

Education

Education: Public School Districts

Enrollment, dropout rate and English proficiency by school district are shown in Table 28. The 7 county report area includes all or parts of 29 public school districts.

Table 28. 2009-2010 School Districts

Primary County	School District	Other Counties	Enrollment	Dropout Rate (Grades 9-12)	Limited English Proficiency
Bollinger*	Woodland R-IV	Wayne	912	4.6	0
Butler	Neelyville R-IV	Ripley	611	9.4	0
Butler	Poplar Bluff R-I		4,855	4.0	14
Butler	Twin Rivers R-X	Stoddard	963	2.5	0
Carter	East Carter Co. R-II	Butler, Ripley, Wayne	744	6.1	1
Carter	Van Buren R-I	Reynolds	475	0.6	0
Dent	Dent-Phelps R-III**	Phelps	266	0.0	0
Dent	Green Forest R-II**		173	0.0	0
Dent	North Wood R-IV**	Crawford	220	0.0	0
Dent	Oak Hill R-I**	Shannon	103	0.0	0
Dent	Salem R-80		1,479	1.4	3
Howell*	Mountain View-Birch Tree R-III	Shannon, Texas	1,301	5.6	5
Iron*	Iron Co. C-4	Crawford, Dent	439	4.6	0
Iron*	South Iron Co. R-I	Reynolds, Wayne	343	0.9	0
Phelps*	Rolla 31	Dent, Maries	3,988	2.7	34
Reynolds	Bunker R-III	Dent, Shannon	231	1.6	0
Reynolds	Centerville R-I**		58	0.0	1
Reynolds	Lesterville R-IV	Iron	262	2.7	0
Reynolds	Southern Reynolds Co. R-II	Shannon	491	1.3	0
Ripley	Doniphan R-I	Butler	1,564	4.9	0
Ripley	Naylor R-II	Butler	415	7.4	0
Ripley	Ripley Co. R-III**		117	0.0	0
Ripley	Ripley Co. R-IV**		183	0.0	0
Shannon	Eminence R-I		287	4.0	0
Shannon	Winona R-III	Carter, Oregon	488	0.0	0
Stoddard*	Puxico R-VIII	Wayne	730	0.4	0
Texas*	Summersville R-II	Shannon	387	0.0	0
Wayne	Clearwater R-I	Madison, Reynolds	1,053	3.2	3

Wayne	Greenville R-II	Butler	736	4.1	0
Report Area	29 school districts		23,874	3.3	61
Statewide	522 school districts		866,799	3.2	18,702

* 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, 2009/2010 Academic Year](http://www.dese.mo.gov/qs/me/LEPCensus.htm). [Missouri Department of Elementary and Secondary Education, Limited English Proficiency Report, 2009/2010 Academic Year](http://www.dese.mo.gov/qs/me/LEPCensus.htm). <http://www.dese.mo.gov/qs/me/LEPCensus.htm>

Education: Colleges, Universities and Trade Schools

The number of colleges, universities, and trade Schools in the 7 county report area are shown in Table 29.

Table 29. Colleges, Universities, and Trade Schools

County	Colleges, Universities, and Trade Schools
Butler	1
Carter	0
Dent	0
Reynolds	0
Ripley	0
Shannon	0
Wayne	0
Report Area	1
Statewide	227

Source: [Missouri Department of Higher Education](#)

Education: Educational Attainment

Table 30 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 2008 to 2012.

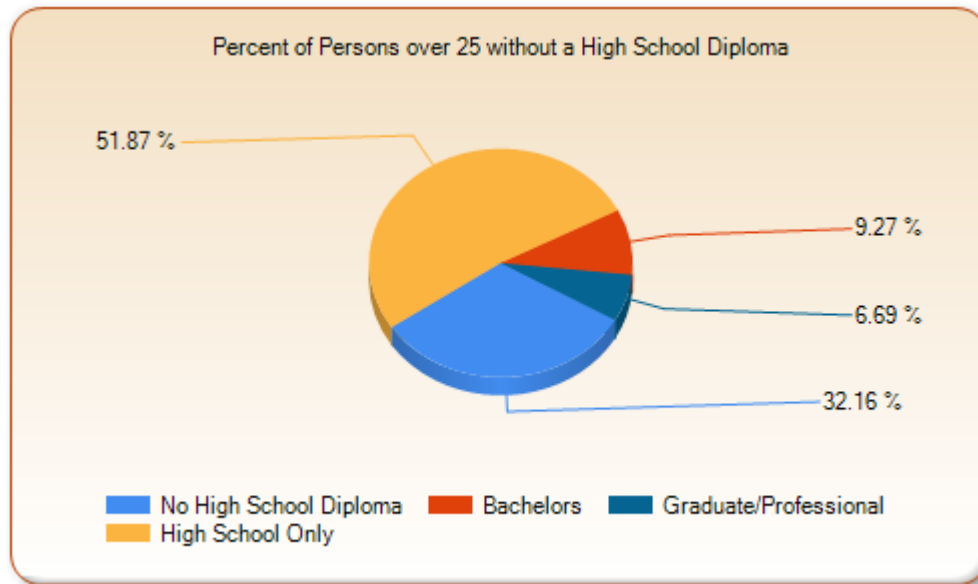


Table 30. Percent Attaining Educational Levels, 2000-2008/2012

County	% No High School Diploma, 2000	% No High School Diploma, 2012	% High School Only, 2000	% High School Only, 2012	% Bachelors, 2000	% Bachelors, 2012	% Graduate or Professional, 2000	% Graduate or Professional, 2012
Butler	29.45	22.09	34.31	35.3	6.32	8.0	5.28	6.2
Carter	33.41	23.63	35.25	33.5	7.63	8.1	3.18	5.4
Dent	33.67	23.14	35.86	36.9	7.03	6.6	3.09	4.9
Reynolds	34.81	24.98	39.70	43.7	4.90	4.3	2.58	2.6
Ripley	37.85	25.83	33.11	40.2	4.55	5.8	3.22	3.9
Shannon	32.40	21.36	43.13	39.7	5.30	7.3	2.28	4.7
Wayne	40.30	26.52	34.31	42.9	4.92	4.5	1.91	2.7
Report Area	33.40	23.51	35.49	37.9	5.92	6.8	3.73	4.9
Statewide	18.67	12.81	32.72	31.7	13.97	16.2	7.61	9.6

Source: [U.S. Census Bureau, 2000 Census of Population and Housing, Summary File 3, 2000.](#); [U.S. Census Bureau, American Community Survey, 2012 Data Release, December 2013.](#)

The 2012 American Community Survey 5-year data is a 5-year average of data collected from 2008 through 2012.

Education: Veterans - Educational Attainment

Table 31 contrasts the the distribution of educational attainment levels between military veterans and non-veterans in the 7 county region. Educational attainment is calculated for persons over 25, and is an average for the period from 2008 to 2012.

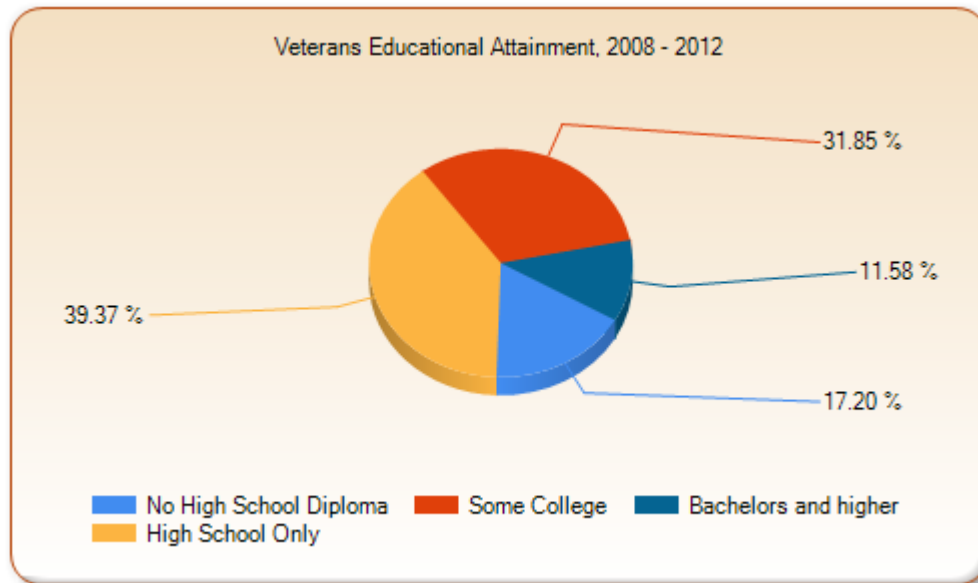


Table 31. Percent Attaining Educational Levels by Veteran Status, 2008 - 2012

County	Veterans				Non-Veterans			
	% No Diploma	% High School Diploma	%Some College	% Bachelors/Higher	% No Diploma	% High School Diploma	%Some College	% Bachelors/Higher
Butler	16.40	36.66	31.52	15.41	23.10	34.95	27.88	14.07
Carter	12.30	43.58	25.86	18.26	25.30	32.01	29.87	12.83
Dent	18.26	39.38	32.93	9.43	24.00	36.44	27.68	11.88
Reynolds	17.27	38.99	32.81	10.94	26.26	44.49	23.00	6.24
Ripley	20.73	40.96	32.88	5.43	26.70	39.98	22.87	10.44
Shannon	15.60	40.39	31.20	12.81	22.19	39.61	26.30	11.90
Wayne	17.72	44.69	32.93	4.66	27.93	42.61	21.80	7.66
Report Area	17.20	39.37	31.85	11.58	24.59	37.64	26.07	11.69
Statewide	9.60	33.21	34.88	22.31	13.30	31.56	28.90	26.24

Source: [U.S. Census Bureau, American Community Survey, 2012 Data Release, December 2013.](#)

The 2012 American Community Survey 5-year data is a 5-year average of data collected from 2008 through 2012.

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 10 in Butler County to 12 in Shannon County in 2003.

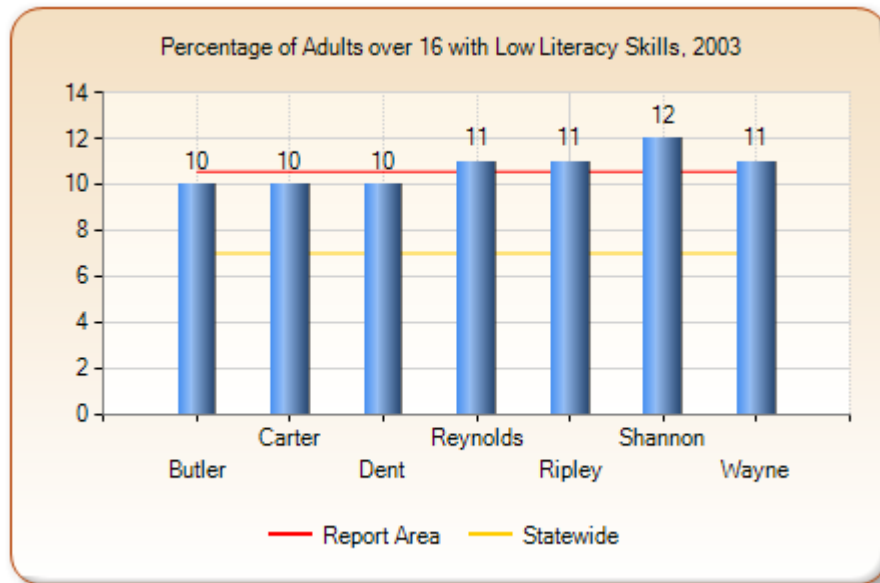


Table 32. Persons Lacking Basic Prose Literacy Skills, 2003

County	Estimated Population over 16	Percent Lacking Literacy Skills
Butler	31,462	10
Carter	4,606	10
Dent	11,583	10
Reynolds	5,136	11
Ripley	10,649	11
Shannon	6,454	12
Wayne	10,421	11
Report Area	80,311	11
Statewide	4,321,763	7

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 2010-2011 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 33. Child care costs in the report area, including all age groups and type of care, range from \$0 per day in Carter County to \$27 per day in Butler County.

Table 33. Average Child Care Costs, 2011

County	Type of Care	Daily Cost, Infant (\$)	Daily Cost, Pre-School (\$)	Daily Cost, School Age (\$)
Butler	CENTER	27.50	20.00	20.00
Butler	FAMILY	17.00	20.00	10.00
Butler	GROUP	20.00	15.00	7.00
Carter	CENTER	0.00	8.50	0.00
Carter	FAMILY	14.00	0.00	0.00
Carter	GROUP	0.00	0.00	0.00
Dent	CENTER	0.00	0.00	0.00
Dent	FAMILY	15.00	15.00	15.00
Dent	GROUP	0.00	0.00	0.00
Reynolds	CENTER	0.00	0.00	0.00
Reynolds	FAMILY	0.00	0.00	0.00
Reynolds	GROUP	0.00	0.00	0.00
Ripley	CENTER	16.50	12.50	12.50
Ripley	FAMILY	14.00	12.00	12.00
Ripley	GROUP	20.00	20.00	20.00
Shannon	CENTER	0.00	0.00	0.00
Shannon	FAMILY	0.00	0.00	0.00
Shannon	GROUP	0.00	0.00	0.00
Wayne	CENTER	0.00	12.00	12.00
Wayne	FAMILY	0.00	0.00	0.00
Wayne	GROUP	17.00	14.00	14.00
Report Area	0	7.67	7.10	5.83
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, 2011.](#)

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 34. According to the Missouri Department of Health and Senior Services, there were a total of 29 licensed child care facilities in the report area in 2013, ranging from 1 in Ripley County to 12 in Butler County, with a combined maximum capacity of 1,537 children.

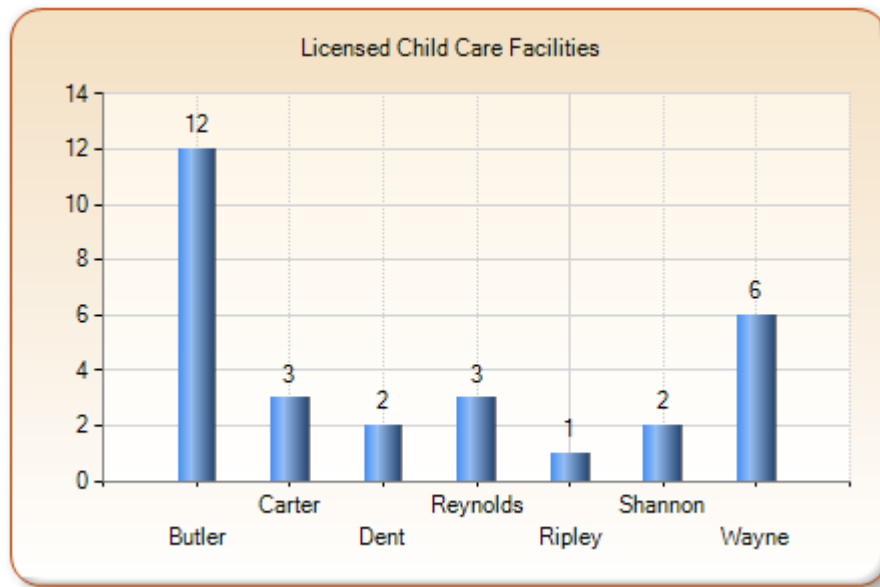


Table 34. Licensed Child Care Facilities

County	Number of Facilities	Total Maximum Capacity
Butler	12	980
Carter	3	93
Dent	2	120
Reynolds	3	60
Ripley	1	74
Shannon	2	60
Wayne	6	150
Report Area	29	1,537
Statewide	1,992	133,088

Source: [Missouri Department of Health and Senior Services, Section for Child Care Regulation, June 2013.](#)

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 35. According to the Missouri Department of Elementary and Secondary Education, a total of 3,262 students with disabilities received special education services in the report area in December 2012, with a range of 145 in Shannon County to 1,414 in Butler County.

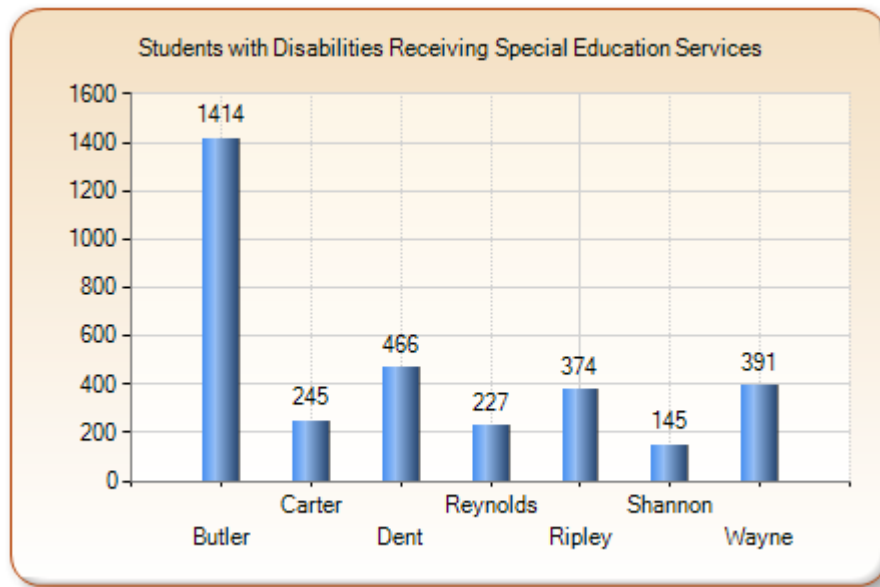


Table 35. Students with Disabilities Receiving Special Education Services, December 2012

County	Age 3 to Pre-K	Kindergarten - Age 21	Ages 14 - 21	All Ages
Butler	87	1,004	323	1,414
Carter	22	167	56	245
Dent	25	334	107	466
Reynolds	11	155	61	227
Ripley	23	266	85	374
Shannon	0	108	37	145
Wayne	42	258	91	391
Report Area	210	2,292	760	3,262
Statewide	11,411	110,482	37,024	158,917

Source: [Missouri Department of Elementary and Secondary Education, Division of Special Education, Count of Students with Disabilities as of December 1, 2012.](#)

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 2009-2010 is shown in Table 36. 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 1.79 with a range of 0.65 in Shannon County to 2.44 in Carter County compared to the statewide rate of 1.72.

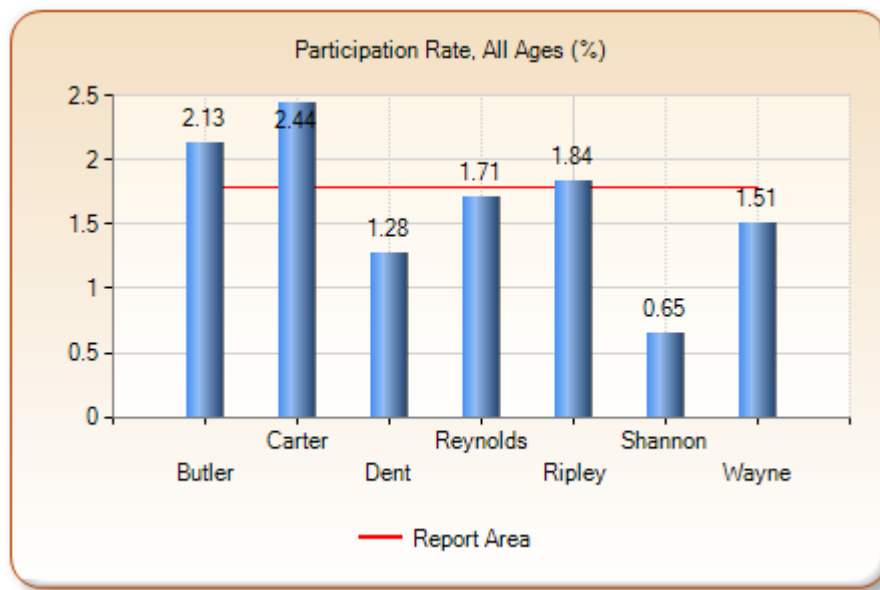


Table 36. Participation in the First Step Program, 2009-2010

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	7	1.19	14	2.39	16	2.83	37	2.13
Carter	0	0.00	2	2.70	4	4.30	6	2.44
Dent	2	1.13	2	1.18	3	1.49	7	1.28
Reynolds	0	0.00	1	1.79	2	3.13	3	1.71
Ripley	1	0.58	2	1.20	6	3.97	9	1.84
Shannon	1	0.98	0	0.00	1	0.92	2	0.65
Wayne	3	2.24	1	0.73	2	1.57	6	1.51
Report Area	14	1.07	22	1.71	34	2.60	70	1.79

Source: [Missouri Department of Elementary and Secondary Education, Division of Special Education, 2009-2010 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 2001-2011 is shown in Table 37. According to the U.S. Census, there were a total of 53,179 housing units in the report area in 2011, an increase of 2,289 or 4.5% since 2001 compared to an 9.88% increase statewide.

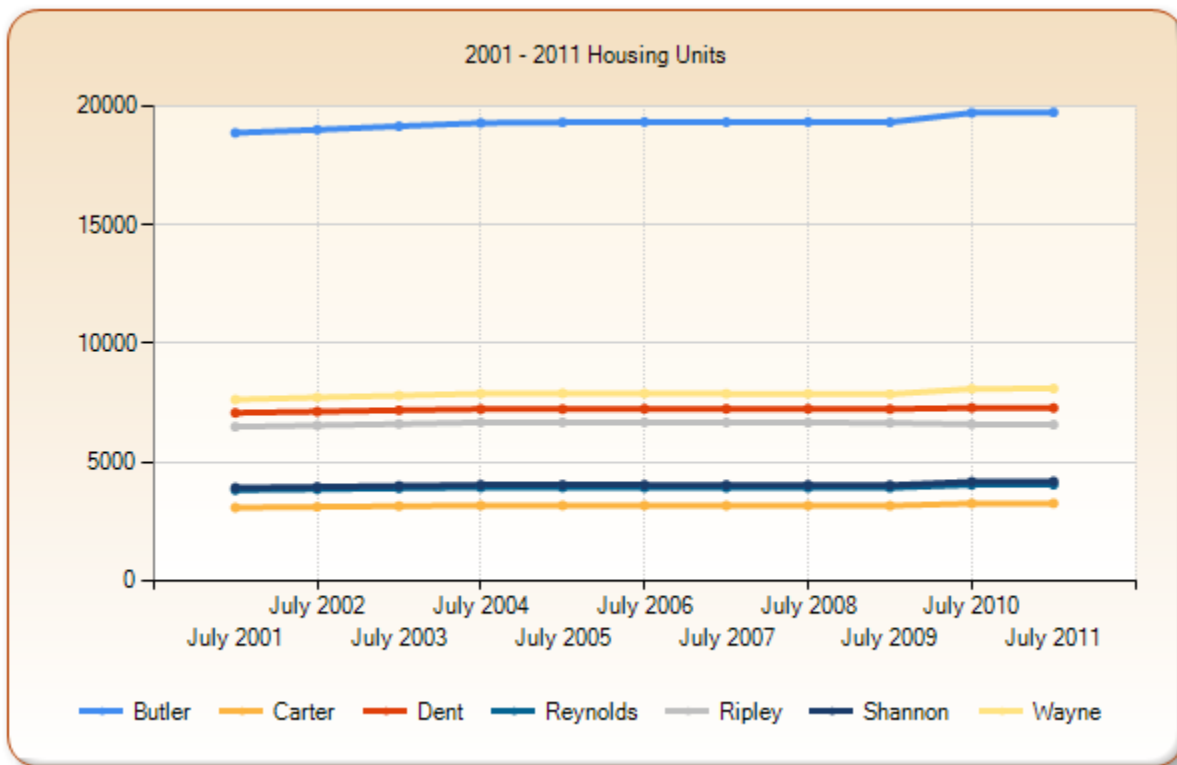


Table 37. 2001 - 2011 Housing Units

County	July 2001	July 2002	July 2003	July 2004	July 2005	July 2006	July 2007	July 2008	July 2009	July 2010	July 2011
Butler	18,889	19,021	19,169	19,305	19,333	19,349	19,345	19,350	19,339	19,736	19,756
Carter	3,075	3,107	3,136	3,164	3,165	3,164	3,159	3,158	3,152	3,248	3,254
Dent	7,074	7,127	7,182	7,231	7,232	7,244	7,241	7,240	7,230	7,283	7,277
Reynolds	3,814	3,851	3,890	3,923	3,922	3,920	3,916	3,913	3,907	4,033	4,043
Ripley	6,488	6,547	6,605	6,670	6,672	6,671	6,664	6,660	6,650	6,593	6,577
Shannon	3,916	3,952	3,994	4,034	4,037	4,036	4,030	4,028	4,022	4,166	4,176
Wayne	7,634	7,720	7,804	7,885	7,895	7,894	7,880	7,874	7,859	8,086	8,096
Report Area	50,890	51,325	51,780	52,212	52,256	52,278	52,235	52,223	52,159	53,145	53,179
Statewide	2,478,640	2,506,304	2,537,458	2,570,087	2,600,802	2,630,425	2,655,106	2,674,232	2,682,066	2,714,863	2,723,415

Source: [U.S. Census Bureau, Population Division, Housing Unit Estimates for Counties: April 1, 2001 to July 1, 2011, Release Date August 6, 2011.](#)

Housing: Homeowners

The U.S. Census Bureau estimated there were 31,068 homeowners in the 7 county report area in 2000, and 30,544 homeowners in the report area for the 5 year estimated period from 2008 - 2012.

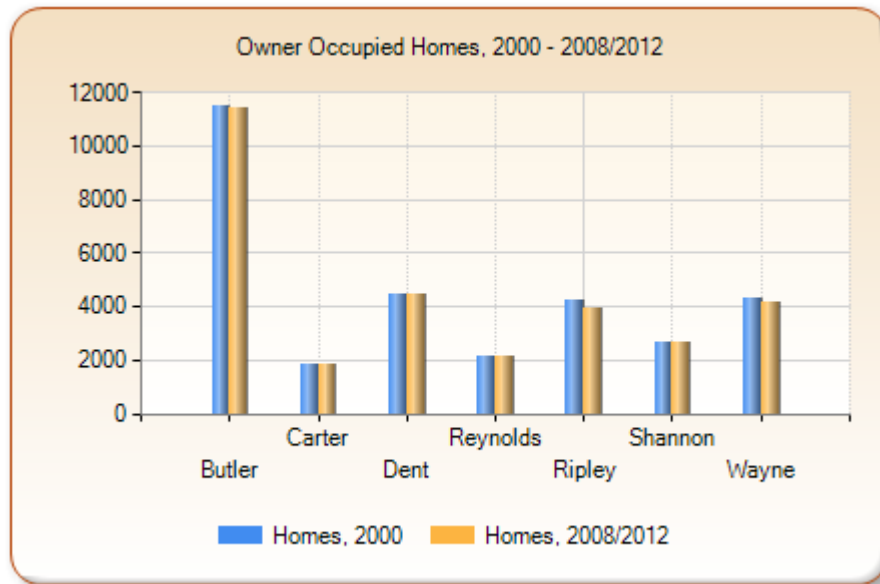


Table 38. Owner Occupied Homes, 2000 - 2008/2012

County	Homes, 2000	Homes, 2008/2012
Butler	11,513	11,427
Carter	1,827	1,811
Dent	4,437	4,454
Reynolds	2,103	2,106
Ripley	4,217	3,908
Shannon	2,630	2,698
Wayne	4,341	4,140
Report Area	31,068	30,544
Statewide	1,542,149	1,626,389

Source: [U.S. Census Bureau, 2000 Census of Population and Housing, Summary File 1, 2000](#); [U.S. Census Bureau, American Community Survey, 2012 Data Release, December 2013](#).

The 2012 American Community Survey 5-year data is a 5-year average of data collected from 2008 through 2012.

Housing: Housing Age

Total housing units, median year built and median age in 2012 for the 7 county report area are shown in Table 39. According to the U.S. Census Bureau, the median age of housing ranged from 29 years in Carter County to 37 years in Dent County.

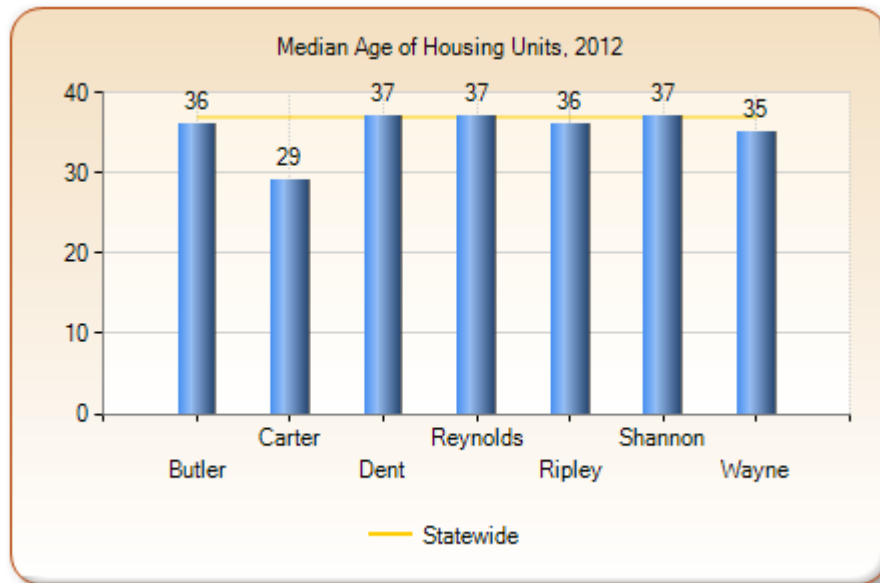


Table 39. Median Housing Unit Age, 2012

County	Total Housing Units	Median Year Built	Median Age (in 2012)
Butler	19,711	1976	36
Carter	3,241	1983	29
Dent	7,277	1975	37
Reynolds	4,029	1975	37
Ripley	6,599	1976	36
Shannon	4,160	1975	37
Wayne	8,060	1977	35
Report Area	53,077		
Statewide	2,710,506	1975	37

Source: [U.S. Census Bureau, American Community Survey, 2012 Data Release, December 2013.](#)

The 2012 American Community Survey 5-year data is a 5-year average of data collected from 2008 through 2012.

Housing: Foreclosures

The estimated number of mortgages, foreclosures and rate of foreclosure for the 7 county report area is shown in Table 40. 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%.

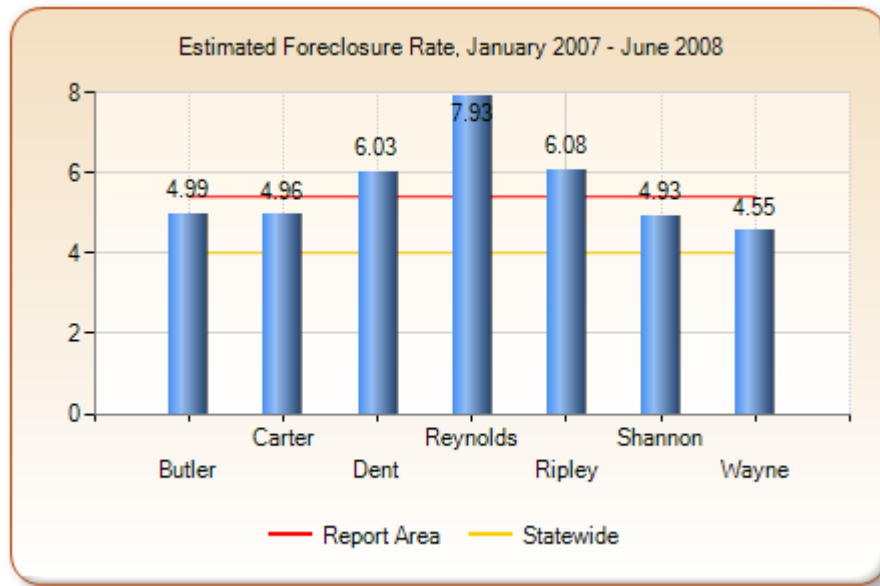


Table 40. Foreclosures, January 2007 - June 2008

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. Census Bureau provides vacancy data based on American Community Survey 5-year estimates (2008-2012). Vacancy rates for the 7 county report area are reported in Table 41. Vacant non-rental housing totals 1,136 units and includes those for sale only and sold but not occupied. Vacant rental housing totals 878 units and includes those for rent and rented but not occupied. Vacant other housing totals 8,406 units and includes those used for seasonal, recreational, or occasional use, as well as units used for migrant workers.

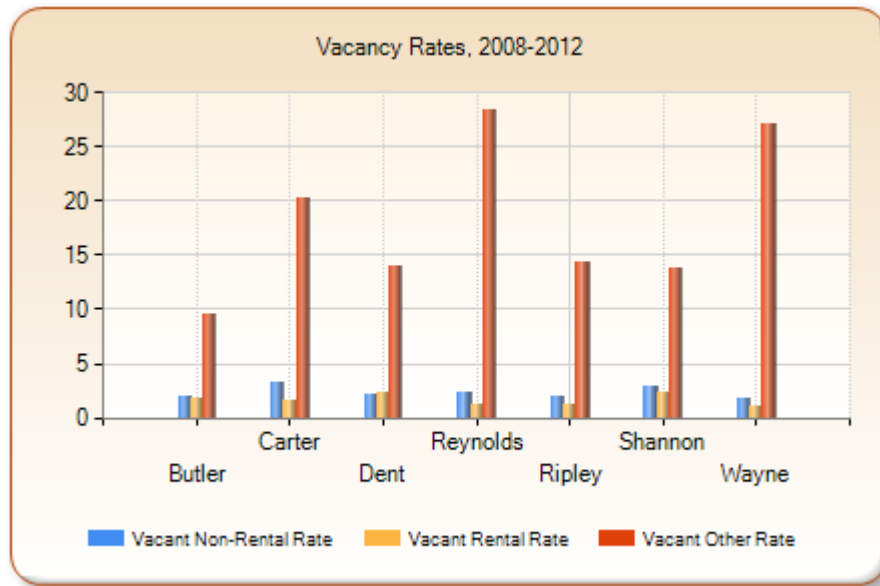


Table 41. Address Vacancies 2008-2012 (ACS)

County	Total Housing Units	Vacant Non-Rental	Vacant Non-Rental Rate	Vacant Rental	Vacant Rental Rate	Vacant Other	Vacant Other Rate
Butler	19,711	394	2.00	358	1.82	1,892	9.60
Carter	3,241	103	3.18	49	1.51	657	20.27
Dent	7,277	159	2.18	173	2.38	1,018	13.99
Reynolds	4,029	90	2.23	46	1.14	1,147	28.47
Ripley	6,599	123	1.86	81	1.23	941	14.26
Shannon	4,160	123	2.96	94	2.26	572	13.75
Wayne	8,060	144	1.79	77	0.96	2,179	27.03
Report Area	53,077	1,136	2.14	878	1.65	8,406	15.84
Statewide	2,710,506	53,558	1.98	73,163	2.70	225,515	8.32

Source: [U.S. Census Bureau, American Community Survey, 2012 Data Release, December 2013.](#)

The 2012 American Community Survey 5-year data is a 5-year average of data collected from 2008 through 2012.

Housing: Overcrowded Housing

Occupied housing units, overcrowded housing units, and percent overcrowded for 2000 and 2012 are provided for the 7 county report area in Table 42. According to the U.S. Census Bureau, percent of overcrowded houses in 2000 ranged from 0.95 in Carter County to 3.5 in Ripley County. The average for the report area for 2012 is 1.95%, compared to a statewide average of 1.64%.

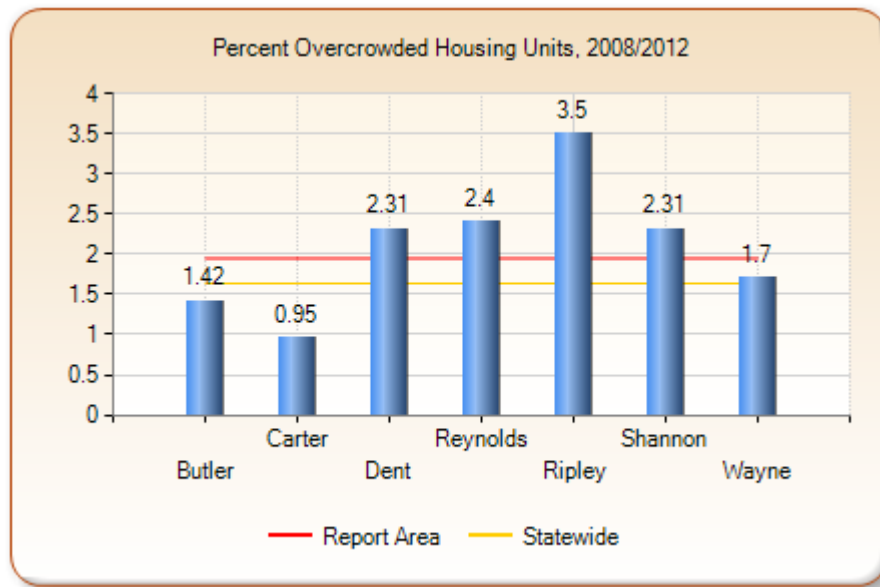


Table 42. Overcrowded Housing Units

County	Occupied Housing Units, 2000	Overcrowded Housing Units, 2000	Percent Overcrowded, 2000	Occupied Housing Units, 2008/2012	Overcrowded Housing Units, 2008/2012	Percent Overcrowded, 2008/2012
Butler	16,718	14	0.08	17,067	242	1.42
Carter	2,378	0	0.00	2,432	23	0.95
Dent	5,982	5	0.08	5,927	137	2.31
Reynolds	2,721	0	0.00	2,746	66	2.40
Ripley	5,416	12	0.22	5,454	191	3.50
Shannon	3,319	8	0.24	3,371	78	2.31
Wayne	5,551	2	0.04	5,660	96	1.70
Report Area	42,085	41	0.10	42,657	833	1.95
Statewide	2,194,594	3,211	0.15	2,358,270	38,623	1.64

Source: [U.S. Census Bureau, 2000 Census of Population and Housing, Summary File 3, 2000.](#); [U.S. Census Bureau, American Community Survey, 2012 Data Release, December 2013.](#)

The 2012 American Community Survey 5-year data is a 5-year average of data collected from 2008 through 2012.

Housing: Number of Unsafe, Unsanitary Homes

The number and percentage of occupied housing units without plumbing are shown in the 7 county report area in Table 43. U.S. Census data shows 561 housing units in the report area were without plumbing in 2000 and ACS five year estimates show 287 housing units in the report area were without plumbing in 2011.

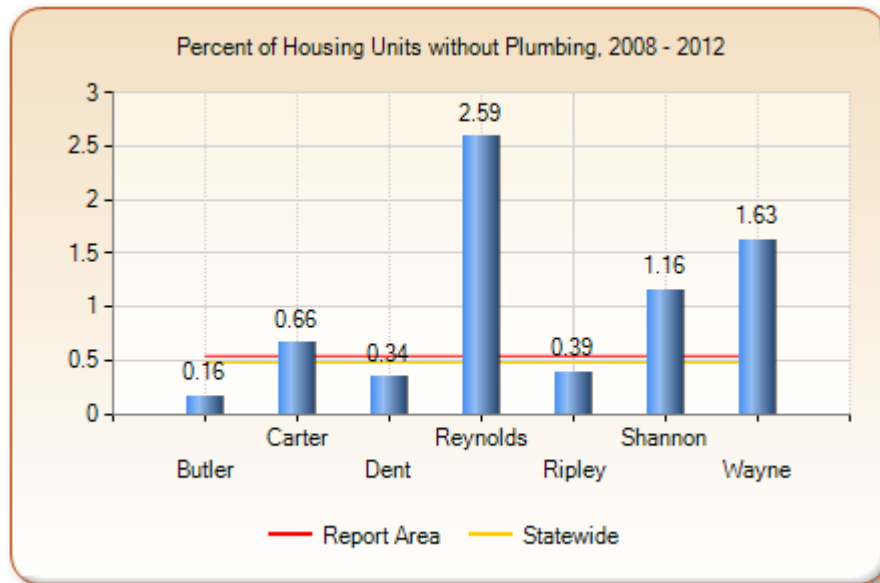


Table 43. Housing Units without Plumbing

County	Occupied Housing Units, 2000	Housing Units without Plumbing, 2000	Percent without Plumbing, 2000	Occupied Housing Units, 2008-2012	Housing Units without Plumbing, 2008-2012	Percent without Plumbing, 2008-2012
Butler	16,718	114	0.61	19,711	28	0.16
Carter	2,378	28	0.92	3,241	16	0.66
Dent	5,982	79	1.13	7,277	20	0.34
Reynolds	2,721	50	1.33	4,029	71	2.59
Ripley	5,416	102	1.60	6,599	21	0.39
Shannon	3,319	110	2.85	4,160	39	1.16
Wayne	5,551	78	1.04	8,060	92	1.63
Report Area	42,085	561	1.33	53,077	287	0.54
Statewide	2,194,594	11,923	0.49	2,710,506	11,217	0.48

Source: [U.S. Census Bureau, 2000 Census of Population and Housing, Summary File 3, 2000.](#); [U.S. Census Bureau, American Community Survey, 2012 Data Release, December 2013.](#)

The 2012 American Community Survey 5-year data is a 5-year average of data collected from 2008 through 2012.

Housing: Fair Market Rent

Fair market monthly rent for 0-4 bedrooms for the 7 county report area is shown in Table 44. According to the National Low Income Housing Coalition, fair market rent for 2-bedroom units ranged from \$596 in Carter County to \$605 in Butler County. The average rent for 2-bedroom units in the report area was \$597.29 in the 2014 fiscal year, compared to a statewide average of \$744.

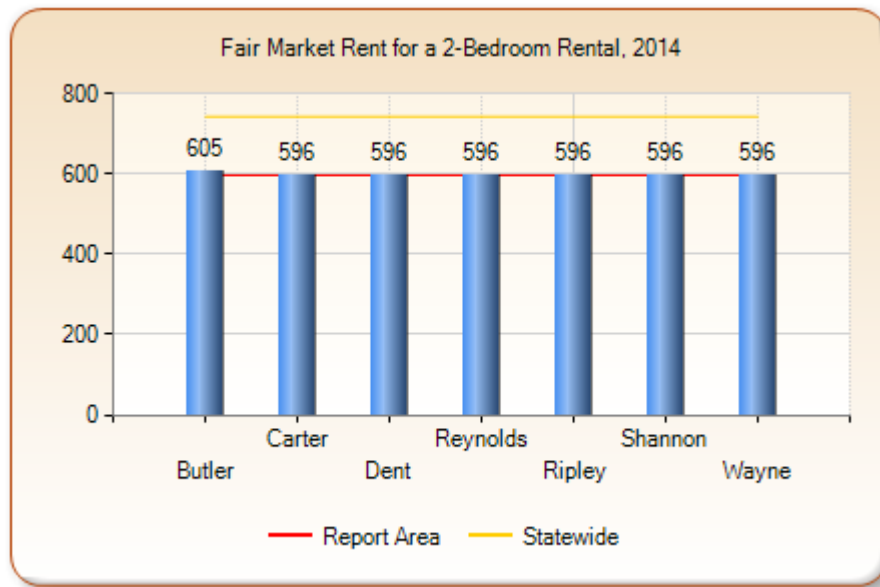


Table 44. Fair Market Rents, 2014

County	Fair Market Rent (Monthly \$'s) for				
	0 Bedrooms	1 Bedroom	2 Bedrooms	3 Bedrooms	Four Bedrooms
Butler	380.00	457.00	605.00	753.00	812.00
Carter	393.00	503.00	596.00	878.00	921.00
Dent	393.00	448.00	596.00	843.00	846.00
Reynolds	393.00	475.00	596.00	742.00	796.00
Ripley	393.00	441.00	596.00	878.00	905.00
Shannon	355.00	441.00	596.00	742.00	921.00
Wayne	393.00	503.00	596.00	820.00	1,056.00
Report Area	385.71	466.86	597.29	808.00	893.86
Statewide	489.28	578.34	743.86	1,003.46	1,125.95

Source: [National Low Income Housing Coalition, Out of Reach 2014 Report](#).

* Based on 2012 BLS data, adjusted using the ratio of renter to overall household income reported in ACS, and projected to April 1, 2014.

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 2012, the hourly wage a worker must earn to afford a 2 bedroom rental ranged from 11.46 in Carter County to 11.63 in Butler County in the 7 County report area.

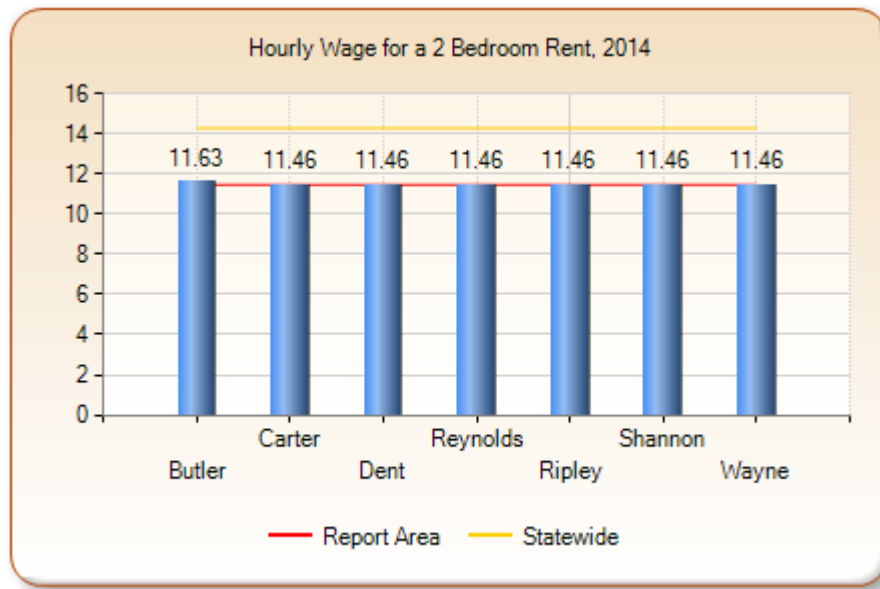


Table 45. Hourly Wage Needed to Afford a Fair Market Rent, 2014

County	Average Renter Hourly Wage (\$)*	Hourly Wage (\$'s) for				
		0 Bedrooms	1 Bedroom	2 Bedrooms	3 Bedrooms	4 Bedrooms
Butler	8.53	7.31	8.79	11.63	14.48	15.62
Carter	6.55	7.56	9.67	11.46	16.88	17.71
Dent	6.67	7.56	8.62	11.46	16.21	16.27
Reynolds	5.89	7.56	9.13	11.46	14.27	15.31
Ripley	6.25	7.56	8.48	11.46	16.88	17.40
Shannon	4.87	6.83	8.48	11.46	14.27	17.71
Wayne	5.72	7.56	9.67	11.46	15.77	20.31
Report Area	6.35	7.42	8.98	11.49	15.54	17.19
Statewide	12.15	9.41	11.12	14.31	19.30	21.65

Source: [National Low Income Housing Coalition, Out of Reach 2014 Report.](#)

* Based on 2012 BLS data, adjusted using the ratio of renter to overall household income reported in ACS, and projected to April 1, 2014.

Housing: Homeless Children

Homeless children ages 3 through the 12th grade are shown for the 7 county report area in Table 46. Missouri Department of Elementary and Secondary Education data show a total of 0 homeless children in the report area during the from 2008-2009 school year. This encompasses a range of 0 reported in Reynolds County, to 30 reported in Dent County.

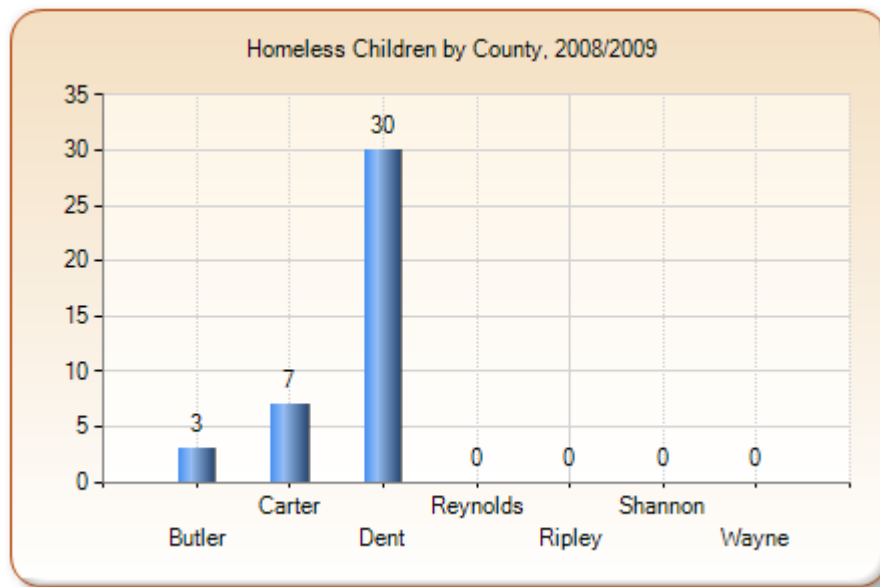


Table 46. Homeless Children by County, 2008/2009

County	Homeless, Age 3 Through 12th Grade					
	Unsheltered	In Shelter	Doubled-Up	In Hotel	Total Homeless	Percent Homeless
Butler	0	0	2	1	3	0.04
Carter	0	0	7	0	7	0.47
Dent	0	0	30	0	30	1.42
Reynolds	0	0	4	0	0	0.00
Ripley	0	0	0	0	0	0.00
Shannon	0	0	0	0	0	0.00
Wayne	0	0	0	0	0	0.00
Report Area	0	0	43	1	40	0.22
Statewide	232	1,768	11,408	928	14,337	1.41

Source: [Missouri Department of Elementary and Secondary Education, School Year 2008-2009 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 and Per Capita Income, based on U.S. Census Bureau estimates. Both measures are shown for the 7 county report area in Table 47. Household incomes ranged from \$27,209 in Carter County to \$36,288 in Dent County. The average Per Capita income for the 7 county report area is \$17,739 as compared to a statewide average of \$25,546.

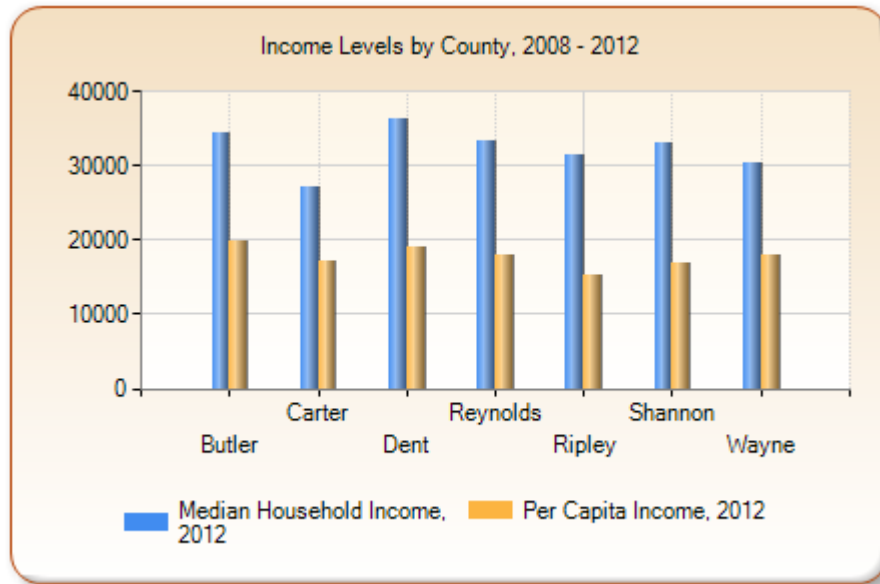


Table 47. Income Levels by County

County	Median Household Income, 2012	Per Capita Income, 2012
Butler	34,343	19,775
Carter	27,209	17,283
Dent	36,288	18,945
Reynolds	33,326	18,022
Ripley	31,431	15,367
Shannon	33,091	16,749
Wayne	30,427	18,031
Report Area	32,302	17,739
Statewide	47,333	25,546

Source: [U.S. Census Bureau, American Community Survey, 2012 Data Release, December 2013.](#)

The 2012 American Community Survey 5-year data is a 5-year average of data collected from 2008 through 2012.

Income: Temporary Assistance for Needy Families (TANF)

The average number of persons receiving TANF each month and the number of persons receiving TANF per 1000 (based on 2010 population data) each month in 2012 within the 7 county report area are shown in Table 48. The Missouri Department of Health and Senior Services reported that an average of 2,841 persons per month were receiving TANF benefits in the report area in 2012. The largest number of TANF recipients (1,226) was in Butler County, while the smallest number of TANF recipients (100) was in Carter County.

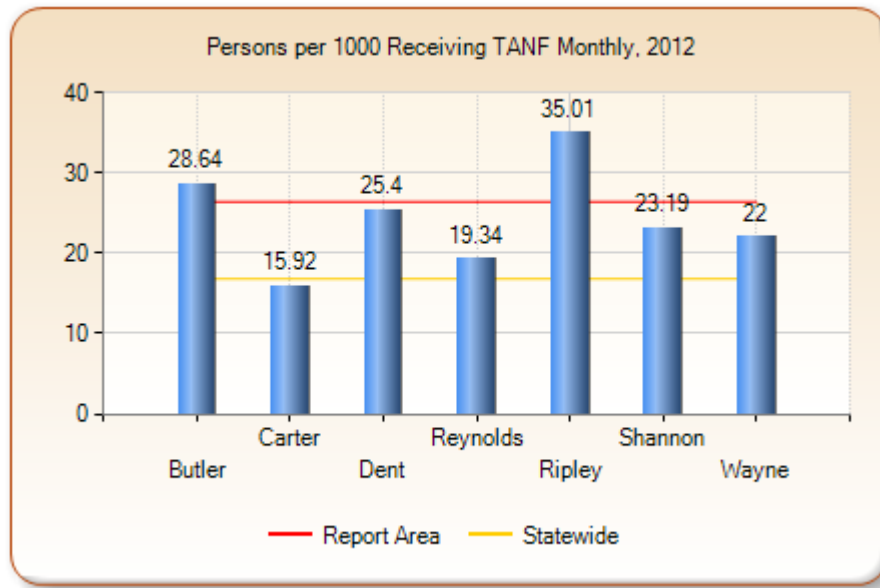


Table 48. Average Monthly TANF Recipients, 2012

County	Persons Receiving TANF	TANF Recipients per 1000	2010 Population
Butler	1,226	28.64	42,794
Carter	100	15.92	6,265
Dent	398	25.40	15,657
Reynolds	130	19.34	6,696
Ripley	494	35.01	14,100
Shannon	196	23.19	8,441
Wayne	297	22.00	13,521
Report Area	2,841	26.43	107,474
Statewide	100,839	16.84	5,988,927

Source: [Missouri Department of Health and Senior Services, Missouri Information for Community Assessment \(MICA\), Temporary Assistance for Needy Families, Persons, 2012.](#)

Income: Free and Reduced Lunch Program

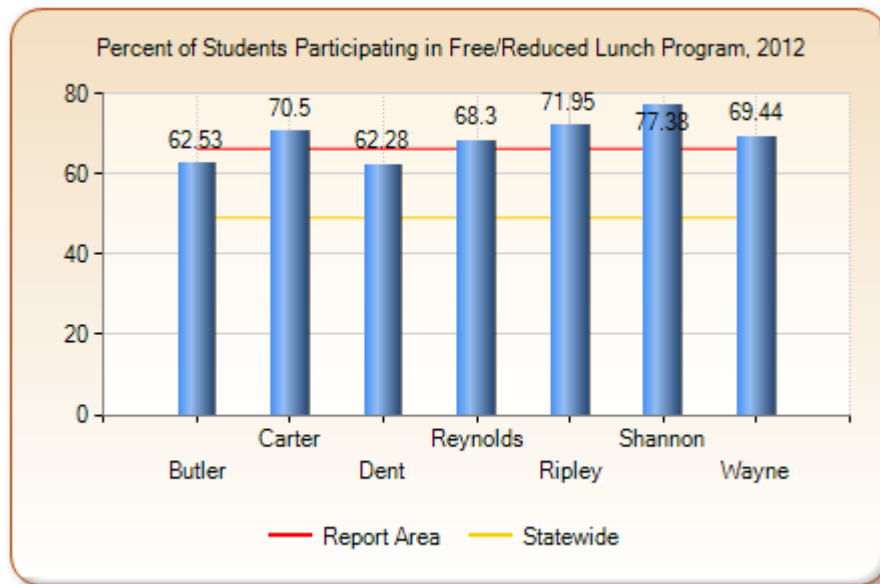


Table 49. Students Participating in the Free and Reduced Lunch Program, 2012

County	Students Participating	Total Student Enrollment (January, 2012)	Percent of Students Participating
Butler	4,027.9	6,441	62.53
Carter	881.9	1,251	70.50
Dent	1,147.0	1,842	62.28
Reynolds	711.0	1,041	68.30
Ripley	1,523.1	2,117	71.95
Shannon	588.4	760	77.38
Wayne	1,181.4	1,701	69.44
Report Area	10,060.7	15,153	66.39
Statewide	845,532.6	1,720,336	49.15

Source: [Missouri Department of Elementary and Secondary Education, Annual Reporting of School District Data, 2011/2012 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 number of households per month 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 50. According to the Missouri Department of Social Services, Butler County had the highest average number of households per month receiving benefits at 5,100, while Reynolds had the lowest at 719. The average for the report area in 2011 was 1,791.

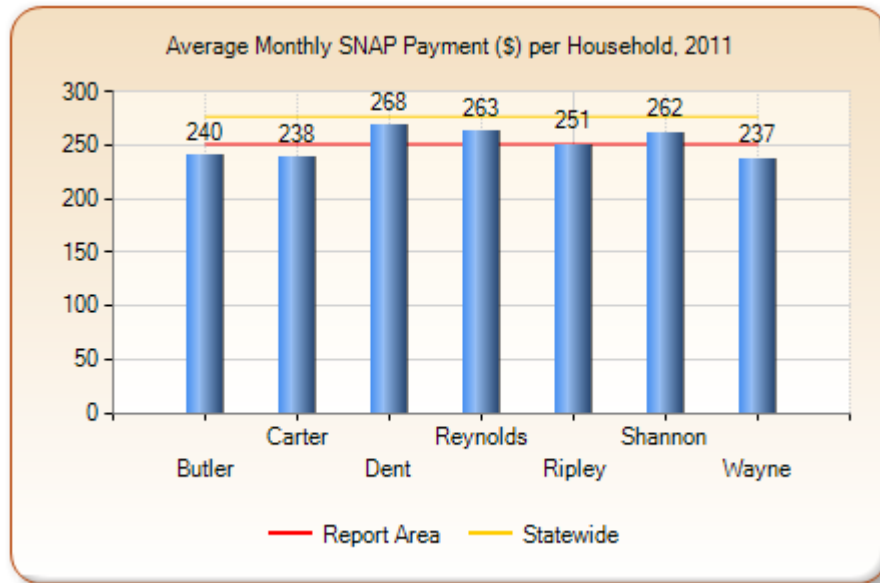


Table 50. Household Receiving SNAP Benefits, 2011

County	Households Receiving Benefits (Average per Month)	Average Monthly Benefit Payment (\$)	Total Benefits Issued (\$)
Butler	5,100	240	14,698,450
Carter	731	238	2,087,990
Dent	1,508	268	4,854,094
Reynolds	719	263	2,272,875
Ripley	2,036	251	6,129,136
Shannon	916	262	2,877,096
Wayne	1,526	237	4,347,996
Report Area	1,791	251	37,267,637
Statewide	429,633	277	1,427,805,067

Source: [Missouri Department of Social Services, Family Support Division, Annual Data Report, Fiscal Year 2011.](#)

Income: Earned Income Tax Credit**Table 51. Earned Income Tax Credit Returns, 2010**

County	Total Income Tax Returns	Total Returns Claiming EITC	Total EITC Amount	Average EITC Amount per Return
Butler	16,344	4,912	11,181,667	2,276.40
Carter	2,177	715	1,696,798	2,373.14
Dent	5,708	1,536	3,319,098	2,160.87
Reynolds	2,361	751	1,693,438	2,254.91
Ripley	5,225	1,850	4,360,282	2,356.91
Shannon	2,566	905	2,162,899	2,389.94
Wayne	4,913	1,538	3,425,173	2,227.03
Report Area	39,294	12,207	27,839,355	2,280.61
Statewide	2,055,060	435,028	956,337,966	2,198.34

Source: [Brookings Institute, Earned Income Tax Credit Series, Interactive Data, 2010.](#)

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 52. The Social Security Administration (SSA) reported that a total of 33,388 persons were receiving SSA benefits in the report area in 2011. Butler County had the largest number of persons (13,157) receiving SSA benefits while Carter county had the fewest (2,000).

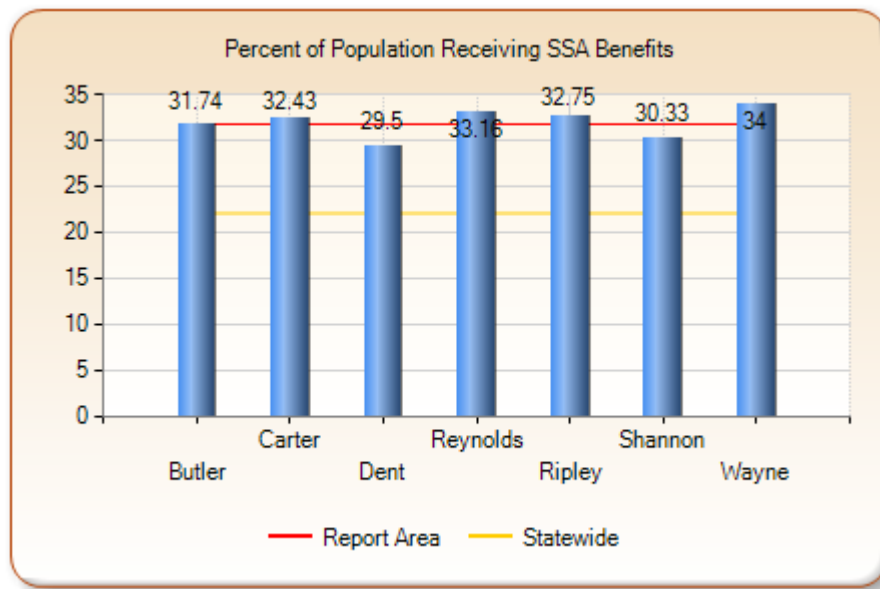


Table 52. SSA Recipients and Payments, 2011

County	Total Persons Receiving SSA Benefits	Percent of Population Receiving SSA Benefits	Total SSA Payments (\$1,000s)	Average SSA Payment (\$)
Butler	13,157	31.74	12,016	913
Carter	2,000	32.43	1,838	919
Dent	4,492	29.50	4,369	972
Reynolds	2,124	33.16	2,112	994
Ripley	4,572	32.75	4,149	907
Shannon	2,527	30.33	2,257	893
Wayne	4,516	34.00	4,267	944
Report Area	33,388	31.85	31,008	929
Statewide	1,278,757	22.13	1,384,944	1,083

Source: [Social Security Administration, Master Beneficiary Record, 2011](#); [Social Security Administration, Supplemental Security Record, 2011](#).

Nutrition

Nutrition: Free and Reduced Lunch Program

Table 53 shows that 10,424 students (or 61.48 percent) received free or reduced price lunches during the 2009 - 2010 school year. At 49.48 percent, Dent, had the smallest percentage of students participating in the school lunch program, while Shannon, had 69.92 percent of students participating, which is more than the state average of 43.83 percent.

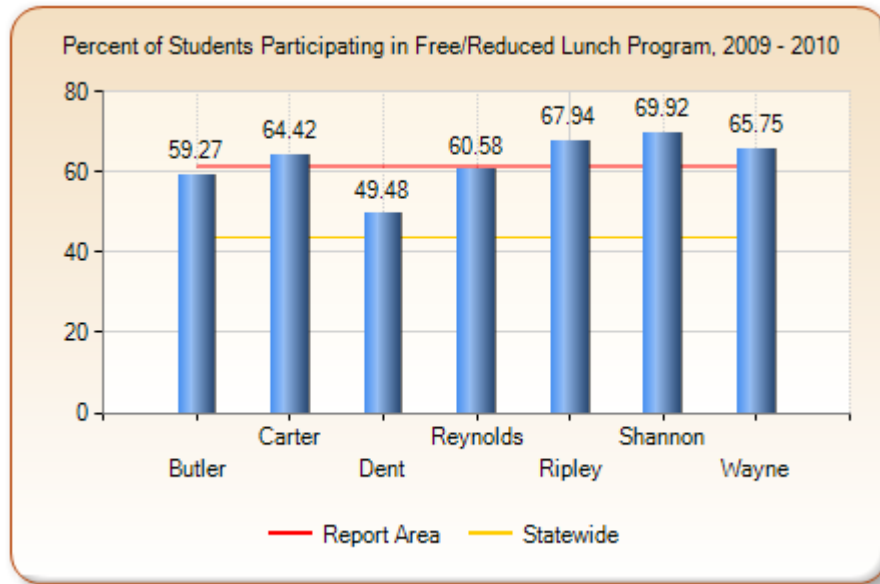


Table 53. Students Participating in the Free and Reduced Lunch Program, 2010

County	Students Participating	Total Student Enrollment	Percent of Students Participating
Butler	4,028	6,796	59.27
Carter	822	1,276	64.42
Dent	990	2,001	49.48
Reynolds	673	1,111	60.58
Ripley	1,579	2,324	67.94
Shannon	1,111	1,589	69.92
Wayne	1,221	1,857	65.75
Report Area	10,424	16,954	61.48
Statewide	401,894	916,984	43.83

Source: [National Center for Educational Statistics \(NCES\), Common Core of Data \(CCD\), 2009-10 School Universe data](#). Data provided by school district, summarized by DESE school district - county association.

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

The average number of persons per month 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 54. According to the Missouri Department of Social Services, Butler County had the highest average number of persons per month receiving benefits at 10,489, while Reynolds had the lowest at 1,625. The average for the report area in 2011 was 3,850.

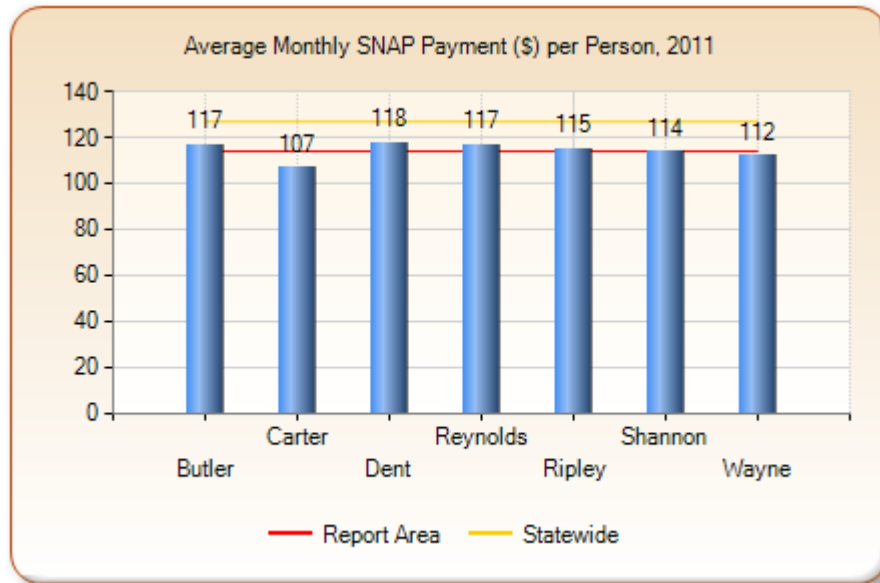


Table 54. Persons Receiving SNAP Benefits, 2011

County	Persons Receiving Benefits (Average per Month)	Average Monthly Benefit Payment (\$)	Total Benefits Issued (\$)
Butler	10,489	117	14,698,450
Carter	1,633	107	2,087,990
Dent	3,424	118	4,854,094
Reynolds	1,625	117	2,272,875
Ripley	4,436	115	6,129,136
Shannon	2,108	114	2,877,096
Wayne	3,235	112	4,347,996
Report Area	3,850	114	37,267,637
Statewide	937,013	127	1,427,805,067

Source: [Missouri Department of Social Services, Family Support Division, Annual Data Report, Fiscal Year 2011.](#)

Nutrition: Number of Food Pantries

The number of food pantries in the 7 county report area are shown in Table 55.

Table 55. Number of Food Pantries

County	Food Pantries
Butler	0
Carter	1
Dent	0
Reynolds	0
Ripley	0
Shannon	0
Wayne	0
Report Area	1
Statewide	154

Source: FoodPantries.org

Nutrition: Number of Farmer's Markets

The number of farmers' markets in the 7 county report area are shown in Table 56.

Table 56. Number of Farmers Markets by County

County	Number of Farmers Markets
Butler	1
Carter	0
Dent	1
Reynolds	0
Ripley	1
Shannon	0
Wayne	0
Report Area	3
Statewide	190

Source: [Missouri Farmers Market Directory](#)

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

Prenatal, postpartum, infant and child participation in the WIC program within the 7 county report area for 2008 are shown in Table 57. The Missouri Department of Health and Senior Services reported that a total of 5,274 persons were receiving WIC benefits in the report area in 2008. Butler County had the largest number of women (431) receiving WIC benefits, while Reynolds County had the fewest women (34) receiving WIC benefits.

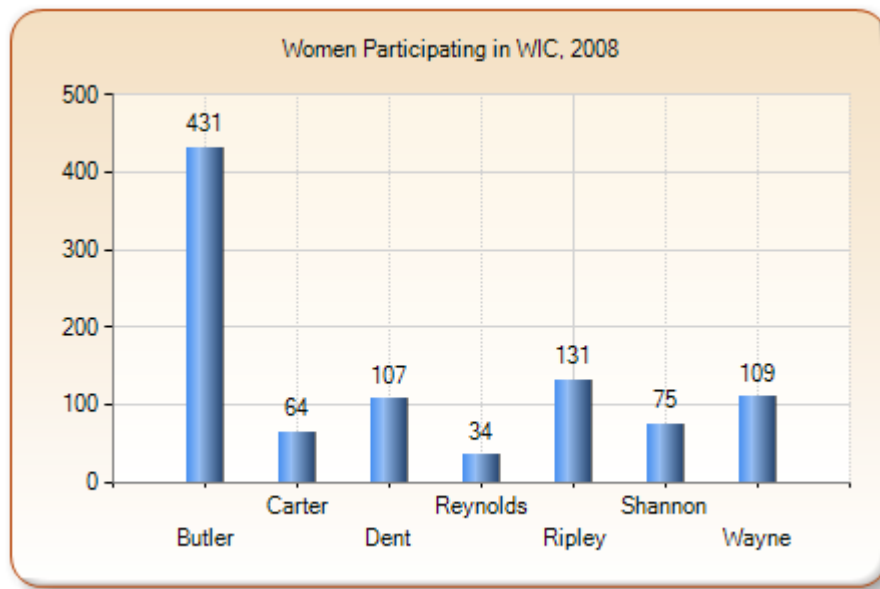


Table 57. Persons Participating in WIC, 2008

County	Prenatal and/or Postpartum Participation	Infant Participation	Child Participation
Butler	431	527	1,308
Carter	64	66	224
Dent	107	124	404
Reynolds	34	41	140
Ripley	131	160	403
Shannon	75	88	277
Wayne	109	133	428
Report Area	951	1,139	3,184
Statewide	33,100	47,108	101,339

Source: [Missouri Department of Health and Senior Services, Missouri Information for Community Assessment \(MICA\), Women, Infants, and Children, 2008.](#)

Nutrition: Senior Nutrition Centers

This information must be collected locally.

Table 58. Senior Nutrition Centers

County	Center Name	Center Address (street,city,ZIP)	Center Phone
Butler			
Carter			
Dent			
Reynolds			
Ripley			
Shannon			
Wayne			
Report Area			

Source: Locally collected.

Nutrition: Households Receiving SNAP by Poverty Status (ACS)

Table 59 shows that 9,157 households (or 21.47%) received SNAP payments during 2012. During this same period there were 3,568 (or 8.36%) households with income levels below the poverty level that were not receiving SNAP payments. At 17.93% , Dent County had the smallest percentage of households receiving SNAP payments, while Wayne County had 23.75% of households receiving SNAP payments. The statewide average of those receiving SNAP payments was 13.1%.

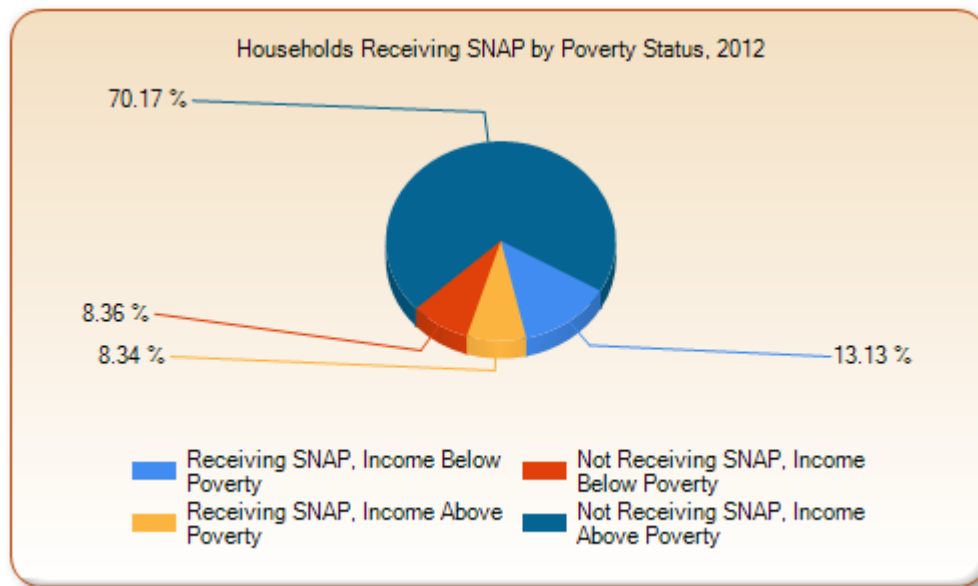


Table 59. Households Receiving SNAP by Poverty Status, 2012

County	Households Receiving SNAP				Households Not Receiving SNAP			
	Total	Percent	Income Below Poverty	Income Above Poverty	Total	Percent	Income Below Poverty	Income Above Poverty
Butler	3,909	22.90	2,477	1,432	13,158	77.10	1,103	12,055
Carter	454	18.67	208	246	1,978	81.33	343	1,635
Dent	1,063	17.93	614	449	4,864	82.07	552	4,312
Reynolds	576	20.98	335	241	2,170	79.02	211	1,959
Ripley	1,177	21.58	654	523	4,277	78.42	616	3,661
Shannon	634	18.81	438	196	2,737	81.19	303	2,434
Wayne	1,344	23.75	873	471	4,316	76.25	440	3,876
Report Area	9,157	21.47	5,599	3,558	33,500	78.53	3,568	29,932
Statewide	308,905	13.10	166,859	142,046	2,049,365	86.90	171,639	1,877,726

Source: [U.S. Census Bureau, American Community Survey, 2012 Data Release, December 2013.](#)

The 2012 American Community Survey 5-year data is a 5-year average of data collected from 2008 through 2012. SNAP numbers are for the last 12 months of the five-year average (2012).

Health Care

Health Care: Federally Qualified Health Centers

Table 60 lists the Federally Qualified Health Centers for the report area.

Table 60. Federally Qualified Health Centers

County	Provider Number	Name	Address	City	Phone
Butler	PN: 261008	MISSOURI HIGHLANDS MEDICAL CLINIC	225 PHYSICIANS PARK DRIVE, STE #303	POPLAR BLUFF	(573) 785-6536
Butler	PN: 261028	MOHIGH FAMILY CARE CLINIC	3001 WARRIOR LANE	POPLAR BLUFF	(573) 785-7453
Carter	PN: 261816	BIG SPRINGS MEDICAL CLINIC	405 MAIN STREET	VAN BUREN	(314) 323-4253
Dent	PN: 261001	POPLAR BLUFF COMMUNITY DENTAL CLINIC	1105 2ND STREET, PO BOX 157	ELLINGTON	(573) 663-2313
Reynolds	PN: 261815	ELLINGTON FAMILY CLINIC	HWY 106 & 2ND STREET	ELLINGTON	(314) 663-2525
Reynolds	PN: 261880	BIG SPRINGS BEHAVIORAL HEALTH CLINIC	105 WALNUT STREET	ELLINGTON	(573) 663-2977
Ripley	PN: 261002	NAYLOR MEDICAL CLINIC	220 E BROAD STREET, PO BOX 204	NAYLOR	(573) 663-2313
Shannon	PN: 261841	SHANNON COUNTY FAMILY CLINIC	1003 SMAIN ST	EMINENCE	(573) 663-2313
Wayne	PN: 261036	WAYNE COUNTY MEDICAL CLINIC	135 MAIN STREET, PO BOX 80	GREENVILLE	(573) 224-3660

Source: [U.S. Department of Health and Human Services, Centers for Medicare and Medicaid Services, Provider of Services File, Third Quarter, 2013.](#)

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 61 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.

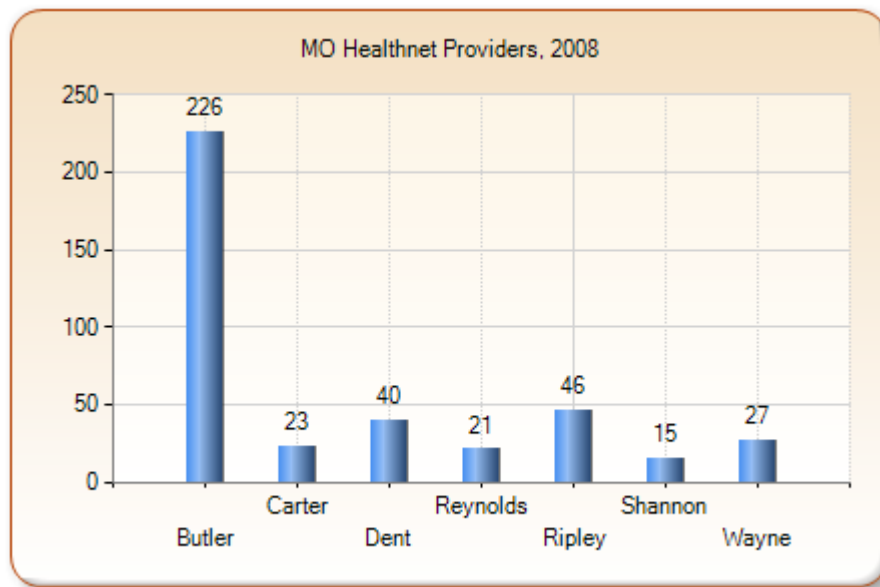


Table 61. MO HealthNet Providers of Service, 2008

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 62. According to the U.S. Department of Health and Human Services, there were 63 active Medicare and Medicaid institutional service providers in the report area in the third quarter of 2013. Butler County had the most active providers (27), while Carter County had the fewest (3).

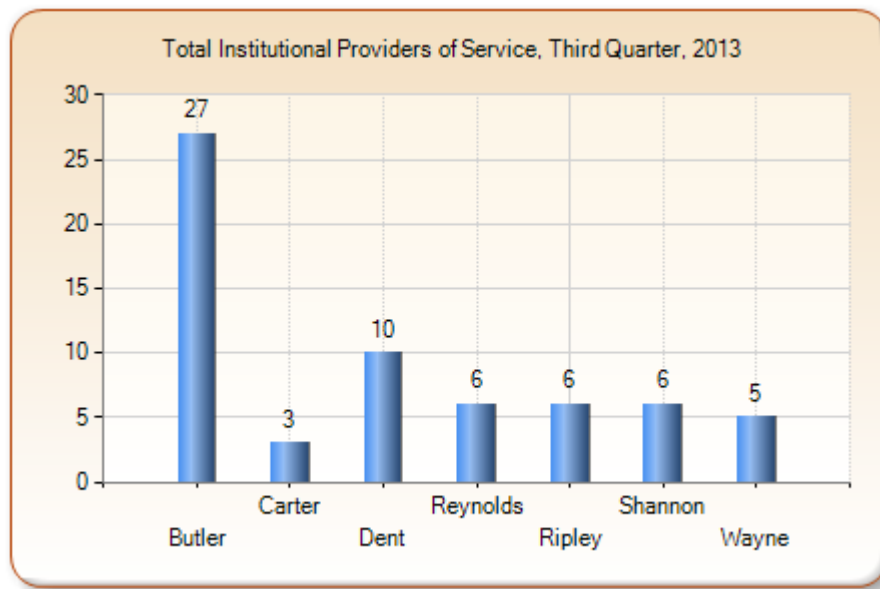


Table 62. Institutional Medicare and Medicaid Providers, 2013

County	Total Institutional Providers	Hospitals	Nursing Facilities	Federally Qualified Health Centers	Rural Health Clinics	Community Mental Health Centers
Butler	27	1	5	2	12	0
Carter	3	0	1	1	0	0
Dent	10	1	3	0	4	0
Reynolds	6	1	1	4	0	0
Ripley	6	1	1	1	1	0
Shannon	6	0	1	1	3	0
Wayne	5	0	2	1	2	0
Report Area	63	4	14	10	22	0
Statewide	1,794	157	513	126	382	11

Source: [U.S. Department of Health and Human Services, Centers for Medicare and Medicaid Services, Provider of Services File, Third Quarter, 2013.](#)

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 63. 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

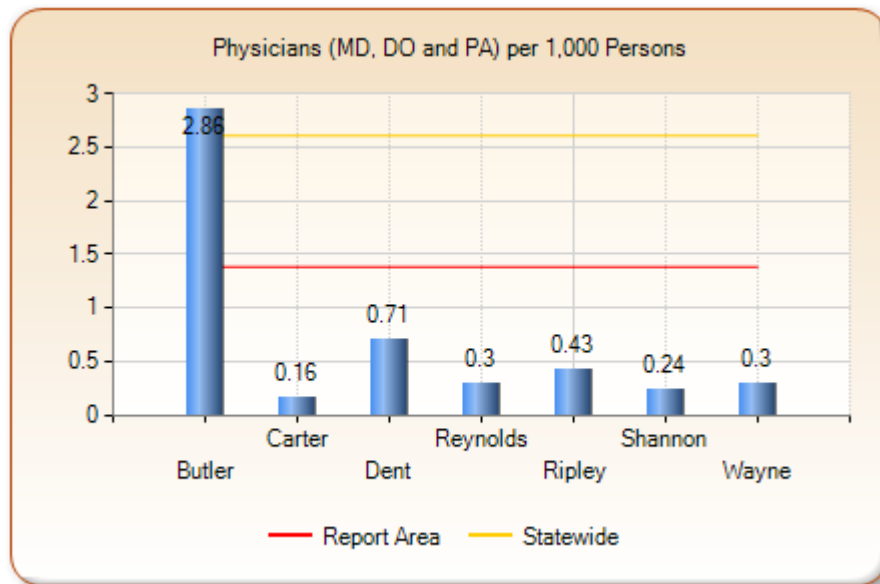


Table 64. Number of Primary Care Physicians, 2013

County	Physicians, MD	Physicians, DO	Physicians Assistants	Physicians per 1,000 Persons
Butler	101	16	5	2.86
Carter	0	1	0	0.16
Dent	6	4	1	0.71
Reynolds	1	1	0	0.30
Ripley	3	3	0	0.43
Shannon	1	0	1	0.24
Wayne	1	3	0	0.30
Report Area	113	28	7	1.38
Statewide	12,941	1,959	623	2.61

Source: [Missouri Division of Professional Registration](#)

The 2011 American Community Survey 5-year data is an average of data collected from 2007 through 2011.

Health Care: MO HealthNet Recipients

The number of persons receiving MO HealthNet benefits and total benefit payments for the 7 county report area are shown in Table 65. A total of 28,712 persons received benefits in the report area ranging from a high in Butler County of 11,444 to a low in Carter County of 1,671.

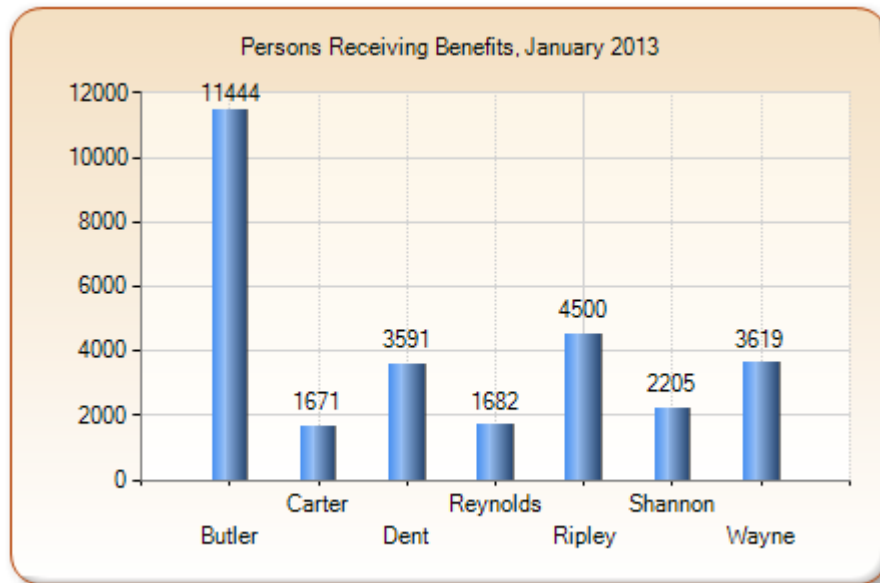


Table 65. MO HealthNet Recipients, January 2013

County	Persons Receiving Benefits	Total Benefit Payments
Butler	11,444	8,086,072.00
Carter	1,671	1,013,710.00
Dent	3,591	2,292,810.00
Reynolds	1,682	1,068,648.00
Ripley	4,500	2,598,257.00
Shannon	2,205	894,184.00
Wayne	3,619	2,129,447.00
Report Area	28,712	18,083,128.00
Statewide	912,313	511,461,329.00

Source: [Missouri Department of Social Services, Family Support Division, MO HealthNet Division, Monthly Management Report, Table 22, January 2013.](#)

Health Care: Dentists

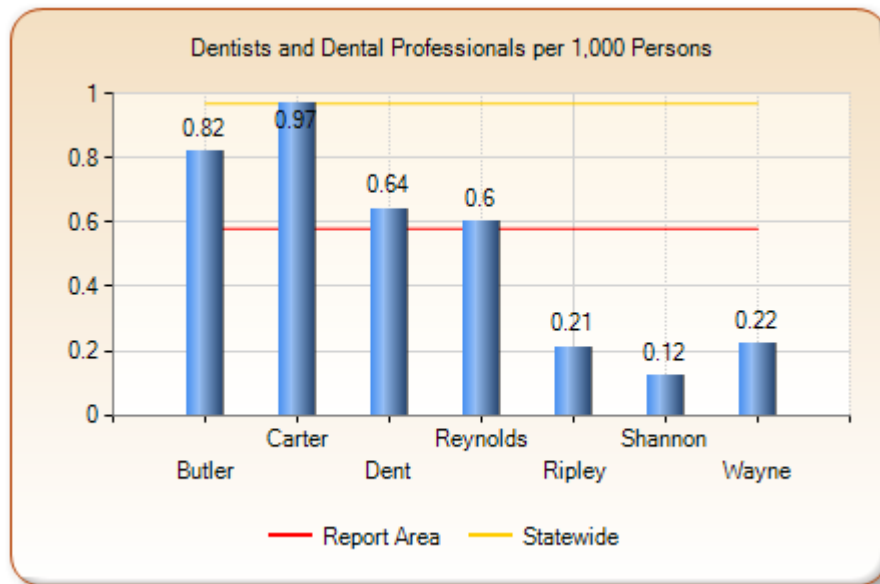


Table 66. Dental Professionals, 2013

County	Dentists	Dental Specialists	Dental Hygenists	Dental Professionals per 1,000 Persons
Butler	17	3	15	0.82
Carter	2	0	4	0.97
Dent	9	0	1	0.64
Reynolds	2	0	2	0.60
Ripley	1	0	2	0.21
Shannon	0	0	1	0.12
Wayne	0	0	3	0.22
Report Area	31	3	28	0.58
Statewide	2,490	501	2,759	0.97

Source: [Missouri Division of Professional Registration](#)

The 2011 American Community Survey 5-year data is an average of data collected from 2007 through 2011.

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 67. The U.S. Department of Health and Human Services reported that a total of 24,670 persons were receiving Medicare benefits in the report area in 2011. 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 6,708 disabled persons in the report area received Medicare benefits in 2011. Butler County had the highest amount (2,693) Medicare recipients among disabled persons, while Reynolds County had the lowest amount (366) of Medicare recipients among disabled persons.

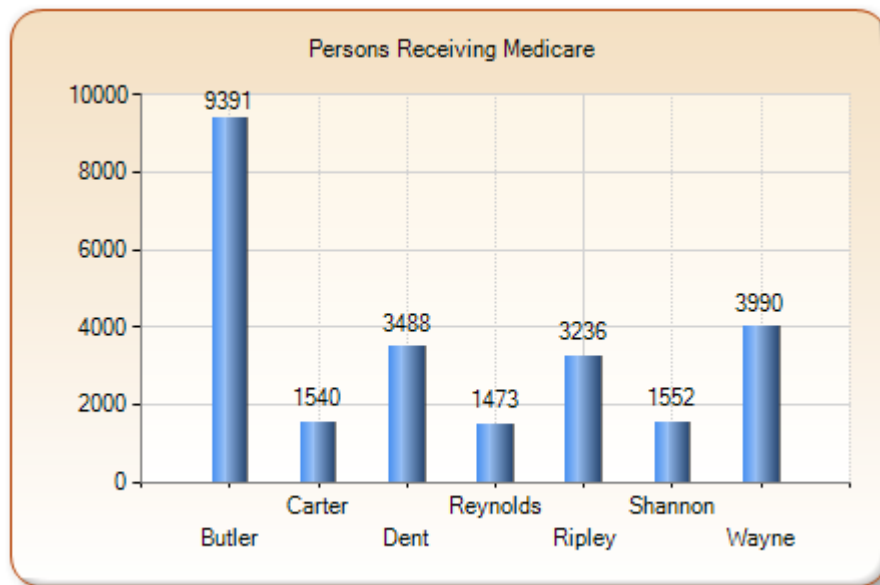


Table 67. Medicare Enrollment by County, 2011

County	Persons Over 65 Receiving Medicare	Disabled Persons Receiving Medicare	Total Persons Receiving Medicare
Butler	6,698	2,693	9,391
Carter	1,089	451	1,540
Dent	2,670	818	3,488
Reynolds	1,107	366	1,473
Ripley	2,344	892	3,236
Shannon	1,141	411	1,552
Wayne	2,913	1,077	3,990
Report Area	17,962	6,708	24,670
Statewide	804,775	189,991	994,766

Source: [U.S. Department of Health and Human Services, Centers for Medicare and Medicaid Services, Medicare County Enrollment Report, 2011.](#)

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 2011, the percentage of persons uninsured ranged from 17.9 in Butler County to 22.3 in Carter County.

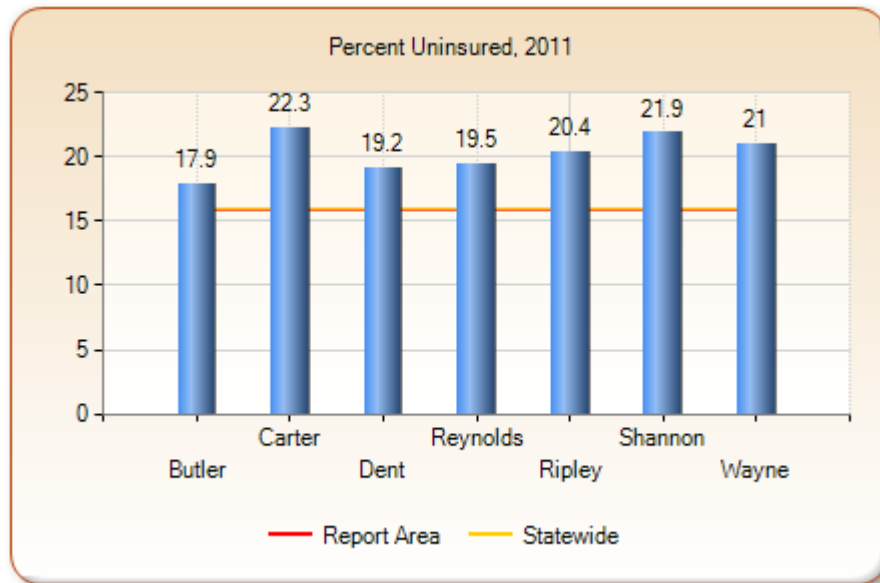


Table 68. Uninsured Persons, 2011

County	Insurance Population (2011 Estimate)	Number Insured	Number Uninsured	Percent Uninsured
Butler	42,607	29,078	6,356	17.90
Carter	6,208	4,109	1,177	22.30
Dent	15,550	10,202	2,417	19.20
Reynolds	6,676	4,165	1,010	19.50
Ripley	14,080	9,170	2,344	20.40
Shannon	8,428	5,413	1,521	21.90
Wayne	13,448	8,314	2,206	21.00
Report Area	106,997	70,451	17,031	15.92
Statewide	5,955,802	4,210,644	801,665	16.00

Source: [U.S. Census Bureau, Small Area Health Insurance Estimates, 2011 \(August 2013 release\)](#).

Health Care: Causes of Death

Total deaths broken down by cause for the 7 county report area are shown in Table 69. According to the Missouri Department of Health and Senior Services in 2011, there were 1,394 deaths in the report area.

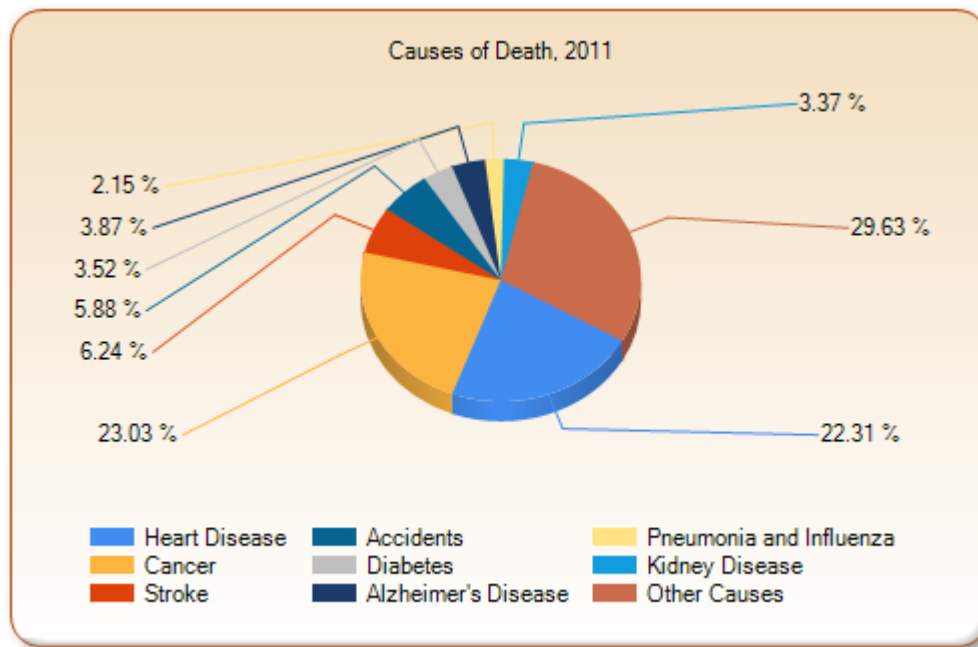


Table 69. Causes of Death, 2011

County	All Deaths	Heart Disease	Cancer	Stroke	Accidents	Diabetes	Alzheimer's Disease	Pneumonia and Influenza	Kidney Disease	Other Causes
Butler	560	119	131	36	33	25	34	13	22	147
Carter	92	14	24	6	6	2	3	1	3	33
Dent	185	44	33	13	12	6	7	3	4	63
Reynolds	85	29	20	2	3	3	2	1	1	24
Ripley	195	45	43	7	14	3	2	7	6	68
Shannon	91	21	24	6	8	3	2	0	4	23
Wayne	186	39	46	17	6	7	4	5	7	55
Report Area	1,394	311	321	87	82	49	54	30	47	413
Statewide	55,599	13,746	12,403	3,010	3,179	1,421	1,916	1,200	1,251	17,473

Source: [Missouri Department of Health and Senior Services, Missouri Information for Community Assessment \(MICA\), Deaths, 2011.](#)

Health Care: Teen Births (ACS)

Based on American Community Survey 2008-2012 estimates, births to teens in the 7 county area ranged from 0 per 1,000 in Carter County to 43.68 per 1,000 in Butler County.

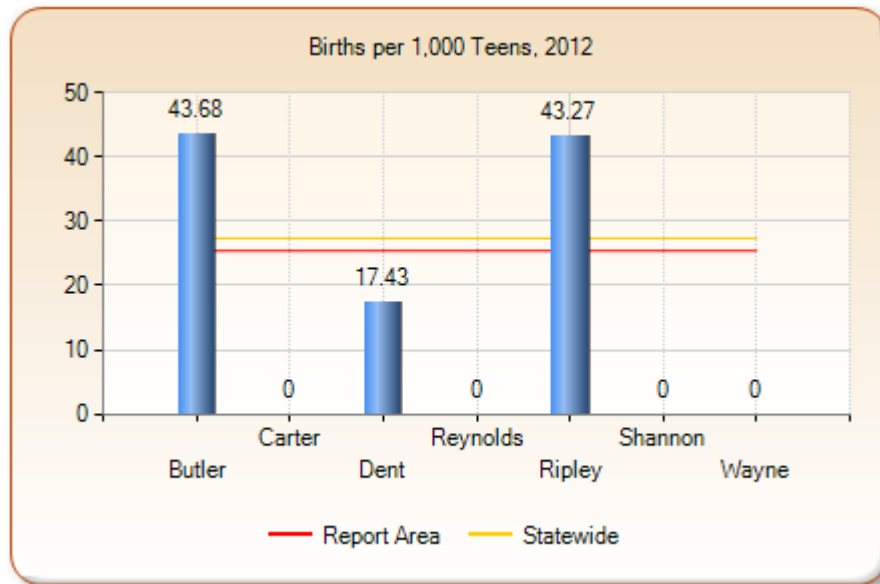


Table 70. Births to Females Age 15 to 19, 2012

County	Females Age 15 to 19	Births to Teens	Births per 1,000 Teens
Butler	1,305	57	43.68
Carter	304	0	0.00
Dent	459	8	17.43
Reynolds	142	0	0.00
Ripley	416	18	43.27
Shannon	253	0	0.00
Wayne	385	0	0.00
Report Area	3,264	83	25.43
Statewide	205,460	5,629	27.40

Source: [U.S. Census Bureau, American Community Survey, 2012 Data Release, December 2013.](#)

The 2012 American Community Survey 5-year data is a 5-year average of data collected from 2008 through 2012.

Health Care: Infant Health

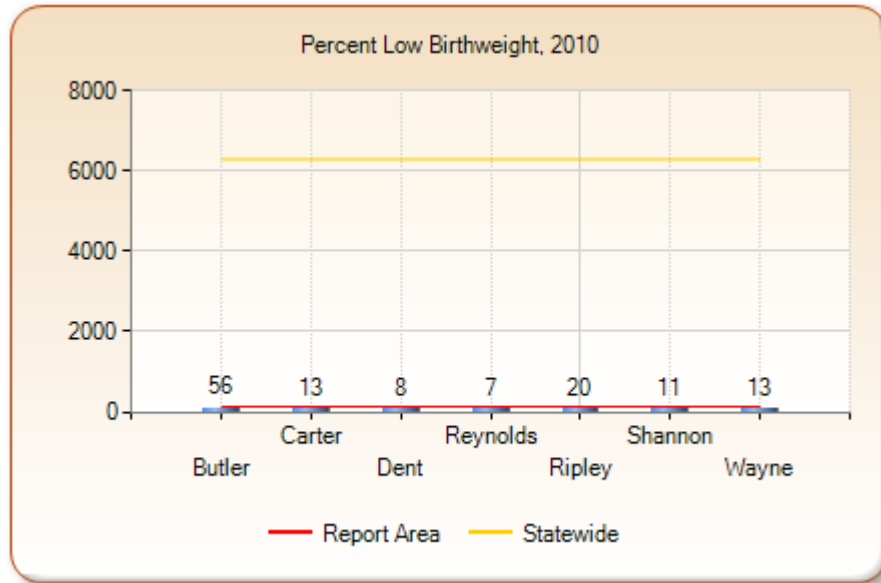


Table 71. Infant Low Birthweight, 2010

County	Total Live Births	Low Birthweight Infants	Percent Low Birthweight
Butler	531	56	10.5
Carter	70	13	18.6
Dent	173	8	4.6
Reynolds	74	7	9.5
Ripley	201	20	10.0
Shannon	111	11	9.9
Wayne	155	13	8.4
Report Area	1,315	128	9.7
Statewide	76,718	6,304	8.2

Source: [Missouri Information for Community Assessment \(MICA\), Department of Health and Senior Services, 2010.](#)

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 72. There were a total of 99 substantiated incidents in the report area in 2011 ranging from 5 in Carter County to 31 in Butler County.

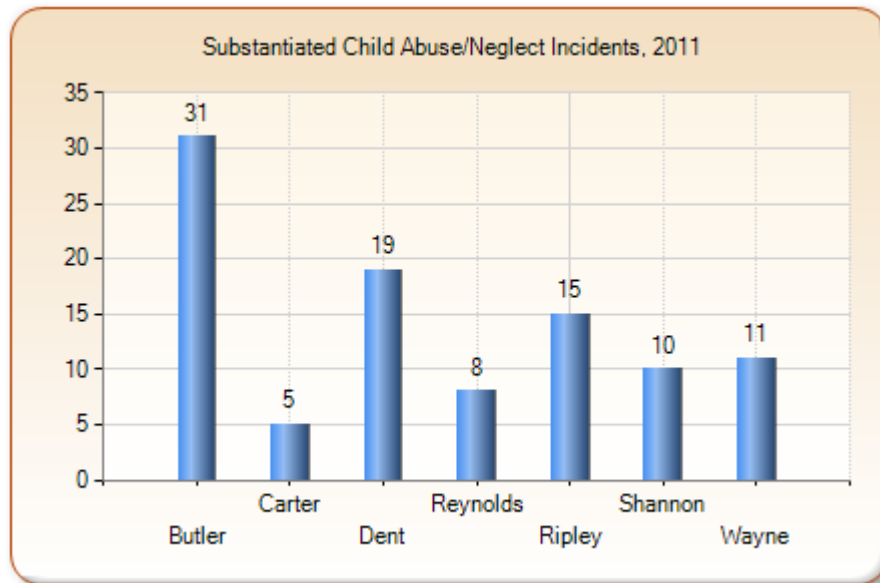


Table 72. Substantiated Child Abuse or Neglect, 2011

County	Substantiated Incidents	Substantiated Children
Butler	31	44
Carter	5	6
Dent	19	25
Reynolds	8	9
Ripley	15	22
Shannon	10	12
Wayne	11	13
Report Area	99	131
Statewide	4,294	6,092

Source: [Missouri Department of Social Services, Children's Division, Calendar Year 2011 Annual Report, June 2012.](#)

Health Care: Licensed Professional Counselors

This is the number of licenses recored by county from the Missouri Division of Professional Registration.

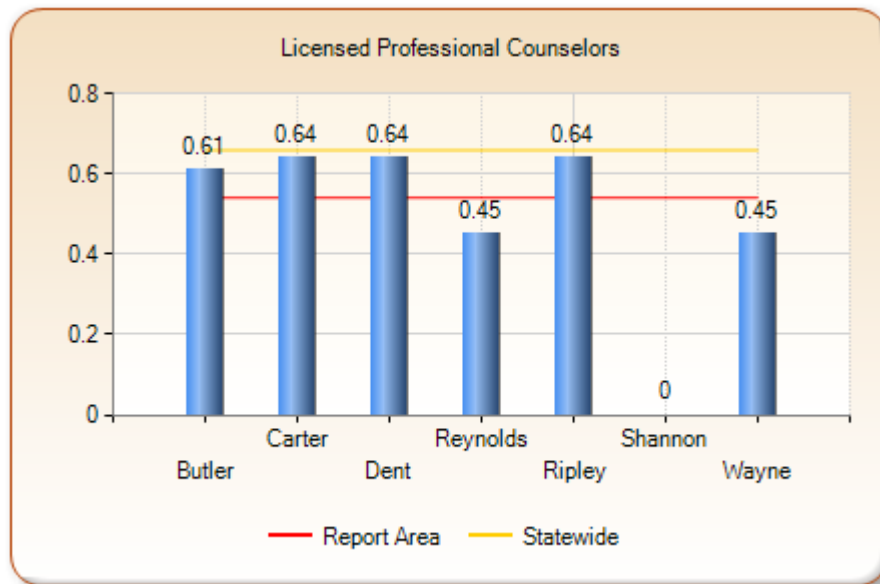


Table 73. Licensed Professional Counselors

County	Licensed Professional Counselors	Conselors per 1,000 persons
Butler	26	0.61
Carter	4	0.64
Dent	10	0.64
Reynolds	3	0.45
Ripley	9	0.64
Shannon	0	0.00
Wayne	6	0.45
Report Area	58	0.54
Statewide	3,948	0.66

Source: [Missouri Division of Professional Registration](#)

The 2011 American Community Survey 5-year data is an average of data collected from 2007 through 2011.

Health Care: Nurses

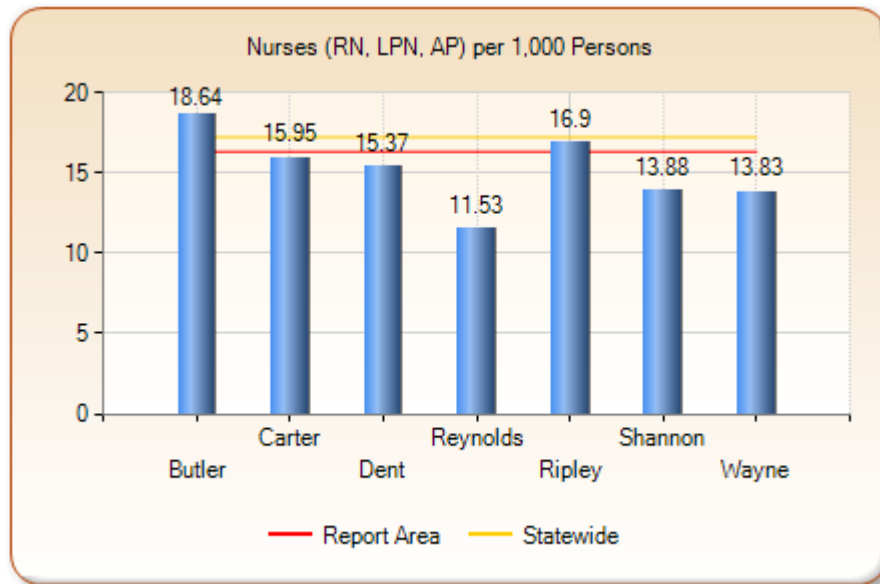


Table 74. Nurses, 2013

County	Advanced Practice Nurses	Registered Nurses	Licensed Practical Nurses	Nurses per 1,000 Persons
Butler	56	499	239	18.64
Carter	6	54	39	15.95
Dent	11	131	97	15.37
Reynolds	4	45	28	11.53
Ripley	14	142	82	16.90
Shannon	2	53	62	13.88
Wayne	6	112	68	13.83
Report Area	99	1,036	615	16.36
Statewide	5,174	75,002	22,519	17.24

Source: [Missouri Division of Professional Registration](#)

The 2011 American Community Survey 5-year data is an average of data collected from 2007 through 2011.

Community Needs Survey 2014

Your County?		
Answer Options	Response Percent	Response Count
Butler	25.4%	18
Carter	11.3%	8
Dent	22.5%	16
Reynolds	15.5%	11
Ripley	18.3%	13
Shannon	7.0%	5
Wayne	0.0%	0
<i>answered question</i>		71
<i>skipped question</i>		0

Community Needs Survey 2014

Your Age?		
Answer Options	Response Percent	Response Count
17 & Younger	0.0%	0
18-23	11.4%	8
24-44	50.0%	35
45-54	20.0%	14
55-69	15.7%	11
70+	2.9%	2
<i>answered question</i>		70
<i>skipped question</i>		1

Community Needs Survey 2014

Household Type?		
Answer Options	Response Percent	Response Count
One Person	11.4%	8
Single Parent	21.4%	15
Two Adults	31.4%	22
Husband/Wife and Children	32.9%	23
Non-Related Persons and Children	2.9%	2
<i>answered question</i>		70
<i>skipped question</i>		1

Community Needs Survey 2014

Survey Event / Location		
Answer Options	Response Percent	Response Count
Community Action Office	37.7%	20
Poverty Simulation	0.0%	0

School Fair	1.9%	1
Step Up to Leadership	0.0%	0
Career Center / WIA / CAP	0.0%	0
Head Start	54.7%	29
Board / Policy Council	0.0%	0
Agency Staff	7.5%	4
<i>answered question</i>		53
<i>skipped question</i>		18

Community Needs Survey 2014

Is Employment an issue in this area? If Yes, Why?		
Answer Options	Response Percent	Response Count
YES	91.5%	65
NO	7.0%	5
Lack of skills/education to obtain a job	25.4%	18
Unable to find jobs in area	56.3%	40
No where to look for jobs	18.3%	13
Employers/jobs are leaving area	19.7%	14
Few jobs for people without skills	33.8%	24
Lack of good paying jobs with benefits	56.3%	40
Long commute to jobs	21.1%	15
Lack of child care (work related)	28.2%	20
How to fill out Application/Interviewing Skills	12.7%	9
Lack of computer skills	8.5%	6
Cost of child care (work related)	38.0%	27
Lack of Transportation (work related)	21.1%	15
Cost of transportation (work related)	23.9%	17
How to create a resume	11.3%	8
Other (please specify)		5
<i>answered question</i>		71
<i>skipped question</i>		0

Community Needs Survey 2014

Is Education an issue in this area? If Yes, Why?		
Answer Options	Response Percent	Response Count
YES	72.9%	51
NO	25.7%	18
No high school diploma	28.6%	20
Lack of vocational skills or college	28.6%	20
Lack of GED/Adult Basic Education Classes available and/or held at inconvenient times/places	27.1%	19
Threats of violence in schools	4.3%	3
No dropout prevention/after school programs for youth	21.4%	15
Need computer access at home	18.6%	13
Lack of computer skills	7.1%	5
Lack of transportation (school related)	14.3%	10
Cost of transportation (school related)	8.6%	6

Lack of child care (school related)	15.7%	11
Cost of child care (school related)	18.6%	13
Knowledge of financial aid-how to apply/what's available	17.1%	12
How to communicate with teachers/principals/counselors	8.6%	6
Lack of training for work	24.3%	17
Other (please specify)		3
<i>answered question</i>		70
<i>skipped question</i>		1

Community Needs Survey 2014

Is Housing an issue in this area? If Yes, Why?		
Answer Options	Response Percent	Response Count
YES	78.6%	55
NO	21.4%	15
Cost of rent/housing payments	54.3%	38
Lack of down payment on a house	24.3%	17
Housing needs repairs (i.e. roof, foundation)	21.4%	15
Housing needs weatherization (i.e. insulation, storm windows)	22.9%	16
Affordable housing not available	38.6%	27
Cost of utility/rent deposits	40.0%	28
Housing size doesn't meet family needs	11.4%	8
Lack of temporary emergency housing	11.4%	8
Credit issues	21.4%	15
Knowledge of how to buy a home	10.0%	7
Knowledge of tenant rights	4.3%	3
Other (please specify)		2
<i>answered question</i>		70
<i>skipped question</i>		1

Community Needs Survey 2014

Is Nutrition an issue in this area? If Yes, Why?		
Answer Options	Response Percent	Response Count
YES	71.4%	50
NO	28.6%	20
Food Resources are not available, i.e. Senior Citizens meals, meals on wheels, garden plots, food pantries...	7.1%	5
Don't use available food resources i.e.	15.7%	11

food pantries, meal programs-senior citizen... Lack of transportation, i.e. to grocery store, food pantry or other food resources	20.0%	14
Food Stamp allotments run out	21.4%	15
Time to prepare meals	5.7%	4
Not enough income when making use of resources	35.7%	25
How to prepare meals for one or two	11.4%	8
Not eligible for food stamps and/or eligibility unknown for food stamps	32.9%	23
Lack of education in nutrition, how to prepare meals, proper eating habits and money management for healthy diet	28.6%	20
Population is obese	20.0%	14
Other (please specify)		8
<i>answered question</i>		70
<i>skipped question</i>		1

Community Needs Survey 2014

Select the following Emergency Situations that seem to be particular problems in this area:

Answer Options	Response Percent	Response Count
Lack of food	14.7%	10
Lack of emergency shelter (i.e. due to fire, flood & eviction or shelter for battered women or runaway youth)	29.4%	20
Lack of income for prescription drugs	22.1%	15
Lack of income for utilities/fuel	66.2%	45

Legal assistance	2.9%	2
Medical emergency resources - not covered by insurance, obtaining service, transportation	29.4%	20
Mental health related crisis	13.2%	9
Alcohol, drug abuse and/or gambling	48.5%	33
Child abuse/neglect in household	23.5%	16
No Health Insurance	45.6%	31
Lack of health care providers-local services	13.2%	9
Other (please specify)		2
answered question		68
skipped question		3

Community Needs Survey 2014

Is Use of Income an issue in this area? Is Yes, Why?		
Answer Options	Response Percent	Response Count
YES	84.1%	58
NO	14.5%	10
Lack of knowledge of possible resources (i.e. food stamps, medical coverage, MC+)	20.3%	14
How to save money	47.8%	33
No knowledge of EITC	10.1%	7
No knowledge on how to address credit issues	18.8%	13
Difficulty setting up a budget	40.6%	28
Difficulty with money management issues (i.e. credit card debt, checking account management)	62.3%	43
Difficulty maintaining a budget	40.6%	28
How to get/enforce child support	10.1%	7
Other (please specify)		3
answered question		69
skipped question		2

Community Needs Survey 2014

Is transportation an issue in this area? If Yes, Why?		
Answer Options	Response Percent	Response Count
YES	94.3%	66
NO	2.9%	2
Lack of knowledge about how to buy a car/vehicle	15.7%	11
Cost of buying and/or downpayment for a car	72.9%	51
Cost of maintaining cars/vehicles (i.e. gas inspections and insurance)	58.6%	41
Public Transportation - hours aren't convenient	25.7%	18
Lack of credit to buy a car/vehicle	61.4%	43
Cost of car repairs	35.7%	25
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)	2.9%	2
Other (please specify)		4
answered question		70
skipped question		1

2014 Back To School Fair Survey

Select today's date:		
Answer Options	Response Percent	Response Count
Tuesday, July 15, 2014	9.8%	31
Saturday, July 19, 2014	0.0%	0
Tuesday, July 22, 2014	0.0%	0
Thursday, July 24, 2014	13.9%	44
Tuesday, July 29, 2014	22.1%	70
Thursday, July 31, 2014	15.5%	49
Thursday, August 7, 2014	38.8%	123
<i>answered question</i>		317
<i>skipped question</i>		0

2014 Back To School Fair Survey

In which county did you attend a school fair?		
Answer Options	Response Percent	Response Count
Butler	38.6%	122
Carter	13.9%	44
Dent	0.0%	0
Reynolds	9.8%	31
Ripley	0.0%	0
Shannon	22.2%	70
Wayne	15.5%	49
<i>answered question</i>		316
<i>skipped question</i>		1

2014 Back To School Fair Survey

How did you hear about the School Readiness Event?		
Answer Options	Response Percent	Response Count
Community Action employee/office	38.7%	117
Newspaper	7.6%	23
Flyer sent home from school	5.6%	17
Word of mouth	40.1%	121
Other	11.3%	34
Other (please specify)		53
<i>answered question</i>		302
<i>skipped question</i>		15

2014 Back To School Fair Survey

Which of the following reasons motivate you to attend our event?		
Answer Options	Response Percent	Response Count

Free Services (i.e. vision, hearing, hair cuts, etc.)	3.9%	12
Free School Supplies	22.3%	69
Both	70.6%	218
Neither	0.3%	1
Other	2.9%	9
Additional Comments?		13
<i>answered question</i>		309
<i>skipped question</i>		8

2014 Back To School Fair Survey

Which of the following services are most important for your child(ren) to receive?		
Answer Options	Response Percent	Response Count
Hearing Screening	56.1%	162
Vision Screening	64.4%	186
Dental Screening	49.8%	144
Head Checks	32.5%	94
Height and Weight	43.9%	127
Additional Comments?		20
<i>answered question</i>		289
<i>skipped question</i>		28

2014 Back To School Fair Survey

Does the School Readiness Event provide enough "fun activities" for your child(ren)?		
Answer Options	Response Percent	Response Count
Yes	99.0%	310
No	1.0%	3
If NOT, what fun activities would you suggest?		1
<i>answered question</i>		313
<i>skipped question</i>		4

2014 Back To School Fair Survey

Were you treated with respect and courtesy?		
Answer Options	Response Percent	Response Count
Yes	98.4%	308
Somewhat	1.0%	3
No	0.6%	2
Additional Comments?		2
<i>answered question</i>		313
<i>skipped question</i>		4

2014 Back To School Fair Survey

Do you plan on returning to next year's School Readiness Event?		
---	--	--

Answer Options	Response Percent	Response Count
Yes	99.0%	311
No	1.0%	3
Additional Comments		1
<i>answered question</i>		314
<i>skipped question</i>		3

2014 Back To School Fair Survey

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	0.0%	0
Needs Improvement	1.6%	5
Meets Requirement	2.2%	7
Satisfactory	21.7%	68
Excellent	74.5%	234
Additional Comments?		9
<i>answered question</i>		314
<i>skipped question</i>		3

Client Satisfaction Survey

What is today's Date? (what month did you fill out the survey?)		
Answer Options	Response Percent	Response Count
January	0.0%	0
February	0.0%	0
March	0.0%	0
April	0.0%	0
May	3.8%	7
June	50.5%	94
July	43.0%	80
August	2.7%	5
September	0.0%	0
October	0.0%	0
November	0.0%	0
December	0.0%	0
<i>answered question</i>		186
<i>skipped question</i>		3

Client Satisfaction Survey

What is the name of your county?		
Answer Options	Response Percent	Response Count
Butler	0.0%	0
Carter	2.9%	5
Dent	82.8%	144
Reynolds	9.8%	17
Ripley	2.3%	4
Shannon	2.3%	4
Wayne	0.0%	0
<i>answered question</i>		174
<i>skipped question</i>		15

Client Satisfaction Survey

What is your name?	
Answer Options	Response Count
	119
<i>answered question</i>	119
<i>skipped question</i>	70

Client Satisfaction Survey

What was the reason for your visit to our office?		
Answer Options	Response Percent	Response Count

Energy Assistance	43.2%	57
Head Start	0.0%	0
School Readiness Event	50.8%	67
Tax Assistance	1.5%	2
Food Assistance	0.0%	0
Assistance with rent or mortgage	7.6%	10
Weatherization Assistance	0.8%	1
LIFT Class	0.0%	0
Home Repair	0.0%	0
Other (please specify)		15
<i>answered question</i>		132
<i>skipped question</i>		57

Client Satisfaction Survey

When you walked in the door, were you greeted in a nice and friendly manner?		
Answer Options	Response Percent	Response Count
Yes	100.0%	160
No	0.0%	0
<i>answered question</i>		160
<i>skipped question</i>		29

Client Satisfaction Survey

When you have called our facility were you satisfied with the way the phone was answered?		
Answer Options	Response Percent	Response Count
Yes	99.3%	151
No	0.7%	1
<i>answered question</i>		152
<i>skipped question</i>		37

Client Satisfaction Survey

Was the location easy to find?		
Answer Options	Response Percent	Response Count
Yes	99.4%	153
No	0.6%	1
<i>answered question</i>		154
<i>skipped question</i>		35

Client Satisfaction Survey

Was the facility atmosphere a pleasant and professional setting? If not what did you observe		
Answer Options	Response Percent	Response Count
Yes	98.7%	156
No	1.3%	2

Other (please specify)	4
<i>answered question</i>	158
<i>skipped question</i>	31

Client Satisfaction Survey

Were you treated with respect and courtesy?		
Answer Options	Response Percent	Response Count
Yes	100.0%	154
No	0.0%	0
<i>answered question</i>		154
<i>skipped question</i>		35

Client Satisfaction Survey

Were you given options in regard to your situation?		
Answer Options	Response Percent	Response Count
Yes	100.0%	151
No	0.0%	0
<i>answered question</i>		151
<i>skipped question</i>		38

Client Satisfaction Survey

Did the staff take enough time to answer your questions?		
Answer Options	Response Percent	Response Count
Yes	100.0%	154
No	0.6%	1
<i>answered question</i>		154
<i>skipped question</i>		35

Client Satisfaction Survey

Are the hours of operation meeting your needs? If not, then what would you suggest?		
Answer Options	Response Percent	Response Count
Yes	98.6%	146
No	1.4%	2
Other (please specify)		4
<i>answered question</i>		148
<i>skipped question</i>		41

Client Satisfaction Survey

What is the overall rating of the customer service you received today while visiting our agency?		
--	--	--

Answer Options	Response Percent	Response Count
Unsatisfactory	0.0%	0
Needs Improvement	0.0%	0
Meets requirments	1.3%	2
Satisfactory	16.3%	25
Excellent	82.4%	126
<i>answered question</i>		153
<i>skipped question</i>		36

Client Satisfaction Survey

Please give us your suggestions and comments so that we can serve you better.

Answer Options	Response Count
	22
<i>answered question</i>	22
<i>skipped question</i>	167

Conclusions/Priorities

Conclusion

SCMCAA continues to work toward the mission of assisting low-income families in their efforts to become self-sufficient by continuing to provide services and programs to improve the quality of their lives and the opportunity to eliminate the causes and conditions of poverty.

As the Community Action movement moves into the future, our mission remains the same. As a result of this Comprehensive Community Needs Assessment (CCNA), we anticipate the need for continued efforts in many areas. We are hopeful for the future. Much deliberation and discussion lie ahead for our agency, our board members, and our Leadership Team. Armed with up-to-date and relevant information, our leadership team is confident that we will be ready for the next steps.

Listed below is a summary of some of the top priorities identified:

Priorities

Families

- ✓ Basic Skills Learning Opportunities / Employment Enhancements
- ✓ Housing Issues
- ✓ Educational Resources/Family Engagement
- ✓ Nutrition and Health
- ✓ Increased Knowledge of Resources and Resource Sharing
- ✓ Money Management

Communities

- ✓ Economic Development
- ✓ Housing
- ✓ Work Readiness / Community and Economic Development
- ✓ Increased access to infant/toddler care (area wide)

Agency

- ✓ Continued Leadership Development
- ✓ Commitment to Excellence
- ✓ Professional Training
- ✓ Service Delivery/Capacity Building
- ✓ Program / Resource Development
- ✓ Increased Instructional Support
- ✓ Turnover Reduction/Staff Retention
- ✓ Increase Learning Opportunities (especially in areas of chronic health conditions, mental health issues, etc.)
- ✓ Increase numbers of management staff to assist in support of staff/teachers

South Central Missouri Community Action Agency – (Appendix A)

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>
<input type="checkbox"/> Butler	<input type="checkbox"/> 17 & Younger	<input type="checkbox"/> One person
<input type="checkbox"/> Carter	<input type="checkbox"/> 18-23	<input type="checkbox"/> Single Parent
<input type="checkbox"/> Dent	<input type="checkbox"/> 24-44	<input type="checkbox"/> Two Adults
<input type="checkbox"/> Reynolds	<input type="checkbox"/> 45-54	<input type="checkbox"/> Husband/Wife and children
<input type="checkbox"/> Ripley	<input type="checkbox"/> 55-69	<input type="checkbox"/> Non-related persons & children
<input type="checkbox"/> Shannon	<input type="checkbox"/> 70+	
<input type="checkbox"/> Wayne		

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/ Int |
| <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 rel |
| <input type="checkbox"/> Lack of good paying jobs w/ benefits | <input type="checkbox"/> Cost of transportation (work rela |
| <input type="checkbox"/> Long commute to jobs | <input type="checkbox"/> How to create a resume |
| Comments: | <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 r |
| <input type="checkbox"/> Lack of GED/Adult Basic Education | <input type="checkbox"/> Cost of transportation (school re |
| Classes available and/or held at
inconvenient times/places | <input type="checkbox"/> Lack of child care (school relate |
| <input type="checkbox"/> Threats of violence in schools | <input type="checkbox"/> Cost of child care (school relate |
| <input type="checkbox"/> No dropout prevention/after school programs
for youth | <input type="checkbox"/> Knowledge of financial aid-how |
| <input type="checkbox"/> Need computer access at home | <input type="checkbox"/> How to communicate with teach |
| | <input type="checkbox"/> Lack of training for work |
| | <input type="checkbox"/> Other, specify _____ |

Comments:

3. Is HOUSING an issue in this area? YES _____ NO _____

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

- Cost of rent/house payments
- Lack of down payment on a house
- Housing needs repairs, i.e. roof, foundation
- Housing needs weatherization i.e. insulation, storm windows
- Affordable housing not available

- Cost of utility/rent deposits
- Housing size doesn't meet family
- Lack of temporary emergency housing
- Credit issues
- Knowledge of how to buy a home
- Knowledge of tenant rights
- Other, specify _____

Comments:

4. Is NUTRITION an issue in this area? YES _____ NO _____

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

- Food resources are not available, i.e. Senior Citizens meals, meals on wheels, garden plots, food pantries...
- Don't use available food resources i.e. food pantries, meal programs-senior citizen...
- Lack of transportation, i.e. to grocery store, food pantry or other food resources
- Food Stamp allotments run out
- Time to prepare meals

- Not enough income when making meals
- How to prepare meals for one or more people
- Not eligible for food stamps and/or eligibility unknown for food stamps
- Lack of education in nutrition, health, proper eating habits and money for healthy diet
- Other, specify _____
- 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)

- Lack of food
- Lack of emergency shelter, i.e. due to fire, flood, and eviction, or shelter for battered wives or runaway youth
- Lack of income for prescription drugs
- Lack of income for utilities/fuel
- Legal assistance- specify _____

- Medical emergency resources- not knowing how to obtain service, transportation
- Mental health related crisis
- Alcohol, drug abuse and/or gambling
- Child abuse/neglect in household
- Other, specify _____
- No health insurance
- Lack of health care providers-located

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 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 a license, i.e. someone to teach h car to practice learning with, c 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!

SOUTH CENTRAL MISSOURI COMMUNITY ACTION AGENCY

Client Satisfaction Survey (Appendix C)

Date: _____

County: _____

Name (optional): _____

What was the reason for your visit to our office? _____

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

South Central Missouri Community Action Agency
**School Readiness Event - Customer Satisfaction Survey –
(Appendix B)**

Customer satisfaction is very important to us. Please take a few minutes to fill out our survey. This will help us make any necessary adjustments to better serve the needs of our clients. WE VALUE YOUR OPINION! Once again, thank you for completing this survey.

1 Please provide today's date:

2 In which county did you attend a School Readiness Event? (Please list)

3 How did you hear about the School Readiness Event? (Please circle)

- Community Action Employee
 - Newspaper
 - Flyer sent home from school
 - Word of mouth
 - Other
 - (Please specify)
-

4 Which of the following reasons motivate you to attend our event? (Please circle)

- Free Services (i.e. vision, hearing, hair cuts, etc.)
 - Free School Supplies
 - Both
 - Neither
 - Other
 - (Please specify)
-

5 Which of the following services are most important for your child (children) to receive? (Please

- Hearing Screening
 - Vision Screening
 - Dental Screening
 - Head Checks
 - Height and Weight
 - Additional Comments:
-

6 What additional services would be of value to you?

7 Does the School Readiness Event provide enough "fun activities" for your child (children)?

- Yes
- No

If no, what fun activities would you suggest?

8 Were you treated with respect and courtesy? (Please circle)

Yes

Somewhat

No

Additional comments?

9 Do you plan on returning to next year's School Readiness Event? (Please circle)

Yes

No

Additional comments?

10 What overall rating would you give us regarding the level of customer service that you have received today?

Unsatisfactory

Needs Improvement

Meets Requirement

Satisfactory

Excellent

Additional comments?

Community Assessment Questions

(Appendix- D)

(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?

Community Action Plan

(Please feel free to use extra paper)

<u>3 Most Important Needs</u>	<u>Project Title</u>	<u>Project</u>
<u>Description</u>	<u>Leaders</u>	
1.		
2.		
3.		