
West Central Community Action Comprehensive Community Needs Assessment

Executive Summary- March 2020

The purpose of this document is to provide current and accurate information to the WCCA Board of Directors, Management Team, and Strategic Planning Committee. This allows the agency to make the most informed strategic decisions possible regarding CSBG (Community Service Block Grant) funding as well as other agency resources. CSBG funds must contribute to the achievement of one or more of the three Community Action goals:

- Individuals and families with low incomes are stable and achieve economic security;
- Communities where people with low incomes live are healthy and offer economic opportunity;
- People with low incomes are engaged and active in building opportunities in communities.

This report is intended to act as a “Road Map” that demonstrates the linkages between community needs and the programs and services that are offered in our ten county service area.

Service Area:

Ten counties in Southwest Iowa: Cass, Crawford, Fremont, Harrison, Mills, Monona, Montgomery, Page, Pottawattamie, and Shelby.

Approach:

WCCA gathered information through surveys from citizens of Southwest Iowa about barriers, challenges, gaps in service, and hardships that programs of WCCA could attempt to address. WCCA examined the results of the Iowa Community Action Agencies Client Needs Assessment, Iowa Community Action Agency Needs Assessment (Community Stakeholders), Community Action Partnership Assessment, and Customer Satisfaction Surveys. This insured an excellent mix of information from a sample of the total population of WCCA’s service area. This information assists WCCA in identifying:

- Program design and options
- Areas of need
- Priorities
- Gaps in service
- Emerging trends that may affect programming

WCCA uses the Community Needs Assessment results, along with our Mission and Vision to design all programs and services to meet the needs of low-income families and individuals.

Mission

Empowering families and individuals to achieve their highest potential.

Vision

Enhanced quality of life for communities, families and individuals.

Iowa Community Action Agencies Client Needs Assessment Results (2020):

The client needs assessment survey was distributed to WCCA clients in our ten county service area either by email or were given a hard copy to fill out. The survey focused on collecting information regarding the needs of low-income individuals and families in WCCA's ten county service area.

Survey Respondent Demographics:

821 WCCA clients participated in the survey. The most common characteristics among the survey responders were:

- Female (78%)
- White (93%)
- Ethnicity (not Hispanic, Latino, or Spanish origin) (92%)
- One or two person households (45%)
- Under the age of 55 (66%)
- Children living in the household (55%)

Client Needs:

Throughout the service area, survey respondents indicated issues centered around basic needs, employment, housing, education, transportation, and utility costs.

Challenges/Problems Citizens Face:

The main obstacles blocking self-sufficiency for individuals or families are 1) Finding a living wage job, 2) Obtaining a two or four year degree, 3) Food/Clothing, 4) Dependable transportation, 5) Affordable child care and 6) Safe/affordable housing/rent assistance, 7) Affordable healthcare/dental care, 8) Help with utility bills/energy efficient housing.

West Central Community Action Client Satisfaction:

Clients were asked to rate their overall satisfaction of WCCA programs and employees.

- 95% stated they had a positive experience when receiving services (20% of the survey respondents did not answer the question)
- 96% stated they were helped in a timely manner (20% of the survey respondents did not answer the question)
- 96% stated they were treated with respect (20% of the survey respondents did not answer the question)
- 90% of clients said that they received the information and services they needed (20% of the survey respondents did not answer the question)
- 51% of clients learned about our agency from family and friends

Iowa Community Action Agencies Needs Assessment-Community Stakeholders Results (2017):

The survey was emailed to community-based organizations, private businesses, educational institutions, local government, health care providers, faith based organizations, and other various service organizations in our ten county area. The survey focused on collecting information regarding the perceived needs of low-income people from community stakeholders.

Survey Respondent Demographics:

277 Community Stakeholders participated in the survey; the majority of the respondents were educational professionals (36.3%).

Community Needs:

Throughout the service area, survey respondents indicated that issues centered around: employment, substance abuse, housing, transportation, and childcare.

Challenges/Problems Citizens Face:

The greatest challenges community stakeholders believe that low-income households are currently facing are 1) Living wage employment (jobs that pay at least \$15/hour), 2) Substance abuse, 3) Affordable housing options, 4) Reliable transportation, 5) Licensed daycare options.

Community Strengths:

Survey respondents indicated that our service area had many strengths when addressing the needs of low-income families and children in WCCA's service area:

- Sufficient number of accessible and affordable early childhood/pre-school education programs and education resources for school age children.
- Sufficient number of recreational opportunities (parks, gardens, fitness centers) and community facilities (libraries, youth centers)
- Sufficient number of wellness programs and food resources (food pantries & meal sites)
- Sufficient number of doctors who accept Medicaid
- Sufficient number of police personnel, emergency medical technicians, and fire department personnel.
- Violent crime is not an issue and survey respondents feel safe during day and nighttime hours.

Survey respondents also stated that strengths included: West Central Community Action, food pantries, clothing rooms, heat assistance, Head Start, WIC, healthcare options, educational institutions, and ministerial associations. It was also noted that community members are very supportive in providing food, clothing, and monetary donations to local organizations.

West Central Community Action Community Satisfaction:

Community Stakeholders were asked to rate West Central Community Action on several factors on a scale of 1-5, 1 being poor, 3 being fine/adequate, and 5 being excellent.

1. Relationship or partnership with WCCA within the community
 - 96% of the Stakeholders rated WCCA between a three and five.
2. How familiar they were with WCCA's programs and services
 - 90% of the Stakeholders rated between a three and five that they were familiar with WCCA and our programs and services.
3. How well WCCA is valued in the community
 - 94% of the Stakeholders rated between a three and five that WCCA was valued in the communities we serve.
4. How well is WCCA meeting the needs of the low-income people in the community
 - 93% of Stakeholders rated between a three and five that WCCA were meeting the needs of low-income people in the communities we serve.
5. Our staff were friendly and helpful
 - 100% of Stakeholders who connected with WCCA within the past 12 months rated us between a three and five.
6. WCCA conducted business in a professional manner
 - 98% of Stakeholders who connected with WCCA within the past 12 months rated us between a three and five.
7. WCCA staff had a thorough knowledge of our program and services
 - 98% of Stakeholders who connected with WCCA within the past 12 months rated us between a three and five.

Community Demographics:

(Community Action Partnership Community Needs Assessment and US Census data)

Population Profile:

Overall the WCCA service area has seen a **-1.61%** change in population from 2000-2017 according to the US Census/American Community Survey. The total population decreased in all counties except for Crawford, Mills, and Pottawattamie. Pottawattamie County had the largest growth with 6.37%. Montgomery County had the largest decline of -13.02%.

Report Area	Total Population, 2017 ACS	Total Population, 2000 Census	Population Change from 2000-2017 Census/ACS	Percent Change from 2000-2017 Census/ACS
Report Location	206,128	209,493	-3,365	-1.61%
Cass County, IA	13,327	14,684	-1,357	-9.24%
Crawford County, IA	17,131	16,942	189	1.12%
Fremont County, IA	6,985	8,010	-1,025	-12.8%
Harrison County, IA	14,196	15,666	-1,470	-9.38%
Mills County, IA	14,933	14,547	386	2.65%
Monona County, IA	8,865	10,020	-1,155	-11.53%
Montgomery County, IA	10,239	11,771	-1,532	-13.02%
Page County, IA	15,393	16,976	-1,583	-9.32%
Pottawattamie County, IA	93,287	87,704	5,583	6.37%
Shelby County, IA	11,772	13,173	-1,401	-10.64%
Iowa	3,118,102	2,926,324	191,778	6.55%
United States	321,004,407	281,421,906	39,582,501	14.07%

Age and Gender Demographics: (US Census/ACS-American Community Survey)

Age 0-4	6%
Age 5-17	17%
Age 18-64	59%
Age 64+	18%

- Females (51%)
- Males (49%)

Race Demographics:

WCCA's service area is 95.91% white, 1.1 % African American, and all other races combined were 2.99%.

Population in Poverty by Race:

White	11.68%
African American	30.43%
Native American/Alaska Native	40.82%
Asian	15.29%
Native Hawaiian/Pacific Islander	17.24%
Some Other Race	20.89%
Multiple Race	20.22%

Ethnicity Demographics:

86% of WCCA’s service area is not Hispanic or Latino. (ACS)

Population in Poverty by Ethnicity:

Hispanic/Latino	24.35%
Not Hispanic/Latino	11.44%

Poverty:

- 2017 poverty estimates show a total of 21,925 persons (all ages) living below the poverty level (100% of the Federal Poverty Income Guidelines) in WCCA’s service area. The report area poverty rate of 10.99% is above the state average of 10.8%. Page County had the highest poverty rate of 14.5%, while Shelby County had the lowest of 8.4%.

Report Area	All Ages	All Ages
	No of Persons	Poverty Rate
Report Location	21,925	10.99%
Cass County, IA	1,550	12.1%
Crawford County, IA	1,974	11.8%
Fremont County, IA	833	12.2%
Harrison County, IA	1,390	10%
Mills County, IA	1,349	9.2%
Monona County, IA	988	11.6%
Montgomery County, IA	1,239	12.5%
Page County, IA	1,987	14.5%
Pottawattamie County, IA	9,661	10.6%
Shelby County, IA	954	8.4%
Iowa	328,629	10.8%
United States	42,583,651	13.40%

- Poverty rate change for Iowa during 2000-2017 increased from 8.3% to 10.8% or up 2.5%. The overall change for WCCA's report area was 1.87%. Page County experienced the greatest change in poverty increasing 3.3% from 2000-2017. Monona (1%) and Shelby (0.9%) Counties experienced the least amount of change.

Report Area	Persons in Poverty 2000	Poverty Rate 2000	Persons in Poverty 2017	Poverty Rate 2017	Change in Poverty Rate 2000-2017
Report Location	18,757	9.12%	21,925	10.99%	1.87%
Cass County, IA	1,467	10.2%	1,550	12.1%	1.9%
Crawford County, IA	1,694	10.1%	1,974	11.8%	1.7%
Fremont County, IA	764	9.8%	833	12.2%	2.4%
Harrison County, IA	1,249	8.1%	1,390	10%	1.9%
Mills County, IA	1,078	7.6%	1,349	9.2%	1.6%
Monona County, IA	1,020	10.6%	988	11.6%	1%
Montgomery County, IA	1,146	10.1%	1,239	12.5%	2.4%
Page County, IA	1,761	11.2%	1,987	14.5%	3.3%
Pottawattamie County, IA	7,606	8.7%	9,661	10.6%	1.9%
Shelby County, IA	972	7.5%	954	8.4%	0.9%
Iowa	237,684	8.3%	328,629	10.8%	2.5%
United States	31,581,086	11.3%	42,583,651	13.4%	2.1%

- 9,819 households or 11.67% are living in poverty. Monona (16.5%) and Montgomery (15.7%) Counties have the largest percentage of households in poverty. Mills County has the lowest percentage at 8.5%. The state average is 11.8%.

Report Area	Total Households	Households in Poverty	Percent Households in Poverty
Report Location	84,155	9,819	11.67%
Cass County, IA	6,053	837	13.8%
Crawford County, IA	6,389	894	14%
Fremont County, IA	2,997	310	10.3%
Harrison County, IA	6,068	630	10.4%
Mills County, IA	5,601	476	8.5%
Monona County, IA	4,047	668	16.5%
Montgomery County, IA	4,614	725	15.7%
Page County, IA	6,405	783	12.2%
Pottawattamie County, IA	36,926	4,012	10.9%
Shelby County, IA	5,055	484	9.6%
Iowa	1,251,587	147,101	11.8%
United States	118,825,921	16,390,109	13.8%

- 13.45% of females live in poverty in WCCA’s service area compared to 11.18% of males. For the State of Iowa, 13.16% of females and 10.78% of males live in poverty. In the United States, 15.8% of females and 13.31% of males live in poverty.



- Child poverty rates for ages 0-4 average 16.6% for Iowa, 22.5% for the United States, and 20.8% for WCCA’s service area. Cass and Montgomery Counties have the highest rate of 34.5%, while Harrison County has the lowest at 13%.

Report Area	Ages 0-4 Total Population	Ages 0-4 In Poverty	Ages 0-4 Poverty Rate
Report Location	12,331	2,570	20.8%
Cass County, IA	737	254	34.5%
Crawford County, IA	1,206	331	27.4%
Fremont County, IA	399	77	19.3%
Harrison County, IA	784	102	13%
Mills County, IA	818	121	14.8%
Monona County, IA	430	80	18.6%
Montgomery County, IA	585	202	34.5%
Page County, IA	834	216	25.9%
Pottawattamie County, IA	5,913	1,082	18.3%
Shelby County, IA	625	105	16.8%
Iowa	193,485	32,061	16.6%
United States	19,532,877	4,390,252	22.5%

- Child poverty rates for ages 5-17 average 10.9% for Iowa, 17.3% for the United States, and 12.4% for WCCA's service area. Page County has the highest rate of 17.6%, while Shelby County has the lowest at 8.9%.

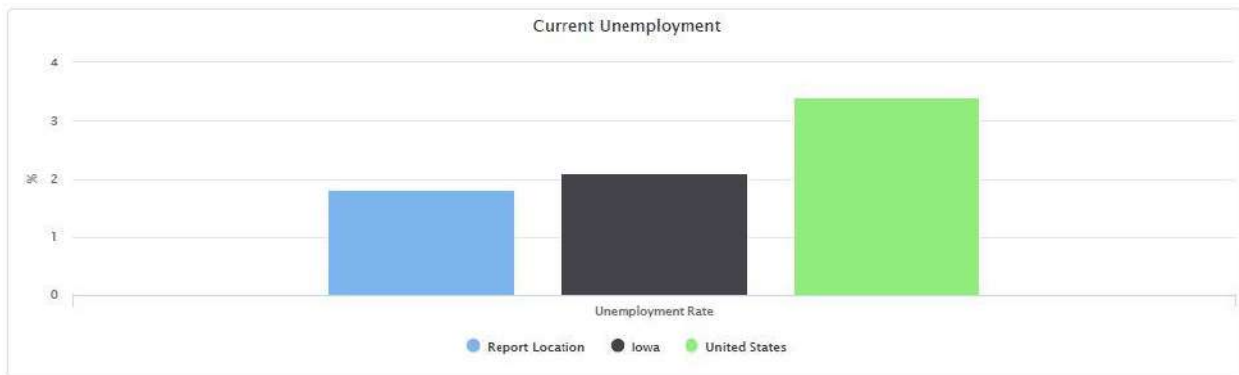
Report Area	Poverty Age 5-17 2000	Poverty Rate Age 5-17 2000	Poverty Age 5-17 2017	Poverty Rate Age 5-17 2017	Difference in Rate Age 5-17 2000 - 2017
Report Location	3,803	10.1%	4,193	12.4%	2.3%
Cass County, IA	290	11.5%	297	13.5%	2%
Crawford County, IA	374	12.2%	367	12.3%	0.1%
Fremont County, IA	149	10.3%	149	13.6%	3.3%
Harrison County, IA	229	7.6%	255	10.8%	3.2%
Mills County, IA	231	8.3%	240	9.1%	0.8%
Monona County, IA	183	11.2%	186	13.8%	2.6%
Montgomery County, IA	245	11.8%	259	15.9%	4.1%
Page County, IA	326	12.4%	342	17.6%	5.2%
Pottawattamie County, IA	1,581	9.9%	1,922	12.2%	2.3%
Shelby County, IA	195	7.8%	176	8.9%	1.1%
Iowa	91,744	8.9%	113,842	10.9%	2%
United States	22,606,876	14.6%	27,357,967	17.3%	2.7%

- 2,773 Seniors (persons age 65 and older) are living in poverty or 7.8% of WCCA's service area. All counties are above the state average of 7.3% except for Montgomery County at 6.9%, Shelby County at 6.7%, and Pottawattamie County at 6.3%. The United States average is 9.3%.

Report Area	Ages 65 and Up Total Population	Ages 65 and Up In Poverty	Ages 65 and Up Poverty Rate
Report Location	35,705	2,773	7.8%
Cass County, IA	2,750	253	9.2%
Crawford County, IA	2,714	366	13.5%
Fremont County, IA	1,400	124	8.9%
Harrison County, IA	2,467	221	9%
Mills County, IA	2,358	195	8.3%
Monona County, IA	1,934	149	7.7%
Montgomery County, IA	1,953	135	6.9%
Page County, IA	3,046	242	7.9%
Pottawattamie County, IA	14,623	922	6.3%
Shelby County, IA	2,460	166	6.7%
Iowa	477,372	34,640	7.3%
United States	46,424,881	4,317,192	9.3%

Employment:

The current unemployment rate (October 2019) for WCCA’s service area is 1.8%, the state average is 2.1% and the United States average is 3.4%. All counties have an unemployment rate lower than the national average. Shelby County has the lowest at 1.4% and Crawford & Page Counties have the highest at 2.3%.



Household Income:

Report Area	Estimated Population	Median Household Income
Cass County, IA	12,810	\$49,281.00
Crawford County, IA	16,729	\$53,806.00
Fremont County, IA	6,828	\$52,616.00
Harrison County, IA	13,900	\$55,835.00
Mills County, IA	14,663	\$67,016.00
Monona County, IA	8,517	\$49,236.00
Montgomery County, IA	9,912	\$51,317.00
Page County, IA	13,703	\$47,994.00
Pottawattamie County, IA	91,142	\$57,867.00
Shelby County, IA	11,357	\$56,373.00
Iowa	3,042,861	\$58,706.00
United States	317,788,440	\$60,336.00

Nutrition:

48.87% of students in WCCA’s service area were eligible for free or reduced price lunches during the 2016-2017 school year. This exceeds the state average of 40.89%, the United States average is 49.21%. Crawford County had the highest at 65.56%, while Shelby County had the lowest at 32.95%.

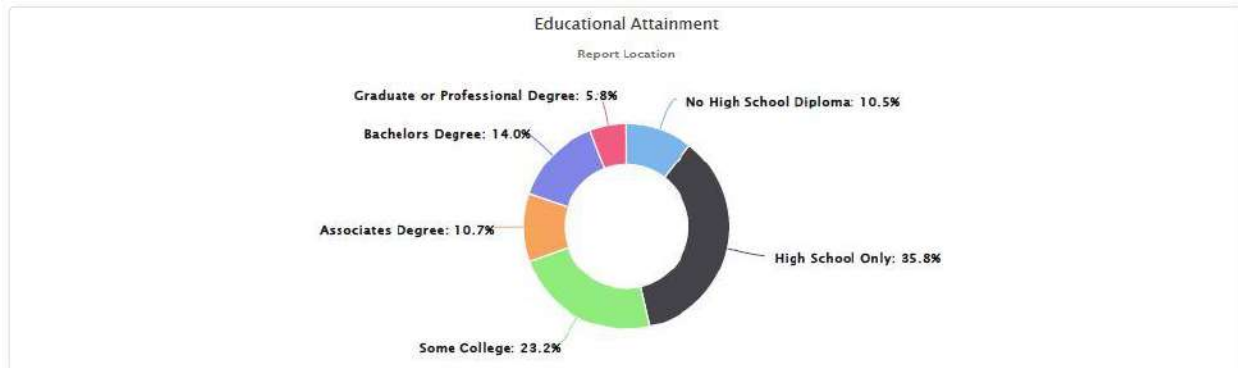
12.8% of households in WCCA’s service area received SNAP payments during 2017. The state average is 11.19% and the United States average is 12.65%.

Transportation:

Report Area	Workers 16 and Up	Percent Drive Alone	Percent Carpool	Percent Public Transportation	Percent Bicycle or Walk	Percent Taxi or Other	Percent Work at Home
Report Location	100,295	82.5%	9%	0.7%	2.7%	1.2%	3.9%
Cass County, IA	6,358	78%	10.9%	0.7%	4.9%	0.7%	4.8%
Crawford County, IA	7,993	79.2%	9.7%	0%	3.5%	3.5%	4.1%
Fremont County, IA	3,306	82.9%	8.3%	0%	3.6%	1.7%	3.6%
Harrison County, IA	7,219	81.6%	9%	0.2%	2.7%	1.8%	4.7%
Mills County, IA	7,274	84.8%	6.7%	1.7%	1.9%	0.7%	4.2%
Monona County, IA	4,230	82.4%	7.8%	0%	4.2%	0.5%	5.2%
Montgomery County, IA	4,793	79.6%	9.5%	0.4%	4.1%	1.7%	4.9%
Page County, IA	7,110	81.1%	9%	0.1%	4.1%	1.7%	4%
Pottawattamie County, IA	46,099	84.3%	8.7%	1%	1.9%	0.9%	3.2%
Shelby County, IA	5,913	79.4%	11.1%	0.4%	2.8%	0.7%	5.6%
Iowa	1,573,318	81%	8.4%	1.1%	3.9%	1%	4.6%
United States	148,432,042	76.4%	9.2%	5.1%	3.3%	1.2%	4.7%

Education:

10.49% of people over the age of 25 do not have a high school diploma or HiSET in WCCA’s service area. The state average is 8.16% and the United States average is 12.69%. Crawford County has the highest rate at 21.25%, while Fremont County has the lowest rate at 7.2%. All counties have rates lower than the national average except Crawford County.



The percent lacking adult literacy skills for Iowa is 7%, and 8.16% for WCCA’s service area. All counties exceed the state average, while Crawford County has the highest at 12%.

Housing:

In 2017, there were an estimated 60,018 homeowners or 64.85% in WCCA’s service area, the state average is 64.62% and the United States average is 56.01%. Monona (59.74%) and Montgomery (59.85%) Counties have the lowest rates of owner occupied homes, while Mills County has the highest at 71.78%.

Report Area	Owner Occupied Homes 2000	Owner Occupied Homes 2000	Owner Occupied Homes 2017	Owner Occupied Homes 2017
Report Location	60,177	73.37%	60,018	64.85%
Cass County, IA	4,564	74.58%	4,198	63.95%
Crawford County, IA	4,703	73.02%	4,613	65.8%
Fremont County, IA	2,383	74.49%	2,251	65.11%
Harrison County, IA	4,684	76.6%	4,669	68.92%
Mills County, IA	4,235	79.55%	4,407	71.78%
Monona County, IA	3,199	75.97%	2,833	59.74%
Montgomery County, IA	3,571	73.09%	3,131	59.85%
Page County, IA	4,803	71.6%	4,719	65.49%
Pottawattamie County, IA	24,052	71.07%	25,201	63.25%
Shelby County, IA	3,983	77%	3,996	71.73%
Iowa	831,419	72.34%	889,285	64.62%
United States	69,815,753	66.19%	75,833,135	56.01%

- 342 or 0.41% out of 84,155 housing units do not have plumbing in WCCA’s service area. The state average is .3% and the United States average is .39%. Page County has the highest rate at .91% and Shelby County has the lowest rate at 0%.



- The 2016 Eviction Lab reports that 488 or 1.98% of eviction filings, ended in an eviction. The state average is 2.01% and the United States average is 2.34%. Pottawattamie County has the highest eviction rate at 3.19% and Monona County has the lowest rate at 0.09%.

Report Area	Renter Occupied Households	Eviction Filings	Evictions	Eviction Filing Rate	Eviction Rate
Report Location	24,592	529	488	2.15%	1.98%
Cass County, IA	1,707	18	18	1.05%	1.05%
Crawford County, IA	1,827	9	9	0.49%	0.49%
Fremont County, IA	782	3	3	0.38%	0.38%
Harrison County, IA	1,420	11	11	0.77%	0.77%
Mills County, IA	1,193	4	3	0.34%	0.25%
Monona County, IA	1,064	1	1	0.09%	0.09%
Montgomery County, IA	1,316	25	23	1.9%	1.75%
Page County, IA	1,876	20	18	1.07%	0.96%
Pottawattamie County, IA	12,207	425	389	3.48%	3.19%
Shelby County, IA	1,200	13	13	1.08%	1.08%
Iowa	365,324	14,520	7,358	3.97%	2.01%
United States	38,372,860	2,350,042	898,479	6.12%	2.34%



WCCA Client Demographics (2019)

Age and Gender Demographics:

0-5	14.7%
6-13	16.9%
14-17	6.9%
18-24	7.0%
25-44	23.3%
45-54	9.4%
55-59	6.1%
60-64	5.0%
65-70	6.1%
75+	4.6%

- Females (56%)
- Males (44%)

Race Demographics:

Black or African American	2.80%
White	85.95%
American Indian or Alaskan Native	0.93%
Asian	0.46%
Native Hawaiian or Pacific Islander	0.41%
Multi-Race	2.81%
Other	6.65%

Ethnicity Demographics:

88% of WCCA's clients are not Hispanic or Latino.

Education:

0-8 th Grade	0.04%
9 th -12 th Grade/Non-Graduate	16.69%
High School Grad/HiSET	56.62%
12+ some Post-Secondary	16.11%
2 or 4 year College Graduate	10.54%

Housing:

Own/Buy	41.50%
Rent	57.10%
Homeless	1.10 %
Other	0.30%

Poverty Level:

Up to 50%	21.80%
51% to 75%	16.20%
76% to 100%	19.10%
101% to 125%	18.10%
126% to 150%	13.40%
151% to 175%	7.90%
176% to 200%	1.40%
201% and over	2.10%

Summary of Findings

This Comprehensive Needs Assessment covers a multitude of data. The Community Needs Assessment should be more than just gathering information and analyzing data; it can be the basis for creating change. It provides a snapshot of the communities and families that we serve, which includes their economic well-being, educational status, health, and welfare. This assessment is to aid WCCA in its planning process to help determine what programs and services to offer and the impact it is having on families as well as the community. Building relationships in the community is the strongest tool in the fight against poverty. Communication and outreach efforts to residents and other community service providers is necessary to ensure that everyone has current information and access to programs and services. The report demonstrates how important social services and public benefits are to low-income families in helping them cope with poverty.

Main Conditions of Poverty (need):

Basic needs not being met

- Food/Clothing
- Housing
- Healthcare/Dental care

Basic Needs:

Survey participants indicated they need help in addressing their basic needs such as food, clothing, transportation, housing, and healthcare. Continued WCCA programs and services as well as community partnerships and collaborations are key in addressing these situations.

- **Food/Clothing:** Survey participants indicated that having adequate food and clothing is an obstacle for low-income individuals and families. Food insecurity and hunger are problems that require numerous strategies to address, from emergency assistance to ongoing food support. Programs that make a valuable impact include: SNAP, WIC, school lunch programs, and food pantries. Obtaining basic household supplies and items is also a struggle (laundry soap, toiletries, furniture, appliances, etc.).
- **Housing:** There is an inadequate number of quality, affordable housing units available for low-income families. Low-income families also need assistance with deposits and rent, utility bills and making their homes more energy efficient. The fair market rent for a two bedroom home is simply out of reach for a minimum wage earner.
- **Healthcare/Dental Care:** Individuals and families do not have access to affordable healthcare and dental insurance. The lack of financial resources is a barrier to regular physical and oral health services.

Main Causes of Poverty (why the need exists):

- Lack of higher education
- Employment opportunities-lack of living wage jobs
- Lack of dependable transportation
- Lack of affordable child care
- Lack of affordable housing
- Substance abuse

Education:

Early childhood education is critical in preparing children for a formal learning environment. The lack of a high school diploma or further education will affect the future earning potential and financial stability of individuals and families for generations. Early education programs play a significant role in providing children from families with low-incomes the skills, training, and early interventions they need. Educational attainment is vital to the economic health of the communities we serve.

Employment Opportunities:

The surveys indicate that there is a gap between available jobs and the community resident's skill level. Based upon the data, people do not have the skills required to qualify for jobs in today's market; additional skills training and education are needed to obtain a living wage job.

Transportation:

Transportation continues to be a barrier to low-income families. Data shows that the majority of respondents have access to a vehicle, but that transportation is not always reliable or affordable.

Child Care:

There is a need for affordable child care services as well as child care financial assistance. Survey respondents also indicated that there are an insufficient number of evening and weekend options available for child care. Child care is also a vital workforce support that reduces absenteeism and turnover for working parents.

Housing:

There is an inadequate number of quality, affordable housing units available for low-income families. Low-income families simply cannot afford the rent and utilities on a monthly basis. The homes that are available for low-income families are many times old and not energy efficient.

Substance Abuse:

Is a complex issue that prevents many people from obtaining and maintaining employment, stable home environments, housing, and overall self-sufficiency. Many times people choose to fund their addiction versus providing the basic necessities for their families. Substance abuse has a direct impact on the communities in which people live.

Summary of Customer Satisfaction Information

Overall customer satisfaction results are extremely positive. WCCA seems to be doing an excellent job of providing essential services and programs to low-income clients in a helpful and friendly manner. Over 95% of survey participants stated they had a positive experience when receiving services from WCCA. Over 90% of Stakeholders gave WCCA high ratings for value, professionalism, and relationships with community partners. WCCA should be proud of the long standing reputation they have in the ten county service area.

Summary of Community/Client Demographic Information

The assessment of the client and community demographics overall reaffirms what we thought we already knew about the population and counties we serve.

- We have lost overall population
- We have children and seniors living in poverty
- We have some areas with higher rates than the state levels of poverty
- We have clients that lack higher education
- We have a large number of children receiving free or reduced price lunches
- We have clients living in unsafe and unsanitary homes

The significant issue is the gap between wages and the cost of living. The high cost of housing, child care, and lack of dependable transportation make access to jobs, child care, and social services costly and difficult. West Central Community Action is committed to operate programs and collaborate with other organizations in order to assure the best possible support and outcomes for clients. These organizations include state agencies, local governments, schools, non-profits, medical and mental health providers, utilities, local businesses, and faith based organizations. Our biggest asset in meeting the challenges we face and developing opportunities for our clients is the resilience of our community members, staff, and partners. While WCCA does not meet every need identified in the surveys, the Agency has services and referral options in place to combat many of the issues that clients are facing in our communities.