Angel Foundation Survey of Participant Needs and Program Satisfaction

Executive Summary

Angel Foundation is a Twin Cities-based nonprofit that provides support to adults with cancer and their families. In January 2021, Angel Foundation contracted with Wilder Research to conduct a participant survey of their Emergency Financial Assistance (EFA) and Facing Cancer Together (FCT) programs to understand participants' needs across a variety of basic needs and their satisfaction with Angel Foundation programming.
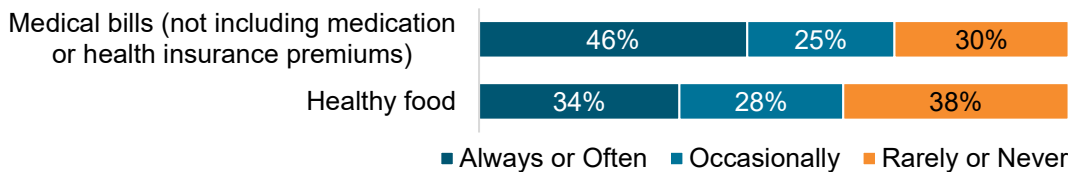
Survey results

Participant demographics

The majority of respondents were EFA program participants. Most identified as female and were age 45 or older. Sixty percent identified as Caucasian and 19% as African American/Black, American Indian or Alaska Native, Asian, Hispanic/Latino, Caucasian, other/two or more races, with the remainder choosing not to provide this information. Slightly more than half of respondents lived in a household of 2 to 5 people, with an annual household income under $25,000.

Basic needs

More than one-third of participants are frequently struggling to afford medical bills and healthy food for themselves and their family. For many respondents, housing, transportation, and health care related costs are challenging to afford.

1. HOW FREQUENTLY HAVE YOU AND YOUR FAMILY STRUGGLED TO AFFORD THE FOLLOWING BASIC NEEDS IN THE PAST 12 MONTHS?

|	Always or Often	Occasionally	Rarely or Never
Medical bills (not including medication or health insurance premiums)	46%	25%	30%
Healthy food	34%	28%	38%

A greater proportion of BIPOC (black, Indigenous, and people of color) participants are struggling to afford basic needs compared with Caucasian participants. The largest disparities between BIPOC and Caucasian participants' ability to afford basic needs are for rent or mortgage payments, utilities, child care, transportation costs, car insurance, and prescription medication. These disparities may reflect wealth and income gaps resulting from current and historical discriminatory policies that have led to disinvestment in communities of color.

Additionally, participants indicated that COVID-19 has had a significant impact on participants' ability to afford basic needs, particularly for BIPOC participants.

2. IMPACT OF COVID-19 ON ABILITY TO AFFORD BASIC NEEDS BY RACE

COVID-19 has made it harder for me to afford basic needs for my family.

	Strongly Agree	Agree	Disagree	Strongly Disagree
BIPOC	51%	40%	9%	
Caucasian	29%	45%	22%	5%
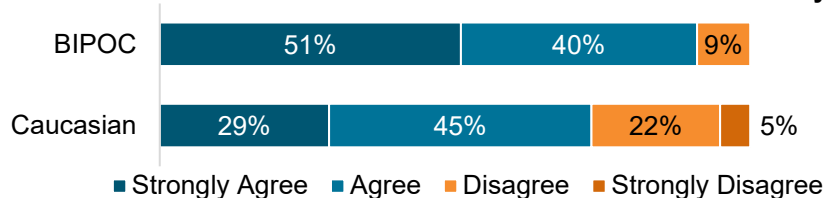
Note. Totals may not equal 100% due to rounding. Analysis does not include respondents who chose not to disclose their race.
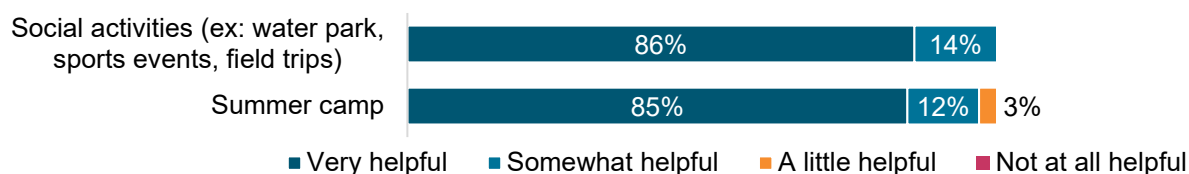
Program satisfaction and experience

Overall, **participants feel positively** about Angel Foundation staff and feel that the programming provided is welcoming and inclusive. For example:

- 93% of participants reported that Angel Foundation staff treat them with respect,

- 82% reported that Angel Foundation staff respect their culture; and,

- 79% reported that they feel welcomed and included during Angel Foundation programming.

Responses related to program satisfaction did not vary substantially by race.

FCT participants reported that they find the resources, events, and activities Angel Foundation provides to be helpful, particularly **social events and activities aimed at children** (e.g., summer camp).

3. HELPFULNESS OF RESOURCES, EVENTS, AND ACTIVITIES PROVIDED BY CHILDREN AND FAMILY SERVICES (OR FCT)

Social activities (ex: water park, sports events, field trips)	86%	14%
Summer camp	85%	12% 3%

■ Very helpful　■ Somewhat helpful　■ A little helpful　■ Not at all helpful

The most frequently mentioned barriers to participation for FCT families include **transportation issues, inconvenient times, and lack of knowledge** about activities available.

The most helpful services for participants and their families overall were **financial assistance to pay for food, gas, and housing.**

> *The gift cards and help with utilities was a huge help. I continued to work and my boss was very accommodating. I may have slowed down a little with work towards the end, hence smaller checks, so the financial help was an enormous help. – Angel Foundation participant*

When asked about what types of resources, activities, or events would help their family, participants indicated the desire for a **wider variety of activities** and **more opportunities** to engage in programming.

The majority of participants heard about or were connected to Angel Foundation through their **health care provider**.