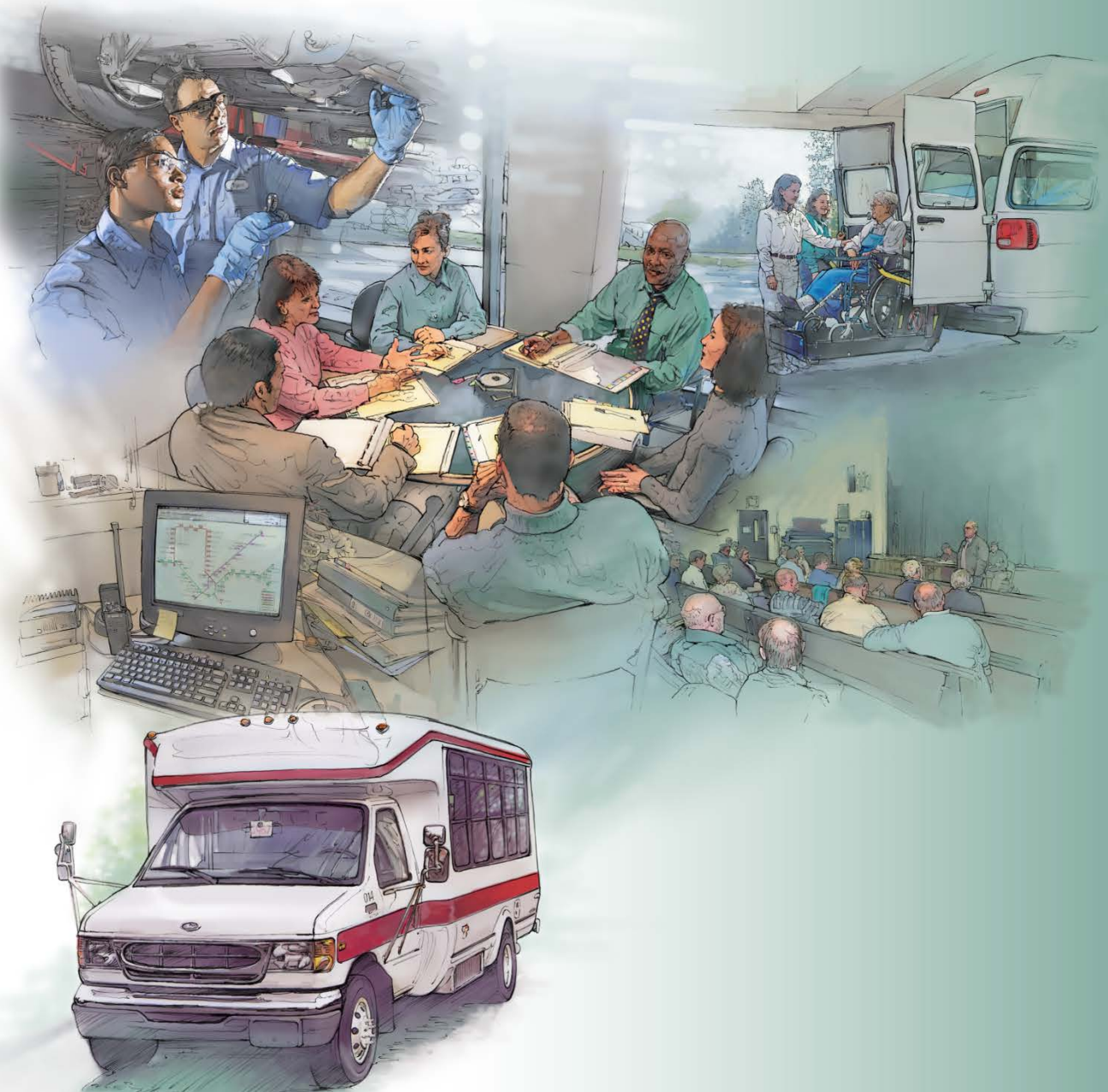




HHWP Community Action Commission Comprehensive Community Needs Assessment

Final Report

January 15, 2018



PREFACE

This Community Needs Assessment Final Report is an attempt to identify the individual and family needs of lower-income residents of Hancock, Hardin, Wyandot and Putnam counties. The findings will assist the HHWP Community Action Commission in updating our Strategic Plan, and determining future programming initiatives and adjustments to existing services. The conclusions are drawn from a variety of resources, including:

- ◆ Survey of low-income residents throughout our four-county service area in the summer of 2017.
- ◆ Survey of area social service agencies in 2017.
- ◆ Review of existing services available throughout the four counties, as listed in county directories.
- ◆ Review of 2010 US Census, 2015 ACS 5-Year Estimates, and other demographic statistics.
- ◆ Review of other surveys and studies done by area agencies.
- ◆ Review of current economic and legislative trends, and changes in regulations.

This Report is a subjective review of the aforementioned data, and does not claim to be a statement of fact. There are certainly other sources of information that could have altered some of the findings in this Report. This data and new information will be continuously analyzed and interpreted to facilitate program decision-making. Readers should take this report and assimilate it with other known information to arrive at their own conclusions.

All of the information has been computerized and can easily be updated with new trends and survey results done by our Agency and others. Updates of this Report will be published at no more than three-year intervals. Any agencies having information that could impact these assessments, or would like further demographic breakdowns of client survey results, are encouraged to contact: Erin Rodabaugh Gallegos, Director of Development, HHWP Community Action Commission, 122 Jefferson Street, Findlay, OH 45839, or by calling 419-423-3755, or email erodabaughgallegos@hhwpcac.com.

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HHWP Community Action Commission Mission Statement

The HHWP Community Action Commission's mission is *"to reduce the conditions of poverty by providing comprehensive services to improve lives."*

To accomplish the Mission, the Agency will collect and analyze data on the nature of poverty and the existing resources in the area. The Agency will involve public and private agencies, and the population to be served, in developing action plans to address needed services. These activities shall include helping other agencies to improve and expand their services, and assisting with the development of new organizations. The Agency will seek out governmental and private resources to initiate and administer innovative programs in such areas as employment, education, housing development, transportation, health, emergency needs, food/nutrition, advocacy, etc.

HHWP COMMUNITY ACTION COMMISSION DESCRIPTION

The HHWP Community Action Commission was founded in 1965 as a private nonprofit agency, as a result of the Economic Opportunity Act that was passed by Congress that year. The County Commissioners of Hancock, Hardin and Wyandot counties called for public meetings and appointed representatives to serve on the Board of Directors of the three-county agency. Putnam County joined the Agency in 1966, giving it the acronym HHWP for the four counties.

In order to implement the Mission of a new Community Action agency, a thorough assessment of low-income residents' needs in the service area was initiated in 1965. Approximately every three years since then a new assessment process has occurred to keep the CAC's management in tune with changing needs and issues. Many of the services provided directly by the CAC have changed over the years in response to those needs and legislative actions. The CAC receives funding from a variety of Federal and State government sources, as well as private sources. The CAC employs over 160 people. Below is a brief description of the current services provided to area residents:

- ◆ **Case Management:** Caseworkers assist clients by helping them develop a spending plan so they may live within their means, manage debt, reduce financial stress, and reach their goals.
- ◆ **Emergency Services and HEAP:** Provides financial assistance for utilities, prescriptions and makes referrals.
- ◆ **Hancock Area Transportation Services:** HATS provides daily transportation services to the general public of Hancock County utilizing a fare system. Also contracts with other agencies to provide limited trips at no cost to their designated customers.
- ◆ **Head Start/Child Development:** Comprehensive kindergarten readiness program for preschool children ages 3-5 in a classroom setting with participation by the parents as a vital part of the program. This is a part day, part year program in the four county service area.
- ◆ **Homeless Crisis Response Program:** Provides financial assistance and services to either prevent individuals and families from becoming homeless or help those who are experiencing homelessness to be quickly re-housed and stabilized.
- ◆ **Housing Development:** Creation of affordable housing through a variety of methods, including housing rehabilitation services, new construction of single-family homes, and new construction of lower-rent apartments. Specific projects vary by county each year.
- ◆ **Individual Development Accounts:** IDA's are dedicated savings accounts by participants to purchase a home, obtain education/training, or start/expand a business. Participants receive personal finance and goal-specific training. Participant saves \$1,000 + \$4,000 match provided = \$5,000 to purchase asset.

- ◆ **Ohio Benefit Bank Tax Assistance:** A free, web-based, counselor-assisted program that simplifies the process of filing state and federal income tax returns. Provided to low-moderate income individuals and families. Also assists applying for the earned income tax credit (EITC), the child care credit, and the Federal Application For Student Aid (FAFSA).
- ◆ **Small Business Development:** Provides business training, financial assistance, and ongoing technical support for persons wishing to start or expand a small business.
- ◆ **Weatherization:** Provides home weatherization services including insulation, ventilation, heating system repair, and consumer education on ways to reduce energy use. Can replace inefficient refrigerators and light bulbs for AEP customers. (Also serves Allen County)
- ◆ **Women, Infants, and Children:** Provides nutrition education and supplemental food coupons that can be redeemed at participating stores or pharmacies for healthy food choices. Promotes breastfeeding and provides education and support. Open to pregnant women, breastfeeding mothers, and children up to age five in Hancock, Hardin, and Putnam counties.

In addition to the customer services, the CAC is also dedicated to assisting other nonprofit agencies that are providing services that address the CAC's mission. This assistance has taken many different forms over the years, from organizational structure, to funding issues, to personnel management. Working collaboratively with other agencies is now the standard procedure for operating our existing services and creating new services. New opportunities are continuously being sought that will facilitate the CAC's general purpose and mission.

DEMOGRAPHIC DESCRIPTION OF SERVICE AREA

The HHWP Community Action Commission (CAC) primarily serves Hancock, Hardin, Wyandot and Putnam counties with most of its programs; however, the Weatherization program also serves Allen County. Also, some of HHWP's Low Income Housing Tax Credit (LIHTC) housing development projects have occurred in other counties in Ohio. For the purposes of this Community Needs Assessment (CNA) Final Report, we will only focus on the primary four-county service area. All maps were created using the Community Needs Assessment Online Tool (<http://www.communityactioncna.org/>). It should be noted that U.S. Census counts have traditionally under-counted residents lacking literacy skills and those with cultural differences (Amish, non-English speaking Hispanics, etc.).

The 2015 ACS reported the total population of the four-county service area to be 163,185, which is a decrease of 285 (-0.2%) from 2012. The only county to gain population was Hancock County, with an increase of 385 people. Hardin, Putnam, and Wyandot counties populations all decreased (-250, -261, and -159 people respectively).

The entire area is considered rural; however, the City of Findlay in Hancock County, with 41,278 residents, has more of an urban environment. The next largest city is Kenton in Hardin County with 7,849. Next is Upper Sandusky in Wyandot County with 6,790, Ada in Hardin with 6,050, and Ottawa in Putnam County with 4,424. More importantly, there are significant cultural differences between counties that have contributed to different socio-economic conditions. Below is a review of each county's demographic make-up and local trends.

HANCOCK COUNTY

From 2012 to 2015, Hancock County has experienced a slight increase in population (0.5%) while also seeing a decrease in population below the poverty level (-2.2%). The majority of the population in Hancock County is White (93.4%) with 4.9% of the population being Hispanic.

Of the four counties, Hancock has the second highest percentage of housing units constructed in the last 17 years at 1.2%. The median house price in 2015 was \$127,100, a 0.21% decrease from 2012.

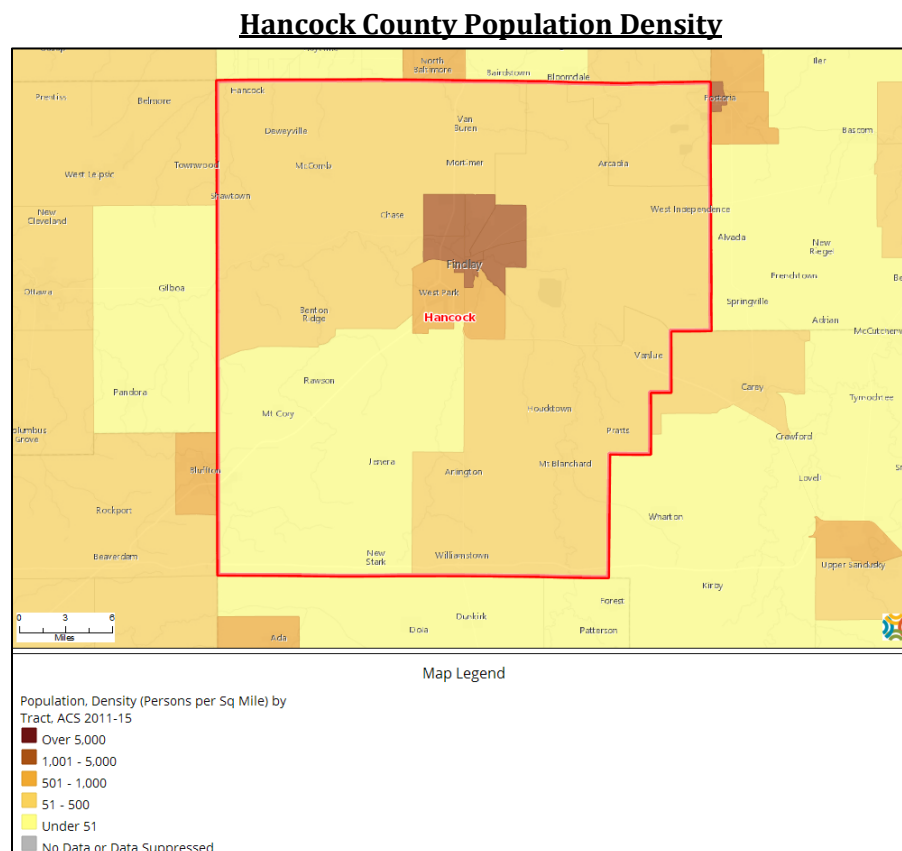
Major and notable employers in the County are Blanchard Valley Health System, Consolidated Biscuit Co./Hearthside Foods, Cooper Tire and Rubber Co., Findlay City Schools, Kohl's Corp., Lowe's Companies Inc., Marathon Petroleum, Nissan Brake, Sanoh America, University of Findlay, and Whirlpool Corporation. The biggest growth sector is under the umbrella of "Arts, entertainment, recreation, accommodation and food services". Many department stores and shopping centers have been developed in the last 20 years, as Findlay is a regional retail center for surrounding counties.

Hancock County has the highest percentage in the four-county area of people above 25 with an Associates Degree or higher with 34.9%. The average percentage of people with this level of education in the other counties is 26.0%, with the lowest being Hardin County at 21.8%.

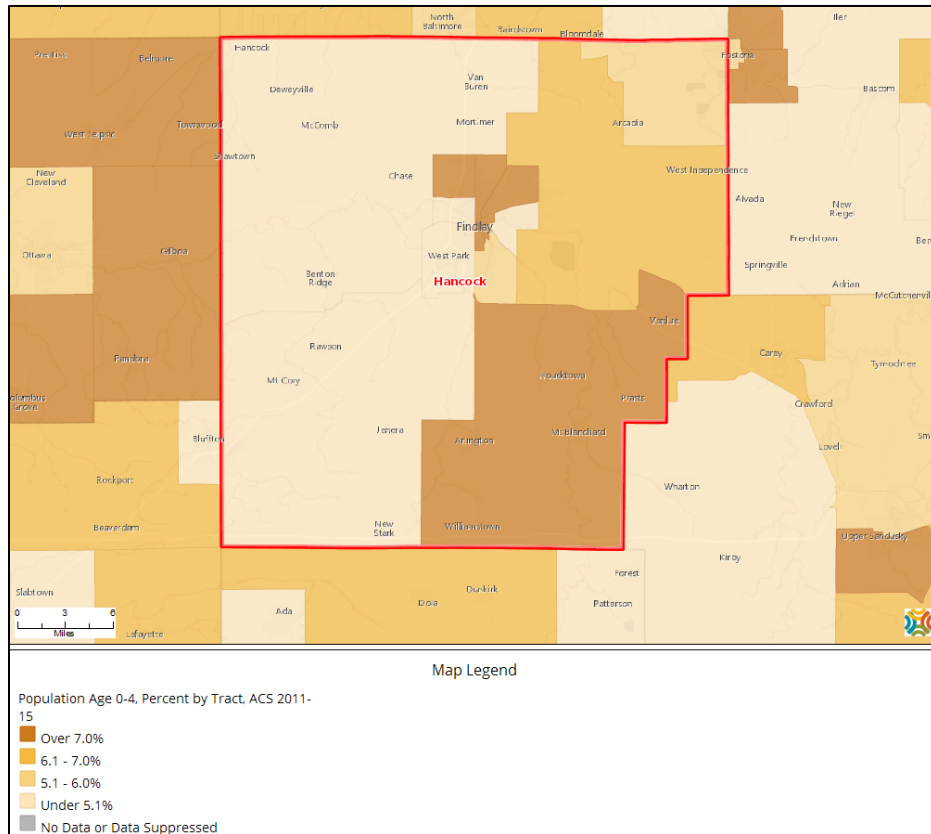
The unemployment rate in 2016 for Hancock County was 3.6% percent. That is the lowest unemployment rate in the HHWP service area, shared with Putnam County (also 3.6%). The unemployment rate decreased from around 4.4% in 2014. The mean travel time to work is 17.2 minutes (2015).

Hancock County is home to the University of Findlay. Based on figures compiled by the Ohio Board of Regents in the [“Total Headcount Enrollment by Institution, Fall Term 2000 to 2009”](#) and [U.S. News](#) college profiles, the current enrollment has increased by 18.7% from 2009 (last collected state sponsored data) to 2018 (estimate). [U.S. News](#) is reporting that the 2018 enrollment estimate at the University of Findlay is up to 5,078 students from the enrollment in 2009 of 4,278. Sixty-four (64) percent of the student body is female while only 36% is male. For the fall of 2016, 873 students attended the Findlay branch of Owens Community College.

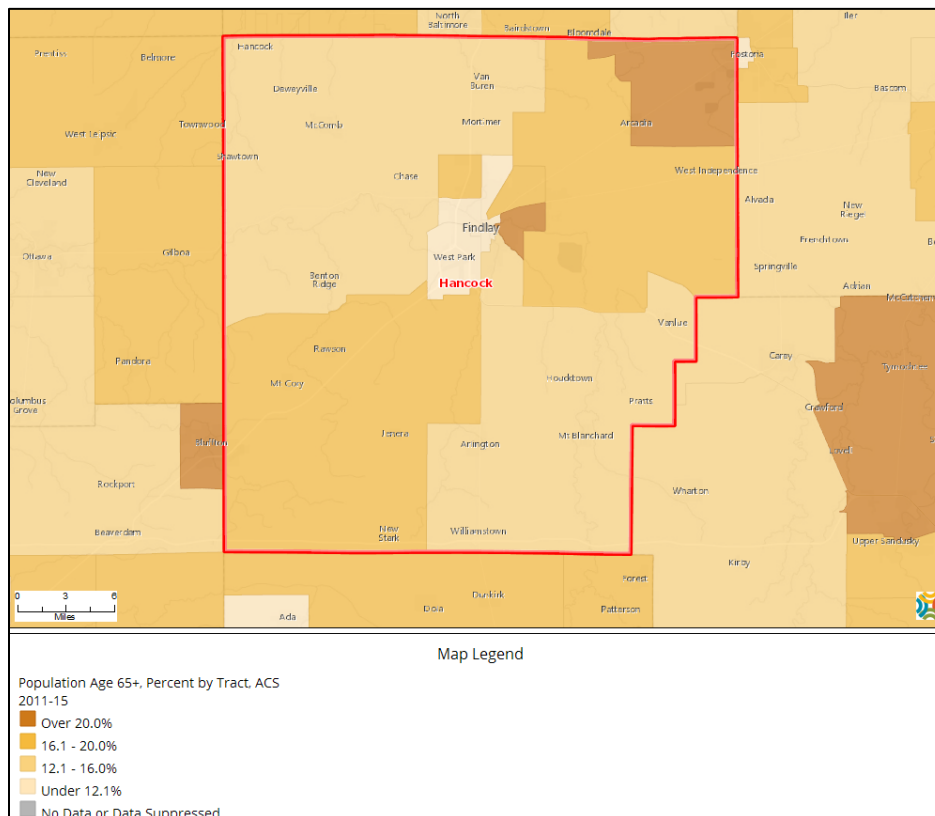
As the following maps indicate, Findlay is the most populated area in Hancock County and has the largest populations of small children, elderly, individuals with disabilities, households with no vehicle, and lowest income. The northeastern corner of the County also has large elderly, disabled, no vehicle, and low-income populations. The southeastern part of the County has a large population of small children.



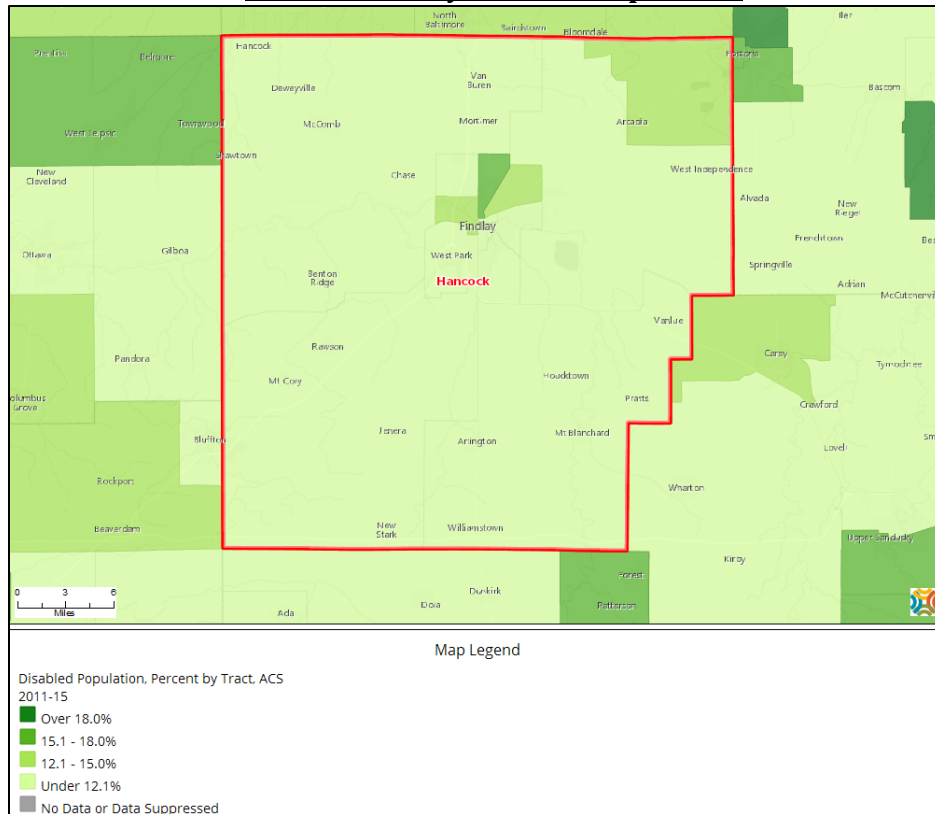
Hancock County Population, Ages 0-4



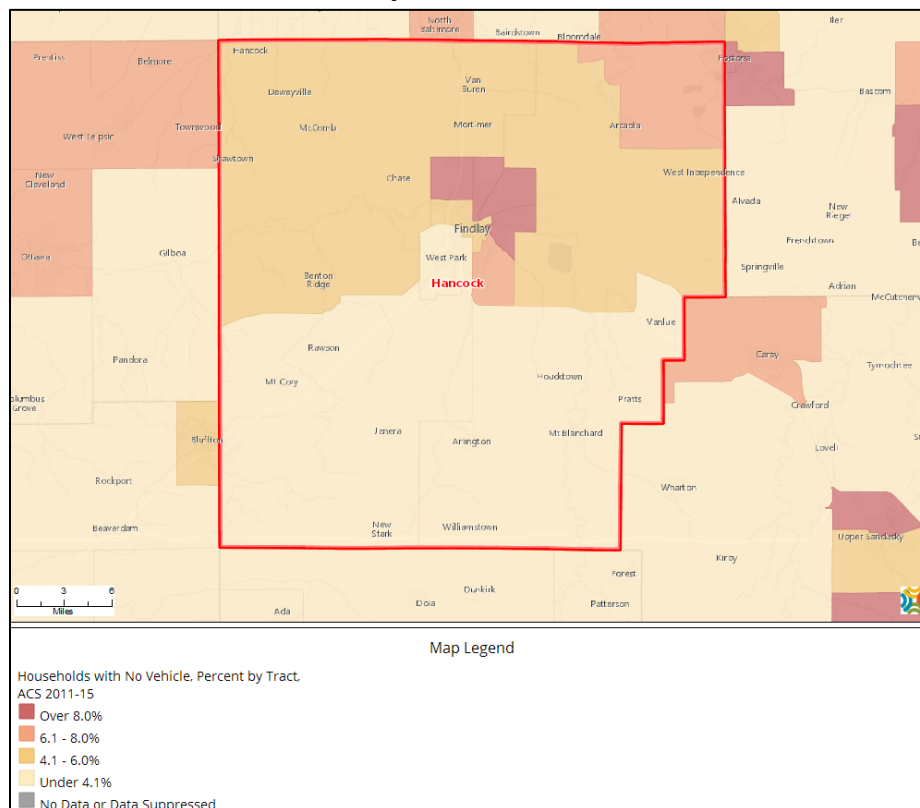
Hancock County Population, Ages 65+



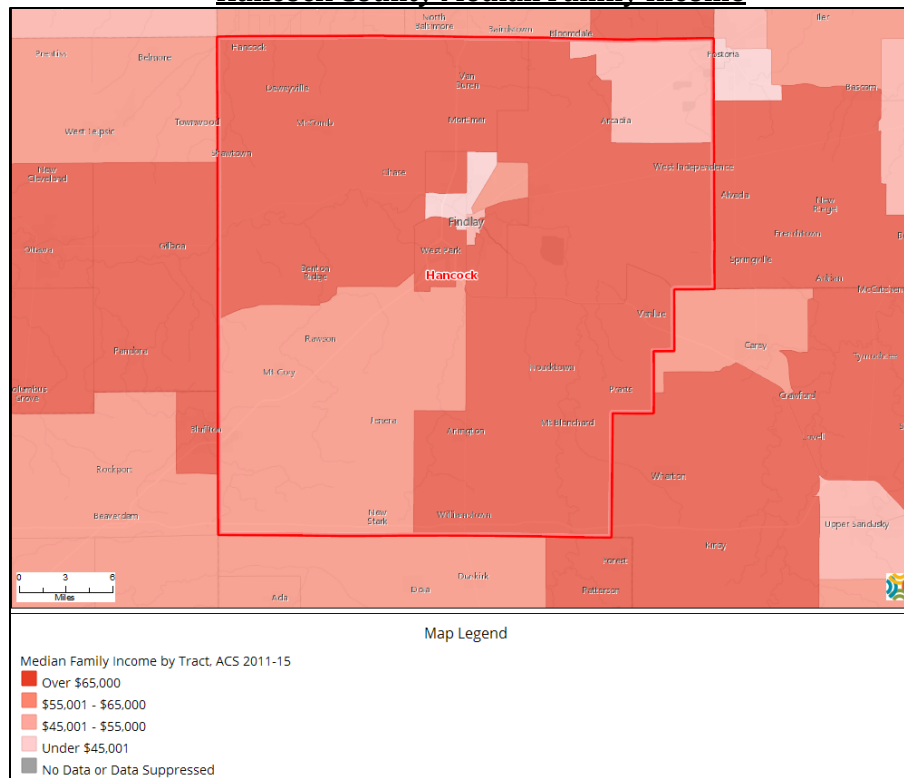
Hancock County Disabled Population



Hancock County Households with No Vehicle



Hancock County Median Family Income



HARDIN COUNTY

Hardin County has a very different environment than Hancock County. Economic activity and population growth have been somewhat stagnant the last 30 years, with several major manufacturing employers leaving the area. In recent years, the County has had fewer business starts than business terminations, bringing the total number of active businesses from 485 in 2012, to 394 in 2016. From 2012 to 2015, Hardin County has experienced a very slight decrease in population (-0.78%), with 8.5% of the population below 50% of the poverty level. The majority of the population in Hardin County is White (96.2%) with 4.5% of the population being Hispanic.

The workforce in Hardin County was negatively impacted by the shutdown of the Rockwell plant and lack of new employment opportunities to replace it. Fewer employment opportunities in the county helped to push the unemployment rate to a high of 9.3% in September 2011. However, in recent years there has been a concerted effort by local officials to stimulate the economy. The unemployment rate has steadily decreased in recent years, with a rate of 5% in 2016. While this is considerable progress, it is the highest unemployment rate in HHWP's service area. Major and notable employers in the County are Ada Technologies, Wilson Sporting Goods, County Government, Hardin Memorial Hospital, International Paper Co., Kenton City Schools, Ohio Northern University, Reliance Steel and Aluminum, Sumitomo Bakelite, and Triumph Group.

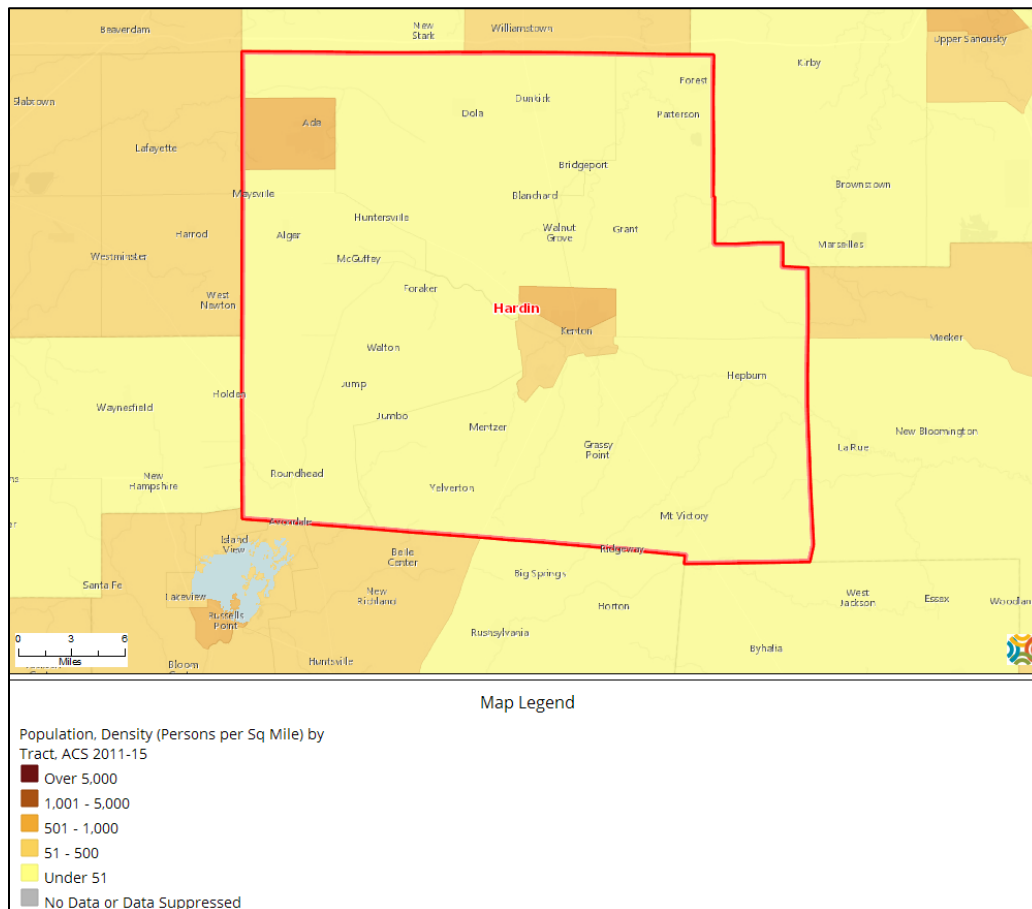
Hardin County has the lowest per capita income (\$32,009), the lowest median household income (\$42,703), and lowest median house value (\$94,000) in HHWP CAC's service area.

The cultural make-up of Hardin County has two unique features. First, there is a large Amish population in the southern half of the county. Because of some of the beliefs of the Amish population, not only is there a negative effect on economic activity, but Census and other survey information can be somewhat skewed, as some Amish do not complete Census surveys.

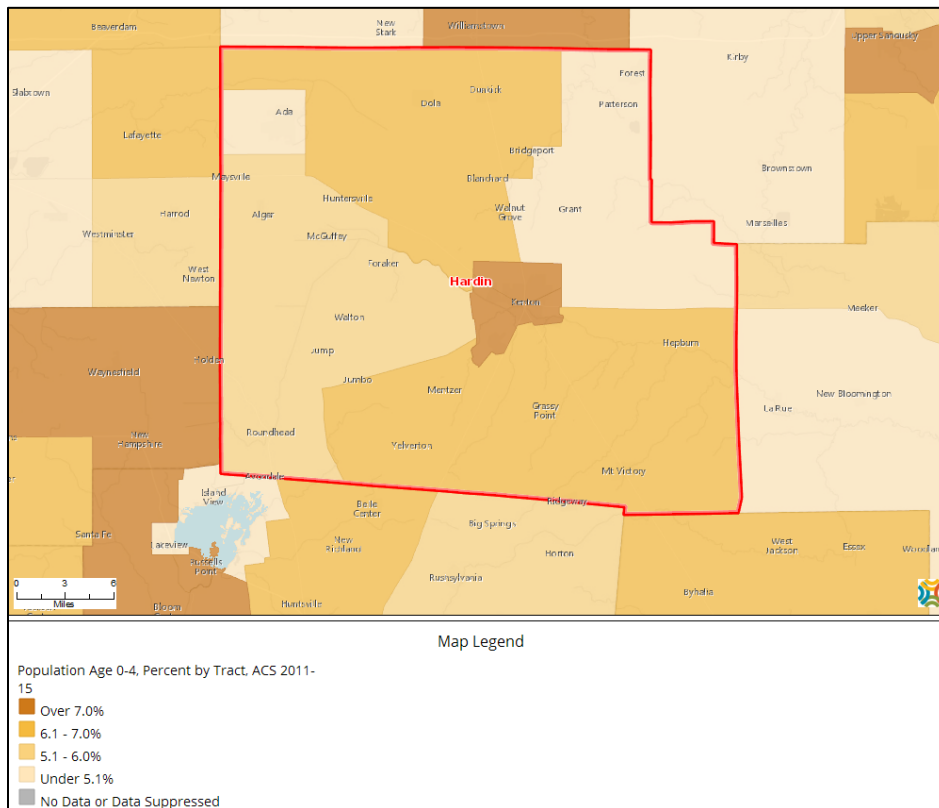
More important to the economy, however, is the large Appalachian influence in the county. This occurred back in the early 1900's when many Kentucky and West Virginia laborers were brought in to work the abundant onion fields in western Hardin County. When new drainage and ditching systems were constructed in the 1930's, the onion fields dried up and traditional crops were planted. Many of the laborers stayed in the county, trying to find what work they could. The Appalachian culture, which traditionally includes lower education levels, higher unemployment levels, and poorer housing conditions, makes the county's statistics very different than all the neighboring counties in this part of the State.

Kenton and Ada have the highest population densities in Hardin County. Kenton has the largest populations of small children, individuals with disabilities, no vehicle households, and low income individuals. In most of Hardin County, elderly individuals comprise 16-20% of the total population.

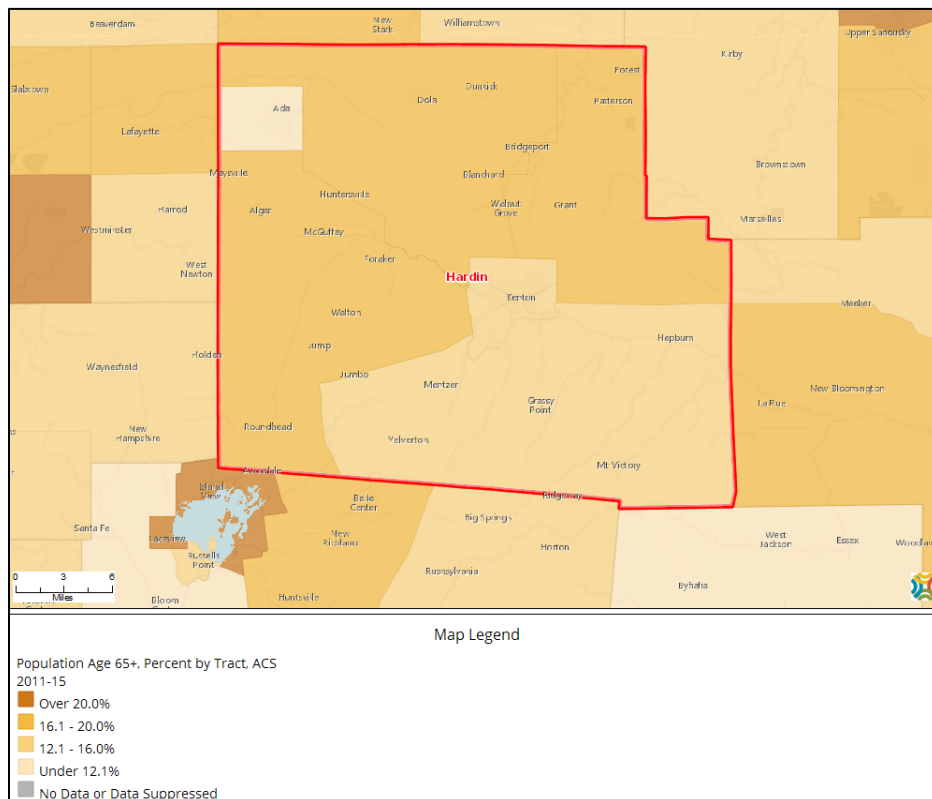
Hardin County Population Density



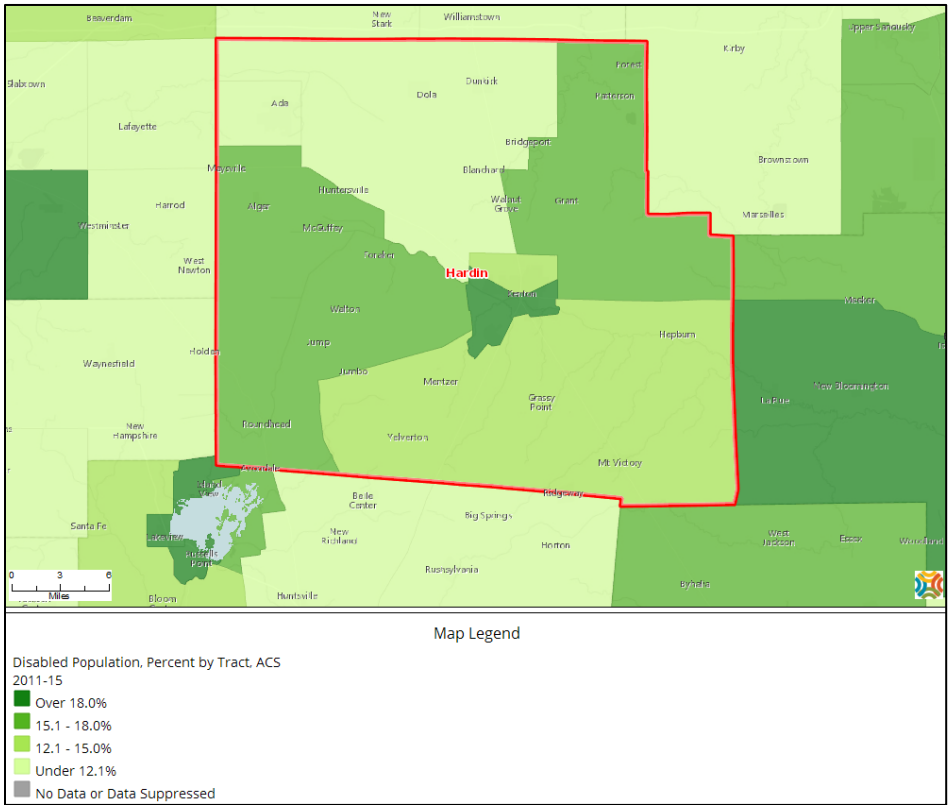
Hardin County Population, Ages 0-4



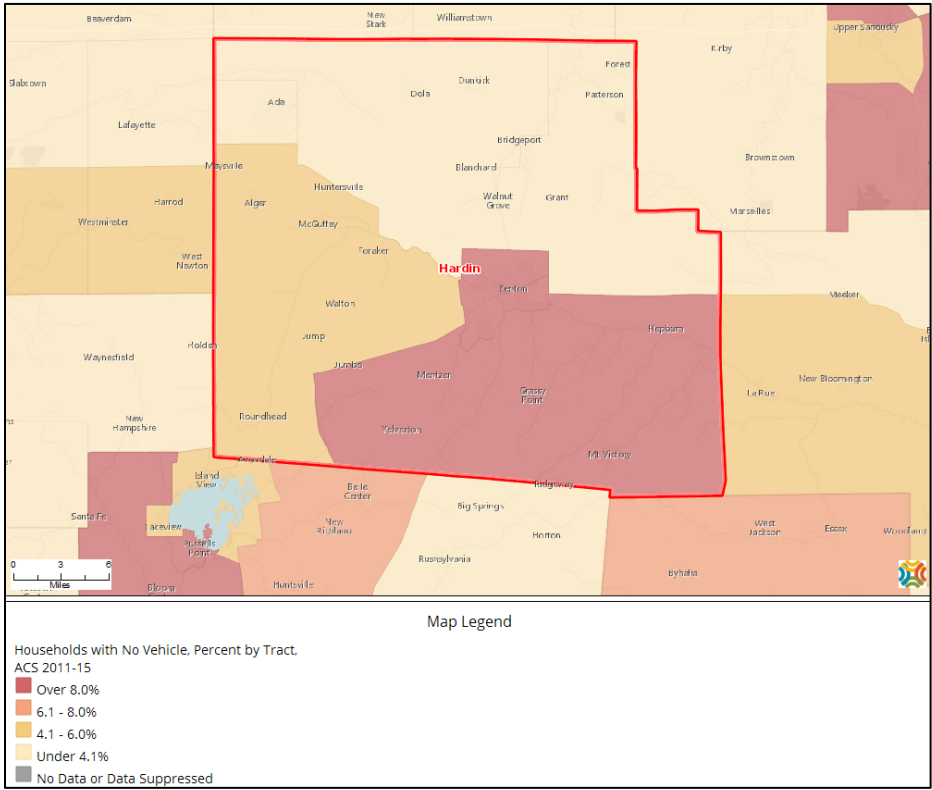
Hardin County Population, Ages 65+



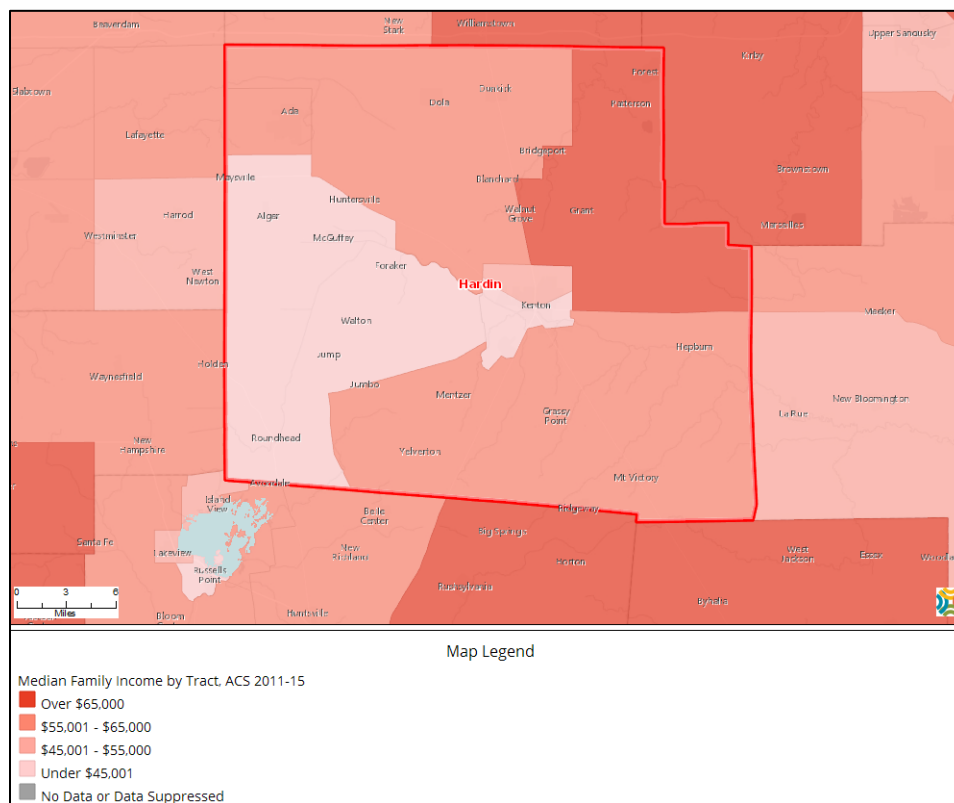
Hardin County Disabled Population



Hardin County Households with No Vehicle



Hardin County Median Family Income



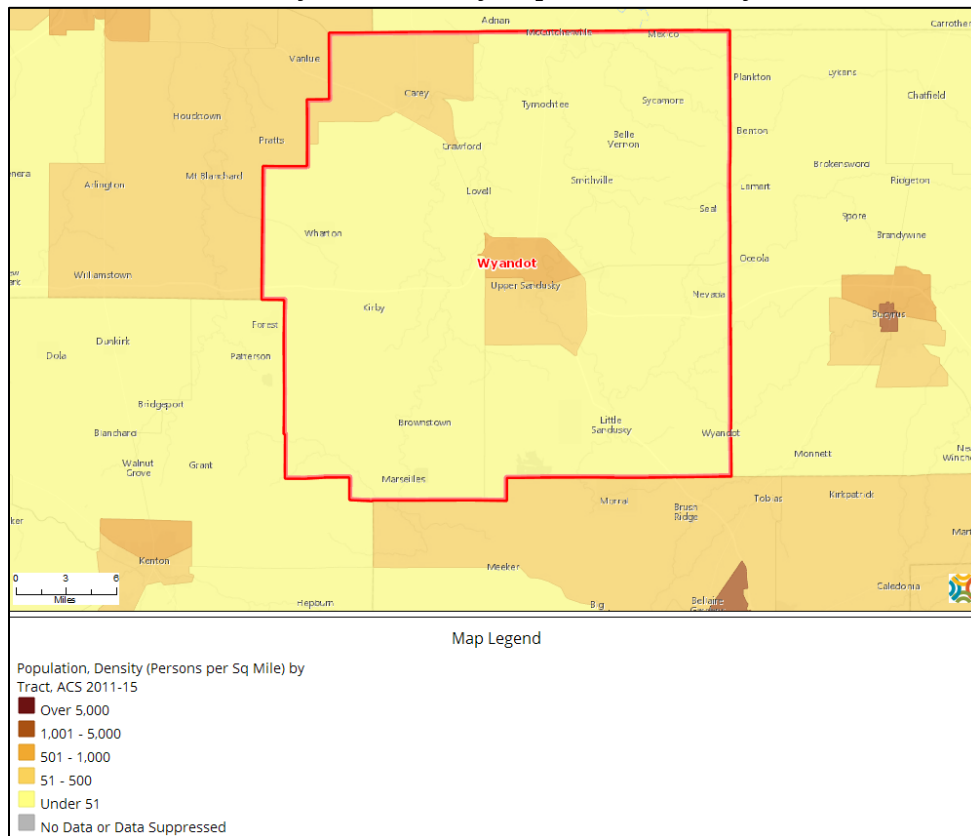
WYANDOT COUNTY

Wyandot has the lowest number of residents of the four counties (22,467), and has been fairly stable in terms of population. From 2012 to 2015, Wyandot County has seen a 0.7% decrease in population. Nearly 4.5% of the population live below 50% of the poverty level. The median household income for the County is \$47,555. Unemployment rates have decreased in recent years, from nearly 7% in 2012 to 3.7% in 2016. Major and notable employers are Bridgestone APM, Continental Structural Plastics, Guardian Industries, Kalmbach Feeds, Kasai Kogyo, Liqui-Box Corp., Wal-Mart Stores, Inc., and Wyandot Memorial Hospital.

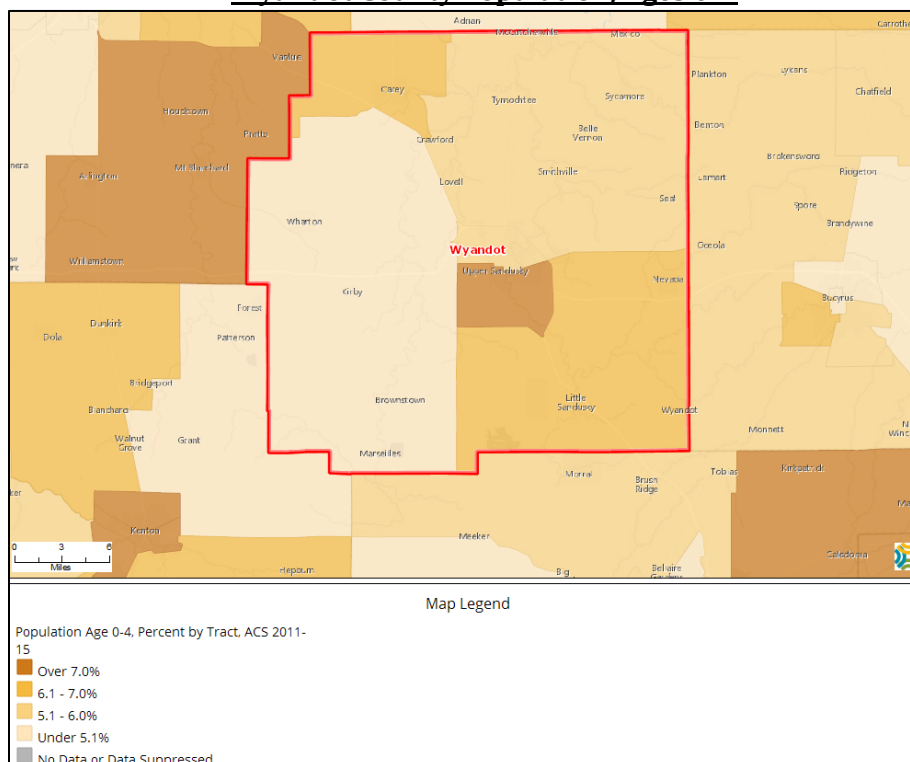
Wyandot County has the oldest housing stock of the four counties (over 41.6% built prior to 1940), which is an indication that housing rehabilitation and lead abatement activities may be needed. However, the median house value increased from \$105,400 in 2012 to \$106,200 in 2015, reflecting the new construction that has been occurring around Upper Sandusky.

As mentioned above, Wyandot County has the smallest population of all the four counties. Upper Sandusky is the most populated area in the County, and has the largest populations of small children, elderly, disabled, no vehicle households, and low-income individuals. These populations are also prevalent in the southeastern portion of the County. The northeastern portion of the County has a large elderly population as well.

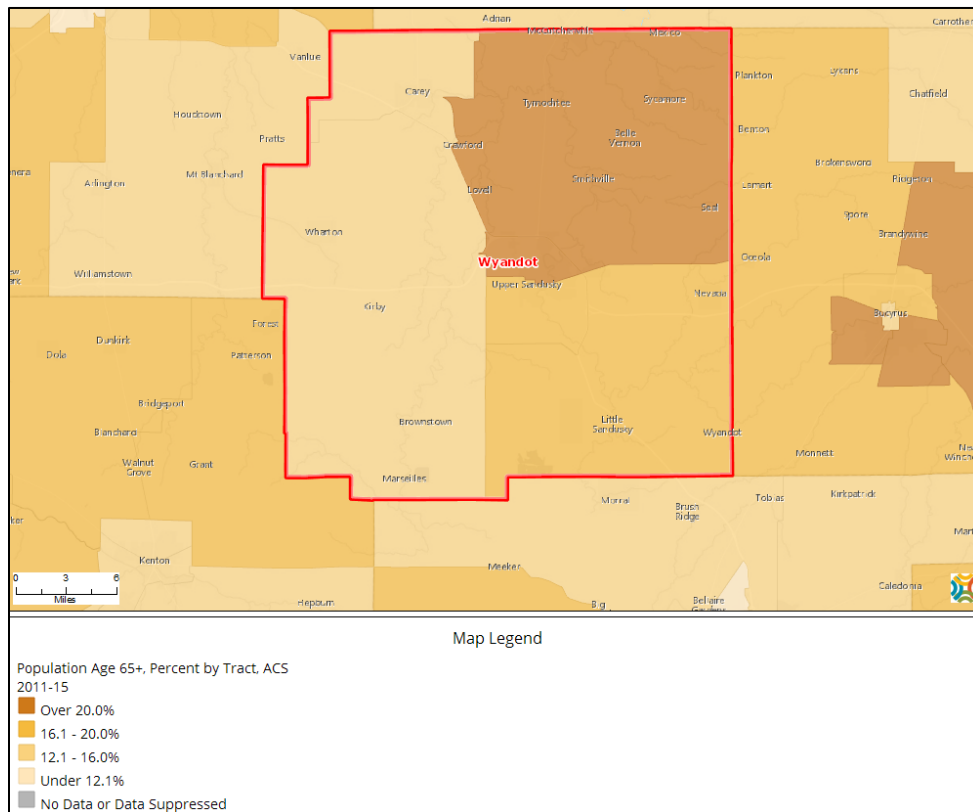
Wyandot County Population Density



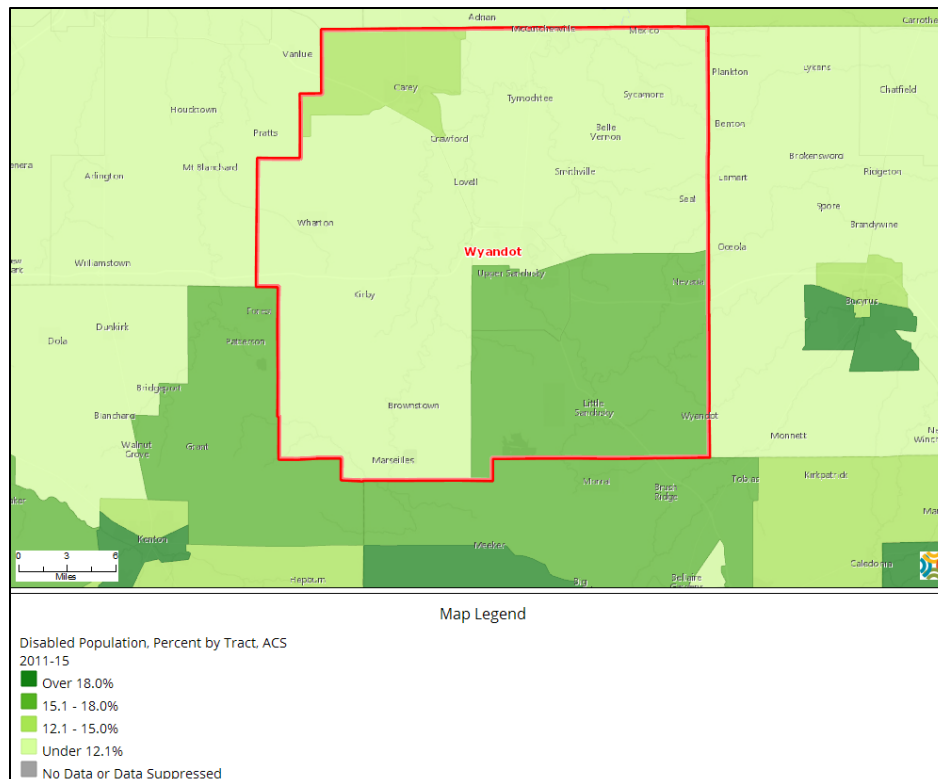
Wyandot County Population, Ages 0-4



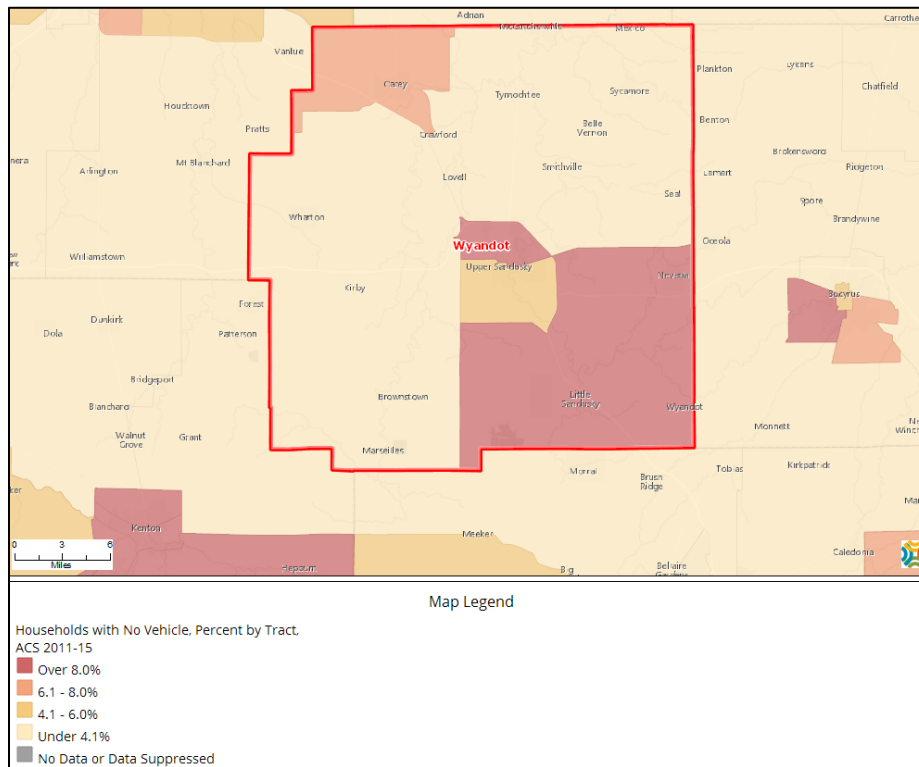
Wyandot County Population, Ages 65+



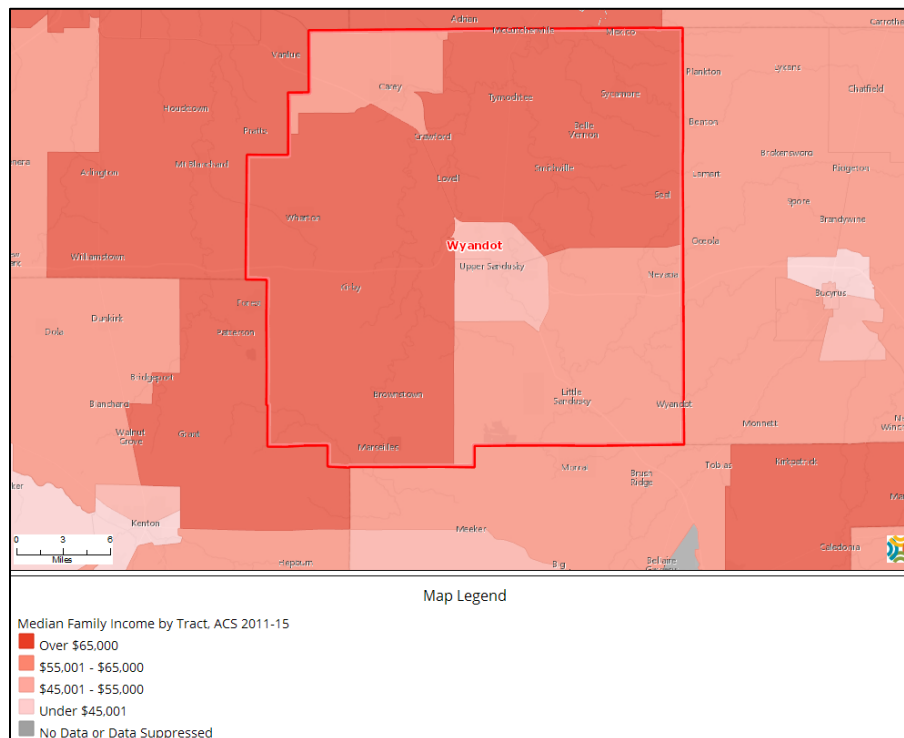
Wyandot County Disabled Population



Wyandot County Households with No Vehicle



Wyandot County Median Family Income



PUTNAM COUNTY

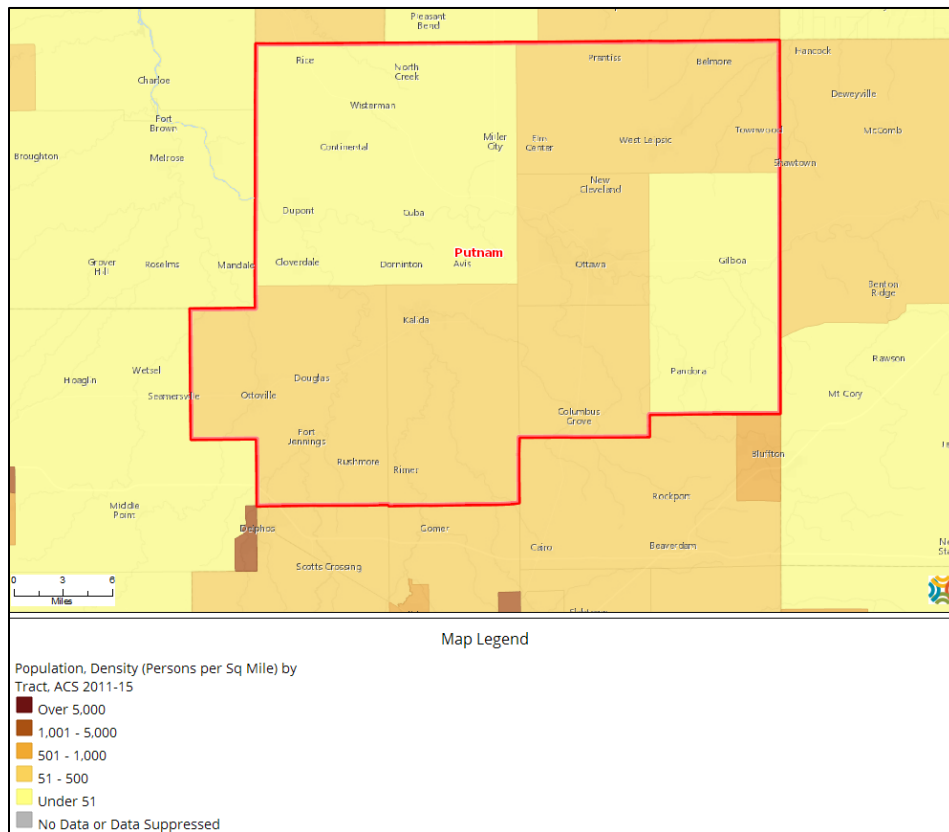
Putnam County has had near stagnant population growth. Since 2012 the population of Putnam County has declined by 0.76% or 261 people. While the total population growth has been stagnant, the percentage of the population in poverty has not. The percentage of the population below 50% of the poverty line is the lowest in HHWP's service area (2.4%). Putnam has the highest household median income (\$60,524) and the highest median home value (\$138,900). This is partially attributable to the "family farm" agricultural economy, which can provide adequate income for the larger families. Whirlpool is operating a facility in the Village of Ottawa and employing many local residents, a huge boost to the Village. Other major and notable employers are Kalida Manufacturing, Midway Products, Ottawa-Glandorf Local Schools, Mars Inc./Iams Co., Pro-Tec Coating, County Government, Schnipke Engraving, Silgan Plastics, Unverferth Manufacturing, and Wal-Mart Stores, Inc.

The percentage of Hispanic population in Putnam County is the highest in the CAC service area. In 2015, 5.8% of the population was Hispanic. This is attributed to the influx of migrant workers who work on the farms that make up a majority of Putnam County farm laborers.

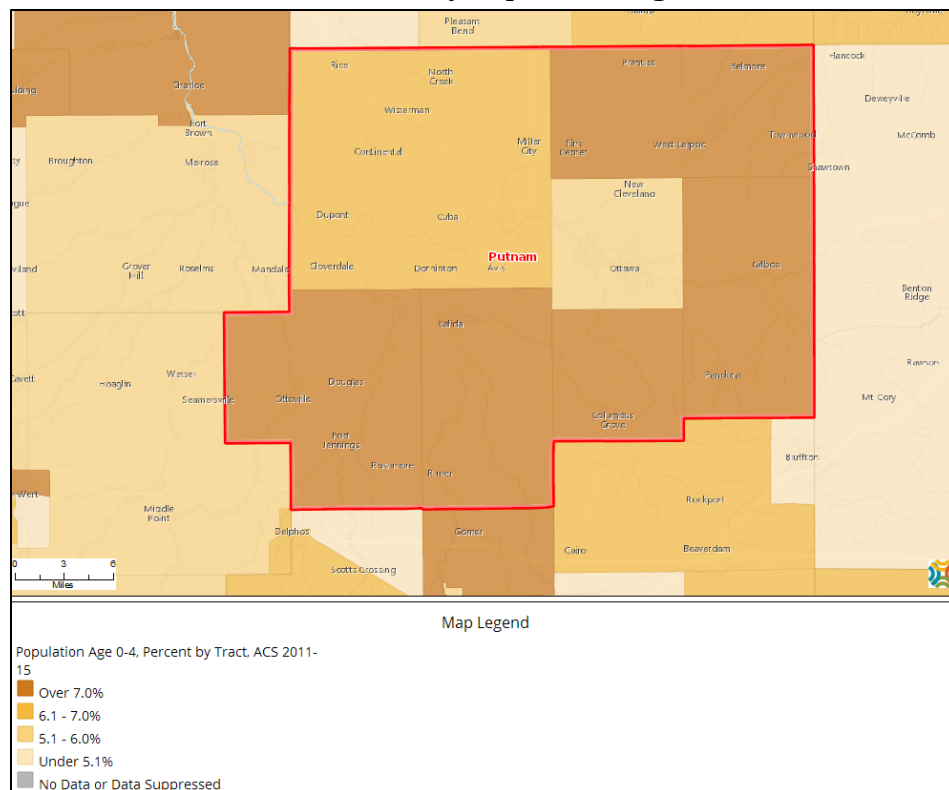
The County is very rural with many scattered towns and villages. That rural nature coupled with the predominant cultural/religious background and the lack of any public transportation has resulted in a strong feeling of independence. Most of the settled-out Hispanic migrants reside in the Leipsic and Belmore areas, whereas the towns of Kalida and Glandorf are primarily of German ancestry. In years past, some public officials were not very receptive to "outside influences." This attitude has started to change as more collaborative social service efforts with agencies outside the County are occurring.

Putnam County does not exhibit any densely populated areas. The southern and northeastern portions of the County have more than 7% of the population under the age of 5. The northeastern corner of the County has consistently larger populations of small children, elderly, disabled, no vehicle households, and low-income individuals.

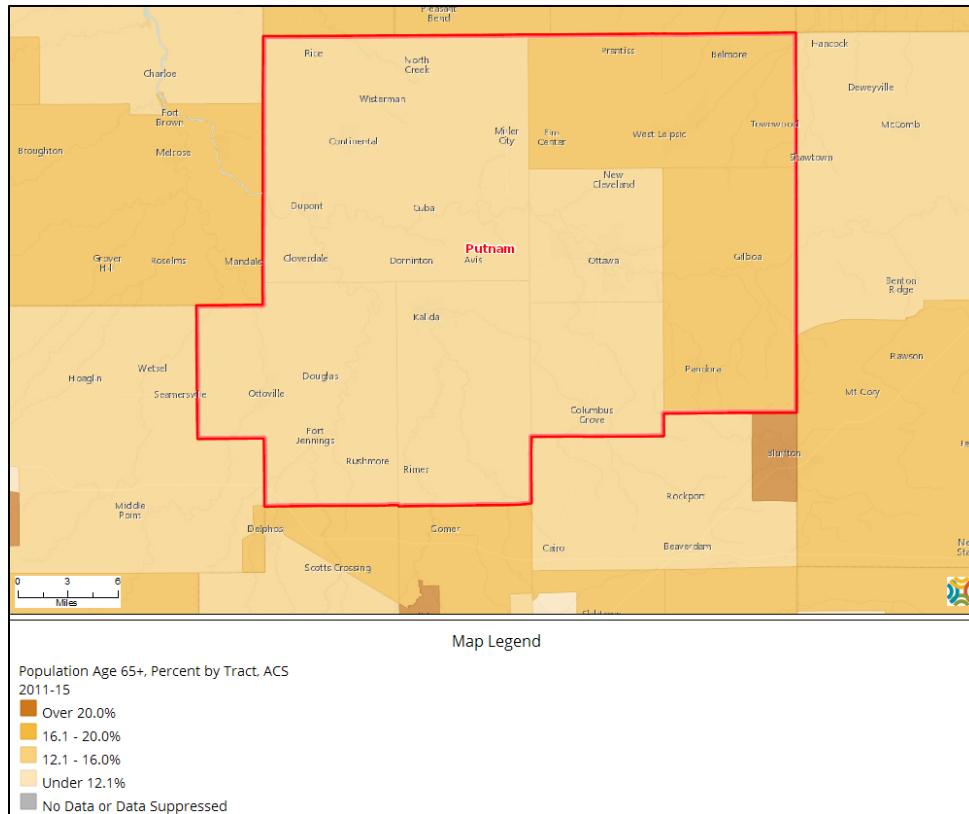
Putnam County Population Density



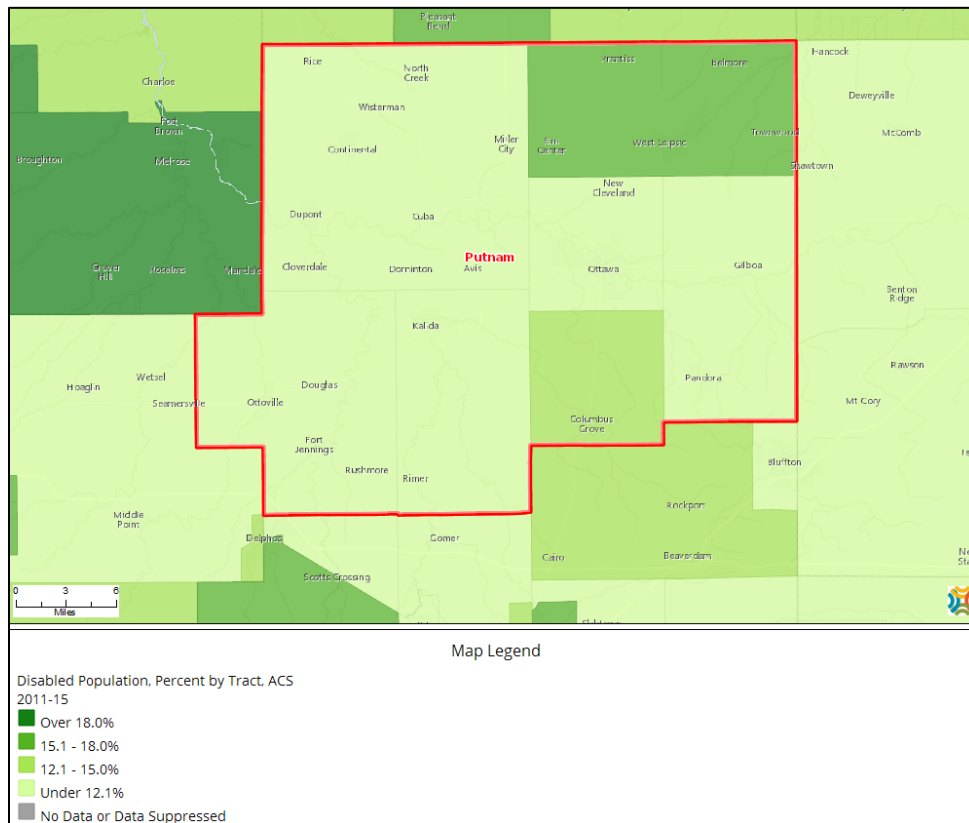
Putnam County Population, Ages 0-4



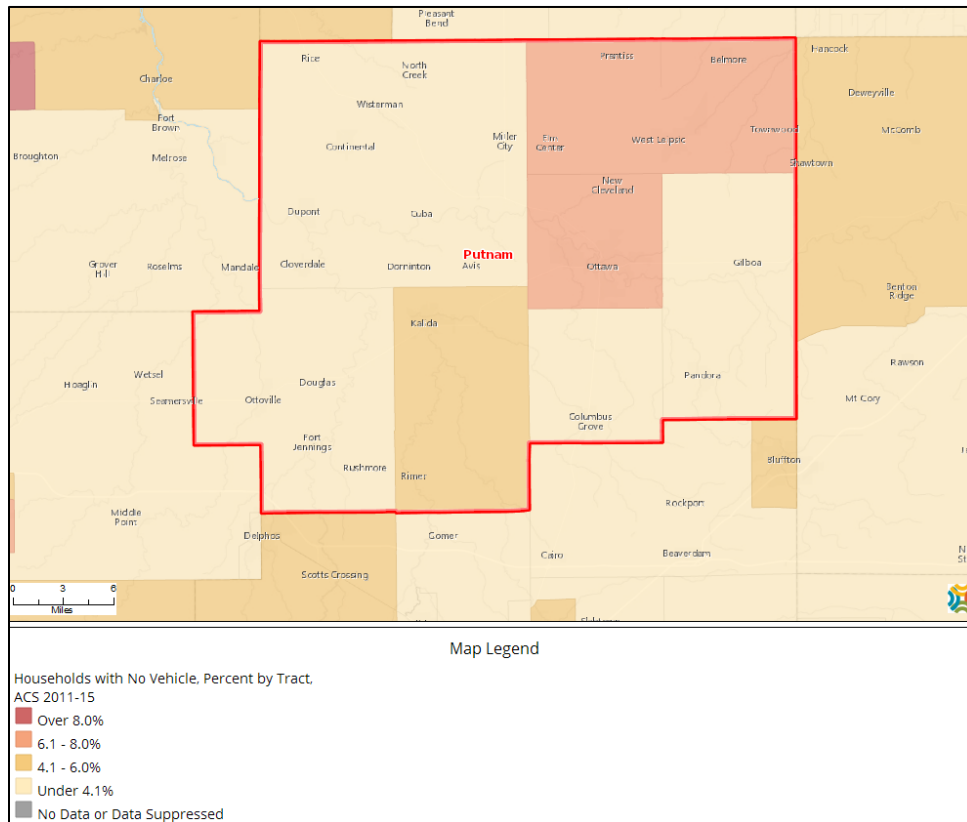
Putnam County Population, Ages 65+



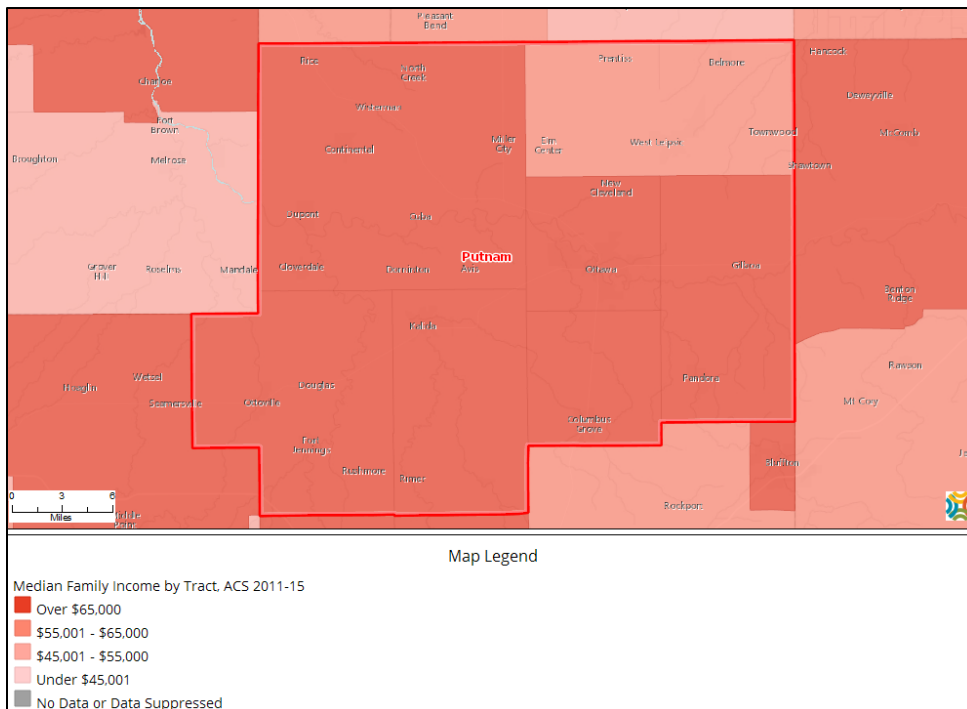
Putnam County Disabled Population



Putnam County Households with No Vehicle



Putnam County Median Family Income



GENERAL TRENDS

This section of the study looks at economic trends that affect low-income individuals at the national, state, and local levels. The sources used in this section are research performed by the Federal Reserve, the U.S. Department of Labor, the Pew Research Center, and the Ohio Poverty Report published in February of 2017 by the Ohio Development Services Agency. Additional sources include local newspaper articles, the 2016 press release on drug overdose data from the Ohio Department of Health, the Child Welfare Information Gateway, and the 2017 Annual Report released by the Public Children's Services Association of Ohio.

NATIONAL TRENDS

While the nation has generally recovered from the recession of 2008-2009, the national recovery continues to be defined by slow wage growth and low labor market participation. Wages have steadily increased, and have been helped by lower energy prices. While the unemployment rate has been under 5% since September 2015, labor participation rates have not reached pre-recession levels, partly due to many members of the baby boomer generation reaching retirement age.

While unemployment has continued to slowly and steadily decrease, with a rate of 4.4% in August of 2017 compared to a rate of 6% in August of 2014, unemployment rates for Hispanics and African Americans are higher than for Asians and Whites. There remains to be a large gap in wealth equality between Whites and minorities like African-Americans and Hispanics. In 2016, the median household wealth for white households was \$171,000 vs. \$20,600 for Hispanic households and \$17,100 for black households.

Many demographic shifts also shape daily life in the United States. Young adults of the Millennial generation (ages 18-35) are more likely than previous generations to live with their parents than with a romantic partner. They are also less likely to be married, own a home, or have children. A record number of Americans are living in multi-generational households.

Politically, the divide between the two political parties has grown deeper as demonstrated by the 2016 national election campaigns and results. Each party base continues to inch further and further from the center. The number of Americans who express consistently conservative or liberal views has doubled from 10% in 1994 to 21% in 2014, according to the Pew Research Center. While these Americans do not represent the majority, they are the most politically active and most determined to make their voices heard.

In 2015, nearly 430,000 children were part of the foster care system in the U.S., which represents a 3.4% increase over those in foster care in 2014. Although 2015 saw an increase in entries into foster care, it also saw an increase of exits. Approximately half of these children were placed in non-relative homes, while 30% were able to be placed with relatives. Approximately half of the children discharged from the foster care system in 2015 discharged to parents or primary caretakers. Forty-five (45) percent were in foster care less than one year. The proportion of adoptions compared to those waiting for adoption has remained stable at 21%.

The United States is currently in the midst of an opioid crisis. According to the National Institute on Drug Abuse, more than 90 Americans each day die from opioid drug overdoses. The problem was largely caused by the over-prescription and misuse of pain medication, with 80% of heroin users having first misused prescription opioids. In addition to overdose deaths, the crisis has also caused an increase in occurrences of neonatal abstinence syndrome due to opioid use during pregnancy, and in the spread of diseases such as HIV and hepatitis C. On October 26, 2017, President Trump declared the opioid crisis a public health emergency.

Within the Trump administration's first year, multiple reversals of Obama administration policies and Executive Orders have occurred with the intention of more to come, the most notable being the Affordable Care Act (ACA). A main promise of President Trump's campaign was the repeal and replacement of the ACA, which has been brought multiple times before Congress but has not been repealed or replaced at the time of this report. Changes and budget cuts to the Medicaid program have yet to be seen, but will most likely be forthcoming. Other programs and funding sources utilized by the CAC will also likely receive budget cuts in the coming years as Congress seeks to cut taxes without adding to the national debt.

OHIO TRENDS

As for Ohio trends, many follow the national trends discussed above. Manufacturing continues to be the lead industry in Ohio, leading the nation in production of plastics, rubber, fabricated materials, and electrical equipment/appliances. Ohio is also one of the lead producers of steel, cars, and trucks according to the Ohio Development Services Agency.

In Ohio, poverty rates statistically vary by circumstance. Households with the lowest poverty rates tend to be those with married couples, those who do not have children, and/or have at least one member of the household working full-time. The households with the highest poverty rates are the opposite: single-parent households, households with children, and households without a member working full-time. Many of these impoverished households receive cash assistance, although this has never been proven to bring anyone out of poverty. In 2015, the poverty rate in Ohio was 14.8%, down from 16.3% in 2012. A large number of individuals, 33.9% in 2015, are "near poor;" that is, living below 200% of the poverty rate.

In the past, Ohio has experienced lower rates of poverty than the national average; in 2015 it experienced the same rate of poverty as the national average. In Ohio's cities, the poverty rates have increased drastically since 1999, with cities like Akron, Cincinnati, Cleveland, Columbus, and Toledo increasing by 8% to 10%. Canton, Dayton, and Youngstown experienced increases in poverty between 12% and 14%.

The age group most affected by poverty in Ohio is children age 5, with a poverty rate of 25.5% in 2015. The group with the next highest rates are ages 0 to 4, with a rate of 25.4%. Adults ages 18-24 have a poverty rate of 24.8%, and children ages 6 to 11 have a rate of 21.2%. The age group with the lowest poverty rate are those individuals between age 65-74. In Ohio, African Americans experience the most poverty, with rates ranging from 26.5% to 33.2%. Hispanics also

experience a greater level of poverty than Asians and Non-Hispanic Whites, with poverty rates between 20.3% and 30.3%.

In Ohio, approximately 13,700 children were in foster care in 2016. While the number of families receiving in-home services in 2016 was fairly consistent with that of 2013 (only a 1% increase), the number of children placed outside of their home increased by approximately 10% between 2013 and 2016. Ohio also saw a nearly 8% increase in the number of children in custody of the juvenile court system between 2013 and 2016. Of those in foster care in 2016, 38% were under the age of 5. Seventy-six percent of children in foster care were in foster care under 2 years. Nearly 1,500 children were adopted in 2016, with 2,400 still waiting to be adopted. The number of children supported by the Kinship Permanency Incentive Program, which helps children living with family and friends committed to caring for them while their parents cannot, increased by 37% from 2013 to 2016. More than 100,000 grandparents were raising grandchildren in 2016.

Ohio is among the group of states hit hardest by the national opioid crisis. The state, along with Kentucky, ranks third among all states in number of overdose deaths per capita. Despite climbing opioid overdose deaths due to the increased use of more deadly opioids such as fentanyl and carfentanil, the Ohio Department of Health is heartened by the fact that in 2016, Ohio saw the lowest prescription opioid death rate since 2009.

LOCAL TRENDS

While the initial fear instilled by the recession is lessening, residents are not choosing to open small businesses as they are more comfortable and secure being employed at larger companies. The majority of residents in the four-county area identify with conservative political principles, and there is a general mistrust of government that causes some businesses and individuals to refuse assistance from the programs that exist through the Community Action Commission. Despite this fact, the CAC saw increases in individuals served across nearly all agency programs between 2015 and 2016.

While employment rates are rising, in some counties, it is better than others. Hancock and Putnam Counties have the lowest unemployment rate of 3.6%, while Hardin County has the highest with 5%. Putnam County has the lowest overall poverty rate, with 76.5% of residents living above 200% of the poverty level. Hardin County has the highest overall poverty rate, with only 59.4% of residents living above 200% of the poverty level.

In the CAC service area, Hardin County had the highest rate of children in foster care in 2016 (4.6 per 1,000 children), followed by Hancock County (3.9 per 1,000 children). Both Hardin and Hancock Counties both saw large increases in the amount of families receiving in-home services, with Hardin County increasing from 15 in 2013 to 51 in 2016, and Hancock County increasing from 5 in 2013 to 45 in 2016. Hancock and Hardin Counties have the largest number of grandparents raising children (Hancock with 394, Hardin with 290). While Wyandot and Putnam Counties did not have many children in custody (5 and 9 children, respectively), both still have many grandparents raising children (Wyandot with 225 and Putnam with 236).

Like the rest of the state and the nation, all four (4) counties in the CAC service area are dealing with opioid drug abuse. Each county has seen increases in overdose deaths in recent years. Police departments and first responders are equipped with life-saving overdose relief drugs like Narcan. Hardin County is one of the pilot programs for the Ohio Addiction Treatment Program, which set up drug courts to provide addiction treatment to non-violent offenders with a dependence on opioids and/or alcohol. The program is offered to qualifying offenders, and participation is voluntary. Out of the participants who successfully completed the program, none have re-entered the felony system. Due to the success witnessed by Hardin County and other pilot sites, an additional investment was made by the State to offer the program to more Ohio counties.

2017 COMMUNITY NEEDS ASSESSMENT SURVEY RESULTS

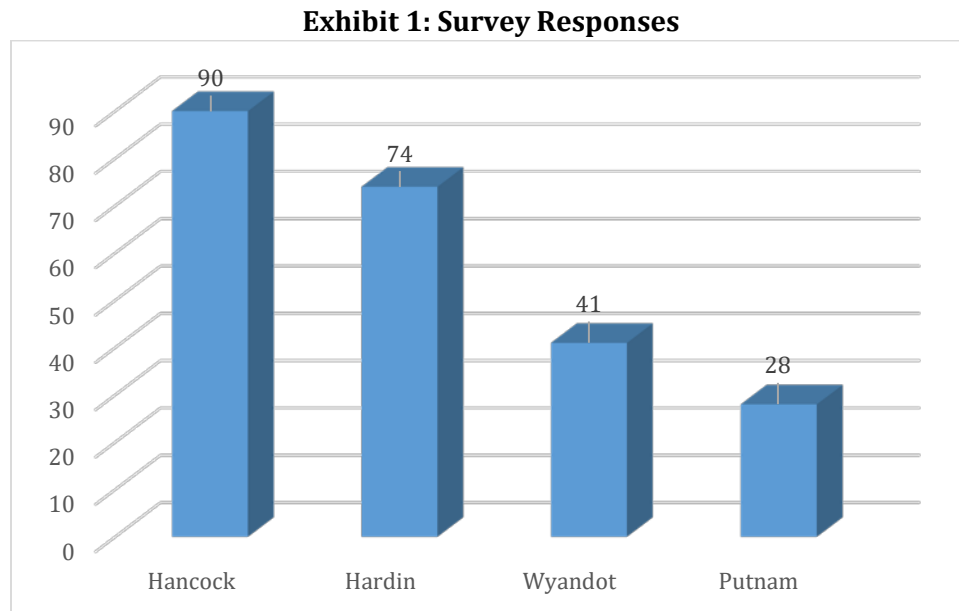
LOW-INCOME SURVEY

During the summer of 2017, HHWP CAC staff distributed low-income surveys to individuals in the service area. Actual survey results can be found in Appendix B. The 233 responses are summarized overall and then broken down by county when the data warranted more analysis.

OVERALL SURVEY RESULTS

Introduction

HHWP received a total of 233 responses. Exhibit 1 shows 90 surveys came from Hancock County, 74 from Hardin County, 41 from Wyandot, and 28 from Putnam.



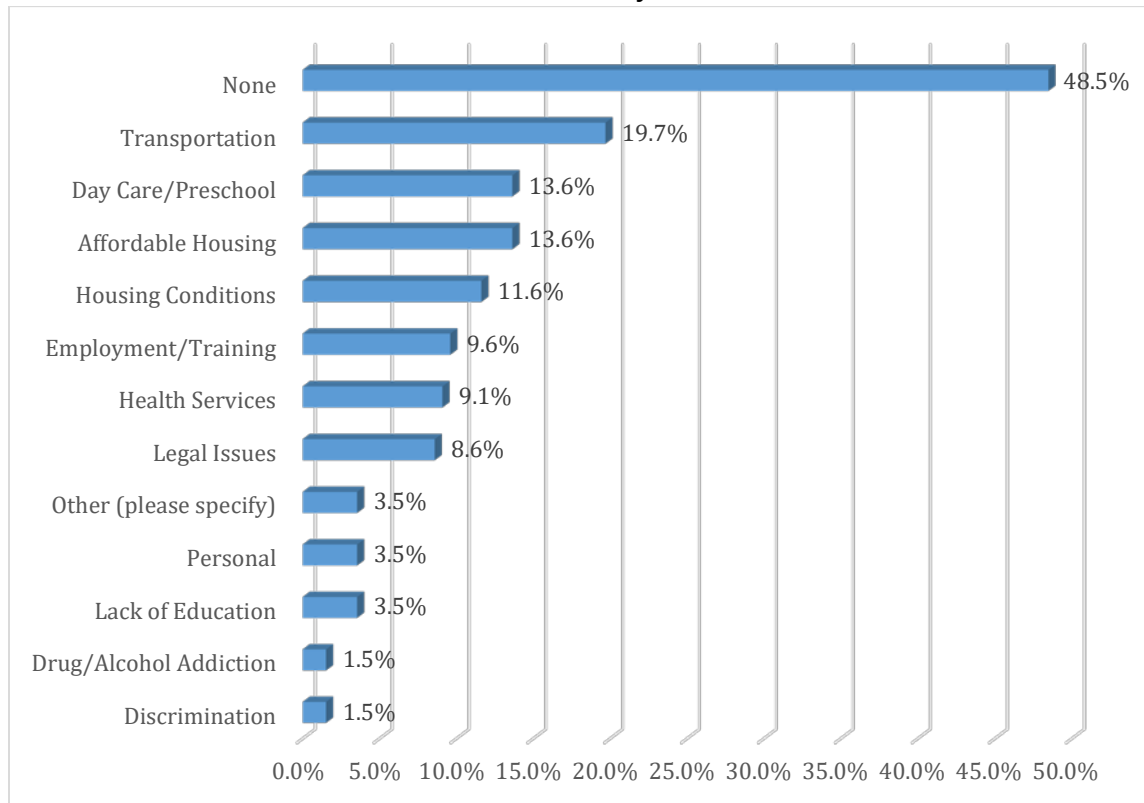
The average household size of low-income survey respondents was 3.33 persons. Each survey respondent was then asked to write in how many people fell into each age category. The following table (Table 1) shows the totals of all respondents for each category.

Table 1: Household Age Category

Age Category	Total Count
0-2 Years Old	70
3-5 Years Old	141
6-17 Years Old	132
18-59 Years Old	312
60 and Over	91

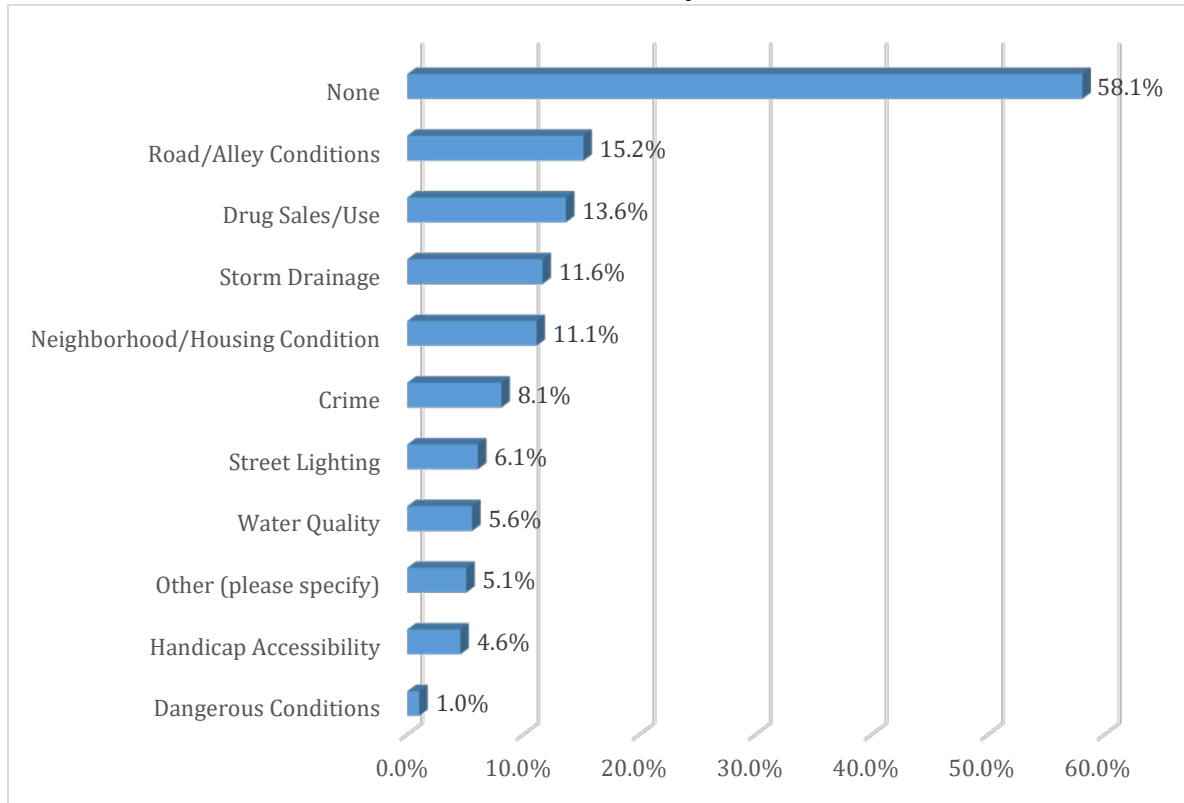
Most respondents felt that nothing could help their family's needs, while some felt that more transportation, day care/preschool, and affordable housing and would be of benefit. Exhibit 2 shows housing conditions also received over 11% of survey responses.

Exhibit 2: Family Needs



The next question related to community improvements that the respondent needed help correcting. Again, the most common answer was nothing (none). Exhibit 3 shows road/alley conditions received 15.2% of responses, while drug sales/use, storm drainage, and neighborhood housing conditions each received over 11% of survey responses.

Exhibit 3: Community Needs



Education/Childcare

Respondents with children were asked if they were looking for full-day, full-year childcare for their children. Nearly 75% of respondents were not looking for these services. For the 25% who did need full-day, full-year childcare services, most did not use the formal programs because their child was not ready or the associated costs were too high.

Respondents who had children in preschool or day care but not Head Start were asked why they chose not to use Head Start. Responses included 'children not ready,' 'child received scholarship to different school,' 'not in our town,' 'no transportation,' and 'income is too high.'

Most respondents who have 3 to 5-year-old children on average fed the children “fast food” one to two times per week. Only two respondents said they fed their children “fast food” five or more times per week. Two-thirds of respondents also stated that they let their children watch zero to two hours of TV per day.

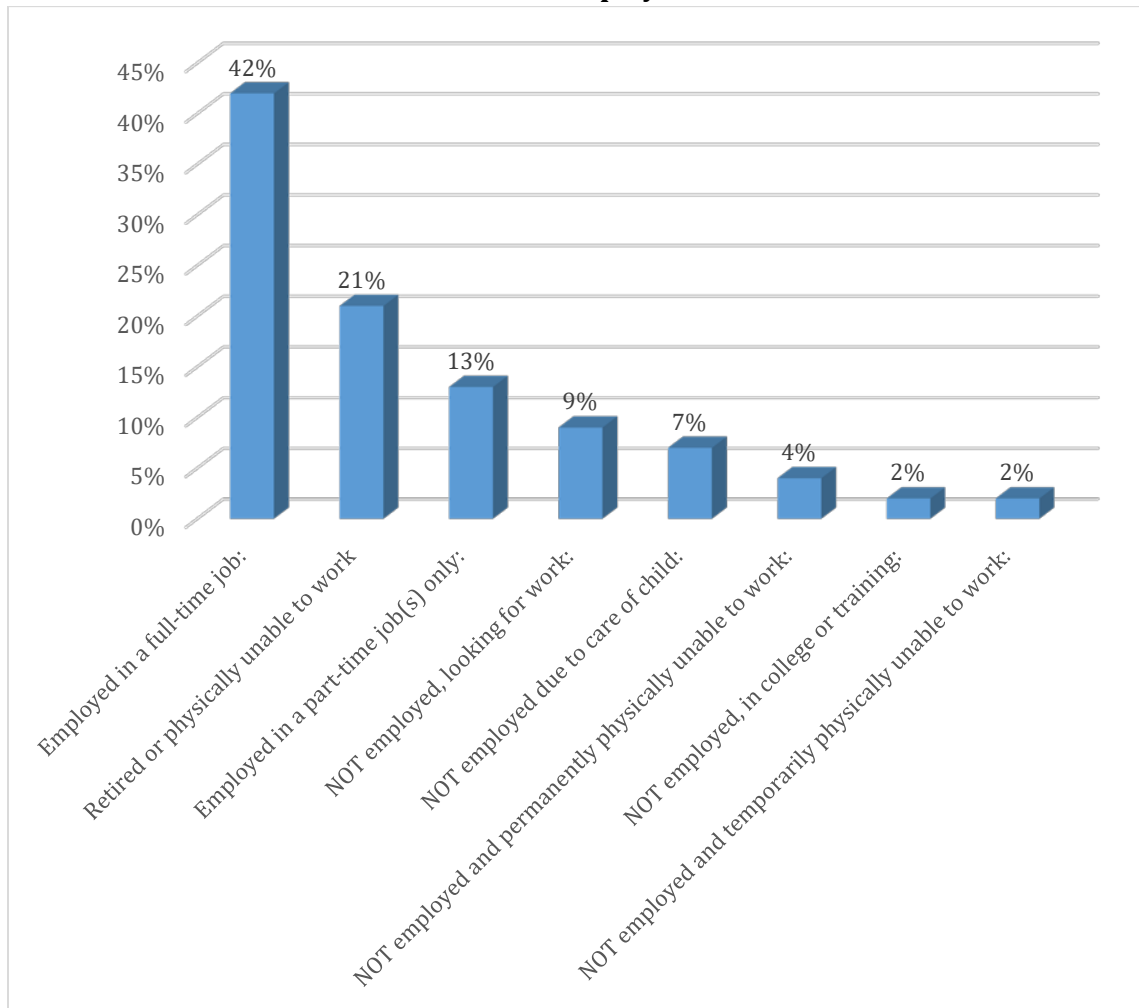
More specific results related to childcare are provided in Appendix B.

Employment

Employment is always a need throughout the United States and the CAC service area. To try and ascertain the employment situation of low-income residents, respondents were asked to provide

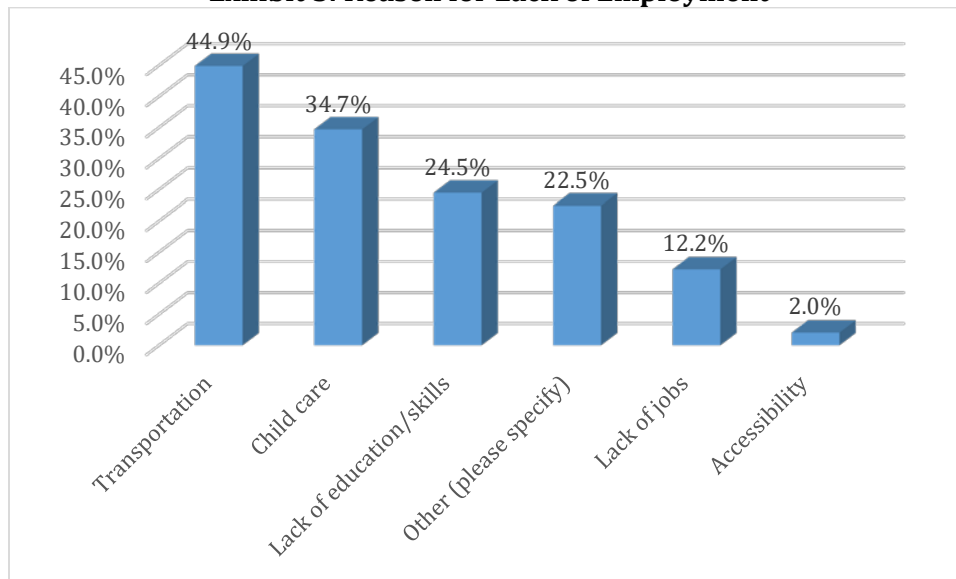
the employment status of each adult member of the household. Exhibit 4 shows that most of the adult household members of survey respondents were employed in full-time jobs, retired, or physically unable to work.

Exhibit 4: Adult Employment Status



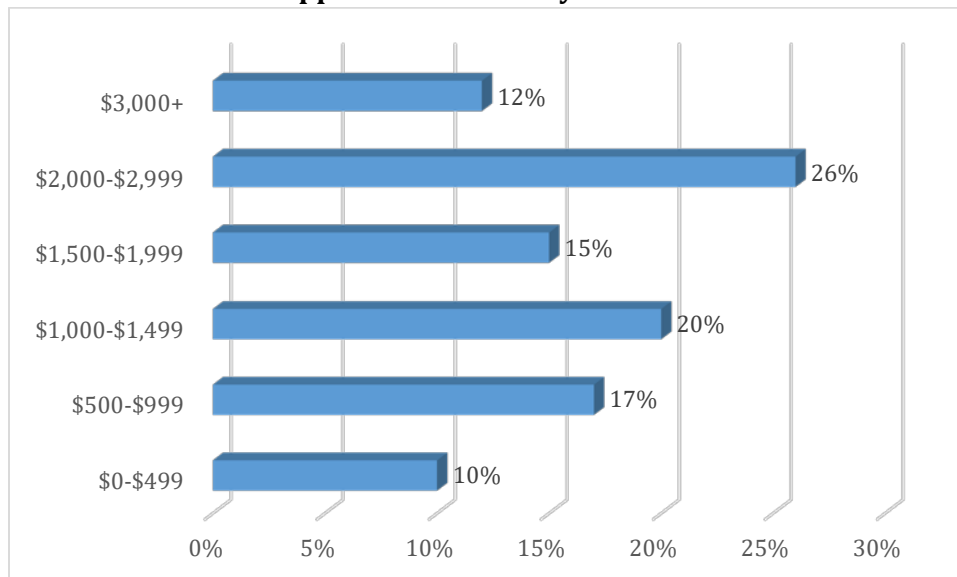
The respondents who stated they were seeking employment were asked what was keeping them from obtaining suitable employment. The most frequent response was transportation (44.9%). Respondents also stated lack of childcare and lack of education/skills as reasons for not finding suitable employment. Exhibit 5 is a visual representation of the responses.

Exhibit 5: Reason for Lack of Employment



The average household income for survey respondents was \$1,677.35 per month. Exhibit 6 shows that nearly half of respondents had monthly household incomes less than \$1,500.

Exhibit 6: Approximate Monthly Household Income



After respondents provided their household monthly income, they were asked if the wages made by the members of the household were adequate to pay for housing, food, clothing, and medical expenses. Nearly 45% stated it was not enough.

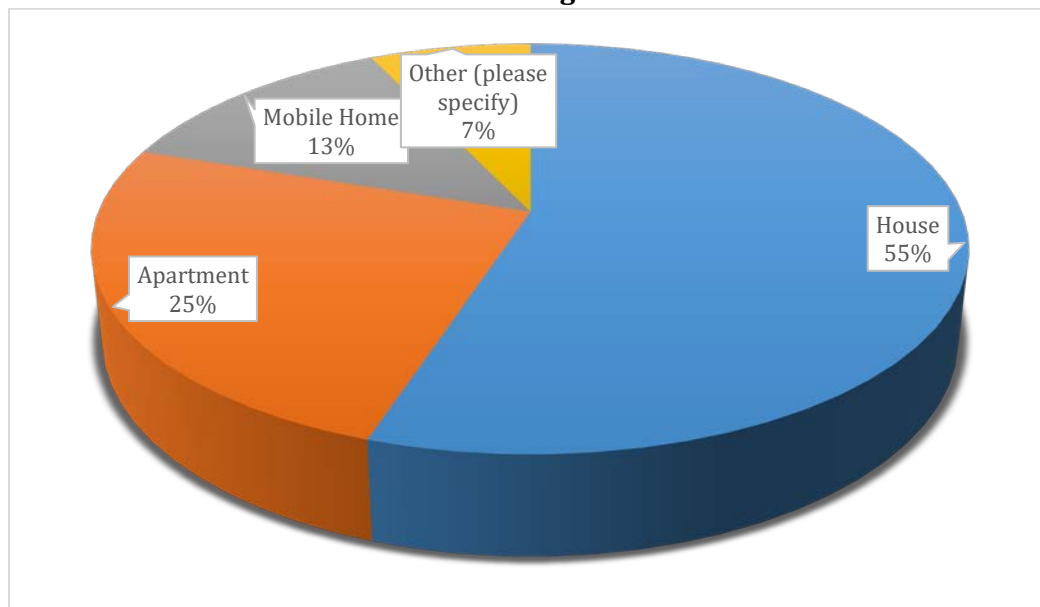
The remaining employment questions dealt with small business startups. Six (6) respondents stated that someone in their household had started either a home- or internet-based small

business. The biggest challenge the small businesses faced getting started was the lack of capital and marketing. Respondents were then asked how many people in their household would be interested in participating in a low-cost, small business training program. Thirty-two (32) respondents and/or members of their household would be interested in this type of program.

Housing

The next section of the survey related to housing in the CAC service area. More than half of the survey respondents live in a house. Exhibit 7 visually represents living situations of an apartment, mobile home, or other (duplex, nursing home, and City Mission (homeless shelter)) for respondents.

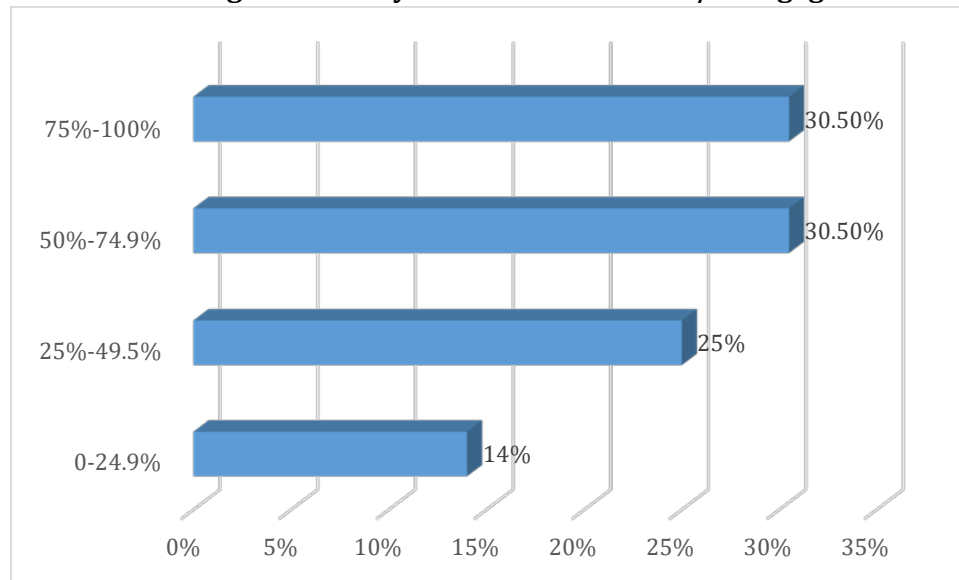
Exhibit 7: Living Situation



The next set of questions related to the respondents' financial situation and housing. Survey respondents were asked if they had to live in a car, tent, on the "street," in a homeless shelter, or move in with friends/family due to a lack of money. Thirty-two (33) respondents said they did have to make one or more of these living arrangements in the past year.

Based on survey responses, the average percent of monthly household income spent on rent/mortgage and utilities is 53%. Over 30 percent of respondents spent over 75% of their monthly household income on rent/mortgage and utilities. Exhibit 8 shows the breakdown of percentage of monthly income used on rent/mortgage and utilities.

Exhibit 8: Percentage of Monthly Income used on Rent/Mortgage and Utilities



Nutrition/Health

When it comes to food supply, almost 25% of survey respondents stated they had run out of food, missed a meal, and/or had to obtain food from a local food pantry in the past year. Only 8% of survey respondents stated they lacked a refrigerator and/or stove to properly store and prepare meals.

Respondents were then asked if they had chosen not to go to the doctor in the past year when they felt a doctor's care was required. Over 20% stated yes, and of those 20%, 46% said that affordability was the reason why they chose not to go, while 'transportation,' 'doctors would not accept Medicaid,' 'no time,' and 'no insurance' were also reasons for not going to the doctor.

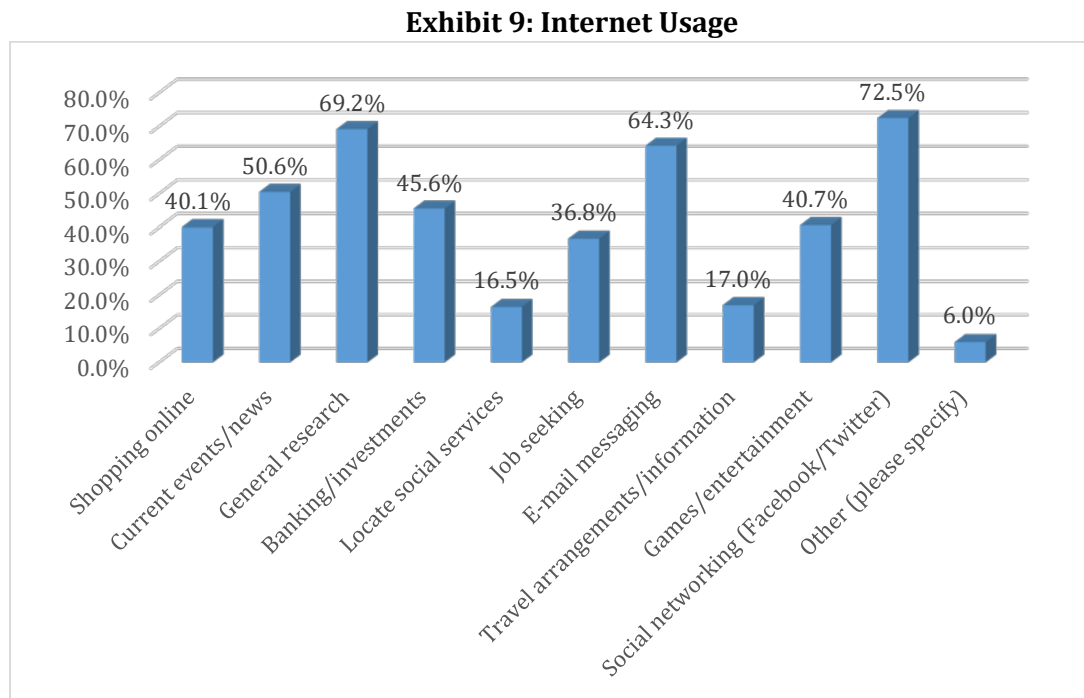
Over 13% of those surveyed responded that at some point in the past year they lacked the money to have prescriptions filled. Of the 13% who lacked the money, over 19% had someone else help pay for the prescription.

Medical insurance has been a highly debated topic during and following the 2016 Presidential election. Those who responded to the survey were asked how many people in their household do not have adequate medical insurance. Respondents stated that 44 people did not have adequate medical insurance. The main reasons cited for not getting medical insurance were costs and the confusion associated with signing up for medical insurance through a private provider or a "health exchange."

Technology

HHWP CAC included questions about Internet and cell phone use for low-income individuals in the service area. Almost 83% of survey respondents know how to use the Internet;

approximately 80% of respondents have regular access to the Internet. Survey respondents who had regular access to the Internet were asked what type of sites they visited when browsing. The three highest items/purposes were social networking, general research, and e-mail messaging. Exhibit 9 provides a visual breakdown of the items/purposes for which survey respondents use the Internet.



The final question in the technology section of the survey asked if respondents had cell phones, were there times they only had texting available. Over 39% of respondents said yes, sometimes they are only able by text on their cell phone.

Transportation

Reliable transportation is a major issue for low-income populations throughout the country. The CAC service area is no different as almost 25% of survey respondents stated that they lacked reliable transportation to get to where they needed to go. Of the 25% who lacked reliable transportation, 33% stated the lack of a reliable vehicle prevented them from getting where they needed to go. Over 29% responded that a suspended license or lack of a license was preventing them from using their own transportation.

The remainder of the transportation questions were county specific and will be analyzed in the individual county sections.

Other Community Needs

The final section of the low-income community needs assessment survey collected some demographic data, asked about any discrimination issues, problems obtaining social and medical

services, tax preparation, how they get information on social services, familiarity with HHWP CAC's services, and types of bank accounts used by household members.

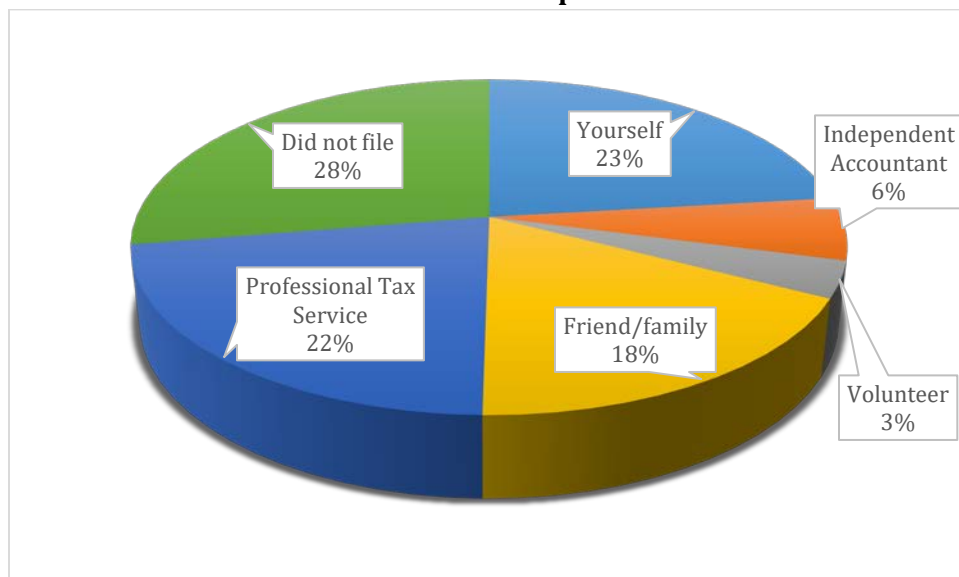
Survey respondents were asked how many members in their household had a physical or mental handicap. A total of 78 people in survey respondent households have a physical or mental disability; four (4) of them are under the age of five. Twenty-two (22) percent are receiving services for their disability.

The next question related to race of survey respondent household members. Over 84% of survey respondent households' race was white. The next highest percentage was Hispanic at 14.7%. The full breakdown can be found in Appendix B.

Less than 2% of survey respondents felt they had been discriminated against in the past two years due to race or a disability. The full explanation of why they felt discriminated against can be found in Appendix B.

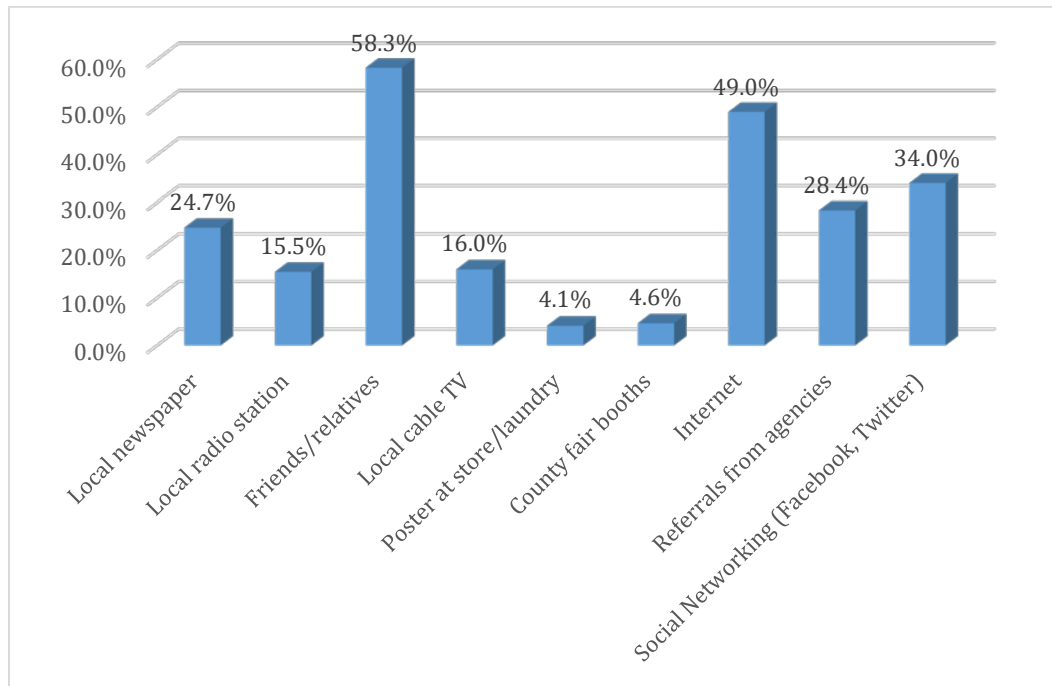
When asked about preparing for their 2016 IRS income tax forms, 28% of survey respondents stated they did not file taxes in 2016. Over 22% used a professional tax service while 23% prepared their taxes themselves.

Exhibit 10: Tax Preparation



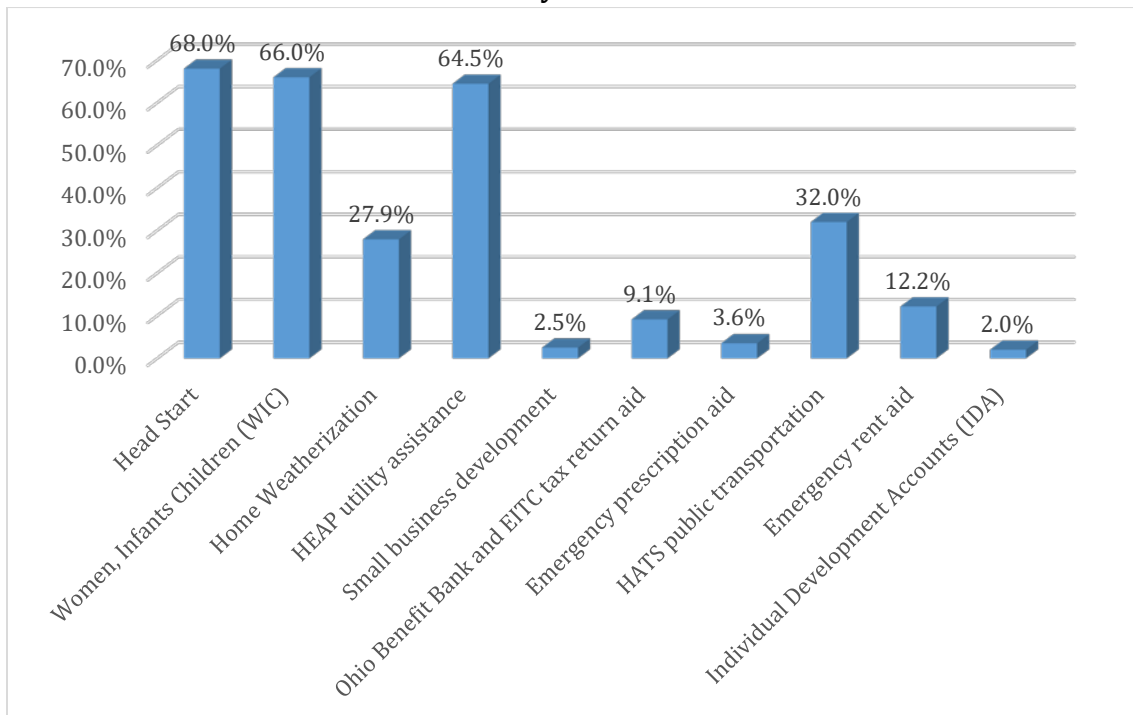
The most frequent source for information about social services comes from friends/relatives (58.3%). The Internet received 49% of responses and social networking sites also received 34% of survey respondent choices as a normal source for social service agency program information.

Exhibit 11: How Social Service Information is Received



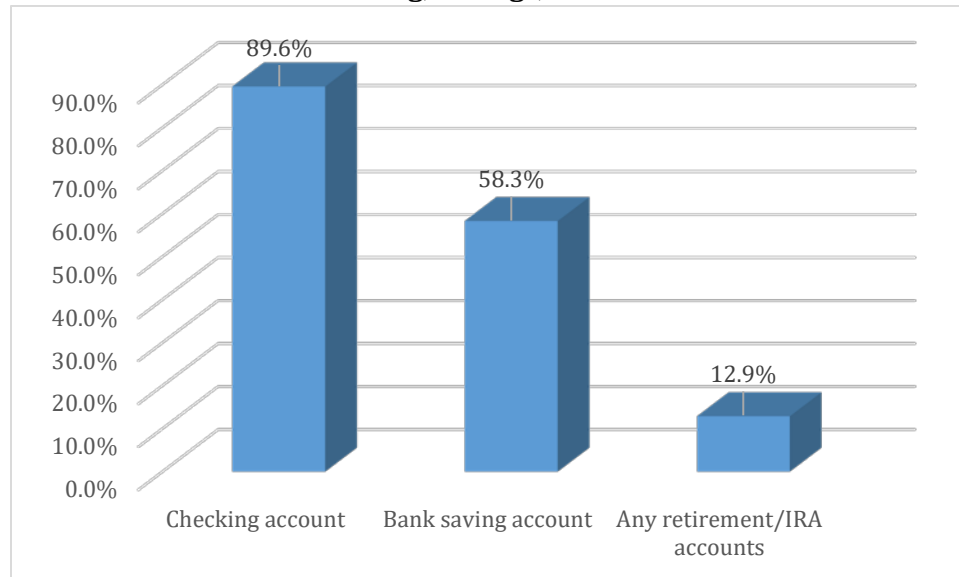
HHWP CAC asked survey respondents to indicate with which of the services the CAC provides they are most familiar. Head Start was the most recognized CAC program with over 68% of respondents indicating they are aware of the program. HEAP utility assistance and WIC received 66% and 64.5% of survey responses, respectively.

Exhibit 12: Familiarity with HHWP CAC Services



The final question on the low-income community needs assessment asked respondents if they had a checking and/or savings account and/or any retirement/IRA accounts. Almost 90% of respondents stated they had a checking account, while almost 60% had a savings account. Only 12.9% of respondents had a retirement/IRA account.

Exhibit 13: Checking, Savings, Retirement Accounts



COUNTY BY COUNTY SURVEY RESULTS

In this section of the report any significantly different results and/or questions related to a specific county are provided.

Hancock County

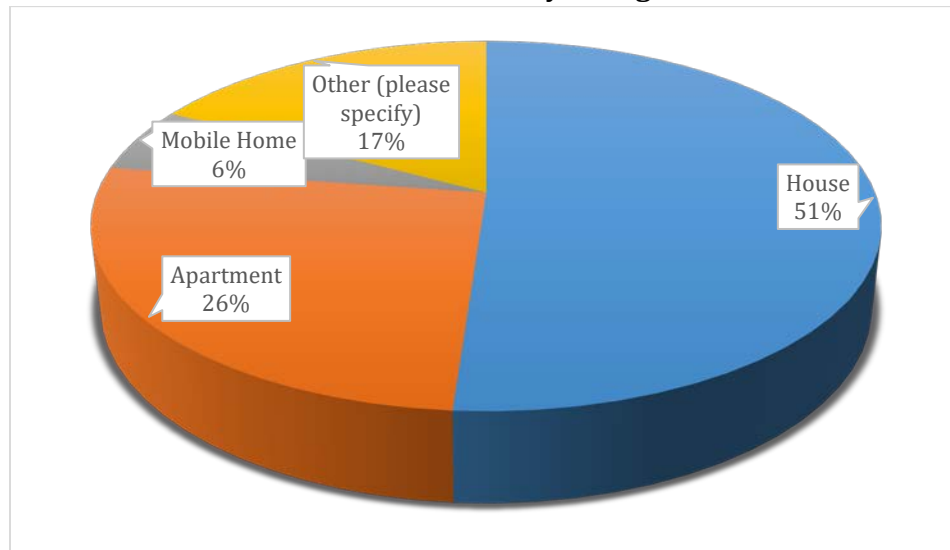
Hancock County low-income respondents differed in a few areas from the overall service area. While family, community, and childcare needs were consistent with the general service area data, fifteen (15) people in Hancock County respondent households would be interested in participating in a low-cost, small business training program. Over 46% of the total respondents and/or members of their household that indicated they would be interested in this type of program are from Hancock County.

Hancock County residents stated that transportation was the main reason household members seeking employment were having problems finding suitable employment. Lack of education/skills and childcare were the second most frequent answers for Hancock County respondents.

The average monthly household income for Hancock County residents was \$1,662.02. This is very similar to the average for the entire CAC service area.

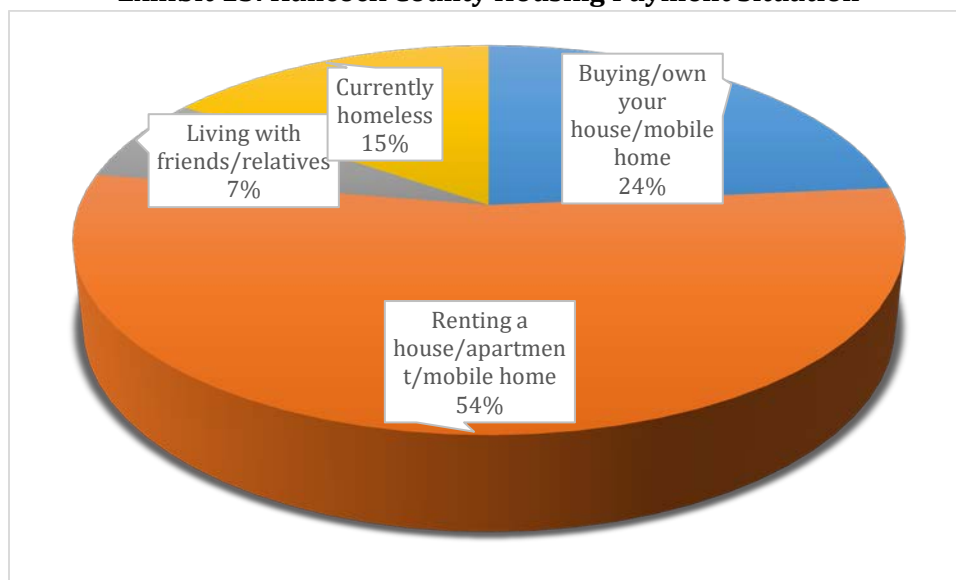
In Hancock County, more respondents reported living in apartments and City Mission while less reported living in mobile homes than the entire CAC service Area. Exhibit 14 shows how Hancock County residents responded to their living situation.

Exhibit 14: Hancock County Living Situation



Fewer survey respondents of Hancock County reported buying/own their house/mobile home. For the entire CAC service area, nearly 40% reported buying/owning their house/mobile home as compared to only 23.5% of Hancock County respondents. Also, because more people lived at City Mission, more Hancock County respondents reported being homeless. This led to more respondents (20 out of the 33 total service area respondents) reporting to have lived in a car, a tent, on the “street,” in a homeless shelter, or having moved in with friends or relatives, due to lack of money in the past year.

Exhibit 15: Hancock County Housing Payment Situation



Based on survey responses, the average percent of monthly household income spent on rent/mortgage and utilities is 54% for Hancock County residents. This is similar to what the entire CAC service area respondents spent on rent/mortgage and utilities (53%).

Nine (9) of the 44 survey respondents who did not have adequate health insurance reside in Hancock County.

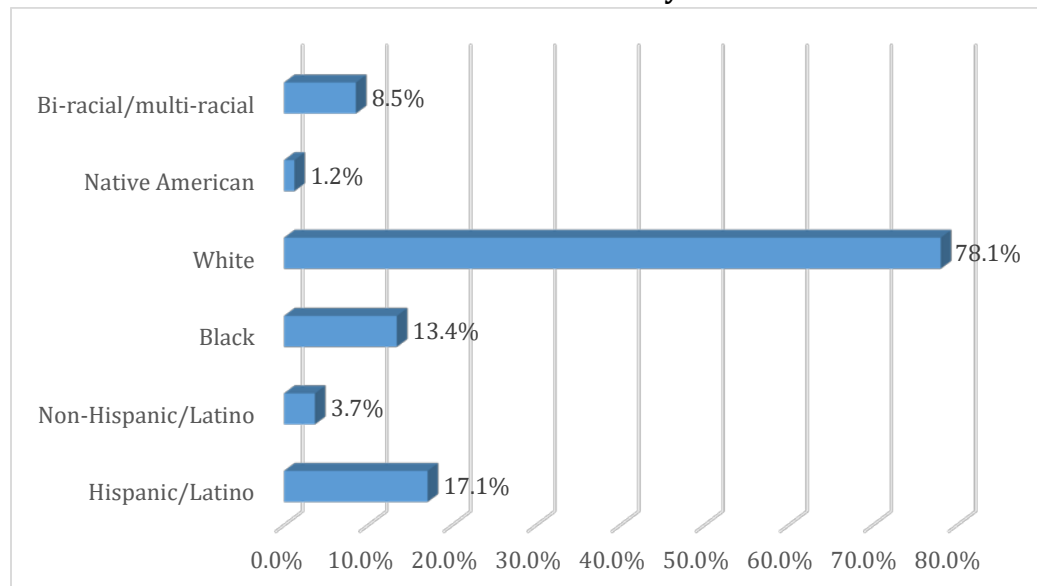
More people in Hancock County stated they lacked a reliable source of transportation for doing things they need or want to do. More than 30% of Hancock County respondents stated they lacked reliable transportation as compared to only 25% of respondents in the CAC service area.

Of the survey respondents from Hancock County who knew about Hancock Area Transportation Service (HATS), over 91% understood that the service was available to the general public for any trip purpose, and over 59% were aware of the fare discounts for elderly and disabled riders. Despite being generally aware of the service, less than 20% of the respondents used HATS in the past year. The biggest reason for not choosing to ride HATS was that the respondent owned their own vehicle, but lack of availability was another common response. Other reasons for not riding included 'hours of service,' and 'riding with others.'

Twenty-eight (28) of the 78 physical or mentally handicapped household members surveyed live in Hancock County. Three (3) of these residents are under the age of five.

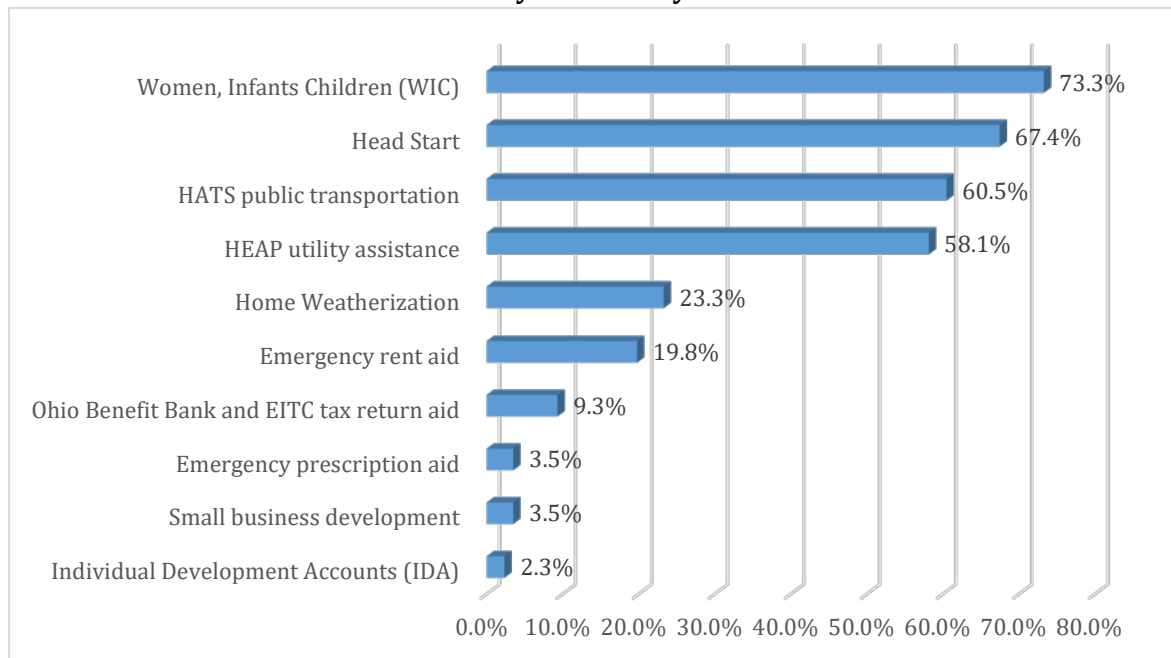
The racial breakdown of survey respondents from Hancock County was slightly different than that of the entire CAC service area. Hancock County had larger populations of Hispanic/Latino and black respondents. No respondents identified as Asian. As respondents could choose multiple races their household identifies with, the total percentage with all responses will be more than 100%.

Exhibit 16: Hancock County Race



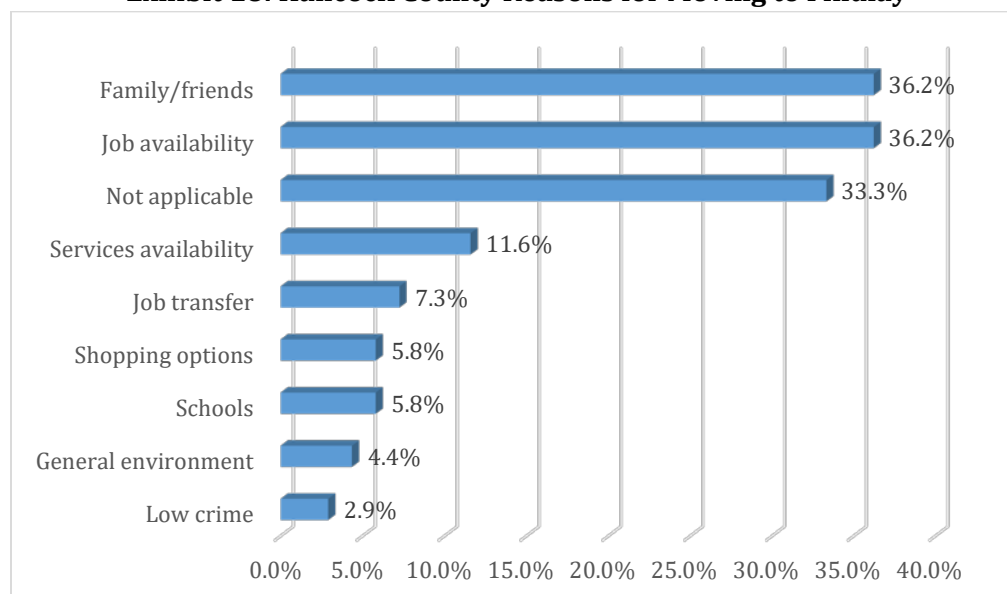
As is expected, more people in Hancock County were aware of HATS public transportation services, but it was the WIC and Head Start programs with which Hancock County residents were most familiar. Over 58% of respondents were also aware of the HEAP utility assistance program.

Exhibit 17: Hancock County Familiarity with HHWP CAC Services



Hancock County residents who live in Findlay were asked, if they moved to Findlay as an adult, what was the most important reason. The biggest reasons for moving to Findlay was job availability and family and friends.

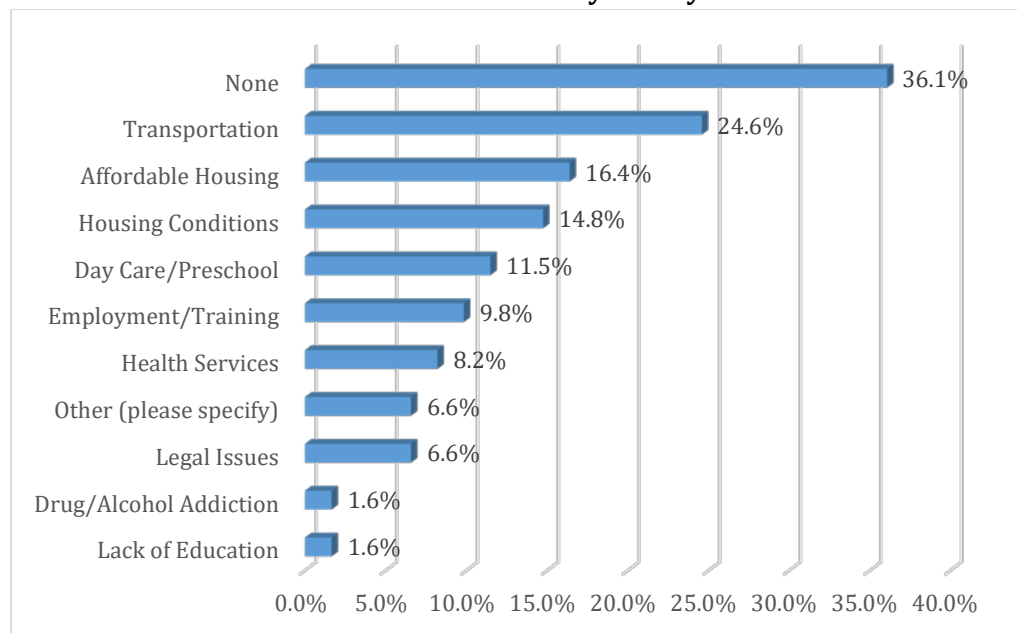
Exhibit 18: Hancock County Reasons for Moving to Findlay



Hardin County

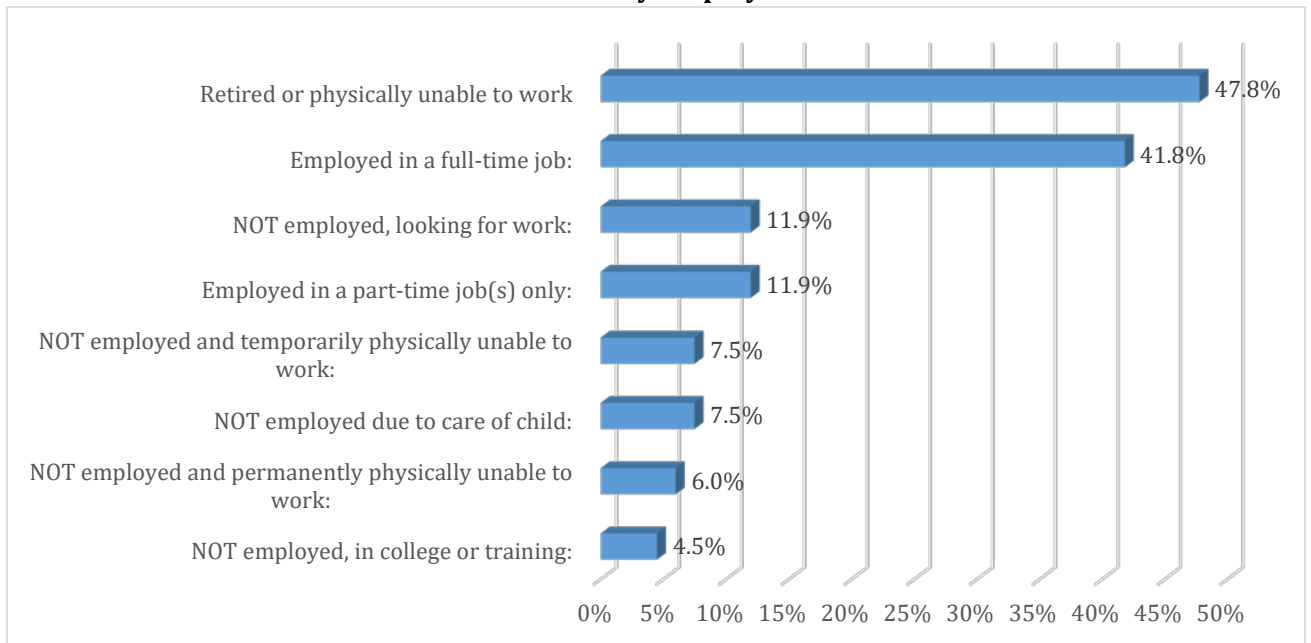
Hardin County low-income respondents had a few differences when compared to the overall CAC service area. Survey responses came from people who live in Kenton, Forest, Ada, Alger, Roundhead, Ridgeway, and Dunkirk. The first difference for Hardin County residents was in family needs. 'None' was the most frequent answer for Hardin County residents (36.1%) which was similar to the overall CAC service area, but transportation (24.6%), affordable housing (16.4%), and housing conditions (14.8%) were the next highest family needs. More respondents in Hardin County indicated that transportation was a family need than the CAC service area as a whole. Hardin County community needs mirrored that of the CAC service area.

Exhibit 19: Hardin County Family Needs



Hardin County had more retired/physically unable to work respondents and less full-time employed respondents as compared to the CAC service area. For those looking for work, childcare was the most common response (30.8%), followed by a lack of jobs and transportation (both received 23.1%) of responses. When asked if monthly income is enough to cover basic expenses, more Hardin County respondents indicated that their monthly income was not enough (58.1% of Hardin County responses vs. 45% of CAC service area responses).

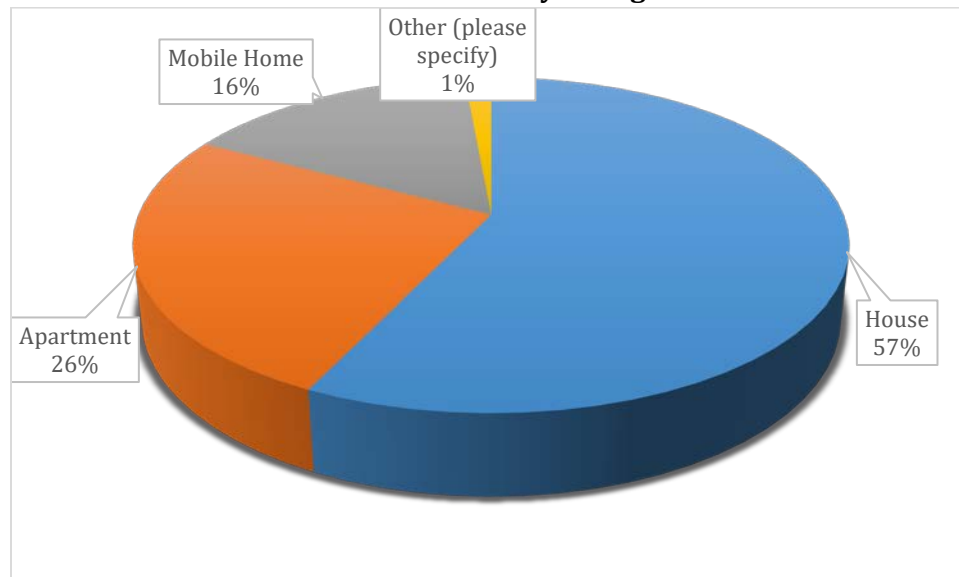
Exhibit 20: Hardin County Employment Status



Six (6) people in Hardin County respondent households would be interested in participating in a low-cost, small business training program. Nearly 19% of the total respondents and/or members of their household would be interested in this type of program are from Hardin County.

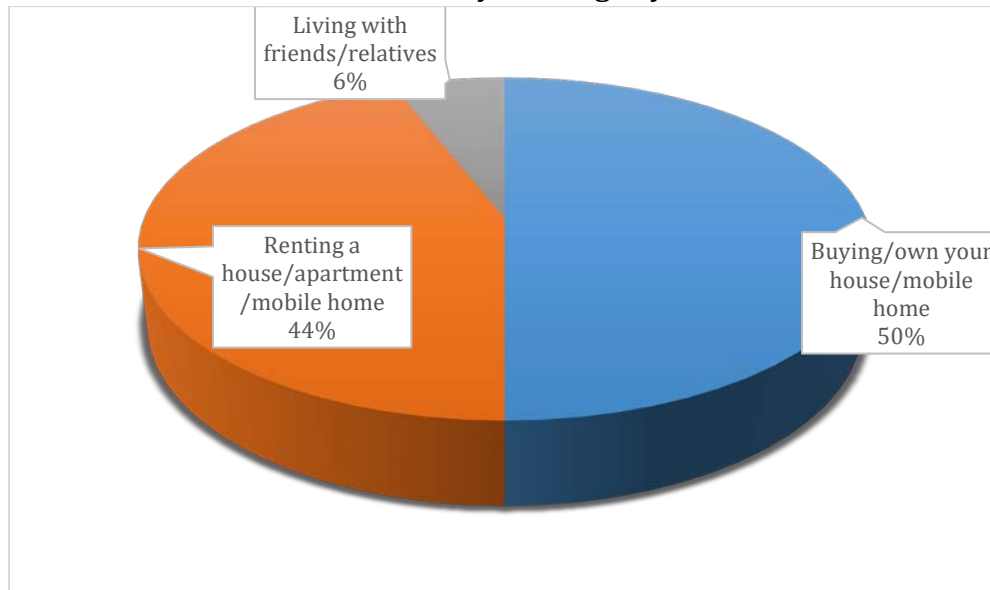
In Hardin County, slightly more respondents reported living in houses and mobile homes and less reported living in other dwellings than the entire CAC service area. Exhibit 21 shows how Hardin County residents responded to their living situation.

Exhibit 21: Hardin County Living Situation



More survey respondents of Hardin County reported buying/own their house/mobile home. For the entire CAC service area, over 40% reported buying/owning their house/mobile home as compared to 50% of Hardin County respondents. No respondents were homeless.

Exhibit 22: Hardin County Housing Payment Situation



Based on survey responses, the average percent of monthly household income spent on rent/mortgage and utilities is 55% for Hardin County residents.

Eighteen (18) of the 44 survey respondents who did not have adequate health insurance reside in Hardin County.

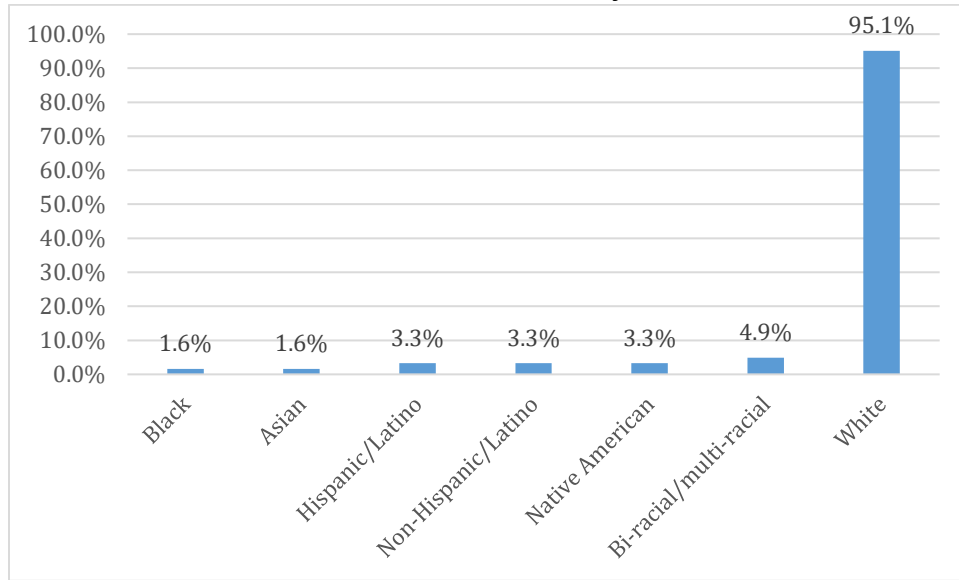
When asked about regular Internet access, Hardin County respondents were more likely to not know how to use or have regular access to the Internet. Only 67% of Hardin County respondents indicated that they know how to use the internet, as compared to 83% of all survey respondents. Seventy (70) percent have regular access to the internet, as compared to 80% of all respondents.

Respondents from Hardin, Wyandot, and Putnam counties were asked if they would ride a demand response public transportation system in their county regularly; 50% of Hardin County respondents stated 'yes.' The questions also stipulated the service would be “shared-ride,” low fare, 24-hour advance reservation transportation system.

Twenty-eight (28) of the 78 physical or mentally handicapped household members live in Hardin County. None of these residents are under the age of five.

The racial breakdown of survey respondents from Hardin County was almost exclusively White (95%). Four (4) households identified as either Hispanic/Latino or Non-Hispanic Latino, and only one household identified as black.

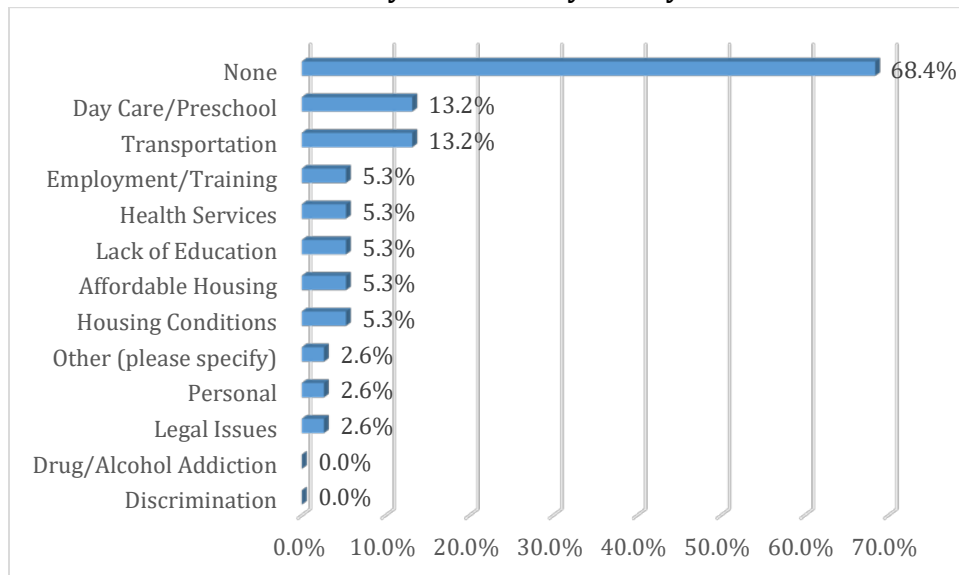
Exhibit 23: Hardin County Race



Wyandot County

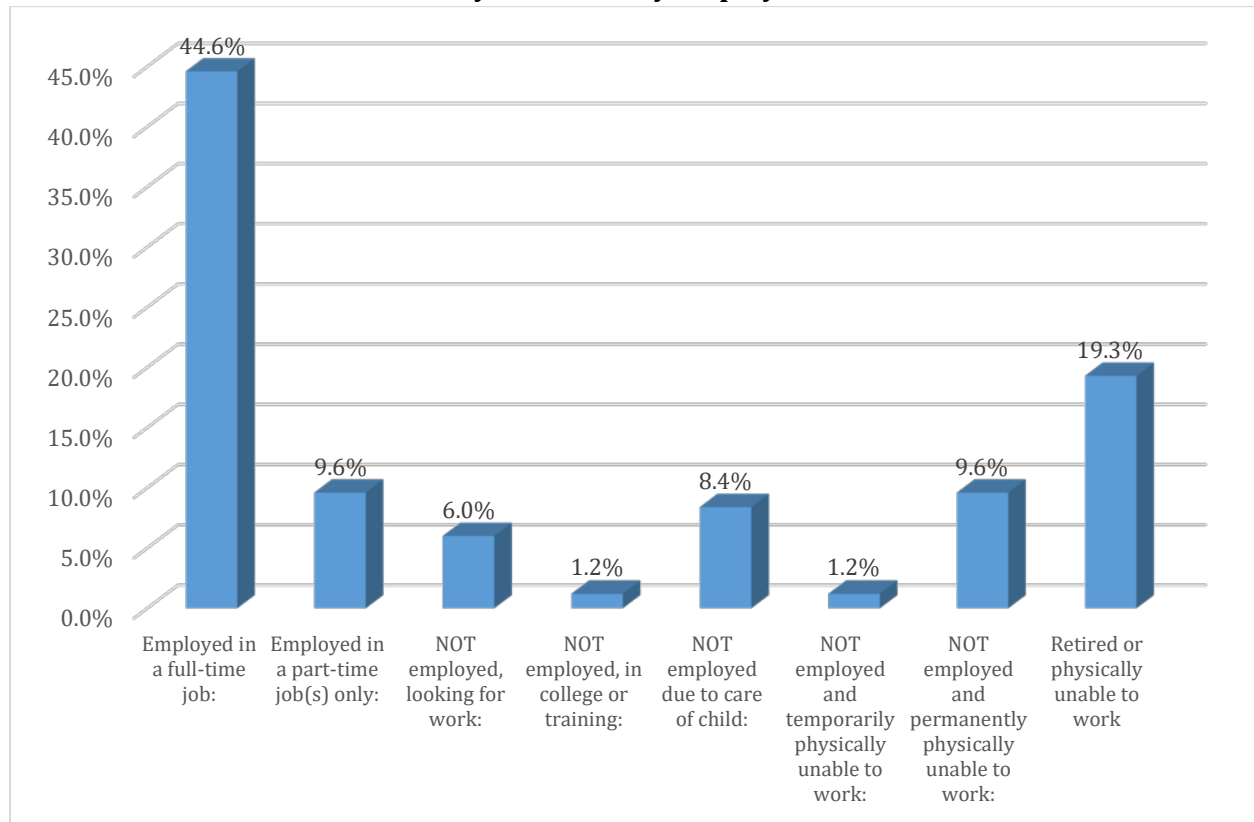
Wyandot County low-income respondents had a few differences when compared to the overall CAC service area. Survey responses came from people who live in Carey, Upper Sandusky, Nevada, and Sycamore. The first difference for Wyandot County residents was in family needs. While the most common responses were the same as the CAC service area results, Wyandot felt more strongly that their family needed nothing (68.4% for Wyandot vs. 48.5% for all respondents). The same is true for community needs. Seventy (70) percent of Wyandot County respondents felt that their community had no problems, as compared to 58% of all respondents.

Exhibit 24: Wyandot County Family Needs



While most categories of employment status were similar for both Wyandot County and the CAC service area as a whole, Wyandot County has less respondents looking for work and more respondents permanently physically unable to work.

Exhibit 25: Wyandot County Employment Status

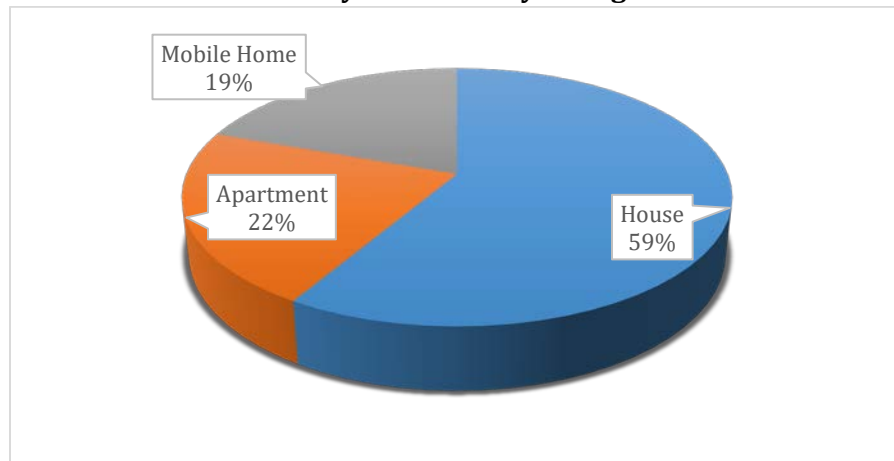


The average monthly household income for Wyandot County residents was \$1,541.40. This is slightly below the average for the entire CAC service area.

Nine (9) people in Wyandot County respondent households would be interested in participating in a low-cost, small business training program. Over 28% of the total respondents and/or members of their household that would be interested in this type of program are from Wyandot County.

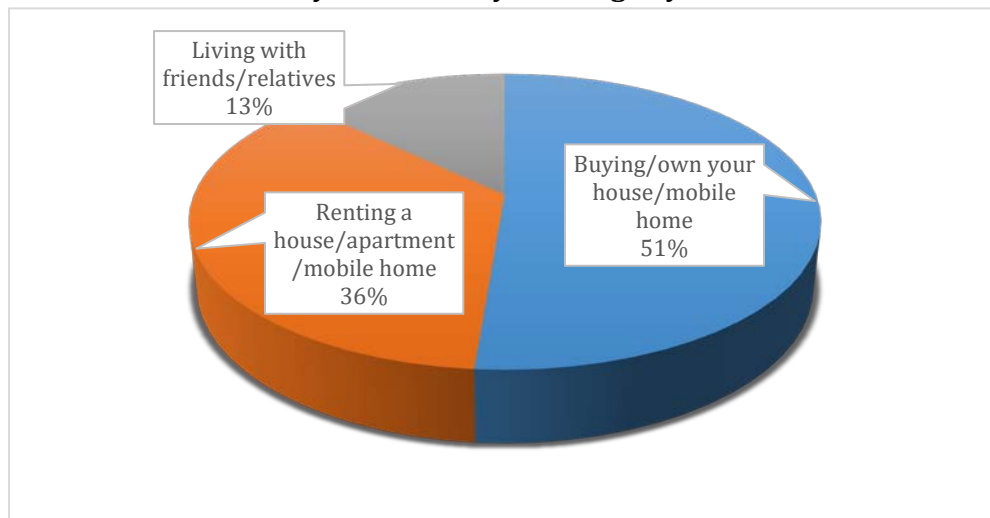
In Wyandot County, more respondents reported living in mobile homes and fewer reported living in apartments than the entire CAC service Area. Exhibit 26 shows how Wyandot County residents responded to their living situation.

Exhibit 26: Wyandot County Living Situation



More survey respondents of Wyandot County reported buying a house/apartment/mobile home. More survey respondents of Wyandot County (13%) also reported living with friends and relatives than the entire CAC service area (8%).

Exhibit 27: Wyandot County Housing Payment Situation



Based on survey responses, the average percent of monthly household income spent on rent/mortgage and utilities is 50% for Wyandot County residents.

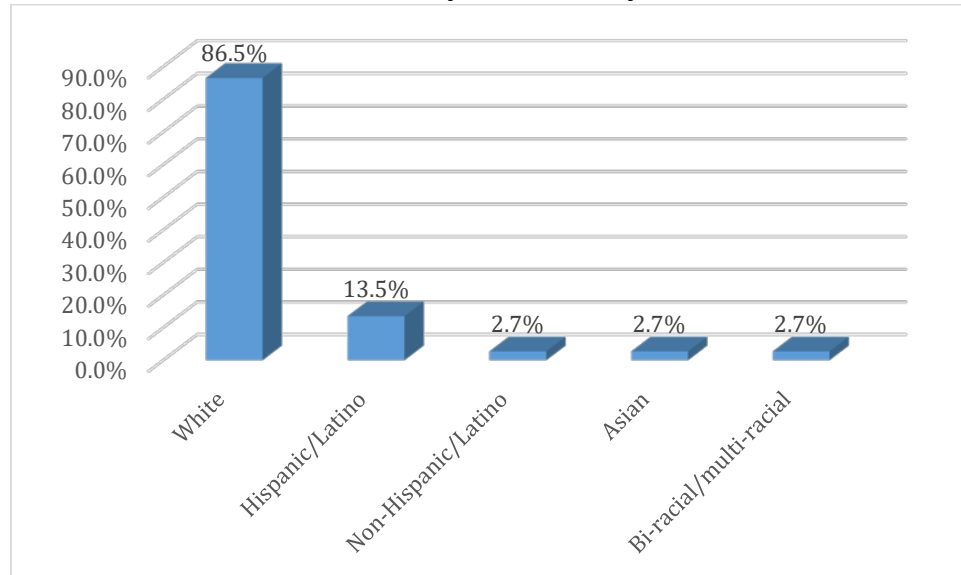
Eleven (11) of the 44 survey respondents who did not have adequate health insurance came from Wyandot County.

Respondents from Hardin, Wyandot, and Putnam Counties were asked if they would ride a demand response public transportation system in their county regularly; 24.8% of Wyandot County respondents stated 'yes.' The questions also stipulated the service would be "shared-ride," low fare, 24 hour advance reservation transportation system.

Twelve (12) of the 78 physical or mentally handicapped household members live in Wyandot County. One of these residents is under the age of five.

The racial breakdown of survey respondents from Wyandot County was largely White. Five households identified as Hispanic/Latino. No Black or Native Americans households completed the survey.

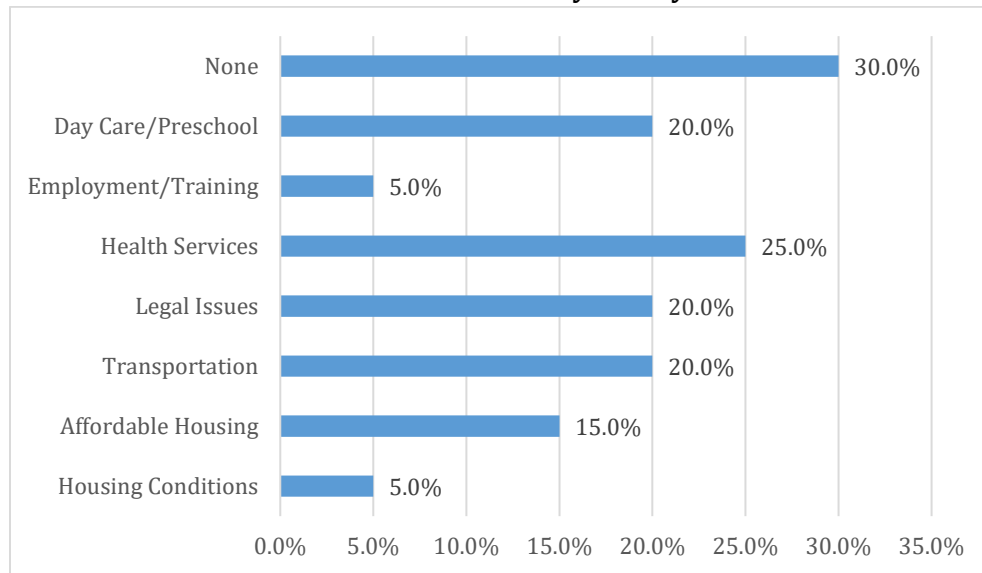
Exhibit 28: Wyandot County Race



Putnam County

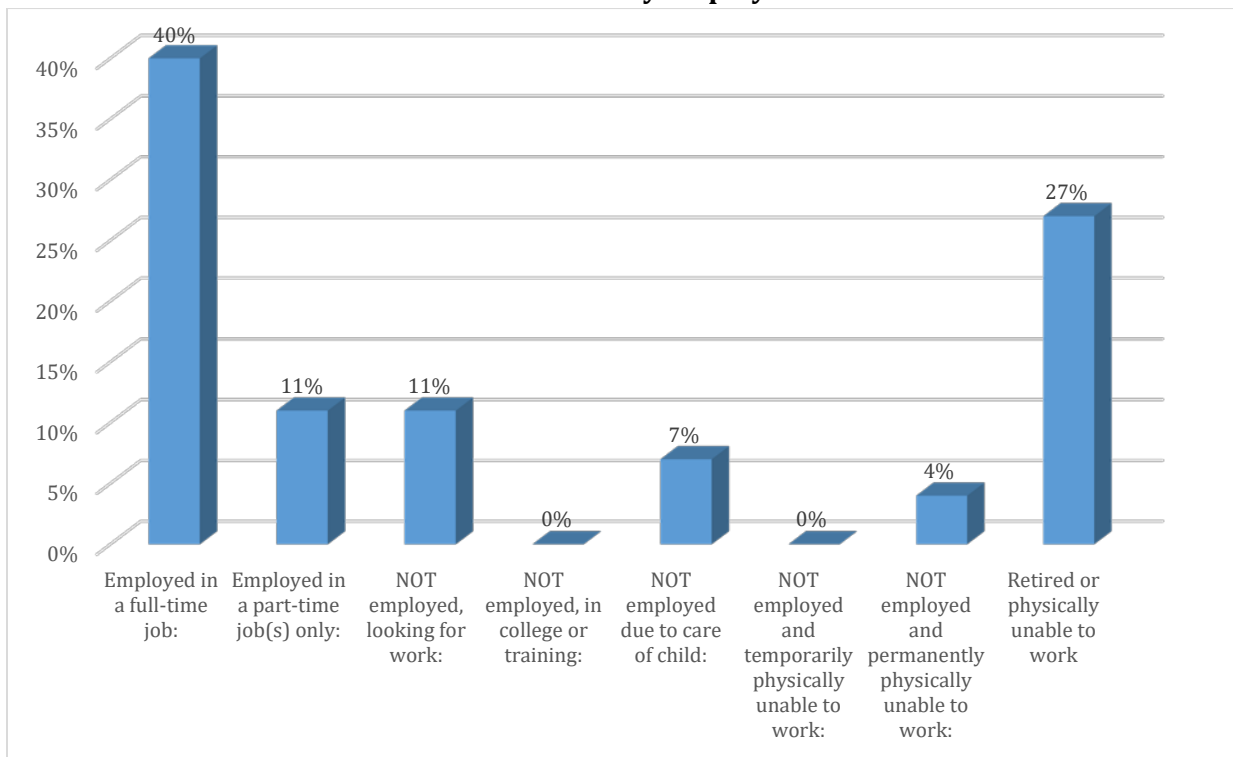
Putnam County low-income respondents had a few differences when compared to the overall CAC service area. Survey responses came from people who live in Leipsic, Kalida, Ottawa, Pandora, and Columbus Grove. 'None' was the most frequent family need answer for Putnam County residents (30%) which is less than the overall CAC service area, but health services (25%), transportation (20%), legal issues (20%), and day care (20%) were the next highest family needs.

Exhibit 29: Putnam County Family Needs



The amount of respondents employed full-time in Putnam County (40%) is similar to that of the entire CAC service area (42%). The amount of Putnam County respondents retired or physically unable to work (27%) was slightly than the entire CAC service area (21%). Exhibit 30 shows the number of responses by each category.

Exhibit 30: Putnam County Employment Status

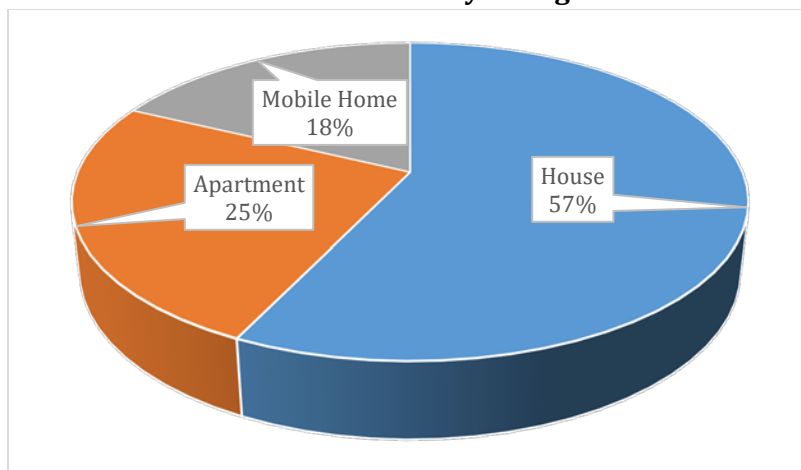


The average monthly household income for Putnam County residents was \$1,477.61. This is significantly less than the average for the entire CAC service area (\$1,677). Nearly 61% responded that their monthly income was adequate to cover basic expenses.

Two (2) people in Putnam County respondent households would be interested in participating in a low-cost, small business training program.

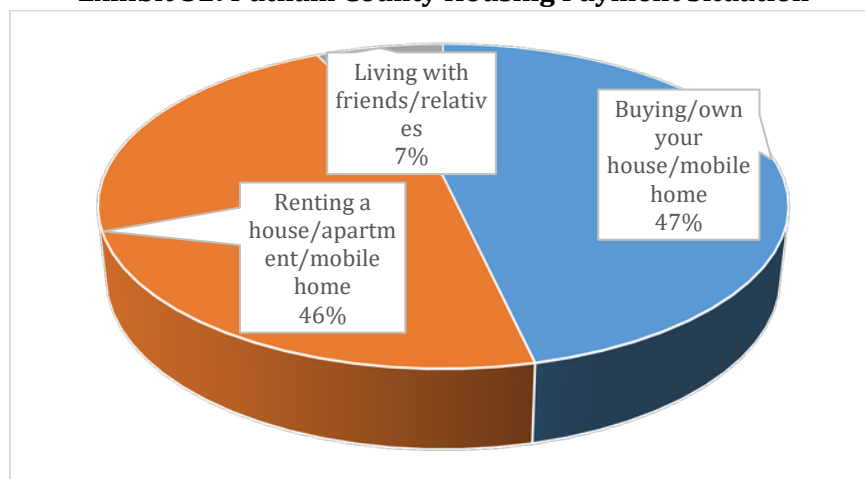
In Putnam County, the number of respondents reported living in houses and mobile homes and living in apartments and other dwellings almost exactly mirrors that of the entire CAC service area. Exhibit 31 shows how Putnam County residents responded to their living situation.

Exhibit 31: Putnam County Living Situation



The same is true when comparing respondents' housing payment situations. The results from Putnam County respondents almost exactly mirror that of the entire CAC service area.

Exhibit 32: Putnam County Housing Payment Situation



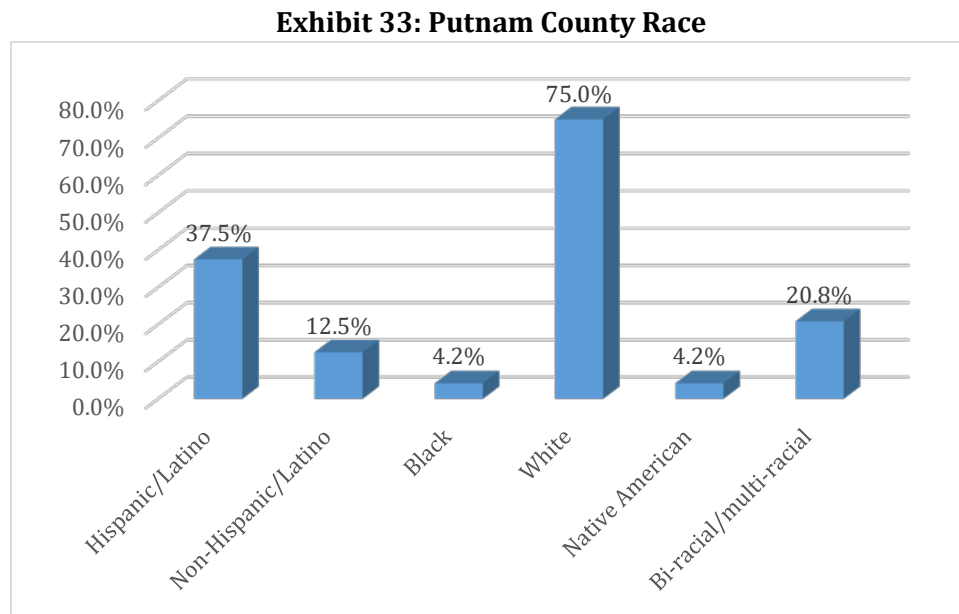
Based on survey responses, the average percent of monthly household income spent on rent/mortgage and utilities is 45% for Putnam County residents.

Six (6) of the 44 survey respondents who did not have adequate health insurance came from Putnam County.

Respondents from Hardin, Wyandot, and Putnam Counties were asked if they would ride a demand response public transportation system in their county regularly; 61.9% of Putnam County respondents stated 'yes.' The questions also stipulated the service would be “shared-ride,” low fare, 24-hour advance reservation transportation system.

Ten (10) of the 78 physical or mentally handicapped household members live in Putnam County. None of these residents are under the age of five.

The racial breakdown of survey respondents from Putnam County was much more diverse than the other CAC counties. Although 75% of Putnam County's respondents were White, over 37% of respondents identified as Hispanic/Latino, with another nearly 13% identifying as Non-Hispanic/Latino. Over 20% of respondents identified as bi-racial or multi-racial. Exhibit 33 shows the racial breakdown of Putnam County survey respondents.



As compared to the entire CAC service area (33.2%), Putnam County had a significantly lower percentage of respondents who did not file their IRS income taxes in 2016 (21.7%).

SOCIAL SERVICE AGENCY SURVEY

Thirty-one (31) completed questionnaires were received from area social service agencies indicating what the respondents perceived the needs/issues of low-income residents to be. Their responses are itemized in Appendix D.

OVERALL ISSUES/SUGGESTIONS

- ◆ Needs/Problems
 - Drugs (problem)
 - Addiction and mental health services (need)
 - Public transportation (need)
 - Rent assistance (need)
 - Financial counseling (need)
 - Jobs (need)
 - Affordable child care services for all (problem/need)
 - Additional assistance with home repair (need)
 - Prescription assistance (need)
 - Affordable housing (problem/need)
 - Parenting education programs (need)
 - After school programs for children and youth (need)
 - Additional elder care (need)
 - Affordable dental care (need)
 - Adult literacy (problem)
 - Financial support for grandparents raising grandchildren (need)
- ◆ Suggestions/Improvements
 - Partner with additional agencies in the community
 - Improve HATS
 - Allow for on-demand trips
 - Offer taxi vouchers
 - Expand hours of operation
 - Budget training
 - Coordinate with agencies to maximize all programs and reduce administrative costs
 - Obtain additional funding
 - Streamline eligibility requirements where possible to allow for applying for multiple programs with one application
 - Promote available CAC services and eligibility criteria
 - Clarify and simplify guidelines for CAC programs
 - Have CAC staff available for more days per week in all counties
 - Implement an adult literacy program

COUNTY SPECIFIC ISSUES/SUGGESTIONS

Hancock County

- ◆ Needs/Problems
 - Better public transportation, including increased hours of operation
 - Budgeting/personal finance trainings
 - Additional funding/assistance with home repair, including mobile homes
 - Addiction/Mental health services
 - Affordable housing
 - Exercise facilities and nutritional training
 - Affordable childcare at all hours
- ◆ Suggestions/Improvements

- Same day pick up and drop offs
- Increase HATS service hours
- Participate in Hancock community collaboratives
- Collaboration with other agencies/ better communication
- Promote available CAC services and eligibility criteria
- Open an additional homeless shelter
- Broaden the weatherization scope to include flooring and roofing

Hardin County

- ◆ Needs/Problems
 - Transportation
 - Food pantries
 - Help with transitioning from welfare to being self-supporting
 - Addiction/mental health services
 - Affordable Housing
 - Budgeting/personal finance training
 - Awareness of CAC programs offered
 - Programs for children and youth teaching hope, purpose, and respect for the community
- ◆ Suggestions/Improvements
 - More outreach in Hardin County to educate LMI population on available services
 - Provide funds for gas, babysitting, and uniforms for those transitioning from welfare to employment

Wyandot County

- ◆ Needs/Problems
 - Transportation
 - Rent deposit assistance
 - In-county transitional housing for homeless individuals
 - Insurance for individuals over the income threshold for Medicaid
 - In-county secondary education opportunities
- ◆ Suggestions/Improvements
 - Provide non-medical trips in Wyandot County
 - Provide funding for rent deposit assistance
 - Help to begin the conversation on transitional housing and secondary education opportunities
 - Increase collaboration with other Wyandot County agencies, such as the United Way

Putnam County

- ◆ Needs/Problems
 - Transportation – non-medical appointments and people under 60
 - Affordable housing
 - Home repairs
 - After school programs
 - Poor credit/lack of education on financial matters
 - Assistance with job interview and/or first day of school preparation

- ◆ Suggestions/Improvements
 - Finance counseling
 - Assisting with cultural and language barriers to participating in CAC-provided programs
 - Expand HATS into Putnam County
 - Collaborate with agencies to hold quarterly job fairs
 - Have staff in all four counties 5 days a week
 - Increase awareness of CAC-provided programs by creating a colorful brochure and visiting civic groups such as Kiwanis and Rotary
 - Increase job training opportunities
 - Increase collaboration with Putnam County agencies

SUMMARY OF EXISTING SERVICE GAPS

A review was made of the social service directories in each county to determine what services were not being provided to low-income residents. This summary is certainly not all-inclusive, but attempts to identify major gaps in services. The following is a county-by-county list identifying services not available in each county, grouped into major functional areas.

HANCOCK COUNTY

- ◆ **Health** – Hancock County provides a wealth of health services available to the low income population. The Caughman Clinic is a primary care clinic in Findlay. Findlay is also home to two different dental clinics, the Nationwide Children’s Hospital Dental Clinic and The Dental Center of NW Ohio, located in the Family Center. Hancock County does not, however, have a prenatal clinic.
- ◆ **Substance Abuse Treatment/Mental Health** – The Hancock County ADAMHS Board and Century Health, Inc. provide services related to preventing substance abuse and mental health issues as well as promoting positive mental health. Both medical and counseling services are provided.
- ◆ **Housing** – Organizations such as Hope House, City Mission, Habitat for Humanity, HHWP Community Action Commission, and the Hancock Metropolitan Housing Authority provide services to help alleviate homelessness, provide home weatherization services, and rent and utility assistance. The gaps in these services continue to be a lack of a designated long-term men’s shelter and runaway shelter.
- ◆ **Education** – Hancock County provides all necessary education services.
- ◆ **Transportation** - The HATS program provides transportation services anywhere in the County for a \$1.50 or \$2.50 fare to the general public, 7:15 AM – 9:45 PM, Monday – Friday and 7:15 AM – 4:30 PM on Saturdays. Public transportation outside of HATS service hours is provided by local cab companies, although cab fare is nowhere near as inexpensive as HATS. While HATS is currently moving toward expanding into more on-demand services, Hancock County needs additional low-cost, on-demand transportation service.
- ◆ **Miscellaneous** – Hancock County provides the necessary emergency and legal services to its residents.

HARDIN COUNTY

- ◆ **Health** – Between Hardin Memorial Hospital and the Kenton Community Health Center, which provides both primary care and dental services, Hardin County is able to provide most needed health services in-county. The county still needs a prenatal clinic.
- ◆ **Substance Abuse Treatment/Mental Health** – Hardin County has multiple agencies serving those with substance abuse and mental health disorders, such as Coleman Professional Services, the Hope Recovery Center, and the Family Resource Center of Ohio.

- ◆ **Housing** – Metropolitan Housing for Hardin County has more demand than it can handle for rent vouchers. Multiple shelters exist for homeless women and children, but nothing is provided for homeless men.
- ◆ **Education** – Hardin County provides all necessary education services.
- ◆ **Transportation** – Currently, the only transportation option available to the general public in Hardin County is Kenton Taxi. The Hardin County Council on Aging provides senior and medical transportation only. Medical transportation is provided to individuals under the age of 60, as long as those individuals are covered under another program. The County needs affordable public transportation options for individuals who do not meet the age or other eligibility requirements set by the Council on Aging and/or other programs.
- ◆ **Miscellaneous** – Hardin County provides necessary emergency and legal services. Legal counsel is provided by the Ohio Northern University Legal Clinic 5 days a week for civil cases, and charges no attorney fees.

WYANDOT COUNTY

- ◆ **Health** – Wyandot County does have a hospital in the county, Wyandot Memorial Hospital, but does not have a primary care clinic. The County now has a Family Planning Clinic, located in Upper Sandusky, but no prenatal clinic.
- ◆ **Substance Abuse Treatment/Mental Health** – Firelands Counseling and Recovery Services of Wyandot County provides substance abuse prevention and mental health services.
- ◆ **Housing** – No metropolitan housing authority is present in Wyandot County, and little is provided in the way of rent vouchers. Residents suffering from homelessness have to travel to neighboring counties for shelters; long-term or temporary shelters are only available for residents who are victims of domestic violence in Wyandot County.
- ◆ **Education** – Similar to Putnam County, Wyandot County contains no universities or technical colleges but has access to these resources in neighboring counties. All other educational resources are provided.
- ◆ **Transportation** – The Wyandot County Council on Aging provides senior transportation, and the Board of Developmental Disabilities provides transportation to disabled residents. No public transit is available; however, the Lucky 7 Cab Company is now available offering 24/7 transportation throughout Wyandot County.
- ◆ **Miscellaneous** – Legal aid, except for children, and Social Security assistance must be obtained outside of the county.

PUTNAM COUNTY

- ◆ **Health** – Putnam County does not have a hospital within the County, although the Blanchard Valley Bluffton location is very close. There also is no prenatal clinic nor family planning services available within the County.
- ◆ **Substance Abuse Treatment/Mental Health** – Psychosocial Associates, Inc. in Columbus Grove provides substance abuse prevention and mental health services.
- ◆ **Housing** – Putnam County uses CHIP (Community Housing Improvement Program) grants to fund home repairs and occasionally rent vouchers to low income residents of the county. Outside of this, no rent vouchers are provided. No metropolitan housing authority exists in Putnam County currently.
- ◆ **Education** – While the county has no universities or technical colleges, these resources are close by in neighboring counties. Putnam County provides all other necessary educational resources.
- ◆ **Transportation** – No public transportation exists in Putnam County, although the Putnam County Council on Aging provides transportation for seniors.
- ◆ **Miscellaneous** – Putnam County has no social security office within the county.

SUMMARY

None of the counties have a prenatal clinic; the nearest one is in Fremont, OH. Another issue is the inability to meet the high demand for rent subsidies and rent-subsidized housing. Transportation is a major service gap; only Hancock County has an affordable public transit system. In counties like Putnam and Wyandot County, where many services for low income individuals are located outside of the county, this makes those services more difficult to obtain for those individuals. Putnam and Wyandot County also lack social security offices and universities/community colleges.

FINDINGS AND CAC PROGRAMMING ISSUES

Upon review of all of the needs assessment information presented in the previous sections of the report, the HHWP CAC has determined what it believes are the major issues that will have a significant impact on program strategies.

Demographics

In reviewing the data, there has been minimal change in demographics across the HHWP service area. Hardin County continues to be the area with relatively lower incomes and housing values as well as relatively higher unemployment than the other counties within the HHWP service territory. Areas with the lowest per-capita household income include the City of Findlay, the City of Kenton and the western portion of rural Hardin County. As we explore the expansion of services, special consideration will be given to areas that have the most need. However, in most cases it will be essential to leverage partnerships and funding with community stakeholders, including stakeholders in both the private and public sectors, to collectively solve community challenges. For this reason, partnership opportunities will play a major role in determining our strategy for both ongoing and expanded services.

National Trends Experienced by the Local Area

While the unemployment rate has decreased, the last few years have seen slow wage growth and low labor market participation. At the same time, general feedback from employers is that they are having a tremendously difficult time filling vacant positions due to a large skills gap in the available workforce. Additional partnerships with workforce and economic development entities, further development of our internal case management and family development strategies, and expansion of transportation services, are ways in which the HHWP CAC would be primed to tackle these challenges.

Also consistent with national trends is the major issue with opioid drug abuse. The negative effects of the opioid crisis have resulted in a significant increase in children in foster care as well as the number of households with grandparents who are raising children. There is currently an active push by the Ohio network of Community Action Agencies through the Ohio Association of Community Action Agencies (OACAA) to combat the opioid issue. Through this push, additional partnerships may be available through outside organizations that share a common interest in positively impacting the opioid crisis. HHWP CAC has actively participated in many of these discussions through OACAA. We have also begun to engage in discussions with local stakeholders who specialize in addiction and recovery. Again, forming partnerships to leverage resources and to enhance the services that are already being provided will be key to moving forward in solving this problem.

Community Needs Assessment Low Income Survey Results

Family Needs:

Survey respondents indicated that having greater access to the following programs would have the most impact to their family needs (in order of most importance):

1. Transportation
2. Day Care/Preschool
3. Affordable Housing
4. Housing Conditions
5. Employment/Training
6. Health Services
7. Legal Issues

HHWP CAC currently provides services in all of these areas except for legal issues. HHWP is primed to expand services in all of the areas in which we currently are active should the opportunity to expand through strategic partnerships and/or increased funding come about. In recent years, HHWP CAC's housing development efforts have decreased significantly due to the retirement of staff with a combined 70+ years of experience in this area. New staff have been building their capacity in housing development through certified training opportunities over the course of the last few years, and the organization plans to increase its efforts in this area in the short to moderate term.

Community Needs:

The top five areas listed as needing improvement included: road/alley conditions, drug sales/use, storm drainage, neighborhood/housing conditions and crime. HHWP CAC currently provides services to positively impact housing conditions through the various energy assistance programs that we provide such as the Home Weatherization Assistance Program (HWAP), the AEP Community Assistance Program, the Columbia WarmChoice program and the Dominion HouseWarming program. While HWAP funding has remained relatively static, in recent years we have significantly increased our activity in the other listed programs. HHWP CAC plans to continue to further increase activity in these areas and to explore new partnerships with local community housing improvement entities. Many of the other areas listed under this part of the survey are outside of the current scope of work of HHWP CAC. However, we plan to continue to increase our advocacy efforts as advocacy is one of our key values as an organization. Through advocacy, we will be able to positively impact some of the areas in which we don't actively participate in a meaningful way.

Education/Child Care:

Although the survey indicated that most respondents were not looking for full-day, full year services, internal data suggests that the demand for such services is, in fact, high. Our Head Start Program transitioned 40% of its classroom to the full day model. The demand for

enrollment in the full day classrooms has demonstrated to be much higher than for the part day classrooms. The Federal Office of Head Start's Program Performance Standards require all classrooms to be converted to the full year model as of 2021 so our program will continue to move in this direction. Additionally, some data points to a need for Early Head Start (ages 0-3). As public preschools continue to expand, an opportunity will likely exist to convert some of our Head Start slots (ages 3-5) to Early Head Start.

Employment:

Nearly 82% of survey respondents indicated that they were either employed, retired, or physically unable to work. Of the individuals looking for work, the biggest barriers to finding work were transportation, child care, and a lack of education/skills. Of those that were employed, 45% indicated that their household income was not sufficient to meet all of their needs. This data again proves the need for enhanced transportation, child care, and workforce development programming. HHWP CAC is in excellent position to expand/enhance transportation and child care-related services. Enhancement in these service areas would also assist individuals in attending and completing educational programming and/or skills training. Survey responses also indicated some interest in small business training programs. HHWP CAC currently offers such services through its Microenterprise program which has been a very popular community program. Partnerships with local business, educational, and economic and workforce development entities will continue to be sought to enhance the impact of all of these services and to provide greater financial stability to residents of the HHWP service area.

Housing:

Housing has proven to be an extremely complex issue. HHWP CAC currently participates in various groups that advocate for better housing. While most stakeholders agree that more housing stock is needed – particularly housing affordable to low-to-moderate income families, there is moderate disagreement on how to solve these problems. Several housing development efforts aimed at increasing the stock of low-to-moderate income housing units have not been fully embraced by the community and so never fully matriculated. The results of the survey further indicate that families are spending a significantly higher percentage of their total income on housing than what is recommended. This problem is worse in Hancock County than the other counties. When combined with household income data, it is clear that oftentimes this is not by choice, but as a result of the lack of availability of affordable housing for low-to-moderate income families. Families who spend such a high percentage of their income on housing are at very high risk of financial instability and can easily be pushed into poverty due to a family crisis (loss of job, health crisis, natural disaster, etc.).

Nutrition/Health:

The number of respondents who indicated a shortage of food supply was high (25%). HHWP CAC'S Women, Infants, and Children's program (WIC) has made a concerted and successful effort to increase its participation in farmer's markets and community gardens.

Given that the overall WIC caseload is down across Ohio in recent years, increased advocacy in the health and nutrition areas - as well as increased promotion of WIC services - will be warranted in the upcoming period. While Medicaid expansion in Ohio has been tremendously impactful, it is clear through the survey that more access is needed. Transportation was once again listed as a barrier to receiving medical services. HHWP CAC is in a great position to improve/enhance transportation services and will plan to increase its impact in this area. Additionally, the repeal of the Affordable Care Act and the resulting Medicaid expansion is of great threat to progress in this area. We must continue to advocate for more access to healthcare.

Technology & Other Community Needs

A key data point in this section is the number of individuals who obtain information through social networking such as Facebook and Twitter. It is clear that HHWP CAC must continue to move towards enhanced use of these mediums in order to promote our services, provide outreach to the community, and to advocate for various causes. While HHWP CAC has made an intentional effort in recent years to enhance our presence in social media, we will need to continue to build upon these efforts. The community has relatively high awareness of the Head Start, WIC, and HEAP programs; however, this survey indicates a slightly lower familiarity with other programs offered by the CAC. The agency will use this data to inform investment in outreach.

A high number of respondents indicated they did not file taxes in 2016. This is very unfortunate as it can be concluded that many of these individuals likely missed out on tax savings and credits such as the Earned Income Tax Credit (EITC). Additionally, a very low percentage of participants indicated they were aware of HHWP CAC's no fee tax return program. Unfortunately, grant funding continues to be cut for this program. To combat this, HHWP CAC has increased its appropriation of CSBG dollars in this area. Finally, most respondents indicated they had a checking account, and a majority had a savings account; however, only 12.9% indicated any retirement accounts. This data may indicate that many respondents will have future challenges in making ends meet once they are retired from the workforce as they will have limited, if any, resources outside of social security to get them by. This data may also substantiate observations that there continues to be an increase in what is known as "the working poor".

County by County Results

Results by county were largely consistent - although some differences were noted. HHWP CAC will use the county-by-county specific data to further inform its strategy for delivering services.

Social Service Agency Survey

An increase in transportation and housing-related services was regularly and consistently indicated by respondents as a need. While a majority of respondents indicated satisfaction with the services of HHWP CAC, most also indicated that public awareness of our programming needs to be

increased. Results in this section also indicate that counties outside of Hancock are relatively less aware of our programming and also would like to see our presence increased. Many respondents indicated a willingness to partner with HHWP CAC. Some suggested that we need to do a better job of coordinating with other agencies and forming partnerships. HHWP CAC will utilize this information to inform its service delivery strategy – as we strongly believe that collaboration and partnership will be essential to providing efficient, effective, and outcome-based services. HHWP CAC will use this data to help identify areas that are primed for collaboration and agencies/programs that may be willing to partner.

Summary of Existing Service Gaps

There are no prenatal clinics available in any of the HHWP counties. Transportation is a major service gap in all counties, although much less so in Hancock County due to the presence of HATS Public Transit System. Neither Putnam nor Wyandot county have any social security offices or universities/community colleges. Additionally, low income residents of Putnam and Wyandot Counties must often travel out of county in order to receive services. This makes having an affordable transportation option even more important. All counties indicate an inability to meet the high demand for rent subsidies and rent subsidizing housing.

EXECUTIVE SUMMARY – IMPACT ON HHWP CAC PROGRAM STRATEGIES

This assessment consistently identifies several areas as needing additional resources/investment. Two major areas where HHWP CAC is primed to dedicate additional resources in the immediate timeframe are transportation and housing. HHWP CAC currently administers the HATS Public Transportation Program in Hancock County and has historically been involved in affordable housing development activities. The agency currently possesses assets – both tangible and intangible – that put it in a position to successfully increase services in these areas. Transportation and housing challenges require significant community investment and are not easily solved. Low/Moderate income housing development has demonstrated to be a politically difficult. For these reasons, it will be absolutely essential for the organization to partner and collaborate with other entities if significant improvement is to be made. In addition, in the areas of transportation and housing, there is currently a high level of concern related to ongoing funding from Federal, State, and Local fund sources alike. Some of this is due to the political environment, and some of this is due to fund sources which have re-prioritized their funding strategies. For these reasons, HHWP CAC will need to intentionally focus on developing creative and outside-of-the-box solutions that allow it to stretch public and private dollars as far as possible. Capacity building activities, including the development of additional fund sources and a continued internal focus on effective program delivery and efficient business operations, will be necessary.

HHWP CAC currently operates successful programs such as Head Start, WIC, Energy Assistance, and Microenterprise Development. These programs provide assistance in many of the areas indicated as a need in this assessment. HHWP will continue to build upon the successes of these programs and develop strategies for ever-increasing success. We will also need to focus on developing our internal case management strategy – allowing us to comprehensively serve customers and ensure

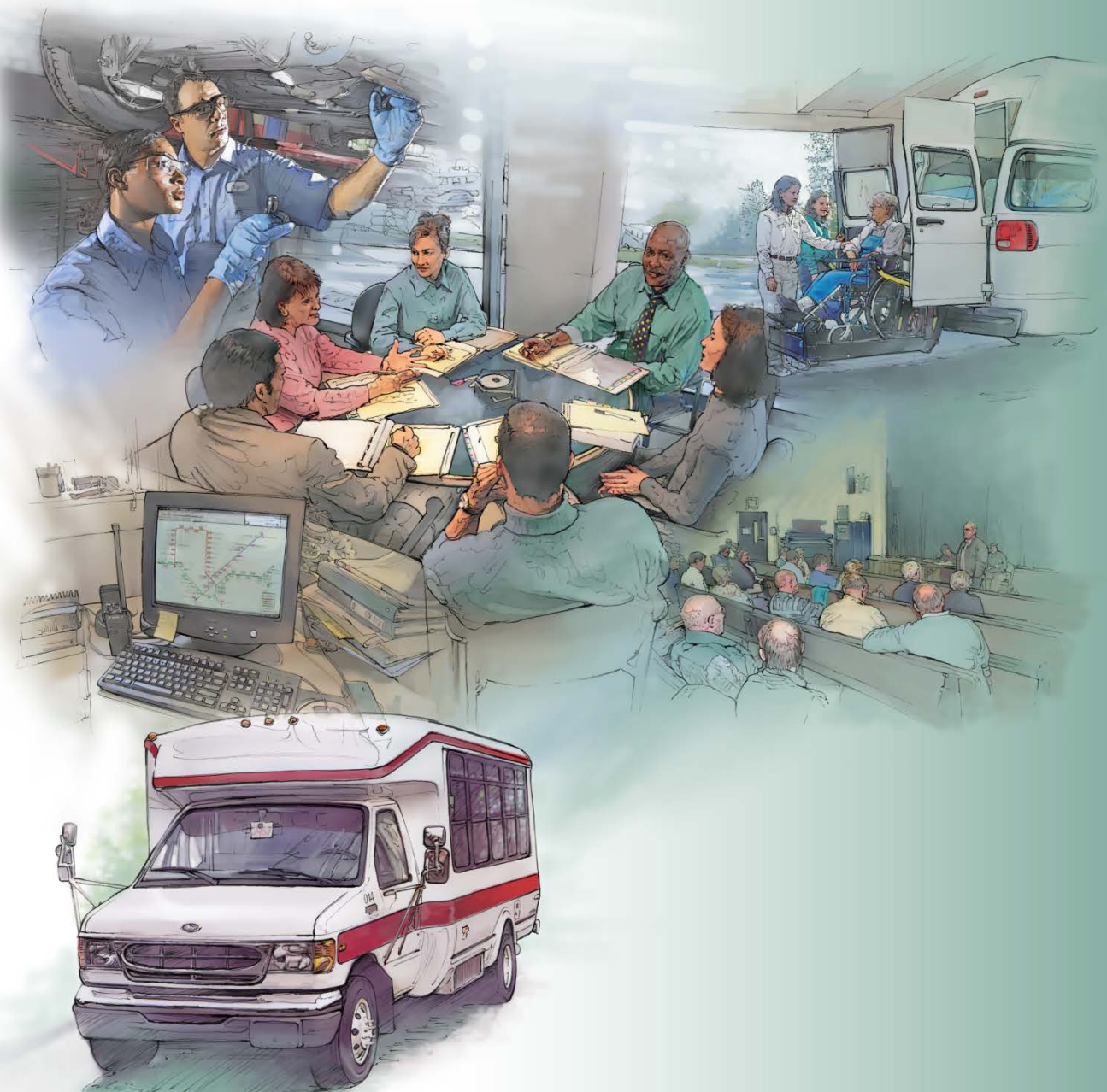
that they are referred to all necessary supportive services to assist them in achieving self-sufficiency.

An area of needed improvement identified by this assessment is the need for HHWP CAC to do an even better job of program outreach. This will include outreach efforts aimed directly at potential program participants as well as better interagency communication with other social services agencies.

Community Services Block Grant (CSBG) dollars will be a key tool in assisting HHWP CAC in tackling many community challenges. The flexibility of this grant will allow us to form our strategies in a way that is directly informed by the unique challenges that each local area faces. Finally, HHWP CAC must remain focused on advocating for members of the low-income community. Advocacy efforts may be implemented for a low cost but yet can have powerful impact. Efforts must include the empowerment of the individuals we serve to advocate as well.



APPENDIX A: Low-Income Community Survey



Introduction

The HHWP Community Action Commission would like your help in determining what programs and services it will offer in the future. This survey will also help HHWP identify the problems and needs of the residents of its service area and design solutions that can best address them. Please complete the entire survey. Your help is greatly appreciated!

* 1. In which county do you live?

- ☐ Hancock
- ☐ Hardin
- ☐ Wyandot
- ☐ Putnam

2. Do you live within the corporation limits of a city, town or village?

- ☐ Yes
- ☐ No

If Yes, name of town:

3. How many people live in your household, including yourself?

4. How many people in your household, including yourself, are pregnant?

5. How many people in your household are in these age groups?

0-2 Years Old

3-5 Years Old

6-17 Years Old

18-59 Years Old

60 and Over

6. FAMILY NEEDS: Please describe any needs or problems you or your family have that you feel you need some help to correct.

- | | |
|---|---|
| <input type="checkbox"/> Housing Conditions | <input type="checkbox"/> Employment/Training |
| <input type="checkbox"/> Affordable Housing | <input type="checkbox"/> Discrimination |
| <input type="checkbox"/> Transportation | <input type="checkbox"/> Drug/Alcohol Addiction |
| <input type="checkbox"/> Legal Issues | <input type="checkbox"/> Personal |
| <input type="checkbox"/> Lack of Education | <input type="checkbox"/> Day Care/Preschool |
| <input type="checkbox"/> Health Services | <input type="checkbox"/> None |
| <input type="checkbox"/> Other (please specify) | |

7. COMMUNITY NEEDS: Please describe any problems that may exist in your neighborhood or community that you feel need to be corrected.

- | | |
|---|---|
| <input type="checkbox"/> Street Lighting | <input type="checkbox"/> Dangerous Conditions |
| <input type="checkbox"/> Storm Drainage | <input type="checkbox"/> Road/Alley Conditions |
| <input type="checkbox"/> Drug Sales/Use | <input type="checkbox"/> Handicap Accessibility |
| <input type="checkbox"/> Water Quality | <input type="checkbox"/> Neighborhood/Housing Condition |
| <input type="checkbox"/> Crime | <input type="checkbox"/> None |
| <input type="checkbox"/> Other (please specify) | |

EDUCATION/CHILD CARE

If no children at home, skip to Question 22

8. Are you looking for full-day, full-year childcare for your children

☐ Yes

☐ No

9. If yes to question 8, how many children in each age group

Under 3 Years

3-5 Years

6 Years and
Over

10. How many children ages 3 - 5 live at home?

11. How many of the children living in your home, under age 5, have been in foster care?

12. If you have children these ages, how many are participating in each of the following:

Head Start

Private School Preschool

Public School Preschool

With Babysitter

Other Private Day Care Centers

13. If any of these children are not enrolled in any of these programs, why not?

- | | |
|---|--|
| <input type="checkbox"/> None in area | <input type="checkbox"/> Can't afford cost |
| <input type="checkbox"/> Not interested | <input type="checkbox"/> Not available when needed |
| <input type="checkbox"/> Over-income | <input type="checkbox"/> Child not ready |
| <input type="checkbox"/> Do not know who to call | <input type="checkbox"/> No transportation |
| <input type="checkbox"/> Bad experiences | |
| <input type="checkbox"/> Other reasons (please specify) | |

14. If enrolled in a preschool or day care program, but not in Head Start, why not in Head Start?

15. If you have a 3 – 5 year old at home, on average, how many times a week does he/she eat at a “fast food” restaurant (McDonalds, Burger King, etc.)?

- ☐ 0
- ☐ 1-2
- ☐ 3-4
- ☐ 5+

16. On average, how many hours per day does your 3- 5 year old child spend watching TV, or playing video games, or is on the computer for non-educational activities?

- ☐ 0-2
- ☐ 3-5
- ☐ 6+

17. On average, how many times per week do you and your child participate in physical activities (sports, walking/running, riding bikes, etc.)?

	0	1-2	3-4	5+
You	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your Child	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. Would you be interested in a no-cost, home-based program where a teacher comes to your home once a week to teach you how to work with your preschool child?

- ☐ Yes
- ☐ No

19. If you have children from 0 – 3 years old, are you interested in receiving educational services for them?

- ☐ Yes
- ☐ No

20. If Yes to question 19, which service are you interested in?

- ☐ Full-day/full-year daycare
- ☐ Half-day/school-year services
- ☐ Home-based service where the teacher comes to your home weekly to teach you how to do educational activities with your child

21. Would you be interested in participating in educational activities and special events geared for fathers of preschool children?

- ☐ Yes
- ☐ No

If Yes, what kind of activities?

EMPLOYMENT

22. How many adult members of the household are:

Employed in a full-time job:

Employed in a part-time job(s)
only:

NOT employed, looking for work:

NOT employed, in college or
training:

NOT employed due to care of
child:

NOT employed and temporarily
physically unable to work:

NOT employed and permanently
physically unable to work:

Retired or physically unable to
work

23. For those in your household who are seeking employment, please list any problems that you feel are keeping them from getting suitable employment.

- ☐ Lack of jobs
- ☐ Transportation
- ☐ Lack of education/skills
- ☐ Child care
- ☐ Accessibility
- ☐ Other (please specify)

24. What is your household's approximate monthly income from all sources?

25. If you have a wage earner in your household, are the employment wages adequate to pay for your basic housing, food, clothing, and medical expenses?

- ☐ Yes
- ☐ No

26. Has anyone in your household started a small business that was (check all that apply):

- ☐ Home-based
- ☐ Internet-based
- ☐ "Store-front" location

27. What were the challenges to starting this business?

- ☐ Lack of capital
- ☐ Marketing
- ☐ Supplier problems
- ☐ Credit
- ☐ Health reasons
- ☐ Other (please specify)

28. How many adults in your household would be interested in participating in a low-cost, small-business training program that would teach you how to start and run a small business?

HOUSING

29. In what type of dwelling do you live? (check one)

- ☐ House
- ☐ Apartment
- ☐ Mobile Home
- ☐ Other (please specify)

30. Are you: (check one):

- ☐ Buying/own your house/mobile home
- ☐ Renting a house/apartment/mobile home
- ☐ Living with friends/relatives
- ☐ Currently homeless

31. If you currently or have previously owned a home, do you feel you received adequate homebuyer counseling prior to the purchase?

- ☐ Yes
- ☐ No

32. In the past year, have you had to live in a car, a tent, on the "street," in a homeless shelter, or move in with friends or relatives, due to a lack of money?

- ☐ Yes
- ☐ No

How many children in your household are experiencing homelessness or lacking regular, adequate nighttime housing?

33. In the past year, have you been unable to pay for initial deposits OR monthly payments for Rent/Mortgage?

- ☐ Yes
- ☐ No
- ☐ Not applicable

34. In the past year, have you been unable to pay for initial deposits OR monthly payments for Utilities

- ☐ Yes
- ☐ No
- ☐ Not applicable

35. Approximately what percentage of your monthly household income is spent on rent/mortgage and utility payments combined?

36. Please describe any current problems with your housing, such as a leaking roof, holes in walls/floors, windows/doors that are damaged or don't fit tight, rotten wood, electrical/plumbing/heating problems, lack of insulation, mold, handicap accessibility issues, etc.

NUTRITION/HEALTH

37. Have you occasionally run out of food and missed a meal(s), and/or had to obtain food from a local food pantry or the Salvation Army in the past year?

☐ Yes

☐ No

38. Do you lack a refrigerator and/or stove to properly store and prepare meals?

☐ Yes

☐ No

39. In the past year, have you or any member of your family had a health problem that you felt required a doctor's care, or needed a preventive health check-up for a child, but did NOT go to the doctor?

☐ Yes

☐ No

40. If Yes to question 39, why didn't you go?

☐ Affordability

☐ Transportation

☐ No insurance

☐ Doctor would not accept Medicaid

☐ Other (please specify)

41. Does your family go to a dentist regularly?

☐ Yes

☐ No

If No, why not?

42. If your child needed dental treatment (fillings, crowns, braces) in the past two years, did you have it completed?

☐ Yes

☐ No

If No, why not?

43. In the past year, have you lacked the money to have prescriptions filled?

☐ Yes

☐ No

44. If yes to question 43, did you get help from someone else to pay for it?

☐ Yes

☐ No

45. How many people in your household do NOT have adequate medical insurance?

46. If you don't have health insurance, and you did not use the new Affordable Care Act "health exchanges" to get insurance, why not?

☐ Too costly

☐ Too confusing

☐ Do not want insurance

47. If you have children under the age of 8, would you use the low-cost services of a Well Child Clinic for periodic check-ups for your children?

☐ Yes

☐ No

48. If you are expecting a child, or would like to have another child, would you use the low cost services of a Prenatal Clinic for expectant mother check-ups?

☐ Yes

☐ No

49. If you are between the ages of 15 and 45, would you use the low-cost services of a Family Planning Clinic for birth control services or disease detection?

☐ Yes

☐ No

50. If there is a woman of child-bearing age in your home, and NOT currently in the WIC program, does she know that WIC provides fruits and vegetables on the program?

☐ Yes

☐ No

☐ Doesn't apply to my household

51. If there is a woman of child-bearing age in your home, and NOT currently in the WIC program, does she know that WIC provides breastfeeding support?

☐ Yes

☐ No

☐ Doesn't apply or Household Receives WIC

TECHNOLOGY

52. Do you know how to use the Internet and browse to different sites?

☐ Yes

☐ No

53. Do you have regular access to the Internet?

☐ Yes

☐ No

54. If you do use the Internet, check each item/purpose for which you use it:

☐ Shopping online

☐ Job seeking

☐ Current events/news

☐ E-mail messaging

☐ General research

☐ Travel arrangements/information

☐ Banking/investments

☐ Games/entertainment

☐ Locate social services

☐ Social networking (Facebook/Twitter)

☐ Other (please specify)

55. If you have a cell phone but no home phone, are there times when you only have texting available?

☐ Yes

☐ No

TRANSPORTATION

56. Does a lack of reliable transportation keep you from doing things you need or would like to do?

☐ Yes

☐ No

57. If yes to question 56, why?

☐ Can't drive/Do not know how

☐ No license/suspended/legal

☐ Cost of insurance/gas/repairs

☐ Disabled

☐ Other (please specify)

58. (Hardin, Wyandot, Putnam residents only) If there was a public transportation system with low fares that provided "shared-ride" service from your home to any destination in your county, with a 24-hour notice, would you use this service on a regular basis?

☐ Yes

☐ No

59. (Hancock residents only) Are you aware there is a public transportation service called H.A.T.S. (Hancock Area Transportation Service) available?

☐ Yes

☐ No

60. If you are aware of H.A.T.S., are you aware that it is open to all members of the public for any purpose?

☐ Yes

☐ No

61. If yes to question 60, have you used HATS in the past year?

☐ Yes

☐ No

62. If you are aware of the HATS service, but choose not to use it, why not?

☐ Hours of service

☐ Timeliness

☐ Ride with others

☐ Cost

☐ Safety

☐ Other (please specify)

63. Are you aware of HATS' half price fare for elderly and disabled riders?

☐ Yes

☐ No

OTHER

64. How many members of your household have a physical or mental disability?

Total

Of those,
how many
are under the
age of 5?

65. If members of your household have a disability, are they receiving any type of services related to that disability?

- ☐ Yes
- ☐ No
- ☐ Not applicable

66. How many members of your household identify as:

Hispanic/Latino

Non-

Hispanic/Latino

Black

White

Native American

Asian

Bi-racial/multi-racial

Other (please specify)

67. In the last two years, do you feel you have been discriminated against because of your race or disability?

☐ Yes

☐ No

If Yes, briefly explain the situation

68. In the past two years, have you been turned down for rental housing because you had children?

☐ Yes

☐ No

69. Please describe any problems you've had obtaining services from social service agencies and health providers in the last two years.

70. Who prepared your 2016 IRS income tax forms?

- ☐ Yourself
- ☐ Independent Accountant
- ☐ Volunteer
- ☐ Friend/family
- ☐ Professional Tax Service
- ☐ Did not file

71. If you paid for tax form preparation services, about how much did you pay?

72. Are you aware of the free tax clinics available?

- ☐ Yes
- ☐ No

73. If yes to question 72, and you chose NOT to use them, why not?

- ☐ Hours of service
- ☐ Refund delay
- ☐ Other (please specify)

74. Which of the following information sources do you normally use the most to find out about social service programs? (check all that apply)

- ☐ Local newspaper
- ☐ Local radio station
- ☐ Friends/relatives
- ☐ Local cable TV
- ☐ Poster at store/laundry
- ☐ County fair booths
- ☐ Internet
- ☐ Referrals from agencies
- ☐ Social Networking (Facebook, Twitter)

75. Indicate which of the HHWP Community Action Commission's services you are familiar with (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Head Start | <input type="checkbox"/> Ohio Benefit Bank and EITC tax return aid |
| <input type="checkbox"/> Women, Infants Children (WIC) | <input type="checkbox"/> Emergency prescription aid |
| <input type="checkbox"/> Home Weatherization | <input type="checkbox"/> HATS public transportation |
| <input type="checkbox"/> HEAP utility assistance | <input type="checkbox"/> Emergency rent aid |
| <input type="checkbox"/> Small business development | <input type="checkbox"/> Individual Development Accounts (IDA) |

76. If you have moved to Findlay as an adult, what were the most important reasons?

- | | |
|--|--|
| <input type="checkbox"/> Job availability | <input type="checkbox"/> Schools |
| <input type="checkbox"/> Services availability | <input type="checkbox"/> Shopping options |
| <input type="checkbox"/> Family/friends | <input type="checkbox"/> General environment |
| <input type="checkbox"/> Job transfer | <input type="checkbox"/> Not applicable |
| <input type="checkbox"/> Low crime | |

77. Does anyone in your household have (check all that apply):

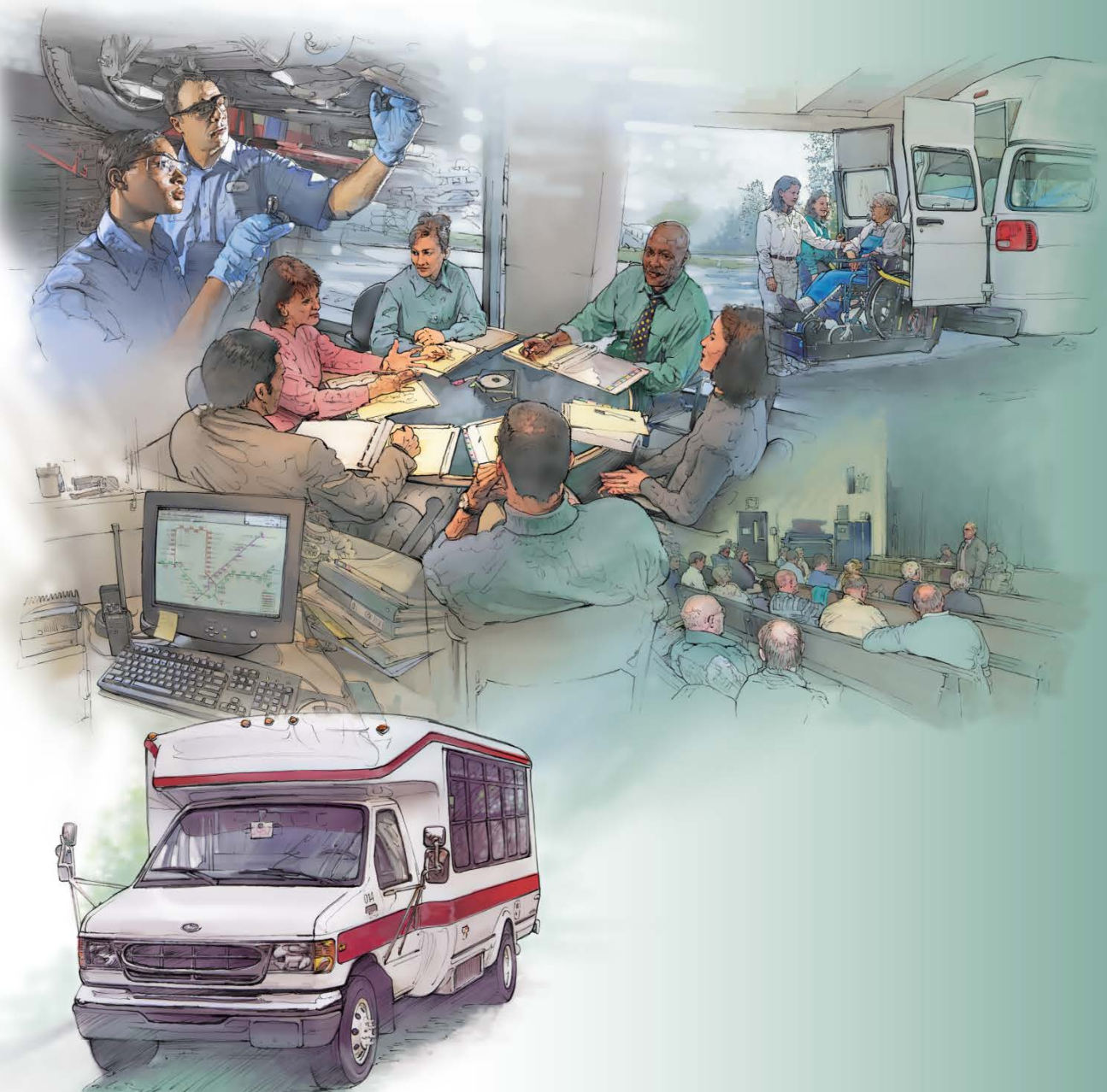
- ☐ Checking account
- ☐ Bank saving account
- ☐ Any retirement/IRA accounts

78. What is the primary language spoken in your home?

Do **NOT** sign your name. THANK YOU FOR YOUR HELP!!

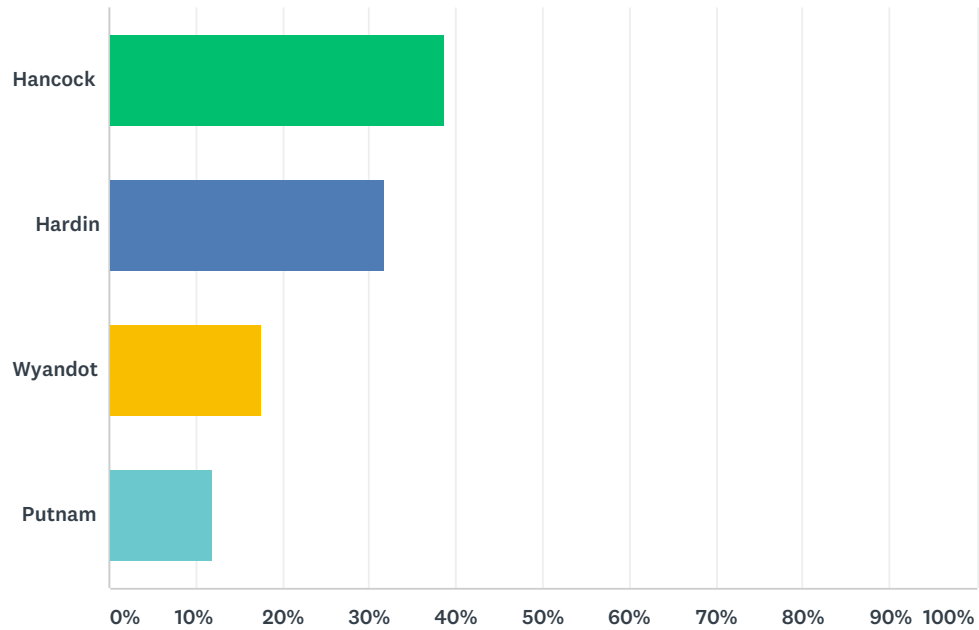


APPENDIX B: Low-Income Community Survey Results



Q1 In which county do you live?

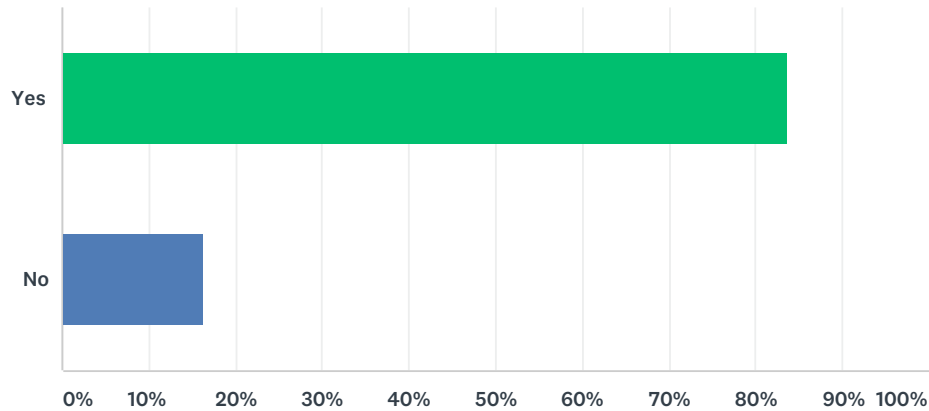
Answered: 233 Skipped: 0



ANSWER CHOICES	RESPONSES	
Hancock	38.63%	90
Hardin	31.76%	74
Wyandot	17.60%	41
Putnam	12.02%	28
TOTAL		233

Q2 Do you live within the corporation limits of a city, town or village?

Answered: 227 Skipped: 6



ANSWER CHOICES		RESPONSES
Yes		83.70% 190
No		16.30% 37
TOTAL		227

#	IF YES, NAME OF TOWN:	
1	Kenton	
2	Alger	
3	Kenton	
4	Forest	
5	Ottawa	
6	Leipsic	
7	Forest	
8	Forest	
9	Kenton	
10	Kenton	
11	Forest	
12	Findlay	
13	Upper Sandusky	
14	Upper Sandusky	
15	Carey	
16	Nevada	
17	Findlay	
18	Findlay	
19	Findlay	
20	Findlay	

HHWP Community Action Commission 2017 Community Needs Survey

21	Fostoria
22	Findlay
23	Findlay
24	Columbus Grove
25	Findlay
26	Findlay
27	Findlay
28	Findlay
29	Findlay
30	Findlay
31	Findlay
32	Findlay
33	Findlay
34	Findlay
35	Findlay
36	Findlay
37	Findlay
38	Findlay
39	Findlay
40	Findlay
41	Findlay
42	Findlay
43	Fostoria
44	Mount Blanchard
45	Findlay
46	Columbus Grove
47	Ottawa
48	Ottawa
49	Columbus Grove
50	Ottawa
51	Leipsic
52	Leipsic
53	Upper Sandusky
54	Carey
55	Upper Sandusky
56	Upper Sandusky
57	Upper Sandusky
58	Upper Sandusky
59	Kirby
60	Upper Sandusky
61	Upper Sandusky

HHWP Community Action Commission 2017 Community Needs Survey

62	Wharton
63	Wharton
64	Wharton
65	Upper Sandusky
66	Upper Sandusky
67	Upper Sandusky
68	Upper Sandusky
69	Wharton
70	Upper Sandusky
71	Upper Sandusky
72	Upper Sandusky
73	Wharton
74	Forest
75	Forest
76	Dunkirk
77	Kenton
78	Alger
79	Kenton
80	Kenton
81	Kenton
82	Forest
83	Forest
84	Forest
85	Findlay
86	Findlay
87	Findlay
88	Findlay
89	Findlay
90	Findlay
91	Findlay
92	Fostoria
93	Findlay
94	Findlay
95	Findlay
96	Findlay
97	Findlay
98	Findlay
99	Vanlue
100	Findlay
101	Findlay
102	Findlay

HHWP Community Action Commission 2017 Community Needs Survey

103	Findlay
104	Findlay
105	Findlay
106	Kenton
107	Ada
108	Kenton
109	Kenton
110	Ada
111	Ada
112	Kenton
113	Kenton
114	Alger
115	Alger
116	Kenton
117	Kenton
118	Roundhead
119	Forest
120	Ridgeway
121	Dunkirk
122	Dunkirk
123	Kenton
124	Kenton
125	Kenton
126	Kenton
127	Ottawa
128	Leipsic
129	Pandora
130	Kalida
131	Findlay
132	Findlay
133	Findlay
134	Findlay
135	Findlay
136	Findlay
137	Findlay
138	Findlay
139	arlington
140	Findlay
141	Jenera
142	Forest
143	Ottawa

HHWP Community Action Commission 2017 Community Needs Survey

144	Ottawa
145	Upper Sandusky
146	Ada
147	Kenton
148	Kenton
149	Alger
150	Forest
151	Kenton
152	Findlay
153	Findlay
154	Findlay
155	Findlay
156	Fostoria
157	Findlay

Q3 How many people live in your household, including yourself?

Answered: 231 Skipped: 2

#	RESPONSES	
1	12	
2	3	
3	5	
4	8	
5	4	
6	6	
7	4	
8	10	
9	4	
10	3	
11	3	
12	3	
13	7	
14	3	
15	5	
16	7	
17	5	
18	5	
19	5	
20	5	
21	5	
22	7	
23	6	
24	4	
25	4	
26	1	
27	3	
28	5	
29	4	
30	5	
31	3	
32	3	
33	4	
34	4	
35	4	

HHWP Community Action Commission 2017 Community Needs Survey

36	5
37	2
38	3
39	4
40	3
41	3
42	1
43	3
44	3
45	2
46	6
47	1
48	3
49	1
50	2
51	1
52	1
53	1
54	1
55	1
56	1
57	1
58	2
59	4
60	4
61	1
62	1
63	4
64	4
65	1
66	1
67	3
68	2
69	1
70	1
71	1
72	5
73	3
74	4
75	2
76	1

HHWP Community Action Commission 2017 Community Needs Survey

77	3
78	3
79	2
80	5
81	4
82	4
83	4
84	5
85	3
86	4
87	7
88	7
89	5
90	3
91	4
92	7
93	4
94	2
95	4
96	5
97	5
98	5
99	5
100	4
101	5
102	4
103	4
104	5
105	5
106	2
107	1
108	2
109	2
110	1
111	2
112	2
113	2
114	5
115	5
116	11
117	3

HHWP Community Action Commission 2017 Community Needs Survey

118	4
119	8
120	6
121	5
122	4
123	5
124	5
125	2
126	3
127	6
128	5
129	5
130	5
131	6
132	5
133	6
134	4
135	3
136	4
137	5
138	2
139	6
140	3
141	3
142	4
143	2
144	2
145	5
146	8
147	2
148	3
149	7
150	3
151	4
152	4
153	1
154	2
155	2
156	2
157	2
158	1

HHWP Community Action Commission 2017 Community Needs Survey

159	2
160	2
161	1
162	1
163	1
164	1
165	1
166	3
167	1
168	7
169	7
170	1
171	1
172	2
173	1
174	2
175	1
176	1
177	1
178	1
179	1
180	2
181	6
182	5
183	6
184	4
185	4
186	2
187	5
188	3
189	3
190	5
191	3
192	4
193	4
194	7
195	6
196	2
197	4
198	3
199	3

HHWP Community Action Commission 2017 Community Needs Survey

200	3
201	1
202	2
203	2
204	1
205	2
206	1
207	2
208	2
209	1
210	3
211	1
212	2
213	1
214	1
215	4
216	1
217	1
218	1
219	1
220	2
221	2
222	1
223	1
224	4
225	1
226	4
227	2
228	2
229	3
230	2
231	1

Q4 How many people in your household, including yourself, are pregnant?

Answered: 230 Skipped: 3

#	RESPONSES	
1	0	
2	0	
3	0	
4	1	
5	0	
6	1	
7	0	
8	0	
9	0	
10	0	
11	0	
12	0	
13	0	
14	0	
15	0	
16	1	
17	0	
18	0	
19	0	
20	0	
21	0	
22	0	
23	0	
24	0	
25	0	
26	1	
27	0	
28	0	
29	0	
30	0	
31	0	
32	0	
33	0	
34	0	

HHWP Community Action Commission 2017 Community Needs Survey

35	0
36	0
37	0
38	0
39	0
40	0
41	1
42	0
43	0
44	0
45	0
46	0
47	0
48	0
49	0
50	0
51	0
52	0
53	0
54	0
55	1
56	0
57	0
58	0
59	0
60	0
61	0
62	0
63	0
64	0
65	1
66	0
67	0
68	0
69	0
70	0
71	0
72	0
73	0
74	0
75	0

HHWP Community Action Commission 2017 Community Needs Survey

76	0
77	0
78	0
79	0
80	0
81	0
82	0
83	0
84	0
85	0
86	0
87	0
88	0
89	0
90	0
91	1
92	0
93	0
94	0
95	0
96	0
97	0
98	0
99	0
100	0
101	0
102	0
103	0
104	0
105	0
106	0
107	0
108	0
109	0
110	0
111	1
112	0
113	0
114	0
115	0
116	1

HHWP Community Action Commission 2017 Community Needs Survey

117	0
118	0
119	0
120	0
121	0
122	0
123	0
124	0
125	0
126	0
127	0
128	0
129	1
130	1
131	0
132	1
133	0
134	0
135	0
136	1
137	0
138	0
139	0
140	0
141	0
142	0
143	0
144	0
145	0
146	0
147	0
148	0
149	1
150	0
151	0
152	0
153	0
154	0
155	0
156	0
157	0

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158	0
159	0
160	0
161	0
162	0
163	0
164	0
165	0
166	0
167	0
168	0
169	0
170	0
171	0
172	0
173	0
174	0
175	0
176	1
177	0
178	0
179	0
180	0
181	0
182	0
183	0
184	0
185	0
186	1
187	0
188	0
189	0
190	0
191	0
192	0
193	0
194	2
195	0
196	0
197	0
198	0

HHWP Community Action Commission 2017 Community Needs Survey

199	0
200	0
201	0
202	0
203	0
204	0
205	0
206	0
207	0
208	0
209	0
210	0
211	0
212	0
213	0
214	0
215	0
216	0
217	0
218	0
219	0
220	0
221	0
222	0
223	0
224	0
225	0
226	0
227	0
228	0
229	0
230	0

Q5 How many people in your household are in these age groups?

Answered: 228 Skipped: 5

ANSWER CHOICES	RESPONSES	
0-2 Years Old	28.07%	64
3-5 Years Old	47.81%	109
6-17 Years Old	33.77%	77
18-59 Years Old	74.12%	169
60 and Over	31.14%	71

#	0-2 YEARS OLD	
1	1	
2	1	
3	1	
4	2	
5	1	
6	1	
7	1	
8	1	
9	2	
10	1	
11	1	
12	1	
13	1	
14	1	
15	1	
16	1	
17	1	
18	1	
19	1	
20	1	
21	1	
22	1	
23	1	
24	1	
25	1	
26	2	
27	1	
28	1	

HHWP Community Action Commission 2017 Community Needs Survey

29	1	
30	1	
31	1	
32	1	
33	1	
34	2	
35	1	
36	1	
37	1	
38	1	
39	1	
40	1	
41	1	
42	1	
43	1	
44	1	
45	1	
46	2	
47	1	
48	1	
49	1	
50	1	
51	1	
52	1	
53	1	
54	1	
55	1	
56	1	
57	1	
58	1	
59	1	
60	1	
61	1	
62	1	
63	2	
64	1	
#	3-5 YEARS OLD	
1	2	
2	1	
3	1	
4	3	

HHWP Community Action Commission 2017 Community Needs Survey

5	1
6	2
7	1
8	1
9	1
10	2
11	1
12	1
13	2
14	1
15	1
16	1
17	1
18	1
19	1
20	1
21	1
22	1
23	1
24	1
25	1
26	1
27	1
28	1
29	1
30	1
31	1
32	1
33	2
34	1
35	1
36	1
37	1
38	2
39	1
40	1
41	1
42	1
43	2
44	1
45	1

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46	2
47	1
48	2
49	2
50	2
51	2
52	1
53	1
54	1
55	1
56	1
57	1
58	1
59	1
60	1
61	1
62	1
63	2
64	1
65	1
66	2
67	2
68	2
69	2
70	2
71	1
72	1
73	1
74	2
75	2
76	1
77	2
78	1
79	1
80	2
81	2
82	1
83	1
84	1
85	1
86	1

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87	1
88	1
89	1
90	1
91	2
92	2
93	1
94	1
95	1
96	2
97	2
98	1
99	1
100	2
101	1
102	1
103	1
104	1
105	1
106	2
107	1
108	2
109	1
#	6-17 YEARS OLD
1	8
2	1
3	4
4	1
5	1
6	1
7	2
8	1
9	3
10	1
11	1
12	2
13	4
14	2
15	2
16	2
17	1

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18	2
19	1
20	2
21	2
22	2
23	1
24	1
25	2
26	1
27	1
28	3
29	3
30	1
31	1
32	2
33	2
34	2
35	1
36	1
37	7
38	1
39	2
40	2
41	1
42	3
43	1
44	1
45	1
46	1
47	2
48	1
49	1
50	2
51	2
52	1
53	1
54	1
55	1
56	2
57	1
58	1

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59	1
60	1
61	3
62	1
63	1
64	2
65	1
66	1
67	1
68	2
69	1
70	3
71	2
72	1
73	1
74	3
75	1
76	1
77	1
#	18-59 YEARS OLD
1	2
2	1
3	2
4	2
5	5
6	2
7	3
8	2
9	1
10	1
11	2
12	2
13	2
14	2
15	2
16	2
17	3
18	2
19	2
20	2
21	2

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22	1
23	1
24	2
25	2
26	2
27	1
28	2
29	1
30	3
31	2
32	2
33	2
34	1
35	1
36	1
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48	1
49	1
50	2
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52	2
53	2
54	1
55	1
56	1
57	1
58	2
59	1
60	2
61	1
62	2

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63	3
64	2
65	2
66	2
67	2
68	2
69	1
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72	2
73	3
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89	2
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91	2
92	2
93	2
94	2
95	2
96	2
97	2
98	2
99	3
100	1
101	1
102	2
103	1

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104	1
105	3
106	2
107	2
108	2
109	4
110	2
111	3
112	2
113	1
114	3
115	2
116	1
117	3
118	2
119	2
120	2
121	2
122	3
123	5
124	2
125	2
126	4
127	2
128	2
129	2
130	2
131	4
132	4
133	2
134	1
135	2
136	2
137	2
138	2
139	2
140	1
141	2
142	1
143	2
144	1

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145	2
146	1
147	3
148	2
149	2
150	2
151	1
152	1
153	3
154	1
155	1
156	1
157	1
158	2
159	1
160	1
161	1
162	1
163	1
164	2
165	2
166	1
167	2
168	1
169	1
#	60 AND OVER
1	2
2	1
3	1
4	1
5	1
6	2
7	1
8	1
9	1
10	1
11	1
12	1
13	2
14	1
15	2

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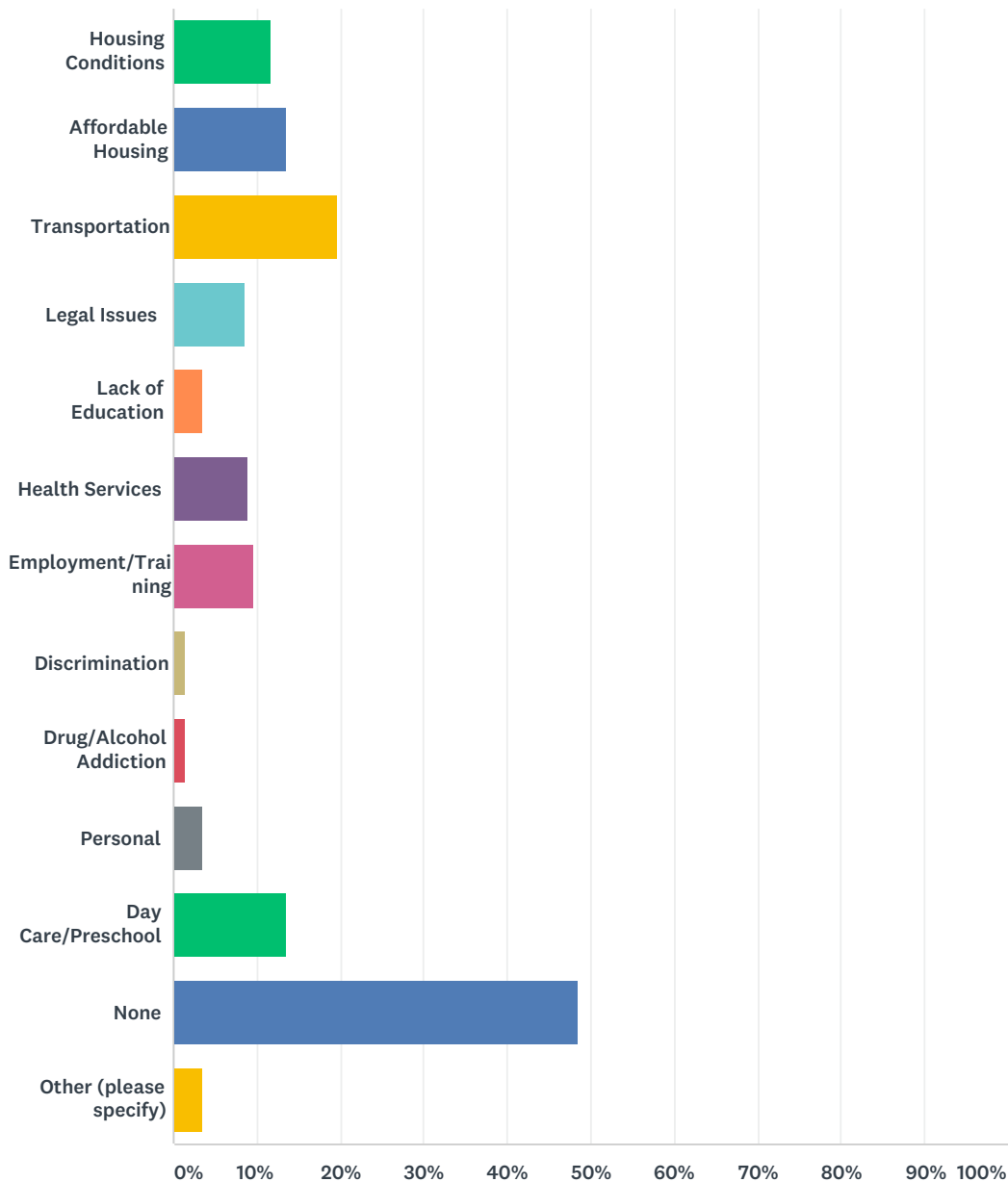
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33	1
34	1
35	1
36	1
37	1
38	2
39	2
40	1
41	1
42	1
43	1
44	1
45	1
46	1
47	1
48	1
49	1
50	1
51	2
52	1
53	1
54	1
55	2
56	1

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57	2
58	1
59	1
60	1
61	1
62	1
63	1
64	1
65	1
66	1
67	2
68	1
69	1
70	1
71	2

Q6 FAMILY NEEDS: Please describe any needs or problems you or your family have that you feel you need some help to correct.

Answered: 198 Skipped: 35



ANSWER CHOICES	RESPONSES	
Housing Conditions	11.62%	23
Affordable Housing	13.64%	27
Transportation	19.70%	39
Legal Issues	8.59%	17
Lack of Education	3.54%	7

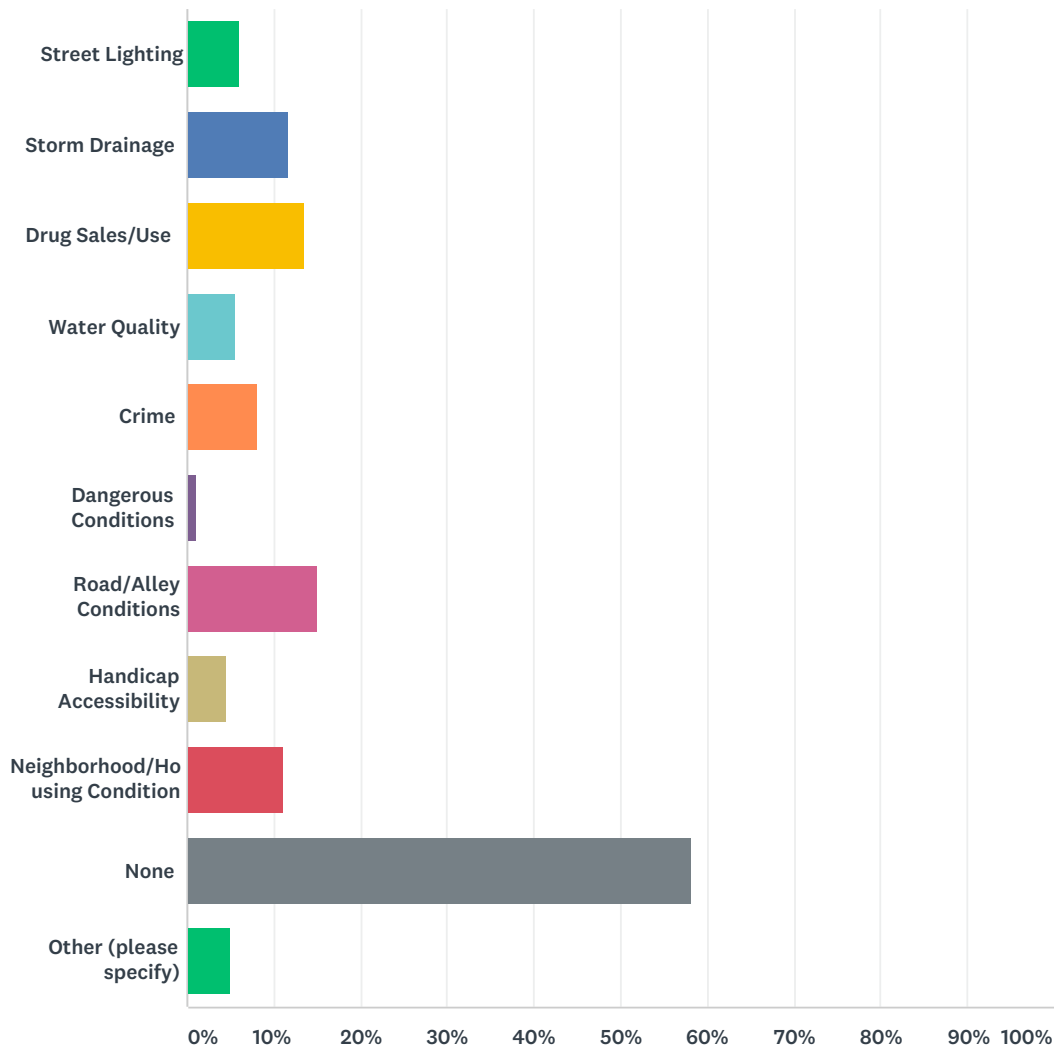
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Health Services	9.09%	18
Employment/Training	9.60%	19
Discrimination	1.52%	3
Drug/Alcohol Addiction	1.52%	3
Personal	3.54%	7
Day Care/Preschool	13.64%	27
None	48.48%	96
Other (please specify)	3.54%	7
Total Respondents: 198		

#	OTHER (PLEASE SPECIFY)	
1	transportation to school	
2	medical bills	
3	lack of utilities	
4	need for guardian, someone to assist with oversight	
5	help with things around the house	
6	prescriptions	
7	HEAP	

Q7 COMMUNITY NEEDS: Please describe any problems that may exist in your neighborhood or community that you feel need to be corrected.

Answered: 198 Skipped: 35



ANSWER CHOICES	RESPONSES	
Street Lighting	6.06%	12
Storm Drainage	11.62%	23
Drug Sales/Use	13.64%	27
Water Quality	5.56%	11
Crime	8.08%	16
Dangerous Conditions	1.01%	2
Road/Alley Conditions	15.15%	30
Handicap Accessibility	4.55%	9
Neighborhood/Housing Condition	11.11%	22

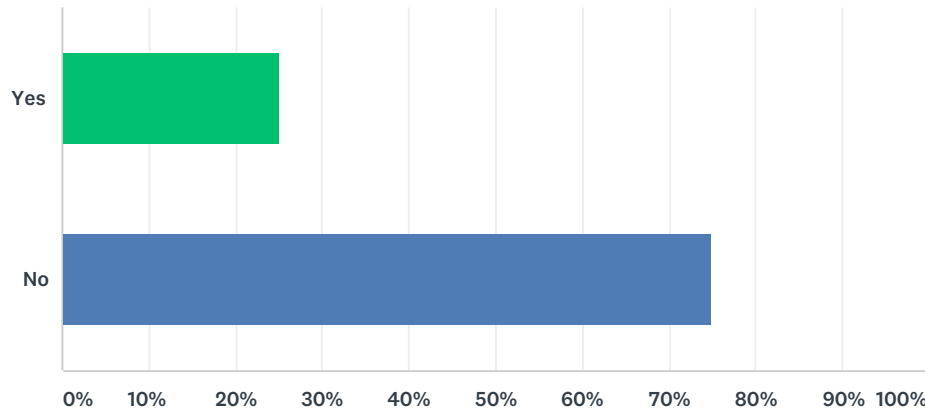
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None	58.08%	115
Other (please specify)	5.05%	10
Total Respondents: 198		

#	OTHER (PLEASE SPECIFY)	
1	homeless childcare	
2	all of the above	
3	pedestrian railway crossings	
4	pedestrian railway crossings	
5	did not specify	
6	flooding	
7	did not specify	
8	speeders and stop sign violations	
9	sidewalks	
10	pollution, debris, railroad tracks, scraps, metals	

Q8 Are you looking for full-day, full-year childcare for your children

Answered: 131 Skipped: 102



ANSWER CHOICES	RESPONSES	
Yes	25.19%	33
No	74.81%	98
TOTAL		131

Q9 If yes to question 8, how many children in each age group

Answered: 32 Skipped: 201

ANSWER CHOICES	RESPONSES	
Under 3 Years	59.38%	19
3-5 Years	75.00%	24
6 Years and Over	40.63%	13

#	UNDER 3 YEARS	
1	1	
2	1	
3	1	
4	1	
5	1	
6	1	
7	1	
8	1	
9	1	
10	1	
11	1	
12	1	
13	1	
14	1	
15	1	
16	1	
17	1	
18	1	
19	1	
#	3-5 YEARS	
1	1	
2	3	
3	1	
4	2	
5	1	
6	1	
7	1	
8	1	
9	1	
10	1	

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11	1
12	1
13	1
14	2
15	2
16	1
17	2
18	2
19	1
20	1
21	2
22	1
23	2
24	1
#	6 YEARS AND OVER
1	2
2	1
3	2
4	1
5	2
6	1
7	1
8	1
9	1
10	0
11	1
12	3
13	1

Q10 How many children ages 3 - 5 live at home?

Answered: 133 Skipped: 100

#	RESPONSES	
1	2	
2	1	
3	3	
4	0	
5	1	
6	2	
7	1	
8	1	
9	1	
10	1	
11	2	
12	1	
13	1	
14	2	
15	2	
16	1	
17	1	
18	1	
19	1	
20	1	
21	1	
22	0	
23	1	
24	1	
25	2	
26	1	
27	1	
28	1	
29	0	
30	1	
31	1	
32	1	
33	1	
34	1	
35	0	

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36	0
37	1
38	1
39	0
40	2
41	1
42	1
43	1
44	1
45	1
46	1
47	1
48	1
49	1
50	1
51	2
52	1
53	1
54	2
55	1
56	2
57	2
58	2
59	2
60	1
61	1
62	1
63	1
64	1
65	1
66	1
67	1
68	1
69	1
70	1
71	2
72	1
73	1
74	2
75	2
76	0

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77	2
78	2
79	2
80	1
81	0
82	2
83	1
84	2
85	2
86	1
87	2
88	1
89	1
90	2
91	2
92	1
93	1
94	2
95	1
96	1
97	1
98	0
99	0
100	1
101	0
102	0
103	0
104	1
105	0
106	0
107	2
108	0
109	2
110	1
111	0
112	1
113	1
114	1
115	2
116	0
117	2

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118	0
119	1
120	2
121	1
122	1
123	1
124	1
125	1
126	3
127	1
128	2
129	1
130	0
131	0
132	0
133	0

Q11 How many of the children living in your home, under age 5, have been in foster care?

Answered: 126 Skipped: 107

#	RESPONSES	
1	2	
2	0	
3	0	
4	0	
5	0	
6	5	
7	0	
8	0	
9	0	
10	0	
11	0	
12	0	
13	0	
14	0	
15	0	
16	0	
17	0	
18	0	
19	0	
20	2	
21	0	
22	0	
23	0	
24	0	
25	0	
26	0	
27	0	
28	0	
29	0	
30	0	
31	0	
32	0	
33	0	
34	0	

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35	0
36	0
37	0
38	0
39	0
40	0
41	0
42	0
43	0
44	0
45	0
46	0
47	0
48	0
49	0
50	0
51	0
52	0
53	0
54	0
55	0
56	0
57	0
58	0
59	0
60	0
61	0
62	0
63	0
64	0
65	0
66	0
67	0
68	0
69	0
70	0
71	0
72	0
73	0
74	0
75	0

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76	0
77	0
78	0
79	0
80	0
81	0
82	0
83	0
84	0
85	0
86	0
87	0
88	0
89	0
90	0
91	0
92	0
93	0
94	0
95	0
96	0
97	0
98	0
99	0
100	0
101	0
102	0
103	0
104	0
105	0
106	0
107	0
108	0
109	0
110	0
111	0
112	0
113	0
114	0
115	0
116	1

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117	0
118	0
119	1
120	0
121	0
122	0
123	0
124	0
125	0
126	0

Q12 If you have children these ages, how many are participating in each of the following:

Answered: 106 Skipped: 127

ANSWER CHOICES	RESPONSES	
Head Start	77.36%	82
Private School Preschool	2.83%	3
Public School Preschool	20.75%	22
With Babysitter	19.81%	21
Other Private Day Care Centers	3.77%	4

#	HEAD START	
1	1	
2	1	
3	1	
4	1	
5	1	
6	1	
7	1	
8	1	
9	1	
10	1	
11	1	
12	1	
13	1	
14	1	
15	1	
16	1	
17	1	
18	1	
19	1	
20	1	
21	1	
22	1	
23	1	
24	1	
25	1	
26	1	
27	1	

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28	1
29	1
30	2
31	1
32	1
33	1
34	1
35	2
36	2
37	2
38	1
39	1
40	1
41	1
42	1
43	1
44	1
45	1
46	1
47	1
48	1
49	2
50	1
51	1
52	2
53	1
54	2
55	2
56	2
57	1
58	1
59	1
60	1
61	2
62	1
63	2
64	1
65	1
66	2
67	1
68	1

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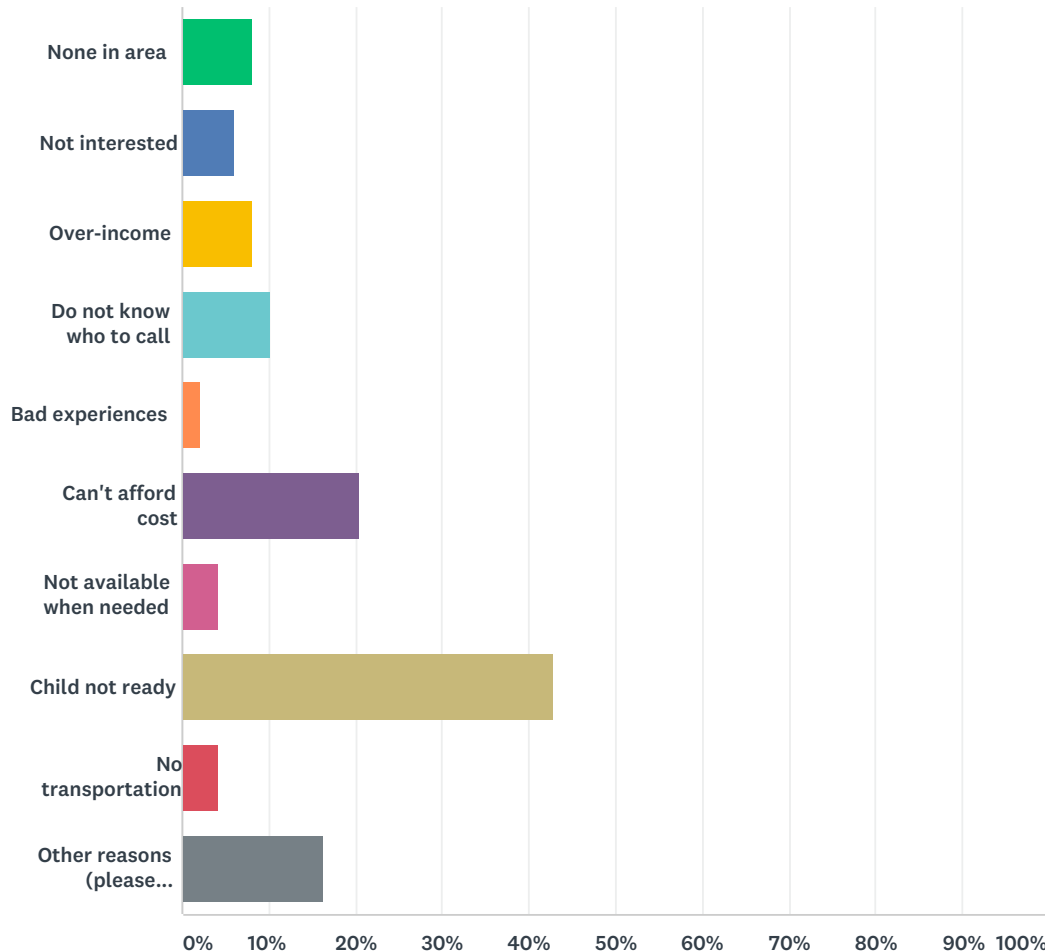
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71	1	
72	1	
73	1	
74	1	
75	2	
76	1	
77	1	
78	1	
79	1	
80	2	
81	1	
82	2	
#	PRIVATE SCHOOL PRESCHOOL	
1	1	
2	3	
3	1	
#	PUBLIC SCHOOL PRESCHOOL	
1	1	
2	1	
3	2	
4	1	
5	1	
6	1	
7	1	
8	2	
9	1	
10	1	
11	2	
12	1	
13	2	
14	1	
15	1	
16	2	
17	1	
18	1	
19	2	
20	1	
21	1	
22	1	

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#	WITH BABYSITTER	
1	1	
2	3	
3	1	
4	2	
5	1	
6	1	
7	1	
8	2	
9	3	
10	1	
11	1	
12	1	
13	1	
14	1	
15	3	
16	2	
17	1	
18	1	
19	1	
20	2	
21	1	
#	OTHER PRIVATE DAY CARE CENTERS	
1	1	
2	2	
3	1	
4	1	

Q13 If any of these children are not enrolled in any of these programs, why not?

Answered: 49 Skipped: 184



ANSWER CHOICES	RESPONSES	
None in area	8.16%	4
Not interested	6.12%	3
Over-income	8.16%	4
Do not know who to call	10.20%	5
Bad experiences	2.04%	1
Can't afford cost	20.41%	10
Not available when needed	4.08%	2
Child not ready	42.86%	21
No transportation	4.08%	2
Other reasons (please specify)	16.33%	8

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Total Respondents: 49

#	OTHER REASONS (PLEASE SPECIFY)	
1	Nervous about my baby with a heart condition to be around people I don't know	
2	too old	
3	waiting on approval	
4	no opening	
5	child not old enough	
6	I'm a stay at home mom during the day	
7	one is not ready the other is enrolling	
8	too old	

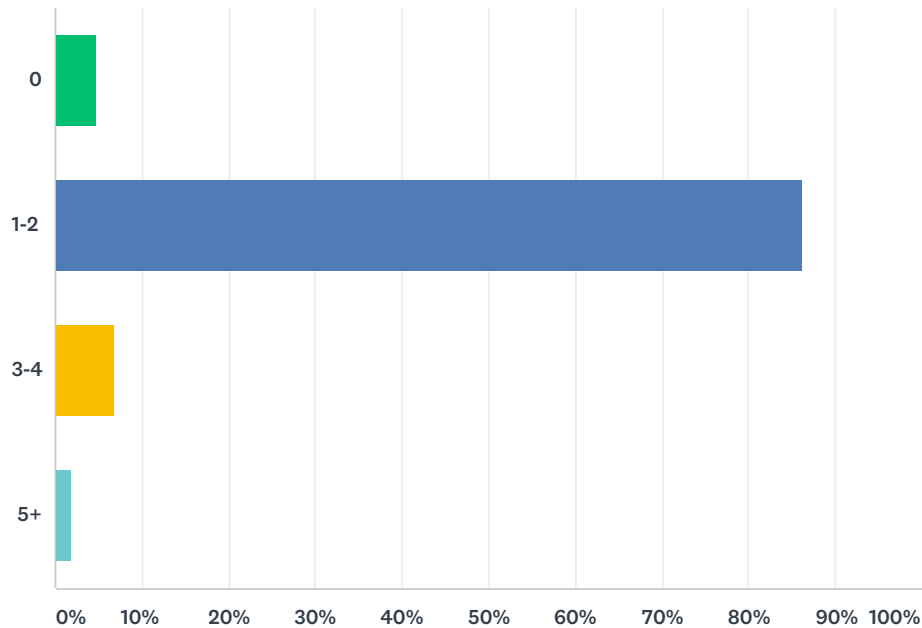
Q14 If enrolled in a preschool or day care program, but not in Head Start, why not in Head Start?

Answered: 17 Skipped: 216

#	RESPONSES
1	overincome, can't afford Laugh and Learn
2	She goes to Little River at USV
3	not ready
4	my son got a scholarship to attend Washington preschool
5	overincome for headstart but regular preschool is too expensive
6	I do not know of a headstart
7	Headstart was not offered in our town
8	own decision
9	enrolled in YMCA preschool
10	over income
11	waitlist
12	my oldest daughter goes to Angeline Preschool due to special needs
13	not old enough
14	son is autistic and needs special programs
15	were already in a program with Imh
16	the distance
17	no transportation

Q15 If you have a 3 – 5 year old at home, on average, how many times a week does he/she eat at a “fast food” restaurant (McDonalds, Burger King, etc.)?

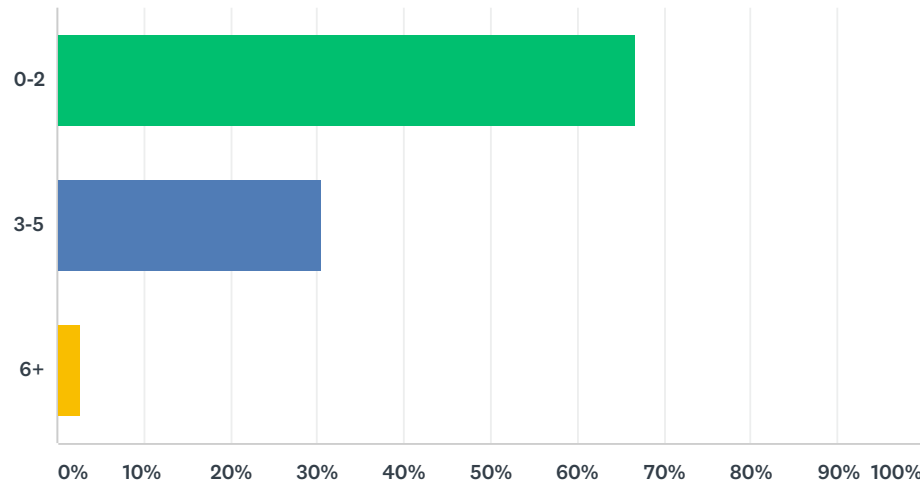
Answered: 102 Skipped: 131



ANSWER CHOICES	RESPONSES	
0	4.90%	5
1-2	86.27%	88
3-4	6.86%	7
5+	1.96%	2
TOTAL		102

Q16 On average, how many hours per day does your 3- 5 year old child spend watching TV, or playing video games, or is on the computer for non-educational activities?

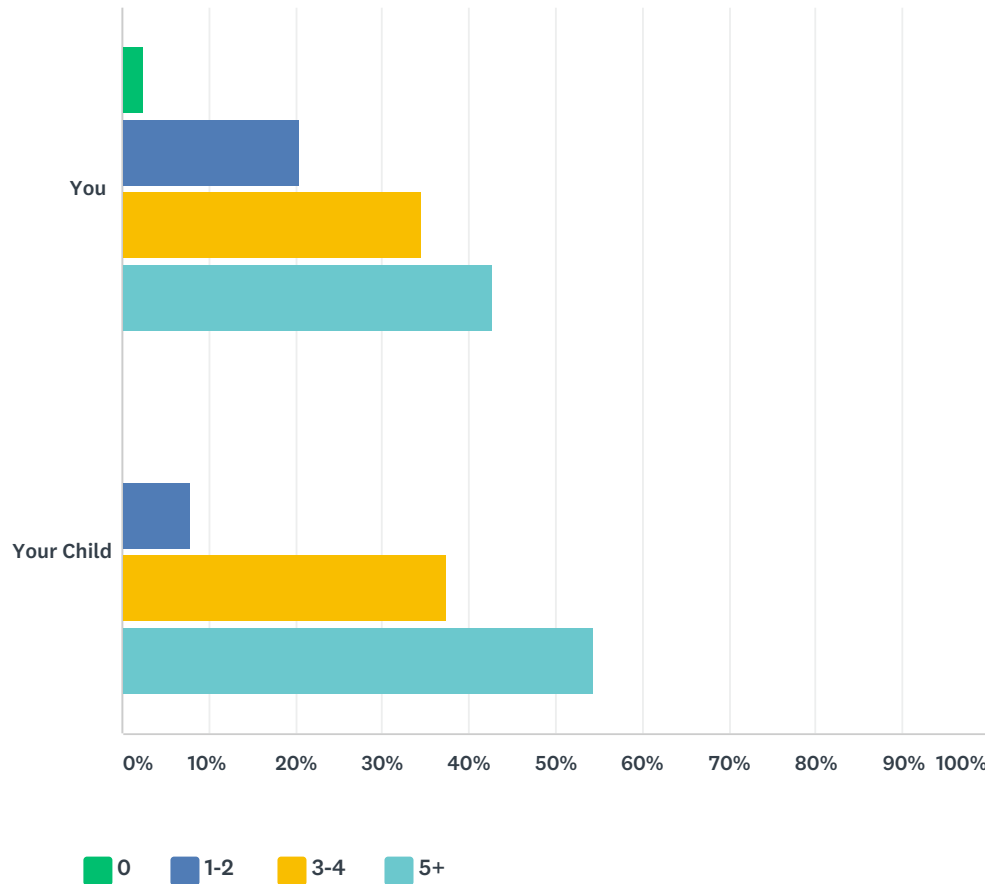
Answered: 108 Skipped: 125



ANSWER CHOICES	RESPONSES	
0-2	66.67%	72
3-5	30.56%	33
6+	2.78%	3
TOTAL		108

Q17 On average, how many times per week do you and your child participate in physical activities (sports, walking/running, riding bikes, etc.)?

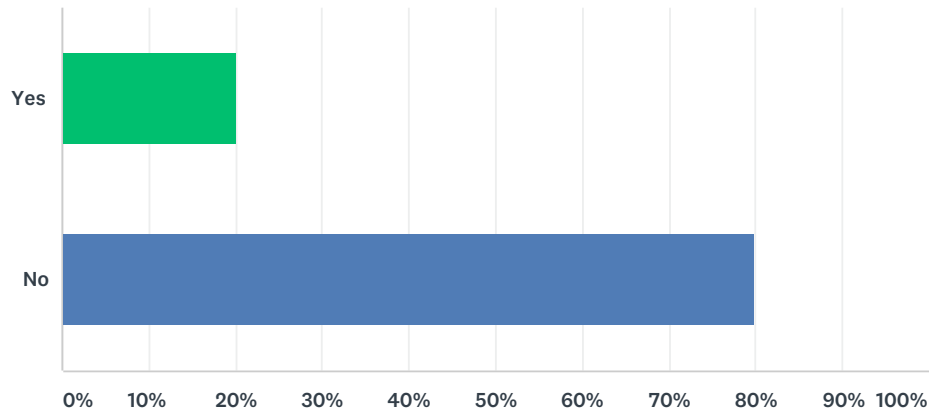
Answered: 126 Skipped: 107



	0	1-2	3-4	5+	TOTAL
You	2.46% 3	20.49% 25	34.43% 42	42.62% 52	122
Your Child	0.00% 0	8.04% 9	37.50% 42	54.46% 61	112

Q18 Would you be interested in a no-cost, home-based program where a teacher comes to your home once a week to teach you how to work with your preschool child?

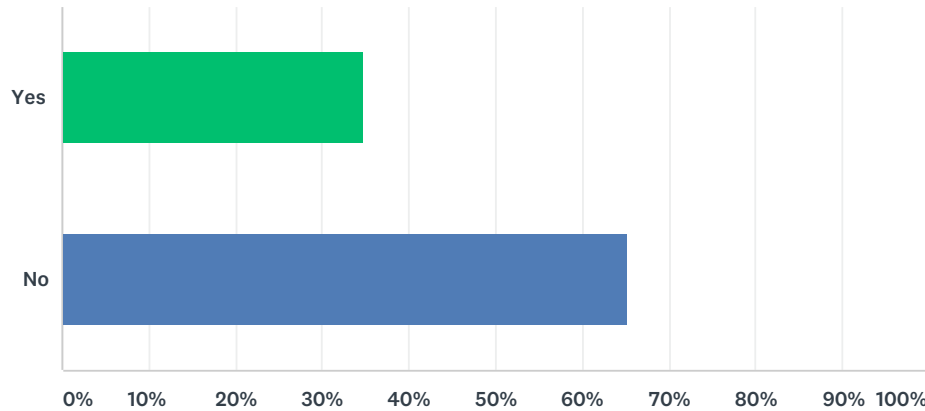
Answered: 119 Skipped: 114



ANSWER CHOICES	RESPONSES	
Yes	20.17%	24
No	79.83%	95
TOTAL		119

Q19 If you have children from 0 – 3 years old, are you interested in receiving educational services for them?

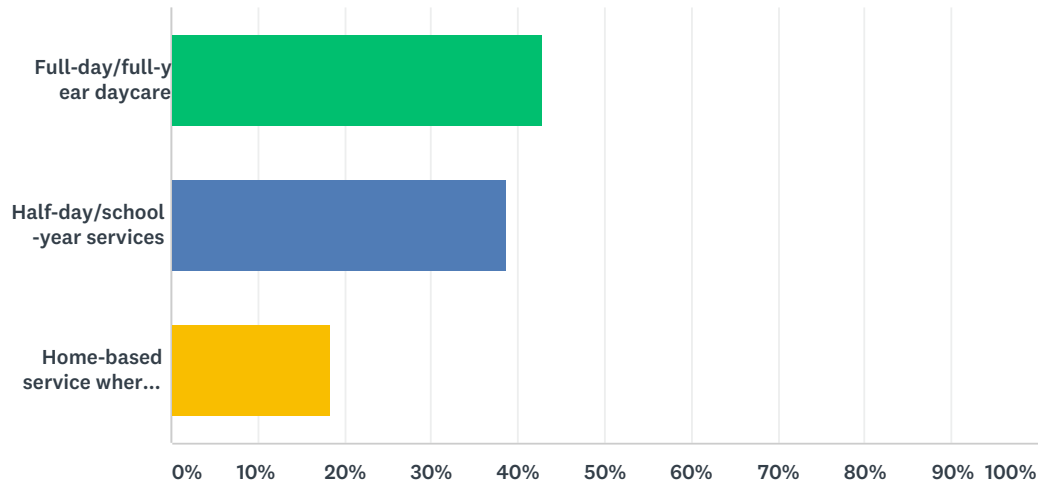
Answered: 101 Skipped: 132



ANSWER CHOICES	RESPONSES	
Yes	34.65%	35
No	65.35%	66
TOTAL		101

Q20 If Yes to question 19, which service are you interested in?

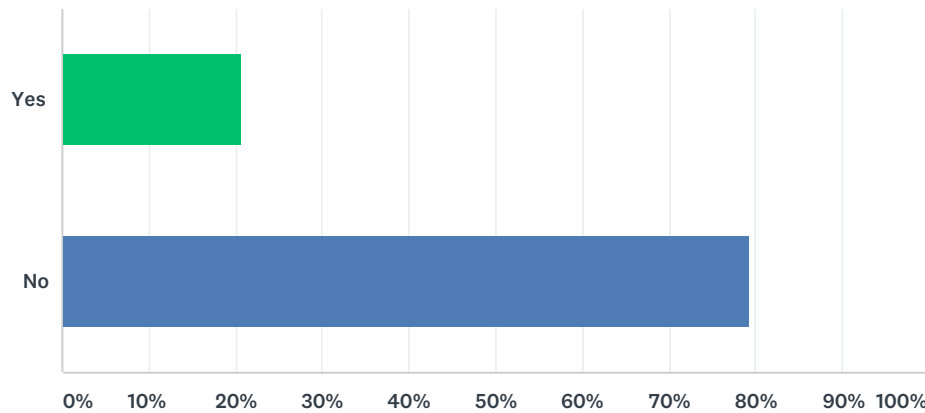
Answered: 49 Skipped: 184



ANSWER CHOICES	RESPONSES	
Full-day/full-year daycare	42.86%	21
Half-day/school-year services	38.78%	19
Home-based service where the teacher comes to your home weekly to teach you how to do educational activities with your child	18.37%	9
TOTAL		49

Q21 Would you be interested in participating in educational activities and special events geared for fathers of preschool children?

Answered: 116 Skipped: 117



ANSWER CHOICES	RESPONSES	
Yes	20.69%	24
No	79.31%	92
TOTAL		116

#	IF YES, WHAT KIND OF ACTIVITIES?	
1	teaching dads hands on activities to do with child to help teach, bond, and play	
2	any	
3	any	
4	late afternoon sports or crafts	
5	my son's father would	
6	any	
7	any	
8	open	

Q22 How many adult members of the household are:

Answered: 219 Skipped: 14

ANSWER CHOICES	RESPONSES	
Employed in a full-time job:	55.25%	121
Employed in a part-time job(s) only:	21.00%	46
NOT employed, looking for work:	14.61%	32
NOT employed, in college or training:	2.74%	6
NOT employed due to care of child:	11.87%	26
NOT employed and temporarily physically unable to work:	4.11%	9
NOT employed and permanently physically unable to work:	6.39%	14
Employed in a part-time job(s) only:	0.00%	0
Retired or physically unable to work	29.22%	64

#	EMPLOYED IN A FULL-TIME JOB:	
1	1	
2	1	
3	1	
4	2	
5	1	
6	3	
7	2	
8	1	
9	1	
10	1	
11	1	
12	1	
13	1	
14	1	
15	1	
16	1	
17	1	
18	1	
19	1	
20	1	
21	1	
22	1	
23	1	

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24	1
25	2
26	1
27	2
28	1
29	1
30	1
31	1
32	1
33	1
34	1
35	1
36	1
37	1
38	1
39	1
40	2
41	1
42	1
43	1
44	3
45	1
46	1
47	1
48	1
49	1
50	3
51	2
52	2
53	2
54	1
55	1
56	1
57	1
58	1
59	3
60	1
61	1
62	2
63	1
64	2

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65	2
66	2
67	1
68	1
69	2
70	2
71	2
72	1
73	1
74	1
75	2
76	2
77	2
78	1
79	2
80	1
81	1
82	1
83	1
84	1
85	2
86	1
87	1
88	1
89	1
90	1
91	2
92	2
93	1
94	1
95	2
96	4
97	4
98	2
99	1
100	1
101	1
102	1
103	1
104	1
105	1

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106	1	
107	1	
108	1	
109	1	
110	1	
111	2	
112	1	
113	2	
114	1	
115	1	
116	1	
117	1	
118	1	
119	1	
120	1	
121	1	
#	EMPLOYED IN A PART-TIME JOB(S) ONLY:	
1	1	
2	1	
3	1	
4	1	
5	1	
6	1	
7	1	
8	1	
9	1	
10	1	
11	1	
12	1	
13	1	
14	1	
15	1	
16	1	
17	1	
18	1	
19	1	
20	1	
21	1	
22	1	
23	1	
24	1	

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25	1	
26	2	
27	1	
28	2	
29	3	
30	1	
31	1	
32	1	
33	1	
34	1	
35	1	
36	1	
37	1	
38	1	
39	1	
40	1	
41	1	
42	1	
43	1	
44	1	
45	1	
46	1	
#	NOT EMPLOYED, LOOKING FOR WORK:	
1	1	
2	1	
3	1	
4	1	
5	1	
6	1	
7	1	
8	1	
9	1	
10	1	
11	1	
12	1	
13	1	
14	1	
15	1	
16	1	
17	1	
18	2	

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19	1	
20	1	
21	1	
22	1	
23	1	
24	2	
25	1	
26	1	
27	2	
28	1	
29	1	
30	1	
31	1	
32	1	
#	NOT EMPLOYED, IN COLLEGE OR TRAINING:	
1	1	
2	1	
3	1	
4	1	
5	1	
6	1	
#	NOT EMPLOYED DUE TO CARE OF CHILD:	
1	1	
2	1	
3	1	
4	1	
5	1	
6	1	
7	1	
8	1	
9	1	
10	1	
11	1	
12	1	
13	1	
14	1	
15	1	
16	1	
17	1	
18	1	
19	1	

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20	1	
21	1	
22	1	
23	1	
24	1	
25	1	
26	1	
#	NOT EMPLOYED AND TEMPORARILY PHYSICALLY UNABLE TO WORK:	
1	1	
2	1	
3	1	
4	1	
5	1	
6	1	
7	1	
8	1	
9	1	
#	NOT EMPLOYED AND PERMANENTLY PHYSICALLY UNABLE TO WORK:	
1	1	
2	1	
3	1	
4	1	
5	1	
6	2	
7	1	
8	1	
9	1	
10	1	
11	1	
12	1	
13	2	
14	1	
#		
#	RETIRED OR PHYSICALLY UNABLE TO WORK	
1	1	
2	1	
3	1	
4	1	
5	1	
6	1	

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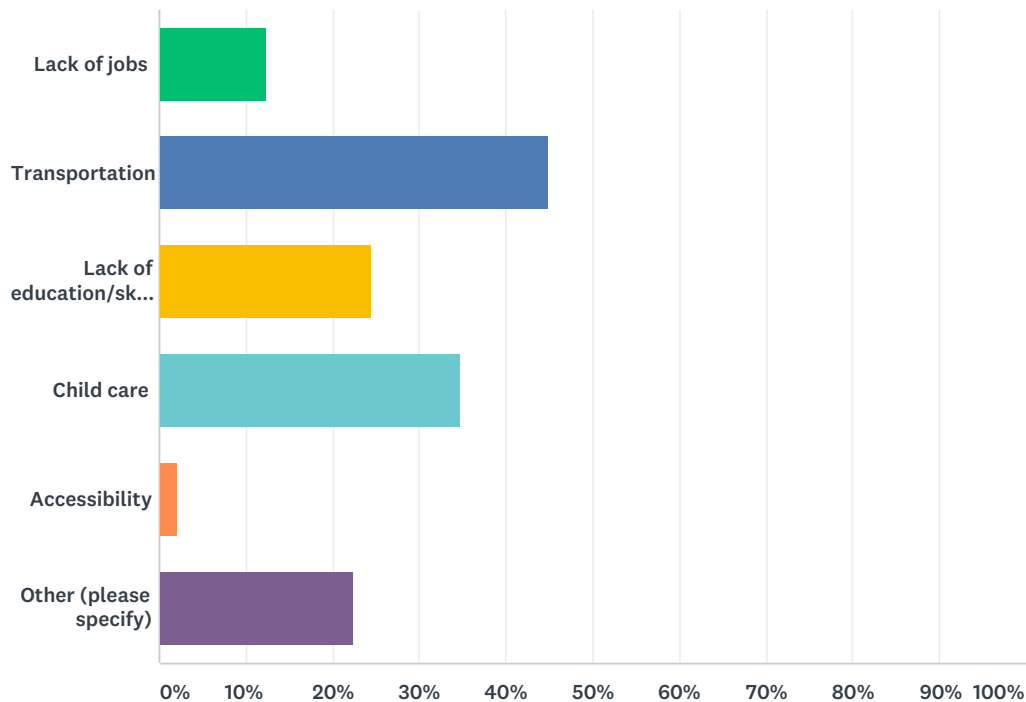
7	2
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21	1
22	1
23	2
24	1
25	1
26	1
27	1
28	2
29	2
30	1
31	1
32	1
33	1
34	1
35	2
36	2
37	1
38	1
39	1
40	1
41	1
42	1
43	1
44	1
45	1
46	2
47	1

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48	1
49	2
50	1
51	1
52	2
53	1
54	2
55	1
56	1
57	1
58	1
59	1
60	1
61	2
62	1
63	1
64	1

Q23 For those in your household who are seeking employment, please list any problems that you feel are keeping them from getting suitable employment.

Answered: 49 Skipped: 184



ANSWER CHOICES	RESPONSES	
Lack of jobs	12.24%	6
Transportation	44.90%	22
Lack of education/skills	24.49%	12
Child care	34.69%	17
Accessibility	2.04%	1
Other (please specify)	22.45%	11
Total Respondents: 49		

#	OTHER (PLEASE SPECIFY)	
1	injured	
2	felony	
3	just started looking	
4	no drivers license	
5	personal situation	
6	disabled	
7	would like a job, but feel too old	

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8	didn't specify
9	legally blind
10	criminal records
11	age (16), lack of experience

Q24 What is your household's approximate monthly income from all sources?

Answered: 185 Skipped: 48

#	RESPONSES
1	2600
2	3600
3	950
4	1000
5	2500
6	1200
7	2000
8	3400
9	3400
10	372
11	1000-1100
12	2500
13	3040
14	2750
15	1460
16	1700
17	2000
18	6000
19	2000
20	2500
21	1000
22	1800-2400
23	2000
24	1600
25	2800
26	0
27	2500
28	400
29	683
30	2100
31	530
32	2160
33	0
34	264

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35	1470
36	600
37	3000
38	1300
39	264
40	929
41	1400
42	1318
43	700
44	935
45	0
46	1184
47	800
48	850
49	1400
50	1200
51	3000
52	1187
53	1209
54	2800
55	0
56	440
57	1600
58	600
59	1500
60	753
61	1238
62	3500
63	400
64	2200
65	1500
66	743
67	1600
68	1000
69	600-800
70	380
71	2600
72	450
73	it varies
74	2170
75	2400

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76	1900
77	1900
78	2900
79	4000
80	2400
81	1000
82	800 - 1000
83	940
84	375
85	1200
86	2900
87	2640
88	3400
89	2000
90	2500
91	909
92	2000
93	1200
94	2322
95	1585
96	2200
97	3000
98	3000
99	1400
100	1500
101	3000
102	4200
103	2100
104	0
105	3,000
106	4500
107	2000
108	3600
109	600
110	400
111	2800 gross
112	3600
113	1500
114	2000
115	5000
116	1600

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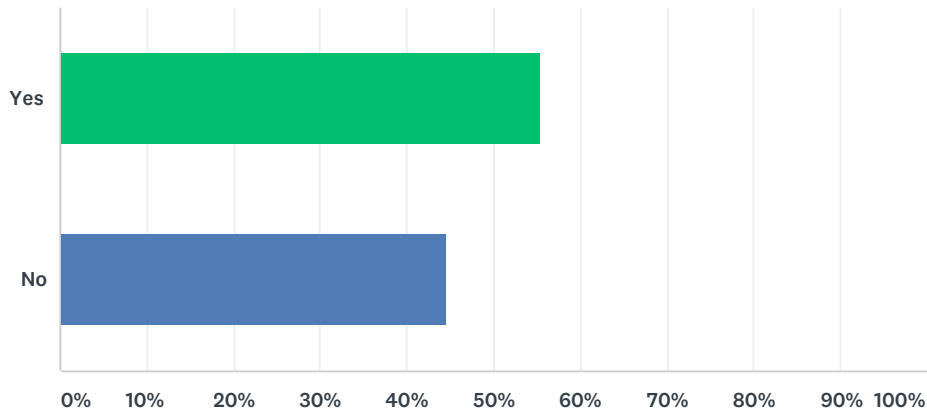
117	1200
118	5000
119	1000
120	5800
121	4000
122	1400
123	2900
124	1000
125	700
126	2300
127	2300
128	1228
129	1228
130	2600
131	2600
132	2600
133	1700
134	1738
135	1400
136	20,000
137	2530
138	2530
139	1590
140	600
141	800
142	3,000
143	0
144	1000
145	1600
146	1800
147	2280
148	1900
149	3000
150	2300
151	3404
152	2500
153	1160
154	2700
155	3700
156	1400
157	3,000

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158	490
159	1600
160	768
161	1633
162	1341
163	1600
164	2367
165	992
166	637
167	1123
168	747
169	747
170	150
171	1600
172	1133
173	900
174	1989
175	1360
176	900
177	755
178	985
179	1750
180	875
181	2500
182	1300
183	2100
184	700
185	1200

Q25 If you have a wage earner in your household, are the employment wages adequate to pay for your basic housing, food, clothing, and medical expenses?

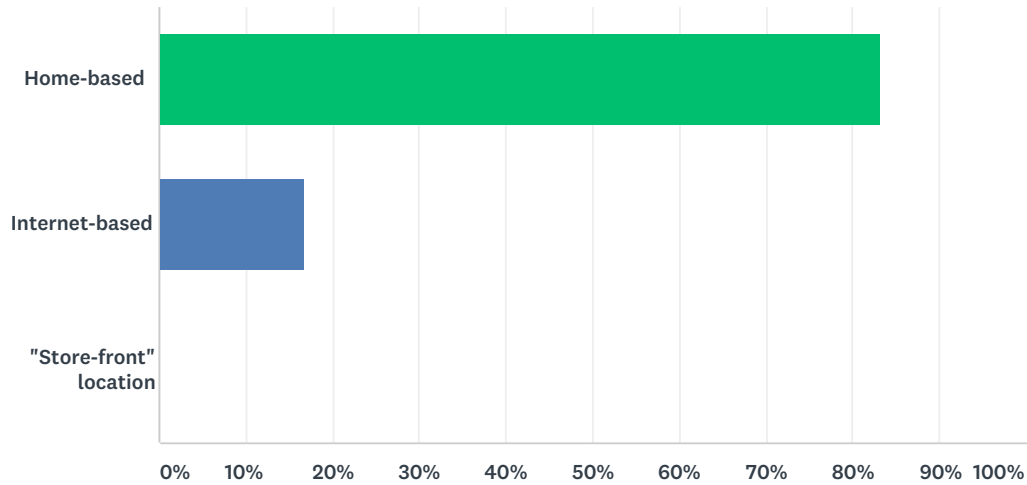
Answered: 166 Skipped: 67



ANSWER CHOICES	RESPONSES	
Yes	55.42%	92
No	44.58%	74
TOTAL		166

Q26 Has anyone in your household started a small business that was (check all that apply):

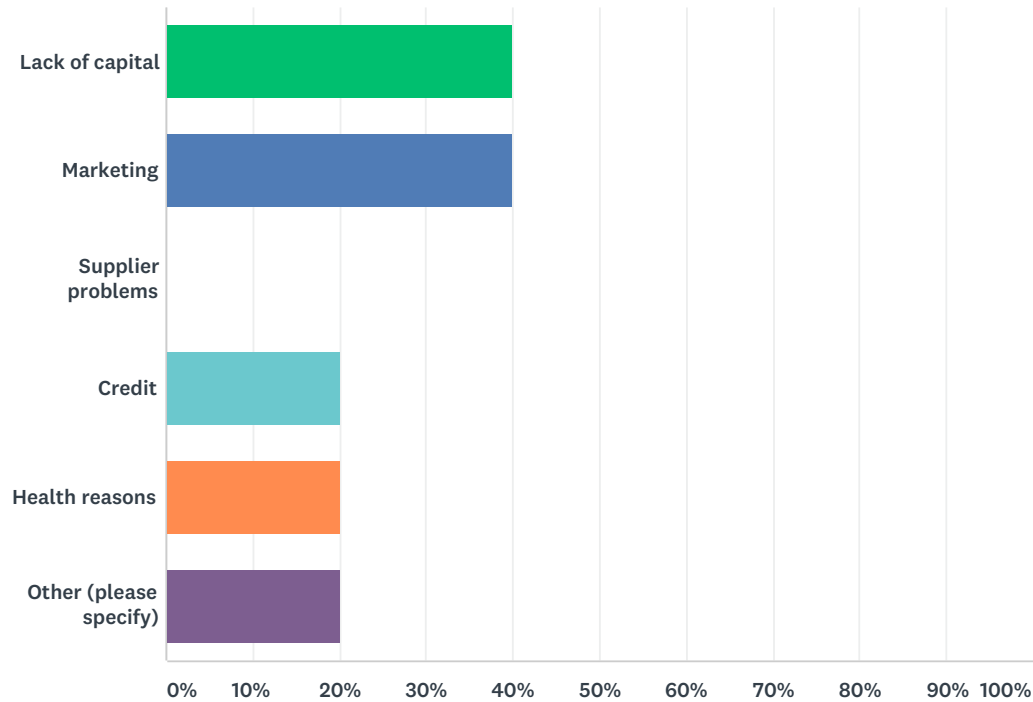
Answered: 6 Skipped: 227



ANSWER CHOICES	RESPONSES	
Home-based	83.33%	5
Internet-based	16.67%	1
"Store-front" location	0.00%	0
Total Respondents: 6		

Q27 What were the challenges to starting this business?

Answered: 5 Skipped: 228



ANSWER CHOICES	RESPONSES	
Lack of capital	40.00%	2
Marketing	40.00%	2
Supplier problems	0.00%	0
Credit	20.00%	1
Health reasons	20.00%	1
Other (please specify)	20.00%	1
Total Respondents: 5		

#	OTHER (PLEASE SPECIFY)	
1	got together after business was started	

Q28 How many adults in your household would be interested in participating in a low-cost, small-business training program that would teach you how to start and run a small business?

Answered: 92 Skipped: 141

#	RESPONSES	
1	0	
2	0	
3	0	
4	0	
5	0	
6	0	
7	1	
8	0	
9	1	
10	0	
11	1	
12	0	
13	0	
14	1	
15	1	
16	0	
17	1	
18	0	
19	0	
20	0	
21	1	
22	0	
23	0	
24	0	
25	0	
26	0	
27	0	
28	1	
29	0	
30	0	
31	0	
32	1	
33	0	

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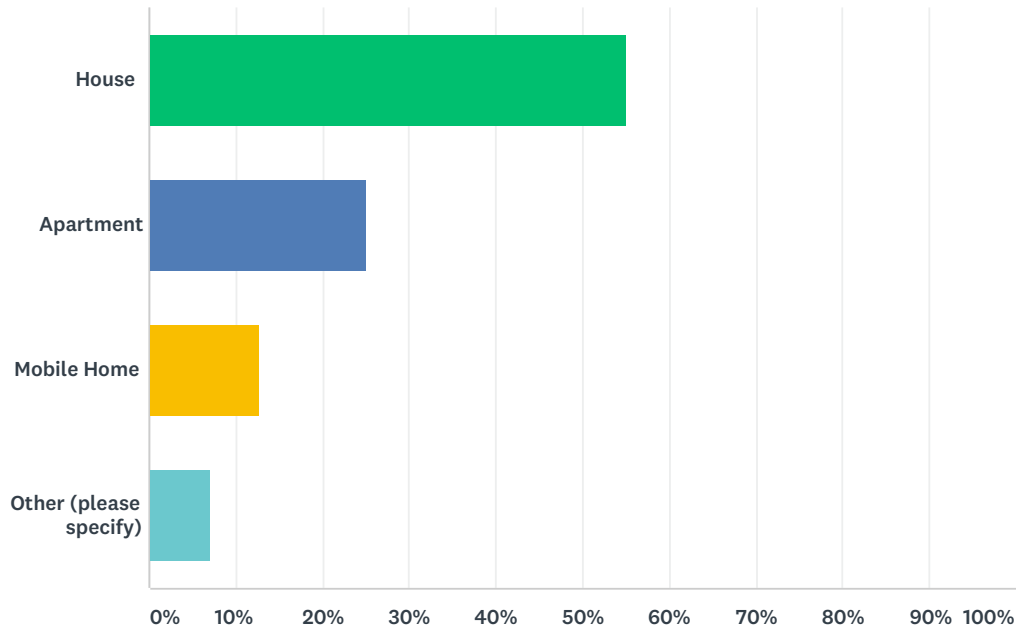
34	0
35	0
36	0
37	0
38	0
39	1
40	0
41	0
42	0
43	0
44	0
45	0
46	1
47	2
48	2
49	0
50	0
51	0
52	0
53	0
54	0
55	0
56	0
57	1
58	0
59	1
60	0
61	1
62	1
63	0
64	0
65	1
66	0
67	0
68	0
69	0
70	0
71	0
72	0
73	0
74	0

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75	0
76	0
77	0
78	2
79	1
80	0
81	0
82	0
83	1
84	0
85	2
86	0
87	0
88	1
89	1
90	1
91	2
92	1

Q29 In what type of dwelling do you live? (check one)

Answered: 227 Skipped: 6



ANSWER CHOICES	RESPONSES	
House	55.07%	125
Apartment	25.11%	57
Mobile Home	12.78%	29
Other (please specify)	7.05%	16
TOTAL		227

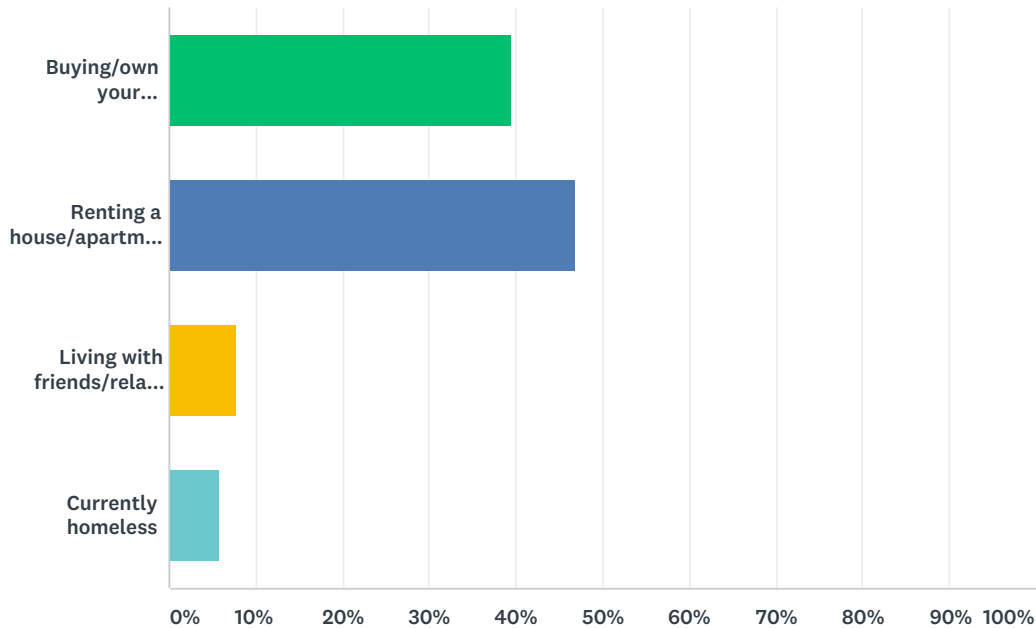
#	OTHER (PLEASE SPECIFY)	
1	townhouse	
2	shelter	
3	shelter	
4	shelter	
5	shelter	
6	shelter	
7	duplex	
8	nursing home	
9	group home	
10	group home	
11	shelter	
12	transitional housing center	
13	Hope House	

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14	duplex
15	double trailer
16	shelter

Q30 Are you: (check one):

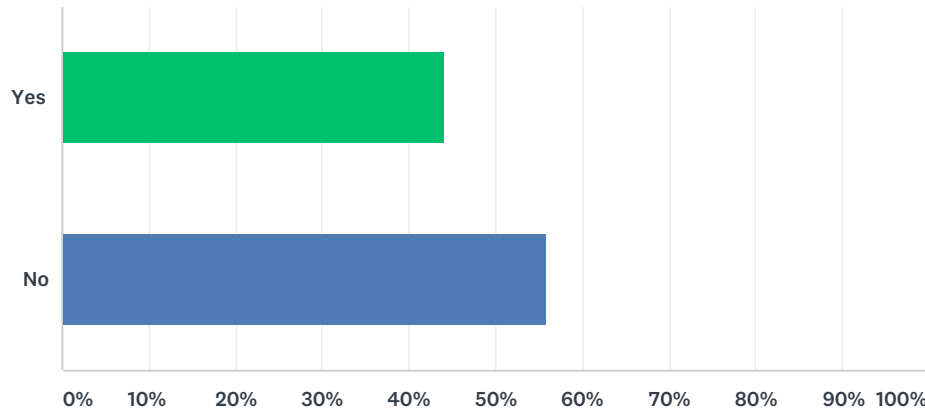
Answered: 220 Skipped: 13



ANSWER CHOICES	RESPONSES	
Buying/own your house/mobile home	39.55%	87
Renting a house/apartment/mobile home	46.82%	103
Living with friends/relatives	7.73%	17
Currently homeless	5.91%	13
TOTAL		220

Q31 If you currently or have previously owned a home, do you feel you received adequate homebuyer counseling prior to the purchase?

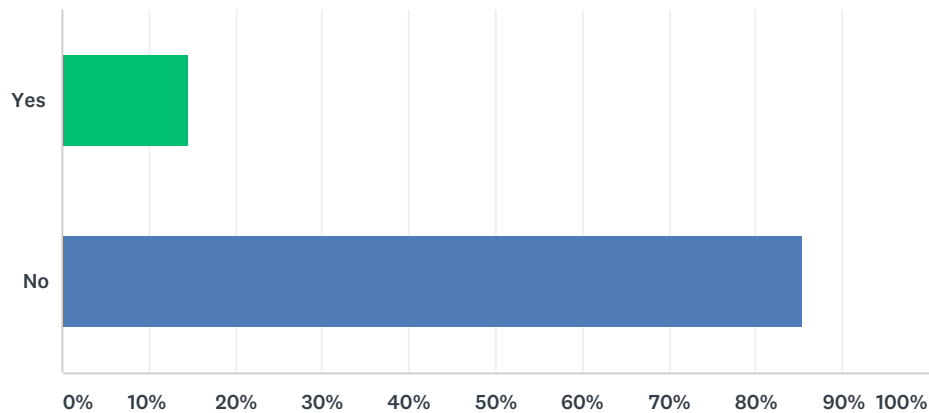
Answered: 129 Skipped: 104



ANSWER CHOICES	RESPONSES	
Yes	44.19%	57
No	55.81%	72
TOTAL		129

Q32 In the past year, have you had to live in a car, a tent, on the “street,” in a homeless shelter, or move in with friends or relatives, due to a lack of money?

Answered: 217 Skipped: 16

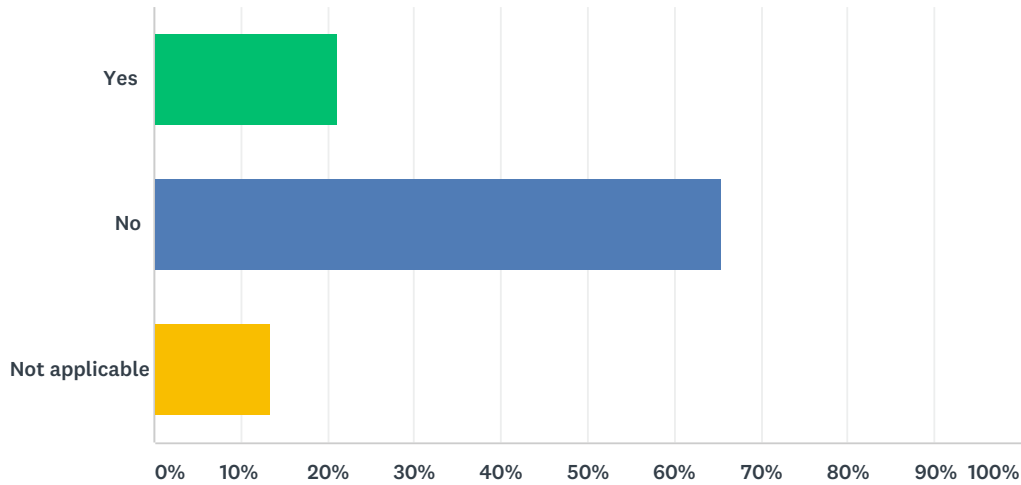


ANSWER CHOICES	RESPONSES
Yes	14.75% 32
No	85.25% 185
TOTAL	217

#	HOW MANY CHILDREN IN YOUR HOUSEHOLD ARE EXPERIENCING HOMELESSNESS OR LACKING REGULAR, ADEQUATE NIGHTTIME HOUSING?
1	0
2	5
3	0
4	0
5	2
6	2
7	2
8	0
9	2
10	0
11	1
12	0
13	2
14	0
15	0
16	0

Q33 In the past year, have you been unable to pay for initial deposits OR monthly payments for Rent/Mortgage?

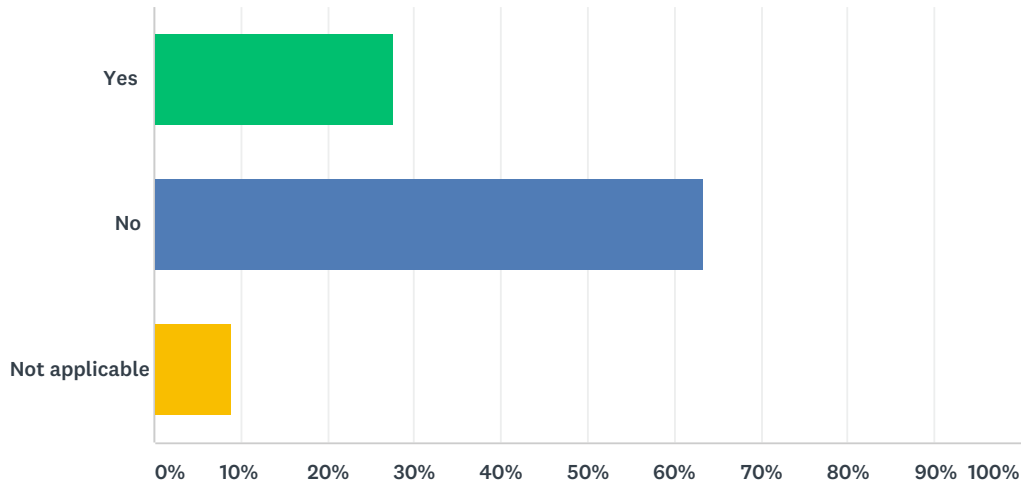
Answered: 217 Skipped: 16



ANSWER CHOICES	RESPONSES	
Yes	21.20%	46
No	65.44%	142
Not applicable	13.36%	29
TOTAL		217

Q34 In the past year, have you been unable to pay for initial deposits OR monthly payments for Utilities

Answered: 213 Skipped: 20



ANSWER CHOICES	RESPONSES	
Yes	27.70%	59
No	63.38%	135
Not applicable	8.92%	19
TOTAL		213

Q35 Approximately what percentage of your monthly household income is spent on rent/mortgage and utility payments combined?

Answered: 167 Skipped: 66

#	RESPONSES
1	35%
2	30%
3	90%
4	30%
5	50%
6	50%
7	0%
8	65%
9	50%
10	65%
11	80%
12	60%
13	70%
14	50 to 60%
15	33%
16	80%
17	95%
18	50%
19	75%
20	75%
21	75%
22	56%
23	75%
24	30%
25	95%
26	20%
27	35%
28	35%
29	0%
30	100%
31	90%
32	35%
33	55%
34	67%

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35	65%
36	33%
37	0%
38	40%
39	40%
40	40%
41	40%
42	50%
43	60%
44	90%
45	0%
46	70%
47	0
48	35%
49	35%
50	20%
51	50%
52	0%
53	15%
54	400%
55	40%
56	90%
57	60%
58	70%
59	10%
60	25%
61	35%
62	45%
63	50%
64	60%
65	60%
66	25%
67	60%
68	40%
69	60%
70	80%
71	80%
72	75%
73	0%
74	25%
75	5%

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76	80%
77	25%
78	75%
79	30%
80	90%
81	20%
82	80%
83	15%
84	15%
85	50%
86	50%
87	70%
88	60%
89	100%
90	50%
91	60%
92	50%
93	35%
94	50% or more
95	35%
96	75%
97	75%
98	90%
99	50%
100	65%
101	90%
102	0%
103	95%
104	80%
105	40-60%
106	110%
107	50%
108	100%
109	30%
110	30%
111	30%
112	70%
113	70%
114	85%
115	100%
116	75%

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117	33%
118	20-30%
119	75%
120	67%
121	67%
122	1%
123	95%
124	0
125	0
126	50%
127	25-30%
128	50%
129	50%
130	60%
131	80%
132	75%
133	50%
134	80%
135	25%
136	33%
137	80%
138	50%
139	40%
140	50%
141	85%
142	31%
143	25%
144	80%
145	100%
146	50%
147	25%
148	75%
149	20%
150	20%
151	50%
152	75%
153	80%
154	80%
155	75%
156	75%
157	40%

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158	100%
159	30%
160	100%
161	75%
162	100%
163	35%
164	60%
165	50-75%
166	21
167	0

Q36 Please describe any current problems with your housing, such as a leaking roof, holes in walls/floors, windows/doors that are damaged or don't fit tight, rotten wood, electrical/plumbing/heating problems, lack of insulation, mold, handicap accessibility issues, etc.

Answered: 64 Skipped: 169

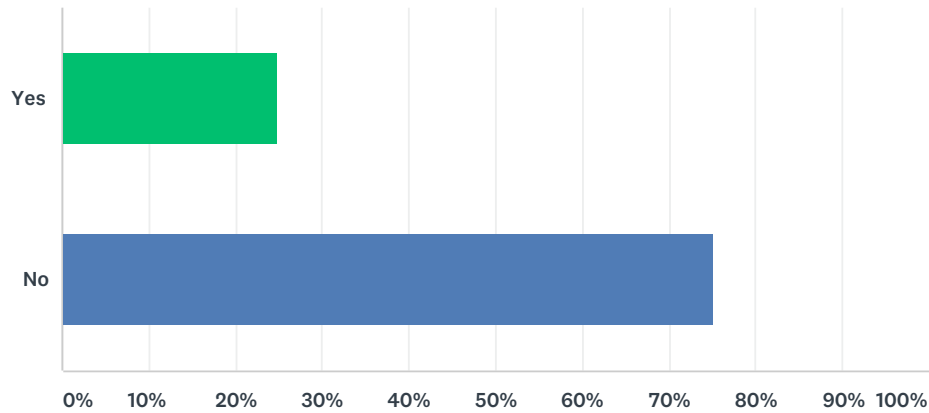
#	RESPONSES
1	CAC already winterized it 5 years ago
2	my windows are broken, my house is hot
3	leaking roof, holes in floor
4	mold, hole in ceiling, old windows
5	front door is damaged, glass is broken
6	windows, doors, siding, inside doors, attic lack of insulation, flooding basement flooring/carpets, holes in walls, roof needs painted I think not sure
7	Bathroom slight molding, bad caulking
8	Health codes: house bugs from previous tenants, wasn't fixed and struggling to get deposit back to move
9	a few electrical issues, some rooms not insulated well
10	hole in siding, holes in skirting
11	mold in bathroom and basement
12	mold, gutters need fixed
13	leak from roof
14	needs siding, lack of insulation in places, heating/furnace is only capable of supplying half the house we rely on heaters for the other half
15	none
16	leaking roof
17	small leak above sunroom
18	Leaking garage roof, holes in the drywall, chips in paint on many walls, porch floor very spongey
19	Leaking garage roof, holes in drywall, chips in paint on many walls, porch floor very spongy
20	our roof leaks in the kitchen because the chimney fell down
21	Our roof leaks in kitchen because the chimney fell down
22	have problems with electric to switches in kitchen and laundry room
23	handicap accessibility issues
24	all of the above
25	floors need replaced
26	none
27	none
28	none
29	none
30	old windows, lack of insulation

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31	All the above
32	windows broken, doors don't fit tight, knob and tube wiring, lack of insulation
33	none
34	rotten molded wood
35	none
36	none
37	Bad roof floods when it rains, bad structures
38	storm windows
39	no storm windows
40	heating problems, lack of insulation
41	lack of insulation, mold, handicap accessibility, heating problems
42	windows
43	handicap accessibility
44	no windows, floors caving in
45	leaking roof, new windows, new wheelchair ramp
46	tub needs fixed
47	Damaged windows, basement floods
48	leaking wall
49	handicap accessibility issues
50	door frame and carpet damage
51	siding/insulation
52	damaged screen door, window problems, lack of insulation
53	Leaking roof
54	kitchen floor needs fixed but still liveable
55	need heating repair
56	roof leaks, mold, windows
57	windows bad, moss on roof
58	handicap accessibility
59	handicap accessibility
60	I get mold in my back bedroom that keeps coming back and reported it to my manager. She does nothing about it and all last winter my kids and I were sick because of it and no one can sleep in that bedroom.
61	damaged windows/doors, electrical problems, handicap accessibility issues
62	leaky roof
63	missing several pieces of siding on the back side
64	electrical wiring, plugs, sockets, electromagnetic radiation

Q37 Have you occasionally run out of food and missed a meal(s), and/or had to obtain food from a local food pantry or the Salvation Army in the past year?

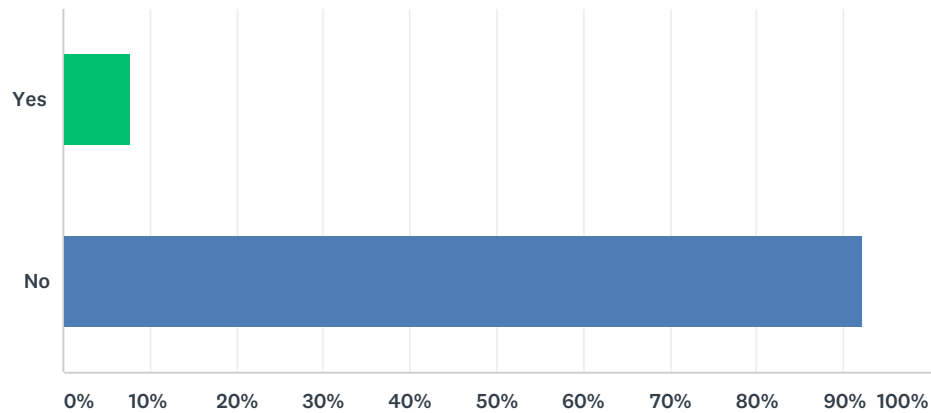
Answered: 221 Skipped: 12



ANSWER CHOICES	RESPONSES	
Yes	24.89%	55
No	75.11%	166
TOTAL		221

Q38 Do you lack a refrigerator and/or stove to properly store and prepare meals?

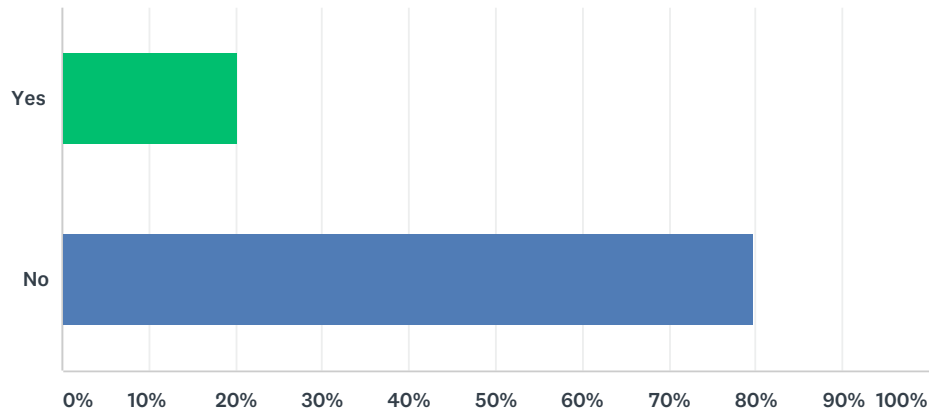
Answered: 220 Skipped: 13



ANSWER CHOICES	RESPONSES	
Yes	7.73%	17
No	92.27%	203
TOTAL		220

Q39 In the past year, have you or any member of your family had a health problem that you felt required a doctor's care, or needed a preventive health check-up for a child, but did NOT go to the doctor?

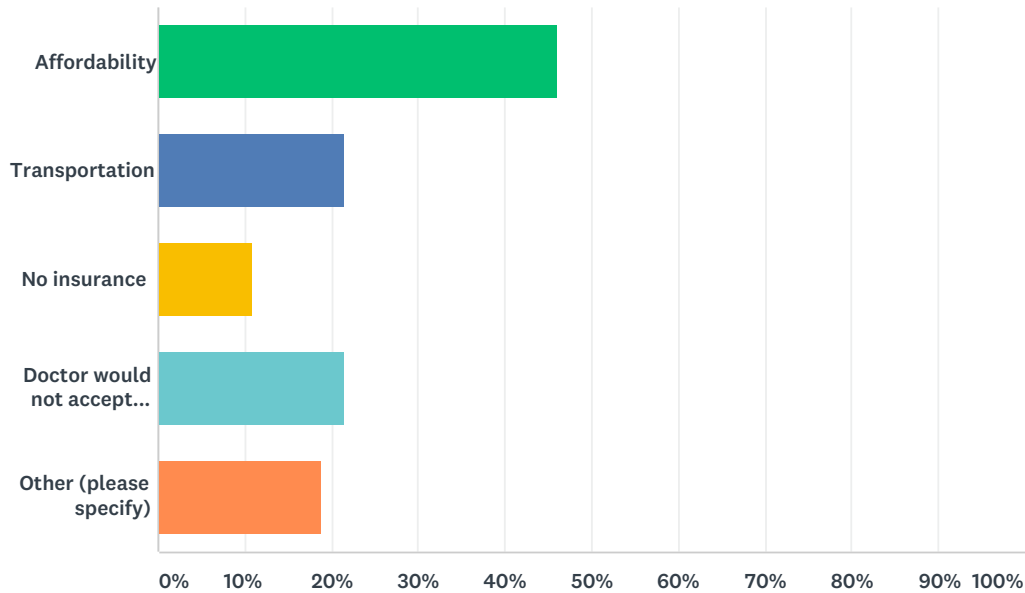
Answered: 211 Skipped: 22



ANSWER CHOICES	RESPONSES	
Yes	20.38%	43
No	79.62%	168
TOTAL		211

Q40 If Yes to question 39, why didn't you go?

Answered: 37 Skipped: 196

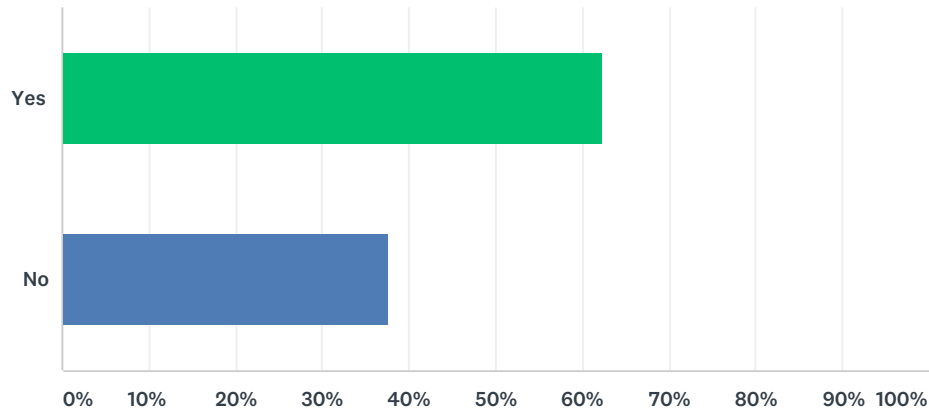


ANSWER CHOICES	RESPONSES	
Affordability	45.95%	17
Transportation	21.62%	8
No insurance	10.81%	4
Doctor would not accept Medicaid	21.62%	8
Other (please specify)	18.92%	7
Total Respondents: 37		

#	OTHER (PLEASE SPECIFY)	
1	personal	
2	no time	
3	did not specify	
4	no idea where to go	
5	I would like someone to go with me to hear what the doctor says	
6	no time, going now	
7	did not specify	

Q41 Does your family go to a dentist regularly?

Answered: 210 Skipped: 23



ANSWER CHOICES	RESPONSES	
Yes	62.38%	131
No	37.62%	79
TOTAL		210

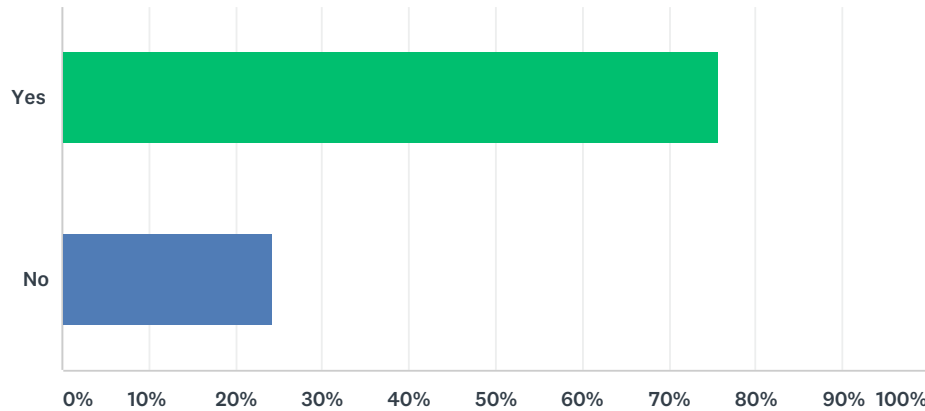
#	IF NO, WHY NOT?	
1	don't like the dentist	
2	scheduling is difficult	
3	insurance, don't know where to go	
4	father doesnt go	
5	trouble scheduling appointments	
6	personal	
7	personal	
8	affordability	
9	no dental insurance	
10	don't have a dentist	
11	don't take insurance	
12	just haven't gotten around to it	
13	haven't gotten around to it	
14	have dentures	
15	can't afford it	
16	get appointment to start	
17	time	
18	insurance	
19	i have false teeth that don't stay in well	
20	dentures	

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21	"dentures"
22	too expensive
23	kids do I dont thry have insurance through their father
24	just the child does, adults have no insurance
25	not covered by insurance
26	not covered by insurance
27	family issues
28	can't afford it

Q42 If your child needed dental treatment (fillings, crowns, braces) in the past two years, did you have it completed?

Answered: 107 Skipped: 126

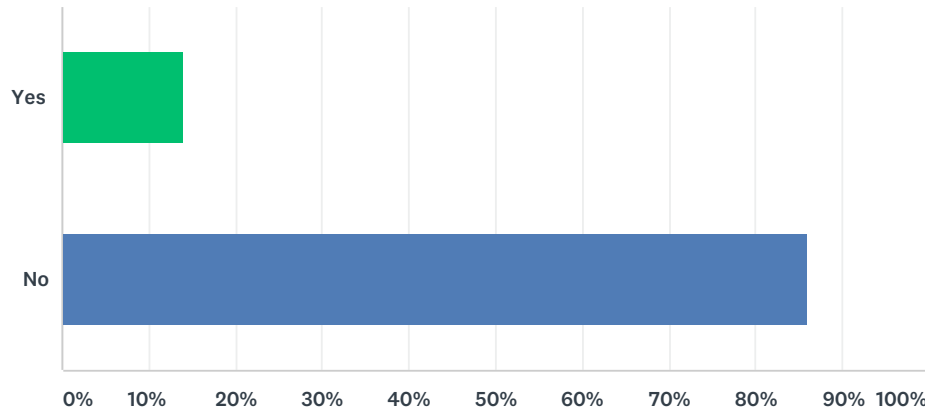


ANSWER CHOICES	RESPONSES	
Yes	75.70%	81
No	24.30%	26
TOTAL		107

#	IF NO, WHY NOT?	
1	no money	
2	no one around here, all hours away	
3	no dentist that we like locally	
4	in progress	
5	fear of dentists	
6	transportation	
7	personal	
8	needs braces, can't afford	
9	don't accept Medicaid	
10	want another opinion	
11	no children	

Q43 In the past year, have you lacked the money to have prescriptions filled?

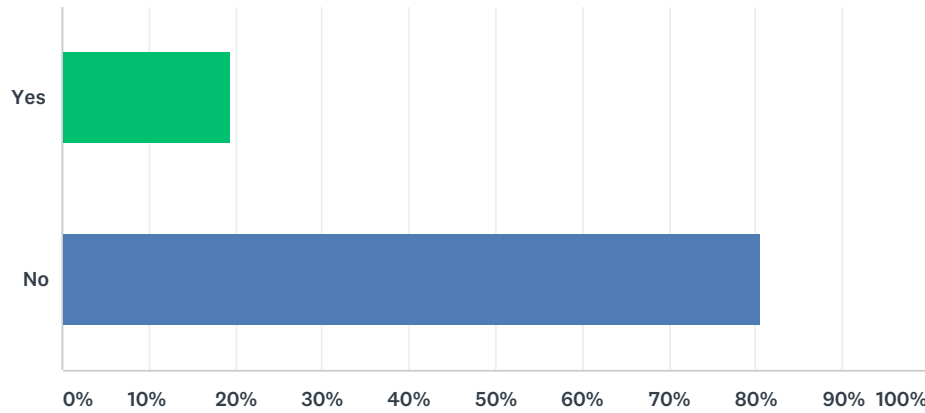
Answered: 215 Skipped: 18



ANSWER CHOICES	RESPONSES	
Yes	13.95%	30
No	86.05%	185
TOTAL		215

Q44 If yes to question 43, did you get help from someone else to pay for it?

Answered: 67 Skipped: 166



ANSWER CHOICES	RESPONSES	
Yes	19.40%	13
No	80.60%	54
TOTAL		67

Q45 How many people in your household do NOT have adequate medical insurance?

Answered: 154 Skipped: 79

#	RESPONSES	
1	0	
2	2	
3	8	
4	0	
5	0	
6	0	
7	0	
8	0	
9	0	
10	1	
11	0	
12	0	
13	0	
14	2	
15	1	
16	0	
17	1	
18	0	
19	0	
20	0	
21	0	
22	0	
23	1	
24	1	
25	2	
26	0	
27	0	
28	0	
29	0	
30	0	
31	0	
32	0	
33	0	
34	0	

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35	0
36	1
37	0
38	0
39	0
40	0
41	0
42	1
43	0
44	4
45	0
46	0
47	0
48	0
49	0
50	0
51	0
52	0
53	0
54	0
55	0
56	0
57	0
58	0
59	0
60	0
61	0
62	0
63	0
64	0
65	0
66	0
67	0
68	0
69	2
70	0
71	0
72	0
73	0
74	0
75	0

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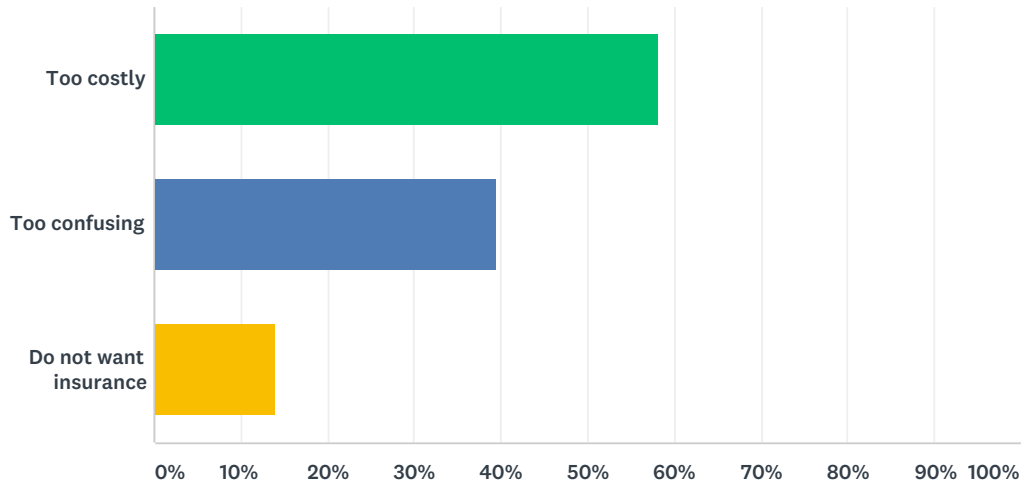
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90	0
91	0
92	0
93	0
94	0
95	0
96	0
97	0
98	0
99	0
100	0
101	0
102	1
103	0
104	0
105	0
106	0
107	2
108	0
109	0
110	0
111	0
112	0
113	0
114	0
115	0
116	0

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117	0
118	0
119	0
120	1
121	0
122	0
123	0
124	1
125	2
126	0
127	0
128	1
129	0
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133	1
134	0
135	0
136	0
137	0
138	2
139	0
140	0
141	0
142	0
143	0
144	0
145	0
146	0
147	0
148	0
149	2
150	0
151	0
152	0
153	0
154	1

Q46 If you don't have health insurance, and you did not use the new Affordable Care Act "health exchanges" to get insurance, why not?

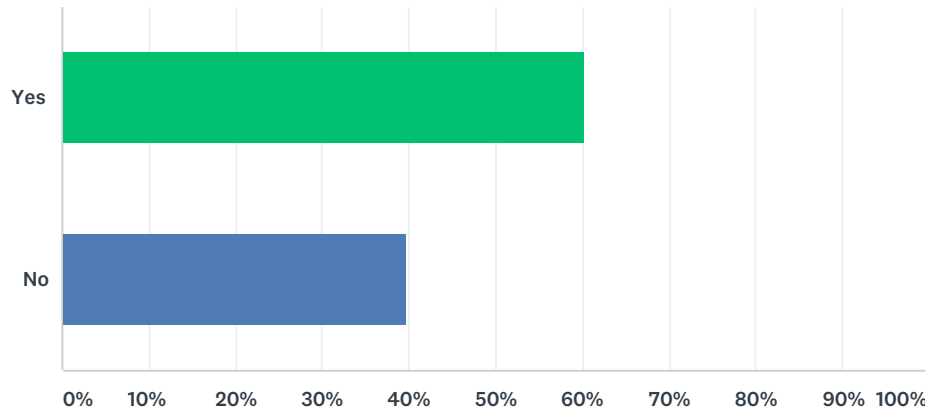
Answered: 43 Skipped: 190



ANSWER CHOICES	RESPONSES	
Too costly	58.14%	25
Too confusing	39.53%	17
Do not want insurance	13.95%	6
Total Respondents: 43		

Q47 If you have children under the age of 8, would you use the low-cost services of a Well Child Clinic for periodic check-ups for your children?

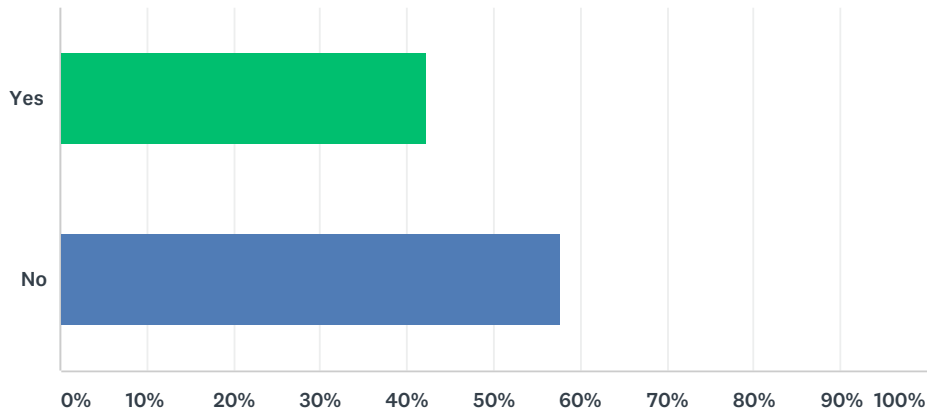
Answered: 136 Skipped: 97



ANSWER CHOICES	RESPONSES	
Yes	60.29%	82
No	39.71%	54
TOTAL		136

Q48 If you are expecting a child, or would like to have another child, would you use the low cost services of a Prenatal Clinic for expectant mother check-ups?

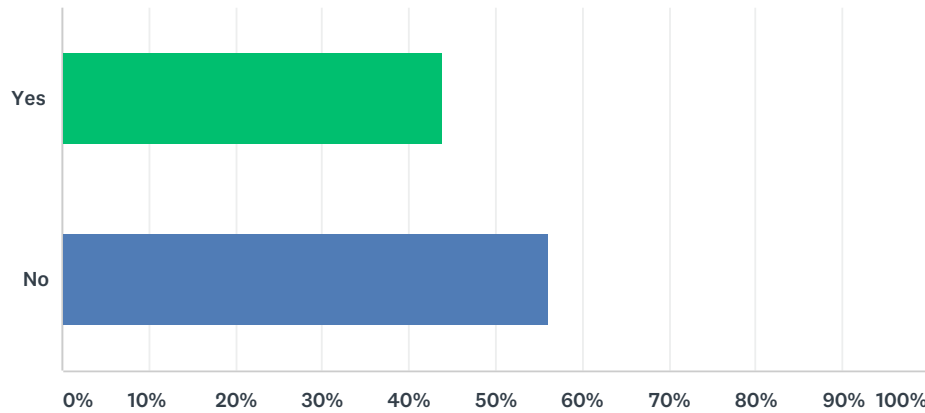
Answered: 111 Skipped: 122



ANSWER CHOICES	RESPONSES	
Yes	42.34%	47
No	57.66%	64
TOTAL		111

Q49 If you are between the ages of 15 and 45, would you use the low-cost services of a Family Planning Clinic for birth control services or disease detection?

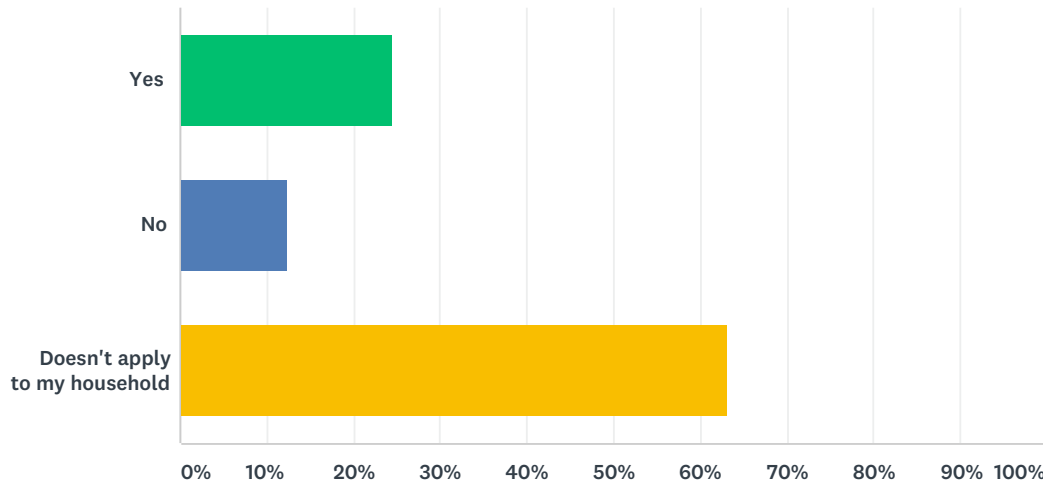
Answered: 139 Skipped: 94



ANSWER CHOICES	RESPONSES	
Yes	43.88%	61
No	56.12%	78
TOTAL		139

Q50 If there is a woman of child-bearing age in your home, and NOT currently in the WIC program, does she know that WIC provides fruits and vegetables on the program?

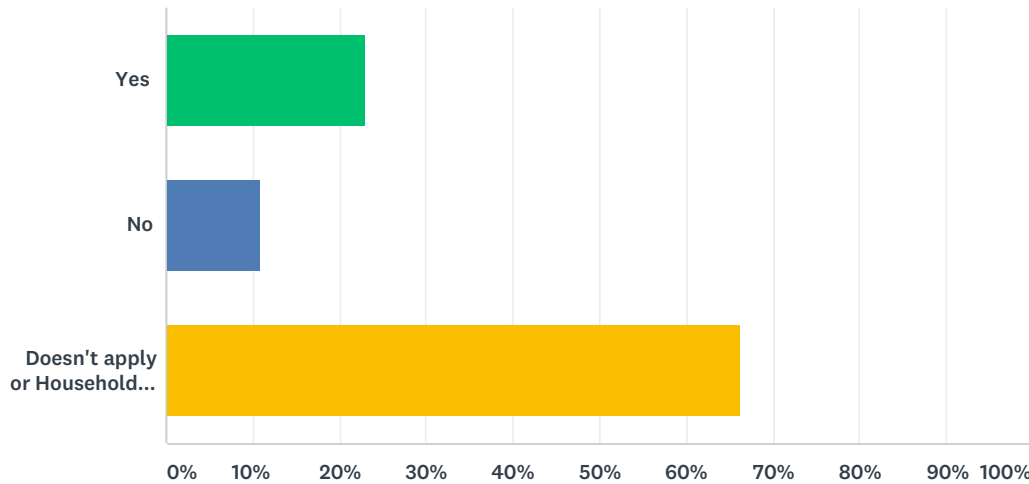
Answered: 155 Skipped: 78



ANSWER CHOICES	RESPONSES	
Yes	24.52%	38
No	12.26%	19
Doesn't apply to my household	63.23%	98
TOTAL		155

Q51 If there is a woman of child-bearing age in your home, and NOT currently in the WIC program, does she know that WIC provides breastfeeding support?

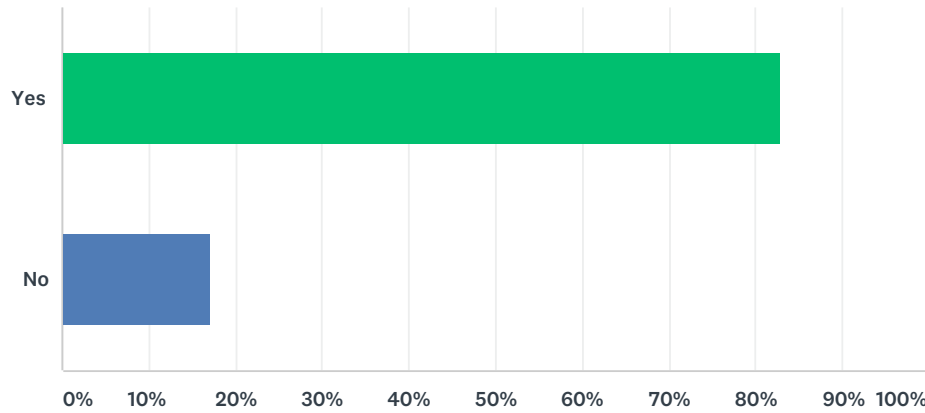
Answered: 157 Skipped: 76



ANSWER CHOICES	RESPONSES	
Yes	22.93%	36
No	10.83%	17
Doesn't apply or Household Receives WIC	66.24%	104
TOTAL		157

Q52 Do you know how to use the Internet and browse to different sites?

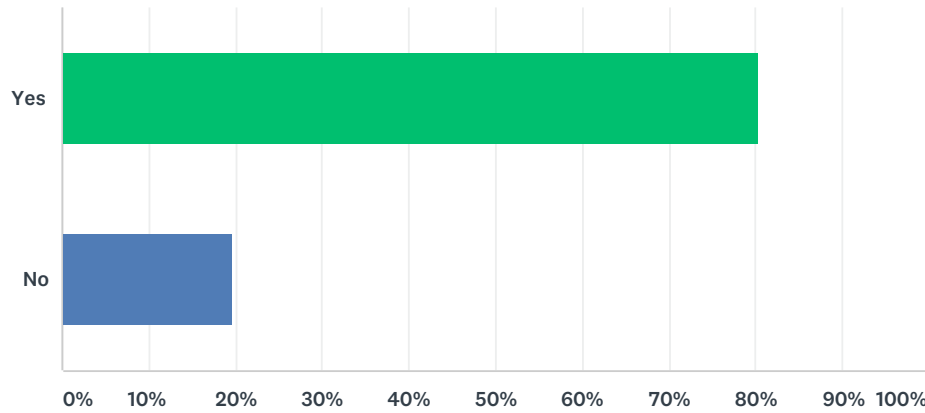
Answered: 222 Skipped: 11



ANSWER CHOICES	RESPONSES	
Yes	82.88%	184
No	17.12%	38
TOTAL		222

Q53 Do you have regular access to the Internet?

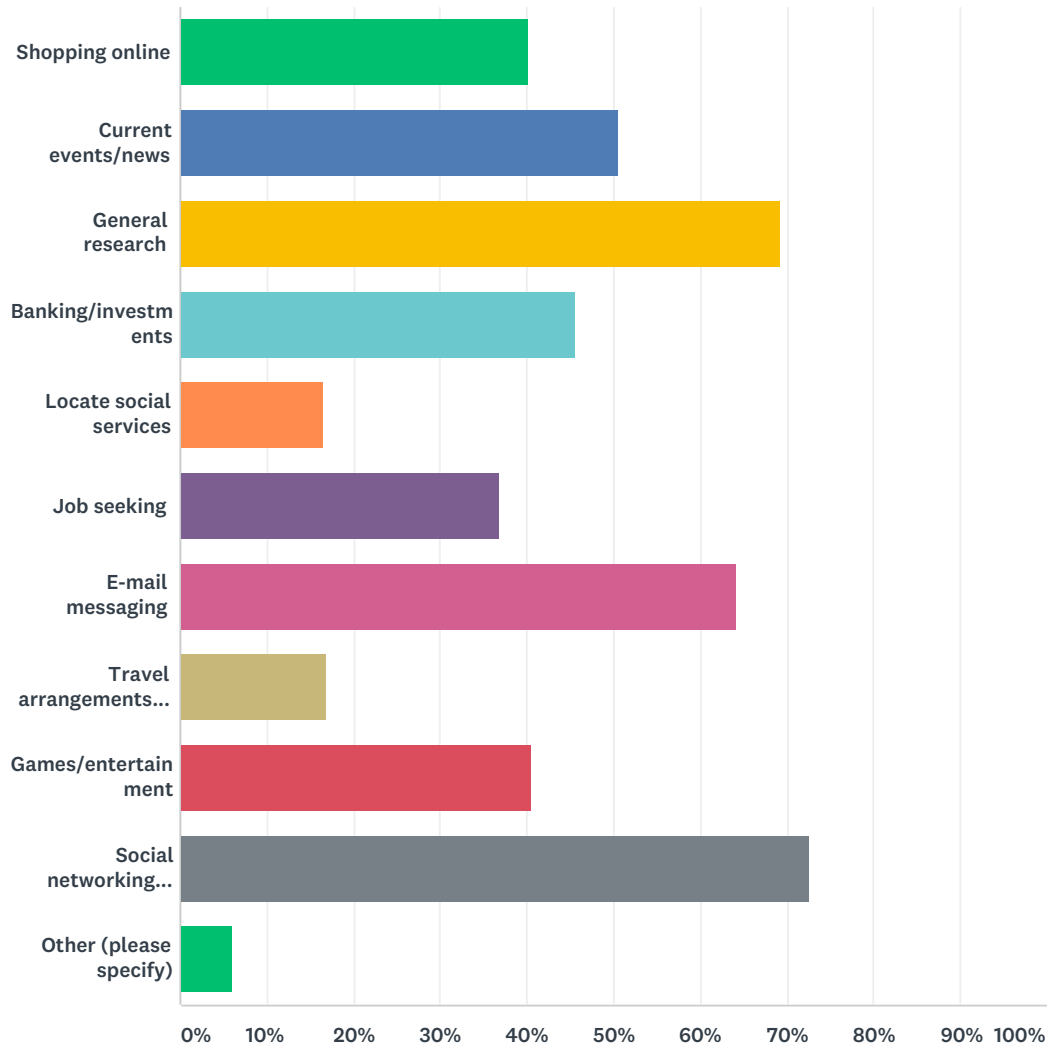
Answered: 219 Skipped: 14



ANSWER CHOICES	RESPONSES	
Yes	80.37%	176
No	19.63%	43
TOTAL		219

Q54 If you do use the Internet, check each item/purpose for which you use it:

Answered: 182 Skipped: 51



ANSWER CHOICES	RESPONSES	
Shopping online	40.11%	73
Current events/news	50.55%	92
General research	69.23%	126
Banking/investments	45.60%	83
Locate social services	16.48%	30
Job seeking	36.81%	67
E-mail messaging	64.29%	117
Travel arrangements/information	17.03%	31
Games/entertainment	40.66%	74

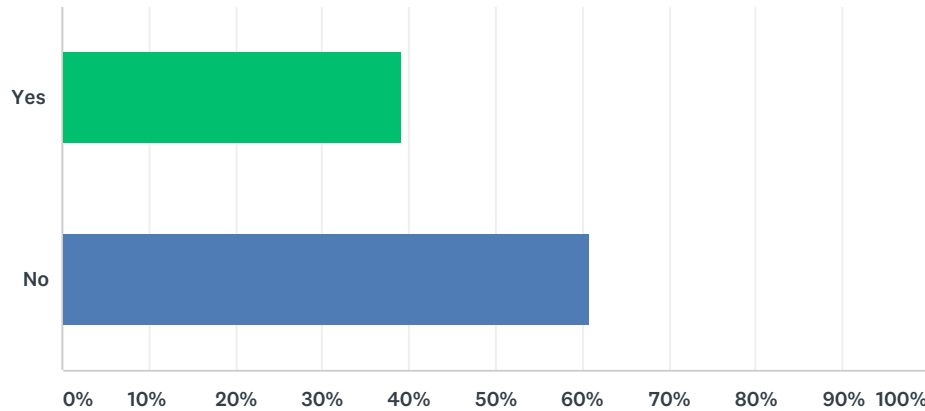
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Social networking (Facebook/Twitter)	72.53%	132
Other (please specify)	6.04%	11
Total Respondents: 182		

#	OTHER (PLEASE SPECIFY)	
1	selling items	
2	pay bill, kids homework	
3	mainly to work with school stuff	
4	paying rent	
5	kids school	
6	did not specify	
7	school	
8	fun	
9	school	
10	pay bills	
11	work	

Q55 If you have a cell phone but no home phone, are there times when you only have texting available?

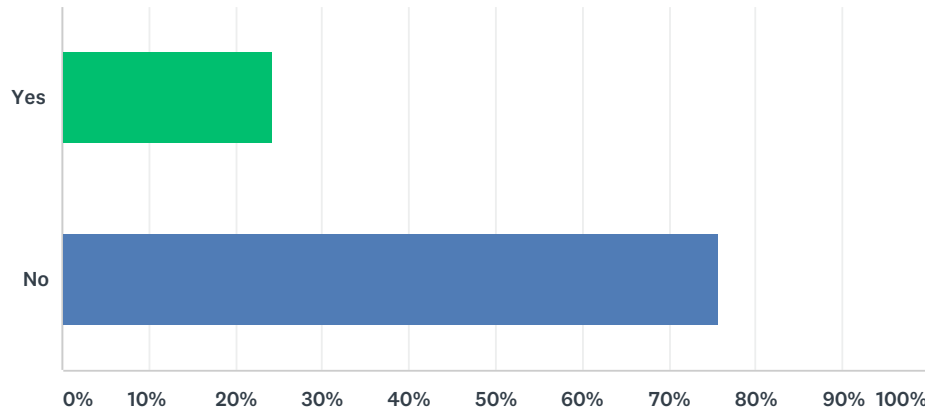
Answered: 199 Skipped: 34



ANSWER CHOICES	RESPONSES	
Yes	39.20%	78
No	60.80%	121
TOTAL		199

Q56 Does a lack of reliable transportation keep you from doing things you need or would like to do?

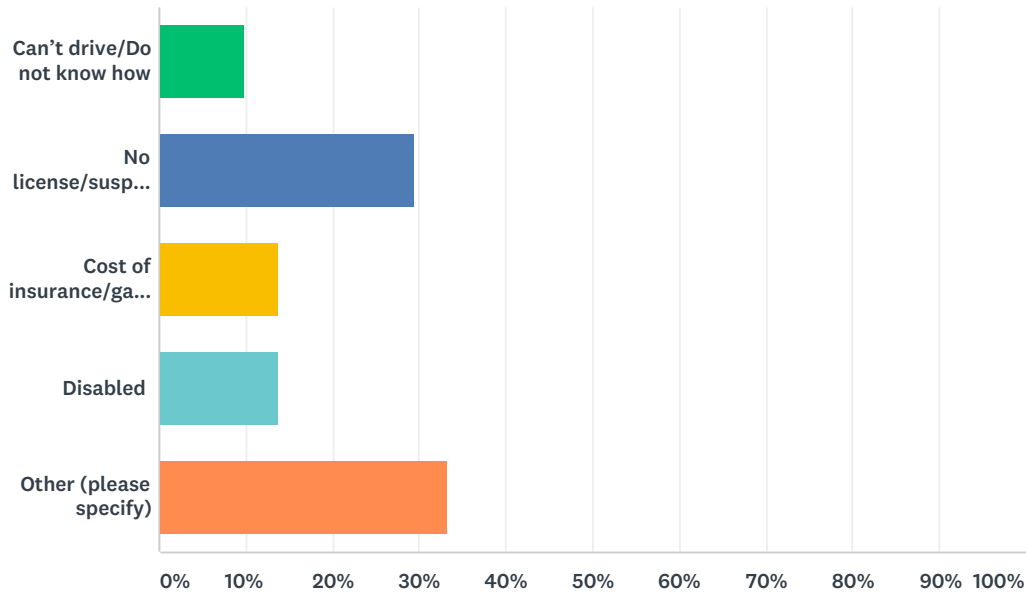
Answered: 215 Skipped: 18



ANSWER CHOICES	RESPONSES	
Yes	24.19%	52
No	75.81%	163
TOTAL		215

Q57 If yes to question 56, why?

Answered: 51 Skipped: 182



ANSWER CHOICES	RESPONSES	
Can't drive/Do not know how	9.80%	5
No license/suspended/legal	29.41%	15
Cost of insurance/gas/repairs	13.73%	7
Disabled	13.73%	7
Other (please specify)	33.33%	17
TOTAL		51

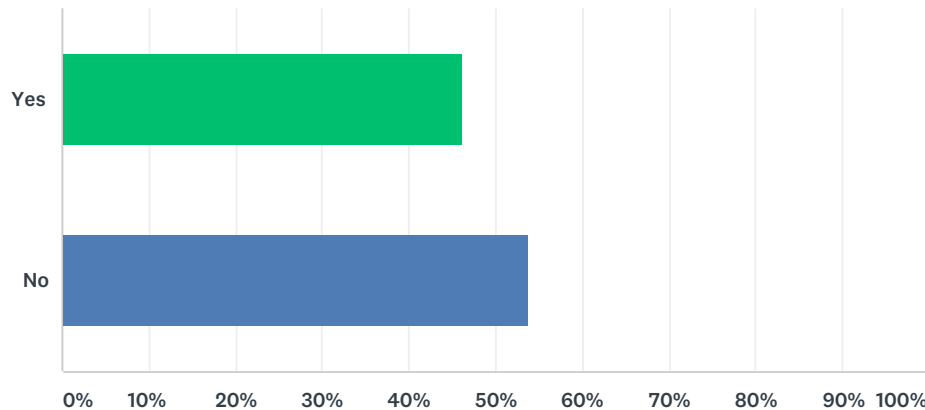
#	OTHER (PLEASE SPECIFY)	
1	old car broken half the time	
2	no car	
3	did not specify	
4	dependability of vehicle	
5	no car	
6	no car	
7	no car	
8	car is not currently running	
9	no car	
10	no car	
11	no car	
12	vehicle broken	
13	we don't have 2 vehicles	

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14	only 1 vehicle about to be repossessed
15	no car
16	easier on P.C.
17	can't afford a car

Q58 (Hardin, Wyandot, Putnam residents only) If there was a public transportation system with low fares that provided “shared-ride” service from your home to any destination in your county, with a 24-hour notice, would you use this service on a regular basis?

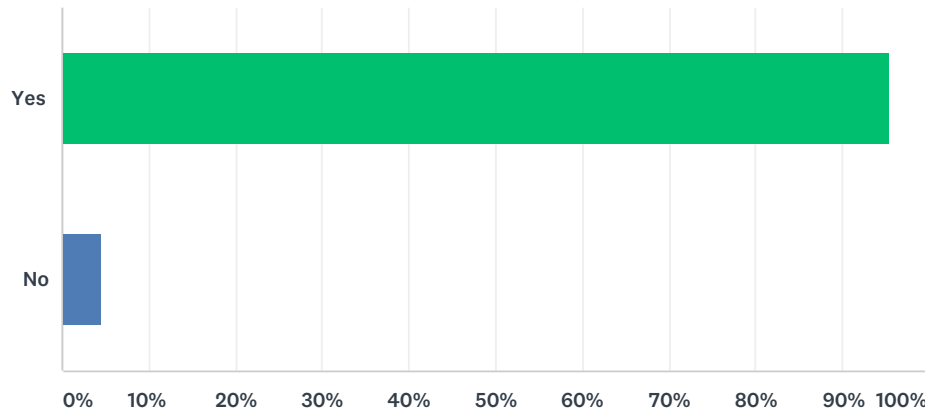
Answered: 106 Skipped: 127



ANSWER CHOICES		RESPONSES
Yes		46.23% 49
No		53.77% 57
TOTAL		106

Q59 (Hancock residents only) Are you aware there is a public transportation service called H.A.T.S. (Hancock Area Transportation Service) available?

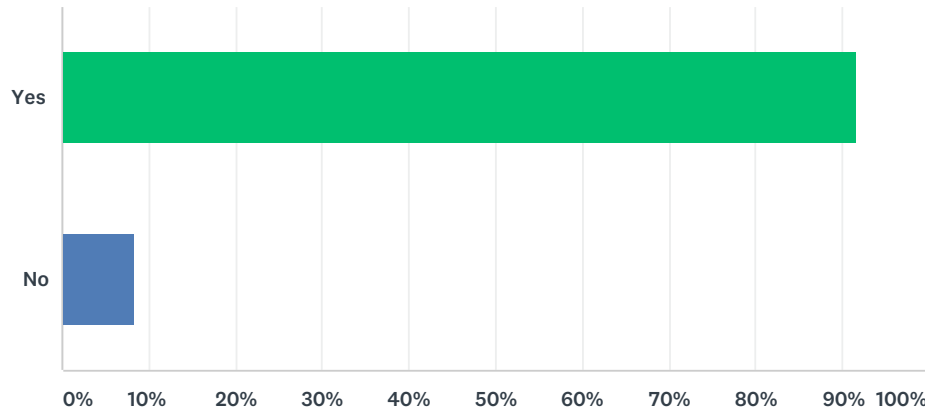
Answered: 87 Skipped: 146



ANSWER CHOICES	RESPONSES	
Yes	95.40%	83
No	4.60%	4
TOTAL		87

Q60 If you are aware of H.A.T.S., are you aware that it is open to all members of the public for any purpose?

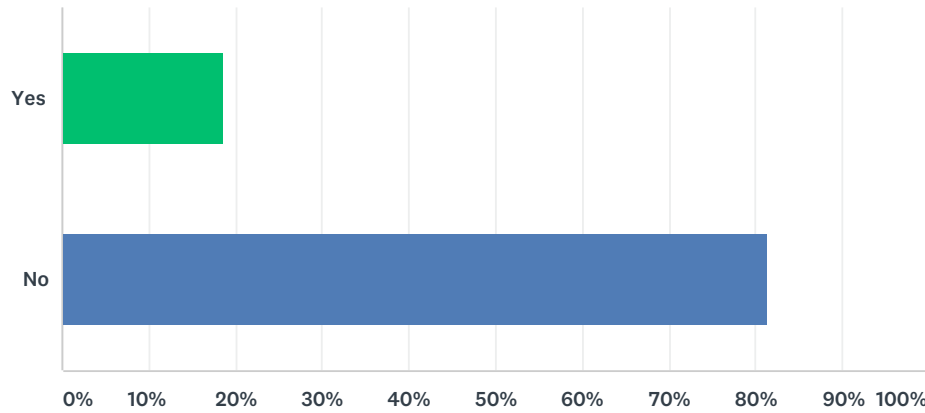
Answered: 84 Skipped: 149



ANSWER CHOICES	RESPONSES	
Yes	91.67%	77
No	8.33%	7
TOTAL		84

Q61 If yes to question 60, have you used HATS in the past year?

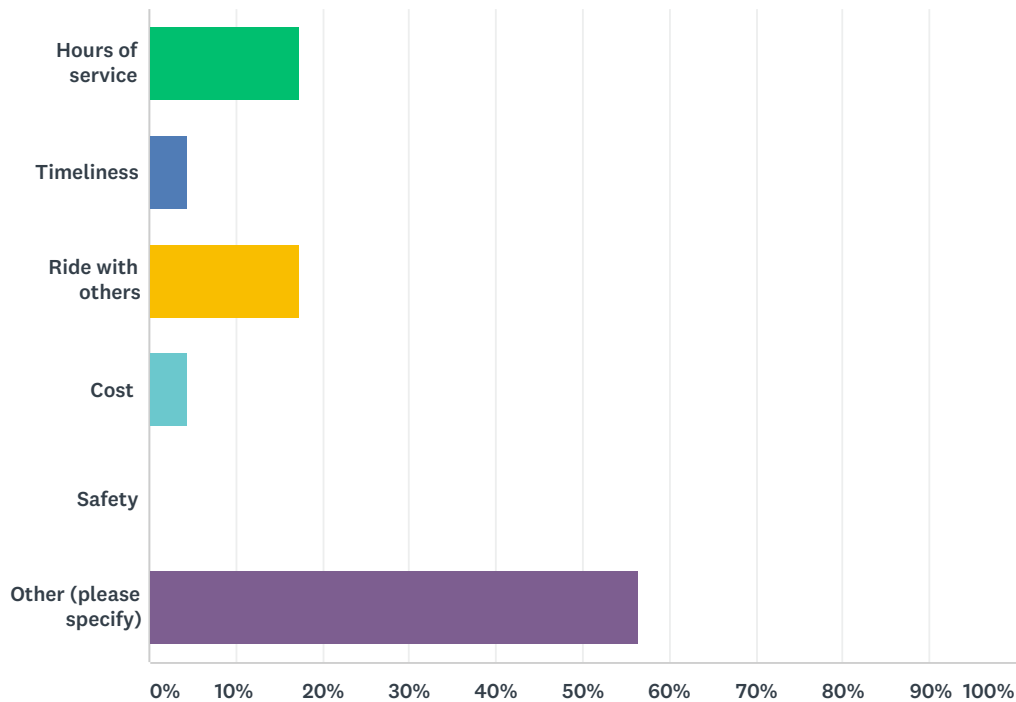
Answered: 75 Skipped: 158



ANSWER CHOICES	RESPONSES	
Yes	18.67%	14
No	81.33%	61
TOTAL		75

Q62 If you are aware of the HATS service, but choose not to use it, why not?

Answered: 46 Skipped: 187



ANSWER CHOICES	RESPONSES	
Hours of service	17.39%	8
Timeliness	4.35%	2
Ride with others	17.39%	8
Cost	4.35%	2
Safety	0.00%	0
Other (please specify)	56.52%	26
TOTAL		46

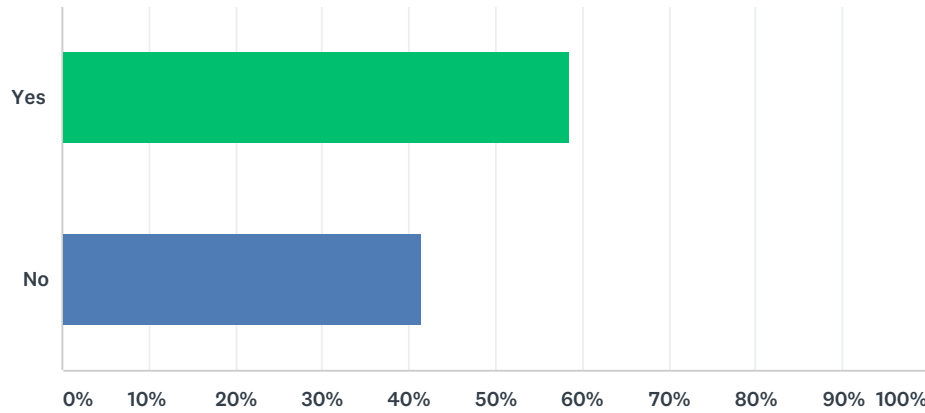
#	OTHER (PLEASE SPECIFY)	
1	have a car	
2	have a car	
3	have a car	
4	no same day pick-up	
5	availability	
6	availability	
7	you have to call two weeks in advance to schedule rides	
8	drive myself	

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9	doesnt always have availability
10	often booked for times needed
11	don't need to
12	have a car
13	have a car
14	no need
15	have a car
16	have transportation
17	have a car
18	i have reliable transportation
19	have a car
20	have a car
21	drives
22	drives
23	drives
24	cant get on the scgedule when we've called
25	n/a
26	not needed

Q63 Are you aware of HATS' half price fare for elderly and disabled riders?

Answered: 75 Skipped: 158



ANSWER CHOICES	RESPONSES	
Yes	58.67%	44
No	41.33%	31
TOTAL		75

Q64 How many members of your household have a physical or mental disability?

Answered: 197 Skipped: 36

ANSWER CHOICES	RESPONSES	
Total	100.00%	197
Of those, how many are under the age of 5?	71.07%	140

#	TOTAL	
1	0	
2	0	
3	0	
4	0	
5	0	
6	3	
7	0	
8	0	
9	0	
10	0	
11	0	
12	0	
13	3	
14	3	
15	0	
16	0	
17	0	
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19	0	
20	0	
21	0	
22	0	
23	0	
24	0	
25	0	
26	0	
27	0	
28	0	
29	1	
30	0	

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31	0
32	1
33	0
34	1
35	1
36	0
37	0
38	1
39	0
40	0
41	0
42	1
43	1
44	0
45	1
46	1
47	1
48	1
49	0
50	1
51	2
52	0
53	1
54	0
55	0
56	0
57	0
58	0
59	2
60	1
61	0
62	0
63	0
64	0
65	0
66	1
67	1
68	0
69	1
70	0
71	0

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72	0
73	0
74	1
75	0
76	0
77	0
78	0
79	0
80	0
81	0
82	0
83	0
84	1
85	1
86	0
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91	1
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93	1
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100	0
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103	1
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105	0
106	0
107	1
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109	0
110	0
111	0
112	0

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113	1
114	0
115	0
116	0
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118	0
119	0
120	1
121	0
122	1
123	0
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152	0
153	0

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154	0
155	1
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161	0
162	1
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164	0
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169	1
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171	2
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173	2
174	0
175	2
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177	1
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179	0
180	0
181	2
182	1
183	0
184	1
185	0
186	0
187	0
188	1
189	1
190	0
191	0
192	0
193	1
194	0

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195	0	
196	1	
197	0	
#	OF THOSE, HOW MANY ARE UNDER THE AGE OF 5?	
1	0	
2	1	
3	0	
4	0	
5	0	
6	0	
7	0	
8	0	
9	0	
10	0	
11	0	
12	0	
13	0	
14	0	
15	0	
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30	0	
31	0	
32	0	
33	0	
34	0	
35	0	
36	1	
37	0	

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38	0
39	0
40	0
41	0
42	0
43	0
44	0
45	0
46	0
47	0
48	0
49	0
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78	0

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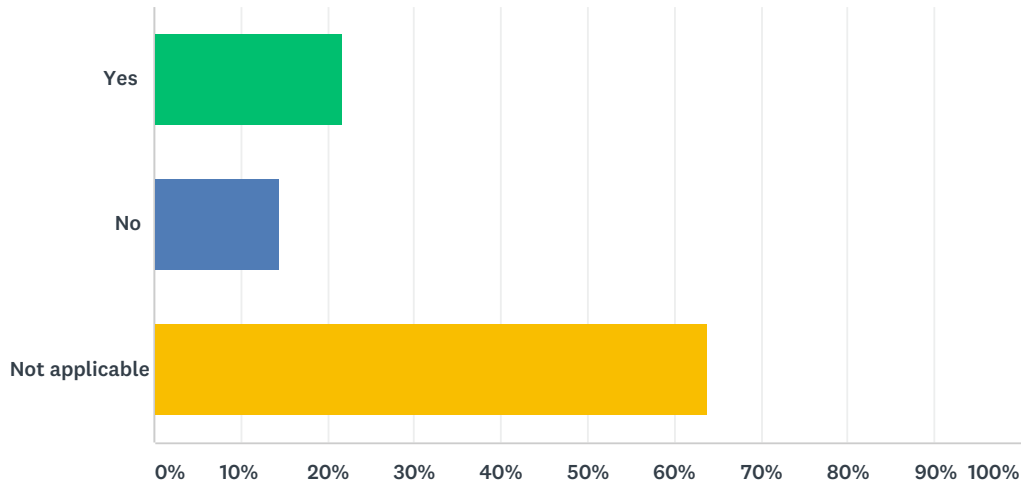
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120	0
121	0
122	0
123	0
124	0
125	0
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127	0
128	0
129	0
130	0
131	0
132	0
133	0
134	0
135	0
136	0
137	0
138	0
139	1
140	0

Q65 If members of your household have a disability, are they receiving any type of services related to that disability?

Answered: 188 Skipped: 45



ANSWER CHOICES	RESPONSES	
Yes	21.81%	41
No	14.36%	27
Not applicable	63.83%	120
TOTAL		188

Q66 How many members of your household identify as:

Answered: 204 Skipped: 29

ANSWER CHOICES	RESPONSES	
Hispanic/Latino	14.71%	30
Non-Hispanic/Latino	4.41%	9
Black	6.37%	13
White	84.31%	172
Native American	1.96%	4
Asian	0.98%	2
Bi-racial/multi-racial	7.84%	16
Other (please specify)	0.00%	0

#	HISPANIC/LATINO	
1	2	
2	1	
3	4	
4	3	
5	5	
6	5	
7	3	
8	1	
9	2	
10	1	
11	1	
12	1	
13	1	
14	1	
15	1	
16	1	
17	5	
18	5	
19	1	
20	5	
21	5	
22	1	
23	6	
24	3	

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25	1
26	3
27	2
28	2
29	2
30	1
#	NON-HISPANIC/LATINO
1	3
2	1
3	3
4	2
5	5
6	4
7	2
8	1
9	2
#	BLACK
1	8
2	3
3	5
4	3
5	2
6	2
7	5
8	1
9	1
10	3
11	4
12	1
13	1
#	WHITE
1	3
2	1
3	5
4	5
5	4
6	5
7	4
8	1
9	3
10	3

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11	4
12	7
13	5
14	7
15	6
16	4
17	4
18	1
19	5
20	4
21	5
22	3
23	4
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38	1
39	1
40	4
41	1
42	1
43	4
44	1
45	1
46	3
47	1
48	1
49	1
50	1
51	1

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52	1
53	1
54	2
55	3
56	2
57	4
58	4
59	5
60	3
61	4
62	7
63	5
64	3
65	4
66	7
67	2
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81	2
82	2
83	2
84	5
85	5
86	11
87	3
88	5
89	6
90	5
91	3
92	6

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93	1
94	5
95	5
96	6
97	5
98	4
99	4
100	5
101	1
102	6
103	3
104	4
105	2
106	3
107	3
108	8
109	2
110	3
111	7
112	3
113	4
114	4
115	1
116	2
117	2
118	2
119	2
120	1
121	2
122	1
123	1
124	7
125	7
126	1
127	1
128	1
129	1
130	1
131	1
132	1
133	2

HHWP Community Action Commission 2017 Community Needs Survey

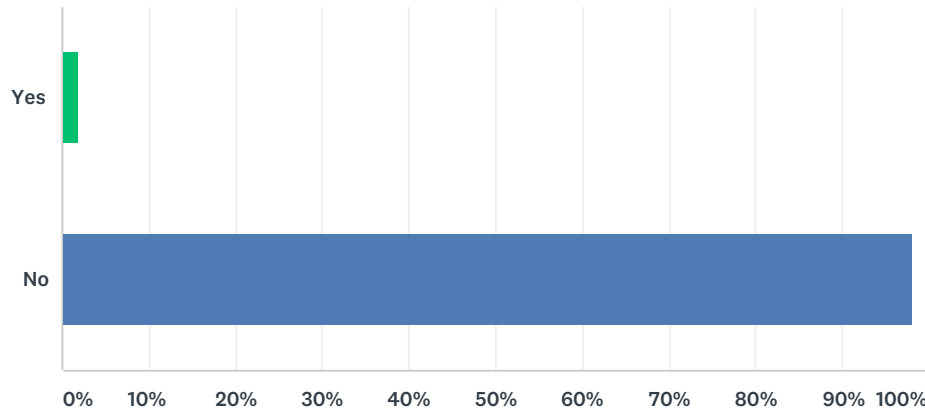
134	5
135	5
136	6
137	4
138	3
139	5
140	3
141	4
142	4
143	7
144	6
145	2
146	4
147	3
148	3
149	2
150	1
151	2
152	1
153	2
154	2
155	2
156	1
157	3
158	1
159	2
160	1
161	4
162	1
163	1
164	1
165	2
166	1
167	4
168	3
169	2
170	1
171	3
172	1
#	NATIVE AMERICAN
1	2

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2	2	
3	1	
4	1	
#	ASIAN	
1	1	
2	1	
#	BI-RACIAL/MULTI-RACIAL	
1	1	
2	2	
3	2	
4	1	
5	2	
6	4	
7	3	
8	2	
9	1	
10	2	
11	3	
12	1	
13	1	
14	1	
15	1	
16	1	
#	OTHER (PLEASE SPECIFY)	
	There are no responses.	

Q67 In the last two years, do you feel you have been discriminated against because of your race or disability?

Answered: 207 Skipped: 26

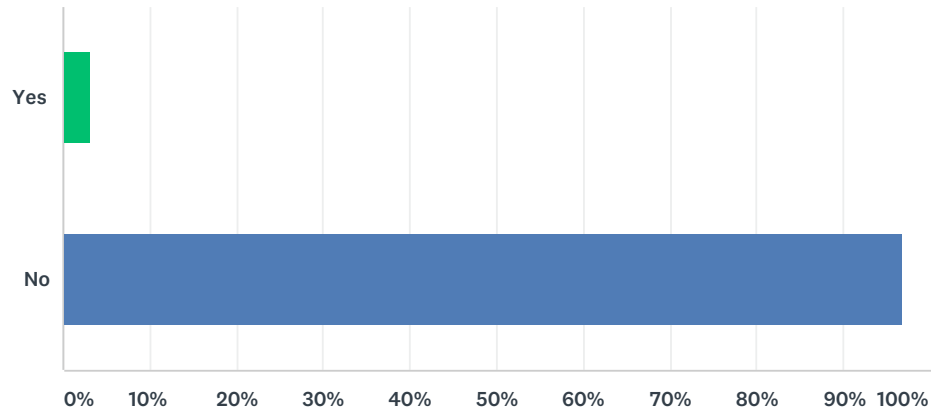


ANSWER CHOICES	RESPONSES	
Yes	1.93%	4
No	98.07%	203
TOTAL		207

#	IF YES, BRIEFLY EXPLAIN THE SITUATION	
1	sometimes when we go to the store people look at us weird	
2	can't get loans or any help	
3	I need help in disability	
4	human trafficking program	

Q68 In the past two years, have you been turned down for rental housing because you had children?

Answered: 194 Skipped: 39



ANSWER CHOICES	RESPONSES	
Yes	3.09%	6
No	96.91%	188
TOTAL		194

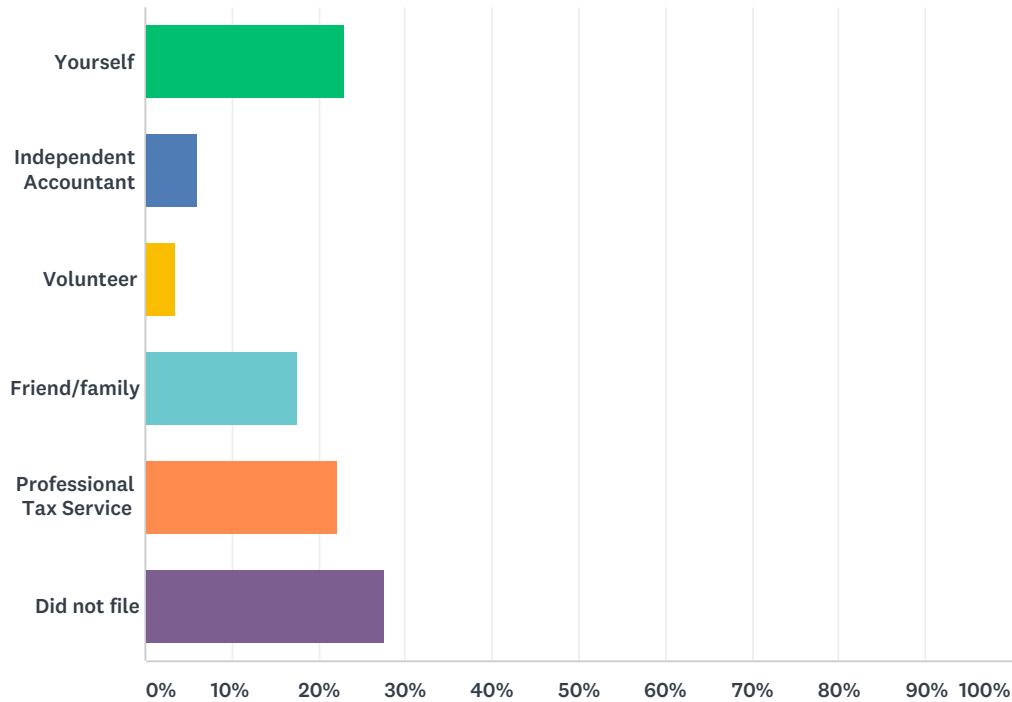
Q69 Please describe any problems you've had obtaining services from social service agencies and health providers in the last two years.

Answered: 17 Skipped: 216

#	RESPONSES
1	never tried getting help
2	Landlord wants more rent come the new year for the baby. Communication problems with the food stamp program
3	being overincome for Headstart
4	no transportation, unreliable living environment
5	did not know about them, or how to sign up
6	trying to get husband into specialist
7	Dentist didn't check my insurance first leaving me owing a large amount
8	n/a
9	none
10	n/a
11	n/a
12	None
13	I'm too independent for Agency on Aging and HARCO will not help me, but I have a disability
14	having to include roommates and boyfriend income-wise, I was declined for any help
15	Dentist not accepting Medicare/Medicaid
16	CAC for electric help, WIC for food
17	been denied housing because I'm a student

Q70 Who prepared your 2016 IRS income tax forms?

Answered: 199 Skipped: 34



ANSWER CHOICES	RESPONSES	
Yourself	23.12%	46
Independent Accountant	6.03%	12
Volunteer	3.52%	7
Friend/family	17.59%	35
Professional Tax Service	22.11%	44
Did not file	27.64%	55
TOTAL		199

Q71 If you paid for tax form preparation services, about how much did you pay?

Answered: 70 Skipped: 163

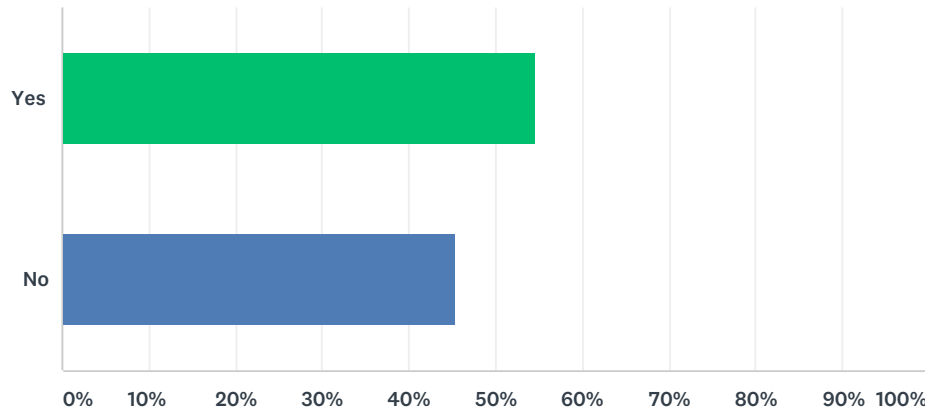
#	RESPONSES
1	50
2	100
3	20
4	200
5	60-80
6	75
7	35
8	0
9	0
10	300
11	600
12	0
13	0
14	295
15	350
16	0
17	0
18	75
19	0
20	0
21	120
22	0
23	200
24	0
25	480
26	400
27	65
28	200
29	50
30	80
31	100
32	20
33	100
34	100

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35	40
36	110
37	300
38	400
39	60
40	500
41	200
42	400
43	300
44	350
45	30
46	275
47	100
48	not sure
49	0
50	30
51	399
52	12.99
53	0
54	85
55	85
56	65
57	350
58	0
59	20
60	50
61	120
62	250
63	75
64	0
65	250
66	0
67	0
68	0
69	150
70	0

Q72 Are you aware of the free tax clinics available?

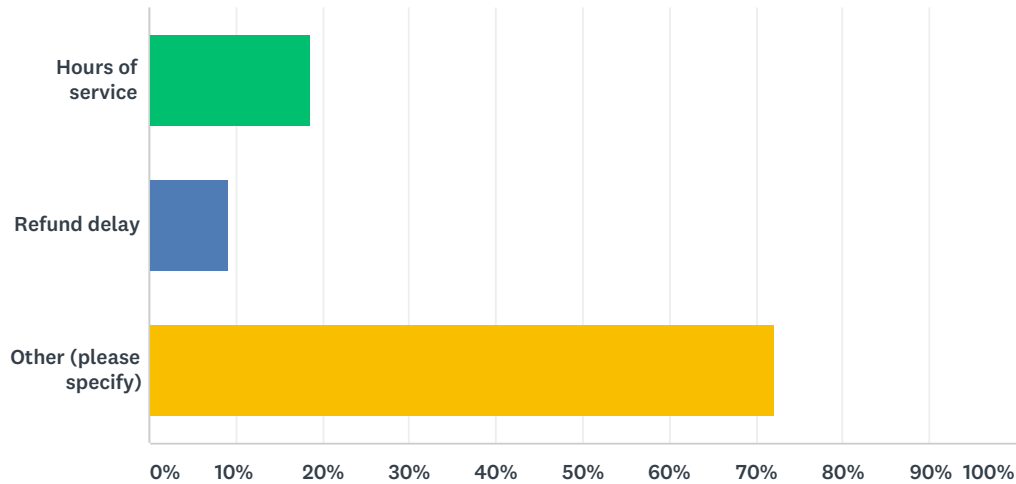
Answered: 176 Skipped: 57



ANSWER CHOICES		RESPONSES	
Yes		54.55%	96
No		45.45%	80
TOTAL			176

Q73 If yes to question 72, and you chose NOT to use them, why not?

Answered: 54 Skipped: 179



ANSWER CHOICES	RESPONSES	
Hours of service	18.52%	10
Refund delay	9.26%	5
Other (please specify)	72.22%	39
TOTAL		54

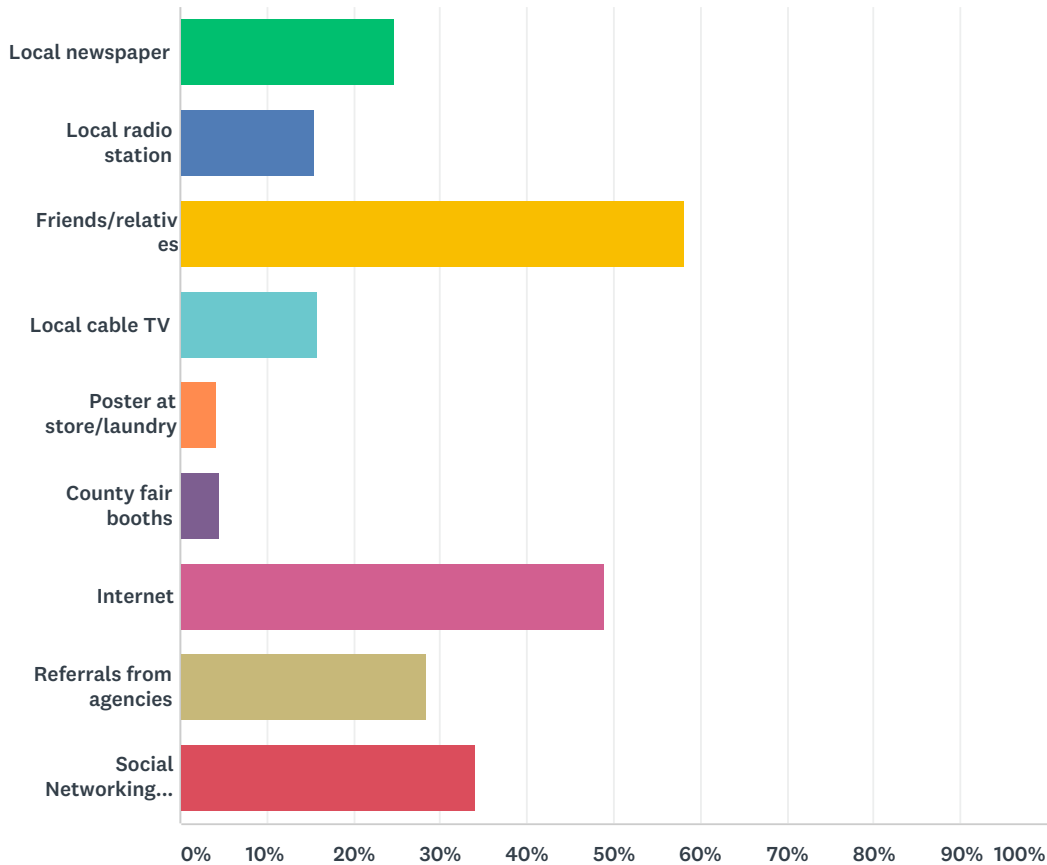
#	OTHER (PLEASE SPECIFY)	
1	do it myself	
2	no job	
3	we always use H&R	
4	didn't know where	
5	we have used the same place for years and it saves most info so it is very fast to get done	
6	they waived my fee since I'm in college and went to same location as my mom	
7	wasn't sure if they could do self-employed	
8	did not work in 2016	
9	no taxable income	
10	i have taken classes to do my taxes	
11	i do them myself	
12	someone else pays to have our taxes done	
13	friend provided	
14	did not specify	
15	i pay for what I get	
16	i do them myself	
17	I like to do them on my own	
18	already had program for taxes	

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19	I like to do them on my own
20	did not file
21	feel more confident in gentleman who has done it last 10 years
22	on SSD
23	prefer reliability of the company I use
24	did not specify
25	not sure
26	did not specify
27	self pride
28	because someone else does it
29	didn't want to
30	didn't want to
31	always go to same person
32	do them ourselves
33	self-prepared
34	can do my own
35	family
36	why pay someone when I can do
37	do them ourselves
38	easier for me to do it
39	loyalty to tax preparer

Q74 Which of the following information sources do you normally use the most to find out about social service programs? (check all that apply)

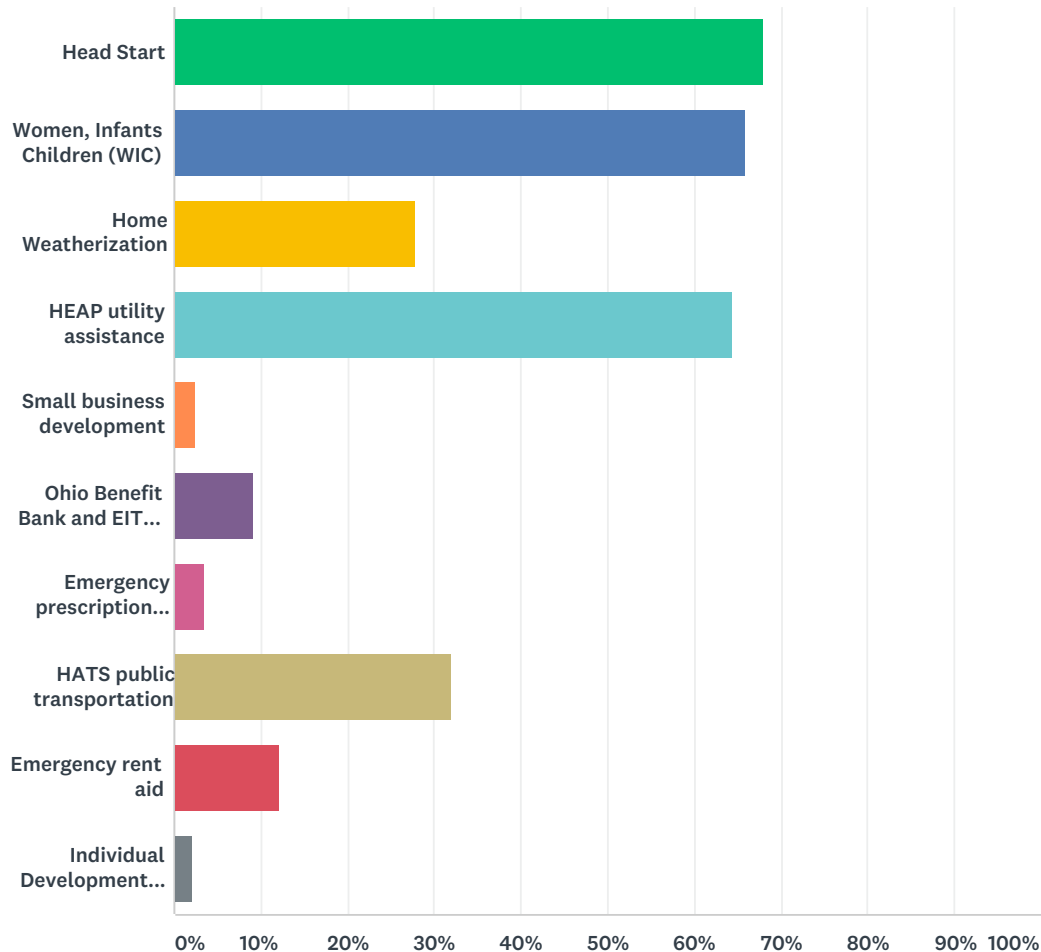
Answered: 194 Skipped: 39



ANSWER CHOICES	RESPONSES	
Local newspaper	24.74%	48
Local radio station	15.46%	30
Friends/relatives	58.25%	113
Local cable TV	15.98%	31
Poster at store/laundry	4.12%	8
County fair booths	4.64%	9
Internet	48.97%	95
Referrals from agencies	28.35%	55
Social Networking (Facebook, Twitter)	34.02%	66
Total Respondents: 194		

Q75 Indicate which of the HHWP Community Action Commission's services you are familiar with (check all that apply):

Answered: 197 Skipped: 36

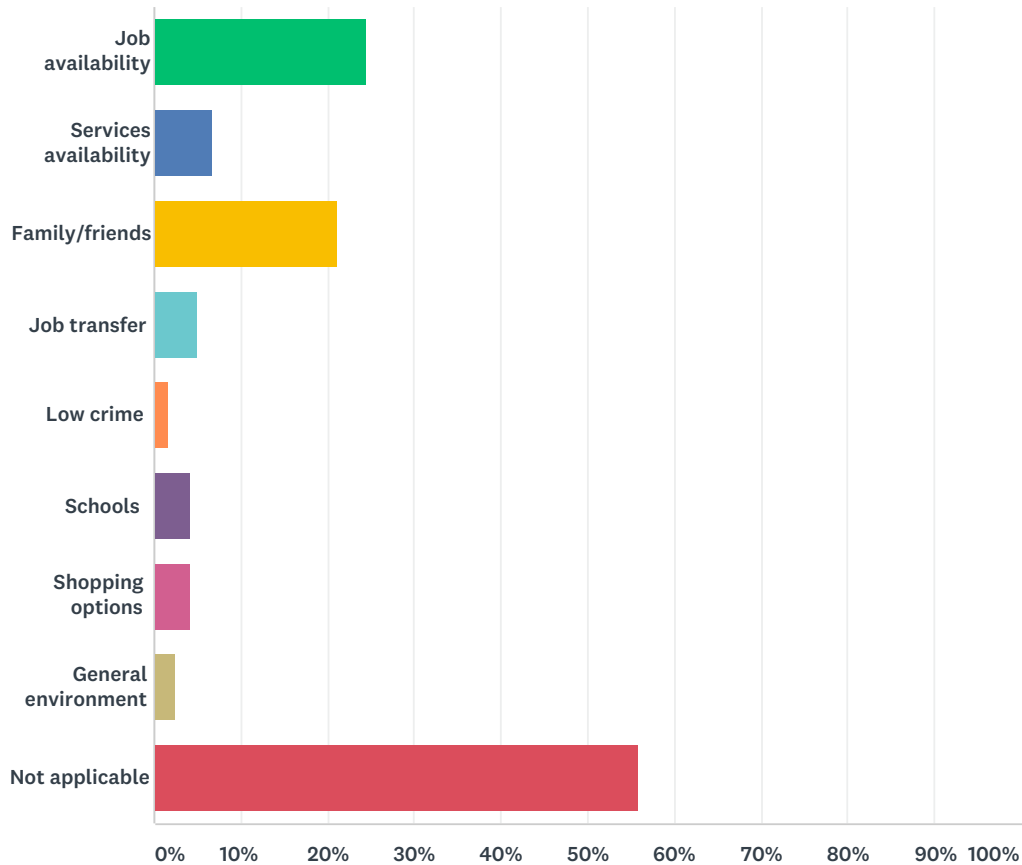


ANSWER CHOICES	RESPONSES	
Head Start	68.02%	134
Women, Infants Children (WIC)	65.99%	130
Home Weatherization	27.92%	55
HEAP utility assistance	64.47%	127
Small business development	2.54%	5
Ohio Benefit Bank and EITC tax return aid	9.14%	18
Emergency prescription aid	3.55%	7
HATS public transportation	31.98%	63
Emergency rent aid	12.18%	24
Individual Development Accounts (IDA)	2.03%	4

Total Respondents: 197	
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Q76 If you have moved to Findlay as an adult, what were the most important reasons?

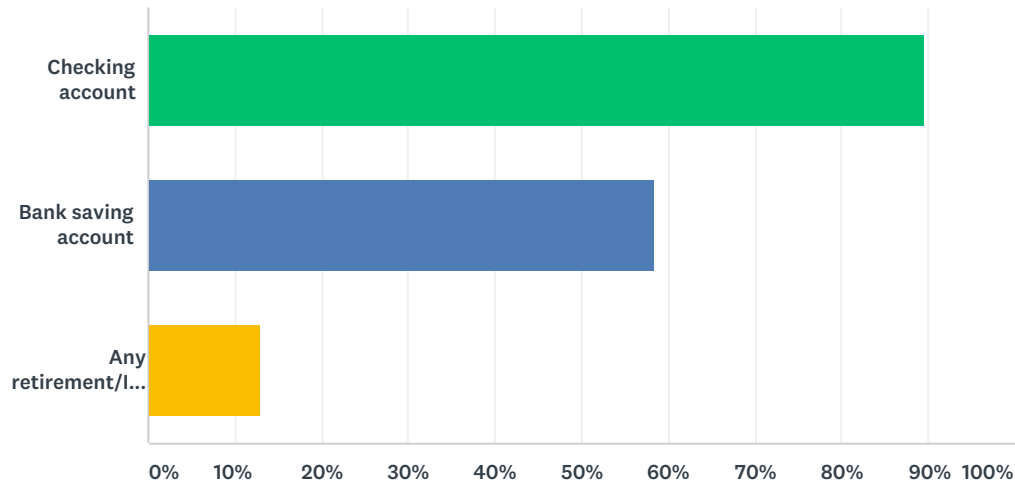
Answered: 118 Skipped: 115



ANSWER CHOICES	RESPONSES	
Job availability	24.58%	29
Services availability	6.78%	8
Family/friends	21.19%	25
Job transfer	5.08%	6
Low crime	1.69%	2
Schools	4.24%	5
Shopping options	4.24%	5
General environment	2.54%	3
Not applicable	55.93%	66
Total Respondents: 118		

Q77 Does anyone in your household have (check all that apply):

Answered: 163 Skipped: 70



ANSWER CHOICES	RESPONSES	
Checking account	89.57%	146
Bank saving account	58.28%	95
Any retirement/IRA accounts	12.88%	21
Total Respondents: 163		

Q78 What is the primary language spoken in your home?

Answered: 204 Skipped: 29

#	RESPONSES
1	English
2	English
3	English
4	English
5	English
6	English
7	English
8	English
9	English
10	English
11	English
12	English
13	English
14	English
15	English
16	English
17	spanish
18	English
19	English
20	English
21	English
22	English
23	English
24	English
25	English
26	English
27	English
28	English
29	English
30	English
31	English
32	spanish
33	English - Tagalog
34	English
35	English

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36	English
37	English
38	English
39	English
40	English
41	English
42	English
43	English
44	English
45	English
46	English
47	English
48	English
49	English
50	English
51	English
52	English
53	English
54	English
55	English
56	English
57	English
58	English
59	English
60	English
61	English
62	English
63	English
64	English
65	English
66	English
67	English
68	English
69	English
70	English
71	English
72	English
73	spanish
74	English
75	English
76	English

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77	English
78	English
79	English
80	English
81	English
82	English
83	English
84	English
85	English
86	English
87	English
88	English
89	English
90	spanish
91	English
92	English
93	English
94	English
95	English
96	English
97	English
98	English
99	English
100	English
101	English
102	English
103	English
104	English
105	English
106	English
107	prefer not to say
108	English
109	English
110	English
111	English
112	English
113	English
114	English
115	English
116	English
117	English

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118	English
119	English
120	English
121	English
122	English
123	English
124	English
125	English
126	English
127	spanish
128	English
129	English
130	English
131	English
132	English
133	English
134	English
135	English
136	English
137	English
138	English
139	English
140	English
141	English
142	English
143	English
144	English
145	English
146	English
147	English
148	English
149	English
150	English
151	English
152	English
153	English
154	English
155	English
156	English
157	English
158	prefer not to say

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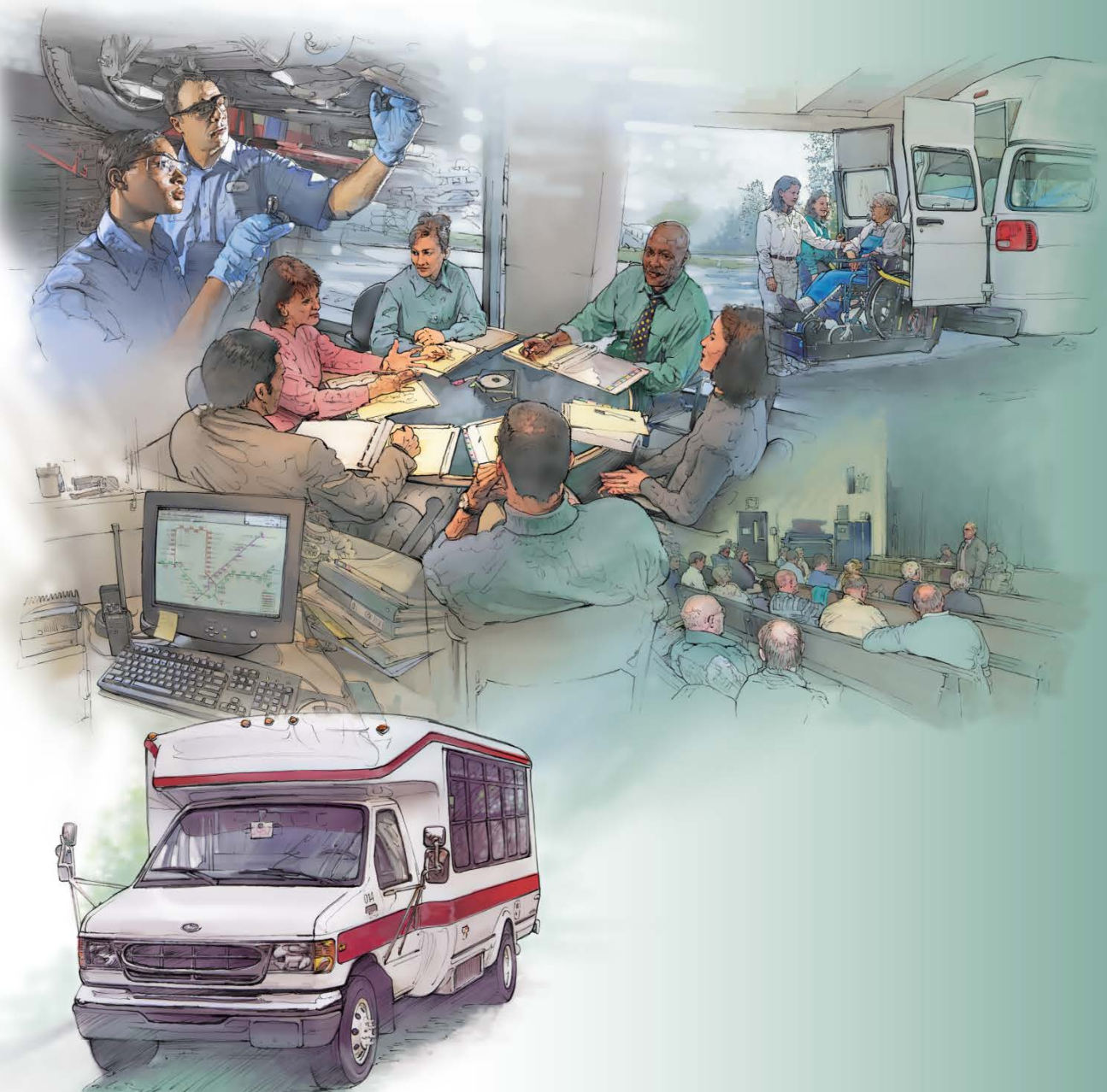
159	English
160	English
161	English
162	English
163	English
164	English
165	English
166	English
167	English
168	english/spanish
169	English
170	English
171	English
172	English
173	English
174	English
175	English
176	English
177	English
178	English
179	English
180	English
181	spanish
182	English
183	English
184	English
185	English
186	English
187	English
188	English
189	English
190	English
191	English
192	English
193	English
194	English
195	English
196	English
197	prefer not to say
198	English
199	English

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200	English
201	English
202	English
203	English
204	English



APPENDIX C: Social Service Agency Survey



HHWP CAC 2017 Social Service Agency Survey

The HHWP Community Action Commission is conducting its triennial Community Needs Assessment and would like your help in determining what programs and services we will offer in the coming years to help residents become self-sufficient. This short survey will help us identify the problems and needs of the residents of our four-county service area, as seen by social service agencies. We are conducting other surveys of low-income families and we are collecting Census and other data for the final report, which should be done by early fall, 2017. Please give these several questions some serious thought, then complete and return it to the CAC. Attach additional notes, if you wish. Your assistance will be greatly appreciated!

1. In the space below, please identify any needs or problems encountered by low and moderate income families in our area for which adequate services do not exist:

2. Please describe any ways in which you think the Community Action Commission could, either by acting alone or in collaboration with other agencies, address the needs you have identified above:

3. Please describe any ways in which you feel the CAC could change or improve upon its existing programming to better address the needs of our residents:

4. List any other comments you feel may be helpful for this assessment process, or to the CAC in trying to achieve our mission of enabling area residents to become economically self-sufficient.

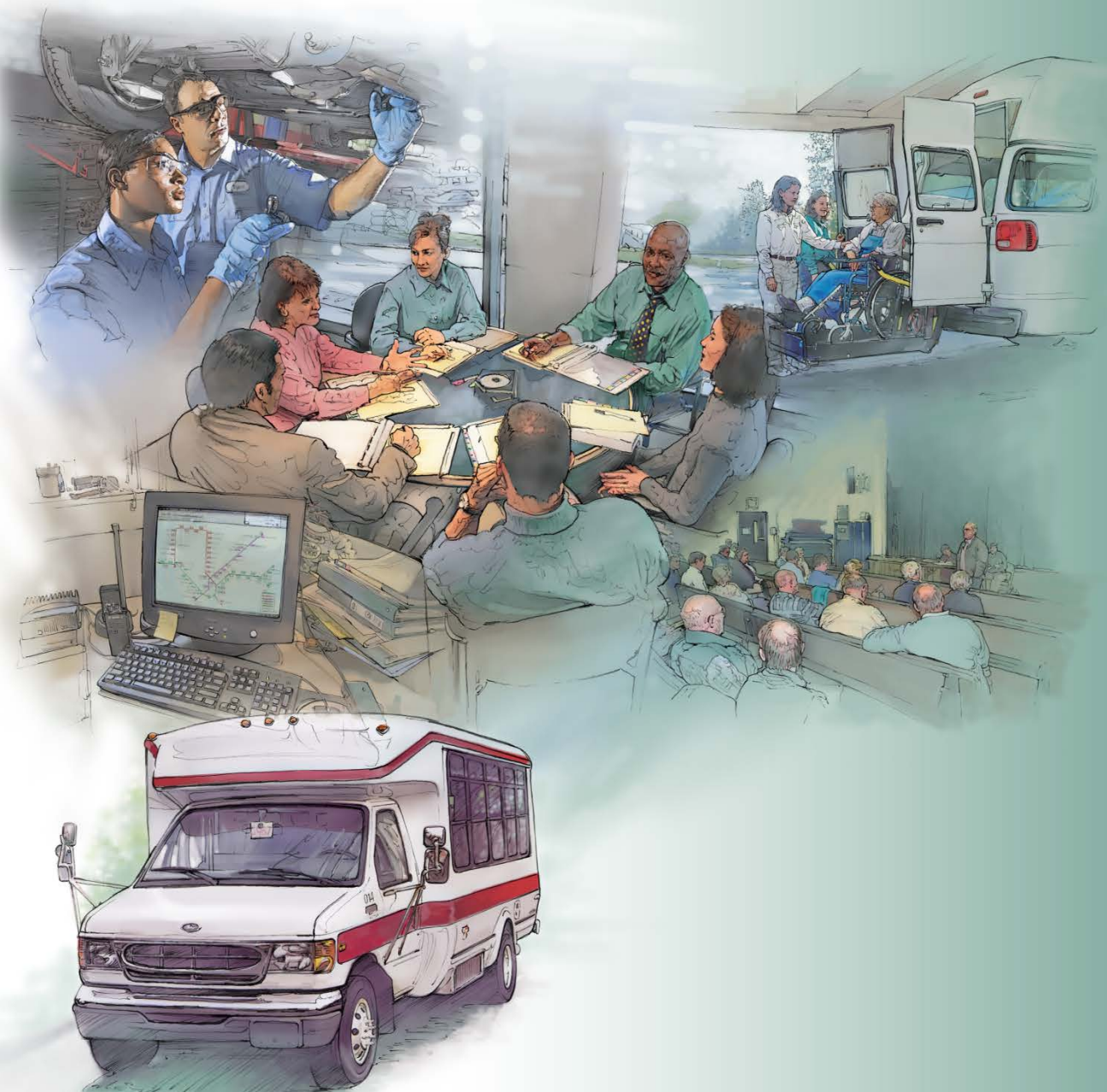
5. Agency responding:

6. Service area/County:

Thank you for participating in this survey! If you have any questions about our Community Needs Assessment process, or would like a copy of the final report, please call Erin Rodabaugh Gallegos at 419-423-3755 ext. 240 or email at erodabaughgallegos@hhwpcac.com.



APPENDIX D: Social Service Agency Survey Results



Q1 In the space below, please identify any needs or problems encountered by low and moderate income families in our area for which adequate services do not exist:

Answered: 31 Skipped: 0

#	RESPONSES
1	Transportation, food, clothing, baby supplies (diapers, baby Tylenol, thermometer, baby spoons, dishes), baby care, school supplies for school age children. Elder care, including transportation, laundry, cleaning, food preparation, yard work, snow removal, shopping, bathing and care with personal hygiene, assistance with paying bills, heat and air conditioning assistance.
2	assistance with emergency housing shelters full and guidelines for rental assistance too specific, disqualifies too many not enough low income housing available
3	The Dental Center in NW Ohio is one of the very few dental offices in our area that is able to serve low and moderate income families. Our office is overbooked, and many patients are left without an appointment, or a long wait, due to the extreme need for affordable dental care in our area. In addition, I have personally noticed an extreme need for more accessible and affordable addiction services. Our area has been hit hard by the opiate epidemic, and I worked with many individuals looking for help and unable to find what they need. I am a member of the Hancock County Opiate Task Force Medical Committee, and hope to see more services for individuals and families available during this epidemic. Lastly, I feel our area could benefit greatly from literacy programs for adults. I have witnessed a large amount of our low and moderate income families who are also low literacy. A literacy program would help empower these individuals, aide them in finding jobs to support themselves and families, as well as help with everyday tasks.
4	jobs, better transportation, exercise facilities and nutritional training, prescription drugs
5	I understand that Hope House has ended the Bridges out of Poverty Trainings. I feel that was a very worthwhile program. I also think affordable childcare for our working foster parents should be available. Other communities offer reduced rates and make room for these displaced youth that now have a stable home. So many households need to be 2 working parents, but these children can have a fairly normal life in these homes with a little help from the community. They say it takes a village.
6	We encounter many low to moderate income families that struggle with poor credit ratings; numerous derogatory remarks on their credit. Lower wages and lack of budgeting and finance education seem to be a contributing factor. Additionally, with the growth of the short-term and/or Pay Day Loan companies, many of our families are seeking credit and finance opportunities with high interest rates. The families then struggle to make the required payments and default, causing additional poor credit history.
7	Easy access to mental health and addiction agencies at the Family Center.
8	housing, transportation, and parenting assistance
9	Public transportation, rental deposit assistance, and insurance for individuals over income for Medicaid.
10	Housing and Transportation
11	Translation that is immediately available, services for grandparents raising grandchildren, enough low income housing, reduced cost team sports for kids
12	Housing, transportation, Food pantries.
13	Affordable housing, need increased availability of affordable transportation, affordable healthcare including access to physical and behavioral healthcare, access to physical fitness facilities and optimal nutrition for good health.
14	In-county transitional housing for homeless Public transportation In-county post secondary education opportunities
15	Transportation has always seemed to be an issue in this rural area as well as gas money.

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16	Transportation
17	transportation, safe/affordable housing, safe/affordable childcare, jobs providing living wages
18	1. Home repairs such as roofing, electrical, mechanical, water heater, furnace, etc. 2. Automobile repairs in order to have a reliable vehicle for work. 3. Assistance with purchasing a hearing aid. 4. Bed Bug Exterminator costs and someone to help do the prep work for those who don't have the ability to do the prep work themselves. 5. Help with hygiene prior to job interview, first day of school, etc. Example: vouchers to get haircut, have teeth fixed, etc.
19	Affordable Housing
20	In my work with LMI audiences, I hear that affordable housing and the ability / knowledge of building or using credit is an issue
21	Transportation to all types of appointments including medical. More after school programs that provide a safe environment and can help individuals with their homework and anything else that is needed. Additional Job Fairs to support individuals with Disabilities to help them to find and keep employment.
22	For those residents that own their home and are not renting, there is a lack of sufficient programing for help in repairing their home.
23	Transitioning from welfare to self-supporting. Things are cut off so fast and 1st pay checks take a while. That first pay check usually goes for uniforms, baby sitting, gas that were not expenses they had before. Making it easier not to have a job.
24	affordable housing, more accommodating hours for public transportation, jobs that pay a living wage, more daycare's for 2nd and 3rd shift workers
25	I am currently new to my position and have not been involved in the community long enough to asses needs and problems in the community. However, we do hold a needs assessment in April and those topics are listed below.
26	transportation
27	increase low income housing increase homeless shelter budgeting/ financial adviser
28	Lack of knowledge on resources available for any need and where to locate them. Transportation has always been an issue. Budgeting and knowledge concerning the different types of budgeting available for utilities as they always state they didn.t understand what they needed to pay or do. Also is there any way to come up with a savings program to purchase a vehicle?
29	Transportation, Housing (No housing for the vouchers), Mental Health,
30	transportation and affordable housing
31	confronting addiction, access to quality health care, teaching children grit, imbuing children and youth with hope, giving life meaning beyond (lack of) productivity, respect in community

Q2 Please describe any ways in which you think the Community Action Commission could, either by acting alone or in collaboration with other agencies, address the needs you have identified above:

Answered: 30 Skipped: 1

#	RESPONSES
1	Collaborate and educate
2	emergency shelter, our vouchers for emergency housing I recognize that there are groups discussing the issues identified above.
3	Dental Care: The Dental Center of NW Ohio is always looking for ways to raise money for new equipment, new waiting room furniture, and the ability to hire more staff to help as many community members as we can. We are always looking for agencies to partner with and ideas on how to better serve the community. Addiction Services: More education for the community. I truly feel many community members do not realize how hard the opiate epidemic has hit our area, and that there are ways to help. I feel having education programs for the community, including at risk teens and families, those addicted and seeking recovery, and the general public, could greatly help our area fight against this epidemic. Literacy Program: We have a great resource of the University of Findlay here in Hancock County. Knowing some of the members of the English program at the University, I feel they may have some interest in assisting with this initiative.
4	If not already doing so, the commission should be as active and participatory in the Hancock collaborative coalitions as possible. We need a community vision and subsequent action plans to improve the health and well-being of our entire community.
5	Maybe you could use the trainer Hope House had.
6	Continuing to provide budget and finance education courses for the low to moderate income community, reaching out to the communities and teaching the importance of these educational opportunities, and assisting with language and cultural barriers to these opportunities, as well. CAC already does a great job offering these opportunities, however, there seems to be some societal and/or economic roadblocks in getting the families to take advantage of them.
7	I would love to have representation from a mental health/addiction counselor at Chopin Hall during some of our hours of operation. We find that many of our clients just want someone to talk to and since they are here it would be nice to have a counselor here also.
8	more and extended hours of transportation. housing would need to be a collaboration, but more physical structures and maybe improvements to some existing structures would be helpful
9	Provide HATS services for non-medical appointments in Wyandot County. Provide funding for rental deposit assistance.
10	A lot of it really comes down to funding. I know a group is working on the transportation issue in Putnam. That group is headed up by the Council on Aging. It would be great to have something like HATS in Hancock County available in Putnam County.
11	A rental assistance program is needed. The agencies are not able to meet the demand.
12	Hardin County Coleman would love to talk about ways to collaborate in our community to benefit clients from both agencies.
13	Work with the CCE at U of F, United Way, Community Foundation, and other partners as part of the community wide "Collective Impact" process to determine best role of CAC in the solution for Hancock County at least.
14	Help begin the conversation on transitional housing and post secondary education opportunities.
15	I believe conversations are already responding to this issue as it has been identified.
16	There is no public transportation in Putnam County Ohio

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17	continue work on expanding and leading expansion of transportation initiatives for on-demand or route-based transportation
18	1. Home repairs: run similar to Habitat (loan, sweat equity, etc.) 2. Automobile repairs: Work with local service station for reduce rate, financial assistance for part of the work, etc. 3. Hearing Aid - no suggestions 4. Exterminator - no suggestions 5. Hygiene Assistance - coordinate with hair salons, dental clinics, etc.
19	Transportation is being addressed in the county. CAC collaborates when possible with community agencies to provide housing assistance.
20	I believe the current work that CAC does with Hancock Saves is a valuable collaboration. I would like to see an increase in referrals to help assist with basic budgeting and money management for those receiving assistance through IDA or HEAP programs.
21	Working with the Transportation team to offer free or reduced transportation. Other community agencies reducing their costs to help to increase opportunities for individuals and their families. Collaboration with other agencies to hold quarterly job fairs to increase job awareness in the community.
22	I think that the CAC could be more active in partnering with other community organizations in order to help current homeowners sustain their homes with repairs and weatherization projects. One other organization in our community helps mobile home owners but CAC will only weatherize this group of homes. Most of these homeowners fall into the low income bracket and can only afford a mobile home but no repairs.
23	I have know Idea unless there were funds to help with uniforms, gas and baby sitting.
24	open another homeless shelter
25	United Way wants to increase collaboration with other existing agencies. I would love to meet with someone and find out how to work together in our community.
26	don't know
27	As a collaboration of agencies we could try to figure out a more efficient way to educate the community on our services available and etc. It might be possible to provide folks signing up for budgets, questions about resources, with a text or phone # to answer those questions for them allowing them to make choices that best fit their own household.
28	Provide better transportation or transportation where people can get help sooner than 2 weeks out. (we have new mothers who have to walk with a 1 week baby to the clinic in rain because they could not get HATS). Is there a way to provide vouchers for cabs or work with cab services? Can more units be designated for patients with Vouchers?
29	continue to expand access to both
30	need to create a supporting and nurturing community with pathways to personal fulfillment

Q3 Please describe any ways in which you feel the CAC could change or improve upon its existing programming to better address the needs of our residents:

Answered: 26 Skipped: 5

#	RESPONSES
1	Community education to make everyone knowledgeable about all of your programs and education on who to call for help. Collaboration with local agencies. Become the central cog in the wheel of local community agencies coordinating your programs and their programs.
2	I recognize that HUD sets the requirements for housing programs, so you are implementing per the requirements.
3	I feel the existing programs within the CAC have been, and continue to be amazing for our community. I feel the online resource center is a great place for community members to look for help, and I feel if more were added to this it could be even more beneficial. In the position I currently work in, I talk to many individuals looking for case management, and are not aware of the program within the CAC. I feel if this program were more widely publicized more community members would take the opportunity and greatly benefit from the program.
4	No other thoughts than previously noted.
5	I think HATS is a wonderful program. Not sure how, but more people need to know about it and how it works.
6	HATS is difficult to use even during the regular scheduled hours. Many times, HATS cannot accommodate the person in need especially if they need transportation daily.
7	Approval based on eligibility for other programs to avoid duplication of application process.
8	Distribution of more funds to help, unfortunately the grant dollars are limited.
9	I'm new to the community and to Coleman so I'm not as familiar with the programming offered by the CAC. I would make myself available whenever to learn more about the services.
10	Work w/ Hancock County's "Collective Impact" process to determine needed changes.
11	The challenge for any program is ensuring that people know about resources that are available to them.
12	I am pleased with what they can provide.
13	create positive landlord relationships as a means to helping clients obtain housing
14	1. More awareness in the community about programs. 2. Have staff in outlying counties 5 days per week. 3. Continue current programs. 4. Expand transportation in outlying counties to help meet some of the unmet transportation needs.
15	I believe the current work that CAC does with Hancock Saves is a valuable collaboration. I would like to see an increase in referrals to help assist with basic budgeting and money management for those receiving assistance through IDA or HEAP programs.
16	Our organization believes that the CAC is doing a great job in our community. We would encourage CAC to find a way to reach more individuals to help them to understand what wonderful services you have to offer.
17	Broadening the weatherization scope to include roofing and flooring would help in serving more families and help them to sustain and improve their home.
18	I still think there is a lot of people who don't know what you do. That is the hardest thing to do around here.
19	increase hours for Hats Transportation, increase funds for homeless individuals to get help procuring a place to live
20	I am not able to say because I am currently unaware of the programs you provide.

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21	no opinion
22	Overall more services from current services that you are providing- access and funding
23	Existing programs do a good job just wish we could reach and serve more working families that are struggling.
24	Ease in communicating or availability of appointments. Availability and more options of times with CAC for patients. Just seems limited, like a few hours a day.
25	I'm not aware of any
26	truly participate with other community partners; I've served in the area for two years and cannot identify anything your agency does--it does not feel like you are an agency our clients refer to.

Q4 List any other comments you feel may be helpful for this assessment process, or to the CAC in trying to achieve our mission of enabling area residents to become economically self-sufficient.

Answered: 19 Skipped: 12

#	RESPONSES
1	Wyandot County Public Health (Wyandot County Health Department and Home Health Agencies)
2	We have not encountered problems with the CAC.
3	I want to take the time to thank the CAC for all of their continued efforts in helping our community. Your work is not unrecognized, and I am excited to see what this assessment process leads to. Please know the Dental Center of NW Ohio is grateful for the CAC, and offers any help and service we can.
4	Again, being as participatory in the community collaboratives seems to make sense.
5	This is an area until you yourself need to use CAC and someone directs you to your door, many don't know what you do offer.
6	HHWP is a valuable resource to our community. WCDJFS appreciates the partnership with HHWP.
7	CCH is seeing a lot of grandparents taking on parenting roles. They receive zero financial support, it's a growing concern.
8	Connect with the appropriate Coalition in Hancock County to actively participate in the Collective Impact process toward determining best role for CAC & any needed change.
9	Thanks so much for the work you do, specifically we really appreciate the attention being given to the transportation issue in Wyandot County.
10	No other suggestions.
11	Affordable housing is difficult to monitor and case manage. Ensuring sustainability of the to make sure the funds are beneficial long term is difficult to monitor.
12	In my experience with LMI clients, I know that biggest hurdle for utilizing CAC programming is the fact that they don't know about many of the programs offered. I'm sure that this is a problem across the non-profit sector, and getting the word out. Developing or partnering on a collaborate marketing or promotional grant could benefit both CAC and other agencies.
13	Job training for specific jobs and continue to increase collaboration with other agencies.
14	Any home improvements that are done to a low to moderate income family home lends to an increased confidence and responsibility level from the homeowner. This also may encourage others to try to improve their living conditions. Often times these homeowners can only afford to pay their mortgage/lot rent and nothing more so help with repairing their home is essential on many levels.
15	If you have facebook posting, I would be glad to share on our facebook page.
16	Currently United Way of Wyandot County conducted a strategic planning session with 10 to 15 community members to identify community needs. Here is a list that the community felt needed addressed. Retention of Young Professionals, Drug Addiction & Recovery, Job Skills Training - soft & hard skills, Transportation, Youth life skills/independent living, suicide & Mental Health issues. These were the top six. Their were others that tied for 7 place: Clearinghouse-resources-collaboration model, Hunger (all ages), Childcare& Preschool Ready- Young parent infant/toddler skills support, Economic Development-Brain Drain, Volunteerism/Community Service, Leadership Skills.

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17	I don't know of a need to improve programs, but you could work on your public awareness. How about a colorful brochure and how about doing presentations to civic groups such as the Kiwanis and Rotary? Many people do not know of you, so they don't know to recommend your services to people.
18	I think continue communication with the community regarding services that you are currently providing would be helpful.
19	Like a lot of groups/agencies/nonprofits, it does not feel like your agency impacts our (Hardin) county and that resources are diverted elsewhere

Q5 Agency responding:

Answered: 28 Skipped: 3

#	RESPONSES
1	Wyandot County
2	Blanchard Valley Center
3	Dental Center of Northwest Ohio, Findlay Smiles
4	Blanchard Valley Health System
5	Kristine Adams (SAFY)
6	Putnam County Habitat for Humanity
7	Chopin Hall
8	Wyandot County Department of Job and Family Services
9	Crime Victim Services
10	Christian Clearing House
11	Coleman Professional Services - Hardin County Melanie Woods
12	Century Health
13	Open Door Resource Center
14	Putnam County Job and Family
15	Trinity United Methodist Church/Ottawa Food Pantry/Salvation Army
16	Putnam County Council on Aging
17	ADAMHS Board
18	Hancock Saves
19	Putnam County Board of Developmental Disabilities
20	Habitat for Humanity
21	Heartbeat of Hardin County
22	NAMI
23	United Way of Wyandot County
24	United Way
25	Family Resource Centers
26	DJFS
27	Caughman Health Center
28	St. John's Evangelical Church, Kenton

Q6 Service area/County:

Answered: 29 Skipped: 2

#	RESPONSES
1	Hancock
2	Located in Findlay, OH serve most counties in NW OH in our Toledo, Van Wert, and Findlay locations
3	Hancock County
4	Hancock and all of NW Ohio with homes and youth from all over the state.
5	Putnam
6	Hancock
7	Hancock
8	Wyandot County
9	Putnam
10	Hannah
11	Hardin County
12	Hancock County primarily
13	Wyandot County
14	Putnam County
15	Ottawa, OH/ Putnam County
16	Putnam
17	Putnam
18	Hancock County
19	Putnam County
20	Findlay City/Hancock County
21	Hardin co.
22	HANCOCK
23	Wyandot County
24	Putnam
25	Hancock and Hardin County
26	Hardin
27	Hancock County
28	Hancock
29	Hardin