

Annual Client Survey

Community Assessment

2019



*Approved by the Community Action Council of Lewis, Mason & Thurston
Counties Board of Directors on Month/Day. 2019*

The Annual Client Needs Survey was conducted from October 2017 through August of 2018. 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 2,692 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 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 2,000 - 3,000 surveys. A total of 2,692 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 and provides a glimpse of who the Council serves:

- **Gender:** 43% were male, 57% female
- **Related to Ethnicity:** 74% were white, 20% Latino, 4% African American and 4% Asian
- **Housing:** 63% rented their homes, 23% were homeowners, 1% were homeless
- **Income/Employment:** 28% were employed; 44% were either on Social Security, SSI or pension; and 9% received public assistance
- **Income Level:** 63% had incomes at or below 50% of poverty level

There was no direct county requirement other than attempting to access as many respondents who would voluntarily respond. (Note: The number of surveys completed by Lewis County was lower than usual this year. As stated, the surveys are voluntary. Efforts are being made to try to increase the

number of responses for 2020.) Survey respondents included only those individuals seeking services from the Council or who 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?

The following are the number of people that responded, by county.

Lewis	81
Mason	401
Thurston	2,210
Total Responses	2,692

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

*"Hours reduced at work
so things are tight,
Cannot afford food all
the time."*

#1 Problem	Adequate Finances 31%
#2	Heat/Utilities 24%
#3	Employment 11%
#4	Health 10%
#5	Affordable Housing 11%
#6	Lack of Food 8%
#7	Transportation 4%

3. Are there five services you or your family need most?

Combined results reveal that **heat/utility assistance** was the number one service families need the most (30%). 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:

"My husband was injured and we have a child with cancer"

#1 Service Needed:	Heat/Utility Assistance (23%)
#2	Food Programs (23%)
#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 (40%).

#1 Most Important Kind of Help:	Heat/Utility Assistance (40%)
#2	Food Programs (19%)
#3	Affordable Housing (15%)
#4	Healthcare (9%)
#5	Adequate Finances (9%)

"Recently divorced from an abusive husband and I am left with three children and no support. I do not know what to do, we need everything."

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.

<i>#1 Help That is Not Available:</i>	Affordable Housing (27%)
<i>#2</i>	Healthcare (19%)
<i>#3</i>	Transportation (16%)
<i>#4</i>	Heat/Utilities (11%)

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

2019 SURVEY RESULTS

Addendum 1 presents all the data for the 2019 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 .31 should be translated to 31% of the total response indicated that adequate finances were the biggest problem facing the family).**

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

Lewis	78
Mason	419
Thurston	2,865
Total Responses	3,362

Responses	Combined	Lewis	Mason	Thurston
Adequate Finances	.31	.30	.31	.31
Heat/Utilities	.24	.29	.27	.23
Healthcare	.10	.11	.10	.10
Affordable Housing	.11	.11	.11	.11
Lack of Food	.08	.01	.07	.09
Transportation	.04	.01	.03	.04
Employment	.11	.16	.10	.11
Other	.01	.01	.01	.01

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

Lewis	137
Mason	725
Thurston	4,188
Total Responses	5,050

Responses	Combined	Lewis	Mason	Thurston
Adequate Finances	.07	.05	.07	.07
Heat/Utilities	.23	.36	.31	.30
Healthcare	.11	.08	.10	.12
Affordable Housing	.14	.14	.12	.14
Food Programs	.23	.18	.25	.23
Transportation	.07	.06	.06	.07
Employment	.02	.04	.03	.02
Other Responses	.13	.09	.06	.05

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

Lewis	64
Mason	297
Thurston	1,901
Total Responses	2,262

Responses	Combined	Lewis	Mason	Thurston
Adequate Finances	.09	.17	.09	.09
Heat/Utilities	.40	.42	.41	.43
Healthcare	.09	.06	.09	.09
Affordable Housing	.15	.14	.14	.16
Food Programs	.19	.11	.19	.17
Transportation	.03	.03	.04	.02
Employment	.02	.05	.02	.02
Other Responses	.03	.02	.02	.02

5. IS THERE HELP YOU NEED THAT IS NOT AVAILABLE TO YOU?

Lewis	10
Mason	61
Thurston	610
Total Responses	681

Responses	Combined	Lewis	Mason	Thurston
Adequate Finances	.10	.00	.10	.10
Heat/Utilities	.11	.00	.18	.11
Healthcare	.19	.20	.16	.20
Affordable Housing	.27	.40	.33	.27
Food Programs	.09	.00	.07	.09
Transportation	.16	.20	.10	.16
Employment	.03	.10	.02	.03
Other Responses	.05	.10	.04	.04

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) illustrates that 26% had no health insurance, 43% were in “poor health” (cancer, injury, disability), 24% had no mental health care (but feel they need it), and 7% 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.

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

Hunger	Combined	Lewis	Mason	Thurston
Lack of Food	.93	1.00	.94	.82
Food Bank	.00	.00	.00	.06
Food Stamps	.07	.00	.06	.12

Utilities	Combined	Lewis	Mason	Thurston
Heat/Utilities	.96	1.00	.97	.98
Water/Sewer	.04	.00	.03	.02

Housing	Combined	Lewis	Mason	Thurston
Lack of Housing	.81	1.00	.69	.89
Housing Repairs	.19	.00	.31	.11

Transportation	Combined	Lewis	Mason	Thurston
No Transportation	.60	1.00	.69	.58
Fuel Cost	.20	.00	.15	.24
Repairs	.20	.00	.16	.18

Health	Combined	Lewis	Mason	Thurston
Poor Health	.43	.38	.37	.06
Lack of Dental Care	.07	.12	.08	.08
No Insurance	.26	.00	.30	.58
Mental Health Care	.24	.50	.25	.28

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

Hunger	Combined	Lewis	Mason	Thurston
Lack of Food	.70	.80	.64	.71
Food Bank	.07	.12	.07	.07
Food Stamps	.23	.08	.29	.22

Utilities	Combined	Lewis	Mason	Thurston
Heat/Utilities	.94	.96	.96	.94
Water/Sewer	.06	.04	.04	.06

Housing	Combined	Lewis	Mason	Thurston
Lack of Housing	.80	.74	.75	.82
Housing Repairs	.20	.26	.25	.18

Transportation	Combined	Lewis	Mason	Thurston
No Transportation	.49	.50	.44	.48
Fuel Cost	.37	.38	.39	.36
Repairs	.14	.12	.17	.16

Health	Combined	Lewis	Mason	Thurston
Poor Health	.05	.09	.06	.05
Lack of Dental Care	.17	.18	.17	.20
No Insurance	.58	.45	.63	.50
Mental Health Care	.21	.28	.14	.25

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

Hunger	Combined	Lewis	Mason	Thurston
Lack of Food	.78	1.00	.80	.82
Food Bank	.05	.00	.02	.06
Food Stamps	.17	.00	.18	.12

Utilities	Combined	Lewis	Mason	Thurston
Heat/Utilities	.97	1.00	.80	.82
Water/Sewer	.03	.00	.02	.06

Housing	Combined	Lewis	Mason	Thurston
Lack of Housing	.85	.89	.78	.82
Housing Repairs	.15	.11	.22	.18

Transportation	Combined	Lewis	Mason	Thurston
No Transportation	.49	1.00	.42	.58
Fuel Cost	.33	.00	.25	.24
Repairs	.18	.00	.33	.18

Health	Combined	Lewis	Mason	Thurston
Poor Health	.05	.25	.12	.05
Lack of Dental Care	.11	.50	.15	.08
No Insurance	.61	.25	.69	.59
Mental Health Care	.23	.00	.04	.28

5. IS THERE HELP YOU NEED THAT IS NOT AVAILABLE TO YOU?

Hunger	Combined	Lewis	Mason	Thurston
Lack of Food	.67	.00	.80	.67
Food Bank	.07	.00	.02	.08
Food Stamps	.26	.00	.18	.25

Utilities	Combined	Lewis	Mason	Thurston
Heat/Utilities	.71	.00	.98	.68
Water/Sewer	.29	.00	.02	.32

Housing	Combined	Lewis	Mason	Thurston
Lack of Housing	.75	.50	.78	.78
Housing Repairs	.25	.50	.22	.22

Transportation	Combined	Lewis	Mason	Thurston
No Transportation	.40	.50	.42	.43
Fuel Cost	.28	.00	.25	.28
Repairs	.32	.50	.33	.29

Health	Combined	Lewis	Mason	Thurston
Poor Health	.09	.50	.12	.08
Lack of Dental Care	.37	.00	.15	.36
No Insurance	.34	.00	.69	.34
Mental Health Care	.20	.50	.04	.22

Survey Comparison

Time Period 2006 – 2018

Addendum 3 is a comparison of survey data for the time period of 2006 – 2018 to determine if there are any significant trends or shifts in data.

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

Please note the top response for each question is highlighted.

Response	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Adequate Finances	0.34	0.34	0.33	0.33	0.29	0.29	0.28	0.25	0.23	0.28	0.25	0.27	
Healthcare	0.15	0.14	0.13	0.11	0.28	0.10	0.10	0.09	0.09	0.11	0.10	0.26	
Heat/Utilities	0.24	0.23	0.21	0.22	0.10	0.27	0.29	0.30	0.30	0.23	0.28	0.11	
Affordable Housing	0.10	0.10	0.07	0.09	0.08	0.09	0.08	0.09	0.11	0.11	0.11	0.11	
Lack of Food	0.06	0.06	0.07	0.07	0.05	0.06	0.06	0.07	0.07	0.08	0.06	0.07	
Transportation	0.04	0.05	0.04	0.03	0.04	0.04	0.03	0.03	0.04	0.04	0.04	0.04	
Employment	N/A	N/A	N/A	N/A	0.15	0.14	0.15	0.14	0.15	0.14	0.12	0.13	

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

3. PLEASE LIST THE 5 MOST IMPORTANT SERVICES YOU OR YOUR FAMILY NEEDS.

Response	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Adequate Finances	N/A	0.05	0.06	0.05	0.04	0.03	0.30	0.03	0.03	0.03	0.06	0.04	
Healthcare	0.19	0.17	0.21	0.15	0.32	0.16	0.16	0.15	0.12	0.12	0.11	0.32	
Heat/Utilities	0.28	0.31	0.26	0.31	0.16	0.30	0.32	0.32	0.32	0.32	0.36	0.13	
Affordable Housing	0.13	0.12	0.10	0.12	0.12	0.13	0.12	0.13	0.15	0.14	0.14	0.14	
Food Programs	0.19	0.19	0.21	0.20	0.19	0.20	0.21	0.23	0.21	0.23	0.20	0.21	
Transportation	0.07	0.06	0.06	0.08	0.08	0.07	0.07	0.07	0.07	0.07	0.05	0.07	

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

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

Response	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Adequate Finances	N/A	0.10	0.09	0.09	0.09	0.08	0.07	0.08	0.10	0.08	0.09	0.10	
Healthcare	0.18	0.16	0.18	0.13	0.12	0.10	0.12	0.10	0.08	0.09	0.08	0.44	
Heat/Utilities	0.37	0.40	0.36	0.41	0.47	0.46	0.43	0.45	0.45	0.42	0.43	0.09	
Affordable Housing	0.12	0.12	0.12	0.12	0.11	0.12	0.11	0.14	0.14	0.15	0.14	0.14	
Food Programs	0.14	0.14	0.15	0.17	0.14	0.15	0.15	0.17	0.15	0.17	0.17	0.15	
Transportation	N/A	0.03	0.03	0.03	0.03	0.03	0.02	0.03	0.03	0.03	0.03	0.03	

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

5. IS THERE A PROGRAM OR SERVICE YOU NEED THAT IS NOT AVAILABLE TO YOU?

Response	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Adequate Finances	N/A	0.08	0.10	0.08	0.07	0.06	0.06	0.04	0.04	0.07	0.06	0.08	
Healthcare	0.33	0.28	0.33	0.30	0.36	0.38	0.37	0.25	0.19	0.22	0.17	0.31	
Heat/Utilities	0.02	0.10	0.08	0.13	0.11	0.08	0.10	0.10	0.13	0.09	0.28	0.14	
Affordable Housing	0.21	0.23	0.18	0.18	0.18	0.19	0.19	0.27	0.23	0.26	0.22	0.18	
Food Programs	0.08	0.08	0.08	0.07	0.08	0.04	0.04	0.06	0.10	0.08	0.05	0.10	
Transportation	0.14	0.14	0.09	0.15	0.13	0.15	0.15	0.16	0.19	0.18	0.14	0.11	

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