



Community Needs Assessment Data Book

*Prepared for the Community Action
Partnership of Hennepin County*

A P R I L 2 0 1 7

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Introduction

Community Action Partnership of Hennepin County (CAP-HC) is a community action agency working in all of Hennepin County to improve the lives of low-income people. CAP-HC works to establish services, programs and partnerships to address poverty and increase family and economic stability in the community. CAP-HC’s mission is “to improve the quality of life in Hennepin County by creating and supporting links between individuals and communities through services, education, and collaboration.”

Previously, CAP-HC focused its service in suburban Hennepin County and was known as Community Action Partnership of Suburban Hennepin County (CAPSH). In 2016, CAPSH received designation from Governor Dayton recognizing CAPSH, now known as CAP-HC, as the community action agency for the City of Minneapolis. To ensure CAP-HC is prepared to service this new area, as well as to fulfill funding requirements, CAP-HC contracted with Wilder research to complete this Community Needs Assessment to identify community needs across all of Hennepin County including the City of Minneapolis. The findings of this assessment will guide CAP-HC as it works to expand needed services into the City of Minneapolis. Currently, CAP-HC programs span five primary areas. Within most of these areas, there are multiple service programs. CAP-HC’s service programs are described below (Figure 1).

1. CAP-HC program areas, service program names, and descriptions

Program Area	Service Program	Description
Housing Literacy	Homebuyer Education	Workshop to prepare clients for homeownership
	Homeowner Services	Financial counseling on purchasing a home or refinancing
	Tenant Training	Workshop on renters' rights and responsibilities
Energy Assistance	Energy Assistance	Helping pay for electric and heating bills
Financial	Financial Literacy	Workshop on budgeting, reducing debt, and building good credit
	Family Assets for Independence in Minnesota (FAIM)	A savings program that triples each dollar saved
Homeless Prevention	Foreclosure Prevention	Counseling to households facing foreclosure
	Home Maintenance and Rehabilitation	Helping homeowners fix their homes
	Homeless Services	Helping families transition from shelter to safe, affordable housing
	Reverse Mortgage	Advice about getting equity from your home
	Supportive Services for Veteran Families	Helping veterans access stable housing
Family Supports	Food Support/SNAP	Helping afford the cost of food
	Legal Service Clinics	Providing legal advice
	MNSure Application Assistance	Helping navigate through the MNSure application process
	Tax Assistance Program	Preparing taxes and electronically filing

Note. CAP-HC has a new vehicle program called Lift-To-Work which currently offers a variety of services focused on assisting residents of Hennepin County achieve an increased level of stability by overcoming transportation barriers. Participants from this program were not included in this assessment because the assessment began before the program was implemented.

Methods

Several data gathering approaches were used for this community needs assessment, including a participant survey, demographic data review, field scan, and analysis of existing research. The data from these sources was triangulated and synthesized to identify the key findings that are illustrated in the 2016 CAP-HC Community Needs Assessment report.

This data book describes in detail how we conducted the 2016 CAP-HC Community Needs Assessment. It provides data tables for each of the survey questions that were asked of CAP-HC participants as well as other data from each additional of the assessment listed above. It should be used by CAP-HC program staff and managers to better understand program participants and their needs and by CAP-HC leadership to target strategic program improvements to best meet the needs of low-income people in Hennepin County.

CAP-HC participant survey

Wilder Research conducted a survey of participants who are currently receiving services from CAP-HC.

Survey instrument design

The survey instrument was designed by Wilder Research with input from CAP-HC. The survey included 18 questions about:

- Use of and/or need for social services.
- Use of CAP-HC's services and satisfaction with these services.
- Problems faced by the participant's household in meeting their family's basic needs.
- Primary needs of participant's household.
- Demographic characteristics.

The full survey can be found in the Appendix.

Participant selection

Mailed invitations were sent to a random sample of 2,000 CAP-HC program participants who had received services between January 1, 2015 and June 30, 2016. The random sample was stratified by program area to ensure adequate representation from programs with smaller numbers of participants. Each sampled participant was mailed a paper survey that they could complete and return in a postage paid envelope. The mailing also contained instructions for how to complete the survey via the web, in case respondents preferred that method. The web survey was also made available in Spanish and Somali, while the paper survey was only available in English. A reminder postcard was sent approximately one week after the initial survey mailing and was followed by a final mailed paper survey another week later. The survey was in the field from September 9, 2016 to October 5, 2016.

A total of 490 CAP-HC participants completed the representative mailed survey, for a 28 percent response rate. Figure 2 shows, for each program area, the total number of CAP-HC participants who are served by this program, the number of participants sampled, the final eligible sample, the number that completed the survey, and the response rate.

2. Participant survey response rate by CAP-HC program area

Program area	Total # of CAP-HC participants	Number sampled	Final eligible sample^a	Number who completed the survey	Response rate^b
Housing literacy	606	429	366	75	20%
Energy assistance	15,915	500	471	126	27%
Financial	143	121	106	37	35%
Homeless prevention ^c	665	450	375	104	28%
Family supports	1,856	500	464	148	32%
Total	18,710 ^d	2,000	1,781	490	28%
Opt-in survey respondents	--	--	--	120	--

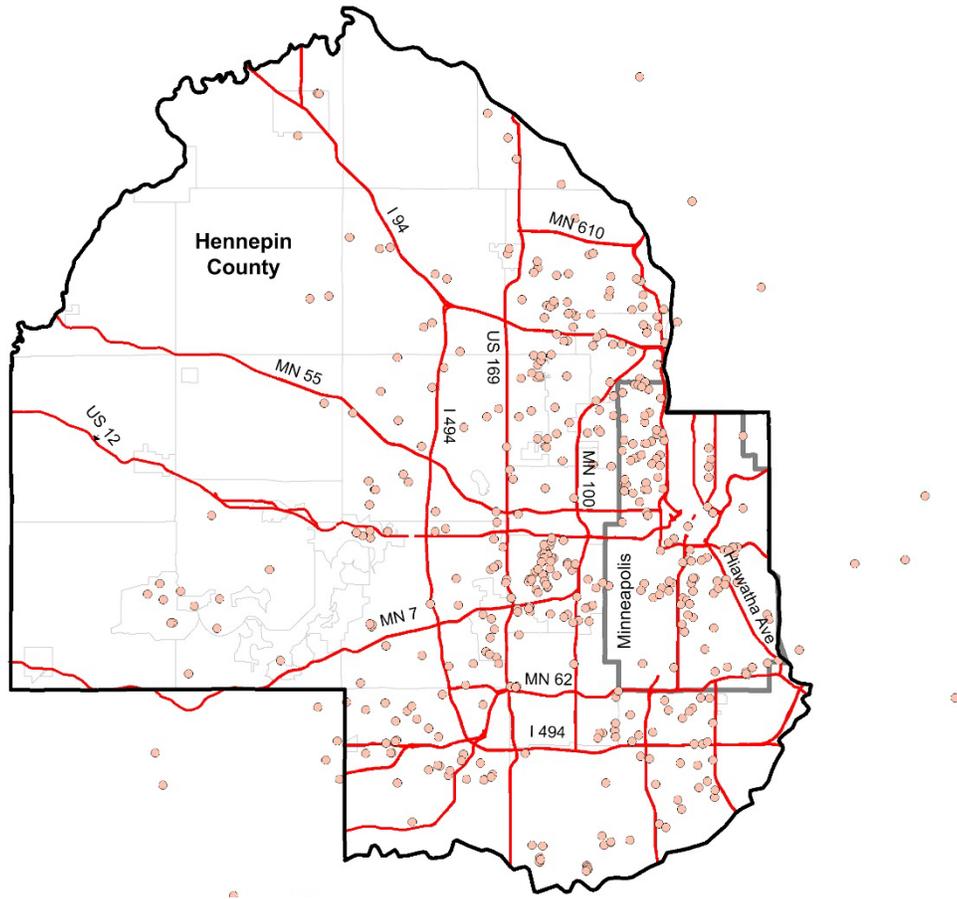
^a The final eligible sample does not include CAP-HC participants with addresses that were undeliverable.

^b The response rate is calculated as $100 * (\# \text{ who completed the survey} / \text{final eligible sample})$.

^c Individuals receiving services through the Supportive Services for Veteran Families program, which is part of the homeless prevention area, were not included because this program was less than a year old at the time of the survey and had very few participants with mailing addresses.

^d The unduplicated total number of CAP-HC participants (18,710) is not equal to the sum of CAP-HC participants in each of the program areas because a participant can be receiving services in more than one program area.

3. Location of survey participants throughout CAP-HC's service area



Note. Some respondents live outside of Hennepin County because residents living outside of Hennepin County are welcome to attend various workshops and clinics offered by CAP-HC.

Although primarily a survey of a representative sample of CAP-HC participants, a separate opt-in version of the web survey was also made available to other residents of Hennepin County who may or may not have been CAP-HC participants. One-hundred twenty individuals completed the opt-in survey. To promote this survey, CAP-HC mailed out survey information to service providers in the area, promoted it on social media and CAP-HC's website, and printed postcards that were distributed at community meetings and to CAP-HC clients.

As an incentive to complete the survey, respondents were offered the opportunity to enter a drawing for one of five \$100 Visa gift cards at survey completion. The drawing was completed in October 2016, and Wilder Research distributed the gift cards to the winners of the drawing.

Data cleaning and analysis

Wilder Research compiled and analyzed the survey data. Each survey was checked before moving into analysis. Data were analyzed using Statistical Package for the Social Sciences (SPSS) to produce response frequencies as well as responses by subgroups of respondents based on the five program areas, race/ethnicity, language spoken at home, household type, poverty status, and geographic area.

For open-ended questions on the survey, themes (“codes”) were identified and used to group like responses for analysis. Results show how many respondents provided each type of response.

Demographic overview

In addition to the survey data gathered for this study, Wilder Research compiled information from the U.S. Census Bureau, Minnesota Compass (mncompass.org), and other sources in order to enhance understanding of CAP-HC's service area (i.e., Hennepin County). Data compiled from these sources illustrate characteristics of residents of Hennepin County whose income level is classified as low-income and are broken down by the City of Minneapolis and Suburban Hennepin County. Additionally, these data are used to show poverty trends in these geographic areas.

These data include:

- Overall poverty trends
- Poverty rates for Minneapolis communities and neighborhoods
- Poverty rates for demographic subgroups
 - Age
 - Gender
 - Race/ethnicity
 - Nativity
 - Language
 - Family structure
- Housing
- Education, employment and wages, veteran status, disability status, and transportation to work
- Health
- Income, SNAP, and public assistance
- Computer and Internet access

See the Appendix for a summary of the key findings from this review as well as detailed data tables.

Field scan

Wilder Research conducted a field scan to identify organizations that serve low-income residents throughout Hennepin County. Wilder Research identified 489 organizations that provide services to low-income residents of Hennepin County. From the list of 489 organizations, Wilder Research, with guidance from CAP-HC, invited 46 organizations to participate in an interview. Of those 46 organizations, 30 organizations agreed to an interview. See the Appendix for the full list of the organizations identified during the field scan.

Wilder conducted these 30 interviews with representatives from these organizations. The interview included questions about leaders' perceptions regarding the needs of low-income residents in Hennepin County and how organizations that serve these residents might work together to better serve this population. See the Appendix for the key informant interview protocol and a summary of findings from the interviews.

Study review

Lastly, Wilder Research conducted a review of existing research about low-income residents in Hennepin County, or sub-sets of this population, to identify information relevant to the focus of this study. When triangulated with the survey data and information collected via the demographic overview and key informant interviews, findings from the other research studies provide enhanced context and nuance regarding the greatest needs among low-income people in Hennepin County. See the Appendix for a list of the studies we reviewed and the key findings from that review.

How to read the tables in this data book

For every table in this data book that displays data from the participant survey, the top row shows survey responses for the full set of respondents from the representative survey of CAP-HC participants. CAP-HC client survey data were weighted by program area to be representative of CAP-HC clients' overall program participation patterns. This was done to ensure that the responses of survey respondents from large and small programs would be properly represented and not under- or over-represented. For clients who participated in multiple program areas, preference was given to the program area with the least number of participants to try to ensure an adequate minimum number of completes for each program area. Overall responses are shown both weighted and unweighted. All other data is unweighted unless otherwise noted.

The survey results are displayed in the data tables by subgroups of respondents based on:

- **Program enrollment area**, including Housing Literacy, Energy Assistance, Financial, Homelessness Prevention, and Family Supports. It should be noted that, for the purposes of data analysis, opt-in survey respondents were not included in the program area section – the data reported in these sections is from the representative sample of clients that was selected from the list of all CAP-HC clients by program area. Opt-in respondents may or may not be receiving services from CAP-HC. Both representative survey and opt-in survey participants are included in the other categories of the data tables.
- **Race/ethnicity**, including all people of color in one group, as well as separate lines for African American or Black (including Somali, Oromo, and other African native), Latino or Hispanic, and White. It should be noted that people of color includes those who selected American Indian, Asian, Black or African American, Hispanic, or multiple races – detailed race/ethnicity breakdowns could not be provided for all groups due to small sample sizes. One exception: if an individual selected both Hispanic and White, or American Indian and White, they were counted as Hispanic only or American Indian only.
- **Language spoken at home**, including English and all other languages. All other languages includes Hmong, Somali, Spanish, and 10 other languages that were named by fewer than four respondents each—detailed language breakdowns could not be provided for all groups due to small sample sizes.
- **Household type**, including adults with no children, single adults with children, and two or more adults with children.

- **Poverty status**, including respondents whose household incomes are at less than 100% of the federal poverty line, respondents whose incomes are at 100% to 200% of poverty, and respondents whose incomes are above 200% of poverty. Poverty levels have been approximated based on number of household occupants and the following income categories: Less than \$10,000; \$10,000 to under \$15,000; \$15,000 to under \$20,000; \$20,000 to under \$25,000; \$25,000 to under \$30,000; \$30,000 to under \$40,000; \$40,000 to under \$50,000; \$50,000 to under \$75,000; \$75,000 or more. Wilder Research used the 2015 U.S. Department of Health and Human Services' poverty guidelines¹, and matched the income categories in the survey as closely as possible to the various cutoffs provided in these guidelines, by household size.
- **Geographic area**, Hennepin County overall, City of Minneapolis, Suburban Hennepin County, and other Minnesota locations not in Hennepin County.

The columns in each table correspond to the response options on the survey. The data in the cells indicate the percentage of respondents who gave that response to the question. The last column in each table shows the number of respondents from that subgroup who gave a valid response to that question. Note that some questions apply only to certain respondents (e.g., those who are employed), based on responses to previous questions in the survey (i.e., skips).

Some table cells are filled with only a dash. This means that data were suppressed to protect confidentiality because fewer than 20 respondents from that sub-group answered that particular question.

Some questions were open-ended, such that respondents wrote their own answers. Open-ended tables include only responses from CAP-HC clients. Responses were grouped according to theme in order to reveal which trends are most notable for the most respondents. Some respondents provided more than one answer. If fewer than 10 total respondents provided an answer to an open-ended question, no table is shown for that question.

¹ <https://aspe.hhs.gov/2015-poverty-guidelines>

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

1A. Do you or anyone in your household need and/or currently receive legal advice about immigration, debt, housing, or family law?

	Currently receiving	Need, but not currently receiving	Not needed	N (unweighted)
All CAP participants (weighted)	6.3%	13.6%	80.1%	467
Program type:				
Housing literacy	5.2%	15.6%	79.2%	77
Energy Assistance	6.3%	15.4%	78.3%	175
Financial services	5.7%	22.9%	71.4%	35
Homelessness prevention	5.9%	21.6%	72.5%	102
Family supports	4.8%	12.9%	82.3%	147
Opt-in survey:				
All respondents	2.6%	16.5%	80.9%	115
Race / Ethnicity:				
All people of color	6.8%	21.5%	71.7%	205
Black or African American, including Somali, Oromo, and other African native	9.2%	17.7%	73.1%	130
Latino or Hispanic	8.3%	41.7%	50.0%	24
White	3.6%	11.8%	84.5%	330
Home language:				
English	3.8%	14.9%	81.3%	498
All other languages	15.4%	30.8%	53.8%	39
Household type:				
No children	3.4%	12.0%	84.5%	349
One adult with 1+ children	5.9%	20.6%	73.5%	68
Two or more adults with 1+ children	6.1%	24.3%	69.6%	115
Poverty status (approximated):				
Less than 100% of poverty line	3.4%	22.1%	74.5%	145
100% to 200% of poverty line	5.1%	17.2%	77.8%	198
Above 200% of poverty line	3.8%	8.2%	88.1%	159
Geographic area:				
Hennepin County	5.1%	16.7%	78.2%	472
City of Minneapolis	6.3%	18.1%	75.6%	127
Suburban Hennepin County	4.6%	16.2%	79.1%	345
Other MN location not in Hennepin County	2.6%	10.5%	86.8%	38

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

1B. Do you or anyone in your household need and/or currently receive help accessing financial benefits you are eligible for, such as food support or disability benefits?

	Currently receiving	Need, but not currently receiving	Not needed	N (unweighted)
All CAP participants (weighted)	30.9%	14.0%	55.1%	461
Program type:				
Housing literacy	9.2%	17.1%	73.7%	76
Energy Assistance	31.0%	18.4%	50.6%	174
Financial services	22.9%	14.3%	62.9%	35
Homelessness prevention	12.7%	21.6%	65.7%	102
Family supports	24.5%	20.4%	55.1%	147
Opt-in survey:				
All respondents	5.3%	15.9%	78.8%	113
Race / Ethnicity:				
All people of color	24.2%	22.2%	53.5%	198
Black or African American, including Somali, Oromo, and other African native	26.0%	23.6%	50.4%	127
Latino or Hispanic	17.4%	26.1%	56.5%	23
White	15.8%	14.5%	69.7%	330
Home language:				
English	18.5%	17.8%	63.7%	493
All other languages	18.4%	15.8%	65.8%	38
Household type:				
No children	16.3%	15.5%	68.2%	349
One adult with 1+ children	27.3%	18.2%	54.5%	66
Two or more adults with 1+ children	22.5%	23.4%	54.1%	111
Poverty status (approximated):				
Less than 100% of poverty line	32.1%	21.4%	46.4%	140
100% to 200% of poverty line	21.2%	20.7%	58.1%	198
Above 200% of poverty line	3.8%	9.4%	86.8%	159
Geographic area:				
Hennepin County	20.5%	18.4%	61.1%	468
City of Minneapolis	18.0%	20.5%	61.5%	122
Suburban Hennepin County	21.4%	17.6%	61.0%	346
Other MN location not in Hennepin County	11.1%	13.9%	75.0%	36

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

1C. Do you or anyone in your household need and/or currently receive help getting low-interest car loans?

	Currently receiving	Need, but not currently receiving	Not needed	N (unweighted)
All CAP participants (weighted)	3.7%	24.0%	72.2%	467
Program type:				
Housing literacy	2.6%	18.2%	79.2%	77
Energy Assistance	2.8%	26.3%	70.9%	179
Financial services	2.8%	33.3%	63.9%	36
Homelessness prevention	1.0%	29.7%	69.3%	101
Family supports	2.1%	24.7%	73.3%	146
Opt-in survey:				
All respondents	0.9%	21.1%	78.1%	114
Race / Ethnicity:				
All people of color	3.4%	34.3%	62.3%	204
Black or African American, including Somali, Oromo, and other African native	3.8%	32.1%	64.1%	131
Latino or Hispanic	4.3%	43.5%	52.2%	23
White	1.2%	18.4%	80.4%	331
Home language:				
English	1.6%	23.8%	74.5%	499
All other languages	5.1%	28.2%	66.7%	39
Household type:				
No children	1.4%	20.2%	78.4%	352
One adult with 1+ children	2.9%	30.9%	66.2%	68
Two or more adults with 1+ children	2.7%	35.4%	61.9%	113
Poverty status (approximated):				
Less than 100% of poverty line	4.1%	26.9%	69.0%	145
100% to 200% of poverty line	1.5%	29.0%	69.5%	200
Above 200% of poverty line	0.0%	15.7%	84.3%	159
Geographic area:				
Hennepin County	2.3%	25.4%	72.3%	473
City of Minneapolis	2.4%	26.2%	71.4%	126
Suburban Hennepin County	2.3%	25.1%	72.6%	347
Other MN location not in Hennepin County	0.0%	18.9%	81.1%	37

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

1D. Do you or anyone in your household need and/or currently receive car repair services?

	Currently receiving	Need, but not currently receiving	Not needed	N (unweighted)
All CAP participants (weighted)	4.6%	30.5%	65.0%	467
Program type:				
Housing literacy	2.6%	30.3%	67.1%	76
Energy Assistance	3.4%	35.0%	61.6%	177
Financial services	5.6%	33.3%	61.1%	36
Homelessness prevention	2.0%	39.6%	58.4%	101
Family supports	2.7%	33.1%	64.2%	148
Opt-in survey:				
All respondents	5.3%	20.2%	74.6%	114
Race / Ethnicity:				
All people of color	3.4%	39.4%	57.1%	203
Black or African American, including Somali, Oromo, and other African native	5.4%	35.4%	59.2%	130
Latino or Hispanic	0.0%	39.1%	60.9%	23
White	3.9%	25.2%	70.9%	333
Home language:				
English	3.6%	31.0%	65.4%	500
All other languages	5.1%	25.6%	69.2%	39
Household type:				
No children	3.4%	24.9%	71.7%	353
One adult with 1+ children	2.9%	42.6%	54.4%	68
Two or more adults with 1+ children	5.3%	41.6%	53.1%	113
Poverty status (approximated):				
Less than 100% of poverty line	4.8%	33.8%	61.4%	145
100% to 200% of poverty line	3.5%	38.7%	57.8%	199
Above 200% of poverty line	3.1%	18.8%	78.1%	160
Geographic area:				
Hennepin County	3.8%	33.0%	63.2%	473
City of Minneapolis	4.0%	36.0%	60.0%	125
Suburban Hennepin County	3.7%	31.9%	64.4%	348
Other MN location not in Hennepin County	0.0%	18.9%	81.1%	37

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

1E. Do you or anyone in your household need and/or currently receive rental subsidies?

	Currently receiving	Need, but not currently receiving	Not needed	N (unweighted)
All CAP participants (weighted)	25.7%	19.5%	54.9%	467
Program type:				
Housing literacy	9.1%	20.8%	70.1%	77
Energy Assistance	22.7%	19.3%	58.0%	176
Financial services	5.7%	28.6%	65.7%	35
Homelessness prevention	1.0%	14.9%	84.2%	101
Family supports	13.2%	19.2%	67.5%	151
Opt-in survey:				
All respondents	4.4%	14.9%	80.7%	114
Race / Ethnicity:				
All people of color	14.8%	30.0%	55.2%	203
Black or African American, including Somali, Oromo, and other African native	16.9%	33.1%	50.0%	130
Latino or Hispanic	4.3%	21.7%	73.9%	23
White	10.8%	11.4%	77.7%	332
Home language:				
English	11.6%	19.5%	68.9%	498
All other languages	15.0%	10.0%	75.0%	40
Household type:				
No children	12.2%	14.2%	73.6%	352
One adult with 1+ children	16.2%	35.3%	48.5%	68
Two or more adults with 1+ children	9.7%	21.2%	69.0%	113
Poverty status (approximated):				
Less than 100% of poverty line	25.7%	27.0%	47.3%	148
100% to 200% of poverty line	10.7%	19.3%	70.1%	197
Above 200% of poverty line	1.3%	9.6%	89.2%	157
Geographic area:				
Hennepin County	14.0%	19.5%	66.6%	473
City of Minneapolis	16.3%	22.8%	61.0%	123
Suburban Hennepin County	13.1%	18.3%	68.6%	350
Other MN location not in Hennepin County	0.0%	10.8%	89.2%	37

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

1F. Do you or anyone in your household need and/or currently receive help with mortgage payments?

	Currently receiving	Need, but not currently receiving	Not needed	N (unweighted)
All CAP participants (weighted)	3.3%	10.6%	86.0%	463
Program type:				
Housing literacy	1.3%	6.5%	92.2%	77
Energy Assistance	3.4%	14.9%	81.6%	174
Financial services	2.8%	27.8%	69.4%	36
Homelessness prevention	2.0%	26.0%	72.0%	100
Family supports	4.1%	8.2%	87.7%	146
Opt-in survey:				
All respondents	0.9%	13.2%	86.0%	114
Race / Ethnicity:				
All people of color	2.5%	19.1%	78.4%	199
Black or African American, including Somali, Oromo, and other African native	3.2%	18.3%	78.6%	126
Latino or Hispanic	4.2%	25.0%	70.8%	24
White	2.4%	10.2%	87.3%	332
Home language:				
English	2.0%	12.8%	85.2%	494
All other languages	5.3%	21.1%	73.7%	38
Household type:				
No children	2.3%	10.0%	87.7%	351
One adult with 1+ children	1.5%	16.7%	81.8%	66
Two or more adults with 1+ children	3.6%	21.4%	75.0%	112
Poverty status (approximated):				
Less than 100% of poverty line	4.1%	13.1%	82.8%	145
100% to 200% of poverty line	2.0%	16.8%	81.2%	197
Above 200% of poverty line	1.3%	9.5%	89.2%	158
Geographic area:				
Hennepin County	2.8%	14.3%	82.9%	468
City of Minneapolis	0.8%	18.4%	80.8%	125
Suburban Hennepin County	3.5%	12.8%	83.7%	343
Other MN location not in Hennepin County	0.0%	13.2%	86.8%	38

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

1G. Do you or anyone in your household need and/or currently receive help paying your utility bills?

	Currently receiving	Need, but not currently receiving	Not needed	N (unweighted)
All CAP participants (weighted)	41.8%	29.0%	29.1%	472
Program type:				
Housing literacy	10.4%	26.0%	63.6%	77
Energy Assistance	50.0%	27.5%	22.5%	178
Financial services	27.0%	18.9%	54.1%	37
Homelessness prevention	27.9%	30.8%	41.3%	104
Family supports	22.7%	21.3%	56.0%	150
Opt-in survey:				
All respondents	6.2%	15.9%	77.9%	113
Race / Ethnicity:				
All people of color	27.2%	34.7%	38.1%	202
Black or African American, including Somali, Oromo, and other African native	30.5%	34.4%	35.2%	128
Latino or Hispanic	12.5%	50.0%	37.5%	24
White	22.6%	19.1%	58.2%	340
Home language:				
English	23.8%	24.4%	51.8%	504
All other languages	30.8%	25.6%	43.6%	39
Household type:				
No children	23.6%	21.9%	54.5%	356
One adult with 1+ children	27.3%	31.8%	40.9%	66
Two or more adults with 1+ children	24.1%	30.2%	45.7%	116
Poverty status (approximated):				
Less than 100% of poverty line	39.2%	29.7%	31.1%	148
100% to 200% of poverty line	29.2%	30.7%	40.1%	202
Above 200% of poverty line	4.4%	13.2%	82.4%	159
Geographic area:				
Hennepin County	27.4%	26.2%	46.4%	478
City of Minneapolis	29.9%	28.3%	41.7%	127
Suburban Hennepin County	26.5%	25.4%	48.1%	351
Other MN location not in Hennepin County	10.8%	13.5%	75.7%	37

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

1H. Do you or anyone in your household need and/or currently receive help with home repairs?

	Currently receiving	Need, but not currently receiving	Not needed	N (unweighted)
All CAP participants (weighted)	3.9%	24.0%	72.1%	463
Program type:				
Housing literacy	1.3%	21.1%	77.6%	76
Energy Assistance	7.3%	29.4%	63.3%	177
Financial services	2.8%	30.6%	66.7%	36
Homelessness prevention	8.0%	40.0%	52.0%	100
Family supports	1.4%	21.9%	76.7%	146
Opt-in survey:				
All respondents	0.9%	17.0%	82.1%	112
Race / Ethnicity:				
All people of color	3.0%	28.9%	68.2%	201
Black or African American, including Somali, Oromo, and other African native	4.7%	24.4%	70.9%	127
Latino or Hispanic	0.0%	33.3%	66.7%	24
White	3.0%	24.2%	72.8%	331
Home language:				
English	3.0%	25.4%	71.6%	496
All other languages	2.6%	26.3%	71.1%	38
Household type:				
No children	3.1%	22.0%	74.9%	350
One adult with 1+ children	3.0%	23.9%	73.1%	67
Two or more adults with 1+ children	2.7%	37.2%	60.2%	113
Poverty status (approximated):				
Less than 100% of poverty line	4.9%	21.5%	73.6%	144
100% to 200% of poverty line	3.0%	35.3%	61.7%	201
Above 200% of poverty line	1.3%	15.8%	82.9%	158
Geographic area:				
Hennepin County	3.4%	27.1%	69.5%	469
City of Minneapolis	1.6%	29.8%	68.5%	124
Suburban Hennepin County	4.1%	26.1%	69.9%	345
Other MN location not in Hennepin County	0.0%	21.6%	78.4%	37

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

11. Do you or anyone in your household need and/or currently receive help budgeting money?

	Currently receiving	Need, but not currently receiving	Not needed	N (unweighted)
All CAP participants (weighted)	6.9%	14.8%	78.2%	466
Program type:				
Housing literacy	3.9%	23.4%	72.7%	77
Energy Assistance	6.8%	18.6%	74.6%	177
Financial services	13.9%	27.8%	58.3%	36
Homelessness prevention	4.0%	19.8%	76.2%	101
Family supports	3.4%	14.3%	82.3%	147
Opt-in survey:				
All respondents	2.7%	30.6%	66.7%	111
Race / Ethnicity:				
All people of color	6.9%	26.1%	67.0%	203
Black or African American, including Somali, Oromo, and other African native	9.9%	23.7%	66.4%	131
Latino or Hispanic	0.0%	39.1%	60.9%	23
White	3.9%	17.2%	78.9%	332
Home language:				
English	4.6%	19.8%	75.6%	500
All other languages	7.9%	28.9%	63.2%	38
Household type:				
No children	3.7%	17.2%	79.1%	354
One adult with 1+ children	7.5%	20.9%	71.6%	67
Two or more adults with 1+ children	8.0%	29.2%	62.8%	113
Poverty status (approximated):				
Less than 100% of poverty line	4.8%	23.3%	71.9%	146
100% to 200% of poverty line	4.5%	21.7%	73.7%	198
Above 200% of poverty line	5.0%	16.4%	78.6%	159
Geographic area:				
Hennepin County	5.3%	20.0%	74.7%	471
City of Minneapolis	6.3%	23.8%	69.8%	126
Suburban Hennepin County	4.9%	18.6%	76.5%	345
Other MN location not in Hennepin County	2.6%	21.1%	76.3%	38

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

1J. Do you or anyone in your household need and/or currently receive tax filing assistance?

	Currently receiving	Need, but not currently receiving	Not needed	N (unweighted)
All CAP participants (weighted)	15.3%	15.2%	69.5%	470
Program type:				
Housing literacy	6.5%	19.5%	74.0%	77
Energy Assistance	15.3%	17.5%	67.2%	177
Financial services	11.1%	16.7%	72.2%	36
Homelessness prevention	8.7%	12.6%	78.6%	103
Family supports	36.9%	22.1%	40.9%	149
Opt-in survey:				
All respondents	6.3%	21.6%	72.1%	111
Race / Ethnicity:				
All people of color	14.2%	24.5%	61.3%	204
Black or African American, including Somali, Oromo, and other African native	13.7%	21.4%	64.9%	131
Latino or Hispanic	4.3%	47.8%	47.8%	23
White	18.0%	15.0%	67.1%	334
Home language:				
English	16.1%	17.9%	65.9%	502
All other languages	23.1%	23.1%	53.8%	39
Household type:				
No children	17.6%	17.9%	64.5%	352
One adult with 1+ children	10.3%	16.2%	73.5%	68
Two or more adults with 1+ children	14.0%	20.2%	65.8%	114
Poverty status (approximated):				
Less than 100% of poverty line	14.3%	19.7%	66.0%	147
100% to 200% of poverty line	23.6%	20.6%	55.8%	199
Above 200% of poverty line	7.6%	14.0%	78.3%	157
Geographic area:				
Hennepin County	18.0%	18.0%	64.1%	473
City of Minneapolis	11.3%	19.4%	69.4%	124
Suburban Hennepin County	20.3%	17.5%	62.2%	349
Other MN location not in Hennepin County	7.9%	18.4%	73.7%	38

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

1K. Do you or anyone in your household need and/or currently receive help preparing for homeownership?

	Currently receiving	Need, but not currently receiving	Not needed	N (unweighted)
All CAP participants (weighted)	5.4%	13.8%	80.9%	460
Program type:				
Housing literacy	22.4%	23.7%	53.9%	76
Energy Assistance	4.0%	13.1%	83.0%	176
Financial services	14.7%	26.5%	58.8%	34
Homelessness prevention	1.0%	5.1%	93.9%	98
Family supports	3.4%	8.1%	88.5%	148
Opt-in survey:				
All respondents	0.9%	13.0%	86.1%	108
Race / Ethnicity:				
All people of color	8.1%	25.4%	66.5%	197
Black or African American, including Somali, Oromo, and other African native	8.7%	24.6%	66.7%	126
Latino or Hispanic	4.3%	34.8%	60.9%	23
White	5.1%	5.7%	89.1%	331
Home language:				
English	6.1%	11.1%	82.8%	494
All other languages	5.4%	32.4%	62.2%	37
Household type:				
No children	3.7%	7.4%	88.9%	351
One adult with 1+ children	10.6%	24.2%	65.2%	66
Two or more adults with 1+ children	10.9%	23.6%	65.5%	110
Poverty status (approximated):				
Less than 100% of poverty line	4.9%	21.5%	73.6%	144
100% to 200% of poverty line	6.7%	12.8%	80.5%	195
Above 200% of poverty line	6.3%	5.7%	88.0%	158
Geographic area:				
Hennepin County	6.9%	13.1%	80.0%	465
City of Minneapolis	6.4%	20.0%	73.6%	125
Suburban Hennepin County	7.1%	10.6%	82.4%	340
Other MN location not in Hennepin County	2.7%	16.2%	81.1%	37

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

1L. Do you or anyone in your household need and/or currently receive education about tenants' and landlords' rights and responsibilities?

	Currently receiving	Need, but not currently receiving	Not needed	N (unweighted)
All CAP participants (weighted)	4.1%	14.4%	81.4%	467
Program type:				
Housing literacy	5.2%	15.6%	79.2%	77
Energy Assistance	2.8%	12.4%	84.8%	178
Financial services	2.8%	19.4%	77.8%	36
Homelessness prevention	1.0%	5.9%	93.1%	101
Family supports	4.8%	11.6%	83.7%	147
Opt-in survey:				
All respondents	2.7%	16.2%	81.1%	111
Race / Ethnicity:				
All people of color	5.4%	21.1%	73.5%	204
Black or African American, including Somali, Oromo, and other African native	6.9%	19.1%	74.0%	131
Latino or Hispanic	8.7%	30.4%	60.9%	23
White	2.4%	8.7%	88.9%	332
Home language:				
English	2.8%	12.0%	85.2%	501
All other languages	10.5%	23.7%	65.8%	38
Household type:				
No children	2.5%	11.3%	86.2%	354
One adult with 1+ children	7.4%	8.8%	83.8%	68
Two or more adults with 1+ children	3.5%	22.1%	74.3%	113
Poverty status (approximated):				
Less than 100% of poverty line	5.4%	16.3%	78.2%	147
100% to 200% of poverty line	3.0%	14.6%	82.4%	199
Above 200% of poverty line	1.9%	8.8%	89.4%	160
Geographic area:				
Hennepin County	3.8%	13.3%	82.8%	472
City of Minneapolis	4.7%	17.3%	78.0%	127
Suburban Hennepin County	3.5%	11.9%	84.6%	345
Other MN location not in Hennepin County	0.0%	10.5%	89.5%	38

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

1M. Do you or anyone in your household need and/or currently receive help with preventing eviction?

	Currently receiving	Need, but not currently receiving	Not needed	N (unweighted)
All CAP participants (weighted)	2.4%	7.1%	90.5%	465
Program type:				
Housing literacy	1.3%	5.2%	93.5%	77
Energy Assistance	1.7%	6.2%	92.1%	177
Financial services	0.0%	11.1%	88.9%	36
Homelessness prevention	2.0%	6.0%	92.0%	100
Family supports	2.0%	4.1%	93.9%	147
Opt-in survey:				
All respondents	0.9%	12.8%	86.2%	109
Race / Ethnicity:				
All people of color	2.5%	12.3%	85.3%	204
Black or African American, including Somali, Oromo, and other African native	3.8%	11.5%	84.6%	130
Latino or Hispanic	0.0%	17.4%	82.6%	23
White	0.9%	3.6%	95.5%	332
Home language:				
English	1.4%	6.8%	91.8%	500
All other languages	2.6%	10.3%	87.2%	39
Household type:				
No children	1.1%	6.0%	92.9%	352
One adult with 1+ children	3.0%	10.4%	86.6%	67
Two or more adults with 1+ children	1.8%	7.9%	90.4%	114
Poverty status (approximated):				
Less than 100% of poverty line	4.1%	10.9%	85.0%	147
100% to 200% of poverty line	1.0%	5.6%	93.4%	198
Above 200% of poverty line	0.0%	4.4%	95.6%	160
Geographic area:				
Hennepin County	1.7%	6.8%	91.5%	471
City of Minneapolis	1.6%	10.3%	88.1%	126
Suburban Hennepin County	1.7%	5.5%	92.8%	345
Other MN location not in Hennepin County	0.0%	5.3%	94.7%	38

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

1N. Do you or anyone in your household need and/or currently receive case management related to housing?

	Currently receiving	Need, but not currently receiving	Not needed	N (unweighted)
All CAP participants (weighted)	4.8%	9.6%	85.5%	461
Program type:				
Housing literacy	2.6%	10.4%	87.0%	77
Energy Assistance	4.6%	11.0%	84.4%	173
Financial services	5.6%	8.3%	86.1%	36
Homelessness prevention	5.0%	10.0%	85.0%	100
Family supports	3.4%	11.0%	85.6%	146
Opt-in survey:				
All respondents	0.9%	15.6%	83.5%	109
Race / Ethnicity:				
All people of color	3.4%	14.7%	81.9%	204
Black or African American, including Somali, Oromo, and other African native	4.6%	15.3%	80.2%	131
Latino or Hispanic	4.3%	13.0%	82.6%	23
White	3.4%	8.3%	88.4%	327
Home language:				
English	3.2%	10.9%	85.9%	496
All other languages	5.3%	10.5%	84.2%	38
Household type:				
No children	3.2%	9.2%	87.6%	348
One adult with 1+ children	4.5%	14.9%	80.6%	67
Two or more adults with 1+ children	2.6%	14.0%	83.3%	114
Poverty status (approximated):				
Less than 100% of poverty line	6.8%	16.4%	76.7%	146
100% to 200% of poverty line	2.5%	11.2%	86.3%	197
Above 200% of poverty line	1.3%	6.9%	91.8%	159
Geographic area:				
Hennepin County	3.6%	11.6%	84.8%	466
City of Minneapolis	3.2%	12.8%	84.0%	125
Suburban Hennepin County	3.8%	11.1%	85.0%	341
Other MN location not in Hennepin County	2.6%	0.0%	97.4%	38

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

10. Do you or anyone in your household need and/or currently receive help getting clothes to wear?

	Currently receiving	Need, but not currently receiving	Not needed	N (unweighted)
All CAP participants (weighted)	7.8%	17.0%	75.2%	469
Program type:				
Housing literacy	6.5%	16.9%	76.6%	77
Energy Assistance	7.3%	16.9%	75.7%	177
Financial services	5.6%	11.1%	83.3%	36
Homelessness prevention	3.9%	9.7%	86.4%	103
Family supports	4.7%	8.1%	87.2%	148
Opt-in survey:				
All respondents	0.9%	13.0%	86.1%	108
Race / Ethnicity:				
All people of color	5.9%	20.7%	73.4%	203
Black or African American, including Somali, Oromo, and other African native	4.6%	23.1%	72.3%	130
Latino or Hispanic	8.7%	13.0%	78.3%	23
White	4.2%	8.0%	87.8%	336
Home language:				
English	4.4%	12.9%	82.7%	504
All other languages	10.5%	10.5%	78.9%	38
Household type:				
No children	3.7%	9.3%	87.0%	355
One adult with 1+ children	8.8%	23.5%	67.6%	68
Two or more adults with 1+ children	6.2%	17.7%	76.1%	113
Poverty status (approximated):				
Less than 100% of poverty line	9.5%	22.4%	68.0%	147
100% to 200% of poverty line	5.5%	12.5%	82.0%	200
Above 200% of poverty line	0.0%	4.4%	95.6%	160
Geographic area:				
Hennepin County	5.7%	13.7%	80.6%	474
City of Minneapolis	4.8%	23.8%	71.4%	126
Suburban Hennepin County	6.0%	10.1%	83.9%	348
Other MN location not in Hennepin County	0.0%	5.3%	94.7%	38

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

1P. Do you or anyone in your household need and/or currently receive help dealing with domestic violence?

	Currently receiving	Need, but not currently receiving	Not needed	N (unweighted)
All CAP participants (weighted)	3.0%	3.2%	93.8%	467
Program type:				
Housing literacy	0.0%	6.5%	93.5%	77
Energy Assistance	2.2%	2.8%	94.9%	178
Financial services	0.0%	8.3%	91.7%	36
Homelessness prevention	0.0%	2.0%	98.0%	101
Family supports	2.7%	1.4%	95.9%	147
Opt-in survey:				
All respondents	1.9%	5.6%	92.5%	107
Race / Ethnicity:				
All people of color	1.5%	5.0%	93.6%	202
Black or African American, including Somali, Oromo, and other African native	1.6%	5.4%	93.0%	129
Latino or Hispanic	0.0%	4.3%	95.7%	23
White	1.5%	3.0%	95.5%	333
Home language:				
English	1.0%	3.6%	95.4%	500
All other languages	7.9%	5.3%	86.8%	38
Household type:				
No children	1.4%	2.3%	96.3%	352
One adult with 1+ children	2.9%	7.4%	89.7%	68
Two or more adults with 1+ children	0.9%	6.3%	92.9%	112
Poverty status (approximated):				
Less than 100% of poverty line	3.4%	5.5%	91.1%	146
100% to 200% of poverty line	1.0%	3.5%	95.5%	198
Above 200% of poverty line	0.0%	3.2%	96.8%	158
Geographic area:				
Hennepin County	1.7%	3.4%	94.9%	472
City of Minneapolis	0.8%	5.5%	93.7%	127
Suburban Hennepin County	2.0%	2.6%	95.4%	345
Other MN location not in Hennepin County	0.0%	5.6%	94.4%	36

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

1Q. Do you or anyone in your household need and/or currently receive child care services?

	Currently receiving	Need, but not currently receiving	Not needed	N (unweighted)
All CAP participants (weighted)	3.9%	6.3%	89.8%	466
Program type:				
Housing literacy	2.6%	15.6%	81.8%	77
Energy Assistance	3.4%	6.3%	90.3%	176
Financial services	0.0%	5.6%	94.4%	36
Homelessness prevention	1.0%	7.9%	91.1%	101
Family supports	2.7%	6.1%	91.2%	148
Opt-in survey:				
All respondents	3.7%	13.0%	83.3%	108
Race / Ethnicity:				
All people of color	3.9%	17.2%	78.8%	203
Black or African American, including Somali, Oromo, and other African native	4.6%	16.9%	78.5%	130
Latino or Hispanic	0.0%	13.0%	87.0%	23
White	1.8%	3.0%	95.2%	333
Home language:				
English	2.2%	7.4%	90.4%	500
All other languages	7.7%	17.9%	74.4%	39
Household type:				
No children	0.8%	1.1%	98.0%	353
One adult with 1+ children	7.5%	26.9%	65.7%	67
Two or more adults with 1+ children	5.3%	19.5%	75.2%	113
Poverty status (approximated):				
Less than 100% of poverty line	4.8%	11.6%	83.6%	146
100% to 200% of poverty line	2.0%	7.6%	90.4%	198
Above 200% of poverty line	1.9%	6.3%	91.9%	160
Geographic area:				
Hennepin County	2.5%	8.1%	89.4%	471
City of Minneapolis	1.6%	11.1%	87.3%	126
Suburban Hennepin County	2.9%	7.0%	90.1%	345
Other MN location not in Hennepin County	0.0%	10.5%	89.5%	38

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

1R. Do you or anyone in your household need and/or currently receive early childhood education to get young children ready for school?

	Currently receiving	Need, but not currently receiving	Not needed	N (unweighted)
All CAP participants (weighted)	4.5%	6.0%	89.5%	467
Program type:				
Housing literacy	0.0%	10.4%	89.6%	77
Energy Assistance	4.0%	6.8%	89.2%	176
Financial services	2.8%	8.3%	88.9%	36
Homelessness prevention	1.0%	5.9%	93.1%	101
Family supports	2.0%	5.4%	92.6%	149
Opt-in survey:				
All respondents	3.7%	11.9%	84.4%	109
Race / Ethnicity:				
All people of color	3.9%	13.7%	82.4%	205
Black or African American, including Somali, Oromo, and other African native	3.8%	13.6%	82.6%	132
Latino or Hispanic	4.3%	13.0%	82.6%	23
White	1.5%	3.0%	95.5%	332
Home language:				
English	1.8%	6.0%	92.2%	501
All other languages	10.3%	17.9%	71.8%	39
Household type:				
No children	0.6%	1.7%	97.7%	353
One adult with 1+ children	4.4%	14.7%	80.9%	68
Two or more adults with 1+ children	6.2%	20.4%	73.5%	113
Poverty status (approximated):				
Less than 100% of poverty line	4.8%	11.0%	84.2%	146
100% to 200% of poverty line	1.5%	4.5%	94.0%	199
Above 200% of poverty line	1.3%	7.5%	91.3%	160
Geographic area:				
Hennepin County	2.1%	7.0%	90.9%	472
City of Minneapolis	4.0%	9.5%	86.5%	126
Suburban Hennepin County	1.4%	6.1%	92.5%	346
Other MN location not in Hennepin County	2.6%	5.3%	92.1%	38

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

2A. Have you or someone else in your household received the following program or service from Community Action within the past two years? - Energy Assistance

	Yes	No	N (unweighted)
All CAP participants (weighted)	88.0%	12.0%	476
Program type:			
Housing literacy	27.0%	73.0%	74
Energy Assistance	97.3%	2.7%	182
Financial services	56.8%	43.2%	37
Homelessness prevention	54.5%	45.5%	101
Family supports	48.7%	51.3%	154
Opt-in survey:			
All respondents	14.7%	85.3%	102
Race / Ethnicity:			
All people of color	61.9%	38.1%	202
Black or African American, including Somali, Oromo, and other African native	65.4%	34.6%	127
Latino or Hispanic	43.5%	56.5%	23
White	46.9%	53.1%	339
Home language:			
English	52.6%	47.4%	504
All other languages	55.0%	45.0%	40
Household type:			
No children	49.2%	50.8%	362
One adult with 1+ children	64.1%	35.9%	64
Two or more adults with 1+ children	58.4%	41.6%	113
Poverty status (approximated):			
Less than 100% of poverty line	75.5%	24.5%	147
100% to 200% of poverty line	69.4%	30.6%	206
Above 200% of poverty line	9.6%	90.4%	156
Geographic area:			
Hennepin County	59.3%	40.7%	482
City of Minneapolis	62.7%	37.3%	126
Suburban Hennepin County	58.1%	41.9%	356
Other MN location not in Hennepin County	16.2%	83.8%	37

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

2B. Have you or someone else in your household received the following program or service from Community Action within the past two years? - Family Assets for Independence in Minnesota (FAIM)

	Yes	No	N (unweighted)
All CAP participants (weighted)	4.1%	95.9%	466
Program type:			
Housing literacy	1.3%	98.7%	75
Energy Assistance	4.5%	95.5%	176
Financial services	43.2%	56.8%	37
Homelessness prevention	1.0%	99.0%	101
Family supports	2.7%	97.3%	148
Opt-in survey:			
All respondents	5.0%	95.0%	100
Race / Ethnicity:			
All people of color	10.0%	90.0%	200
Black or African American, including Somali, Oromo, and other African native	10.2%	89.8%	128
Latino or Hispanic	13.0%	87.0%	23
White	3.0%	97.0%	330
Home language:			
English	4.4%	95.6%	495
All other languages	19.4%	80.6%	36
Household type:			
No children	2.0%	98.0%	349
One adult with 1+ children	9.2%	90.8%	65
Two or more adults with 1+ children	13.4%	86.6%	112
Poverty status (approximated):			
Less than 100% of poverty line	7.6%	92.4%	144
100% to 200% of poverty line	7.6%	92.4%	197
Above 200% of poverty line	1.3%	98.7%	157
Geographic area:			
Hennepin County	6.0%	94.0%	469
City of Minneapolis	11.1%	88.9%	126
Suburban Hennepin County	4.1%	95.9%	343
Other MN location not in Hennepin County	5.3%	94.7%	38

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

2C. Have you or someone else in your household received the following program or service from Community Action within the past two years? - Financial Literacy

	Yes	No	N (unweighted)
All CAP participants (weighted)	7.3%	92.7%	471
Program type:			
Housing literacy	10.5%	89.5%	76
Energy Assistance	8.5%	91.5%	177
Financial services	56.8%	43.2%	37
Homelessness prevention	3.9%	96.1%	103
Family supports	2.0%	98.0%	150
Opt-in survey:			
All respondents	11.0%	89.0%	100
Race / Ethnicity:			
All people of color	15.4%	84.6%	201
Black or African American, including Somali, Oromo, and other African native	18.0%	82.0%	128
Latino or Hispanic	12.5%	87.5%	24
White	6.3%	93.7%	335
Home language:			
English	9.0%	91.0%	500
All other languages	16.2%	83.8%	37
Household type:			
No children	5.4%	94.6%	352
One adult with 1+ children	13.6%	86.4%	66
Two or more adults with 1+ children	20.9%	79.1%	115
Poverty status (approximated):			
Less than 100% of poverty line	11.7%	88.3%	145
100% to 200% of poverty line	11.4%	88.6%	201
Above 200% of poverty line	6.3%	93.7%	159
Geographic area:			
Hennepin County	9.7%	90.3%	474
City of Minneapolis	11.9%	88.1%	126
Suburban Hennepin County	8.9%	91.1%	348
Other MN location not in Hennepin County	10.5%	89.5%	38

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

2D. Have you or someone else in your household received the following program or service from Community Action within the past two years? - Food Support / SNAP

	Yes	No	N (unweighted)
All CAP participants (weighted)	46.1%	53.9%	473
Program type:			
Housing literacy	18.4%	81.6%	76
Energy Assistance	49.4%	50.6%	180
Financial services	32.4%	67.6%	34
Homelessness prevention	29.4%	70.6%	102
Family supports	36.6%	63.4%	153
Opt-in survey:			
All respondents	13.9%	86.1%	101
Race / Ethnicity:			
All people of color	39.7%	60.3%	204
Black or African American, including Somali, Oromo, and other African native	37.5%	62.5%	128
Latino or Hispanic	25.0%	75.0%	24
White	27.2%	72.8%	334
Home language:			
English	31.7%	68.3%	501
All other languages	25.6%	74.4%	39
Household type:			
No children	29.6%	70.4%	355
One adult with 1+ children	52.2%	47.8%	67
Two or more adults with 1+ children	24.8%	75.2%	113
Poverty status (approximated):			
Less than 100% of poverty line	54.7%	45.3%	148
100% to 200% of poverty line	33.5%	66.5%	200
Above 200% of poverty line	8.2%	91.8%	158
Geographic area:			
Hennepin County	34.7%	65.3%	478
City of Minneapolis	35.4%	64.6%	127
Suburban Hennepin County	34.5%	65.5%	351
Other MN location not in Hennepin County	15.8%	84.2%	38

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

2E. Have you or someone else in your household received the following program or service from Community Action within the past two years? - Foreclosure Prevention

	Yes	No	N (unweighted)
All CAP participants (weighted)	3.2%	96.8%	472
Program type:			
Housing literacy	2.6%	97.4%	76
Energy Assistance	6.7%	93.3%	180
Financial services	0.0%	100.0%	35
Homelessness prevention	23.5%	76.5%	102
Family supports	5.3%	94.7%	151
Opt-in survey:			
All respondents	3.0%	97.0%	101
Race / Ethnicity:			
All people of color	8.0%	92.0%	200
Black or African American, including Somali, Oromo, and other African native	7.1%	92.9%	126
Latino or Hispanic	8.7%	91.3%	23
White	5.3%	94.7%	337
Home language:			
English	6.4%	93.6%	502
All other languages	8.1%	91.9%	37
Household type:			
No children	5.1%	94.9%	353
One adult with 1+ children	3.0%	97.0%	67
Two or more adults with 1+ children	10.5%	89.5%	114
Poverty status (approximated):			
Less than 100% of poverty line	8.8%	91.2%	147
100% to 200% of poverty line	5.5%	94.5%	199
Above 200% of poverty line	4.4%	95.6%	159
Geographic area:			
Hennepin County	7.1%	92.9%	476
City of Minneapolis	4.0%	96.0%	125
Suburban Hennepin County	8.3%	91.7%	351
Other MN location not in Hennepin County	2.6%	97.4%	38

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

2F. Have you or someone else in your household received the following program or service from Community Action within the past two years? - Homebuyer Education

	Yes	No	N (unweighted)
All CAP participants (weighted)	7.5%	92.5%	474
Program type:			
Housing literacy	51.3%	48.7%	76
Energy Assistance	6.1%	93.9%	181
Financial services	25.7%	74.3%	35
Homelessness prevention	2.9%	97.1%	103
Family supports	2.6%	97.4%	152
Opt-in survey:			
All respondents	7.7%	92.3%	104
Race / Ethnicity:			
All people of color	15.8%	84.2%	203
Black or African American, including Somali, Oromo, and other African native	15.5%	84.5%	129
Latino or Hispanic	25.0%	75.0%	24
White	9.1%	90.9%	340
Home language:			
English	10.9%	89.1%	506
All other languages	23.1%	76.9%	39
Household type:			
No children	7.5%	92.5%	359
One adult with 1+ children	19.4%	80.6%	67
Two or more adults with 1+ children	18.6%	81.4%	113
Poverty status (approximated):			
Less than 100% of poverty line	7.5%	92.5%	146
100% to 200% of poverty line	10.2%	89.8%	205
Above 200% of poverty line	16.9%	83.1%	160
Geographic area:			
Hennepin County	11.9%	88.1%	481
City of Minneapolis	13.2%	86.8%	129
Suburban Hennepin County	11.4%	88.6%	352
Other MN location not in Hennepin County	18.9%	81.1%	37

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

2G. Have you or someone else in your household received the following program or service from Community Action within the past two years? - Home Maintenance and Rehab

	Yes	No	N (unweighted)
All CAP participants (weighted)	5.3%	94.7%	468
Program type:			
Housing literacy	3.9%	96.1%	77
Energy Assistance	7.9%	92.1%	178
Financial services	0.0%	100.0%	36
Homelessness prevention	18.4%	81.6%	98
Family supports	6.0%	94.0%	151
Opt-in survey:			
All respondents	5.8%	94.2%	103
Race / Ethnicity:			
All people of color	4.9%	95.1%	203
Black or African American, including Somali, Oromo, and other African native	4.7%	95.3%	129
Latino or Hispanic	8.7%	91.3%	23
White	7.8%	92.2%	334
Home language:			
English	6.6%	93.4%	501
All other languages	5.3%	94.7%	38
Household type:			
No children	7.4%	92.6%	353
One adult with 1+ children	3.0%	97.0%	66
Two or more adults with 1+ children	7.0%	93.0%	114
Poverty status (approximated):			
Less than 100% of poverty line	5.5%	94.5%	145
100% to 200% of poverty line	8.9%	91.1%	202
Above 200% of poverty line	3.8%	96.2%	158
Geographic area:			
Hennepin County	7.2%	92.8%	474
City of Minneapolis	7.1%	92.9%	127
Suburban Hennepin County	7.2%	92.8%	347
Other MN location not in Hennepin County	5.4%	94.6%	37

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

2H. Have you or someone else in your household received the following program or service from Community Action within the past two years? - Homeowner Services

	Yes	No	N (unweighted)
All CAP participants (weighted)	4.5%	95.5%	474
Program type:			
Housing literacy	32.9%	67.1%	76
Energy Assistance	4.4%	95.6%	180
Financial services	8.6%	91.4%	35
Homelessness prevention	12.5%	87.5%	104
Family supports	3.9%	96.1%	153
Opt-in survey:			
All respondents	3.9%	96.1%	102
Race / Ethnicity:			
All people of color	10.9%	89.1%	202
Black or African American, including Somali, Oromo, and other African native	11.8%	88.2%	127
Latino or Hispanic	13.0%	87.0%	23
White	7.7%	92.3%	339
Home language:			
English	8.9%	91.1%	506
All other languages	13.2%	86.8%	38
Household type:			
No children	6.7%	93.3%	360
One adult with 1+ children	9.2%	90.8%	65
Two or more adults with 1+ children	14.2%	85.8%	113
Poverty status (approximated):			
Less than 100% of poverty line	4.8%	95.2%	146
100% to 200% of poverty line	8.8%	91.2%	205
Above 200% of poverty line	11.9%	88.1%	159
Geographic area:			
Hennepin County	8.6%	91.4%	479
City of Minneapolis	9.3%	90.7%	129
Suburban Hennepin County	8.3%	91.7%	350
Other MN location not in Hennepin County	21.6%	78.4%	37

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

2I. Have you or someone else in your household received the following program or service from Community Action within the past two years? - Homeless Services

	Yes	No	N (unweighted)
All CAP participants (weighted)	3.6%	96.4%	476
Program type:			
Housing literacy	2.6%	97.4%	77
Energy Assistance	3.3%	96.7%	180
Financial services	0.0%	100.0%	37
Homelessness prevention	2.9%	97.1%	103
Family supports	0.0%	100.0%	153
Opt-in survey:			
All respondents	2.0%	98.0%	102
Race / Ethnicity:			
All people of color	3.9%	96.1%	204
Black or African American, including Somali, Oromo, and other African native	4.6%	95.4%	130
Latino or Hispanic	0.0%	100.0%	23
White	0.6%	99.4%	340
Home language:			
English	1.8%	98.2%	509
All other languages	2.8%	97.2%	36
Household type:			
No children	0.8%	99.2%	358
One adult with 1+ children	7.5%	92.5%	67
Two or more adults with 1+ children	1.8%	98.2%	114
Poverty status (approximated):			
Less than 100% of poverty line	4.8%	95.2%	145
100% to 200% of poverty line	0.5%	99.5%	205
Above 200% of poverty line	1.2%	98.8%	161
Geographic area:			
Hennepin County	1.9%	98.1%	480
City of Minneapolis	5.5%	94.5%	128
Suburban Hennepin County	0.6%	99.4%	352
Other MN location not in Hennepin County	0.0%	100.0%	38

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

2J. Have you or someone else in your household received the following program or service from Community Action within the past two years? - Legal Service Clinics

	Yes	No	N (unweighted)
All CAP participants (weighted)	5.5%	94.5%	467
Program type:			
Housing literacy	5.2%	94.8%	77
Energy Assistance	5.7%	94.3%	174
Financial services	5.4%	94.6%	37
Homelessness prevention	2.9%	97.1%	102
Family supports	10.7%	89.3%	149
Opt-in survey:			
All respondents	5.9%	94.1%	101
Race / Ethnicity:			
All people of color	8.4%	91.6%	203
Black or African American, including Somali, Oromo, and other African native	7.8%	92.2%	129
Latino or Hispanic	17.4%	82.6%	23
White	4.8%	95.2%	330
Home language:			
English	5.0%	95.0%	498
All other languages	18.9%	81.1%	37
Household type:			
No children	4.0%	96.0%	349
One adult with 1+ children	9.1%	90.9%	66
Two or more adults with 1+ children	9.6%	90.4%	115
Poverty status (approximated):			
Less than 100% of poverty line	7.5%	92.5%	146
100% to 200% of poverty line	7.0%	93.0%	200
Above 200% of poverty line	2.5%	97.5%	158
Geographic area:			
Hennepin County	5.9%	94.1%	471
City of Minneapolis	7.1%	92.9%	127
Suburban Hennepin County	5.5%	94.5%	344
Other MN location not in Hennepin County	10.8%	89.2%	37

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

2K. Have you or someone else in your household received the following program or service from Community Action within the past two years? - MNSure Application Assistance

	Yes	No	N (unweighted)
All CAP participants (weighted)	8.9%	91.1%	465
Program type:			
Housing literacy	11.8%	88.2%	76
Energy Assistance	9.0%	91.0%	178
Financial services	5.6%	94.4%	36
Homelessness prevention	8.9%	91.1%	101
Family supports	13.7%	86.3%	146
Opt-in survey:			
All respondents	13.7%	86.3%	95
Race / Ethnicity:			
All people of color	14.9%	85.1%	202
Black or African American, including Somali, Oromo, and other African native	13.4%	86.6%	127
Latino or Hispanic	25.0%	75.0%	24
White	8.5%	91.5%	330
Home language:			
English	9.9%	90.1%	497
All other languages	24.3%	75.7%	37
Household type:			
No children	8.9%	91.1%	349
One adult with 1+ children	10.6%	89.4%	66
Two or more adults with 1+ children	16.7%	83.3%	114
Poverty status (approximated):			
Less than 100% of poverty line	11.0%	89.0%	146
100% to 200% of poverty line	11.7%	88.3%	197
Above 200% of poverty line	10.6%	89.4%	160
Geographic area:			
Hennepin County	10.0%	90.0%	471
City of Minneapolis	11.8%	88.2%	127
Suburban Hennepin County	9.3%	90.7%	344
Other MN location not in Hennepin County	18.9%	81.1%	37

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

2L. Have you or someone else in your household received the following program or service from Community Action within the past two years? - Reverse Mortgage

	Yes	No	N (unweighted)
All CAP participants (weighted)	2.6%	97.4%	472
Program type:			
Housing literacy	2.6%	97.4%	77
Energy Assistance	3.9%	96.1%	180
Financial services	0.0%	100.0%	36
Homelessness prevention	26.7%	73.3%	101
Family supports	3.3%	96.7%	151
Opt-in survey:			
All respondents	2.1%	97.9%	95
Race / Ethnicity:			
All people of color	2.9%	97.1%	205
Black or African American, including Somali, Oromo, and other African native	3.1%	96.9%	130
Latino or Hispanic	0.0%	100.0%	24
White	8.3%	91.7%	336
Home language:			
English	6.2%	93.8%	503
All other languages	7.9%	92.1%	38
Household type:			
No children	8.5%	91.5%	355
One adult with 1+ children	3.1%	96.9%	65
Two or more adults with 1+ children	0.9%	99.1%	116
Poverty status (approximated):			
Less than 100% of poverty line	4.8%	95.2%	145
100% to 200% of poverty line	5.9%	94.1%	204
Above 200% of poverty line	8.1%	91.9%	160
Geographic area:			
Hennepin County	5.7%	94.3%	477
City of Minneapolis	4.7%	95.3%	128
Suburban Hennepin County	6.0%	94.0%	349
Other MN location not in Hennepin County	15.8%	84.2%	38

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

2M. Have you or someone else in your household received the following program or service from Community Action within the past two years? - Supportive Services for Veteran Families

	Yes	No	N (unweighted)
All CAP participants (weighted)	1.6%	98.4%	474
Program type:			
Housing literacy	1.3%	98.7%	77
Energy Assistance	2.2%	97.8%	180
Financial services	2.8%	97.2%	36
Homelessness prevention	1.0%	99.0%	103
Family supports	2.0%	98.0%	151
Opt-in survey:			
All respondents	1.1%	98.9%	95
Race / Ethnicity:			
All people of color	2.0%	98.0%	204
Black or African American, including Somali, Oromo, and other African native	1.6%	98.4%	128
Latino or Hispanic	4.2%	95.8%	24
White	0.9%	99.1%	338
Home language:			
English	1.0%	99.0%	506
All other languages	5.3%	94.7%	38
Household type:			
No children	1.1%	98.9%	359
One adult with 1+ children	3.0%	97.0%	66
Two or more adults with 1+ children	0.0%	100.0%	115
Poverty status (approximated):			
Less than 100% of poverty line	2.0%	98.0%	148
100% to 200% of poverty line	1.5%	98.5%	205
Above 200% of poverty line	0.0%	100.0%	160
Geographic area:			
Hennepin County	1.5%	98.5%	480
City of Minneapolis	2.4%	97.6%	127
Suburban Hennepin County	1.1%	98.9%	353
Other MN location not in Hennepin County	0.0%	100.0%	38

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

2N. Have you or someone else in your household received the following program or service from Community Action within the past two years? - Tax Assistance Program

	Yes	No	N (unweighted)
All CAP participants (weighted)	21.4%	78.6%	476
Program type:			
Housing literacy	9.1%	90.9%	77
Energy Assistance	24.3%	75.7%	181
Financial services	2.7%	97.3%	37
Homelessness prevention	13.6%	86.4%	103
Family supports	58.6%	41.4%	152
Opt-in survey:			
All respondents	9.7%	90.3%	93
Race / Ethnicity:			
All people of color	22.5%	77.5%	204
Black or African American, including Somali, Oromo, and other African native	17.8%	82.2%	129
Latino or Hispanic	33.3%	66.7%	24
White	24.9%	75.1%	338
Home language:			
English	23.5%	76.5%	506
All other languages	31.6%	68.4%	38
Household type:			
No children	26.1%	73.9%	357
One adult with 1+ children	17.9%	82.1%	67
Two or more adults with 1+ children	18.3%	81.7%	115
Poverty status (approximated):			
Less than 100% of poverty line	23.5%	76.5%	149
100% to 200% of poverty line	31.7%	68.3%	202
Above 200% of poverty line	13.2%	86.8%	159
Geographic area:			
Hennepin County	26.7%	73.3%	479
City of Minneapolis	16.8%	83.2%	125
Suburban Hennepin County	30.2%	69.8%	354
Other MN location not in Hennepin County	10.5%	89.5%	38

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

**20. Have you or someone else in your household received the following program or service from Community Action within the past two years? -
Tenant Training Workshop**

	Yes	No	N (unweighted)
All CAP participants (weighted)	3.4%	96.6%	470
Program type:			
Housing literacy	13.3%	86.7%	75
Energy Assistance	2.8%	97.2%	177
Financial services	0.0%	100.0%	37
Homelessness prevention	2.9%	97.1%	102
Family supports	2.0%	98.0%	151
Opt-in survey:			
All respondents	4.3%	95.7%	94
Race / Ethnicity:			
All people of color	8.4%	91.6%	203
Black or African American, including Somali, Oromo, and other African native	10.2%	89.8%	128
Latino or Hispanic	8.3%	91.7%	24
White	0.9%	99.1%	334
Home language:			
English	3.4%	96.6%	501
All other languages	7.9%	92.1%	38
Household type:			
No children	3.1%	96.9%	354
One adult with 1+ children	4.5%	95.5%	67
Two or more adults with 1+ children	5.3%	94.7%	113
Poverty status (approximated):			
Less than 100% of poverty line	6.8%	93.2%	146
100% to 200% of poverty line	2.9%	97.1%	204
Above 200% of poverty line	1.9%	98.1%	158
Geographic area:			
Hennepin County	3.8%	96.2%	477
City of Minneapolis	9.4%	90.6%	128
Suburban Hennepin County	1.7%	98.3%	349
Other MN location not in Hennepin County	0.0%	100.0%	37

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

2P. Have you or someone else in your household received the following program or service from Community Action within the past two years? - Other program or service

	Yes	No	N (unweighted)
All CAP participants (weighted)	1.4%	98.6%	475
Program type:			
Housing literacy	0.0%	100.0%	75
Energy Assistance	1.1%	98.9%	183
Financial services	0.0%	100.0%	36
Homelessness prevention	0.0%	100.0%	102
Family supports	0.7%	99.3%	153
Opt-in survey:			
All respondents	6.0%	94.0%	50
Race / Ethnicity:			
All people of color	0.5%	99.5%	195
Black or African American, including Somali, Oromo, and other African native	0.8%	99.2%	125
Latino or Hispanic	0.0%	100.0%	21
White	1.0%	99.0%	312
Home language:			
English	0.9%	99.1%	470
All other languages	0.0%	100.0%	35
Household type:			
No children	0.6%	99.4%	331
One adult with 1+ children	1.5%	98.5%	65
Two or more adults with 1+ children	1.9%	98.1%	104
Poverty status (approximated):			
Less than 100% of poverty line	2.0%	98.0%	150
100% to 200% of poverty line	0.0%	100.0%	196
Above 200% of poverty line	1.6%	98.4%	126
Geographic area:			
Hennepin County	0.9%	99.1%	463
City of Minneapolis	0.8%	99.2%	118
Suburban Hennepin County	0.9%	99.1%	345
Other MN location not in Hennepin County	0.0%	100.0%	35

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

3A. If you received Energy Assistance, what is your level of satisfaction with this service?

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	N (unweighted)
Program type:					
Energy Assistance	63.2%	31.6%	2.3%	2.9%	174
Opt-in survey:					
All respondents	-	-	-	-	14
Race / Ethnicity:					
All people of color	55.5%	38.7%	2.5%	3.4%	119
Black or African American, including Somali, Oromo, and other African native	55.1%	39.7%	2.6%	2.6%	78
Latino or Hispanic	-	-	-	-	10
White	63.7%	31.8%	3.2%	1.3%	157
Home language:					
English	61.0%	33.6%	3.1%	2.3%	259
All other languages	50.0%	50.0%	0.0%	0.0%	20
Household type:					
No children	62.1%	32.2%	3.4%	2.3%	174
One adult with 1+ children	57.5%	37.5%	2.5%	2.5%	40
Two or more adults with 1+ children	57.8%	39.1%	1.6%	1.6%	64
Poverty status (approximated):					
Less than 100% of poverty line	57.3%	35.5%	3.6%	3.6%	110
100% to 200% of poverty line	61.4%	34.3%	2.9%	1.4%	140
Above 200% of poverty line	-	-	-	-	14
Geographic area:					
Hennepin County	60.8%	34.2%	2.9%	2.2%	278
City of Minneapolis	58.4%	37.7%	0.0%	3.9%	77
Suburban Hennepin County	61.7%	32.8%	4.0%	1.5%	201
Other MN location not in Hennepin County	-	-	-	-	6

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

3C. If you received Financial Literacy services, what is your level of satisfaction with this service?

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	N (unweighted)
Program type:					
Financial services	57.1%	42.9%	0.0%	0.0%	21
Opt-in survey:					
All respondents	-	-	-	-	9
Race / Ethnicity:					
All people of color	42.9%	50.0%	3.6%	3.6%	28
Black or African American, including Somali, Oromo, and other African native	55.0%	40.0%	0.0%	5.0%	20
Latino or Hispanic	-	-	-	-	3
White	-	-	-	-	19
Home language:					
English	53.7%	39.0%	4.9%	2.4%	41
All other languages	-	-	-	-	5
Household type:					
No children	-	-	-	-	16
One adult with 1+ children	-	-	-	-	8
Two or more adults with 1+ children	47.8%	47.8%	4.3%	0.0%	23
Poverty status (approximated):					
Less than 100% of poverty line	-	-	-	-	15
100% to 200% of poverty line	40.0%	55.0%	5.0%	0.0%	20
Above 200% of poverty line	-	-	-	-	10
Geographic area:					
Hennepin County	51.2%	41.5%	4.9%	2.4%	41
City of Minneapolis	-	-	-	-	13
Suburban Hennepin County	53.6%	39.3%	3.6%	3.6%	28
Other MN location not in Hennepin County	-	-	-	-	4

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

3D. If you received Food Support / SNAP services, what is your level of satisfaction with this service?

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	N (unweighted)
Program type:					
Family supports	49.1%	39.6%	9.4%	1.9%	53
Opt-in survey:					
All respondents	-	-	-	-	12
Race / Ethnicity:					
All people of color	37.3%	48.0%	9.3%	5.3%	75
Black or African American, including Somali, Oromo, and other African native	38.6%	40.9%	13.6%	6.8%	44
Latino or Hispanic	-	-	-	-	5
White	45.3%	40.7%	10.5%	3.5%	86
Home language:					
English	43.9%	41.2%	10.1%	4.7%	148
All other languages	-	-	-	-	10
Household type:					
No children	43.3%	41.2%	10.3%	5.2%	97
One adult with 1+ children	41.2%	47.1%	8.8%	2.9%	34
Two or more adults with 1+ children	44.4%	40.7%	11.1%	3.7%	27
Poverty status (approximated):					
Less than 100% of poverty line	41.6%	50.6%	6.5%	1.3%	77
100% to 200% of poverty line	46.0%	33.3%	14.3%	6.3%	63
Above 200% of poverty line	-	-	-	-	12
Geographic area:					
Hennepin County	42.6%	42.6%	10.3%	4.5%	155
City of Minneapolis	33.3%	54.8%	7.1%	4.8%	42
Suburban Hennepin County	46.0%	38.1%	11.5%	4.4%	113
Other MN location not in Hennepin County	-	-	-	-	6

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

3E. If you received Foreclosure Prevention services, what is your level of satisfaction with this service?

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	N (unweighted)
Program type:					
Homelessness prevention	52.4%	23.8%	9.5%	14.3%	21
Opt-in survey:					
All respondents	-	-	-	-	3
Race / Ethnicity:					
All people of color	-	-	-	-	11
Black or African American, including Somali, Oromo, and other African native	-	-	-	-	6
Latino or Hispanic	-	-	-	-	2
White	-	-	-	-	16
Home language:					
English	53.8%	19.2%	15.4%	11.5%	26
All other languages	-	-	-	-	2
Household type:					
No children	-	-	-	-	14
One adult with 1+ children	-	-	-	-	1
Two or more adults with 1+ children	-	-	-	-	11
Poverty status (approximated):					
Less than 100% of poverty line	-	-	-	-	10
100% to 200% of poverty line	-	-	-	-	9
Above 200% of poverty line	-	-	-	-	7
Geographic area:					
Hennepin County	51.9%	22.2%	14.8%	11.1%	27
City of Minneapolis	-	-	-	-	3
Suburban Hennepin County	58.3%	20.8%	8.3%	12.5%	24
Other MN location not in Hennepin County	-	-	-	-	1

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

3F. If you received Homebuyer Education services, what is your level of satisfaction with this service?

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	N (unweighted)
Program type:					
Housing literacy	67.6%	29.7%	0.0%	2.7%	37
Opt-in survey:					
All respondents	-	-	-	-	6
Race / Ethnicity:					
All people of color	50.0%	46.4%	0.0%	3.6%	28
Black or African American, including Somali, Oromo, and other African native	-	-	-	-	17
Latino or Hispanic	-	-	-	-	5
White	60.0%	26.7%	3.3%	10.0%	30
Home language:					
English	59.6%	30.8%	1.9%	7.7%	52
All other languages	-	-	-	-	7
Household type:					
No children	57.7%	26.9%	3.8%	11.5%	26
One adult with 1+ children	-	-	-	-	12
Two or more adults with 1+ children	-	-	-	-	19
Poverty status (approximated):					
Less than 100% of poverty line	-	-	-	-	10
100% to 200% of poverty line	-	-	-	-	19
Above 200% of poverty line	65.4%	26.9%	0.0%	7.7%	26
Geographic area:					
Hennepin County	55.8%	36.5%	1.9%	5.8%	52
City of Minneapolis	-	-	-	-	14
Suburban Hennepin County	60.5%	28.9%	2.6%	7.9%	38
Other MN location not in Hennepin County	-	-	-	-	7

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

3H. If you received Homeowner services, what is your level of satisfaction with this service?

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	N (unweighted)
Program type:					
Housing literacy	66.7%	33.3%	0.0%	0.0%	24
Opt-in survey:					
All respondents	-	-	-	-	2
Race / Ethnicity:					
All people of color	-	-	-	-	17
Black or African American, including Somali, Oromo, and other African native	-	-	-	-	11
Latino or Hispanic	-	-	-	-	2
White	69.6%	17.4%	8.7%	4.3%	23
Home language:					
English	69.2%	23.1%	5.1%	2.6%	39
All other languages	-	-	-	-	3
Household type:					
No children	76.2%	9.5%	9.5%	4.8%	21
One adult with 1+ children	-	-	-	-	5
Two or more adults with 1+ children	-	-	-	-	14
Poverty status (approximated):					
Less than 100% of poverty line	-	-	-	-	6
100% to 200% of poverty line	-	-	-	-	15
Above 200% of poverty line	-	-	-	-	17
Geographic area:					
Hennepin County	62.9%	28.6%	5.7%	2.9%	35
City of Minneapolis	-	-	-	-	9
Suburban Hennepin County	65.4%	23.1%	7.7%	3.8%	26
Other MN location not in Hennepin County	-	-	-	-	7

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

3L. If you received Reverse Mortgage services, what is your level of satisfaction with this service?

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	N (unweighted)
Program type:					
Homelessness prevention	70.4%	18.5%	3.7%	7.4%	27
Opt-in survey:					
All respondents	-	-	-	-	1
Race / Ethnicity:					
All people of color	-	-	-	-	4
Black or African American, including Somali, Oromo, and other African native	-	-	-	-	2
Latino or Hispanic	-	-	-	-	0
White	76.9%	11.5%	3.8%	7.7%	26
Home language:					
English	71.4%	17.9%	3.6%	7.1%	28
All other languages	-	-	-	-	2
Household type:					
No children	71.4%	17.9%	3.6%	7.1%	28
One adult with 1+ children	-	-	-	-	1
Two or more adults with 1+ children	-	-	-	-	0
Poverty status (approximated):					
Less than 100% of poverty line	-	-	-	-	6
100% to 200% of poverty line	-	-	-	-	9
Above 200% of poverty line	-	-	-	-	13
Geographic area:					
Hennepin County	65.2%	26.1%	4.3%	4.3%	23
City of Minneapolis	-	-	-	-	4
Suburban Hennepin County	-	-	-	-	19
Other MN location not in Hennepin County	-	-	-	-	6

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

3N. If you received Tax Assistance Program services, what is your level of satisfaction with this service?

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	N (unweighted)
Program type:					
Family supports	72.1%	23.3%	0.0%	4.7%	86
Opt-in survey:					
All respondents	-	-	-	-	8
Race / Ethnicity:					
All people of color	58.1%	32.6%	2.3%	7.0%	43
Black or African American, including Somali, Oromo, and other African native	59.1%	31.8%	0.0%	9.1%	22
Latino or Hispanic	-	-	-	-	7
White	70.4%	25.9%	0.0%	3.7%	81
Home language:					
English	65.8%	28.1%	0.9%	5.3%	114
All other languages	-	-	-	-	10
Household type:					
No children	70.8%	25.8%	0.0%	3.4%	89
One adult with 1+ children	-	-	-	-	11
Two or more adults with 1+ children	65.0%	35.0%	0.0%	0.0%	20
Poverty status (approximated):					
Less than 100% of poverty line	57.6%	33.3%	0.0%	9.1%	33
100% to 200% of poverty line	67.7%	30.6%	0.0%	1.6%	62
Above 200% of poverty line	65.0%	30.0%	0.0%	5.0%	20
Geographic area:					
Hennepin County	66.4%	27.9%	0.8%	4.9%	122
City of Minneapolis	-	-	-	-	18
Suburban Hennepin County	72.1%	23.1%	0.0%	4.8%	104
Other MN location not in Hennepin County	-	-	-	-	3

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

4A. How much of a problem is access to healthcare for your household?

	Not a problem	Small problem	Big problem	N (unweighted)
All CAP participants (weighted)	75.3%	16.8%	7.8%	481
Program type:				
Housing literacy	79.2%	14.3%	6.5%	77
Energy Assistance	74.2%	18.7%	7.1%	182
Financial services	81.1%	8.1%	10.8%	37
Homelessness prevention	75.5%	18.9%	5.7%	106
Family supports	77.8%	15.7%	6.5%	153
Opt-in survey:				
All respondents	68.9%	16.7%	14.4%	90
Race / Ethnicity:				
All people of color	72.2%	17.7%	10.0%	209
Black or African American, including Somali, Oromo, and other African native	72.4%	20.1%	7.5%	134
Latino or Hispanic	52.2%	8.7%	39.1%	23
White	78.4%	14.3%	7.3%	343
Home language:				
English	76.5%	16.1%	7.4%	515
All other languages	62.5%	15.0%	22.5%	40
Household type:				
No children	76.3%	17.1%	6.6%	363
One adult with 1+ children	76.5%	13.2%	10.3%	68
Two or more adults with 1+ children	74.6%	13.6%	11.9%	118
Poverty status (approximated):				
Less than 100% of poverty line	74.0%	16.2%	9.7%	154
100% to 200% of poverty line	73.7%	18.5%	7.8%	205
Above 200% of poverty line	78.6%	13.2%	8.2%	159
Geographic area:				
Hennepin County	76.4%	16.0%	7.6%	487
City of Minneapolis	72.9%	15.5%	11.6%	129
Suburban Hennepin County	77.7%	16.2%	6.1%	358
Other MN location not in Hennepin County	73.0%	13.5%	13.5%	37

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

4B. How much of a problem is access to a dentist for your household?

	Not a problem	Small problem	Big problem	N (unweighted)
All CAP participants (weighted)	57.7%	24.1%	18.2%	487
Program type:				
Housing literacy	75.3%	11.7%	13.0%	77
Energy Assistance	58.9%	23.2%	17.8%	185
Financial services	73.0%	18.9%	8.1%	37
Homelessness prevention	66.4%	16.8%	16.8%	107
Family supports	60.0%	19.4%	20.6%	155
Opt-in survey:				
All respondents	70.3%	17.6%	12.1%	91
Race / Ethnicity:				
All people of color	61.0%	21.6%	17.4%	213
Black or African American, including Somali, Oromo, and other African native	65.0%	21.2%	13.9%	137
Latino or Hispanic	41.7%	20.8%	37.5%	24
White	66.4%	17.1%	16.5%	345
Home language:				
English	65.3%	18.9%	15.8%	519
All other languages	51.2%	24.4%	24.4%	41
Household type:				
No children	60.9%	20.7%	18.5%	368
One adult with 1+ children	75.0%	13.2%	11.8%	68
Two or more adults with 1+ children	68.6%	18.6%	12.7%	118
Poverty status (approximated):				
Less than 100% of poverty line	58.4%	22.1%	19.5%	154
100% to 200% of poverty line	56.7%	21.2%	22.1%	208
Above 200% of poverty line	77.6%	14.3%	8.1%	161
Geographic area:				
Hennepin County	63.0%	19.4%	17.6%	494
City of Minneapolis	59.1%	22.7%	18.2%	132
Suburban Hennepin County	64.4%	18.2%	17.4%	362
Other MN location not in Hennepin County	73.0%	16.2%	10.8%	37

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

4C. How much of a problem is access to mental health care for your household?

	Not a problem	Small problem	Big problem	N (unweighted)
All CAP participants (weighted)	80.3%	13.1%	6.6%	465
Program type:				
Housing literacy	78.1%	16.4%	5.5%	73
Energy Assistance	78.2%	14.4%	7.5%	174
Financial services	83.3%	8.3%	8.3%	36
Homelessness prevention	82.4%	11.8%	5.9%	102
Family supports	85.3%	8.0%	6.7%	150
Opt-in survey:				
All respondents	70.0%	15.6%	14.4%	90
Race / Ethnicity:				
All people of color	79.4%	11.3%	9.3%	204
Black or African American, including Somali, Oromo, and other African native	84.4%	10.2%	5.5%	128
Latino or Hispanic	66.7%	16.7%	16.7%	24
White	81.0%	12.7%	6.3%	332
Home language:				
English	81.0%	12.4%	6.6%	499
All other languages	71.1%	10.5%	18.4%	38
Household type:				
No children	83.8%	9.9%	6.3%	352
One adult with 1+ children	83.6%	11.9%	4.5%	67
Two or more adults with 1+ children	69.3%	18.4%	12.3%	114
Poverty status (approximated):				
Less than 100% of poverty line	77.0%	13.5%	9.5%	148
100% to 200% of poverty line	81.4%	11.6%	7.0%	199
Above 200% of poverty line	83.1%	10.6%	6.3%	160
Geographic area:				
Hennepin County	81.4%	11.8%	6.8%	473
City of Minneapolis	74.4%	16.0%	9.6%	125
Suburban Hennepin County	83.9%	10.3%	5.7%	348
Other MN location not in Hennepin County	75.0%	16.7%	8.3%	36

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

4D. How much of a problem is having enough money to meet basic needs for your household?

	Not a problem	Small problem	Big problem	N (unweighted)
All CAP participants (weighted)	30.6%	40.7%	28.7%	479
Program type:				
Housing literacy	48.7%	34.2%	17.1%	76
Energy Assistance	27.1%	39.8%	33.1%	181
Financial services	33.3%	41.7%	25.0%	36
Homelessness prevention	34.3%	37.1%	28.6%	105
Family supports	32.5%	38.3%	29.2%	154
Opt-in survey:				
All respondents	60.7%	21.3%	18.0%	89
Race / Ethnicity:				
All people of color	27.9%	37.0%	35.1%	208
Black or African American, including Somali, Oromo, and other African native	28.8%	34.1%	37.1%	132
Latino or Hispanic	20.8%	50.0%	29.2%	24
White	45.6%	35.0%	19.4%	340
Home language:				
English	38.4%	35.5%	26.1%	510
All other languages	40.0%	40.0%	20.0%	40
Household type:				
No children	44.3%	34.3%	21.3%	361
One adult with 1+ children	25.8%	43.9%	30.3%	66
Two or more adults with 1+ children	30.5%	35.6%	33.9%	118
Poverty status (approximated):				
Less than 100% of poverty line	24.3%	38.2%	37.5%	152
100% to 200% of poverty line	29.4%	43.1%	27.5%	204
Above 200% of poverty line	66.5%	25.3%	8.2%	158
Geographic area:				
Hennepin County	35.5%	37.2%	27.3%	487
City of Minneapolis	30.0%	36.2%	33.8%	130
Suburban Hennepin County	37.5%	37.5%	24.9%	357
Other MN location not in Hennepin County	50.0%	41.7%	8.3%	36

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

4E. How much of a problem is access to safe and affordable housing for your household?

	Not a problem	Small problem	Big problem	N (unweighted)
All CAP participants (weighted)	67.4%	20.0%	12.6%	474
Program type:				
Housing literacy	72.4%	17.1%	10.5%	76
Energy Assistance	66.3%	20.8%	12.9%	178
Financial services	56.8%	21.6%	21.6%	37
Homelessness prevention	71.4%	14.3%	14.3%	105
Family supports	69.3%	17.3%	13.3%	150
Opt-in survey:				
All respondents	68.1%	8.8%	23.1%	91
Race / Ethnicity:				
All people of color	56.4%	23.7%	19.9%	211
Black or African American, including Somali, Oromo, and other African native	57.8%	19.3%	23.0%	135
Latino or Hispanic	37.5%	41.7%	20.8%	24
White	76.5%	11.6%	11.9%	336
Home language:				
English	70.4%	14.6%	15.0%	507
All other languages	56.1%	29.3%	14.6%	41
Household type:				
No children	76.8%	11.8%	11.5%	357
One adult with 1+ children	52.9%	26.5%	20.6%	68
Two or more adults with 1+ children	56.8%	22.9%	20.3%	118
Poverty status (approximated):				
Less than 100% of poverty line	58.9%	20.5%	20.5%	151
100% to 200% of poverty line	66.2%	20.4%	13.4%	201
Above 200% of poverty line	83.2%	7.5%	9.3%	161
Geographic area:				
Hennepin County	68.3%	16.6%	15.1%	482
City of Minneapolis	66.2%	18.5%	15.4%	130
Suburban Hennepin County	69.0%	15.9%	15.1%	352
Other MN location not in Hennepin County	80.6%	13.9%	5.6%	36

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

4F. How much of a problem is paying for child care for your household?

	Not a problem	Small problem	Big problem	N (unweighted)
All CAP participants (weighted)	88.8%	4.5%	6.7%	464
Program type:				
Housing literacy	77.0%	10.8%	12.2%	74
Energy Assistance	89.1%	4.6%	6.3%	175
Financial services	80.6%	8.3%	11.1%	36
Homelessness prevention	86.3%	5.9%	7.8%	102
Family supports	91.2%	4.1%	4.8%	147
Opt-in survey:				
All respondents	77.9%	9.3%	12.8%	86
Race / Ethnicity:				
All people of color	76.1%	7.8%	16.1%	205
Black or African American, including Somali, Oromo, and other African native	80.2%	3.1%	16.8%	131
Latino or Hispanic	56.5%	26.1%	17.4%	23
White	90.9%	5.8%	3.3%	330
Home language:				
English	87.2%	5.2%	7.6%	499
All other languages	64.1%	20.5%	15.4%	39
Household type:				
No children	97.4%	1.1%	1.4%	350
One adult with 1+ children	66.2%	10.3%	23.5%	68
Two or more adults with 1+ children	61.2%	19.0%	19.8%	116
Poverty status (approximated):				
Less than 100% of poverty line	80.3%	7.5%	12.2%	147
100% to 200% of poverty line	87.5%	6.0%	6.5%	200
Above 200% of poverty line	87.4%	6.3%	6.3%	159
Geographic area:				
Hennepin County	86.7%	5.7%	7.6%	473
City of Minneapolis	86.7%	4.7%	8.6%	128
Suburban Hennepin County	86.7%	6.1%	7.2%	345
Other MN location not in Hennepin County	82.9%	5.7%	11.4%	35

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

4G. How much of a problem is finding child care that is open during the times you need it for your household?

	Not a problem	Small problem	Big problem	N (unweighted)
All CAP participants (weighted)	88.7%	5.6%	5.7%	463
Program type:				
Housing literacy	85.3%	6.7%	8.0%	75
Energy Assistance	90.2%	4.6%	5.2%	173
Financial services	88.9%	5.6%	5.6%	36
Homelessness prevention	90.2%	4.9%	4.9%	102
Family supports	94.6%	2.0%	3.4%	147
Opt-in survey:				
All respondents	80.2%	10.5%	9.3%	86
Race / Ethnicity:				
All people of color	79.1%	9.2%	11.7%	206
Black or African American, including Somali, Oromo, and other African native	79.5%	8.3%	12.1%	132
Latino or Hispanic	69.6%	17.4%	13.0%	23
White	94.8%	3.0%	2.1%	329
Home language:				
English	91.0%	4.0%	5.0%	499
All other languages	64.1%	23.1%	12.8%	39
Household type:				
No children	97.1%	1.7%	1.1%	350
One adult with 1+ children	74.6%	9.0%	16.4%	67
Two or more adults with 1+ children	72.6%	14.5%	12.8%	117
Poverty status (approximated):				
Less than 100% of poverty line	80.1%	9.6%	10.3%	146
100% to 200% of poverty line	93.0%	3.0%	4.0%	199
Above 200% of poverty line	91.9%	5.0%	3.1%	161
Geographic area:				
Hennepin County	89.8%	4.9%	5.3%	471
City of Minneapolis	87.3%	3.2%	9.5%	126
Suburban Hennepin County	90.7%	5.5%	3.8%	345
Other MN location not in Hennepin County	88.9%	5.6%	5.6%	36

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

4H. How much of a problem is access to transportation for your household?

	Not a problem	Small problem	Big problem	N (unweighted)
All CAP participants (weighted)	73.6%	16.3%	10.1%	475
Program type:				
Housing literacy	72.4%	17.1%	10.5%	76
Energy Assistance	74.9%	16.8%	8.4%	179
Financial services	83.8%	8.1%	8.1%	37
Homelessness prevention	80.8%	15.4%	3.8%	104
Family supports	77.5%	15.9%	6.6%	151
Opt-in survey:				
All respondents	73.3%	15.1%	11.6%	86
Race / Ethnicity:				
All people of color	64.4%	22.6%	13.0%	208
Black or African American, including Somali, Oromo, and other African native	65.9%	20.7%	13.3%	135
Latino or Hispanic	54.5%	36.4%	9.1%	22
White	83.7%	10.9%	5.3%	338
Home language:				
English	77.6%	14.5%	7.8%	510
All other languages	57.5%	27.5%	15.0%	40
Household type:				
No children	79.1%	13.9%	7.0%	359
One adult with 1+ children	76.1%	14.9%	9.0%	67
Two or more adults with 1+ children	69.2%	17.9%	12.8%	117
Poverty status (approximated):				
Less than 100% of poverty line	64.3%	22.7%	13.0%	154
100% to 200% of poverty line	79.4%	12.1%	8.5%	199
Above 200% of poverty line	87.0%	10.6%	2.5%	161
Geographic area:				
Hennepin County	76.6%	15.1%	8.3%	483
City of Minneapolis	74.6%	13.8%	11.5%	130
Suburban Hennepin County	77.3%	15.6%	7.1%	353
Other MN location not in Hennepin County	86.1%	11.1%	2.8%	36

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

4I. How much of a problem is access to affordable car insurance for your household?

	Not a problem	Small problem	Big problem	N (unweighted)
All CAP participants (weighted)	65.4%	19.3%	15.4%	474
Program type:				
Housing literacy	69.7%	13.2%	17.1%	76
Energy Assistance	61.7%	21.1%	17.2%	180
Financial services	62.2%	16.2%	21.6%	37
Homelessness prevention	68.6%	16.2%	15.2%	105
Family supports	67.8%	19.5%	12.8%	149
Opt-in survey:				
All respondents	68.6%	18.6%	12.8%	86
Race / Ethnicity:				
All people of color	57.8%	19.0%	23.2%	211
Black or African American, including Somali, Oromo, and other African native	60.7%	19.3%	20.0%	135
Latino or Hispanic	54.2%	20.8%	25.0%	24
White	73.1%	17.3%	9.6%	335
Home language:				
English	67.9%	18.3%	13.8%	508
All other languages	62.5%	12.5%	25.0%	40
Household type:				
No children	73.7%	15.6%	10.6%	358
One adult with 1+ children	60.3%	22.1%	17.6%	68
Two or more adults with 1+ children	51.7%	21.2%	27.1%	118
Poverty status (approximated):				
Less than 100% of poverty line	59.3%	17.3%	23.3%	150
100% to 200% of poverty line	59.8%	23.0%	17.2%	204
Above 200% of poverty line	81.4%	13.0%	5.6%	161
Geographic area:				
Hennepin County	66.6%	17.8%	15.6%	482
City of Minneapolis	66.9%	14.6%	18.5%	130
Suburban Hennepin County	66.5%	19.0%	14.5%	352
Other MN location not in Hennepin County	72.2%	16.7%	11.1%	36

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

4J. How much of a problem is access to healthy food for your household?

	Not a problem	Small problem	Big problem	N (unweighted)
All CAP participants (weighted)	61.6%	26.5%	12.0%	481
Program type:				
Housing literacy	67.1%	17.1%	15.8%	76
Energy Assistance	59.6%	27.9%	12.6%	183
Financial services	59.5%	32.4%	8.1%	37
Homelessness prevention	67.9%	21.7%	10.4%	106
Family supports	65.4%	24.2%	10.5%	153
Opt-in survey:				
All respondents	72.1%	18.6%	9.3%	86
Race / Ethnicity:				
All people of color	54.2%	28.3%	17.5%	212
Black or African American, including Somali, Oromo, and other African native	55.9%	26.5%	17.6%	136
Latino or Hispanic	54.2%	37.5%	8.3%	24
White	73.5%	19.1%	7.4%	340
Home language:				
English	66.5%	22.8%	10.7%	514
All other languages	63.4%	22.0%	14.6%	41
Household type:				
No children	71.4%	19.2%	9.3%	364
One adult with 1+ children	57.4%	25.0%	17.6%	68
Two or more adults with 1+ children	55.1%	33.1%	11.9%	118
Poverty status (approximated):				
Less than 100% of poverty line	56.5%	28.6%	14.9%	154
100% to 200% of poverty line	59.0%	27.3%	13.7%	205
Above 200% of poverty line	83.2%	11.8%	5.0%	161
Geographic area:				
Hennepin County	64.6%	23.9%	11.5%	489
City of Minneapolis	59.5%	24.4%	16.0%	131
Suburban Hennepin County	66.5%	23.7%	9.8%	358
Other MN location not in Hennepin County	77.8%	16.7%	5.6%	36

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

4K. How much of a problem is access to higher education for your household?

	Not a problem	Small problem	Big problem	N (unweighted)
All CAP participants (weighted)	74.4%	15.5%	10.1%	466
Program type:				
Housing literacy	74.7%	16.0%	9.3%	75
Energy Assistance	74.3%	14.3%	11.4%	175
Financial services	62.2%	21.6%	16.2%	37
Homelessness prevention	81.6%	9.7%	8.7%	103
Family supports	76.9%	13.6%	9.5%	147
Opt-in survey:				
All respondents	76.5%	15.3%	8.2%	85
Race / Ethnicity:				
All people of color	64.3%	22.2%	13.5%	207
Black or African American, including Somali, Oromo, and other African native	66.9%	19.5%	13.5%	133
Latino or Hispanic	47.8%	34.8%	17.4%	23
White	83.9%	9.1%	7.0%	330
Home language:				
English	77.2%	13.8%	9.0%	501
All other languages	61.5%	20.5%	17.9%	39
Household type:				
No children	84.0%	10.3%	5.7%	351
One adult with 1+ children	64.2%	22.4%	13.4%	67
Two or more adults with 1+ children	58.1%	21.4%	20.5%	117
Poverty status (approximated):				
Less than 100% of poverty line	65.5%	22.3%	12.2%	148
100% to 200% of poverty line	75.3%	13.6%	11.1%	198
Above 200% of poverty line	83.9%	9.3%	6.8%	161
Geographic area:				
Hennepin County	75.3%	14.8%	9.9%	473
City of Minneapolis	68.0%	21.1%	10.9%	128
Suburban Hennepin County	78.0%	12.5%	9.6%	345
Other MN location not in Hennepin County	83.3%	8.3%	8.3%	36

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

5. What is the one thing that would help the most to meet the needs of those living in your household?

	All CAP participants (weighted)	Housing literacy	Energy Assistance	Financial services	Homelessness prevention	Family supports
Financial or economic assistance (Non-specific)	18.3%	9.4%	18.7%	14.8%	11.3%	21.0%
Financial assistance with housing (including property taxes / repairs, finding affordable housing)	12.2%	9.4%	10.8%	14.8%	7.0%	15.0%
Transportation (car, public transit, paying transportation costs / insurance / repairs)	12.1%	22.6%	11.5%	3.7%	7.0%	13.0%
Energy Assistance (paying utility bills, heating assistance)	12.1%	1.9%	10.1%	0.0%	12.7%	8.0%
More financial / economic assistance or benefits (including help applying / accessing)	8.7%	3.8%	10.1%	7.4%	11.3%	9.0%
Food Assistance (Food, SNAP, WIC, food shelf)	8.0%	5.7%	10.1%	18.5%	9.9%	11.0%
General Assistance/ Help / Basic needs (non-specific)	8.0%	1.9%	7.9%	7.4%	1.4%	4.0%
Improved employment (Better / More hours, pay, benefits, etc.)	6.3%	1.9%	6.5%	3.7%	1.4%	6.0%
Help with household upkeep (chores, cleaning or repairs - non-financial)	6.2%	1.9%	9.4%	3.7%	18.3%	9.0%
No / None / Nothing	5.3%	1.9%	3.6%	0.0%	4.2%	5.0%
Debt management (reducing / paying off, refinancing, credit repair / access)	3.9%	13.2%	3.6%	7.4%	12.7%	3.0%
Help with budgeting, managing, or saving money	3.3%	5.7%	2.9%	14.8%	2.8%	1.0%
Clothes	3.0%	1.9%	3.6%	3.7%	1.4%	1.0%
Health care / Health insurance (more affordable, help paying for)	2.4%	9.4%	1.4%	7.4%	1.4%	3.0%
Dental care / Insurance	2.4%	1.9%	1.4%	0.0%	4.2%	4.0%
Other	2.3%	0.0%	3.6%	3.7%	5.6%	2.0%
Financial assistance for, more affordable child care	2.2%	7.5%	1.4%	0.0%	1.4%	1.0%
Help finding /applying / looking for jobs	2.2%	0.0%	3.6%	7.4%	4.2%	3.0%
Nutrition / Access to healthy food / Special diet concerns	2.2%	3.8%	1.4%	7.4%	1.4%	1.0%
Mental health care (therapy, psychology, counseling)	2.1%	3.8%	1.4%	3.7%	1.4%	1.0%
Medical services (including in-home care and assistance)	1.9%	0.0%	1.4%	0.0%	0.0%	0.0%

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

5. What is the one thing that would help the most to meet the needs of those living in your household?

	All CAP participants (weighted)	Housing literacy	Energy Assistance	Financial services	Homelessness prevention	Family supports
Energy Conservation (home maintenance related to temperature control, weatherization, etc.)	1.9%	0.0%	1.4%	3.7%	1.4%	0.0%
Programs / Activities for children (summer, afterschool, etc.)	1.9%	0.0%	1.4%	0.0%	0.0%	0.0%
Medical supplies, medications, medical devices	1.9%	0.0%	1.4%	0.0%	0.0%	0.0%
Getting affordable financial aid for education costs (loans, scholarships, etc.)	1.4%	9.4%	0.7%	7.4%	1.4%	1.0%
Finding / getting suitable housing (size, space, location, handicapped accessibility - NOT COST)	1.4%	1.9%	0.7%	3.7%	2.8%	3.0%
Legal assistance (housing / immigration / family / disability / etc.)	1.4%	3.8%	2.9%	0.0%	4.2%	3.0%
Housing (non-specific)	1.3%	3.8%	1.4%	3.7%	2.8%	1.0%
Education and training (Non-specific, not job related)	1.2%	1.9%	2.2%	3.7%	0.0%	3.0%
Child care (non-specific)	1.2%	1.9%	2.2%	0.0%	0.0%	2.0%
Employment (Non-specific)	1.1%	3.8%	1.4%	0.0%	0.0%	1.0%
Education on residents' and landlords' rights and responsibilities	1.1%	1.9%	0.7%	0.0%	0.0%	1.0%
Job and skills training / classes, internships	1.1%	1.9%	0.7%	0.0%	0.0%	1.0%
Other medical / health need	1.0%	1.9%	0.7%	3.7%	0.0%	0.0%
Safe housing	1.0%	1.9%	0.7%	0.0%	0.0%	0.0%
Computer / Laptop	0.9%	0.0%	0.7%	0.0%	0.0%	0.0%
Eye / Vision care or insurance	0.9%	0.0%	0.7%	0.0%	0.0%	0.0%
Tax assistance	0.3%	0.0%	0.7%	3.7%	1.4%	3.0%
Medical assistance and health care (Non-specific)	0.2%	0.0%	0.0%	0.0%	0.0%	2.0%
Internet	0.1%	1.9%	0.0%	0.0%	1.4%	0.0%
Phone service / Phone device	0.1%	1.9%	0.0%	0.0%	1.4%	0.0%
Appropriate child care (quality, location, hours, special needs, etc.)	0.1%	0.0%	0.0%	0.0%	0.0%	1.0%
School supplies / Books / Resources	0.1%	1.9%	0.0%	3.7%	0.0%	0.0%
Dealing with a criminal record accessing employment	0.1%	1.9%	0.0%	0.0%	1.4%	0.0%

**Community Action Partnership of Hennepin County
Service Needs, Use, and Satisfaction**

5. What is the one thing that would help the most to meet the needs of those living in your household?

	All CAP participants (weighted)	Housing literacy	Energy Assistance	Financial services	Homelessness prevention	Family supports
Safety / Safe neighborhood (general)	0.1%	0.0%	0.0%	0.0%	0.0%	1.0%
Special education	0.1%	0.0%	0.0%	0.0%	0.0%	1.0%
Preventing foreclosure or eviction, getting your home back	0.0%	0.0%	0.0%	0.0%	1.4%	0.0%
Furniture / Appliances	0.0%	0.0%	0.7%	3.7%	0.0%	0.0%
Other community need	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%
Early childhood or parent education (ECFE)	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%
Social worker	0.0%	0.0%	0.7%	0.0%	1.4%	0.0%
N (unweighted)	328	53	139	27	71	100

**Community Action Partnership of Hennepin County
Respondent Characteristics**

6. How many adults age 18 or older, including you, live in your household?

	One adult	Two adults	Three or more adults	N (unweighted)
All CAP participants (weighted)	58.8%	32.6%	8.7%	482
All CAP participants (unweighted)	54.1%	35.3%	10.6%	482
Program type:				
Housing literacy	40.3%	45.5%	14.3%	77
Energy Assistance	60.6%	30.6%	8.9%	180
Financial services	27.0%	56.8%	16.2%	37
Homelessness prevention	46.7%	43.0%	10.3%	107
Family supports	68.2%	22.7%	9.1%	154
Opt-in survey:				
All respondents	24.4%	56.1%	19.5%	82
Race / Ethnicity:				
All people of color	45.7%	37.1%	17.1%	210
Black or African American, including Somali, Oromo, and other African native	51.5%	32.1%	16.4%	134
Latino or Hispanic	29.2%	41.7%	29.2%	24
White	52.0%	39.2%	8.8%	342
Home language:				
English	51.9%	36.8%	11.3%	514
All other languages	22.0%	56.1%	22.0%	41
Household type:				
No children	56.6%	33.9%	9.6%	366
One adult with 1+ children	100.0%	0.0%	0.0%	68
Two or more adults with 1+ children	0.0%	74.6%	25.4%	118
Poverty status (approximated):				
Less than 100% of poverty line	51.9%	35.1%	13.0%	154
100% to 200% of poverty line	59.1%	30.8%	10.1%	208
Above 200% of poverty line	35.4%	52.8%	11.8%	161
Geographic area:				
Hennepin County	53.1%	35.7%	11.3%	488
City of Minneapolis	48.1%	39.5%	12.4%	129
Suburban Hennepin County	54.9%	34.3%	10.9%	359
Other MN location not in Hennepin County	36.8%	47.4%	15.8%	38

**Community Action Partnership of Hennepin County
Respondent Characteristics**

7. How many children under age 18 live in your household?

	No children present	1 child	2 children	3 children	4 or more children	N (unweighted)
All CAP participants (weighted)	65.4%	12.5%	6.3%	7.7%	8.0%	473
All CAP participants (unweighted)	67.0%	13.5%	7.6%	6.6%	5.3%	473
Program type:						
Housing literacy	45.3%	18.7%	14.7%	14.7%	6.7%	75
Energy Assistance	66.3%	13.5%	5.6%	6.7%	7.9%	178
Financial services	43.2%	18.9%	8.1%	10.8%	18.9%	37
Homelessness prevention	75.0%	14.4%	3.8%	4.8%	1.9%	104
Family supports	79.5%	9.9%	7.9%	2.0%	0.7%	151
Opt-in survey:						
All respondents	63.4%	9.8%	13.4%	7.3%	6.1%	82
Race / Ethnicity:						
All people of color	44.4%	21.7%	11.6%	12.1%	10.1%	207
Black or African American, including Somali, Oromo, and other African native	45.1%	21.1%	9.8%	12.0%	12.0%	133
Latino or Hispanic	39.1%	26.1%	21.7%	13.0%	0.0%	23
White	80.1%	7.7%	6.3%	3.3%	2.7%	336
Home language:						
English	69.9%	11.8%	8.3%	6.1%	3.9%	508
All other languages	31.6%	28.9%	7.9%	10.5%	21.1%	38
Household type:						
No children	100.0%	0.0%	0.0%	0.0%	0.0%	369
One adult with 1+ children	0.0%	47.1%	23.5%	16.2%	13.2%	68
Two or more adults with 1+ children	0.0%	33.9%	26.3%	22.0%	17.8%	118
Poverty status (approximated):						
Less than 100% of poverty line	50.6%	19.5%	10.4%	10.4%	9.1%	154
100% to 200% of poverty line	69.2%	8.7%	9.6%	6.3%	6.3%	208
Above 200% of poverty line	75.2%	12.4%	6.8%	3.7%	1.9%	161
Geographic area:						
Hennepin County	66.2%	13.2%	8.6%	6.5%	5.6%	479
City of Minneapolis	59.8%	12.6%	8.7%	7.1%	11.8%	127
Suburban Hennepin County	68.5%	13.4%	8.5%	6.3%	3.4%	352
Other MN location not in Hennepin County	73.7%	13.2%	0.0%	7.9%	5.3%	38

**Community Action Partnership of Hennepin County
Respondent Characteristics**

8. What is your age (in years)?

	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 or older	N (unweighted)
All CAP participants (weighted)	0.4%	13.0%	13.5%	16.8%	27.6%	16.9%	11.8%	474
All CAP participants (unweighted)	1.7%	13.7%	13.1%	16.2%	22.8%	19.2%	13.3%	474
Program type:								
Housing literacy	4.0%	40.0%	17.3%	28.0%	6.7%	4.0%	0.0%	75
Energy Assistance	0.5%	9.9%	12.1%	17.0%	30.8%	15.4%	14.3%	182
Financial services	0.0%	13.9%	30.6%	19.4%	8.3%	16.7%	11.1%	36
Homelessness prevention	0.9%	7.5%	7.5%	10.4%	21.7%	29.2%	22.6%	106
Family supports	2.7%	5.4%	10.1%	13.5%	31.1%	21.6%	15.5%	148
Opt-in survey:								
All respondents	2.4%	18.3%	22.0%	23.2%	24.4%	8.5%	1.2%	82
Race / Ethnicity:								
All people of color	3.4%	19.8%	19.8%	23.7%	21.7%	8.7%	2.9%	207
Black or African American, including Somali, Oromo, and other African native	3.8%	18.8%	18.8%	26.3%	22.6%	8.3%	1.5%	133
Latino or Hispanic	4.3%	17.4%	34.8%	26.1%	8.7%	8.7%	0.0%	23
White	0.9%	10.6%	11.2%	13.9%	23.3%	23.0%	17.1%	339
Home language:								
English	1.8%	13.4%	13.0%	17.3%	24.0%	18.7%	12.0%	509
All other languages	2.6%	23.1%	28.2%	20.5%	15.4%	2.6%	7.7%	39
Household type:								
No children	1.4%	6.4%	5.3%	15.0%	29.9%	25.2%	16.9%	361
One adult with 1+ children	6.0%	37.3%	29.9%	17.9%	7.5%	0.0%	1.5%	67
Two or more adults with 1+ children	0.9%	25.0%	35.3%	25.9%	7.8%	4.3%	0.9%	116
Poverty status (approximated):								
Less than 100% of poverty line	2.6%	18.4%	17.1%	17.8%	25.0%	9.2%	9.9%	152
100% to 200% of poverty line	0.5%	8.4%	14.4%	17.8%	24.3%	22.8%	11.9%	202
Above 200% of poverty line	3.1%	18.6%	13.7%	17.4%	18.6%	17.4%	11.2%	161
Geographic area:								
Hennepin County	2.1%	13.3%	13.9%	16.6%	24.7%	17.7%	11.6%	481
City of Minneapolis	3.1%	19.4%	17.8%	19.4%	19.4%	14.7%	6.2%	129
Suburban Hennepin County	1.7%	11.1%	12.5%	15.6%	26.7%	18.8%	13.6%	352
Other MN location not in Hennepin County	0.0%	29.7%	10.8%	10.8%	5.4%	24.3%	18.9%	37

**Community Action Partnership of Hennepin County
Respondent Characteristics**

9. What is your gender?

	Female	Male	N (unweighted)
All CAP participants (weighted)	82.4%	17.6%	483
All CAP participants (unweighted)	76.0%	24.0%	483
Program type:			
Housing literacy	83.1%	16.9%	77
Energy Assistance	83.2%	16.8%	184
Financial services	78.4%	21.6%	37
Homelessness prevention	61.7%	38.3%	107
Family supports	74.2%	25.8%	151
Opt-in survey:			
All respondents	74.4%	25.6%	82
Race / Ethnicity:			
All people of color	78.8%	21.2%	212
Black or African American, including Somali, Oromo, and other African native	80.1%	19.9%	136
Latino or Hispanic	70.8%	29.2%	24
White	74.0%	26.0%	342
Home language:			
English	75.9%	24.1%	514
All other languages	70.7%	29.3%	41
Household type:			
No children	72.5%	27.5%	364
One adult with 1+ children	89.7%	10.3%	68
Two or more adults with 1+ children	78.8%	21.2%	118
Poverty status (approximated):			
Less than 100% of poverty line	79.1%	20.9%	153
100% to 200% of poverty line	77.2%	22.8%	206
Above 200% of poverty line	72.7%	27.3%	161
Geographic area:			
Hennepin County	76.5%	23.5%	490
City of Minneapolis	78.8%	21.2%	132
Suburban Hennepin County	75.7%	24.3%	358
Other MN location not in Hennepin County	64.9%	35.1%	37

**Community Action Partnership of Hennepin County
Respondent Characteristics**

10. What is your race / ethnicity?

	Black or African American, including Somali, Oromo, and other African native	American Indian or Native American	Asian American or Asian, including Southeast Asian and Pacific Islander	Hispanic / Latino	White	Other	N (unweighted)
All CAP participants (weighted)	39.5%	4.1%	2.8%	3.5%	53.8%	1.5%	484
All CAP participants (unweighted)	29.1%	3.9%	3.7%	3.9%	64.3%	1.0%	484
Program type:							
Housing literacy	41.6%	6.5%	1.3%	6.5%	55.8%	0.0%	77
Energy Assistance	35.9%	3.3%	2.8%	2.2%	59.1%	1.1%	181
Financial services	27.0%	0.0%	10.8%	2.7%	56.8%	2.7%	37
Homelessness prevention	18.5%	4.6%	1.9%	0.0%	83.3%	0.0%	108
Family supports	21.9%	3.9%	5.8%	6.5%	66.5%	1.3%	155
Opt-in survey:							
All respondents	16.0%	3.7%	0.0%	8.6%	75.3%	3.7%	81
Race / Ethnicity:							
All people of color	72.3%	10.3%	8.5%	12.2%	11.7%	1.4%	213
Black or African American, including Somali, Oromo, and other African native	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	137
Latino or Hispanic	0.0%	0.0%	0.0%	100.0%	12.5%	0.0%	24
White	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	347
Home language:							
English	27.2%	4.1%	1.6%	2.3%	69.7%	1.4%	515
All other languages	29.3%	0.0%	19.5%	29.3%	24.4%	2.4%	41
Household type:							
No children	17.0%	3.0%	2.7%	2.5%	75.9%	1.4%	365
One adult with 1+ children	57.6%	6.1%	1.5%	6.1%	45.5%	0.0%	66
Two or more adults with 1+ children	41.9%	5.1%	6.0%	10.3%	46.2%	2.6%	117
Poverty status (approximated):							
Less than 100% of poverty line	41.4%	8.6%	6.6%	3.3%	49.3%	1.3%	152
100% to 200% of poverty line	24.4%	1.5%	3.4%	6.3%	67.3%	2.0%	205
Above 200% of poverty line	16.1%	1.9%	0.6%	4.3%	80.1%	0.6%	161
Geographic area:							
Hennepin County	29.0%	3.9%	3.5%	4.3%	63.6%	1.6%	489
City of Minneapolis	46.9%	6.9%	1.5%	3.1%	46.9%	2.3%	130
Suburban Hennepin County	22.6%	2.8%	4.2%	4.7%	69.6%	1.4%	359
Other MN location not in Hennepin County	15.8%	0.0%	2.6%	7.9%	76.3%	0.0%	38

**Community Action Partnership of Hennepin County
Respondent Characteristics**

11. What language is mostly spoken in your home?

	English	All other languages	N (unweighted)
All CAP participants (weighted)	90.6%	9.4%	479
All CAP participants (unweighted)	93.1%	6.9%	479
Program type:			
Housing literacy	93.3%	6.7%	75
Energy Assistance	92.8%	7.2%	180
Financial services	91.7%	8.3%	36
Homelessness prevention	100.0%	0.0%	108
Family supports	90.9%	9.1%	154
Opt-in survey:			
All respondents	90.4%	9.6%	83
Race / Ethnicity:			
All people of color	84.5%	15.5%	206
Black or African American, including Somali, Oromo, and other African native	91.9%	8.1%	135
Latino or Hispanic	45.5%	54.5%	22
White	97.7%	2.3%	345
Household type:			
No children	96.7%	3.3%	367
One adult with 1+ children	95.4%	4.6%	65
Two or more adults with 1+ children	79.8%	20.2%	114
Poverty status (approximated):			
Less than 100% of poverty line	88.7%	11.3%	150
100% to 200% of poverty line	93.6%	6.4%	204
Above 200% of poverty line	95.7%	4.3%	161
Geographic area:			
Hennepin County	92.2%	7.8%	485
City of Minneapolis	93.7%	6.3%	127
Suburban Hennepin County	91.6%	8.4%	358
Other MN location not in Hennepin County	92.1%	7.9%	38

**Community Action Partnership of Hennepin County
Respondent Characteristics**

**11. - Other: Other language spoken
at home, specify:**

	All CAP participants
Russian	17.6%
Vietnamese	17.6%
Amharic	11.8%
Chinese	11.8%
Ukraine	11.8%
Yoruba	5.9%
Oromo	5.9%
Bengali	5.9%
Tibetan	5.9%
French	5.9%
N (unweighted)	17

**Community Action Partnership of Hennepin County
Respondent Characteristics**

12. What is the highest level of education you have completed?

	Less than high school, no diploma or GED	High school diploma or GED	Some college, no degree	Associate degree	Bachelor's degree	Post-graduate degree (Master's, PhD, JD, MD, etc.)	N (unweighted)
All CAP participants (weighted)	11.8%	29.7%	29.8%	13.2%	9.5%	6.0%	485
All CAP participants (unweighted)	7.0%	24.5%	29.5%	14.0%	16.5%	8.5%	485
Program type:							
Housing literacy	3.9%	19.5%	23.4%	11.7%	27.3%	14.3%	77
Energy Assistance	10.4%	26.9%	29.7%	13.2%	12.6%	7.1%	182
Financial services	2.7%	18.9%	32.4%	16.2%	13.5%	16.2%	37
Homelessness prevention	1.9%	19.6%	34.6%	15.9%	15.9%	12.1%	107
Family supports	7.7%	26.9%	28.2%	14.7%	18.6%	3.8%	156
Opt-in survey:							
All respondents	2.4%	2.4%	19.3%	7.2%	36.1%	32.5%	83
Race / Ethnicity:							
All people of color	12.3%	27.0%	31.3%	12.3%	10.0%	7.1%	211
Black or African American, including Somali, Oromo, and other African native	13.2%	28.7%	29.4%	13.2%	7.4%	8.1%	136
Latino or Hispanic	13.0%	30.4%	43.5%	4.3%	4.3%	4.3%	23
White	2.9%	17.3%	26.3%	13.6%	24.9%	15.0%	346
Home language:							
English	5.6%	20.2%	28.9%	13.3%	19.8%	12.1%	519
All other languages	17.5%	27.5%	17.5%	10.0%	15.0%	12.5%	40
Household type:							
No children	4.3%	23.1%	28.0%	11.1%	22.3%	11.1%	368
One adult with 1+ children	9.1%	19.7%	34.8%	18.2%	9.1%	9.1%	66
Two or more adults with 1+ children	9.3%	16.9%	26.3%	16.9%	14.4%	16.1%	118
Poverty status (approximated):							
Less than 100% of poverty line	17.0%	29.4%	30.7%	9.8%	9.2%	3.9%	153
100% to 200% of poverty line	2.4%	20.2%	35.1%	18.3%	14.9%	9.1%	208
Above 200% of poverty line	0.6%	13.7%	19.3%	11.2%	33.5%	21.7%	161
Geographic area:							
Hennepin County	7.3%	22.2%	28.7%	13.4%	18.5%	9.8%	491
City of Minneapolis	13.1%	19.2%	27.7%	12.3%	18.5%	9.2%	130
Suburban Hennepin County	5.3%	23.3%	29.1%	13.9%	18.6%	10.0%	361
Other MN location not in Hennepin County	0.0%	26.3%	31.6%	13.2%	18.4%	10.5%	38

**Community Action Partnership of Hennepin County
Respondent Characteristics**

13. What is your current employment status?

	Employed full-time (35+ hours per week)	Employed part-time (less than 35 hours per week)	Looking for work (unemployed)	Not employed and not looking for work (retired, stay at home parent, disabled, etc.)	N (unweighted)
All CAP participants (weighted)	13.7%	20.8%	10.5%	55.0%	474
All CAP participants (unweighted)	24.3%	19.2%	11.2%	45.4%	474
Program type:					
Housing literacy	67.1%	13.2%	7.9%	11.8%	76
Energy Assistance	11.3%	20.9%	13.6%	54.2%	177
Financial services	38.9%	22.2%	8.3%	30.6%	36
Homelessness prevention	16.2%	18.1%	14.3%	51.4%	105
Family supports	16.2%	21.4%	13.0%	49.4%	154
Opt-in survey:					
All respondents	72.8%	12.3%	4.9%	9.9%	81
Race / Ethnicity:					
All people of color	36.6%	20.8%	15.3%	27.2%	202
Black or African American, including Somali, Oromo, and other African native	36.7%	21.1%	17.2%	25.0%	128
Latino or Hispanic	33.3%	29.2%	20.8%	16.7%	24
White	28.7%	16.7%	7.3%	47.4%	342
Home language:					
English	30.9%	16.7%	10.6%	41.7%	508
All other languages	37.5%	35.0%	7.5%	20.0%	40
Household type:					
No children	23.9%	15.0%	8.6%	52.5%	360
One adult with 1+ children	34.9%	30.2%	23.8%	11.1%	63
Two or more adults with 1+ children	52.6%	20.7%	7.8%	19.0%	116
Poverty status (approximated):					
Less than 100% of poverty line	11.6%	24.5%	16.3%	47.6%	147
100% to 200% of poverty line	26.8%	19.5%	6.8%	46.8%	205
Above 200% of poverty line	57.5%	11.3%	7.5%	23.8%	160
Geographic area:					
Hennepin County	27.3%	19.4%	11.3%	42.1%	480
City of Minneapolis	31.5%	20.2%	12.9%	35.5%	124
Suburban Hennepin County	25.8%	19.1%	10.7%	44.4%	356
Other MN location not in Hennepin County	39.5%	13.2%	2.6%	44.7%	38

**Community Action Partnership of Hennepin County
Respondent Characteristics**

13B1. If employed, does your employer offer you health insurance?

	Yes	No	N (unweighted)
All CAP participants (weighted)	40.5%	59.5%	187
All CAP participants (unweighted)	54.5%	45.5%	187
Program type:			
Housing literacy	84.6%	15.4%	52
Energy Assistance	40.8%	59.2%	49
Financial services	-	-	19
Homelessness prevention	50.0%	50.0%	36
Family supports	38.6%	61.4%	57
Opt-in survey:			
All respondents	78.3%	21.7%	69
Race / Ethnicity:			
All people of color	61.3%	38.7%	106
Black or African American, including Somali, Oromo, and other African native	53.8%	46.2%	65
Latino or Hispanic	-	-	15
White	61.0%	39.0%	146
Home language:			
English	62.8%	37.2%	223
All other languages	48.3%	51.7%	29
Household type:			
No children	55.3%	44.7%	132
One adult with 1+ children	55.6%	44.4%	36
Two or more adults with 1+ children	75.9%	24.1%	79
Poverty status (approximated):			
Less than 100% of poverty line	31.4%	68.6%	51
100% to 200% of poverty line	59.5%	40.5%	84
Above 200% of poverty line	78.8%	21.2%	104
Geographic area:			
Hennepin County	55.8%	44.2%	206
City of Minneapolis	55.2%	44.8%	58
Suburban Hennepin County	56.1%	43.9%	148
Other MN location not in Hennepin County	-	-	19

**Community Action Partnership of Hennepin County
Respondent Characteristics**

13B2. If employed, does your employer offer you paid time off?

	Yes	No	N (unweighted)
All CAP participants (weighted)	38.5%	61.5%	181
All CAP participants (unweighted)	53.6%	46.4%	181
Program type:			
Housing literacy	82.0%	18.0%	50
Energy Assistance	36.0%	64.0%	50
Financial services	-	-	18
Homelessness prevention	50.0%	50.0%	34
Family supports	38.9%	61.1%	54
Opt-in survey:			
All respondents	82.4%	17.6%	68
Race / Ethnicity:			
All people of color	60.6%	39.4%	104
Black or African American, including Somali, Oromo, and other African native	58.7%	41.3%	63
Latino or Hispanic	-	-	15
White	62.7%	37.3%	142
Home language:			
English	63.6%	36.4%	217
All other languages	46.4%	53.6%	28
Household type:			
No children	53.6%	46.4%	125
One adult with 1+ children	64.9%	35.1%	37
Two or more adults with 1+ children	76.6%	23.4%	77
Poverty status (approximated):			
Less than 100% of poverty line	33.3%	66.7%	51
100% to 200% of poverty line	57.5%	42.5%	80
Above 200% of poverty line	82.2%	17.8%	101
Geographic area:			
Hennepin County	55.8%	44.2%	199
City of Minneapolis	54.2%	45.8%	59
Suburban Hennepin County	56.4%	43.6%	140
Other MN location not in Hennepin County	-	-	19

**Community Action Partnership of Hennepin County
Respondent Characteristics**

14. Which of the following does anyone in your household receive?

	Wages and salaries (including self-employment)	Supplemental Security Income (SSI; disability benefits)	Minnesota Family Investment Plan (MFIP)	Social Security	General Assistance	Pension or retirement	Unemployment payments	Minnesota Care
All CAP participants (weighted)	34.1%	31.7%	5.9%	32.6%	7.8%	9.7%	1.2%	11.4%
All CAP participants (unweighted)	42.6%	20.9%	3.8%	39.8%	4.0%	14.5%	2.1%	13.6%
Program type:								
Housing literacy	76.1%	14.1%	7.0%	5.6%	1.4%	0.0%	1.4%	14.1%
Energy Assistance	32.4%	30.2%	5.6%	34.6%	7.8%	10.6%	1.1%	10.6%
Financial services	60.0%	17.1%	0.0%	34.3%	2.9%	20.0%	0.0%	20.0%
Homelessness prevention	36.4%	7.5%	1.9%	59.8%	4.7%	19.6%	2.8%	11.2%
Family supports	36.7%	23.3%	2.0%	50.0%	1.3%	20.0%	3.3%	15.3%
Opt-in survey:								
All respondents	89.7%	2.6%	0.0%	12.8%	1.3%	12.8%	3.8%	7.7%
Race / Ethnicity:								
All people of color	50.8%	23.6%	7.0%	21.1%	3.5%	5.0%	3.0%	14.6%
Black or African American, including Somali, Oromo, and other African native	47.2%	28.3%	7.9%	22.0%	4.7%	3.9%	0.8%	14.2%
Latino or Hispanic	60.9%	4.3%	0.0%	26.1%	0.0%	0.0%	13.0%	17.4%
White	48.7%	14.7%	1.2%	45.1%	3.5%	19.8%	1.8%	11.8%
Home language:								
English	48.5%	19.2%	3.4%	37.7%	4.0%	15.0%	2.4%	12.0%
All other languages	61.5%	5.1%	0.0%	15.4%	0.0%	7.7%	2.6%	25.6%
Household type:								
No children	40.1%	19.9%	0.9%	48.6%	4.0%	20.7%	1.7%	10.2%
One adult with 1+ children	53.7%	14.9%	11.9%	10.4%	3.0%	0.0%	4.5%	6.0%
Two or more adults with 1+ children	77.9%	16.8%	6.2%	11.5%	0.9%	1.8%	3.5%	23.0%
Poverty status (approximated):								
Less than 100% of poverty line	30.5%	29.8%	10.6%	27.2%	10.6%	5.3%	1.3%	13.2%
100% to 200% of poverty line	50.5%	19.6%	0.0%	46.1%	0.5%	14.2%	2.0%	15.7%
Above 200% of poverty line	69.6%	3.8%	0.6%	29.7%	0.0%	21.5%	4.4%	8.2%
Geographic area:								
Hennepin County	46.0%	20.4%	3.8%	36.6%	4.0%	12.8%	2.5%	13.0%
City of Minneapolis	50.4%	25.2%	8.7%	22.8%	5.5%	7.9%	1.6%	15.0%
Suburban Hennepin County	44.4%	18.6%	2.0%	41.5%	3.4%	14.6%	2.9%	12.3%
Other MN location not in Hennepin County	54.1%	5.4%	0.0%	51.4%	2.7%	32.4%	0.0%	10.8%

**Community Action Partnership of Hennepin County
Respondent Characteristics**

14. Which of the following does anyone in your household receive?

	Child support or alimony	Veteran's benefits	Medical Assistance	Food Stamps	Housing Choice Voucher (Section 8)	Other sources of income for your household	N (unweighted)
All CAP participants (weighted)	7.2%	1.2%	35.5%	43.7%	19.2%	1.1%	470
All CAP participants (unweighted)	6.6%	2.3%	30.9%	30.9%	9.1%	2.6%	470
Program type:							
Housing literacy	14.1%	0.0%	28.2%	18.3%	7.0%	0.0%	71
Energy Assistance	7.3%	1.7%	39.7%	48.6%	17.3%	2.2%	179
Financial services	2.9%	0.0%	45.7%	37.1%	5.7%	2.9%	35
Homelessness prevention	2.8%	4.7%	22.4%	24.3%	1.9%	6.5%	107
Family supports	5.3%	3.3%	30.0%	28.7%	5.3%	2.7%	150
Opt-in survey:							
All respondents	1.3%	2.6%	5.1%	6.4%	2.6%	1.3%	78
Race / Ethnicity:							
All people of color	6.0%	1.0%	36.7%	37.7%	13.1%	1.0%	199
Black or African American, including Somali, Oromo, and other African native	7.1%	0.8%	33.9%	37.8%	15.7%	0.8%	127
Latino or Hispanic	0.0%	4.3%	30.4%	21.7%	0.0%	0.0%	23
White	5.9%	2.9%	21.2%	21.2%	5.6%	3.2%	339
Home language:							
English	6.0%	2.2%	26.1%	27.1%	8.0%	2.6%	501
All other languages	2.6%	2.6%	35.9%	25.6%	7.7%	0.0%	39
Household type:							
No children	1.1%	3.7%	20.7%	23.9%	6.5%	2.0%	352
One adult with 1+ children	28.4%	0.0%	41.8%	41.8%	16.4%	1.5%	67
Two or more adults with 1+ children	8.0%	0.0%	38.1%	26.5%	7.1%	4.4%	113
Poverty status (approximated):							
Less than 100% of poverty line	11.3%	0.0%	49.7%	53.6%	17.9%	2.0%	151
100% to 200% of poverty line	4.9%	3.4%	26.5%	27.0%	6.9%	3.4%	204
Above 200% of poverty line	2.5%	3.2%	7.0%	1.3%	0.6%	1.3%	158
Geographic area:							
Hennepin County	5.9%	2.1%	30.5%	30.5%	9.2%	2.3%	476
City of Minneapolis	7.1%	1.6%	29.9%	34.6%	14.2%	1.6%	127
Suburban Hennepin County	5.4%	2.3%	30.7%	28.9%	7.4%	2.6%	349
Other MN location not in Hennepin County	10.8%	8.1%	10.8%	10.8%	2.7%	5.4%	37

**Community Action Partnership of Hennepin County
Respondent Characteristics**

15. Do the people in your household have health insurance?

	All	Some, but not all	None	N (unweighted)
All CAP participants (weighted)	87.2%	6.5%	6.3%	462
All CAP participants (unweighted)	88.7%	7.8%	3.5%	462
Program type:				
Housing literacy	89.2%	9.5%	1.4%	74
Energy Assistance	88.8%	5.3%	5.9%	169
Financial services	94.4%	5.6%	0.0%	36
Homelessness prevention	86.7%	11.4%	1.9%	105
Family supports	89.9%	6.7%	3.4%	149
Opt-in survey:				
All respondents	86.4%	8.6%	4.9%	81
Race / Ethnicity:				
All people of color	81.5%	13.0%	5.5%	200
Black or African American, including Somali, Oromo, and other African native	81.9%	12.6%	5.5%	127
Latino or Hispanic	59.1%	31.8%	9.1%	22
White	93.1%	4.5%	2.4%	332
Home language:				
English	89.3%	6.8%	3.8%	497
All other languages	73.7%	23.7%	2.6%	38
Household type:				
No children	91.9%	4.7%	3.5%	344
One adult with 1+ children	87.7%	6.2%	6.2%	65
Two or more adults with 1+ children	78.0%	18.6%	3.4%	118
Poverty status (approximated):				
Less than 100% of poverty line	81.0%	12.2%	6.8%	147
100% to 200% of poverty line	92.6%	5.4%	2.0%	202
Above 200% of poverty line	89.4%	7.5%	3.1%	160
Geographic area:				
Hennepin County	88.0%	7.9%	4.1%	468
City of Minneapolis	86.9%	7.4%	5.7%	122
Suburban Hennepin County	88.4%	8.1%	3.5%	346
Other MN location not in Hennepin County	89.5%	10.5%	0.0%	38

**Community Action Partnership of Hennepin County
Respondent Characteristics**

16A. Do you own or rent your home?

	Own	Rent	Neither own nor rent	N (unweighted)
All CAP participants (weighted)	35.2%	62.6%	2.2%	470
All CAP participants (unweighted)	47.9%	48.1%	4.0%	470
Program type:				
Housing literacy	40.8%	56.6%	2.6%	76
Energy Assistance	41.9%	55.9%	2.2%	179
Financial services	44.1%	50.0%	5.9%	34
Homelessness prevention	81.7%	12.5%	5.8%	104
Family supports	40.7%	54.0%	5.3%	150
Opt-in survey:				
All respondents	67.9%	27.2%	4.9%	81
Race / Ethnicity:				
All people of color	32.2%	62.4%	5.4%	205
Black or African American, including Somali, Oromo, and other African native	26.0%	69.5%	4.6%	131
Latino or Hispanic	37.5%	58.3%	4.2%	24
White	62.1%	34.9%	3.0%	335
Home language:				
English	51.8%	44.0%	4.2%	502
All other languages	40.0%	55.0%	5.0%	40
Household type:				
No children	54.7%	41.3%	4.0%	351
One adult with 1+ children	28.8%	68.2%	3.0%	66
Two or more adults with 1+ children	51.3%	44.4%	4.3%	117
Poverty status (approximated):				
Less than 100% of poverty line	26.7%	69.2%	4.1%	146
100% to 200% of poverty line	50.5%	45.7%	3.8%	208
Above 200% of poverty line	71.3%	24.4%	4.4%	160
Geographic area:				
Hennepin County	48.1%	47.5%	4.4%	476
City of Minneapolis	43.7%	51.6%	4.8%	126
Suburban Hennepin County	49.7%	46.0%	4.3%	350
Other MN location not in Hennepin County	57.9%	36.8%	5.3%	38

**Community Action Partnership of Hennepin County
Respondent Characteristics**

16B. If you own or rent your home, how much do you pay per month for your home (rent or mortgage) not including utilities?

	\$0	\$1 - \$399	\$400 - \$799	\$800 - \$999	\$1,000 - \$1,199	\$1,200 or more	N (unweighted)
All CAP participants (weighted)	4.6%	32.1%	26.1%	17.5%	6.8%	12.9%	389
All CAP participants (unweighted)	7.5%	19.5%	23.7%	19.5%	11.3%	18.5%	389
Program type:							
Housing literacy	0.0%	9.9%	21.1%	22.5%	21.1%	25.4%	71
Energy Assistance	5.4%	30.2%	26.2%	17.4%	7.4%	13.4%	149
Financial services	6.9%	6.9%	24.1%	13.8%	20.7%	27.6%	29
Homelessness prevention	20.3%	9.5%	12.2%	18.9%	12.2%	27.0%	74
Family supports	7.2%	20.8%	29.6%	22.4%	7.2%	12.8%	125
Opt-in survey:							
All respondents	9.9%	2.8%	14.1%	11.3%	22.5%	39.4%	71
Race / Ethnicity:							
All people of color	0.6%	21.8%	20.6%	18.2%	17.1%	21.8%	170
Black or African American, including Somali, Oromo, and other African native	0.0%	24.5%	20.0%	22.7%	17.3%	15.5%	110
Latino or Hispanic	0.0%	5.0%	25.0%	10.0%	25.0%	35.0%	20
White	12.1%	14.2%	23.4%	17.4%	11.0%	22.0%	282
Home language:							
English	8.4%	17.0%	21.3%	19.2%	12.5%	21.6%	417
All other languages	0.0%	14.7%	32.4%	11.8%	11.8%	29.4%	34
Household type:							
No children	11.0%	20.1%	25.4%	15.5%	10.2%	17.7%	283
One adult with 1+ children	1.8%	26.8%	10.7%	26.8%	12.5%	21.4%	56
Two or more adults with 1+ children	1.9%	4.7%	17.9%	22.6%	21.7%	31.1%	106
Poverty status (approximated):							
Less than 100% of poverty line	4.3%	35.0%	24.8%	16.2%	8.5%	11.1%	117
100% to 200% of poverty line	7.7%	18.2%	28.2%	17.7%	12.7%	15.5%	181
Above 200% of poverty line	10.4%	0.7%	11.1%	21.5%	17.8%	38.5%	135
Geographic area:							
Hennepin County	7.5%	19.0%	23.8%	17.8%	11.5%	20.5%	400
City of Minneapolis	3.7%	25.2%	25.2%	15.0%	12.1%	18.7%	107
Suburban Hennepin County	8.9%	16.7%	23.2%	18.8%	11.3%	21.2%	293
Other MN location not in Hennepin County	3.7%	7.4%	18.5%	25.9%	22.2%	22.2%	27

**Community Action Partnership of Hennepin County
Respondent Characteristics**

17A. Do you plan to move in the next few years?

	Yes	No	N (unweighted)
All CAP participants (weighted)	32.2%	67.8%	465
All CAP participants (unweighted)	35.5%	64.5%	465
Program type:			
Housing literacy	44.0%	56.0%	75
Energy Assistance	32.4%	67.6%	176
Financial services	57.1%	42.9%	35
Homelessness prevention	26.5%	73.5%	102
Family supports	35.6%	64.4%	149
Opt-in survey:			
All respondents	33.3%	66.7%	81
Race / Ethnicity:			
All people of color	41.1%	58.9%	207
Black or African American, including Somali, Oromo, and other African native	44.4%	55.6%	133
Latino or Hispanic	41.7%	58.3%	24
White	32.2%	67.8%	329
Home language:			
English	36.0%	64.0%	497
All other languages	20.0%	80.0%	40
Household type:			
No children	31.3%	68.7%	348
One adult with 1+ children	56.7%	43.3%	67
Two or more adults with 1+ children	33.3%	66.7%	114
Poverty status (approximated):			
Less than 100% of poverty line	36.4%	63.6%	151
100% to 200% of poverty line	36.0%	64.0%	203
Above 200% of poverty line	31.3%	68.8%	160
Geographic area:			
Hennepin County	36.7%	63.3%	472
City of Minneapolis	40.2%	59.8%	127
Suburban Hennepin County	35.4%	64.6%	345
Other MN location not in Hennepin County	37.8%	62.2%	37

**Community Action Partnership of Hennepin County
Respondent Characteristics**

17B. If you plan to move in the next few years, why do you intend to move?

	Work	Going to or leaving / finishing college	Family changes (more children / children moving out, downsizing, divorce, etc.)	To be in an area with better schools	Just want to live somewhere else	Safety	Housing quality	Problems with my landlord
All CAP participants (weighted)	3.0%	4.7%	21.8%	10.5%	27.7%	29.0%	21.9%	8.8%
All CAP participants (unweighted)	4.3%	2.4%	24.4%	9.8%	20.7%	18.9%	21.3%	9.8%
Program type:								
Housing literacy	9.1%	3.0%	30.3%	9.1%	21.2%	15.2%	27.3%	12.1%
Energy Assistance	1.8%	5.3%	26.3%	14.0%	24.6%	31.6%	26.3%	10.5%
Financial services	5.0%	0.0%	35.0%	20.0%	5.0%	25.0%	20.0%	0.0%
Homelessness prevention	3.7%	0.0%	29.6%	0.0%	29.6%	7.4%	7.4%	11.1%
Family supports	1.9%	1.9%	15.4%	9.6%	19.2%	15.4%	26.9%	13.5%
Opt-in survey:								
All respondents	7.4%	3.7%	25.9%	3.7%	25.9%	0.0%	7.4%	3.7%
Race / Ethnicity:								
All people of color	2.4%	3.6%	21.4%	10.7%	28.6%	25.0%	26.2%	9.5%
Black or African American, including Somali, Oromo, and other African native	1.7%	1.7%	18.6%	10.2%	27.1%	27.1%	28.8%	10.2%
Latino or Hispanic	-	-	-	-	-	-	-	-
White	6.6%	1.9%	27.4%	7.5%	16.0%	9.4%	14.2%	8.5%
Home language:								
English	4.5%	2.2%	24.6%	8.4%	21.8%	16.2%	19.0%	9.5%
All other languages	-	-	-	-	-	-	-	-
Household type:								
No children	4.6%	1.9%	23.1%	3.7%	23.1%	9.3%	18.5%	8.3%
One adult with 1+ children	2.6%	5.3%	28.9%	15.8%	28.9%	26.3%	28.9%	10.5%
Two or more adults with 1+ children	7.9%	2.6%	28.9%	18.4%	13.2%	26.3%	15.8%	10.5%
Poverty status (approximated):								
Less than 100% of poverty line	7.3%	3.6%	23.6%	12.7%	29.1%	38.2%	25.5%	14.5%
100% to 200% of poverty line	4.2%	2.8%	22.2%	8.3%	18.1%	9.7%	22.2%	9.7%
Above 200% of poverty line	4.0%	2.0%	34.0%	6.0%	22.0%	0.0%	10.0%	4.0%
Geographic area:								
Hennepin County	4.1%	2.9%	23.8%	9.3%	22.1%	18.0%	20.9%	9.9%
City of Minneapolis	2.0%	2.0%	33.3%	15.7%	29.4%	41.2%	25.5%	13.7%
Suburban Hennepin County	5.0%	3.3%	19.8%	6.6%	19.0%	8.3%	19.0%	8.3%
Other MN location not in Hennepin County	-	-	-	-	-	-	-	-

**Community Action Partnership of Hennepin County
Respondent Characteristics**

17B. If you plan to move in the next few years, why do you intend to move?

	To be closer to my family or cultural community	Rent or mortgage is too high	Property taxes are too high	Other financial reasons	Some other reason	N (unweighted)
All CAP participants (weighted)	6.1%	38.9%	8.1%	16.6%	29.8%	164
All CAP participants (unweighted)	7.9%	31.7%	9.8%	17.7%	37.8%	164
Program type:						
Housing literacy	6.1%	12.1%	3.0%	6.1%	45.5%	33
Energy Assistance	5.3%	42.1%	10.5%	17.5%	36.8%	57
Financial services	15.0%	10.0%	10.0%	10.0%	30.0%	20
Homelessness prevention	0.0%	44.4%	29.6%	33.3%	44.4%	27
Family supports	11.5%	40.4%	3.8%	19.2%	40.4%	52
Opt-in survey:						
All respondents	7.4%	37.0%	7.4%	25.9%	14.8%	27
Race / Ethnicity:						
All people of color	2.4%	36.9%	6.0%	15.5%	32.1%	84
Black or African American, including Somali, Oromo, and other African native	3.4%	37.3%	1.7%	11.9%	30.5%	59
Latino or Hispanic	-	-	-	-	-	9
White	12.3%	29.2%	12.3%	21.7%	35.8%	106
Home language:						
English	8.4%	30.7%	9.5%	18.4%	35.2%	179
All other languages	-	-	-	-	-	8
Household type:						
No children	11.1%	33.3%	11.1%	16.7%	34.3%	108
One adult with 1+ children	7.9%	23.7%	2.6%	23.7%	36.8%	38
Two or more adults with 1+ children	0.0%	31.6%	10.5%	18.4%	36.8%	38
Poverty status (approximated):						
Less than 100% of poverty line	9.1%	29.1%	10.9%	18.2%	36.4%	55
100% to 200% of poverty line	6.9%	38.9%	9.7%	16.7%	38.9%	72
Above 200% of poverty line	10.0%	24.0%	4.0%	20.0%	28.0%	50
Geographic area:						
Hennepin County	8.1%	33.7%	9.9%	18.6%	36.6%	172
City of Minneapolis	5.9%	35.3%	11.8%	19.6%	19.6%	51
Suburban Hennepin County	9.1%	33.1%	9.1%	18.2%	43.8%	121
Other MN location not in Hennepin County	-	-	-	-	-	14

**Community Action Partnership of Hennepin County
Respondent Characteristics**

17C. If you plan to move in the next few years, where do you intend to move?

	Within Minneapolis	Outside of Minneapolis, but still in Hennepin Co.	Outside of Hennepin Co., but still in Minnesota	Some other location (outside of MN)	N (unweighted)
All CAP participants (weighted)	25.3%	51.8%	13.0%	9.9%	142
All CAP participants (unweighted)	21.1%	55.6%	12.7%	10.6%	142
Program type:					
Housing literacy	26.7%	56.7%	13.3%	3.3%	30
Energy Assistance	25.0%	56.3%	10.4%	8.3%	48
Financial services	-	-	-	-	18
Homelessness prevention	22.7%	50.0%	4.5%	22.7%	22
Family supports	19.6%	60.9%	10.9%	8.7%	46
Opt-in survey:					
All respondents	37.0%	25.9%	14.8%	22.2%	27
Race / Ethnicity:					
All people of color	23.3%	52.1%	12.3%	12.3%	73
Black or African American, including Somali, Oromo, and other African native	25.5%	54.9%	7.8%	11.8%	51
Latino or Hispanic	-	-	-	-	8
White	23.2%	50.5%	13.7%	12.6%	95
Home language:					
English	23.3%	52.8%	10.7%	13.2%	159
All other languages	-	-	-	-	7
Household type:					
No children	26.0%	46.9%	9.4%	17.7%	96
One adult with 1+ children	8.8%	61.8%	23.5%	5.9%	34
Two or more adults with 1+ children	30.3%	48.5%	15.2%	6.1%	33
Poverty status (approximated):					
Less than 100% of poverty line	15.9%	47.7%	25.0%	11.4%	44
100% to 200% of poverty line	25.8%	53.0%	9.1%	12.1%	66
Above 200% of poverty line	25.5%	51.1%	10.6%	12.8%	47
Geographic area:					
Hennepin County	25.0%	53.9%	11.8%	9.2%	152
City of Minneapolis	38.6%	38.6%	13.6%	9.1%	44
Suburban Hennepin County	19.4%	60.2%	11.1%	9.3%	108
Other MN location not in Hennepin County	-	-	-	-	12

**Community Action Partnership of Hennepin County
Respondent Characteristics**

17D. If you plan to move in the next few years somewhere outside of the City of Minneapolis, but still in Hennepin County, what city or suburb of Hennepin County do you plan to live in?

	All CAP participants
Bloomington	16.4%
St. Louis Park	14.5%
Brooklyn Park	12.7%
Minnetonka	12.7%
Eden Prairie	10.9%
Maple Grove	10.9%
Plymouth	9.1%
Hopkins	9.1%
New Hope	7.3%
Other	7.3%
Brooklyn Center	5.5%
Robbinsdale	3.6%
Hennepin County (unspecified)	1.8%
Chanhassen	1.8%
Wayzata	1.8%
Osseo	1.8%
Crystal	1.8%
Champlin	1.8%
N (unweighted)	55

**Community Action Partnership of Hennepin County
Respondent Characteristics**

18. Which income category comes closest to your total household income before taxes in 2015 (gross income)?

	Less than \$10,000	\$10,000 to \$14,999	\$15,000 to \$19,999	\$20,000 to \$24,999	\$25,000 to \$29,999	\$30,000 to \$39,999	\$40,000 to \$49,999	\$50,000 to \$74,999	\$75,000 or more	N (unweighted)
All CAP participants (weighted)	32.4%	23.9%	11.4%	11.1%	7.1%	7.2%	3.3%	2.8%	0.8%	464
All CAP participants (unweighted)	20.0%	19.4%	11.6%	11.0%	7.8%	11.6%	7.1%	7.3%	4.1%	464
Program type:										
Housing literacy	10.7%	6.7%	8.0%	2.7%	6.7%	18.7%	16.0%	17.3%	13.3%	75
Energy Assistance	33.9%	24.1%	12.6%	10.9%	6.3%	7.5%	2.3%	2.3%	0.0%	174
Financial services	8.3%	8.3%	13.9%	11.1%	8.3%	5.6%	25.0%	13.9%	5.6%	36
Homelessness prevention	15.7%	17.6%	7.8%	13.7%	7.8%	15.7%	5.9%	10.8%	4.9%	102
Family supports	18.1%	26.2%	16.1%	12.1%	9.4%	10.7%	3.4%	2.7%	1.3%	149
Opt-in survey:										
All respondents	1.3%	3.8%	0.0%	1.3%	5.1%	11.5%	11.5%	21.8%	43.6%	78
Race / Ethnicity:										
All people of color	23.4%	17.9%	8.5%	5.5%	10.4%	12.4%	10.0%	7.0%	5.0%	201
Black or African American, including Somali, Oromo, and other African native	27.6%	16.5%	9.4%	4.7%	11.0%	9.4%	11.8%	6.3%	3.1%	127
Latino or Hispanic	4.2%	25.0%	8.3%	0.0%	12.5%	16.7%	8.3%	16.7%	8.3%	24
White	13.3%	16.6%	10.9%	11.8%	5.7%	11.2%	6.6%	10.9%	13.0%	331
Home language:										
English	17.4%	16.8%	10.3%	10.1%	7.1%	11.2%	7.5%	9.1%	10.3%	493
All other languages	17.5%	15.0%	7.5%	2.5%	12.5%	12.5%	12.5%	15.0%	5.0%	40
Household type:										
No children	17.7%	19.7%	12.5%	11.3%	6.1%	8.1%	5.5%	8.1%	11.0%	345
One adult with 1+ children	28.8%	19.7%	6.1%	6.1%	3.0%	18.2%	7.6%	9.1%	1.5%	66
Two or more adults with 1+ children	8.8%	7.0%	4.4%	7.0%	14.0%	20.2%	14.0%	13.2%	11.4%	114
Poverty status (approximated):										
Less than 100% of poverty line	57.8%	23.4%	6.5%	4.5%	5.8%	1.9%	0.0%	0.0%	0.0%	154
100% to 200% of poverty line	0.0%	25.5%	19.7%	21.2%	7.7%	15.4%	8.7%	1.9%	0.0%	208
Above 200% of poverty line	0.0%	0.0%	0.0%	0.0%	8.7%	17.4%	13.7%	28.0%	32.3%	161
Geographic area:										
Hennepin County	19.3%	19.1%	11.0%	10.4%	7.4%	11.5%	7.0%	7.9%	6.4%	471
City of Minneapolis	26.4%	16.8%	8.8%	12.0%	6.4%	6.4%	6.4%	8.8%	8.0%	125
Suburban Hennepin County	16.8%	19.9%	11.8%	9.8%	7.8%	13.3%	7.2%	7.5%	5.8%	346
Other MN location not in Hennepin County	8.1%	8.1%	5.4%	5.4%	8.1%	18.9%	21.6%	16.2%	8.1%	37

**Community Action Partnership of Hennepin County
Respondent Characteristics**

Moving patterns for those planning to move in the next few years

	Staying in City of Minneapolis	City of Minneapolis to suburban Hennepin County	Staying in suburban Hennepin County	Suburban Hennepin County to City of Minneapolis	Hennepin County to somewhere outside of Hennepin County	Other	N (unweighted)
All CAP participants (weighted)	14.4%	14.8%	36.5%	10.9%	22.3%	1.1%	142
All CAP participants (unweighted)	8.5%	11.3%	42.3%	12.7%	20.4%	4.9%	142
Program type:							
Housing literacy	13.3%	16.7%	30.0%	13.3%	13.3%	13.3%	30
Energy Assistance	12.5%	12.5%	43.8%	12.5%	18.8%	0.0%	48
Financial services	-	-	-	-	-	-	18
Homelessness prevention	9.1%	9.1%	40.9%	13.6%	22.7%	4.5%	22
Family supports	2.2%	2.2%	58.7%	17.4%	17.4%	2.2%	46
Opt-in survey:							
All respondents	22.7%	4.5%	22.7%	13.6%	13.6%	22.7%	22
Race / Ethnicity:							
All people of color	12.5%	16.7%	34.7%	11.1%	19.4%	5.6%	72
Black or African American, including Somali, Oromo, and other African native	16.0%	20.0%	34.0%	10.0%	16.0%	4.0%	50
Latino or Hispanic	-	-	-	-	-	-	8
White	8.8%	5.5%	44.0%	13.2%	19.8%	8.8%	91
Home language:							
English	10.4%	10.4%	41.6%	12.3%	18.2%	7.1%	154
All other languages	-	-	-	-	-	-	7
Household type:							
No children	12.0%	8.7%	38.0%	13.0%	18.5%	9.8%	92
One adult with 1+ children	6.1%	9.1%	48.5%	3.0%	27.3%	6.1%	33
Two or more adults with 1+ children	9.1%	18.2%	30.3%	21.2%	18.2%	3.0%	33
Poverty status (approximated):							
Less than 100% of poverty line	11.4%	15.9%	29.5%	4.5%	34.1%	4.5%	44
100% to 200% of poverty line	7.6%	6.1%	43.9%	18.2%	16.7%	7.6%	66
Above 200% of poverty line	14.0%	11.6%	41.9%	9.3%	11.6%	11.6%	43
Geographic area:							
Hennepin County	11.2%	11.2%	42.8%	13.8%	21.1%	0.0%	152
City of Minneapolis	38.6%	38.6%	0.0%	0.0%	22.7%	0.0%	44
Suburban Hennepin County	0.0%	0.0%	60.2%	19.4%	20.4%	0.0%	108
Other MN location not in Hennepin County	-	-	-	-	-	-	12

Appendix

2016 Community Needs Survey



Community Action
Partnership of Hennepin County

Community Action Partnership of Hennepin County 2016 Community Needs Survey

We need your help! This study is being conducted by the Community Action Partnership of Hennepin County (CAP-HC) with the assistance of Wilder Research. CAP-HC is expanding to provide services to people in the City of Minneapolis. The purpose of this survey is to learn more about the needs of the people we serve, so we can improve our services.

Everyone who completes this survey will be entered in a drawing for one of five \$100 Visa gift cards!

The survey takes 5 to 10 minutes and can be completed in a couple different ways:

1. Fill out the paper survey and return it in the enclosed postage-paid envelope.
2. Go online and fill out the survey

Go to: www.wilderresearch.org/go/cap-hc

Password: [PIN]

This survey is voluntary and confidential – your name and other identifying information about you and your household will never be reported. Your information will never be sold or given to any other entity or used for any purpose other than this study. Your participation and responses will not affect the services you receive from CAP-HC.

Usted puede completar la encuesta en español – vaya al sitio Web e ingrese su clave. Llame a Wilder Research si necesita ayuda – hablamos español: 651-280-2973.

Daraasadaan waad uga jawaabi kartaa afsoomaali – adigoo aadaya shabaqada cumpuuterka, kadibna isticmaal nubarka passwordka. Soo wac o la xiriir Wilder Research hadaad u baahanthay caawinaad dheeraad ah-waanu ku hadalnaa somaliga: 651-280-2972.

Please complete this survey and return it to us in the postage-paid return envelope. Any adult age 18 or older who is a member of your household is eligible to complete this survey.

If you have any questions or concerns about this study, please contact Hollis Henry at Wilder Research (651-280-2727) or Christine Hart at CAP-HC (952-697-1364).

Thank you for your time and for sharing information about yourself and your household! This survey will help CAP-HC improve our services to meet the community's needs.

Sincerely,

Scott Zemke, Executive Director



**Community Action Partnership of Hennepin County
2016 Community Needs Survey**

1. Do you, or anyone in your household, need and/or currently receive any of the following services?

	I or someone in my household is currently receiving this service	I or someone in my household <u>needs</u> this service but is <u>not</u> currently receiving it	No one in my household needs this service
A. Legal advice about immigration, debt, housing, or family law	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³
B. Help accessing financial benefits you are eligible for, such as food support or disability benefits	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³
C. Help getting low-interest car loans	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³
D. Car repair services	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³
E. Rental subsidy	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³
F. Help with mortgage payments	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³
G. Help paying your utility bills	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³
H. Help with home repairs	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³
I. Help budgeting money	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³
J. Tax filing assistance	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³
K. Help preparing for homeownership	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³
L. Education about tenants' and landlords' rights and responsibilities	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³
M. Help with preventing eviction	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³
N. Case management related to housing	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³
O. Help getting clothes to wear	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³
P. Help dealing with domestic violence	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³
Q. Child care	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³
R. Early childhood education to get young children ready for school	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³

2. Which of the following programs/services have you or someone else in your household received **from Community Action** within the **past two years**?

3. (If you have received this service) What is your level of satisfaction with this service?

	Don't Know	No	Yes	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
A. Energy Assistance – helping pay for your electric and heating bills	<input type="checkbox"/> ⁸	<input type="checkbox"/> ²	<input type="checkbox"/> ¹ ➔	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
B. Family Assets for Independence in Minnesota (FAIM) – a savings program that triples each dollar saved	<input type="checkbox"/> ⁸	<input type="checkbox"/> ²	<input type="checkbox"/> ¹ ➔	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
C. Financial Literacy – workshop on budgeting, reducing debt, and building good credit	<input type="checkbox"/> ⁸	<input type="checkbox"/> ²	<input type="checkbox"/> ¹ ➔	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
D. Food Support/SNAP – helping afford the cost of food	<input type="checkbox"/> ⁸	<input type="checkbox"/> ²	<input type="checkbox"/> ¹ ➔	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
E. Foreclosure Prevention – counseling to households facing foreclosure	<input type="checkbox"/> ⁸	<input type="checkbox"/> ²	<input type="checkbox"/> ¹ ➔	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
F. Homebuyer Education – workshop to prepare you for homeownership	<input type="checkbox"/> ⁸	<input type="checkbox"/> ²	<input type="checkbox"/> ¹ ➔	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
G. Home Maintenance and Rehab – helping homeowners fix their homes	<input type="checkbox"/> ⁸	<input type="checkbox"/> ²	<input type="checkbox"/> ¹ ➔	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
H. Homeowner Services – financial counseling on purchasing a home or refinancing	<input type="checkbox"/> ⁸	<input type="checkbox"/> ²	<input type="checkbox"/> ¹ ➔	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
I. Homeless Services – helping families transition from shelter to safe, affordable housing	<input type="checkbox"/> ⁸	<input type="checkbox"/> ²	<input type="checkbox"/> ¹ ➔	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
J. Legal Service Clinics – providing legal advice	<input type="checkbox"/> ⁸	<input type="checkbox"/> ²	<input type="checkbox"/> ¹ ➔	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
K. MNSure Application Assistance – helping navigate through the MNSure application process	<input type="checkbox"/> ⁸	<input type="checkbox"/> ²	<input type="checkbox"/> ¹ ➔	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
L. Reverse Mortgage – advice about getting equity from your home	<input type="checkbox"/> ⁸	<input type="checkbox"/> ²	<input type="checkbox"/> ¹ ➔	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
M. Supportive Services for Veteran Families – helping veterans access stable housing	<input type="checkbox"/> ⁸	<input type="checkbox"/> ²	<input type="checkbox"/> ¹ ➔	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
N. Tax Assistance Program – preparing taxes and electronically filing	<input type="checkbox"/> ⁸	<input type="checkbox"/> ²	<input type="checkbox"/> ¹ ➔	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
O. Tenant Training Workshop – workshop on renters' rights and responsibilities	<input type="checkbox"/> ⁸	<input type="checkbox"/> ²	<input type="checkbox"/> ¹ ➔	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
P. Other, specify: _____ _____	➔	➔	➔	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴

4. Below is a list of problems some households in our community may have. How much of a problem are each of the following for your household?

How much of a problem is...	Not a problem	A small problem	A big problem
A. Access to health care?	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³
B. Access to a dentist?	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³
C. Access to mental health care?	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³
D. Having enough money to meet basic needs?	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³
E. Access to safe and affordable housing?	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³
F. Paying for child care?	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³
G. Finding child care that is open during the times you need it?	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³
H. Access to transportation?	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³
I. Access to affordable car insurance?	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³
J. Access to healthy food?	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³
K. Access to higher education?	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³

5. What is the **one thing** that would help the most to meet the needs of those living in your household? (including yourself, children, other family, or friends)

Now, there are just a few questions about your household. Remember, everything in this survey is confidential.

6. How many adults age 18 or older, including you, live in your household? _____

7. How many children under age 18 live in your household? _____

8. What is your age (in years)? _____

9. What is your gender?

¹ Female

² Male

³ Something else

10. What is your race/ethnicity? (MARK ALL THAT APPLY)

- ¹ Black or African American, including Somali, Oromo, and other African native
- ² American Indian or Native American
- ³ Asian American or Asian, including Southeast Asian and Pacific Islander
- ⁴ Hispanic/Latino
- ⁵ White
- ⁶ Other (please specify: _____)

11. What language is mostly spoken in your home?

- ¹ English
- ² Hmong
- ³ Spanish
- ⁴ Somali
- ⁵ Another language (please specify: _____)

12. What is the highest level of education you have completed?

- ¹ Less than high school, no diploma or GED
- ² High school diploma or GED
- ³ Some college, no degree
- ⁴ Associate degree
- ⁵ Bachelor's degree
- ⁶ Post-graduate degree (master's, PhD, JD, MD, etc.)

13. What is your current employment status?

- ¹ Employed full-time
(currently working 35+ hours per week) ➔
- ² Employed part-time (currently working
less than 35 hours per week) ➔

13B. Does your employer offer you the following benefits:

- Health insurance? ¹ Yes ² No
- Paid time off? ¹ Yes ² No

- ³ Looking for work (unemployed)
- ⁴ Not employed and not looking for work
(i.e., retired, stay at home parent, disabled,
out of the workforce, etc.)

14. Which of the following does anyone in your household receive? (MARK ALL THAT APPLY)

- ¹ Wages and salaries (including self-employment)
- ² Supplemental Security Income (SSI; disability benefits)
- ³ Minnesota Family Investment Plan (MFIP)
- ⁴ Social Security
- ⁵ General Assistance
- ⁶ Pension or retirement
- ⁷ Unemployment payments
- ⁸ Minnesota Care
- ⁹ Child support or alimony
- ¹⁰ Veteran's benefits
- ¹¹ Medical Assistance
- ¹² Food Stamps
- ¹³ Housing Choice Voucher (Section 8)
- ¹⁴ Other sources of income for your household, specify _____

15. Do the people in your household have health insurance?

- ¹ All people in my household are currently insured
- ² Some, but not all, people in my household are currently insured
- ³ None of the people in my household are currently insured

16A. Do you own or rent your home?

- ¹ Own ➔ 16B. How much do you pay per month for your home (rent or mortgage)
- ² Rent ➔ **not** including utilities? \$ _____
- ³ Neither own nor rent

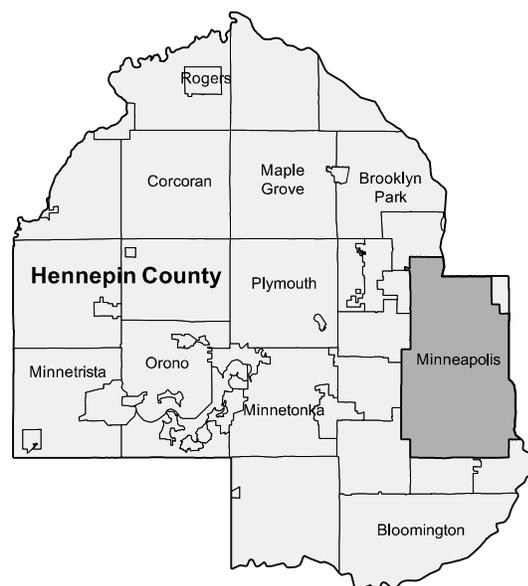
17A. Do you plan to move in the next few years?

1 Yes ➔

2 No

17B. Why do you intend to move? (MARK ALL THAT APPLY)

- 1 Work
- 2 Going to or leaving/finishing college
- 3 Family changes (more children/ children moving out, downsizing, divorce, etc.)
- 4 To be in an area with better schools
- 5 Just want to live somewhere else
- 6 Safety
- 7 Housing quality
- 8 Problems with my landlord
- 9 To be closer to my family or cultural community
- 10 Rent or mortgage is too high
- 11 Property taxes are too high
- 12 Other financial reasons
- 13 Some other reason



17C. Where do you intend to move?

1 Somewhere within the City of Minneapolis

2 Somewhere outside of the City of Minneapolis, but still in Hennepin County ➔

17D. What city or suburb of Hennepin County do you plan to live in?

3 Somewhere outside of Hennepin County, but still in Minnesota

4 Some other location

18. Which income category comes closest to your total household income before taxes in 2015 (gross income)?

- 1 Less than \$10,000
- 2 \$10,000 to under \$15,000
- 3 \$15,000 to under \$20,000
- 4 \$20,000 to under \$25,000
- 5 \$25,000 to under \$30,000
- 6 \$30,000 to under \$40,000
- 7 \$40,000 to under \$50,000
- 8 \$50,000 to under \$75,000
- 9 \$75,000 or more

Thank you for completing this survey!

Key informant interview protocol

Name:

Title:

Organization:

Phone number:

Relationship with CAP-HC [Filled in from spreadsheet before interview begins]:

Date of interview:

Time of interview:

Interviewer:

About the project and informed consent

Wilder Research is conducting a community needs assessment on behalf of Community Action Partnership of Hennepin County (CAP-HC). CAP-HC is currently expanding services to the City of Minneapolis. We are contacting organizations that serve low-income people in Hennepin County to help CAP improve its services.

The purpose of these interviews is to learn how organizations who are serving similar groups of people interact and work with each other to effectively serve their clients, as well as to identify what organizations doing this work perceive as the greatest needs among the people they serve. You were identified as someone who has valuable insight regarding these topics.

During this interview, we will ask you a number of questions focusing on your perceptions of CAP in Suburban Hennepin, as well as your perceptions regarding the needs of the people that you serve.

Your participation in this interview is voluntary, and nothing you say will be linked to you or to your organization. Your responses will be combined with the responses of other interviewees and summarized in a report that will help CAP better serve their clients and think strategically about how they might work with organizations that serve clients similar to yours.

The interview will take 30-45 minutes, depending on how much you have to say. Do you have any questions before we get started?

Great. And one more thing before I begin. I'd like to record our conversation today, as it helps me to later fill in my interview notes and make sure I have captured the details. The recording will be deleted after I have completed a summary of our conversation. Are you comfortable with me recording our conversation?

HIT RECORD BUTTON NOW

-
1. First, please briefly tell me about your organization and your role there.
 - a. What services do you offer?

- b. *What is the population you serve?*
- c. *Do you serve residents across all of Hennepin County or do you focus on Minneapolis or the suburbs?*
 - Hennepin County*
 - Minneapolis*
 - Suburban Hennepin County*
- d. *What is your role at this organization?*

2. What do you see as the three biggest needs of low-income residents in Hennepin County?

Need #1:

Need #2:

Need #3:

3. What are the main barriers low-income residents in Hennepin County face in accessing services?

4. Do you think the needs of the low-income population in Hennepin County will change in the next 5-10 years? (IF YES: How and why? IF NO: Why not?)

5. What challenges do you think CAP and other agencies and organizations will face in meeting these needs? [Probe: What are examples of some things CAP and other agencies and organizations can do to address these challenges?]

6. Thinking about those in poverty living in Hennepin County, what sub-groups within that population do you believe are not currently being served by existing programs and services?

7. What barriers do these sub-groups face in accessing services? [Clarify which subgroup they are referring to in their response]

8. On a scale of 1-5, with "1" being "not very effectively" and "5" being "extremely effectively," how effectively do you think that organizations and agencies in Hennepin County are meeting the needs of low-income residents in the area?

Not very effective			Extremely effective	
1	2	3	4	5

9. What are organizations and agencies in Hennepin County doing well in serving low-income people?

10. What services or programs should be provided by organizations and agencies in Hennepin County to better meet the needs of low-income residents?

11. What is your impression of CAP-HC and the work they do to serve low-income residents of Hennepin County? [Probe: Do you have any suggestions or recommendations for CAP-HC as they expand into Minneapolis?]

WITH A PRIOR RELATIONSHIP AS IDENTIFIED IN THE SPREADSHEET:

1. We understand that your organization has partnered with CAP-HC in the past. [Describe context of partnership as shown in the spreadsheet]
2. Did working with CAP help your organization and/or your clients? (IF YES: How? IF NO: Why not?)
3. On a scale of 1-5, with "1" being not very effective and "5" being "extremely effective," how would you rank your work with CAP?

Not very effective			Extremely effective	
1	2	3	4	5

4. What went well?
5. What didn't go well?
6. Would your organization consider working with CAP again?

5a. [If YES] In what capacity and toward what goal?

Capacity:

Goal:

5b. [If no] Why not? How might CAP make itself a more attractive potential partner?

NO PRIOR RELATIONSHIP:

1. What could your organization and CAP do together to better serve those in poverty in Hennepin County?
2. Are there specific reasons that your organization has not worked with CAP? How might CAP make itself a more attractive potential partner in the future?

Thank you so much for taking the time to share your insights with us today! Those are all of our questions.

END

Demographic overview findings



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EXECUTIVE DIRECTOR
Paul Mattessich

Summary of key findings

MEMO

TO: Community Action Partnership of Hennepin County (CAP-HC)
FROM: Wilder Research
RE: 2016 community needs assessment demographic overview
DATE: September 12, 2016

This memo describes preliminary findings of the 2016 community needs assessment demographic overview. The purpose of the demographic overview is to provide CAP-HC decision-makers with pertinent characteristics of low-income residents in Hennepin County, and more specifically, in suburban Hennepin County and Minneapolis. Suburban Hennepin County includes every jurisdiction in Hennepin County with the exclusion of the City of Minneapolis.

Data sources

The majority of these findings are based on secondary data obtained from the American Community Survey (2014 1-year estimates and 2010-2014 5-year estimates) and the U.S. Census (2000 and 2010). Additionally, we accessed Minnesota Department of Public Safety, Bureau of Criminal Apprehension data (via Minnesota Compass) for 2014 crime rate data and the Minnesota Employment and Economic Development, Job Vacancy Survey for 2015 job vacancy data.¹

Some other areas of interest include child care, chemical dependency, domestic violence, homelessness, food availability, mental health, and migration between urban and suburban areas of Hennepin County. While

¹ Minnesota Department of Employment and Economic Development (DEED). (2015). Job Vacancy Survey: Data Tool. Retrieved from <https://mn.gov/deed/data/data-tools/job-vacancy/>

we do not have measures of these topic areas from the census, American Community Survey, or other sources for these topics, we included them as areas of interest in an investigation of other literature (e.g., 2015 Minnesota Statewide Homeless Study, 2015 Minnesota Early Childhood Risk and Reach Report) which will be summarized later in the study.

Based on input from CAP-HC, Wilder Research included nine sections of demographic information about low-income residents to present:

- Overall poverty trends
- Poverty rates by Minneapolis community and neighborhood
- Poverty rates for demographic subgroups
 - Age
 - Gender
 - Race/ethnicity
 - Nativity
 - Language
 - Family structure
- Housing
- Education, employment and wages, veteran status, disability status, and transportation to work
- Health
- Income, SNAP, and public assistance
- Computer and internet access

Overall poverty trends

Overall, 13 percent of Hennepin County residents were living in poverty in 2014. The percentage was higher in Minneapolis (23%) than in suburban Hennepin County (8%). The percentage of residents at 100 percent or less of the poverty level increased in all three areas from 2000 through 2014. Poverty rates have also increased for the population at 200 percent or less of the poverty level from 2000 through 2014 in each area, with the greatest percentage increase of 9 percentage points in suburban Hennepin County.

Poverty rates by Minneapolis community and neighborhood¹

Minneapolis communities with the highest poverty rates in 2014 include University (49%), Phillips (48%), and Near North (39%). Minneapolis neighborhoods with the highest poverty rates include University of Minnesota (76%), Sumner-Glenwood (66%), and Ventura Village (61%). Maps of Minneapolis communities and neighborhoods and an explanation of how boundaries were created are in the Appendix. Research has shown that poverty rates can be inflated when they include college students living in off-campus housing. This may be the case with the University community and neighborhood in Minneapolis.²

Poverty rates for demographic subgroups

Age

In Hennepin County overall, 17 percent of people under age 18 (minors) are in poverty. The poverty rate among minors is nearly twice that high when focusing on Minneapolis (32%). Eleven percent of minors in suburban Hennepin County are in poverty. Poverty rates are higher among the population under age 18 than they are for adults (18-64) and older adults (65+).³

Additionally, a trend analysis shows that poverty rates among minors have fluctuated more over time compared to poverty rates among adults and older adults. This finding suggests that minors are more likely than adults or older adults to move in and out of poverty over time.

The poverty rate among adults (age 18-64) in Hennepin County is 13 percent. The poverty rate is higher in Minneapolis (23%) and lower in suburban Hennepin County (8%). Poverty rates for adult females are higher than poverty rates for adult males by four percentage points in Minneapolis and one percentage point in suburban Hennepin County.

Older adults make up less than 15 percent of the population in poverty in all geographic areas. The largest percentage of older adults in poverty is in suburban Hennepin County (5% in

² U.S. Census Bureau. (2013). When off-campus college students are excluded, poverty rates fall in many college towns. Retrieved from <http://blogs.census.gov/2013/07/29/when-off-campus-college-students-are-excluded-poverty-rates-fall-in-many-college-towns/>

³ The poverty rate among young adults (age 18-24) in Hennepin County is 29 percent (46% in Minneapolis and 13% in suburban Hennepin County). This age group has the highest poverty rate compared to other age groups.

Minneapolis, 11% in suburban Hennepin County, and 7% in Hennepin County overall). Poverty rates for older adults in Hennepin County overall, Minneapolis, and suburban Hennepin County are lower than the poverty rates of the total population in each area. From 2000 through 2014, poverty rates among older adults have risen slightly, but not as drastically as for minors and adults.

Gender

Poverty rates are similar for men and women. Poverty rates have increased for both groups between 2000 and 2014 in Minneapolis, suburban Hennepin County, and Hennepin County overall.

Race/ethnicity

In 2014, the majority of residents in each geographic area was white: 71 percent in Hennepin County overall, 61 percent in Minneapolis, and 76 percent in suburban Hennepin County. The three largest racial and ethnic minority populations in Minneapolis, suburban Hennepin County, and Hennepin County overall are black (18%, 9%, and 12%, respectively), non-white Hispanic (10%, 5%, and 7%, respectively), and Asian (6%, 7%, and 7%, respectively).

In suburban Hennepin County and Hennepin County overall, non-Hispanic white residents make up the largest percentage of those in poverty. In Minneapolis, black residents make up the largest percentage of those in poverty. The highest poverty rates in Hennepin County are among black and American Indian residents. The rate of poverty among black residents in Hennepin County is five times that of non-Hispanic white residents.

Nativity

Of residents in poverty in Hennepin County, 80 percent were born in the U.S. The poverty rate for the foreign-born population is higher than the rate for the population born in the U.S. (19% versus 12% in Hennepin County overall, 34% versus 21% in Minneapolis, and 11% versus 8% in suburban Hennepin County).

Language

Nearly one-third of residents in poverty in Minneapolis (35%) and Hennepin County overall (30%) speak a language other than English at home. In suburban Hennepin County, less than one-quarter of residents in poverty speak a language other than English (24%). In Hennepin

County, poverty rates are higher for populations that speak a language other than English than for populations that speak English only.

Family structure

In Hennepin County, most households in poverty are households that include non-related individuals.⁴ Poverty rates, however, are highest among single female headed family households with children (52% in Minneapolis, 26% in suburban Hennepin County, 35% in Hennepin County overall).⁵

Housing

In Hennepin County overall, about one-third (32%) of all households, not just those in poverty, are paying 30 percent or more of their income for housing. The percentage of all households paying 30 percent or more of their income for housing is higher in Minneapolis (37%) than in suburban Hennepin County (29%). For households with an income of \$35,000 or less in Hennepin County overall, **79 percent are paying 30 percent or more of their income for housing** (80% in Minneapolis and 78% in suburban Hennepin County). HousingLink found that for homeowners with a mortgage in Hennepin County, 33 percent are cost-burdened or severely cost-burdened (pay more than 50% of their income for housing) and the same is true for 50 percent of renters. The percentage of cost-burdened households is much higher in areas of concentrated poverty.⁶

In Hennepin County, 78 percent of families in poverty are renters. The rate is higher in Minneapolis (88%) than suburban Hennepin County (66%). Of all Minneapolis communities, the percentage of cost-burdened households is highest in University (58%), Near North (55%), and Phillips (54%).

⁴ Non-related households contain a group of unrelated people or one person living alone.

⁵ A family household consists of a householder and one more other people living in the same household who are related to the householder by birth, marriage, or adoption and may also contain people not related to the householder.

⁶ HousingLink. (2015). 2014 Analysis of Impediments to Fair Housing Choice: Twin Cities Region. Retrieved from <https://www.housinglink.org/docs/default-source/MainLibrary/2014-fhic-ai.pdf>

Of all housing units in Hennepin County, 6 percent are vacant. The homeowner vacancy rate is 2 percent, and the rental vacancy rate is 4 percent. According to 5-year ACS data, 12 percent of rental units have rental costs of less than \$600, 44 percent have rental costs of \$600-\$999, and 44 percent have rental costs of \$1,000 or more.

According to the Minnesota Housing Partnership (MHP), a safe, modest two-bedroom apartment in Hennepin County costs \$996 per month. The median renter household in Hennepin County has an income of \$35,185 and thus could affordably spend \$880 per month on rent (based on ACS data from 2009-2013). Given that half of the county's renters earn less than \$35,185, more than half of renters need housing that is less expensive than the average cost.⁷

Education, employment and wages, disability status, veteran status, and transportation to work

Education

Over one-fifth (22%) of Hennepin County residents in poverty have less than a high school diploma or GED. About one-quarter of residents in poverty in Minneapolis (26%) and less than one-fifth in suburban Hennepin County (16%) have less than a high school diploma or GED. In Hennepin County, the poverty rate for residents with less than a high school diploma or GED is nearly eight times higher than residents with a bachelor's degree or higher.

Employment and wages

Seventy-nine percent of residents in poverty and in the labor force in Hennepin County are employed. Eight percent of those in poverty in Hennepin County are employed full time and year round (6% in Minneapolis and 10% in suburban Hennepin County). A larger percentage of residents in poverty are employed for part of the year or part time (50% in Minneapolis, 40% in suburban Hennepin County, and 46% in Hennepin County overall).

According to the Minnesota Department of Employment and Economic Development data for the Twin-cities 7-county metro area, there were 56,071 vacant jobs in late 2015, 35 percent of

⁷ Minnesota Housing Partnership. (2015). A place to call home in Hennepin County. Retrieved from http://www.mhponline.org/images/stories/docs/research/countyprofiles/2015_rev/Hennepin_Rev.pdf

which were part time and 11 percent of which were seasonal or temporary.⁸ The median wage offer for all vacant jobs, including all occupations, was \$14.31. Half of vacant jobs (50%) required one or more years of experience, 37 percent required some level of post-secondary education, and 27 percent required a specialized certificate or license.

For vacant full-time jobs, the median wage offer was \$16.20. This corresponds to annual earnings of \$33,696 (assuming 40 hours per week and 52 weeks of work). An individual with this level of earnings would have to spend more than 30% of their income to afford the average rent for a safe, modest two-bedroom apartment in Hennepin County (\$996 per month according to MHP). For vacant part-time jobs, the median wage offer was \$11.61. At this wage, an individual would have to work 66 hours per week to make \$39,840 and afford the average rent for a safe, modest two-bedroom apartment in Hennepin County (\$996 per month according to MHP).

Disability status and veteran status

In Hennepin County overall, the poverty rate for persons with disabilities (23%) is nearly two times the poverty rate for persons without disabilities (12%). The poverty rate for non-veterans (12%) is two times the poverty rate for the veteran population (6%).

Transportation to work

The greatest percentage of residents in poverty in all geographic areas who are employed drive to work, and do not carpool (44% in Minneapolis, 58% in suburban Hennepin County, 50% in Hennepin County overall). A higher percentage of Minneapolis residents take public transportation, walk, taxicab, motorcycle, bicycle or other means to get to work than residents of suburban Hennepin County.

⁸ Minnesota Department of Employment and Economic Development. (2015). Job Vacancy Survey. Retrieved from <https://apps.deed.state.mn.us/lmi/jvs/Results.aspx>

Health

Of the population in poverty in Hennepin County, 13 percent do not have health insurance, twice the rate without health insurance among the total population in Hennepin County. The percentage of uninsured are similar in Minneapolis and suburban Hennepin County. Note, for this indicator poverty is measured as under 138 percent of the poverty level.

Income, SNAP, and public assistance

Income

In 2014, the median household income for all households in Hennepin County was \$64,433 compared to a median household income of \$16,468 for households receiving food stamps.

SNAP and public assistance

Of all households in poverty in Hennepin County, nearly half (47%) receive Supplemental Nutrition Assistance Program (SNAP) benefits. Over half (56%) of households in poverty in Minneapolis receive SNAP benefits and one-third (33%) in suburban Hennepin County receive SNAP benefits. Of all households in Hennepin County, not just those in poverty, 5 percent receive public assistance (8% in Minneapolis and 3% in suburban Hennepin County).

Computer and internet access⁹

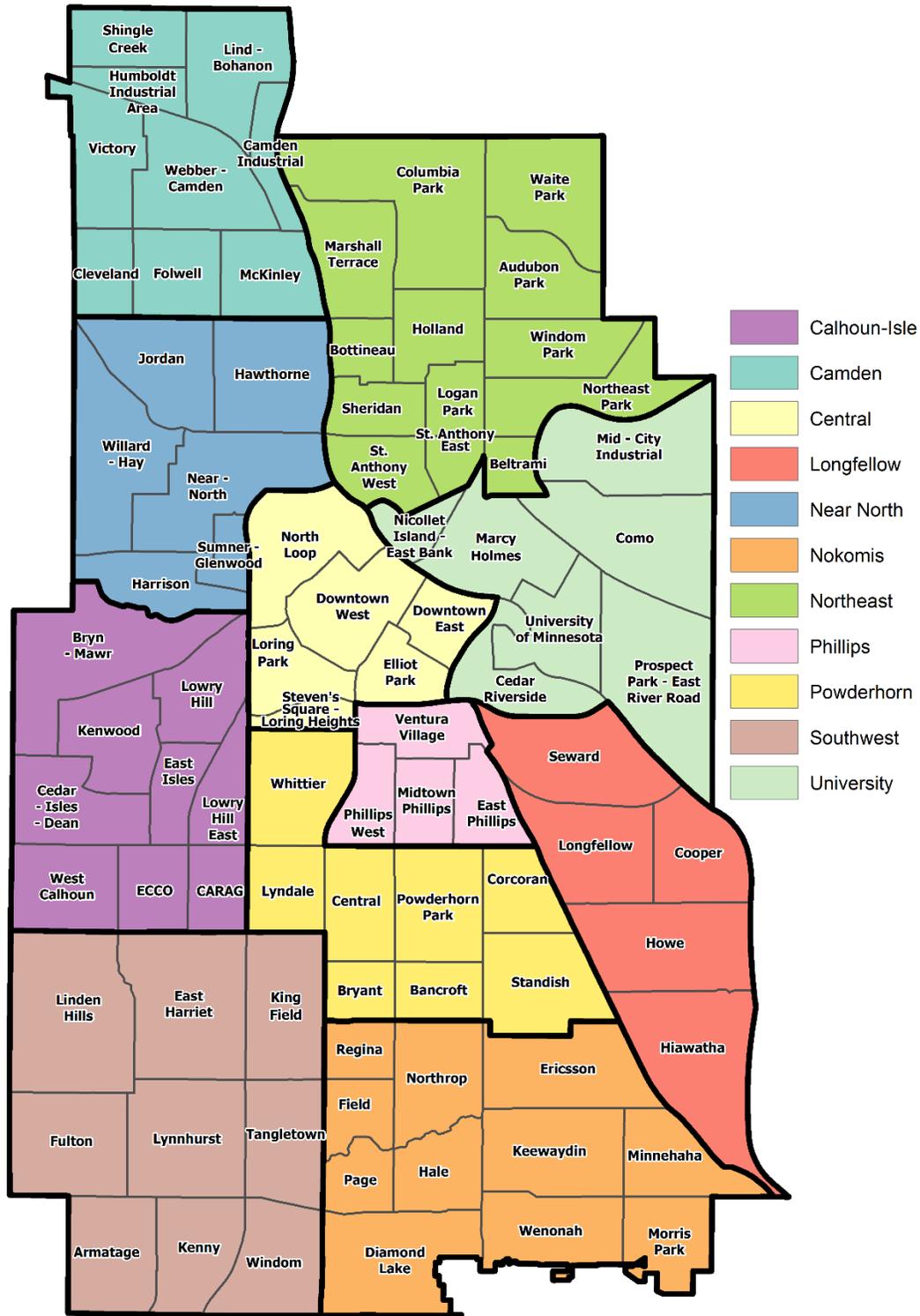
Of all households in Hennepin County, not just those in poverty, 90 percent own or use computers, 86 percent have access to the internet, and 81 percent have some type of internet subscription. Households with lower incomes are less likely to have an internet subscription. For households in Hennepin County with an income of \$10,000 or less, 51 percent have internet subscriptions and for households with an income of \$75,000 or more, 95 percent have an internet subscription.

⁹ We are unable to disaggregate data to know what percent of people access the internet via mobile phone.

Summary and next steps

From our analysis of secondary data regarding residents in poverty in Minneapolis, suburban Hennepin County, and Hennepin County overall, we are able to provide some insight into the characteristics of residents in poverty in each of these geographic areas (and in comparison to the overall population, when applicable). The next step is to confirm these findings as meaningful for the 2016 CAP-HC needs assessment, and then triangulate these data with the findings from other research tasks (e.g., client survey, field scan) during analysis and reporting. Please see the accompanying Excel spreadsheets for the raw data that contributed to this memo as well as other data that we identified as part of our review of secondary data.

City of Minneapolis Communities and Neighborhoods



Data tables

A1. Poverty in Urban and Suburban Hennepin County (ACS and Decennial census data 2000 & 2006)

	2000				2006			
	Total population*	Population in poverty	Poverty rate (%)	Percent of those in poverty	Total population*	Population in poverty	Poverty rate (%)	Percent of those in poverty
Minneapolis								
Total population								
0-100 percent of poverty level	366,915	62,092	16.9	100%	353,329	80,207	22.7	100%
0-200 percent of poverty level	366,915	131,280	35.8		353,329	141,042	39.9	
Population by age (100% of poverty)								
0-4	23,977	5,888	24.6	9.5%	27,620	9,270	33.6	11.6%
5-17	57,718	14,589	25.3	23.5%	52,966	18,934	35.7	23.6%
0-17	81,695	20,477	25.1	33.0%	80,586	28,204	35	35.2%
18-64	254,160	38,237	15	61.6%	246,472	48,552	19.7	60.5%
65+	31,060	3,378	10.9	5.4%	26,271	3,451	13.1	4.3%
Male	183,952	29,597	16.1	47.7%	179,174	37,094	20.7	46.2%
Female	182,963	32,495	17.8	52.3%	174,155	43,113	24.8	53.8%

Source: U.S. Census Bureau, Decennial Census and American Community Survey (ACS) 1-year estimates. <http://factfinder.census.gov/>

* Population for which poverty status has been determined.

A1. Poverty in Urban and Suburban Hennepin County (ACS and Decennial census data 2010 & 2014)

Minneapolis	2010				2014			
	Total population*	Population in poverty	Poverty rate (%)	Percent of those in poverty	Total population*	Population in poverty	Poverty rate (%)	Percent of those in poverty
Total population								
0-100 percent of poverty level	369,120	86,153	23.3	100%	390,182	90,598	23.2	100%
0-200 percent of poverty level	369,120	152,545	41.3		390,182	156,931	40.2	
Population by age (100% of poverty)								
0-4	24,317	6,013	24.7	7.0%	29,400	8,712	29.6	9.6%
5-17	45,390	17,097	37.7	19.8%	50,268	16,564	33	18.3%
0-17	69,707	23,110	33.2	26.8%	79,668	25,276	31.7	27.9%
18-64	271,230	58,641	21.6	68.1%	278,917	61,219	21.9	67.6%
65+	28,183	4,402	15.6	5.1%	31,597	4,103	13	4.5%
Male	188,596	40,224	21.3	46.7%	196,706	43,997	22.4	48.6%
Female	180,524	45,929	25.4	53.3%	193,476	46,601	24.1	51.4%

Source. U.S. Census Bureau, Decennial Census and American Community Survey (ACS) 1-year estimates. <http://factfinder.census.gov/>

* Population for which poverty status has been determined.

A1. Poverty in Urban and Suburban Hennepin County (ACS and Decennial census data 2000 & 2006)

Suburban Hennepin	2000				2006			
	Total population*	Population in poverty	Poverty rate (%)	Percent of those in poverty	Total population*	Population in poverty	Poverty rate (%)	Percent of those in poverty
Total population (poverty)								
0-100 percent of poverty level	725,656	28,292	3.9	100%	744,376	42,950	5.8	100%
0-200 percent of poverty level	725,656	85,290	11.8		744,376	120,541	16.2	
Population by age (100% of poverty)								
0-4	47,392	2,156	4.5	7.6%	52,020	4,682	9	10.9%
5-17	134,141	5,944	4.4	21.0%	131,626	9,453	7.2	22.0%
0-17	181,533	8,100	4.5	28.6%	183,646	14,135	7.7	32.9%
18-64	461,554	16,822	3.6	59.5%	472,822	25,416	5.4	59.2%
65+	82,569	3,370	4.1	11.9%	87,908	3,399	3.9	7.9%
Male	354,397	12,188	3.4	43.1%	368,208	19,254	5.2	44.8%
Female	371,259	16,104	4.3	56.9%	376,168	23,696	6.3	55.2%

Source. U.S. Census Bureau, Decennial Census and American Community Survey (ACS) 1-year estimates. <http://factfinder.census.gov/>

* Population for which poverty status has been determined.

A1. Poverty in Urban and Suburban Hennepin County (ACS and Decennial census data 2010 & 2014)

	2010				2014			
	Total population*	Population in poverty	Poverty rate (%)	Percent of those in poverty	Total population*	Population in poverty	Poverty rate (%)	Percent of those in poverty
Suburban Hennepin								
Total population (poverty)								
0-100 percent of poverty level	764,245	70,062	9.2	100%	797,474	63,522	8	100%
0-200 percent of poverty level	764,245	169,310	22.2		797,474	167,679	21	
Population by age (100% of poverty)								
0-4	50,262	7,851	15.6	11.2%	48,964	6,039	12.3	9.5%
5-17	137,415	18,971	13.8	27.1%	135,436	14,758	10.9	23.2%
0-17	187,677	26,822	14.3	38.3%	184,400	20,797	11.3	32.7%
18-64	479,259	37,651	7.9	53.7%	498,487	35,989	7.2	56.7%
65+	97,309	5,589	5.7	8.0%	114,587	6,736	5.9	10.6%
Male	368,072	29,781	8.1	42.5%	386,813	28,080	7.3	44.2%
Female	396,173	40,281	10.2	57.5%	410,661	35,442	8.6	55.8%

Source. U.S. Census Bureau, Decennial Census and American Community Survey (ACS) 1-year estimates. <http://factfinder.census.gov/>

* Population for which poverty status has been determined.

A2. Poverty rates among individuals in urban and suburban Hennepin County (2014)

Individuals	Minneapolis				Suburban Hennepin			
	Total population*	Population in poverty	Poverty rate (%)	Percent of those in poverty	Total population*	Population in poverty	Poverty rate (%)	Percent of those in poverty
Age and gender								
Male under 18	41,669	13,722	32.9	15.1%	92,356	9,919	10.7	15.6%
Male 18-64	140,377	28,272	20.1	31.2%	246,181	16,293	6.6	25.6%
Male 65+	14,660	2,003	13.7	2.2%	48,276	1,868	3.9	2.9%
Female under 18	37,999	11,554	30.4	12.8%	92,044	10,878	11.8	17.1%
Female 18-64	138,540	32,947	23.8	36.4%	252,306	19,696	7.8	31.0%
Female 65+	16,937	2,100	12.4	2.3%	66,311	4,868	7.3	7.7%
Race/ethnicity^a								
Black	68,165	32,759	48.1	38.2%	69,940	18,092	25.9	28.1%
American Indian	5,235	2,286	43.7	2.7%	-	-	-	-
Asian	21,994	6,471	29.4	7.6%	54,435	3,812	7	5.9%
Other race	14,125	3,907	27.7	4.6%	13,318	3,136	23.5	4.9%
Two or more races	18,332	4,400	24	5.1%	22,725	3,949	17.4	6.1%
Hispanic (of any race)	38,013	10,738	28.2	12.5%	41,293	7,999	19.4	12.4%
White (non-Hispanic)	229,918	29,807	13	34.8%	593,564	30,246	5.1	46.9%
Total population in poverty (5-year)	378,923	85,701	22.6%	100.0%	783,155	64,466	8.2%	100.0%
Total population	390,182	90,598	23.2%	100.0%	797,474	63,522	8.0%	100.0%

Sources. All estimates come from the 2014 American Community Survey (ACS) 1-year estimates unless otherwise noted.

^a ACS 5-year estimates (2010-2014). Based on data collected between 2010 and 2014, and therefore describe average characteristics for that 5-year time period.

* For which poverty status has been determined.

A2. Poverty rates among individuals in urban and suburban Hennepin County (2014) (continued)

Individuals	Minneapolis				Suburban Hennepin			
	Total population*	Population in poverty	Poverty rate (%)	Percent of those in poverty	Total population*	Population in poverty	Poverty rate (%)	Percent of those in poverty
Nativity								
Native born	330,516	70,133	21.2	77.4%	693,647	52,502	7.6	82.7%
Foreign born	59,666	20,465	34.3	22.6%	103,827	11,020	10.6	17.3%
Language spoken at home (people 5 years and older)								
Population age 5 years+	360,782	81,886	22.7	100.0%	748,510	57,483	7.7	100.0%
English only	281,007	53,424	19	65.2%	645,306	43,821	6.8	76.2%
Spanish	30,626	8,853	28.9	10.8%	33,281	-	-	-
Other Indo-European	8,958	901	10.1	1.1%	31,823	2,911	9.1	5.1%
Asian	14,766	4,107	27.8	5.0%	39,066	-	-	-
Other	25,425	14,601	57.4	17.8%	21,601	-	-	-
Educational attainment (population 25 year+)								
Population 25 years+	264,657	44,150	16.7	100.0%	561,269	35,924	6.4	100.0%
Less than high school graduate	26,397	11,654	44.1	26.4%	28,677	5,889	20.5	16.4%
High school graduate (includes equivalency)	43,951	10,846	24.7	24.6%	100,885	9,860	9.8	27.4%
Some college, associate's degree	65,510	13,047	19.9	29.6%	167,066	12,546	7.5	34.9%
Bachelor's degree or higher	128,799	8,603	6.7	19.5%	264,641	7,629	2.9	21.2%

Sources. All estimates come from the 2014 American Community Survey (ACS) 1-year estimates unless otherwise noted.

* For which poverty status has been determined.

A2. Poverty rates among individuals in urban and suburban Hennepin County (2014) (continued)

Individuals	Minneapolis				Suburban Hennepin			
	Total population*	Population in poverty	Poverty rate (%)	Percent of those in poverty	Total population*	Population in poverty	Poverty rate (%)	Percent of those in poverty
Employment status (civilians 16 years and older)								
Total civilian labor force 16+	240,402	33,857	14.1	100.0%	453,198	22,205	4.9	100.0%
Employed	225,333	26,904	11.9	79.5%	435,012	17,375	4	78.2%
Unemployed	15,069	6,953	46.1	20.5%	18,186	4,830	26.6	21.8%
Not in labor force	77,120	33,254	43.1		180,622	22,624	12.5	
Total civilian 16+	331,923	67,111	20.2	100.0%	638,714	44,829	7	100.0%
Worked full-time year-round	146,895	4,145	2.8	6.2%	311,105	4,363	1.4	9.7%
Worked part-time or part-year	111,187	33,535	30.2	50.0%	159,469	17,760	11.1	39.6%
Did not work	73,841	29,431	39.9	43.9%	168,140	22,706	13.5	50.7%
Disability status								
With a disability	51,214	17,687	34.5	19.5%	65,184	9,430	14.5	14.8%
No disability	342,909	72,911	21.3	80.5%	727,854	54,092	7.4	85.2%
Veteran status (civilians age 18+)								
Veterans	13,219	2,206	16.7	3.4%	39,785	-	-	-
Non-veterans	297,059	63,116	21.2	96.6%	573,030	41,628	7.3	97.4%

Sources. All estimates come from the 2014 American Community Survey (ACS) 1-year estimates unless otherwise noted.

* For which poverty status has been determined.

A2. Poverty rates among individuals in urban and suburban Hennepin County (2014) (continued)

Individuals	Minneapolis				Suburban Hennepin			
	Total population*	Population in poverty	Poverty rate (%)	Percent of those in poverty	Total population*	Population in poverty	Poverty rate (%)	Percent of those in poverty
Means of transportation to work (workers 16 years and older)								
Total workers age 16 years+	220,448	25,727	11.7	100.0%	427,389	16,347	3.8	100.0%
Car, truck, or van - drove alone	134,341	11,409	8.5	44.3%	337,599	9,415	2.8	57.6%
Car, truck, or van - carpooled	17,018	1,715	10.1	6.7%	36,569	-	-	-
Public transportation (excluding taxicab)	30,741	6,056	19.7	23.5%	17,615	-	-	-
Walked	15,217	3,705	24.3	14.4%	6,829	-	-	-
Taxicab, motorcycle, bicycle, or other means	12,710	2,184	17.2	8.5%	5,503	-	-	-
Worked at home	10,421	658	6.3	2.6%	23,274	-	-	-
Health Insurance (poverty is measured as under 1.38 of poverty level)								
With health insurance coverage	352,971	135,034	38.3	86.0%	754,723	146,052	19.4	87.1%
No health insurance coverage	36,975	21,897	59.2	14.0%	42,492	21,627	50.9	12.9%
Total	389,946	156,931	40.2	100.0%	797,215	167,679	21	100.0%

Sources. All estimates come from the 2014 American Community Survey (ACS) 1-year estimates unless otherwise noted.

* For which poverty status has been determined.

A2. Poverty rates among individuals in urban and suburban Hennepin County (2014) (continued)

Median annual earnings for Age 25+ with earnings: (all persons, not just those in poverty)	Minneapolis Median income
Male	\$39,203
Less than high school graduate	\$17,993
High school graduate (includes equivalency)	\$26,974
Some college or associate's degree	\$30,986
Bachelor's degree	\$51,119
Graduate or professional degree	\$63,714
Female	\$37,029
Less than high school graduate	\$12,313
High school graduate (includes equivalency)	\$22,054
Some college or associate's degree	\$27,402
Bachelor's degree	\$42,233
Graduate or professional degree	\$62,014
Total	\$37,841
Less than high school graduate	\$15,893
High school graduate (includes equivalency)	\$25,346
Some college or associate's degree	\$30,242
Bachelor's degree	\$46,837
Graduate or professional degree	\$62,424

Sources. All estimates come from the 2014 American Community Survey (ACS) 1-year estimates unless otherwise noted.

* Data not available for Suburban Hennepin County

**A2. Poverty rates among individuals in urban and suburban Hennepin County (2014)
(continued)**

Median annual earnings for age 25+ with earnings*	Minneapolis			Suburban Hennepin		
	Total population	In same house as 1 year ago (not poverty)	Percent of total	Total population	In same house as 1 year ago (not poverty)	Percent of total
Population below poverty 1 year and older	88,947	55,010	61.8	62,257	49,930	80.2
Total population 1 year and older (not poverty)	383,659	290,180	75.6	787,945	685,117	86.9

Sources. All estimates come from the 2014 American Community Survey (ACS) 1-year estimates unless otherwise noted.

* All persons, not just those in poverty

**A2. Poverty rates among individuals in urban and suburban Hennepin County (2014)
(continued)**

Crime Rate (per 100,000) (all persons, not just those in poverty) ^a	Minneapolis Crime rate (per 100,000)	Suburban Hennepin Crime rate (per 100,000)
Serious crime rate per 100,000 residents	5,732	2,448
Total serious crimes	23,342	19,703
Property crime rate per 100,000 residents	4,725	2,313
Number of property crimes	19,240	18,614
Violent crime rate per 100,000 residents	1,007	135
Number of violent crimes	4,102	1,089
Total Population (used to calculate per 100,000)	407,207	804,857

Sources. All estimates come from the 2014 American Community Survey (ACS) 1-year estimates unless otherwise noted.

^a Minnesota Department of Public Safety, Bureau of Criminal Apprehension (2014)

A3. Poverty rates by subgroup in urban and suburban Hennepin County (2014)

Households and families	Minneapolis				Suburban Hennepin			
	Total population*	Population in poverty	Poverty rate (%)	Percent of those in poverty	Total population*	Population in poverty	Poverty rate (%)	Percent of those in poverty
Total households	169,306	35,715	21.1	100.0%	323,913	23,689	7.3	100.0%
Household structure								
Married-couple family- no children	29,236	903	3.1	2.5%	93,015	1,535	1.7	6.5%
Married-couple family- children	23,302	3,222	13.8	9.0%	67,846	-	-	9.1%
Single male family- no children	3,337	459	13.8	1.3%	6,442	-	-	1.3%
Single male family- children	2,955	947	32	2.7%	5,598	-	-	3.3%
Single female family- no children	7,213	1,214	16.8	3.4%	12,086	-	-	3.8%
Single female family- children	10,260	5,351	52.2	15.0%	17,747	4,533	25.5	19.1%
Non-family households (male-headed) ^a	47,095	11,898	25.3	33.3%	54,576	5,443	10	23.0%
Non-family households (female-headed) ^a	45,908	11,721	25.5	32.8%	66,603	8,003	12	33.8%

Sources. All estimates come from the 2014 American Community Survey (ACS) 1-year estimates unless otherwise noted.

^a Non-family households include non-related individuals that are living together.

* Population for which poverty status has been determined.

A3. Poverty rates by subgroup in urban and suburban Hennepin County (2014) (continued)

Benefits	Total households in poverty	Minneapolis	Percent of total	Suburban Hennepin		
		Households receiving SNAP		Total households in poverty	Households receiving SNAP	Percent of total
Households in poverty that received SNAP	35,715	20,009	56%	23,689	7,836	33.1%

Sources. All estimates come from the 2014 American Community Survey (ACS) 1-year estimates unless otherwise noted.

A3. Poverty rates by subgroup in urban and suburban Hennepin County (2014) (continued)

	Total households	Minneapolis	Percent of total	Suburban Hennepin		
		Households receiving public assistance income		Total households	Households receiving public assistance income	Percent of total
Households with Public Assistance income (all households, not just those in poverty)	169,306	13,419	7.9%	323,913	10,647	3.3%

Sources. All estimates come from the 2014 American Community Survey (ACS) 1-year estimates unless otherwise noted.

A3. Housing - Additional information (all households, not just those in poverty) (continued)

Homeownership	Minneapolis				Suburban Hennepin			
	Total families	Families in poverty	Rate of homeownership or rental	Percent of those in poverty	Total families	Families in poverty	Rate of homeownership or rental	Percent of those in poverty
Homeowners	47,295	1,478	3.1	12.2%	161,025	3,453	2.1	33.7%
Renters	29,008	10,618	36.6	87.8%	41,709	6,790	16.3	66.3%

Sources. All estimates come from the 2014 American Community Survey (ACS) 1-year estimates unless otherwise noted.

A3. Housing - Additional information (all households, not just those in poverty) (continued)

Cost burden	Minneapolis			Suburban Hennepin		
	Total households	Households paying 30% or more for unit's cost	Percent of total	Total households	Households paying 30% or more for unit's cost	Percent of total
Households paying 30% or more of income for unit's cost (ALL households, not just those in poverty)	169,306	62,818	37.1%	323,913	93,518	28.9%
Households with income \$35,000 or less paying 30% or more of income for unit's cost (ALL households, not just those in poverty)	59,261	47,596	80.3%	66,584	51,864	77.9%

Sources. All estimates come from the 2014 American Community Survey (ACS) 1-year estimates unless otherwise noted.

A3. Housing - Additional information (all households, not just those in poverty) (continued)

Housing vacancy	Minneapolis			Suburban Hennepin		
	Total units	Vacant units	Percent of total	Total units	Vacant units	Percent of total
All units	182,617	13,311	7.3%	340,290	16,377	4.8%
Homeowner vacancy rate			2.1			n/a
Rental vacancy rate			3.3			n/a

Sources. All estimates come from the 2014 American Community Survey (ACS) 1-year estimates unless otherwise noted.

A3. Housing - Additional information (all households, not just those in poverty) (continued)

Rental costs (5-year data)	Minneapolis			Suburban Hennepin		
	All units for rent or rented	Units in rental cost range	Percent of total	All units for rent or rented	Units in rental cost range	Percent of total
All units for rent or rented for less than \$600 ^a	5,242	1,106	21.1%	5,507	-	-
All units for rent or rented for \$600-\$999 ^a	5,242	2,188	41.7%	5,507	2,513	45.6%
All units for rent or rented for \$1,000 or more ^a	5,242	1,948	37.2%	5,507	2,772	50.3%

Sources. All estimates come from the 2014 American Community Survey (ACS) 1-year estimates unless otherwise noted.

^a ACS 5-year estimates (2010-2014). Based on data collected between 2010 and 2014, and therefore describe average characteristics for that 5-year time period.

A3. Housing - Additional information (all households, not just those in poverty) (continued)

Household Income	Minneapolis Median household income	Suburban Hennepin Median household income
Median Household Income (all households, not just those in poverty)	\$50,791	\$71,564
Median Household Income (Households Receiving Food Stamps)	\$12,632	\$18,473
Median Household Income (Households not Receiving Food Stamps)	\$60,012	\$77,861

Sources. All estimates come from the 2014 American Community Survey (ACS) 1-year estimates unless otherwise noted.

A3. Housing - Additional information (all households, not just those in poverty) (continued)

Internet Access (all households, not just those in poverty)	Total households	Minneapolis		Suburban Hennepin		
		Households with computers/ internet access	Percent of total	Total households	Households with computers/ internet access	Percent of total
Households that own or use computers	169,306	149,697	88.4%	323,913	292,817	90.4%
Households with access to the internet ^a	169,306	139,460	82.4%	323,913	282,277	87.1%
Households with an internet subscription	169,306	130,342	77.0%	323,913	267,586	82.6%
Households with an internet subscription by income						
Less than \$10,000	19,589	9,002	46%	10,978	6,490	59.1%
\$10,000-19,999	18,710	10,254	54.8%	22,461	11,329	50.4%
\$20,000-34,999	23,972	16,107	67.2%	36,648	23,280	63.5%
\$35,000-49,999	20,819	16,555	79.5%	38,955	30,155	77.4%
\$50,000-74,999	27,124	23,933	88.2%	56,054	47,883	85.4%
\$75,000 or more	59,092	55,450	93.8%	158,817	150,404	94.7%

Sources. All estimates come from the 2014 American Community Survey (ACS) 1-year estimates unless otherwise noted.

^a Includes any type of internet access with or without a subscription.

A4. Major cities (65,000+) in Hennepin County - ACS 1-year data (2014)

City	Below 100% poverty level	Below 100% poverty rate%	Below 200% of poverty level	Below 200% poverty rate%	Total population
Bloomington	5,144	6%	17,520	20.5%	85,425
Brooklyn Park	7,594	9.7%	23,137	29.6%	78,074
Maple Grove	3,806	5.7%	6,754	10.1%	66,672
Minneapolis	90,598	23.2%	156,931	40.2%	390,182
Plymouth	6,163	8.3%	16,060	21.6%	74,233

A5. Minneapolis Communities - ACS 5-year data (2010-2014)*

	Median Income (all incomes, not just poverty)	All people for whom poverty status is determined	With income below poverty		With income 100-149% of poverty		With income 150-199% of poverty		With income 200% of poverty or higher	
Calhoun Isles	\$71,528	31,230	3,170	10.2%	1,368	4.4%	1,948	6.2%	24,743	79.2%
Camden	\$44,514	28,248	6,461	22.9%	2,816	10.0%	3,888	13.8%	15,083	53.4%
Central	\$49,922	28,480	7,746	27.2%	2,374	8.3%	2,144	7.5%	16,216	56.9%
Longfellow	\$53,063	27,902	4,418	15.8%	2,214	7.9%	2,288	8.2%	18,982	68.0%
Near North	\$30,682	32,622	12,831	39.3%	5,334	16.4%	4,097	12.6%	10,360	31.8%
Nokomis	\$75,884	37,963	3,264	8.6%	1,930	5.1%	2,239	5.9%	30,530	80.4%
Northeast	\$53,131	36,865	6,319	17.1%	3,041	8.2%	4,118	11.2%	23,386	63.4%
Phillips	\$25,125	20,554	9,907	48.2%	2,837	13.8%	2,066	10.1%	5,744	27.9%
Powderhorn	\$45,319	55,316	13,129	23.7%	8,493	15.4%	6,034	10.9%	27,661	50.0%
Southwest	\$94,667	48,471	3,308	6.8%	1,752	3.6%	2,050	4.2%	41,361	85.3%
University	\$30,468	30,982	15,105	48.8%	3,615	11.7%	2,144	6.9%	10,119	32.7%

* ACS 5-year estimates (2010-2014). Based on data collected between 2010 and 2014, and therefore describe average characteristics for that 5-year time period.

A5. Minneapolis Communities - ACS 5-year data (2010-2014)* (continued)

	All people below poverty line in past 12 months	Under 5 years		5-11 years		12-17 years		18-24 years		25-34 years		35-44 years		45-54 years		55-64 years		65 years and older	
Calhoun Isles	3,170	117	3.7%	157	4.9%	66	2.1%	1,011	31.9%	636	20.1%	369	11.6%	294	9.3%	355	11.2%	167	5.3%
Camden	6,461	846	13.1%	1,178	18.2%	735	11.4%	904	14.0%	875	13.5%	785	12.1%	589	9.1%	361	5.6%	188	2.9%
Central	7,746	512	6.6%	230	3.0%	204	2.6%	1,686	21.8%	1,522	19.6%	817	10.5%	1,082	14.0%	979	12.6%	714	9.2%
Longfellow	4,418	522	11.8%	345	7.8%	80	1.8%	760	17.2%	936	21.2%	369	8.4%	523	11.8%	476	10.8%	407	9.2%
Near North	12,831	1,714	13.4%	2,601	20.3%	1,541	12.0%	1,657	12.9%	1,878	14.6%	1,183	9.2%	1,075	8.4%	645	5.0%	537	4.2%
Nokomis	3,264	289	8.8%	351	10.7%	284	8.7%	420	12.9%	411	12.6%	405	12.4%	441	13.5%	348	10.7%	314	9.6%
Northeast	6,319	642	10.2%	652	10.3%	418	6.6%	613	9.7%	1,301	20.6%	697	11.0%	876	13.9%	711	11.3%	410	6.5%
Phillips	9,907	1,410	14.2%	1,662	16.8%	937	9.5%	1,121	11.3%	1,507	15.2%	1,251	12.6%	985	9.9%	585	5.9%	449	4.5%
Powderhorn	13,129	1,330	10.1%	1,565	11.9%	1,003	7.6%	2,283	17.4%	2,943	22.4%	1,117	8.5%	1,326	10.1%	1,002	7.6%	560	4.3%
Southwest	3,308	145	4.4%	321	9.7%	338	10.2%	420	12.7%	446	13.5%	401	12.1%	548	16.6%	425	12.9%	264	8.0%
University	15,105	447	3.0%	592	3.9%	568	3.8%	9,418	62.4%	1,618	10.7%	548	3.6%	721	4.8%	563	3.7%	629	4.2%

* ACS 5-year estimates (2010-2014). Based on data collected between 2010 and 2014, and therefore describe average characteristics for that 5-year time period.

A5. Minneapolis Communities - ACS 5-year data (2010-2014)* (continued)

Cost-burdened households	All households for which cost burden is calculated	Cost-burdened households		Owner households for which cost burden is calculated		Cost-burdened owner households		Renter households for which cost burden is calculated		Cost-burdened renter households	
		Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Calhoun Isles	17,300	5,370	31.0%	6,442		2,027	31.5%	10,858		3,342	30.8%
Camden	10,022	4,649	46.4%	6,692		2,263	33.8%	3,330		2,387	71.7%
Central	17,808	7,153	40.2%	4,681		1,220	26.1%	13,127		5,933	45.2%
Longfellow	12,752	4,486	35.2%	7,995		2,026	25.3%	4,757		2,460	51.7%
Near North	10,586	5,839	55.2%	4,050		1,567	38.7%	6,536		4,272	65.4%
Nokomis	16,070	4,721	29.4%	13,222		3,381	25.6%	2,848		1,339	47.0%
Northeast	16,224	6,266	38.6%	9,092		2,780	30.6%	7,132		3,486	48.9%
Phillips	6,857	3,697	53.9%	1,667		705	42.3%	5,190		2,992	57.6%
Powderhorn	21,866	9,374	42.9%	9,091		2,910	32.0%	12,775		6,463	50.6%
Southwest	20,323	5,326	26.2%	14,914		3,342	22.4%	5,409		1,983	36.7%
University	12,893	7,501	58.2%	2,745		771	28.1%	10,148		6,730	66.3%

* ACS 5-year estimates (2010-2014). Based on data collected between 2010 and 2014, and therefore describe average characteristics for that 5-year time period.

A6. Minneapolis Neighborhoods - ACS 5-year data (2010-2014)*

	Total population (for which poverty has been determined)	Population below 100% poverty level	Poverty rate %
Armatage	4,690	350	7.5%
Audubon Park	5,001	482	9.6%
Bancroft	3,536	455	12.9%
Beltrami	1,150	272	23.6%
Bottineau	1,645	387	23.5%
Bryant	3,048	1,022	33.5%
Bryn - Mawr	2,725	96	3.5%
CARAG	5,752	622	10.8%
Cedar - Isles - Dean	2,984	-	-
Cedar Riverside	5,606	2,936	52.4%
Central	8,445	2,090	24.7%
Cleveland	2,744	372	13.6%
Columbia Park	1,684	305	18.1%
Como	7,122	3,166	44.4%
Cooper	3,800	234	6.1%
Corcoran	3,981	822	20.7%
Diamond Lake	5,862	579	9.9%
Downtown East	1,306	255	19.5%
Downtown West	5,846	1,404	24.0%
ECCO	2,652	244	9.2%
East Harriet	3,528	236	6.7%
East Isles	3,311	251	7.6%
East Phillips	4,575	2,067	45.2%
Elliot Park	5,664	2,018	35.6%
Ericsson	3,193	154	4.8%

* ACS 5-year estimates (2010-2014). Based on data collected between 2010 and 2014, and therefore describe average characteristics for that 5-year time period.

A6. Minneapolis Neighborhoods - ACS 5-year data (2010-2014)* (continued)

	Total population (for which poverty has been determined)	Population below 100% poverty level	Poverty rate %
Field	2,484	141	5.7%
Folwell	4,937	1,742	35.3%
Fulton	6,055	177	2.9%
Hale	3,135	140	4.5%
Harrison	3,229	1,389	43.3%
Hawthorne	4,469	1,740	38.9%
Hiawatha	5,667	567	10.0%
Holland	5,089	1,549	30.4%
Howe	6,604	638	9.7%
Jordan	8,135	2,826	34.7%
Keewaydin	3,162	161	5.1%
Kenny	3,473	216	6.2%
Kenwood	1,511	-	-
King Field	7,785	597	7.7%
Lind - Bohanon	4,734	879	18.6%
Linden Hills	8,171	610	7.5%
Logan Park	1,943	357	18.4%
Longfellow	4,516	595	13.2%
Loring Park	7,953	1,977	24.9%
Lowry Hill	3,920	363	9.3%
Lowry Hill East	6,444	1,157	18.0%
Lyndale	7,017	1,849	26.3%
Lynnhurst	5,818	280	4.8%

* ACS 5-year estimates (2010-2014). Based on data collected between 2010 and 2014, and therefore describe average characteristics for that 5-year time period.

A6. Minneapolis Neighborhoods - ACS 5-year data (2010-2014)* (continued)

	Total population (for which poverty has been determined)	Population below 100% poverty level	Poverty rate %
Marcy Holmes	8,975	4,398	49.0%
Marshall Terrace	1,547	383	24.8%
McKinley	3,087	1,167	37.8%
Mid - City Industrial	242	107	44.4%
Midtown Phillips	4,781	1,579	33.0%
Minnehaha	4,135	188	4.5%
Morris Park	2,805	230	8.2%
Near - North	6,614	3,001	14.2%
Nicollet Island - East Bank	1,399	106	7.5%
North Loop	3,951	777	19.7%
Northeast Park	619	146	23.6%
Northrop	4,503	421	9.4%
Page	1,909	58	3.0%
Phillips West	5,111	2,544	49.8%
Powderhorn Park	9,010	2,230	24.7%
Prospect Park - East River Road	4,860	2,282	46.9%
Regina	2,261	208	9.2%
Seward	7,314	2,385	32.6%
Sheridan	2,934	637	21.7%
Shingle Creek	3,146	382	12.1%
St. Anthony East	2,220	425	19.1%
St. Anthony West	2,311	228	9.9%
Standish	6,735	727	10.8%
Steven's Square - Loring Heights	3,760	1,315	35.0%
Sumner - Glenwood	1,545	1,017	65.8%
Tangletown	4,227	306	7.2%
University of Minnesota	2,778	2,110	76.0%

* ACS 5-year estimates (2010-2014). Based on data collected between 2010 and 2014, and therefore describe average characteristics for that 5-year time period.

A6. Minneapolis Neighborhoods - ACS 5-year data (2010-2014)* (continued)

	Total population (for which poverty has been determined)	Population below 100% poverty level	Poverty rate %
Ventura Village	6,087	3,717	61.1%
Victory	4,576	586	12.8%
Waite Park	5,379	540	10.0%
Webber - Camden	5,024	1,333	26.5%
Wenonah	4,513	984	21.8%
West Calhoun	1,931	187	9.7%
Whittier	13,544	3,935	29.1%
Willard - Hay	8,629	2,849	33.0%
Windom	4,724	535	11.3%
Windom Park	5,343	608	11.4%

* ACS 5-year estimates (2010-2014). Based on data collected between 2010 and 2014, and therefore describe average characteristics for that 5-year time period.

Review of relevant studies



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MEMO

TO: CAP-HC

FROM: Wilder Research

RE: Findings from relevant research

DATE: October 5, 2016

Introduction

As part of the community needs assessment for the Community Action Partnership of Hennepin County (CAP-HC), Wilder Research conducted a scan of recent literature with information relevant to community needs or service gaps faced by the low-income population of Hennepin County. We conducted a scan of related Wilder Research reports as well as a more thorough internet search and key database search. We searched for gaps analyses, needs assessments, and other studies using search terms like “child care,” “food,” “housing,” and “employment,” with a particular focus on populations with low incomes. Search results were narrowed to include reports with some focused findings on Hennepin County, Minneapolis, or Hennepin County suburbs. Through this process we identified 11 recent studies (from 2012 or later) that provided information relevant to CAP-HC’s current community needs assessment. Key findings and information from these studies are described below. These findings are meant to complement the information provided in the demographic overview memo (from the Census and ACS) and provide context for our upcoming findings from the Community Needs Assessment Survey.

Child care and early childhood

Child care

In the Twin Cities 7-county metro area, there are 4,308 licensed child care providers including family child care providers and child care centers (Valorose, 2016b). These providers have licensed capacity to serve 108,650 children birth through age 5. In comparison, an estimated 166,500 children under age 6 have all parents working. This suggests that there may be a gap in the formal child care market to serve all families who may need it to participate in the workforce. However, this research indicates that up to 40 percent of parents choose to use relatives and friends to care for their children, particularly for babies.

Focusing specifically on Hennepin County, the *2015 Child SHAPE* study offers some information about use of child care among low income families (Hennepin County Public Health Department, 2016a).

- Of residents with a household income of less than 200% of the federal poverty level (200% FPL), 23% of households with children age 0 to 9 receive child care for at least 10 hours per week from someone other than the child's primary caregivers (not including school time) compared with 51% of residents with a household income at or above 200% FPL.
- For all residents, not just those in poverty, 13% were unable to find child care for their child for a week or longer during the prior 12 months when they needed it. The main reasons they were unable to find child care were that they could not afford it (33%), could not afford the quality of care they wanted (25%), or the hours and/or location did not fit their needs (22%).

Early childhood development

The *Minneapolis Early Childhood Needs Assessment* (Valorose, 2016a) documented that 36 percent of children under age 6 in Minneapolis are living at or below 185 percent of the poverty level. Additionally, over half (52%) of preschool age children (ages 3 and 4) in Minneapolis are not enrolled in school. The lowest school enrollment is in the southeast zone of Minneapolis (includes communities such as Longfellow and portions of Phillips, Powderhorn, and Nokomis).

Focus groups with parents in Minneapolis (73 parents, 90% of which represented communities of color) conducted as part of this study indicated a need for the following parenting education:

- Programs that offer child care and/or sibling activities
- English classes for immigrant families
- Life skills training, such as budgeting and technology
- Parenting classes, particularly on teaching manners, promoting literacy, preventing bullying, child safety, parent and child bonding, healthy eating, and typical child development
- Tips for communicating and working with school staff and the MPS system
- Programming geared to fathers

Wilder Research and the University of Minnesota collaborated on the *2015 Minnesota Early Childhood Risk and Reach* report which describes the “potential risks to the healthy development of young children and the extent of coverage of publicly-funded services to meet their early learning, health, and basic needs” (Chase et al., 2015). The report compiles count-level data on 12 risk indicators that measure “several dimensions of the potential risk to the well-being and quality of life for young children” as well as a set of reach indicators that measure “the proportion of eligible or potentially eligible children served by eight publicly-funded programs in Minnesota.” For each risk and reach indicator, each county is assigned to one of four categories (low risk/reach, low to moderate risk/reach, moderate to high risk/reach, and high risk/reach) based on comparisons to the statewide average for each indicator. Below are the risk and reach indicators for Hennepin

County (the specific year(s) of the data points are listed in parentheses). Note that these measures do not only focus on Hennepin County residents who are low income.

Figure 1. Risk indicators for Hennepin County

Risk indicator	Hennepin County statistic	Risk category
Births to mothers with less than a high school degree (2012)	10%	Moderate to high
Children under age 18 with no working parent (2008-2012)	7%	Moderate to high
Children under age 6 living in poverty (100% FPL) (2008-2012)	18%	Low to moderate
Teen birth rate (live births to females age 15 to 19, per 1,000) (2010-2012)	21.1	Low to moderate
Inadequate prenatal care (all births) (2012)	9%	Low
Low-weight births (2013)	6%	Moderate to high
Infant mortality rate (deaths of children less than one year old per 1,000 births) (2007-2011)	5.4	Moderate to high
Children under age 6 without health care coverage (2008-2012)	6%	Low to moderate
Children age 24 through 35 months who are lacking full series of immunizations (2013)	40%	High
Child mobility (children under age 5 who have moved residences at least once in the past year) (2008-2012)	23%	High
Rate of children under age 5 with filed maltreatment report during the year (per 1,000 children under age 5) (2013)	28	Low to moderate
Rate of children under age 6 in foster care (per 1,000 children under age 5) (2013)	7.5	Low to moderate
Overall risk status		Moderate to high

Figure 2. Reach indicators for Hennepin County

Reach measure	Hennepin County statistic	Reach category
Children under age 6 living in households below 185% of Federal Poverty Level (FPL) enrolled in the Special Supplemental Nutrition Program for Women, Infants, and Children (2013)	68%	Low to moderate
Percentage of families with children under age 5 living below 185% FPL served by the Family Home Visiting Program (2013)	10%	Moderate to high
Children under age 6 living at or below 125% FPL covered by Minnesota Family Investment Program (2013)	65%	High
Percentage of children under age 6 living in households below 200% FPL served by the Child Care Assistance Program (2014)	16%	High
Rate of mental health treatment among children under age 6 enrolled in Minnesota Health Care Programs (per 1,000 MA and MinnesotaCare enrollees under age 6) (2013)	32	Low to moderate
Children age 3 who received early childhood screening (2013)	25%	Low
Children under age 6 living in poverty enrolled in Early Head Start and Head Start (2014)	18%	Low to moderate
Children under age 5 enrolled in early intervention and early childhood special education services through Individuals with Disabilities Education Act (IDEA) Parts B and C (2014)	3%	Low to moderate

Food availability

The *Metro SHAPE 2014* survey indicated that, among Hennepin county residents (age 25+) with less than 200 percent FPL, 14 percent often worried that their food would run out before they would have money to buy more during the prior 12 months; 27 percent sometimes worried about this (Hennepin County Public Health Department, 2016b).

A recent study conducted by the Minnesota Federal Reserve and Wilder Research (Rausch and Mattessich, 2016) found that about 30 percent of all Minnesota residents have low retail access to healthy food (i.e., they live more than 1 mile for urban areas and more than 10 miles for rural areas from a large grocery store, supermarket, or supercenter). Many of the study’s findings are for Minnesota as a whole, or for specific regions of Minnesota, but some are included here because they provide interesting context regarding food availability. The study also found that:

- Price and distance are barriers to healthy food access. Price is the most significant barrier among low- to moderate-income households.
- Poor health outcomes are more strongly linked to poverty than to distance to healthy food retail.

- Although retail access is a necessary factor in healthy food purchases, the addition or expansion of healthy food retail alone is unlikely to increase fruit and vegetable consumption without simultaneous health interventions that target consumers' eating behaviors.
- In the Twin Cities metro area, 16 percent of residents with low retail access are low income. This is the lowest percentage of all regions in Minnesota (focusing only on individuals in urban areas and population centers within each region).
- In the Twin Cities metro area, food deserts are most prominent in the Greater Eastside and Dayton's Bluff neighborhoods of St. Paul, the Near North and Camden neighborhoods of Minneapolis, and in the suburban cities of Brooklyn Center, Coon Rapids, Bloomington, Maplewood, North Saint Paul, and South Saint Paul. To qualify as a federally designated food desert, a census tract must have a high percentage of residents who live far from a full-service grocery store and must also have a high percentage of residents who are low to moderate income.
- In Hennepin County specifically, 5% of the total population are both low income (<200% of the poverty level) and have low retail access.

Physical health, mental health, and access to health care

Physical and mental health

The *Metro SHAPE 2014* study provides a number of data points related to the physical and mental health of Hennepin County adult (age 25+) residents (Hennepin County Public Health Department, 2016b). Residents below 200% FPL were more likely than residents at or above 200% FPL to:

- Say that their health, in general, was fair or poor (21% vs. 5%).
- Have experienced 8 or more days (in the prior 30) when their physical health was not good (23% vs. 8%).
- Have been told they have:
 - hypertension (high blood pressure) (35% vs. 18%).
 - diabetes (14% vs. 5%).
 - heart attack, angina, or stroke (8% vs. 4%).
 - asthma (11% vs. 7%).
- Be obese (32% vs. 20%).
- To have difficulty getting, keeping, or working at a job or business because of an impairment or health problem (28% vs. 4%).
- To have experienced 8 or more days (in the prior 30), when their mental health was not good (25% vs. 11%).
- To have seen a mental health professional in the past 12 months (20% vs. 13%).

- To have wanted to talk with or seek help from a health professional about stress, depression, a problem with emotions, excessive worrying, or troubling thoughts in the past 12 months (34% vs. 23%).
- To have been told by a health professional that they have depression (31% vs. 22%).
- To have been told by a health professional that they have anxiety (31% vs. 20%).

The *Child SHAPE 2015* study provides a number of data points related to the health of Hennepin County youth (age 0-17) (Hennepin County Public Health Department, 2016a). Youth in households with incomes below 200% FPL were less likely than children in households at or above 200% FPL to:

- Have excellent health (49% vs. 67%).
- Have excellent mental and emotional health (44% vs. 60%).

Youth in households with incomes below 200% FPL were more likely than children in households at or above 200% FPL to:

- Have long term mental health, behavioral, or emotional problems (17% vs. 8%).
- Have been exposed to second hand smoke (16% vs. 2%).

Access to health care

The *Metro SHAPE 2014* study provides a number of data points related to health care access among Hennepin County adult (age 25+) residents (Hennepin County Public Health Department, 2016b).

- 90% of residents at the time of the survey had some kind of health care coverage including health insurance, prepaid plans such as HMOs, or government plans such as Medical Assistance, Medicare, Indian Health Services, or any plan through MNSure.
- Residents below 200% FPL were less likely than residents at or above 200% FPL to have been insured the entire prior year (73% vs. 88%).
- When asked where they usually go when sick or in need of medical care, residents below 200% FPL were more likely than residents at or above 200% FPL to go to the hospital emergency room (5% vs. 1%).
- Residents below 200% FPL who regularly take prescription medications were more likely than residents at or above 200% FPL to have skipped doses, took smaller amounts of their prescription, or not filled a prescription because they could not afford it (25% vs. 8%).

The 2013-14 Minnesota Department of Human Services *Gaps Analysis Study* surveyed social service and public health representatives in all Minnesota counties. Related to mental health, social service and public health representatives from Hennepin County (Minnesota Department of Human Services, 2016) indicated that the three most significant service gaps facing children and adults with mental health conditions are: 1) complex needs with multiple diagnoses and chronicity, 2) foster care, and 3) psychiatric prescribers.

Paid sick leave

According to the Minneapolis Health Department (2015), about 41 percent of employed Minneapolis residents are estimated to lack access to paid sick leave. This is approximately 62,000 residents. Public sector employees are less likely to lack access to paid sick leave (18%) than private sector employees (40%). Minneapolis residents who work in service occupations are less likely to have paid sick leave (35%) than residents who work in other occupations (44% or higher). Minneapolis residents who work part time are far less likely than full-time workers to have access to paid sick leave (26% vs. 71%). Men and women who are employed in Minneapolis have similar rates of access to paid sick leave. Across racial/ethnic groups, Hispanics are least likely to have paid sick leave.

Housing, homelessness, and mobility

Housing

As was documented in the demographic overview, 32 percent of all households in Hennepin County are cost burdened (i.e., pay 30 percent or more of income for housing). Among households with income of \$35,000 or less, 79 percent are cost burdened. This is up from 58 percent in 1999 (Tigan and Martel Kelly, 2012).

Based on the *Metro SHAPE 2014* survey, 20 percent of Hennepin County residents with a household income of less than 200% FPL missed a rent or mortgage payment in the past 12 months because they did not have enough money (Hennepin County Public Health Department, 2016b). Only 3 percent of residents with a household income of 200% or more FPL had missed a rent or mortgage payment.

Homelessness

On October 2, 2015, Wilder Research counted 3,665 people experiencing homelessness in Hennepin County (2016). This fell from 4,316 in 2012. Of the total counted in 2015, 1,360 were children with parents, and 2,305 were unaccompanied minors or adults. The majority of people counted were in families (2,047 people in families, 1,618 individuals). Among the families experiencing homelessness, most were female headed (938 female headed, 35 male headed, 387 couples with children).

Surveys were conducted with 2,225 adults experiencing homelessness in Hennepin County. Some of the findings from these surveys include:

- 13% are young adults (age 18 to 24).
- 57% are male.
- 7% are of Hispanic, Latino, or Chicano origin.
- 46% are African American and 27% are white.

- 45% were on a waiting list for public housing, Section 8 housing, or some other type of housing that offers financial assistance.
- 40% felt that they needed to see a health professional about a physical health problem and 36% felt that they needed to see a health professional about an emotional or mental health problem.

Mobility

The *Metro SHAPE 2014* study found that 7 percent of Hennepin County residents with a household income below 200% FPL moved two or more times in the past two years compared to 4 percent of residents with a household income at or above 200% FPL.

Older adults

The population in Hennepin County is projected to increase by 214,286 people, expanding from about 1.15 million in 2010 to almost 1.4 million in 2040 (Hennepin County Research, Planning, and Development Department, 2013). This growth will largely occur in the older age ranges. Hennepin County currently has approximately 156,000 older adults (65+). By 2020, this number is projected to increase to approximately 189,000 and by 2040 to approximately 259,000. In 2010 there were 43 dependents (including both young and old dependents) for every 100 workers. In 2040, Hennepin County is projected to have about 60 dependents for every 100 workers.

The 2013-14 Minnesota Department of Human Services *Gaps Analysis Study* surveyed social service and public health representatives in all Minnesota counties. In Hennepin County, the representatives indicated that the three most significant service gaps facing older adults are shortages in: 1) chore services, 2) non-medical transportation, and 3) customized living 24 hour (Minnesota Department of Human Services, 2016).

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Field scan

List of organizations serving low-income residents of Hennepin County

Nonprofit organizations

180 Degrees	
A Chance To Grow	Al-Maa'uun Food Shelf
AARP Minnesota	Alliance for Sustainability
Access Justice	Alliance Housing
AccessAbility, Inc.	Alpha Human Services
Ace In The City	Alternative Homes of Minneapolis Inc.
Achieve Mpls	American Indian Community Development Corporation
Aeon	American Indian OIC
Africa Reconciliation & Development Organization	American Legion - Chester Bird Post 523
African American AIDS Task Force	American Refugee Committee International
African American Registry	Ampersand Families
African Career, Education and Resource, Inc. (ACER)	Appetite for Change
African Development Center	Ascension Place, Inc.
African Immigrant Services (AIS)	Asian Women United of Minnesota (AWUM)
African Immigrants Community Services	Athletes Committed to Educating Students (ACES)
Agape Oasis	Avenues for Homeless Youth
Baby's Space	Boom Boom's Beds
Banyan Community	Boys and Girls Clubs of the Twin Cities
Battered Women's Legal Advocacy Project (BWLAP)	Breanna's Gift
Beacon Interfaith Housing Collaborative	Bridge to Benefits
Better Futures Minnesota	Bridging
Bisexual Organizing Project (BOP)	Brooklyn Bridge Alliance for Youth, MN
BlueGreen Alliance	Builders Institute
Books on Wings	
CAPI	Community Corner
Catholic Charities of St. Paul and Minneapolis	Community Emergency Service (CES)
CEAP (Community Emergency Assistance Programs)	Community Involvement Programs
Centro Tyrone Guzman	Community Mediation and Restorative Services
Change Inc.	Community-University Health Care Center (CUHCC)
Charities Review Council	Conflict Resolution Center

Nonprofit organizations (continued)

Chicanos Latinos Unidos En Servicios (CLUES)	Cookie Cart
Children First	Cornerstone
Children's Defense Fund	Corporation for Supportive Housing (CSH)
Children's Dental Services	Council on Crime and Justice
Children's Law Center of Minnesota	Cradle of Hope
Chinese Social Service Center	Crisis Connection
CHOICE, Inc	CROSS
City of Lakes Community Land Trust (CLCLT)	Crown Medical Support Services Clinic (CMSSC)
Commonbond Communities	
Do It Green! Minnesota	Dress for Success Twin Cities
East Side Neighborhood Services	EMERGE Community Development
Eastside Meals on Wheels	eQuality
Eden Prairie Community Foundation	Exodus Lending
Family Alternatives	Focus Minnesota
Family Housing Fund	Fraser
Family Life Mental Health Center	Free Bikes 4 Kidz
FamilyWise	FreedomWorks
Fare For All	From Me To You
Good in the Hood	Greater Minneapolis Council of Churches (GMCC)
Goodwill-Easter Seals Minnesota	Greater Minneapolis Crisis Nursery
Greater Metropolitan Housing Corporation (GMHC)	Groveland Food Shelf
Hands On Twin Cities	Homes Within Reach
Headway Emotional Health Services	Homicide Research Center
Hearts & Hammers	Hope Community
Hennepin County Teen Parent Connection	House of Charity
HIRED	HousingLink
HOME Line	Hunger Solutions Minnesota
ICA Food Shelf	International Education Center
Immigrant Law Center of Minnesota	International Institute of Minnesota
Indian Health Board of Minneapolis, Inc.	Interfaith Outreach & Community Partners (IOCP)
Indian Neighborhood Club	Iraqi and American Reconciliation Project
Jeremiah Program	Jewish Programming and Housing (J-HAP)
Jewish Community Action	Jobs Foundation
Jewish Family & Children's Service of Minneapolis	

Nonprofit organizations (continued)

Kaleidoscope Place	KidScore
Karen Organization of Minnesota (KOM)	
La Oportunidad Inc.	LegalCORPS
Lao Assistance Center of Minnesota	Legal Rights Center
Latino Economic Development Center (LEDC)	Loaves & Fishes
Learning Disabilities Association of Minnesota	Longfellow Seward Healthy Seniors
Legal Aid	Lutheran Social Service of Minnesota
MACC Commonwealth	Minneapolis Public Housing Authority
MAC-V (Minnesota Assistance Council for Veterans)	Minnesota AIDS Project
Mary's Wish	Minnesota Homeownership Center
Matter	Minnesota Indian Women's Resource Center
MCCD (Metropolitan Consortium of Community Developers)	Minnesota Justice Foundation
Mental Health Resources	MIRA
Metro Meals on Wheels	Missions, Inc.
Metro Work Center, Inc.	Minnesota Adult & Teen Challenge
Mind Body Solutions	Minnesota Teamsters Service Bureau
Minneapolis American Indian Center	MoveFwd Minnesota
Metropolitan Area Agency on Aging	myHealth for Teens & Young Adults
Minneapolis Urban League	
Native American Community Clinic (NACC)	Nexus Community Partners
NAVIGATE	Nokomis Healthy Seniors
NEAR Food Shelf	Northeast Senior Services, Inc.
Neighborhood HealthSource	NorthPoint Health & Wellness
Neighborhoods Organizing for Change (NOC)	Northside Achievement Zone
Newgate School	
Oasis for Youth	Open Your Heart to the Hungry and Homeless
Office for Business & Community Economic Development (BCED)	Opportunity Partners
One Yoga	Our Saviour's Community Services
Open Arms of Minnesota	OutFront Minnesota
Open Circle Adult Day Services	
Partnership Resources, Inc.	Pinnacle Services
People Incorporated	Prepare + Prosper
People Serving People	PRG, Inc.

Nonprofit organizations (continued)

People's Center Health Services	PRIDE Institute
Perspectives, Inc.	PRISM
Phillips Neighborhood Clinic	Project for Pride in Living
Phyllis Wheatley Community Center	Project Linus
PICA Head Start	Project SUCCESS
Pillsbury United Communities	PROP (People Reaching Out to People)
Reach & Restore	RESOURCE
Ready Set Smile	ResourceWest
Rebound, Inc.	Rise
Relate Counseling Center	RS EDEN
Sabathani Community Center	Somali Youth and Family Development Center
Sabes JCC	Southside Community Health Services
Salvation Army Minnesota	Southside Family Nurturing Center
Second Harvest Heartland	Southside Services
Senior Community Services	St. David's Center
Seward Child Care Center	St. Stephen's Human Services
Sharing & Caring Hands	STEP (St. Louis Park Emergency Program)
Sholom Housing	Store To Door
Simpson Housing Services	StreetWorks Outreach Collaborative for Homeless Youth
Sisters' Camelot	Summit Academy OIC
Sojourner Women's Shelter	Sustainable Resources Center
Somali American Parent Association (SAPA)	
Tasks Unlimited	Touchstone Mental Health
The Advocates for Human Rights	TreeHouse
The Aliveness Project	Tree Trust
The Bridge for Youth	Tubman
The Family Partnership	Turning Point
The Food Group	Twin Cities Habitat for Humanity
The Lift Garage	Twin Cities Men's Center
The Link	Twin Cities Mobile Market
The Sheridan Story	Twin Cities RISE
Urban Homeworks	Urban Ventures
Vail Place	Volunteer Lawyers Network

Nonprofit organizations (continued)

VEAP (Volunteers Enlisted to Assist People)	Volunteers of America (VOA)
Vinland Center	
Walk-In Counseling Center	WeCAN (Western Communities Action Network, Inc.)
Washburn Center for Children	WomenVenture
Watercourse Counseling Center	Working Partnerships
Wayside House	
YMCA Youth Intervention Services	YouthLink
Youth Farm	YWCA Minneapolis
YouthCARE	

Local Government & School Districts

Adult Options in Education	Augsburg Park Library
Anoka-Hennepin Schools	
Bloomington Public Health Division	Brooklyn Center Community Schools
Bloomington Public Schools	Brooklyn Park Housing Dept.
Bloomington/ Richfield Community Services	Brooklyn Park Library
Brookdale Library	Brooklyn Park Public Health Program
Brooklyn Center Community Education	Buffalo Hanover Montrose Schools
Champlin Library	City of Minneapolis
City of Bloomington	City of Minnetonka
City of Brooklyn Center	City of Minnetonka Beach
City of Brooklyn Park	City of Minnetonka Public Health
City of Champlin	City of Minnetrista
City of Corcoran	City of Mound
City of Crystal	City of New Hope
City of Dayton	City of Orono
City of Deephaven	City of Osseo
City of Eden Prairie	City of Plymouth
City of Edina	City of Richfield
City of Excelsior	City of Richfield Public Health
City of Golden Valley	City of Robbinsdale
City of Greenfield	City of Rockford
City of Greenwood	City of Rogers

Local Government & School Districts (continued)

City of Hanover	City of Shorewood
City of Hopkins	City of Spring Park
City of Hopkins Health and Safety	City of St. Bonifacius
City of Independence	City of St. Louis Park
City of Long Lake	City of Tonka Bay
City of Loretto	City of Wayzata
City of Maple Grove	City of Woodland
City of Maple Plain	Community Corner
City of Medicine Lake	Creekside Community Center
City of Medina	
East Lake Library	Edina Housing Dept.
Eden Prairie Housing & Community Services	Edina Library
Eden Prairie Library	Edina Public Schools
Eden Prairie Schools	Excelsior Library
Edina Health Department	
FamiLink Resource Center	Franklin Library
Golden Valley Library	
Hamilton House	Hennepin County Office to End Homelessness
Hennepin County	Hennepin County Public Health Promotion
Hennepin County CHIP	Hennepin County Public Health
Hennepin County Commissioners	Hopkins Activity Center
Hennepin County Human Services	Hopkins Library
Hennepin County Human Services-Child Support	Hopkins Public Schools
Hennepin County Medical Center	Hosmer Library
Independent School District 728	
Lenox Community Center	Little Earth
Linden Hills Library	Long Lake Library
Maple Grove Housing Dept.	Minneapolis Youth Coordinating Board
Maple Grove Library	Minnetonka Housing Dept.
Maple Plain Library	Minnetonka Library
Minneapolis Central Library	Minnetonka Public Schools
Minneapolis Dept of Health	MN Workforce Center - Mpls
Minneapolis Health Department	MN Workforce Center - North

Local Government & School Districts (continued)

Minneapolis Public Schools	MN Workforce Center - South
New Hope Housing Dept.	North Regional Library
Nokomis Library	Northeast Library
North Memorial	NW Family Service Center
Orono Community Education	Osseo Library
Orono Schools	Oxboro Library
Osseo Area Schools	
Penn Lake Library	Plymouth Housing Dept.
Pierre Bottineau Library	Plymouth Library
Richfield Housing Dept.	Rockford Area Schools
Richfield Schools	Rockford Road Library
Ridgedale Library	Rogers Library
Robbinsdale Area Schools	Roosevelt Library
Southdale Library	St. Louis Park Housing Dept.
Southeast Library	St. Louis Park Library
St. Anthony Library	St. Louis Park Parks & Recreation
St. Anthony New Brighton School District	St. Louis Park Public Schools
St. Anthony Village	Sumner Library
St. Bonifacius Library	Southwest Regional Human Service Center
St. Louis Park Community Ed.	
Waconia Public Schools	Webber Park Library
Walker Library	Westonka Library
Washburn Library	Westonka Public Schools
Wayzata Library	Wright County Electric Trust
Wayzata Public Schools	

Minneapolis Neighborhood Associations

Armatage	Audubon Park
Bancroft	Bryant
Beltrami	Bryn Mawr
Bottineau	
Carag	Cleveland
Cedar-Isles-Dean	Columbia Park
Cedar-Riverside	Corcoran
Central	

Minneapolis Neighborhood Associations (continued)

Downtown East, West	
East Calhoun	East Phillips
East Harriet	Elliot Park
East Isles	
Field, Regina, Northrop	Fulton
Folwell	
Hale, Page, Diamond Lake	Hawthorne
Harrison	Holland
Jordan	
Kenny	Kingfield
Kenwood	
Lind-Bohanon	Lowry Hill
Linden Hills	Lowry Hill East
Logan Park	Lyndale
Longfellow	Lynnhurst
Loring Park	
Marcy-Holmes	McKinley
Marshall Terrace	Midtown Phillips
Near North, Willard-Hay	North Loop
Nicollet Island/East Bank	Northeast Park
Nokomis East	
Powderhorn Park	Prospect Park
Seward	St. Anthony West
Sheridan	Standish Ericsson
Shingle Creek	Stevens Square
Southeast Como	Sumner-Glenwood
St. Anthony East	
Tangletown	
Ventura Village	Victory
Waite Park	Whittier
Webber-Camden	Windom
West Calhoun	Windom Park



Community Needs Assessment

*Key findings from Key Informant Interviews Prepared for the
Community Action Partnership of Hennepin County*

N O V E M B E R 2 0 1 6

Prepared by:
Anna Bartholomay, M.P.H.

“ [CAP-HC] is very close to the community. They know what is going on there and the services they provide are really relevant. The good thing I like about them is they keep looking for gaps and keep asking other community organizations for gaps where they may [need to provide] more services. – Representative of an organization serving all of Hennepin County.” ”

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Executive summary

In 2016, Community Action Partnership of Hennepin County (CAP-HC) contracted Wilder Research to conduct interviews with representatives from organizations serving low-income people in Minneapolis, suburban Hennepin County, or Hennepin County overall to inform a community needs assessment. Key themes are summarized below.

The greatest needs of the low-income population in Hennepin County, as identified by the interview respondents, include needs related to housing, specifically affordable and quality housing, employment, transportation, financial stability, and nutritious food. Identified barriers to accessing services include limited transportation and difficulty navigating a complex and segmented social service system that lacks coordination. Challenges navigating the social service system are greater for immigrants and refugees who are new to the country and fear deportation, as well as for people suffering from mental illness or trauma. For these reasons, as well as language and literacy challenges, immigrants and refugees are a subgroup underserved by existing programs and services. In addition to significant barriers and challenges subgroups like immigrant and refugee communities face in accessing services, many lack information about what services are available to them and are not aware of services they may be eligible to receive.

Organizations will be challenged to address the needs of a changing population. The low-income population and the overall population are experiencing demographic shifts that are increasing racial, ethnic, and cultural diversity in communities. Respondents also noted the needs of the growing aging population as Baby Boomers move into retirement age. While some respondents noted important demographic changes, other respondents feel that the needs of the low-income population have remained consistent and will stay the same, despite demographic shifts.

The main challenges faced by social service organizations to meet the needs of the low-income population are; 1) limited funding and resources, 2) difficulty collaborating across organizations, 3) improving and developing cultural competence, 4) addressing language needs and literacy, and 5) achieving authentic community engagement. In addition to being noted as a challenge, collaboration across organizations was identified as something that social service organizations are doing well to meet the needs of the low-income population. Organizations are increasingly working together to more effectively meet the needs of the people they serve. Organizations, like CAP-HC, could improve their effectiveness by moving towards programming and services that address the root causes of poverty in addition to the services they provide that address the immediate needs of people in crisis situations.

The services that are most needed are those that address the top needs previously identified, i.e., housing, employment and transportation, financial stability, and nutritious food.

Key informants offered the following recommendations for CAP-HC’s expansion into Minneapolis: 1) learning about what organizations are already doing in Minneapolis to serve the low-income population; 2) sharing information about programs and services CAP-HC offers; and 3) building mutually beneficial partnerships with other organizations serving Minneapolis. Additionally, respondents recommended that CAP-HC engage in authentic community engagement to build relationships with community members, and to learn about their needs as well as assets.

The majority of comments about CAP-HC were complimentary. Respondents said that CAP-HC knows how to work closely with the community, is flexible with their services depending on needs, and uses their resources wisely. Although some respondents expressed minor frustrations with CAP-HC regarding the organization’s “bureaucratic feel” and lack of consistent communication or information sharing about the services CAP-HC offers, overall respondents felt that partnering with CAP-HC had benefitted their organization and clients.

Introduction

As part of the community needs assessment for the Community Action Partnership of Hennepin County (CAP-HC), Wilder Research conducted key informant interviews with representatives from 30 organizations serving low-income people in Minneapolis, suburban Hennepin County, or Hennepin County overall. The sample of organizations was chosen by CAP-HC from a comprehensive field scan Wilder Research conducted to identify community organizations throughout Hennepin County who are serving the low-income population. CAP-HC chose to interview organizations that they currently have partnerships with and organizations they are interested in collaborating with in the future. These interviews reveal the perceived top needs of people who are low-income, barriers to accessing services, how services might be changed to better serve the low-income population, and opportunities for potential partnerships.

Interview participants were invited for an interview via email. Out of 49 organizations and agencies invited for an interview, 30 participated. All interviews were conducted over the phone by Wilder Research staff, and took approximately 30-40 minutes to complete. Interviews were conducted with representatives of organizations that serve Hennepin County (18 interviews), specifically suburban Hennepin County (9 interviews), and the city of Minneapolis (3 interviews). These findings are meant to complement the information provided by the other components of the community needs assessment which is being conducted by Wilder Research for CAP-HC, which include a demographic overview of Hennepin County, a summary of relevant studies, and a survey of CAP-HC clients. Key themes from these interviews are described below.

Key themes

Top needs of low-income residents

Respondents were asked what they see as the top three needs of the low-income population in Hennepin County. Needs related to housing, employment, transportation, finances, and food were mentioned by the greatest proportion of respondents. Details related to each need are described below.

Housing-related needs

Housing was the most common need identified by key respondents, who identified several primary issues related to housing including affordability, availability, and quality of housing stock. According to respondents, the lack of affordable and quality housing is a significant struggle for the low-income population in Hennepin County and is one of the main contributors to keeping people in a cycle of poverty. Even people with Section 8 housing vouchers are unable to get the housing they need. Two respondents discussed the lack of adequate housing for seniors in particular. Several respondents said that although there may be more housing available in the suburbs, lack of transportation is a barrier to accessing it. In addition to transportation limitations, having a criminal record is a significant impediment to obtaining housing. Many landlords and employers are reluctant to rent to people with any kind of criminal background.

Affordable housing is just such a significant issue for the families that we serve. They are really having a difficult time when 40-60% of their income goes to housing. – Representative of an organization serving suburban Hennepin County

For those 48 units of affordable housing we had 1,000 bona fide applications. Gives you an example of how housing is just out of control... In Hennepin County there are different public housing authorities who have waiting lists. Those waiting lists, while they crack open occasionally, they're often a 3-5 year waiting list. It's just ridiculous. – Representative of an organization serving all of Hennepin County

Because there is not enough affordable housing it really allows unscrupulous landlords. Not all landlords are unscrupulous. I don't mean to be painting such a broad stroke, but many are. They charge clients fairly high rent for substandard housing. They don't make the needed repairs and take advantage of this population. Number one, lack of affordable housing to start with. Then they're forced to have their families live in really problematic housing with lack of heat, and cockroaches, and rat infested. That type of thing. – Representative of an organization serving all of Hennepin County

For most of our parents or families who are looking for housing who are low-income, they don't have Section 8 certificates and cannot find affordable low-income housing. Availability is one issue and affordability is another. Another thing we are seeing particularly with some of the immigrant families that we are working with who have more than four children is they are not finding 3 and 4-bedroom rental availability in the community. Housing is huge [a huge need in the community] and it's complex. – Representative of an organization serving suburban Hennepin County

Employment-related needs

Respondents frequently talked about the challenges clients face in finding employment, particularly employment that is full-time, includes benefits, and pays a livable wage. There are significant racial disparities in terms of livable wages across the Twin Cities metro, as noted by a representative from an organization that serves residents in suburban Hennepin County. One respondent commented that “we have an unprecedented opportunity” to help low-income individuals get decent jobs with the shift in Baby Boomers exiting the workforce. As with housing, having a criminal background is a significant barrier for many people who need employment. In some cases there may also be gaps between the training and skills of members of the low-income workforce and the skills needed by employers.

Jobs - it's been great seeing more and more people this year starting to really find jobs. They're still not quite good enough paying jobs, but we have been happy to see more people finding jobs that have been unemployed for a while. But increasing the minimum wage and finding better jobs is really going to be important. – Representative of an organization serving all of Hennepin County

Underemployment. What we've seen a lot of is people falling behind in a changing job market. People who just don't have the job skills competitive for living wages. A lot of what our employment services folks are doing is working on helping families who are working, but working at jobs that are not paying the living wage, look at how they can become more competitive and upgrade their skills. – Representative of an organization serving suburban Hennepin County

The income is unstable and inadequate for meeting basic needs. It does not include benefits and things that add costs to their lives. They don't get sick pay so they lose hours if they have to stay home for sick child or if their hours get cut and they are short income that they desperately needed. All of that instability and inadequacy of income for working poor is a problem. – Representative of an organization serving suburban Hennepin County

There is a large population that doesn't have access to a vehicle. They rely on public transportation, often traveling an hour or more to get to and from jobs. They are low-paying jobs, low skill, low-paid. Some people are working more than one job to be able to pay their bills. – Representative of an organization serving all of Hennepin County

Transportation-related needs

Transportation was identified as the third greatest need among the low-income population in Hennepin County by the key informants who participated in this study. Some respondents said that this issue is particularly challenging for residents in the suburban areas of Hennepin County due to limited access to public transportation. A respondent who works with older adults said that existing services are having trouble keeping up with demand and that there is limited availability and flexibility of services. Respondents also mentioned liability and insurance cost as a deterrent to organizations to provide transportation services, even if they have access to vehicles.

Transportation [is a need for the low-income population]. Reliable and affordable transportation. It's expensive. Hennepin County is not walkable or bikeable. The people we serve have limited physical abilities. Access to a bus route is sometimes challenging just based on the frequency of the bus routes. It's really hard for folks to get around, especially in the colder months of the year. Not everybody can access the ancillary services like Metro Mobility. Qualifications in order to access it are prohibitive for some folks based on doctor's notes or on what is required to qualify. – Representative of an organization serving all of Hennepin County

I've always considered the Metro region as resource rich, but I think we're poor in terms of coordinating transportation. – Representative of an organization serving all of Hennepin County

Transportation is huge. We have a significant number of staff whose job it is to transport the women to and from the multiple appointments they need in order to comply with the multiple systems within the county that they need in order to receive benefits and support for their family. – Representative of an organization serving all of Hennepin County

Financial needs

Several respondents discussed needs among the low-income population related to financial stability. They identified the need for asset building services, financial literacy training, and described a lack of investment in communities of color as a central reason for why certain communities experience more poverty than others. Some respondents talked about the challenges families face in being able to afford basic, everyday needs. Another respondent discussed the burden of debt that many people who are low-income face and their concurrent inability to build credit. Others talked about lack of access to financial systems and fair banking and credit building programs.

Quote from an organization that primarily serves Latino residents: I would say education and one-on-one financial coaching [are the biggest needs of the low-income population]...A lot of people have questions about building assets here. I see this broader, not only in Latinos, but also in other low-income families... When they're getting paid every two weeks, how to manage their money and organizing their finances to make ends meet. – Representative of an organization serving all of Hennepin County

I'm actually of two minds on this because I think on the one hand people with really limited means know what's in their bank account and in their pockets better than many of the rest of us. Their lives literally depend on it. They don't necessarily need more literacy on finances, they just need more money. On the other hand at [our organization] we do have a partnership with [name of nonprofit organization] and we connect our participants with them to get some financial literacy and counseling if that's something that they desire. – Representative of an organization serving all of Hennepin County

There is a really strong need for financial literacy and access to financial products that are in a fair market place. Right now the poor pay more and so they go unbanked and can't save because of the fees that are harvested from them by check cashing stores, and having to get money orders, and never have savings but putting things on debt, and high interest on credit cards or even pay day lending. I guess the second whole area is around personal finance – not only education and information but also access. – Representative of an organization serving all of Hennepin County

Food-related needs

Respondents talked about the challenges low-income families face in accessing food that is both healthy and affordable. Families may not live near a grocery store that has nutritious and affordable food, and high demand at food shelves means that sometimes people can only get food they need once a month. One respondent shared that in the Native American community, grandparents are often given the responsibility of caring for their grandchildren, and the money they receive in benefits from SNAP and EBT is often not sufficient for them to pay for food to feed their grandchildren.

Access to quality and nutritious food [is a big need in the low-income population]. It can be a fairly large portion of an individual's budget. Especially in the urban core, it's harder to get to the more affordable food outlets like Rainbows or Cubs or whatever. It goes back to transportation. One of the bigger challenges, in order to get healthy, nutritious food, it is costly. The folks that we work with don't have the ability to cook from scratch. That can be really expensive. I think folks can find empty calories pretty easily. It just makes all of their challenges a little more difficult if they're not eating well. – Representative of an organization serving all of Hennepin County

Other needs among the low-income population

Other needs discussed by the key informants, in order of number of mentions, include affordable child care and afterschool programming, adult education, access to mental health services, and affordable and accessible health care.

Perceived barriers to accessing services

Limited transportation

In addition to transportation being a need in and of itself, with regard to getting to employment, housing, education, stores, etc., transportation can also be a barrier to accessing services. Many of the services and resources that people need do exist in Hennepin County. However, getting to these services can be difficult due to a limited public transit system in the suburban areas of Hennepin County and lack of access to vehicles due to issues of affordability.

There aren't enough transportation options for people to access the services they need. – Representative of an organization serving suburban Hennepin County

The University of Minnesota did a good study specific to food, but I think it would apply to other things as well. The first barrier they identified was transportation. If it's a service where you have to physically go somewhere, as most food based ones are, then transportation by far was the number one barrier. – Representative of an organization serving suburban Hennepin County

About 85% or even closer to 90% of the folks we serve rely on some sort of personal transportation to get here. Either they have a vehicle of their own or somebody in their household has a vehicle or they have friends or neighbors with a vehicle. That's how they access us. A smaller percentage use public transportation and a very small percentage actually walk here from wherever. So definitely transportation is certainly a large obstacle to access out in our area. I think it's similar for folks in North Minneapolis and South Minneapolis. There's a few more public transportation options, obviously, but it still presents a fair amount of challenge. – Representative of an organization serving suburban Hennepin County

Complexity of social service system

Navigating the various social service resources and benefits in Hennepin County can be confusing. Applying for various programs and benefits often requires filling out a significant amount of paperwork and can be intimidating for anyone interested in applying.

There are technical barriers like in Hennepin County, when you ask refugees, they [will tell you they] really have a tough time navigating the system. – Representative of an organization serving all of Hennepin County

I also think that they just need someone to help them traverse the difficult system of accessing public benefits. – Representative of an organization serving all of Hennepin County

There's just so many barriers that people are facing, and oftentimes it's a very convoluted system of referrals and applying for assistance. – Representative of an organization serving all of Hennepin County

Services available to the low-income population were described by those interviewed as segmented and lacking coordination. Respondents felt that the lack of coordination and integration of services makes it very difficult for people to know which services and benefits are available to them, which ones they are eligible for, and how to navigate from one to the other to cover all their needs. Families are being given, as one respondent put it, “the job of managing all their helpers.”

We set up a whole series of individualized specific programs so that if it's child care or housing or income or food stamps or whatever, you have to go through different hoops for all of these things. I don't think that's specific to Hennepin County, I think that's a national thing. But it's something that makes life miserable for people. – Representative of an organization serving suburban Hennepin County

In a hospital system there's care coordination, but we don't have that with the services in Hennepin County. There's Bridges to Benefits and other things that kind of tell you whether you qualify for a variety of services, but... And I know that with the purpose of having advocates and navigators and all this stuff, but there's a lot to know. Understanding what all the resources are, what they mean to you, and then how do you stay connected to them. – Representative of an organization serving all of Hennepin County

I think that in our community clients get bounced around a lot...I think that can happen to them a fair amount and, of course, that's a very frustrating exercise for them. Often times by the time they call us they're confused about who they're calling. They might be very frustrated because they've tried so many places to get help. – Representative of an organization serving all of Hennepin County

Taking advantage of the services available can take a lot of time due to wait times and the need to travel to various locations to sign up for the services and benefits required to address the multiple needs that exist in the low-income population.

I just reflect on my own life and how little tolerance I have for spending my precious time on paperwork, and how privileged I am that I can get things done pretty quickly with a minimal amount of that. Then I think of people living in poverty, and we act as if their time means nothing. – Representative of an organization serving the city of Minneapolis

Many low-income families experience chronic trauma and mental health issues that impact their ability to navigate and engage in an overwhelmingly complicated service system.

I would say chronic trauma [is a barrier to accessing services]. It potentially affects the way people perceive each and every situation. So some organization may think it's fulfilling a service, doing it in a way that adds to the stress in terms to having so many steps to arrange something, or we might think, those of us that live in a stable, settled life that a rational person would choose one kind of decision because it's in their best interest. But if you're traumatized and your environment is one where your neighborhood feels unsafe, you're making completely different decisions that are also valid through your frame, but don't make you look like a compliant client. – Representative of an organization serving the city of Minneapolis

Individuals need to be stabilized before you give them more sophisticated things on to put on their plate. It's really hard to go stand in line and get to the building to get your driver's license if you are struggling in poverty, struggling with addictions, struggling with child care, struggling with mental health disorders and have no way to address those, no way to get to treatment. – Representative of an organization serving all of Hennepin County

Lack of knowledge or awareness about services available

Many people are not knowledgeable about the various services and benefits available to them. Learning about the services and benefits available can be particularly challenging for families in crisis.

People don't know what services are available. I know they are going to be opening this a new service center on [name of Street in South Minneapolis], not too far from where [our organization] is. That's good. I don't think people know or even are aware of what's out there as a possibility. From getting SNAP to assistance for caring for an elderly person in their household. People just don't know what's available from the County. That's probably the biggest one. – Representative of an organization serving all of Hennepin County

Very often families living in stressful situations don't have a working knowledge of how to navigate resources in the community. – Representative of an organization serving suburban Hennepin County

Immigrants and refugee families face extraordinary challenges to navigating the social service system in Hennepin County due to a limited understanding of how it operates and, for those who are undocumented immigrants, fear of being deported. Immigrants and refugees, in particular English language learners and undocumented immigrants, were most frequently mentioned by respondents as subgroups that are underserved by existing programs and services. Other subgroups that were mentioned as underserved by one or more respondents included seniors, homeless youth, GLBT youth, African American and American Indian communities, and people with disabilities.

I think there are a lot of households who are either immigrant families or refugees, those who are not native to the U.S., who just don't know how to navigate the system. I think that's where the fear comes in. There are afraid of their name getting on a federal list if they are undocumented, or they're just not used to having these kinds of services available to them so they just tend to work things through as a community. – Representative of an organization serving suburban Hennepin County

I know for us there are different programs that Latino families who may be undocumented do not have access to. I would also say, for example, in our preschools we have services for Hmong families and because of their cultural, family structure, they are not eligible for the subsidies for child care, even though they are living in poverty, because they are living in multi-generational families...Figuring out different service delivery strategies that meet the needs of [people from different cultural backgrounds] is an issue that this community should be taking on. – Representative of an organization serving all of Hennepin County

There may be some families living in Hennepin County that are not documented so they're not connected to resources or they may have family members that are not documented so they don't go after resources that could be really beneficial to them because they're afraid. And we have some families that are completely documented and yet the fear of something going wrong with their status impedes them from connecting to services that would be beneficial to them or their family. – Representative of an organization serving all of Hennepin County

Additional barriers mentioned by respondents that make it difficult for people living in poverty to access services include lack of child care, shame, discrimination or cultural bias, and lack of health insurance.

Changing needs of the low-income population

Growth in aging population and the unique needs of Baby Boomers

Respondents recognized changing needs due to an imminent shift in the low-income population (and the population overall) as the Baby Boomer generation ages. The change will require agencies and organizations to ensure their programs and services are addressing the shifting needs of the aging segment of the low-income community.

I think that there will be an increased need for senior services just because the Boomers are, like myself, hitting retirement age and they need access to more services if they're living on a fixed income. – Representative of an organization serving all of Hennepin County

We will see a real [need for services for] people who are aging in place and doing so on fixed incomes. We work with about 650 older adults who are between the age of 80 and 100+, and many of them are either out-living their resources or living at or near the Medicaid eligibility level. If they're not eligible for waivers, they're living on a very thin line. I think that that's going to be a growing population. It's going to be a growing stress to communities as they age. – Representative of an organization serving the city of Minneapolis

Changing ethnic, racial, and cultural diversity

Organizations and agencies may be challenged in the next 5-10 years to meet the needs of an increasingly racially, ethnically, and culturally diverse low-income population.

I would think we will continue to see that the immigrant population in our area is going to stay high or perhaps expand. Just knowing what we need to do to effectively integrate new populations into our community is a major concern. A lot of the strengths of the suburbs has been that sense of community that people can feel because people are not in a big city. But if it's a new population, then they can often struggle to get integrated into the full life of the community and that means you lose out on possible support networks, you lose out on information, you lose out on opportunity. So how we effectively respond or change these institutions so that they are welcoming to new populations I think is a significant challenge. – Representative of an organization serving suburban Hennepin County

Needs will stay consistent

Several respondents felt that the needs of the low-income population have remained consistent over time and will not change over the next 5-10 years.

It might change a little bit but I think it will still remain. The need will always be there. – Representative of an organization serving all of Hennepin County

[Needs won't change] unless things get drastically better or worse. If everyone were able to get educational attainment and wonderful, well-paying jobs, and quality housing in neighborhoods that were healthy and safe.... I don't foresee that 5 to 10 years is enough time to address all the inequity that we have in Hennepin County or disparities.... We have a lot of things that are impacting families that keep them where they are. The systems are not aligned to fast track people out of poverty. – Representative of an organization serving all of Hennepin County

Challenges to meeting the needs of the low-income population

Limited funding and resources

Many respondents talked about the challenge of organizations not having adequate resources or capacity to meet the needs of the communities they serve. Social service organizations are often competing for the same grants or government funding streams to fund their work. One respondent elaborated that the challenge is not only to get funding for programming, but also determining how to use limited funds most effectively.

When you look at these big issues like housing, transportation, child care, these are very costly transformations that are needed to catch low-income people up with a real opportunity for change. They demand both public and private investment. Just to give you an idea, if there was a national investment in families like there was when the GIs came back from the second world war, where there was money for education and training or there was money to help them buy a house, where there were opportunities for families to get some legs under them and child care, those aren't there now... Those are big complicated issues and we need this country to begin to say we need to invest in families and kids again and find some creative ways to do that. At federal, state, and local levels. – Representative of an organization serving suburban Hennepin County

Usually [what organizations need most is] money to staff up, money to innovate, money to build capacity to address these issues more effectively. It's about working and leveraging community resources more effectively. That takes time, innovation, and staff to build that kind of capacity. – Representative of an organization serving suburban Hennepin County

Collaboration between social service organizations

Finding ways to work together to avoid duplicating services and to maximize the impact of services can be difficult. Most organizations have an area of expertise and find themselves “siloeed” and lacking sufficient knowledge about what other organizations in their area provide for the population they serve.

I think collaboration is a barrier. Organizations don't mind referring people to each other, but finding ways to work together and having a common mission is pretty nonexistent. I think everyone pretty much admits it would be great if we collaborated, but it's such hard work that very few of us do that. I think it's something within an organization that we would like to do better. That collaboration between organizations and even wider than just nonprofits – collaboration within local communities, congregations, faith communities, businesses. – Representative of an organization serving suburban Hennepin County

I think making sure that there are strong partnerships around the program. Perhaps looking at how do you properly refer, or how do you help impact when you have just a slice of what a family needs? – Representative of an organization serving the city of Minneapolis

I think a challenge that we all face is that we all need to work together in greater partnership so that we're not delivering these services piecemeal. – Representative of an organization serving all of Hennepin County

Language and literacy challenges

For people who are low-income and do not speak English or have limited English proficiency it can be challenging to communicate their needs and to also understand what services are available to them. Low literacy also makes it difficult for people to navigate social service systems and, in some communities, a large portion of the elderly population do not read or write in English or their first language.

Language barriers are there. Figuring out how to navigate school systems when you don't understand the language, or navigate a community or workforce when language is a barrier is certainly [a barrier]. – Representative of an organization serving suburban Hennepin County

Improving cultural competence

Shifting demographics may increase the demand for services in multiple languages, the need for increased ethnic, racial, and language diversity among staff in social

services, and may require agencies and organizations to look critically at the services being provided to make sure they are culturally relevant and meet the needs of people from a wide variety of cultures and backgrounds.

Many times when they [large institutions] address the issues, it doesn't fit us [my cultural community]. We talk about so many things at the Capitol, but these things are not related to us, related to what we need. Because we don't have anybody to speak on behalf of us, so we have to "go as the crowd goes." – Representative of an organization serving all of Hennepin County

Achieving authentic community engagement

According to several respondents, the most effective way to understand the needs of a community is to engage that community in dialogue and to build rapport and trust among individuals. Some respondents talked about partnering with organizations that serve the community already, working at a grassroots level, and respecting community members as having knowledge about what their needs are and what the solutions may be to meeting those needs.

In the past couple of years, what we found is, it's much more important to connect directly with low-income renters that speak Spanish or Somali and work on grassroots level with households. Often times, there's a lot of folks living in a particular building or particular community. We found that to be one of the primary methods of connecting to those communities... Just making sure that you're working with organizations that serve in particular communities, language and culturally-based organizations. – Representative of an organization serving all of Hennepin County

They should speak to the community, because sometimes people assume what works or what the priority is for the community. They should engage the community in finding out, if possible, to find out what services are needed. What service would be a priority for them? Then, work with the community to design a service that would be culturally specific to them. – Representative of an organization serving suburban Hennepin County

I think over the years we've learned, you get these organizations to pull a small focus group together for some purpose or reason and then you have an outsider come in and they'll sit and have their questions interpreted and then they leave. It's like the people of the community, "Okay, so what's in it for us? We're just taking the time and giving you information. What ultimately are we going to get out of this?" – Representative of an organization serving all of Hennepin County

What organizations and agencies are doing well to serve the low-income population and what could be improved

Effectiveness rating

The vast majority of respondents rated organizations and agencies serving low-income people in Hennepin County at a 3 on a scale of 1-5 in terms of effectiveness. This collective rating implies that there is room for improvement for how services could more effectively meet the needs of the low-income population. Some respondents said that there are a lot of crisis services available in Hennepin County, but that organizations struggle to address the root causes of poverty.

I think we do all we can, but I think we are largely based on systems that were set up from long, long ago. We haven't gone through the renovation to keep up with what people truly need. We are existing on systems that are really having a hard time keeping up with not just with what people's real needs are but what their real deeper needs are. – Representative of an organization serving suburban Hennepin County

I'm torn because I think that the agencies are all working very hard, but I don't know that we are upstream enough to make the changes that need to happen. A lot of us are focused ... You know the story of the downstream? Down there they're pulling people up, but nobody goes upstream to see what's pushing them in. As more and more people are going to move into poverty and need services, we're going to keep putting in more and more dollars downstream, and we're not going upstream enough to try to figure out how to stop the poverty in the first place. – Representative of an organization serving suburban Hennepin County

Collaboration and partnership

Although many respondents described collaborating and partnering with other organizations as a challenge, several respondents felt it was also something that organizations are doing well. Some benefits to collaborating include the development of hubs, where people can get the resources they need more easily, and the sharing of best practices.

I think that what the County agencies are doing well is increasing accessibility through networking. You might have to make several calls before you find the agency that can assist you, but it used to be you used to have to make several stops. That would be impacted by your ability to get transportation. It also used to be there was less of a network of folks. There is much more willingness to connect people and it's easier. Some of that has been advanced by technology. But also I think, in general, agencies are seeing themselves more in partnership with other agencies and government entities. – Representative of an organization serving suburban Hennepin County

I think they're partnering with government in a new way, which I think is important. Recognizing that state and federal programs can't answer all the needs so they're identifying niches and gaps and plugging into those. I think that there are some very creative community-based organizations to serve new residents that have come a long way and they have some growing pains, but that's to be expected. I think that they've done a lot of valuable outreach and collaborative work with schools, which I think is a really good idea. – Representative of an organization serving all of Hennepin County

I think the County creating hubs and partnering with other agencies has been very beneficial. We need to see more of that partnership. I think social service agencies in Hennepin County do a good job of working together and sharing best practices. – Representative of an organization serving suburban Hennepin County

Services needed

Respondents were asked what services and programs are needed to better serve the low-income population in Hennepin County. Key themes that arose mirror the top needs described previously: **housing, employment, and transportation services** were the top three service types listed by respondents. Other responses varied greatly across interviews. These are recommended services for the community, however, these are not necessarily services CAP-HC will be providing. Some examples from individual respondents include:

- Services for people with criminal records
- Services that provide one-on-one help for individuals
- Development of personal relationships across organizations for better communication
- Comprehensive mental health services for children and adults
- Resources for community organizing
- Respite services
- Services that help form social connectedness and facilitate relationships amongst clients so that they can form their own web of support
- Services that address racial discrimination and racial disparities
- Promoting, publicizing, and doing outreach about existing services
- Education-related services

- A single-payer health care system

Recommendations for expansion to Minneapolis

Develop partnerships and engage with community residents and leaders

Respondents said overwhelmingly that CAP-HC should, 1) learn about what organizations are already doing in Minneapolis to serve the low-income population, 2) share information about programs and services CAP-HC offers, and 3) build mutually beneficial partnerships with other organizations serving Minneapolis.

Other suggestions included CAP-HC acting as a convener, by bringing organizations and community leaders together to talk about needs and how to address them, and connecting with neighborhood associations in Minneapolis.

I think that they should do exactly what you're doing. A lot of talking to people who currently work in the city of Minneapolis who have a better beat on exactly what's going on. I think that they shouldn't come in and try and replace anybody who's currently providing service, but instead enhance it. Maybe form partnerships with existing social service agencies [so] that they can increase their outreach. I think that they should hold community events and be in the community and have people know them and recognize them, and I think that they should really benefit from the knowledge of the people who live there. – Representative of an organization serving all of Hennepin County

Well, one of the things that we find at [where I work] is that community engagement is valuable, and important. We have been intentional about distinguishing community engagement from just community outreach, or community information giving. Really this needs assessment you are doing, if you're talking with agencies, I think CAP-HC needs to go deeper, and they need to talk to community groups. Go to faith communities, go to PTA meetings, or whatever we call them now in the school. Really hear from the people that they intend to serve. – Representative of an organization serving all of Hennepin County

One respondent stressed that it is important for CAP-HC to understand the unique needs of Minneapolis residents and also mentioned that it will be important for CAP-HC to understand the differences in how local agencies operate differently, e.g., Hennepin County versus City of Minneapolis.

They'll have to show that they have as much as a commitment to the city of Minneapolis as they do the entire Hennepin County area. I think that that's going to be a struggle, but I think that they can do it. – Representative of an organization serving all of Hennepin County

Current and future partnerships and collaboration

Of respondents who had a previous organizational partnership with CAP-HC (12 respondents), the majority gave their partnership with CAP-HC a rating of 4 or 5 on a scale of 1-5 in terms of effectiveness of the partnership, with 5 being “very effective.” Every respondent that has a current or had a past partnership with CAP-HC said that the partnership was helpful to their clients or organization.

I really like CAP-HC's approach. They go to the community and ask us what is working and what is not working, and they apply that. ...They have taken our ideas and really tried to implement them. We need more organizations like them. They are community-oriented. Their services are based on the needs available. They changed their policies and services according to the needs in the community. – Representative of an organization serving all of Hennepin County

Several respondents said that it has been beneficial to know people at CAP-HC because they can call someone directly when they need to get information about a service or program at CAP-HC. Additionally, they know who they are sending their clients to instead of directing them to a general number.

It streamlines things for both the clients and for me, so to be able to go directly to one person and find out what's going is very helpful to be able to communicate with them what we're working with the client on and get them some assistance. – Representative of an organization serving suburban Hennepin County

It works well because then somebody sees a face. I think having that relationship to be able to pick up the phone and call a few of their staff people to connect them directly to them. It's great having that relationship-building between them and not just randomly sending a family who's in crisis, or whatever it might be, off to who knows where. They're good at getting out there and making sure that people know. – Representative of an organization serving suburban Hennepin County

Impressions of CAP-HC

Overall impressions of CAP-HC are very positive. However, a few respondents had negative impressions due to CAP-HC’s “bureaucratic feel,” insufficient communication about the services they provide. Some respondents said CAP-HC should make more of an effort to reach out to other organizations doing similar work in the low-income community.

We run into times when the bureaucratic feel of the organization gets in the way, and some of the same issues that we run into with the County we sometimes feel at smaller scales with CAP-HC. The staff turnover or reaching the right person for the right thing or the people being effective in the role that they are at, especially at the lower levels. We run into some of those issues. – Representative of an organization serving suburban Hennepin County

When Minneapolis used to hold the grant for energy assistance, before CAP-HC absorbed that allocation, they used to lead the community leader's roundtable and it was a variety of social service agencies that all got together on a regular basis to really kind of explore how to best partner. It was intentional time and effort into community building amongst organizations really working together. I haven't seen quite that same level of intentionality or relationship; not to say that it's not there among some people, I just haven't noticed it as much although they are still working with us. – Representative of an organization serving all of Hennepin County

The majority of comments about CAP-HC were complimentary. Respondents said that CAP-HC knows how to work closely with the community, can be flexible with their services depending on what the needs are, and uses their resources wisely. Some respondents mentioned that people in their organizations may not have had a good impression of CAP-HC in the past, but that that has changed over the last several years. Several respondents have a desire to learn more about CAP-HC.

What I saw 5 years ago when I came in [was that] CAP-HC was known to be an organization that had a lot of potential, but really wasn't doing nearly as much in our community. In the last 2 or 3 years we started to see a lot of change where they are starting to do a number of other things in the community that we really found to be helpful and good signs that they are turning things around and becoming much more proactive and connected in the community. They are doing more of the things that we really feel are going to be helpful for families. – Representative of an organization serving suburban Hennepin County

I think they're very committed. I think they're knowledgeable. They certainly care. – Representative of an organization serving suburban Hennepin County

I thought the CAP-HC in St. Louis Park had done a fabulous job. I thought they were squeaky clean with their audits. They were very fair. They were 90-100% as far as using up all their money efficiently and correctly. I would highly rate them. They do a fine job with the budget that they have to work with. – Representative of an organization serving all of Hennepin County

Overall, I'm impressed by their involvement of low-income consumers into the feedback about the services. I'm impressed they have a multicultural, multilingual staff. They've really paid attention to that and not just wished for it, but made it happen. I think internally they're pretty good about referring to different places. – Representative of an organization serving all of Hennepin County

As I've said before, they are great about partnering with agencies in the community, so we appreciate that. They have been pretty easy to work with and give feedback to. We like that they come out to the agency and are helping our clients and working with us so that we can better serve them. – Representative of an organization serving suburban Hennepin County

I have to say that I think they do a good job of providing a lot of those holistic services. It does seem like they provide a lot of wrap-around services to help people. However, I don't have a real deep working knowledge of them, but that is my impression of the services that they provide, and that it's very positive. – Representative of an organization serving all of Hennepin County

Recommendations

- Continue building on current work to increase and improve cultural competency within CAP-HC; hire more staff with diverse ethnic, racial, and cultural backgrounds and increase language capacity.

[CAP-HC and other agencies] need to think about how they're going to make themselves be perceived, even though they're large and even though they do a lot of work as a government contractor or in partnership with government entities, how are they going to be perceived as accessible and approachable. If I'm a second generation, somebody from East Africa and my command of English is okay, but I need to get my mother to some services because I was just able to get her to this country, where am I going to go and are these folks really going to understand what my mother's challenges are so that I can get her some assistance and get myself some assistance as well. I think that's probably going to be the biggest challenge for a nonprofit like CAP-HC and others. – Representative of an organization serving suburban Hennepin County

- Contact community-based groups such as neighborhood associations and service providers in Minneapolis and across Hennepin County to learn about the unique needs and assets of each area.
- Develop an education and outreach initiative targeting immigrants and refugees, but also focusing on the whole community to inform and educate this population about services available.
- Provide additional opportunities for CAP-HC and other organizations in Hennepin County to learn about existing services, identify service gaps, and visit organizations in-person in an effort to build relationships and trust.
- Build on current housing efforts to expand beyond current work with the Suburban Housing Coalition to all of Hennepin County, and focus on addressing systemic issues around housing availability.
- Explore innovative options to provide transportation services that are sustainable and affordable, particularly for residents in suburban Hennepin County.
- Develop and utilize resources for community organizing around anti-poverty measures, such as access to housing, structural inequality, food justice, and living wage.
- Promote, publicize, utilize new media, and participate in hyper-local outreach to educate communities about services.