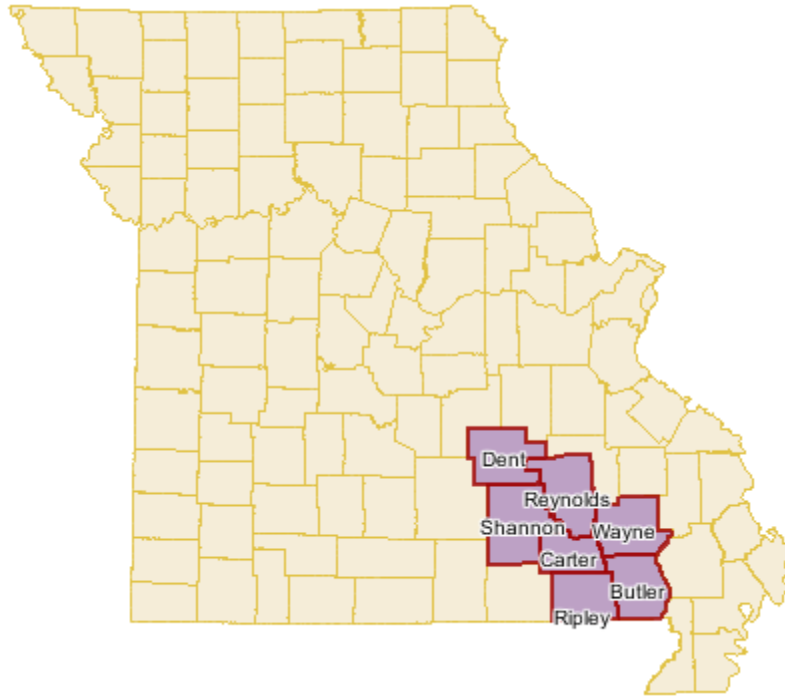


**South Central Missouri  
Community Action Agency**

**Comprehensive Community Needs Assessment**



A profile and assessment of the following counties:  
Butler, Carter, Dent, Reynolds, Ripley, Shannon & Wayne

Prepared July 2009



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## ***Introduction***

### **Service Area**

South Central Missouri Community Action Agency was incorporated in 1965 under the Equal Opportunity Act, 1964 as a not-for-profit Community Action Agency serving the counties of Butler, Carter, Dent, Reynolds, Ripley, Shannon and Wayne.

### **History**

The idea of Community Action came out of the enactment of the Economic Opportunity Act (EOA) of 1964. The overall purpose of the statute was to eliminate the causes and results of poverty in the United States. Under the Act, a federal Office of Economic Opportunity was established, state Economic Opportunity offices were formed, and new community-based organizations called Community Action Agencies evolved.

### **Mission**

The mission of South Central Missouri Community Action Agency is to assist low-income families in their efforts to become self-sufficient by providing programs and services to improve the quality of their lives and the opportunity to eliminate the causes and conditions of poverty.

### **Vision**

#### *For Families*

All families are supported in their goals to be self sufficient. They are viewed not as burdens to society but as productive citizens who can make a positive difference. We envision families who have the potential to improve their own lives and the determination to help others. **Our vision is that all families are self reliant and have support systems in their community.**

#### *For Communities*

Our community vision is not defined by geographical boundaries or stock market analyses. We envision our communities as large families concerned with the well-being of all its citizens. We want neighborhoods that are safe and growing, employers who are fair and rewarding and academic institutions that are innovative and achieving. **Our vision is that communities invest in their people, realizing that human investment reaps the greatest returns.**

#### *For Agency*

The agency will be a leader in south central Missouri by providing innovative and creative solutions for families and communities grappling with the effects of poverty. Through established partnerships and human connections we will use our best tools and resources against an enemy that threatens the lives and livelihood of the people we serve. **Our vision as an agency is to end poverty – one family at a time.**

**South Central Missouri Community Action Agency  
2009-2010 Board of Directors**

<u>COUNTY</u>	<u>MEMBER</u>	<u>SECTOR</u>	<u>ORGANIZATION</u>
Butler	James Hayes	Low-Income	Am Vets
	Bill Blagg	Public	Neelyville School Board
	Robert Smith	Private	Attorney
Carter	Richard Clyburn	Low-Income	East Carter Co. Nutrition Center
	Eddie Ballard	Public	County Commissioner
	Shirley Burke	Private	Carter Co. FSD
Dent	Kim Mazzocchio	Low-Income	Dent Co. FSD
	Vacancy	Public	
	Vacancy	Private	
Reynolds	Donald Hayes	Low-Income	Bunker Senior Citizens
	Doug Warren	Public	County Commissioner
	Beth Buford	Private	Sun Security Bank
Ripley	Betty Hampton	Low-Income	Ripley Co. Sheltered Workshop
	Janice Spencer	Public	County Assessor
	Leo Ivy	Private	American Legion
Shannon	Colleen Detwiler ( <i>Sec.</i> )	Low-Income	Shannon Co. Sheltered Workshop
	Summer Crider	Public	County Assessor
	Roger Dillon ( <i>Treas.</i> )	Private	Chamber of Commerce
Wayne	Bill Asher ( <i>Vice Pres.</i> )	Low-Income	Piedmont Eagles
	Bud Snyder	Public	Wayne County Commissioner
	Bill McMurry ( <i>President</i> )	Private	Chamber of Commerce

**Board of Directors**

South Central Missouri Community Action Agency is governed by a twenty-one member tri-partite Board of Directors. One-third of the board is elected public officials or their representatives. One-third is representatives of business, industry, labor, religion, welfare, education, or other major groups and interests in the community. One-third is individuals who represent the poor in the area served. The tri-partite composition of membership provides for the actual problems experienced by the poor to be voiced by their representatives and responded to by the representatives of the business and local government.

## ***Report Summary***

### **Background**

The 2009 South Central Missouri Community Action Agency Community Needs Assessment (CNA) is a report that identifies the needs, strengths and current realities affecting the seven counties served by our agency. The information derived as a result of this process, will aid in our agency's efforts to produce a three year strategic plan that will begin in October of 2010 and end in September of 2013.

In October 2007 our leadership team (made up of four program directors, deputy director, executive secretary and executive director) began our new fiscal year with several top plans and priorities. By the end of FFY08 we had redesigned our agency orientation package, job descriptions and evaluation system. We also hosted several inner agency trainings to boost morale and gain a clearer perspective on our staff, board and service delivery structure.

In fiscal years 2008 and 2009, our leadership team has continued working with our Board of Directors by providing additional training in board responsibilities, leadership and oversight. We have added additional board members with legal and financial backgrounds. We have also invited and involved all of our board in the functions and efforts of community projects and events, hosted and/or assisted by SCMCAA.

### **Methodology**

Since most funding sources have needs assessment requirements, our agency staff periodically conducts meetings to compare data, assessments and self-evaluation tools and processes. These meetings are conducted throughout each fiscal year as new data and information become available. Focus groups and surveys are typically conducted in either the fall or spring months or both. Deadlines are scheduled for information to be collected and compiled. Staff is then responsible for inputting information into spreadsheets, graphs, etc. as instructed by managers. All of the statistical data and information that was gathered, updated, analyzed and assembled by staff, was conducted during fiscal years 2007, 2008 and 2009.

### **Data Gathering**

- Surveys
  - o Community Needs Survey
  - o Agency Client Satisfaction Survey
  - o Agency 360° Performance Review Survey
  - o Head Start Parent Information Survey
  - o Job Seeker Survey
  
- Community Focus Groups
  
- MIS Demographic & Assessment Data
  
- Secondary (Statistical) Data

## **Strategic Analysis & Prioritization**

An Agency Assessment Team made up of staff at various levels worked together to gather, assemble, review and analyze the aforementioned data and information. This team also held discussions on what could have been the causes of various concerns raised and agreed on priority issues. Key members of this group met in June 2009 to review and prioritize the findings of the assessment material. Time was spent in asking questions, examining data and proposing ideas. Team members then discussed the findings and subsequently made final recommendations regarding top agency priorities. The agency Leadership Team, made up of agency program directors, reviewed these recommendations and developed the final priorities of the 2009 Community Needs Assessment.

Throughout the Community Needs Assessment process, the SCMCAA Board of Directors were presented; program and community data, assessment and evaluation of agency initiatives, and projections for future projects and plans. The 2009 SCMCAA Comprehensive Community Needs Assessment was approved by the Executive Committee of the SCMCAA Board of Directors on August 3, 2009.

## **Agency Planning**

In the summer of 2002, our agency finalized our first three year Strategic Plan. This plan was developed after SCMCAA made a serious commitment toward transformational change. Before the end of the third year of our plan, our Board of Directors approved changes to a revised and improved Strategic Plan that was extended through September 30, 2009.

For the past two years, our agency leadership team has continued to find ways to revise and improve the way we do business. In coordination with the state of Missouri's *Higher Ground* process, we are poised to take the next steps.

As was stated earlier within this report, our agency has built its main strategic commitments on three major visionary principles. These three areas of focus are:

- All families are self reliant and have support systems in their community.
- All communities invest in their people, realizing that human investment reaps the greatest returns.
- SCMCAA is an agency committed to ending poverty – one family at a time.

All organizations must have vision. Even ancient scripture tells us that “without a vision, the people will perish”. Our agency understands the expectations and responsibility that are required. The board members, leadership team and staff are truly committed to taking the next steps in meeting and achieving the strategic commitments that we have identified and will identify in the upcoming months and years.

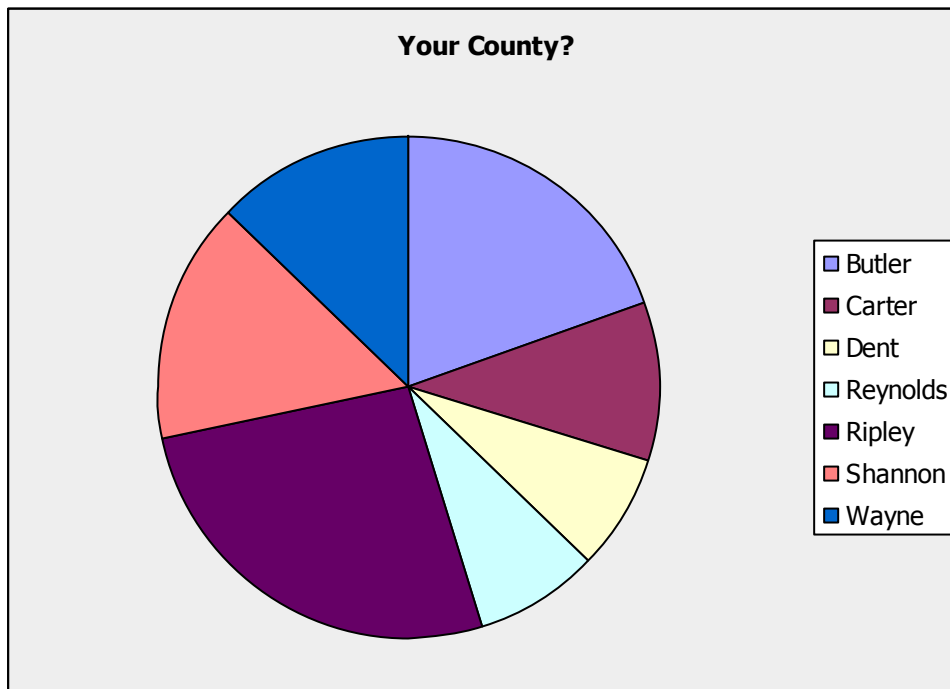
## Report Findings

### Community Needs Survey

600 individuals completed this three page community needs survey used by SCMCAA. Clients, staff, Head Start parents, policy council and board members all participated in this survey. It was completed in a paper format but was later input into Survey Monkey (a web-based survey tool) in order to create reports for analysis and evaluation.

#### Question 1: County?

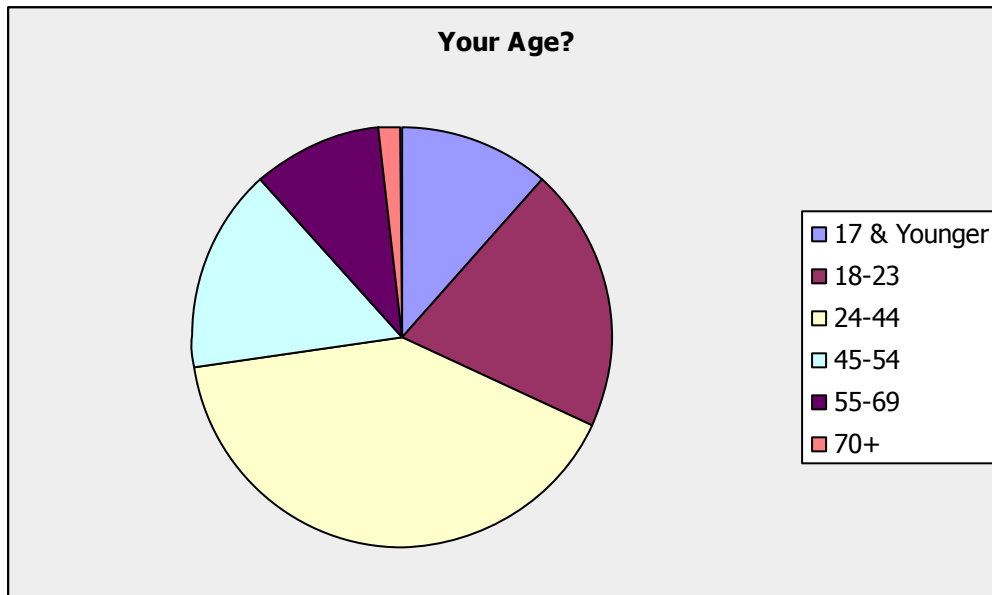
Answer Options	Response Percent	Response Count
Butler	19.6%	117
Carter	10.2%	61
Dent	7.5%	45
Reynolds	7.9%	47
Ripley	26.4%	158
Shannon	15.7%	94
Wayne	12.7%	76
<b>answered question</b>		<b>598</b>
<b>skipped question</b>		<b>2</b>



Many of these surveys were completed at one of the six Poverty Simulations that our agency hosted and conducted. All counties participated in these events with Carter and Reynolds counties coordinating a joint simulation.

Question 2: Age?

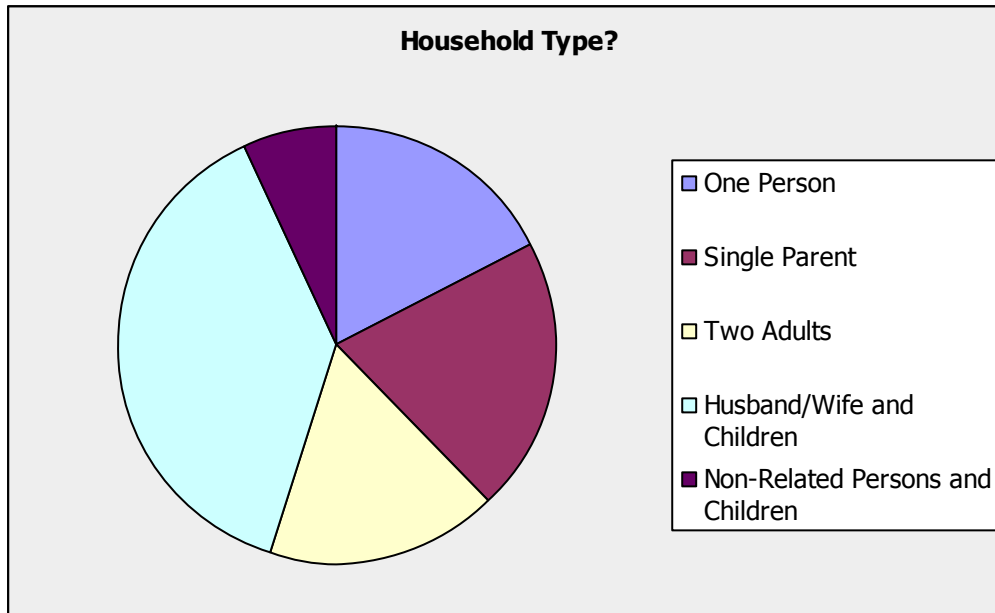
Answer Options	Response Percent	Response Count
17 & Younger	11.6%	68
18-23	20.3%	119
24-44	40.4%	237
45-54	16.0%	94
55-69	9.9%	58
70+	1.7%	10
<b>answered question</b>		<b>586</b>
<b>skipped question</b>		<b>14</b>



Nearly 77% of all those surveyed were between the ages of 18 and 54, with more than half of those between the ages of 24 and 44. As a result, answers to other questions were clearly based upon households with children, seeking employment with benefits, etc. During a June analysis meeting, it was determined that future surveys of this kind would attempt to target a more balanced audience of all ages listed above.

Question 3: Household Type?

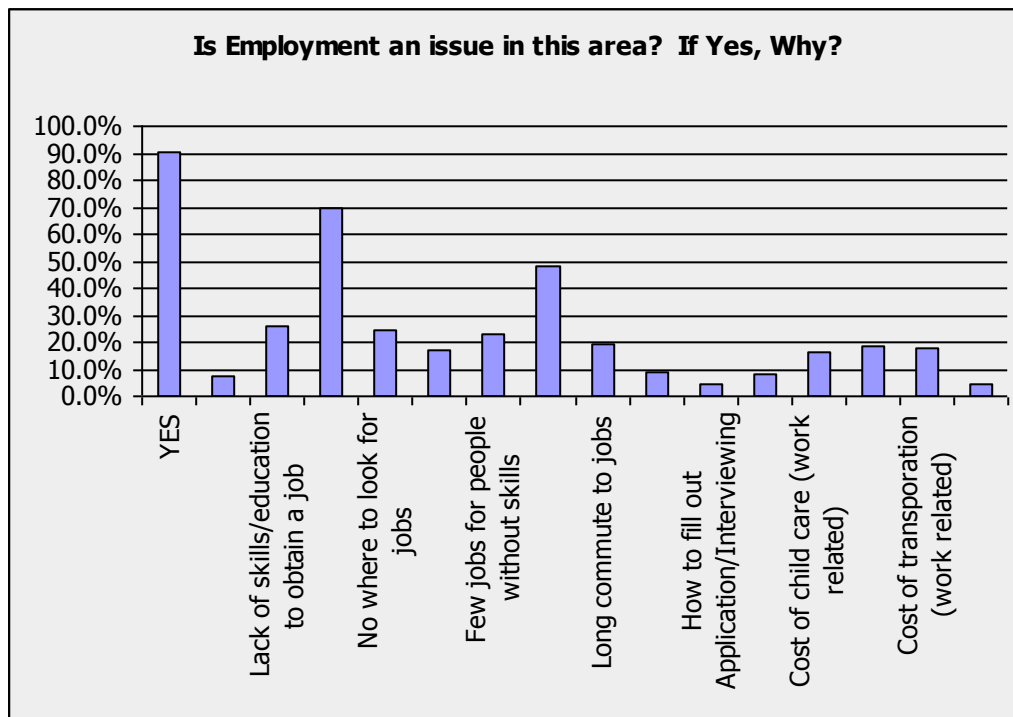
Answer Options	Response Percent	Response Count
One Person	17.5%	102
Single Parent	20.2%	118
Two Adults	17.1%	100
Husband/Wife and Children	38.2%	223
Non-Related Persons and Children	7.0%	41
<b>answered question</b>		<b>584</b>
<b>skipped question</b>		<b>16</b>



Once again, this graphic shows a disproportional number of those surveyed to be two parent households or single parents. Over 65% of those surveyed had children in the home including *Single Parent, Husband/Wife and Children* and *Non-related persons and children* categories.

**Question 4: Is Employment An Issue In This Area?**

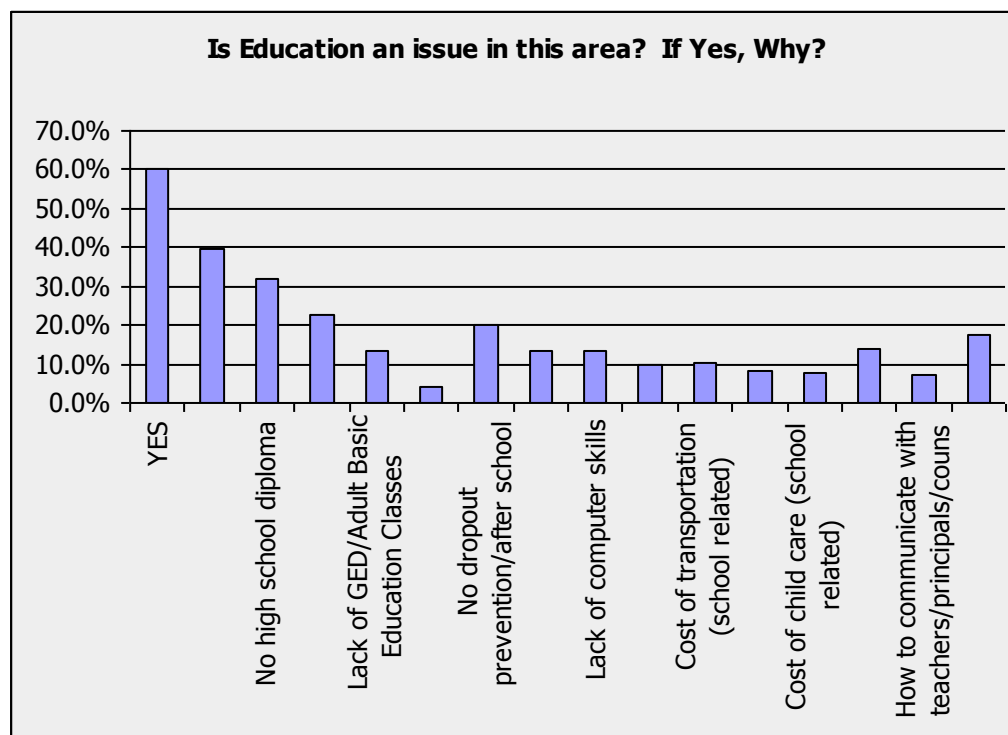
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
YES	90.5%	531
NO	7.7%	45
Lack of skills/education to obtain a job	26.2%	154
Unable to find jobs in area	69.5%	408
No where to look for jobs	24.4%	143
Employers/jobs are leaving area	16.9%	99
Few jobs for people without skills	23.3%	137
Lack of good paying jobs with benefits	48.4%	284
Long commute to jobs	19.4%	114
Lack of child care (work related)	8.9%	52
How to fill out Application/Interviewing Skills	4.1%	24
Lack of computer skills	8.3%	49
Cost of child care (work related)	16.0%	94
Lack of Transportation (work related)	18.2%	107
Cost of transporation (work related)	17.7%	104
How to create a resume	4.3%	25
Other (please specify)		23
<b>answered question</b>		<b>587</b>
<b>skipped question</b>		<b>13</b>



It is evident by this question that Employment is clearly a concern and top priority for struggling families in our seven county area. Topping the reasons why Employment is so critical are, *Unable to find jobs in area* at nearly 70% and *Lack of good paying jobs with benefits* at more than 48%.

**Question 5: Is Education An Issue In This Area?**

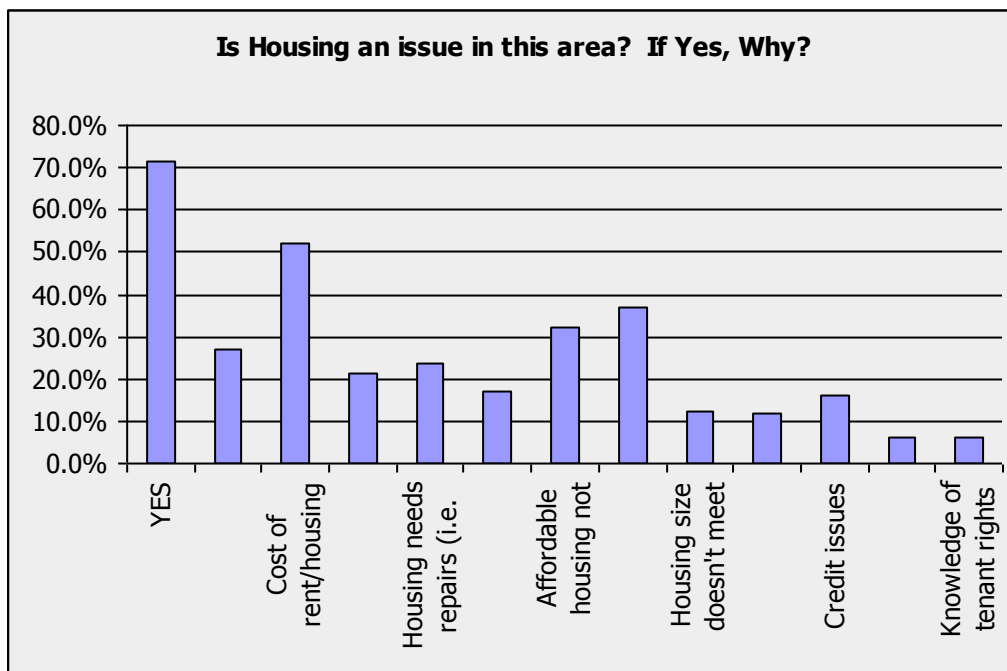
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
YES	60.3%	354
NO	39.4%	231
No high school diploma	32.0%	188
Lack of vocational skills or college	22.7%	133
Lack of GED/Adult Basic Education Classes available and/or held at inconvenient times/places	13.6%	80
Threats of violence in schools	4.1%	24
No dropout prevention/after school programs for youth	19.9%	117
Need computer access at home	13.6%	80
Lack of computer skills	13.5%	79
Lack of transportation (school related)	9.7%	57
Cost of transportation (school related)	10.2%	60
Lack of child care (school related)	8.2%	48
Cost of child care (school related)	7.8%	46
Knowledge of financial aid-how to apply/what's available	14.0%	82
How to communicate with teachers/principals/counselors	7.0%	41
Lack of trainging for work	17.7%	104
Other (please specify)		16
<b>answered question</b>		<b>587</b>
<b>skipped question</b>		<b>13</b>



Although not seen as critical, many families find that lack of education plays a large part in their ability to reach higher levels of self-reliance.

**Question 6: Is Housing An Issue In This Area?**

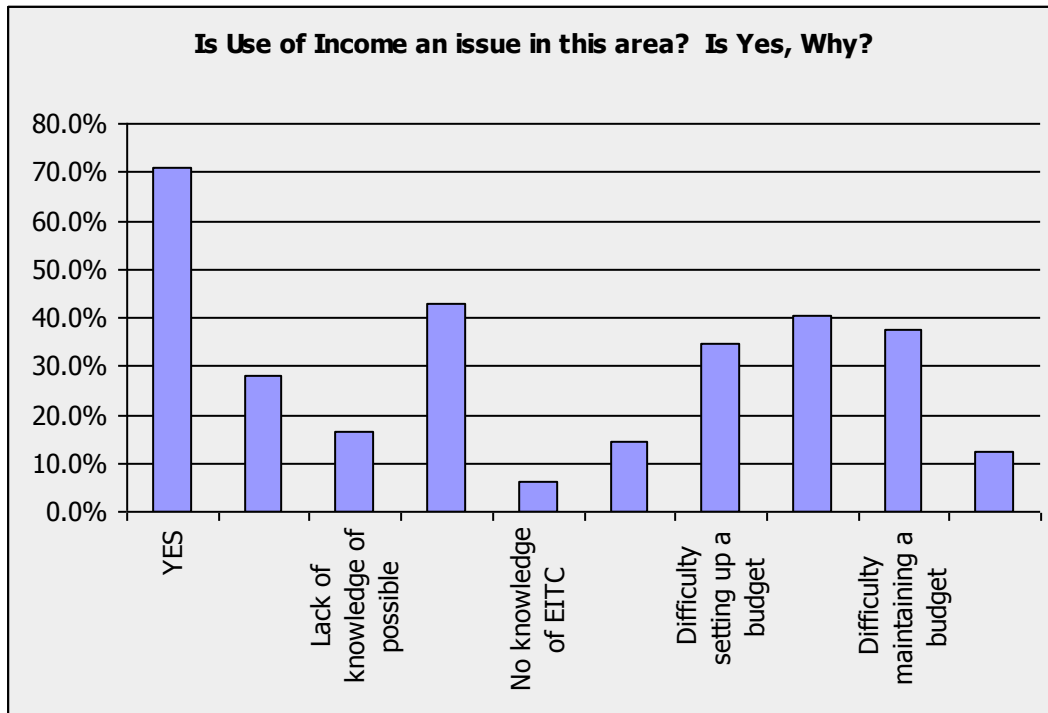
Answer Options	Response Percent	Response Count
YES	71.7%	420
NO	27.1%	159
Cost of rent/housing payments	52.2%	306
Lack of down payment on a house	21.2%	124
Housing needs repairs (i.e. roof, foundation)	23.9%	140
Housing needs weatherization (i.e. insulation, storm windows)	17.1%	100
Affordable housing not available	32.4%	190
Cost of utility/rent deposits	36.7%	215
Housing size doesn't meet family needs	12.3%	72
Lack of temporary emergency housing	11.6%	68
Credit issues	16.0%	94
Knowledge of how to buy a home	6.3%	37
Knowledge of tenant rights	6.0%	35
Other (please specify)		18
<b>answered question</b>		<b>586</b>
<b>skipped question</b>		<b>14</b>



Similar to Employment, Housing and particularly the cost of housing are viewed as very important and difficult issues. Also worth noting, are the costs associated with establishing residence such as rent and utility deposits. Availability of affordable housing was determined by more than 32% of respondents to be a major factor in making Housing an important issue.

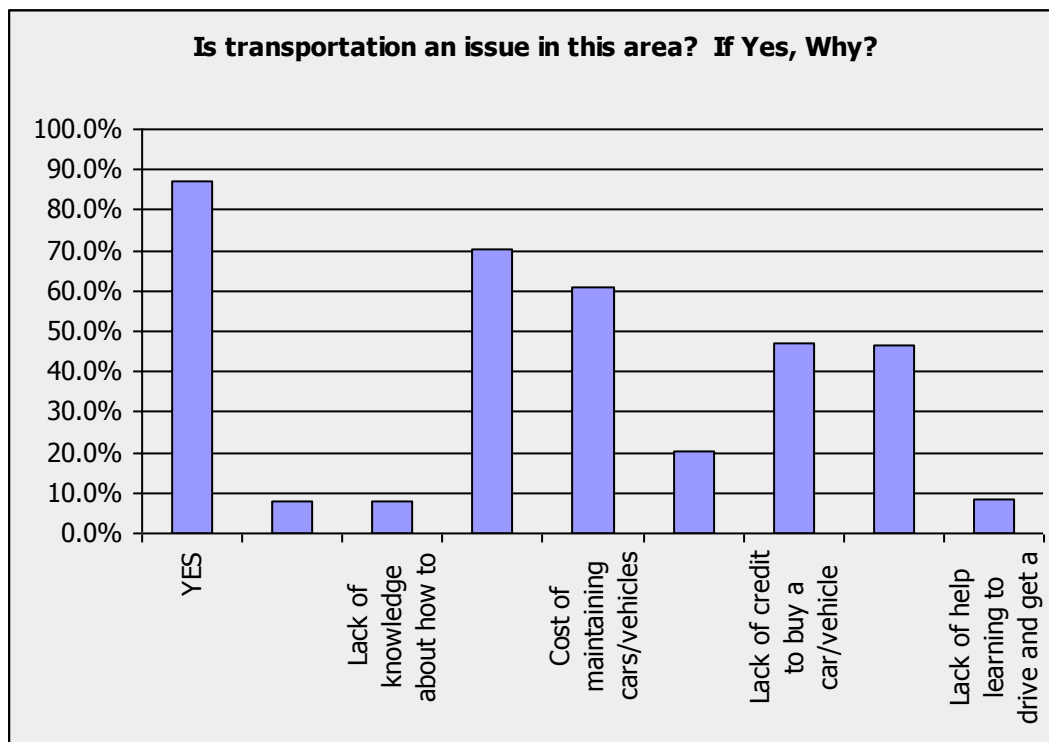
**Question 7: Is Use of Income An Issue In This Area?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
YES	71.1%	414
NO	28.2%	164
Lack of knowledge of possible resources (i.e. food stamps, medical coverage, MC+)	16.7%	97
How to save money	43.0%	250
No knowledge of EITC	6.2%	36
No knowledge on how to address credit issues	14.3%	83
Difficulty setting up a budget	34.5%	201
Difficulty with money management issues (i.e. credit card debt, checking account management)	40.4%	235
Difficulty maintaining a budget	37.5%	218
How to get/enforce child support	12.4%	72
Other (please specify)		18
<b>answered question</b>		<b>582</b>
<b>skipped question</b>		<b>18</b>



**Question 8: Is Transportation An Issue In This Area?**

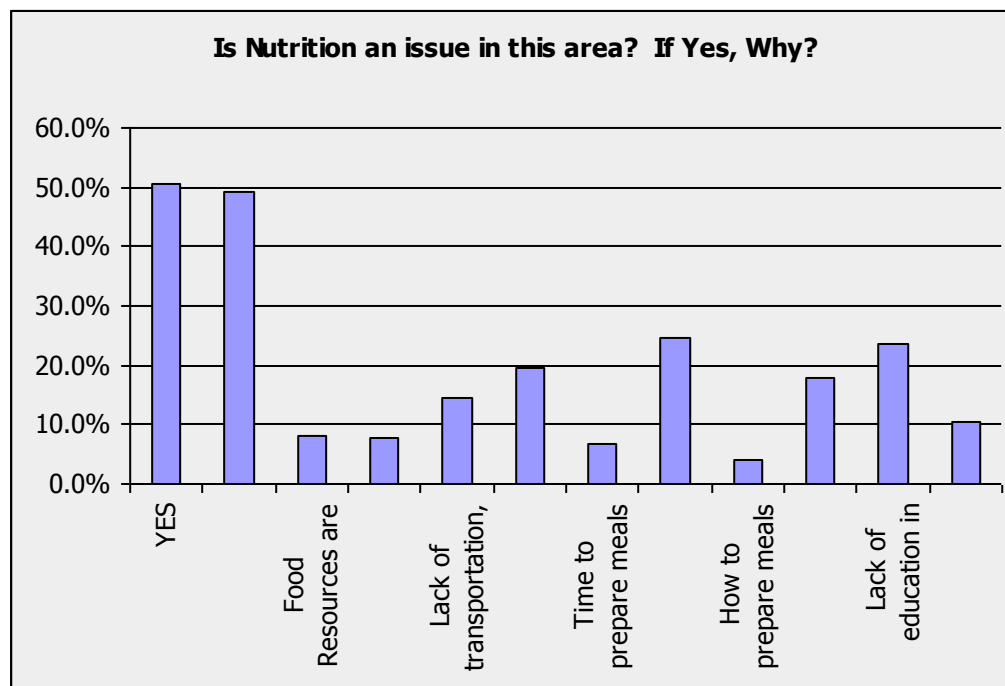
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
YES	86.9%	510
NO	8.0%	47
Lack of knowledge about how to buy a car/vehicle	8.0%	47
Cost of buying and/or downpayment for a car	70.5%	414
Cost of maintaining cars/vehicles (i.e. gas inspections and insurance)	61.0%	358
Public Transportation - hours aren't convient	20.3%	119
Lack of credit to buy a car/vehicle	47.0%	276
Cost of car repairs	46.7%	274
Lack of help learning to drive and get a license (i.e. someone to teach how, car to practice learning with, car to take test)	8.5%	50
Other (please specify)		19
<b>answered question</b>		<b>587</b>
<b>skipped question</b>		<b>13</b>



Particularly in our small, rural region, Transportation is a critical issue. Households overwhelmingly responded yes to this being a top priority. Basically, 87% of those surveyed were very concerned about the lack of affordable transportation. And of those who sited this as a top concern, “cost” was the number one reason. Cost of buying, maintaining and repairing vehicles ranged from nearly 47% to over 70% of respondents’ reasons – why transportation was such a critical issue.

**Question 9: Is Nutrition An Issue In This Area?**

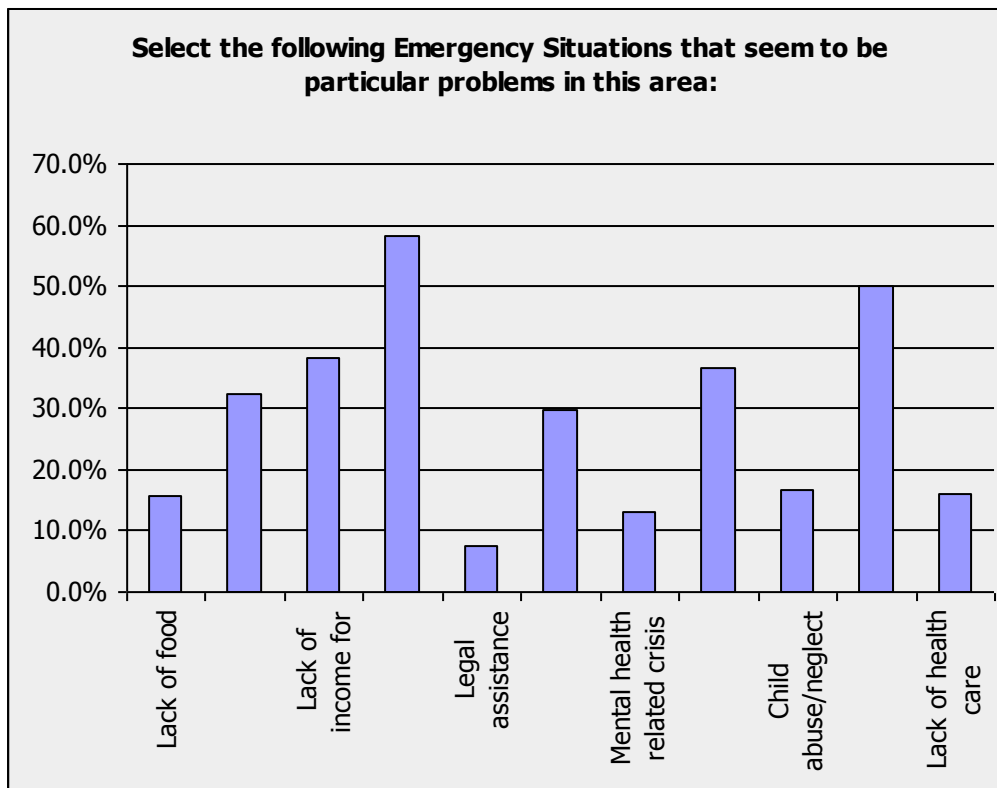
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
YES	50.7%	298
NO	49.1%	289
Food Resources are not available, i.e. Senior Citizens meals, meals on wheels, garden plots, food pantries...	8.0%	47
Don't use available food resources i.e. food pantries, meal programs-senior citizen...	7.8%	46
Lack of transportation, i.e. to grocery store, food pantry or other food resources	14.6%	86
Food Stamp allotments run out	19.6%	115
Time to prepare meals	6.6%	39
Not enough income when making use of resources	24.7%	145
How to prepare meals for one or two	4.1%	24
Not eligible for food stamps and/or eligibility unknown for food stamps	17.9%	105
Lack of education in nutrition, how to prepare meals, proper eating habits and money management for healthy diet	23.6%	139
Population is obese	10.5%	62
Other (please specify)		28
<b>answered question</b>		<b>588</b>
<b>skipped question</b>		<b>12</b>



Interestingly enough, responses to Nutrition as an issue affecting individuals and households was nearly divided evenly by our respondents.

**Question 10: What Emergency Situations Seem To Create Problems In This Area?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Lack of food	15.7%	85
Lack of emergency shelter (i.e. due to fire, flood & eviction or shelter for battered women or runaway youth)	32.4%	176
Lack of income for prescription drugs	38.3%	208
Lack of income for utilities/fuel	58.2%	316
Legal assistance	7.6%	41
Medical emergency resources - not covered by insurance, obtaining service, transportation	29.8%	162
Mental health related crisis	13.1%	71
Alcohol, drug abuse and/or gambling	36.5%	198
Child abuse/neglect in household	16.8%	91
No Health Insurance	49.9%	271
Lack of health care providers-local services	16.0%	87
Other (please specify)		22
<b>answered question</b>		<b>543</b>
<b>skipped question</b>		<b>57</b>



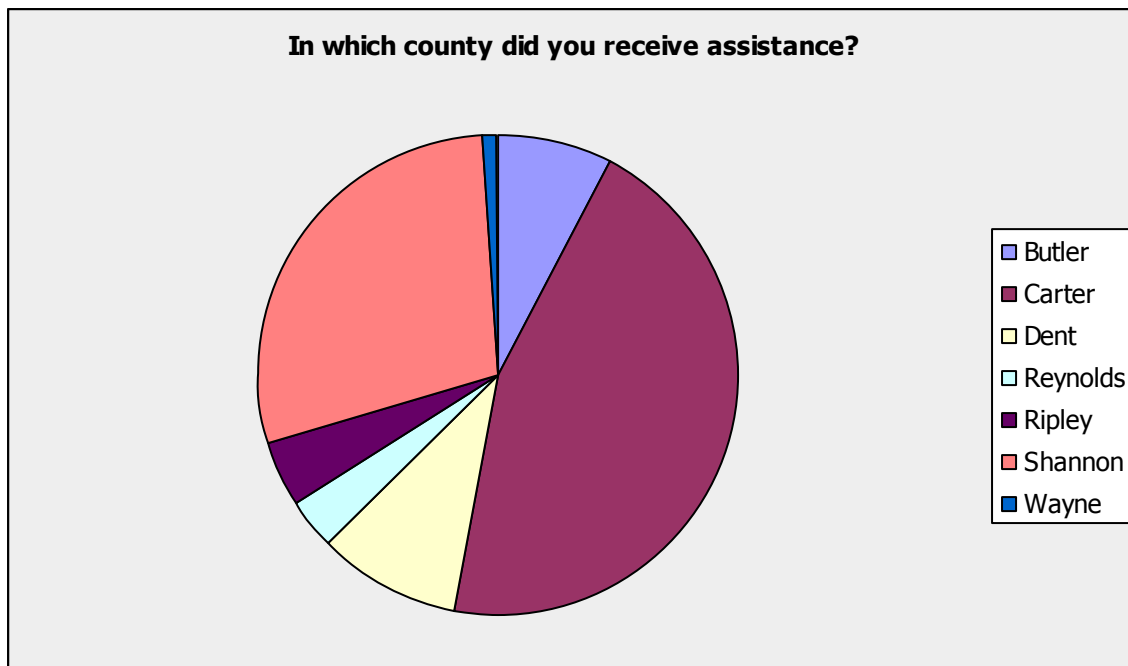
Nearly 60% of respondents, who sited Emergency Situations as an issue affecting their family, blamed it on *Lack of income for utilities/fuel*. However, almost half of the same respondents stated that *Lack of health insurance* was a contributing factor.

## Agency Client Satisfaction Survey

This survey was made available through Survey Monkey as a link on our agency’s website. The purpose of this survey was to determine the level of customer satisfaction and responsiveness to client needs. To date **93** clients have completed this survey.

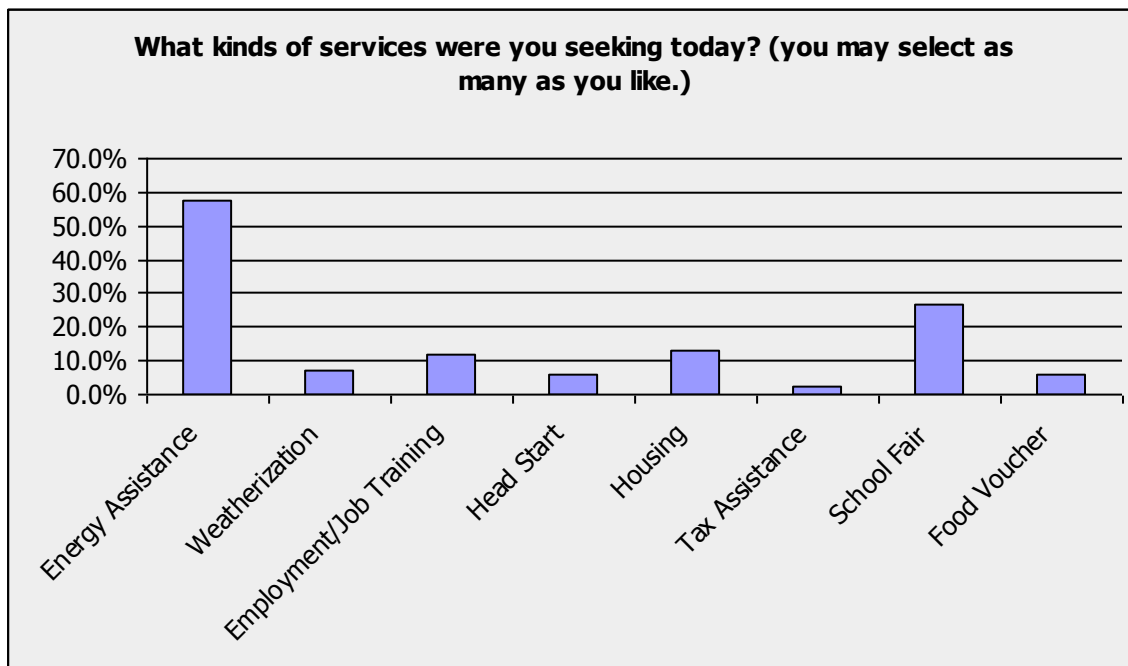
### Question 1: In Which County Did You Receive Assistance?

Answer Options	Response Percent	Response Count
Butler	7.7%	7
Carter	45.1%	41
Dent	9.9%	9
Reynolds	3.3%	3
Ripley	4.4%	4
Shannon	28.6%	26
Wayne	1.1%	1
<b>answered question</b>		<b>91</b>
<b>skipped question</b>		<b>2</b>



**Question 2:** What kinds of services were you seeking today?

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Energy Assistance	57.8%	48
Weatherization	7.2%	6
Employment/Job Training	12.0%	10
Head Start	6.0%	5
Housing	13.3%	11
Tax Assistance	2.4%	2
School Fair	26.5%	22
Food Voucher	6.0%	5
Other (please specify)		11
<b>answered question</b>		<b>83</b>
<b>skipped question</b>		<b>10</b>



The bulk of these surveys completed were during the summer cooling assistance and school fair pre-registration periods. This largely factored into the responses of most of those surveyed.

Question 3: When you walked in the door, were you greeted in a friendly and professional manner?

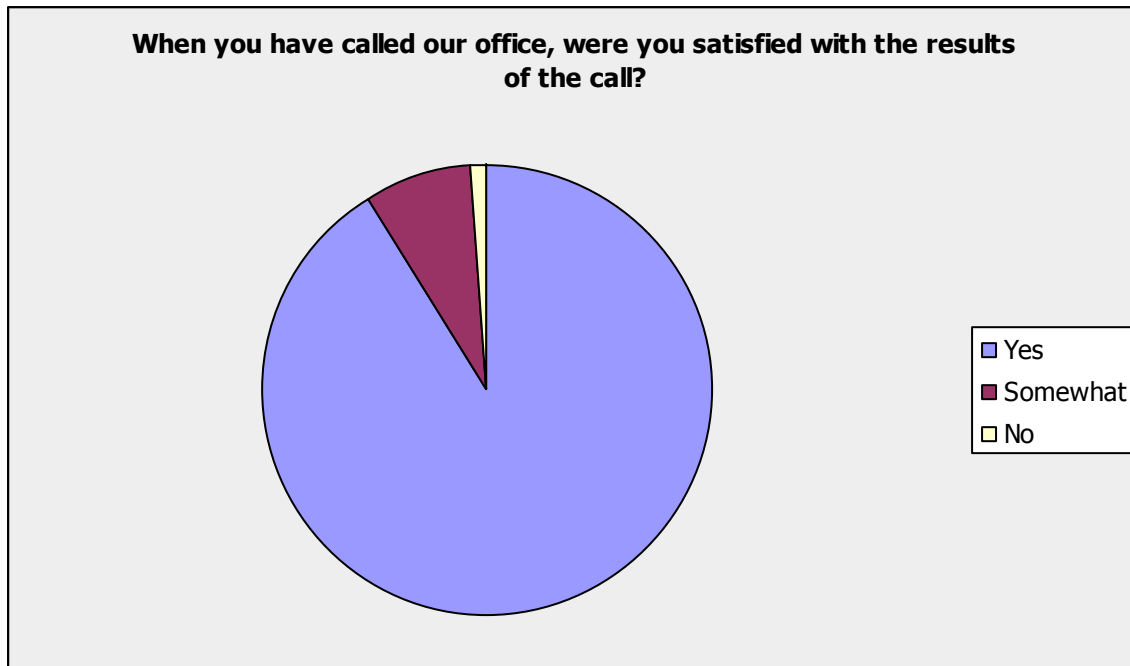
Answer Options	Response Percent	Response Count
Yes	95.6%	86
Somewhat	1.1%	1
No	3.3%	3
Additional Comments?		9
<b><i>answered question</i></b>		<b>90</b>
<b><i>skipped question</i></b>		<b>3</b>



This survey question is key in letting agency managers know if outreach personnel are operating outreach offices in a friendly and professional manner.

Question 4: When you have called our office, were you satisfied with the results of the call?

Answer Options	Response Percent	Response Count
Yes	91.0%	81
Somewhat	7.9%	7
No	1.1%	1
Additional Comments?		9
<b><i>answered question</i></b>		<b>89</b>
<b><i>skipped question</i></b>		<b>4</b>



Once again, our aim with this question was to determine the level of client satisfaction of treatment and responsiveness to client needs.

Question 5: Was our office location easy to find?

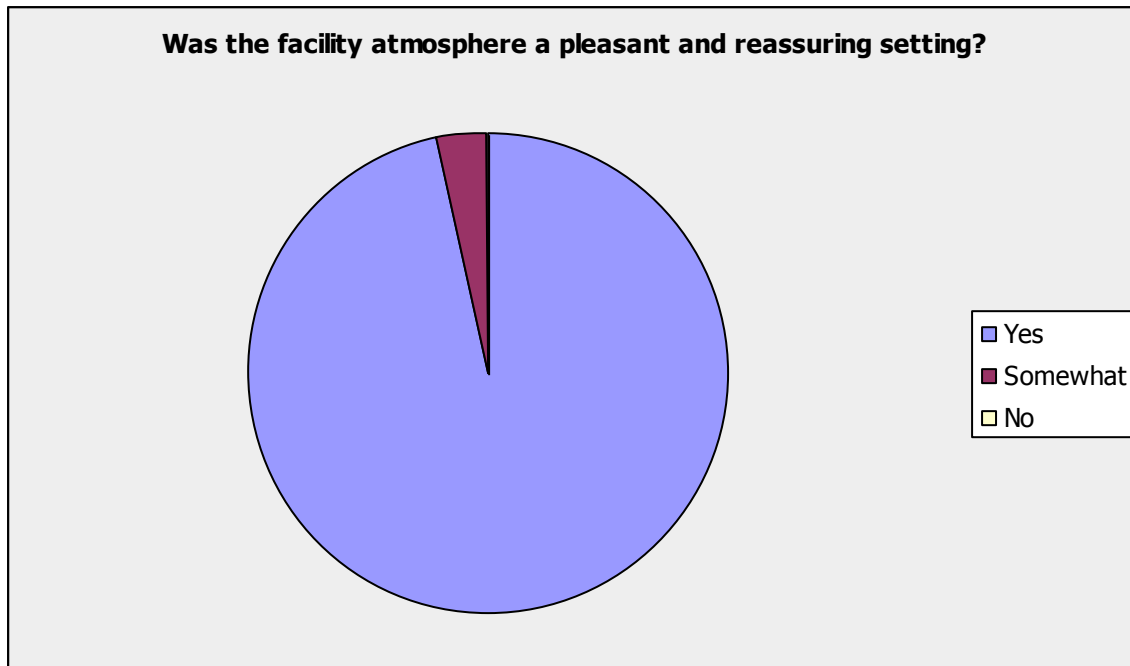
Answer Options	Response Percent	Response Count
Yes	92.2%	83
Somewhat	7.8%	7
No	0.0%	0
Additional Comments		1
<b><i>answered question</i></b>		<b>90</b>
<b><i>skipped question</i></b>		<b>3</b>



Being easily accessible and reliable to client needs is also an important factor in service delivery.

**Question 6:** Was the facility atmosphere a pleasant and reassuring setting?

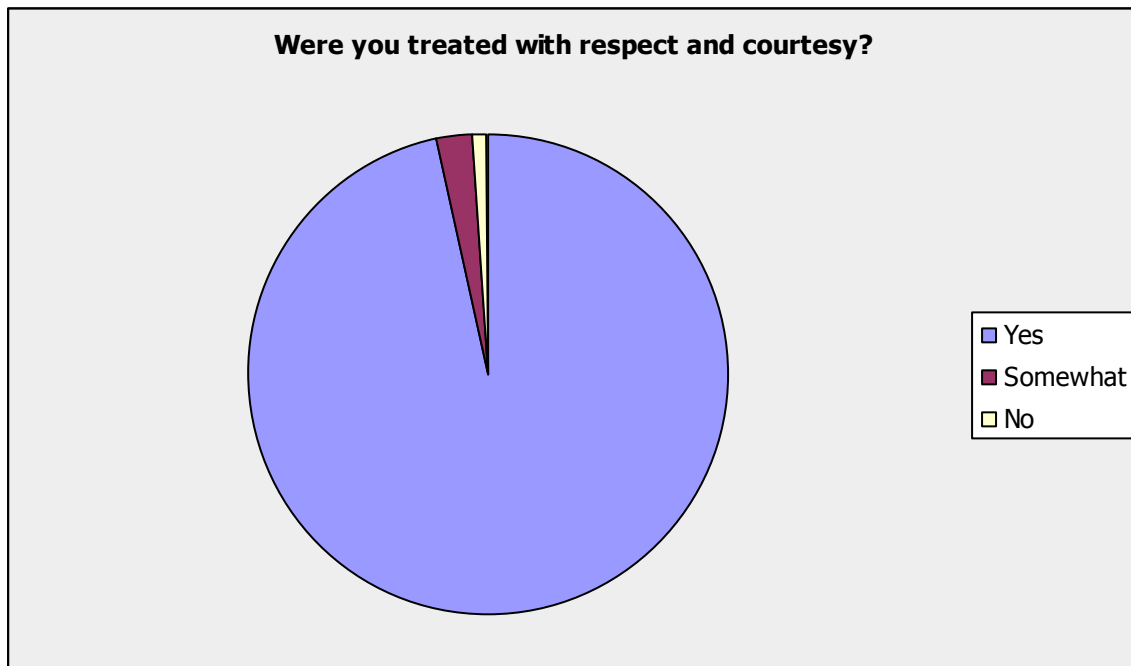
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Yes	96.7%	87
Somewhat	3.3%	3
No	0.0%	0
If NO what did you observe?		2
<b><i>answered question</i></b>		<b>90</b>
<b><i>skipped question</i></b>		<b>3</b>



SCMCAA prides itself in providing a professional and inviting atmosphere for those seeking assistance, while realizing that many who seek our assistance may be embarrassed or intimidated by the process. We continue to work hard in co-locating service departments such as utility assistance and employment and training with Head Start classrooms, etc.

Question 7: Were you treated with respect and courtesy?

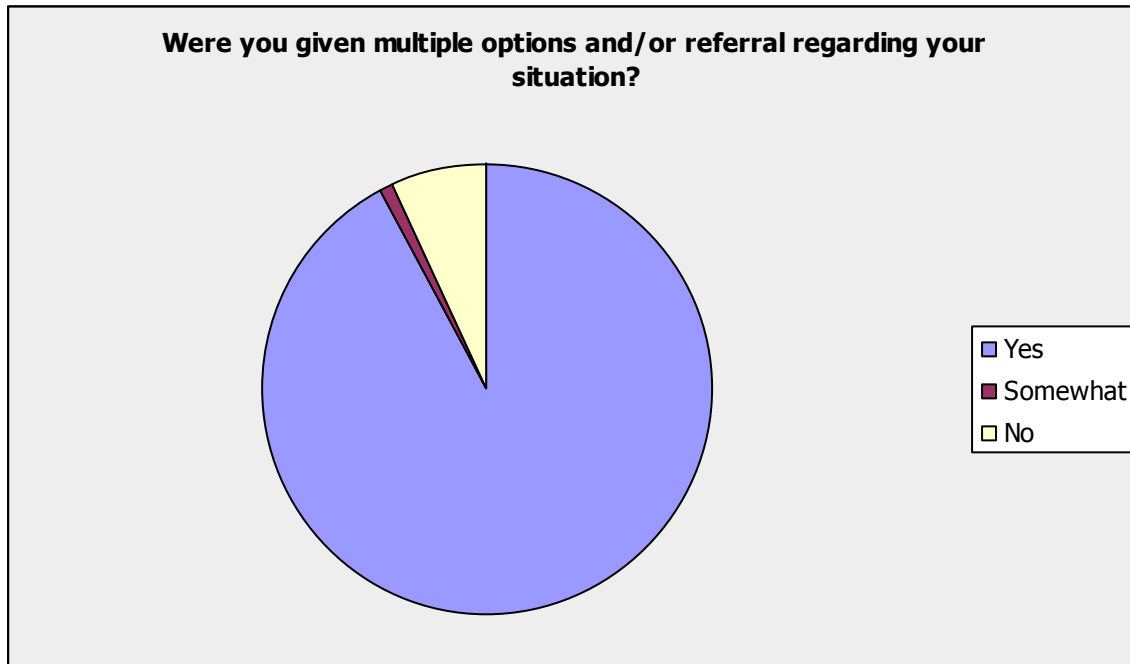
Answer Options	Response Percent	Response Count
Yes	96.7%	87
Somewhat	2.2%	2
No	1.1%	1
Additional Comments?		4
<b>answered question</b>		<b>90</b>
<b>skipped question</b>		<b>3</b>



Related to previous questions, treatment of clients remains a top priority in the delivery of services to families seeking assistance to their needs.

**Question 8:** Were you given multiple options and/or referral regarding your situation?

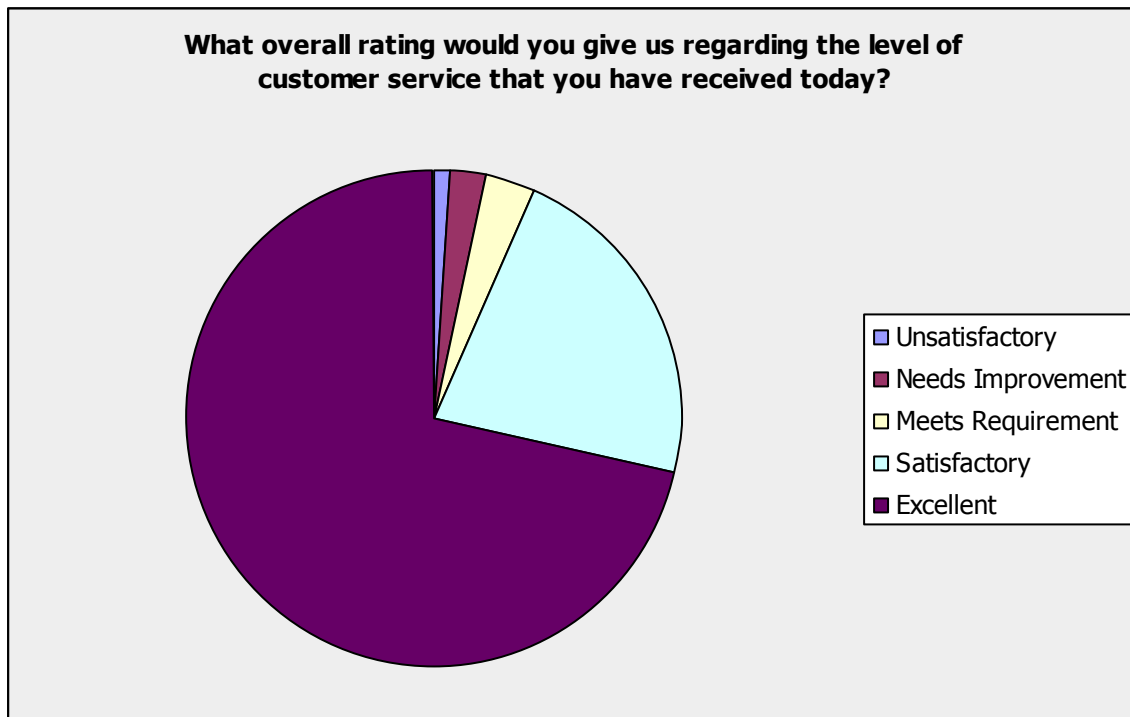
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Yes	92.0%	81
Somewhat	1.1%	1
No	6.8%	6
Additional Comments		7
<b><i>answered question</i></b>		<b>88</b>
<b><i>skipped question</i></b>		<b>5</b>



The responses to this question are interesting in that although small, six respondents stated that they were *not* given multiple options and/or referrals regarding their situation. We will attempt to determine which offices might need additional support and/or training.

**Question 9:** What overall rating would you give us regarding the level of customer service that you have received today?

Answer Options	Response Percent	Response Count
Unsatisfactory	1.1%	1
Needs Improvement	2.2%	2
Meets Requirement	3.3%	3
Satisfactory	22.0%	20
Excellent	71.4%	65
Additional Comments?		6
<b>answered question</b>		<b>91</b>
<b>skipped question</b>		<b>2</b>



Eighty-five or 94% of those who responded to this question stated that the service provided by our staff was either *Satisfactory* or *Excellent*. We will continue to work hard at providing good customer service toward individuals and families who seek are help.

## Agency 360° Performance Review Survey

This survey was used to evaluate the mission, capacity and key functions of the entire agency. A total of 293 respondents completed this survey. Of this amount 124 were agency staff, 9 board members, 122 clients, 2 agency funding sources, 2 staff of other organizations, 20 community citizens, and 14 in an “other” group.

<b>PART 1 - OVERALL PERFORMANCE</b>		Not too Well		Not too/ sometimes		Well/ Sometime		Very/ Sometime		Very/ Well	
4	In general, how well does the agency do in letting the community know its purpose, services and value?	14	4.8%	22	7.5%	66	22.5%	87	29.7%	104	35.5%
		Not too conf.		Not too/ somewhat		Confident somewhat		Very Somewhat		Very Confident	
17	In general, how confident are you of the agency's ability to do its work professionally and provide leadership in the community?	2	0.7%	17	5.8%	60	20.5%	96	32.8%	118	40.3%
		Not too/ positive		Not too/ sometimes		Sometimes positive		Somewhat very		Very positive	
29	In general, how would you describe the relationships the agency has with the community, other organizations and people served?	1	0.3%	14	4.8%	72	24.6%	101	34.5%	105	35.8%
		Not too/ well		Not too/ sometimes		Sometimes well		Sometimes very		Very well	
32	In general, how well does the agency represent the communities it serves in terms of race, gender, age, income?	0	0.0%	13	4.4%	60	20.5%	98	33.4%	122	41.6%

<b>PART 2 - AGENCY CAPACITY</b>		Strongly Agree		Agree		Disagree		Strongly Disagree		Don't know	
5	The agency has demonstrated the capacity to provide effective leadership in the communities it serves.	90	30.7%	166	56.7%	12	4.1%	4	1.4%	21	7.2%
6	On the whole, the staff of this agency are professionally competent: they know how to do their jobs well.	144	49.1%	129	44.0%	8	2.7%	6	2.0%	5	1.7%
7	On the whole, the staff of this agency demonstrate responsibility and integrity.	127	43.3%	141	48.1%	14	4.8%	4	1.4%	7	2.4%
8	Agency staff have demonstrated the ability to mobilize low income persons.	115	39.2%	152	51.9%	7	2.4%	4	1.4%	15	5.1%
9	The agency has demonstrated the ability to respond to changing community needs.	94	32.1%	161	54.9%	12	4.1%	2	0.7%	24	8.2%
10	On the whole, agency staff have demonstrated that they will follow through on their commitments: they do what they say they will do.	117	39.9%	138	47.1%	24	8.2%	3	1.0%	11	3.8%
11	The agency has demonstrated the ability to meet both the programmatic and fiscal requirements of its funders.	110	37.5%	143	48.8%	5	1.7%	1	0.3%	34	11.6%
12	The agency's standards for quality work and quality products are high.	108	36.9%	156	53.2%	14	4.8%	1	0.3%	14	4.8%
13	Agency leaders understand the overall design of service systems and propose changes that would make those systems more responsive to the people they serve.	94	32.1%	155	52.9%	13	4.4%	5	1.7%	26	8.9%
14	The agency is seen as a major player in the community; collaborative planning efforts usually involve the agency.	97	33.1%	144	49.1%	17	5.8%	3	1.0%	32	10.9%
15	Agency staff demonstrate a belief in and commitment to their work.	122	41.6%	145	49.5%	10	3.4%	1	0.3%	14	4.8%
16	The agency is a mentor or model for other organizations in the community seeking to improve their compliance or performance.	104	35.5%	130	44.4%	14	4.8%	2	0.7%	45	15.4%

PART 3-RELATIONSHIPS		Strongly Agree	Agree	Disagree	Strongly Disagree	Don't know
18	On the whole, agency staff build trusting respectful relationships with their community partners.	106 36.2%	150 51.2%	14 4.8%	1 0.3%	22 7.5%
19	The agency is well enough regarded in the community to be able to convene community groups to solve problems and address community issues and opportunities.	94 32.1%	147 50.2%	15 5.1%	1 0.3%	36 12.3%
20	The agency is able to acknowledge conflict and take steps to mend inter-organizational relationship problems.	81 27.6%	143 48.8%	23 7.8%	8 2.7%	38 13.0%
21	On the whole, the agency builds healthy, respectful relationships with the people it serves.	116 39.6%	153 52.2%	8 2.7%	2 0.7%	14 4.8%
22	On the whole, when the agency makes changes in how its programs and services are delivered, those changes are made on the basis of what will benefit the children and families it serves.	103 35.2%	152 51.9%	14 4.8%	2 0.7%	22 7.5%
23	When groups come together in the community around human services or community development issues, the agency is invited to participate.	86 29.4%	134 45.7%	8 2.7%	2 0.7%	62 21.2%
24	The agency is supported both financially and with other resources by the community it serves.	76 25.9%	128 43.7%	18 6.1%	3 1.0%	67 22.9%
25	The agency effectively utilizes community volunteers.	88 30.0%	141 48.1%	15 5.1%	2 0.7%	49 16.7%
26	People who participate in the agency's programs have positive things to say about the agency.	101 34.5%	144 49.1%	14 4.8%	2 0.7%	32 10.9%
27	The agency's program managers effectively collaborate with one another.	89 30.4%	130 44.4%	18 6.1%	6 2.0%	50 17.1%
28	The agency's leaders effectively collaborate with other programs and agencies in the community.	89 30.4%	141 48.1%	5 1.7%	5 1.7%	53 18.1%

PART 4 - MIRROR OF THE COMMUNITY		Strongly Agree	Agree	Disagree	Strongly Disagree	Don't know
30	The agency's staff is made up of people who represent the diversity of the community in terms of gender, age, income, race or ethnic group.	100 34.1%	157 53.6%	7 2.4%	2 0.7%	28 9.6%
31	The agency's board of directors is made up of people who represent the diversity of the community in terms of gender, age, income, race or ethnic group.	71 24.2%	125 42.7%	11 3.8%	1 0.3%	84 28.7%

Overall, we believe that this assessment of our agency reflects positively on what we are attempting to provide. Nearly 88% of all those surveyed, responded that our agency demonstrates its purpose, services and values well either sometimes to very well.

Our relationships to community people and our capacity to serve the community and the needs of low-income families are favorably regarded among those surveyed.

Possibly the one area that is of some concern is the questions of representation and diversity. Respondents generally rated us well, but left room for doubt with higher than normal *Don't Know* responses. We will continue to monitor this through our hiring processes and filling board vacancies, etc.

## **Head Start Parent Information Survey**

The following summary of Parent Evaluations was received as of March 1, 2008. Evaluations received from SCMCAA Head Start Centers totaled 242

### Section 1: Health

The majority of the respondents say they are always informed of their child's health appointments and results, and Head Start was a lot of help with getting the necessary screenings done. When it comes to training regarding health (hygiene, preventing the spread of disease and immunizations), the respondents feel they have received a lot of good quality training that has been helpful to them. Most parents didn't feel that additional training was necessary. For those parents that feel additional training could be given, they indicated that they would prefer receiving that information in the form of a newsletter.

Most parents indicated that they were aware that Head Start offers assistance for those that didn't have insurance and were denied MC+/Medicaid. They were aware that a home visit would be made to assist them with any health needs. Most parents were made aware of the attendance policy regarding an ill child. Most families indicated that they do have an ongoing source of health/dental services.

### Section 2: Nutrition

Most parents reported that they are very satisfied with the meals and snacks that are served to their children. Also, most parents responded that they don't eat meals at the center, but for the individuals who did, reported that they were satisfied with how the meal looked, smelled and tasted. Most parents rated the nutrition and health newsletter as useful and received it monthly.

### Section 3: Parent Involvement/Volunteers

The majority of parents stated that their child is prepared for Kindergarten as a result of attending Head Start, with many reporting their child being very prepared for Kindergarten. Parents responded that experiences with Head Start help them feel more comfortable and confident to talk with the Kindergarten Teacher. Parents reported that the program has provided them with many good ideas for ways to be involved with their child. Parents responded they weren't able to volunteer in the classroom due to mostly work and then caring for other family members. The areas that parents were most interested in being volunteers for were field trips, then helping in the classroom, attending meetings, planning family fun activities, doing projects for the teachers, respectively. The majority of respondents think Head Start encourages volunteering to spend time with their child, meeting in-kind requirements, followed by helping the teachers, and being advocates for child issues. The majority of responses on the Family Work Plans marked they liked and enjoyed the activities and get the right amount. The parents that felt the activities needed improvements could write suggestions in a space provided, however, there was little response. Mentioned was more ABC's and numbers. With the Family Fun Night activities, majority responses were they don't usually attend, however, the ones attending marked they think they are informative and enjoy the activities and were offered a comment section with little response. According to the surveys completed, parents are supportive of our Head Start Program.

## Job Seeker Survey

This survey is conducted as an exit survey by the Employment and Training department. 176 participants completed this survey from October 2007 through March 2009. Essentially, this survey measures the level of satisfaction among exited participants who had been enrolled in agency job training programs.

### Question #1:

What is your overall satisfaction with the services provided from our office?

### Question #2:

Considering all of the expectations you may have had about the services, to what extent have the services met your expectations?

### Question #3:

Now think of the ideal program for people in your circumstances. How well do you think the services you received compare with the ideal set of services?

### Question #4:

Was staff helpful?

### Question #5:

Was staff courteous?

### *Third Quarter Report, Exit Dates (October 07 to December 07)*

During October 2007 through December 2007, SCMCAA had 38 participants exit. We were unable to contact 8 of these participants for the Customer Satisfaction Surveys. The results of the 30 contacted are outlined below:

<b>Sub Contactors</b>	<b># Surveyed</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q5</b>
<b>AVERAGE SCORE</b>	30	9.76	9.53	9.6	100% Yes	100% Yes

### *Fourth Quarter Report, Exit Dates (January 08 to March 08)*

During January 2008 through March 2008, SCMCAA had 39 participants exit. We were unable to contact 5 of these participants for the Customer Satisfaction Surveys. The results of the 34 contacted are outlined below:

<b>Sub Contactors</b>	<b># Surveyed</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q5</b>
<b>AVERAGE SCORE</b>	34	9.73	9.76	9.73	100% Yes	100% Yes

*First Quarter Report, Exit Dates (April 08 to June 08)*

*(Job Seeker Survey – continued)*

During April 2008 through June 2008, SCMCAA had 45 participants exit. We were unable to contact 11 participants. The results of 34 contacted are outlined below:

<b>Sub Contactors</b>	<b># Surveyed</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q5</b>
AVERAGE SCORE	34	9.88	9.88	9.94	100% Yes	100% Yes

*Second Quarter Report, Exit Dates (July 08 to September 08)*

During July 2008 through September 2008, SCMCAA had 42 participants exit. We were unable to contact 6 participants. The results of 36 contacted are outlined below:

<b>Sub Contactors</b>	<b># Surveyed</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q5</b>
AVERAGE SCORE	36	9.78	9.69	9.64	100% Yes	100% Yes

*Third Quarter Report, Exit Dates (October 08 to December 08)*

During October 2008 through December 2008, SCMCAA had 34 participants exit. We were unable to contact 5 participants. The results of 29 contacted are outlined below:

<b>Sub Contactors</b>	<b># Surveyed</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q5</b>
AVERAGE SCORE	29	9.86	9.86	9.79	100% Yes	100% Yes

*Fourth Quarter Report, Exit Dates (January 09 to March 09)*

During January 2008 through March 2008, SCMCAA had 20 participants exit. We were unable to contact 7 participants. The results of the 13 contacted are outlined below:

<b>Sub Contactors</b>	<b># Surveyed</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q5</b>
AVERAGE SCORE	13	9.85	9.92	9.77	100% Yes	100% Yes

## Community Focus Groups

Six (6) meetings were held during the months of June and July 2009. These meetings are generally held every other year in each county. A total of 48 participants consisting of community members and low income individuals participated in the focus groups held throughout the region. The schedule was as follows:

<b>COUNTY</b>	<b>LOCATION</b>	<b>DATE</b>	<b>Number of Attendees</b>
Butler	Butler Co. Outreach Office	06/30/09	7
Carter	St. George's Church	06/30/09	8
Dent	Dent Co. Outreach Office	06/15/09	8
Reynolds	Reynolds Co. Outreach Office	06/09/09	7
Ripley	<i>Meeting cancelled</i>		0
Shannon	Shannon Co. Outreach Office	06/24/09	10
Wayne	Wayne Co. Outreach Office	06/24/09	8

Community Focus Group meetings provide greater insight to the “inner-thinking” of local communities. Instead of large quantities of survey information or secondary statistical data, focus groups provide an intimate understanding of what the local people think is the strengths and needs of their community.

Five questions were asked to each of our focus group participants. These questions were:

1. What needs of the low-income population are currently being met by the community?
2. What needs of the low-income population are not currently being met by the community?
3. Are there currently any efforts / programs underway to address these needs? If so, what are they?
4. In your opinion, are these efforts working? If not, why not?
5. What first / new actions should community and faith-based organizations take to address these needs?

From these questions, the group is then asked to transfer their answers to three (3) top needs for their community. The following compilation details each county's summary of responses:

**SOUTH CENTRAL MISSOURI COMMUNITY ACTION AGENCY  
FOCUS GROUP COMPILATION**

<u>County</u>	<u>3 Most Important Needs</u>	<u>Description</u>	<u>Leaders</u>
Butler	Knowledge of Resources	Life Skills Workshops, Education of Resources, Educate people on programs, Show people how to use the help received from different programs	Social Service agencies, businesses, etc.
	Housing	Preventative Housing assistance; temporary shelter, rental/utility assistance, education	Section 8, Community Action Agencies
	Alternative Education	Prevention of High School Dropouts, Work with schools to offer alternatives to Post-Sec. Education	Community Action Agencies, School Systems

Carter	Interagency Services	Coordination of Services between various agencies and organizations	All local agencies
	Child Care	Child care services for infants, pre-school and school-aged children, Organizations working with employers	Employers, social service agencies
	Summer Youth Employment & Job Training of Youth	Continue job training and employment opportunities for youth	Community Action Agencies, local businesses, schools

Dent	Employment	Find ways to appeal to businesses - i.e. tax incentives, job training, technical school, "job-boot camp"	Economic Developer, State Representative, State Senator
	Transportation	Bus System, Van, Tax incentives, grants, Vehicle Repair Loan program	Vocational Services, Local car dealers, SMTS Transportation
	Youth Programs	YMCA, Facility, Foster Grandparents program, Intervention Programs (teen pregnancy, H.S. dropout, drug use, etc.)	Ray Walden, Doug Walter, Bernie Sirois

<b>County</b>	<b>3 Most Important Needs</b>	<b>Description</b>	<b>Leaders</b>
Reynolds	Employment	Find ways to bring in businesses to area, Give companies reasons (i.e. tax, utility incentives, labor), Target Hwy 106 Bicycle Riders, Green Initiative	Community Leaders, businesses, SCMCAA
	Housing	Ellington Subdivision, Housing Advocacy groups, Preventative Housing assistance, ARRA funds, Expand city limits, offer tax incentives	Whole Health Outreach, SCMCAA, County Commissioners, Mayors, Chamber of Commerce's
	Health Insurance	If Employment needs met - Health Insurance would "fall in line"	Missouri Highlands Medical Clinic, local employers, etc.

Shannon	Housing	Subsidized housing, Home projects (building), Preventative Housing programs	HUD Assistance, Builders, SCMCAA
	Employment	Job Training/Education, Skills Training, Vocational Schools, Apprentice programs	WIA, SCMCAA, colleges, schools
	Local Health Care Resources	Insurance assistance for: Uninsured / Under Insured	Advocacy groups

Wayne	Housing	Transitional housing, Homeless shelters, Additional Section 8 Housing, Housing projects, Renovation of existing homes, Preventative Housing assistance (rent, mortgage, utilities)	local leaders, government agencies
	Education	After school projects, Pre-schools, Vocational schools, Life skills workshops, Early Head Start, Older men mentoring younger men	Schools, Head Start, SCMCAA, local leaders
	Transportation	Bus/Van Transport system, Transporting H.S. Dropouts to vocational schools, Employee-sponsored transportation fund	SMTS, Schools, local employers

# MIS Demographic & Assessment Data

Community Services staff reviewed SCMCAA agency demographic and assessment data collected through the state MIS system from October 1, 2007 through March 31, 2009. Information collected was based on the county in which an intake was preformed and all answers provided by those completing a comprehensive intake process.

## Agency Demographic Data: October 1, 2007 through March 31, 2009

1. Name of Agency Reporting : SCMCAA
- 2a. Total Non CSBG Resources Reported in Section F, page 12
- 2b. Total amount of CSBG Funds allocated

	\$1,000.00
	\$200.00
Total Resources for FY 2007 (2a + 2b)	\$1,200.00

3. Total unduplicated number of persons about whom one or more characteristics were obtained.
4. Total unduplicated number of persons about whom no characteristics were obtained.
5. Total unduplicated number of families about whom one or more characteristics were obtained.
6. Total unduplicated number of families about whom no characteristics were obtained.

	13991
	593
	5629
	258

7. Gender	Number of Persons*
a. Male	6094
b. Female	7883
Total ***	13977

8. Ages	Number of Persons*
a. 0-5	1656
b. 6-11	2030
c. 12-17	1694
d. 18-23	1114
e. 24-44	4007
f. 45-54	1603
g. 55-69	1264
h. 70+	625
Total ***	13993

9. Ethnicity/Race	Number of Persons*
<b>I. Ethnicity</b>	
a. Yes	151
b. No	13822
Total ***	13973

<b>II. Race</b>	
a. White	13055
b. Black or African-American	688
c. American Indian and Alaska Native	40
d. Asian	7
e. Native Hawaiian and Other Pacific Islander	5
f. Other	71
g. Multirace(any two or more of the above)	117
Total*	13983

10. Education level of adults	Number of Persons age 24 and older**
a. 0-8	1054
b. 9-12, Non-graduate	2218
c. HS Grad/GED	3065
d. 12+ some Post Secondary	901
e. 2 or 4 yr College Graduate	122
Total**	7360

11. Other Characteristics	Number of Persons*	
	# of persons	# surveyed
a. No health insurance	3316	13901
b. Disabled	2900	13970

12. Family Type	Number of Families***
a. Single parent/female	1197
b. Single parent/male	130
c. Two Parent Household	1264
d. Single person	1816
e. Two Adults, No children	682
f. Other	250
Total***	5339

13. FamilySize	Number of Families***
a. One	2179
b. Two	1244
c. Three	896
d. Four	709
e. Five	370
f. Six	155
g. Seven	43
h. Eight or more	33
Total ***	5629

14. Source of Family Income	Number of Families***
a. Unduplicated # of families Reporting One or More Sources of Income ***	5193
b. No Income	436
TOTAL UNDUP Families who responded as either having a source of income or having no income.	5629
c. TANF/DA	504
d. SSI	1258
e. Social Security	1912
f. Pension	144
g. General Assistance	2
h. Unemployment Insurance	151
i. Employment & other sources	835
j. Employment only	817
k. Other	592

15. Family Income(% of HHS Guideline)	Number of Families***
a. Up to 50%	1953
b. 51% to 75%	1302
c. 76% to 100%	1312
d. 101% to 125%	839
e. 126% to 150%	180
f. 151% and over	43
Total ***	5629

16. Housing	Number of Families***
a. Own	2074
b. Rent	2974
c. Homeless	23
d. Other	158
Total***	5229

\*The sum of this category should not exceed the value of item 3

\*\*The sum of this category should not exceed the value of items 8 e-h

\*\*\*The sum of this category should not exceed the value of item 5

**End of Part I: Section G**

**NASCSP CSBG/IS 2007 Page 13**

Agency Assessment Data: October 1, 2007 through March 31, 2009

**Butler County – 2,625 respondents**

Do you spend too much on utilities?	1745	66.48	1745	66.48
Do you wish your housing situation could be improved?	1160	44.19	1160	44.19
Do you need more food?	1156	44.04	1156	44.04
Are you dissatisfied with your employment/education situation?	1152	43.89	1152	43.89
Do you or your family have any health issues?	1152	43.89	1152	43.89
Are you currently facing any emergencies?	1123	42.78	1123	42.78
Do you need assistance with childcare?	1110	42.29	1110	42.29
Do you need transportation assistance?	1137	43.31	1137	43.31
Are you satisfied with your education?	959	36.53	959	36.53
Would you like to improve your reading skills?	4	0.15	4	0.15
Would you like to improve your writing skills?	8	0.3	8	0.3
Would you like to obtain a GED?	24	0.91	24	0.91
Would you like to obtain training in a specific area?	9	0.34	9	0.34
Would you like to earn a two or four year degree?	28	1.07	28	1.07
Other area of improvement:	14	0.53	14	0.53
Strengths: Have you done well in school before?	10	0.38	10	0.38
Strengths: do you have support for your education, including family?	29	1.1	29	1.1
Strengths: Do you have specific educational goals?	29	1.1	29	1.1
Strengths: Do you have dependable transportation?	28	1.07	28	1.07
Strengths: Do you have dependable childcare?	17	0.65	17	0.65
Strengths: other	12	0.46	12	0.46
Do you have any education barriers?	25	0.95	25	0.95
Barriers: Is transportation a problem?	16	0.61	16	0.61
Barriers: Is childcare a problem?	11	0.42	11	0.42
Barriers: Have you had previous difficulty with school?	5	0.19	5	0.19
Barriers: Do you lack a high school diploma or GED?	18	0.69	18	0.69
Barriers: Is cost of school a problem?	23	0.88	23	0.88
Barriers: Is there a lack of support or resistance from family members?	1	0.04	1	0.04
Barriers: Are health issues a problem?	3	0.11	3	0.11
Barriers: Is discrimination (age, race, gender) a problem?	4	0.15	4	0.15
Do you need one on one support achieving education goals?	13	0.5	13	0.5
Do you need ABE/GED classes?	17	0.65	17	0.65
Do you need vocational rehabilitation?	1	0.04	1	0.04

Do you need Missouri Career Center/WIA?	16	0.61	16	0.61
Do you need Pell grants or other financial aids?	22	0.84	22	0.84
Do you need Specialized Skills training?	2	0.08	2	0.08
Do you need Community College/University?	9	0.34	9	0.34
Do you need help with none of the above education needs?	29	1.1	29	1.1
Do you need one on one literacy/reading tutoring?	3	0.11	3	0.11
No literacy needs:	1459	55.58	1459	55.58
Are you already enrolled in head start?	15	0.57	15	0.57
Are you on the waiting list for head start?	5	0.19	5	0.19
Do you need head start?	40	1.52	40	1.52
Are you not interested in head start?	102	3.89	102	3.89
Are you enrolled in early head start?	2	0.08	2	0.08
Do you need early head start?	27	1.03	27	1.03
Are you not interested in early head start?	94	3.58	94	3.58
Do you need Emergency Assistance with Home Repairs?	72	2.74	72	2.74
Do you need Emergency Assistance with Food?	100	3.81	100	3.81
Do you need Emergency Assistance with Shelter?	8	0.3	8	0.3
Do you need Emergency Assistance with Utilities?	393	14.97	393	14.97
Do you need Emergency Assistance with a Cooling Unit?	60	2.29	60	2.29
Do you need Emergency Assistance with Clothing?	132	5.03	132	5.03
Do you need Emergency Assistance with Transportation?	26	0.99	26	0.99
Do you need Emergency Assistance with Medical?	1	0.04	1	0.04
Do you need Emergency Assistance?	75	2.86	75	2.86
Do you need any Other Emergency Assistance?	64	2.44	64	2.44
Are you currently working?	1039	39.58	1039	39.58
Is your Employment Situation Full Time Employment above Minimum Wage?	125	4.76	125	4.76
Is your Employment Situation Full Time Employment earning minimum wage or less?	63	2.4	63	2.4
Is your Employment Situation Temporary Full Time Employment?	9	0.34	9	0.34
Is your Employment Situation Permanent Part-Time Employment?	22	0.84	22	0.84
Is your Employment Situation Temporary Part-Time Employment?	5	0.19	5	0.19
Is your Employment Situation Retired and/or Disabled, but working?	1	0.04	1	0.04
Is your Unemployment Condition Unemployed less than 3 months?	62	2.36	62	2.36

Is your Unemployment Condition Unemployed-has not worked for 3 months or more?	148	5.64	148	5.64
Is your Unemployment Condition Unemployed-full time homemaker?	111	4.23	111	4.23
Is your Unemployment Condition Unemployed - never worked?	26	0.99	26	0.99
Is your Unemployment Condition Retired?	23	0.88	23	0.88
Is your Unemployment Condition Disabled?	329	12.53	329	12.53
Is your Unemployment Condition Age 14-25, in school and not working?	137	5.22	137	5.22
Do you want to improve your Work Situation?	1038	39.54	1038	39.54
Is your Focus of Improvement Better Pay?	63	2.4	63	2.4
Is your Focus of Improvement More Hours?	45	1.71	45	1.71
Is your Focus of Improvement Increase Benefits?	25	0.95	25	0.95
Is your Focus of Improvement Increase Responsibility?	6	0.23	6	0.23
Is your Focus of Improvement Better Working Conditions/Environment?	5	0.19	5	0.19
Is your Focus of Improvement Change Career or Position?	9	0.34	9	0.34
Is your Focus of Improvement More Job Stability?	30	1.14	30	1.14
Is your Focus of Improvement Location of Job?	106	4.04	106	4.04
Is Focus of Improvement Not Applicable?	3	0.11	3	0.11
Is your Employment Strength Formally Trained or Certified Skills?	12	0.46	12	0.46
Is your Employment Strength Skills Gained from Experience?	30	1.14	30	1.14
Is your Employment Strength Positive Work History?	42	1.6	42	1.6
Is your Employment Strength Education?	12	0.46	12	0.46
Is your Employment Strength Dependable Transportation?	44	1.68	44	1.68
Is your Employment Strength Dependable Childcare?	56	2.13	56	2.13
Is your Employment Strength another factor?	12	0.46	12	0.46
Do you have an Employment Barrier of Lack of Adequate/Reliable Transportation?	33	1.26	33	1.26
Do you have an Employment Barrier of Lack of Adequate/Reliable Childcare?	9	0.34	9	0.34
Do you have an Employment Barrier of Lack of Adequate Language Skills?	1	0.04	1	0.04
Do you have an Employment Barrier of Permanent Health/Disability Problem?	3	0.11	3	0.11
Do you have an Employment Barrier of Temporary Health Problem?	1	0.04	1	0.04
Do you have an Employment Barrier of Lack of High School Diploma or GED?	10	0.38	10	0.38
Do you have an Employment Barrier of Emotionally Unable to Work?	1	0.04	1	0.04

Do you have an Employment Barrier of Discrimination (Age, Race, Gender)?	18	0.69	18	0.69
Do you have an Employment Barrier of Other?	4	0.15	4	0.15
Do you have no Employment Barriers?	81	3.09	81	3.09
Do you need Support Achieving Goals?	135	5.14	135	5.14
For Employment, do you need Missouri Career Center/WIA?	60	2.29	60	2.29
For Employment, do you need Career Search?	39	1.49	39	1.49
For Employment, do you need Skills Training?	6	0.23	6	0.23
For Employment, do you need Job Seeking?	18	0.69	18	0.69
Is your health status good?	1320	50.29	1320	50.29
Do you have any of the following Health needs?	1529	58.25	1529	58.25
Do you have any additional health issues?	1832	69.79	1832	69.79
Do you have temporary health problems?	140	5.33	140	5.33
Do you have chronic health problems?	300	11.43	300	11.43
Do you need an in home health worker?	4	0.15	4	0.15
Do you need a home chore worker?	6	0.23	6	0.23
Do you need immunization services?	7	0.27	7	0.27
Do you need medical services?	144	5.49	144	5.49
Do you need Dental services?	211	8.04	211	8.04
Do you need vision services?	132	5.03	132	5.03
Do you need drug/alcohol abuse services?	2	0.08	2	0.08
Do you need counseling?	2	0.08	2	0.08
Do you need mental health services?	6	0.23	6	0.23
Do you need prescription medications?	16	0.61	16	0.61
Does anyone need family planning?	652	24.84	652	24.84
Does anyone need prenatal care?	652	24.84	652	24.84
Do you have a lack of transportation for health needs?	679	25.87	679	25.87
Do you have Housing Problems?	257	9.79	257	9.79
Do you have a problem with High Housing Costs?	161	6.13	161	6.13
Do you have a problem with High Utility Costs?	305	11.62	305	11.62
Do you have a problem with Minor Repairs to your Housing?	117	4.46	117	4.46
Do you have a problem with Needing Major Repairs to your Housing?	72	2.74	72	2.74
Do you have a problem with Unsafe Housing due to No Electricity?	7	0.27	7	0.27
Do you have a problem with Poor Plumbing?	13	0.5	13	0.5
Do you have a housing problem due to not having a stove or refrigerator?	4	0.15	4	0.15
Do you have a housing problem because you do not have air conditioning?	57	2.17	57	2.17
Do you have a housing problem due to overcrowding?	3	0.11	3	0.11

Are you Homeless?	3	0.11	3	0.11
Does your home have the appropriate number of bedrooms?	658	25.07	658	25.07
What amount do you pay for Housing?	696	26.51	696	26.51
Do you have subsidized housing?	491	18.7	491	18.7
Are you interested in owning a home?	488	18.59	488	18.59
Does your home need to be weatherized?	659	25.1	659	25.1
Is your primary heat source Electric?	349	13.3	349	13.3
Is your primary heat source Gas?	205	7.81	205	7.81
Is your primary heat source Oil?	1	0.04	1	0.04
Is your primary heat source Wood?	15	0.57	15	0.57
Is your primary heat source Propane?	95	3.62	95	3.62
Do you have another type of primary Heat Source?	1	0.04	1	0.04
What is your cost of heat?	711	27.09	711	27.09
What is your cost of cooling?	702	26.74	702	26.74
Are you in a shelter?	1	0.04	1	0.04
Have you been in a shelter less than one month?	1	0.04	1	0.04
Have you applied for Weatherization and are on the list?	1	0.04	1	0.04
Has your home been weatherized by CAA?	4	0.15	4	0.15
Has your home been weatherized by a Non-CAA?	9	0.34	9	0.34
Can you stay in the shelter less than one month?	1	0.04	1	0.04
Do you have a Case Manager?	1	0.04	1	0.04
Do you keep records of your expenses?	51	1.94	51	1.94
Do you have a checking account?	251	9.56	251	9.56
Do you have a savings account?	31	1.18	31	1.18
Do you use Money Orders to pay your bills?	249	9.49	249	9.49
Do you have Credit Debt?	449	17.1	449	17.1
Do you have Credit Cards?	69	2.63	69	2.63
Do you have any Bank Loans?	95	3.62	95	3.62
Do you Rent-to-Own?	66	2.51	66	2.51
Do you have any Medical or Hospital bills?	59	2.25	59	2.25
Did you receive an Earned Income Tax Credit (EITC)?	313	11.92	313	11.92
Did you receive a PTC/CRP?	318	12.11	318	12.11
Do you Pay Child Support?	652	24.84	652	24.84
What is the Child Support Amount?	27	1.03	27	1.03
Did you use a paid Tax Preparer?	400	15.24	400	15.24
Has your TANF, Medicaid, or FSS been sanctioned?	662	25.22	662	25.22
Do you need Financial Training?	661	25.18	661	25.18
Have you had to choose between necessities?	460	17.52	460	17.52
Do you borrow money?	401	15.28	401	15.28

Do you use Payday Loans?	31	1.18	31	1.18
Do you have Car Title Loans?	7	0.27	7	0.27
Do you have items in the Pawn Shop?	30	1.14	30	1.14
What is your Family Income?	687	26.17	687	26.17
Do you have any past due bills?	196	7.47	196	7.47
Do you have past due Utility Bills?	434	16.53	434	16.53
Do you have past due Rent or Mortgage?	76	2.9	76	2.9
Do you have past due telephone bills?	48	1.83	48	1.83
Do you have past due Water/Sewer bills?	24	0.91	24	0.91
Do you have a past due Trash bill?	8	0.3	8	0.3
Do you have any past due Credit Debts?	11	0.42	11	0.42
Are you receiving child support in regular payments?	63	2.4	63	2.4
Are both parents in the home?	893	34.02	893	34.02
Are you receiving child support for tuition?	2	0.08	2	0.08
Are you receiving irregular child support payments?	43	1.64	43	1.64
Have you applied for child support but are not receiving yet?	405	15.43	405	15.43
Do you need to apply for child support?	71	2.7	71	2.7
Are you refusing to apply for child support?	58	2.21	58	2.21
Are there any other ways you use to manage money?	199	7.58	199	7.58
Do you have any other past due bills?	25	0.95	25	0.95
Do you use bank loans to meet basic needs?	13	0.5	13	0.5
Are there other ways you meet basic needs?	2	0.08	2	0.08
Did you use a volunteer tax preparer?	101	3.85	101	3.85
Did you file your own taxes?	57	2.17	57	2.17
Did you not file taxes, even though you should have?	52	1.98	52	1.98
Did you have no income with which to file taxes?	68	2.59	68	2.59
How much longer will you be receiving TANF?	93	3.54	93	3.54
Do you need food stamps?	354	13.49	354	13.49
Is your food supply adequate always?	264	10.06	264	10.06
Is your food supply adequate sometimes?	368	14.02	368	14.02
Is your food supply adequate seldom?	51	1.94	51	1.94
Is your food supply adequate never?	4	0.15	4	0.15
Do you have any barriers to preparing food?	576	21.94	576	21.94
Do you have a lack of experience/knowledge in preparing food?	65	2.48	65	2.48
Do you feel there is not enough time to prepare food?	4	0.15	4	0.15
Do you have inadequate or lack transportation to provide food?	3	0.11	3	0.11
Do special diet needs cause a barrier to preparing food?	15	0.57	15	0.57

Do you need WIC?	580	22.1	580	22.1
Do your children eat breakfast daily?	11	0.42	11	0.42
Do your children need a meal program for breakfast?	5	0.19	5	0.19
Do your children need a meal program for lunch?	5	0.19	5	0.19
Do your children need a meal program?	5	0.19	5	0.19
Do you need assistance providing food for your children during the summer?	10	0.38	10	0.38
Do you need Senior meals delivered to your home?	4	0.15	4	0.15
Do you need senior meals?	87	3.31	87	3.31
Is there an inadequate or lack of equipment to prepare food?	3	0.11	3	0.11

## Carter County – 1,178 respondents

Do you spend too much on utilities?	113	9.59	113	9.59
Do you wish your housing situation could be improved?	113	9.59	113	9.59
Do you need more food?	113	9.59	113	9.59
Are you dissatisfied with your employment/education situation?	111	9.42	111	9.42
Do you or your family have any health issues?	114	9.68	114	9.68
Are you currently facing any emergencies?	116	9.85	116	9.85
Do you need assistance with childcare?	110	9.34	110	9.34
Do you need transportation assistance?	111	9.42	111	9.42
Are you satisfied with your education?	712	60.44	712	60.44
Would you like to obtain a GED?	62	5.26	62	5.26
Would you like to obtain training in a specific area?	22	1.87	22	1.87
Would you like to earn a two or four year degree?	14	1.19	14	1.19
Strengths: Have you done well in school before?	49	4.16	49	4.16
Strengths: do you have support for your education, including family?	64	5.43	64	5.43
Strengths: Do you have specific educational goals?	74	6.28	74	6.28
Strengths: Do you have dependable transportation?	58	4.92	58	4.92
Strengths: Do you have dependable childcare?	46	3.9	46	3.9
Strengths: other	1	0.08	1	0.08
Do you have any education barriers?	17	1.44	17	1.44
Barriers: Is transportation a problem?	10	0.85	10	0.85
Barriers: Is childcare a problem?	10	0.85	10	0.85
Barriers: Have you had previous difficulty with school?	2	0.17	2	0.17
Barriers: Do you lack a high school diploma or GED?	43	3.65	43	3.65
Barriers: Is cost of school a problem?	31	2.63	31	2.63
Barriers: Is there a lack of support or resistance from family members?	1	0.08	1	0.08
Barriers: Are health issues a problem?	3	0.25	3	0.25
Barriers: Are language issues a problem?	1	0.08	1	0.08
Do you need one on one support achieving education goals?	4	0.34	4	0.34
Do you need ABE/GED classes?	60	5.09	60	5.09
Do you need vocational rehabilitation?	6	0.51	6	0.51
Do you need Missouri Career Center/WIA?	2	0.17	2	0.17
Do you need Pell grants or other financial aids?	17	1.44	17	1.44
Do you need Specialized Skills training?	3	0.25	3	0.25
Do you need Community College/University?	10	0.85	10	0.85

Do you need help with none of the above education needs?	6	0.51	6	0.51
No literacy needs:	919	78.01	919	78.01
Are you already enrolled in head start?	46	3.9	46	3.9
Are you on the waiting list for head start?	2	0.17	2	0.17
Do you need head start?	33	2.8	33	2.8
Are you not interested in head start?	33	2.8	33	2.8
Are you enrolled in early head start?	37	3.14	37	3.14
Do you need early head start?	65	5.52	65	5.52
Are you not interested in early head start?	13	1.1	13	1.1
Do you need Emergency Assistance with Food?	6	0.51	6	0.51
Do you need Emergency Assistance with Shelter?	9	0.76	9	0.76
Do you need Emergency Assistance with Utilities?	235	19.95	235	19.95
Do you need Emergency Assistance with Clothing?	1	0.08	1	0.08
Do you need Emergency Assistance?	247	20.97	247	20.97
Do you need any Other Emergency Assistance?	3	0.25	3	0.25
Are you currently working?	757	64.26	757	64.26
Is your Employment Situation Full Time Employment above Minimum Wage?	99	8.4	99	8.4
Is your Employment Situation Full Time Employment earning minimum wage or less?	18	1.53	18	1.53
Is your Employment Situation Permanent Part-Time Employment?	56	4.75	56	4.75
Is your Employment Temporary Part-Time Employment?	36	3.06	36	3.06
Is your Employment Situation Retired and/or Disabled, but working?	2	0.17	2	0.17
Is your Unemployment Condition Unemployed less than 3 months?	64	5.43	64	5.43
Is your Unemployment Condition Unemployed-has not worked for 3 months or more?	52	4.41	52	4.41
Is your Unemployment Condition Unemployed-full time homemaker?	86	7.3	86	7.3
Is your Unemployed Condition Unemployed - never worked?	4	0.34	4	0.34
Is your Unemployment Condition Retired?	41	3.48	41	3.48
Is your Unemployment Condition Disabled?	253	21.48	253	21.48
Is your Unemployment Condition Age 14-25, in school and not working?	94	7.98	94	7.98
Do you want to improve your Work Situation?	760	64.52	760	64.52
Is your Focus of Improvement Better Pay?	19	1.61	19	1.61
Is your Focus of Improvement More Hours?	19	1.61	19	1.61
Is your Focus of Improvement Increase Benefits?	3	0.25	3	0.25

Is your Focus of Improvement Increase Responsibility?	1	0.08	1	0.08
Is your Focus of Improvement Better Working Conditions/Environment?	4	0.34	4	0.34
Is your Focus of Improvement Change Career or Position?	6	0.51	6	0.51
Is your Focus of Improvement More Job Stability?	2	0.17	2	0.17
Is your Focus of Improvement Location of Job?	80	6.79	80	6.79
Is Focus of Improvement Not Applicable?	3	0.25	3	0.25
Is your Employment Strength Formally Trained or Certified Skills?	40	3.4	40	3.4
Is your Employment Strength Skills Gained from Experience?	87	7.39	87	7.39
Is your Employment Strength Positive Work History?	89	7.56	89	7.56
Is your Employment Strength Education?	41	3.48	41	3.48
Is your Employment Strength Dependable Transportation?	76	6.45	76	6.45
Is your Employment Strength Dependable Childcare?	60	5.09	60	5.09
Do you have an Employment Barrier of Lack of Adequate/Reliable Transportation?	25	2.12	25	2.12
Do you have an Employment Barrier of Lack of Adequate/Reliable Childcare?	9	0.76	9	0.76
Do you have an Employment Barrier of Permanent Health/Disability Problem?	3	0.25	3	0.25
Do you have an Employment Barrier of Temporary Health Problem?	2	0.17	2	0.17
Do you have an Employment Barrier of Lack of High School Diploma or GED?	20	1.7	20	1.7
Do you have an Employment Barrier of Pregnancy?	1	0.08	1	0.08
Do you have an Employment Barrier of Emotionally Unable to Work?	2	0.17	2	0.17
Do you have an Employment Barrier of Discrimination (Age, Race, Gender)?	1	0.08	1	0.08
Do you have an Employment Barrier of Other?	3	0.25	3	0.25
Do you have no Employment Barriers?	56	4.75	56	4.75
Do you need Support Achieving Goals?	105	8.91	105	8.91
For Employment, do you need Missouri Career Center/WIA?	59	5.01	59	5.01
For Employment, do you need Career Search?	48	4.07	48	4.07
For Employment, do you need Vocational Rehabilitation?	3	0.25	3	0.25
Is your health status good?	909	77.16	909	77.16
Do you have any of the following Health needs?	957	81.24	957	81.24
Do you have any additional health issues?	1179	100.08	1179	100.08
Do you have temporary health problems?	67	5.69	67	5.69
Do you have chronic health problems?	185	15.7	185	15.7
Do you need an in home health worker?	6	0.51	6	0.51

Do you need a home chore worker?	12	1.02	12	1.02
Do you need immunization services?	1	0.08	1	0.08
Do you need medical services?	43	3.65	43	3.65
Do you need Dental services?	188	15.96	188	15.96
Do you need vision services?	79	6.71	79	6.71
Do you need drug/alcohol abuse services?	1	0.08	1	0.08
Do you need mental health services?	3	0.25	3	0.25
Do you need prescription medications?	6	0.51	6	0.51
Does anyone need family planning?	449	38.12	449	38.12
Does anyone need prenatal care?	450	38.2	450	38.2
Do you have a lack of transportation for health needs?	468	39.73	468	39.73
Do you have Housing Problems?	371	31.49	371	31.49
Do you have a problem with High Housing Costs?	9	0.76	9	0.76
Do you have a problem with High Utility Costs?	10	0.85	10	0.85
Do you have a problem with Minor Repairs to your Housing?	55	4.67	55	4.67
Do you have a problem with Needing Major Repairs to your Housing?	54	4.58	54	4.58
Do you have a problem with Unsafe Housing due to No Electricity?	6	0.51	6	0.51
Do you have a problem with Poor Plumbing?	13	1.1	13	1.1
Do you have a housing problem because you do not have air conditioning?	3	0.25	3	0.25
Do you have a housing problem due to overcrowding?	9	0.76	9	0.76
Are you Homeless?	3	0.25	3	0.25
Does your home have the appropriate number of bedrooms?	454	38.54	454	38.54
What amount do you pay for Housing?	527	44.74	527	44.74
Do you have subsidized housing?	321	27.25	321	27.25
Are you interested in owning a home?	310	26.32	310	26.32
Does your home need to be weatherized?	468	39.73	468	39.73
Is your primary heat source Electric?	166	14.09	166	14.09
Is your primary heat source Wood?	65	5.52	65	5.52
Is your primary heat source Propane?	237	20.12	237	20.12
Do you have another type of primary Heat Source?	6	0.51	6	0.51
What is your cost of heat?	561	47.62	561	47.62
What is your cost of cooling?	557	47.28	557	47.28
Are you in a shelter?	1	0.08	1	0.08
Have you applied for Shelter?	1	0.08	1	0.08
Have you applied for Weatherization and are on the list?	7	0.59	7	0.59
Has your home been weatherized by CAA?	16	1.36	16	1.36
Has your home been weatherized by a Non-CAA?	1	0.08	1	0.08
Do you have a Case Manager?	1	0.08	1	0.08

Do you keep records of your expenses?	5	0.42	5	0.42
Do you have a checking account?	247	20.97	247	20.97
Do you have a savings account?	39	3.31	39	3.31
Do you use Money Orders to pay your bills?	37	3.14	37	3.14
Do you have Credit Debt?	272	23.09	272	23.09
Do you have Credit Cards?	80	6.79	80	6.79
Do you have any Bank Loans?	65	5.52	65	5.52
Do you Rent-to-Own?	20	1.7	20	1.7
Do you have any Medical or Hospital bills?	111	9.42	111	9.42
Did you receive an Earned Income Tax Credit (EITC)?	236	20.03	236	20.03
Did you receive a PTC/CRP?	249	21.14	249	21.14
Do you Pay Child Support?	452	38.37	452	38.37
What is the Child Support Amount?	36	3.06	36	3.06
Did you use a paid Tax Preparer?	188	15.96	188	15.96
Has your TANF, Medicaid, or FSS been sanctioned?	463	39.3	463	39.3
Do you need Financial Training?	475	40.32	475	40.32
Have you had to choose between necessities?	444	37.69	444	37.69
Do you borrow money?	308	26.15	308	26.15
Do you use Payday Loans?	25	2.12	25	2.12
Do you have Car Title Loans?	11	0.93	11	0.93
Do you have items in the Pawn Shop?	32	2.72	32	2.72
What is your Family Income?	506	42.95	506	42.95
Do you have any past due bills?	218	18.51	218	18.51
Do you have past due Utility Bills?	173	14.69	173	14.69
Do you have past due Rent or Mortgage?	54	4.58	54	4.58
Do you have past due telephone bills?	61	5.18	61	5.18
Do you have past due Water/Sewer bills?	28	2.38	28	2.38
Do you have a past due Trash bill?	4	0.34	4	0.34
Do you have any past due Credit Debts?	68	5.77	68	5.77
Are you receiving child support in regular payments?	89	7.56	89	7.56
Are both parents in the home?	523	44.4	523	44.4
Are you receiving irregular child support payments?	35	2.97	35	2.97
Have you applied for child support but are not receiving yet?	155	13.16	155	13.16
Do you need to apply for child support?	14	1.19	14	1.19
Are you refusing to apply for child support?	76	6.45	76	6.45
Are there any other ways you use to manage money?	196	16.64	196	16.64
Do you have any other past due bills?	58	4.92	58	4.92
Do you use bank loans to meet basic needs?	30	2.55	30	2.55
Are there other ways you meet basic needs?	6	0.51	6	0.51
Did you use a volunteer tax preparer?	93	7.89	93	7.89

Did you file your own taxes?	44	3.74	44	3.74
Did you not file taxes, even though you should have?	19	1.61	19	1.61
Did you have no income with which to file taxes?	159	13.5	159	13.5
How much longer will you be receiving TANF?	31	2.63	31	2.63
Do you need food stamps?	91	7.72	91	7.72
Is your food supply adequate always?	379	32.17	379	32.17
Is your food supply adequate sometimes?	91	7.72	91	7.72
Is your food supply adequate seldom?	1	0.08	1	0.08
Is your food supply adequate never?	1	0.08	1	0.08
Do you have any barriers to preparing food?	446	37.86	446	37.86
Do special diet needs cause a barrier to preparing food?	1	0.08	1	0.08
Do you need WIC?	392	33.28	392	33.28
Do your children eat breakfast daily?	5	0.42	5	0.42
Do your children need a meal program?	5	0.42	5	0.42
Do you need assistance providing food for your children during the summer?	5	0.42	5	0.42
Do you need Senior meals delivered to your home?	5	0.42	5	0.42
Do you need congregate Senior Meals?	1	0.08	1	0.08
Do you need senior meals?	83	7.05	83	7.05

## Dent County – 1,115 respondents

Do you spend too much on utilities?	375	33.63	375	33.63
Do you wish your housing situation could be improved?	376	33.72	376	33.72
Do you need more food?	376	33.72	376	33.72
Are you dissatisfied with your employment/education situation?	373	33.45	373	33.45
Do you or your family have any health issues?	382	34.26	382	34.26
Are you currently facing any emergencies?	375	33.63	375	33.63
Do you need assistance with childcare?	371	33.27	371	33.27
Do you need transportation assistance?	371	33.27	371	33.27
Are you satisfied with your education?	543	48.7	543	48.7
Would you like to improve your reading skills?	5	0.45	5	0.45
Would you like to improve your writing skills?	3	0.27	3	0.27
Would you like to obtain a GED?	34	3.05	34	3.05
Would you like to improve your english or language skills?	1	0.09	1	0.09
Would you like to improve your math skills?	1	0.09	1	0.09
Would you like to obtain training in a specific area?	8	0.72	8	0.72
Would you like to earn a two or four year degree?	22	1.97	22	1.97
Other area of improvement:	1	0.09	1	0.09
Strengths: Have you done well in school before?	16	1.43	16	1.43
Strengths: do you have support for your education, including family?	43	3.86	43	3.86
Strengths: Do you have specific educational goals?	38	3.41	38	3.41
Strengths: Do you have dependable transportation?	22	1.97	22	1.97
Strengths: Do you have dependable childcare?	15	1.35	15	1.35
Strengths: other	2	0.18	2	0.18
Do you have any education barriers?	22	1.97	22	1.97
Barriers: Is transportation a problem?	13	1.17	13	1.17
Barriers: Is childcare a problem?	9	0.81	9	0.81
Barriers: Have you had previous difficulty with school?	2	0.18	2	0.18
Barriers: Do you lack a high school diploma or GED?	18	1.61	18	1.61
Barriers: Is cost of school a problem?	21	1.88	21	1.88
Barriers: Is there a lack of support or resistance from family members?	2	0.18	2	0.18
Barriers: Are health issues a problem?	5	0.45	5	0.45
Barriers: Are language issues a problem?	1	0.09	1	0.09
Barriers: Is discrimination (age, race, gender) a problem?	1	0.09	1	0.09

Do you need one on one support achieving education goals?	10	0.9	10	0.9
Do you need ABE/GED classes?	15	1.35	15	1.35
Do you need vocational rehabilitation?	7	0.63	7	0.63
Do you need Missouri Career Center/WIA?	2	0.18	2	0.18
Do you need Pell grants or other financial aids?	14	1.26	14	1.26
Do you need Specialized Skills training?	1	0.09	1	0.09
Do you need Community College/University?	5	0.45	5	0.45
Do you need help with none of the above education needs?	34	3.05	34	3.05
Do you need one on one literacy/reading tutoring?	3	0.27	3	0.27
Do you need an english as a second language course?	1	0.09	1	0.09
No literacy needs:	735	65.92	735	65.92
Are you already enrolled in head start?	26	2.33	26	2.33
Are you on the waiting list for head start?	5	0.45	5	0.45
Do you need head start?	11	0.99	11	0.99
Are you not interested in head start?	31	2.78	31	2.78
Are you enrolled in early head start?	2	0.18	2	0.18
Are you on the waiting list for early head start?	3	0.27	3	0.27
Do you need early head start?	5	0.45	5	0.45
Are you not interested in early head start?	25	2.24	25	2.24
Do you need Emergency Assistance with Home Repairs?	14	1.26	14	1.26
Do you need Emergency Assistance with Food?	26	2.33	26	2.33
Do you need Emergency Assistance with Shelter?	14	1.26	14	1.26
Do you need Emergency Assistance with Utilities?	197	17.67	197	17.67
Do you need Emergency Assistance with a Cooling Unit?	5	0.45	5	0.45
Do you need Emergency Assistance with Clothing?	3	0.27	3	0.27
Do you need Emergency Assistance with Transportation?	5	0.45	5	0.45
Do you need Emergency Assistance with Medical?	4	0.36	4	0.36
Do you need Emergency Assistance with Legal?	3	0.27	3	0.27
Do you need Emergency Assistance?	86	7.71	86	7.71
Do you need any Other Emergency Assistance?	123	11.03	123	11.03
Are you currently working?	574	51.48	574	51.48
Is your Employment Situation Full Time Employment above Minimum Wage?	64	5.74	64	5.74
Is your Employment Situation Full Time Employment earning mininum wage or less?	18	1.61	18	1.61
Is your Employment Situation Temporary Full Time Employment?	2	0.18	2	0.18

Is your Employment Situation Permanent Part-Time Employment?	31	2.78	31	2.78
Is your Employment Situation Temporary Part-Time Employment?	8	0.72	8	0.72
Is your Employment Situation Retired and/or Disabled, but working?	3	0.27	3	0.27
Is your Unemployment Condition Unemployed less than 3 months?	49	4.39	49	4.39
Is your Unemployment Condition Unemployed-has not worked for 3 months or more?	95	8.52	95	8.52
Is your Unemployment Condition Unemployed-full time homemaker?	31	2.78	31	2.78
Is your Unemployed Condition Unemployed - never worked?	11	0.99	11	0.99
Is your Unemployment Condition Retired?	45	4.04	45	4.04
Is your Unemployment Condition Disabled?	178	15.96	178	15.96
Is your Unemployment Condition Age 14-25, in school and not working?	61	5.47	61	5.47
Do you want to improve your Work Situation?	575	51.57	575	51.57
Is your Focus of Improvement Better Pay?	19	1.7	19	1.7
Is your Focus of Improvement More Hours?	13	1.17	13	1.17
Is your Focus of Improvement Increase Benefits?	13	1.17	13	1.17
Is your Focus of Improvement Increase Responsibility?	4	0.36	4	0.36
Is your Focus of Improvement Reduce Required Overtime Hours?	1	0.09	1	0.09
Is your Focus of Improvement Better Working Conditions/Environment?	2	0.18	2	0.18
Is your Focus of Improvement Change Career or Position?	7	0.63	7	0.63
Is your Focus of Improvement More Job Stability?	7	0.63	7	0.63
Is your Focus of Improvement Location of Job?	54	4.84	54	4.84
Is your Focus of Improvement More Flexible Working Hours?	1	0.09	1	0.09
Is Focus of Improvement Not Applicable?	58	5.2	58	5.2
Is your Employment Strength Formally Trained or Certified Skills?	47	4.22	47	4.22
Is your Employment Strength Skills Gained from Experience?	79	7.09	79	7.09
Is your Employment Strength Positive Work History?	63	5.65	63	5.65
Is your Employment Strength Education?	43	3.86	43	3.86
Is your Employment Strength Dependable Transportation?	75	6.73	75	6.73
Is your Employment Strength Dependable Childcare?	32	2.87	32	2.87
Is your Employment Strength another factor?	6	0.54	6	0.54
Do you have an Employment Barrier of Lack of Adequate/Reliable Transportation?	14	1.26	14	1.26

Do you have an Employment Barrier of Lack of Adequate/Reliable Childcare?	7	0.63	7	0.63
Do you have an Employment Barrier of Lack of Adequate Language Skills?	1	0.09	1	0.09
Do you have an Employment Barrier of Permanent Health/Disability Problem?	7	0.63	7	0.63
Do you have an Employment Barrier of Temporary Health Problem?	2	0.18	2	0.18
Do you have an Employment Barrier of Lack of High School Diploma or GED?	18	1.61	18	1.61
Do you have an Employment Barrier of Pregnancy?	2	0.18	2	0.18
Do you have an Employment Barrier of Emotionally Unable to Work?	2	0.18	2	0.18
Do you have an Employment Barrier of Adult Dependent Care?	1	0.09	1	0.09
Do you have an Employment Barrier of Discrimination (Age, Race, Gender)?	1	0.09	1	0.09
Do you have an Employment Barrier of Other?	34	3.05	34	3.05
Do you have no Employment Barriers?	66	5.92	66	5.92
Do you need Unemployment?	1	0.09	1	0.09
Do you need Support Achieving Goals?	126	11.3	126	11.3
For Employment, do you need Missouri Career Center/WIA?	35	3.14	35	3.14
For Employment, do you need Career Search?	21	1.88	21	1.88
For Employment, do you need Shelter Workshops?	1	0.09	1	0.09
For Employment, do you need Skills Training?	1	0.09	1	0.09
For Employment, do you need Business Ownership?	1	0.09	1	0.09
For Employment, do you need Job Seeking?	5	0.45	5	0.45
For Employment, do you need Vocational Rehabilitation?	6	0.54	6	0.54
Is your health status good?	550	49.33	550	49.33
Do you have any of the following Health needs?	715	64.13	715	64.13
Do you have any additional health issues?	897	80.45	897	80.45
Do you have temporary health problems?	31	2.78	31	2.78
Do you have chronic health problems?	270	24.22	270	24.22
Do you need an in home health worker?	9	0.81	9	0.81
Do you need a home chore worker?	5	0.45	5	0.45
Do you need hospice services?	2	0.18	2	0.18
Do you need immunization services?	5	0.45	5	0.45
Do you need medical services?	90	8.07	90	8.07
Do you need Dental services?	92	8.25	92	8.25
Do you need vision services?	45	4.04	45	4.04
Do you need drug/alcohol abuse services?	2	0.18	2	0.18
Do you need counseling?	8	0.72	8	0.72
Do you need mental health services?	15	1.35	15	1.35

Do you need prescription medications?	22	1.97	22	1.97
Does anyone need family planning?	397	35.61	397	35.61
Does anyone need prenatal care?	397	35.61	397	35.61
Do you have a lack of transportation for health needs?	401	35.96	401	35.96
Do you have Housing Problems?	232	20.81	232	20.81
Do you have a problem with High Housing Costs?	45	4.04	45	4.04
Do you have a problem with High Utility Costs?	139	12.47	139	12.47
Do you have a problem with Minor Repairs to your Housing?	63	5.65	63	5.65
Do you have a problem with Needing Major Repairs to your Housing?	18	1.61	18	1.61
Do you have a problem with Unsafe Housing due to No Electricity?	3	0.27	3	0.27
Do you have a problem with Poor Plumbing?	9	0.81	9	0.81
Do you have a housing problem due to not having a stove or refrigerator?	1	0.09	1	0.09
Do you have a housing problem because you do not have air conditioning?	5	0.45	5	0.45
Do you have a housing problem due to overcrowding?	3	0.27	3	0.27
Are you Homeless?	7	0.63	7	0.63
Does your home have the appropriate number of bedrooms?	401	35.96	401	35.96
What amount do you pay for Housing?	411	36.86	411	36.86
Do you have subsidized housing?	253	22.69	253	22.69
Are you interested in owning a home?	254	22.78	254	22.78
Does your home need to be weatherized?	393	35.25	393	35.25
Is your primary heat source Electric?	228	20.45	228	20.45
Is your primary heat source Gas?	47	4.22	47	4.22
Is your primary heat source Oil?	7	0.63	7	0.63
Is your primary heat source Wood?	30	2.69	30	2.69
Is your primary heat source Propane?	87	7.8	87	7.8
Do you have another type of primary Heat Source?	5	0.45	5	0.45
What is your cost of heat?	416	37.31	416	37.31
What is your cost of cooling?	416	37.31	416	37.31
Are you in a shelter?	6	0.54	6	0.54
Have you been in a shelter less than one week?	1	0.09	1	0.09
Have you been in a shelter less than one month?	1	0.09	1	0.09
Have you been in a shelter more than one month?	3	0.27	3	0.27
Have you applied for Shelter?	4	0.36	4	0.36
Have you applied for Weatherization and are on the list?	5	0.45	5	0.45
Has your home been weatherized by CAA?	3	0.27	3	0.27
Has your home been weatherized by a Non-CAA?	7	0.63	7	0.63

Can you stay in the shelter less than one week?	1	0.09	1	0.09
Can you stay in the shelter less than one month?	2	0.18	2	0.18
Can you stay in the shelter more than one month?	2	0.18	2	0.18
Do you have a Case Manager?	6	0.54	6	0.54
Do you keep records of your expenses?	233	20.9	233	20.9
Do you have a checking account?	148	13.27	148	13.27
Do you have a savings account?	29	2.6	29	2.6
Do you use Money Orders to pay your bills?	103	9.24	103	9.24
Do you have Credit Debt?	304	27.26	304	27.26
Do you have Credit Cards?	61	5.47	61	5.47
Do you have any Bank Loans?	33	2.96	33	2.96
Do you Rent-to-Own?	10	0.9	10	0.9
Do you have any Medical or Hospital bills?	49	4.39	49	4.39
Did you receive an Earned Income Tax Credit (EITC)?	223	20	223	20
Did you receive a PTC/CRP?	224	20.09	224	20.09
Do you Pay Child Support?	397	35.61	397	35.61
What is the Child Support Amount?	18	1.61	18	1.61
Did you use a paid Tax Preparer?	132	11.84	132	11.84
Has your TANF, Medicaid, or FSS been sanctioned?	404	36.23	404	36.23
Do you need Financial Training?	402	36.05	402	36.05
Have you had to choose between necessities?	347	31.12	347	31.12
Do you borrow money?	197	17.67	197	17.67
Do you use Payday Loans?	13	1.17	13	1.17
Do you have Car Title Loans?	4	0.36	4	0.36
Do you have items in the Pawn Shop?	16	1.43	16	1.43
What is your Family Income?	415	37.22	415	37.22
Do you have any past due bills?	149	13.36	149	13.36
Do you have past due Utility Bills?	220	19.73	220	19.73
Do you have past due Rent or Mortgage?	28	2.51	28	2.51
Do you have past due telephone bills?	25	2.24	25	2.24
Do you have past due Water/Sewer bills?	12	1.08	12	1.08
Do you have a past due Trash bill?	12	1.08	12	1.08
Do you have any past due Credit Debts?	23	2.06	23	2.06
Are you receiving child support in regular payments?	32	2.87	32	2.87
Are both parents in the home?	342	30.67	342	30.67
Are you receiving child support for tuition?	3	0.27	3	0.27
Are you receiving irregular child support payments?	22	1.97	22	1.97
Have you applied for child support but are not receiving yet?	108	9.69	108	9.69
Do you need to apply for child support?	13	1.17	13	1.17

Are you refusing to apply for child support?	30	2.69	30	2.69
Are there any other ways you use to manage money?	29	2.6	29	2.6
Do you have any other past due bills?	18	1.61	18	1.61
Do you use bank loans to meet basic needs?	14	1.26	14	1.26
Are there other ways you meet basic needs?	3	0.27	3	0.27
Did you use a volunteer tax preparer?	144	12.91	144	12.91
Did you file your own taxes?	46	4.13	46	4.13
Did you not file taxes, even though you should have?	43	3.86	43	3.86
Did you have no income with which to file taxes?	47	4.22	47	4.22
How much longer will you be receiving TANF?	25	2.24	25	2.24
Do you need food stamps?	189	16.95	189	16.95
Is your food supply adequate always?	310	27.8	310	27.8
Is your food supply adequate sometimes?	85	7.62	85	7.62
Is your food supply adequate seldom?	14	1.26	14	1.26
Is your food supply adequate never?	2	0.18	2	0.18
Do you have any barriers to preparing food?	393	35.25	393	35.25
Do you have a lack of experience/knowledge in preparing food?	2	0.18	2	0.18
Do you feel there is not enough time to prepare food?	2	0.18	2	0.18
Do you have inadequate or lack transportaion to provide food?	1	0.09	1	0.09
Do special diet needs cause a barrier to preparing food?	2	0.18	2	0.18
Do you need WIC?	349	31.3	349	31.3
Do your children eat breakfast daily?	6	0.54	6	0.54
Do your children need a meal program for breakfast?	1	0.09	1	0.09
Do your children need a meal program for lunch?	2	0.18	2	0.18
Do your children need a meal program?	5	0.45	5	0.45
Do you need assistance providing food for your children during the summer?	6	0.54	6	0.54
Do you need Senior meals delivered to your home?	5	0.45	5	0.45
Do you need congregate Senior Meals?	13	1.17	13	1.17
Do you need senior meals?	78	7	78	7
Is there an inadequate or lack of equipment to prepare food?	2	0.18	2	0.18

## Reynolds County - 700 respondents

Do you spend too much on utilities?	114	16.29	114	16.29
Do you wish your housing situation could be improved?	113	16.14	113	16.14
Do you need more food?	114	16.29	114	16.29
Are you dissatisfied with your employment/education situation?	112	16	112	16
Do you or your family have any health issues?	113	16.14	113	16.14
Are you currently facing any emergencies?	111	15.86	111	15.86
Do you need assistance with childcare?	111	15.86	111	15.86
Do you need transportation assistance?	111	15.86	111	15.86
Are you satisfied with your education?	408	58.29	408	58.29
Would you like to obtain a GED?	26	3.71	26	3.71
Would you like to improve your english or language skills?	1	0.14	1	0.14
Would you like to obtain training in a specific area?	13	1.86	13	1.86
Would you like to earn a two or four year degree?	19	2.71	19	2.71
Other area of improvement:	12	1.71	12	1.71
Strengths: Have you done well in school before?	4	0.57	4	0.57
Strengths: do you have support for your education, including family?	3	0.43	3	0.43
Strengths: Do you have specific educational goals?	49	7	49	7
Strengths: Do you have dependable transportation?	10	1.43	10	1.43
Strengths: Do you have dependable childcare?	2	0.29	2	0.29
Strengths: other	7	1	7	1
Do you have any education barriers?	6	0.86	6	0.86
Barriers: Is transportation a problem?	16	2.29	16	2.29
Barriers: Is childcare a problem?	3	0.43	3	0.43
Barriers: Have you had previous difficulty with school?	1	0.14	1	0.14
Barriers: Do you lack a high school diploma or GED?	23	3.29	23	3.29
Barriers: Is cost of school a problem?	20	2.86	20	2.86
Barriers: Are health issues a problem?	5	0.71	5	0.71
Do you need one on one support achieving education goals?	3	0.43	3	0.43
Do you need ABE/GED classes?	16	2.29	16	2.29
Do you need vocational rehabilitation?	1	0.14	1	0.14
Do you need Missouri Career Center/WIA?	5	0.71	5	0.71
Do you need Pell grants or other financial aids?	8	1.14	8	1.14
Do you need Specialized Skills training?	1	0.14	1	0.14
Do you need Community College/University?	4	0.57	4	0.57

Do you need help with none of the above education needs?	24	3.43	24	3.43
Do you need one on one literacy/reading tutoring?	2	0.29	2	0.29
No literacy needs:	541	77.29	541	77.29
Are you already enrolled in head start?	11	1.57	11	1.57
Do you need head start?	4	0.57	4	0.57
Are you not interested in head start?	27	3.86	27	3.86
Are you enrolled in early head start?	4	0.57	4	0.57
Are you on the waiting list for early head start?	1	0.14	1	0.14
Do you need early head start?	1	0.14	1	0.14
Are you not interested in early head start?	28	4	28	4
Do you need Emergency Assistance with Home Repairs?	10	1.43	10	1.43
Do you need Emergency Assistance with Food?	113	16.14	113	16.14
Do you need Emergency Assistance with Shelter?	12	1.71	12	1.71
Do you need Emergency Assistance with Utilities?	102	14.57	102	14.57
Do you need Emergency Assistance with a Cooling Unit?	7	1	7	1
Do you need Emergency Assistance with Transportation?	2	0.29	2	0.29
Do you need Emergency Assistance with Medical?	4	0.57	4	0.57
Do you need Emergency Assistance with Legal?	3	0.43	3	0.43
Do you need Emergency Assistance?	26	3.71	26	3.71
Do you need any Other Emergency Assistance?	115	16.43	115	16.43
Are you currently working?	424	60.57	424	60.57
Is your Employment Situation Full Time Employment above Minimum Wage?	50	7.14	50	7.14
Is your Employment Situation Full Time Employment earning minimum wage or less?	9	1.29	9	1.29
Is your Employment Situation Temporary Full Time Employment?	1	0.14	1	0.14
Is your Employment Situation Permanent Part-Time Employment?	22	3.14	22	3.14
Is your Employment Temporary Part-Time Employment?	4	0.57	4	0.57
Is your Employment Situation Retired and/or Disabled, but working?	1	0.14	1	0.14
Is your Unemployment Condition Unemployed less than 3 months?	29	4.14	29	4.14
Is your Unemployment Condition Unemployed-has not worked for 3 months or more?	40	5.71	40	5.71
Is your Unemployment Condition Unemployed-full time homemaker?	22	3.14	22	3.14
Is your Unemployed Condition Unemployed - never worked?	3	0.43	3	0.43
Is your Unemployment Condition Retired?	33	4.71	33	4.71

Is your Unemployment Condition Disabled?	175	25	175	25
Is your Unemployment Condition Age 14-25, in school and not working?	53	7.57	53	7.57
Do you want to improve your Work Situation?	431	61.57	431	61.57
Is your Focus of Improvement Better Pay?	23	3.29	23	3.29
Is your Focus of Improvement More Hours?	11	1.57	11	1.57
Is your Focus of Improvement Increase Benefits?	3	0.43	3	0.43
Is your Focus of Improvement Increase Responsibility?	1	0.14	1	0.14
Is your Focus of Improvement Change Career or Position?	4	0.57	4	0.57
Is your Focus of Improvement More Job Stability?	4	0.57	4	0.57
Is your Focus of Improvement Location of Job?	35	5	35	5
Is Focus of Improvement Not Applicable?	23	3.29	23	3.29
Is your Employment Strength Formally Trained or Certified Skills?	23	3.29	23	3.29
Is your Employment Strength Skills Gained from Experience?	45	6.43	45	6.43
Is your Employment Strength Positive Work History?	35	5	35	5
Is your Employment Strength Education?	15	2.14	15	2.14
Is your Employment Strength Dependable Transportation?	32	4.57	32	4.57
Is your Employment Strength Dependable Childcare?	7	1	7	1
Is your Employment Strength another factor?	18	2.57	18	2.57
Do you have an Employment Barrier of Lack of Adequate/Reliable Transportation?	26	3.71	26	3.71
Do you have an Employment Barrier of Lack of Adequate/Reliable Childcare?	10	1.43	10	1.43
Do you have an Employment Barrier of Permanent Health/Disability Problem?	4	0.57	4	0.57
Do you have an Employment Barrier of Temporary Health Problem?	3	0.43	3	0.43
Do you have an Employment Barrier of Lack of High School Diploma or GED?	10	1.43	10	1.43
Do you have an Employment Barrier of Other?	26	3.71	26	3.71
Do you have no Employment Barriers?	24	3.43	24	3.43
Do you need Support Achieving Goals?	81	11.57	81	11.57
For Employment, do you need Missouri Career Center/WIA?	9	1.29	9	1.29
For Employment, do you need Career Search?	12	1.71	12	1.71
For Employment, do you need Job Seeking?	1	0.14	1	0.14
Is your health status good?	349	49.86	349	49.86
Do you have any of the following Health needs?	455	65	455	65

Do you have any additional health issues?	664	94.86	664	94.86
Do you have temporary health problems?	34	4.86	34	4.86
Do you have chronic health problems?	248	35.43	248	35.43
Do you need an in home health worker?	6	0.86	6	0.86
Do you need a home chore worker?	12	1.71	12	1.71
Do you need immunization services?	9	1.29	9	1.29
Do you need medical services?	53	7.57	53	7.57
Do you need Dental services?	113	16.14	113	16.14
Do you need vision services?	58	8.29	58	8.29
Do you need counseling?	1	0.14	1	0.14
Do you need mental health services?	4	0.57	4	0.57
Do you need prescription medications?	18	2.57	18	2.57
Does anyone need family planning?	285	40.71	285	40.71
Does anyone need prenatal care?	284	40.57	284	40.57
Do you have a lack of transportation for health needs?	299	42.71	299	42.71
Do you have Housing Problems?	168	24	168	24
Do you have a problem with High Housing Costs?	23	3.29	23	3.29
Do you have a problem with High Utility Costs?	61	8.71	61	8.71
Do you have a problem with Minor Repairs to your Housing?	53	7.57	53	7.57
Do you have a problem with Needing Major Repairs to your Housing?	28	4	28	4
Do you have a problem with Unsafe Housing due to No Electricity?	10	1.43	10	1.43
Do you have a problem with Poor Plumbing?	15	2.14	15	2.14
Do you have a housing problem due to not having a stove or refrigerator?	3	0.43	3	0.43
Do you have a housing problem because you do not have air conditioning?	2	0.29	2	0.29
Do you have a housing problem due to overcrowding?	1	0.14	1	0.14
Are you Homeless?	6	0.86	6	0.86
Does your home have the appropriate number of bedrooms?	293	41.86	293	41.86
What amount do you pay for Housing?	317	45.29	317	45.29
Do you have subsidized housing?	183	26.14	183	26.14
Are you interested in owning a home?	190	27.14	190	27.14
Does your home need to be weatherized?	254	36.29	254	36.29
Is your primary heat source Electric?	132	18.86	132	18.86
Is your primary heat source Wood?	49	7	49	7
Is your primary heat source Propane?	110	15.71	110	15.71
Do you have another type of primary Heat Source?	6	0.86	6	0.86
What is your cost of heat?	329	47	329	47
What is your cost of cooling?	331	47.29	331	47.29
Are you in a shelter?	3	0.43	3	0.43

Have you applied for Shelter?	3	0.43	3	0.43
Have you applied for Weatherization and are on the list?	11	1.57	11	1.57
Has your home been weatherized by CAA?	22	3.14	22	3.14
Has your home been weatherized by a Non-CAA?	21	3	21	3
Do you have a Case Manager?	3	0.43	3	0.43
Do you keep records of your expenses?	38	5.43	38	5.43
Do you have a checking account?	134	19.14	134	19.14
Do you have a savings account?	23	3.29	23	3.29
Do you use Money Orders to pay your bills?	66	9.43	66	9.43
Do you have Credit Debt?	194	27.71	194	27.71
Do you have Credit Cards?	48	6.86	48	6.86
Do you have any Bank Loans?	41	5.86	41	5.86
Do you Rent-to-Own?	7	1	7	1
Do you have any Medical or Hospital bills?	54	7.71	54	7.71
Did you receive an Earned Income Tax Credit (EITC)?	158	22.57	158	22.57
Did you receive a PTC/CRP?	159	22.71	159	22.71
Do you Pay Child Support?	286	40.86	286	40.86
What is the Child Support Amount?	17	2.43	17	2.43
Did you use a paid Tax Preparer?	98	14	98	14
Has your TANF, Medicaid, or FSS been sanctioned?	307	43.86	307	43.86
Do you need Financial Training?	298	42.57	298	42.57
Have you had to choose between necessities?	94	13.43	94	13.43
Do you borrow money?	148	21.14	148	21.14
Do you use Payday Loans?	7	1	7	1
Do you have Car Title Loans?	8	1.14	8	1.14
Do you have items in the Pawn Shop?	22	3.14	22	3.14
What is your Family Income?	308	44	308	44
Do you have any past due bills?	168	24	168	24
Do you have past due Utility Bills?	86	12.29	86	12.29
Do you have past due Rent or Mortgage?	28	4	28	4
Do you have past due telephone bills?	35	5	35	5
Do you have past due Water/Sewer bills?	9	1.29	9	1.29
Do you have a past due Trash bill?	8	1.14	8	1.14
Do you have any past due Credit Debts?	12	1.71	12	1.71
Are you receiving child support in regular payments?	40	5.71	40	5.71
Are both parents in the home?	256	36.57	256	36.57
Are you receiving irregular child support payments?	17	2.43	17	2.43
Have you applied for child support but are not receiving yet?	64	9.14	64	9.14
Do you need to apply for child support?	6	0.86	6	0.86
Are you refusing to apply for child support?	61	8.71	61	8.71

Are there any other ways you use to manage money?	77	11	77	11
Do you have any other past due bills?	34	4.86	34	4.86
Do you use bank loans to meet basic needs?	8	1.14	8	1.14
Are there other ways you meet basic needs?	14	2	14	2
Did you use a volunteer tax preparer?	91	13	91	13
Did you file your own taxes?	21	3	21	3
Did you not file taxes, even though you should have?	36	5.14	36	5.14
Did you have no income with which to file taxes?	55	7.86	55	7.86
How much longer will you be receiving TANF?	23	3.29	23	3.29
Do you need food stamps?	83	11.86	83	11.86
Is your food supply adequate always?	140	20	140	20
Is your food supply adequate sometimes?	170	24.29	170	24.29
Is your food supply adequate seldom?	14	2	14	2
Is your food supply adequate never?	2	0.29	2	0.29
Do you have any barriers to preparing food?	252	36	252	36
Do you have a lack of experience/knowledge in preparing food?	2	0.29	2	0.29
Do you feel there is not enough time to prepare food?	1	0.14	1	0.14
Do you have inadequate or lack transportaion to provide food?	3	0.43	3	0.43
Do special diet needs cause a barrier to preparing food?	30	4.29	30	4.29
Do you need WIC?	240	34.29	240	34.29
Do your children eat breakfast daily?	3	0.43	3	0.43
Do your children need a meal program for breakfast?	2	0.29	2	0.29
Do your children need a meal program for lunch?	2	0.29	2	0.29
Do your children need a meal program?	1	0.14	1	0.14
Do you need assistance providing food for your children during the summer?	3	0.43	3	0.43
Do you need Senior meals delivered to your home?	3	0.43	3	0.43
Do you need congregate Senior Meals?	6	0.86	6	0.86
Do you need senior meals?	54	7.71	54	7.71
Is there an inadequate or lack of equipment to prepare food?	8	1.14	8	1.14

## Ripley County – 2,068 respondents

Do you spend too much on utilities?	90	4.35	90	4.35
Do you wish your housing situation could be improved?	85	4.11	85	4.11
Do you need more food?	84	4.06	84	4.06
Are you dissatisfied with your employment/education situation?	85	4.11	85	4.11
Do you or your family have any health issues?	86	4.16	86	4.16
Are you currently facing any emergencies?	85	4.11	85	4.11
Do you need assistance with childcare?	84	4.06	84	4.06
Do you need transportation assistance?	84	4.06	84	4.06
Are you satisfied with your education?	1380	66.73	1380	66.73
Would you like to improve your reading skills?	2	0.1	2	0.1
Would you like to improve your writing skills?	1	0.05	1	0.05
Would you like to obtain a GED?	45	2.18	45	2.18
Would you like to improve your english or language skills?	2	0.1	2	0.1
Would you like to improve your math skills?	3	0.15	3	0.15
Would you like to obtain training in a specific area?	40	1.93	40	1.93
Would you like to earn a two or four year degree?	31	1.5	31	1.5
Other area of improvement:	1	0.05	1	0.05
Strengths: Have you done well in school before?	37	1.79	37	1.79
Strengths: do you have support for your education, including family?	46	2.22	46	2.22
Strengths: Do you have specific educational goals?	78	3.77	78	3.77
Strengths: Do you have dependable transportation?	45	2.18	45	2.18
Strengths: Do you have dependable childcare?	34	1.64	34	1.64
Strengths: other	1	0.05	1	0.05
Do you have any education barriers?	23	1.11	23	1.11
Barriers: Is transportation a problem?	31	1.5	31	1.5
Barriers: Is childcare a problem?	12	0.58	12	0.58
Barriers: Have you had previous difficulty with school?	9	0.44	9	0.44
Barriers: Do you lack a high school diploma or GED?	23	1.11	23	1.11
Barriers: Is cost of school a problem?	31	1.5	31	1.5
Barriers: Is there a lack of support or resistance from family members?	3	0.15	3	0.15
Barriers: Are health issues a problem?	16	0.77	16	0.77
Do you need one on one support achieving education goals?	12	0.58	12	0.58
Do you need ABE/GED classes?	27	1.31	27	1.31
Do you need Missouri Career Center/WIA?	13	0.63	13	0.63

Do you need Pell grants or other financial aids?	4	0.19	4	0.19
Do you need Specialized Skills training?	5	0.24	5	0.24
Do you need Community College/University?	4	0.19	4	0.19
Do you need help with none of the above education needs?	49	2.37	49	2.37
Do you need one on one literacy/reading tutoring?	14	0.68	14	0.68
No literacy needs:	1787	86.41	1787	86.41
Are you already enrolled in head start?	25	1.21	25	1.21
Are you on the waiting list for head start?	4	0.19	4	0.19
Do you need head start?	11	0.53	11	0.53
Are you not interested in head start?	88	4.26	88	4.26
Are you on the waiting list for early head start?	1	0.05	1	0.05
Do you need early head start?	6	0.29	6	0.29
Are you not interested in early head start?	103	4.98	103	4.98
Do you need Emergency Assistance with Home Repairs?	9	0.44	9	0.44
Do you need Emergency Assistance with Food?	127	6.14	127	6.14
Do you need Emergency Assistance with Shelter?	7	0.34	7	0.34
Do you need Emergency Assistance with Utilities?	419	20.26	419	20.26
Do you need Emergency Assistance with a Cooling Unit?	21	1.02	21	1.02
Do you need Emergency Assistance with Transportation?	1	0.05	1	0.05
Do you need Emergency Assistance with Medical?	1	0.05	1	0.05
Do you need Emergency Assistance with Legal?	1	0.05	1	0.05
Do you need Emergency Assistance?	442	21.37	442	21.37
Do you need any Other Emergency Assistance?	7	0.34	7	0.34
Are you currently working?	1482	71.66	1482	71.66
Is your Employment Situation Full Time Employment above Minimum Wage?	164	7.93	164	7.93
Is your Employment Situation Full Time Employment earning minimum wage or less?	48	2.32	48	2.32
Is your Employment Situation Permanent Part-Time Employment?	70	3.38	70	3.38
Is your Employment Situation Temporary Part-Time Employment?	22	1.06	22	1.06
Is your Employment Situation Retired and/or Disabled, but working?	1	0.05	1	0.05
Is your Unemployment Condition Unemployed less than 3 months?	112	5.42	112	5.42
Is your Unemployment Condition Unemployed-has not worked for 3 months or more?	179	8.66	179	8.66
Is your Unemployment Condition Unemployed-full time homemaker?	101	4.88	101	4.88

Is your Unemployed Condition Unemployed - never worked?	5	0.24	5	0.24
Is your Unemployment Condition Retired?	70	3.38	70	3.38
Is your Unemployment Condition Disabled?	613	29.64	613	29.64
Is your Unemployment Condition Age 14-25, in school and not working?	177	8.56	177	8.56
Do you want to improve your Work Situation?	1477	71.42	1477	71.42
Is your Focus of Improvement Better Pay?	80	3.87	80	3.87
Is your Focus of Improvement More Hours?	44	2.13	44	2.13
Is your Focus of Improvement Increase Benefits?	42	2.03	42	2.03
Is your Focus of Improvement Increase Responsibility?	13	0.63	13	0.63
Is your Focus of Improvement Better Working Conditions/Environment?	15	0.73	15	0.73
Is your Focus of Improvement Change Career or Position?	13	0.63	13	0.63
Is your Focus of Improvement More Job Stability?	64	3.09	64	3.09
Is your Focus of Improvement Location of Job?	74	3.58	74	3.58
Is Focus of Improvement Not Applicable?	99	4.79	99	4.79
Is your Employment Strength Formally Trained or Certified Skills?	88	4.26	88	4.26
Is your Employment Strength Skills Gained from Experience?	167	8.08	167	8.08
Is your Employment Strength Positive Work History?	134	6.48	134	6.48
Is your Employment Strength Education?	69	3.34	69	3.34
Is your Employment Strength Dependable Transportation?	135	6.53	135	6.53
Is your Employment Strength Dependable Childcare?	69	3.34	69	3.34
Is your Employment Strength another factor?	1	0.05	1	0.05
Do you have an Employment Barrier of Lack of Adequate/Reliable Transportation?	30	1.45	30	1.45
Do you have an Employment Barrier of Lack of Adequate/Reliable Childcare?	8	0.39	8	0.39
Do you have an Employment Barrier of Permanent Health/Disability Problem?	9	0.44	9	0.44
Do you have an Employment Barrier of Temporary Health Problem?	16	0.77	16	0.77
Do you have an Employment Barrier of Lack of High School Diploma or GED?	9	0.44	9	0.44
Do you have an Employment Barrier of Emotionally Unable to Work?	4	0.19	4	0.19
Do you have an Employment Barrier of Other?	22	1.06	22	1.06
Do you have no Employment Barriers?	139	6.72	139	6.72
Do you need Support Achieving Goals?	206	9.96	206	9.96
For Employment, do you need Missouri Career Center/WIA?	29	1.4	29	1.4

For Employment, do you need Career Search?	67	3.24	67	3.24
For Employment, do you need Job Seeking?	19	0.92	19	0.92
Is your health status good?	1221	59.04	1221	59.04
Do you have any of the following Health needs?	1754	84.82	1754	84.82
Do you have any additional health issues?	2201	106.43	2201	106.43
Do you have temporary health problems?	59	2.85	59	2.85
Do you have chronic health problems?	825	39.89	825	39.89
Do you need an in home health worker?	47	2.27	47	2.27
Do you need a home chore worker?	168	8.12	168	8.12
Do you need immunization services?	7	0.34	7	0.34
Do you need medical services?	112	5.42	112	5.42
Do you need Dental services?	289	13.97	289	13.97
Do you need vision services?	144	6.96	144	6.96
Do you need drug/alcohol abuse services?	1	0.05	1	0.05
Do you need counseling?	6	0.29	6	0.29
Do you need mental health services?	21	1.02	21	1.02
Do you need prescription medications?	99	4.79	99	4.79
Does anyone need family planning?	885	42.79	885	42.79
Does anyone need prenatal care?	888	42.94	888	42.94
Do you have a lack of transportation for health needs?	909	43.96	909	43.96
Do you have Housing Problems?	627	30.32	627	30.32
Do you have a problem with High Housing Costs?	16	0.77	16	0.77
Do you have a problem with High Utility Costs?	128	6.19	128	6.19
Do you have a problem with Minor Repairs to your Housing?	275	13.3	275	13.3
Do you have a problem with Needing Major Repairs to your Housing?	221	10.69	221	10.69
Do you have a problem with Unsafe Housing due to No Electricity?	63	3.05	63	3.05
Do you have a problem with Poor Plumbing?	76	3.68	76	3.68
Do you have a housing problem due to not having a stove or refrigerator?	5	0.24	5	0.24
Do you have a housing problem because you do not have air conditioning?	24	1.16	24	1.16
Do you have a housing problem due to overcrowding?	5	0.24	5	0.24
Are you Homeless?	5	0.24	5	0.24
Does your home have the appropriate number of bedrooms?	888	42.94	888	42.94
What amount do you pay for Housing?	968	46.81	968	46.81
Do you have subsidized housing?	497	24.03	497	24.03
Are you interested in owning a home?	525	25.39	525	25.39
Does your home need to be weatherized?	939	45.41	939	45.41
Is your primary heat source Electric?	389	18.81	389	18.81

Is your primary heat source Gas?	114	5.51	114	5.51
Is your primary heat source Wood?	88	4.26	88	4.26
Is your primary heat source Propane?	320	15.47	320	15.47
Do you have another type of primary Heat Source?	11	0.53	11	0.53
What is your cost of heat?	1056	51.06	1056	51.06
What is your cost of cooling?	1058	51.16	1058	51.16
Are you in a shelter?	4	0.19	4	0.19
Have you been in a shelter less than one month?	1	0.05	1	0.05
Have you been in a shelter more than one month?	2	0.1	2	0.1
Have you applied for Shelter?	1	0.05	1	0.05
Have you applied for Weatherization and are on the list?	13	0.63	13	0.63
Has your home been weatherized by CAA?	19	0.92	19	0.92
Has your home been weatherized by a Non-CAA?	2	0.1	2	0.1
Can you stay in the shelter less than one month?	2	0.1	2	0.1
Can you stay in the shelter more than one month?	1	0.05	1	0.05
Do you have a Case Manager?	4	0.19	4	0.19
Do you keep records of your expenses?	69	3.34	69	3.34
Do you have a checking account?	545	26.35	545	26.35
Do you have a savings account?	32	1.55	32	1.55
Do you use Money Orders to pay your bills?	289	13.97	289	13.97
Do you have Credit Debt?	497	24.03	497	24.03
Do you have Credit Cards?	193	9.33	193	9.33
Do you have any Bank Loans?	236	11.41	236	11.41
Do you Rent-to-Own?	44	2.13	44	2.13
Do you have any Medical or Hospital bills?	161	7.79	161	7.79
Did you receive an Earned Income Tax Credit (EITC)?	597	28.87	597	28.87
Did you receive a PTC/CRP?	579	28	579	28
Do you Pay Child Support?	886	42.84	886	42.84
What is the Child Support Amount?	43	2.08	43	2.08
Did you use a paid Tax Preparer?	256	12.38	256	12.38
Has your TANF, Medicaid, or FSS been sanctioned?	896	43.33	896	43.33
Do you need Financial Training?	926	44.78	926	44.78
Have you had to choose between necessities?	668	32.3	668	32.3
Do you borrow money?	421	20.36	421	20.36
Do you use Payday Loans?	45	2.18	45	2.18
Do you have Car Title Loans?	30	1.45	30	1.45
Do you have items in the Pawn Shop?	41	1.98	41	1.98
What is your Family Income?	972	47	972	47
Do you have any past due bills?	484	23.4	484	23.4

Do you have past due Utility Bills?	344	16.63	344	16.63
Do you have past due Rent or Mortgage?	63	3.05	63	3.05
Do you have past due telephone bills?	137	6.62	137	6.62
Do you have past due Water/Sewer bills?	61	2.95	61	2.95
Do you have a past due Trash bill?	11	0.53	11	0.53
Do you have any past due Credit Debts?	97	4.69	97	4.69
Are you receiving child support in regular payments?	110	5.32	110	5.32
Are both parents in the home?	826	39.94	826	39.94
Are you receiving irregular child support payments?	39	1.89	39	1.89
Have you applied for child support but are not receiving yet?	173	8.37	173	8.37
Do you need to apply for child support?	16	0.77	16	0.77
Are you refusing to apply for child support?	173	8.37	173	8.37
Are there any other ways you use to manage money?	30	1.45	30	1.45
Do you have any other past due bills?	59	2.85	59	2.85
Do you use bank loans to meet basic needs?	25	1.21	25	1.21
Are there other ways you meet basic needs?	4	0.19	4	0.19
Did you use a volunteer tax preparer?	185	8.95	185	8.95
Did you file your own taxes?	87	4.21	87	4.21
Did you not file taxes, even though you should have?	25	1.21	25	1.21
Did you have no income with which to file taxes?	415	20.07	415	20.07
How much longer will you be receiving TANF?	60	2.9	60	2.9
Do you need food stamps?	241	11.65	241	11.65
Is your food supply adequate always?	335	16.2	335	16.2
Is your food supply adequate sometimes?	609	29.45	609	29.45
Is your food supply adequate seldom?	26	1.26	26	1.26
Is your food supply adequate never?	4	0.19	4	0.19
Do you have any barriers to preparing food?	849	41.05	849	41.05
Do you have a lack of experience/knowledge in preparing food?	2	0.1	2	0.1
Do you feel there is not enough time to prepare food?	2	0.1	2	0.1
Do you have inadequate or lack transportaion to provide food?	3	0.15	3	0.15
Do special diet needs cause a barrier to preparing food?	30	1.45	30	1.45
Do you need WIC?	782	37.81	782	37.81
Do your children eat breakfast daily?	8	0.39	8	0.39
Do your children need a meal program for breakfast?	4	0.19	4	0.19
Do your children need a meal program for lunch?	4	0.19	4	0.19
Do your children need a meal program?	5	0.24	5	0.24

Do you need assistance providing food for your children during the summer?	8	0.39	8	0.39
Do you need Senior meals delivered to your home?	26	1.26	26	1.26
Do you need congregate Senior Meals?	12	0.58	12	0.58
Do you need senior meals?	209	10.11	209	10.11
Is there an inadequate or lack of equipment to prepare food?	20	0.97	20	0.97

## Shannon County - 899 respondents

Do you spend too much on utilities?	60	6.67	60	6.67
Do you wish your housing situation could be improved?	60	6.67	60	6.67
Do you need more food?	60	6.67	60	6.67
Are you dissatisfied with your employment/education situation?	60	6.67	60	6.67
Do you or your family have any health issues?	60	6.67	60	6.67
Are you currently facing any emergencies?	60	6.67	60	6.67
Do you need assistance with childcare?	60	6.67	60	6.67
Do you need transportation assistance?	60	6.67	60	6.67
Are you satisfied with your education?	551	61.29	551	61.29
Would you like to obtain a GED?	15	1.67	15	1.67
Would you like to obtain training in a specific area?	10	1.11	10	1.11
Would you like to earn a two or four year degree?	16	1.78	16	1.78
Strengths: Have you done well in school before?	25	2.78	25	2.78
Strengths: do you have support for your education, including family?	25	2.78	25	2.78
Strengths: Do you have specific educational goals?	29	3.23	29	3.23
Strengths: Do you have dependable transportation?	23	2.56	23	2.56
Strengths: Do you have dependable childcare?	16	1.78	16	1.78
Do you have any education barriers?	17	1.89	17	1.89
Barriers: Is transportation a problem?	6	0.67	6	0.67
Barriers: Is childcare a problem?	2	0.22	2	0.22
Barriers: Have you had previous difficulty with school?	1	0.11	1	0.11
Barriers: Do you lack a high school diploma or GED?	5	0.56	5	0.56
Barriers: Is cost of school a problem?	9	1	9	1
Barriers: Are health issues a problem?	1	0.11	1	0.11
Do you need one on one support achieving education goals?	7	0.78	7	0.78
Do you need ABE/GED classes?	13	1.45	13	1.45
Do you need vocational rehabilitation?	3	0.33	3	0.33
Do you need Missouri Career Center/WIA?	12	1.33	12	1.33
Do you need Pell grants or other financial aids?	10	1.11	10	1.11
Do you need Community College/University?	7	0.78	7	0.78
Do you need help with none of the above education needs?	6	0.67	6	0.67
No literacy needs:	728	80.98	728	80.98
Are you already enrolled in head start?	11	1.22	11	1.22
Are you on the waiting list for head start?	1	0.11	1	0.11
Do you need head start?	27	3	27	3

Are you not interested in head start?	40	4.45	40	4.45
Are you enrolled in early head start?	1	0.11	1	0.11
Do you need early head start?	2	0.22	2	0.22
Are you not interested in early head start?	63	7.01	63	7.01
Do you need Emergency Assistance with Home Repairs?	20	2.22	20	2.22
Do you need Emergency Assistance with Food?	19	2.11	19	2.11
Do you need Emergency Assistance with Shelter?	16	1.78	16	1.78
Do you need Emergency Assistance with Utilities?	90	10.01	90	10.01
Do you need Emergency Assistance with a Cooling Unit?	10	1.11	10	1.11
Do you need Emergency Assistance with Clothing?	3	0.33	3	0.33
Do you need Emergency Assistance with Transportation?	2	0.22	2	0.22
Do you need Emergency Assistance with Medical?	1	0.11	1	0.11
Do you need Emergency Assistance with Legal?	1	0.11	1	0.11
Do you need Emergency Assistance?	244	27.14	244	27.14
Do you need any Other Emergency Assistance?	11	1.22	11	1.22
Are you currently working?	589	65.52	589	65.52
Is your Employment Situation Full Time Employment above Minimum Wage?	92	10.23	92	10.23
Is your Employment Situation Full Time Employment earning minimum wage or less?	9	1	9	1
Is your Employment Situation Permanent Part-Time Employment?	29	3.23	29	3.23
Is your Employment Temporary Part-Time Employment?	8	0.89	8	0.89
Is your Unemployment Condition Unemployed less than 3 months?	52	5.78	52	5.78
Is your Unemployment Condition Unemployed-has not worked for 3 months or more?	50	5.56	50	5.56
Is your Unemployment Condition Unemployed-full time homemaker?	63	7.01	63	7.01
Is your Unemployed Condition Unemployed - never worked?	2	0.22	2	0.22
Is your Unemployment Condition Retired?	69	7.68	69	7.68
Is your Unemployment Condition Disabled?	172	19.13	172	19.13
Is your Unemployment Condition Age 14-25, in school and not working?	67	7.45	67	7.45
Do you want to improve your Work Situation?	596	66.3	596	66.3
Is your Focus of Improvement Better Pay?	18	2	18	2
Is your Focus of Improvement More Hours?	21	2.34	21	2.34
Is your Focus of Improvement Increase Benefits?	13	1.45	13	1.45

Is your Focus of Improvement Increase Responsibility?	3	0.33	3	0.33
Is your Focus of Improvement Better Working Conditions/Environment?	2	0.22	2	0.22
Is your Focus of Improvement Change Career or Position?	8	0.89	8	0.89
Is your Focus of Improvement More Job Stability?	11	1.22	11	1.22
Is your Focus of Improvement Location of Job?	84	9.34	84	9.34
Is your Employment Strength Formally Trained or Certified Skills?	18	2	18	2
Is your Employment Strength Skills Gained from Experience?	93	10.34	93	10.34
Is your Employment Strength Positive Work History?	92	10.23	92	10.23
Is your Employment Strength Education?	51	5.67	51	5.67
Is your Employment Strength Dependable Transportation?	84	9.34	84	9.34
Is your Employment Strength Dependable Childcare?	52	5.78	52	5.78
Do you have an Employment Barrier of Lack of Adequate/Reliable Transportation?	8	0.89	8	0.89
Do you have an Employment Barrier of Lack of Adequate/Reliable Childcare?	1	0.11	1	0.11
Do you have an Employment Barrier of Permanent Health/Disability Problem?	1	0.11	1	0.11
Do you have an Employment Barrier of Temporary Health Problem?	1	0.11	1	0.11
Do you have an Employment Barrier of Lack of High School Diploma or GED?	17	1.89	17	1.89
Do you have an Employment Barrier of Pregnancy?	4	0.44	4	0.44
Do you have an Employment Barrier of Other?	3	0.33	3	0.33
Do you have no Employment Barriers?	78	8.68	78	8.68
Do you need Support Achieving Goals?	106	11.79	106	11.79
For Employment, do you need Missouri Career Center/WIA?	38	4.23	38	4.23
For Employment, do you need Career Search?	2	0.22	2	0.22
For Employment, do you need Job Seeking?	1	0.11	1	0.11
For Employment, do you need Vocational Rehabilitation?	2	0.22	2	0.22
Is your health status good?	762	84.76	762	84.76
Do you have any of the following Health needs?	848	94.33	848	94.33
Do you have any additional health issues?	890	99	890	99
Do you have temporary health problems?	27	3	27	3
Do you have chronic health problems?	101	11.23	101	11.23
Do you need an in home health worker?	2	0.22	2	0.22
Do you need a home chore worker?	4	0.44	4	0.44
Do you need immunization services?	1	0.11	1	0.11
Do you need medical services?	3	0.33	3	0.33

Do you need Dental services?	15	1.67	15	1.67
Do you need vision services?	3	0.33	3	0.33
Do you need drug/alcohol abuse services?	2	0.22	2	0.22
Do you need counseling?	1	0.11	1	0.11
Do you need mental health services?	4	0.44	4	0.44
Do you need prescription medications?	4	0.44	4	0.44
Does anyone need family planning?	356	39.6	356	39.6
Does anyone need prenatal care?	358	39.82	358	39.82
Do you have a lack of transportation for health needs?	356	39.6	356	39.6
Do you have Housing Problems?	307	34.15	307	34.15
Do you have a problem with High Housing Costs?	1	0.11	1	0.11
Do you have a problem with High Utility Costs?	2	0.22	2	0.22
Do you have a problem with Minor Repairs to your Housing?	41	4.56	41	4.56
Do you have a problem with Needing Major Repairs to your Housing?	36	4	36	4
Do you have a problem with Unsafe Housing due to No Electricity?	3	0.33	3	0.33
Do you have a problem with Poor Plumbing?	4	0.44	4	0.44
Do you have a housing problem because you do not have air conditioning?	5	0.56	5	0.56
Do you have a housing problem due to overcrowding?	5	0.56	5	0.56
Are you Homeless?	12	1.33	12	1.33
Does your home have the appropriate number of bedrooms?	362	40.27	362	40.27
What amount do you pay for Housing?	389	43.27	389	43.27
Do you have subsidized housing?	181	20.13	181	20.13
Are you interested in owning a home?	177	19.69	177	19.69
Does your home need to be weatherized?	356	39.6	356	39.6
Is your primary heat source Electric?	97	10.79	97	10.79
Is your primary heat source Oil?	2	0.22	2	0.22
Is your primary heat source Wood?	68	7.56	68	7.56
Is your primary heat source Propane?	197	21.91	197	21.91
What is your cost of heat?	413	45.94	413	45.94
What is your cost of cooling?	411	45.72	411	45.72
Are you in a shelter?	6	0.67	6	0.67
Have you applied for Shelter?	6	0.67	6	0.67
Have you applied for Weatherization and are on the list?	8	0.89	8	0.89
Has your home been weatherized by CAA?	6	0.67	6	0.67
Has your home been weatherized by a Non-CAA?	2	0.22	2	0.22
Do you have a Case Manager?	6	0.67	6	0.67
Do you keep records of your expenses?	28	3.11	28	3.11
Do you have a checking account?	225	25.03	225	25.03

Do you have a savings account?	61	6.79	61	6.79
Do you use Money Orders to pay your bills?	93	10.34	93	10.34
Do you have Credit Debt?	172	19.13	172	19.13
Do you have Credit Cards?	73	8.12	73	8.12
Do you have any Bank Loans?	128	14.24	128	14.24
Do you Rent-to-Own?	8	0.89	8	0.89
Do you have any Medical or Hospital bills?	88	9.79	88	9.79
Did you receive an Earned Income Tax Credit (EITC)?	191	21.25	191	21.25
Did you receive a PTC/CRP?	202	22.47	202	22.47
Do you Pay Child Support?	357	39.71	357	39.71
What is the Child Support Amount?	16	1.78	16	1.78
Did you use a paid Tax Preparer?	128	14.24	128	14.24
Has your TANF, Medicaid, or FSS been sanctioned?	356	39.6	356	39.6
Do you need Financial Training?	365	40.6	365	40.6
Have you had to choose between necessities?	272	30.26	272	30.26
Do you borrow money?	226	25.14	226	25.14
Do you use Payday Loans?	6	0.67	6	0.67
Do you have Car Title Loans?	5	0.56	5	0.56
Do you have items in the Pawn Shop?	22	2.45	22	2.45
What is your Family Income?	385	42.83	385	42.83
Do you have any past due bills?	250	27.81	250	27.81
Do you have past due Utility Bills?	54	6.01	54	6.01
Do you have past due Rent or Mortgage?	27	3	27	3
Do you have past due telephone bills?	37	4.12	37	4.12
Do you have past due Water/Sewer bills?	29	3.23	29	3.23
Do you have a past due Trash bill?	26	2.89	26	2.89
Do you have any past due Credit Debts?	31	3.45	31	3.45
Are you receiving child support in regular payments?	64	7.12	64	7.12
Are both parents in the home?	377	41.94	377	41.94
Are you receiving irregular child support payments?	16	1.78	16	1.78
Have you applied for child support but are not receiving yet?	45	5.01	45	5.01
Do you need to apply for child support?	11	1.22	11	1.22
Are you refusing to apply for child support?	87	9.68	87	9.68
Are there any other ways you use to manage money?	65	7.23	65	7.23
Do you have any other past due bills?	36	4	36	4
Do you use bank loans to meet basic needs?	8	0.89	8	0.89
Are there other ways you meet basic needs?	1	0.11	1	0.11
Did you use a volunteer tax preparer?	97	10.79	97	10.79
Did you file your own taxes?	19	2.11	19	2.11

Did you not file taxes, even though you should have?	14	1.56	14	1.56
Did you have no income with which to file taxes?	124	13.79	124	13.79
How much longer will you be receiving TANF?	15	1.67	15	1.67
Do you need food stamps?	138	15.35	138	15.35
Is your food supply adequate always?	300	33.37	300	33.37
Is your food supply adequate sometimes?	68	7.56	68	7.56
Is your food supply adequate seldom?	9	1	9	1
Do you have any barriers to preparing food?	353	39.27	353	39.27
Do special diet needs cause a barrier to preparing food?	1	0.11	1	0.11
Do you need WIC?	309	34.37	309	34.37
Do your children eat breakfast daily?	7	0.78	7	0.78
Do your children need a meal program for breakfast?	3	0.33	3	0.33
Do your children need a meal program for lunch?	3	0.33	3	0.33
Do your children need a meal program?	5	0.56	5	0.56
Do you need assistance providing food for your children during the summer?	7	0.78	7	0.78
Do you need Senior meals delivered to your home?	6	0.67	6	0.67
Do you need congregate Senior Meals?	4	0.44	4	0.44
Do you need senior meals?	89	9.9	89	9.9
Is there an inadequate or lack of equipment to prepare food?	2	0.22	2	0.22

## Wayne County – 1,416 respondents

Do you spend too much on utilities?	438	30.93	438	30.93
Do you wish your housing situation could be improved?	446	31.5	446	31.5
Do you need more food?	441	31.14	441	31.14
Are you dissatisfied with your employment/education situation?	439	31	439	31
Do you or your family have any health issues?	444	31.36	444	31.36
Are you currently facing any emergencies?	444	31.36	444	31.36
Do you need assistance with childcare?	436	30.79	436	30.79
Do you need transportation assistance?	438	30.93	438	30.93
Are you satisfied with your education?	711	50.21	711	50.21
Would you like to improve your writing skills?	3	0.21	3	0.21
Would you like to obtain a GED?	37	2.61	37	2.61
Would you like to improve your english or language skills?	5	0.35	5	0.35
Would you like to improve your math skills?	7	0.49	7	0.49
Would you like to obtain training in a specific area?	10	0.71	10	0.71
Would you like to earn a two or four year degree?	5	0.35	5	0.35
Other area of improvement:	1	0.07	1	0.07
Strengths: Have you done well in school before?	10	0.71	10	0.71
Strengths: do you have support for your education, including family?	23	1.62	23	1.62
Strengths: Do you have specific educational goals?	29	2.05	29	2.05
Strengths: Do you have dependable transportation?	32	2.26	32	2.26
Strengths: Do you have dependable childcare?	9	0.64	9	0.64
Do you have any education barriers?	21	1.48	21	1.48
Barriers: Is transportation a problem?	5	0.35	5	0.35
Barriers: Is childcare a problem?	5	0.35	5	0.35
Barriers: Have you had previous difficulty with school?	2	0.14	2	0.14
Barriers: Do you lack a high school diploma or GED?	24	1.69	24	1.69
Barriers: Is cost of school a problem?	2	0.14	2	0.14
Barriers: Is there a lack of support or resistance from family members?	1	0.07	1	0.07
Barriers: Are health issues a problem?	2	0.14	2	0.14
Do you need one on one support achieving education goals?	1	0.07	1	0.07
Do you need ABE/GED classes?	23	1.62	23	1.62
Do you need Missouri Career Center/WIA?	3	0.21	3	0.21
Do you need Community College/University?	1	0.07	1	0.07

Do you need help with none of the above education needs?	27	1.91	27	1.91
Do you need an english as a second language course?	1	0.07	1	0.07
No literacy needs:	928	65.54	928	65.54
Are you already enrolled in head start?	12	0.85	12	0.85
Are you on the waiting list for head start?	2	0.14	2	0.14
Do you need head start?	14	0.99	14	0.99
Are you not interested in head start?	39	2.75	39	2.75
Are you enrolled in early head start?	3	0.21	3	0.21
Do you need early head start?	3	0.21	3	0.21
Are you not interested in early head start?	59	4.17	59	4.17
Do you need Emergency Assistance with Home Repairs?	29	2.05	29	2.05
Do you need Emergency Assistance with Food?	28	1.98	28	1.98
Do you need Emergency Assistance with Shelter?	8	0.56	8	0.56
Do you need Emergency Assistance with Utilities?	289	20.41	289	20.41
Do you need Emergency Assistance with a Cooling Unit?	3	0.21	3	0.21
Do you need Emergency Assistance with Clothing?	3	0.21	3	0.21
Do you need Emergency Assistance with Transportation?	1	0.07	1	0.07
Do you need Emergency Assistance?	44	3.11	44	3.11
Do you need any Other Emergency Assistance?	80	5.65	80	5.65
Are you currently working?	746	52.68	746	52.68
Is your Employment Situation Full Time Employment above Minimum Wage?	66	4.66	66	4.66
Is your Employment Situation Full Time Employment earning mininum wage or less?	65	4.59	65	4.59
Is your Employment Situation Temporary Full Time Employment?	3	0.21	3	0.21
Is your Employment Situation Permanent Part-Time Employment?	28	1.98	28	1.98
Is your Employment Temporary Part-Time Employment?	12	0.85	12	0.85
Is your Employment Situation Retired and/or Disabled, but working?	7	0.49	7	0.49
Is your Unemployment Condition Unemployed less than 3 months?	92	6.5	92	6.5
Is your Unemployment Condition Unemployed-has not worked for 3 months or more?	101	7.13	101	7.13
Is your Unemployment Condition Unemployed-full time homemaker?	32	2.26	32	2.26
Is your Unemployed Condition Unemployed - never worked?	3	0.21	3	0.21
Is your Unemployment Condition Retired?	39	2.75	39	2.75
Is your Unemployment Condition Disabled?	229	16.17	229	16.17

Is your Unemployment Condition Age 14-25, in school and not working?	76	5.37	76	5.37
Do you want to improve your Work Situation?	750	52.97	750	52.97
Is your Focus of Improvement Better Pay?	111	7.84	111	7.84
Is your Focus of Improvement More Hours?	98	6.92	98	6.92
Is your Focus of Improvement Increase Benefits?	43	3.04	43	3.04
Is your Focus of Improvement Increase Responsibility?	11	0.78	11	0.78
Is your Focus of Improvement Reduce Required Overtime Hours?	4	0.28	4	0.28
Is your Focus of Improvement Better Working Conditions/Environment?	24	1.69	24	1.69
Is your Focus of Improvement Change Career or Position?	7	0.49	7	0.49
Is your Focus of Improvement More Job Stability?	38	2.68	38	2.68
Is your Focus of Improvement Location of Job?	76	5.37	76	5.37
Is Focus of Improvement Not Applicable?	36	2.54	36	2.54
Is your Employment Strength Formally Trained or Certified Skills?	26	1.84	26	1.84
Is your Employment Strength Skills Gained from Experience?	129	9.11	129	9.11
Is your Employment Strength Positive Work History?	132	9.32	132	9.32
Is your Employment Strength Education?	34	2.4	34	2.4
Is your Employment Strength Dependable Transportation?	105	7.42	105	7.42
Is your Employment Strength Dependable Childcare?	27	1.91	27	1.91
Is your Employment Strength another factor?	1	0.07	1	0.07
Do you have an Employment Barrier of Lack of Adequate/Reliable Transportation?	13	0.92	13	0.92
Do you have an Employment Barrier of Lack of Adequate/Reliable Childcare?	6	0.42	6	0.42
Do you have an Employment Barrier of Lack of Adequate Language Skills?	1	0.07	1	0.07
Do you have an Employment Barrier of Permanent Health/Disability Problem?	5	0.35	5	0.35
Do you have an Employment Barrier of Temporary Health Problem?	6	0.42	6	0.42
Do you have an Employment Barrier of Lack of High School Diploma or GED?	17	1.2	17	1.2
Do you have an Employment Barrier of Emotionally Unable to Work?	1	0.07	1	0.07
Do you have an Employment Barrier of Other?	4	0.28	4	0.28
Do you have no Employment Barriers?	150	10.59	150	10.59
Do you need Support Achieving Goals?	192	13.56	192	13.56
For Employment, do you need Missouri Career Center/WIA?	37	2.61	37	2.61
For Employment, do you need Career Search?	13	0.92	13	0.92

For Employment, do you need Shelter Workshops?	1	0.07	1	0.07
For Employment, do you need Skills Training?	5	0.35	5	0.35
For Employment, do you need Job Seeking?	21	1.48	21	1.48
For Employment, do you need Vocational Rehabilitation?	1	0.07	1	0.07
Is your health status good?	791	55.86	791	55.86
Do you have any of the following Health needs?	1029	72.67	1029	72.67
Do you have any additional health issues?	1143	80.72	1143	80.72
Do you have temporary health problems?	37	2.61	37	2.61
Do you have chronic health problems?	238	16.81	238	16.81
Do you need an in home health worker?	28	1.98	28	1.98
Do you need a home chore worker?	4	0.28	4	0.28
Do you need hospice services?	1	0.07	1	0.07
Do you need medical services?	16	1.13	16	1.13
Do you need Dental services?	2	0.14	2	0.14
Do you need vision services?	1	0.07	1	0.07
Do you need counseling?	1	0.07	1	0.07
Do you need mental health services?	5	0.35	5	0.35
Do you need prescription medications?	4	0.28	4	0.28
Does anyone need family planning?	440	31.07	440	31.07
Does anyone need prenatal care?	441	31.14	441	31.14
Do you have a lack of transportation for health needs?	444	31.36	444	31.36
Do you have Housing Problems?	189	13.35	189	13.35
Do you have a problem with High Housing Costs?	29	2.05	29	2.05
Do you have a problem with High Utility Costs?	236	16.67	236	16.67
Do you have a problem with Minor Repairs to your Housing?	25	1.77	25	1.77
Do you have a problem with Needing Major Repairs to your Housing?	28	1.98	28	1.98
Do you have a problem with Unsafe Housing due to No Electricity?	5	0.35	5	0.35
Do you have a problem with Poor Plumbing?	4	0.28	4	0.28
Do you have a housing problem due to not having a stove or refrigerator?	1	0.07	1	0.07
Do you have a housing problem because you do not have air conditioning?	3	0.21	3	0.21
Do you have a housing problem due to overcrowding?	1	0.07	1	0.07
Are you Homeless?	3	0.21	3	0.21
Does your home have the appropriate number of bedrooms?	444	31.36	444	31.36
What amount do you pay for Housing?	465	32.84	465	32.84
Do you have subsidized housing?	264	18.64	264	18.64
Are you interested in owning a home?	272	19.21	272	19.21

Does your home need to be weatherized?	448	31.64	448	31.64
Is your primary heat source Electric?	197	13.91	197	13.91
Is your primary heat source Gas?	52	3.67	52	3.67
Is your primary heat source Wood?	43	3.04	43	3.04
Is your primary heat source Propane?	152	10.73	152	10.73
Do you have another type of primary Heat Source?	2	0.14	2	0.14
What is your cost of heat?	464	32.77	464	32.77
What is your cost of cooling?	458	32.34	458	32.34
Are you in a shelter?	2	0.14	2	0.14
Have you applied for Shelter?	2	0.14	2	0.14
Have you applied for Weatherization and are on the list?	2	0.14	2	0.14
Has your home been weatherized by CAA?	1	0.07	1	0.07
Do you have a Case Manager?	2	0.14	2	0.14
Do you keep records of your expenses?	333	23.52	333	23.52
Do you have a checking account?	151	10.66	151	10.66
Do you have a savings account?	17	1.2	17	1.2
Do you use Money Orders to pay your bills?	14	0.99	14	0.99
Do you have Credit Debt?	399	28.18	399	28.18
Do you have Credit Cards?	13	0.92	13	0.92
Do you have any Bank Loans?	26	1.84	26	1.84
Do you Rent-to-Own?	1	0.07	1	0.07
Do you have any Medical or Hospital bills?	17	1.2	17	1.2
Did you receive an Earned Income Tax Credit (EITC)?	230	16.24	230	16.24
Did you receive a PTC/CRP?	227	16.03	227	16.03
Do you Pay Child Support?	444	31.36	444	31.36
What is the Child Support Amount?	20	1.41	20	1.41
Did you use a paid Tax Preparer?	188	13.28	188	13.28
Has your TANF, Medicaid, or FSS been sanctioned?	458	32.34	458	32.34
Do you need Financial Training?	439	31	439	31
Have you had to choose between necessities?	416	29.38	416	29.38
Do you borrow money?	222	15.68	222	15.68
Do you use Payday Loans?	1	0.07	1	0.07
Do you have Car Title Loans?	2	0.14	2	0.14
Do you have items in the Pawn Shop?	6	0.42	6	0.42
What is your Family Income?	455	32.13	455	32.13
Do you have any past due bills?	131	9.25	131	9.25
Do you have past due Utility Bills?	304	21.47	304	21.47
Do you have past due Rent or Mortgage?	16	1.13	16	1.13
Do you have past due telephone bills?	7	0.49	7	0.49
Do you have past due Water/Sewer bills?	6	0.42	6	0.42
Do you have a past due Trash bill?	2	0.14	2	0.14
Do you have any past due Credit Debts?	2	0.14	2	0.14

Are you receiving child support in regular payments?	38	2.68	38	2.68
Are both parents in the home?	445	31.43	445	31.43
Are you receiving child support for tuition?	1	0.07	1	0.07
Are you receiving irregular child support payments?	23	1.62	23	1.62
Have you applied for child support but are not receiving yet?	84	5.93	84	5.93
Do you need to apply for child support?	29	2.05	29	2.05
Are you refusing to apply for child support?	77	5.44	77	5.44
Are there any other ways you use to manage money?	4	0.28	4	0.28
Do you have any other past due bills?	10	0.71	10	0.71
Do you use bank loans to meet basic needs?	1	0.07	1	0.07
Did you use a volunteer tax preparer?	75	5.3	75	5.3
Did you file your own taxes?	35	2.47	35	2.47
Did you not file taxes, even though you should have?	14	0.99	14	0.99
Did you have no income with which to file taxes?	142	10.03	142	10.03
How much longer will you be receiving TANF?	13	0.92	13	0.92
Do you need food stamps?	248	17.51	248	17.51
Is your food supply adequate always?	287	20.27	287	20.27
Is your food supply adequate sometimes?	172	12.15	172	12.15
Is your food supply adequate seldom?	3	0.21	3	0.21
Is your food supply adequate never?	3	0.21	3	0.21
Do you have any barriers to preparing food?	436	30.79	436	30.79
Do you have inadequate or lack transportaion to provide food?	3	0.21	3	0.21
Do special diet needs cause a barrier to preparing food?	1	0.07	1	0.07
Do you need WIC?	388	27.4	388	27.4
Do your children eat breakfast daily?	4	0.28	4	0.28
Do your children need a meal program for breakfast?	2	0.14	2	0.14
Do your children need a meal program for lunch?	2	0.14	2	0.14
Do your children need a meal program?	2	0.14	2	0.14
Do you need assistance providing food for your children during the summer?	4	0.28	4	0.28
Do you need Senior meals delivered to your home?	5	0.35	5	0.35
Do you need congregate Senior Meals?	1	0.07	1	0.07
Do you need senior meals?	75	5.3	75	5.3
Is there an inadequate or lack of equipment to prepare food?	2	0.14	2	0.14

## Secondary (Statistical) Data

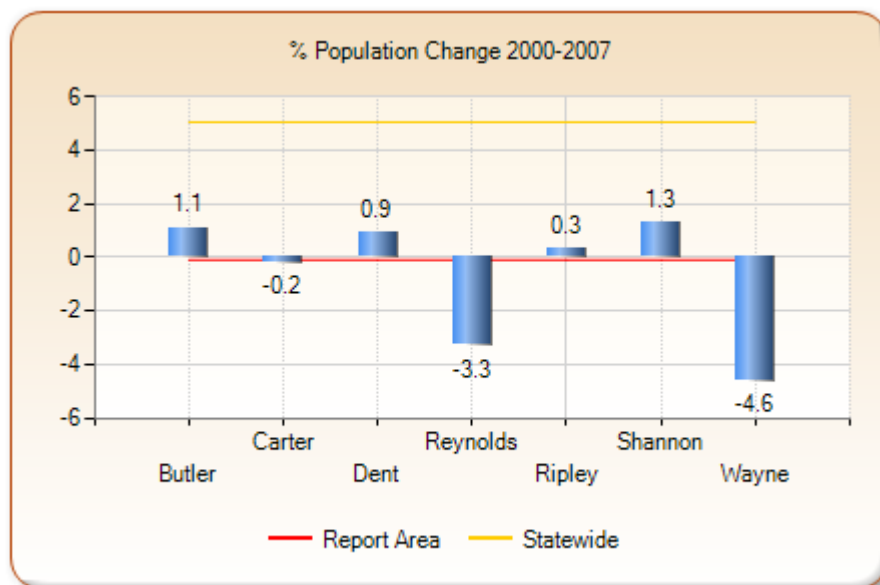
Secondary data information was primarily obtained through the Web Based Tool developed by the Center for Applied Research and Environmental Systems and the Office of Social and Economic Data Analysis. The comprehensive report included information derived from standard local, state, or national sources on:

- Population Profile
- Employment
- Education
- Housing
- Income
- Nutrition
- Healthcare

## Population Profile

### Population Profile: Population Change

Population change within the 7 county report area from 2000-2007 is shown in Table 1. During the seven-year period from 2000-2007, U.S. Census population estimates for the report area declined by -0.09%, decreasing from 103,516 persons in 2000 to 103,420 persons in 2007. This was less than the statewide growth rate, which was 5.1%. The greatest loss occurred in Wayne County, which experienced a -4.6% decrease in population during the seven-year period, whereas Wayne County experienced a -4.6% loss. An estimated 1.76% of Missouri's population resided in the 7 county report area in 2007.



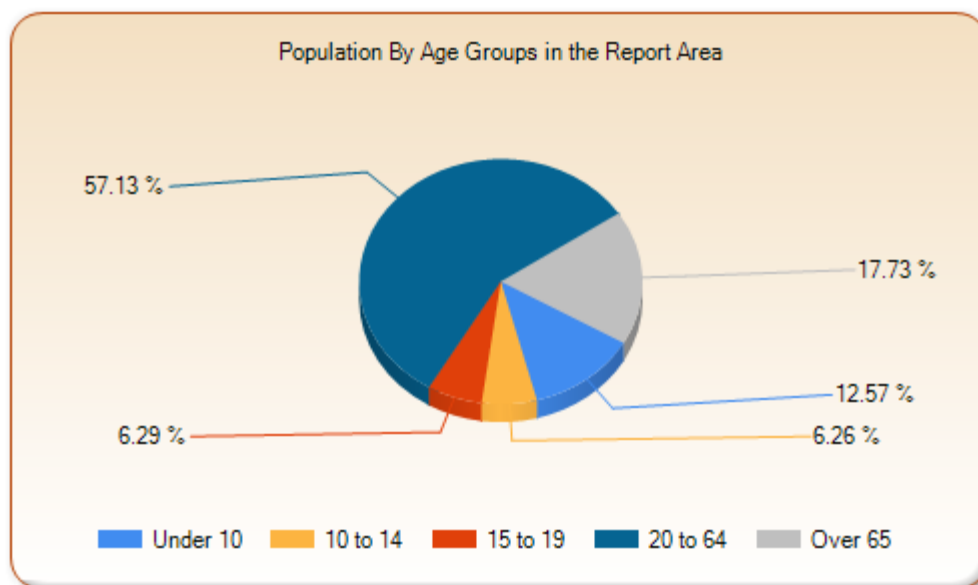
**Table 1. Population Change 2000 - 2007**

County	Census 2000 Population	Estimated 2007 Population	Population Change	% Change
Butler	40,867	41,326	459	1.1
Carter	5,941	5,929	-12	-0.2
Dent	14,927	15,063	136	0.9
Reynolds	6,689	6,465	-224	-3.3
Ripley	13,509	13,551	42	0.3
Shannon	8,324	8,431	107	1.3
Wayne	13,259	12,655	-604	-4.6
Report Area	103,516	103,420	-96	-0.1
Statewide	5,595,211	5,878,415	283,204	5.1

Source: [U.S. Census Bureau, Population Division, Annual Population Estimates, Estimated Components of Population Change, and Rates of the Components of Population Change for Counties: April 1, 2000 to July 1, 2007, Release Date: March 20, 2008](#)

## Population Profile: Age and Gender Demographics

Population within the 7 county report area is broken out by gender and age cohort in Table 2. According to U.S. Census population estimates for the report area, children under 10 years of age make up 12.57% of the total population of the report area. Children in the 10 to 14 age group constitute 6.26% of the population, while those in the 15 to 19 age group make up 6.29% of the population. Those in the adult 20-64 age group represent 57.13% of the total population. Senior citizens over 65 comprise 17.73% of the report area population.



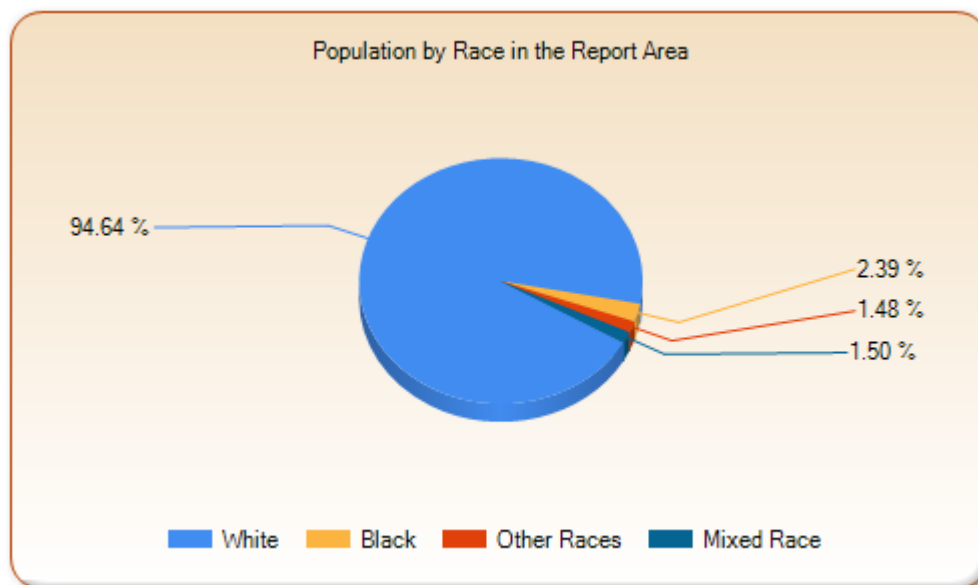
**Table 2. 2007 Population Estimate By Age and Gender**

County	Age 0 to 4		5 to 9		10 to 14		15 to 19		20 to 64		Over 65	
	M	F	M	F	M	F	M	F	M	F	M	F
Butler	1,452	1,363	1,439	1,300	1,301	1,267	1,312	1,161	11,395	12,401	2,859	4,076
Carter	217	196	178	196	168	184	219	204	1,672	1,755	433	507
Dent	443	439	485	449	508	466	485	469	4,174	4,387	1,218	1,540
Reynolds	182	126	198	182	217	211	238	162	1,837	1,871	587	654
Ripley	452	411	452	408	460	426	408	482	3,761	3,914	1,069	1,308
Shannon	254	247	268	247	276	281	300	280	2,442	2,540	578	718
Wayne	341	334	383	363	414	298	431	357	3,383	3,557	1,292	1,502
Report Area	3,341	3,116	3,403	3,145	3,344	3,133	3,393	3,115	28,664	30,425	8,036	10,305
Statewide	201,212	191,965	195,546	187,459	200,815	192,231	212,101	202,081	1,731,986	1,774,648	329,362	459,009

Source: [U.S. Census Bureau, Population Division, Annual County Resident Population Estimates by Age, Sex, Race, and Hispanic Origin: April 1, 2000 to July 1, 2007, Release Date August 7, 2008.](#)

## Population Profile: Race Demographics

Population by race and gender within the 7 county report area is shown in Table 3. According to U.S. Census population estimates for the report area, white population comprised 94.64% of the report area, black population represented 2.39%, and other races combined were 1.48%. Persons identifying themselves as mixed race made up 1.5% of the population.



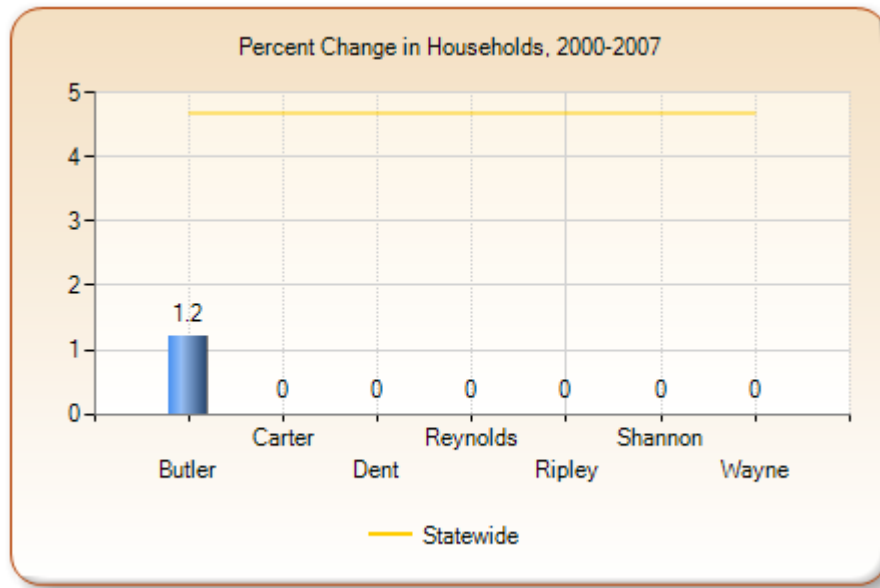
**Table 3. 2007 Population Estimate By Race**

County	White		Black		American Indian		Asian		Native Hawaiian		Mixed Race	
	M	F	M	F	M	F	M	F	M	F	M	F
Butler	18,133	19,852	1,043	1,157	133	117	185	164	4	3	260	275
Carter	2,787	2,915	3	8	45	48	5	5	0	2	47	64
Dent	7,098	7,510	43	34	59	75	16	34	1	1	96	96
Reynolds	3,100	3,072	33	5	44	44	5	9	0	0	77	76
Ripley	6,395	6,719	26	19	94	92	17	33	0	6	70	80
Shannon	3,906	4,092	19	20	78	86	2	3	0	2	113	110
Wayne	6,064	6,231	29	32	45	46	9	12	4	0	93	90
Report Area	47,483	50,391	1,196	1,275	498	508	239	260	9	14	756	791
Statewide	2,454,206	2,546,806	318,311	359,346	14,827	14,233	41,431	44,074	2,273	2,141	39,974	40,793

Source: [U.S. Census Bureau, Population Division, Annual County Resident Population Estimates by Age, Sex, Race, and Hispanic Origin: April 1, 2000 to July 1, 2007, Release Date August 7, 2008.](#)

## Population Profile: Households

The change in number of households within the 7 county report area from 2000 to 2005-2007 is shown in Table 4. Total households for the report area increased by 201, or -59.84%. This compares to a statewide increase of 4.69%.



**Table 4. Change in Number of Households, 2000 - 2005/2007**

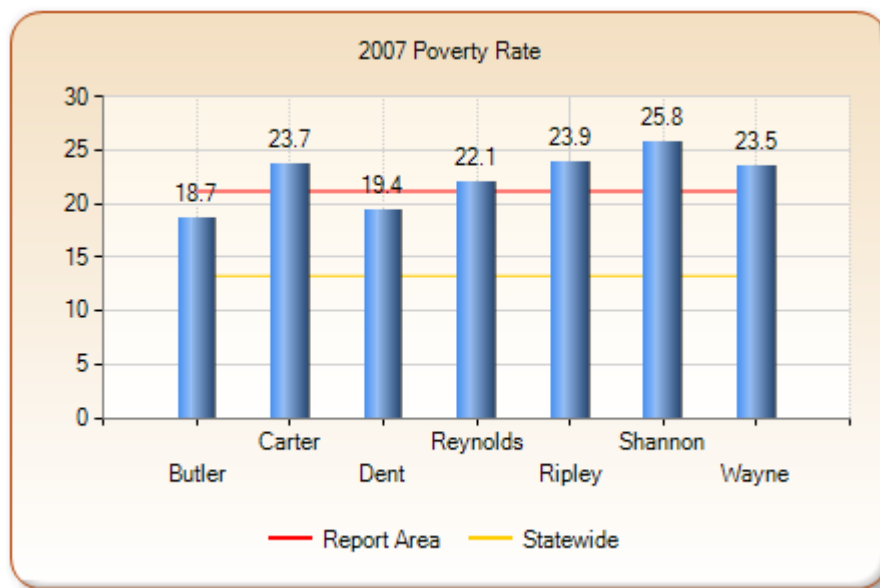
County	Total Households, 2000	Total Households, 2005-2007	Change in Households, 2000 - 2005-2007	Percent Change in Households, 2000 - 2005-2007
Butler	16,737	16,938	201	1.20
Carter	2,377	no data	no data	no data
Dent	6,017	no data	no data	no data
Reynolds	2,735	no data	no data	no data
Ripley	5,438	no data	no data	no data
Shannon	3,329	no data	no data	no data
Wayne	5,540	no data	no data	no data
Report Area	42,173			
Statewide	2,197,214	2,300,211	102,997	4.69

Source: [U.S. Census Bureau, 2000 Census of Population and Housing, Summary File 1, 2000.](#); [U.S. Census Bureau, American Community Survey, 2007 Data Release, December 2008.](#)

*Note: American Community Survey data only available for areas with 20,000 or more persons.*

## Population Profile: Poverty

2007 poverty estimates show a total of 21,518 persons living below the poverty rate in the report area. The report area poverty rate of 21.2% is above the Missouri average of 13.3% for the same period. In 2007, Shannon County had the highest poverty rate (25.8%), while Butler County had the lowest poverty rate (18.7%).



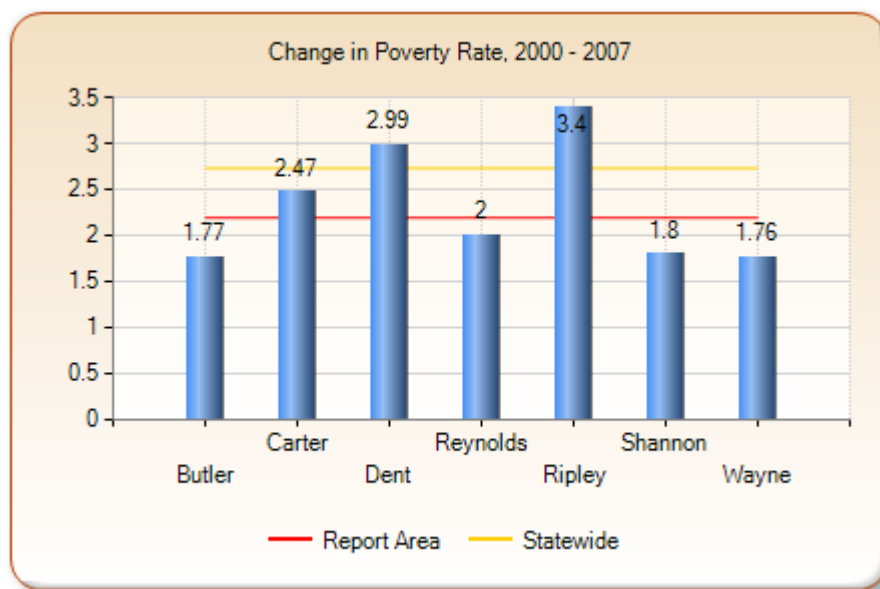
**Table 5. 2007 Poverty Information**

County	All Ages		Age 0-17		Age 5-17	
	Number of Persons	Poverty Rate	Number of Persons	Poverty Rate	Number of Persons	Poverty Rate
Butler	7,582	18.7	2,803	29.3	1,845	27.4
Carter	1,392	23.7	542	38.9	378	38.7
Dent	2,866	19.4	986	29.6	648	26.6
Reynolds	1,402	22.1	460	35.0	303	30.8
Ripley	3,191	23.9	1,128	35.9	732	32.4
Shannon	2,150	25.8	791	40.6	523	36.5
Wayne	2,935	23.5	960	37.4	652	34.7
Report Area	21,518	21.2	7,670	33.0	5,081	30.4
Statewide	758,844	13.3	257,403	18.4	160,841	16.0

Source: [U.S. Census Bureau, Small Area Income and Poverty Estimates \(SAIPE\), 2008.](#)

## Population Profile: Poverty Rate Change

Poverty rate change in the 7 county report area from 2000 to 2007 is shown in Table 6. According to the U.S. Census, the poverty rate for the 7 county area increased by 2.2%, compared to a statewide increase of 2.7%. Ripley County experienced the greatest change in poverty, increasing by 3.4% from 2000-2007 and Wayne County experienced the least amount of change, increasing by 1.76%.

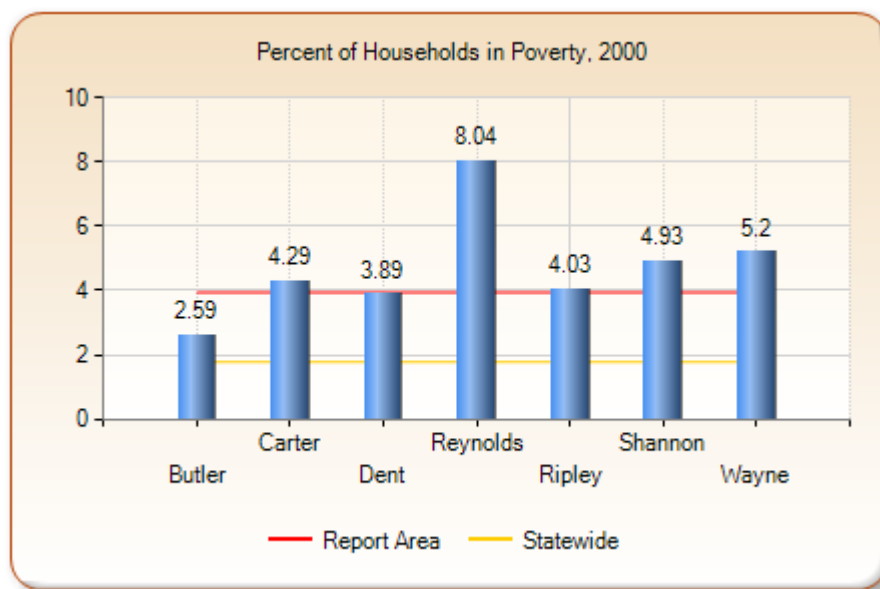


**Table 6. Change in Poverty Rate, 2000 - 2007**

County	Persons in Poverty, 2000	Poverty Rate, 2000	Persons in Poverty, 2007	Poverty Rate, 2007	Change in Poverty Rate, 2000 - 2007
Butler	6,799	17.0	7,582	18.7	1.77
Carter	1,246	21.2	1,392	23.7	2.47
Dent	2,429	16.4	2,866	19.4	2.99
Reynolds	1,308	20.1	1,402	22.1	2.00
Ripley	2,718	20.5	3,191	23.9	3.40
Shannon	1,994	24.0	2,150	25.8	1.80
Wayne	2,851	21.8	2,935	23.5	1.76
Report Area	19,345	19.0	21,518	21.2	2.20
Statewide	581,212	10.6	758,844	13.3	2.74

Source: [U.S. Census Bureau, Small Area Income and Poverty Estimates \(SAIPE\), 2008.](#)

## Population Profile: Households in Poverty



**Table 7. Households in Poverty, 2000 - 2005/2007**

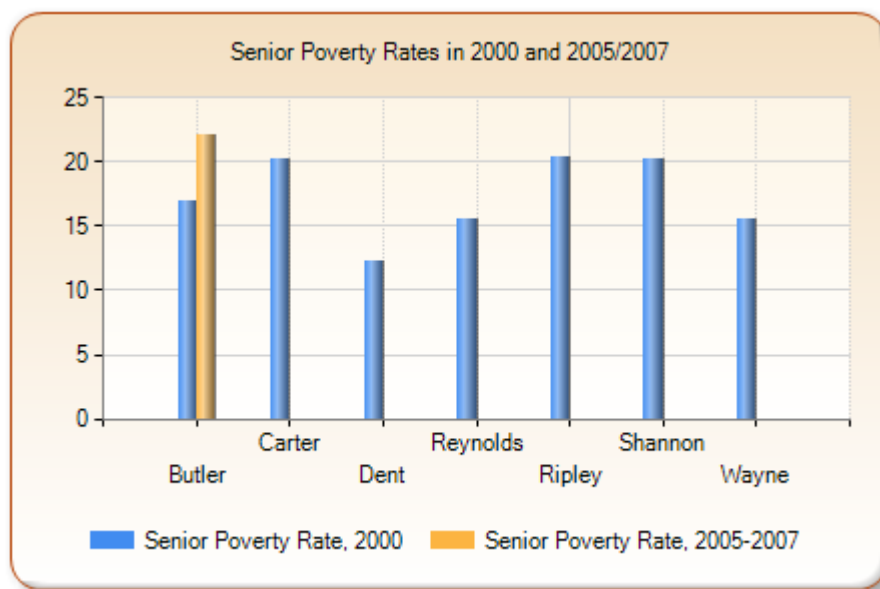
County	Total Households, 2000	Households in Poverty, 2000	% Households in Poverty, 2000	Total Households, 2005-2007	Households in Poverty, 2005-2007	% Households in Poverty, 2005-2007
Butler	16,737	434	2.59	16,938	59	0.35
Carter	2,377	102	4.29	no data	no data	no data
Dent	6,017	234	3.89	no data	no data	no data
Reynolds	2,735	220	8.04	no data	no data	no data
Ripley	5,438	219	4.03	no data	no data	no data
Shannon	3,329	164	4.93	no data	no data	no data
Wayne	5,540	288	5.20	no data	no data	no data
Report Area	42,173	1,661	3.94			
Statewide	2,197,214	39,097	1.78	2,300,211	11,537	0.50

Source: [U.S. Census Bureau, 2000 Census of Population and Housing, Summary File 1, 2000.](#); [U.S. Census Bureau, American Community Survey, 2007 Data Release, December 2008.](#)

*Note: American Community Survey data only available for areas with 20,000 or more persons.*

## Population Profile: Seniors in Poverty

Poverty rates for Seniors, including data for all counties from the 2000 Census as of April 1, 2000, and data from the American Community Survey as average values for the 2005 to 2007 period for large population counties (over 20,000 persons), are shown in Table 8. In 2000, the senior poverty rate was highest in Ripley County at 20.4% and lowest in Dent County at 12.2%. This compares to a statewide rate of 9.9%.



**Table 8. Seniors in Poverty, 2000 - 2005/2007**

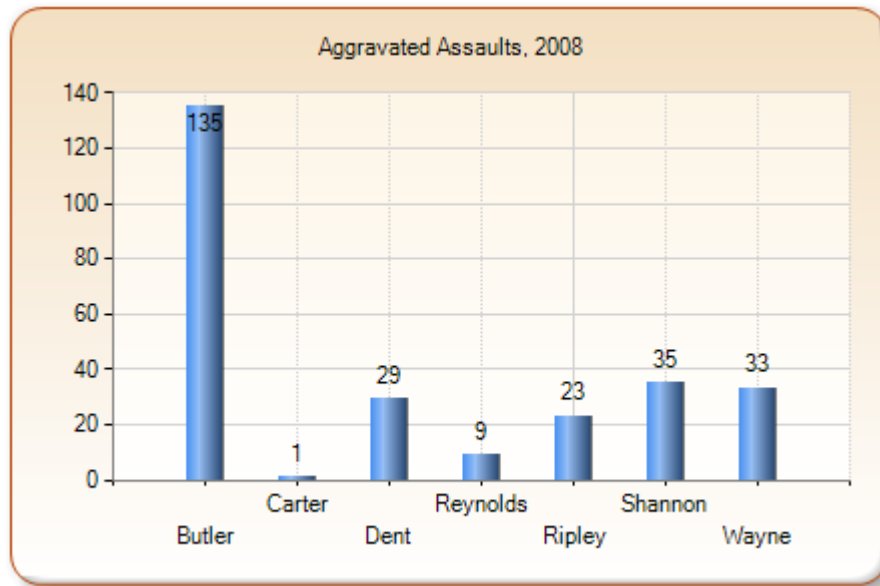
County	Seniors in Poverty, 2000	Senior Poverty Rate, 2000	Seniors in Poverty, 2005-2007	Senior Poverty Rate, 2005-2007
Butler	1,067	16.9	1,368	22.1
Carter	183	20.2	no data	no data
Dent	307	12.2	no data	no data
Reynolds	165	15.5	no data	no data
Ripley	452	20.4	no data	no data
Shannon	243	20.2	no data	no data
Wayne	394	15.6	no data	no data
Report Area	2,811			
Statewide	70,476	9.9	72,148	9.8

Source: [U.S. Census Bureau, 2000 Census of Population and Housing, Summary File 3, 2000](#); [U.S. Census Bureau, American Community Survey, 2007 Data Release, December 2008](#).

Note: American Community Survey data only available for areas with 20,000 or more persons.

## Population Profile: Crime

Occurrences of crime within the 7 county report area are shown in Table 9. According to the Missouri State Highway Patrol's Uniform Crime Reporting Program, a total of 3 murders, 265 assaults, and 681 burglaries took place in 2008.



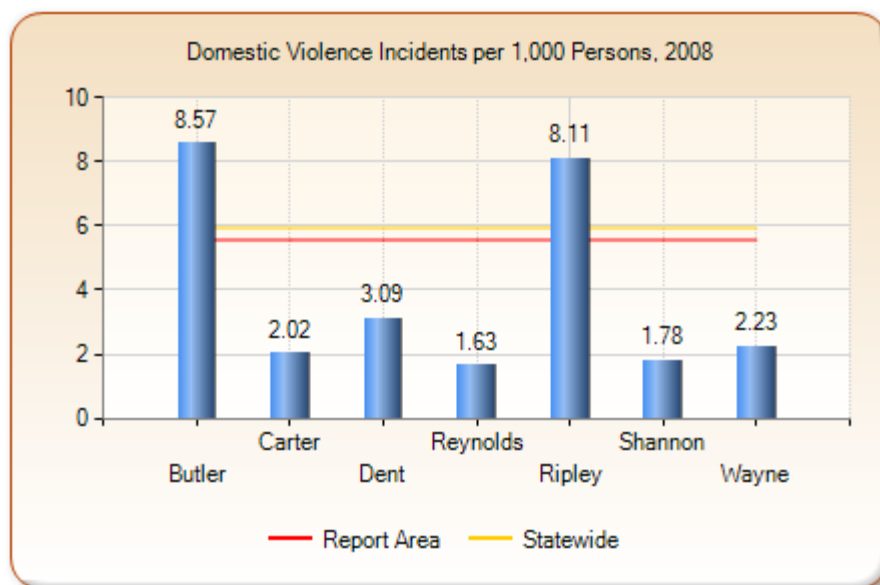
**Table 9. Homicides, Assaults, and Burglaries 2008**

County	Homicides	Aggravated Assaults	Burglaries
Butler	0	135	416
Carter	0	1	12
Dent	1	29	63
Reynolds	0	9	27
Ripley	1	23	93
Shannon	1	35	26
Wayne	0	33	44
Report Area	3	265	681
Statewide	461	20,340	45,435

Source: [Missouri State Highway Patrol, Uniform Crime Reporting \(UCR\) Program, 2009.](#)

## Population Profile: Domestic Violence

Domestic Violence incidents are reported whether or not an arrest is made and include any dispute arising between spouses, persons with children in common regardless of whether they reside together, persons related by blood, persons related by marriage, non-married persons currently residing together, and non-married persons who have resided together in the past. Incidents within the 7 county report area ranged from 11 in Reynolds County, to 354 in Butler County in 2008.



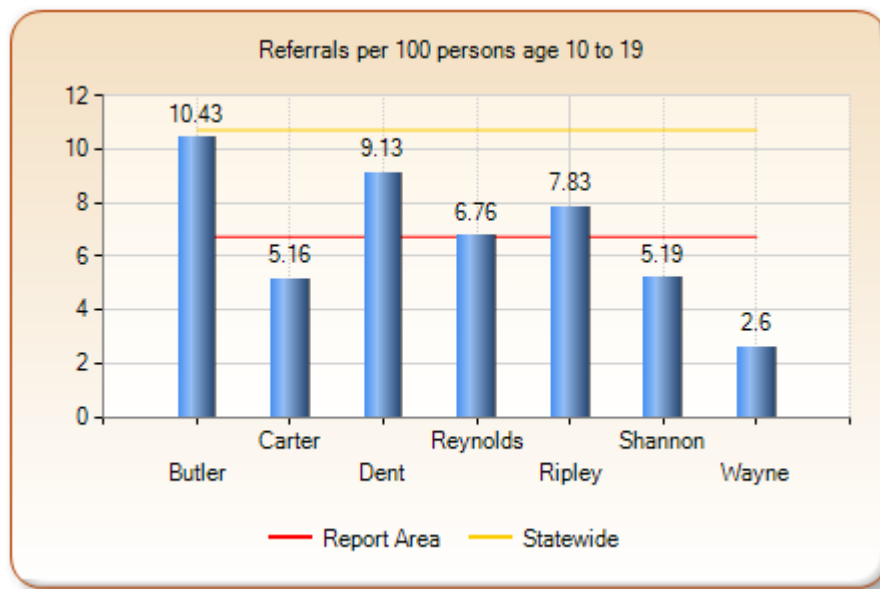
**Table 10. Domestic Violence Incidents, 2008**

County	Total Reported Incidents	Incidents per 1,000 Persons
Butler	354	8.57
Carter	12	2.02
Dent	46	3.09
Reynolds	11	1.63
Ripley	113	8.11
Shannon	15	1.78
Wayne	29	2.23
Report Area	580	5.56
Statewide	34,144	5.93

Source: [Missouri State Highway Patrol, Uniform Crime Reporting \(UCR\) Program, 2009.](#)

## Population Profile: Juvenile Court Referrals

The number of juvenile court referrals in 2007 within the 7 county report area is shown in Table 11, in addition to the number of referrals per 100 persons age 10 to 19. Missouri Department of Social Services data indicates Butler County had the greatest number of referrals per 100 persons age 10-19 at 10.43 and Wayne had the least with 2.6. The rate for the report area was 6.73 which was lower than the statewide rate of 10.72.



**Table 11. Juvenile Court Referrals, 2007**

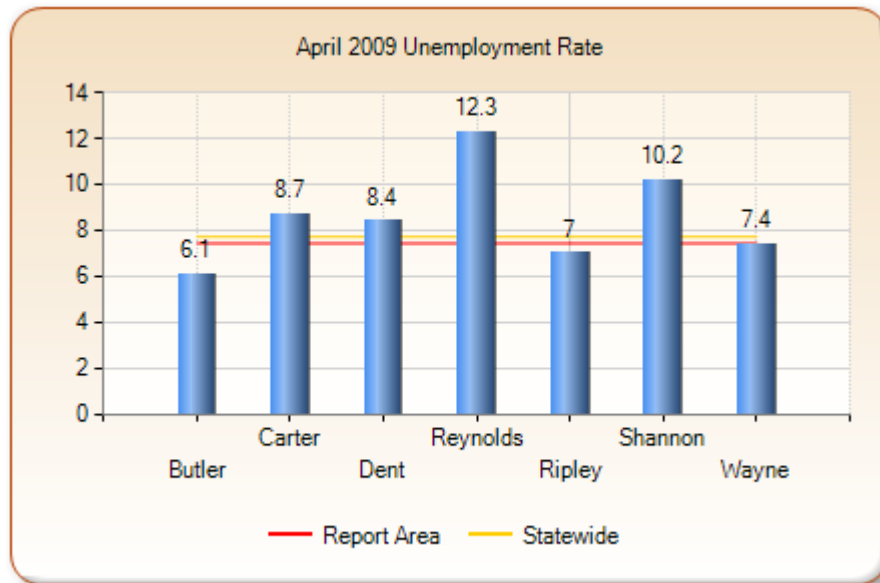
County	Number of Referrals	Referrals per 100 Persons Age 10 to 19
Butler	526	10.43
Carter	40	5.16
Dent	176	9.13
Reynolds	56	6.76
Ripley	139	7.83
Shannon	59	5.19
Wayne	39	2.60
Report Area	1,035	6.73
Statewide	69,385	10.72

Source: [Missouri Department of Social Services, Division of Youth Services, 2007 Juvenile Court Statistics Report](#)

# Employment

## Employment: Current Unemployment

Labor force, employment, and unemployment data for each county in the 7 county report area is provided in Table 12. According to the U.S. Department of Labor in April 2009, unemployment in the report area varies from 6.1% in Butler County to 12.3% in Reynolds County. Overall, the report area experienced an average 7.5% unemployment rate in April 2009 compared to a statewide rate of 9.1%.



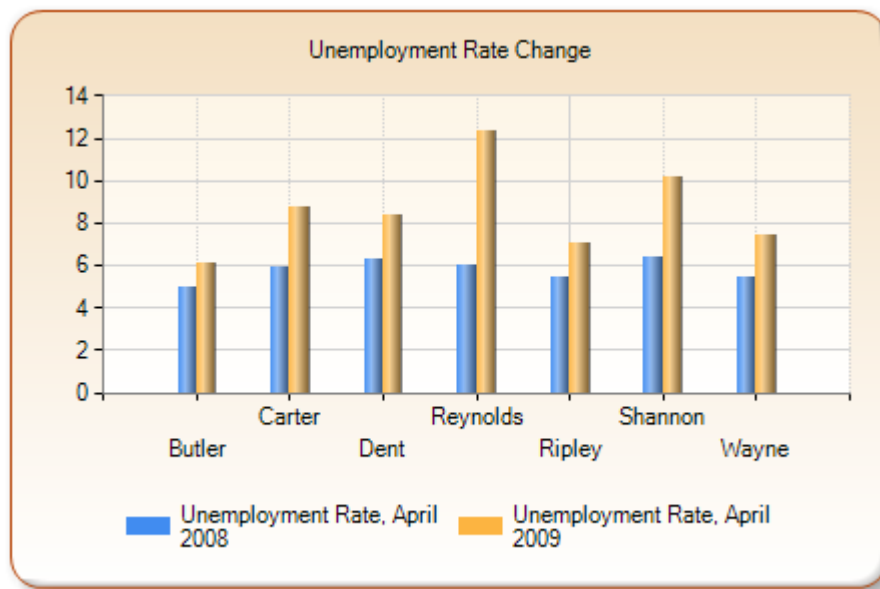
**Table 12. April 2009 Employment/Unemployment Information**

County	Labor Force	Employment	Unemployment	Unemployment Rate
Butler	20,541	19,296	1,245	6.1
Carter	2,789	2,547	242	8.7
Dent	6,445	5,901	544	8.4
Reynolds	2,436	2,137	299	12.3
Ripley	6,367	5,921	446	7.0
Shannon	3,653	3,280	373	10.2
Wayne	5,421	5,019	402	7.4
Report Area	47,652	44,101	3,551	7.5
Statewide	3,001,582	2,769,359	232,223	7.7

Source: [U.S. Department of Labor, Bureau of Labor Statistics, Local Area Unemployment Statistics, June 3, 2009.](#)

## Employment: Unemployment Change

Unemployment change within the 7 county report area from April 2008 to April 2009 is shown in Table 13. According to the U.S. Department of Labor, unemployment for this one year period grew from 2,723 persons to 3,551 persons, a rate change of 2 compared to a statewide rate change of 3.3. The greatest increase in the unemployment rate occurred in Reynolds County with a rate change of 6.3 while the smallest was in Butler County with a rate change of 1.1.



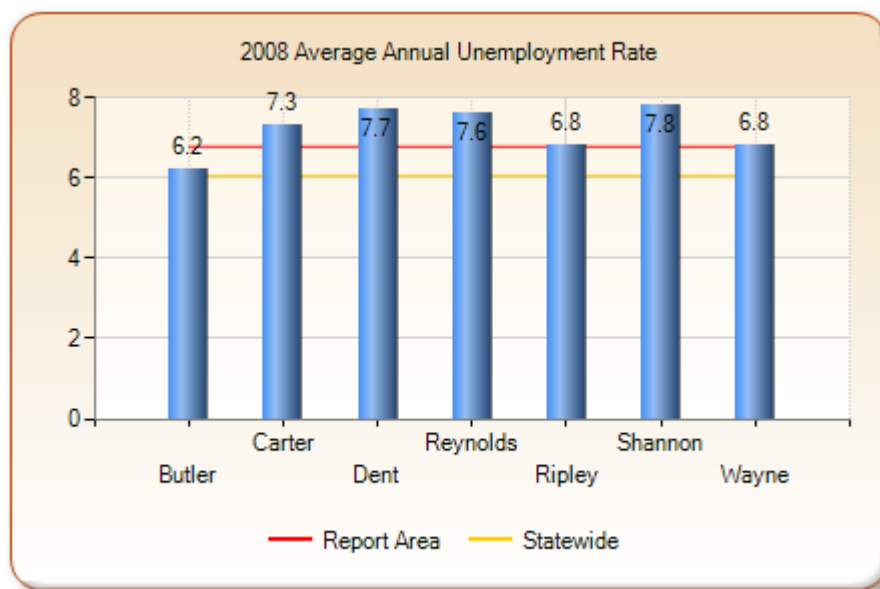
**Table 13. Change in Unemployment, April 2008 - April 2009**

County	Unemployment, April 2008	Unemployment, April 2009	Unemployment Rate, April 2008	Unemployment Rate, April 2009
Butler	1,078	1,245	5.0	6.1
Carter	166	242	5.9	8.7
Dent	427	544	6.3	8.4
Reynolds	156	299	6.0	12.3
Ripley	354	446	5.4	7.0
Shannon	232	373	6.4	10.2
Wayne	310	402	5.4	7.4
Report Area	2,723	3,551	5.5	7.5
Statewide	145,094	232,223	4.8	7.7

Source: [U.S. Department of Labor, Bureau of Labor Statistics, Local Area Unemployment Statistics, June 3, 2009.](#)

## Employment: Average Annual Unemployment

Labor force, employment, and unemployment rate data for each county in the 7 county report area is provided in Table 14. According to the U.S. Department of Labor, the average annual unemployment in the report area varied from 196 persons in Reynolds County to 1,336 persons in Butler County in 2008. Overall, the report area experienced an average 6.8% unemployment rate in 2008 as compared to a statewide rate of 6.1%.



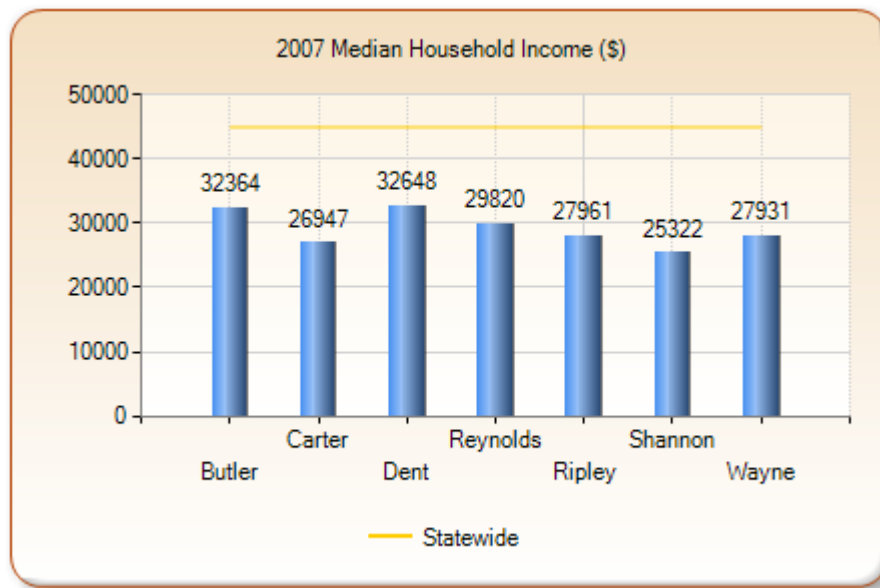
**Table 14. 2008 Average Employment/Unemployment Information**

County	Labor Force	Employment	Unemployment	Rate
Butler	21,659	20,323	1,336	6.2
Carter	2,892	2,681	211	7.3
Dent	6,680	6,167	513	7.7
Reynolds	2,590	2,394	196	7.6
Ripley	6,601	6,153	448	6.8
Shannon	3,709	3,420	289	7.8
Wayne	5,708	5,320	388	6.8
Report Area	49,839	46,458	3,381	6.8
Statewide	3,012,132	2,829,294	182,838	6.1

Source: [U.S. Department of Labor, Bureau of Labor Statistics, Labor force data by county, 2008 annual averages.](#)

## Employment: Household Income

Median annual household incomes in the 7 county report area are shown in Table 15. According to the U.S. Census, Median Annual Household Incomes ranged from a low of \$25,322 in Shannon County to a high of \$32,648 in Dent County in 2007.



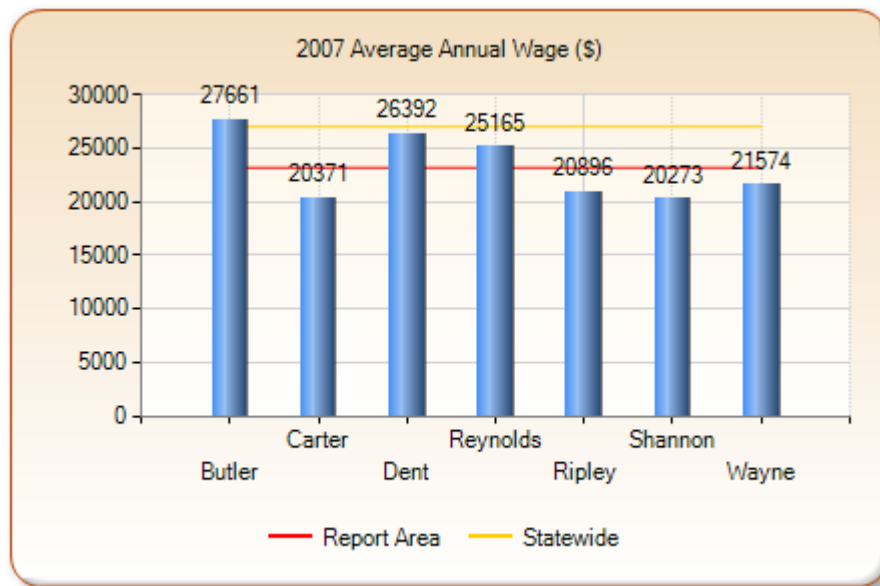
**Table 15. 2007 Median Annual Household Income**

County	Median Household Income (\$)
Butler	32,364
Carter	26,947
Dent	32,648
Reynolds	29,820
Ripley	27,961
Shannon	25,322
Wayne	27,931
Statewide	45,012

Source: [U.S. Census Bureau, Small Area Income and Poverty Estimates \(SAIPE\), 2008.](#)

## Employment: Wages

Average hourly and annual wages in the 7 county report area are shown in Table 16. According to the Missouri Department of Economic Development, annual wages ranged from \$20,273 in Shannon County to \$27,661 in Butler County in 2007. The 7 county report area average annual wage was \$23,190 compared to a statewide average of \$27,066.



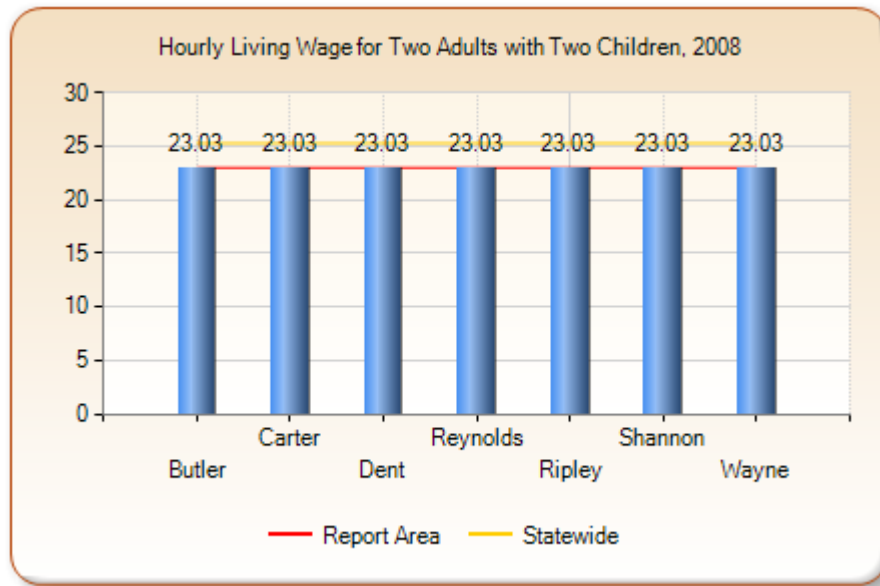
**Table 16. 2007 Average Wages**

County	Average Hourly Wage (\$)	Average Annual Wage (\$)
Butler	13.3	27,661
Carter	9.8	20,371
Dent	12.7	26,392
Reynolds	12.1	25,165
Ripley	10.1	20,896
Shannon	9.8	20,273
Wayne	10.4	21,574
Report Area	11.2	23,190
Statewide	13.0	27,066

Source: [Missouri Department of Economic Development, Missouri Economic Research and Information Center \(MERIC\), Quarterly Census of Employment and Wages, data for calendar year 2007.](#)

## Employment: Living Wage

The living wage shown is the hourly rate that an individual must earn to support their family, if they are the sole provider and are working full-time (2080 hours per year). The living wage for a family of four (two adults, two children) for the 7 county report area ranges from \$23.03 in Butler County to \$23.03 in Butler County. The Minimum Hourly Wage for Missouri is \$7.25.



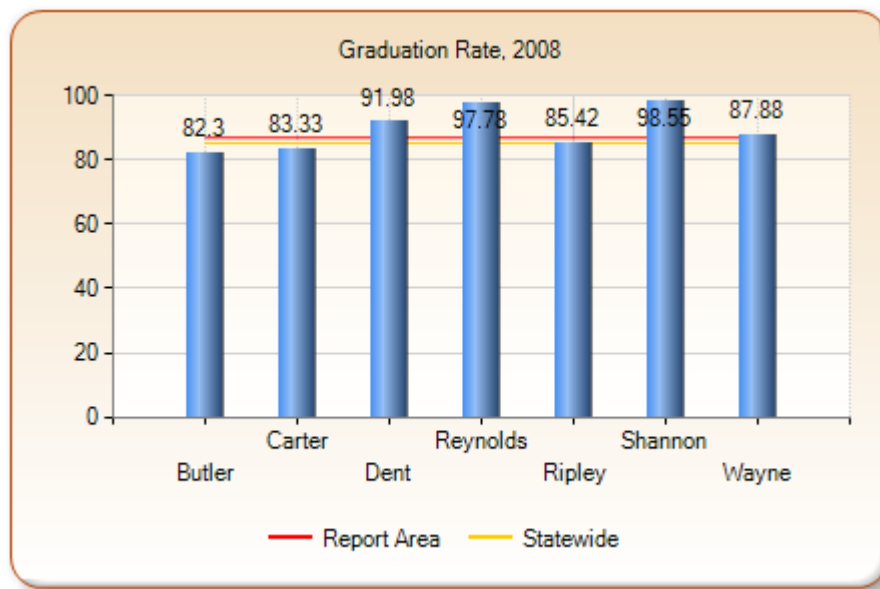
**Table 17. County Hourly Living Wage, 2008**

County	One Adult	One Adult, One Child	Two Adults	Two Adults, One Child	Two Adults, Two Children
Butler	6.69	13.4	10.77	17.49	23.03
Carter	6.69	13.4	10.77	17.49	23.03
Dent	6.64	13.4	10.73	17.49	23.03
Reynolds	6.69	13.4	10.77	17.49	23.03
Ripley	6.69	13.4	10.77	17.49	23.03
Shannon	6.69	13.4	10.77	17.49	23.03
Wayne	6.69	13.4	10.77	17.49	23.03
Report Area	6.68	13.4	10.76	17.49	23.03
Statewide	7.39	14.9	11.80	19.28	25.33

Source: [Poverty in America, Living Wage Calculator, 2008. \(© 2009 Dr. Amy K. Glasmeier and The Pennsylvania State University\)](#)

## Employment: High School Graduation Rate

The number of high school graduates and the graduation rate in the 7 county report area are shown in Table 18. According to the Missouri Department of Elementary and Secondary Education, graduation rates ranged from 82.30% in Butler County to 98.55% in Shannon County in the 2007/2008 academic school year. The 7 county report area average graduation rate was 87.03%, above the statewide rate of 85.34%.



**Table 18. High School Graduation Rate, 2008**

County	Graduates	Graduation Rate
Butler	372	82.30
Carter	75	83.33
Dent	149	91.98
Reynolds	88	97.78
Ripley	123	85.42
Shannon	68	98.55
Wayne	145	87.88
Report Area	1,020	87.03
Statewide	61,214	85.34

Source: [Missouri Department of Elementary and Secondary Education, Annual Reporting of School District Data, 2007/2008 Academic Year](#). Data provided by school district, summarized by DESE school district - county association.

## Employment: Child Care Costs

The 2006-2007 Department of Social Services Childcare Market Rate Survey shows the average costs for child care based on responses from licensed care providers in each county. Cost of child care for each type of care and age group for the 7 county report area is shown in Table 19. Child care costs in the report area, including all age groups and type of care, range from \$8.5 per day in Carter County to \$20 per day in Ripley County.

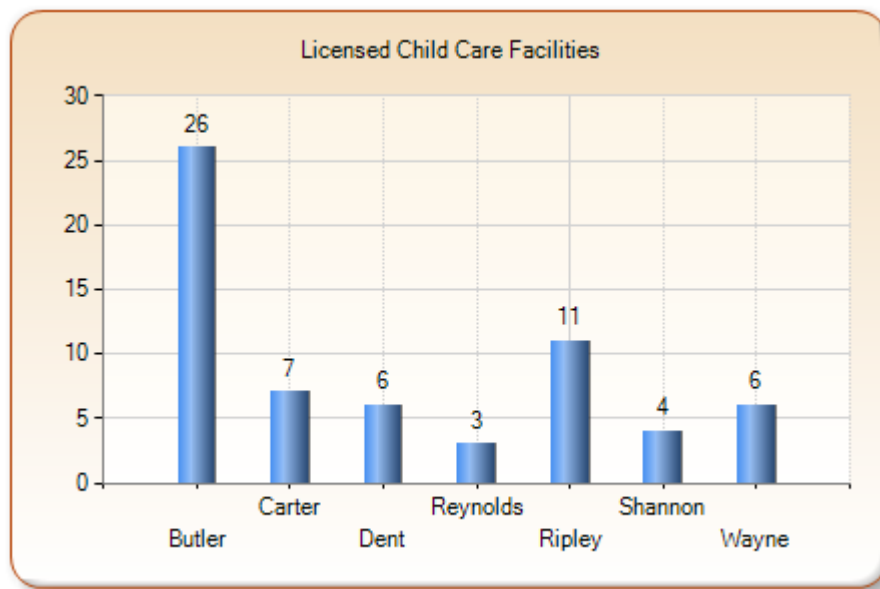
**Table 19. Average Child Care Costs, 2007**

County	Type of Care	Daily Cost, Infant (\$)	Daily Cost, Pre-School (\$)	Daily Cost, School Age (\$)
Butler	CENTER	19.00	15.00	15.00
Butler	FAMILY	17.00	17.00	12.00
Butler	GROUP	18.50	16.00	15.00
Carter	FAMILY	12.00	11.00	11.00
Carter	CENTER	no data	8.50	no data
Dent	FAMILY	12.00	12.00	12.00
Reynolds	no data	no data	no data	no data
Ripley	GROUP	no data	16.00	no data
Ripley	GROUP	20.00	no data	no data
Ripley	CENTER	no data	12.00	12.00
Ripley	FAMILY	14.00	12.00	12.00
Shannon	FAMILY	no data	no data	10.00
Shannon	GROUP	12.00	10.00	10.00
Wayne	CENTER	no data	11.00	11.00
Report Area	0	15.56	12.77	12.00
Statewide	CENTER	36.10	27.00	22.00
Statewide	FAMILY	22.00	19.00	17.00
Statewide	GROUP	20.50	17.00	16.00

Source: [\*Missouri Department of Social Services, Children's Division, Early Childhood and Prevention Services, Childcare Market Rate Survey, 2007.\*](#)

## Employment: Child Care Facilities

The number of licensed child care facilities and total maximum capacity of slots within the 7 county report area are shown in Table 20. According to the Missouri Department of Health and Senior Services, there were a total of 63 licensed child care facilities in the report area in 2008, ranging from 3 in Reynolds County to 26 in Butler County, with a combined maximum capacity of 2,275 children.



**Table 20. Licensed Child Care Facilities**

County	Number of Facilities	Total Maximum Capacity
Butler	26	1,337
Carter	7	190
Dent	6	139
Reynolds	3	60
Ripley	11	325
Shannon	4	80
Wayne	6	144
Report Area	63	2,275
Statewide	4,416	148,819

Source: [Missouri Department of Health and Senior Services, Section for Child Care Regulation, June 2008.](#)

## Employment: Child Care Wait List

This information must be collected locally. Please see the list of [Licensed Child Care Providers](#) in this area for contact information.

**Table 21. Wait List for Child Care Providers**

County	Number of Children on Wait Lists
Butler	
Carter	
Dent	
Reynolds	
Ripley	
Shannon	
Wayne	
Report Area	

Source: Locally Collected. For a listing of licensed child care providers in this area, [click here](#).

**Table 21a. Wait List for SCMCAA Head Start Classrooms**

County	Number of Children on Wait Lists
Butler	63
Carter	9
Dent	10
Reynolds	11
Ripley	15
Shannon	7
Wayne	16
Report Area	131

# Education

## Education: Public School Districts

Enrollment, dropout rate and English proficiency by school district are shown in Table 22.

**Table 22. 2007-2008 School Districts**

Primary County	School District	Other Counties	Enrollment	Dropout Rate	Limited English Proficiency
Bollinger*	Woodland R-IV	Wayne	928	2.5	0
Butler	Neelyville R-IV	Ripley	625	0.6	0
Butler	Poplar Bluff R-I		4,690	5.0	9
Butler	Twin Rivers R-X	Stoddard	992	3.7	0
Carter	East Carter Co. R-II	Butler, Ripley, Wayne	768	10.2	2
Carter	Van Buren R-I	Reynolds	490	1.3	0
Dent	Dent-Phelps R-III**	Phelps	253		0
Dent	Green Forest R-II**		196		0
Dent	North Wood R-IV**	Crawford	186		0
Dent	Oak Hill R-I**	Shannon	115		0
Dent	Salem R-80		1,507	2.0	0
Howell*	Mtn View-Birch Tree R-III	Shannon, Texas	1,307	3.2	5
Iron*	Iron Co. C-4	Crawford, Dent	481	6.9	0
Iron*	South Iron Co. R-I	Reynolds, Wayne	380	1.5	0
Phelps*	Rolla 31	Dent, Maries	3,994	1.7	18
Reynolds	Bunker R-III	Dent, Shannon	245	0.0	0
Reynolds	Centerville R-I**		61		0
Reynolds	Lesterville R-IV	Iron	259	0.0	0
Reynolds	Southern Reynolds Co. R-II	Shannon	562	1.6	0
Ripley	Doniphan R-I	Butler	1,611	3.1	0
Ripley	Naylor R-II	Butler	421	2.1	0
Ripley	Ripley Co. R-III**		123		0
Ripley	Ripley Co. R-IV**		174		0
Shannon	Eminence R-I		290	0.0	0
Shannon	Winona R-III	Carter, Oregon	538	0.6	0
Stoddard*	Puxico R-VIII	Wayne	737	0.9	0
Texas*	Summersville R-II	Shannon	384	0.0	0
Wayne	Clearwater R-I	Madison, Reynolds	1,075	2.5	0
Wayne	Greenville R-II	Butler	742	3.7	0
Report Area	29 school districts		24,134	2.9	34
Statewide	523 school districts		875,071	3.8	18,158

\* This county is not in the report area, but includes a school district overlapping the report area.

\*\* School district offers K-8 only, dropout rate is not reported.

Source: Based on the [Missouri Department of Elementary and Secondary Education, Annual Reporting of School District Data, 2007/2008 Academic Year.](#)

## Education: Educational Attainment

Table 23 shows the distribution of educational attainment levels in the 7 county region. Educational attainment is calculated for persons over 25, and is an average for the period from 2005 to 2007 in areas with 20,000 persons or more for the American Community Survey data.

**Table 23. Percent Attaining Educational Levels**

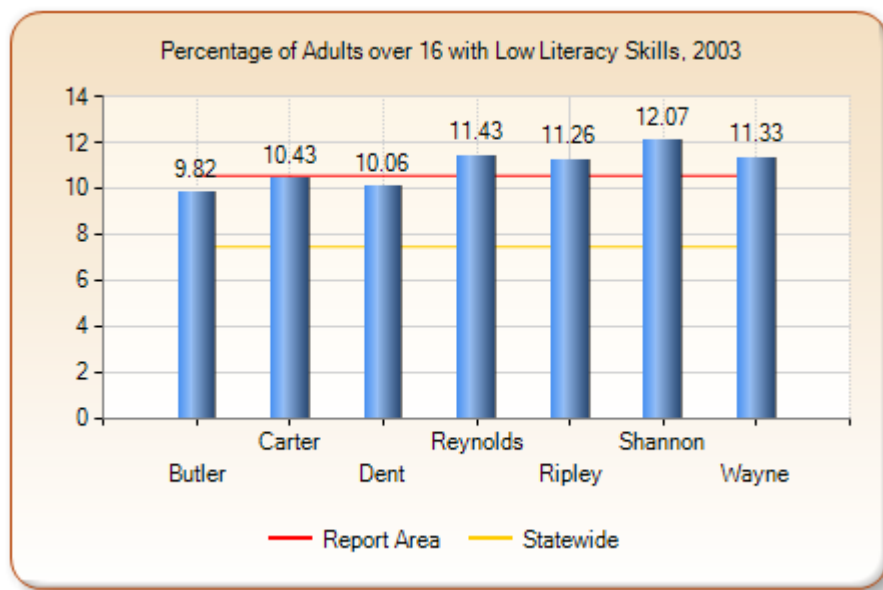
County	% No High School Diploma, 2000	% No High School Diploma, 2005-2007	% High School Only, 2000	% High School Only, 2005-2007	% Bachelors, 2000	% Bachelors, 2005-2007	% Graduate or Professional, 2000	% Graduate or Professional, 2005-2007
Butler	29.45	25.1	34.31	37.3	6.32	8.9	5.28	4.2
Carter	33.41	no data	35.25	no data	7.63	no data	3.18	no data
Dent	33.67	no data	35.86	no data	7.03	no data	3.09	no data
Reynolds	34.81	no data	39.70	no data	4.90	no data	2.58	no data
Ripley	37.85	no data	33.11	no data	4.55	no data	3.22	no data
Shannon	32.40	no data	43.13	no data	5.30	no data	2.28	no data
Wayne	40.30	no data	34.31	no data	4.92	no data	1.91	no data
Report Area	33.40		35.49		5.92		3.73	
Statewide	18.67	15.1	32.72	33.7	13.97	15.4	7.61	8.6

Source: [U.S. Census Bureau, 2000 Census of Population and Housing, Summary File 3, 2000](#); [U.S. Census Bureau, American Community Survey, 2007 Data Release, December 2009](#).

*Note: American Community Survey data only available for areas with 20,000 or more persons.*

## Education: Adult Literacy

The National Center for Education Statistics (NCES) produces estimates for adult literacy based on educational attainment, poverty, and other factors in each county. Estimated literacy rates for the 7 county report area ranged from 9.82 in Butler County to 12.07 in Shannon County in 2003.



**Table 24. Persons Lacking Basic Prose Literacy Skills, 2003**

County	Estimated Population over 16	Percent Lacking Literacy Skills
Butler	31,462	9.82
Carter	4,606	10.43
Dent	11,583	10.06
Reynolds	5,136	11.43
Ripley	10,649	11.26
Shannon	6,454	12.07
Wayne	10,421	11.33
Report Area	80,311	10.56
Statewide	4,321,763	7.47

Source: [U.S. Department of Education, Institute of Education Sciences, National Center for Education Statistics, State and County Estimates of Low Literacy, 2003.](#)

## Education: Child Care Costs

The 2006-2007 Department of Social Services Childcare Market Rate Survey shows the average costs for child care based on responses from licensed care providers in each county. Cost of child care for each type of care and age group for the 7 county report area is shown in Table 25. Child care costs in the report area, including all age groups and type of care, range from \$8.5 per day in Carter County to \$20 per day in Ripley County.

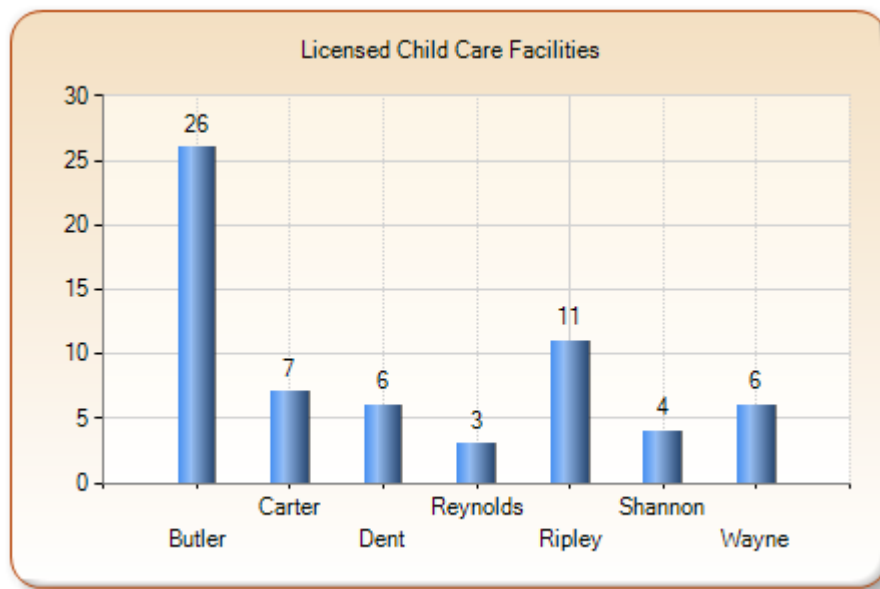
**Table 25. Average Child Care Costs, 2007**

County	Type of Care	Daily Cost, Infant (\$)	Daily Cost, Pre-School (\$)	Daily Cost, School Age (\$)
Butler	CENTER	19.00	15.00	15.00
Butler	FAMILY	17.00	17.00	12.00
Butler	GROUP	18.50	16.00	15.00
Carter	FAMILY	12.00	11.00	11.00
Carter	CENTER	no data	8.50	no data
Dent	FAMILY	12.00	12.00	12.00
Reynolds	no data	no data	no data	no data
Ripley	GROUP	no data	16.00	no data
Ripley	GROUP	20.00	no data	no data
Ripley	CENTER	no data	12.00	12.00
Ripley	FAMILY	14.00	12.00	12.00
Shannon	FAMILY	no data	no data	10.00
Shannon	GROUP	12.00	10.00	10.00
Wayne	CENTER	no data	11.00	11.00
Report Area	0	15.56	12.77	12.00
Statewide	CENTER	36.10	27.00	22.00
Statewide	FAMILY	22.00	19.00	17.00
Statewide	GROUP	20.50	17.00	16.00

Source: [Missouri Department of Social Services, Children's Division, Early Childhood and Prevention Services, Childcare Market Rate Survey, 2007.](#)

## Education: Child Care Facilities

The number of licensed child care facilities and total maximum capacity of slots within the 7 county report area are shown in Table 26. According to the Missouri Department of Health and Senior Services, there were a total of 63 licensed child care facilities in the report area in 2008, ranging from 3 in Reynolds County to 26 in Butler County, with a combined maximum capacity of 2,275 children.



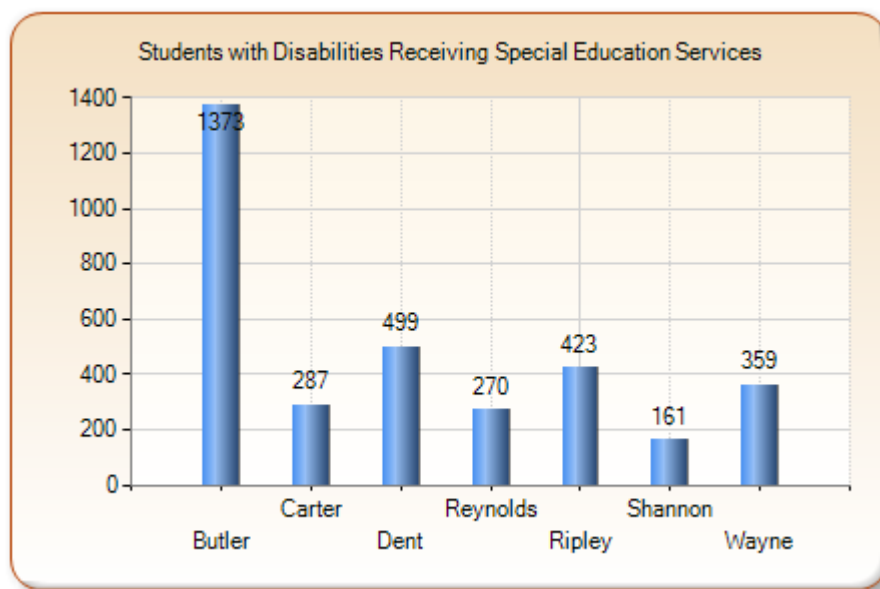
**Table 26. Licensed Child Care Facilities**

County	Number of Facilities	Total Maximum Capacity
Butler	26	1,337
Carter	7	190
Dent	6	139
Reynolds	3	60
Ripley	11	325
Shannon	4	80
Wayne	6	144
Report Area	63	2,275
Statewide	4,416	148,819

Source: [Missouri Department of Health and Senior Services, Section for Child Care Regulation, June 2008.](#)

## Education: Children with Disabilities Receiving Services

The number of students with disabilities receiving special education services categorized by age in the 7 county report area is shown in Table 27. According to the Missouri Department of Elementary and Secondary Education, a total of 3,372 students with disabilities received special education services in the report area in December 2007, with a range of 161 in Shannon County to 1,373 in Butler County.



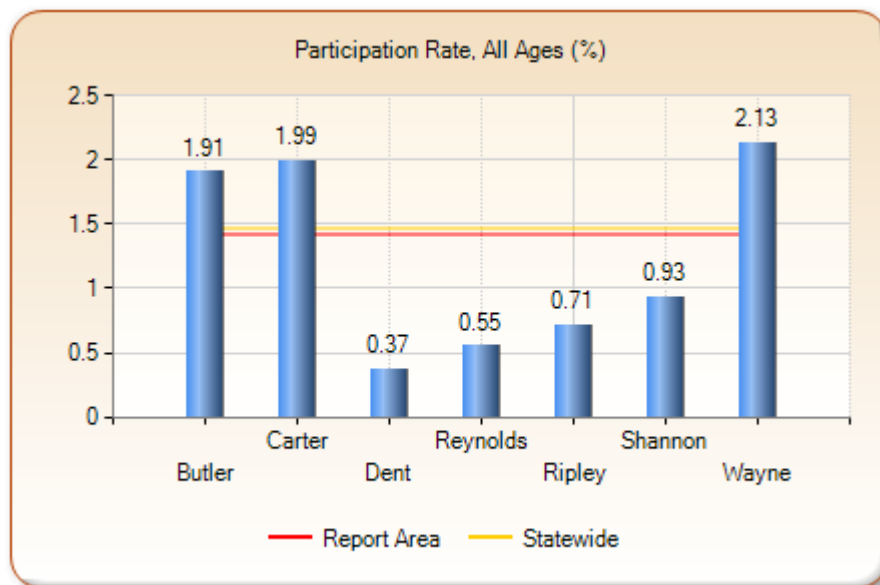
**Table 27. Students with Disabilities Receiving Special Education Services, December 2007**

County	Age 3 to Pre-K	Kindergarten - Age 21	Ages 14 - 21	All Ages
Butler	88	996	289	1,373
Carter	31	194	62	287
Dent	15	370	114	499
Reynolds	4	183	83	270
Ripley	22	294	107	423
Shannon	5	120	36	161
Wayne	26	248	85	359
Report Area	191	2,405	776	3,372
Statewide	11,307	124,898	44,323	180,528

Source: [Missouri Department of Elementary and Secondary Education, Division of Special Education, Count of Students with Disabilities as of December 1, 2007.](#)

## Education: First Step Program

The number of children participating in the First Step Program and the participation rate for each age group in the 7 county report area for 2007-2008 is shown in Table 28. First Steps offers coordinated services and assistance to young children with special needs and their families. First Steps is designed for children, birth to age 3, who have delayed development or diagnosed conditions that are associated with developmental disabilities. According to the Missouri Department of Elementary and Secondary Education, the average participation rate for the report area was 1.42 with a range of 0.37 in Dent County to 2.13 in Wayne County compared to the statewide rate of 1.47.



**Table 28. Participation in the First Step Program, 2007-2008**

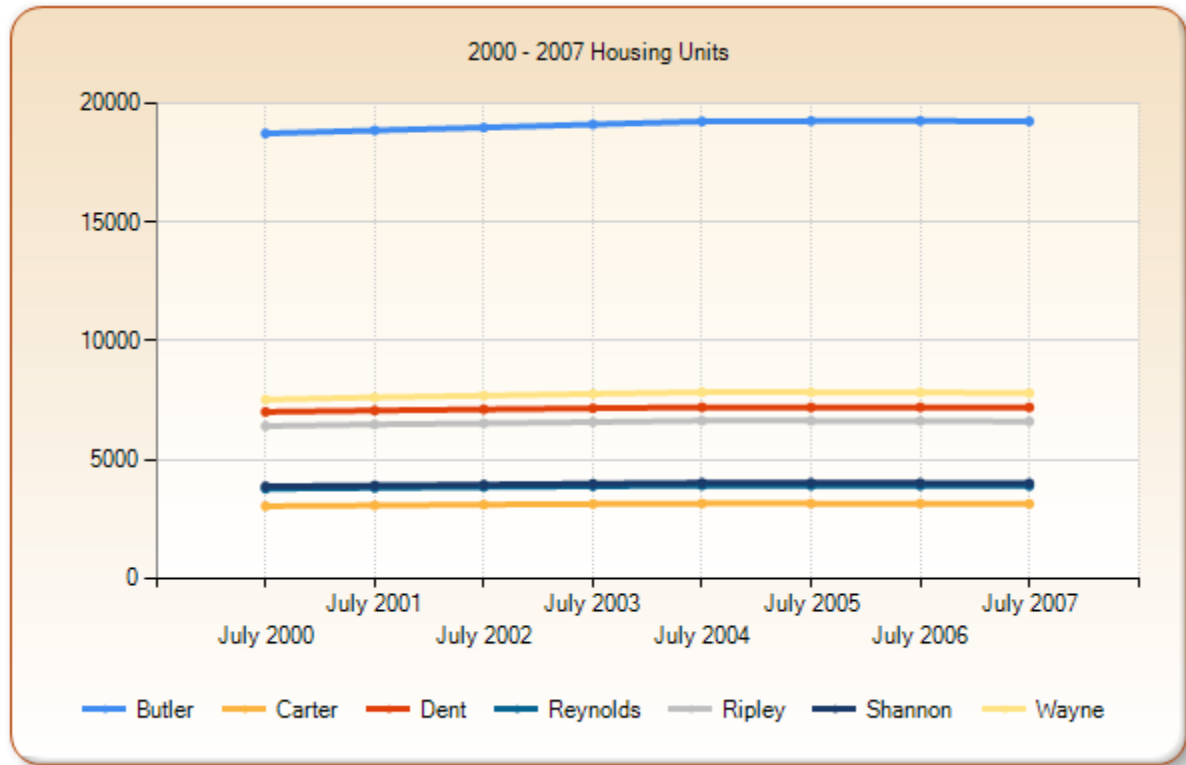
County	Participation, Age 0-1	Participation Rate, Age 0-1 (%)	Participation, Age 1-2	Participation Rate, Age 1-2 (%)	Participation, Age 2-3	Participation Rate, Age 2-3 (%)	Participation, All Ages	Participation Rate, All Ages (%)
Butler	8	1.39	14	2.43	11	1.90	33	1.91
Carter	1	1.16	3	3.45	1	1.28	5	1.99
Dent	1	0.57	0	0.00	1	0.56	2	0.37
Reynolds	1	1.56	0	0.00	0	0.00	1	0.55
Ripley	0	0.00	1	0.52	3	1.67	4	0.71
Shannon	1	0.76	0	0.00	2	2.35	3	0.93
Wayne	0	0.00	5	3.79	4	2.67	9	2.13
Report Area	12	0.88	23	1.72	22	1.68	57	1.42
Statewide	621	0.79	1,075	1.37	1,762	2.26	3,458	1.47

Source: Missouri Department of Elementary and Secondary Education, Division of Special Education, 2007-2008 Part C Participation Rate by County and Age.

# Housing

## Housing: Housing Units

The number of housing units within the 7 county report area in July of each year from 2000-2007 is shown in Table 29. According to the U.S. Census, there were a total of 51,895 housing units in the report area in 2007, an increase of 1,518 or 3.01% since 2000 compared to an 8.08% increase statewide.



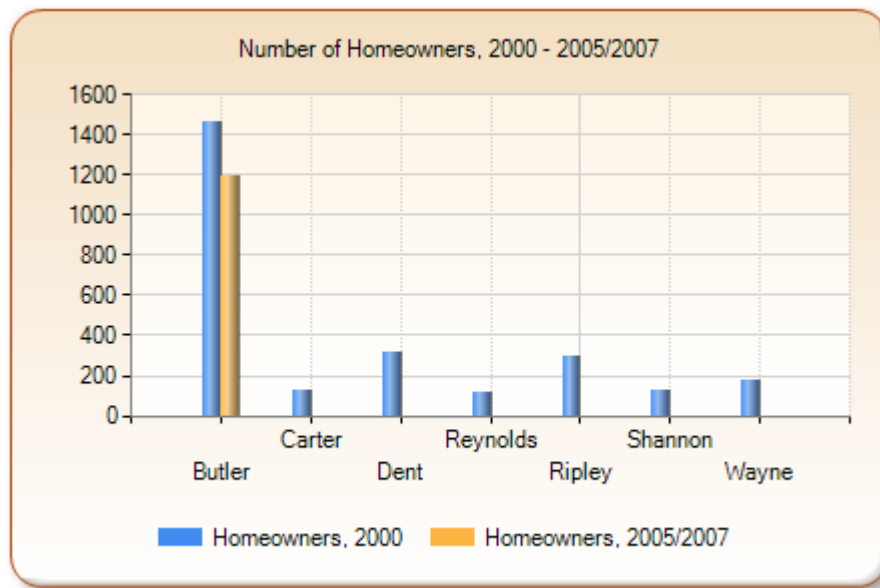
**Table 29. 2000 - 2007 Housing Units**

County	July 2000	July 2001	July 2002	July 2003	July 2004	July 2005	July 2006	July 2007
Butler	18,746	18,874	18,993	19,129	19,253	19,269	19,274	19,258
Carter	3,038	3,070	3,099	3,125	3,149	3,147	3,142	3,134
Dent	7,011	7,067	7,114	7,163	7,207	7,201	7,206	7,197
Reynolds	3,771	3,810	3,843	3,879	3,907	3,903	3,897	3,890
Ripley	6,412	6,479	6,530	6,581	6,639	6,633	6,624	6,610
Shannon	3,874	3,911	3,944	3,983	4,018	4,019	4,014	4,004
Wayne	7,525	7,620	7,695	7,769	7,839	7,839	7,826	7,802
Report Area	50,377	50,831	51,218	51,629	52,012	52,011	51,983	51,895
Statewide	2,449,414	2,477,559	2,504,267	2,534,502	2,566,032	2,595,589	2,624,329	2,647,274

Source: [U.S. Census Bureau, Population Division, Housing Unit Estimates for Counties: April 1, 2000 to July 1, 2007, Release Date August 21, 2008.](#)

## Housing: Homeowners

The U.S. Census Bureau estimated there were 2,618 homeowners in the 7 county report area in 2000. The updated American Community Survey data as averages for the period from 2005 to 2007 are available in areas with 20,000 persons or more only.



**Table 30. Homeowners 2000 - 2005/2007**

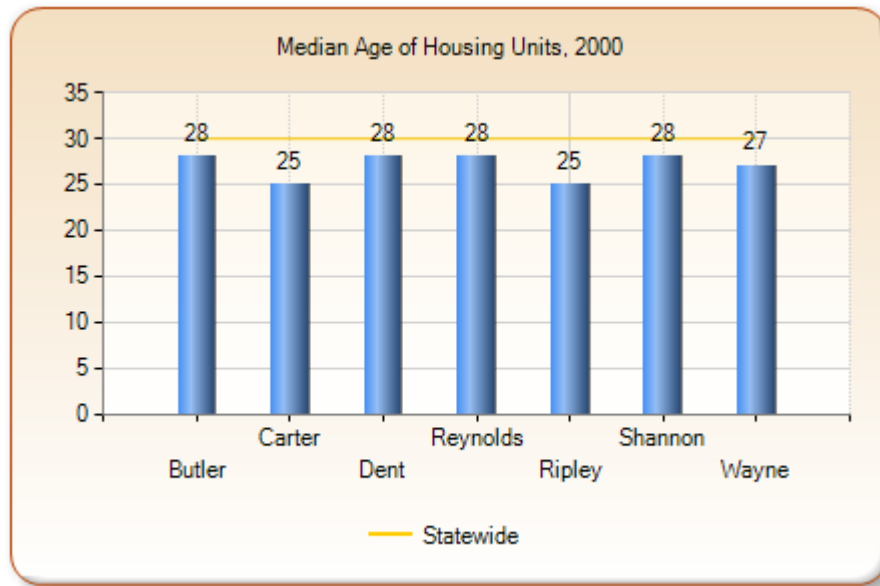
County	Homeowners, 2000	Homeowners, 2005/2007
Butler	1,460	1,193
Carter	126	no data
Dent	313	no data
Reynolds	120	no data
Ripley	293	no data
Shannon	127	no data
Wayne	179	no data
Report Area	2,618	
Statewide	276,584	331,860

Source: [U.S. Census Bureau, 2000 Census of Population and Housing, Summary File 1, 2000.](#); [U.S. Census Bureau, American Community Survey, 2007 Data Release, December 2008.](#)

*Note: American Community Survey data only available for areas with 20,000 or more persons.*

## Housing: Housing Age

Total housing units, median year built and median age in 2000 for the 7 county report area are shown in Table 31. According to the U.S. Census Bureau, the median age of housing ranged from 25 years in Carter County to 28 years in Butler County.



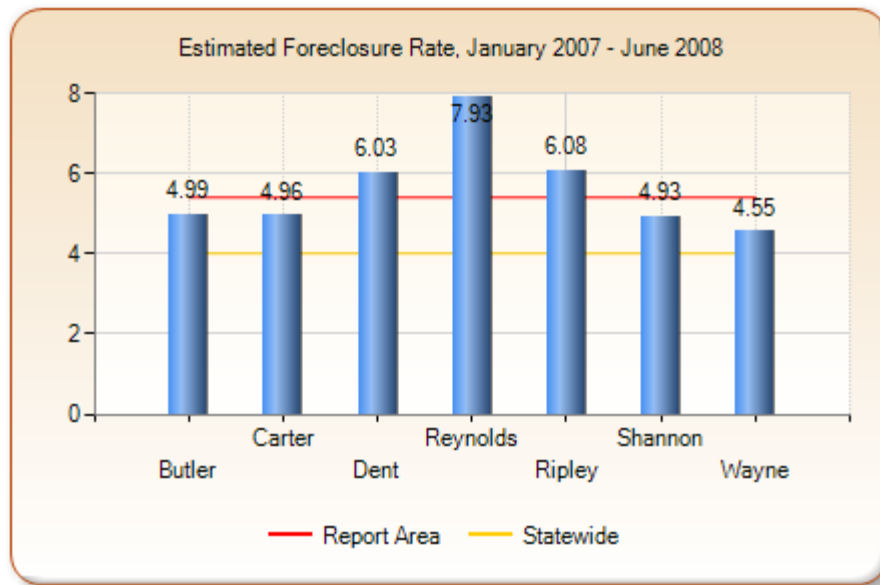
**Table 31. Median Housing Unit Age, 2000**

County	Total Housing Units	Median Year Built	Median Age (in 2000)
Butler	18,707	1972	28
Carter	3,028	1975	25
Dent	6,994	1972	28
Reynolds	3,759	1972	28
Ripley	6,392	1975	25
Shannon	3,862	1972	28
Wayne	7,496	1973	27
Report Area	50,238		
Statewide	2,442,017	1970	30

Source: [U.S. Census Bureau, 2000 Census of Population and Housing, Summary File 3, 2000.](#)

## Housing: Foreclosures

The estimated number of mortgages, foreclosures and rate of foreclosure for the 7 county report area is shown in Table 32. The U.S. Department of Housing and Urban Development estimates a total of 364 houses were in foreclosure in the report area during the 18-month period starting January 2007. The average foreclosure rate for the report area was 5.42%, compared to the average statewide rate of 4.02%. Reynolds County had the highest foreclosure rate at 7.93%, while Wayne County had the lowest foreclosure rate, which was 4.55%.



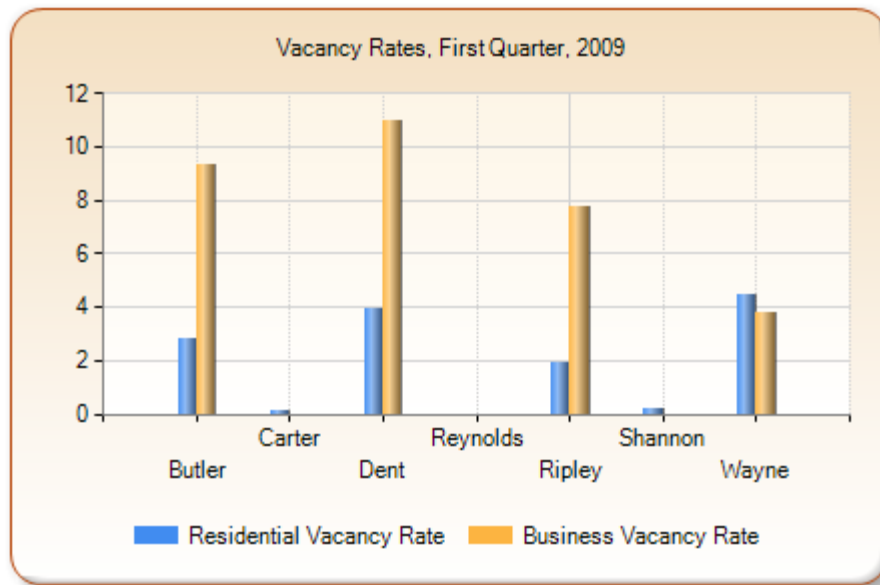
**Table 32. Foreclosures, January 2007 - June 2008**

County	Estimated Number of Mortgages	Estimated Number of Foreclosures	Estimated Foreclosure Rate (%)
Butler	3,285	164	4.99
Carter	282	14	4.96
Dent	1,029	62	6.03
Reynolds	454	36	7.93
Ripley	707	43	6.08
Shannon	345	17	4.93
Wayne	615	28	4.55
Report Area	6,717	364	5.42
Statewide	1,297,577	52,185	4.02

Source: [U.S. Department of Housing and Urban Development, Neighborhood Stabilization Program, Foreclosure Starts over 18 Months, 2008.](#)

## Housing: Vacancy Rates

The U.S. Postal Service provided information quarterly to the U.S. Department of Housing and Urban Development on addresses identified as vacant in the previous quarter. Residential and business vacancy rates for the 7 county report area in the 1st quarter of 2009 are reported in Table 33. In the first quarter of 2009, a total of 1,304 residential addresses were identified as vacant in the report area, a vacancy rate of 2.62, and 279 business addresses were also reported as vacant, a rate of 8.33.



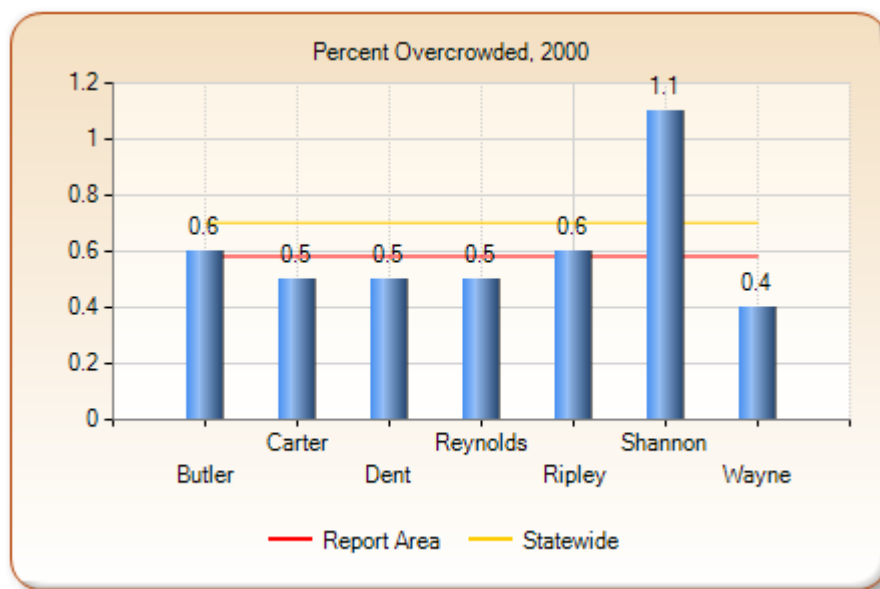
**Table 33. USPS Address Vacancies, First Quarter, 2009**

County	Residential Addresses	Vacant Residential Addresses	Residential Vacancy Rate	Business Addresses	Vacant Business Addresses	Business Vacancy Rate
Butler	23,486	655	2.79	1,924	179	9.30
Carter	1,519	1	0.07	55	0	0.00
Dent	6,816	266	3.90	518	57	11.00
Reynolds	2,641	0	0.00	72	0	0.00
Ripley	7,786	146	1.88	425	33	7.76
Shannon	2,390	5	0.21	93	0	0.00
Wayne	5,196	231	4.45	262	10	3.82
Report Area	49,834	1,304	2.62	3,349	279	8.33
Statewide	2,742,749	99,892	3.64	208,363	22,059	10.59

Source: [U.S. Department of Housing and Urban Development, Aggregated USPS Administrative Data on Address Vacancies, First Quarter, 2009.](#)

## Housing: Overcrowded Housing

Occupied housing units, overcrowded housing units, and percent overcrowded for 2000 and 2005/2007 are provided for the 7 county report area in Table 34. According to the U.S. Census Bureau, percent of overcrowded houses in 2000 ranged from 0.4 in Wayne County to 1.1 in Shannon County. The average for the report area is 0.58, compared to a statewide average of 0.7.



**Table 34. Overcrowded Housing Units**

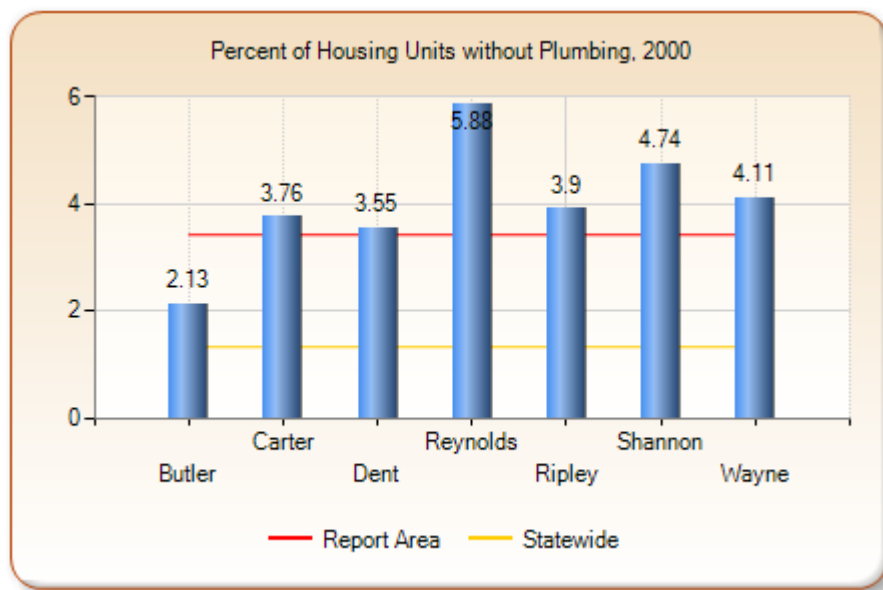
County	Occupied Housing Units, 2000	Overcrowded Housing Units, 2000	Percent Overcrowded, 2000	Occupied Housing Units, 2005/2007	Overcrowded Housing Units, 2005/2007	Percent Overcrowded, 2005/2007
Butler	16,718	95	0.6	16,938	88	0.5
Carter	2,378	12	0.5	no data	no data	no data
Dent	5,982	29	0.5	no data	no data	no data
Reynolds	2,721	13	0.5	no data	no data	no data
Ripley	5,416	35	0.6	no data	no data	no data
Shannon	3,319	38	1.1	no data	no data	no data
Wayne	5,551	22	0.4	no data	no data	no data
Report Area	42,085	244	0.6			
Statewide	2,194,594	15,092	0.7	2,300,211	5,430	0.2

Source: [U.S. Census Bureau, 2000 Census of Population and Housing, Summary File 3, 2000](#); [U.S. Census Bureau, American Community Survey, 2007 Data Release, December 2008](#).

*Note: American Community Survey data only available for areas with 20,000 or more persons.*

## Housing: Number of Unsafe, Unsanitary Homes

The number and percentage of housing units without plumbing are shown in the 7 county report area in Table 35. U.S. Census data shows 1,721 housing units in the report area were without plumbing in 2000.



**Table 35. Housing Units without Plumbing**

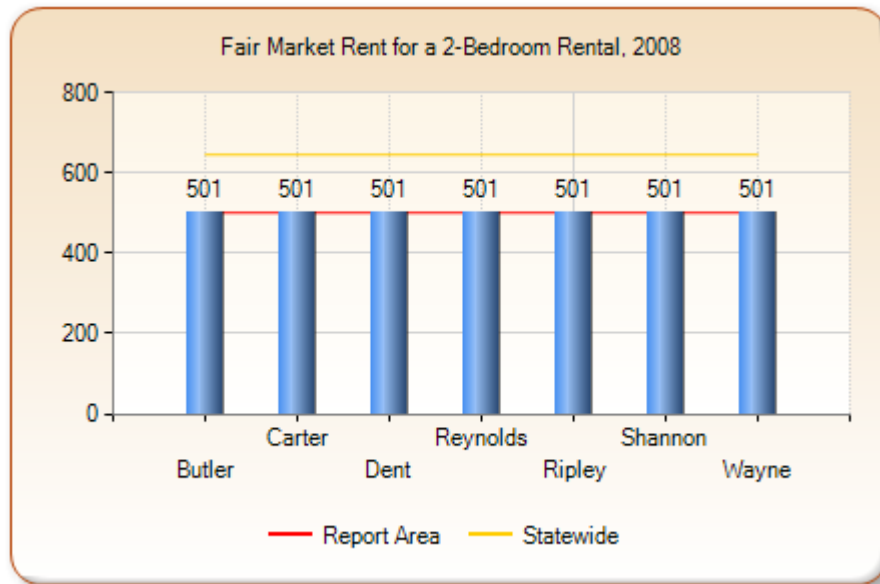
County	Total Housing Units, 2000	Housing Units without Plumbing, 2000	Percent without Plumbing, 2000	Total Housing Units, 2005/2007	Housing Units without Plumbing, 2005/2007	Percent without Plumbing, 2005/2007
Butler	18,707	398	2.13	19,267	37	0.2
Carter	3,028	114	3.76	no data	no data	no data
Dent	6,994	248	3.55	no data	no data	no data
Reynolds	3,759	221	5.88	no data	no data	no data
Ripley	6,392	249	3.90	no data	no data	no data
Shannon	3,862	183	4.74	no data	no data	no data
Wayne	7,496	308	4.11	no data	no data	no data
Report Area	50,238	1,721	3.43			
Statewide	2,442,017	32,432	1.33	2,622,330	9,641	0.4

Source: [U.S. Census Bureau, 2000 Census of Population and Housing, Summary File 3, 2000.](#); [U.S. Census Bureau, American Community Survey, 2007 Data Release, December 2008.](#)

*Note: American Community Survey data only available for areas with 20,000 or more persons.*

## Housing: Fair Market Rent

Fair market monthly rent for 0-4 bedrooms for the 7 county report area is shown in Table 36. According to the National Low Income Housing Coalition, fair market rent for 2-bedroom units ranged from \$501 in Butler County to \$501 in Butler County. The average rent for 2-bedroom units in the report area was \$501.00 in 2008, compared to a statewide average of \$646.15.



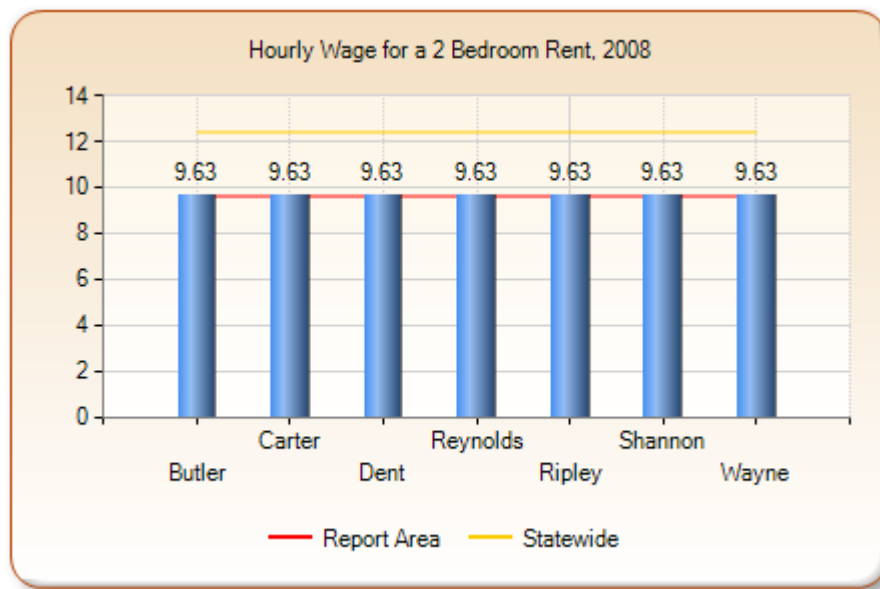
**Table 36. Fair Market Rents, 2008**

County	Fair Market Rent (Monthly \$'s) for				
	0 Bedrooms	1 Bedroom	2 Bedrooms	3 Bedrooms	Four Bedrooms
Butler	414.00	415.00	501.00	694.00	742.00
Carter	415.00	416.00	501.00	696.00	748.00
Dent	375.00	408.00	501.00	661.00	840.00
Reynolds	415.00	416.00	501.00	696.00	748.00
Ripley	415.00	416.00	501.00	696.00	748.00
Shannon	370.00	415.00	501.00	663.00	768.00
Wayne	415.00	416.00	501.00	696.00	748.00
Report Area	402.71	414.57	501.00	686.00	763.14
Statewide	469.42	528.64	646.15	855.94	924.31

Source: [National Low Income Housing Coalition, 2007-2008 Out of Reach Report, 2008](#). This report is based on [Housing and Urban Development's \(HUD\) Final Fair Market Rent Documentation System](#).

## Housing: Housing Affordability

The National Low Income Housing Coalition reports each year on the amount of money a household must earn in order to afford a rental unit based on Fair Market Rents in the area and an accepted limit of 30% of income for housing costs. For 2008, the hourly wage a worker must earn to afford a 2 bedroom rental ranged from 9.63 in Butler County to 9.63 in Butler County in the 7 report area.



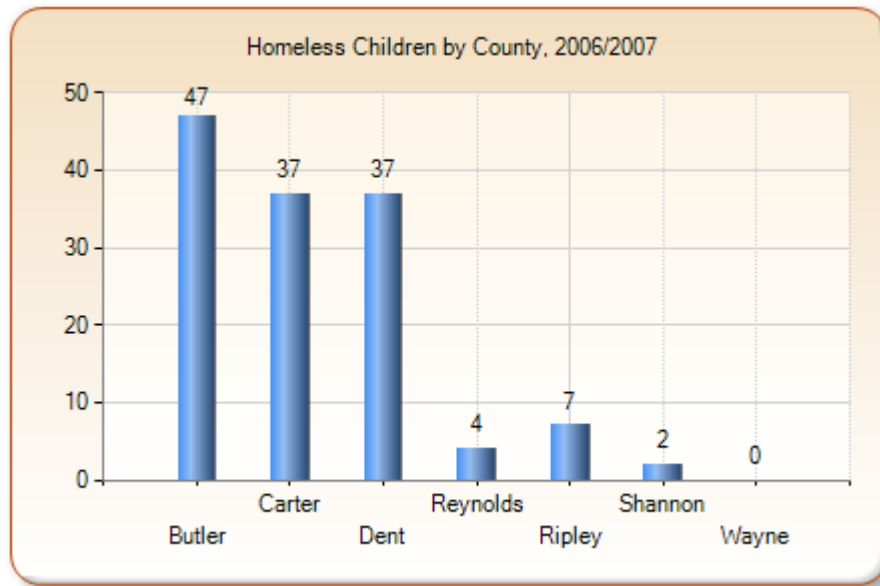
**Table 37. Hourly Wage Needed to Afford a Fair Market Rent, 2008**

County	Average Renter Hourly Wage (\$)	Hourly Wage (\$'s) for				
		0 Bedrooms	1 Bedroom	2 Bedrooms	3 Bedrooms	4 Bedrooms
Butler	7.69	7.96	7.98	9.63	13.35	14.27
Carter	5.39	7.98	8.00	9.63	13.38	14.38
Dent	8.51	7.21	7.85	9.63	12.71	16.15
Reynolds	9.58	7.98	8.00	9.63	13.38	14.38
Ripley	5.63	7.98	8.00	9.63	13.38	14.38
Shannon	5.23	7.12	7.98	9.63	12.75	14.77
Wayne	6.24	7.98	8.00	9.63	13.38	14.38
Report Area	6.90	7.74	7.97	9.63	13.19	14.67
Statewide	11.85	9.03	10.17	12.43	16.46	17.78

Source: [National Low Income Housing Coalition, 2007-2008 Out of Reach Report, 2008.](#)

## Housing: Homeless Children

Homeless children ages 3 through the 12th grade are shown for the 7 county report area in Table 38. Missouri Department of Elementary and Secondary Education data from 2006-2007 show a total of 134 homeless children in the report area. This encompasses a range of 0 reported in Wayne County, to 47 reported in Butler County.



**Table 38. Homeless Children by County, 2006/2007**

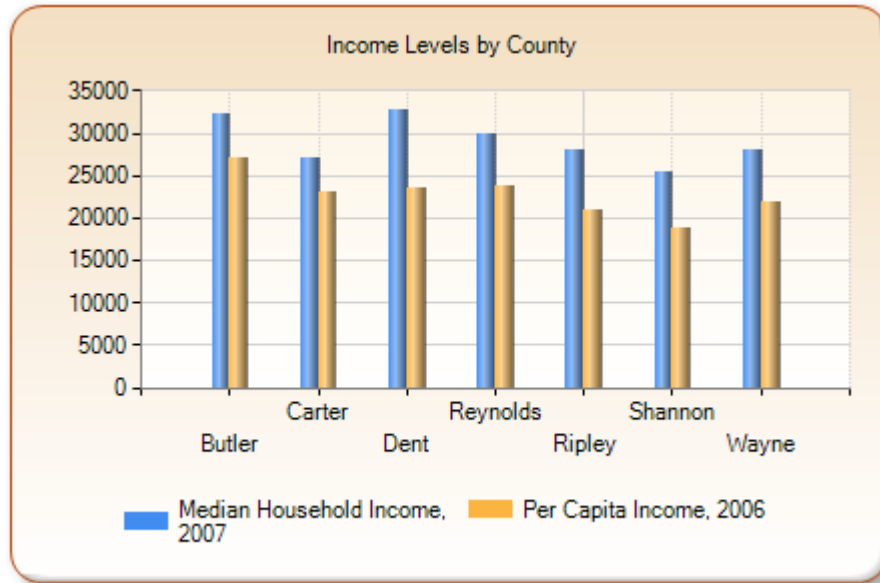
County	Homeless, Age 3 Through 12th Grade
Butler	47
Carter	37
Dent	37
Reynolds	4
Ripley	7
Shannon	2
Wayne	0
Report Area	134
Statewide	13,620

Source: [Missouri Department of Elementary and Secondary Education, School Year 2006-2007 Homeless Census Data](#). Data provided by school district, summarized by DESE school district - county association.

# Income

## Income: Income Levels

Two common measures of income are Median Household Income, based on U.S. Census Bureau estimates, and Per Capita Income, based on U.S. Department of Commerce estimates. Both measures are shown for the 7 county report area in Table 39. Household incomes ranged from \$25,322 in Shannon County to \$32,648 in Dent County. The average Per Capita income for the 7 county report area is \$3,240 as compared to a statewide average of \$32,789.



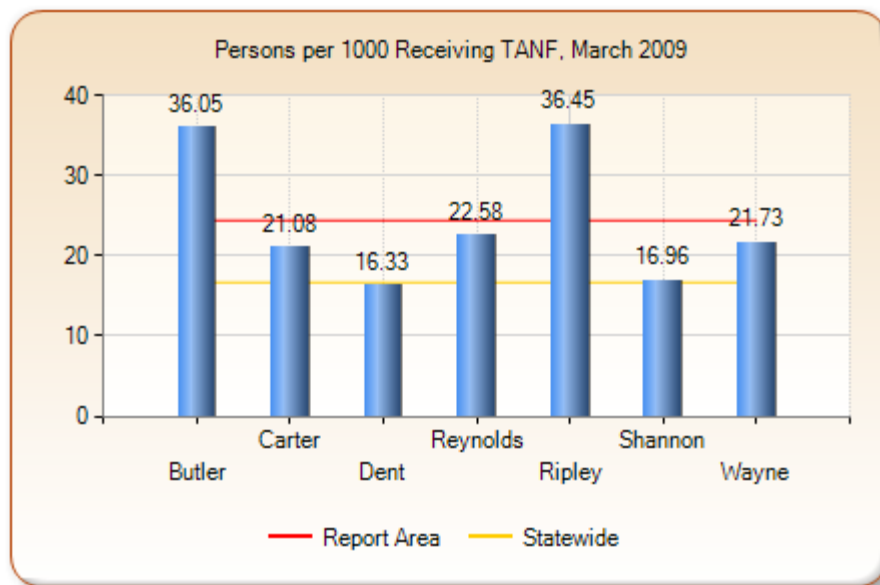
**Table 39. Income Levels by County**

County	Median Household Income, 2007	Per Capita Income, 2006
Butler	32,364	26,985
Carter	26,947	22,941
Dent	32,648	23,438
Reynolds	29,820	23,659
Ripley	27,961	20,901
Shannon	25,322	18,876
Wayne	27,931	21,951
Report Area		22,679
Statewide	45,012	32,789

Source: [U.S. Census Bureau, Small Area Income and Poverty Estimates \(SAIPE\), 2008](#); [U.S. Department of Commerce, Bureau of Economic Analysis, Regional Economic Information System \(REIS\), 2006](#).

## Income: Temporary Assistance for Needy Families (TANF)

The number of persons receiving TANF and the of persons receiving TANF per 1000 (based on 2007 population data) in March 2009 within the 7 county report area are shown in Table 40. The Missouri Department of Health and Senior Services reported that a total of 2,919 persons were receiving TANF benefits in the report area in March 2009. The largest number of TANF recipients (1,490) was in Butler County, while the smallest number of TANF recipients (125) was in Carter County.

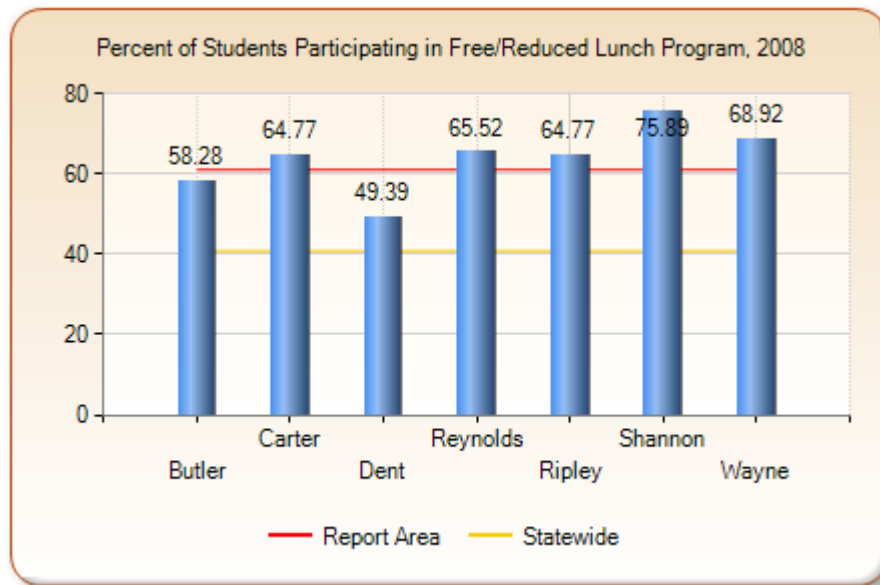


**Table 40. Persons Receiving TANF, March 2009**

County	Persons Receiving TANF	TANF Persons per 1000
Butler	1,490	36.05
Carter	125	21.08
Dent	246	16.33
Reynolds	146	22.58
Ripley	494	36.45
Shannon	143	16.96
Wayne	275	21.73
Report Area	2,919	24.46
Statewide	98,280	16.72

Source: [Missouri Department of Health and Senior Services, Missouri Information for Community Assessment \(MICA\), Temporary Assistance for Needy Families, Persons, March 2009.](#)

Income: Free and Reduced Lunch Program



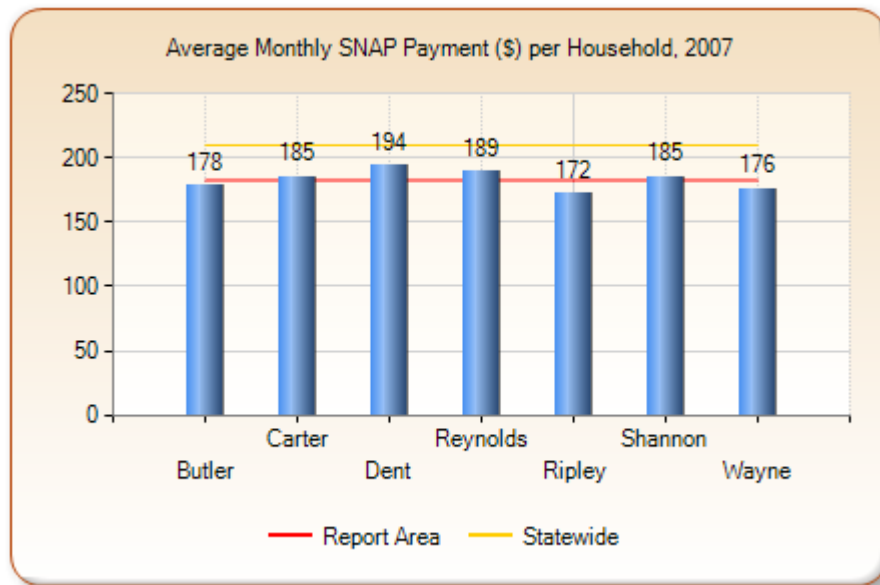
**Table 41. Students Participating in the Free and Reduced Lunch Program, 2008**

County	Students Participating	Total Student Enrollment (January, 2008)	Percent of Students Participating
Butler	3,674.2	6,304	58.28
Carter	796.0	1,229	64.77
Dent	1,096.0	2,219	49.39
Reynolds	743.0	1,134	65.52
Ripley	1,484.5	2,292	64.77
Shannon	617.0	813	75.89
Wayne	1,219.2	1,769	68.92
Report Area	9,629.9	15,760	61.10
Statewide	353,829.3	865,547	40.88

Source: [Missouri Department of Elementary and Secondary Education, Annual Reporting of School District Data, 2007/2008 Academic Year](#). Data provided by school district, summarized by DESE school district - county association.

Income: Supplemental Nutrition Assistance Program (SNAP) (formerly Food Stamp Program)

The average monthly number of households receiving SNAP benefits, the average monthly benefit payment and total SNAP dollars issued per county are shown for the 7 county report area in Table 42. According to the Missouri Department of Social Services, Butler County had the highest average monthly number of households receiving benefits at 3,998, while Reynolds had the lowest at 568. The average for the report area in 2007 was 1,428. The average for the report area in 2007 was 1,428.



**Table 42. Household Receiving SNAP Benefits, 2007**

County	Average Monthly Households Receiving Benefits	Average Monthly Benefit Payment (\$)	Total Benefits Issued (\$)
Butler	3,998	178	8,543,247
Carter	655	185	1,453,704
Dent	1,102	194	2,571,318
Reynolds	568	189	1,287,063
Ripley	1,641	172	3,388,628
Shannon	729	185	1,614,617
Wayne	1,305	176	2,754,195
Report Area	1,428	183	21,612,772
Statewide	301,348	210	761,192,859

Source: [Missouri Department of Social Services, Family Support Division, Annual Data Report, Fiscal Year 2007.](#)

Income: Earned Income Tax Credit

**Table 43. Earned Income Tax Credit Returns, 2006**

County	Total Income Tax Returns	Total Returns Claiming EITC	Total EITC Amount	Average EITC Amount per Return
Butler	17,780	4,699	9,017,390	1,919.00
Carter	2,387	693	1,399,047	2,018.83
Dent	6,353	1,374	2,610,554	1,899.97
Reynolds	2,638	691	1,475,108	2,134.74
Ripley	5,635	1,692	3,497,264	2,066.94
Shannon	2,881	909	1,845,462	2,030.21
Wayne	5,350	1,561	3,021,939	1,935.90
Report Area	43,024	11,619	22,866,764	1,968.05
Statewide	2,655,604	450,188	856,961,969	1,903.56

Source: [Brookings Institute, Earned Income Tax Credit Series, Interactive Data, 2006.](#)

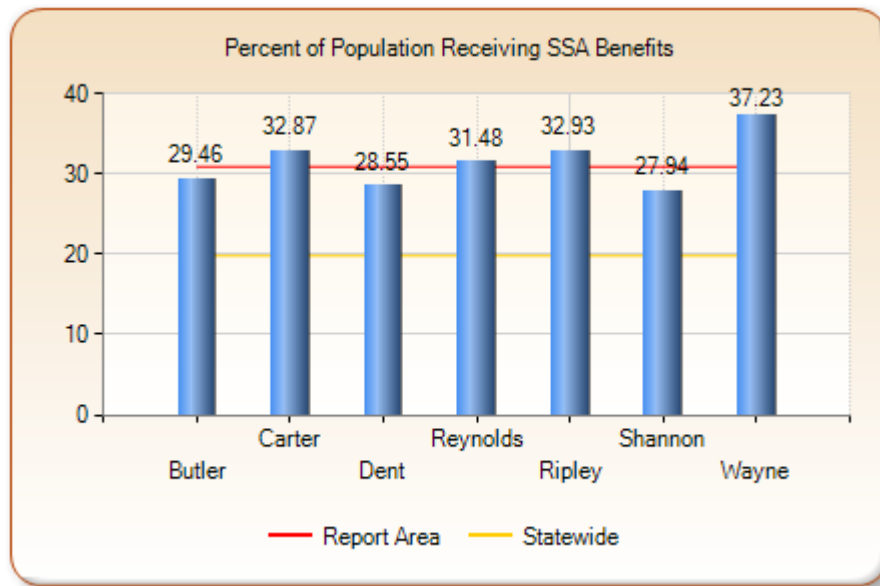
**Table 43a. SCMCAA Average Earned Income Tax Credit Returns, 2007**

COUNTY	1040 Returns	EITC	Total EIC	Avg. EITC
Butler	201	83	\$106,287.00	\$1,280.57
Carter	48	31	\$51,011.00	\$1,645.52
Dent	27	13	\$14,140.00	\$1,087.69
Reynolds/Wayne	51	27	\$39,095.00	\$1,447.96
Ripley	117	50	\$81,919.00	\$1,638.38
Shannon	37	17	\$22,449.00	\$1,320.53
<b>TOTAL</b>	<b>481</b>	<b>221</b>	<b>\$314,901.00</b>	<b>\$1,403.44</b>

Source: [SCMCAA – VITA Program, Tax Year 2007](#)

## Income: Social Security Administration Benefits

Total persons receiving SSA benefits, percent of the population, total SSA payments, and average SSA payments for the 7 county report area are shown in Table 44. The Social Security Administration (SSA) reported that a total of 31,990 persons were receiving SSA benefits in the report area in 2007. Butler County had the largest number of persons (12,176) receiving SSA benefits while Carter county had the fewest (1,949).



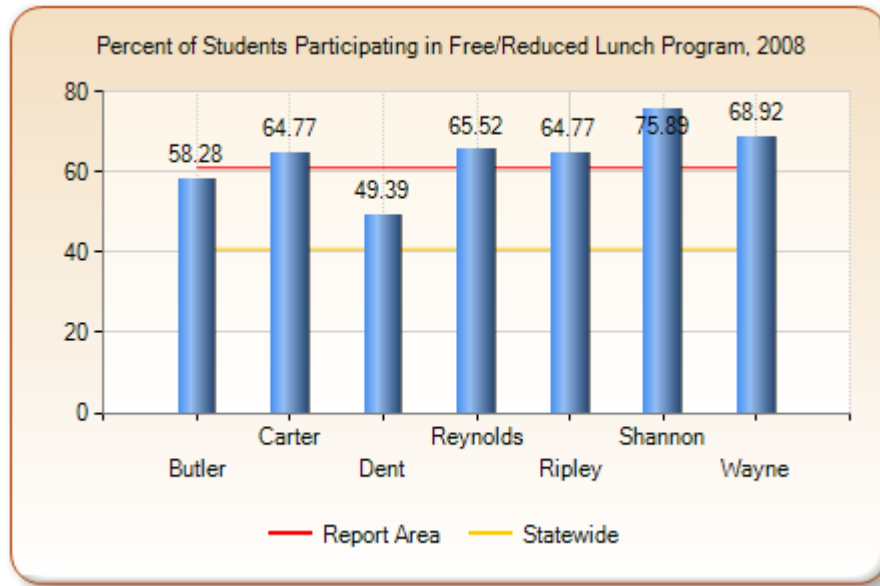
**Table 44. SSA Recipients and Payments, 2007**

County	Total Persons Receiving SSA Benefits	Percent of Population Receiving SSA Benefits	Total SSA Payments (\$1,000s)	Average SSA Payment (\$)
Butler	12,176	29.46	9,992	820
Carter	1,949	32.87	1,597	819
Dent	4,301	28.55	3,690	857
Reynolds	2,035	31.48	1,774	871
Ripley	4,462	32.93	3,615	810
Shannon	2,356	27.94	1,847	783
Wayne	4,711	37.23	3,986	846
Report Area	31,990	30.93	26,501	828
Statewide	1,167,447	19.86	1,117,551	957

Source: [Social Security Administration, Master Beneficiary Record, 2007](#); [Social Security Administration, Supplemental Security Record, 2007](#).

# Nutrition

## Nutrition: Free and Reduced Lunch Program



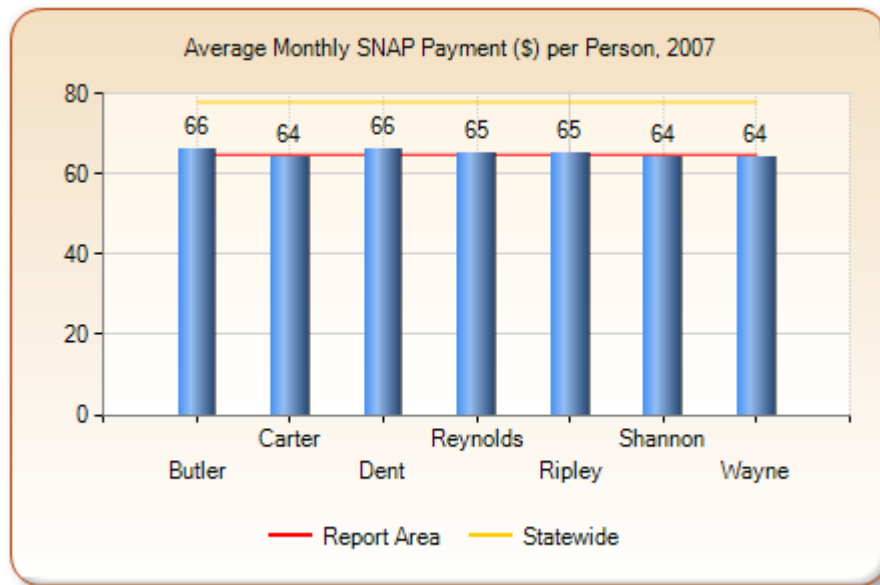
**Table 45. Students Participating in the Free and Reduced Lunch Program, 2008**

County	Students Participating	Total Student Enrollment (January, 2008)	Percent of Students Participating
Butler	3,674.2	6,304	58.28
Carter	796.0	1,229	64.77
Dent	1,096.0	2,219	49.39
Reynolds	743.0	1,134	65.52
Ripley	1,484.5	2,292	64.77
Shannon	617.0	813	75.89
Wayne	1,219.2	1,769	68.92
Report Area	9,629.9	15,760	61.10
Statewide	353,829.3	865,547	40.88

Source: [Missouri Department of Elementary and Secondary Education, Annual Reporting of School District Data, 2007/2008 Academic Year.](#) Data provided by school district, summarized by DESE school district - county association.

Nutrition: Supplemental Nutrition Assistance Program (SNAP) (formerly Food Stamp Program)

The average monthly number of households receiving SNAP benefits, the average monthly benefit payment and total SNAP dollars issued per county are shown for the 7 county report area in Table 46. According to the Missouri Department of Social Services, Butler County had the highest average monthly number of households receiving benefits at 10,781, while Reynolds had the lowest at 1,655. The average for the report area in 2007 was 3,939. The average for the report area in 2007 was 3,939.



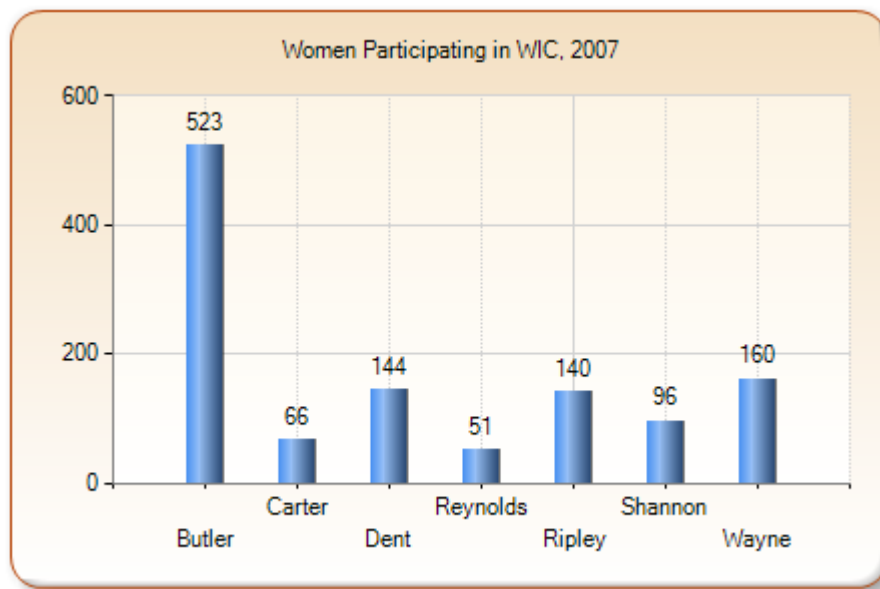
**Table 46. Persons Receiving SNAP Benefits, 2007**

County	Average Monthly Persons Receiving Benefits	Average Monthly Benefit Payment (\$)	Total Benefits Issued (\$)
Butler	10,781	66	8,543,247
Carter	1,879	64	1,453,704
Dent	3,238	66	2,571,318
Reynolds	1,655	65	1,287,063
Ripley	4,326	65	3,388,628
Shannon	2,107	64	1,614,617
Wayne	3,585	64	2,754,195
Report Area	3,939	65	21,612,772
Statewide	816,225	78	761,192,859

Source: [Missouri Department of Social Services, Family Support Division, Annual Data Report, Fiscal Year 2007.](#)

## Nutrition: Women, Infants, and Children (WIC) Program

Prenatal/Postpartum participation, infant participation and child participation in the WIC program within the 7 county report area for 2007 are shown in Table 47. The Missouri Department of Health and Senior Services reported that a total of 5,306 persons were receiving WIC benefits in the report area in 2007. Butler County had the largest number of women (523) receiving WIC benefits, while Reynolds County had the fewest women (51) receiving WIC benefits.



**Table 47. Persons Participating in WIC, 2007**

County	Prenatal and/or Postpartum Participation	Infant Participation	Child Participation
Butler	523	467	1,278
Carter	66	66	194
Dent	144	124	386
Reynolds	51	43	143
Ripley	140	135	352
Shannon	96	83	267
Wayne	160	143	445
Report Area	1,180	1,061	3,065
Statewide	49,707	46,743	93,266

Source: [Missouri Department of Health and Senior Services, Missouri Information for Community Assessment \(MICA\), Women, Infants, and Children, 2007.](#)

## Nutrition: Senior Nutrition Centers

This information must be collected locally.

**Table 48. Senior Nutrition Centers**

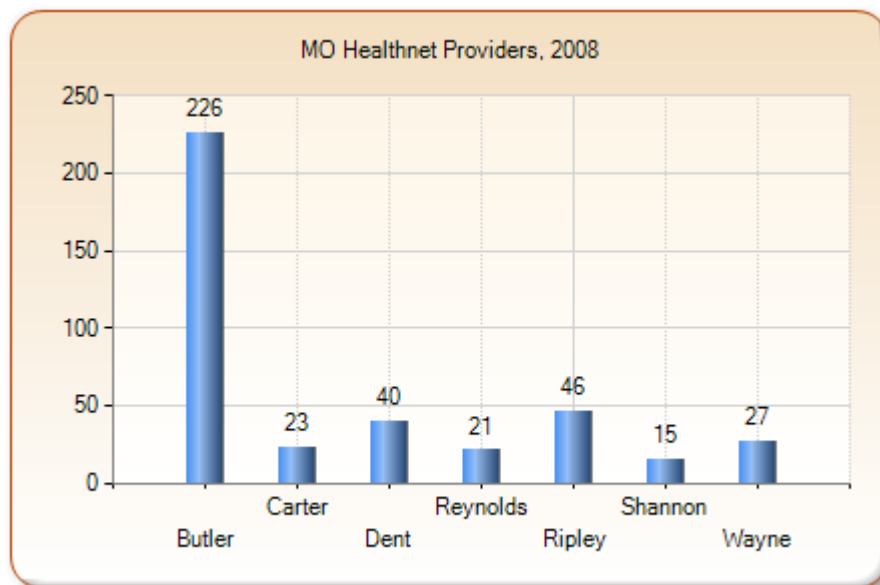
County	Center Name	Center Phone
Butler	Brosley Senior Center	573-328-1126
Butler	Poplar Bluff Senior Citizens Center	573-785-8593
Butler	Quilin Senior Citizens	573-328-4406
Carter	Carter County Senior Center	573-323-8377
Dent	Salem Senior Center	573-729-5697
Reynolds	Ellington Senior Center	573-663-2120
Ripley	Ripley County Nutrition Center	573-996-3070
Ripley	Naylor Nutrition Center	573-399-2712
Shannon	Winona Senior Center	573325-4636
Wayne	Wayne County Nutrition Center	573998-2054
Wayne	Wayne County Nutrition Center	573-998-2054
Report Area		

*Source: Locally collected.*

# Health Care

## Health Care: MO HealthNet Providers

The Missouri Department of Social Services, MO HealthNet Division manages claims by health care providers for Medicare and other types of reimbursement. Table 49 shows the number of unique providers submitting claims in each county in 2008. The number of providers ranged from 15 providers in Shannon County to 226 in Butler County in 2008.



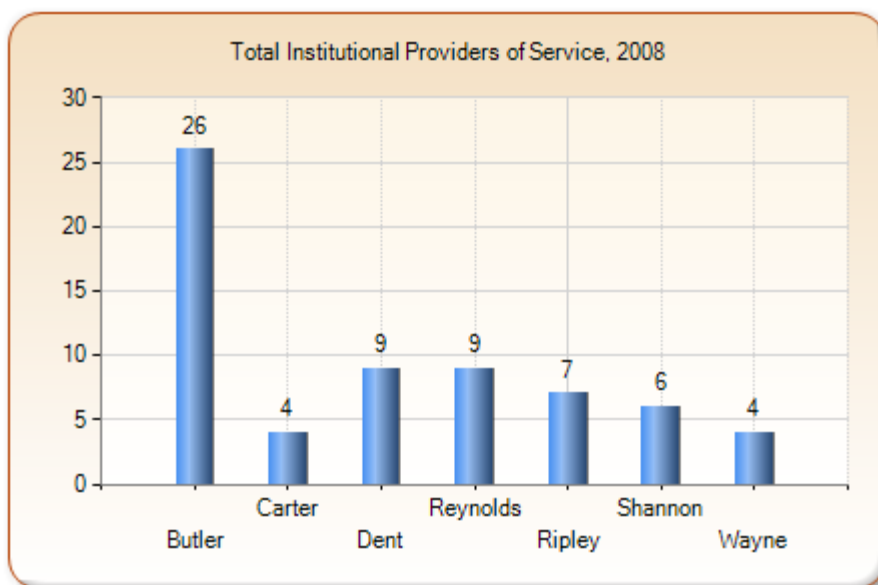
**Table 49. MO HealthNet Providers of Service, 2008**

County	Number of Providers
Butler	226
Carter	23
Dent	40
Reynolds	21
Ripley	46
Shannon	15
Wayne	27
Report Area	398
Statewide	12,225

Source: [Missouri Department of Social Services, MO HealthNet Division, MO HealthNet Provider Claim Files](#), University of Missouri Office of Social and Data Analysis (OSED) extract, 2008.

## Health Care: Medicare and Medicaid Providers

Total institutional Medicare and Medicaid providers, including hospitals, nursing facilities, Federally qualified health centers, rural health clinics and community mental health centers for the 7 county report area are shown in Table 50. According to the U.S. Department of Health and Human Services, there were 65 active Medicare and Medicaid institutional service providers in the report area in 2008. Butler County had the most active providers (26), while Carter County had the fewest (4).



**Table 50. Institutional Medicare and Medicaid Providers, 2008**

County	Total Institutional Providers	Hospitals	Nursing Facilities	Federally Qualified Health Centers	Rural Health Clinics	Community Mental Health Centers
Butler	26	1	5	1	12	0
Carter	4	0	1	1	1	0
Dent	9	1	3	0	3	0
Reynolds	9	1	1	4	2	0
Ripley	7	1	1	1	2	0
Shannon	6	0	1	1	3	0
Wayne	4	0	2	0	2	0
Report Area	65	4	14	8	25	0
Statewide	1,735	149	515	109	334	11

Source: [U.S. Department of Health and Human Services, Centers for Medicare and Medicaid Services, Provider of Services File, Fourth Quarter, 2008](#)

## Health Care: Federally Qualified Health Center (FQHC) Wait List

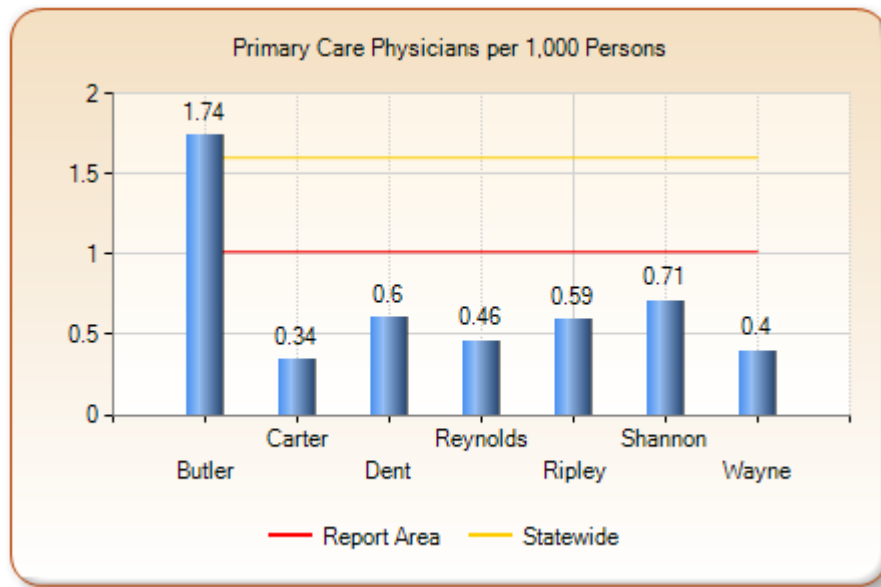
This information must be collected locally. Please see the list of [Federally Qualified Health Centers](#) in this area for contact information.

**Table 51. FQHC Wait List**

County	Number of Persons on Wait Lists
Butler	
Carter	
Dent	
Reynolds	
Ripley	
Shannon	
Wayne	
Report Area	

Source: Locally Collected. For a listing of Federally Qualified Health Centers in this area, [click here](#).

Health Care: Physicians

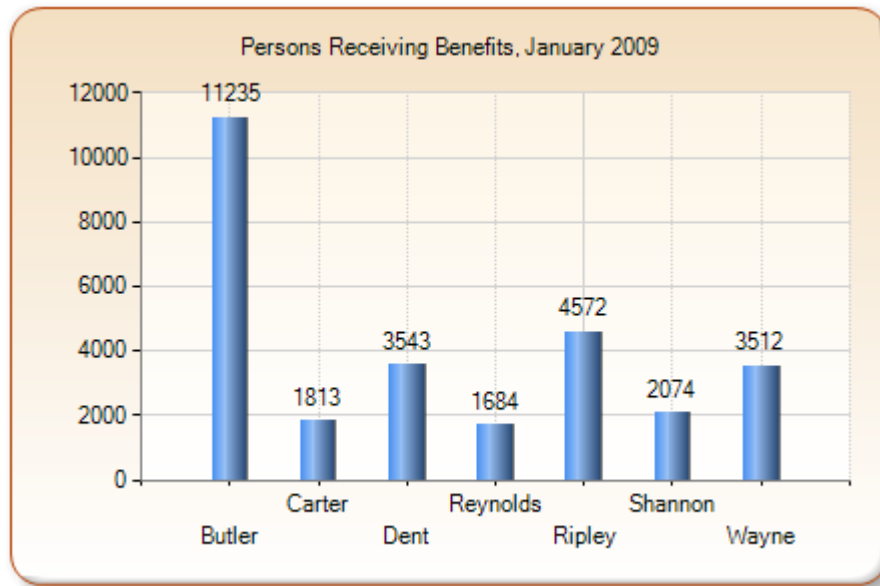


**Table 52. Number of Primary Care Physicians, 2007**

County	Primary Care Physicians	Physicians per 1,000 Persons
Butler	72	1.74
Carter	2	0.34
Dent	9	0.60
Reynolds	3	0.46
Ripley	8	0.59
Shannon	6	0.71
Wayne	5	0.40
Report Area	105	1.02
Statewide	9,417	1.60

## Health Care: MO HealthNet

The number of persons receiving MO HealthNet benefits and total benefit payments for the 7 county report area are shown in Table 53. A total of 28,433 persons received benefits in the report area ranging from a high in Butler County of 11,235 to a low in Reynolds County of 1,684.



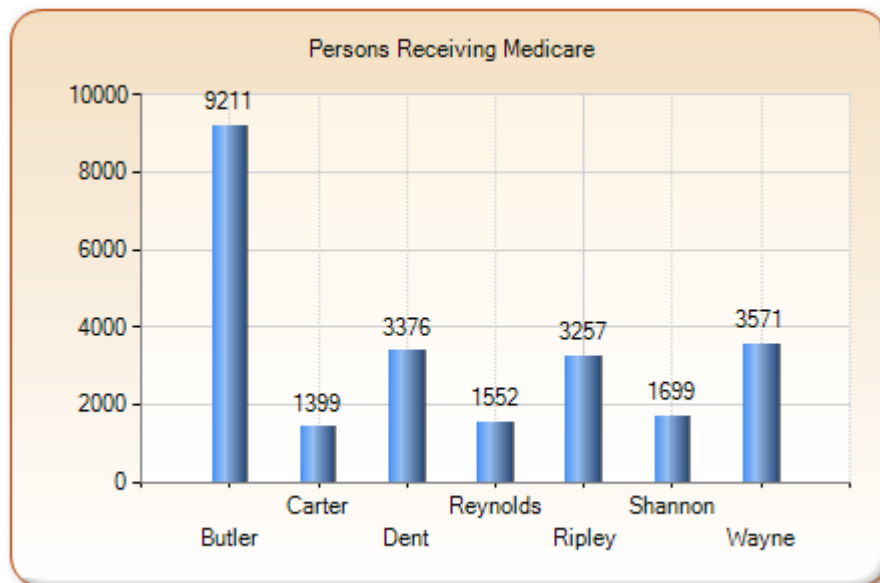
**Table 53. MO HealthNet Recipients, January 2009**

County	Persons Receiving Benefits	Total Benefit Payments
Butler	11,235	7,364,084
Carter	1,813	1,203,785
Dent	3,543	2,142,691
Reynolds	1,684	1,318,167
Ripley	4,572	2,987,372
Shannon	2,074	983,032
Wayne	3,512	2,031,508
Report Area	28,433	18,030,639
Statewide	904,036	504,625,045

Source: [Missouri Department of Social Services, Family Support Division, MO HealthNet Division, Monthly Management Report, January 2009.](#)

## Health Care: Persons Receiving Medicare

The total number of persons receiving Medicare is shown, broken down by number over 65 and number of disabled persons receiving Medicare for the 7 county report area in Table 54. The U.S. Department of Health and Human Services reported that a total of 24,065 persons were receiving Medicare benefits in the report area in 2007. A large number of individuals in our society are aware that persons over 65 years of age receive Medicare; however, many of them are unaware that disabled persons also receive Medicare benefits. A total of 6,484 disabled persons in the report area received Medicare benefits in 2007. Butler County had the highest amount (2,533) Medicare recipients among disabled persons, while Reynolds County had the lowest amount (408) of Medicare recipients among disabled persons.



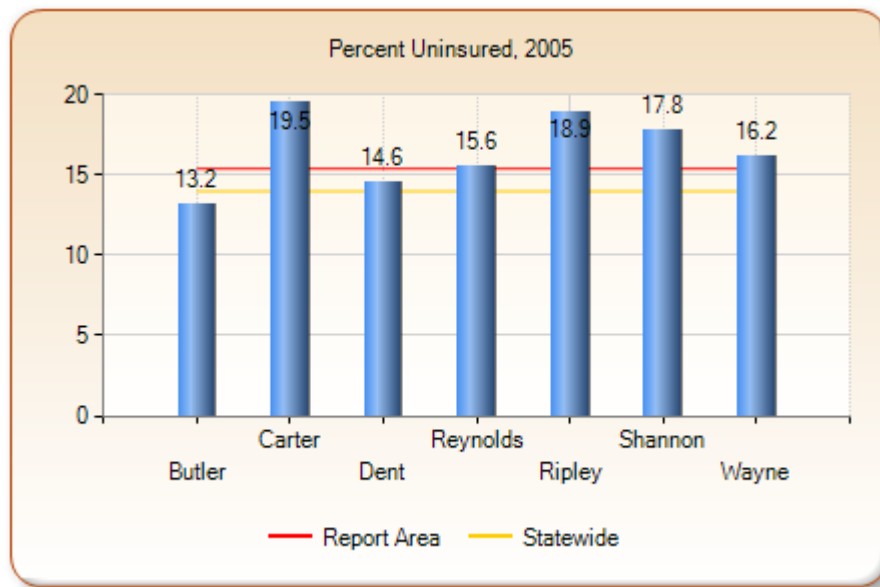
**Table 54. Medicare Enrollment by County, July 2007**

County	Persons Over 65 Receiving Medicare	Disabled Persons Receiving Medicare	Total Persons Receiving Medicare
Butler	6,678	2,533	9,211
Carter	978	421	1,399
Dent	2,616	760	3,376
Reynolds	1,144	408	1,552
Ripley	2,397	860	3,257
Shannon	1,205	494	1,699
Wayne	2,563	1,008	3,571
Report Area	17,581	6,484	24,065
Statewide	766,163	176,923	943,086

Source: [U.S. Department of Health and Human Services, Centers for Medicare and Medicaid Services, Medicare County Enrollment Report, as of July 1 2007.](#)

## Health Care: Uninsured Population

The uninsured population is calculated by estimating the number of persons eligible for insurance (generally those under 65) minus the estimated number of insured persons. In 2005, the percentage of persons uninsured ranged from 13.2 in Butler County to 19.5 in Carter County.



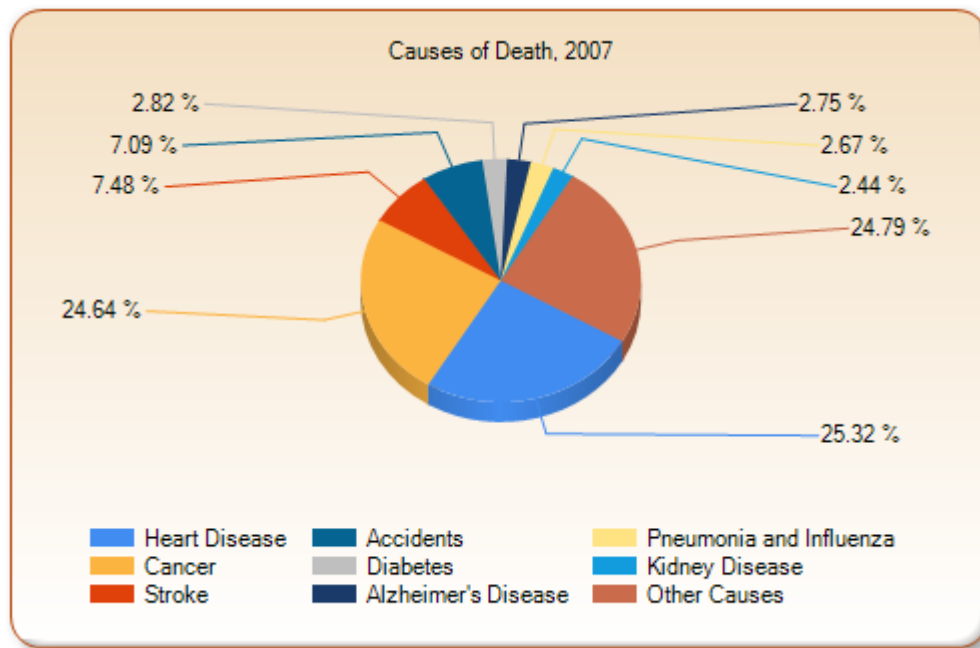
**Table 55. Uninsured Persons, 2005**

County	Insurance Population (2005 Estimate)	Number Insured	Number Uninsured	Percent Uninsured
Butler	34,257	29,728	4,529	13.2
Carter	4,973	4,005	968	19.5
Dent	12,452	10,640	1,812	14.6
Reynolds	5,302	4,474	828	15.6
Ripley	11,440	9,282	2,157	18.9
Shannon	7,145	5,873	1,272	17.8
Wayne	10,155	8,511	1,645	16.2
Report Area	85,724	72,513	13,211	15.4
Statewide	4,990,811	4,292,872	697,939	14.0

Source: [U.S. Census Bureau, Small Area Health Insurance Estimates, 2005 \(October 2008 release\)](#).

## Health Care: Causes of Death

Total deaths broken down by cause for the 7 county report area are shown in Table 56. According to the Missouri Department of Health and Senior Services in 2007, there were 1,311 deaths in the report area.



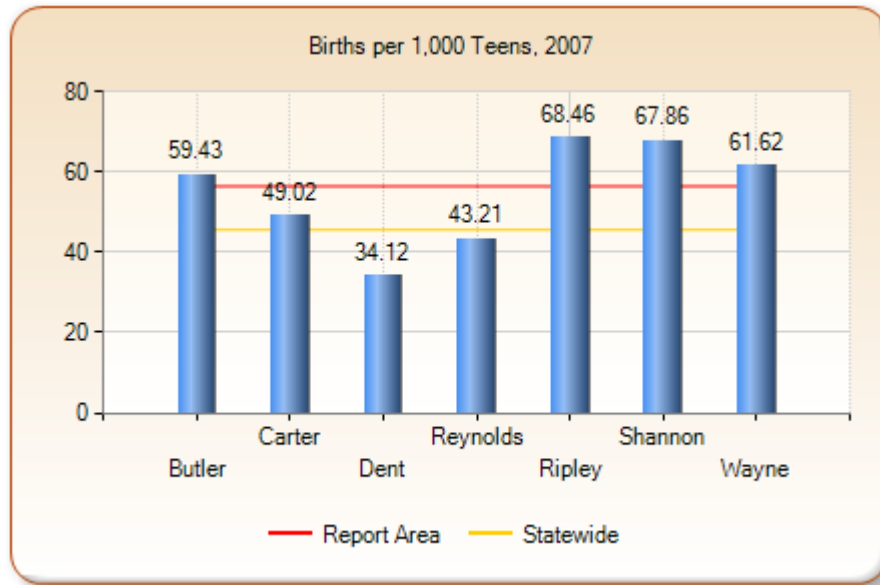
**Table 56. Causes of Death, 2007**

County	All Deaths	Heart Disease	Cancer	Stroke	Accidents	Diabetes	Alzheimer's Disease	Pneumonia and Influenza	Kidney Disease	Other Causes
Butler	521	119	118	35	43	14	19	17	21	135
Carter	70	13	19	6	5	2	4	1	1	19
Dent	188	46	44	22	13	5	6	2	2	48
Reynolds	79	21	21	6	5	3	1	2	0	20
Ripley	182	58	41	12	11	5	3	5	2	45
Shannon	81	29	18	6	5	1	1	1	5	15
Wayne	190	46	62	11	11	7	2	7	1	43
Report Area	1,311	332	323	98	93	37	36	35	32	325
Statewide	53,937	14,237	12,354	3,226	2,930	1,435	1,682	1,312	1,192	15,569

Source: [Missouri Department of Health and Senior Services, Missouri Information for Community Assessment \(MICA\), Deaths, 2007.](#)

## Health Care: Teen Births

Births to teens in the 7 county area ranged from 34.12 per 1,000 in Dent County to 68.46 per 1,000 in Ripley County in 2007.

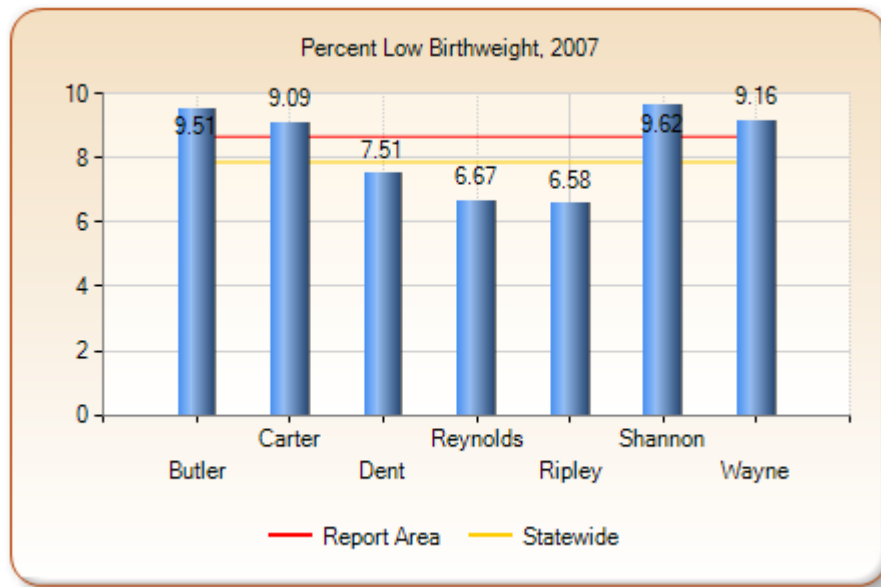


**Table 57. Births to Females Age 15 to 19, 2007**

County	Females Age 15 to 19	Births to Teens	Births per 1,000 Teens
Butler	1,161	69	59.43
Carter	204	10	49.02
Dent	469	16	34.12
Reynolds	162	7	43.21
Ripley	482	33	68.46
Shannon	280	19	67.86
Wayne	357	22	61.62
Report Area	3,115	176	56.50
Statewide	202,081	9,232	45.68

Source: [The Annie E. Casey Foundation Kids Count Data Center, 2008.](#)

Health Care: Infant Health



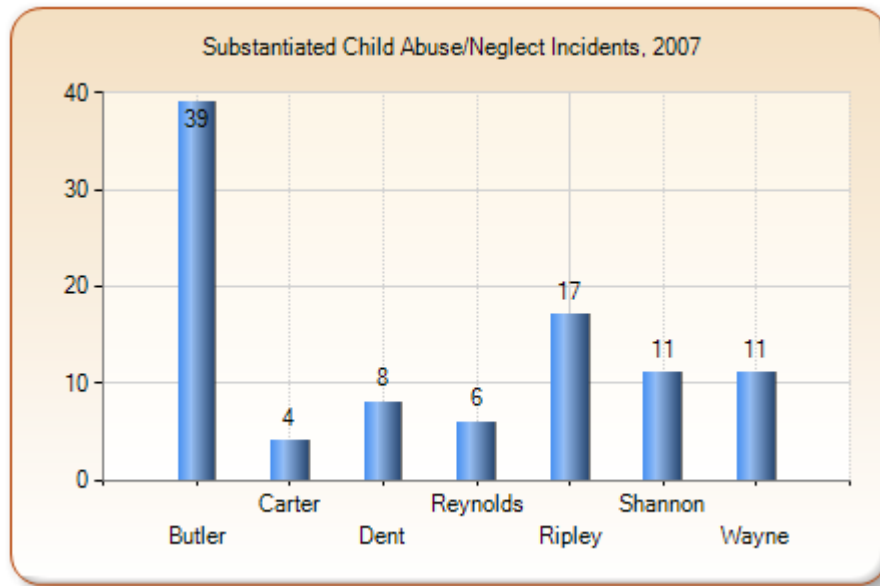
**Table 58. Infant Low Birthweight and Infant Mortality, 2007**

County	Total Births	Low Birthweight Infants	Percent Low Birthweight	Infant Mortality	Infant Mortality Rate (per 1,000)
Butler	536	51	9.51	7	13.06
Carter	77	7	9.09	0	0.00
Dent	173	13	7.51	3	17.34
Reynolds	60	4	6.67	0	0.00
Ripley	152	10	6.58	0	0.00
Shannon	104	10	9.62	1	9.62
Wayne	131	12	9.16	3	22.90
Report Area	1,233	107	8.68	14	11.35
Statewide	81,883	6,456	7.88	613	7.49

Source: [The Annie E. Casey Foundation Kids Count Data Center, 2008.](#)

## Health Care: Child Abuse and Neglect

Substantiated child abuse/neglect incidents and number of children are shown for the 7 county report area in Table 59. There were a total of 96 substantiated incidents in the report area in 2007 ranging from 4 in Carter County to 39 in Butler County.



**Table 59. Substantiated Child Abuse or Neglect, 2007**

County	Substantiated Incidents	Substantiated Children
Butler	39	53
Carter	4	6
Dent	8	10
Reynolds	6	7
Ripley	17	20
Shannon	11	11
Wayne	11	14
Report Area	96	121
Statewide	4,803	6,576

Source: [Missouri Department of Social Services, Children's Division, Calendar Year 2007 Annual Report, October 2008.](#)

## **Conclusion/Priorities**

### **Conclusion**

SCMCAA continues to work diligently toward implementing the strategies and achieving the outcomes that was approved by our Board of Directors and committed to by our staff, nearly seven years ago. Although some things have changed our determination to achieve these goals have not. As a result of this Comprehensive Community Needs Assessment (CCNA), we anticipate the need for new strategies and efforts to tackle the tasks that lie ahead. Armed with current and relevant information, we are confident that we will be ready for the next steps.

Listed below is a summary of the top priorities identified by the survey, assessment and focus group information collected these past two years:

### **Priorities**

#### Families

- *Housing / Homeless Prevention*
- *Employment / Basic Skills Training*
- *Alternative Education Resources*
- *Healthy Living*
- *Better Resource Knowledge*

#### Communities

- *Integration of Community Resources*
- *Volunteer Awareness to Poverty Needs*
- *Job Ready Communities*

#### Agency

- *Professional Training*
- *Leadership Development*
- *Commitment to Excellence*

## Appendix A

# South Central Missouri Community Action Agency

1 Old Alton Road, P.O. Box 6, Winona, MO 65588

### *Your View Is IMPORTANT To Our Agency and Your Community*

*We would like to know your opinion regarding the causes of poverty in your local area. This information will be used in our planning process to help us decide priorities and to provide back up data for funding applications.*

*There are no right or wrong answers. Space has been provided for comments.*

*Please feel free to explain your choices; any unique features of your county or information you think will be helpful for us.*

*This information will be used to better analyze our survey results.*

<u>Your County</u>	<u>Your Age</u>	<u>Household Type</u>	<u>Survey Event / Location</u>
<input type="checkbox"/> Butler	<input type="checkbox"/> 17 & Younger	<input type="checkbox"/> One person	<input type="checkbox"/> Community Action Office
<input type="checkbox"/> Carter	<input type="checkbox"/> 18-23	<input type="checkbox"/> Single Parent	<input type="checkbox"/> Poverty Simulation
<input type="checkbox"/> Dent	<input type="checkbox"/> 24-44	<input type="checkbox"/> Two Adults	<input type="checkbox"/> School Fair
<input type="checkbox"/> Reynolds	<input type="checkbox"/> 45-54	<input type="checkbox"/> Husband/Wife	<input type="checkbox"/> Step Up To Leadership
<input type="checkbox"/> Ripley	<input type="checkbox"/> 55-69	<input type="checkbox"/> and children	<input type="checkbox"/> Career Center / WIA/CAP
<input type="checkbox"/> Shannon	<input type="checkbox"/> 70+	<input type="checkbox"/> Non-related persons	<input type="checkbox"/> Head Start
<input type="checkbox"/> Wayne		<input type="checkbox"/> & children	<input type="checkbox"/> Board / Policy Council
			<input type="checkbox"/> Agency Staff

### 1. Is EMPLOYMENT an issue in this area? YES \_\_\_\_\_ NO \_\_\_\_\_

(Put an (X) by the three most important reasons)

WHY:

- |   |  |
|---|--|
| <input type="checkbox"/> Lack of skills/education to obtain a job | <input type="checkbox"/> Lack of child care (work related)                 |
| <input type="checkbox"/> Unable to find jobs in area              | <input type="checkbox"/> How to fill out Applications/ Interviewing Skills |
| <input type="checkbox"/> No where to look for jobs                | <input type="checkbox"/> Lack of computer skills                           |
| <input type="checkbox"/> Employers/jobs are leaving area          | <input type="checkbox"/> Cost of child care (work related)                 |
| <input type="checkbox"/> Few jobs for people without skills       | <input type="checkbox"/> Lack of transportation (work related)             |
| <input type="checkbox"/> Lack of good paying jobs w/ benefits     | <input type="checkbox"/> Cost of transportation (work related)             |
| <input type="checkbox"/> Long commute to jobs                     | <input type="checkbox"/> How to create a resume                            |
| <b>Comments:</b>  | <input type="checkbox"/> Other, specify _____                              |

### 2. Is EDUCATION an issue in this area? YES \_\_\_\_\_ NO \_\_\_\_\_

(Put and (X) by the three most important reasons)

- |  |  |
|--|--|
| <input type="checkbox"/> No high school diploma  | <input type="checkbox"/> Lack of computer skills                               |
| <input type="checkbox"/> Lack of vocational skills or college                          | <input type="checkbox"/> Lack of transportation (school related)               |
| <input type="checkbox"/> Lack of GED/Adult Basic Education                             | <input type="checkbox"/> Cost of transportation (school related)               |
| <input type="checkbox"/> Classes available and/or held at<br>inconvenient times/places | <input type="checkbox"/> Lack of child care (school related)                   |
| <input type="checkbox"/> Threats of violence in schools                                | <input type="checkbox"/> Cost of child care (school related)                   |
| <input type="checkbox"/> No dropout prevention/after school programs<br>for youth      | <input type="checkbox"/> Knowledge of financial aid-how to apply/what's avail. |
| <input type="checkbox"/> Need computer access at home                                  | <input type="checkbox"/> How to communicate with teachers/principals/couns.    |
|  | <input type="checkbox"/> Lack of training for work                             |
|  | <input type="checkbox"/> Other, specify _____                                  |

**3. Is HOUSING an issue in this area? YES \_\_\_\_\_ NO \_\_\_\_\_**

**(Put and (X) by the three most important reasons)**

- |  |   |
|--|---|
| <input type="checkbox"/> Cost of rent/house payments                                 | <input type="checkbox"/> Cost of utility/rent deposits          |
| <input type="checkbox"/> Lack of down payment on a house                             | <input type="checkbox"/> Housing size doesn't meet family needs |
| <input type="checkbox"/> Housing needs repairs, i.e. roof, foundation                | <input type="checkbox"/> Lack of temporary emergency housing    |
| <input type="checkbox"/> Housing needs weatherization i.e. insulation, storm windows | <input type="checkbox"/> Credit issues                          |
| <input type="checkbox"/> Affordable housing not available                            | <input type="checkbox"/> Knowledge of how to buy a home         |
|  | <input type="checkbox"/> Knowledge of tenant rights             |
|  | <input type="checkbox"/> Other, specify _____                   |

**Comments:**

**4. Is NUTRITION an issue in this area? YES \_\_\_\_\_ NO \_\_\_\_\_**

**(Put and (X) by the three most important reasons)**

- |  |   |
|--|---|
| <input type="checkbox"/> Food resources are not available, i.e. Senior Citizens meals, meals on wheels, garden plots, food pantries... | <input type="checkbox"/> Not enough income when making use of resources   |
| <input type="checkbox"/> Don't use available food resources i.e. food pantries, meal programs-senior citizen...                        | <input type="checkbox"/> How to prepare meals for one or two  |
| <input type="checkbox"/> Lack of transportation, i.e. to grocery store, food pantry or other food resources                            | <input type="checkbox"/> Not eligible for food stamps and/or eligibility unknown for food stamps  |
| <input type="checkbox"/> Food Stamp allotments run out   | <input type="checkbox"/> Lack of education in nutrition, how to prepare meals, proper eating habits and money management for healthy diet |
| <input type="checkbox"/> Time to prepare meals   | <input type="checkbox"/> Other, specify _____   |
|  | <input type="checkbox"/> Population is obese  |

**Comments:**

**5. The following are EMERGENCY SITUATIONS that seem to be particular problems in this area:**

**(Put and (X) by the three most important reasons)**

- |   |  |
|---|--|
| <input type="checkbox"/> Lack of food   | <input type="checkbox"/> Medical emergency resources- not covered by ins., obtaining service, transportation |
| <input type="checkbox"/> Lack of emergency shelter, i.e. due to fire, flood, and eviction, or shelter for battered wives or runaway youth | <input type="checkbox"/> Mental health related crisis  |
| <input type="checkbox"/> Lack of income for prescription drugs  | <input type="checkbox"/> Alcohol, drug abuse and/or gambling   |
| <input type="checkbox"/> Lack of income for utilities/fuel  | <input type="checkbox"/> Child abuse/neglect in household  |
| <input type="checkbox"/> Legal assistance- specify  | <input type="checkbox"/> Other, specify _____  |
|   | <input type="checkbox"/> No health insurance   |
|   | <input type="checkbox"/> Lack of health care providers-local services  |

**Comments:**

6. Is USE OF INCOME an issue in this area? YES \_\_\_\_\_ NO \_\_\_\_\_

(Put and (X) by the three most important reasons)

\_\_\_ Lack of knowledge of possible resources, i.e. food stamps, medical coverage (MC+)

\_\_\_ How to save money

\_\_\_ No knowledge of Earned Income Tax Credit

\_\_\_ No knowledge on how to address credit issues

\_\_\_ Other, specify \_\_\_\_\_

\_\_\_ Difficulty setting up a budget

\_\_\_ Difficulty with money management issues, i.e. credit card debt, checking account management

\_\_\_ Difficulty maintaining a budget

\_\_\_ How to get/enforce child support

Comments:

7. TRANSPORTATION is a problem in this area because:

(Put and (X) by the three most important reasons)

\_\_\_ Lack of knowledge about how to buy a car/vehicle

\_\_\_ Cost of buying and/or downpayment for a car

\_\_\_ Cost of maintaining cars/vehicles, i.e. gas inspections and insurance

\_\_\_ Public Transportation- hours aren't convenient

\_\_\_ Lack of credit to buy a car/vehicle

\_\_\_ Cost of car repairs

\_\_\_ Lack of help learning to drive and get a license, i.e. someone to teach how, car to practice learning with, car to take the test

\_\_\_ Other, specify \_\_\_\_\_

Comments:

8. What would it take to end poverty in your area?

9. What services does your community need?

10. What would you like to see SCMCAA do to help struggling families.

*i.e. specific workshops, community projects, other assistance not currently available.*

11. What 3 kinds of information would be helpful in improving our families' way of life?

12. What are the 3 biggest challenges for:

Youth:

Single parents:

Families:

Elderly:

SCMCAA provides services on a non-discriminatory basis.

PLEASE RETURN TO YOUR COUNTY COMMUNITY ACTION EMPLOYEE

*Thank You!*

## Appendix B

### SOUTH CENTRAL MISSOURI COMMUNITY ACTION AGENCY *Client Satisfaction Survey*

Name (optional) \_\_\_\_\_

Person or Department you met with today \_\_\_\_\_

1. When you walked in the door, were you greeted in a nice and friendly manner?  
\_\_\_\_\_  
\_\_\_\_\_
2. When you have called our facility, were you satisfied with the way the phone was answered?  
\_\_\_\_\_  
\_\_\_\_\_
3. Was the location easy to find?  
\_\_\_\_\_
4. Was the facility atmosphere a pleasant and professional setting? If not, what did you observe?  
\_\_\_\_\_  
\_\_\_\_\_
5. Were you treated with respect and courtesy?  
\_\_\_\_\_
6. Were you given options in regard to your situation?  
\_\_\_\_\_  
\_\_\_\_\_
7. Did the staff take enough time to answer your questions?  
\_\_\_\_\_  
\_\_\_\_\_
8. Are the hours of operation meeting your needs? If not, then what would you suggest?  
\_\_\_\_\_  
\_\_\_\_\_
9. What is the overall rating of the customer service you received today while visiting our agency?
  1. Unsatisfactory
  2. Needs improvement
  3. Meets requirements
  4. Satisfactory
  5. Excellent
10. Please give us your suggestions and comments so that we can serve you better  
\_\_\_\_\_  
\_\_\_\_\_

## Appendix C

Parent Information Survey: HEALTH/NUTRITION/VOLUNTEERS

Parents, please return by: \_\_\_\_\_

Center: \_\_\_\_\_ School Year: \_\_\_\_\_

Dear Parents:

Thank you so much for being involved in the Head Start program. The time and energy you have invested into your child's learning experiences are priceless. Every year, Head Start asks you to take some time to rate the program. Enclosed is a parent information survey that includes questions about health, nutrition, and volunteer activities. Circle the answer that you agree with the most. Please try to have the survey filled out and returned by the above date.

### SECTION 1: HEALTH

1) How informed have you been regarding health services, like appointments or screening results, that pertained to your child:

- 1) not well informed                      2) informed sometimes  
3) always informed                      4) not sure

2) When your child was enrolled, how much help did you receive from Head Start to get the necessary screenings (dental exams, immunizations, or physical exams):

- 1) not much help                      2) some help  
3) a lot of help                      4) didn't need help

3) Rate the training you and/or your child has received concerning health (good hygiene, preventing the spread of disease, and the importance of immunizations):

- 1) not much training (low quality) 2) some training (avg quality)  
3) a lot of training (good quality) 4) not sure

3a) How helpful is the health training to you and your family:

- 1) not very helpful                      2) somewhat helpful  
3) very helpful                      4) not sure

3b) Do you feel that additional training should be given:      No \_\_\_\_\_  
Yes \_\_\_\_\_

If yes, how would you like to see the training given:

1) in newsletters 2) on the parent board 3) at parent meetings 4) Other \_\_\_\_\_

4) Were you aware that Head Start would offer assistance for physicals, dental visits, and immunizations if your family qualified as low income and had a denial from Medicaid/MC+:

No \_\_\_\_\_  
Yes \_\_\_\_\_

5) Were you aware that the Head Start Family Advocate or other Head Start staff person would make a home visit to help you if there was a health need in the home:

No \_\_\_\_\_  
Yes \_\_\_\_\_

6) Were you made aware of the Head Start attendance policies regarding the ill child:

No \_\_\_\_\_  
Yes \_\_\_\_\_

7) Does your family have an on-going source of health or dental services?

No \_\_\_\_\_  
Yes \_\_\_\_\_

If No, would you like for Head Start to help you find a medical or dental provider?

No \_\_\_\_\_  
Yes \_\_\_\_\_

## SECTION 2: NUTRITION

- 1) How satisfied are you with the meals/snacks your child received at Head Start:  
1) not satisfied                      2) satisfied  
3) very satisfied                      4) not sure
- 2) If you ate at the center, were you satisfied with how the meal looked, smelled, and tasted:  
1) didn't eat at the center              2) not satisfied  
3) satisfied                              4) very satisfied
- 3) Rate the newsletter (nutrition and health) that is sent out monthly:  
1) never read the newsletter      2) newsletter not useful  
3) newsletter was a little useful    4) newsletter useful
- 4) Rate how regularly you received your newsletter:  
1) didn't receive it regularly              2) received at beginning of each month  
3) received at middle of each month      4) received at end of each month

## SECTION 3: PARENT INVOLVEMENT/VOLUNTEERS

- 1) How do you feel Head Start prepares your child for Kindergarten?  
1) my child is not prepared  
2) my child is prepared  
3) my child is very prepared
- 1a) Do you think your experiences with Head Start will help you feel more comfortable talking with your child's teacher when they enter kindergarten and public school?  
1)yes  
2)no  
3)a little  
4)a lot
- 2) How does your child enjoyed Head Start?  
1) my child doesn't enjoy it  
2) my child does enjoy it  
3) my child really enjoys it
- 3) How has Head Start helped you find ideas and ways to be involved with your child:  
1) didn't get any ideas  
2) got some ideas  
3) got many good ideas
- 4) How often were you (or a family member) able to volunteer in the classroom:  
1) never  
2) every day  
3) every week  
4) every month
- 5) If you weren't able to volunteer, what are some of the barriers to being able to come in:  
1) work  
2) caring for other family  
3) lack of transportation  
4) Other\_\_\_\_\_
- 6) Were there certain activities that you were more interested in volunteering for? What were they?  
1) field trips  
2) helping in the classroom (reading, playing, meals)  
3) doing projects for teachers (crafts, making copies)  
4) attending meetings  
5) planning family fun activities  
6)Other\_\_\_\_\_

- 7) Why do you think Head Start encourages volunteering: (may circle more than one)
- 1) spend time with child
  - 2) help the teachers/staff
  - 3) for Federal matching grants
  - 4) to be advocates for child issues
  - 5) Other \_\_\_\_\_

- 8) Tell us what you think about the Family Work Plans (homework): (may circle more than one)
- 1) get too many
  - 2) get the right amount
  - 3) we like them
  - 4) we don't like them
  - 5) enjoy the activities
  - 6) activities need improved
  - 7) we don't usually do them

8a) If you'd like to provide some suggestions for the Work Plans, list them here: \_\_\_\_\_

- 9) Tell us what you think about Family Fun Night activities: (may circle more than one)
- 1) we don't usually attend
  - 2) we don't enjoy them
  - 3) we enjoy them
  - 4) we think they're informative
  - 5) we like the activities
  - 6) activities need improved

9a) If you'd like to provide some suggestions for the Family activities, list them here: \_\_\_\_\_

Thank you for taking the time to complete this survey. IF YOU CHOOSE, you may include your name and phone number, but it is not required. Below is a section for your comments and/or suggestions:

Name \_\_\_\_\_ Phone Number \_\_\_\_\_

Parent Comments: \_\_\_\_\_

Staff Comment/Follow Up: \_\_\_\_\_

## Appendix D

SOUTH CENTRAL MISSOURI COMMUNITY ACTION AGENCY

### PARTICIPANT (JOB SEEKER) SURVEY

Participant \_\_\_\_\_ Social Security # \_\_\_\_\_

Phone# \_\_\_\_\_

Exit Date \_\_\_\_\_ Date of Interview \_\_\_\_\_

Program Title \_\_\_\_\_

Coordinator \_\_\_\_\_ County \_\_\_\_\_

1. What is your overall satisfaction with the services provided from our offices?

1      2      3      4      5      6      7      8      9      10

2. Considering all of the expectations you may have had about the services, to what extent have the services met your expectations?

1      2      3      4      5      6      7      8      9      10

3. Now think of the ideal program for people in your circumstances. How well do you think the services you received compare with the ideal set of services?

1      2      3      4      5      6      7      8      9      10

4. Was the staff helpful? Yes or No

5. Was the staff courteous? Yes or No

## Appendix E

# Community Assessment Questions

*(Please feel free to write answers on the back or attach additional sheets of paper.)*

1. What needs of the low-income population ***are*** currently being met by the community?
2. What needs of the low-income population ***are not*** currently being met by the community?
3. Are there currently any efforts / programs underway to address these needs? If so, what are they?
4. In your opinion, are these efforts working? If not, why not?
5. What first / new actions should community and faith-based organizations take to address these needs?

Appendix F

# Community Action Plan

*(Please feel free to use extra paper)*

3 Important Needs

Proj. Description

Leaders

**1.**

**2.**

**3.**