

Comprehensive Community Needs Assessment for:

South Central Missouri Community Action Agency

September 2017

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*To our friends, program participants, and supporters:*

Every three years, South Central Missouri completes a Comprehensive Community Needs Assessment. We utilize the information gathered during this process to plan our future programs and interventions, as well as to formulate an updated Strategic Plan. When we have completed this process, our Strategic Plan will provide a blueprint for us to use as we work to impact the communities that are in our service area.

This report is a collaborative effort to present statistical data, as well as citizen and client input on our communities' greatest assets, as well as their challenges and pressing needs. It represents our agency's efforts to strengthen our partnerships with our key stakeholders – a collaborative effort that will continue, as we plan to address some of the issues that are presented in this document.

SCMCAA held "Focus Groups" in the summer of 2017 in each of the seven counties served by SCMCAA. (Butler, Carter, Dent, Reynolds, Ripley, Shannon and Wayne) Our CSBG Outreach and Head Start staff have been busy convening meetings and distributing surveys. They have also assisted in summarizing discussions between program participants, area vendors, and community members.

We would like to acknowledge and thank the people who have responded to our invitations to our meetings, as well as to the numerous folks who have completed our various surveys. We are pleased to hear from our community partners, and are challenged to think of ways that we can continue to serve our communities.

We also acknowledge our dedicated staff. They have enabled our agency to be a source of hope and assistance for over 50 years. Their dedication and service to our neighbors embody our commitment to serve some of Missouri's most vulnerable citizens.

Ginger Hill  
Community Services Director



## **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 that we serve. **Our vision as an agency is to end poverty – one family at a time.**

South Central Missouri Community Action Agency  
Board of Directors  
2016-2017

<b>ELECTED PUBLIC OFFICIALS</b> (1/3 of members)  Total # of Seats <u>7</u>  Total # of Vacancies <u>7</u>  Name, Address, and Title	<b>REPRESENTATIVES OF LOW-INCOME</b> (at least 1/3 of members)  Total # of Seats <u>7</u>  Total # of Vacancies <u>1</u>  Name and Address	<b>REPRESENTATIVES OF THE PRIVATE</b> <b>SECTOR</b> (remainder of members)  Total # of Seats <u>7</u>  Total # of Vacancies <u>1</u>  Name, Address and Organization/Sector
NAME: Ed DeGaris  ADDRESS: 1508 West Vine Street Poplar Bluff, MO 63901  TITLE: City Councilman City of Poplar Bluff	NAME: Judy Moss  ADDRESS: 644 Charles Street Poplar Bluff, MO 63901  <input type="checkbox"/> LOW-INCOME OR <input checked="" type="checkbox"/> REPRESENTATIVE OF LOW-INCOME POPULATION (Check One)	NAME: Robert Smith  ADDRESS: 502 Vine Street Poplar Bluff, MO 63901  ORGANIZATION/SECTOR REPRESENTATIVE Attorney-at-Law (Attorney Representative)
NAME: Eddie Ballard  ADDRESS: Rt. 1 Box 125 Ellsinore, MO 63937  TITLE: County Commissioner (Carter)	NAME: Richard Clyburn  ADDRESS: P.O. Box 336 Ellsinore, MO 63937  <input type="checkbox"/> LOW-INCOME OR <input checked="" type="checkbox"/> REPRESENTATIVE OF LOW-INCOME POPULATION (Check One)	NAME:  ADDRESS:  ORGANIZATION/SECTOR REPRESENTATIVE
NAME: Dennis Purcell  ADDRESS: 115 Hwy WW Salem, MO 65560  TITLE: Associate Commissioner (Dent)	NAME:  ADDRESS:  <input type="checkbox"/> LOW-INCOME OR <input checked="" type="checkbox"/> REPRESENTATIVE OF LOW-INCOME POPULATION (Check One)	NAME: Lelia Cotner  ADDRESS: P.O. Box 706 Salem, MO 65560  ORGANIZATION/SECTOR REPRESENTATIVE Dent County Sheltered Workshop
NAME: Doug Warren ADDRESS: 441 CR 778 Ellington, MO 63638  TITLE: County Commissioner (Reynolds)	NAME: Leslie Dale Hawkins ADDRESS: 2488 CR 836 Black, MO 63635 <input type="checkbox"/> LOW-INCOME OR <input checked="" type="checkbox"/> REPRESENTATIVE OF LOW-INCOME POPULATION (Check One)	NAME: Beth Buford ADDRESS: P.O. Box 474 Ellington, MO 63638  ORGANIZATION/SECTOR REPRESENTATIVE Great Southern Bank (Financial Representative)



NAME: Kim Cannon ADDRESS: City of Doniphan Doniphan, MO 63935  TITLE: City Collector	NAME: Betty Hampton ADDRESS: HC 1 Box 808 Fairdealing, MO 63939  <input type="checkbox"/> LOW-INCOME OR <input checked="" type="checkbox"/> REPRESENTATIVE OF LOW-INCOME POPULATION (Check One)	NAME: Ruth Austin  ADDRESS: 100 Courthouse Square, Suite 3 Doniphan, MO 63935 ORGANIZATION/SECTOR REPRESENTIN Kiwanis Club
NAME: Shelly McAfee ADDRESS: Shannon County Courthouse P.O. Box 187, Eminence, MO 65466  TITLE: Shannon County Clerk	NAME: Colleen Detwiler ADDRESS: Rt. 2 Box 2422 Birch Tree, MO 65438  <input type="checkbox"/> LOW-INCOME OR <input checked="" type="checkbox"/> REPRESENTATIVE OF LOW-INCOME POPULATION (Check One)	NAME: Roger Dillon  ADDRESS: P.O. Box 728 Eminence, MO 65466  ORGANIZATION/SECTOR REPRESENTIN Chamber of Commerce
NAME: Chad Henson ADDRESS: P.O. box 48 Greenville, MO 63944  TITLE: County Commissioner (Wayne)	NAME: Kim Combs ADDRESS: P.O. Box 97 Piedmont, MO 63957  <input type="checkbox"/> LOW-INCOME OR <input checked="" type="checkbox"/> REPRESENTATIVE OF LOW-INCOME POPULATION (Check One)	NAME: Bill McMurry  ADDRESS: 600 Cherry Street Piedmont, MO 63957  ORGANIZATION/SECTOR REPRESENTIN 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 representative of the business community and local government.

## Executive Summary

### Background

The 2017 South Central Missouri Community Action Agency Comprehensive Community Needs Assessment (CCNA) 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 be the driver for future program design, service delivery and change. The CCNA is the first step taken by our agency as a precursor to developing an updated Strategic Plan. This assessment will help our agency by providing the foundation for administrative and operational planning, as well as assessing whether our agency is meeting the needs of the communities that we serve. By gathering input and information from a variety of sources, new projects or programs may be identified that would provide new opportunities for our agency to create change at the agency, family, or community level.

This information provides a startling look at the face of poverty in South Central Missouri.

### Methodology

In late summer of 2016, SCMCAA completed and submitted a proposal for the scope of work that would be done as a result of funding from the FFY2017 CSBG program. Completion of an updated Comprehensive Community Needs Assessment was selected as one of SCMCAA's intended strategies. SCMCAA's leadership team worked together to collect data from multiple sources, as well as form a plan for the agency's outreach staff to host "Town Hall" events.

Community Focus Group meetings have historically been used as a successful way to gather information and input from the communities that we serve. SCMCAA's leadership team implemented a recommendation from a prior CSBG/LIHEAP Monitoring Exit Interview to try to include as much information from these events as possible.

Since most funding sources have needs assessment requirements, our agency staff periodically conduct 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 were typically conducted in either the fall or spring. For 2017, focus groups and surveys were conducted in late summer due to the fact that our area had suffered devastating flooding in late April and May. Our process started by distributing several different survey tools. Central office staff were responsible for inputting the information into an online system (Survey Monkey), as instructed by managers. All of the statistical data and information that was gathered, updated, analyzed and assembled by staff was conducted during fiscal year 2017.

### Data Gathering

- ❖ Community Focus Groups (Head Start/CSBG)
- ❖ MIS Data
- ❖ Secondary (Statistical) Data
- ❖ Surveys (utilized as part of ongoing assessment efforts and as a recommendation of our most recent CSBG/LIHEAP Monitoring)
  - ✓ Head Start Parent Information Surveys
  - ✓ Community Needs Surveys



✓ Agency Client Satisfaction Surveys

**Analysis & Prioritization**

SCMCAA Leadership Team members worked together to gather, assemble, review and analyze the aforementioned data and information. This team held discussions on the data and trends and concerns that were discovered. Discussions were held regarding priority issues, and the need for an updated Strategic Plan. This need, and well as others was identified as strategies for the FFY2018 CSBG fiscal year. These recommendations will be presented as a point of discussion to the Board of Directors.

Throughout the CCNA process, the SCMCAA Board of Directors were presented with program and community data, assessments and evaluations of agency initiatives and direction, as well as projections for future project, plans and proposed changes to existing programs.

**Agency Planning**

Our agency leadership team continues to seek out ways to revise and improve the way that we do business. Leadership team members promote learning and implementation of best practices of sister agencies. South Central Missouri Community Action Leadership Team members realize that our agency must set rigorous priorities based on realistic budgetary expectations, develop effective tools for evaluation, and promote partnerships with other agencies and institutions where possible. The continuing Federal budget deficit concerns, as well as threats of funding reduction create a difficult environment for any institution. SCMCAA must maintain a nimble position and be able to determine where activities must be started, sustained, or phased out. The current national climate of uncertainty calls SCMCAA's Leadership Team to higher levels of leadership and stewardship as we go forward with drafting an updated Strategic Plan.

A line has to be drawn somewhere  
between what is essential and what  
is peripheral.

Sargent Shriver



## SCMCAA Analysis

The entirety of the gathered information, surveys, material from the Community Commons Toolkit data, and meeting reports, was reviewed by SCMCAA's Leadership Team. Ann Smith, Executive Director, presented information and reviewed the information and challenged the team to look at the findings, and decide whether SCMCAA could make possible impacts regarding specific conditions, or if the agency was already making impacts.

### **Use of Income:**

It was determined that secondary data and meeting reports were generally in agreement. Needs identified included topics such as "How to save money", "Money Management" and "Budgeting". It was determined that SCMCAA could work toward making an increased impact by researching enhanced "LIFT type" classes, and by working toward bundled services and offerings to our Head Start families. Another strategy, would increase our use of Social Media to promote events and opportunities, as well as "newsletters" to families, partners and news outlets.

### **Employment:**

It was determined that all three top survey choices were fully supported by secondary data and meeting responses. Needs identified included topics such as "Lack of good paying jobs", "unable to find jobs in area", "cost of child care". SCMCAA has embarked on a path of expansion regarding child care, by working to expand Early Head Start. We also refer clients to employment opportunities, Career Centers, as well as to job opportunities within the agency. SCMCAA offers WIOA Services in six of our seven county area. Discussion regarding bundled services to Head Start would be a method to ensure that these families receive all that they are eligible for, including WIOA. Expanded funding opportunities will be sought out and discussed with the Leadership Team.

### **Education:**

All three top survey choices were supported by statistical data as well as focus group information. Topics such as: "No High School Diploma", Lack of Vocational Skills or College", "No dropout intervention or expanded opportunities for youth" were identified. SCMCAA will work to ensure that the REALL Simulation, coupled with Job Readiness Training be made available to every county in our services area. SCMCAA can continue to make impacts to families by hosting or partnering to provide services at our School Readiness Events. We can also increase the number of referrals to existing services by increasing referrals and bundling services for Head Start Families. SCMCAA can also offer increased learning opportunities to staff, and cross training regarding Case Management services.

### **Housing:**

It was determined that all three survey choices were supported. Topics included: "Cost of rent/house payments", "Cost of utilities/deposits", "Housing needs ie: repairs, roof, etc.". Another topic that has recently emerged in our service area was reduced access to available housing. SCMCAA is making an impact in this area by applying for funding for these types of needs. SCMCAA also offers Weatherization, although "wait lists of applications" is a concern. It was determined that bundled services to our Head Start Families would be beneficial. SCMCAA has the capacity to apply for and administer programs as they become available (such as Disaster Flood Relief).

### **Nutrition:**

It was determined that all three survey choices were supported. Topics at the forefront of this category included: "Lack of Education in how to prepare meals", "Not enough income when making use of



resources", "not eligible for food stamps and or eligibility unknown". SCMCAA makes impacts in this area, but all agreed that we can do more. SCMCAA is a strong partner with area food pantries, and has committed to supporting efforts already underway. SCMCAA will host a "Feed the Funnel" event to benefit area food pantries. Increased knowledge of what is available, coupled with a more robust effort to use other area referral clearing houses (such as United Way 211) would be beneficial.

#### **Emergencies:**

It was determined that the topic of "emergencies" is a fluid subject. Immediate needs such as assistance needed during the recent flood were discussed. The top three categories identified were "Alcohol and drug abuse", "Lack of income for basic needs", and "Lack of Shelters for various needs". Alcohol and Substance abuse were topics identified throughout the service area, with much discussion devoted to these topics during our focus groups. SCMCAA already makes impacts in some of these areas with programs such as LIHEAP, but has very little involvement with substance abuse. Court associated poverty (unpaid fines, SATOP Classes, SR22 Insurance Cost) was also identified. SCMCAA has pledged to impact a limited number of clients as part of a pilot program for the Reynolds County Area. SCMCAA also has plans to offer a "Car Care Clinic" to single mothers and elderly clients in the Shannon County area.

#### **Various:**

In researching the data contained in our focus group notes, several instances were noted regarding the lack of available volunteers (especially of non-low income citizens). SCMCAA has offered Poverty Simulations in the past, and it has been suggested by some of our community partners that this is needed again. SCMCAA will pledge to offer at least two simulations in our service area. It is hoped that we can find a willing partner (such as Chamber of Commerce, or Ministerial Alliance) to work with us in this effort.

***SCMCAA's service area offers many challenges, but also opportunity. Our focus group activities were well attended, staff was energetic, and we received good response to our survey efforts. The overwhelming responses to our Customer Satisfaction Surveys were positive! SCMCAA will maintain "open" collecting status on these surveys so that we can continuously monitor the needs and concerns of the citizens in our area.***



## Community Needs Assessment Online Tool

### Report Area

Butler County, MO; Carter County, MO; Dent County, MO; Reynolds County, MO; Ripley County, MO; Shannon County, MO; Wayne County, MO

### Data Category

Population Profile | Employment | Education | Housing | Income | Nutrition | Health Care

### Population Profile

#### Data Indicators

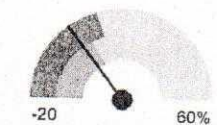
- Population Change
- Age and Gender Demographics
- Race Demographics
- Households
- Families
- Poverty
- Poverty Rate Change
- Child Poverty Rate (ACS) Ages 0-5
- Seniors in Poverty
- Households in Poverty
- Juvenile Court Referrals
- Domestic Violence
- Violent Crime
- Property Crime
- Veterans, Age and Gender Demographics
- Population Geographic Mobility

### Population Change

Population change within the report area from 2000-2015 is shown below. During the fourteen-year period, total population estimates for the report area grew by 3.49 percent, increasing from 103,516 persons in 2000 to 107,129 persons in 2015.

Report Area	Total Population, 2015 ACS	Total Population, 2000 Census	Population Change from 2000-2015 Census/ACS	Percent Change from 2000-2015 Census/ACS
Report Area	107,129	103,516	3,613	3.49%
Butler County, MO	42,951	40,867	2,084	5.1%
Carter County, MO	6,284	5,941	343	5.77%
Dent County, MO	15,612	14,927	685	4.59%
Reynolds County, MO	6,578	6,689	-111	-1.66%
Ripley County, MO	13,990	13,509	481	3.56%
Shannon County, MO	8,317	8,324	-7	-0.08%
Wayne County, MO	13,397	13,259	138	1.04%
Missouri	6,045,448	5,595,211	450,237	8.05%
United States	316,515,021	281,421,906	35,093,115	12.47%

Percent Change in Population

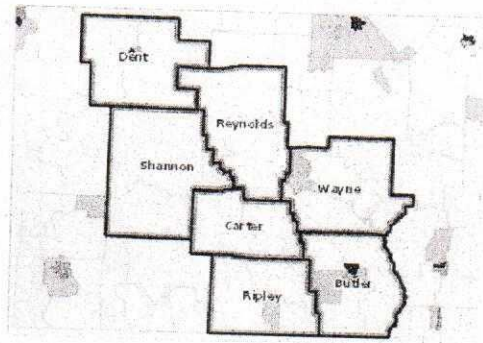
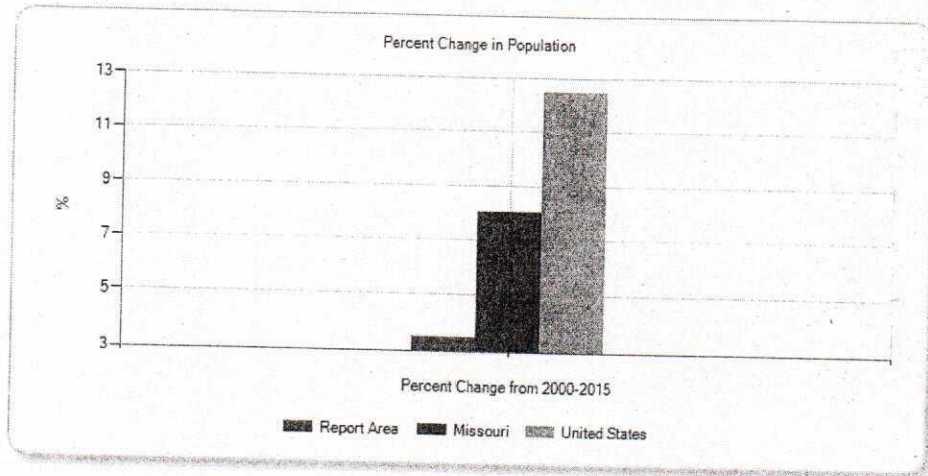


■ Report Area (3.49%)  
 ■ Missouri (8.05%)  
 ■ United States (12.47%)

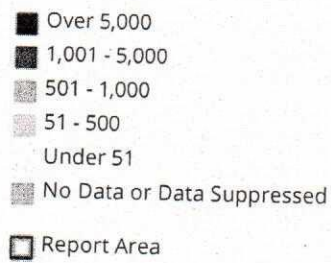
Note: This indicator is compared with the state average.

Data Source: US Census Bureau, *American Community Survey*. US Census Bureau, *Decennial Census*, 2011-15. Source geography: County





Population, Density (Persons per Sq Mile) by Tract, ACS 2011-15

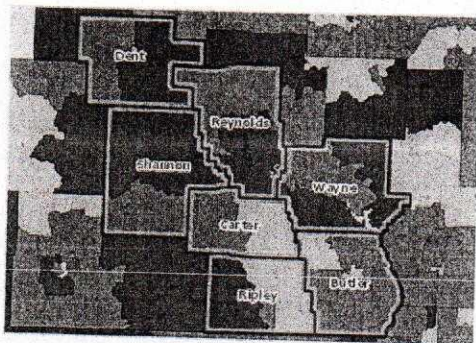
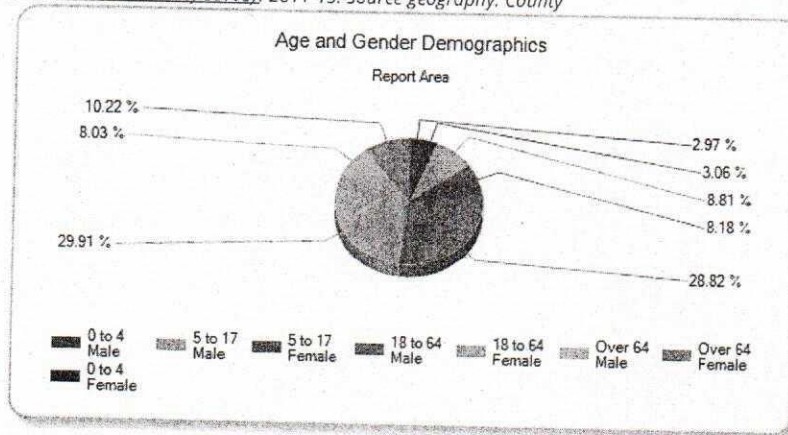


## Age and Gender Demographics

Population by gender within the report area is shown below. According to ACS 2011-2015 5 year population estimates for the report area, the female population comprised 51.36% of the report area, while the male population represented 48.64%.

Report Area	0 to 4 Male	0 to 4 Female	5 to 17 Male	5 to 17 Female	18 to 64 Male	18 to 64 Female	Over 64 Male	Over 64 Female
Report Area	3,158	3,252	9,373	8,699	30,667	31,817	8,547	10,878
Butler County, MO	1,337	1,359	3,769	3,536	12,392	13,197	3,005	4,106
Carter County, MO	173	205	548	603	1,764	1,895	462	586
Dent County, MO	428	523	1,412	1,236	4,383	4,528	1,242	1,674
Reynolds County, MO	172	161	624	469	1,840	1,831	663	745
Ripley County, MO	434	437	1,232	1,117	4,009	4,100	1,182	1,411
Shannon County, MO	241	222	717	698	2,458	2,431	653	855
Wayne County, MO	373	345	1,071	1,040	3,821	3,835	1,340	1,501
Missouri	192,851	183,921	524,308	499,599	1,852,211	1,887,957	354,302	509,968
United States	10,175,713	9,736,305	27,479,063	26,292,744	98,539,826	99,675,893	17,538,907	25,075,799

Data Source: US Census Bureau, American Community Survey, 2011-15. Source geography: County



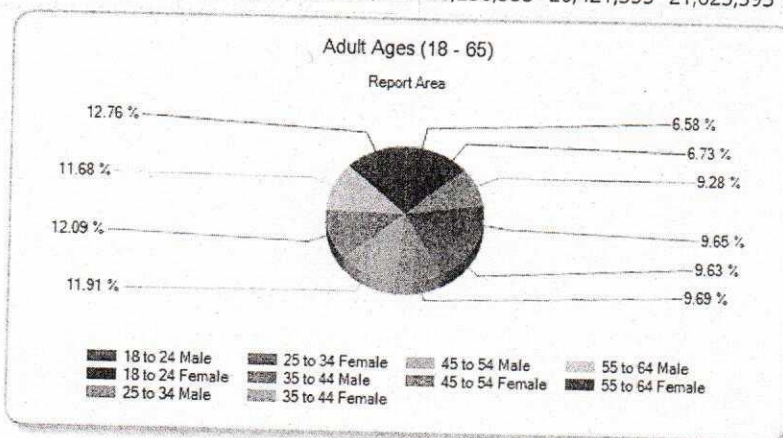
Median Age by Tract, ACS 2011-15

- Over 45.0
- 40.1 - 45.0
- 35.1 - 40.0
- Under 35.1
- No Data or Data Suppressed
- Report Area

Adult Ages (18 - 65)



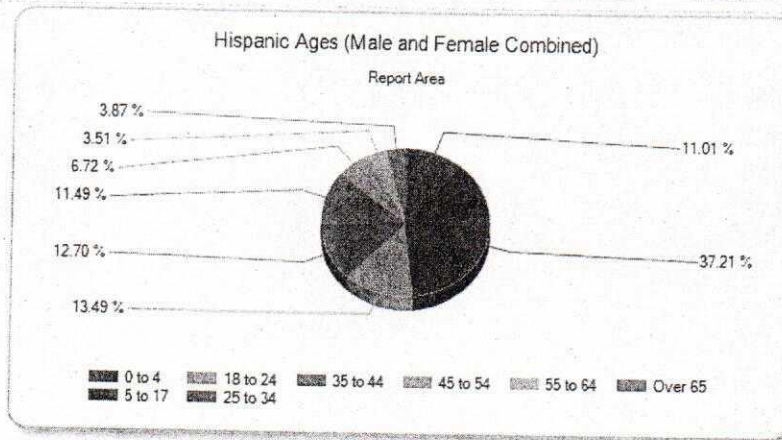
Report Area	18 to 24 Male	18 to 24 Female	25 to 34 Male	25 to 34 Female	35 to 44 Male	35 to 44 Female	45 to 54 Male	45 to 54 Female	55 to 64 Male	55 to 64 Female
Report Area	4,111	4,207	5,800	6,032	6,016	6,054	7,440	7,553	7,300	7,911
Butler County, MO	1,759	1,834	2,502	2,654	2,526	2,566	2,818	2,959	2,787	3,111
Carter County, MO	233	270	328	328	339	369	449	439	415	441
Dent County, MO	546	567	803	886	838	815	1,109	1,131	1,087	1,111
Reynolds County, MO	221	186	310	347	350	366	482	445	477	441
Ripley County, MO	527	586	739	753	876	790	937	977	930	911
Shannon County, MO	314	332	480	431	411	410	630	585	623	611
Wayne County, MO	511	432	638	633	676	738	1,015	1,017	981	1,011
Missouri	300,366	292,103	398,292	398,869	364,803	368,040	413,201	424,818	375,549	404,111
United States	16,071,993	15,296,681	21,615,387	21,266,262	20,230,555	20,421,355	21,623,393	22,272,465	18,998,498	20,419,111



#### Hispanic Ages (Male and Female Combined)

Report Area	0 to 4	5 to 17	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	Over 65
Report Area	182	615	223	210	190	111	58	64
Butler County, MO	101	185	126	119	89	40	36	46
Carter County, MO	7	90	9	0	5	9	0	0
Dent County, MO	37	76	17	48	12	14	0	7
Reynolds County, MO	25	42	1	10	3	3	2	0
Ripley County, MO	3	64	32	6	32	20	11	0
Shannon County, MO	9	52	38	22	5	13	9	0
Wayne County, MO	0	106	0	5	44	12	0	11

Report Area	0 to 4	5 to 17	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	Over 65
Missouri	26,537	60,890	29,966	39,155	31,251	21,511	13,571	10,165
United States	5,130,888	12,626,575	6,522,443	8,747,116	7,861,007	6,120,657	3,868,608	3,354,911



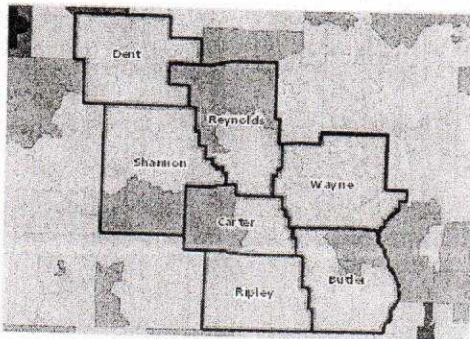
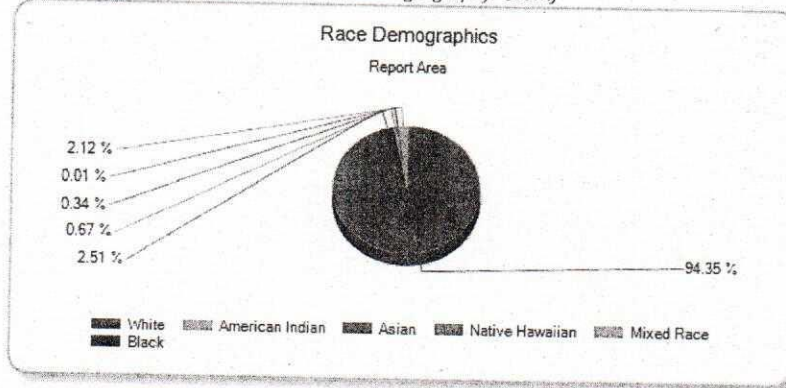


## Race Demographics

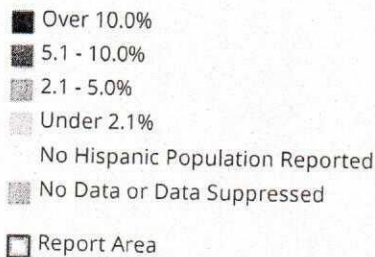
Population by gender within the report area is shown below. According to ACS 2011-2015 5 year population estimates, the white population comprised 94.35% of the report area, black population represented 2.51%, and other races combined were 3.14%. Persons identifying themselves as mixed race made up 2.12% of the population.

Report Area	White Total	Black Total	American Indian Total	Asian Total	Native Hawaiian Total	Mixed Race Total
Report Area	100,820	2,682	719	366	8	2,262
Butler County, MO	38,957	2,388	223	248	0	979
Carter County, MO	6,023	4	72	0	0	169
Dent County, MO	15,061	62	104	96	0	278
Reynolds County, MO	6,327	94	53	3	6	81
Ripley County, MO	13,492	33	22	8	0	405
Shannon County, MO	7,955	23	200	0	0	106
Wayne County, MO	13,005	78	45	11	2	244
Missouri	4,995,527	697,022	24,951	106,537	6,161	147,645
United States	232,943,055	39,908,095	2,569,170	16,235,305	546,255	9,447,883

Data Source: US Census Bureau, American Community Survey, 2011-15. Source geography: County



Population, Minority (Non-White), Percent by Tract, ACS 2011-15



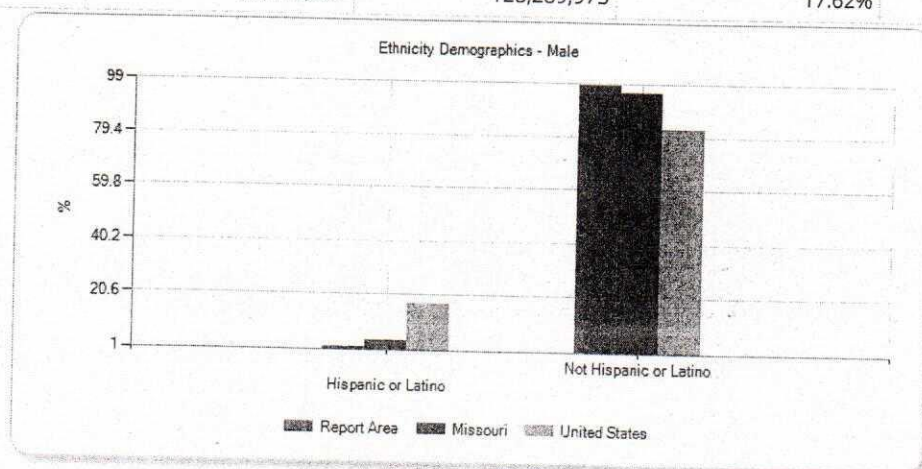
## Race Demographics - Male

Report Area	White Male	Black Male	American Indian Male	Asian Total	Native Hawaiian Male	Mixed Race Male
Report Area	49,603	1,319	362	76	4	960

Report Area	White Male	Black Male	American Indian Male	Asian Total	Native Hawaiian Male	Mixed Race Male
Butler County, MO	18,923	1,120	161	54	0	395
Carter County, MO	2,930	2	10	0	0	37
Dent County, MO	7,478	39	40	19	0	71
Reynolds County, MO	3,214	64	31	3	2	45
Ripley County, MO	6,660	21	7	0	0	223
Shannon County, MO	3,960	17	91	0	0	43
Wayne County, MO	6,438	56	22	0	2	146
Missouri	2,458,284	328,623	12,856	50,425	3,431	74,824
United States	115,075,680	19,056,501	1,273,660	7,702,678	273,551	4,705,947

#### Ethnicity Demographics - Male

Report Area	Total Males Hispanic / Latino	Total Males Not Hispanic / Latino	Percent Males Hispanic / Latino	Percent Males Not Hispanic / Latino
Report Area	814	51,669	1.55%	98.45%
Butler County, MO	404	20,349	1.95%	98.05%
Carter County, MO	37	2,958	1.24%	98.76%
Dent County, MO	114	7,537	1.49%	98.51%
Reynolds County, MO	25	3,347	0.74%	99.26%
Ripley County, MO	113	6,812	1.63%	98.37%
Shannon County, MO	51	4,060	1.24%	98.76%
Wayne County, MO	70	6,606	1.05%	98.95%
Missouri	120,430	2,843,573	4.06%	95.94%
United States	27,444,307	128,289,973	17.62%	82.38%



#### Race Demographics - Female

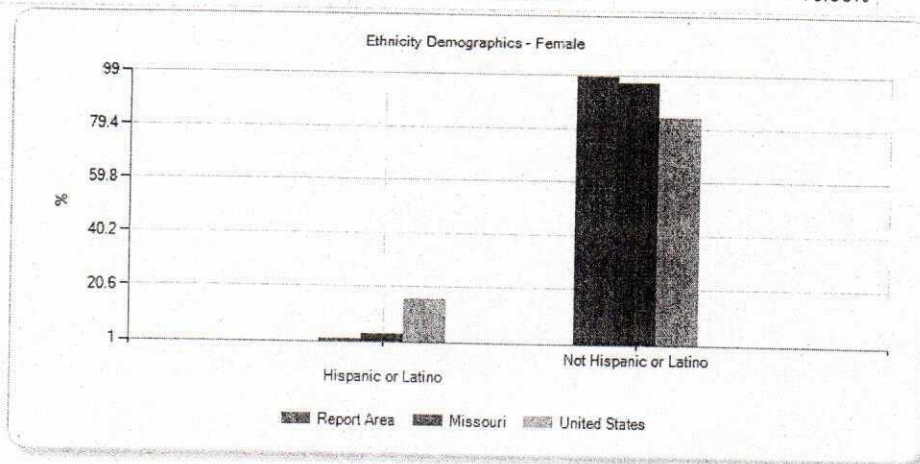
Report Area	White Female	Black Female	American Indian Female	Asian Female	Native Hawaiian Female	Mixed Race Female
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Report Area	51,217	1,363	357	290	4	1,302
Butler County, MO	20,034	1,268	62	194	0	584
Carter County, MO	3,093	2	62	0	0	132
Dent County, MO	7,583	23	64	77	0	207
Reynolds County, MO	3,113	30	22	0	4	36
Ripley County, MO	6,832	12	15	8	0	182
Shannon County, MO	3,995	6	109	0	0	63
Wayne County, MO	6,567	22	23	11	0	98
Missouri	2,537,243	368,399	12,095	56,112	2,730	72,821
United States	117,867,375	20,851,594	1,295,510	8,532,627	272,704	4,741,936

#### Ethnicity Demographics - Female

Report Area	Total Females Hispanic / Latino	Total Females Not Hispanic / Latino	Percent Females Hispanic / Latino	Percent Females Not Hispanic / Latino
Report Area	839	53,807	1.54%	98.46%
Butler County, MO	338	21,860	1.52%	98.48%
Carter County, MO	83	3,206	2.52%	97.48%
Dent County, MO	97	7,864	1.22%	98.78%
Reynolds County, MO	61	3,145	1.9%	98.1%
Ripley County, MO	55	7,010	0.78%	99.22%
Shannon County, MO	97	4,109	2.31%	97.69%
Wayne County, MO	108	6,613	1.61%	98.39%
Missouri	112,616	2,968,829	3.65%	96.35%
United States	26,787,898	133,992,843	16.66%	83.34%



## Households

The change in number of households within the report area from 2000 to 2011/2015 is shown below. Total households for the report area decreased by 168, or -0.4% in those counties reported in the 2015 American Community Survey 5-year data. This compares to a statewide increase of 7.75%.

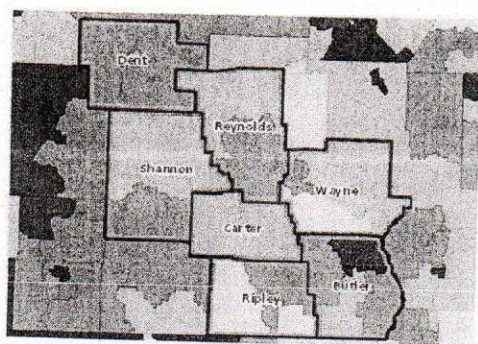
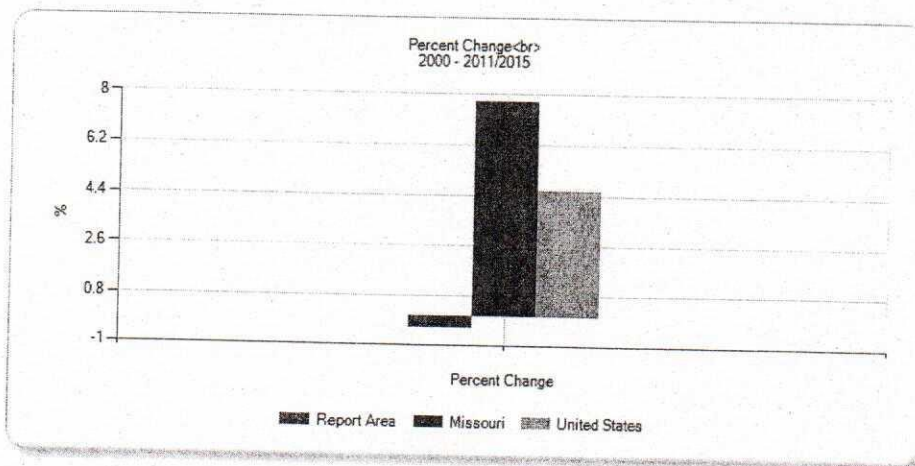
Report Area	Total Households (2000)	Total Households (2015)	Change in Households	Percent Change
Report Area	42,085	41,917	-168	-0.40%
Butler County, MO	16,718	16,730	12	0.07%
Carter County, MO	2,378	2,453	75	3.15%
Dent County, MO	5,982	5,920	-62	-1.04%
Reynolds County, MO	2,721	2,661	-60	-2.21%
Ripley County, MO	5,416	5,423	7	0.13%
Shannon County, MO	3,319	3,277	-42	-1.27%
Wayne County, MO	5,551	5,453	-98	-1.77%
Missouri	2,194,594	2,364,688	170,094	7.75%
United States	105,480,101	110,281,665	4,801,564	4.55%

Percent Change  
2000 - 2011/2015



Note: This indicator is compared with the state average.

Data Source: US Census Bureau, *American Community Survey*. US Census Bureau, *Decennial Census*, 2011-15. Source geography: County



Total Households by Tract, ACS 2011-15

- Over 2,000
- 1,501 - 2,000
- 1,001 - 1,500
- Under 1,001
- No Data or Data Suppressed
- Report Area

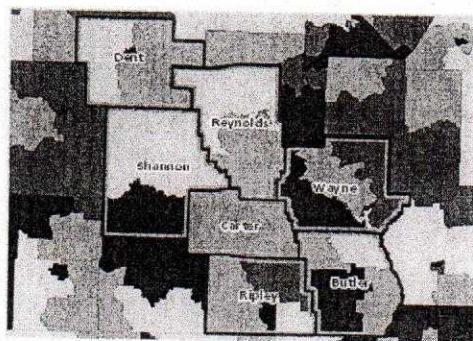
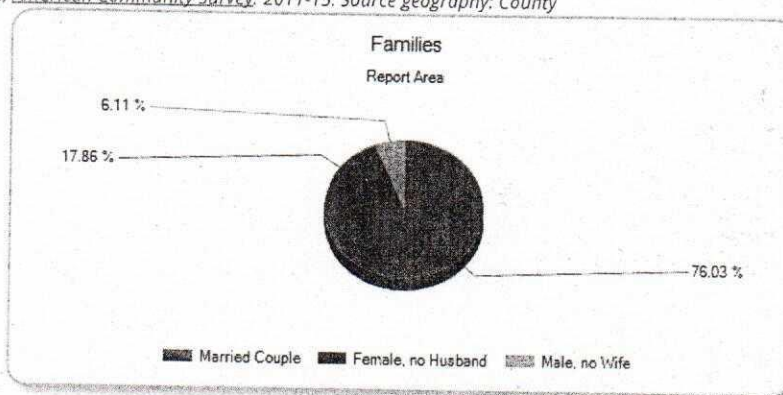


## Families

The American Community Survey (ACS) estimated there were 28,021 families in the report area in 2015. Married couple families comprised 76.03% of the total number. Families headed by men without wives comprised 6.11% of the total, while women without husbands headed 17.86% of families.

Report Area	Total Number of Families	Married Couple	Female, no Husband	Male, no Wife
Report Area	28,021	21,303	5,005	1,713
Butler County, MO	11,219	8,340	2,246	633
Carter County, MO	1,420	1,093	269	58
Dent County, MO	4,051	3,047	669	335
Reynolds County, MO	1,753	1,419	242	92
Ripley County, MO	3,747	2,885	562	300
Shannon County, MO	2,180	1,777	312	91
Wayne County, MO	3,651	2,742	705	204
Missouri	1,530,006	1,141,310	286,738	101,958
United States	77,260,546	56,478,631	15,169,183	5,612,732

Data Source: US Census Bureau, *American Community Survey*, 2011-15. Source geography: County



**Single Parent Households with Children (Age 0-17), Percent by Tract, ACS 2011-15**

- Over 38.0%
- 32.1 - 38.0%
- 26.1 - 32.0%
- Under 26.1%
- No Households with Children Reported
- No Data or Data Suppressed
- Report Area

## Poverty

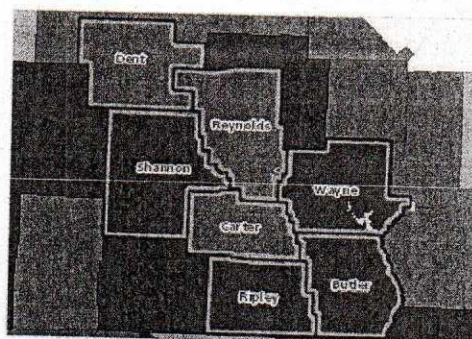
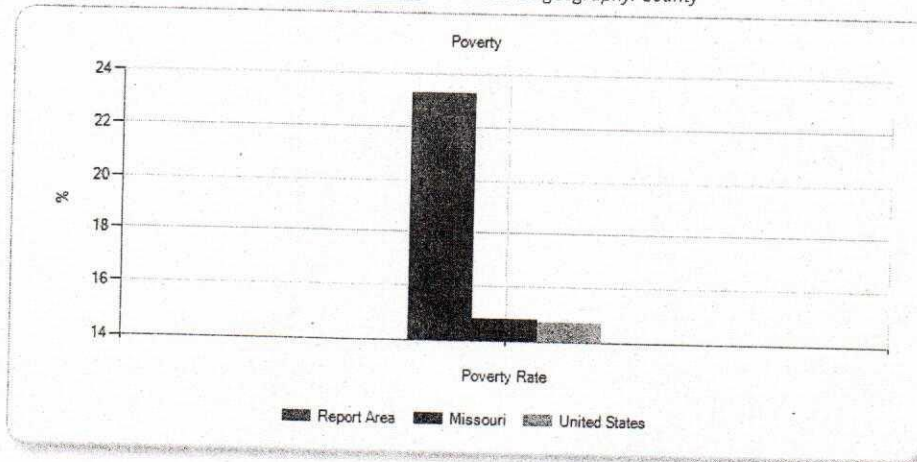
2015 poverty estimates show a total of 24,462 persons living below the poverty level in the report area. Poverty information is at 100% of the federal poverty income guidelines

Report Area	All Ages No of Persons	All Ages Poverty Rate	Age 0-17 No of Persons	Age 0-17 Poverty Rate	Age 5-17 No of Persons	Age 5-17 Poverty Rate
Report Area	24,462	23.30%	8,648	35.32%	5,819	32.20%
Butler County, MO	9,832	23.4%	3,614	36.7%	2,369	33.3%
Carter County, MO	1,330	21.4%	542	36.3%	384	35.4%
Dent County, MO	3,303	21.5%	1,088	31%	738	28.4%
Reynolds County, MO	1,357	21.5%	423	34.3%	290	31.2%
Ripley County, MO	3,470	25.4%	1,189	39.3%	816	38.6%
Shannon County, MO	1,952	23.9%	762	42.6%	520	38.5%
Wayne County, MO	3,218	24.3%	1,030	37.7%	702	36.1%
Missouri	1,751,404	14.81%	555,371	19.83%	374,632	18.29%
United States	46,153,077	14.70%	15,000,273	20.36%	10,245,028	19.05%

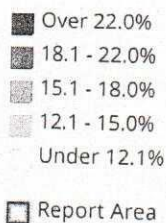


Note: This indicator is compared with the state average.

Data Source: US Census Bureau, *Small Area Income & Poverty Estimates*, 2015. Source geography: County



Population Below the Poverty Level, Percent by County, SAIPE 2015





## Poverty Rate Change

Poverty rate change in the report area from 2000 to 2015 is shown below. According to the U.S. Census, the poverty rate for the area increased by 4.31%, compared to a national increase of 3.4%.

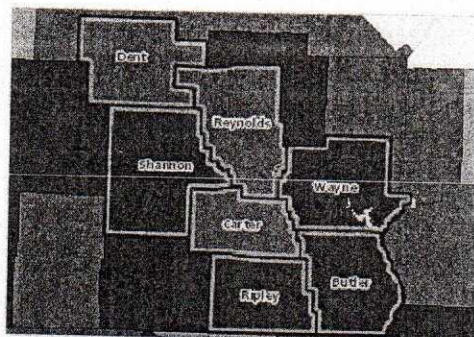
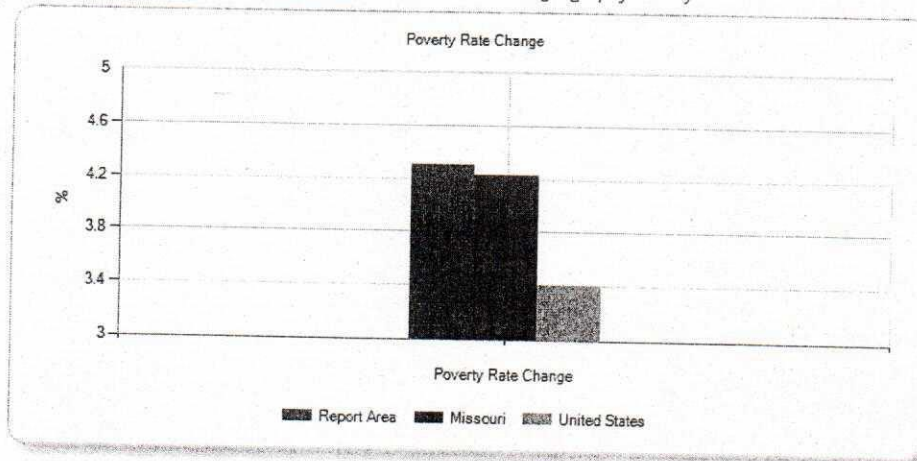
Report Area	Persons in Poverty 2000	Poverty Rate 2000	Persons in Poverty 2015	Poverty Rate 2015	Change in Poverty Rate 2000-2015
Report Area	19,345	19%	24,462	23.3%	<b>4.31%</b>
Butler County, MO	6,799	17%	9,832	23.4%	<b>6.4%</b>
Carter County, MO	1,246	21.2%	1,330	21.4%	<b>0.2%</b>
Dent County, MO	2,429	16.4%	3,303	21.5%	<b>5.1%</b>
Reynolds County, MO	1,308	20.1%	1,357	21.5%	<b>1.4%</b>
Ripley County, MO	2,718	20.5%	3,470	25.4%	<b>4.9%</b>
Shannon County, MO	1,994	24%	1,952	23.9%	<b>-0.1%</b>
Wayne County, MO	2,851	21.8%	3,218	24.3%	<b>2.5%</b>
Missouri	1,162,419	10.58%	1,751,404	14.81%	<b>4.23%</b>
United States	31,581,086	11.3%	46,153,077	14.7%	<b>3.4%</b>

Change in Poverty Rate 2000-2015



Note: This indicator is compared with the state average.

Data Source: US Census Bureau, *Small Area Income & Poverty Estimates*, 2015. Source geography: county



Population Below the Poverty Level, Percent by County, SAIPE 2015

- Over 22.0%
- 18.1 - 22.0%
- 15.1 - 18.0%
- 12.1 - 15.0%
- Under 12.1%
- Report Area

### Child Poverty Rate (ACS) Ages 0-5

Population and poverty estimates for children age 0-5 are shown for the report area. According to the American Community Survey 5 year data, an average of 39.9% percent of children lived in a state of poverty during the survey calendar year. The poverty rate for children living in the report area is greater than the national average of 24.3 percent.

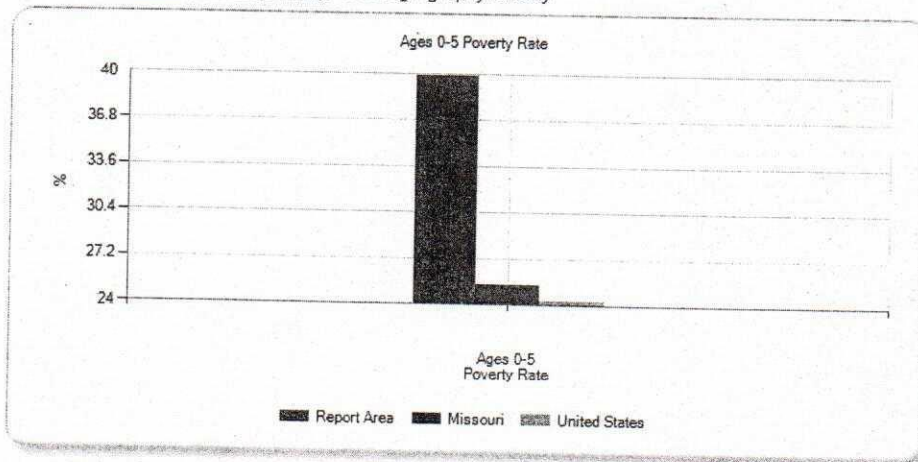
Report Area	Ages 0-5 Total Population	Ages 0-5 In Poverty	Ages 0-5 Poverty Rate
Report Area	7,405	2,954	39.9%
Butler County, MO	3,063	1,298	42.4%
Carter County, MO	463	204	44.1%
Dent County, MO	1,046	368	35.2%
Reynolds County, MO	380	130	34.2%
Ripley County, MO	1,065	476	44.7%
Shannon County, MO	574	196	34.1%
Wayne County, MO	814	282	34.6%
Missouri	446,091	113,339	25.4%
United States	23,620,492	5,748,795	24.3%

Ages 0-5 Poverty Rate



Note: This indicator is compared with the state average.

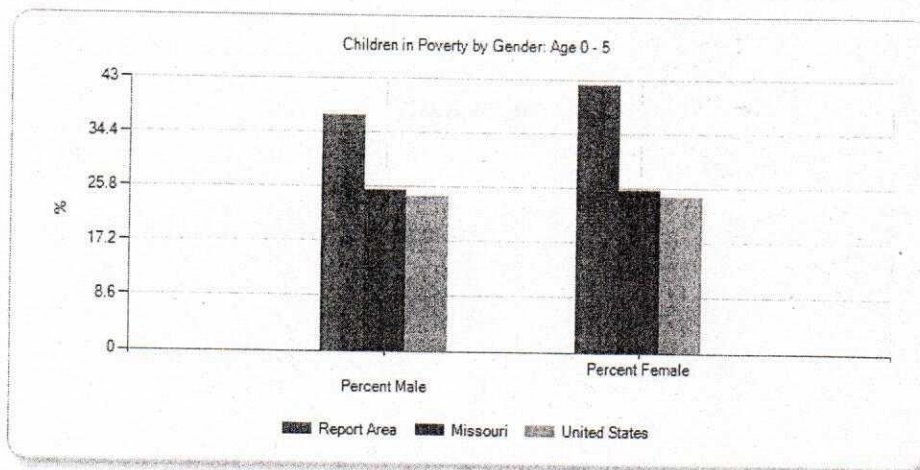
Data Source: US Census Bureau, American Community Survey. Source geography: county



### Children in Poverty by Gender: Age 0 - 5

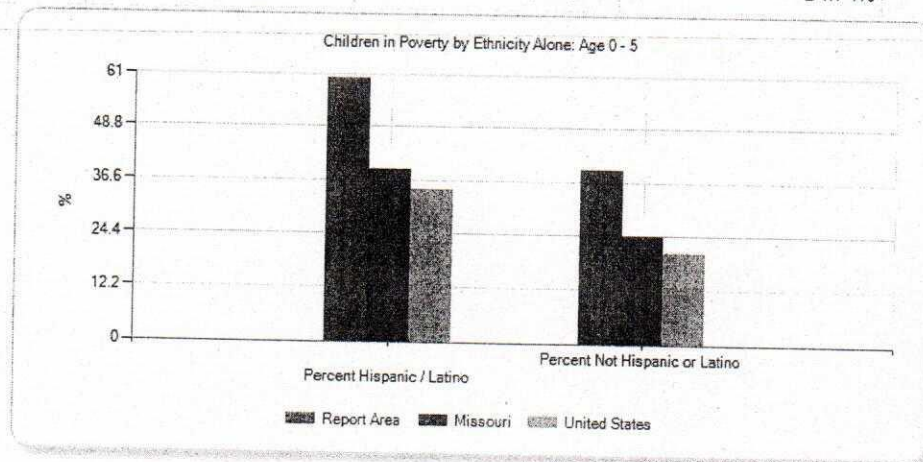
Report Area	Total Male	Total Female	Percent Male	Percent Female
Report Area	1,313	1,641	37.25%	42.29%
Butler County, MO	528	770	38.65%	45.37%
Carter County, MO	133	71	59.91%	29.46%
Dent County, MO	173	195	33.46%	36.86%
Reynolds County, MO	67	63	35.26%	33.16%
Ripley County, MO	177	299	33.27%	56.1%
Shannon County, MO	131	65	44.11%	23.47%
Wayne County, MO	104	178	25.94%	43.1%
Missouri	57,704	55,635	25.34%	25.48%
United States	2,927,438	2,821,357	24.24%	24.44%





#### Children in Poverty by Ethnicity Alone: Age 0 - 5

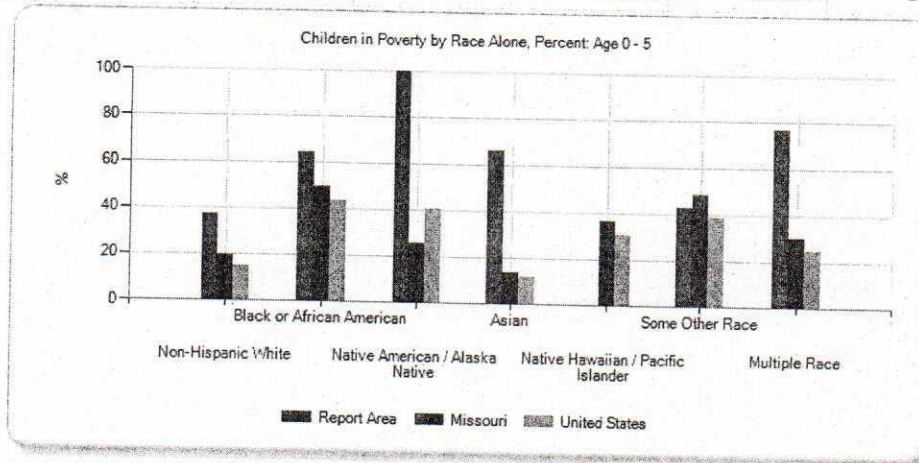
Report Area	Total Hispanic / Latino	Total Not Hispanic / Latino	Percent Hispanic / Latino	Percent Not Hispanic or Latino
Report Area	128	2,826	60.09%	39.29%
Butler County, MO	91	1,207	90.1%	40.75%
Carter County, MO	8	196	53.33%	43.75%
Dent County, MO	0	368	0%	36.47%
Reynolds County, MO	13	117	52%	32.96%
Ripley County, MO	12	464	100%	44.06%
Shannon County, MO	4	192	17.39%	34.85%
Wayne County, MO	0	282	no data	34.64%
Missouri	11,908	101,431	38.94%	24.41%
United States	2,104,721	3,644,074	34.74%	20.75%



#### Children in Poverty by Race Alone, Percent: Age 0 - 5

Report Area	Non-Hispanic White	Black or African American	Native American / Alaska Native	Asian	Native Hawaiian / Pacific Islander	Some Other Race	Multiple Race
Report Area	37.15%	64.58%	100%	66.07%	no data	42.86%	76.54%

Report Area	Non-Hispanic White	Black or African American	Native American / Alaska Native	Asian	Native Hawaiian / Pacific Islander	Some Other Race	Multiple Race
Butler County, MO	36.54%	65.96%	100%	0%	no data	100%	94.44%
Carter County, MO	43.75%	no data	no data	no data	no data	no data	0%
Dent County, MO	34.05%	no data	no data	100%	no data	no data	no data
Reynolds County, MO	29.79%	no data	no data	no data	no data	0%	100%
Ripley County, MO	44.17%	no data	no data	no data	no data	0%	100%
Shannon County, MO	33.15%	no data	100%	no data	no data	no data	0%
Wayne County, MO	35.88%	0%	no data	no data	no data	no data	0%
Missouri	19.63%	49.35%	25.85%	13.97%	36.27%	48.39%	29.97%
United States	14.81%	43.16%	40.33%	12.13%	30.53%	38.49%	24.7%



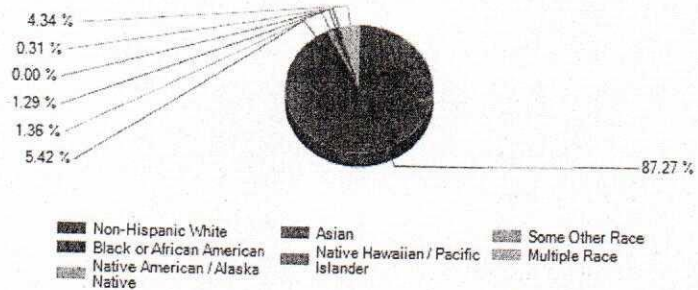
#### Children in Poverty by Race Alone, Total: Age 0 - 5

Report Area	Non-Hispanic White	Black or African American	Native American / Alaska Native	Asian	Native Hawaiian / Pacific Islander	Some Other Race	Multiple Race
Report Area	2,495	155	39	37	0	9	124
Butler County, MO	950	155	24	0	0	9	102
Carter County, MO	196	0	0	0	0	0	0
Dent County, MO	331	0	0	37	0	0	0
Reynolds County, MO	101	0	0	0	0	0	16
Ripley County, MO	458	0	0	0	0	0	6
Shannon County, MO	177	0	15	0	0	0	0
Wayne County, MO	282	0	0	0	0	0	0
Missouri	63,288	29,385	374	1,035	259	4,249	8,156
United States	1,751,018	1,435,366	88,751	131,974	14,879	587,633	414,052



# Children in Poverty by Race Alone, Total: Age 0 - 5

Report Area

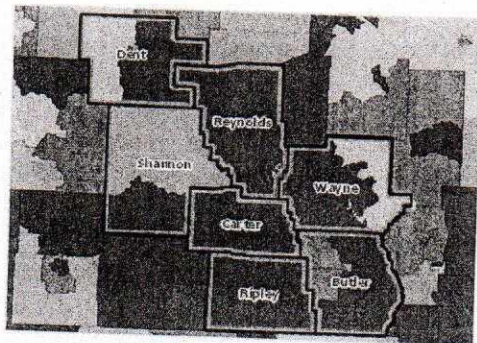
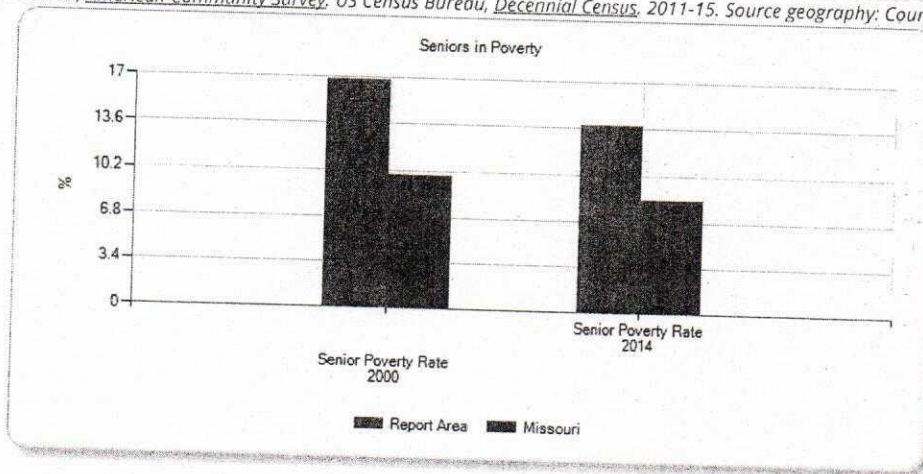


## Seniors in Poverty

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 2011 to 2015 period are shown in below.

Report Area	Seniors in Poverty 2000	Senior Poverty Rate 2000	Seniors in Poverty 2015	Senior Poverty Rate 2015
Report Area	2,811	16.79%	2,701	13.85%
Butler County, MO	1,067	16.9%	1,044	11.68%
Carter County, MO	183	20.2%	170	12.89%
Dent County, MO	307	12.2%	424	11.64%
Reynolds County, MO	165	15.5%	203	14.92%
Ripley County, MO	452	20.4%	305	9.63%
Shannon County, MO	243	20.2%	234	12.07%
Wayne County, MO	394	15.6%	321	10.84%
Missouri	70,476	9.9%	77,136	8.42%

Data Source: US Census Bureau, American Community Survey, US Census Bureau, Decennial Census, 2011-15. Source geography: County



Households with Seniors Receiving SNAP, Percent by Tract, ACS 2011-15

- Over 12.0%
- 9.1 - 12.0%
- 6.1 - 9.0%
- Under 6.1%
- No Data or Data Suppressed
- Report Area

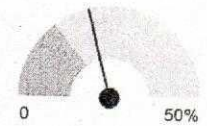


## Households in Poverty

The table below shows the number and percentage of households in poverty in the report area. In 2015, it is estimated that there were 8,879 households, or 21.18 percent, living in poverty within the report area, compared to a statewide average of 14.91 percent.

Report Area	Total Households 2000	Households in Poverty 2000	Percent Households in Poverty 2000	Total Households 2015	Households in Poverty 2015	Percent Households in Poverty 2015
Report Area	42,173	8,615	20.43%	41,917	8,879	<b>21.18%</b>
Butler County, MO	16,737	3,167	18.92%	16,730	3,524	<b>21.06%</b>
Carter County, MO	2,377	551	23.18%	2,453	527	<b>21.48%</b>
Dent County, MO	6,017	988	16.42%	5,920	1,266	<b>21.39%</b>
Reynolds County, MO	2,735	556	20.33%	2,661	532	<b>19.99%</b>
Ripley County, MO	5,438	1,280	23.54%	5,423	1,137	<b>20.97%</b>
Shannon County, MO	3,329	868	26.07%	3,277	746	<b>22.76%</b>
Wayne County, MO	5,540	1,205	21.75%	5,453	1,147	<b>21.03%</b>
Missouri	2,197,214	258,419	11.76%	2,364,688	352,540	14.91%

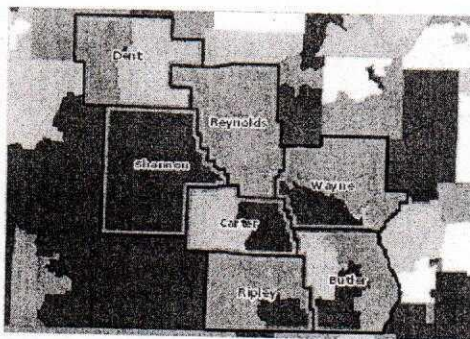
Percent Households in Poverty 2015



Report Area (21.18%)  
Missouri (14.91%)

Note: This indicator is compared with the state average.

Data Source: US Census Bureau, *American Community Survey*, US Census Bureau, *Decennial Census*, 2011-15. Source geography: County



Family Households Living Below the Poverty Level, Percent by Tract, ACS 2011-15

- Over 15.0%
- 11.1 - 15.0%
- 7.1 - 11.0%
- Under 7.1%
- No Family Households Reported
- No Data or Data Suppressed
- Report Area

## Juvenile Court Referrals

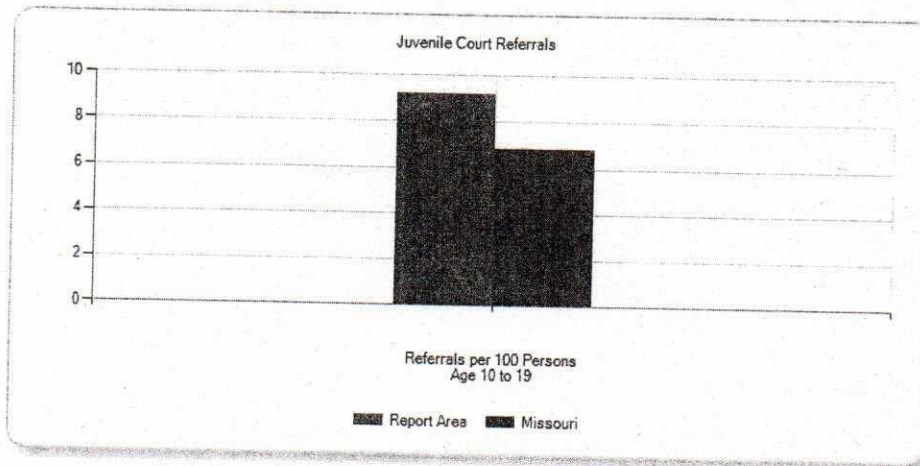
The number of juvenile court referrals in 2015 within the report area is shown below, in addition to the number of referrals per 100 persons age 10 to 19. The rate for the report area was 9.20 which was higher than the statewide rate of 6.84.

Report Area	Number of Referrals	Referrals per 100 Persons Age 10 to 19	Referrals per 100 Persons Age 10 to 19
Report Area	1,189	9.20	
Butler County, MO	456	8.04	
Carter County, MO	100	4.92	
Dent County, MO	140	16.73	
Reynolds County, MO	143	8.77	
Ripley County, MO	74	7.92	
Shannon County, MO	276	15.22	
Missouri	54,304	6.84	



Note: This indicator is compared with the state average.

Data Source: US Census Bureau, American Community Survey, Office of State Courts Administrator (OSCA), Source geography: County



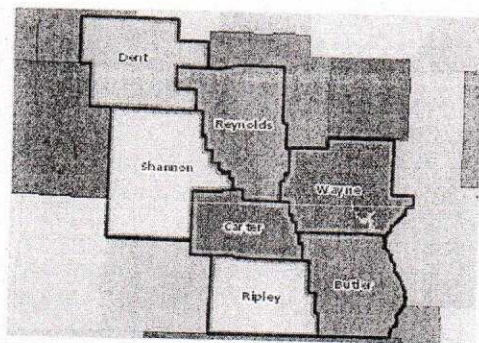
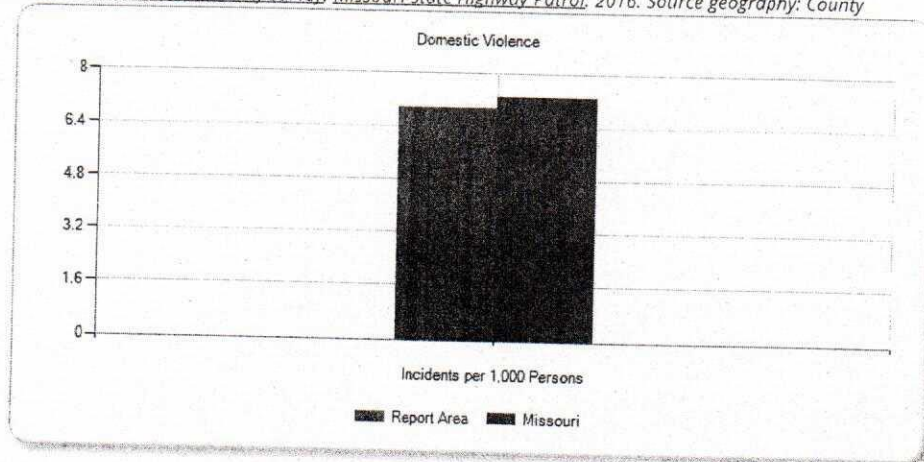


## Domestic Violence

Reported incidents of domestic violence within the report area are shown in the table. According to the Missouri State Highway Patrol's Uniform Crime Reporting Program, a total of 746 incidents were reported in 2016.

Report Area	Spouses	Former Spouses	With Children in Common	Related by Blood	Related by Marriage	Not Married, Residing Together	Not Married, Formerly Residing Together	Total Number of Reported Incidents	Incidents per 1,000 Persons
Report Area	170	14	27	214	18	169	22	746	6.96
Butler County, MO	122	5	14	170	13	101	13	512	11.92
Carter County, MO	4	0	6	4	0	8	0	24	3.82
Dent County, MO	0	0	0	2	1	3	2	10	0.64
Reynolds County, MO	4	1	0	1	0	6	1	14	2.13
Ripley County, MO	28	7	3	20	0	38	4	117	8.36
Shannon County, MO	4	1	1	4	0	2	1	14	1.68
Wayne County, MO	8	0	3	13	4	11	1	55	4.11
Missouri	7,261	893	5,057	8,646	1,161	9,026	1,508	44,263	7.32

Data Source: US Census Bureau, *American Community Survey*, *Missouri State Highway Patrol*, 2016. Source geography: County



## Violent Crime, Rank by County, CHR 2016

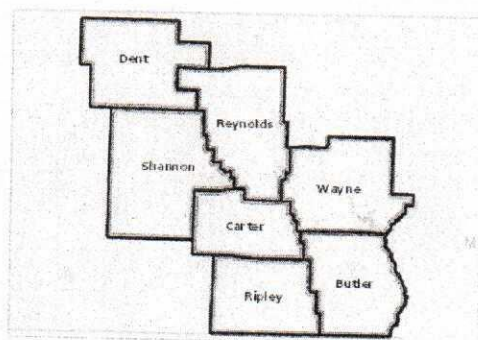
- 1st Quartile (Top 25%)
- 2nd Quartile
- 3rd Quartile
- 4th Quartile (Bottom 25%)
- Bottom Quintile (Rhode Island Only)
- No Data or Data Suppressed; -1
- Report Area

## Violent Crime

Occurrences of violent crime within the report area are shown in the below table. According to the Missouri State Highway Patrol's Uniform Crime Reporting Program, a total of 8 murders, 0 incidents of involuntary manslaughter, 311 assaults, 41 armed robberies and 39 rapes and attempted rapes took place in 2016.

Report Area	Homicide	Involuntary Manslaughter	Aggravated Assault	Armed Robbery	Forcible Rape	Attempted Rape	Total Violent Crimes
Report Area	8	0	311	41	36	3	399
Butler County, MO	3	0	168	31	15	1	218
Carter County, MO	0	0	31	1	5	0	37
Dent County, MO	2	0	10	2	3	0	17
Reynolds County, MO	2	0	8	0	1	0	11
Ripley County, MO	0	0	50	4	4	0	58
Shannon County, MO	0	0	28	3	3	2	36
Wayne County, MO	1	0	16	0	5	0	22
Missouri	532	20	21,969	6,555	2,408	128	31,612

Data Source: Missouri State Highway Patrol, 2010-12. Source geography: County



Violent Crimes, All, Rate (Per 100,000 Pop.) by County, FBI UCR 2010-12

- Over 380.0
- 260.1 - 380.0
- 180.1 - 260.0
- 100.1 - 180.0
- Under 100.1
- No Data or Data Suppressed
- Report Area

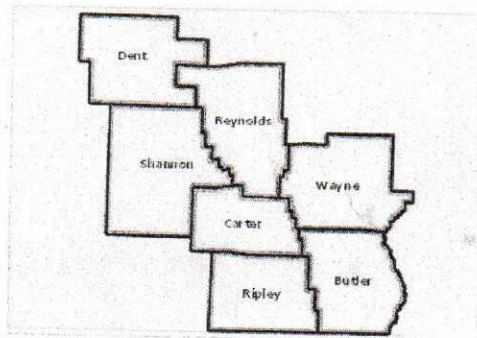


## Property Crime

Occurrences of property crime within the report area are shown in the table below. According to the Missouri State Highway Patrol's Uniform Crime Reporting Program, a total of 576 burglaries, 1,854 larcenies, 221 automotive thefts, and 43 incidents of arson were reported in 2016.

Report Area	Burglaries	Larcenies	Auto Theft	Arson	Property Crimes Total
Report Area	576	1,854	221	43	2,694
Butler County, MO	288	1,168	119	18	1,593
Carter County, MO	34	50	4	0	88
Dent County, MO	45	179	15	3	242
Reynolds County, MO	13	28	9	5	55
Ripley County, MO	98	233	19	5	355
Shannon County, MO	8	52	11	4	75
Wayne County, MO	90	144	44	8	286
Missouri	31,535	120,141	18,236	1,633	171,545

Data Source: *Missouri State Highway Patrol, 2010-12. Source geography: County*



Property Crimes, All, Rate (Per 100,000 Pop.) by County, FBI UCR 2010-12

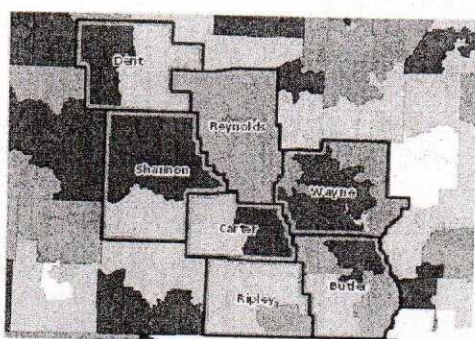
- Over 2,600
- 1,801 - 2,600
- 1,001 - 1,800
- Under 1,001
- No Property Crime Reported
- No Data or Data Suppressed
- Report Area

## Veterans, Age and Gender Demographics

Veterans, Age and Gender Demographics show the number of veterans living in the report area. According to the American Community Survey (ACS), 12.12% of the adult population in the report area are veterans, which is more than the national average of 8.32%.

Report Area	Veterans Total	Veterans Male	Veterans Female	% Pop over 18 Total	% Pop over 18 Males	% Pop over 18 Females
Report Area	10,014	9,422	592	12.12%	23.6%	1.39%
Butler County, MO	3,975	3,759	216	12.07%	24.05%	1.25%
Carter County, MO	579	571	8	12.18%	25.11%	0.32%
Dent County, MO	1,428	1,343	85	11.89%	23.12%	1.37%
Reynolds County, MO	622	612	10	12.07%	23.76%	0.39%
Ripley County, MO	1,168	1,076	92	10.86%	20.51%	1.67%
Shannon County, MO	848	757	91	13.17%	24.01%	2.77%
Wayne County, MO	1,394	1,304	90	13.19%	24.92%	1.69%
Missouri	451,342	420,385	30,957	9.76%	18.84%	1.29%
United States	20,108,332	18,529,804	1,578,528	8.32%	15.81%	1.27%

Data Source: US Census Bureau, *American Community Survey*, 2011-15. Source geography: County



Veterans, Percent of Total Population by Tract, ACS 2011-15

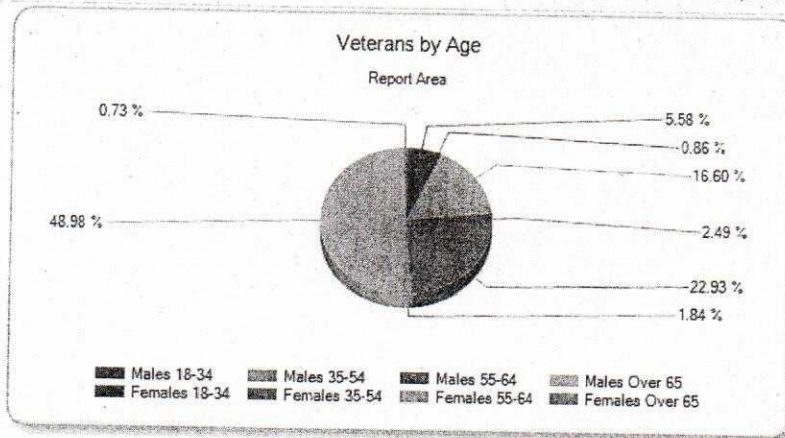
- Over 13%
- 11.1 - 13.0%
- 9.1 - 11.0%
- Under 9.1%
- No Data or Data Suppressed
- Report Area

## Veterans by Age

Report Area	Veteran Age Males 18-34	Veteran Age Females 18-34	Veteran Age Males 35-54	Veteran Age Females 35-54	Veteran Age Males 55-64	Veteran Age Females 55-64	Veteran Age Males Over 65	Veteran Age Females Over 65
Report Area	559	86	1,662	249	2,296	184	4,905	73
Butler County, MO	228	26	653	64	1,102	108	1,776	18
Carter County, MO	24	0	106	3	146	5	295	0
Dent County, MO	81	0	225	65	292	12	745	8
Reynolds County, MO	11	0	42	9	137	0	422	1
Ripley County, MO	39	16	179	24	295	21	563	31
Shannon County, MO	95	29	119	34	158	13	385	15



Report Area	Veteran Age Males 18-34	Veteran Age Females 18-34	Veteran Age Males 35-54	Veteran Age Females 35-54	Veteran Age Males 55-64	Veteran Age Females 55-64	Veteran Age Males Over 65	Veteran Age Females Over 65
Wayne County, MO	81	15	338	50	166	25	719	0
Missouri	29,279	5,304	92,626	14,285	93,387	6,683	205,093	4,685
United States	1,390,821	319,891	4,215,934	687,067	3,835,781	301,390	9,087,268	270,180

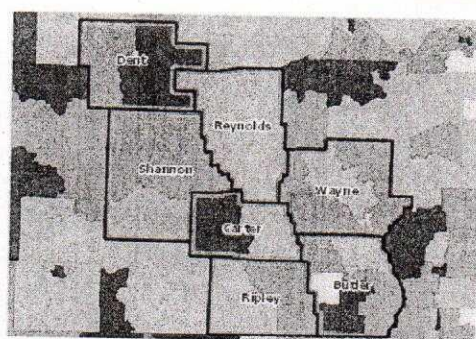


## Population Geographic Mobility

Information about population in-migration are calculated by assessing changes in residence within a one year period. Of the 105,841 persons residing in the report area, an estimated 5.39% relocated to the area, according to the latest American Community Survey 5-year estimates. Persons who moved to a new household from outside of their current county of residence, from outside their state of residence, or from abroad are considered part of the in-migrated population. Persons who moved to a new household from a different household within their current county of residence are not included.

Report Area	Total Population	Population In-Migration	Percent Population In-Migration
Report Area	105,841	5,707	5.39%
Butler County, MO	42,479	2,265	5.33%
Carter County, MO	6,252	388	6.21%
Dent County, MO	15,350	1,132	7.37%
Reynolds County, MO	6,522	224	3.43%
Ripley County, MO	13,749	639	4.65%
Shannon County, MO	8,221	411	5%
Wayne County, MO	13,268	648	4.88%
Missouri	5,974,874	433,893	7.26%
United States	312,784,059	19,121,884	6.11%

Data Source: US Census Bureau, *American Community Survey*, 2011-15. Source geography: Tract



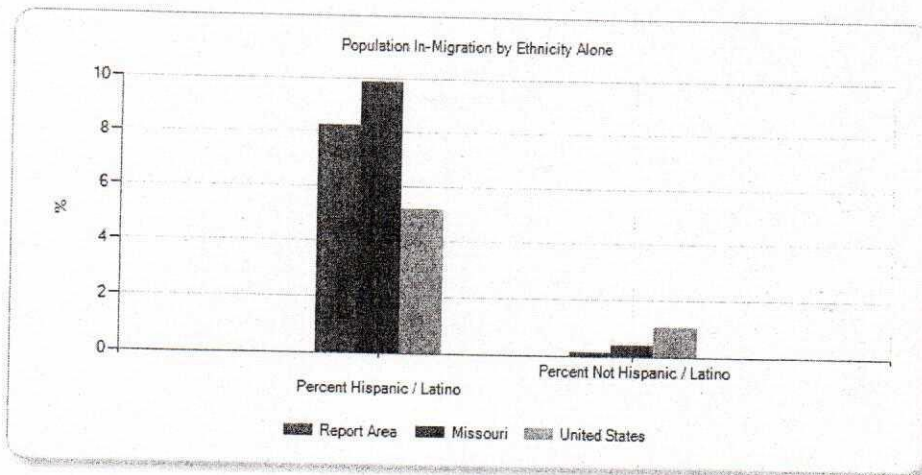
**Population Migrated from Outside of the County, State, or Country,  
Percent of Total Population by Tract, ACS 2011-15**

- Over 8.0%
- 5.1 - 8.0%
- 2.1 - 5.0%
- Under 2.1%
- No Data or Data Suppressed
- Report Area

## Population In-Migration by Ethnicity Alone

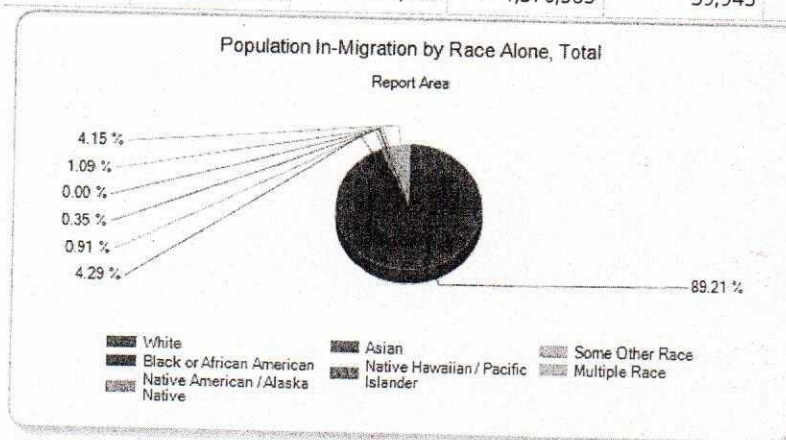
Report Area	Total Hispanic / Latino	Total Not Hispanic / Latino	Percent Hispanic / Latino	Percent Not Hispanic / Latino
Report Area	132	5,575	8.25%	0.13%
Butler County, MO	63	2,202	8.82%	0.15%
Carter County, MO	0	388	0%	0%
Dent County, MO	13	1,119	6.63%	0.09%
Reynolds County, MO	11	213	14.47%	0.17%
Ripley County, MO	0	639	0%	0%
Shannon County, MO	26	385	17.57%	0.32%
Wayne County, MO	19	629	10.67%	0.15%
Missouri	22,440	411,453	9.84%	0.39%
United States	2,752,551	16,369,333	5.17%	1.06%





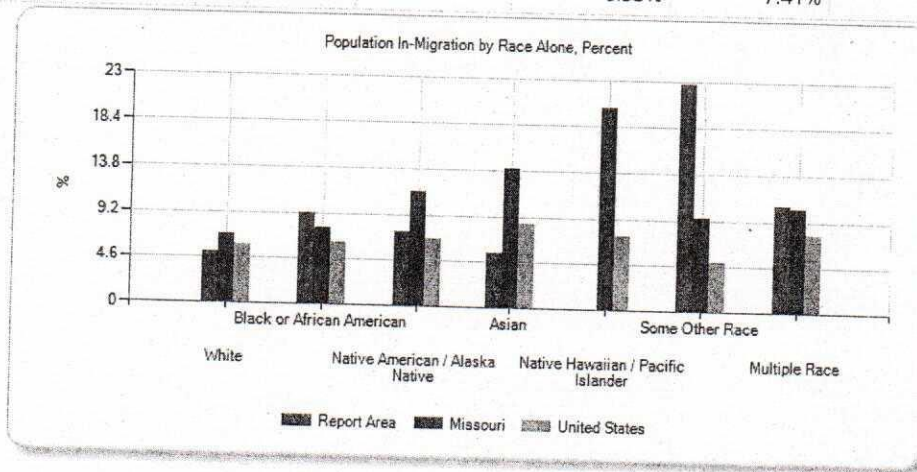
Population In-Migration by Race Alone, Total

Report Area	White	Black or African American	Native American / Alaska Native	Asian	Native Hawaiian / Pacific Islander	Some Other Race	Multiple Race
Report Area	5,091	245	52	20	0	62	237
Butler County, MO	1,915	217	0	20	0	52	61
Carter County, MO	387	0	0	0	0	0	1
Dent County, MO	1,053	0	41	0	0	0	38
Reynolds County, MO	183	17	11	0	0	10	3
Ripley County, MO	516	0	0	0	0	0	123
Shannon County, MO	406	0	0	0	0	0	5
Wayne County, MO	631	11	0	0	0	0	6
Missouri	340,700	53,201	2,842	14,781	1,233	6,246	14,890
United States	13,590,371	2,501,724	171,745	1,370,585	39,943	728,786	718,730



Population In-Migration by Race Alone, Percent

Report Area	White	Black or African American	Native American / Alaska Native	Asian	Native Hawaiian / Pacific Islander	Some Other Race	Multiple Race
Report Area	5.11%	9.23%	7.48%	5.46%	0%	22.79%	10.72%
Butler County, MO	4.97%	9.18%	0%	8.06%	no data	33.33%	6.23%
Carter County, MO	6.46%	0%	0%	no data	no data	0%	0.59%
Dent County, MO	7.09%	0%	39.42%	0%	no data	0%	16.24%
Reynolds County, MO	2.91%	18.09%	20.75%	0%	0%	71.43%	4.05%
Ripley County, MO	3.89%	0%	0%	0%	no data	0%	30.37%
Shannon County, MO	5.17%	0%	0%	no data	no data	0%	4.72%
Wayne County, MO	4.9%	15.07%	0%	0%	0%	0%	2.46%
Missouri	6.89%	7.74%	11.55%	14.01%	20.29%	9.47%	10.47%
United States	5.9%	6.35%	6.77%	8.53%	7.41%	4.98%	7.85%





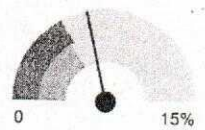
## Employment

### Current Unemployment

Labor force, employment, and unemployment data for each county in the report area is provided in the table below. Overall, the report area experienced an average 6.5% percent unemployment rate in June 2017.

Report Area	Labor Force	Number Employed	Number Unemployed	Unemployment Rate
Report Area	46,382	43,388	2,994	6.5%
Butler County, MO	19,393	18,203	1,190	6.1%
Carter County, MO	2,670	2,465	205	7.7%
Dent County, MO	6,468	6,071	397	6.1%
Reynolds County, MO	2,899	2,710	189	6.5%
Ripley County, MO	5,507	5,087	420	7.6%
Shannon County, MO	3,536	3,275	261	7.4%
Wayne County, MO	5,909	5,577	332	5.6%
Missouri	3,152,760	2,997,602	155,158	4.9%
United States	160,806,227	152,564,718	8,241,509	5.1%

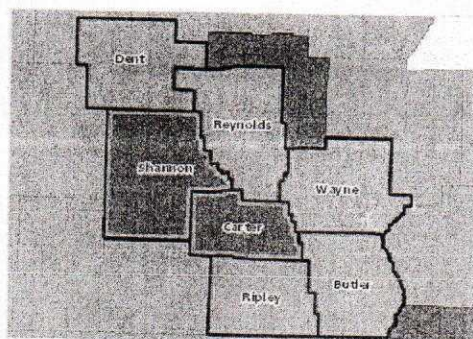
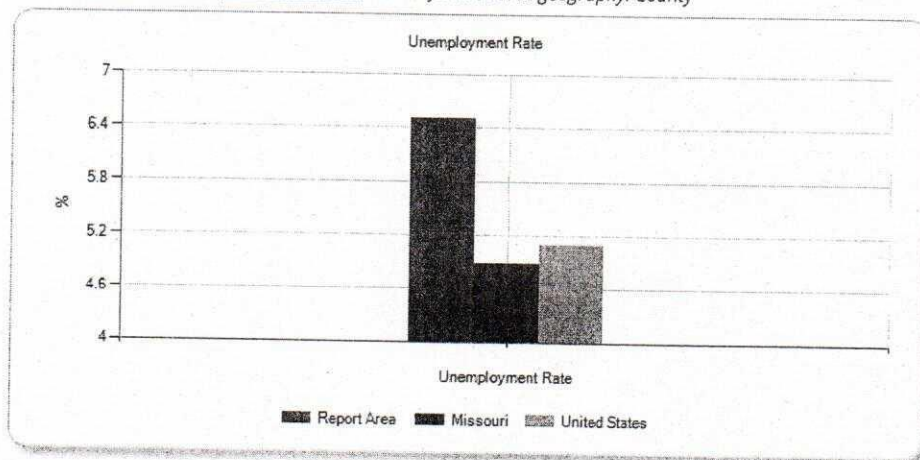
Unemployment Rate



Report Area (6.5%)  
Missouri (4.9%)  
United States (5.1%)

Note: This indicator is compared with the state average.

Data Source: US Department of Labor, *Bureau of Labor Statistics*, 2017 - June. Source geography: County

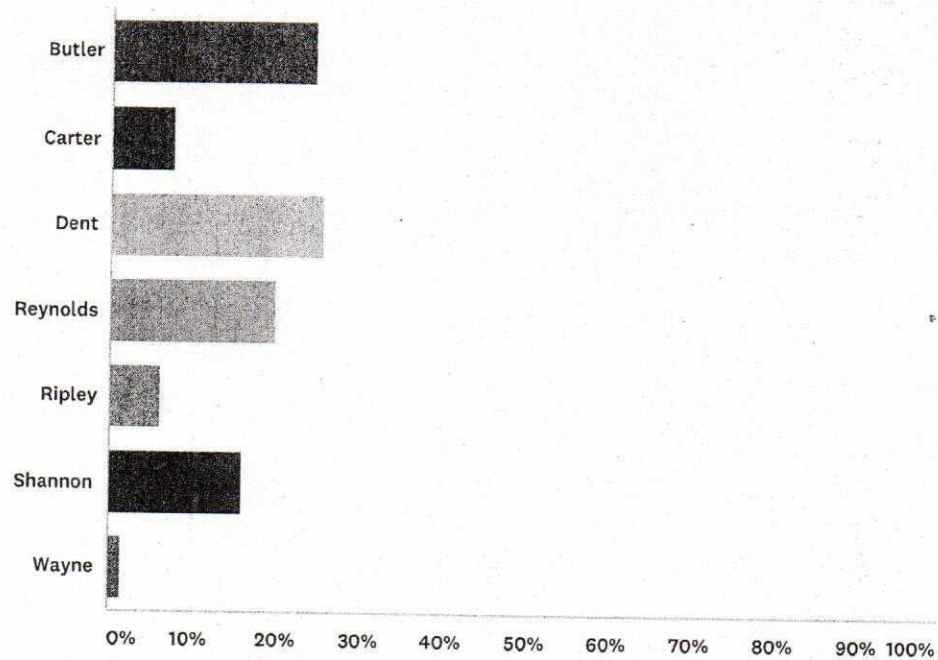


Unemployment, Rate by County, BLS 2017 - June

Over 12.0%  
9.1 - 12.0%  
6.1 - 9.0%  
3.1 - 6.0%  
Under 3.1%  
Report Area

## Q1 Your County

Answered: 214 Skipped: 5



## ANSWER CHOICES

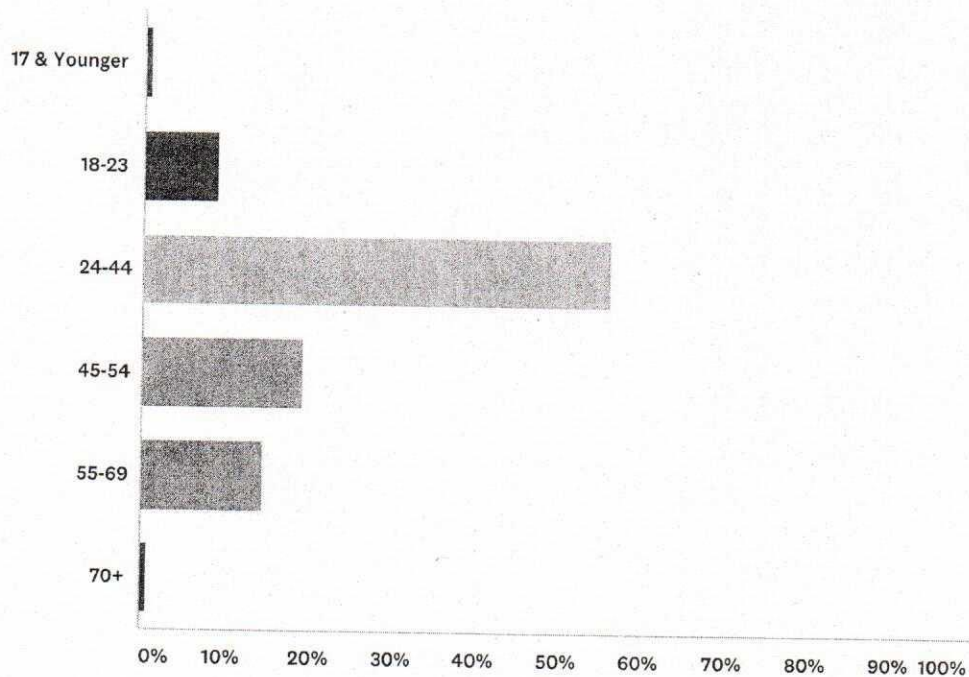
## RESPONSES

Butler	24.30%	52
Carter	7.48%	16
Dent	25.23%	54
Reynolds	19.63%	42
Ripley	6.07%	13
Shannon	15.89%	34
Wayne	1.40%	3
TOTAL		214



## Q2 Your Age

Answered: 216 Skipped: 3



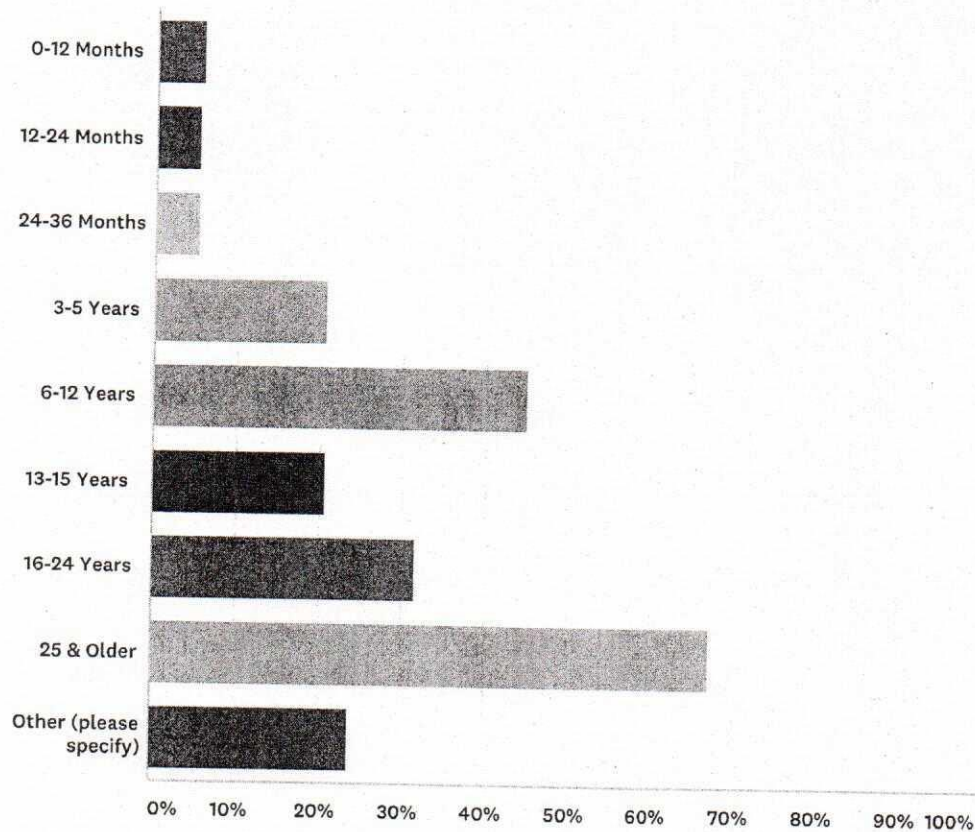
## ANSWER CHOICES

## RESPONSES

17 & Younger	0.93%	2
18-23	8.80%	19
24-44	56.02%	121
45-54	18.98%	41
55-69	14.35%	31
70+	0.93%	2
TOTAL		216

## Q3 Number &amp; Age of Family Members

Answered: 193 Skipped: 26



## ANSWER CHOICES

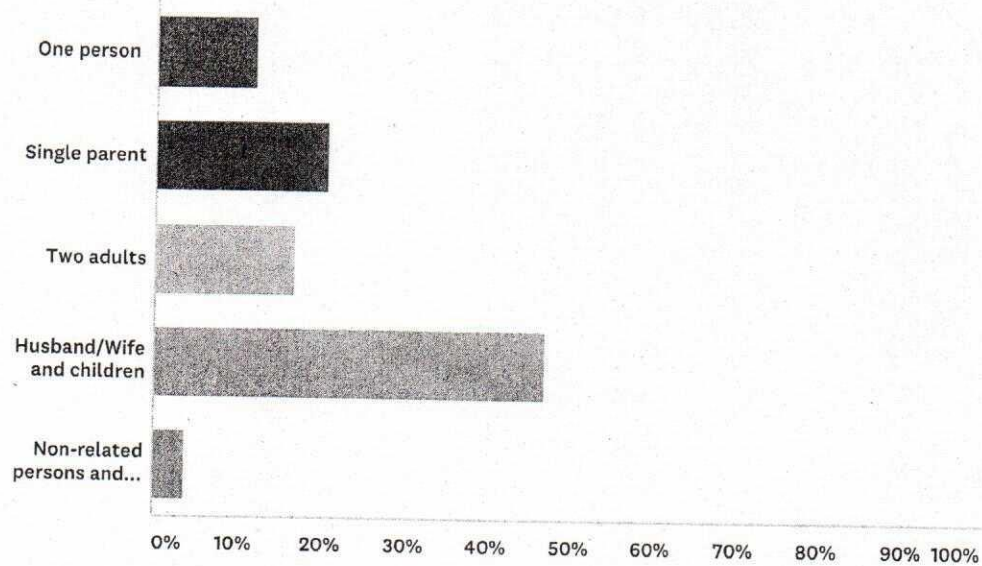
## RESPONSES

0-12 Months	5.70%	11
12-24 Months	5.18%	10
24-36 Months	5.18%	10
3-5 Years	20.73%	40
6-12 Years	45.08%	87
13-15 Years	20.73%	40
16-24 Years	31.61%	61
25 & Older	67.36%	130
Other (please specify)	23.83%	46
Total Respondents: 193		



## Q4 Household Type

Answered: 209 Skipped: 10



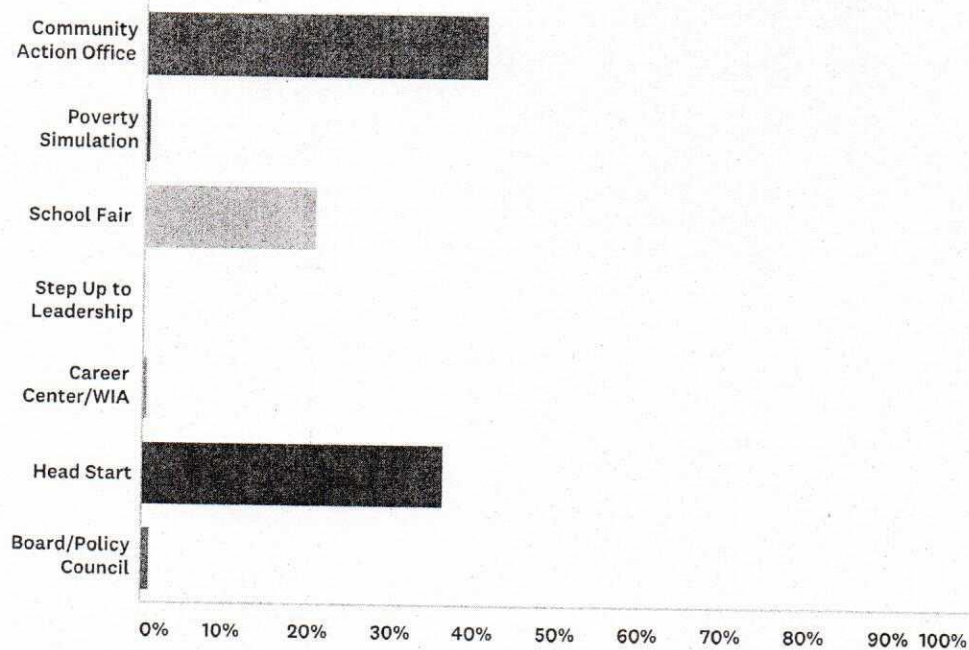
## ANSWER CHOICES

## RESPONSES

One person	11.96%	25
Single parent	20.57%	43
Two adults	16.75%	35
Husband/Wife and children	46.89%	98
Non-related persons and children	3.83%	8
TOTAL		209

## Q5 Survey Event/Location

Answered: 185 Skipped: 34



## ANSWER CHOICES

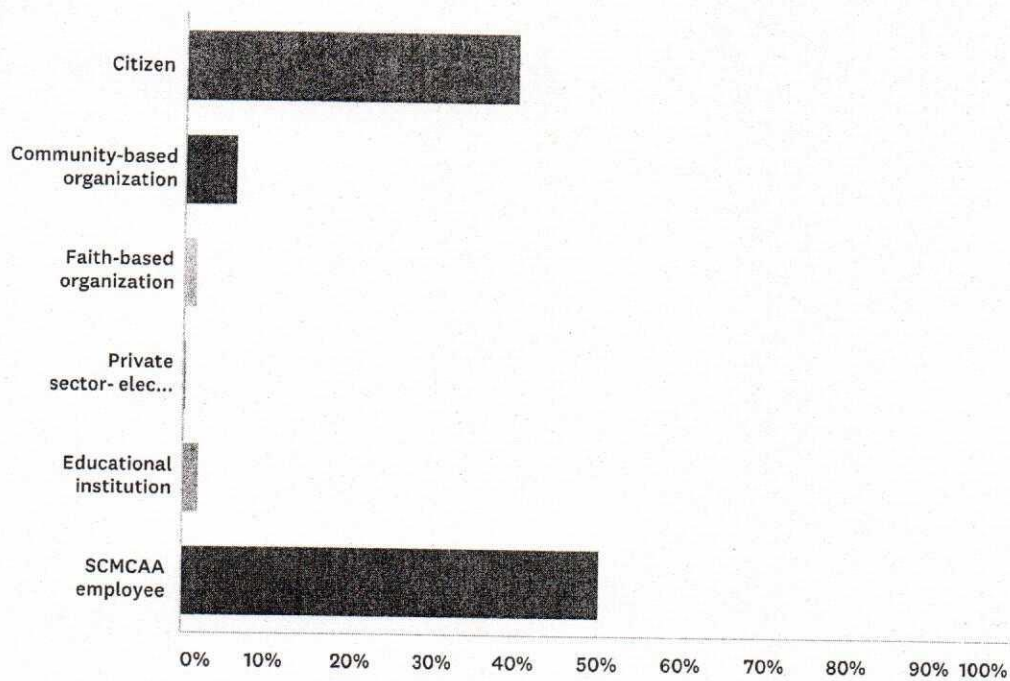
## RESPONSES

Community Action Office	41.08%	76
Poverty Simulation	0.54%	1
School Fair	20.54%	38
Step Up to Leadership	0.00%	0
Career Center/WIA	0.54%	1
Head Start	36.22%	67
Board/Policy Council	1.08%	2
TOTAL		185



## Q6 What portion of the population do you best represent?

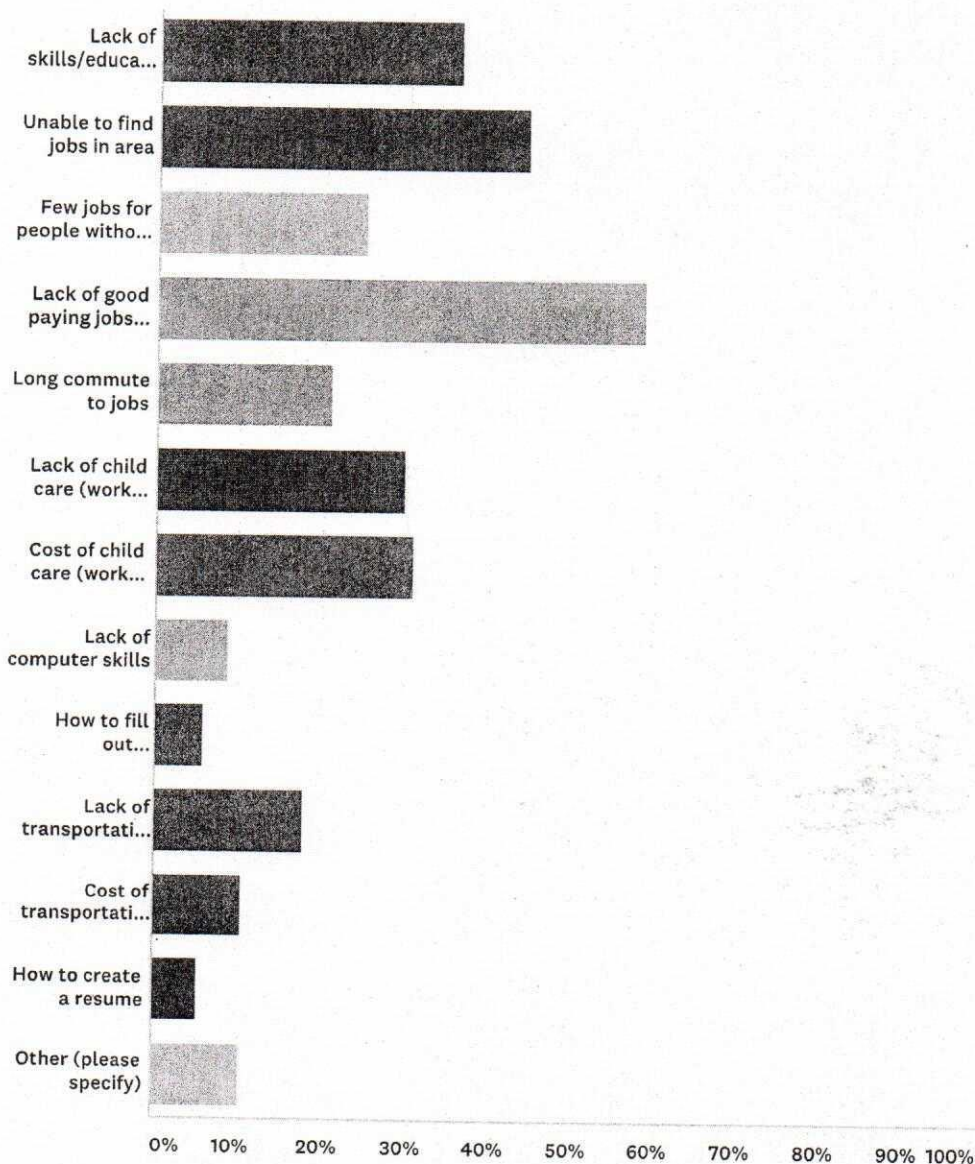
Answered: 213 Skipped: 6



ANSWER CHOICES	RESPONSES	
Citizen	39.91%	85
Community-based organization	6.10%	13
Faith-based organization	1.41%	3
Private sector- elected official	0.47%	1
Educational institution	1.88%	4
SCMCAA employee	50.23%	107
TOTAL		213

## Q7 What do you consider the 3 top employment issues in your community?

Answered: 205 Skipped: 14



ANSWER CHOICES	RESPONSES	
Lack of skills/education to obtain a job	36.10%	74
Unable to find jobs in area	44.39%	91
Few jobs for people without skills	24.88%	51
Lack of good paying jobs with benefits	58.54%	120
Long commute to jobs	20.98%	43



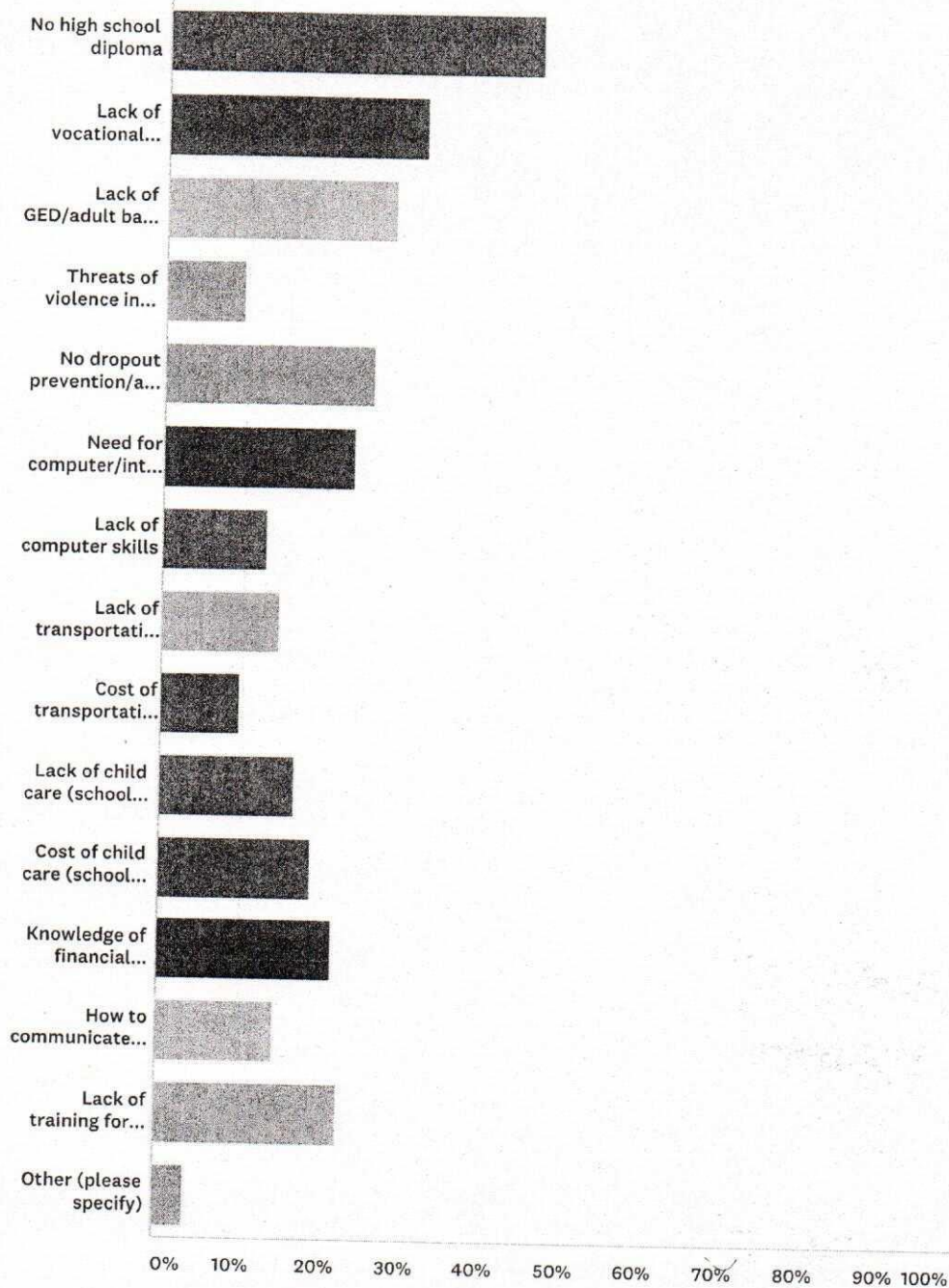
# 2017 Community Needs Survey

SurveyMonkey

Lack of child care (work related)	29.76%	61
Cost of child care (work related)	30.73%	63
Lack of computer skills	8.78%	18
How to fill out applications/interviewing skills	5.85%	12
Lack of transportation (work related)	18.05%	37
Cost of transportation (work related)	10.73%	22
How to create a resume	5.37%	11
Other (please specify)	10.73%	22
Total Respondents: 205		

# Q8 What do you consider the 3 top education issues in your community?

Answered: 187 Skipped: 32



## ANSWER CHOICES

No high school diploma

Lack of vocational skills or college

Lack of GED/adult basic education classes available and/or held at inconvenient times/places

## RESPONSES

46.52% 87

32.09% 60

28.34% 53





# 2017 Community Needs Survey

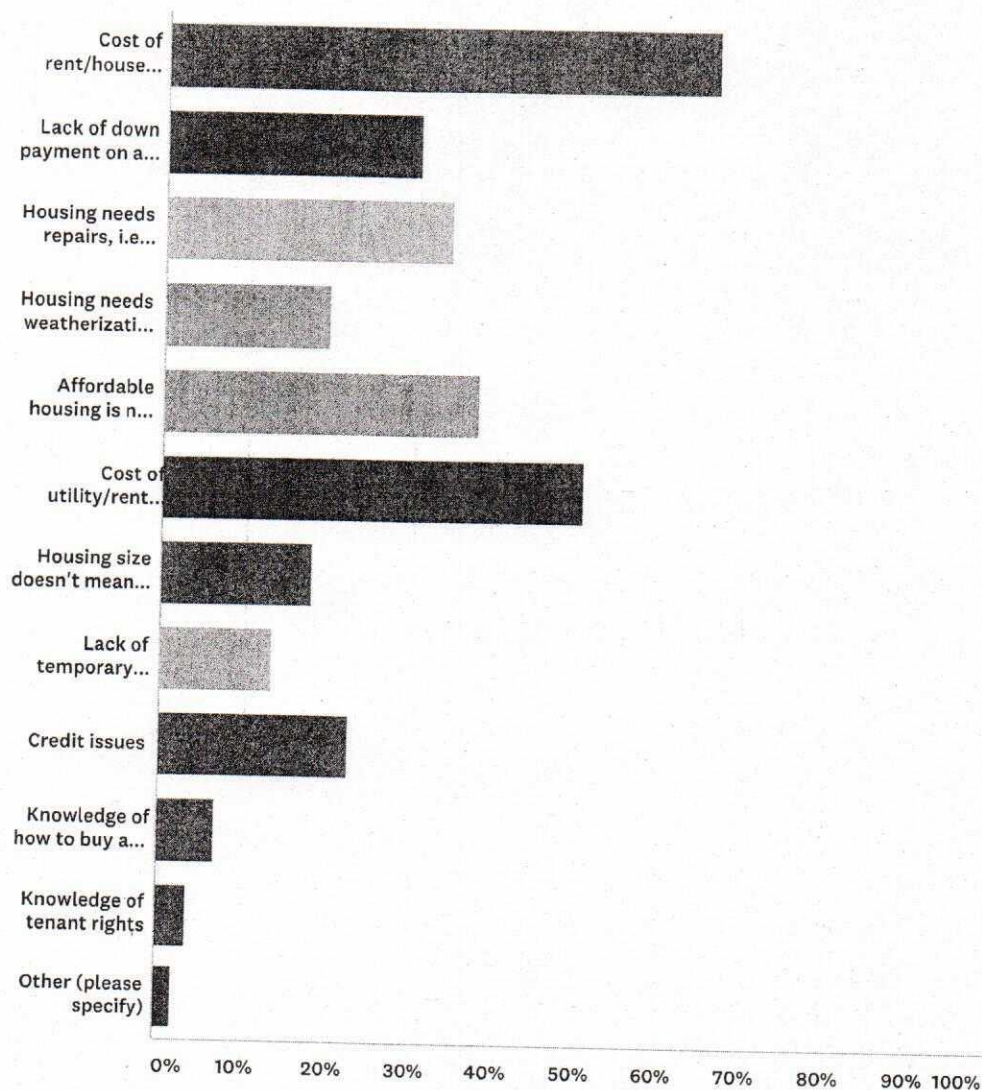
SurveyMonkey

Threats of violence in schools	9.63%	18
No dropout prevention/after school programs for youth	25.67%	48
Need for computer/internet access at home	23.53%	44
Lack of computer skills	12.83%	24
Lack of transportation (school related)	14.44%	27
Cost of transportation (school related)	9.63%	18
Lack of child care (school related)	16.58%	31
Cost of child care (school related)	18.72%	35
Knowledge of financial aid-how to apply/whats available	21.39%	40
How to communicate with teachers/principals/counselors	14.44%	27
Lack of training for work	22.46%	42
Other (please specify)	3.74%	7
Total Respondents: 187		



# Q9 What do you consider the 3 top housing issues in your community?

Answered: 196 Skipped: 23



## ANSWER CHOICES

## RESPONSES

Cost of rent/house payments	66.33%	130
Lack of down payment on a house	30.10%	59
Housing needs repairs, i.e. roof, foundation	34.18%	67
Housing needs weatherization, i.e. insulation, storm windows	19.39%	38
Affordable housing is not available	37.76%	74
Cost of utility/rent deposits	50.51%	99
Housing size doesn't mean family needs	17.86%	35
Lack of temporary emergency housing	13.27%	26

# 2017 Community Needs Survey

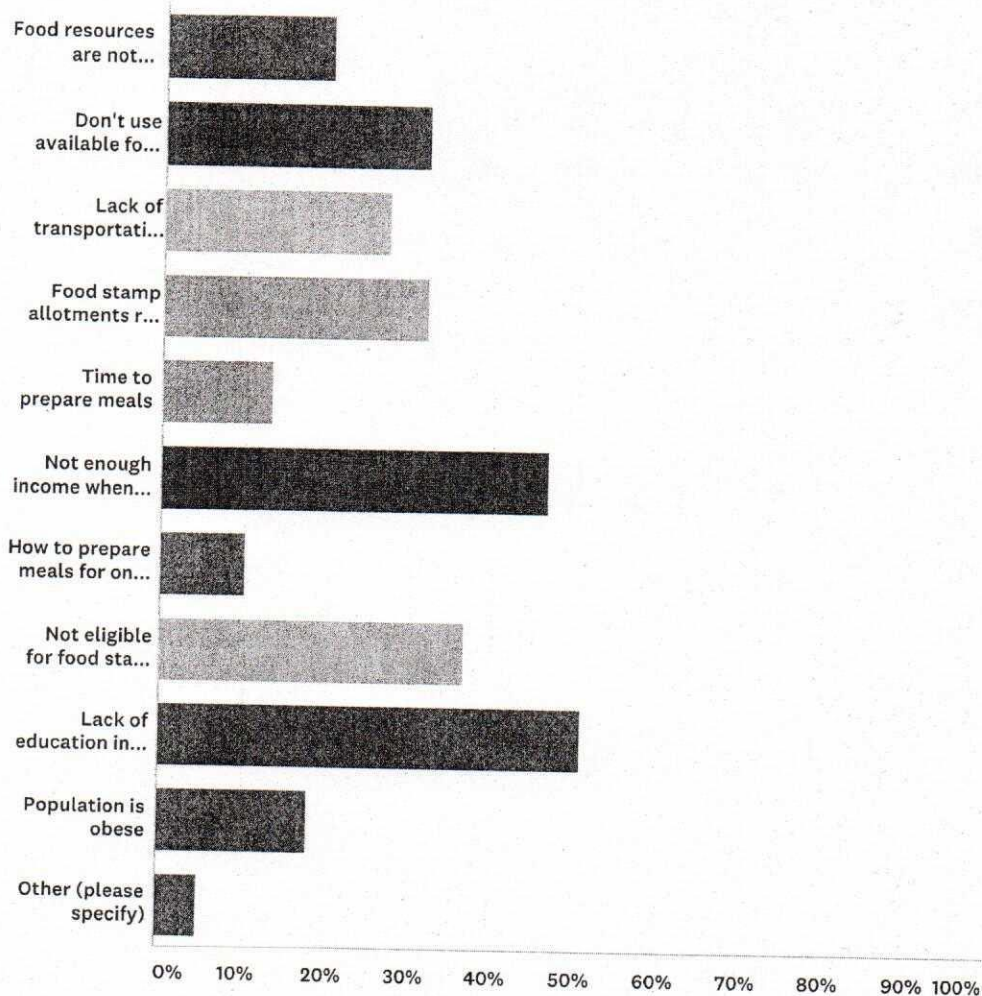
SurveyMonkey

Credit issues	22.45%	44
Knowledge of how to buy a home	6.63%	13
Knowledge of tenant rights	3.57%	7
Other (please specify)	2.04%	4
Total Respondents: 196		



# Q10 What are the 3 top nutrition issues that impact your community?

Answered: 189 Skipped: 30



## ANSWER CHOICES

## RESPONSES

Food resources are not available, i.e. Senior Citizens meals, meals on wheels, garden plots, food pantries	20.11%	38
Don't use available food resources, i.e. food pantries, meal programs, senior citizen	31.75%	60
Lack of transportation, i.e. to grocery store, food pantry, or other food resources	26.98%	51
Food stamp allotments run out	31.75%	60
Time to prepare meals	13.23%	25
Not enough income when making use of resources	46.56%	88
How to prepare meals for one or two	10.05%	19
Not eligible for food stamps and/or eligibility unknown for food stamps	36.51%	69
Lack of education in nutrition, how to prepare meals, proper eating habits and money management for healthy diet	50.79%	96
Population is obese	17.99%	34

Other (please specify)

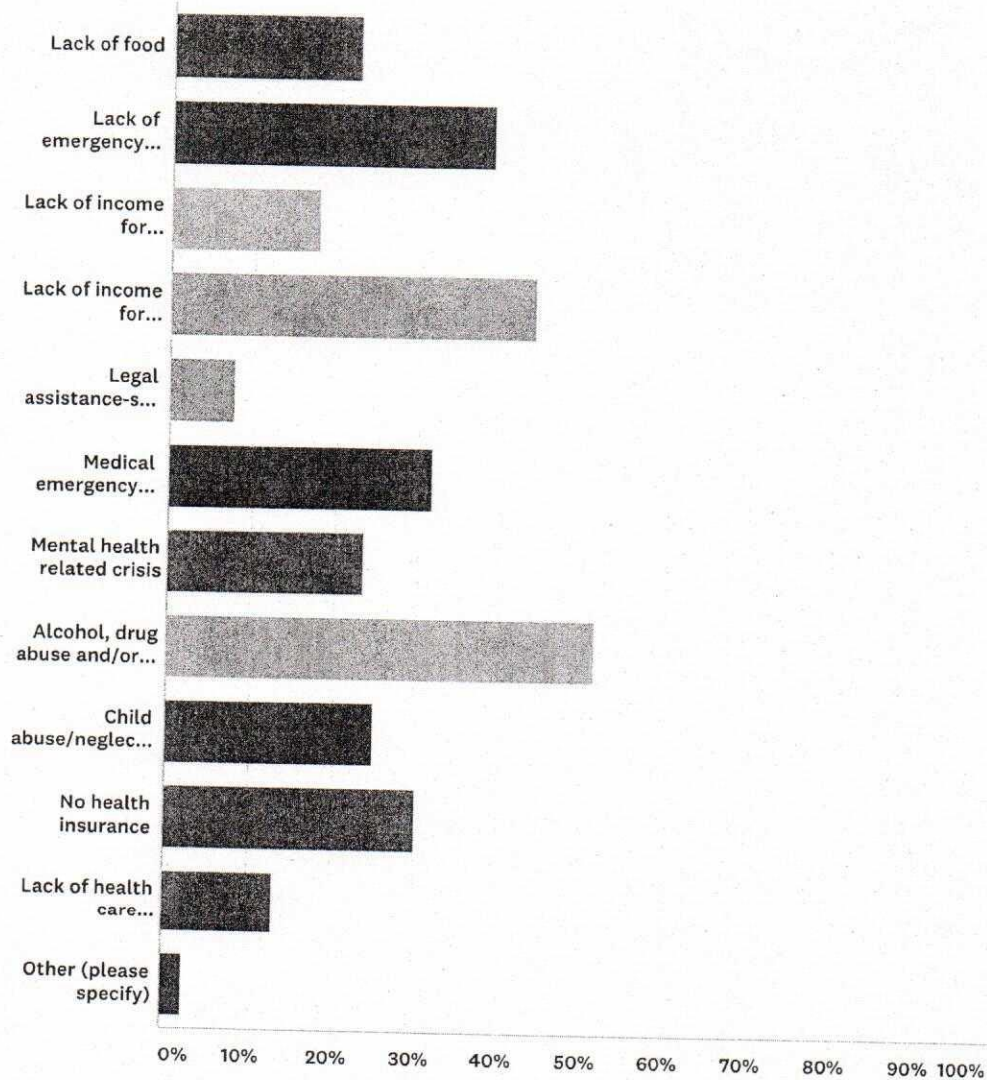
4.76% 9

Total Respondents: 189



## Q11 What are the top 3 emergency situations that impact your community?

Answered: 196 Skipped: 23



### ANSWER CHOICES

### RESPONSES

Lack of food	22.45%	44
Lack of emergency shelter, i.e. due to fire, flood, and eviction, or shelter for battered wives or runaway youth	38.78%	76
Lack of income for prescription drugs	17.86%	35
Lack of income for utilities/fuel	43.88%	86
Legal assistance-specify	7.65%	15
Medical emergency resources- not covered by insurance, obtaining service, transportation	31.63%	62
Mental health related crisis	23.47%	46

# 2017 Community Needs Survey

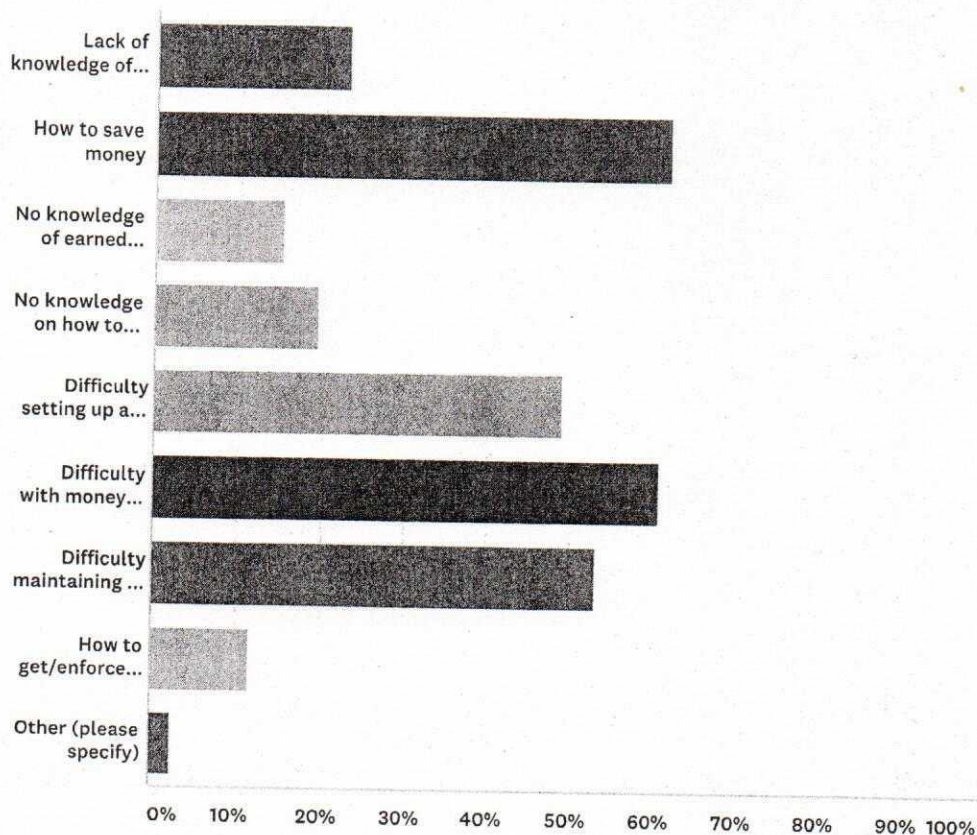
SurveyMonkey

Alcohol, drug abuse and/or gambling	51.53%	101
Child abuse/neglect in household	25.00%	49
No health insurance	30.10%	59
Lack of health care providers-local services	13.27%	26
Other (please specify)	2.55%	5
Total Respondents: 196		



## Q12 What do you consider the 3 top financial issues in your community?

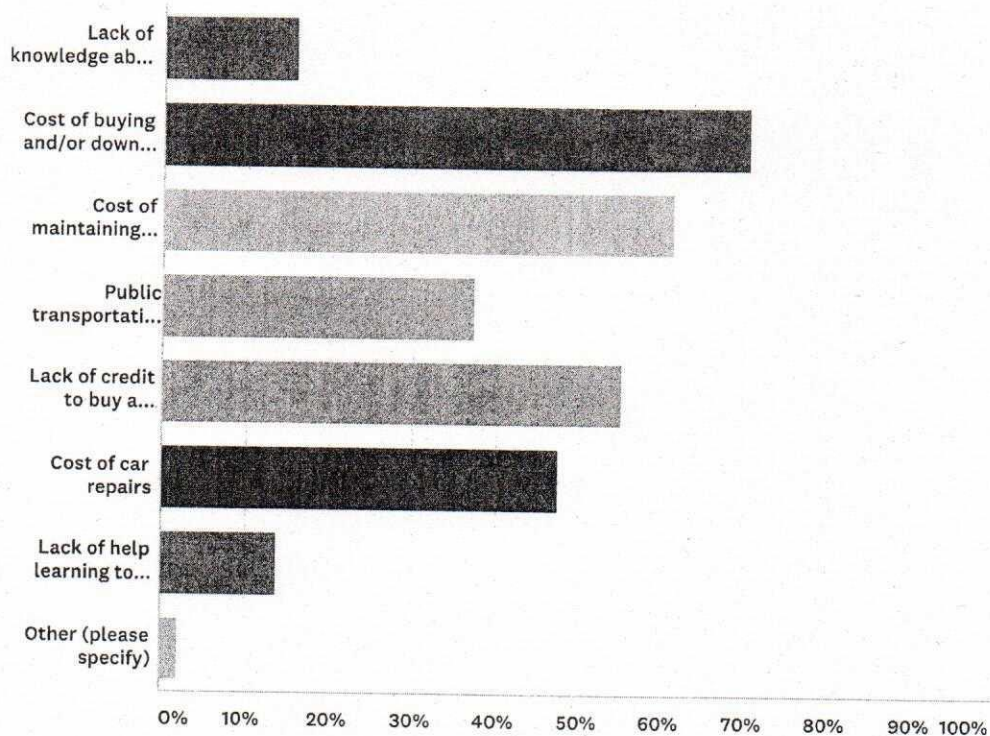
Answered: 196 Skipped: 23



ANSWER CHOICES	RESPONSES	
Lack of knowledge of possible resources (food stamps, medical coverage MC+)	22.96%	45
How to save money	61.73%	121
No knowledge of earned income tax credit	15.31%	30
No knowledge on how to address credit issues	19.39%	38
Difficulty setting up a budget	48.98%	96
Difficulty with money management issues (credit card debt, checking account management)	60.71%	119
Difficulty maintaining a budget	53.06%	104
How to get/enforce child support	11.73%	23
Other (please specify)	2.55%	5
Total Respondents: 196		

# Q13 What do you consider the 3 top transportation issues in your community?

Answered: 196 Skipped: 23



## ANSWER CHOICES

## RESPONSES

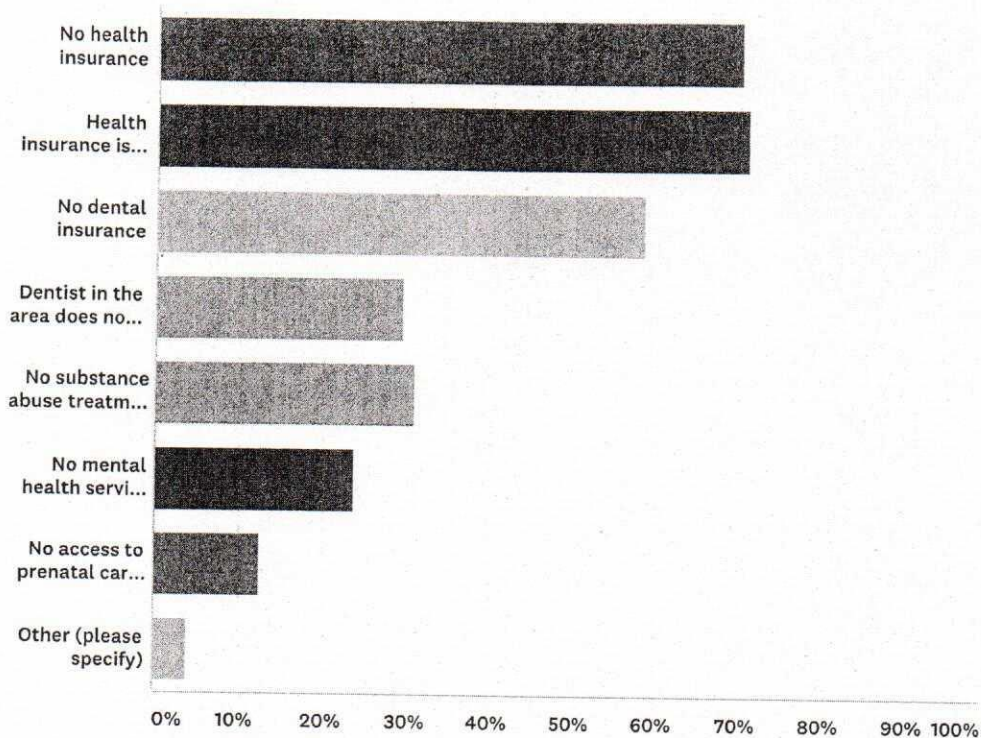
Lack of knowledge about how to buy a vehicle	15.82%	31
Cost of buying and/or down payment for a car	70.41%	138
Cost of maintaining vehicles (gas inspections, insurance)	61.22%	120
Public transportation-routes/hours aren't convenient	37.24%	73
Lack of credit to buy a vehicle	55.10%	108
Cost of car repairs	47.45%	93
Lack of help learning to drive and get a license (someone to teach how, car to practice learning with, car to take test)	13.78%	27
Other (please specify)	2.04%	4

Total Respondents: 196



## Q14 What do you consider the 3 top health related issues in your community?

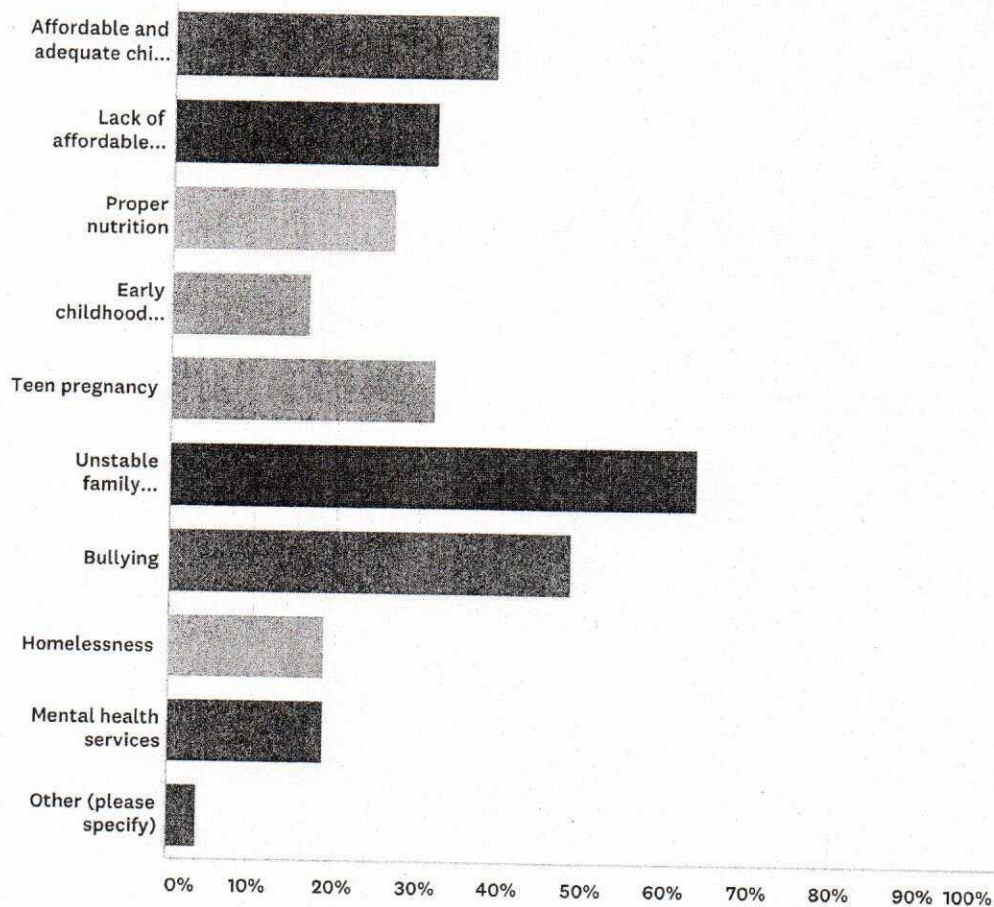
Answered: 198 Skipped: 21



ANSWER CHOICES	RESPONSES	
No health insurance	70.20%	139
Health insurance is not affordable	71.21%	141
No dental insurance	58.59%	116
Dentist in the area does not accept our insurance	29.29%	58
No substance abuse treatment in the area	30.81%	61
No mental health services in the area	23.74%	47
No access to prenatal care during pregnancy	12.63%	25
Other (please specify)	4.04%	8
Total Respondents: 198		

# Q15 What do you consider the top 3 issues for youth in your community?

Answered: 199 Skipped: 20



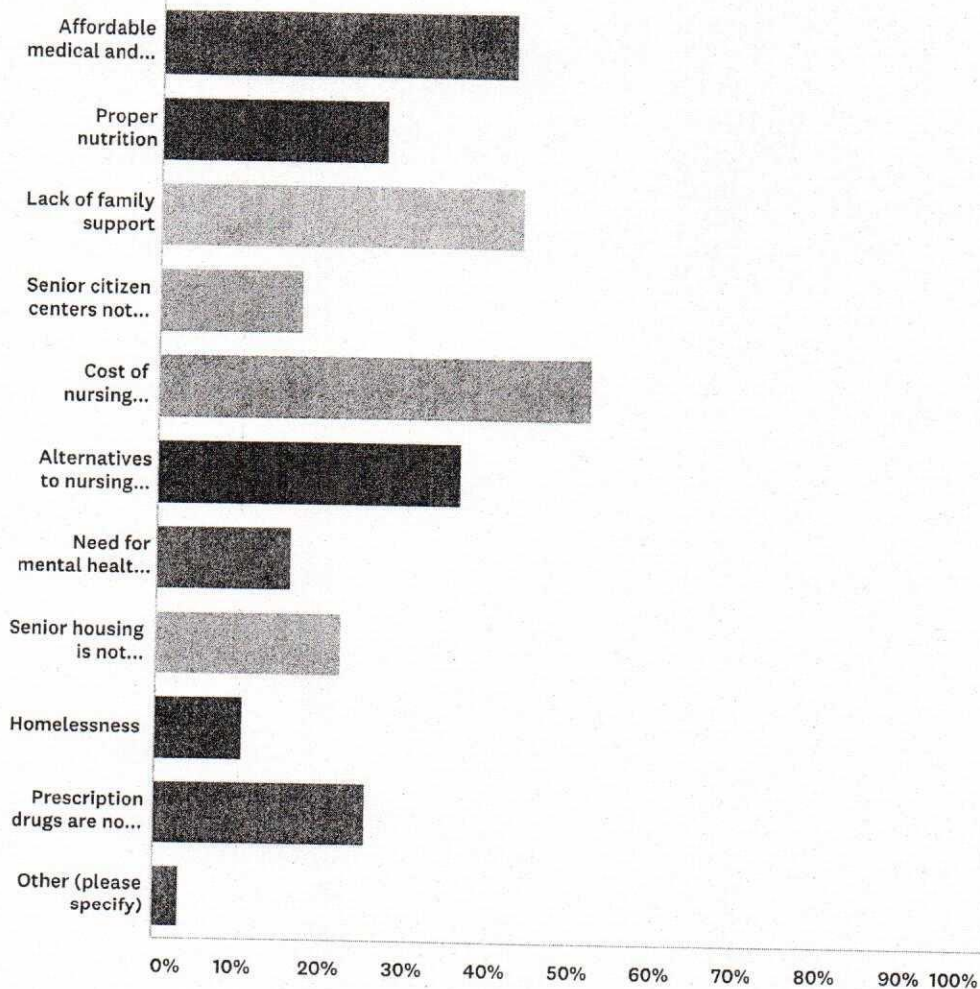
ANSWER CHOICES	RESPONSES	
Affordable and adequate child care is not available	38.69%	77
Lack of affordable medical and/or dental care	31.66%	63
Proper nutrition	26.63%	53
Early childhood education	16.58%	33
Teen pregnancy	31.66%	63
Unstable family environment	63.32%	126
Bullying	48.24%	96
Homelessness	18.59%	37
Mental health services	18.59%	37
Other (please specify)	3.52%	7

Total Respondents: 199



## Q16 What do you consider to be the top 3 issues for senior citizens in your community?

Answered: 193 Skipped: 26



### ANSWER CHOICES

### RESPONSES

Affordable medical and dental care is not available	42.49%	82
Proper nutrition	26.94%	52
Lack of family support	43.52%	84
Senior citizen centers not available in area	17.10%	33
Cost of nursing homes/in home care	51.81%	100
Alternatives to nursing homes/rehabilitation centers	36.27%	70
Need for mental health services	16.06%	31
Senior housing is not available or affordable	22.28%	43
Homelessness	10.36%	20

## 2017 Community Needs Survey

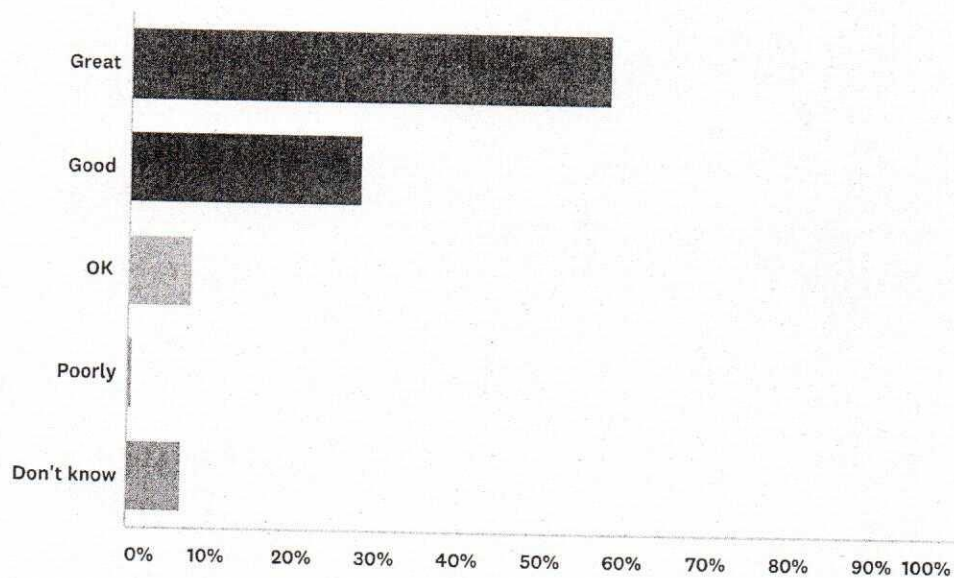
SurveyMonkey

Prescription drugs are not available	25.39%	49
Other (please specify)	3.11%	6
Total Respondents: 193		



Q17 Please help us evaluate how we are doing in the following areas:  
Headstart (3-5yr olds)

Answered: 187 Skipped: 32



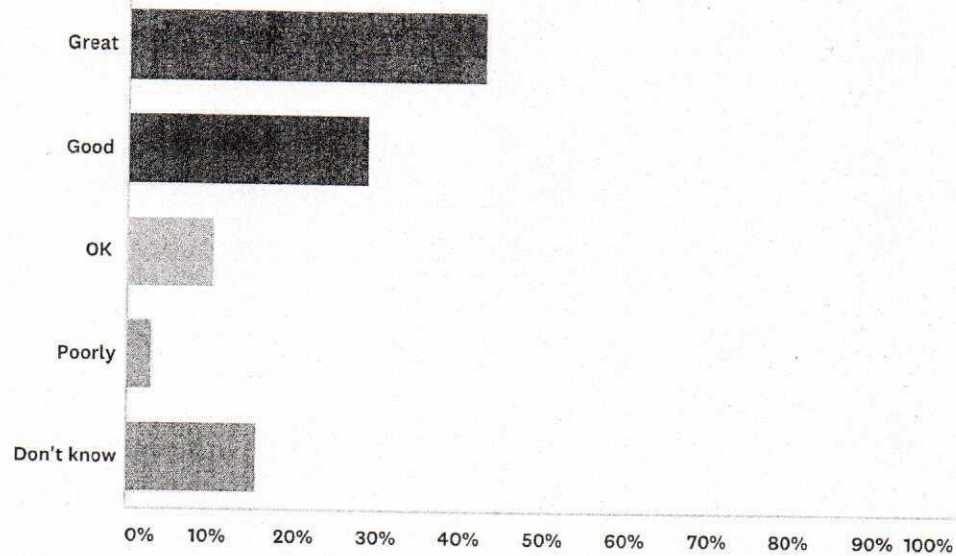
## ANSWER CHOICES

## RESPONSES

Great	57.75%	108
Good	27.81%	52
OK	7.49%	14
Poorly	0.53%	1
Don't know	6.42%	12
TOTAL		187

Q18 Please help us evaluate how we are doing in the following areas:  
Early Head Start (0-3 yr olds)

Answered: 136 Skipped: 83

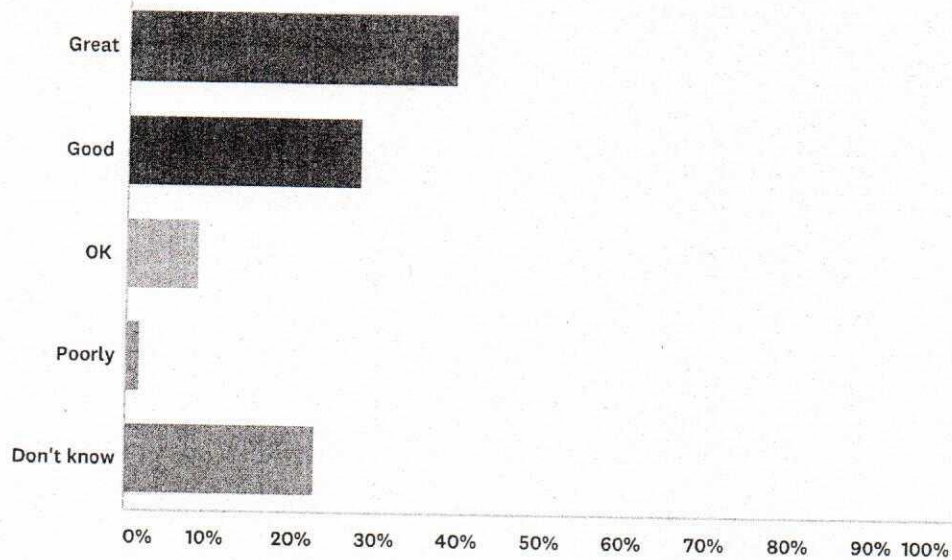


ANSWER CHOICES	RESPONSES	
Great	42.65%	58
Good	28.68%	39
OK	10.29%	14
Poorly	2.94%	4
Don't know	15.44%	21
TOTAL		136



# Q19 Please help us evaluate how we are doing in the following areas: Home Base Option

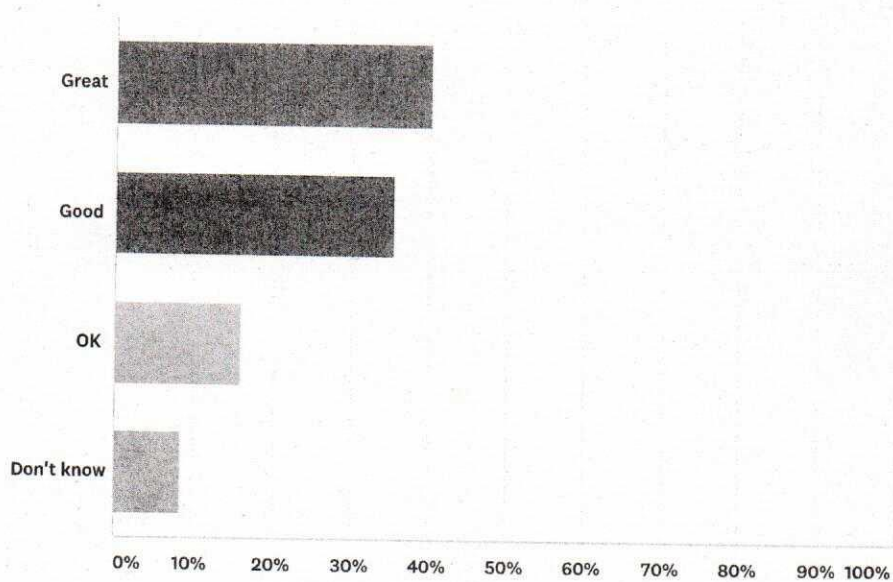
Answered: 173 Skipped: 46



ANSWER CHOICES	RESPONSES	
Great	39.31%	68
Good	27.75%	48
OK	8.67%	15
Poorly	1.73%	3
Don't know	22.54%	39
TOTAL		173

Q21 Please help us evaluate how we are doing in the following areas:  
Utility Assistance

Answered: 187 Skipped: 32

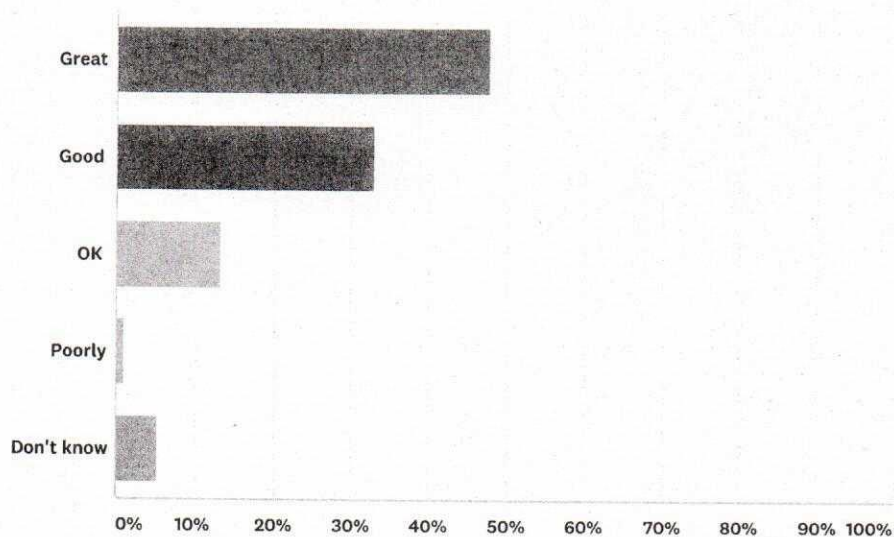


ANSWER CHOICES		RESPONSES	
Great		40.11%	75
Good		35.29%	66
OK		16.04%	30
Don't know		8.56%	16
TOTAL			187



Q20 Please help us evaluate how we are doing in the following areas:  
Our facilities

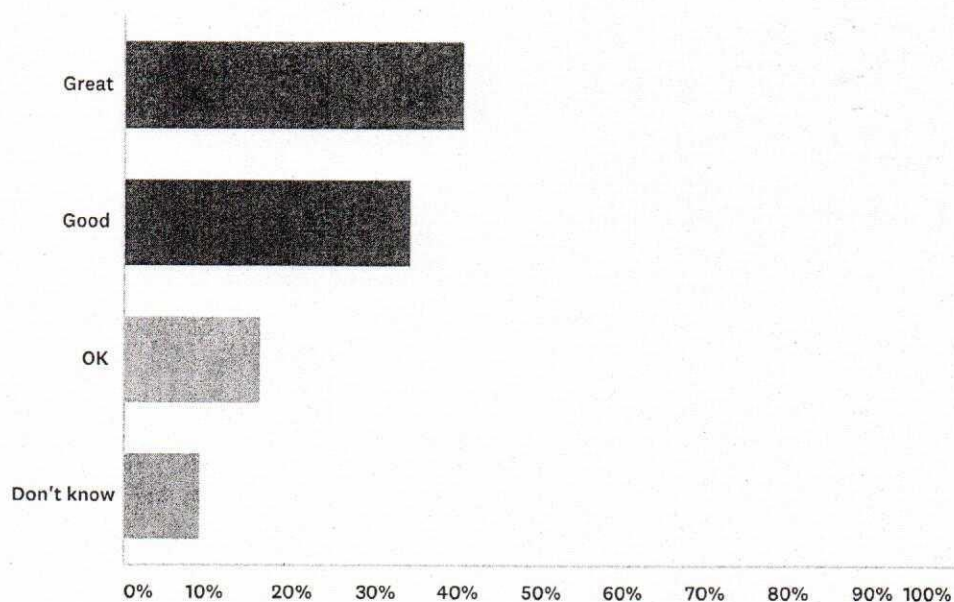
Answered: 189 Skipped: 30



ANSWER CHOICES	RESPONSES	
Great	47.62%	90
Good	32.80%	62
OK	13.23%	25
Poorly	1.06%	2
Don't know	5.29%	10
TOTAL		189

## Q22 Please help us evaluate how we are doing in the following areas: Community Services

Answered: 185 Skipped: 34

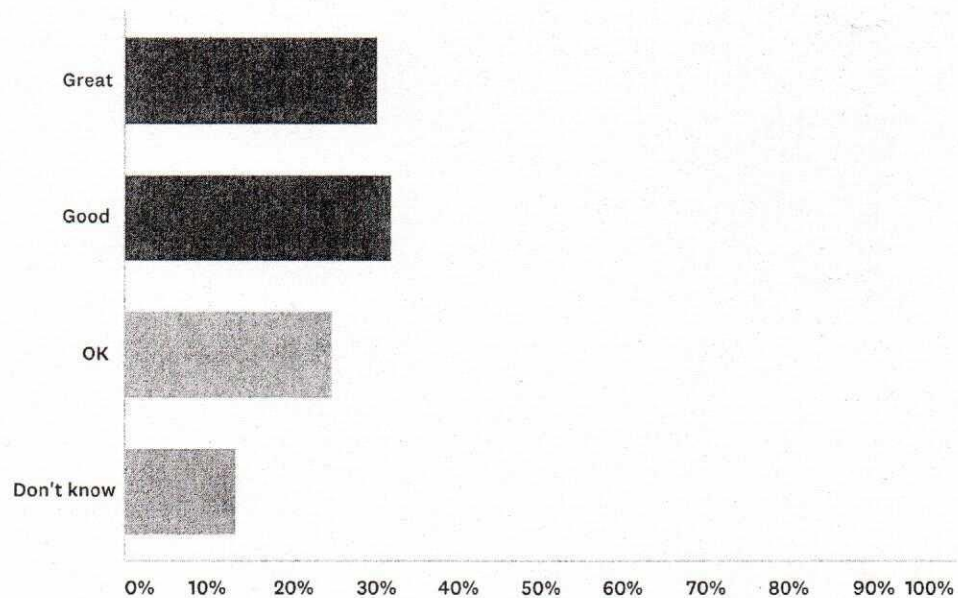


ANSWER CHOICES	RESPONSES	
Great	40.54%	75
Good	34.05%	63
OK	16.22%	30
Don't know	9.19%	17
TOTAL		185



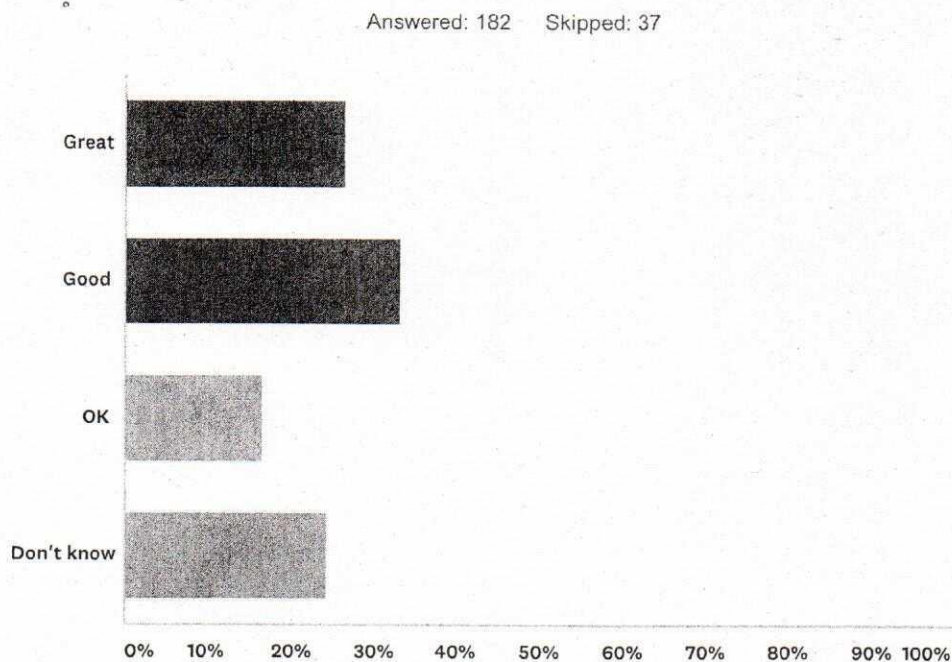
## Q23 Please help us evaluate how we are doing in the following areas: Weatherization

Answered: 182 Skipped: 37



ANSWER CHOICES	RESPONSES	
Great	30.22%	55
Good	31.87%	58
OK	24.73%	45
Don't know	13.19%	24
TOTAL		182

Q24 Please help us evaluate how we are doing in the following areas:  
Youth Employment and Training

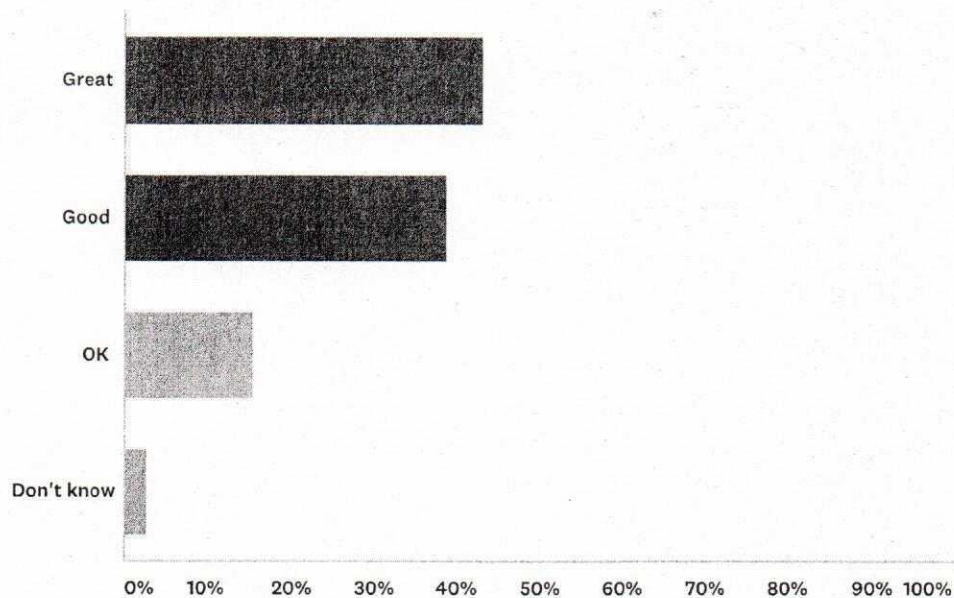


ANSWER CHOICES	RESPONSES	
Great	26.37%	48
Good	32.97%	60
OK	16.48%	30
Don't know	24.18%	44
TOTAL		182



## Q25 Please help us evaluate how we are doing in the following areas: Overall

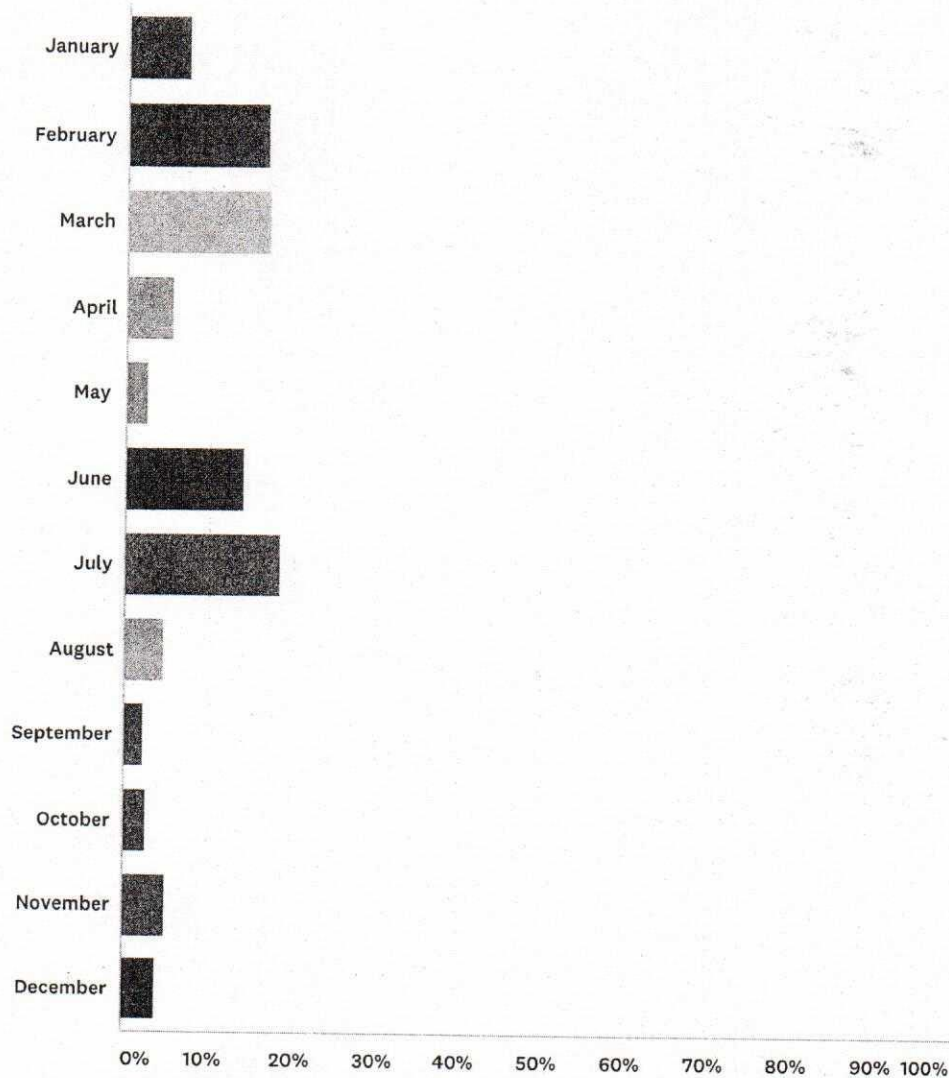
Answered: 181 Skipped: 38



ANSWER CHOICES	RESPONSES	
Great	43.09%	78
Good	38.67%	70
OK	15.47%	28
Don't know	2.76%	5
TOTAL		181

# Q1 What is today's Date? (what month did you fill out the survey?)

Answered: 1,705 Skipped: 93



## ANSWER CHOICES

## RESPONSES

January	7.27%	124
February	16.66%	284
March	16.95%	289
April	5.45%	93
May	2.58%	44
June	14.08%	240
July	18.36%	313
August	4.69%	80



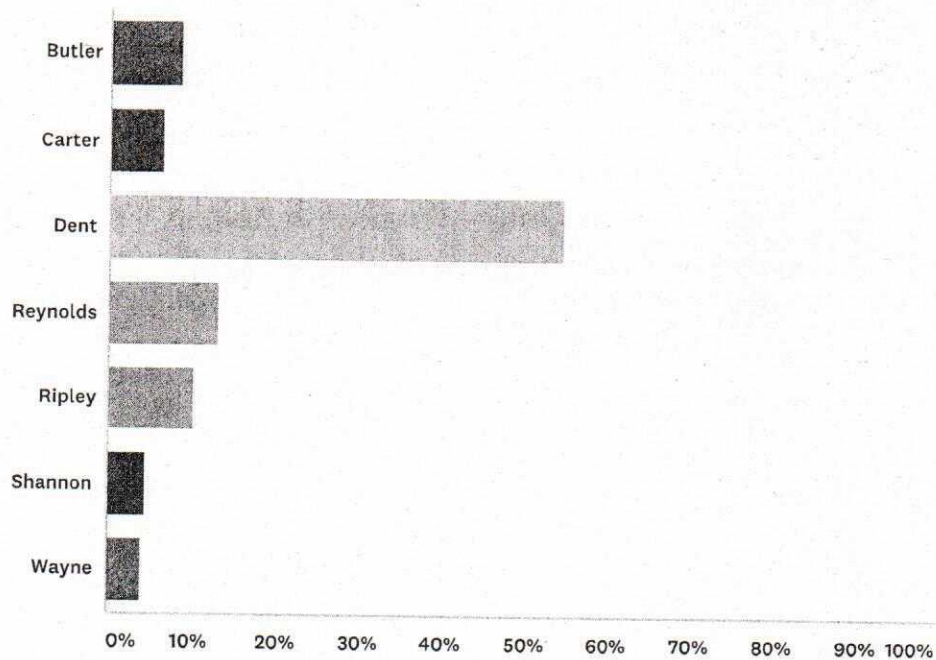
# Client Satisfaction Survey

SurveyMonkey

September	2.23%	38
October	2.70%	46
November	5.10%	87
December	3.99%	68
Total Respondents: 1,705		

Q2 What is the name of your county?

Answered: 1,716 Skipped: 82



ANSWER CHOICES	RESPONSES	
Butler	8.28%	142
Carter	6.18%	106
Dent	54.37%	933
Reynolds	12.88%	221
Ripley	10.02%	172
Shannon	4.43%	76
Wayne	3.90%	67
Total Respondents: 1,716		

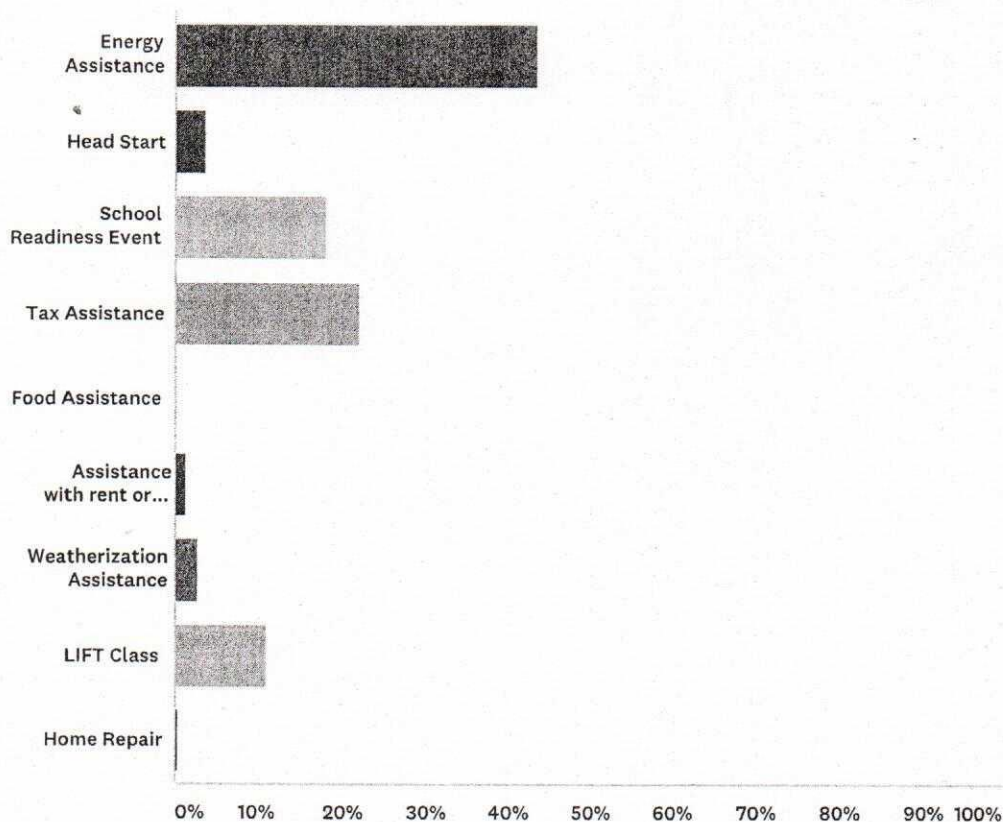


### Q3 What is your name?

Answered: 1,134   Skipped: 664

## Q4 What was the reason for your visit to our office?

Answered: 1,346 Skipped: 452

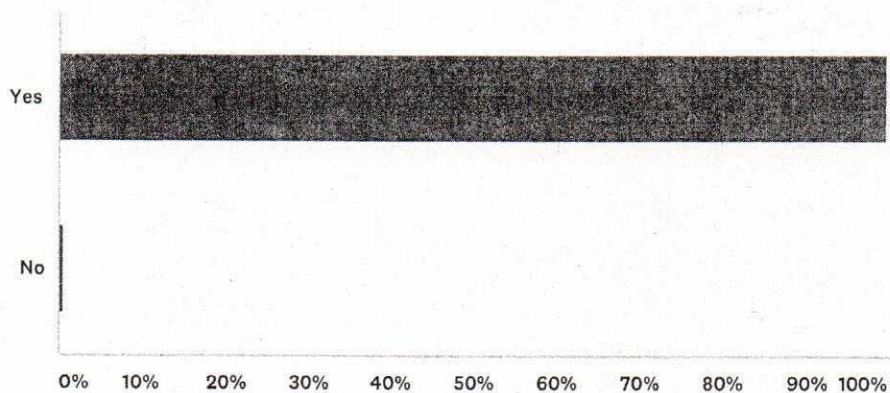


ANSWER CHOICES	RESPONSES	
Energy Assistance	43.31%	583
Head Start	3.49%	47
School Readiness Event	17.90%	241
Tax Assistance	21.92%	295
Food Assistance	0.15%	2
Assistance with rent or mortgage	1.26%	17
Weatherization Assistance	2.75%	37
LIFT Class	10.85%	146
Home Repair	0.45%	6
Total Respondents: 1,346		



### Q5 When you walked in the door, were you greeted in a nice and friendly manner?

Answered: 1,739 Skipped: 59



## ANSWER CHOICES

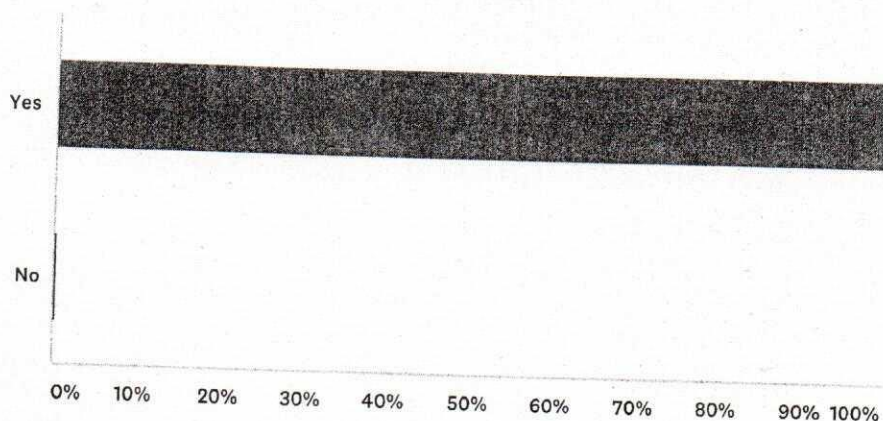
## RESPONSES

Yes	99.54%	1,731
No	0.58%	10

Total Respondents: 1,739

# Q6 When you have called our facility were you satisfied with the way the phone was answered?

Answered: 1,670 Skipped: 128



## ANSWER CHOICES

Yes

No

Total Respondents: 1,670

## RESPONSES

99.64%

0.36%

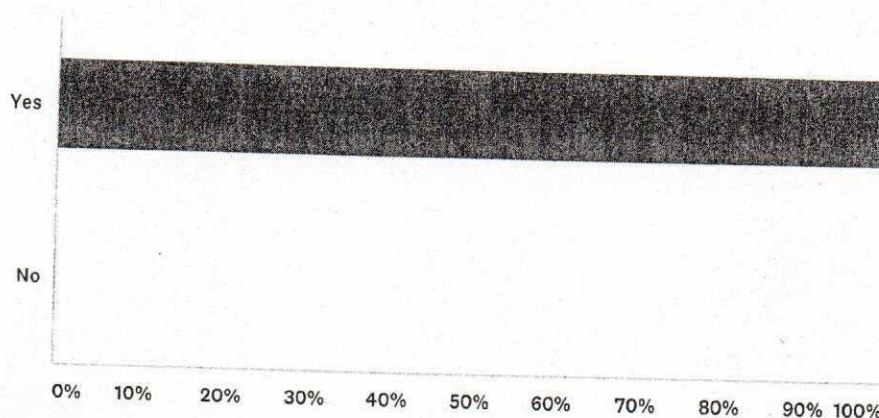
1,664

6



# Q7 Was the location easy to find?

Answered: 1,746 Skipped: 52

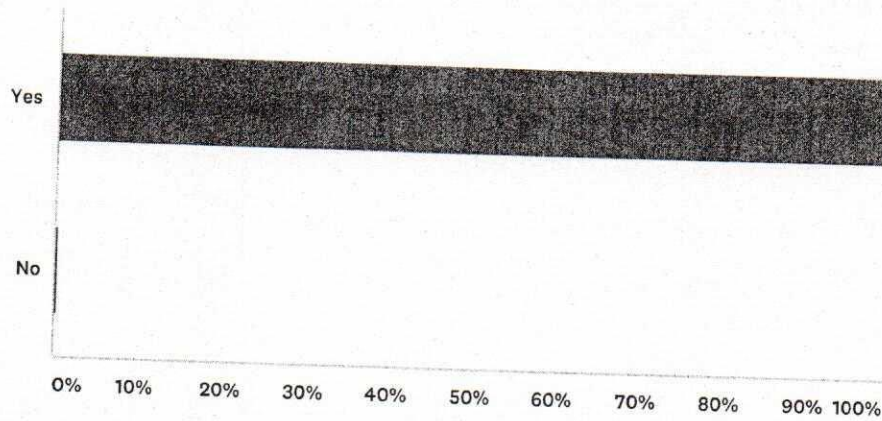


## ANSWER CHOICES

ANSWER CHOICES	RESPONSES	
	Percentage	Count
Yes	99.77%	1,742
No	0.23%	4
Total Respondents: 1,746		

# Q8 Was the facility atmosphere a pleasant and professional setting? If not what did you observe

Answered: 1,747 Skipped: 51



## ANSWER CHOICES

Yes

No

Total Respondents: 1,747

## RESPONSES

99.54%

0.46%

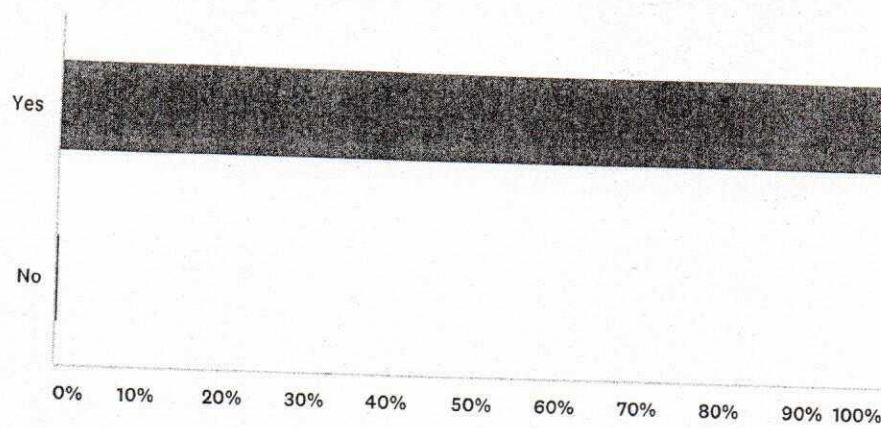
1,739

8



# Q9 Were you treated with respect and courtesy?

Answered: 1,744 Skipped: 54



## ANSWER CHOICES

Yes

## RESPONSES

99.66%

1,738

No

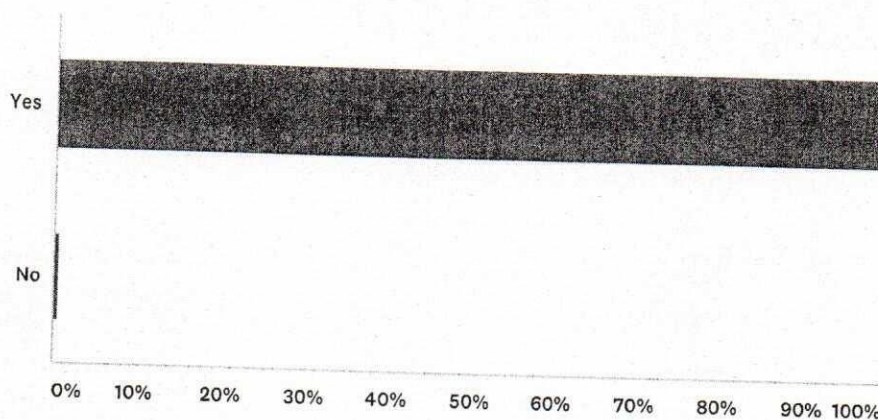
0.34%

6

Total Respondents: 1,744

# Q10 Were you given options in regard to your situation?

Answered: 1,705 Skipped: 93



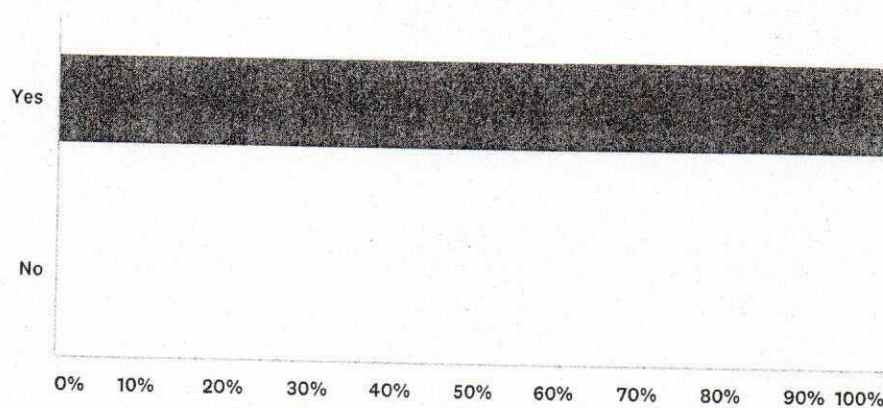
## ANSWER CHOICES

ANSWER CHOICES	RESPONSES	
	Percentage	Count
Yes	99.41%	1,695
No	0.59%	10
Total Respondents: 1,705		



## Q11 Were your needs met?

Answered: 960 Skipped: 838



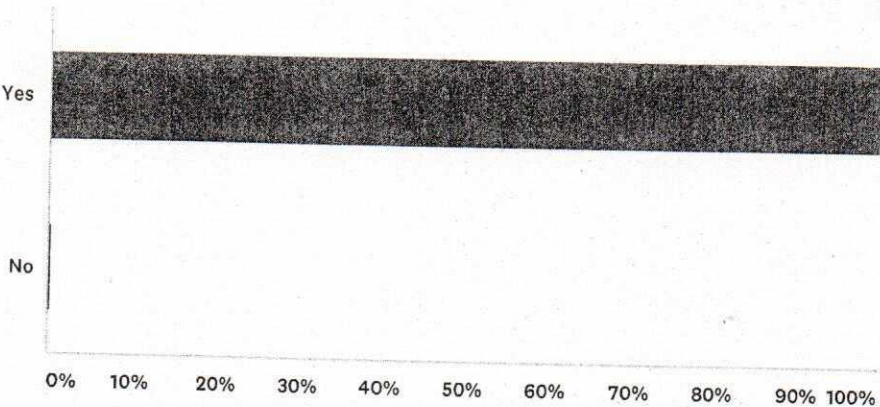
## ANSWER CHOICES

## RESPONSES

Yes	99.90%	959
No	0.10%	1
TOTAL		960

Q12 Did the staff take enough time to answer your questions?

Answered: 1,722 Skipped: 76



ANSWER CHOICES

Yes

RESPONSES

99.71%

1,717

No

0.52%

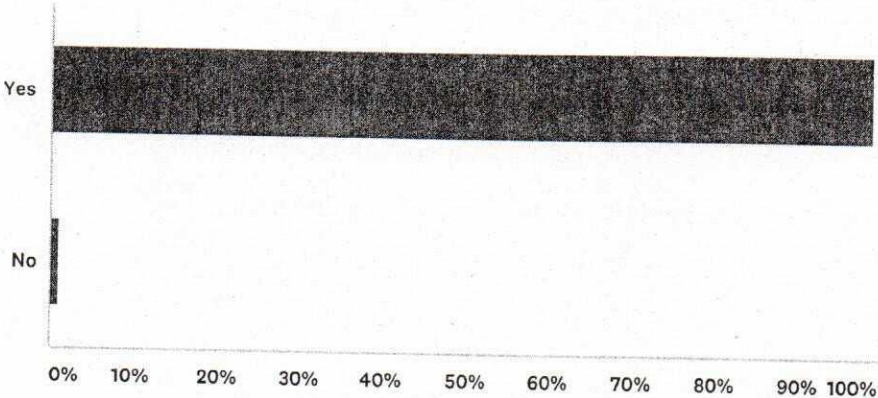
9

Total Respondents: 1,722



Q13 Are the hours of operation meeting your needs? If not, then what would you suggest?

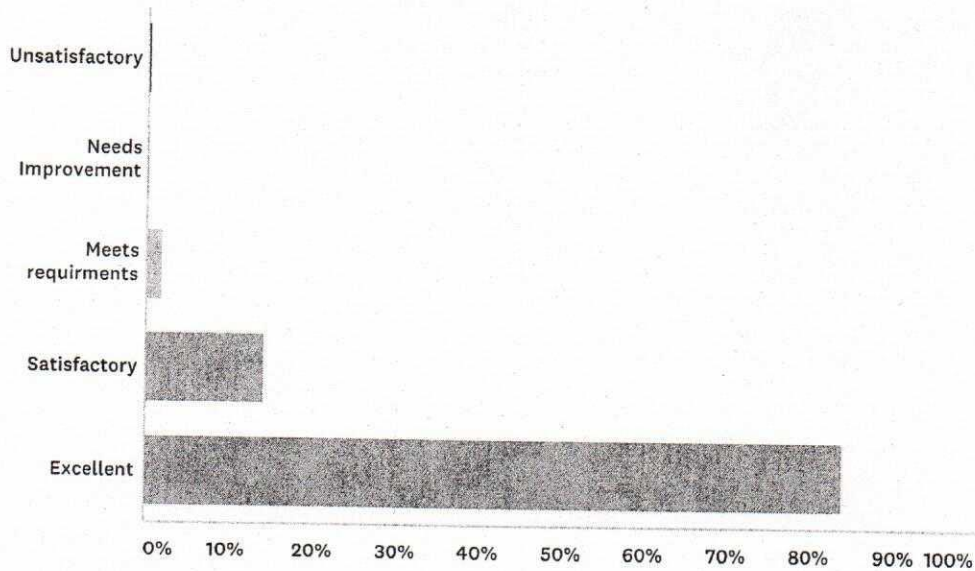
Answered: 1,708 Skipped: 90



ANSWER CHOICES	RESPONSES	
Yes	98.89%	1,689
No	1.11%	19
Total Respondents: 1,708		

# Q14 What is the overall rating of the customer service you received today while visiting our agency?

Answered: 1,731 Skipped: 67

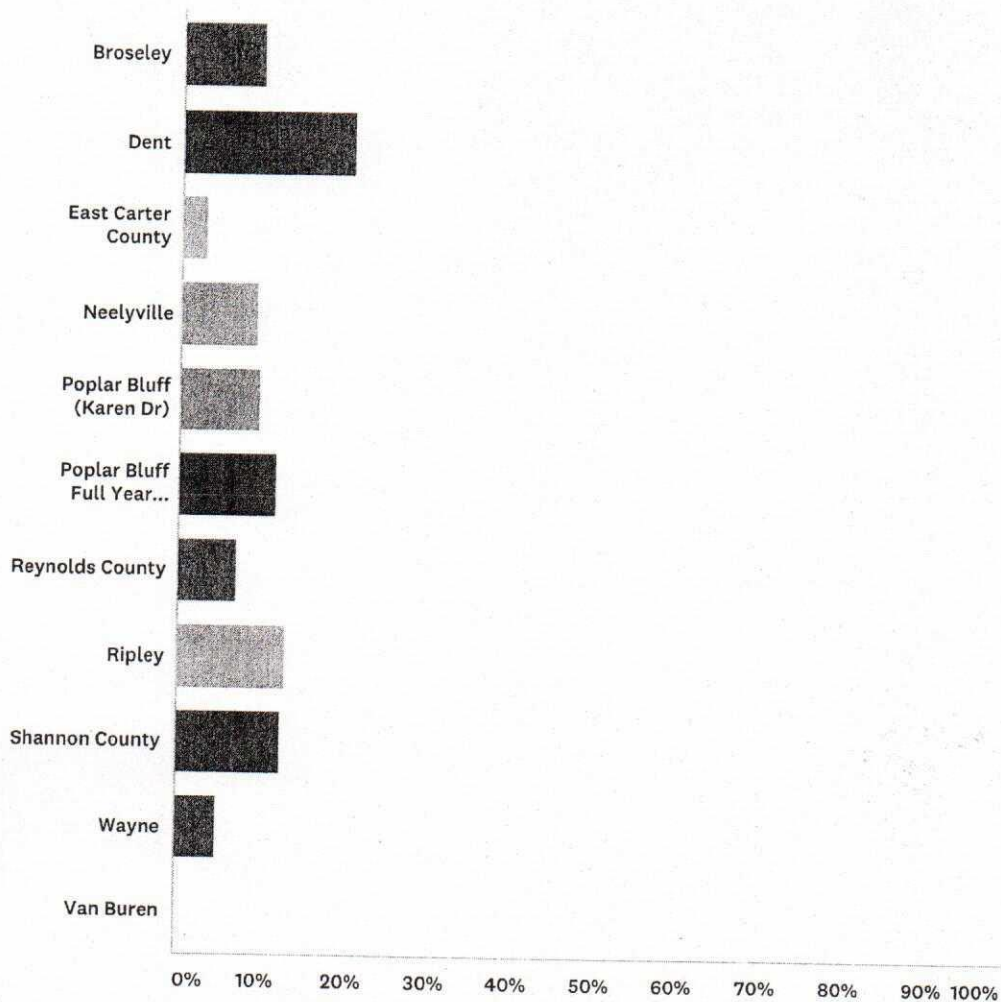


ANSWER CHOICES	RESPONSES	
Unsatisfactory	0.52%	9
Needs Improvement	0.12%	2
Meets requirments	1.79%	31
Satisfactory	13.98%	242
Excellent	83.94%	1,453
Total Respondents: 1,731		



## Q1 What Head Start location does your child attend?

Answered: 631 Skipped: 0



## ANSWER CHOICES

## RESPONSES

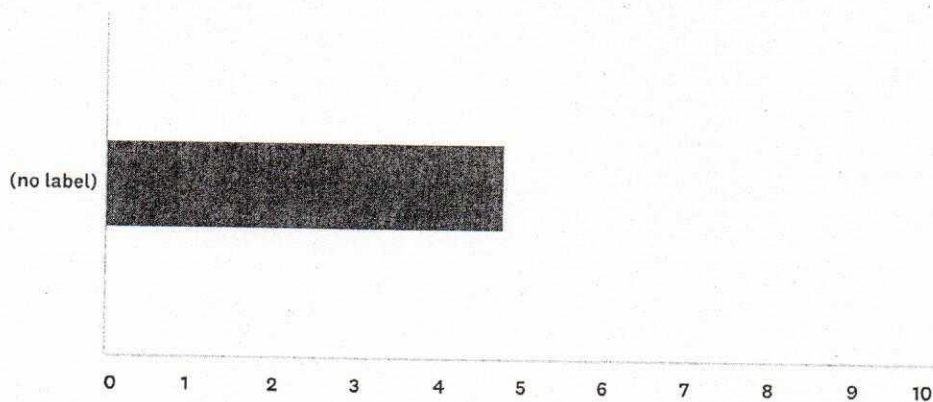
Broseley	9.67%	61
Dent	20.44%	129
East Carter County	3.01%	19
Neelyville	9.03%	57
Poplar Bluff (Karen Dr)	9.35%	59
Poplar Bluff Full Year Center	11.57%	73
Reynolds County	6.97%	44
Ripley	12.68%	80
Shannon County	12.36%	78
Wayne	4.91%	31

Van Buren	0.00%	0
TOTAL		631



Q2 How satisfied are you with the information received from staff informing you of health services, such as appointments or screening results that pertained to your child?

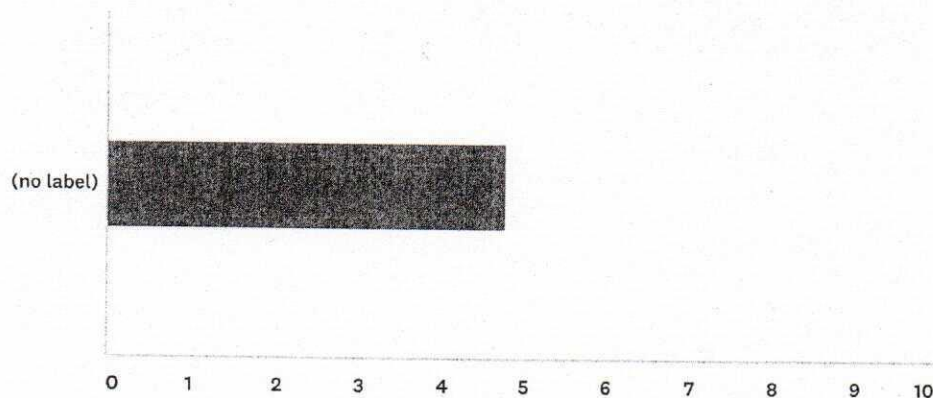
Answered: 623 Skipped: 8



	UNSATISFIED 1	2	3	4	5 VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
(no label)	0.32%	0.32%	2.57%	14.45%	82.34%		
	2	2	16	90	513	623	4.78

Q3 When your child was enrolled, how much help was offered to you from Head Start staff to get the necessary screenings for your child, such as dental exams, immunizations, physical exams?

Answered: 622 Skipped: 9

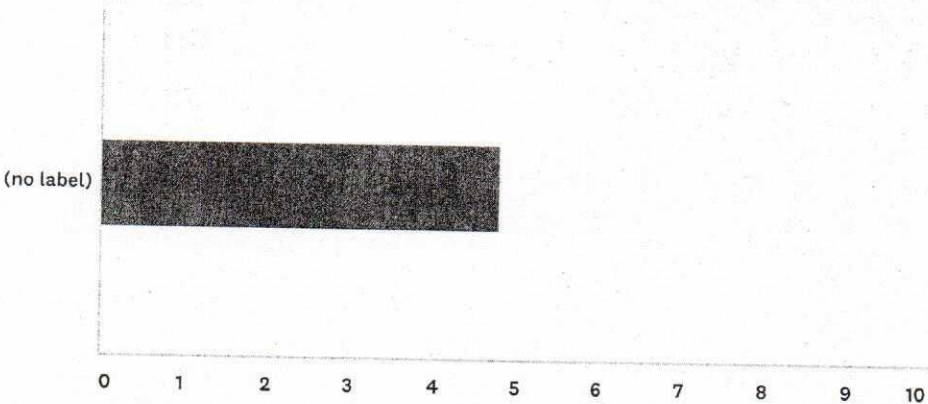


	NO HELP 1	2	3	4	5 LOTS OF HELP	TOTAL	WEIGHTED AVERAGE
(no label)	0.64%	0.16%	3.86%	13.02%	82.32%		
	4	1	24	81	512	622	4.76



Q4 Throughout the program, your family and your child received training on health subjects such as good hygiene, hand washing, and the importance of immunizations. How do you rate the training you received?

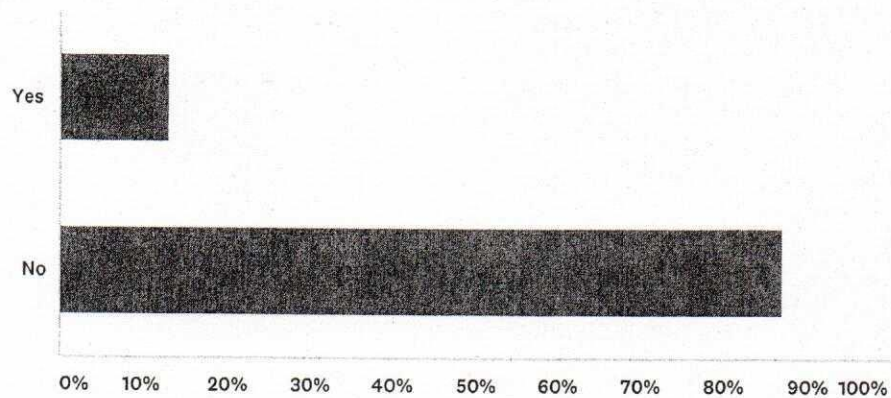
Answered: 619 Skipped: 12



	NO TRAINING 1	2	3	4	5 VERY GOOD TRAINING	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	0.16%	2.58%	15.19%	82.07%		
	0	1	16	94	508	619	4.79

## Q5 Do you feel that additional training should be given?

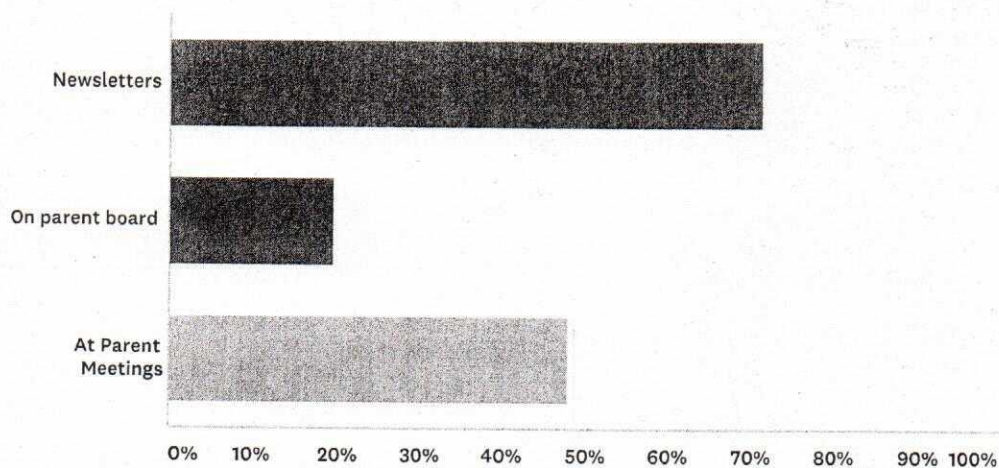
Answered: 599 Skipped: 32



ANSWER CHOICES	RESPONSES	
Yes	13.02%	78
No	86.98%	521
TOTAL		599

## Q6 How would you like to see the training given?

Answered: 98 Skipped: 533



## ANSWER CHOICES

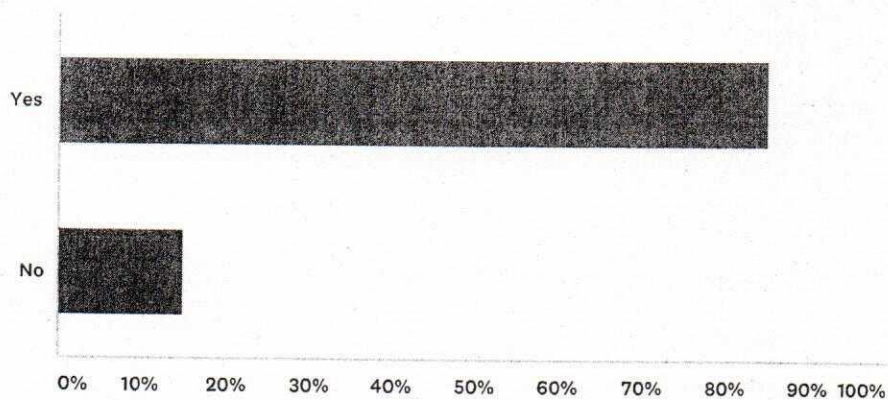
## RESPONSES

Newsletters	71.43%	70
On parent board	19.39%	19
At Parent Meetings	47.96%	47
Total Respondents: 98		



Q7 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+?

Answered: 619 Skipped: 12



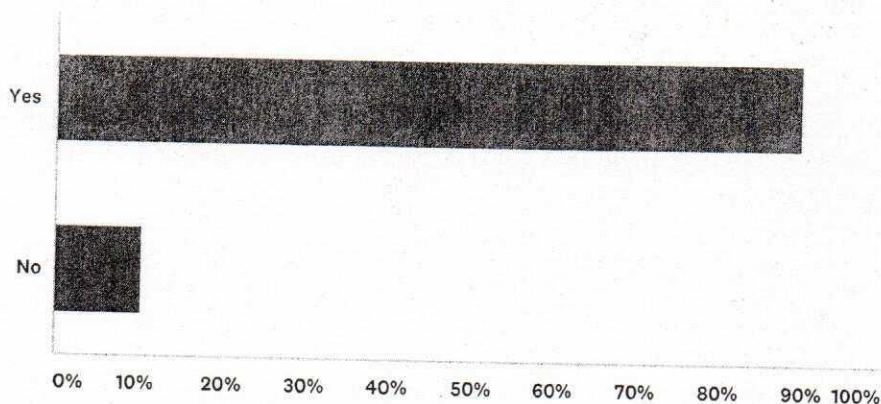
## ANSWER CHOICES

## RESPONSES

Yes	85.14%	527
No	14.86%	92
TOTAL		619

Q8 Were you aware that the Head Start Family Advocate (office staff) or other Head Start staff person would make a home visit to help you if there was a health need in the home?

Answered: 621 Skipped: 10



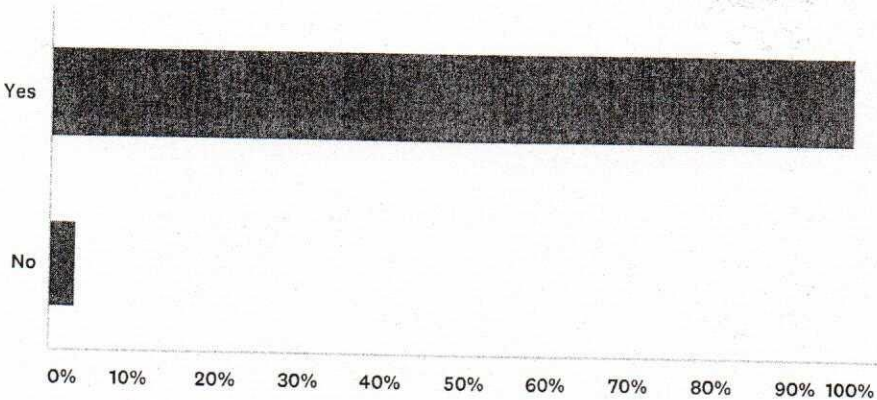
ANSWER CHOICES

RESPONSES

Yes	89.69%	557
No	10.31%	64
TOTAL		621

Q9 Were you made aware of the Head Start attendance policies regarding the ill child?

Answered: 619 Skipped: 12

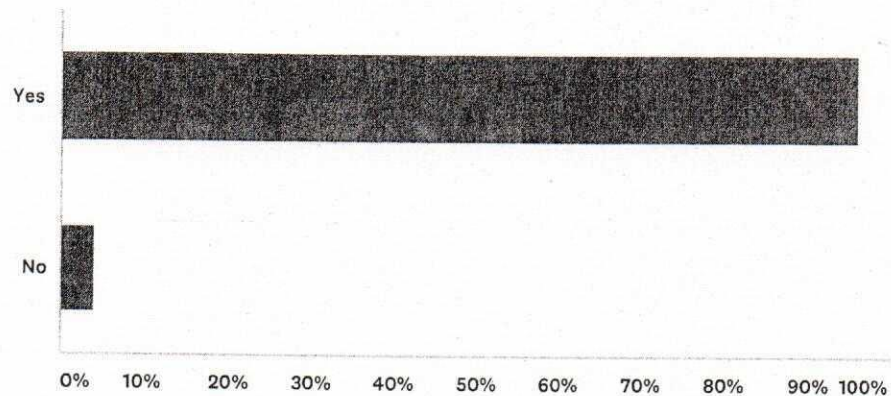


ANSWER CHOICES	RESPONSES	
Yes	96.93%	600
No	3.07%	19
TOTAL		619



Q10 Does your family have a regular source of medical services, not including the urgent care and the emergency room?

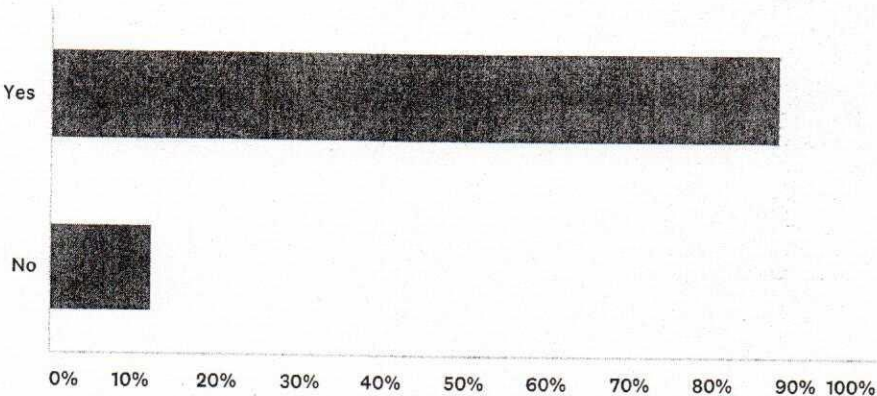
Answered: 615 Skipped: 16



ANSWER CHOICES	RESPONSES	
Yes	96.10%	591
No	3.90%	24
TOTAL		615

Q11 Does your family have a regular source of dental services?

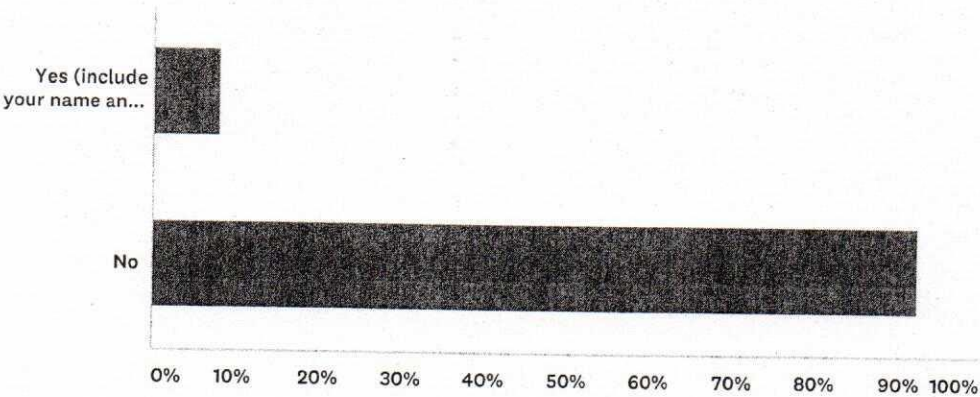
Answered: 613 Skipped: 18



ANSWER CHOICES	RESPONSES	
Yes	87.93%	539
No	12.07%	74
TOTAL		613

Q12 If you do not have a regular provider, would you like for Head Start to help you find one?

Answered: 419 Skipped: 212

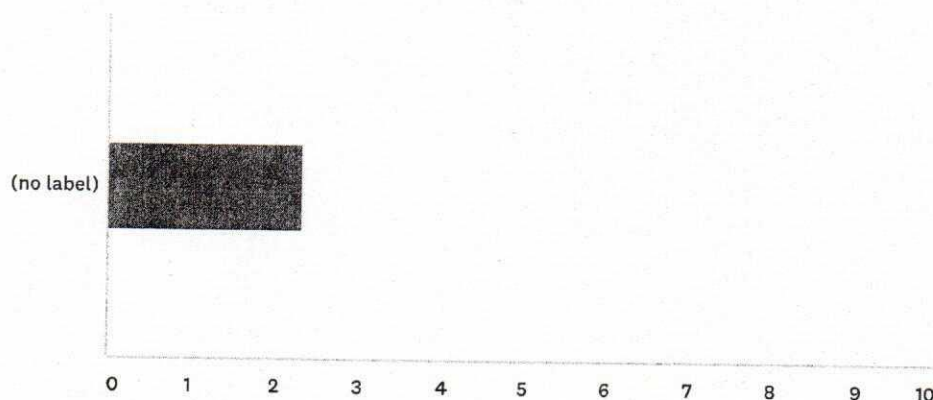


ANSWER CHOICES		RESPONSES	
Yes (include your name and staff will contact you)		7.88%	33
No		92.36%	387
Total Respondents: 419			



Q13 If your child has had any developmental or behavioral concerns during your enrollment in Head Start, how helpful was program staff with assisting in the evaluation process, or with individualizing for your child in the classroom?

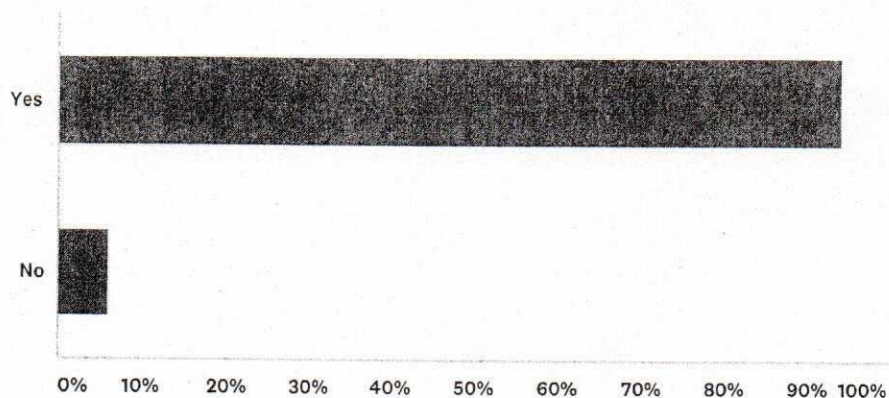
Answered: 609 Skipped: 22



	MY CHILD HAD NO CONCERNS	NOT HELPFUL AT ALL	SOMEWHAT HELPFUL	VERY HELPFUL	TOTAL	WEIGHTED AVERAGE
(no label)	40.07% 244	0.33% 2	7.55% 46	52.05% 317	609	2.32

## Q14 Have you had a home visit with Head Start staff?

Answered: 628 Skipped: 3



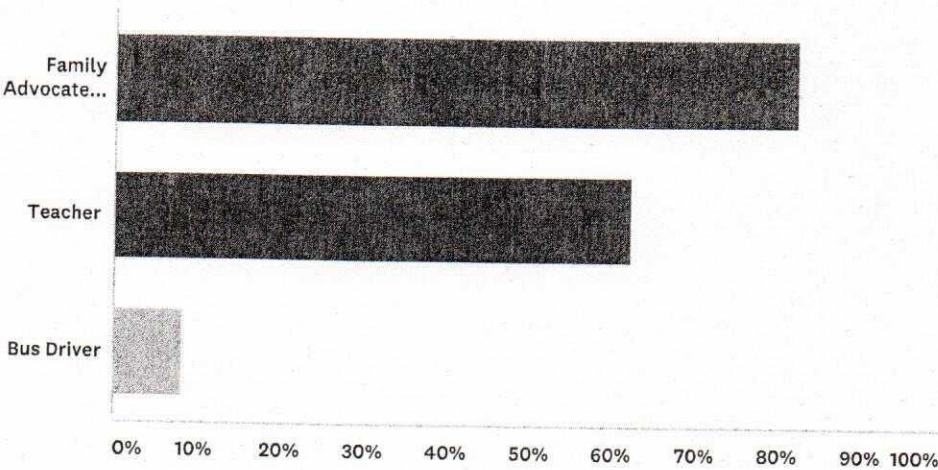
## ANSWER CHOICES

## RESPONSES

Yes	94.11%	591
No	5.89%	37
TOTAL		628

Q15 Which staff members attended the meeting? Please check all that apply.

Answered: 593 Skipped: 38

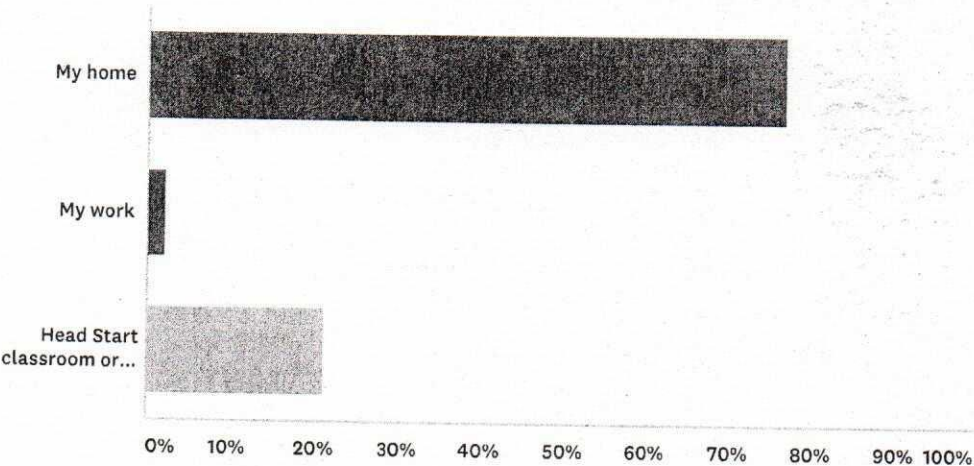


ANSWER CHOICES	RESPONSES	
Family Advocate (office staff)	82.29%	488
Teacher	62.06%	368
Bus Driver	8.26%	49
Total Respondents: 593		



Q16 Where was your visit held?

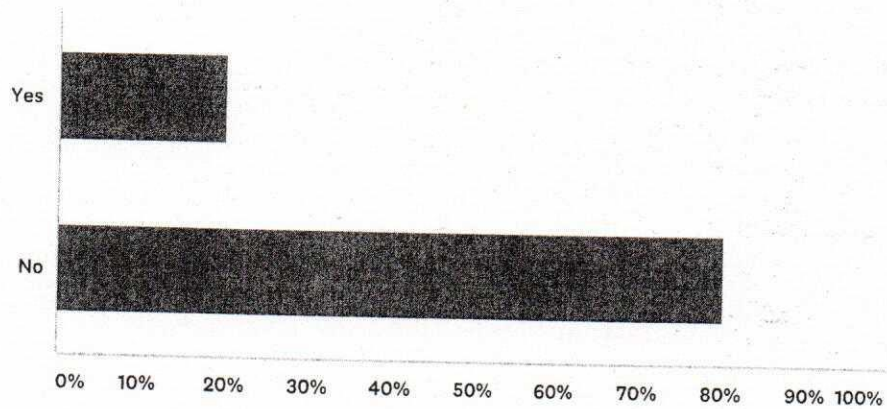
Answered: 588 Skipped: 43



ANSWER CHOICES	RESPONSES	
My home	76.87%	452
My work	2.04%	12
Head Start classroom or office	21.09%	124
TOTAL		588

# Q17 Have you received any crisis assistance during your enrollment in Head Start?

Answered: 619 Skipped: 12



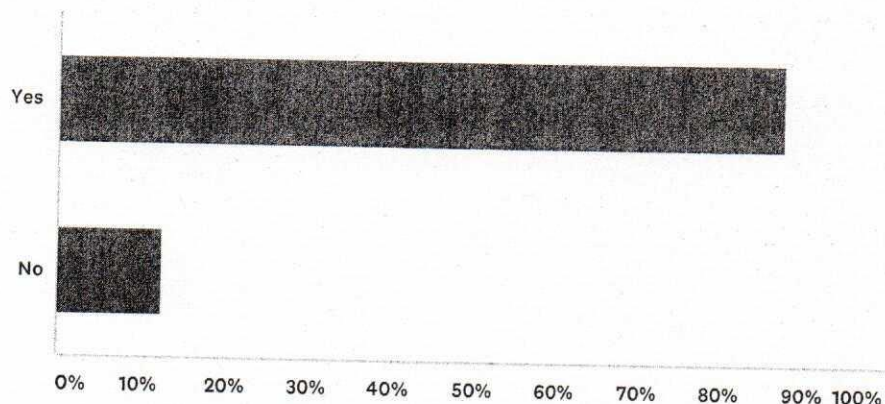
## ANSWER CHOICES

## RESPONSES

Yes	19.87%	123
No	80.13%	496
TOTAL		619

Q18 Were you aware that Head Start can help you find local resources to fill your family's needs, such as crisis services, health services, counseling services, help with utilities, etc?

Answered: 621 Skipped: 10



## ANSWER CHOICES

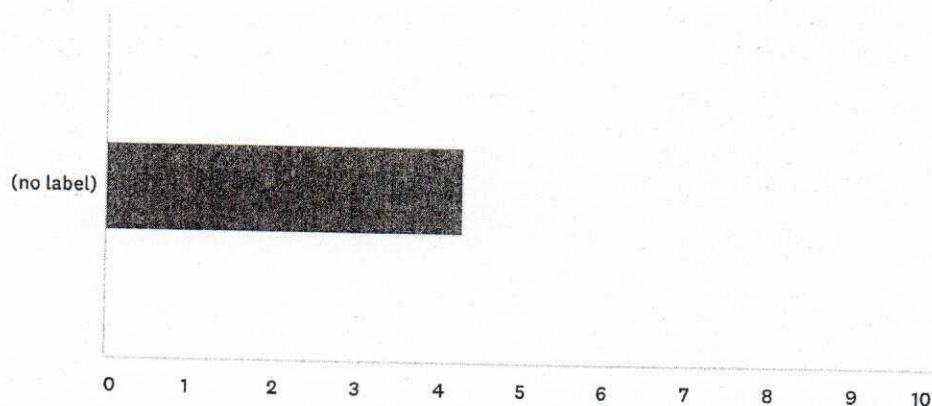
## RESPONSES

Yes	87.60%	544
No	12.40%	77
TOTAL		621



Q19 Toward the beginning of the year, parents are offered an opportunity to develop and work toward a family goal with Head Start support. This is often called the IFPA. Please rate your experience with this process:

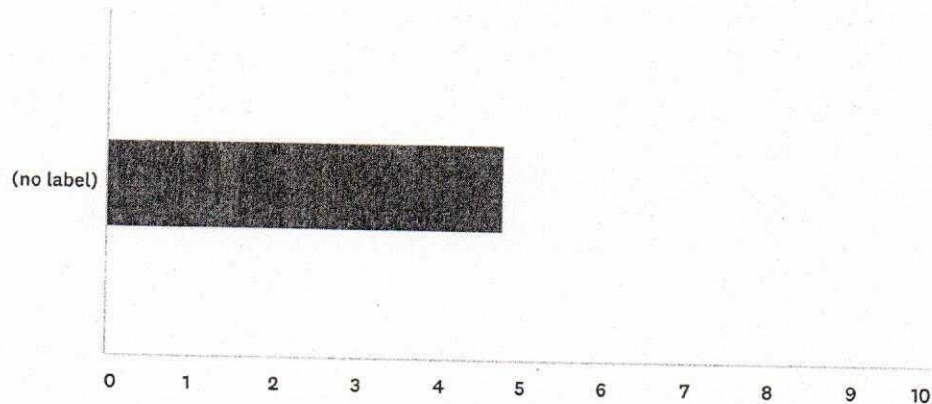
Answered: 611 Skipped: 20



(no label)	I DON'T REMEMBER THIS HAPPENING 1	2	3	4	5 I WAS SUPPORTED BY STAFF AS I WORKED TOWARD MY GOAL	TOTAL	WEIGHTED AVERAGE
	7.20% 44	1.96% 12	9.49% 58	20.46% 125	60.88% 372	611	4.26

Q20 Throughout the year you met several Head Start staff members. Our goal is to support families in all areas. Please rate your overall experience with Head Start staff.

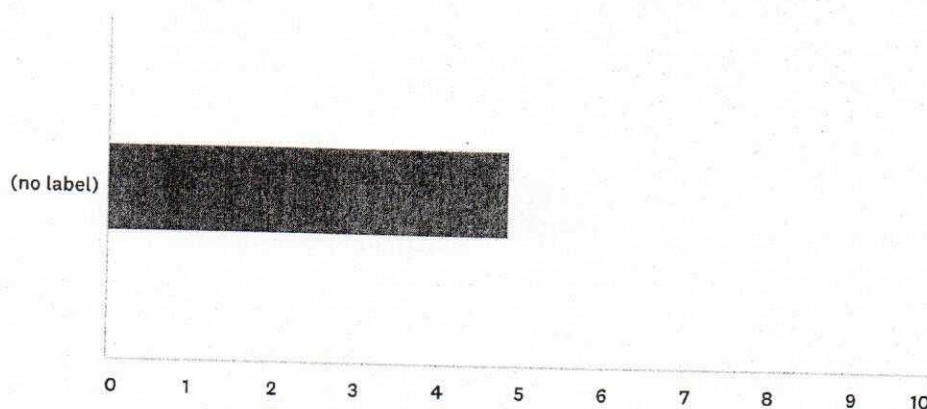
Answered: 605 Skipped: 26



	UNSATISFIED 1	2	3	4	VERY SATISFIED 5	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	0.50%	4.46%	12.73%	82.31%		
	0	3	27	77	498	605	4.77

# Q21 How satisfied are you with the meals and snacks your child received at Head Start?

Answered: 621 Skipped: 10

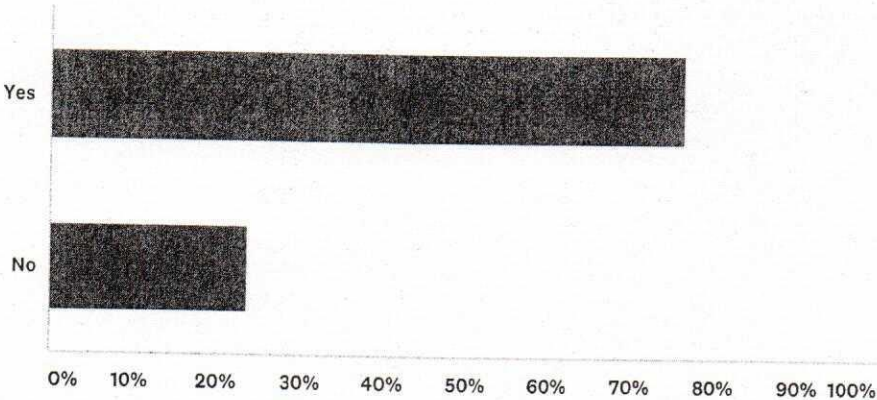


	UNSATISFIED 1	2	3	4	5 VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
(no label)	0.16%	0.16%	2.25%	11.27%	86.15%		
	1	1	14	70	535	621	4.83



Q22 Have you been able to eat at the center?

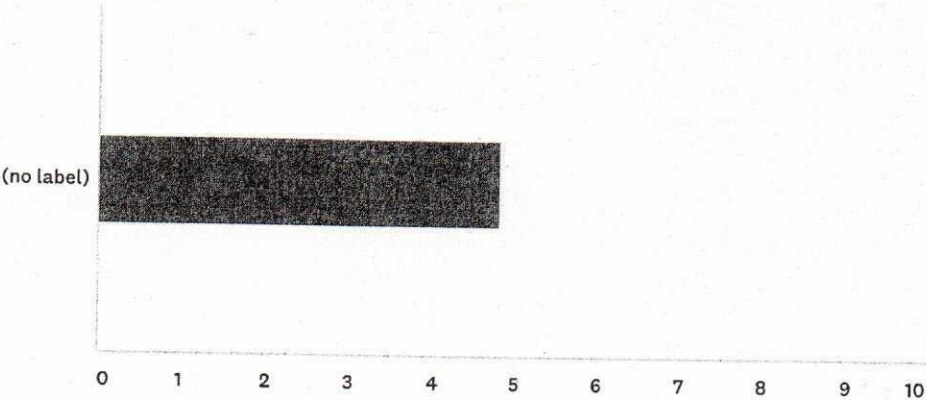
Answered: 616 Skipped: 15



ANSWER CHOICES	RESPONSES	
Yes	76.30%	470
No	23.70%	146
TOTAL		616

Q23 How satisfied were you with the smell, look, and taste of the meal?

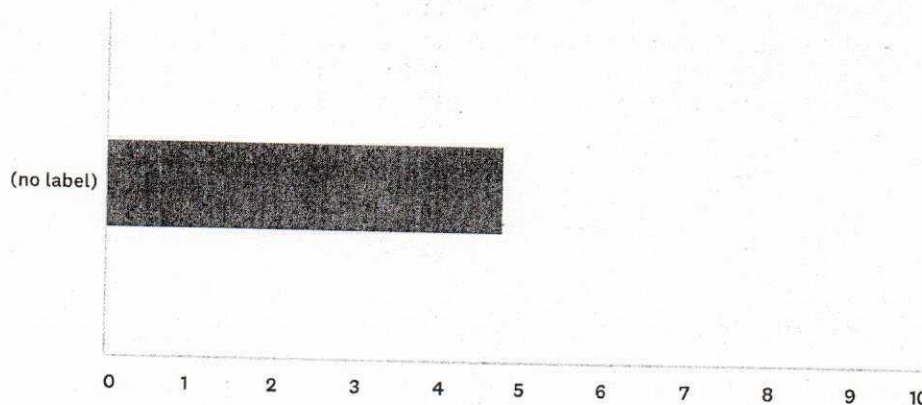
Answered: 467 Skipped: 164



	UNSATISFIED 1	2	3	4	VERY SATISFIED 5	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	0.21%	2.36%	13.06%	84.37%		
	0	1	11	61	394	467	4.82

Q24 Throughout the program you have received a Health and Nutrition Newsletter. How satisfied are you with the quality of the newsletter?

Answered: 604 Skipped: 27

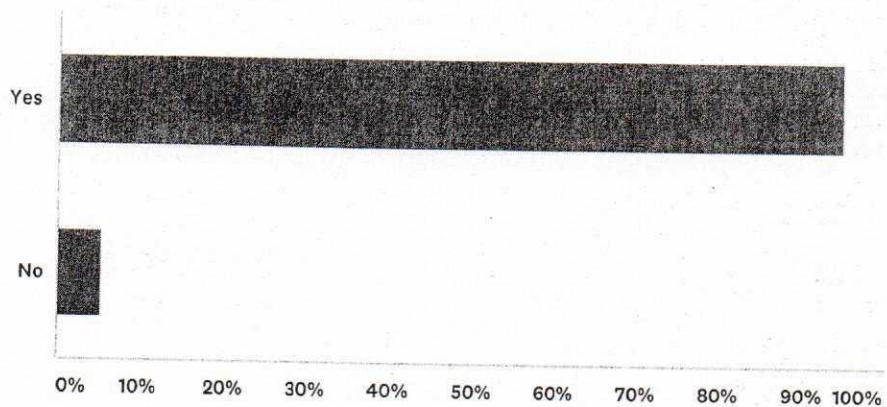


	UNSATISFIED 1	2	3	4	5 VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
(no label)	0.17%	0.33%	2.98%	16.23%	80.30%		
	1	2	18	98	485	604	4.76



# Q25 Did you receive the Health and Nutrition Newsletter regularly?

Answered: 602 Skipped: 29



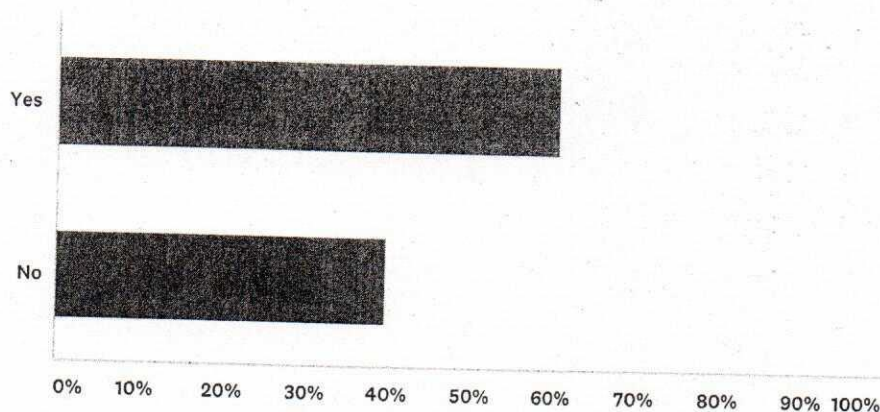
## ANSWER CHOICES

## RESPONSES

Yes	94.68%	570
No	5.32%	32
TOTAL		602

## Q26 Is your child going into kindergarten this fall?

Answered: 620 Skipped: 11



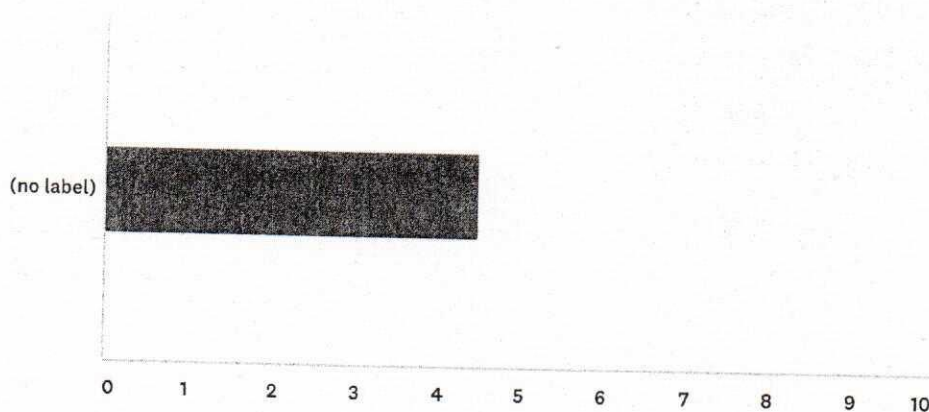
## ANSWER CHOICES

## RESPONSES

Yes	60.48%	375
No	39.52%	245
TOTAL		620

# Q27 If yes, do you feel your child is prepared for kindergarten after their experience in Head Start?

Answered: 367 Skipped: 264



	NOT PREPARED	1	2	3	4	5 VERY PREPARED	TOTAL	WEIGHTED AVERAGE
(no label)	0.82%	3.00%	7.08%	26.43%	62.67%			
	3	11	26	97	230	367		4.47