
Food Bank	.01	.04	.00	.00
Food Stamps	.04	.08	.03	.03

Utilities	Combined	Lewis	Mason	Thurston
Electricity	.97	.99	.94	.97
Water/Sewer	.03	.01	.06	.03

Housing	Combined	Lewis	Mason	Thurston
Lack of Housing	.78	.68	.80	.86
Housing Repairs	.22	.32	.20	.14

Transportation	Combined	Lewis	Mason	Thurston
No Transportation	.65	.75	.52	.67
Fuel Cost	.18	.16	.24	.14
Repairs	.17	.09	.24	.19

Health	Combined	Lewis	Mason	Thurston
Poor health	.48	.72	.40	.33
Lack of Dental Care	.13	.28	.05	.06
No Insurance	.21	.00	.37	.25
Mental Health Care	.18	.00	.18	.36

Other	Combined	Lewis	Mason	Thurston
Employment	.91	.91	.95	.88
Education/Training	.02	.02	.00	.02
Childcare	.04	.04	.01	.07
Clothes	.03	.03	.04	.03

## 2. ARE THERE 5 SERVICES YOU OR YOUR FAMILY NEED THE MOST?

Hunger	Combined	Lewis	Mason	Thurston
Lack of Food	.68	.71	.64	.69
Food Bank	.09	.09	.09	.08
Food Stamps	.23	.20	.27	.23

Utilities	Combined	Lewis	Mason	Thurston
Electricity	.93	.95	.92	.93
Water/Sewer	.07	.05	.08	.07

Housing	Combined	Lewis	Mason	Thurston
Lack of Housing	.75	.66	.75	.84
Housing Repairs	.25	.34	.25	.16

Transportation	Combined	Lewis	Mason	Thurston
No Transportation	.55	.56	.51	.57
Fuel Cost	.29	.22	.36	.30
Repairs	.16	.22	.13	.13

Health	Combined	Lewis	Mason	Thurston
Poor Health	.06	.06	.08	.03
Lack of Dental Care	.11	.08	.13	.13
No Insurance	.63	.63	.65	.62
Mental Health Care	.20	.23	.14	.22

Other	Combined	Lewis	Mason	Thurston
Employment	.33	.33	.38	.28
Education/Training	.13	.18	.09	.13
Childcare	.18	.14	.15	.24
Clothes	.36	.35	.38	.35



### 3. WHAT KIND OF HELP IS THE MOST IMPORTANT FOR YOU OR YOUR FAMILY?

Hunger	Combined	Lewis	Mason	Thurston
Lack of Food	.73	.78	.56	.83
Food Bank	.03	.05	.03	.02
Food Stamps	.24	.17	.41	.15

Utilities	Combined	Lewis	Mason	Thurston
Electricity	.97	.98	.96	.97
Water/Sewer	.03	.02	.04	.03

Housing	Combined	Lewis	Mason	Thurston
Lack of Housing	.86	.81	.87	.90
Housing Repairs	.14	.19	.13	.10

Transportation	Combined	Lewis	Mason	Thurston
No Transportation	.47	.50	.30	.59
Fuel Cost	.35	.44	.40	.22
Repairs	.18	.06	.30	.19

Health	Combined	Lewis	Mason	Thurston
Poor health	.03	.07	.00	.03
Lack of Dental Care	.08	.04	.12	.07
No Insurance	.59	.56	.66	.55
Mental Health Care	.30	.33	.22	.35

Other	Combined	Lewis	Mason	Thurston
Employment	.55	.58	.58	.49
Education/Training	.13	.16	.12	.12
Childcare	.14	.05	.12	.26
Clothes	.18	.21	.18	.13

### 4. IS THERE HELP YOU NEED THAT IS NOT AVAILABLE TO YOU?

Hunger	Combined	Lewis	Mason	Thurston
Lack of Food	.43	.33	.37	.58
Food Bank	.05	.00	.13	.02
Food Stamps	.52	.67	.50	.40

Utilities	Combined	Lewis	Mason	Thurston
Electricity	.92	.94	.89	.92
Water/Sewer	.08	.06	.11	.08

<b>Housing</b>	<b>Combined</b>	<b>Lewis</b>	<b>Mason</b>	<b>Thurston</b>
Lack of Housing	.72	.72	.63	.82
Housing repairs	.28	.28	.37	.18

<b>Transportation</b>	<b>Combined</b>	<b>Lewis</b>	<b>Mason</b>	<b>Thurston</b>
No Transportation	.39	.45	.24	.49
Fuel Cost	.30	.31	.38	.20
Repairs	.31	.24	.38	.31

<b>Health</b>	<b>Combined</b>	<b>Lewis</b>	<b>Mason</b>	<b>Thurston</b>
Poor Health	.08	.06	.08	.09
Lack of Dental Care	.26	.24	.21	.32
No Insurance	.39	.29	.46	.43
Mental Health Care	.27	.41	.25	.16

<b>Other</b>	<b>Combined</b>	<b>Lewis</b>	<b>Mason</b>	<b>Thurston</b>
Employment	.28	.17	.33	.34
Education/Training	.22	.17	.33	.17
Childcare	.32	.49	.17	.28
Clothes	.18	.17	.17	.21

## Survey Comparison

Time Period 2005 – 2017

Addendum 3 is a comparison of survey data for the time period of 2005 – 2017 to determine if there are any significant trends or shifts in data.

### 1. WHAT IS THE BIGGEST PROBLEM FACING YOU OR YOUR FAMILY?

Please note the top response for each question is highlighted.

Response	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Adequate Finances	0.31	0.42	0.34	0.34	0.33	0.33	0.29	0.29	0.28	0.25	0.23	0.28	0.25
Health Care	0.11	0.10	0.15	0.14	0.13	0.11	0.28	0.10	0.10	0.09	0.09	0.11	0.10
Heat/Utilities	0.14	0.29	0.24	0.23	0.21	0.22	0.10	0.27	0.29	0.30	0.30	0.23	0.28
Affordable Housing	0.28	0.09	0.10	0.10	0.07	0.09	0.08	0.09	0.08	0.09	0.11	0.11	0.11
Lack of Food	0.09	0.05	0.06	0.06	0.07	0.07	0.05	0.06	0.06	0.07	0.07	0.08	0.06
Transportation	0.06	0.04	0.04	0.05	0.04	0.03	0.04	0.04	0.03	0.03	0.04	0.04	0.04
Employment	N/A	N/A	N/A	N/A	N/A	N/A	0.15	0.14	0.15	0.14	0.15	0.14	0.12

(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	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Adequate Finances	NA	NA	NA	0.05	0.06	0.05	0.04	0.03	0.30	0.03	0.03	0.03	0.06
Health Care	0.15	0.16	0.19	0.17	0.21	0.15	0.32	0.16	0.16	0.15	0.12	0.12	0.11
Heat/Utilities	0.18	0.32	0.28	0.31	0.26	0.31	0.16	0.30	0.32	0.32	0.32	0.32	0.36
Affordable Housing	0.17	0.14	0.13	0.12	0.10	0.12	0.12	0.13	0.12	0.13	0.15	0.14	0.14
Food Programs	0.29	0.21	0.19	0.19	0.21	0.20	0.19	0.20	0.21	0.23	0.21	0.23	0.20
Transportation	0.07	0.07	0.07	0.06	0.06	0.08	0.08	0.07	0.07	0.07	0.07	0.07	0.05

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

### 3. IS THERE A PROGRAM YOU FEEL PROVIDES THE MOST IMPORTANT SERVICES FOR YOU OR YOUR FAMILY?

Response	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Adequate Finances	0.07	0.08	N/A	0.10	0.09	0.09	0.09	0.08	0.07	0.08	0.10	0.08	0.09
Health Care	0.18	0.12	0.18	0.16	0.18	0.13	0.12	0.10	0.12	0.10	0.08	0.09	0.08
Heat/Utilities	0.19	0.48	0.37	0.40	0.36	0.41	0.47	0.46	0.43	0.45	0.45	0.42	0.43
Affordable Housing	0.26	0.15	0.12	0.12	0.12	0.12	0.11	0.12	0.11	0.14	0.14	0.15	0.14
Food Programs	0.25	0.20	0.14	0.14	0.15	0.17	0.14	0.15	0.15	0.17	0.15	0.17	0.17
Transportation	N/A	N/A	N/A	0.03	0.03	0.03	0.03	0.03	0.02	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	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Adequate Finances	NA	NA	NA	0.08	0.10	0.08	0.07	0.06	0.06	0.04	0.04	0.07	0.06
Health Care	0.13	0.26	0.33	0.28	0.33	0.30	0.36	0.38	0.37	0.25	0.19	0.22	0.17
Heat/Utilities	0.17	0.13	0.02	0.10	0.08	0.13	0.11	0.08	0.10	0.10	0.13	0.09	0.28
Affordable Housing	0.28	0.28	0.21	0.23	0.18	0.18	0.18	0.19	0.19	0.27	0.23	0.26	0.22
Food Programs	0.13	0.11	0.08	0.08	0.08	0.07	0.08	0.04	0.04	0.06	0.10	0.08	0.05
Transportation	0.11	0.01	0.14	0.14	0.09	0.15	0.13	0.15	0.15	0.16	0.19	0.18	0.14

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