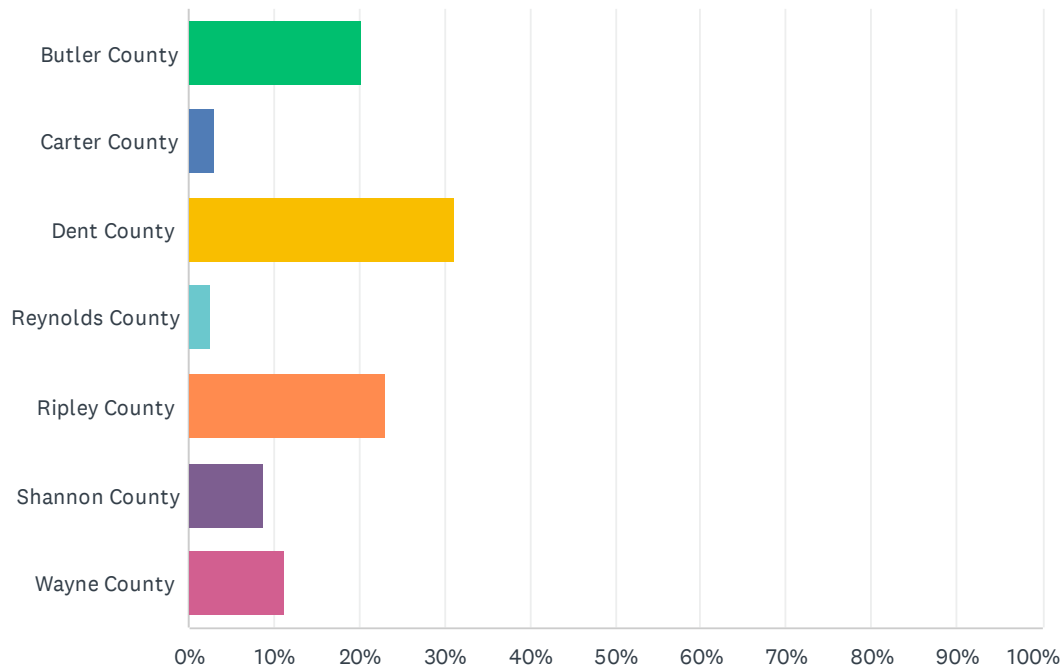


Q1 I live in:

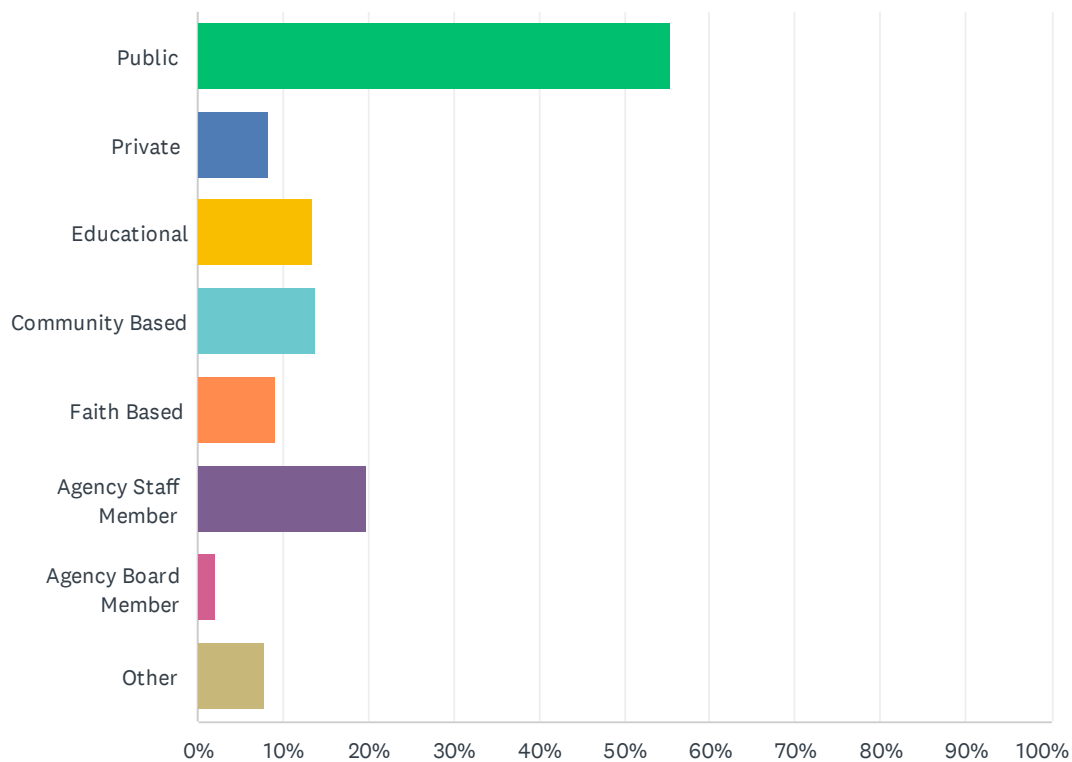
Answered: 238 Skipped: 0



ANSWER CHOICES	RESPONSES	
Butler County	20.17%	48
Carter County	2.94%	7
Dent County	31.09%	74
Reynolds County	2.52%	6
Ripley County	23.11%	55
Shannon County	8.82%	21
Wayne County	11.34%	27
TOTAL		238

Q2 What portion of the population do you represent?

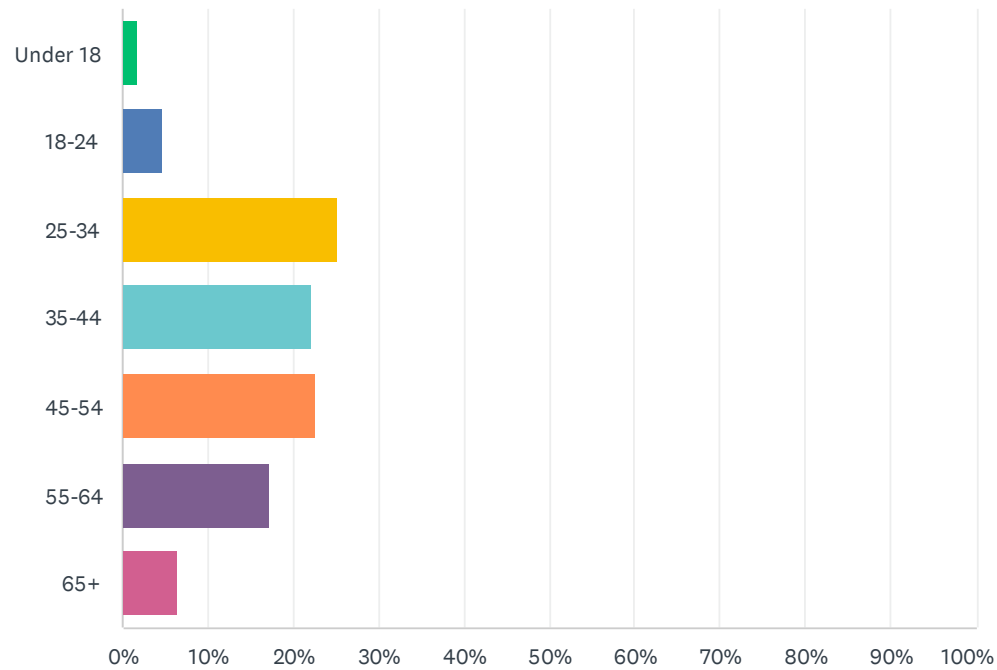
Answered: 238 Skipped: 0



ANSWER CHOICES	RESPONSES	
Public	55.46%	132
Private	8.40%	20
Educational	13.45%	32
Community Based	13.87%	33
Faith Based	9.24%	22
Agency Staff Member	19.75%	47
Agency Board Member	2.10%	5
Other	7.98%	19
Total Respondents: 238		

Q3 Age

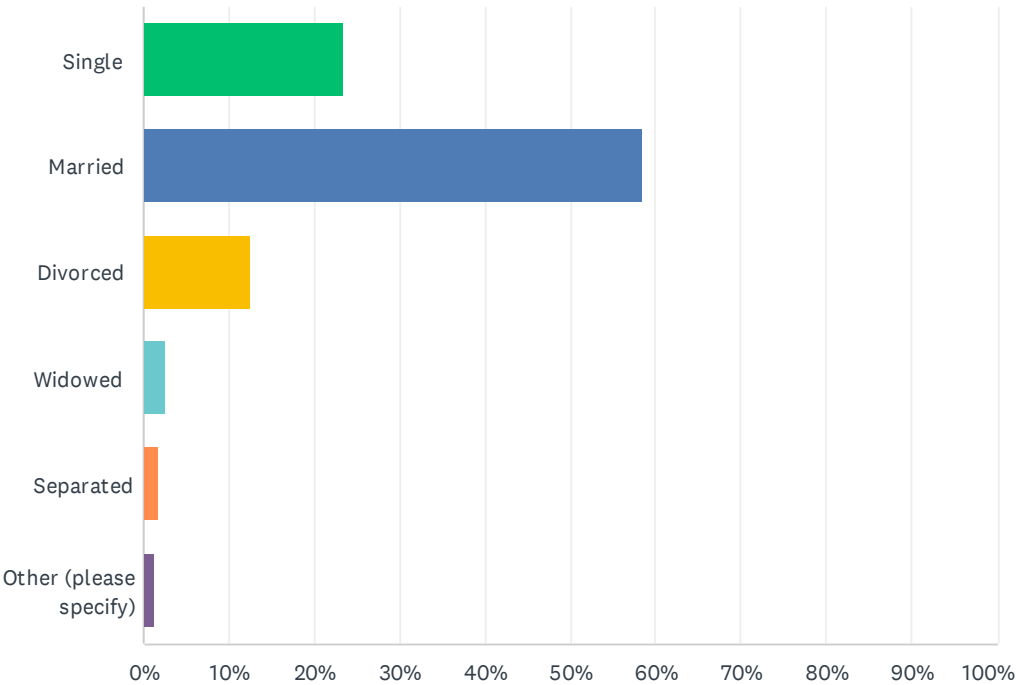
Answered: 238 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under 18	1.68%	4
18-24	4.62%	11
25-34	25.21%	60
35-44	22.27%	53
45-54	22.69%	54
55-64	17.23%	41
65+	6.30%	15
TOTAL		238

Q4 Marital Status

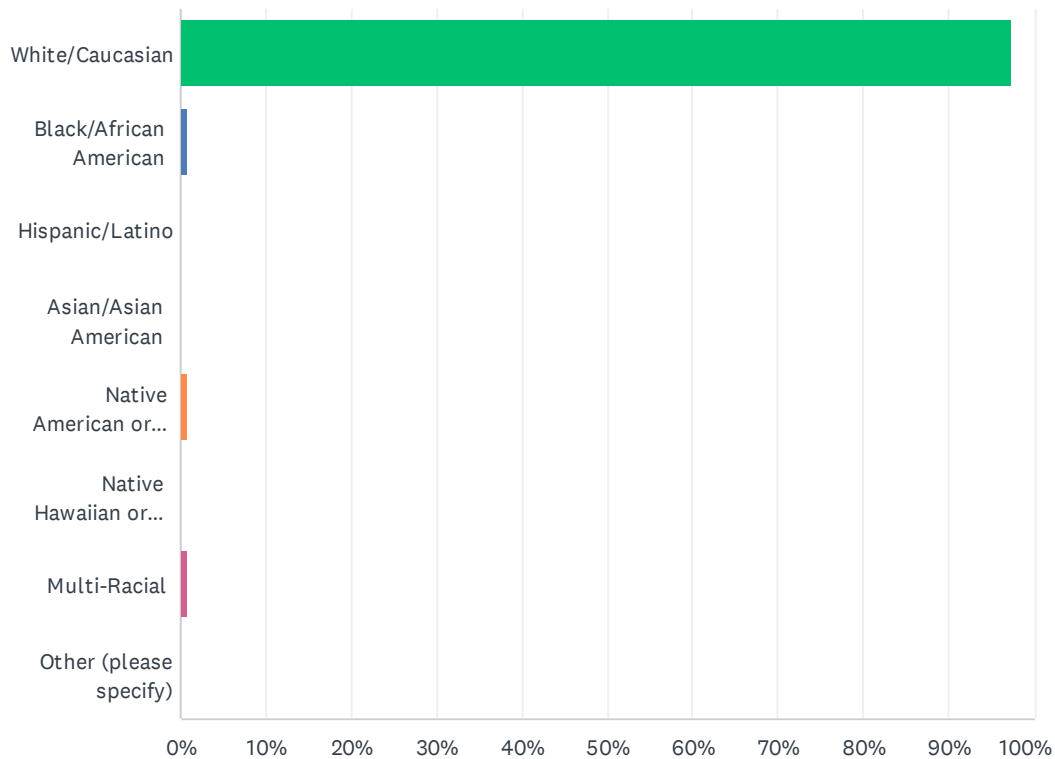
Answered: 238 Skipped: 0



ANSWER CHOICES	RESPONSES	
Single	23.53%	56
Married	58.40%	139
Divorced	12.61%	30
Widowed	2.52%	6
Separated	1.68%	4
Other (please specify)	1.26%	3
TOTAL		238

Q5 Race

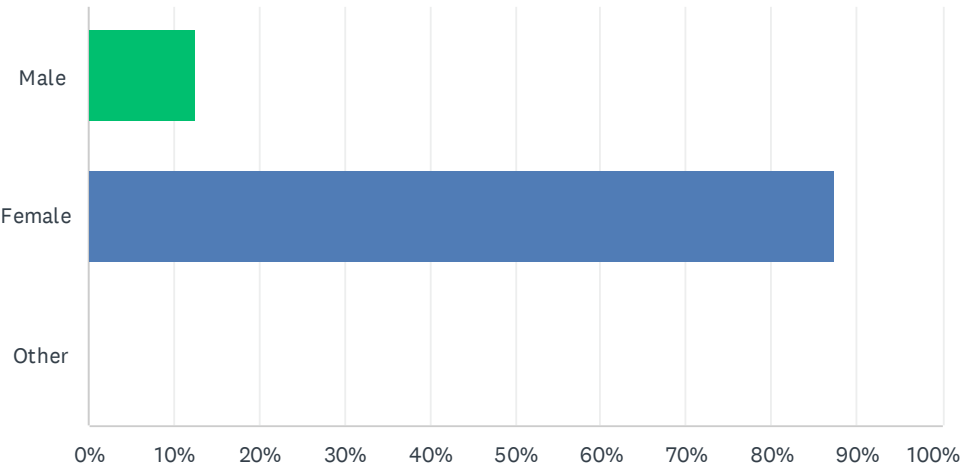
Answered: 238 Skipped: 0



ANSWER CHOICES	RESPONSES	
White/Caucasian	97.48%	232
Black/African American	0.84%	2
Hispanic/Latino	0.00%	0
Asian/Asian American	0.00%	0
Native American or Alaska Native	0.84%	2
Native Hawaiian or other Pacific Islander	0.00%	0
Multi-Racial	0.84%	2
Other (please specify)	0.00%	0
TOTAL		238

Q6 Gender

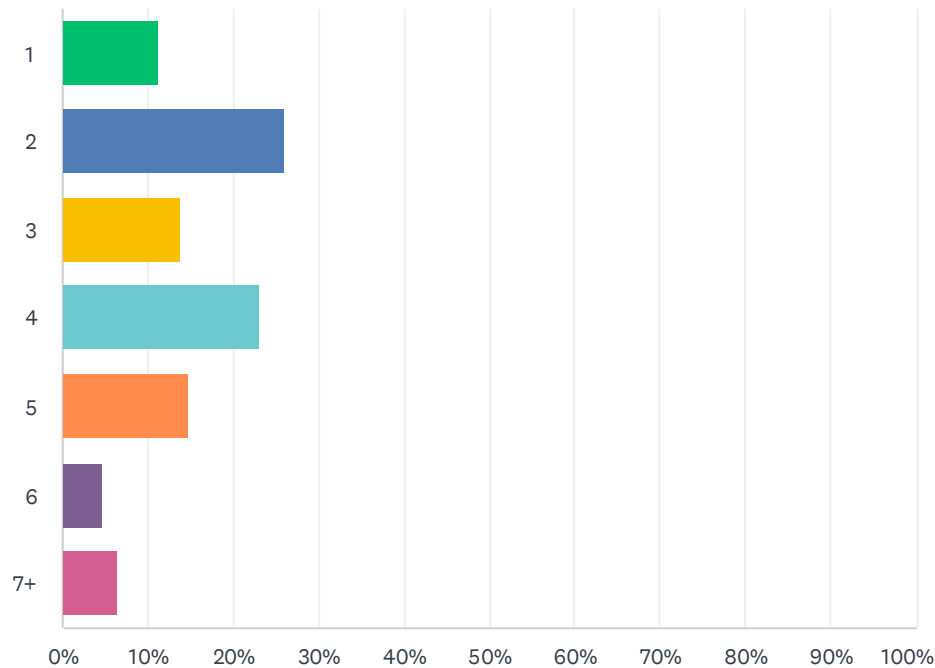
Answered: 238 Skipped: 0



ANSWER CHOICES		RESPONSES	
Male		12.61%	30
Female		87.39%	208
Other		0.00%	0
TOTAL			238

Q7 Number in Household

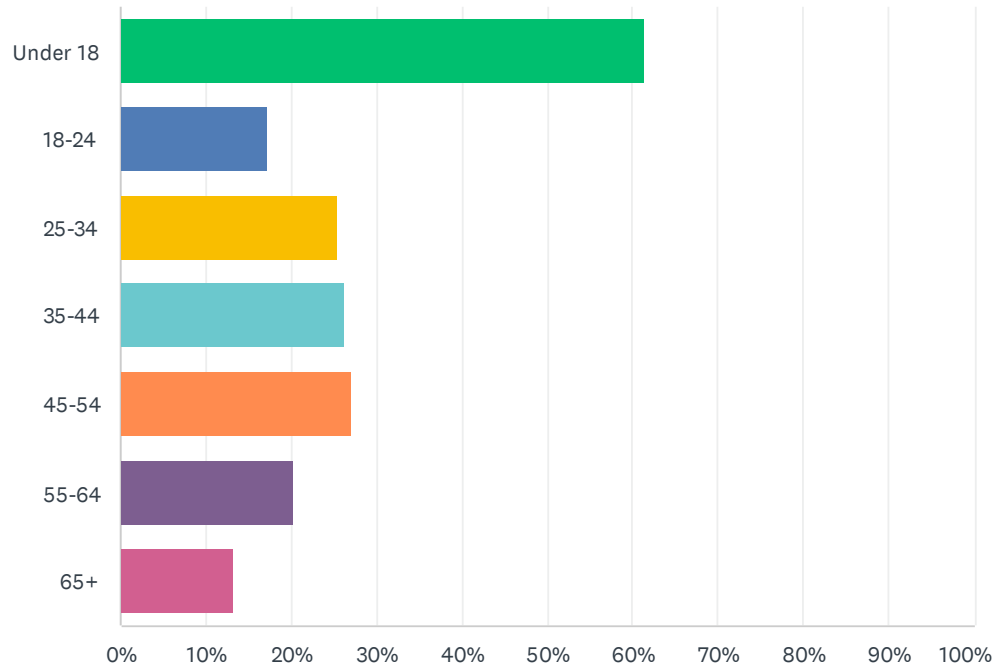
Answered: 238 Skipped: 0



ANSWER CHOICES	RESPONSES	
1	11.34%	27
2	26.05%	62
3	13.87%	33
4	23.11%	55
5	14.71%	35
6	4.62%	11
7+	6.30%	15
TOTAL		238

Q8 What are the ages of the members of your household? (Check all that apply)

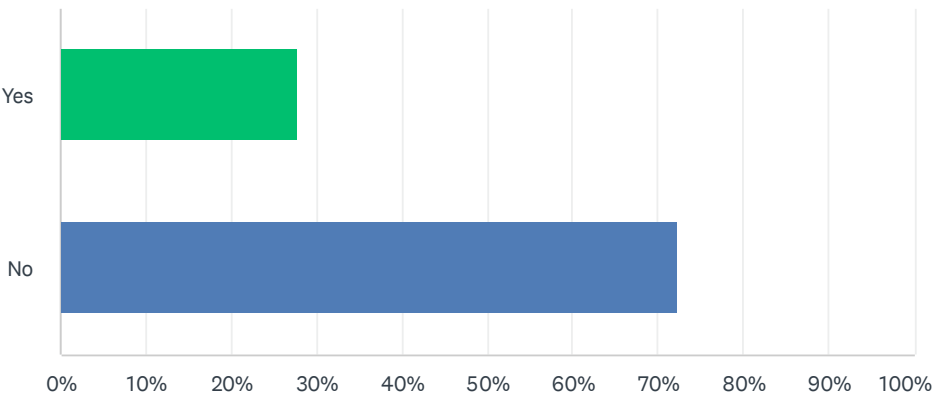
Answered: 236 Skipped: 2



ANSWER CHOICES	RESPONSES	
Under 18	61.44%	145
18-24	17.37%	41
25-34	25.42%	60
35-44	26.27%	62
45-54	27.12%	64
55-64	20.34%	48
65+	13.14%	31
Total Respondents: 236		

Q9 Does anyone in your household have a disability?

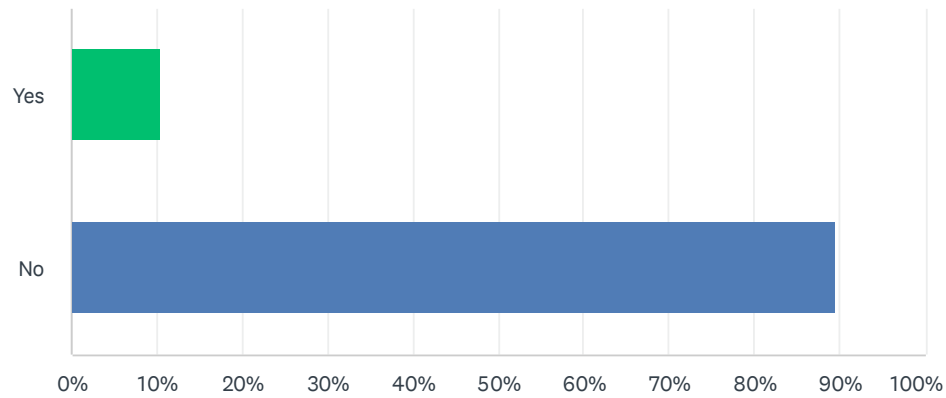
Answered: 238 Skipped: 0



ANSWER CHOICES		RESPONSES	
Yes		27.73%	66
No		72.27%	172
TOTAL			238

Q10 Is anyone in your household a veteran?

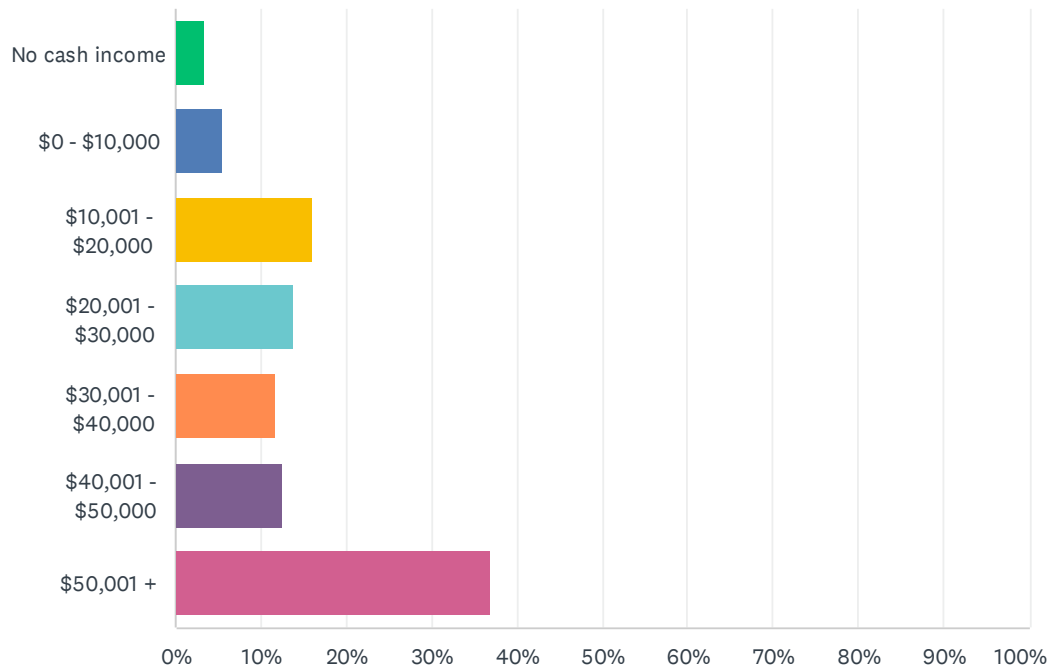
Answered: 237 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	10.55%	25
No	89.45%	212
TOTAL		237

Q11 Annual Household Income

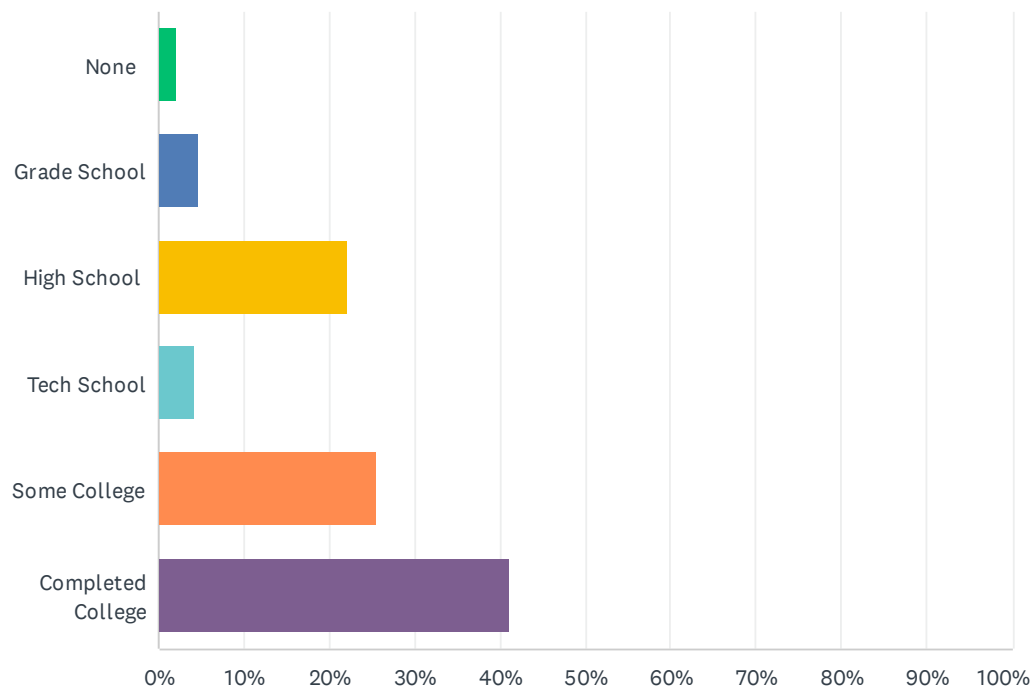
Answered: 238 Skipped: 0



ANSWER CHOICES	RESPONSES	
No cash income	3.36%	8
\$0 - \$10,000	5.46%	13
\$10,001 - \$20,000	15.97%	38
\$20,001 - \$30,000	13.87%	33
\$30,001 - \$40,000	11.76%	28
\$40,001 - \$50,000	12.61%	30
\$50,001 +	36.97%	88
TOTAL		238

Q12 I have completed:

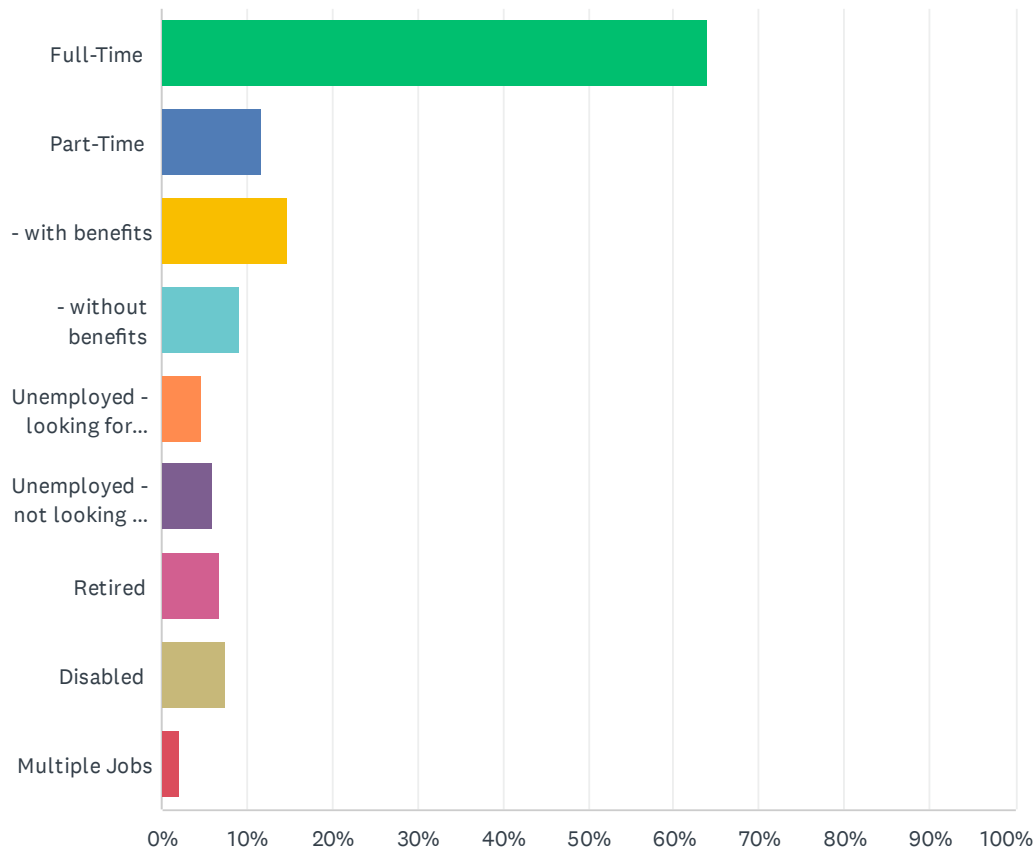
Answered: 238 Skipped: 0



ANSWER CHOICES	RESPONSES	
None	2.10%	5
Grade School	4.62%	11
High School	22.27%	53
Tech School	4.20%	10
Some College	25.63%	61
Completed College	41.18%	98
TOTAL		238

Q13 I am employed:

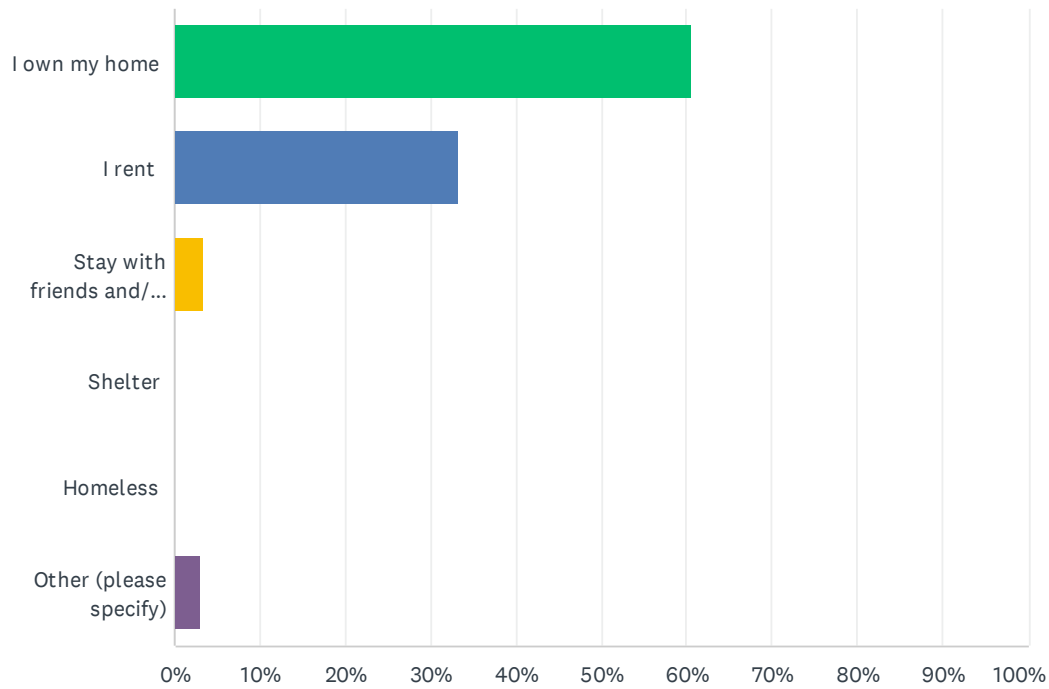
Answered: 238 Skipped: 0



ANSWER CHOICES	RESPONSES	
Full-Time	63.87%	152
Part-Time	11.76%	28
- with benefits	14.71%	35
- without benefits	9.24%	22
Unemployed - looking for work	4.62%	11
Unemployed - not looking for work	5.88%	14
Retired	6.72%	16
Disabled	7.56%	18
Multiple Jobs	2.10%	5
Total Respondents: 238		

Q14 My current living situation is:

Answered: 238 Skipped: 0



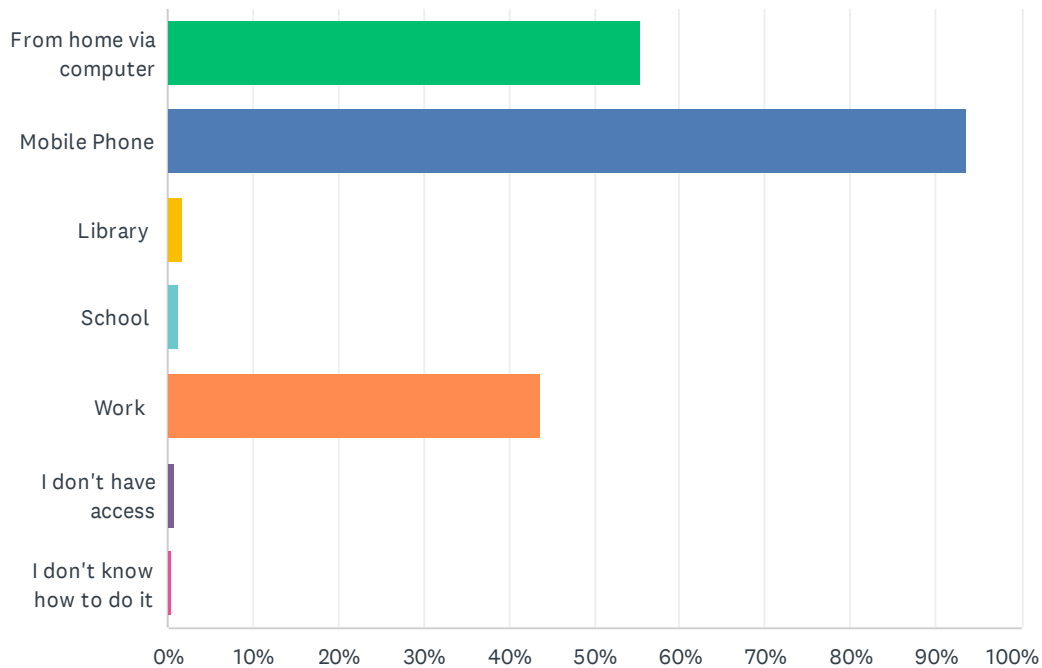
ANSWER CHOICES	RESPONSES	
I own my home	60.50%	144
I rent	33.19%	79
Stay with friends and/or family	3.36%	8
Shelter	0.00%	0
Homeless	0.00%	0
Other (please specify)	2.94%	7
TOTAL		238

Q15 What language do you speak most often at home?

Answered: 238 Skipped: 0

Q16 How do you handle email/internet use? (check all that apply)

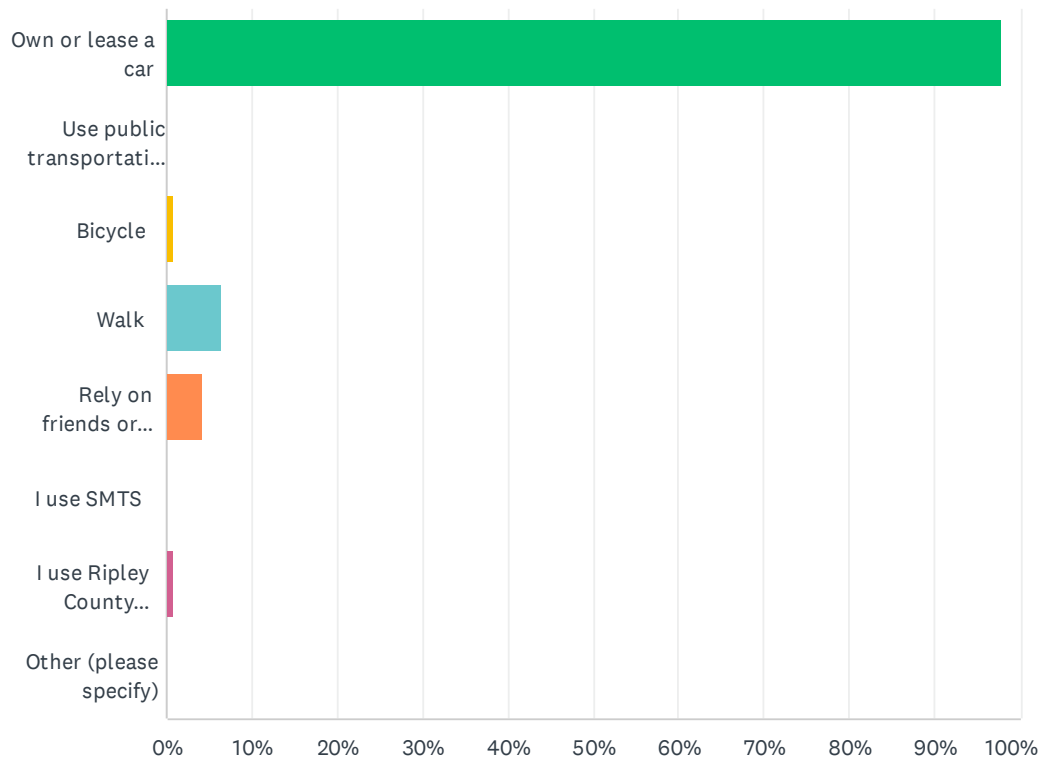
Answered: 238 Skipped: 0



ANSWER CHOICES	RESPONSES	
From home via computer	55.46%	132
Mobile Phone	93.70%	223
Library	1.68%	4
School	1.26%	3
Work	43.70%	104
I don't have access	0.84%	2
I don't know how to do it	0.42%	1
Total Respondents: 238		

Q17 To get around, I:

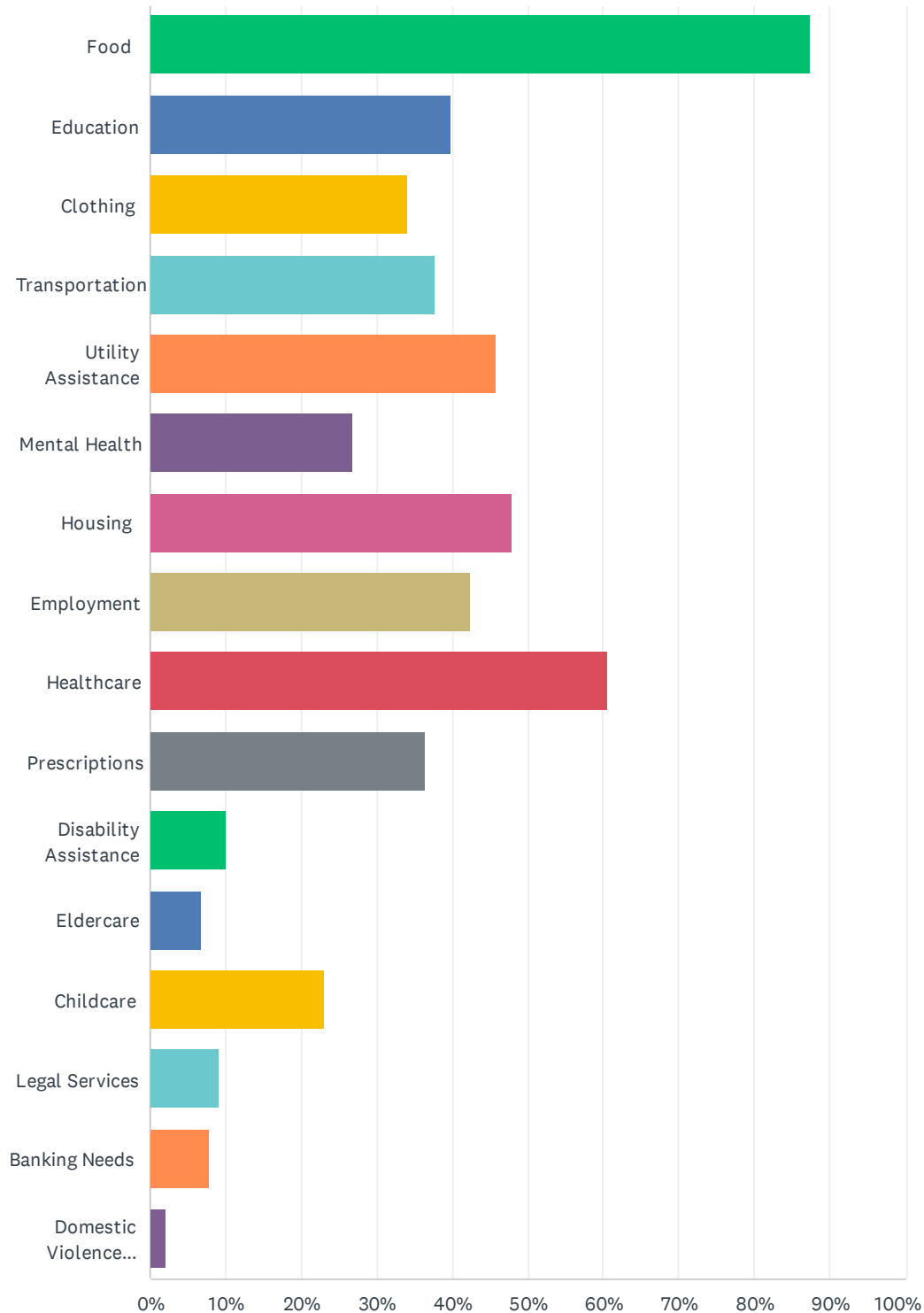
Answered: 238 Skipped: 0



ANSWER CHOICES	RESPONSES	
Own or lease a car	97.90%	233
Use public transportation (OATS, taxi service, Uber, etc.)	0.00%	0
Bicycle	0.84%	2
Walk	6.30%	15
Rely on friends or family	4.20%	10
I use SMTS	0.00%	0
I use Ripley County Transportation	0.84%	2
Other (please specify)	0.00%	0
Total Respondents: 238		

Q18 Check the five (5) MOST important needs for YOU and/or YOUR FAMILY:

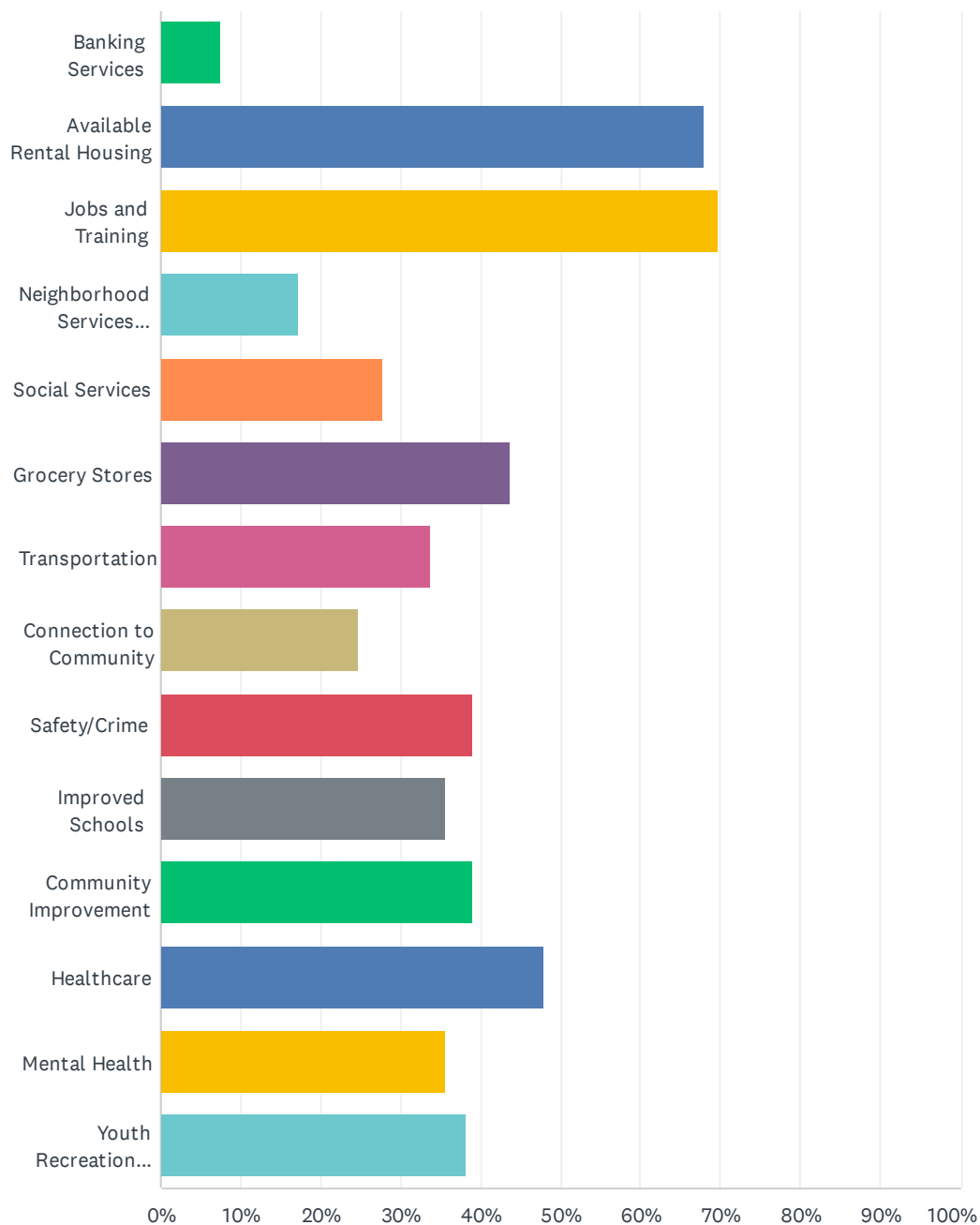
Answered: 238 Skipped: 0



ANSWER CHOICES	RESPONSES	
Food	87.39%	208
Education	39.92%	95
Clothing	34.03%	81
Transportation	37.82%	90
Utility Assistance	45.80%	109
Mental Health	26.89%	64
Housing	47.90%	114
Employment	42.44%	101
Healthcare	60.50%	144
Prescriptions	36.55%	87
Disability Assistance	10.08%	24
Eldercare	6.72%	16
Childcare	23.11%	55
Legal Services	9.24%	22
Banking Needs	7.98%	19
Domestic Violence Services	2.10%	5
Total Respondents: 238		

Q19 Check the five (5) MOST important needs for YOUR COMMUNITY:

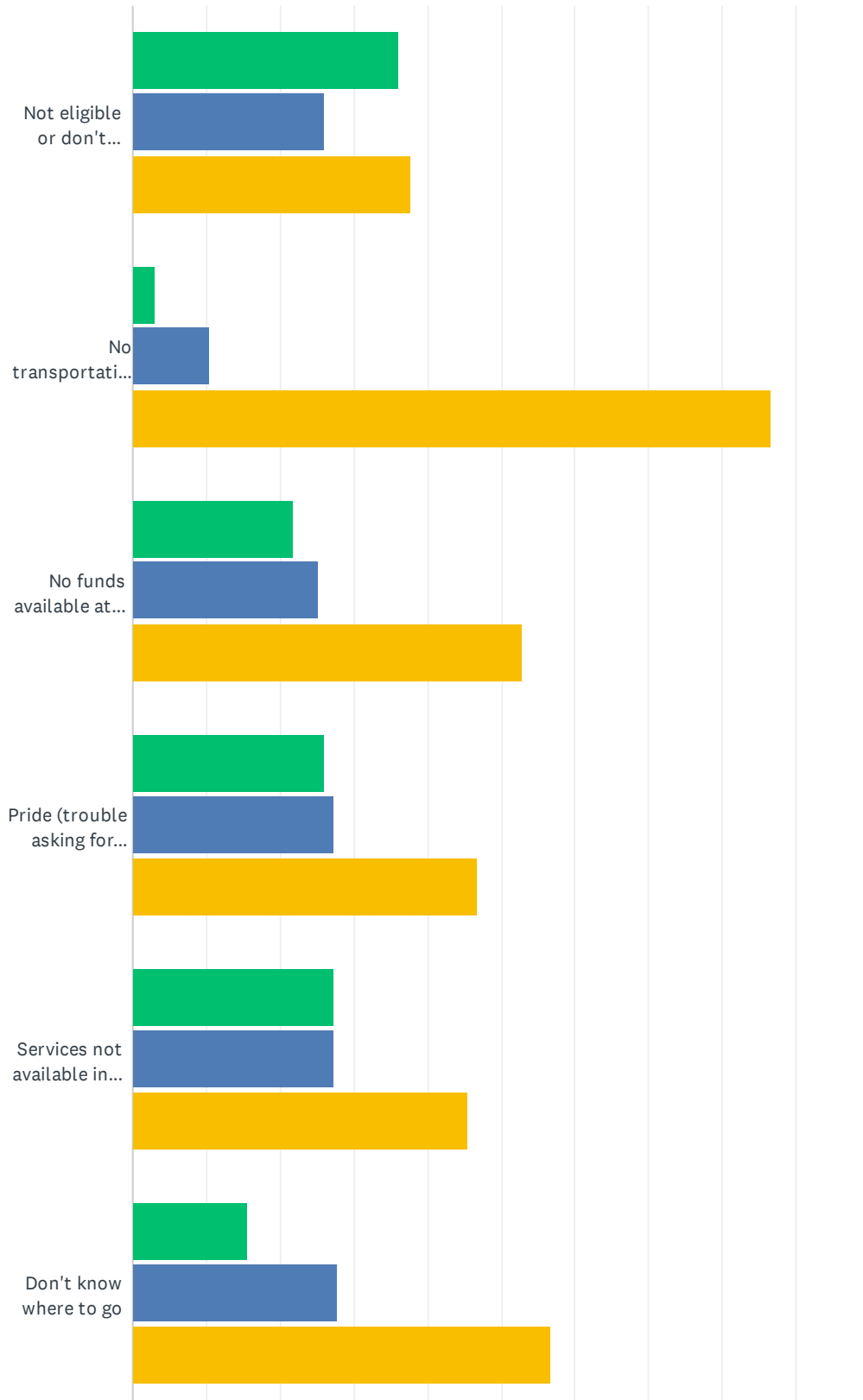
Answered: 238 Skipped: 0

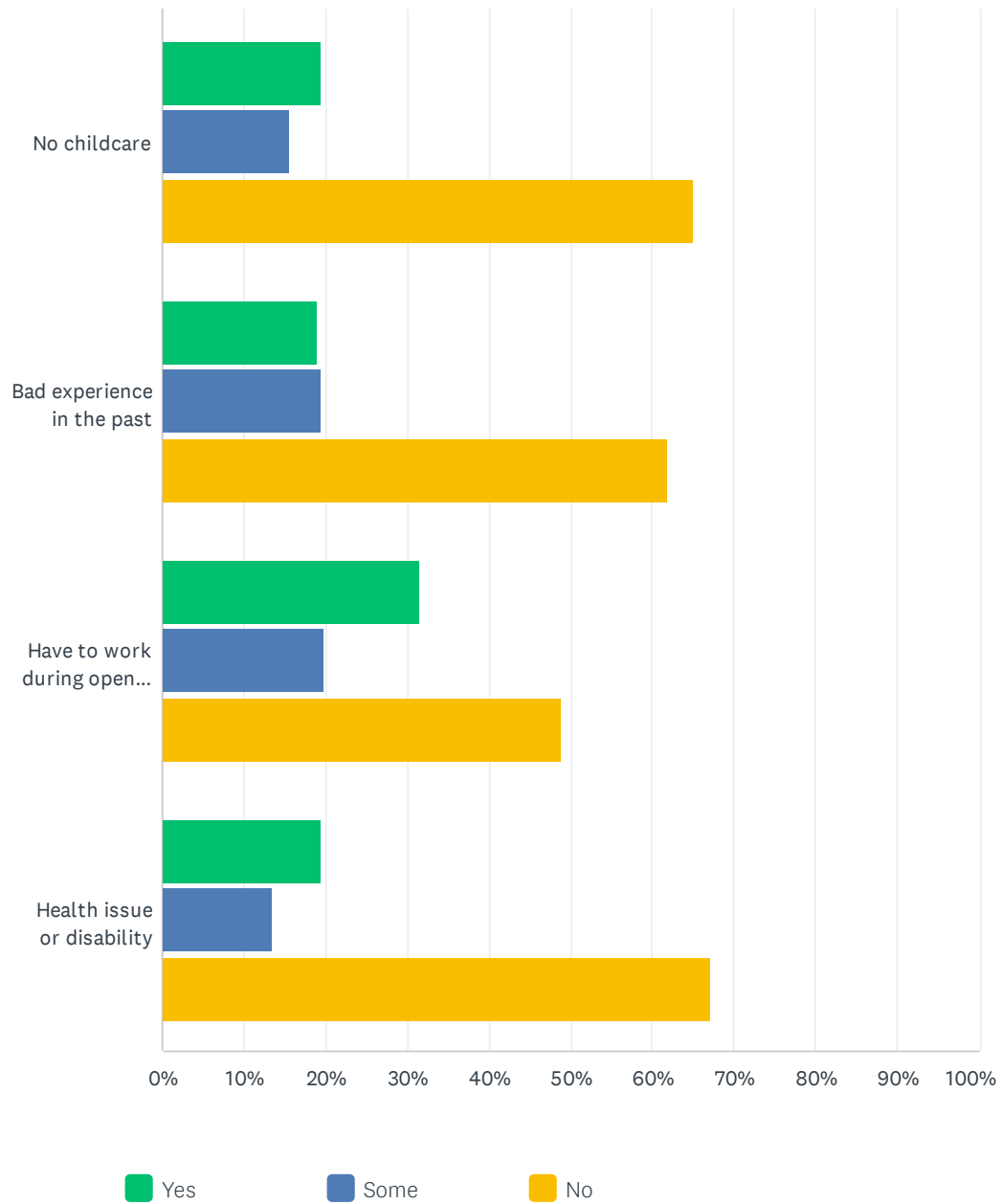


ANSWER CHOICES	RESPONSES	
Banking Services	7.56%	18
Available Rental Housing	68.07%	162
Jobs and Training	69.75%	166
Neighborhood Services (laundromats, etc)	17.23%	41
Social Services	27.73%	66
Grocery Stores	43.70%	104
Transportation	33.61%	80
Connection to Community	24.79%	59
Safety/Crime	39.08%	93
Improved Schools	35.71%	85
Community Improvement	39.08%	93
Healthcare	47.90%	114
Mental Health	35.71%	85
Youth Recreation Activities	38.24%	91
Total Respondents: 238		

Q20 Do you face any of these problems when seeking help for your basic needs?

Answered: 238 Skipped: 0

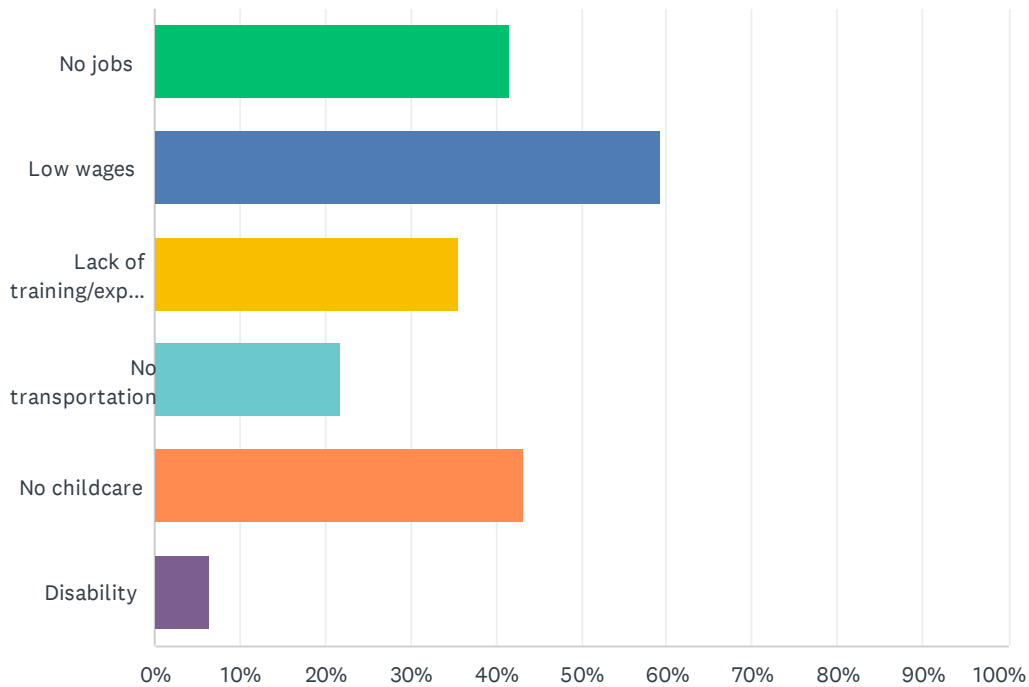




	YES	SOME	NO	TOTAL	WEIGHTED AVERAGE
Not eligible or don't qualify for help	36.13% 86	26.05% 62	37.82% 90	238	2.02
No transportation to get there	2.94% 7	10.50% 25	86.55% 206	238	2.84
No funds available at agencies	21.85% 52	25.21% 60	52.94% 126	238	2.31
Pride (trouble asking for help)	26.05% 62	27.31% 65	46.64% 111	238	2.21
Services not available in my area	27.31% 65	27.31% 65	45.38% 108	238	2.18
Don't know where to go	15.55% 37	27.73% 66	56.72% 135	238	2.41
No childcare	19.33% 46	15.55% 37	65.13% 155	238	2.46
Bad experience in the past	18.91% 45	19.33% 46	61.76% 147	238	2.43
Have to work during open hours	31.51% 75	19.75% 47	48.74% 116	238	2.17
Health issue or disability	19.33% 46	13.45% 32	67.23% 160	238	2.48

Q21 Choose the TWO (2) main barriers to employment in your community:

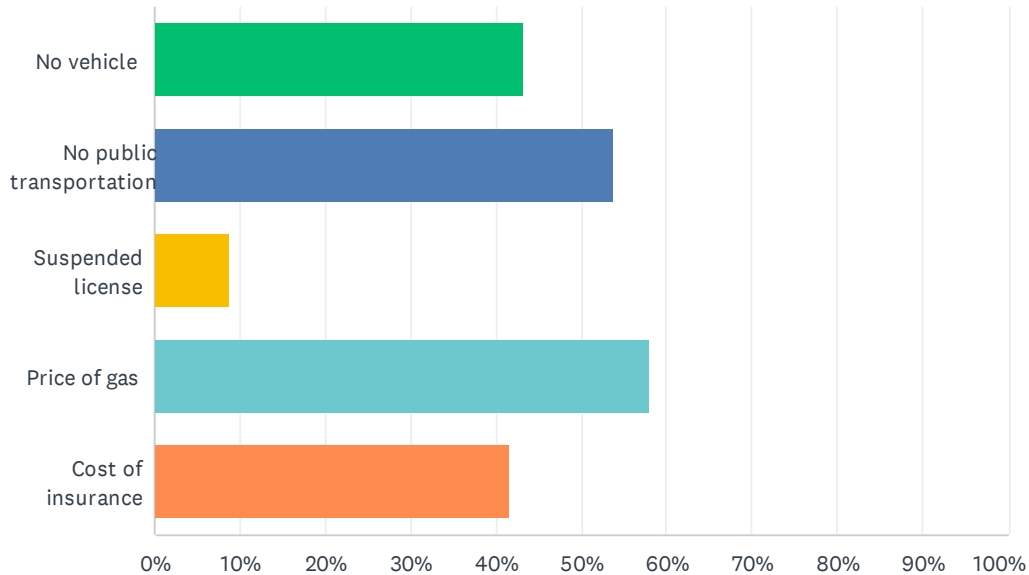
Answered: 238 Skipped: 0



ANSWER CHOICES	RESPONSES	
No jobs	41.60%	99
Low wages	59.24%	141
Lack of training/experience	35.71%	85
No transportation	21.85%	52
No childcare	43.28%	103
Disability	6.30%	15
Total Respondents: 238		

Q22 Choose the TWO (2) main barriers to reliable transportation in your community:

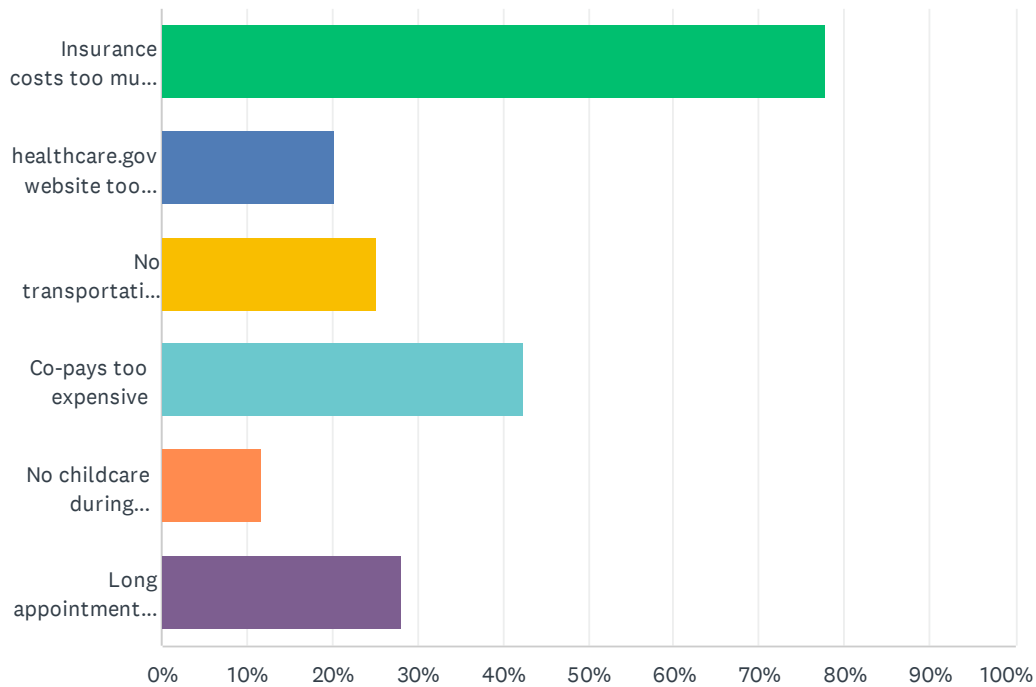
Answered: 238 Skipped: 0



ANSWER CHOICES	RESPONSES	
No vehicle	43.28%	103
No public transportation	53.78%	128
Suspended license	8.82%	21
Price of gas	57.98%	138
Cost of insurance	41.60%	99
Total Respondents: 238		

Q23 Choose the TWO (2) main barriers to healthcare in your community:

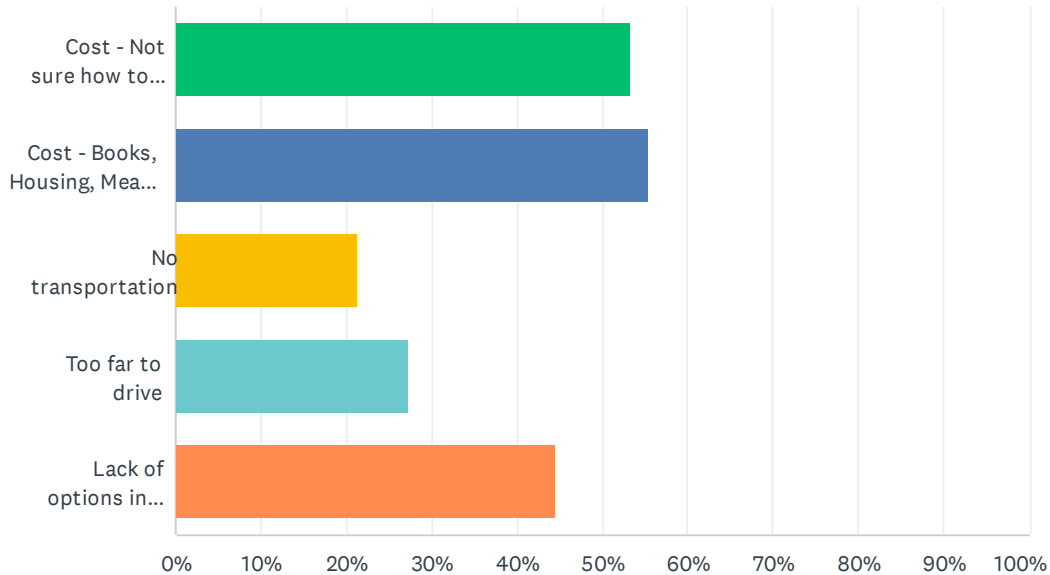
Answered: 238 Skipped: 0



ANSWER CHOICES	RESPONSES	
Insurance costs too much / not covered	77.73%	185
healthcare.gov website too difficult to use	20.17%	48
No transportation to doctor / clinic	25.21%	60
Co-pays too expensive	42.44%	101
No childcare during appointments	11.76%	28
Long appointment wait times	28.15%	67
Total Respondents: 238		

Q24 Choose the TWO (2) main barriers to education opportunities in your community:

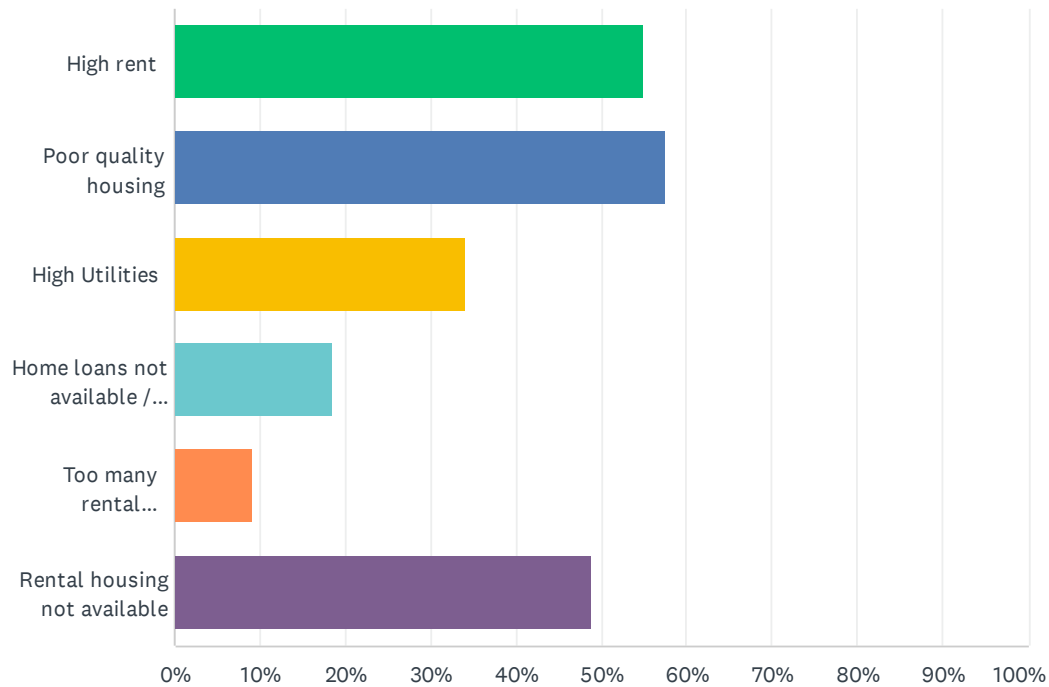
Answered: 238 Skipped: 0



ANSWER CHOICES	RESPONSES	
Cost - Not sure how to apply for financial aid	53.36%	127
Cost - Books, Housing, Meals, ect	55.46%	132
No transportation	21.43%	51
Too far to drive	27.31%	65
Lack of options in specific fields of study	44.54%	106
Total Respondents: 238		

Q25 Choose the TWO (2) main housing problems in your community:

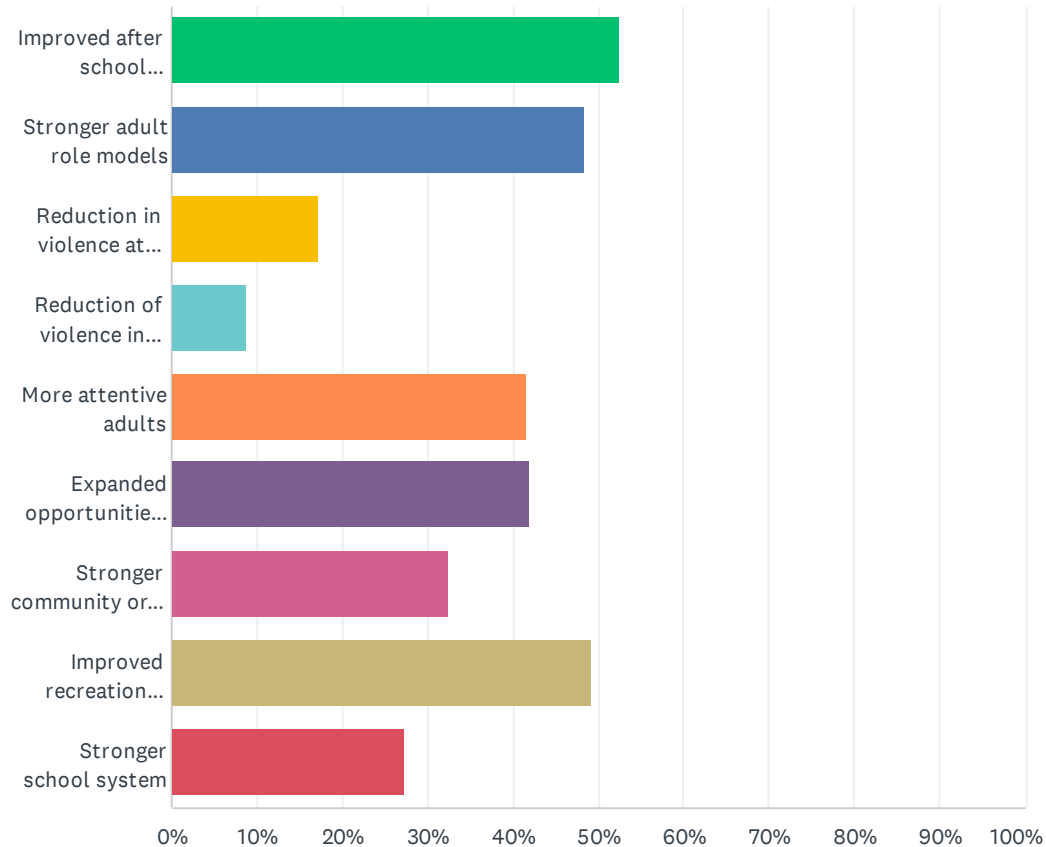
Answered: 238 Skipped: 0



ANSWER CHOICES	RESPONSES	
High rent	55.04%	131
Poor quality housing	57.56%	137
High Utilities	34.03%	81
Home loans not available / don't qualify	18.49%	44
Too many rental restrictions	9.24%	22
Rental housing not available	48.74%	116
Total Respondents: 238		

Q26 What are THREE (3) changes that would most improve the lives of YOUTH in your community:

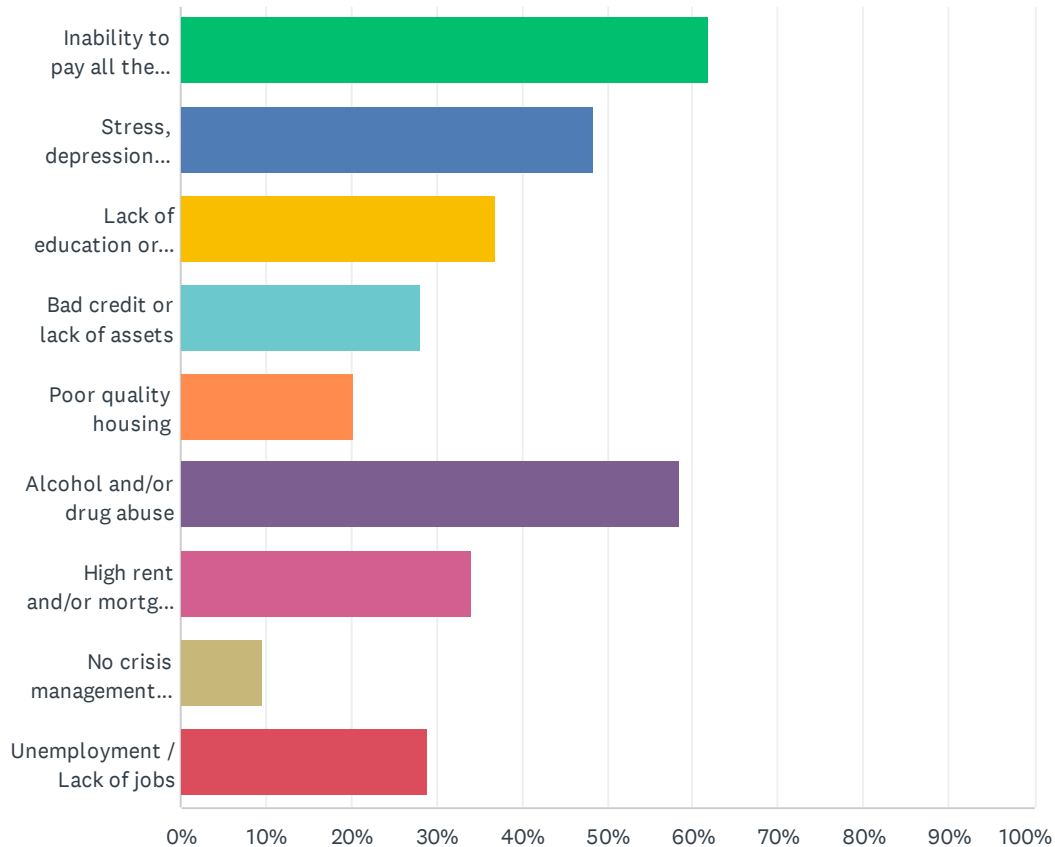
Answered: 238 Skipped: 0



ANSWER CHOICES	RESPONSES	
Improved after school activities	52.52%	125
Stronger adult role models	48.32%	115
Reduction in violence at home	17.23%	41
Reduction of violence in neighborhood	8.82%	21
More attentive adults	41.60%	99
Expanded opportunities to develop adult skills	42.02%	100
Stronger community or neighborhood presence	32.35%	77
Improved recreation (non-school related)	49.16%	117
Stronger school system	27.31%	65
Total Respondents: 238		

Q27 What are THREE (3) issues that make life most difficult for adults in your community?

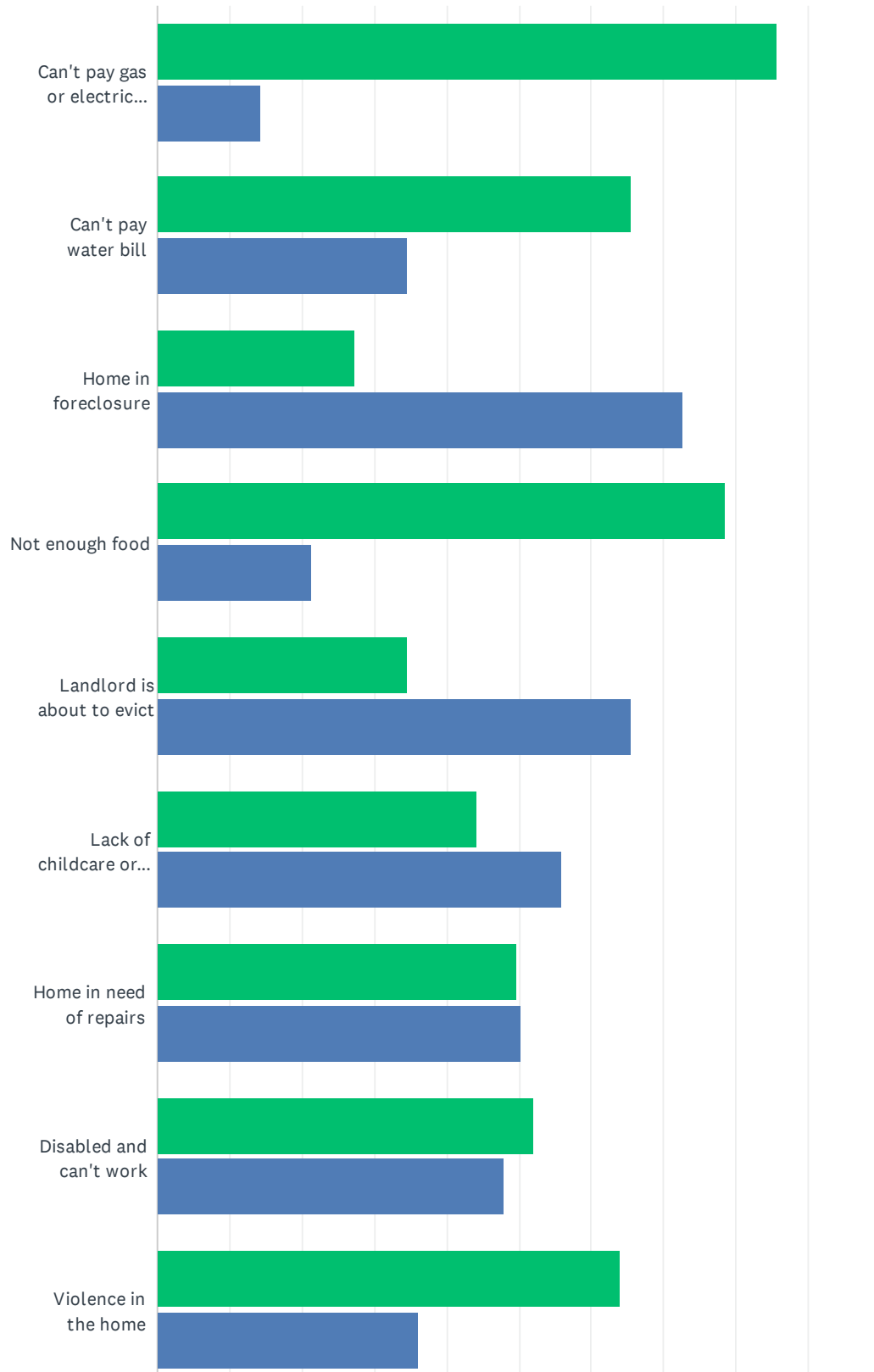
Answered: 238 Skipped: 0

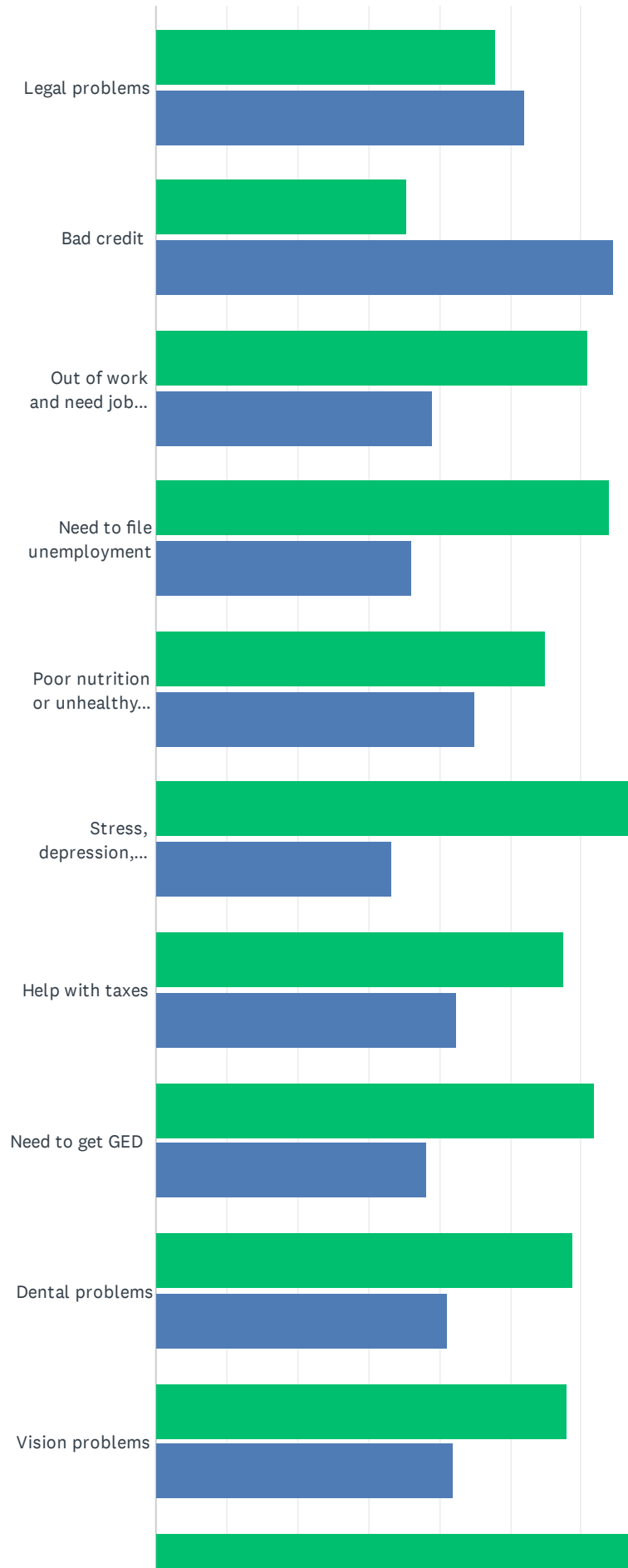


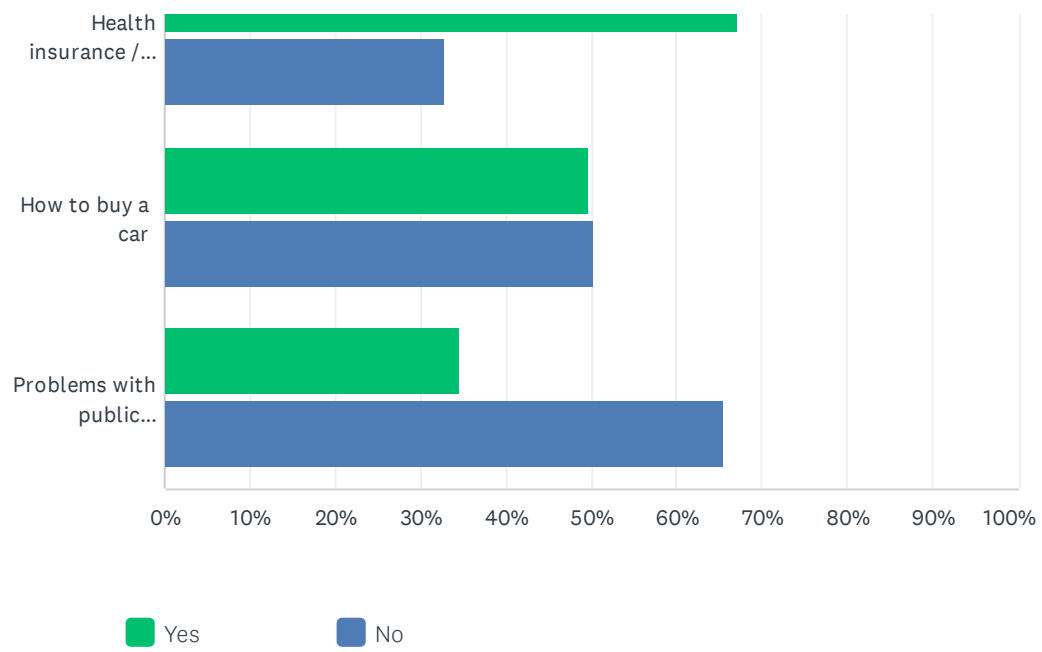
ANSWER CHOICES	RESPONSES	
Inability to pay all the bills	61.76%	147
Stress, depression and/or anxiety	48.32%	115
Lack of education or ability to increase/improve skills	36.97%	88
Bad credit or lack of assets	28.15%	67
Poor quality housing	20.17%	48
Alcohol and/or drug abuse	58.40%	139
High rent and/or mortgage payments	34.03%	81
No crisis management support	9.66%	23
Unemployment / Lack of jobs	28.99%	69
Total Respondents: 238		

Q28 If you or someone you know were experiencing the following problems, would you know how to get help?

Answered: 238 Skipped: 0







Client Satisfaction Survey

SurveyMonkey

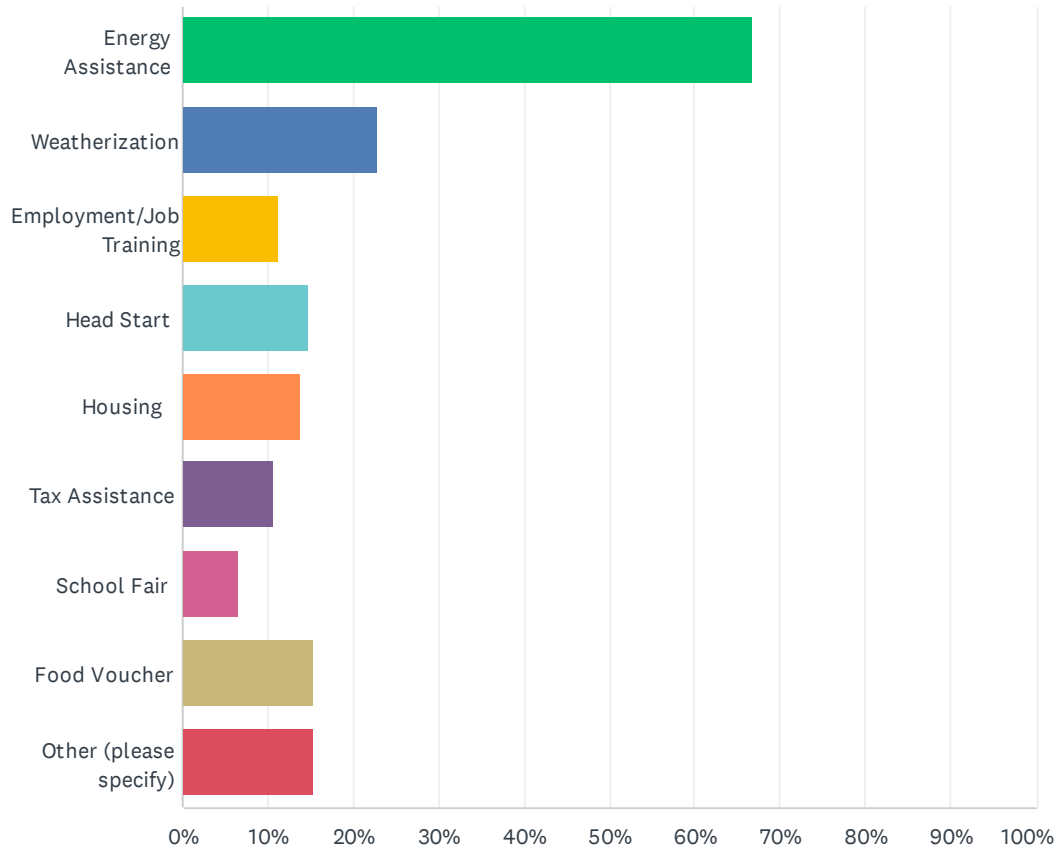
	YES	NO	TOTAL
Can't pay gas or electric bill	85.71% 204	14.29% 34	238
Can't pay water bill	65.55% 156	34.45% 82	238
Home in foreclosure	27.31% 65	72.69% 173	238
Not enough food	78.57% 187	21.43% 51	238
Landlord is about to evict	34.45% 82	65.55% 156	238
Lack of childcare or after school care	44.12% 105	55.88% 133	238
Home in need of repairs	49.58% 118	50.42% 120	238
Disabled and can't work	52.10% 124	47.90% 114	238
Violence in the home	63.87% 152	36.13% 86	238
Legal problems	47.90% 114	52.10% 124	238
Bad credit	35.29% 84	64.71% 154	238
Out of work and need job search help	60.92% 145	39.08% 93	238
Need to file unemployment	63.87% 152	36.13% 86	238
Poor nutrition or unhealthy lifestyle	55.04% 131	44.96% 107	238
Stress, depression, anxiety	66.81% 159	33.19% 79	238
Help with taxes	57.56% 137	42.44% 101	238
Need to get GED	61.76% 147	38.24% 91	238
Dental problems	58.82% 140	41.18% 98	238
Vision problems	57.98% 138	42.02% 100	238
Health insurance / Medicaid / Medicare help	67.23% 160	32.77% 78	238
How to buy a car	49.58% 118	50.42% 120	238
Problems with public transportation	34.45% 82	65.55% 156	238

Q29 Is there anything else you'd like to tell about YOU or YOUR COMMUNITY you think might help us?

Answered: 132 Skipped: 106

Q30 Clients Only: What kinds of services were you seeking today? (Check all that apply)

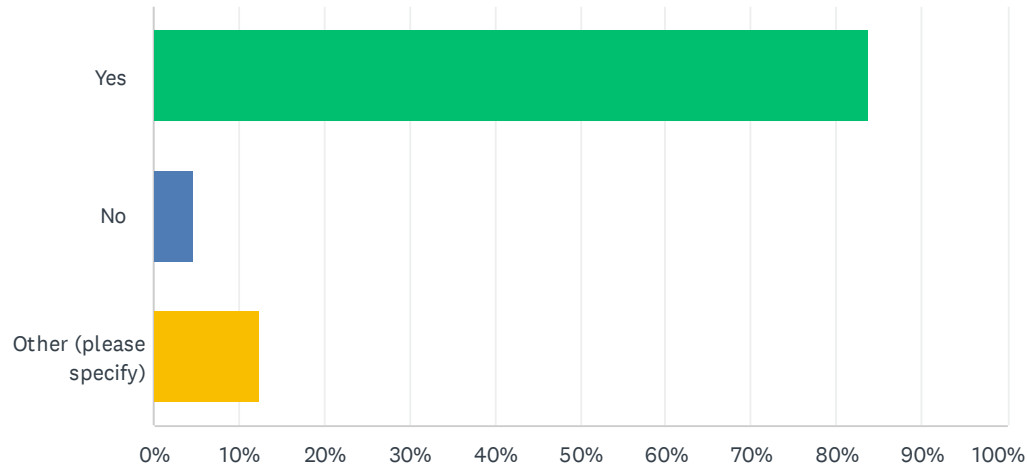
Answered: 123 Skipped: 115



ANSWER CHOICES	RESPONSES	
Energy Assistance	66.67%	82
Weatherization	22.76%	28
Employment/Job Training	11.38%	14
Head Start	14.63%	18
Housing	13.82%	17
Tax Assistance	10.57%	13
School Fair	6.50%	8
Food Voucher	15.45%	19
Other (please specify)	15.45%	19
Total Respondents: 123		

Q31 Clients Only: When you walked in the door, were you greeted in a nice and friendly manner?

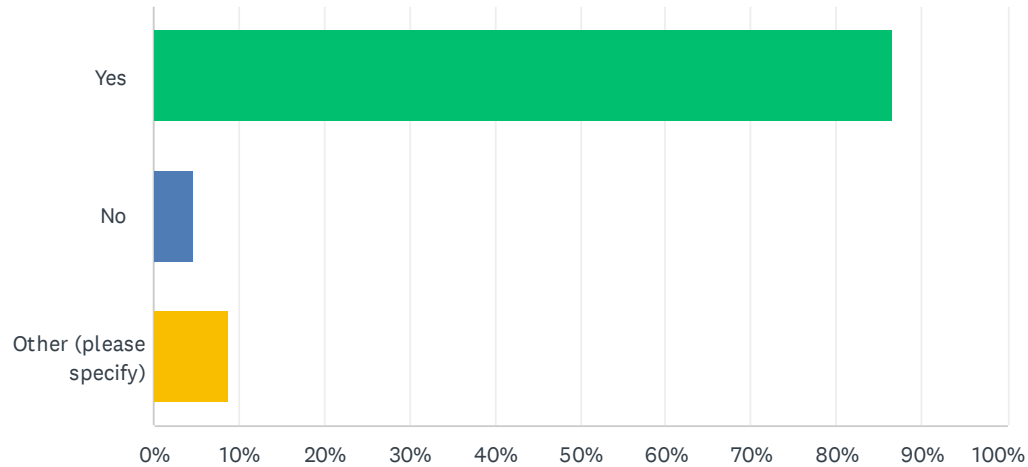
Answered: 129 Skipped: 109



ANSWER CHOICES	RESPONSES	
Yes	83.72%	108
No	4.65%	6
Other (please specify)	12.40%	16
Total Respondents: 129		

Q32 Clients Only: When you have called our facility, were you satisfied with the way the phone was answered?

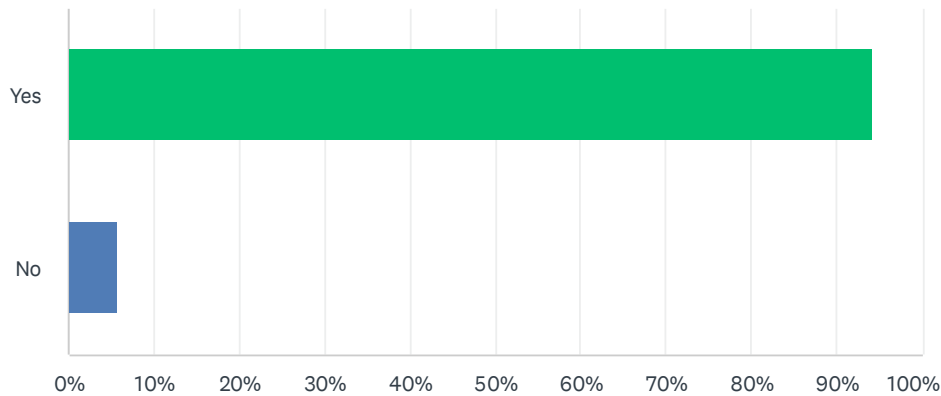
Answered: 127 Skipped: 111



ANSWER CHOICES	RESPONSES	
Yes	86.61%	110
No	4.72%	6
Other (please specify)	8.66%	11
Total Respondents: 127		

Q33 Clients Only: Was the location easy to find?

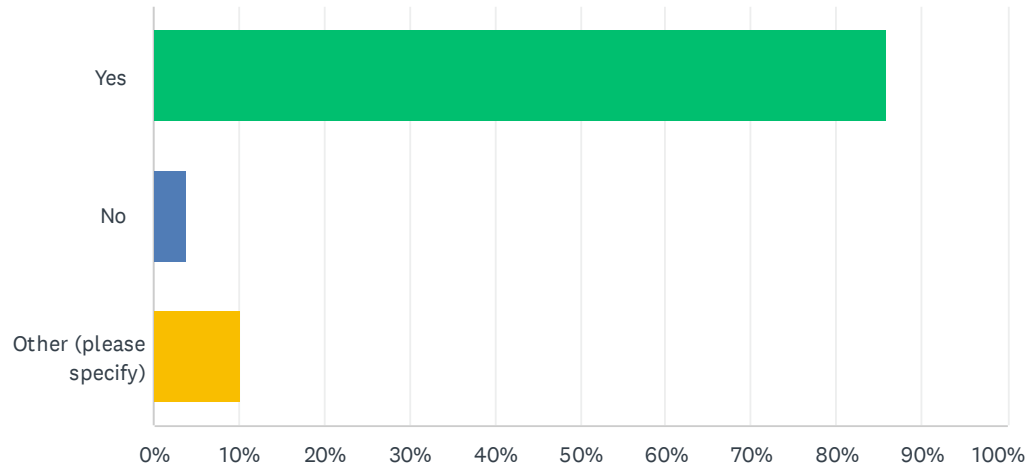
Answered: 120 Skipped: 118



ANSWER CHOICES	RESPONSES	
Yes	94.17%	113
No	5.83%	7
Total Respondents: 120		

Q34 Clients Only: Was the facility atmosphere a pleasant and professional setting? If not, what did you observe?

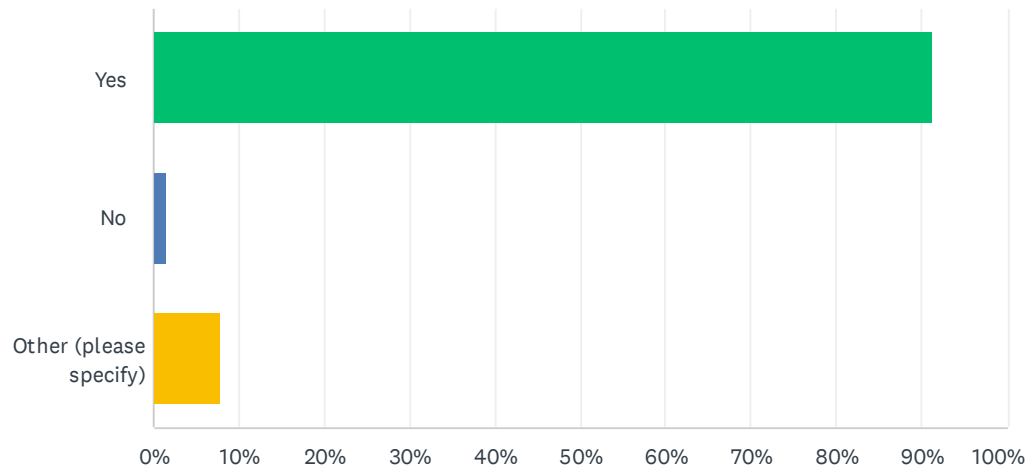
Answered: 127 Skipped: 111



ANSWER CHOICES	RESPONSES	
Yes	85.83%	109
No	3.94%	5
Other (please specify)	10.24%	13
Total Respondents: 127		

Q35 Clients Only: Were you treated with respect and courtesy?

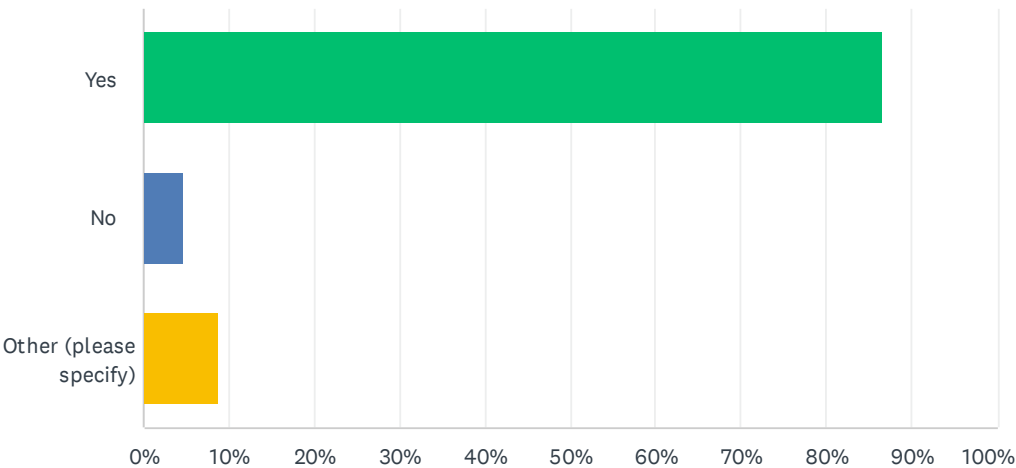
Answered: 127 Skipped: 111



ANSWER CHOICES	RESPONSES	
Yes	91.34%	116
No	1.57%	2
Other (please specify)	7.87%	10
Total Respondents: 127		

Q36 Clients Only: Were you given options in regard to your situation?

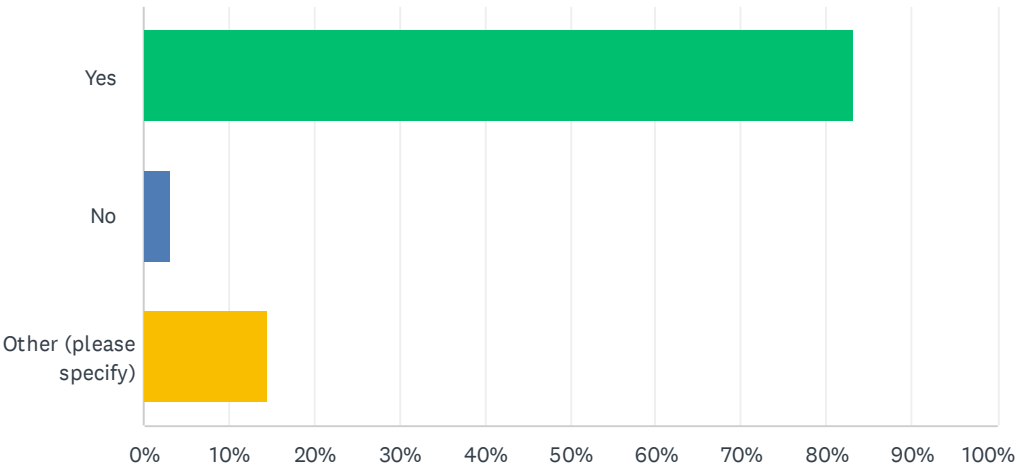
Answered: 126 Skipped: 112



ANSWER CHOICES	RESPONSES	
Yes	86.51%	109
No	4.76%	6
Other (please specify)	8.73%	11
Total Respondents: 126		

Q37 Clients Only: Were your needs met?

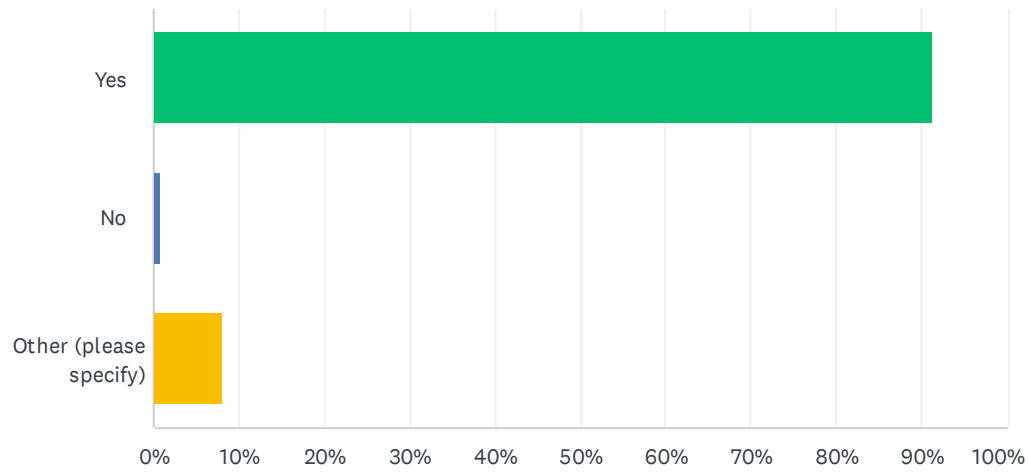
Answered: 125 Skipped: 113



ANSWER CHOICES	RESPONSES	
Yes	83.20%	104
No	3.20%	4
Other (please specify)	14.40%	18
Total Respondents: 125		

Q38 Clients Only: Did the staff take enough time to answer your question?

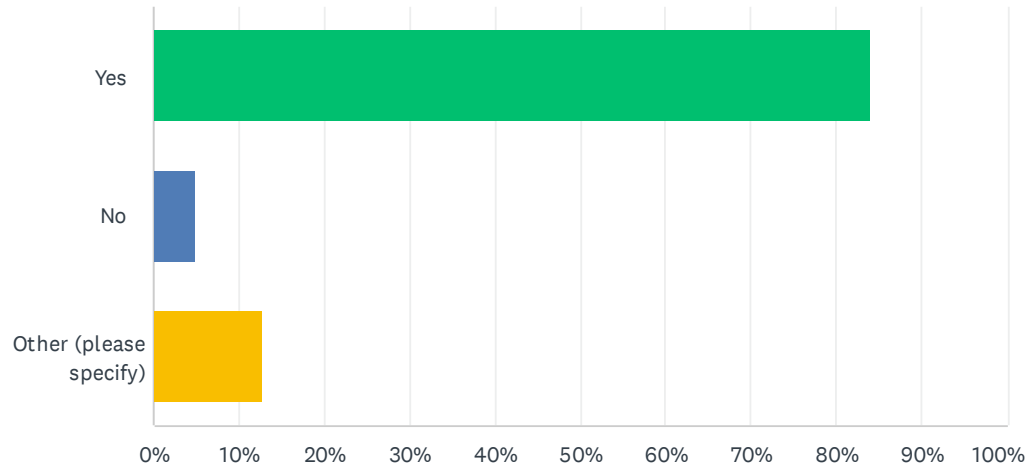
Answered: 125 Skipped: 113



ANSWER CHOICES	RESPONSES	
Yes	91.20%	114
No	0.80%	1
Other (please specify)	8.00%	10
Total Respondents: 125		

Q39 Clients Only: Are the hours of operation meeting your needs? If not, then what would you suggest?

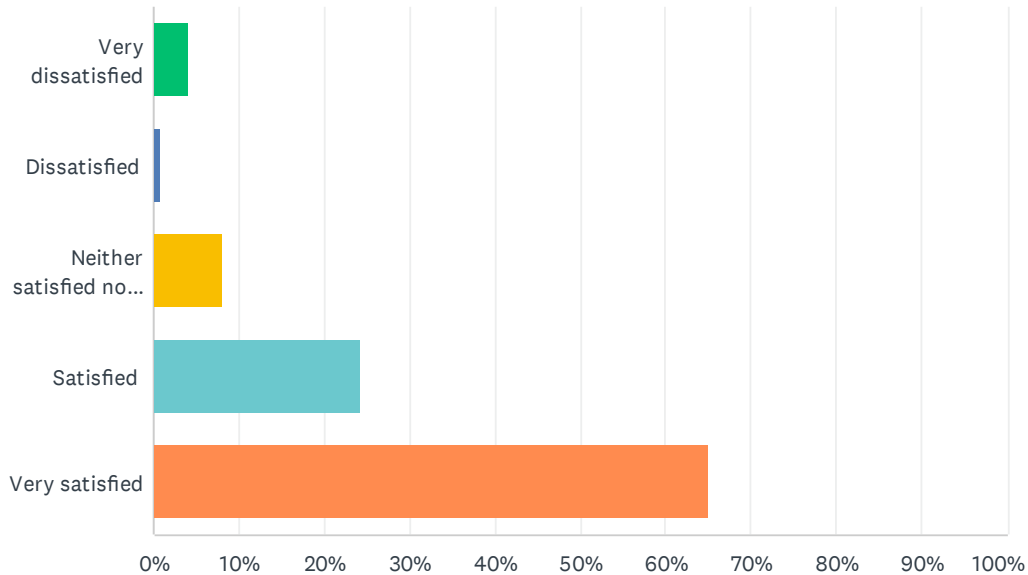
Answered: 125 Skipped: 113



ANSWER CHOICES	RESPONSES	
Yes	84.00%	105
No	4.80%	6
Other (please specify)	12.80%	16
Total Respondents: 125		

Q40 Clients Only: What is the overall rating of the customer service you received today while visiting our agency?

Answered: 123 Skipped: 115



ANSWER CHOICES	RESPONSES	
Very dissatisfied	4.07%	5
Dissatisfied	0.81%	1
Neither satisfied nor dissatisfied	8.13%	10
Satisfied	24.39%	30
Very satisfied	65.04%	80
Total Respondents: 123		

Q41 Clients Only: Please give us your suggestions and comments so that we can serve you better.

Answered: 69 Skipped: 169