



Shelby County Community Services Agency



2019 Community Needs Assessment Study

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INTRODUCTION

The Shelby County Community Services Agency (CSA) is a private, non-profit organization which plans and carries out programs (such as short-term relief for immediate bills, and providing tools to help over the long term) for low-income residents across the county and Memphis. The agency partners and coordinates services with local non-profit organizations, other branches of both federal and state of Tennessee government programs, other governmental agencies and citizens' committees.

CSA is diligently working to develop creative solutions to closing the gap between those who are in poverty and the rest of Shelby County. In order to help CSA to better develop strategic and specific initiatives that address the needs of the residents of Shelby County, the agency is looking to partner with a firm to complete a 2019 Community Needs Assessment Study so that the community may have an input on what programs are needed in the community.

The Community Needs Assessment Study is conducted every 3 years – with the last one being done in 2016. Similar to the 2016 Community Needs Assessment Study, the primary scope and objectives of this study were to better understand gaps in services to better provide for the needs of low-income families and individuals in the areas of...

- Assistance For The Elderly
- Child Care Programs and Daycare Services
- Before and After School Activities
- Education
- Employment Opportunities
- Energy/utility Assistance
- Financial Services
- Food Assistance
- Housing Assistance
- Medical/Dental/Wellness Programs
- Transportation Issues

METHODOLOGY

WHO Internal clients residing in Shelby County as well as Community Partners with the Shelby County Community Services Agency (CSA). were recruited.

WHEN A full launch of the study to Internal Clients started on October 8, 2019 and ran through November 1, 2019. A full launch to the Community Partners ran from October 22, 2019 to November 8, 2019.

HOW Using an online survey which was developed from input from the Shelby County Community Services Agency (CSA) as well as information gain from focus groups conducted in July, Superior DataWorks was responsible for the programming, hosting, email and reminder invites (only for Community Partners), data collection, analysis and reporting.

Data collection for internal clients was collected on-site at both the Hickory Hill and Union Avenue locations. On-site interviewers were hired to conduct one-on-one interviewing with internal clients. Interviews were conducted Tuesday-Friday at the Hickory Hill location and Tuesday-Thursday at the Union Avenue location. Interviews at both locations were conducted daily during the hours of 8:00am-1pm.

With respect to the data collection process for the Community Partners, Superior DataWorks initially sent out 75 email invites to individuals in CSA's internal database inviting them to participate in the study. Unique links were created and sent out to each individual so that Superior DataWorks could send reminder emails to only those individuals who had not yet completed the survey. The unique links would also allow Superior DataWorks and CSA to identify the data by the respondent's id, allowing for additional internal data not captured by the survey to be linked to the appropriate record in the dataset for further analysis and reporting purposes if needed.

In addition to the initial email invite, three subsequent reminder emails were sent out to respondents not yet completing the survey.

Overall, 269 respondents completed the survey – 250 Internal Clients and 19 from Community Partners. In total, respondents represented 28 zip codes located within Shelby County: The list of zip codes represented can be found at the end of this report on page 128.

HIGHLIGHTS

HIGHLIGHTS

EMPLOYMENT OPPORTUNITIES

Full-Time Employment

- Overall, two-thirds of the respondents (66%) reported it is very difficult to find full-time employment with a salary of \$15/hour or higher in their community.
 - Slightly more than half of the respondents (54%) indicated that there are an **'insufficient number of full-time employment opportunities'** for positions paying at least \$15/hour in their community, while another 12% mentioned jobs paying \$15/hour in their community **'just don't exist'**.
 - Respondents with children in the household, compared to respondents without any children living in their household, are **significantly more likely** to indicate it is very difficult to find full-time employment with a salary of \$15/hour or higher in their community (70% vs. 58%, respectively).
 - The percentage of respondents **'unsure'** about full-time employment opportunities in their community paying at least \$15/hour and currently do not have any children living in the household is **more than twice the percentage** of respondents with children in the household (29% vs. 12%, respectively).
 - This is more than likely due to the fact that 42% of respondents not having any children living in their household are 60 years and older who may not be actively seeking employment opportunities.
- Overall, 'transportation' (79%) is the most frequently mentioned reason given why respondents feel people have problems maintaining employment in their community, followed by 'lack of education' (65%) and 'needing assistance with child care' (60%).
 - Only 1 out of 5 respondents (21%) feel people have difficulty finding or keeping full-time employment due to 'language barriers'.
 - Respondents with children in their household are **significantly more frequently** to mention 'child care' issues as a reason why people have problems getting or keeping a full-time job compared to those respondents without any children living at home (67% vs 51%, respectively).
 - Conversely, respondents without any children living in their household, are **significantly more likely** to mention people 'needing better technical job skills' (63% vs 49%) as well as 'having a lack of customer service skills' (60% vs. 44%) compared to respondents with children living at home.
 - Respondents aged 18-44, more frequently mentioned 'transportation issues' (81%) and 'child care needs' (72%) than respondents aged 45 years or older for reasons why they believe people living in their community have problems getting or keeping full-time jobs.

EMPLOYMENT OPPORTUNITIES – continued

- 'Health issues' are more likely to be mentioned by respondents aged 45-59 (47%), while senior respondents (aged 60+) are significantly more likely to mention 'the need for better technical job skills' (75%), 'substance abuse issues' (69%), and 'the lack of customer service skills' (67%) than other aged respondents.

CHILD CARE PROGRAMS

Child Care Programs – Traditional Hours

- Respondents are more satisfied with the availability of child care programs operating during 'traditional hours' (7am to 6pm Monday-Friday) than they are with respect to child care programs operating during 'non-traditional hours' (before 7am and after 6pm, weekdays and weekends).
 - Respondents with children living in the household (45%) are **significantly more likely** than those without children in the household (20%) to feel there are a sufficient number of child care programs in their community with traditional hours (7am-6pm, Monday through Friday) for low-income families.
 - However, it should be noted that respondents who do not have children living in their household are **significantly more likely** to be 'unfamiliar' with the child care programs in their community (46% vs. 19%, respectively).
- Respondents under the age of 60 are most likely to indicate there are a sufficient number of child care programs with traditional hours (7am-6pm, Monday through Friday) available in their community for low-income families.

Child Care Programs – Non-Traditional Hours

- Overall, almost half of the respondents (46%) feel there are an insufficient number of child care programs in their community offering **non-traditional hours** (before 7am and/or after 6pm, weekdays and weekends) for low-income families.
 - Not surprisingly, the percentage of respondents **with** a child living in their household who feel there are an insufficient number of child care programs offering non-traditional hours (before 7am and/or after 6pm, weekdays and weekends) is almost double compared to respondents without a child living in their household (54% vs. 29%, respectively).
 - This is more than likely due to 53% of the respondents without a child living in their household being unfamiliar with child care programs in their community offering non-traditional hours.
- Just like child care programs offering traditional hours, a significantly higher percentage of respondents aged 60+ (46%) are unfamiliar with child care programs offering non-traditional hours as compared to younger respondents (18-44 – (27%) and 45-59 (33%)).

DAYCARE SERVICES

Daycare Services - Affordability

- While 40% of the respondents are unfamiliar with the availability of affordable daycare services in their community for low-income families, approximately 37% reported (1) 'an insufficient number of affordable daycare services available' (31%) or (2) 'not having any affordable daycare services' operating in their community (6%).
 - Not surprisingly, respondents **with** children living in the household appear to much more knowledgeable on the topic of affordable daycare services in their community for low-income families, compared to respondents who do not have any children living in their household – as demonstrated by 61% of the respondents **without** children living in the household, are unsure about the availability of affordable daycare services in their area – compared to just 25% of the respondents who do have a child living in their household.
- Respondents aged 45-59 are most likely to feel there are (1) an 'insufficient number of affordable daycare services' in their community (38%) or (2) affordable daycare services in their community are non-existent (4%).
 - Respondents aged 18-44 are divided between there being a 'sufficient number of affordable daycare services' available (28%) and an 'insufficient number of affordable daycare services' available (28%) in their community for low-income families. 7% of respondents in this age range also feel, however that there are not any affordable daycare services operating within their community.
 - Just like child care programs, respondents aged 60+ are not familiar enough with the daycare services in their community to have an opinion (61%).

BEFORE AND AFTER SCHOOL ACTIVITIES

Before and After School Activities

- Overall, before and after school activities for children between the ages of 5 to 17 are lacking in the communities where respondents currently live.
 - 50% of the respondents mentioned there are an insufficient number of before and after school activities/programs for children in grades K-12, while another 6% indicated there are not any of these services available in their community.
- Both respondents with (45%) and without children (51%) living in their household most frequently mentioned they feel there are an 'insufficient number of activities before and after school' for kids in K-12th grade.
 - Respondents without children in the household, however, were **significantly more likely** to have no knowledge regarding what activities before and after school are available in their communities for kids (38% vs. 11%, respectively).
- Respondents with kids living in the household, however, were significantly more likely than respondents without children living in the household, to mention feeling there **are a sufficient number of before and after school programs** in their community for low-income families with children aged 5 to 17 (28% vs 14%, respectively).

BEFORE AND AFTER SCHOOL ACTIVITIES – continued

- Regardless of age, the majority of respondents feel there are an ‘insufficient number of before and after school activities’ available for children aged 5 to 17.
 - Respondents aged 18-44 were the most likely group to indicate there are a sufficient number of before and after school activities for individuals in grades K-12 (28%).
 - Not surprisingly, respondents at least 60 years old were the least likely to be knowledgeable about before and after school activities for children in their communities for low-income families with children aged 5 to 17 (31%).

INFORMATION, EDUCATION, GUIDANCE AND/OR ASSISTANCE FOR YOUTH (AGES 12 TO 17)

- Respondents most ‘strongly believe’ (using a rating scale of 1 to 5, where 1=Don’t believe at all and 5=Strongly believes) that the youth in their community (ages 12 to 17) need information, education, guidance, and/or assistance in the areas of (1) Substance abuse/tobacco (86%) and (2) School attendance (85%).
 - Respondents with children still living in the household are more likely than respondents without children living in the household to ‘strongly agree’ that youth (ages 12 to 17) in their community need information, education, guidance, and/or assistance in the areas of:

School attendance	(93% vs. 81%, respectively)
Substance abuse/tobacco	(90% vs. 88%, respectively)
After school supervision	(89% vs. 82%, respectively)
Teen parenting	(88% vs. 83%, respectively)
Tutoring	(86% vs. 85%, respectively)
Mentoring/leadership/volunteering	(86% vs. 80%, respectively)
Behavior disorders	(85% vs. 80%, respectively)
Dental Issues	(73% vs. 71%, respectively)
 - Respondents aged 18-44, are more likely to feel the strongest towards the youth (ages 12 to 17) receiving assistance in the areas of ‘school attendance’ (90%), ‘substance abuse/tobacco’ (89%), ‘after school supervision’ (89%), ‘behavior disorders’ (89%), and ‘mental health’ (75%) compared to respondents 45 years of age and older.
 - Respondents aged 45-59 are most likely to feel the strongest that the youth (ages 12 to 17) living in their community need information, education, guidance and/or assistance in the areas of (1) ‘tutoring’ (86%) and (2) ‘mentoring/leadership/volunteering’ (86%) compared to the other two age groups – 18-44 and 60 years or older.
 - Respondents aged 60+, are more likely to feel the strongest towards the youth (ages 12 to 17) receiving assistance in the areas of ‘sexually transmitted diseases’ (84%), ‘learning disabilities’ (77%), and ‘dental issues’ (72%), compared to respondents under the age of 60.
- Although still important to respondents, overall, ‘learning disabilities’ (74%), ‘mental health issues’ (73%) and ‘dental issues’ (70%) are the **least important** areas (using a rating scale of 1 to 5, where 1=Don’t believe at all and 5=Strongly believes), where respondents ‘strongly agree’ that the youths aged 12 to 17 in their community need information, education, guidance and/or assistance.

DENTAL SERVICES

- Slightly more than half of the respondents, overall (51%), indicate there are either an 'insufficient number of dental services available' in their community for low-income families (42%) or none at all (9%).
 - More than half of respondents with no children living in the household (57%) feel the availability of dental services in their community for low-income families is below par – 44% stating there is an insufficient number and another 13% stating that there are not any dental services available in their community.
 - The majority of respondents with children living at home, although not as strongly as respondents without children living at home, concur that the availability of dental services in their community for low-income families is below par – 40% stating there is an insufficient number and another 7% stating that there are not any dental services available in their community.
 - Interestingly, a significantly greater number of respondents with children living in their household, compared to those with no children in the household, indicate there are sufficient dental services available for low-income families living in their community (43% vs. 21%, respectively).
- Respondents under the age of 60 are significantly more likely to believe there is 'a sufficient number of dental services available' for low-income families in their community.

WELLNESS PROGRAMS

- The majority of respondents, overall, (55%) feel there needs to be more wellness programs offering nutrition, exercise, etc., available in their community for low-income families – 45% stating there is an insufficient number available and 10% stating there are not any available in their area.
 - Almost one-third (30%), however, do feel there is a sufficient number of wellness programs assisting with nutrition, exercise, etc. in their community for low-income families.
 - Respondents with children living in the home compared to respondents who have no child living in the household are significantly more positive towards the wellness programs offered in their community for low-income families.
 - For example, respondents with children living in the household were **significantly more** likely to express there are currently a sufficient number of wellness programs available to low-income families compared to respondents without a child living in the household (41% vs 19%, respectively).
 - On the other hand, respondents without children living in the household were significantly more likely to express there are currently a lack of wellness programs available to low-income families in their community (63%) compared to respondents who have a child living in the household (46%).

WELLNESS PROGRAMS - continued

- Respondents aged 45-59 were most frequently to express there are an 'insufficient number of wellness programs' for low-income families in their communities (55%). This is **significantly higher** compared to respondents aged 18-44 feeling the same way (38%).
 - In fact, less than half of the respondents aged 18-44 (47%) feel there are either (1) an 'insufficient number' or (2) 'not any' wellness programs available for low-income families in their community – compared to 63% of respondents aged 45-59 and 59% of respondents 60+ years of age feeling the same way.

EMERGENCY FOOD/FOOD ASSISTANCE

- Overall, respondents are split with respect to their thoughts on their community having adequate levels of emergency food or food assistance for low-income families (41% feeling there are insufficient levels while 41% also believing there are sufficient levels of emergency food or food assistance available).
- There is definitely a difference of opinion between respondents with and without children living in the household with respect to this area of assistance for low-income families living in their community.
 - Respondents with children are significantly more likely than respondents without children living in their household, to believe there are adequate levels of emergency food or food assistance available (49% vs 34%), while a significantly greater percentage of respondents without children feel just the opposite – that there is a lack of emergency food or food assistance available for low-income families living in their community (46% vs. 32%).
- Respondents under the age of 60 are more likely to feel there **are** adequate levels of emergency food or food assistance available for low-income families in their community compared to respondents aged 60 years or older.

TRANSPORTATION

- More than half of the respondents (57%) feel there are adequate levels of transportation options available in their community.
 - The majority of respondents with children living in the household (62%) and respondents without children living in the household (58%) agree that there is currently adequate levels of transportation options available within their communities.
 - Interestingly, respondents aged 60+ were more likely to state there are adequate levels of transportation options available in their community (61%) compared to respondents aged 18-44 (58%) and 45-59 (54%).
- 'Service is not available at the times needed' (63%) is the most frequently given reason by respondents who said 'no' or 'not sure' to whether or not they felt there are adequate levels of transportation options outside of family members.

ASSISTANCE FROM SHELBY COUNTY AGENCIES

- Respondents feel they get a lot of assistance from Shelby County Agencies with respect to (1) 'issues pertaining to 'energy/utility costs'' (60%) and (2) 'applying for social security, SSDI, WIC, TANF, etc. benefits' (54%).
 - The above numbers reflect the percentage of respondents giving a score of "5", using a rating scale of 1 to 5, where 1=No assistance at all and 5=Lots of assistance).
- Using the same rating scale, respondents with children living in the household are **more likely** to give a rating of '5' (lots of assistance received from Shelby County Agencies) compared to respondents with no children living in their household in the areas of:

Education	(51% vs. 33%, respectively)
Housing Placement/Rental Assistance	(51% vs. 32%, respectively)
Eye/Vision care	(49% vs. 31%, respectively)
Child care	(46% vs. 31%, respectively)

 - Both respondents with and without children living in the household do not feel Shelby County agencies offer a lot of assistance in the financial area. Respondents with children feel individuals are least likely to receive 'lots of assistance' (giving a score of "5", using a rating scale of 1 to 5, where 1=No assistance at all and 5=Lots of assistance) in the area of 'money management/budgeting' (19%), while respondents without any children in the household feel individuals are least likely to receive 'lots of assistance' in the area of 'credit card debt' (24%).
- Respondents aged 45-59 are more favorable towards the amount of assistance available from Shelby County Agencies to low-income families and individuals facing various challenges compared to the other two age groups, as demonstrated by this group most frequently giving a rating of a 5 ('Lots of assistance') for 15 out of 22 areas.
 - Respondents aged 18-44 are more likely than respondents aged 45 years and older, to state that Shelby County Agencies offer lots of assistance to low-income families and individuals facing challenges in the areas of 'family/child abuse' (34%, giving a rating of 5, where a 5 means 'Lots of assistance' on a 1 to 5-point scale) and 'living wage employment' (25%), using the same rating scale.
 - Using the same rating scale, respondents aged 60 and older are more likely than respondents under the age of 60, to state that Shelby County Agencies offer a lot of assistance to low-income families and individuals facing challenges in the areas of 'medical care access' (41%) and 'legal issues/services' (36%).
- Respondents, overall, are least likely to feel they get 'lots of assistance' (giving a score of "5", using a rating scale of 1 to 5, where 1=No assistance at all and 5=Lots of assistance), in the areas of money management/budgeting (22%), credit card debt (22%) and language barriers (22%).

ACHIEVING OR MAINTAINING SELF-SUFFICIENCY

- 'Housing' is the highest rated area where respondents believe low-income families and individuals need assistance with, in order to achieve or maintain self-sufficiency, as indicated by 90% of the respondents rating this area with a 5 ('very strongly') on a 5-point scale, where 1=*Not at all strongly*, and 5=*Very strongly*.
 - On the other hand, respondents are **least likely** to rate 'money management/budgeting' (22%), 'credit card debt' (22%) and 'language barriers' (22%) with a rating of 5 (using the same rating scale where 1=*Not at all strongly* and 5=*Very strongly*) with respect to how strongly they believe low-income families and individuals need assistance in these three areas in order to achieve or maintain self-sufficiency.
- Respondents with no children in the household are much more likely to **strongly believe** that low-income families and individuals need assistance in several areas in order to achieve or maintain self-sufficiency compared to the beliefs of respondents with children in their household.
 - The only key areas where the percentage of respondents with children living in the household are greater in terms of giving a 5 on a 5-point scale where 1=*Not at all strongly*, and 5=**Very strongly**, are as follows:
 - Child care (97% vs. 83%, respectively)
 - Employment (91% vs. 90%, respectively)
 - Transportation (91% vs. 89%, respectively)
 - Mental health (86% vs. 85%, respectively)
 - Financial literacy/planning (86% vs. 82%, respectively)
 - Family/child abuse (85% vs. 77%, respectively)
 - Literacy (82% vs. 79%, respectively)
 - Language barriers (67% vs. 59%, respectively)
- Respondents aged 60 or older, compared to all other aged respondents, are more likely to rate the following areas with a score of 5 (using a 5-point scale where 1=*Not very strongly* and 5=*Very strongly*), in terms of how strongly they believe low-income families and individuals need assistance with the following categories in order to achieve or maintain self-sufficiency:
 - Energy/utility costs
 - Family planning
 - Housing
 - Job training
 - Legal issues/services
 - Literacy
 - Medical care
 - Mental health
 - Substance abuse
 - Transportation

ASSISTANCE FOR THE ELDERLY TO REMAIN IN THEIR HOMES

- Overall, respondents are most likely to feel very strongly (a rating of a 5 on a 5-point scale, where *1=Not at all strongly* and *5=Very strongly*), about assisting the elderly with 'energy/utility costs' (90%) in order for them to remain in their homes.
 - Assistance with 'laundry' (81%) received the lowest percentage for receiving a rating of 5, where *1=Not at all strongly* and *5=Very strongly*).
- 'Energy/utility costs, 'financial assistance' and 'laundry assistance' were the only three areas to receive a higher percentage of a 5 on a 5-point rating scale, by respondents with no children in the household, compared to respondents with children living at home, when asked what areas they believe the elderly (seniors) need assistance in to help them remain in their home.
- Respondents who are seniors (60+ years of age) are more likely than respondents under the age of 60, to **strongly agree** (a rating of 5, using a 5 point scale where *1=Not at all strongly* and *5=Very strongly*, that the elderly need assistance with (1) energy/utility costs, (2) home repairs, (3) volunteer transportation, (4) financial assistance, (5) yard work and (6) tax preparation/legal issues and (7) laundry.
 - Interestingly, respondents aged 60+ **most frequently** rated needing assistance with their yardwork (94%) with a rating of 5, using a 5 point scale where *1=Not at all strongly* and *5=Very strongly*, in order to remain in their home.

AREAS NEEDING ADDITIONAL INFORMATION, EDUCATION, GUIDANCE AND/OR ASSISTANCE

- Overall, payday loans (69%) are the only area where less than 8 out of 10 respondents 'strongly believe' (gave a rating of a 5, where *1=Not at all strongly* and *5=Very strongly*), that low-income families and individuals need more information, education, guidance and/or assistance
- Using the same rating scale, respondents with children living in the household are significantly more likely to believe that low-income families and individuals need information, education, guidance, and/or assistance in 'budgeting or money management issues' (91% vs. 81%, respectively).
- Additionally, respondents aged 18-44 are significantly more likely to believe low-income families and individuals need information, education, guidance, and/or assistance with 'budgeting or money management issues' compared to respondents aged 60 years or older (91% vs. 74%, respectively).
 - Respondents aged 18-44 are also significantly more likely to believe low-income families and individuals need information, education, guidance, and/or assistance with 'credit repair' compared to all other age groups.

SOCIAL SERVICE AGENCIES

- Respondents without children in the household consider themselves to have a slightly better relationship with social service agencies available for low-income families and individuals needing assistance, than those respondents with at least one child in the household. (71% vs. 66%, giving a rating of 5 (excellent) on a 5-point scale, where 1=poor/poorly and 5=excellent).
- Respondents aged 60+ are more likely to feel they have an 'excellent' relationship with Social Service Agencies available for low-income families, compared to younger respondents.

DEMOGRAPHICS

- Overall, respondents most frequently mention having at least one child live in their household (55%) rather than no children living in their household (47%).
 - On average, respondents reported there is 1 adult and 1 child living in their household.
 - Respondents aged 25 to 44 are significantly more likely to have at least one child living in their household than to have no children living at home with them (59% vs 16%, respectively).
 - Not surprisingly, respondents aged 55 years or older are significantly less likely to have a child living at home, compared to respondents the same age who reported no children currently living in their household.
- Overall, the majority of respondents have never been married or are currently single (66%).
- Respondents with children living in the household are significantly more likely than respondents without a child living at home to have not attended any college or trade program and to have only received their high school diploma or GED (56% vs 35%, respectively).
- Overall, almost 9 out of 10 respondents (89%) are female – with majority ranging in age between 18-44 (44%)
 - The majority of males surveyed, most predominately ranged between the ages of 45-59 (50%).
- Almost all of the respondents are Black or African-American – 94%.

Key Findings

RESPONDENTS WITH CHILDREN

Significantly more likely to indicate it is very difficult to find full-time employment with a salary of \$15/hour or higher in their community.

Significantly more frequently to mention 'child care' issues as a reason why people have problems getting or keeping a full-time job.

Significantly more likely to feel there are a sufficient number of child care programs in their community with traditional hours (7am-6pm, Monday through Friday) for low-income families.

The percentage of respondents **with** a child living in their household who feel there are an insufficient number of child care programs offering non-traditional hours (before 7am and/or after 6pm, weekdays and weekends) **is almost double** compared to respondents without a child living in their household.

Appear to much more knowledgeable on the topic of affordable daycare services in their community for low-income families.

Significantly more likely to mention feeling there **are a sufficient number of before and after school programs** in their community for low-income families with children aged 5 to 17.

Are more likely to 'strongly agree' that youth (ages 12 to 17) in their community need information, education, guidance, and/or assistance in the areas of:

- School attendance
- Substance abuse/tobacco
- After school supervision
- Teen parenting
- Tutoring
- Mentoring/leadership/volunteering
- Behavior disorders
- Dental Issues

The majority, although not as strongly as respondents without children living at home, concur that the availability of dental services in their community for low-income families is below par.

A **significantly greater number** indicate there **are** sufficient dental services available for low-income families living in their community.

Significantly more positive towards the wellness programs offered in their community for low-income families.

Significantly more likely to express there are currently a sufficient number of wellness programs available to low-income families.

Significantly more likely to believe there are adequate levels of emergency food or food assistance available.

The majority agree that there is currently adequate levels of transportation options available within their communities.

Are **more likely** to give a rating of '5' (lots of assistance received from Shelby County Agencies) in the areas of:

- Education
- Housing Placement/Rental Assistance
- Eye/Vision care
- Child care

Do not feel Shelby County agencies offer a lot of assistance in the financial area. They are least likely to receive 'lots of assistance' (giving a score of "5", using a rating scale of 1 to 5, where 1=No assistance at all and 5=Lots of assistance) in the area of 'money management/budgeting' (19%), while respondents without any children in the household feel individuals are least likely to receive 'lots of assistance' in the area of 'credit card debt' (24%).

Significantly more likely to believe that low-income families and individuals need information, education, guidance, and/or assistance in 'budgeting or money management issues'.

RESPONDENTS WITHOUT CHILDREN

The percentage of respondents 'unsure' about full-time employment opportunities in their community paying at least \$15/hour is **more than twice the percentage** of respondents with children in the household.

Significantly more likely to mention people 'needing better technical job skills' as well as 'having a lack of customer service skills'.

Significantly more likely to be 'unfamiliar' with the child care programs in their community.

More than half are 'unfamiliar' with child care programs in their community offering non-traditional hours.

Almost two-thirds are 'not sure' about the availability of affordable daycare services in their area.

Significantly more likely to have no knowledge regarding what activities before and after school are available in their communities for kids.

More than half feel the availability of dental services in their community for low-income families is below par.

Significantly more likely to express there are currently a lack of wellness programs available to low-income families in their community.

Significantly greater percentage believe there is a lack of emergency food or food assistance available for low-income families living in their community.

The majority agree that there is currently adequate levels of transportation options available within their communities.

Do not feel Shelby County agencies offer a lot of assistance in the financial area. They are least likely to receive 'lots of assistance' (giving a score of "5", using a rating scale of 1 to 5, where 1=No assistance at all and 5=Lots of assistance) in the area of 'credit card debt'.

'Energy/utility costs, 'financial assistance' and 'laundry assistance' were the only three areas to receive a higher percentage of a 5 on a 5-point rating scale, by this group compared to respondents with children in the household when asked what areas they believe the elderly (seniors) need assistance in to help them remain in their home.

Consider themselves to have a slightly better relationship with social service agencies available for low-income families and individuals needing assistance.

RESPONDENTS AGED 18-44

More frequently mentioned 'transportation issues' (81%) and 'child care needs' (72%) than respondents aged 45 years or older for reasons why they believe people living in their community have problems getting or keeping full-time jobs.

Are divided between there being a 'sufficient number of affordable daycare services' available (28%) and an 'insufficient number of affordable daycare services' available (28%) in their community for low-income families. 7% of respondents in this age range also feel, however that there are not any affordable daycare services operating within their community.

The most likely age group to indicate there are a sufficient number of before and after school activities for individuals in grades K-12.

Are more likely than the other two age groups to feel the strongest towards the youth (ages 12 to 17) receiving assistance in the areas of 'school attendance', 'substance abuse/tobacco', 'after school supervision', 'behavior disorders', and 'mental health'.

Less than half of this age group feel there are either (1) an 'insufficient number' or (2) 'not any' wellness programs available for low-income families in their community.

More likely than other two age groups, to state that Shelby County Agencies offer lots of assistance to low-income families and individuals facing challenges in the areas of 'family/child abuse' and 'living wage employment' (25%).

Significantly more likely to believe low-income families and individuals need information, education, guidance, and/or assistance with 'budgeting or money management issues' compared to respondents aged 60 years or older.

Significantly more likely to believe low-income families and individuals need information, education, guidance, and/or assistance with 'credit repair' compared to all other age groups.

RESPONDENTS AGED 45-59

'Health issues' are more likely to be mentioned by respondents aged 45-59 for reasons why they believe people living in their community have problems getting or keeping full-time jobs.

More likely to feel there are (1) an 'insufficient number of affordable daycare services' in their community or (2) affordable daycare services in their community are non-existent compared to other two age groups.

Most likely age group to feel the strongest that the youth (ages 12 to 17) living in their community need information, education, guidance and/or assistance in the areas of (1) 'tutoring' and (2) 'mentoring/leadership/volunteering'.

Were the most frequent age group to express there are an 'insufficient number of wellness programs' for low-income families in their communities. This age group is also **significantly higher** compared to respondents aged 18-44 feeling the same way.

Almost two-thirds of this age group feel there are either (1) an 'insufficient number' or (2) 'not any' wellness programs available for low-income families in their community.

Is more favorable towards the amount of assistance available from Shelby County Agencies to low-income families and individuals facing various challenges compared to the other two age groups.

RESPONDENTS AGED 60+

Senior respondents (aged 60+) are significantly more likely to mention 'the need for better technical job skills' (75%), 'substance abuse issues' (69%), and 'the lack of customer service skills' (67%) than other aged respondents for reasons why they believe people living in their community have problems getting or keeping full-time jobs.

Just like child care programs offering traditional hours, a **significantly higher percentage** of respondents aged 60+ are '*unfamiliar*' with child care programs offering non-traditional hours as compared to younger respondents.

Predominately are not familiar enough with the daycare services in their community to have an opinion.

The least likely age group to be knowledgeable about before and after school activities for children in their communities for low-income families with children aged 5 to 17.

Are more likely age group to feel the strongest towards the youth (ages 12 to 17) receiving assistance in the areas of 'sexually transmitted diseases', 'learning disabilities', and 'dental issues'.

Significantly less likely to believe there is 'a sufficient number of dental services available' for low-income families in their community.

The majority feel there are either (1) an 'insufficient number' or (2) 'not any' wellness programs available for low-income families in their community.

Most likely age group to feel there **are** adequate levels of emergency food or food assistance available for low-income families in their community.

Most likely age group to state there are adequate levels of transportation options available in their community.

Most likely age group to state that Shelby County Agencies offer a lot of assistance to low-income families and individuals facing challenges in the areas of 'medical care access' and 'legal issues/services'.

Are the most likely age group to rate the following areas with a score of 5 (using a 5-point scale where 1=*Not very strongly* and 5=*Very strongly*), in terms of how strongly they believe low-income families and individuals need assistance with the following categories in order to achieve or maintain self-sufficiency:

- Energy/utility costs
- Family planning
- Housing
- Job training
- Legal issues/services
- Literacy
- Medical care
- Mental health
- Substance abuse
- Transportation

Are most likely age group to **strongly agree** (a rating of 5, using a 5 point scale where 1=*Not at all strongly* and 5=*Very strongly*), that the elderly need assistance with (1) energy/utility costs, (2) home repairs, (3) volunteer transportation, (4) financial assistance, (5) yard work and (6) tax preparation/legal issues and (7) laundry.

Most frequently rated needing assistance with their yardwork (94%) with a rating of 5, using a 5 point scale where 1=*Not at all strongly* and 5=*Very strongly*, in order to remain in their home.

More likely to feel they have an 'excellent' relationship with Social Service Agencies available for low-income families, compared to younger respondents.

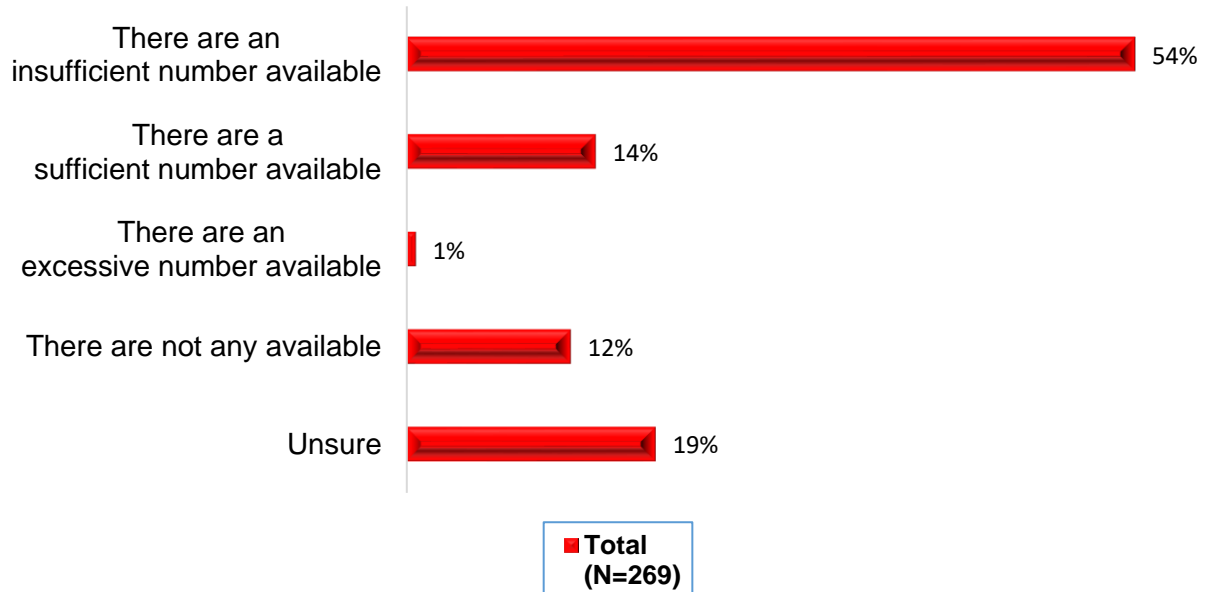
Employment Opportunities

FULL-TIME EMPLOYMENT

Overall, two-thirds of the respondents (66%) reported it is very difficult to find full-time employment with a salary of \$15/hour or higher in their community.

Specifically, slightly more than half of the respondents (54%) indicated that there are an 'insufficient number of full-time employment opportunities' for positions paying at least \$15/hour in their community, while another 12% mentioned jobs paying \$15/hour in their community just don't exist.

Availability of Full-Time Wage Employment (\$15/hr. or more) In Your Community (Overall)



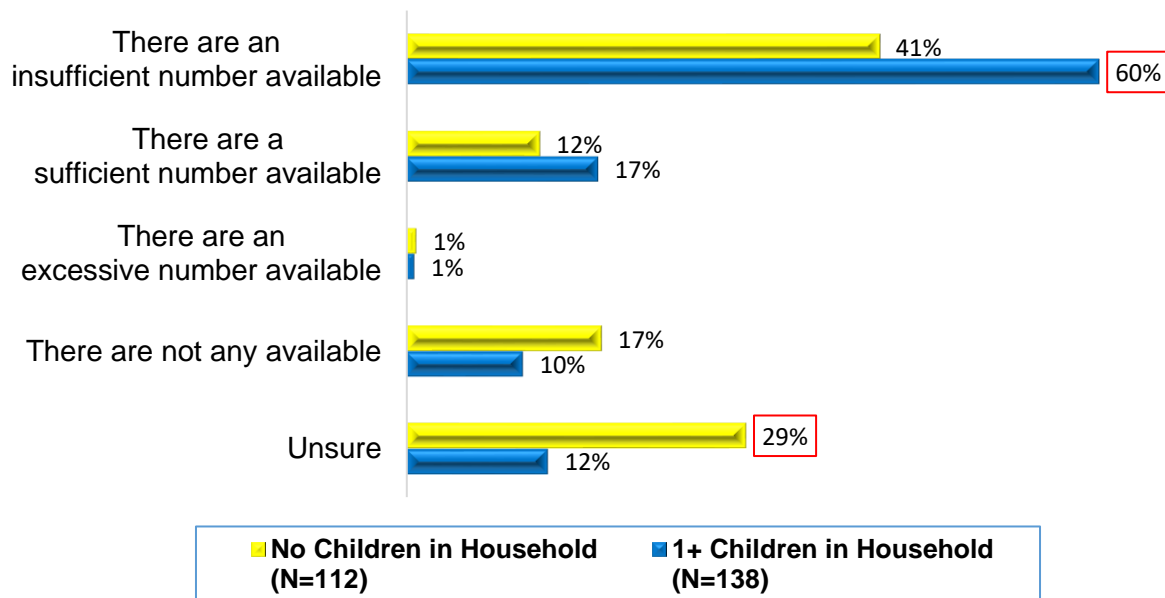
Q2. 'Which of the following best describes full-time living wage employment (\$15 per hour or higher) opportunities available in your community?'

FULL-TIME EMPLOYMENT (CONTINUED)

Respondents with at least one child living in the household are significantly more likely than respondents without any children in the household to feel there are an 'insufficient number of employment opportunities' paying a minimum of \$15/hour (60% vs. 41%, respectively).

Almost one-third of individuals without children living in their household (29%) are unfamiliar with employment/job opportunities in their immediate area. However, this is more than likely due to the fact that 42% of this group is composed of respondents 60 years and older who may not be actively seeking employment opportunities.

Availability of Full-Time Wage Employment (\$15/hr. or more) In Your Community (by Number of Children in Household)



 = Significantly different at a 95% confidence level.

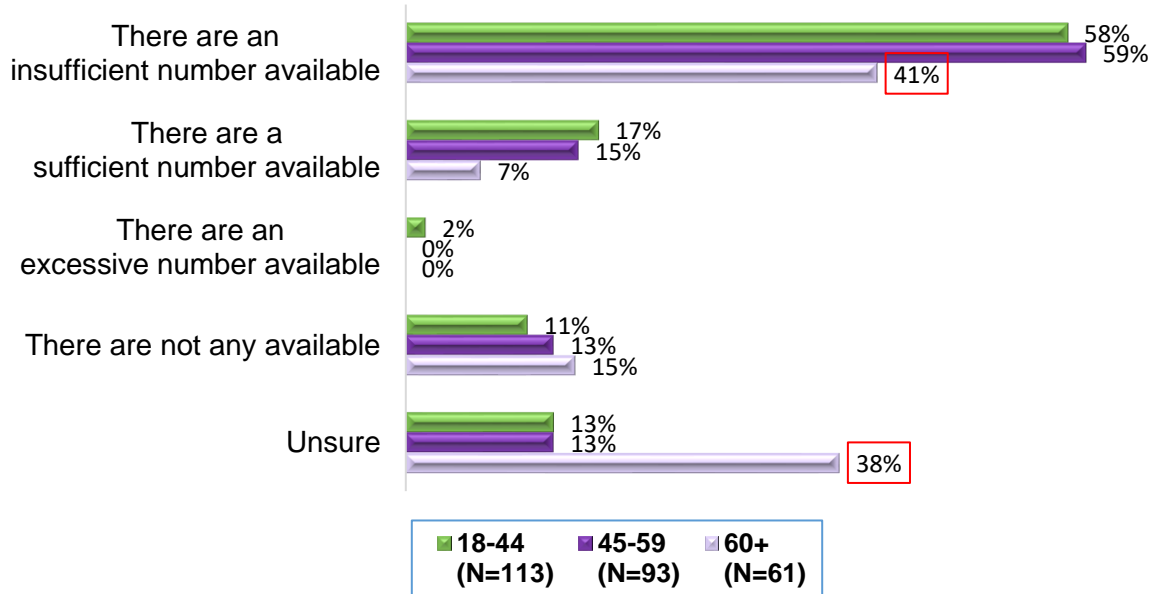
Q2. 'Which of the following best describes full-time living wage employment (\$15 per hour or higher) opportunities available in your community?'

FULL-TIME EMPLOYMENT (CONTINUED)

As just noted on the previous page, overall, respondents classified as ‘senior citizens’ (60+) are not as knowledgeable about full-time employment opportunities with a salary of \$15 or more in their community as compared to individuals 18 years of age or older.

Although the consensus of respondents aged 18-59 is that there are definitely an ‘insufficient number of full-time employment opportunities’ with a salary of \$15/hour or more, respondents aged 45-59 are slightly more positive (compared to respondents aged 18-44) in terms of the number of jobs in their community which do pay at least \$15/hour or higher (19% vs. 15%, respectively).

Availability of Full-Time Wage Employment (\$15/hr. or more) In Your Community (by Age)



 = Significantly different at a 95% confidence level.

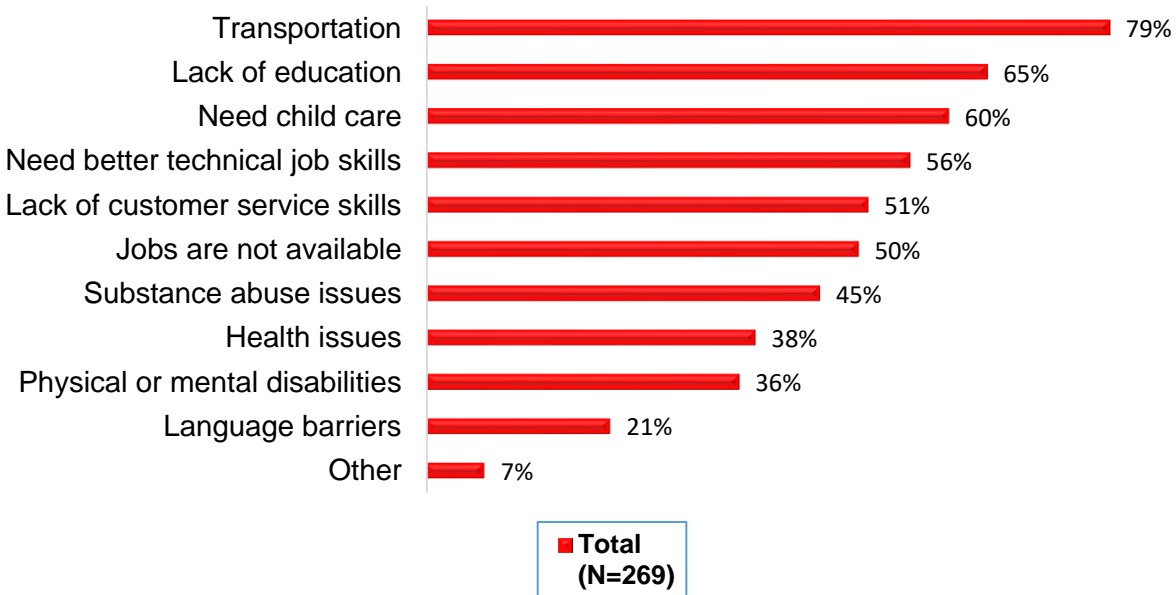
Q2. ‘Which of the following best describes full-time living wage employment (\$15 per hour or higher) opportunities available in your community?’

FULL-TIME EMPLOYMENT (CONTINUED)

Overall, 'transportation' (79%) is the most frequently mentioned reason given why respondents feel people have problems maintaining employment in their community, followed by 'lack of education' (65%) and 'needing assistance with child care' (60%).

Only 1 out of 5 respondents (21%) feel people have difficulty finding or keeping full-time employment due to 'language barriers'.

Reasons Why People Have Problems Getting or Keeping a Full-Time Living Wage Job In Your Community (Overall)



Note: Due to multiple responses, percentages will not add up to 100%.

Q3. 'Which of the following best describes why you believe people have problems getting or keeping a full-time living wage available in your community?'

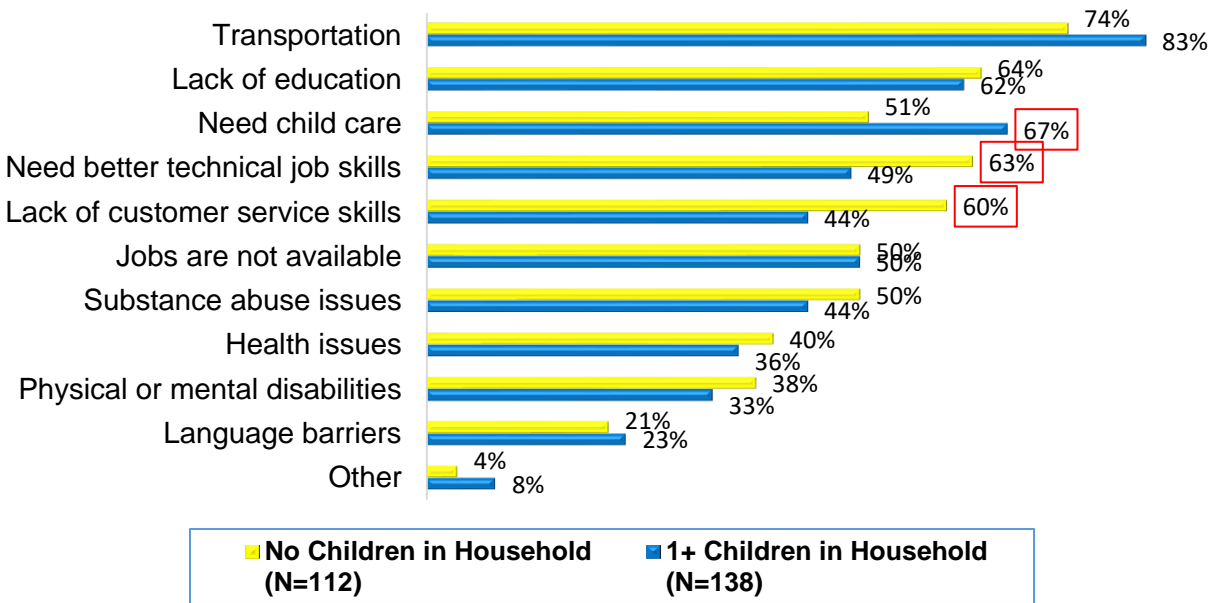
FULL-TIME EMPLOYMENT (CONTINUED)

Respondents with children in their household are significantly more frequently to mention 'child care' issues as a reason why people have problems getting or keeping a full-time job compared to those respondents without any children living at home (67% vs 51%, respectively).

Additionally, respondents with children living at home, were more likely than those not having children living in their household to mention 'transportation' (83% vs 74%) and 'language barriers' (23% vs 21%) as reasons why individuals living in their community have difficulty getting or keeping employment.

On the other hand, respondents without any children living in their household, were significantly more likely to mention people 'needing better technical job skills' (63% vs 49%) as well as 'having a lack of customer service skills' (60% vs. 44%) as compared to those respondents with children living at home.

Reasons Why People Have Problems Getting or Keeping a Full-Time Living Wage Job In Your Community (by Number of Children in Household)



Note: Due to multiple responses, percentages will not add up to 100%.

 = Significantly different at a 95% confidence level.

Q3 Which of the following best describes why you believe people have problems getting or keeping a full-time living wage job?

FULL-TIME EMPLOYMENT (CONTINUED)

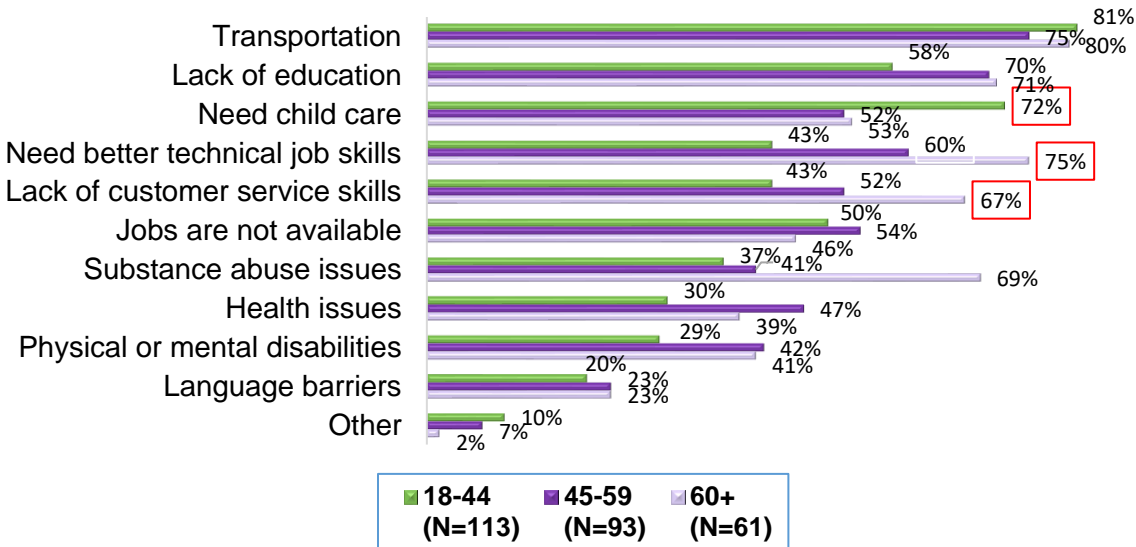
Respondents aged 18-44, more frequently mentioned 'transportation issues' (81%) and 'child care needs' (72%) than respondents aged 45 years or older for reasons why they believe people living in their community have problems getting or keeping full-time jobs.

In fact, there was a significantly greater percentage of respondents aged 18-44 mentioning 'child care' as a reason why people living in their community are unemployed compared to respondents aged 45-56 (52%) or respondents 60 years or older (53%).

'Health issues' are more likely to be mentioned by respondents aged 45-59 (47%) than those respondents who are younger or older than them as to why individuals living in their community have problems getting employment. In fact, a significantly higher percentage of this group consider 'health issues' a factor in being able to work compared to younger respondents aged 18-44 (30%).

Senior respondents (aged 60+) were significantly more likely to mention 'the need for better technical job skills' (75%), 'substance abuse issues' (69%), and 'the lack of customer service skills' (67%) than respondents aged 18-59, as to reasons why individuals living in their community have difficulty finding and maintaining employment.

Reasons Why People Have Problems Getting or Keeping a Full-Time Living Wage Job In Your Community (by Age)



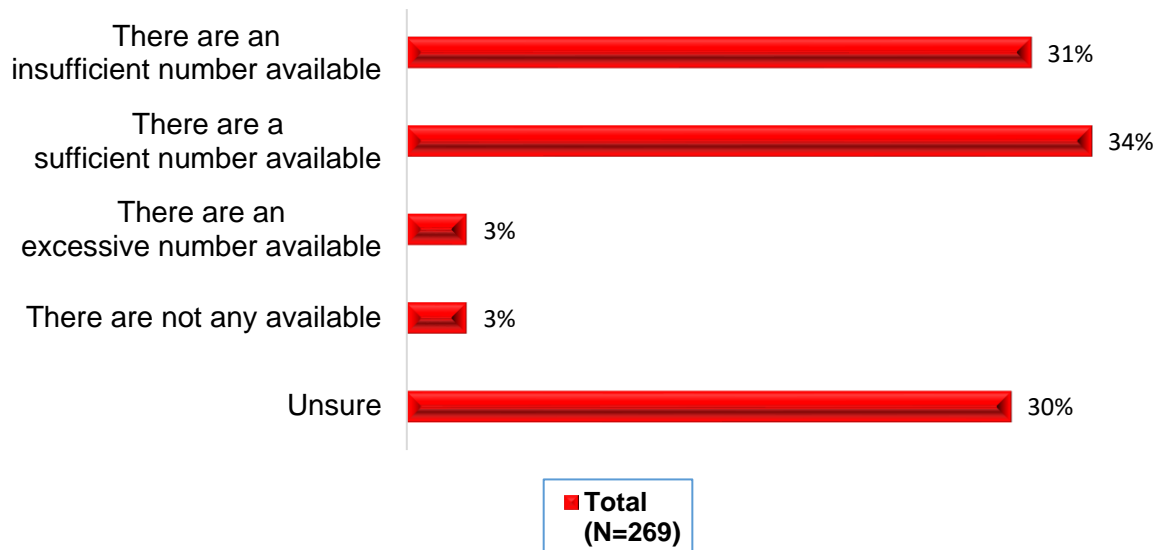
Note: Due to multiple responses, percentages will not add up to 100%.
 = Significantly different at a 95% confidence level than other two categories.

Child Care Programs

Child Care Programs - Traditional

Overall, respondents who are knowledgeable about child care programs operating between the hours of 7am to 6pm Monday-Friday, are split in terms whether or not there are a sufficient number available for low-income families living in their community.

Availability of Child Care Programs With Traditional Hours (7am-6pm M-F) For Low-Income Families In Your Community (Overall)



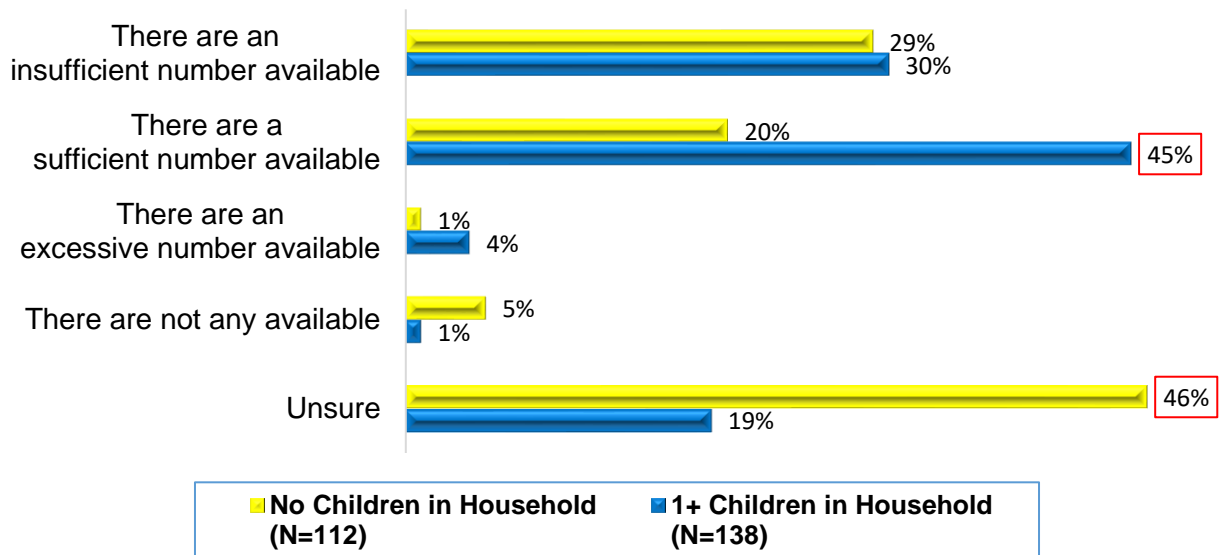
Q4 Which of the following best describes child care programs with traditional hours (7am-6pm, Monday through Friday) for low-income families available in your community?

Child Care Programs - Traditional (CONTINUED)

Respondents with children living in the household (45%) are significantly more likely than those without children in the household (20%) to feel there are a sufficient number of child care programs in their community with traditional hours (7am-6pm, Monday through Friday) for low-income families.

Not surprisingly, respondents who do not have children living in their household are significantly more likely to be unfamiliar with child care programs in their community compared to those households with children (46% vs. 19%, respectively).

Availability of Childcare Programs With Traditional Hours (7am-6pm M-F) For Low-Income Families In Your Community (by Number of Children in Household)



 = Significantly different at a 95% confidence level.

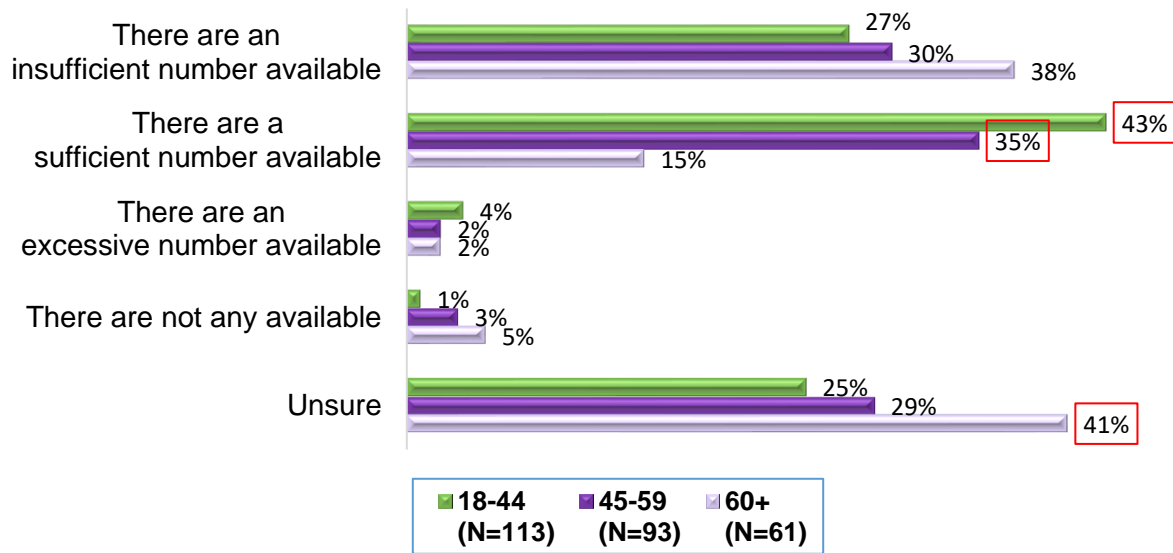
Q4 Which of the following best describes child care programs with traditional hours (7am-6pm, Monday through Friday) for low-income families available in your community?

Child Care Programs - Traditional (CONTINUED)

Respondents under the age of 60 are most likely to indicate there are a sufficient number of child care programs with traditional hours (7am-6pm, Monday through Friday) available in their community for low-income families.

Respondents over the age of 60 appear to be less familiar with the availability of child care programs with traditional hours (41%) compared to younger respondents – especially those aged 18-44 (25%).

Availability of Child Care Programs With Traditional Hours (7am-6pm M-F) For Low-Income Families In Your Community (by Age)



 = Significantly different at a 95% confidence level.

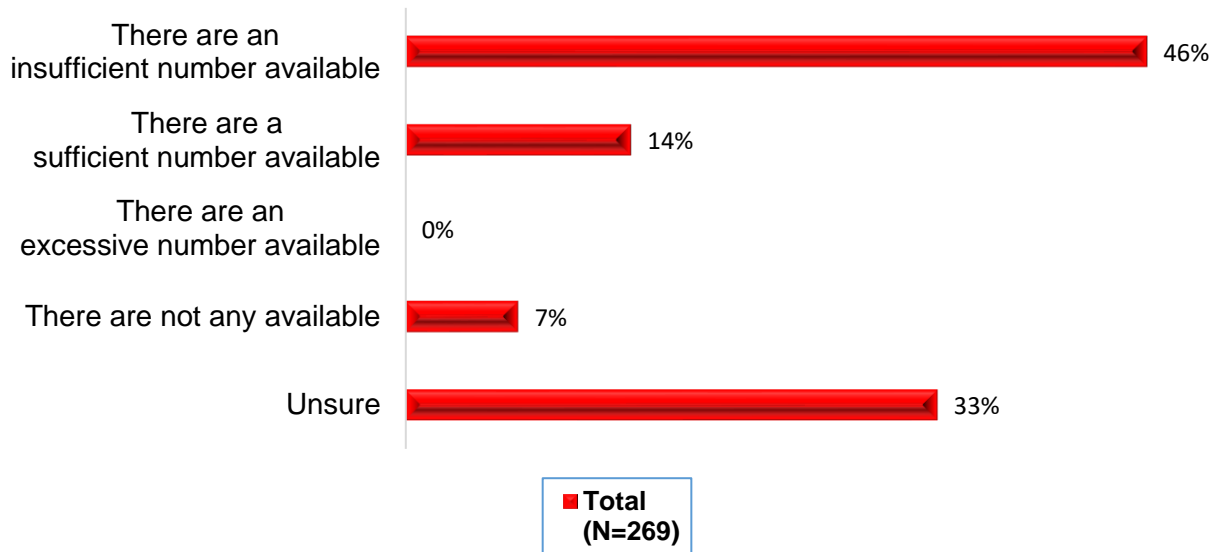
Q4 Which of the following best describes child care programs with traditional hours (7am-6pm, Monday through Friday) for low-income families available in your community?

CHILD CARE HOURS – NON-TRADITIONAL

'Confident that the money will be put to good use' is now the most frequently mentioned reason this year as to why respondents make a financial contribution to Trident United Way – up from the number two spot in 2017. Respondents' positive perception of Trident United Way continues to improve in 2018 as evidenced by the top 4 most frequently mentioned responses for making a contribution over the past year pertaining to the organization's reputation and putting the money to good use and back into the community.

Overall, almost half of the respondents (46%) feel there are an insufficient number of child care programs in their community offering non-traditional hours (before 7am and/or after 6pm, weekdays and weekends) for low-income families.

Availability of Child Care Programs With Non-Traditional Hours (before 7am and/or after 6pm, weekdays and weekends) For Low-Income Families In Your Community (Total)



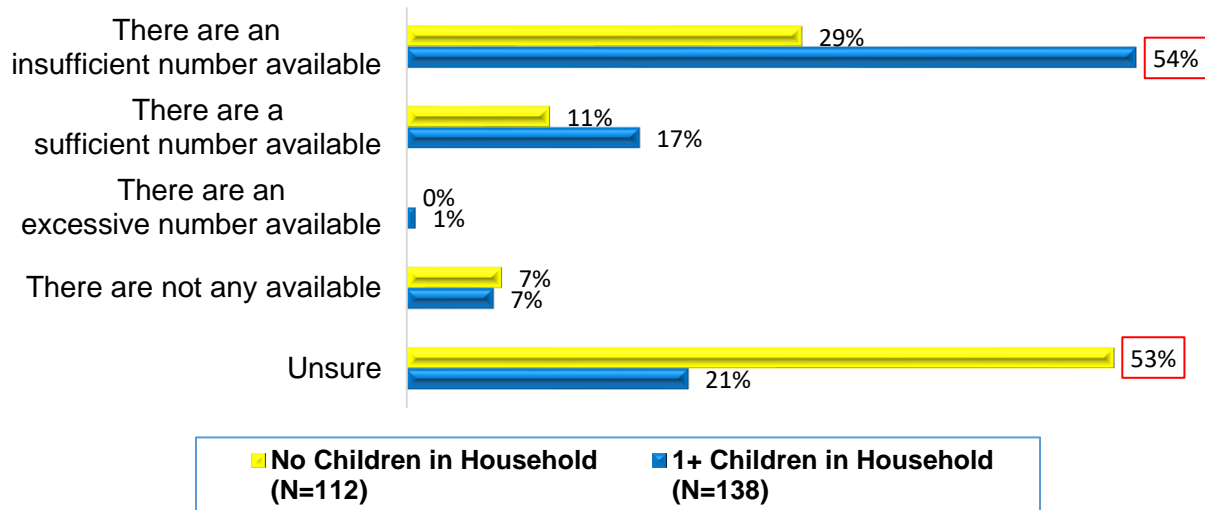
Q5 Which of the following best describes child care programs with non-traditional hours (before 7am and/or after 6pm, weekdays and weekends) for low-income families available in your community?

CHILD CARE HOURS – NON-TRADITIONAL (CONTINUED)

The percentage of respondents with a child living in their household who feel there are an insufficient number of child care programs offering non-traditional hours (before 7am and/or after 6pm, weekdays and weekends) is almost double compared to respondents without a child living in their household (54% vs. 29%, respectively).

Not surprisingly, slightly more than half of the respondents who do not have a child living in their household (53%) are unfamiliar with the child care programs in their community offering non-traditional hours.

Availability of Child Care Programs With Non-Traditional Hours (before 7am and/or after 6pm, weekdays and weekends) For Low-Income Families In Your Community (by Children living in Household)



 = Significantly different at a 95% confidence level.

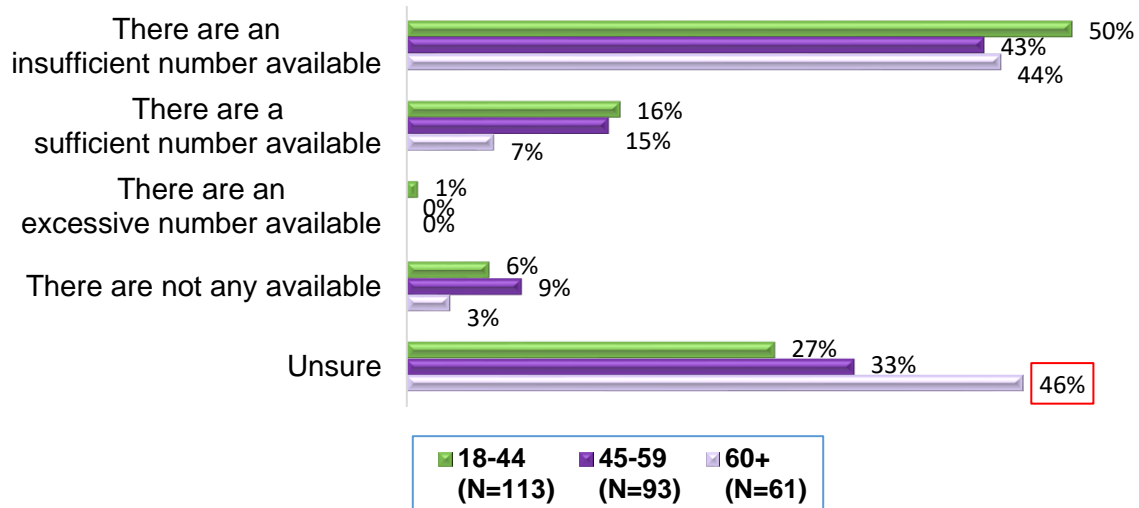
Q5 Which of the following best describes child care programs with non-traditional hours (before 7am and/or after 6pm, weekdays and weekends) for low-income families available in your community?

CHILD CARE HOURS – NON-TRADITIONAL (CONTINUED)

50% of the respondents aged 18-44 indicated they feel there are an insufficient number of child care programs in their community offering non-traditional hours for low-income families.

Just like child care programs offering traditional hours, a significantly higher percentage of respondents aged 60+ (46%) are unfamiliar with child care programs offering non-traditional hours as compared to respondents between the ages of 18-44 (27%) and 45-59 (33%).

Availability of Child Care Programs With Non-Traditional Hours (before 7am and/or after 6pm, weekdays and weekends) For Low-Income Families In Your Community (by Age)



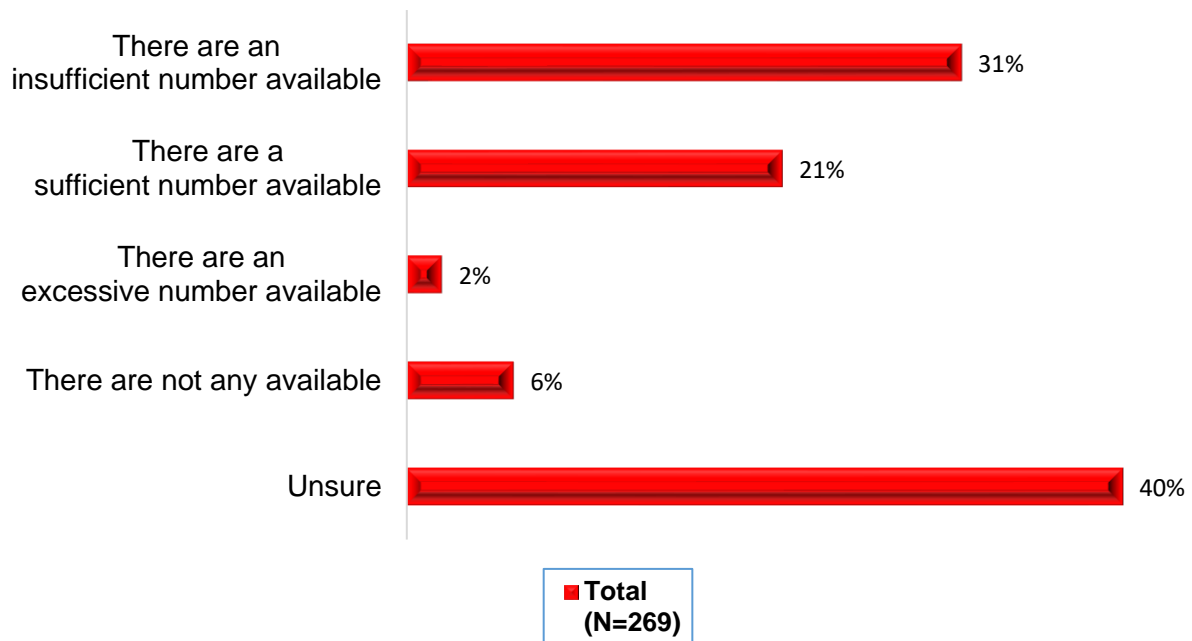
 = Significantly different at a 95% confidence level.

Q5 Which of the following best describes child care programs with non-traditional hours (before 7am and/or after 6pm, weekdays and weekends) for low-income families available in your community?

DAYCARE SERVICES - AFFORDABLE

While 40% of the respondents are unfamiliar with the availability of affordable daycare services in their community for low-income families, approximately 37% reported 'an insufficient number of affordable daycare services available' (31%) or 'not having any affordable daycare services' operating in their community (6%).

Availability of Affordable Daycare Services For Low-Income Families In Your Community (Total)

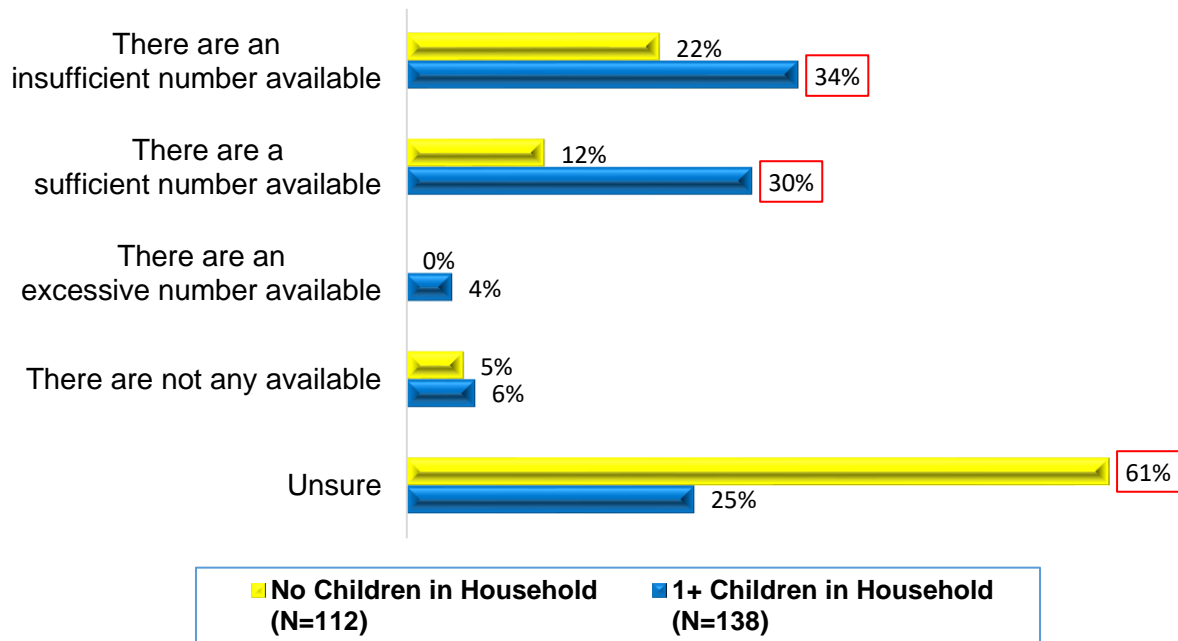


DAYCARE SERVICES - AFFORDABLE (CONTINUED)

Not surprisingly, respondents with children living in the household appear to be much more opinionated with respect to the availability of affordable daycare services in their community for low-income families, compared to respondents who do not have any children living in their household.

In fact, 61% of the respondents without children living in the household are unsure about the availability of affordable daycare services in their area – compared to just 25% of the respondents who do have a child living in their household.

Availability of Affordable Daycare Services For Low-Income Families In Your Community (by Number of Children in Household)



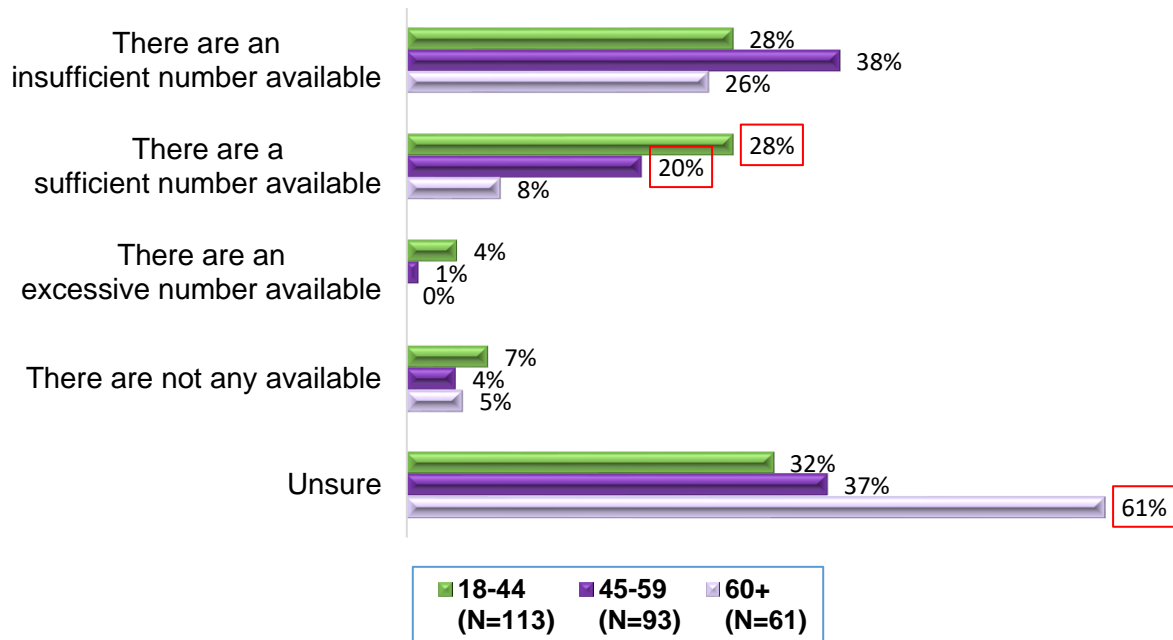
= Significantly different at a 95% confidence level.

DAYCARE SERVICES - AFFORDABLE (CONTINUED)

Respondents aged 45-59 are most likely to feel there are an 'insufficient number of affordable daycare services' in their community (38%), while respondents aged 18-44 are divided between there being a 'sufficient number of affordable daycare services' available (28%) and an 'insufficient number of affordable daycare services' available (28%) in their community for low-income families.

Just like child care services, respondents aged 60+ are not familiar enough with daycare services in their community to have an opinion (61%).

Availability of Affordable Daycare Services For Low-Income Families In Your Community (by Age)



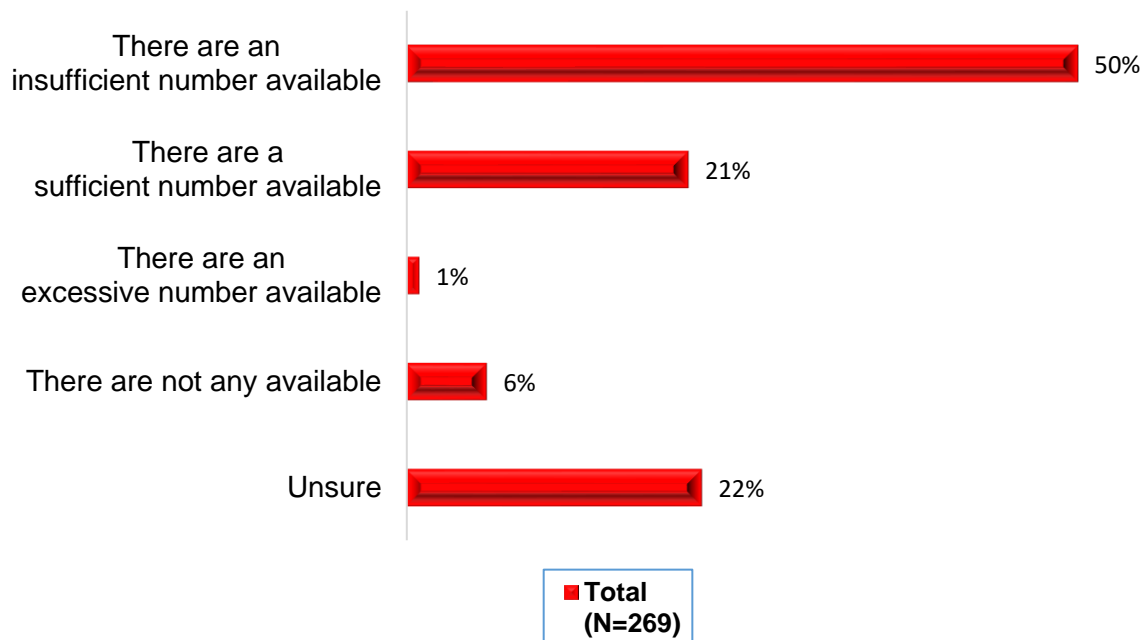
 = Significantly different at a 95% confidence level.

CHILD AND YOUTH (ages 5 to 17) ACTIVITIES

Overall, before and after school activities for children between the ages of 5 to 17 are lacking in the communities where respondents currently live.

50% of the respondents mentioned there are an insufficient number of before and after school activities/programs for children in grades K-12, while another 6% indicated there are not any of these services available in their community.

Availability Child and Youth (ages 5 to 17) Activities For Low-Income Families In Your Community (Total)



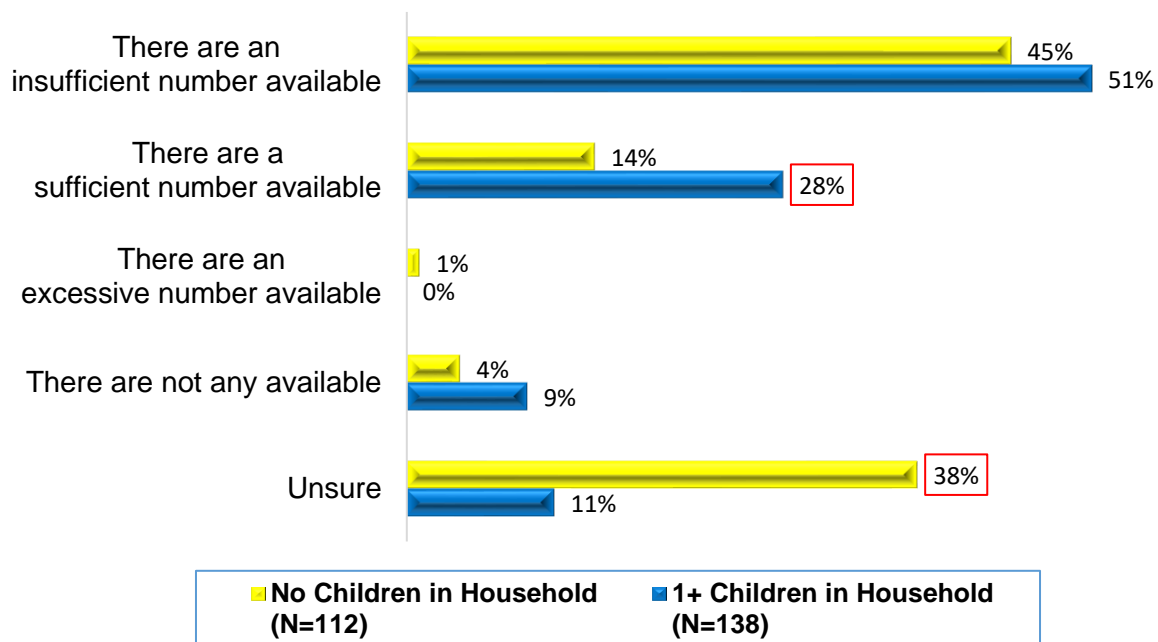
Q7 Which of the following best describes affordable child and youth (ages 5 to 17) activities before or after school in your community?

CHILD AND YOUTH (ages 5 to 17) ACTIVITIES (CONTINUED)

Both respondents with (45%) and without children (51%) living in their household most frequently mentioned they feel there are an ‘insufficient number of activities before and after school’ for kids in K-12th grade.

Respondents with kids living in the household, however, were significantly more likely than respondents without children living in the household, to mention feeling there are a sufficient number of before and after school programs in their community for low-income families with children aged 5 to 17 (28% vs 14%, respectively).

Availability Child and Youth (ages 5 to 17) Activities For Low-Income Families In Your Community (by Number of Children in Household)



 = Significantly different at a 95% confidence level.

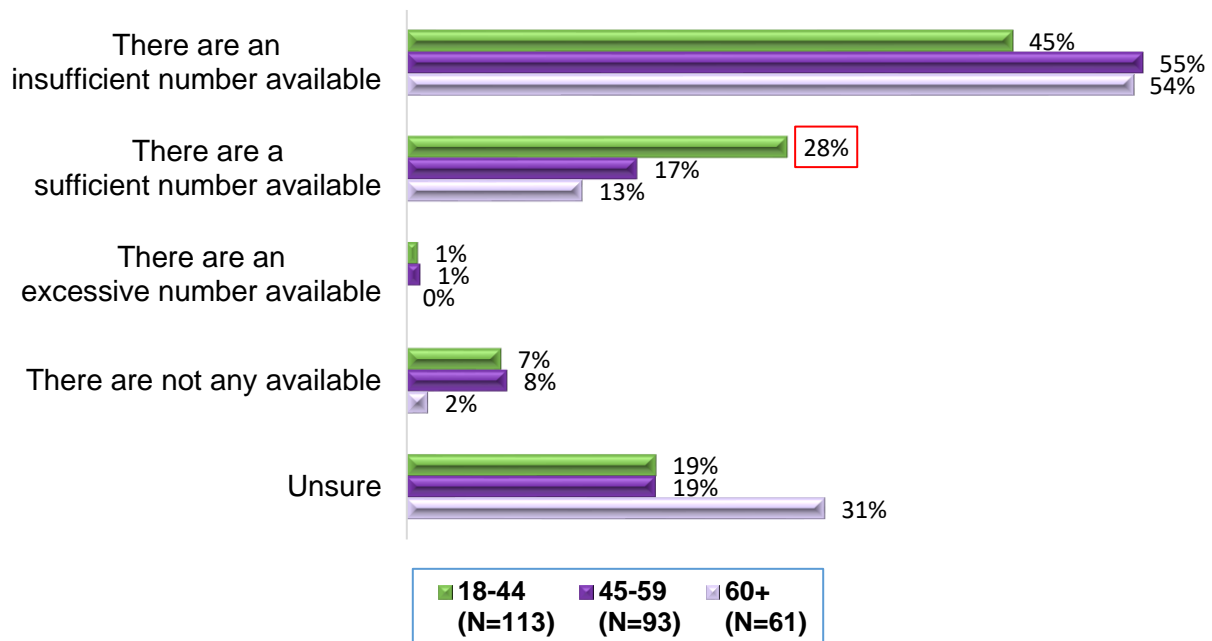
Q7 Which of the following best describes affordable child and youth (ages 5 to 17) activities before or after school in your community?

CHILD AND YOUTH (ages 5 to 17) ACTIVITIES (CONTINUED)

Regardless of age, the majority of respondents feel there are an 'insufficient number of before and after school activities' available for children aged 5 to 17.

Respondents aged 18-44 were the most likely group to indicate there are a sufficient number of before and after school activities for individuals in grades K-12 (28%).

Availability Child and Youth (ages 5 to 17) Activities For Low-Income Families In Your Community (by Age)



28% = Significantly different at a 95% confidence level.

Q7 Which of the following best describes affordable child and youth (ages 5 to 17) activities before or after school in your community?

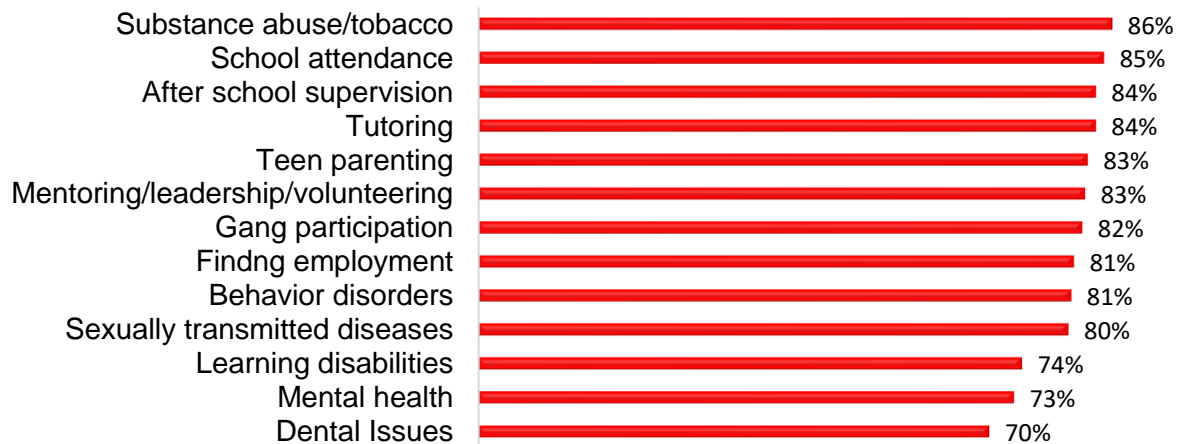
**Information, Education, Guidance, and/or
Assistance for Youth (ages 12 to 17)**

Information, Education, Guidance, and/or Assistance for Youth (ages 12 to 17)

Respondents most 'strongly believe' that the youth in their community (ages 12 to 17) need information, education, guidance, and/or assistance in the areas of (1) Substance abuse/tobacco (86%) and (2) School attendance (85%).

Although still important to respondents, 'learning disabilities' (74%), 'mental health issues' (73%) and 'dental issues' (70%) are the least important areas where respondents 'strongly agree' that the youths aged 12 to 17 in their community need information, education, guidance and/or assistance.

Youth (ages 12 to 17) in your community need information, education, guidance, and/or assistance in the area of: (5 point rating - Strongly believes) (Total)



■ Total
(N=269)

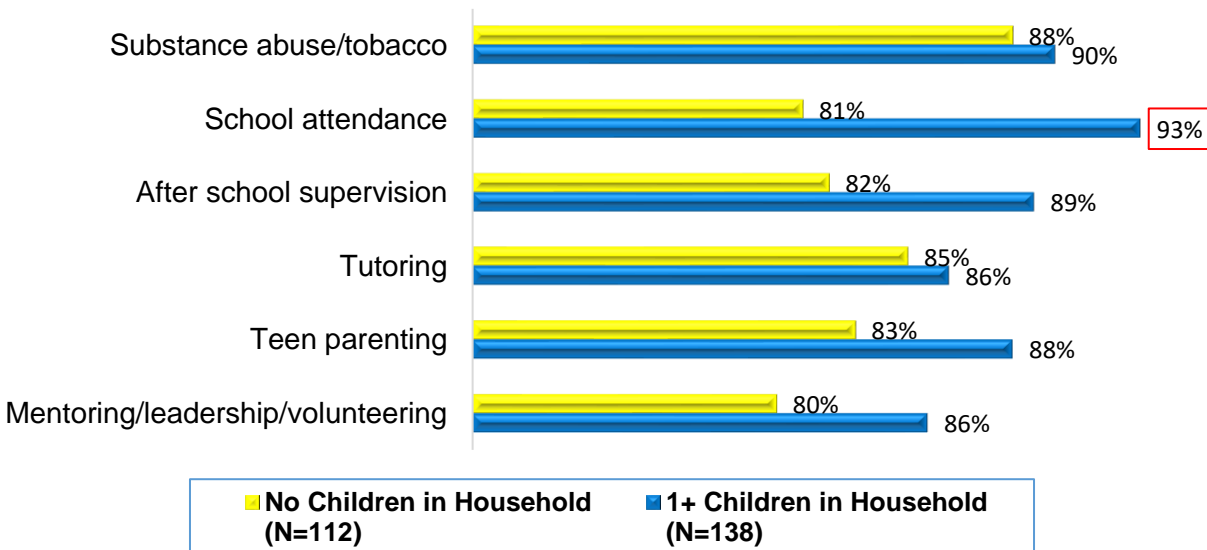
Q8 'Using a rating scale of 1 to 5 (1=Don't believe at all and 5=Strongly believes) how would you rate your belief that the youth (ages 12 to 17) in your community need information, education, guidance, and/or assistance in the area of....'

Information, Education, Guidance, and/or Assistance for Youth (ages 12 to 17) (CONTINUED)

Respondents with children still living in the household are much more likely than respondents without children living in the household to 'strongly agree' that youth (ages 12 to 17) in their community need information, education, guidance, and/or assistance in the areas of:

School attendance	(93% vs. 81%, respectively)
Substance abuse/tobacco	(90% vs. 88%, respectively)
After school supervision	(89% vs. 82%, respectively)
Teen parenting	(88% vs. 83%, respectively)
Tutoring	(86% vs. 85%, respectively)
Mentoring/leadership/volunteering	(86% vs. 80%, respectively)
Behavior disorders	(85% vs. 80%, respectively)
Dental Issues	(73% vs. 71%, respectively)

Youth (ages 12 to 17) in your community need information, education, guidance, and/or assistance in the area of: (5 point rating - Strongly believes) (By Number of Children in Household – part 1 of 2)



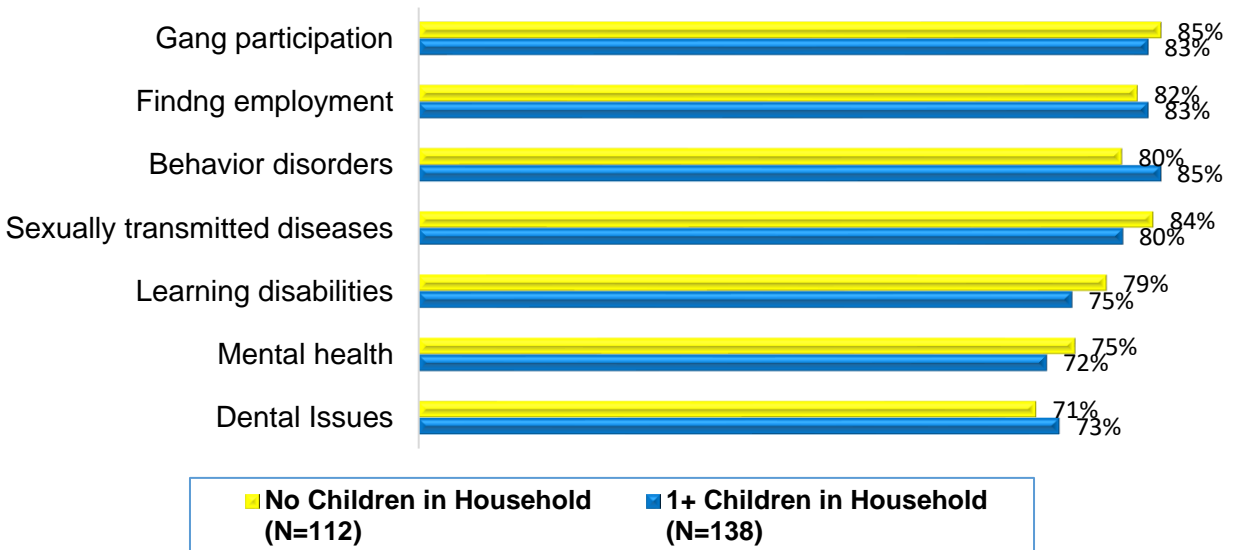
 = Significantly different at a 95% confidence level.

Q8 'Using a rating scale of 1 to 5 (1=Don't believe at all and 5=Strongly believes) how would you rate your belief that the youth (ages 12 to 17) in your community need information, education, guidance, and/or assistance in the area of....'

**Information, Education, Guidance, and/or Assistance
for Youth (ages 12 to 17)
(CONTINUED)**

Note: Due to the number of categories ranked, chart is continued from previous page.

**Youth (ages 12 to 17) in your community need
information, education, guidance, and/or assistance in
the area of:
(5 point rating - Strongly believes)
(By Number of Children in Household – part 2 of 2)**



Q8 'Using a rating scale of 1 to 5 (1=Don't believe at all and 5=Strongly believes) how would you rate your belief that the youth (ages 12 to 17) in your community need information, education, guidance, and/or assistance in the area of....'

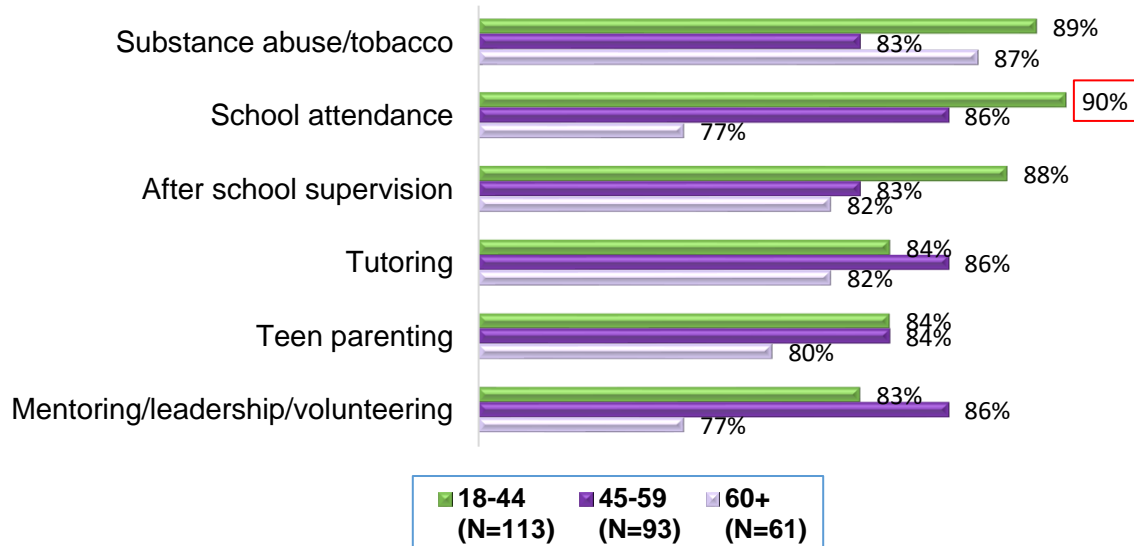
Information, Education, Guidance, and/or Assistance for Youth (ages 12 to 17) (CONTINUED)

Respondents aged 18-44 most strongly believe that the youth in their community need information, education, guidance, and/or assistance with 'school attendance' (90%) – which is significantly higher than what respondents aged 60+ believe (77%).

Next, of the three age groups, respondents aged 18-44, feel the strongest towards the youth (ages 12 to 17) receiving assistance in the areas of 'school attendance' (90%), 'substance abuse/tobacco' (89%), 'after school supervision' (89%), 'behavior disorders' (89%), and 'mental health' (75%).

Finally, of the three age groups, respondents aged 60+, feel the strongest towards the youth (ages 12 to 17) receiving assistance in the areas of 'sexually transmitted diseases' (84%), 'learning disabilities' (77%), and 'dental issues' (72%).

Youth (ages 12 to 17) in your community need information, education, guidance, and/or assistance in the area of: (5 point rating - Strongly believes) (by Age – part 1 of 2)



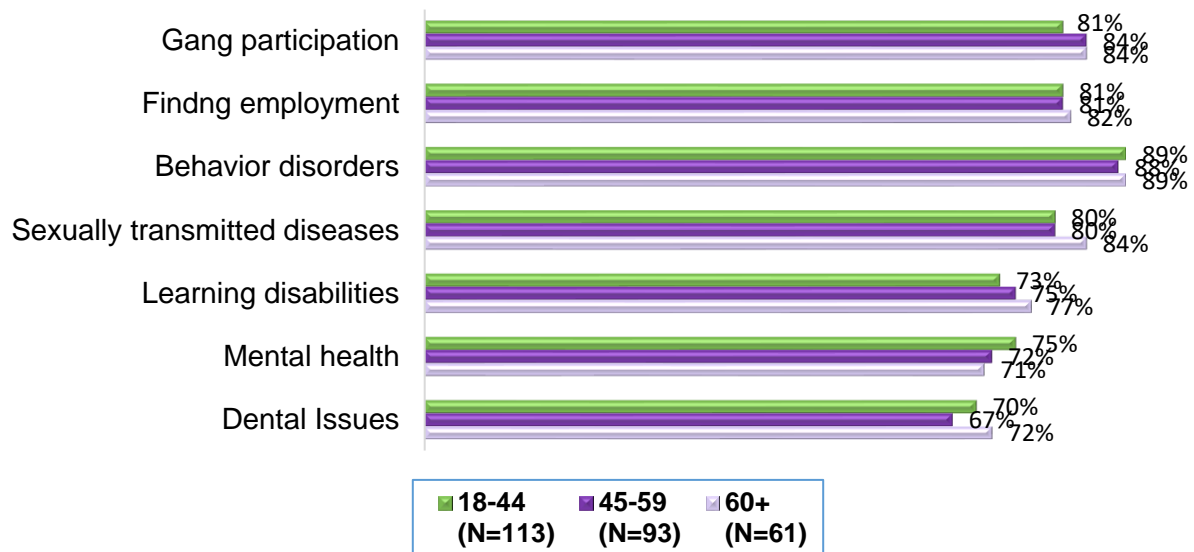
 = Significantly different at a 95% confidence level.

Q8 'Using a rating scale of 1 to 5 (1=Don't believe at all and 5=Strongly believes) how would you rate your belief that the youth (ages 12 to 17) in your community need information, education, guidance, and/or assistance in the area of...'

**Information, Education, Guidance, and/or Assistance
for Youth (ages 12 to 17)**
(CONTINUED)

Note: Due to the number of categories, chart is continued from previous page.

**Youth (ages 12 to 17) in your community need
information, education, guidance, and/or assistance in
the area of:
(5 point rating - Strongly believes)
(by Age – part 2 of 2)**



Q8 'Using a rating scale of 1 to 5 (1=Don't believe at all and 5=Strongly believes) how would you rate your belief that the youth (ages 12 to 17) in your community need information, education, guidance, and/or assistance in the area of....'

Information, Education, Guidance, and/or Assistance for Youth (ages 12 to 17)

Mean Scores
(1=Don't believe at all, 5=Strongly believe)
(CONTINUED)

Respondents with no children living in the household 'most strongly believe' the youth (ages 12 to 17) living in their community need to be better educated in the area of 'substance abuse/tobacco' (mean score of 4.79, where 1=don't believe at all and 5=strongly believes).

Respondents with children living in the household, however, 'most strongly believe' the youth (ages 12 to 17) living in their community need to be better educated in the area of 'school attendance' (mean score of 4.89, where 1=don't believe at all and 5=strongly believes).

Attribute	Total (N=269)	No Children in HH (N=112) (D)	1+ Children in HH (N=138) (E)
School attendance	4.78	4.71	4.89
Substance abuse/tobacco	4.77	4.79	4.80
Tutoring	4.76	4.76	4.80
After school supervision	4.75	4.71	4.83
Teen parenting	4.74	4.71	4.83
Mentoring/leadership/volunteering	4.71	4.65	4.78
Finding employment	4.69	4.70	4.72
Gang participation	4.68	4.71	4.70
Behavior disorders	4.68	4.68	4.72
Sexually transmitted diseases	4.64	4.69	4.64
Learning disabilities	4.58	4.64	4.58
Mental health	4.53	4.55	4.50
Dental issues	4.47	4.47	4.54

= denotes highest mean in subgroup.

Superscript letters indicates a significant difference between children living in household at the 95% confidence level (D=No children in the household, E=Children in the household).

Q8 'Using a rating scale of 1 to 5 (1=Don't believe at all and 5=Strongly believes) how would you rate your belief that the youth (ages 12 to 17) in your community need information, education, guidance, and/or assistance in the area of....'

Information, Education, Guidance, and/or Assistance for Youth (ages 12 to 17)

Mean Scores
(1=Don't believe at all, 5=Strongly believe)
(CONTINUED)

Respondents under the age of 60, overall, most strongly believe that the youth (ages 12 to 17) living in their community need more information and guidance in the area of 'school attendance' – respondents aged 18-44 (mean score of 4.88, where 1=don't believe at all and 5=strongly believes) and respondents aged 45-59 (mean score of 4.83, where 1=don't believe at all and 5=strongly believes).

Respondents 60 years and older most strongly believe that this age group needs information and counseling in the area of 'substance abuse/tobacco' - mean score of 4.80, where 1=don't believe at all and 5=strongly believes).

Regardless of age, 'dental issues' received the lowest mean scores by all respondents.

Attribute	Age		
	18-44 (N=113) (L)	45-59 (N=93) (M)	60+ (N=61) (N)
School attendance	4.88 ^N	4.83 ^N	4.61
Substance abuse/tobacco	4.81	4.72	4.80
Tutoring	4.80	4.80	4.67
After school supervision	4.81	4.73	4.70
Teen parenting	4.78	4.76	4.67
Mentoring/leadership/volunteering	4.74	4.77	4.61
Finding employment	4.71	4.68	4.69
Gang participation	4.65	4.73	4.72
Behavior disorders	4.72	4.68	4.66
Sexually transmitted diseases	4.65	4.59	4.74
Learning disabilities	4.55	4.60	4.64
Mental health	4.58	4.51	4.49
Dental issues	4.43	4.49	4.54

= denotes highest mean in subgroup.

Superscript letters indicates a significant difference between ages at the 95% confidence level (L=18-44, M=45-59, N=60+)

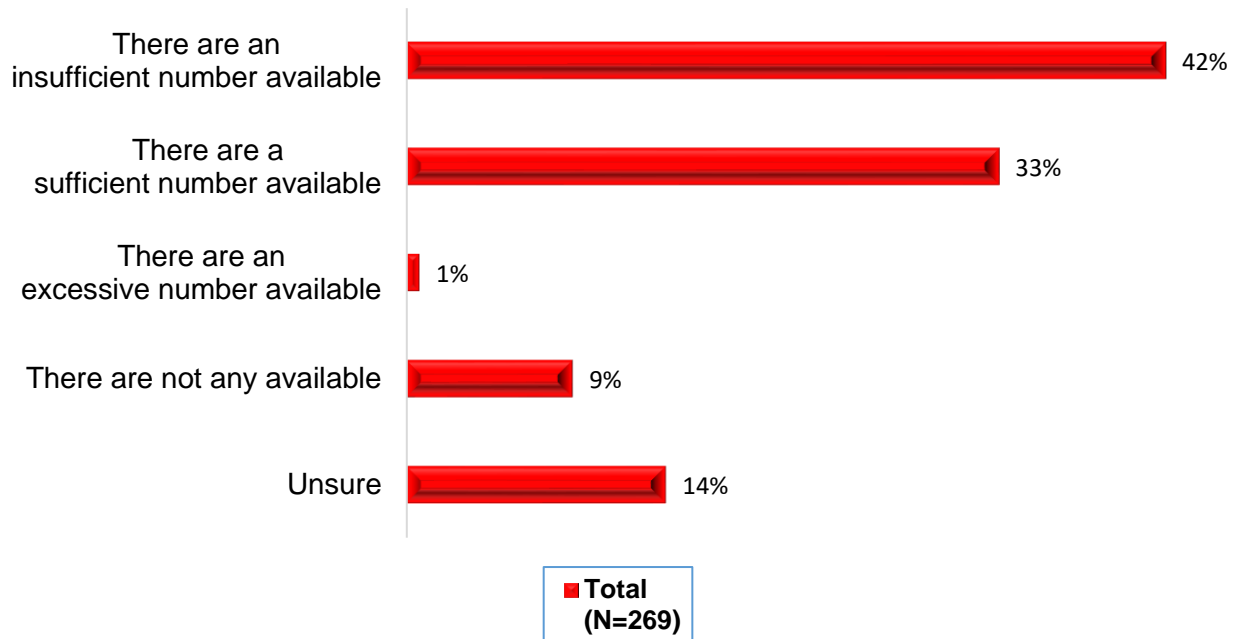
Q8 'Using a rating scale of 1 to 5 (1=Don't believe at all and 5=Strongly believes) how would you rate your belief that the youth (ages 12 to 17) in your community need information, education, guidance, and/or assistance in the area of....'

Dental Services

ACCESS TO DENTAL SERVICES

Slightly more than half of the respondents (51%) indicate there are either an 'insufficient number of dental services available' in their community for low-income families (42%) or none at all (9%).

Access to Dental Services Available For Low-Income Families In Your Community (Total)



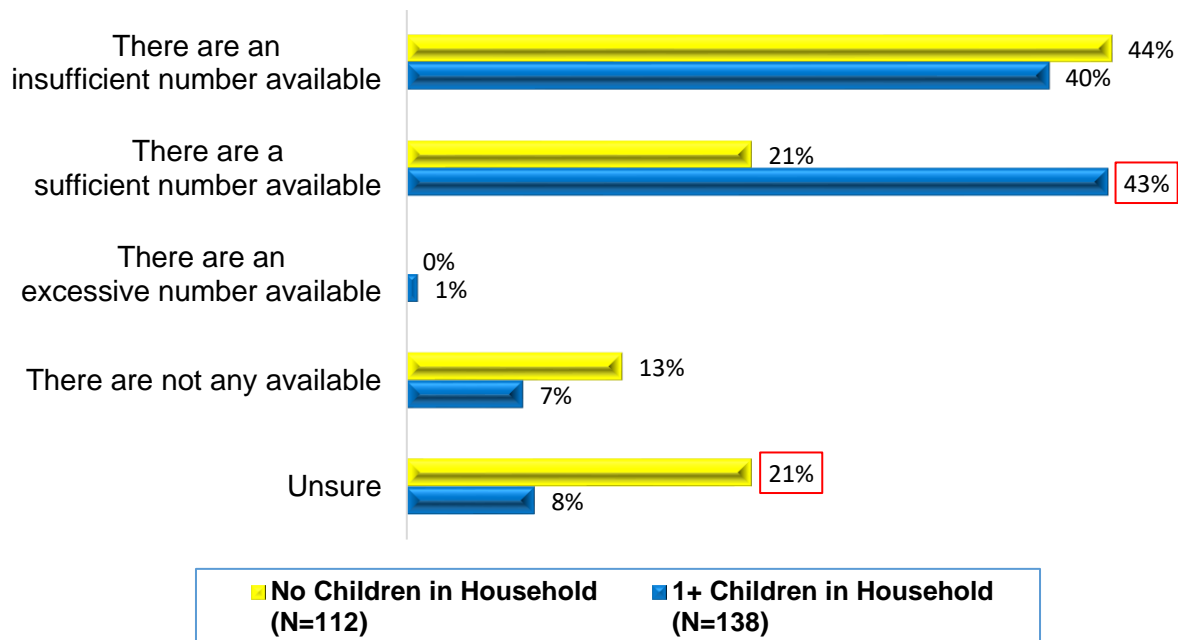
ACCESS TO DENTAL SERVICES (CONTINUED)

More than half of respondents with no children living in the household (57%) feel the availability of dental services in their community for low-income families is below par – 44% stating there is an insufficient number and another 13% stating that there are not any dental services available in their community.

The majority of respondents with children living at home, although not as strongly as respondents without children living at home, concur that the availability of dental services in their community for low-income families is below par – 40% stating there is an insufficient number and another 7% stating that there are not any dental services available in their community.

On the other hand, a significantly greater number of respondents with children living in their household, compared to those with no children in the household, indicate there are a sufficient number of dental services available for low-income families living in their community (43% vs. 21%, respectively).

Access to Dental Services Available For Low-Income Families In Your Community (by Number of Children in Household)



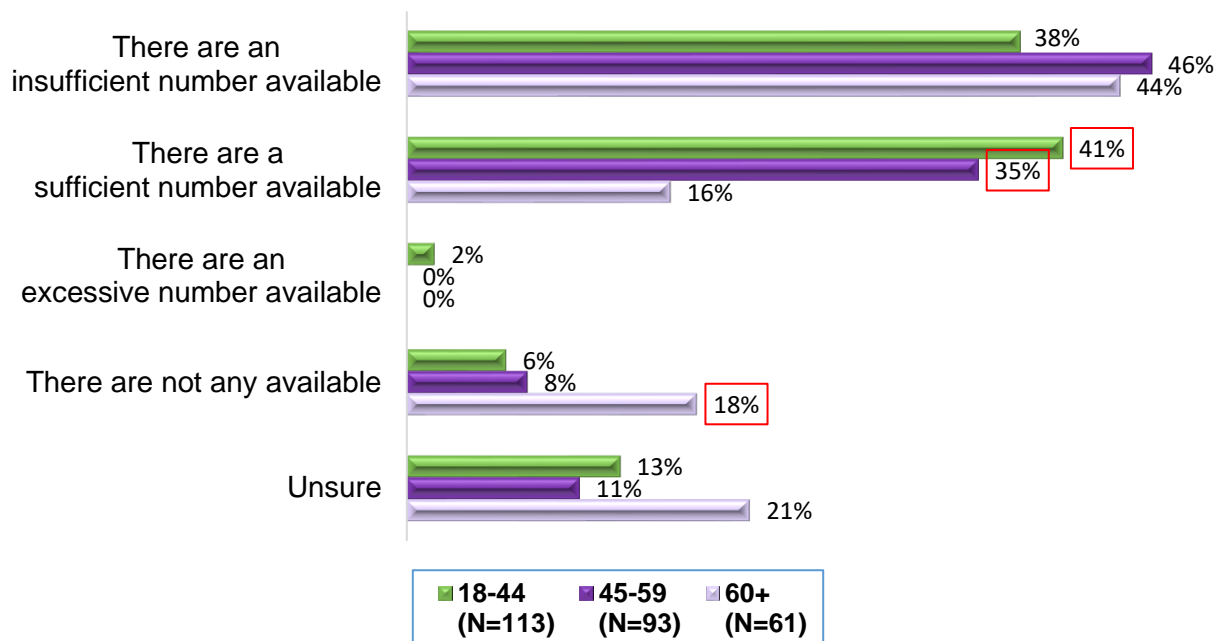
 = Significantly different at a 95% confidence level.

Q9 'Which of the following best describes access to dental services available for low-income people in your community?'

ACCESS TO DENTAL SERVICES (CONTINUED)

Respondents under the age of 60 are significantly more likely to believe there is 'a sufficient number of dental services available' for low-income families in their community.

Access to Dental Services Available For Low-Income Families In Your Community (by Age)



 = Significantly different at a 95% confidence level.

Q9 'Which of the following best describes access to dental services available for low-income people in your community?'

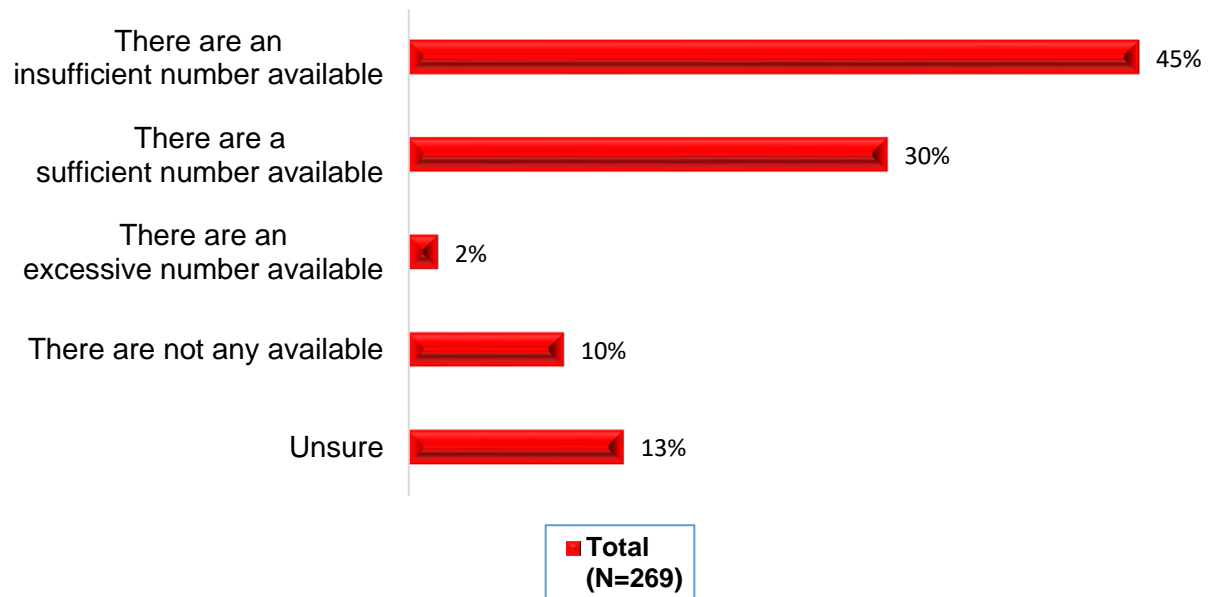
Wellness Programs

WELLNESS PROGRAMS

The majority of respondents (55%) feel there needs to be more wellness programs offering nutrition, exercise, etc., available in their community for low-income families – 45% stating there is an insufficient number available and 10% stating there are not any available in their area.

Almost one-third (30%), however, do feel there is a sufficient number of wellness programs assisting with nutrition, exercise, etc. in their community for low-income families.

Best Describes Wellness Programs (Nutrition, Exercise, etc.) For Low-Income Families In Your Community (Total)



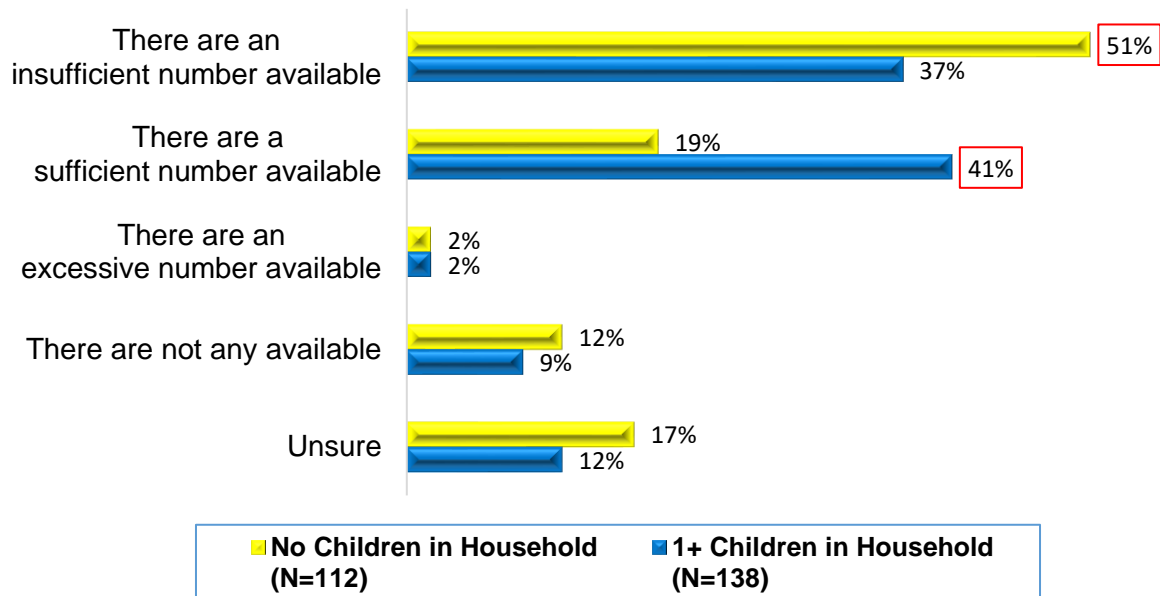
Q10 'Which of the following best describes wellness programs (nutrition, exercise, etc.) available for low-income people in your community?'

WELLNESS PROGRAMS (CONTINUED)

The feeling that there is a lack of wellness programs available for low-income families in the communities where respondents currently live is significantly higher among respondents without any children living in the home compared to respondents who have a child living in the household (51% vs. 37%, respectively).

On the other hand, respondents with children living in the household were significantly more likely to express there are currently a sufficient number of wellness programs available to low-income families compared to respondents who have a child living in the household (41% vs 19%, respectively).

Best Describes Wellness Programs (Nutrition, Exercise, etc.) For Low-Income Families In Your Community (by Number of Children in Household)



 = Significantly different at a 95% confidence level.

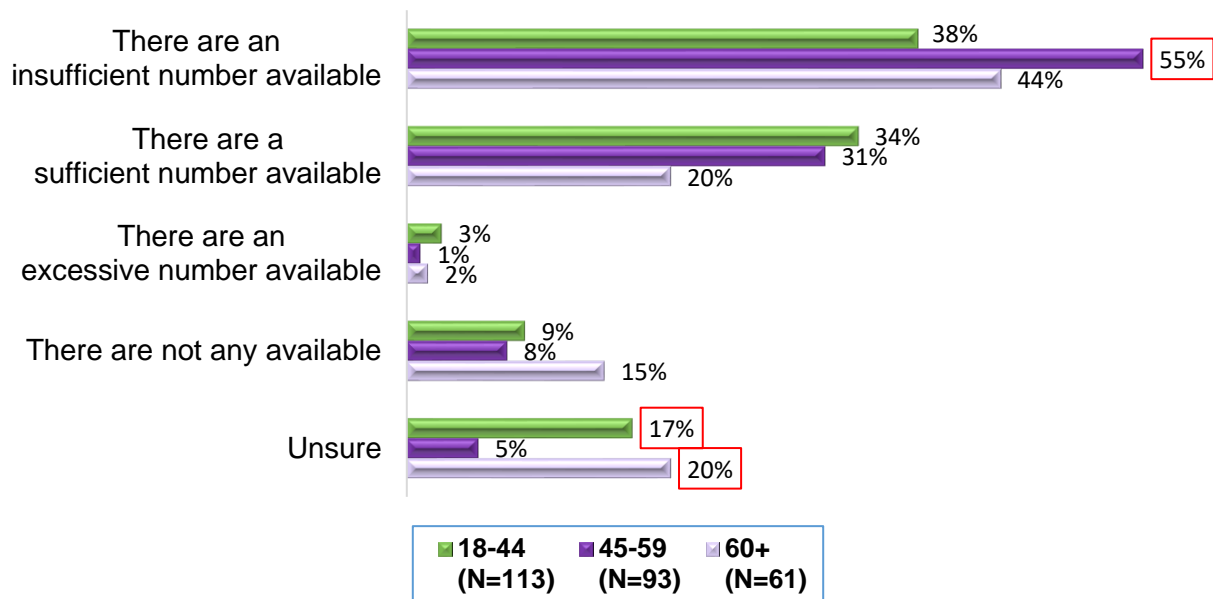
Q10 'Which of the following best describes wellness programs (nutrition, exercise, etc.) available for low-income people in your community?'

WELLNESS PROGRAMS (CONTINUED)

More than half of the respondents aged 45-59 express there are an 'insufficient number of wellness programs' for low-income families in their communities (55%). This is a significantly higher than the percentage of respondents aged 18-44 feeling the same way (38%).

In fact, less than half of the respondents aged 18-44 (47%) feel there are either an 'insufficient number' or 'not any' wellness programs available for low-income families in their community – compared to 63% of respondents aged 45-59 and 59% of respondents 60+ years of age feeling the same way.

Best Describes Wellness Programs (Nutrition, Exercise, etc.) For Low-Income Families In Your Community (by Age)



 = Significantly different at a 95% confidence level.

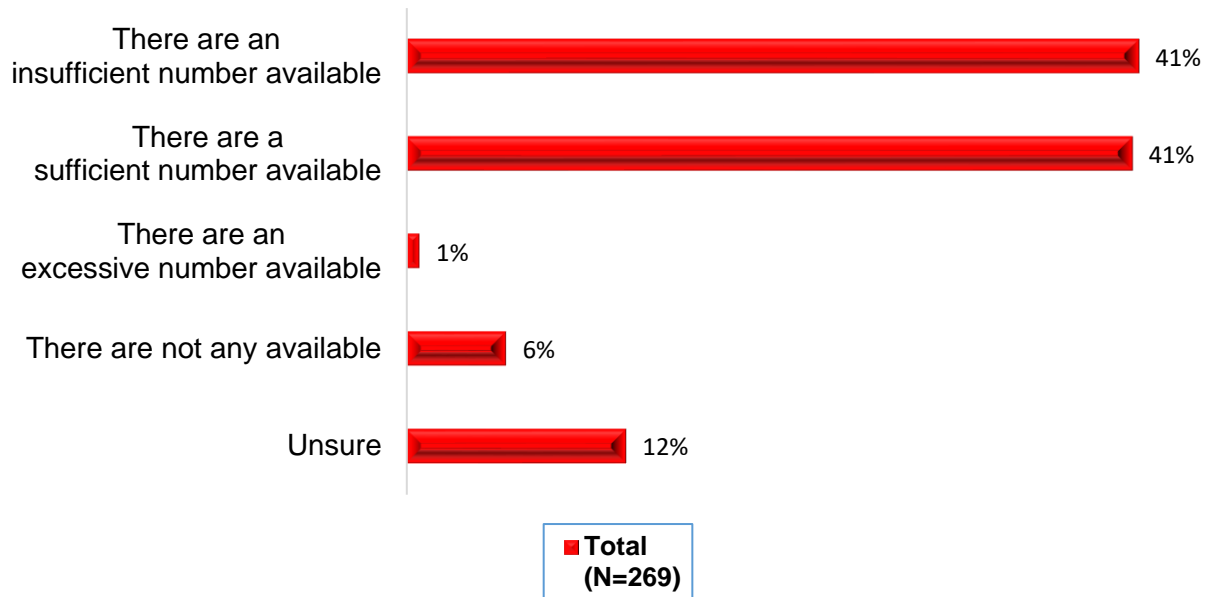
Q10 'Which of the following best describes wellness programs (nutrition, exercise, etc.) available for low-income people in your community?'

Emergency Food/Food Assistance

EMERGENCY FOOD/FOOD ASSISTANCE

Overall, respondents are split with respect to their thoughts on their community having adequate levels of emergency food or food assistance for low-income families (41% feeling there are insufficient levels while 41% also feel there sufficient levels of emergency food or food assistance available).

Best Describes Adequate Levels of Emergency Food or Food Assistance Available For Low-Income Families In Your Community (Total)



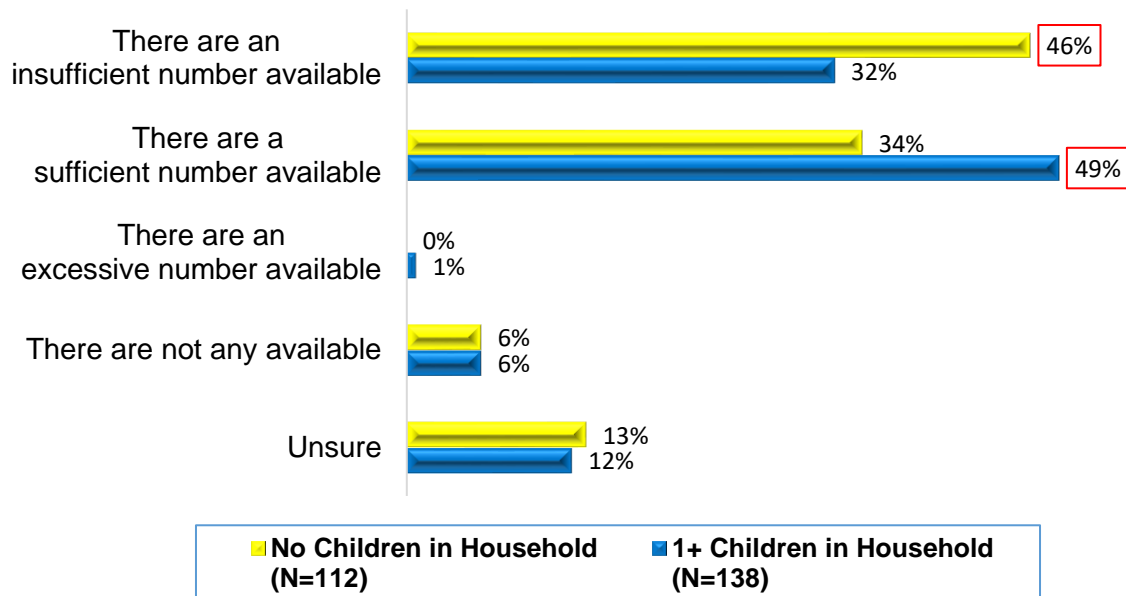
Q11 *'Which of the following best describes adequate levels of emergency food or food assistance available for low-income people in your community?'*

EMERGENCY FOOD/FOOD ASSISTANCE (CONTINUED)

There is definitely a difference of opinion between respondents with and without children living in the household with respect to whether or not there are adequate levels of emergency food or food assistance available for low-income families in their community.

Respondents with children are significantly more likely than respondents without children living in their household, to believe there are adequate levels of emergency food or food assistance available (49% vs 34%), while a significantly greater percentage of respondents without children feel just the opposite – there are not adequate levels of emergency food or food assistance available for low-income families living in their community (46% vs. 32%).

Best Describes Adequate Levels of Emergency Food or Food Assistance Available For Low-Income Families In Your Community (by Number of Children in Household)



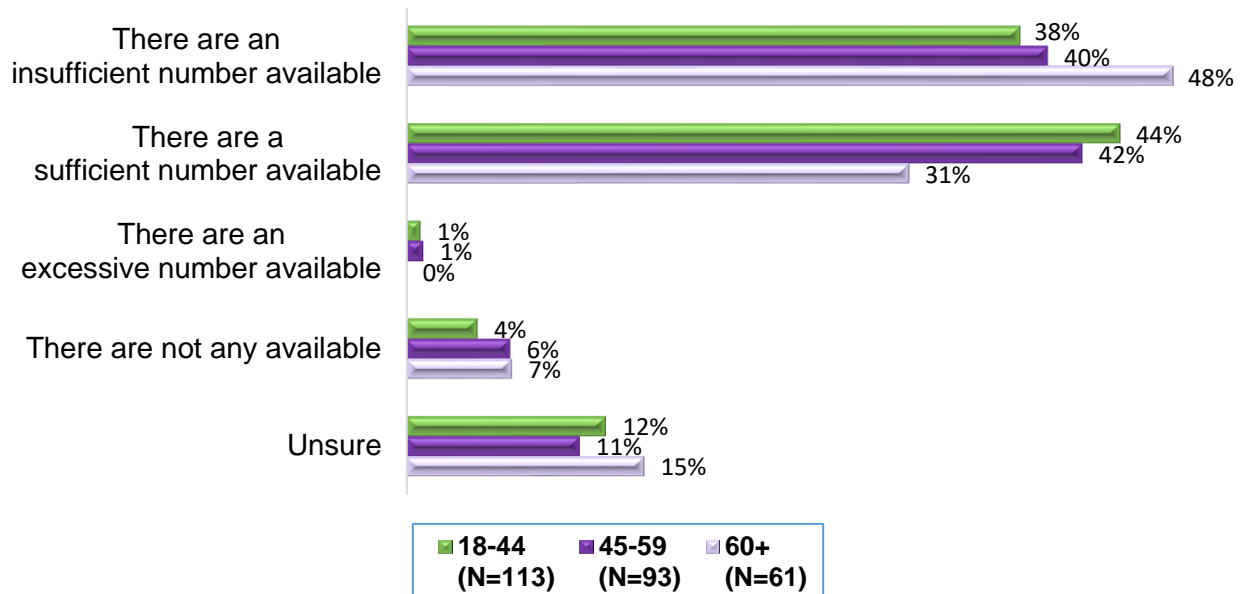
 = Significantly different at a 95% confidence level.

Q11 'Which of the following best describes adequate levels of emergency food or food assistance available for low-income people in your community?'

EMERGENCY FOOD/FOOD ASSISTANCE (CONTINUED)

Respondents under the age of 60 are more likely to feel there are adequate levels of emergency food or food assistance available for low-income families in their community compared to respondents aged 60 years or older.

Best Describes Adequate Levels of Emergency Food or Food Assistance Available For Low-Income Families In Your Community (by Age)



= Significantly different at a 95% confidence level.

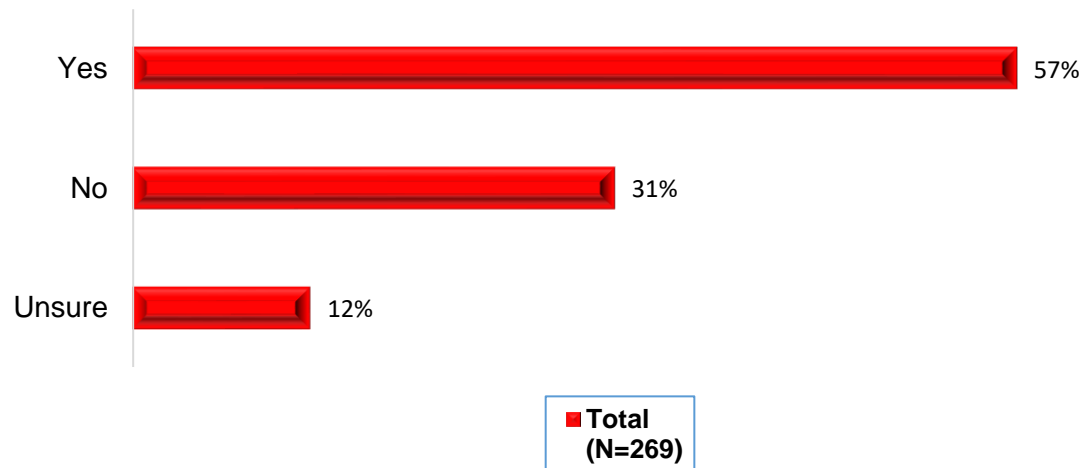
Q11 'Which of the following best describes adequate levels of emergency food or food assistance available for low-income people in your community?'

Transportation

TRANSPORTATION

More than half of the respondents (57%) feel there are adequate levels of transportation options available in their community.

***Availability of Adequate Levels of
Transportation Options
(Taxis, Buses, Medicaid-Paid Transportation,
Volunteers From Churches
or Non-Profit Organizations, etc.)
(Total)***

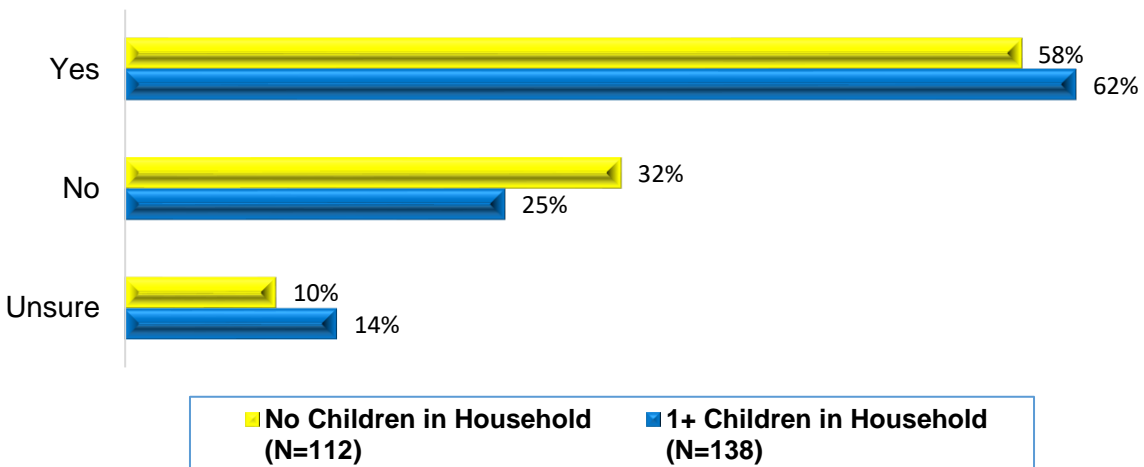


Q12 *'Other than family members, are there adequate levels of transportation options (taxis, buses, Medicaid-paid transportation, volunteers from churches or non-profit organizations, etc.) available in your community?'*

TRANSPORTATION (CONTINUED)

The majority of respondents with children living in the household (62%) and respondents without children living in the household (58%) agree that there is currently adequate levels of transportation options available within their communities.

Availability of Adequate Levels of Transportation Options (Taxis, Buses, Medicaid-Paid Transportation, Volunteers From Churches or Non-Profit Organizations, etc.) by Number of Children in Household

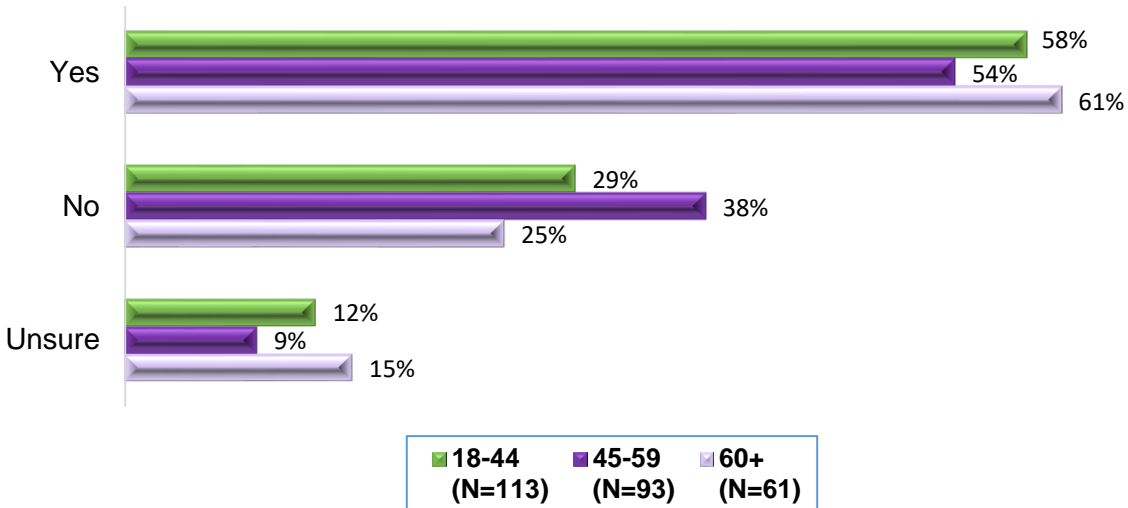


Q12 'Other than family members, are there adequate levels of transportation options (taxis, buses, Medicaid-paid transportation, volunteers from churches or non-profit organizations, etc.) available in your community?'

TRANSPORTATION (CONTINUED)

Interestingly, respondents aged 60+ were more likely to state there are adequate levels of transportation options available in their community (61%) compared to respondents aged 18-44 (58%) and 45-59 (54%).

Availability of Adequate Levels of Transportation Options (Taxis, Buses, Medicaid-Paid Transportation, Volunteers From Churches or Non-Profit Organizations, etc.) (by Age)



¹²

‘Other than family members, are there adequate levels of transportation options (taxis, buses, Medicaid-paid transportation, volunteers from churches or non-profit organizations, etc.) available in your community?’

TRANSPORTATION (CONTINUED)

'Service is not available at the times needed' (63%) is the most frequently given reason by respondents who said 'no' or 'not sure' to whether or not they felt there were adequate levels of transportation options outside of family members.

Reason:	Percentage
Service is not available at the times needed	63%
Service not offered to/from locations needed	48%
Cost to ride public transportation/cannot afford	47%
Public/volunteer transportation takes too long to get to destinations	44%
Lack of available information on times, routes, etc. to use public/volunteer transportation	43%
Inability for individuals to walk to the closest bus stop	37%
Service is not reliable	37%
It is not safe to ride on public or in volunteer transportation	23%
Lack of wheelchair accessibility	16%
Other	13%
None of the above	5%

Note: N=115

'Other' comments received can be found on page 115..

Q13 'Why do you say that?' (Base=No/Not Sure to Q12. Other than family members, are there adequate levels of transportation options (taxis, buses, Medicaid-paid transportation, volunteers from churches or non-profit organizations, etc.) available in your community?)

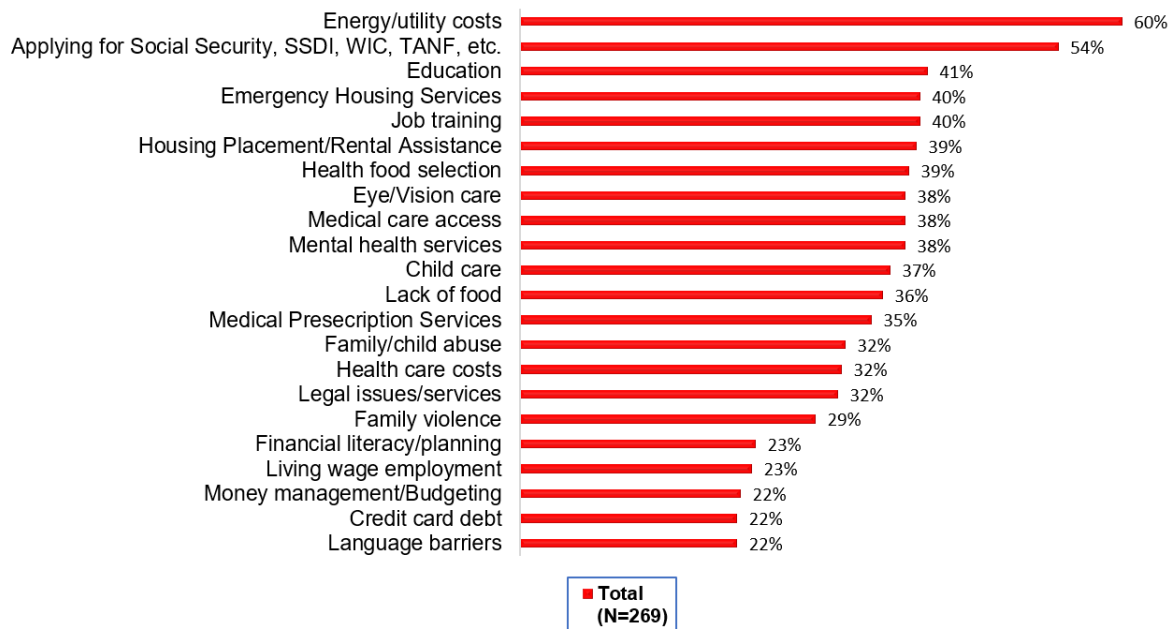
Assistance From Shelby County Agencies

ASSISTANCE FROM SHELBY COUNTY AGENCIES

Respondents feel they get a lot of assistance from Shelby County Agencies with respect to (1) issues pertaining to ‘energy/utility costs’ (60%) and (2) ‘applying for social security, SSDI, WIC, TANF, etc. benefits’ (54%). These percentages reflect respondents giving a score of 5, using a rating scale of 1 to 5, where 1=No assistance at all, and 5=Lots of assistance).

On the other hand, and using the same rating scale mentioned above, respondents are least likely to feel they get a lot of assistance (giving a rating of 5, where 5=Lots of assistance), in the areas of money management/budgeting (22%), credit card debt (22%) and language barriers (22%).

**Amount of assistance available from
Shelby County Agencies to low-income families and individuals
facing the following challenges:
(5 point rating – Lots of Assistance)
(Total)**

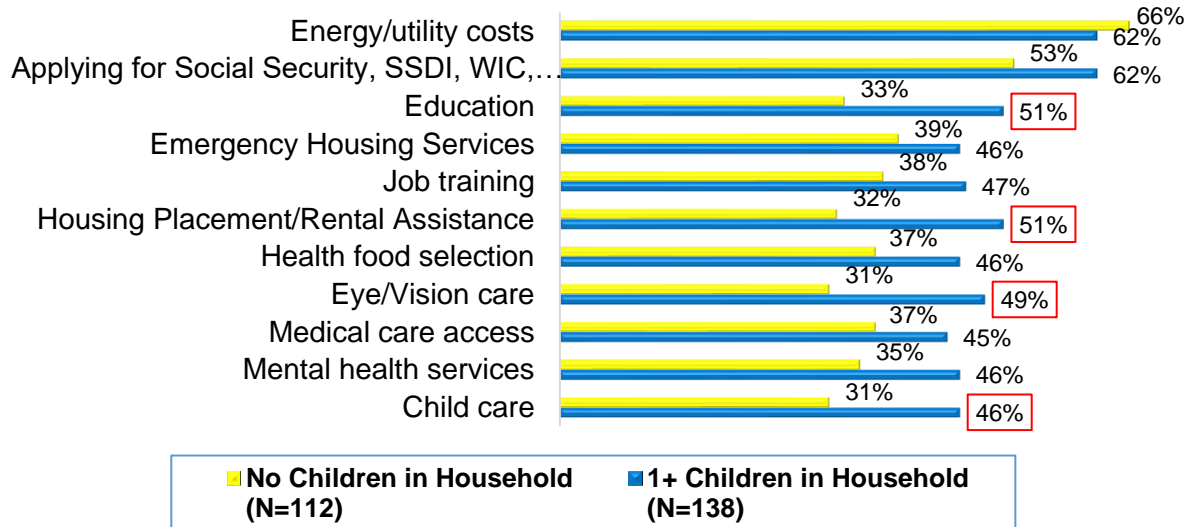


Q15 ‘How much assistance from Shelby County agencies is currently available to low-income families and individuals currently facing the following challenges....?’

ASSISTANCE FROM SHELBY COUNTY AGENCIES (CONTINUED)

Overall, respondents with children living in the household have a more positive perception on the amount of assistance available to low-income families and individuals facing multiple challenges compared to respondents with no children living in their household.

Amount of assistance available from Shelby County Agencies to low-income families and individuals facing the following challenges: (5 point rating – Lots of Assistance) (By Number of Children in Household – part 1 of 2)



= Significantly different at a 95% confidence level.

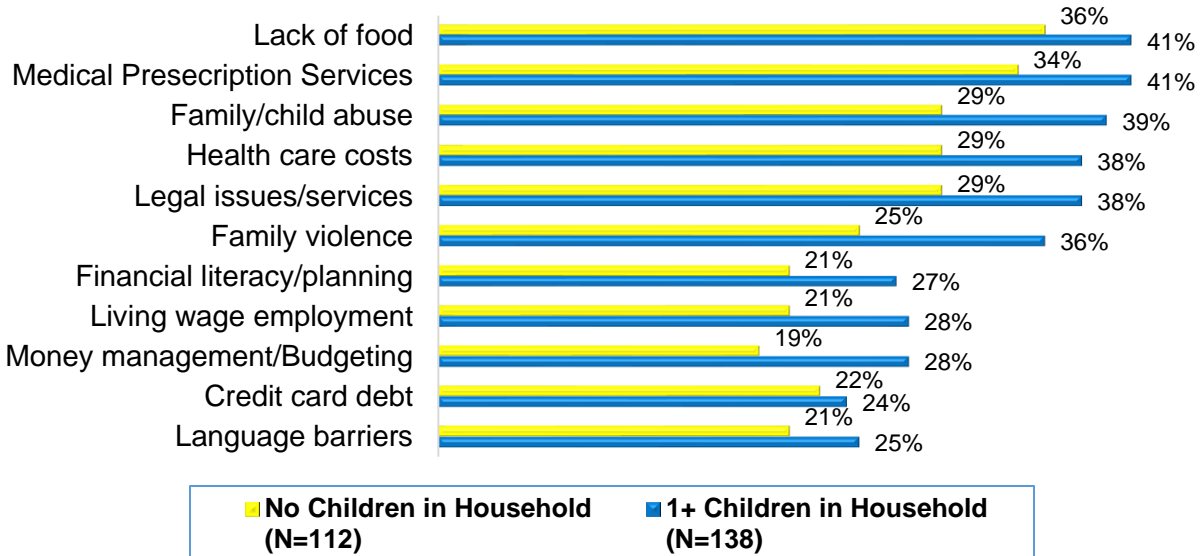
Q15 'How much assistance from Shelby County agencies is currently available to low-income families and individuals currently facing the following challenges....?'

ASSISTANCE FROM SHELBY COUNTY AGENCIES (CONTINUED)

Note: Due to the number of categories ranked on a rating scale of 1 to 5 (1=No assistance at all and 5=Lots of assistance) chart is continued from previous page.

Both respondents with and without children living in the household do not feel Shelby County agencies offer a lot of assistance in the financial area. Respondents with children feel individuals are least likely to receive 'lots of assistance' (giving a score of "5", using a rating scale of 1 to 5, where 1=No assistance at all and 5=Lots of assistance) in the area of 'money management/budgeting' (19%), while respondents without any children in the household feel individuals are least likely to receive 'lots of assistance' in the area of 'credit card debt' (24%).

Amount of assistance available from Shelby County Agencies to low-income families and individuals facing the following challenges: (5 point rating – Lots of Assistance) (By Number of Children in Household – part 2 of 2)



Q15 'How much assistance from Shelby County agencies is currently available to low-income families and individuals currently facing the following challenges....?'

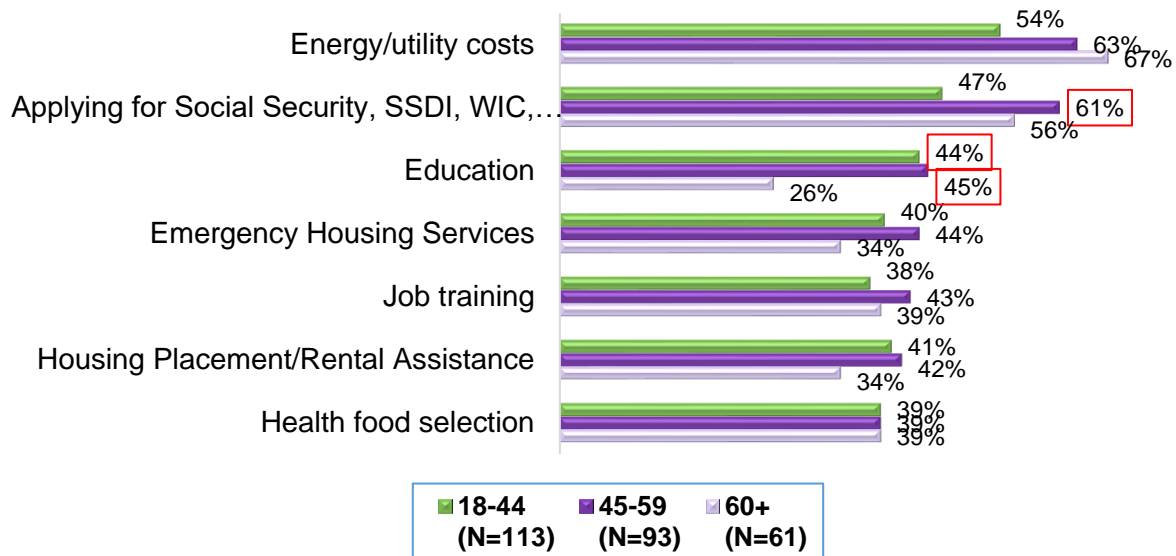
ASSISTANCE FROM SHELBY COUNTY AGENCIES (CONTINUED)

Respondents aged 45-59 are more favorable towards the amount of assistance available from Shelby County Agencies to low-income families and individuals facing various challenges compared to the other two age groups, as demonstrated by this group most frequently giving a rating of a 5 ('Lots of assistance') for 15 out of 22 areas.

Respondents aged 18-44 are more likely than respondents aged 45 years and older, to state that Shelby County Agencies offer lots of assistance to low-income families and individuals facing challenges in the areas of 'family/child abuse' (34%, giving a rating of 5, where a 5 means 'Lots of assistance' on a 1 to 5-point scale) and 'living wage employment' (25%), using the same rating scale.

Using the same rating scale, respondents aged 60 and older are more likely than respondents under the age of 60, to state that Shelby County Agencies offer a lot of assistance to low-income families and individuals facing challenges in the areas of 'medical care access' (41%) and 'legal issues/services' (36%).

Amount of assistance available from Shelby County Agencies to low-income families and individuals facing the following challenges: (5 point rating – Lots of Assistance) (by Age – part 1 of 3)



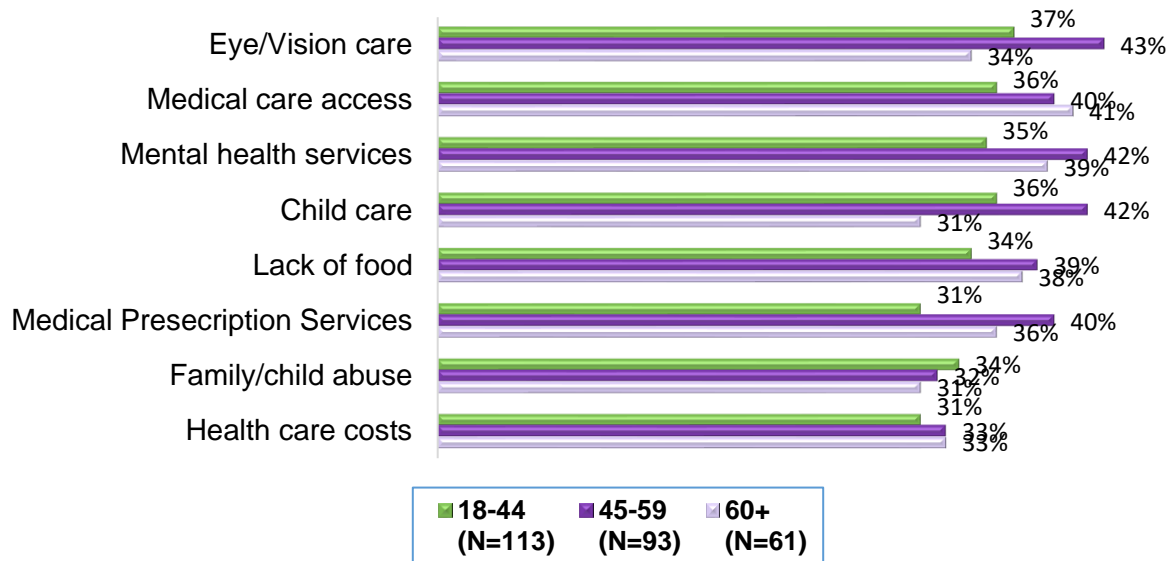
 = Significantly different at a 95% confidence level.

Q15 'How much assistance from Shelby County agencies is currently available to low-income families and individuals currently facing the following challenges....?'

ASSISTANCE FROM SHELBY COUNTY AGENCIES (CONTINUED)

Note: Due to the number of categories ranked on a rating scale of 1 to 5 (1=No assistance at all and 5=Lots of assistance) chart is continued from previous page.

Amount of assistance available from Shelby County Agencies to low-income families and individuals facing the following challenges: (5 point rating – Lots of Assistance) (by Age – part 2 of 3)

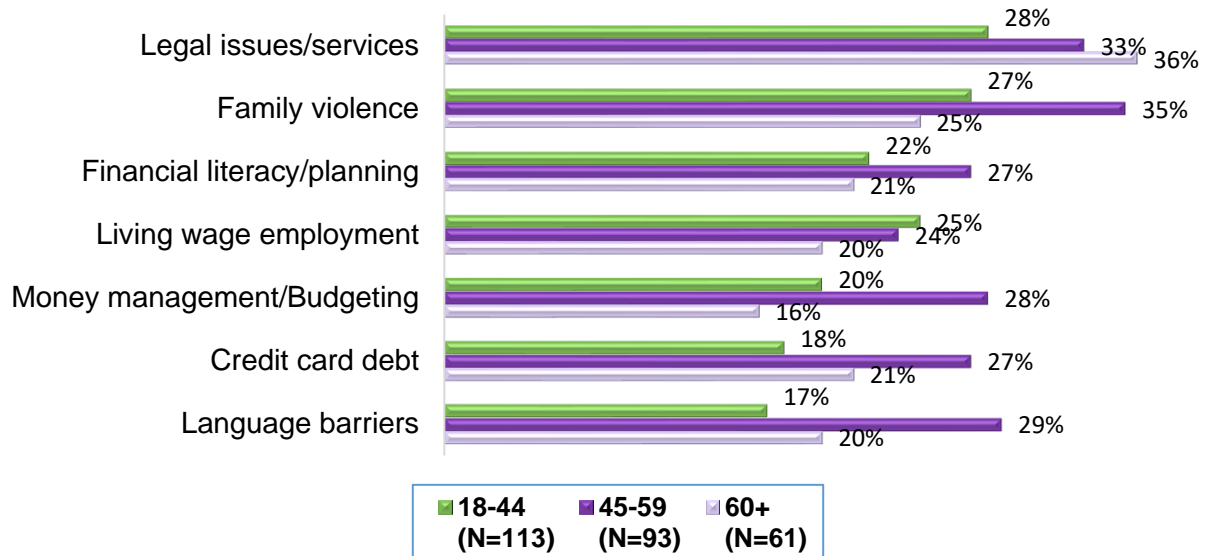


Q15 'How much assistance from Shelby County agencies is currently available to low-income families and individuals currently facing the following challenges.....?'

ASSISTANCE FROM SHELBY COUNTY AGENCIES (CONTINUED)

Note: Due to the number of categories ranked on a rating scale of 1 to 5 (1=No assistance at all and 5=Lots of assistance) chart is continued from previous page.

Amount of assistance available from Shelby County Agencies to low-income families and individuals facing the following challenges: (5 point rating – Lots of Assistance) (by Age – part 3 of 3)



Q15

'How much assistance from Shelby County agencies is currently available to low-income families and individuals currently facing the following challenges.....?'

ASSISTANCE FROM SHELBY COUNTY AGENCIES (CONTINUED)

With the exception of two areas ('energy/utility costs' and 'emergency housing services'), respondents with children perceive Shelby County agencies to provide more assistance to low-income families and individuals currently facing one or more of the challenges listed below.

Regardless of the number of children living in the household, respondents are in agreement that Shelby County agencies provide very little assistance in the area of 'credit card debt'.

Mean Scores (1=No assistance at all, 5=Lots of assistance)

Attribute	Total (N=269)	No Children in HH (N=112) (D)	1+ Children in HH (N=138) (E)
Energy/utility costs	4.14	4.27	4.22
Applying for Social Security, SSDI, WIC, TANF, etc.	4.05	4.13	4.20
Education	3.83	3.68	4.05
Health food selection (Nutrition Education/Healthy Eating)	3.77	3.83	3.89
Job training	3.74	3.72	3.89
Medical care access	3.73	3.77	3.87
Child care	3.68	3.64	3.88
Mental health services	3.68	3.67	3.86
Lack of food	3.67	3.70	3.82
Medical Prescription Services	3.66	3.70	3.78
Housing Placement/Rental Assistance	3.65	3.64	3.84
Emergency Housing Services	3.63	3.73	3.70
Eye/Vision care	3.62	3.54	3.85
Family/child abuse	3.59	3.50	3.75
Health care costs	3.51	3.53	3.64
Family violence	3.49	3.47	3.56
Legal issues/services	3.47	3.47	3.60
Language barriers	3.24	3.23	3.36
Financial literacy/planning	3.23	3.25	3.30
Money management/Budgeting	3.15	3.06	3.32
Living wage employment	3.08	3.10	3.18
Credit card debt	2.89	2.86	2.99

 = denotes highest mean in subgroup.

Q15 'How much assistance from Shelby County agencies is currently available to low-income families and individuals currently facing the following challenges....?'

ASSISTANCE FROM SHELBY COUNTY AGENCIES (CONTINUED)

With the exception of three areas ('mental health issues', 'medical health issues' and 'emergency housing services'), respondents aged 45-59 perceive Shelby County agencies to provide more assistance to low-income families and individuals currently facing one or more of the challenges listed below than the other two age groups.

Interestingly, respondents aged 18-44 as well as 60 years and older, both ranked 'living wage employment' the lowest in terms of the amount of assistance received from Shelby County agencies (mean score of 2.76 and 2.79, respectively – where 1=No assistance at all and 5=Lots of assistance). Respondents aged 45-49, however, feel the least amount of assistance from Shelby County agencies is in the area of 'financial literacy/planning' (mean score of 3.13, where 1=No assistance at all and 5=Lots of assistance).

Note: Due to the number of categories ranked on a rating scale of 1 to 5 (1=No assistance at all and 5=Lots of assistance) chart is displayed on the following page.

Q15 *'How much assistance from Shelby County agencies is currently available to low-income families and individuals currently facing the following challenges....?'*

ASSISTANCE FROM SHELBY COUNTY AGENCIES (CONTINUED)

Mean Scores
(1=No assistance at all, 5=Lots of assistance)

Attribute	Age		
	18-44 (N=113) (L)	45-59 (N=93) (M)	60+ (N=61) (N)
Energy/utility costs	4.03	4.27	4.21
Applying for Social Security, SSDI, WIC, TANF, etc.	3.87	4.25 ^L	4.16
Education	3.93 ^N	3.96 ^N	3.44
Health food selection (Nutrition Education/Healthy Eating)	3.54	3.74	3.62
Job training	3.76	3.77	3.69
Medical care access	3.63	3.72	3.64
Child care	3.71	3.87	3.79
Mental health services	3.58	3.66	3.69
Lack of food	3.65	3.84	3.77
Medical Prescription Services	3.56	3.78	3.80
Housing Placement/Rental Assistance	3.65	3.81	3.61
Emergency Housing Services	3.60	3.72	3.77
Eye/Vision care	3.51	3.83	3.74
Family/child abuse	3.58	3.62	3.57
Health care costs	3.46	3.60	3.51
Family violence	3.35	3.59	3.54
Legal issues/services	3.41	3.65	3.43
Language barriers	3.16	3.35	3.25
Financial literacy/planning	3.05	3.13	3.08
Money management/Budgeting	3.07	3.33	3.05
Living wage employment	2.76	3.14	2.79
Credit card debt	3.16	3.37	3.26

= denotes highest mean in subgroup.

Superscript letters indicates a significant difference between ages at the 95% confidence level (L=18-44, M=45-59, N=60+)

Q15 'How much assistance from Shelby County agencies is currently available to low-income families and individuals currently facing the following challenges....?'

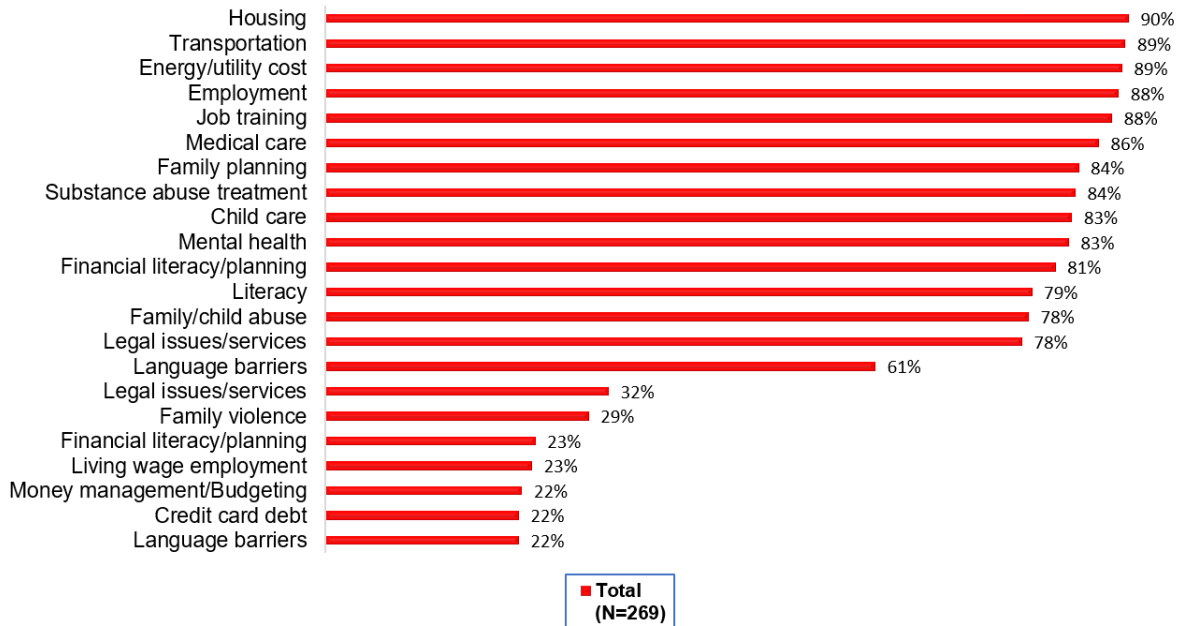
Achieving or Maintaining Self-Sufficiency

ACHIEVING OR MAINTAINING SELF-SUFFICIENCY

'Housing' is the highest rated area where respondents believe low-income families and individuals need assistance with, in order to achieve or maintain self-sufficiency, as indicated by 90% of the respondents rating this area with a 5 ('very strongly') on a 5-point scale, where 1=*Not at all strongly*, and 5=*Very strongly*.

On the other hand, respondents are least likely to rate 'money management/budgeting (22%)', 'credit card debt' (22%) and 'language barriers' (22%) with a rating of 5 (using the same rating scale where 1=*Not at all strongly* and 5=*Very strongly*) with respect to how strongly they believe low-income families and individuals need assistance in these three areas in order to achieve or maintain self-sufficiency.

How strongly you believe low-income families and individuals need assistance with the following in order to achieve or maintain self-sufficiency: (5 point rating – Very Strongly) (Total)



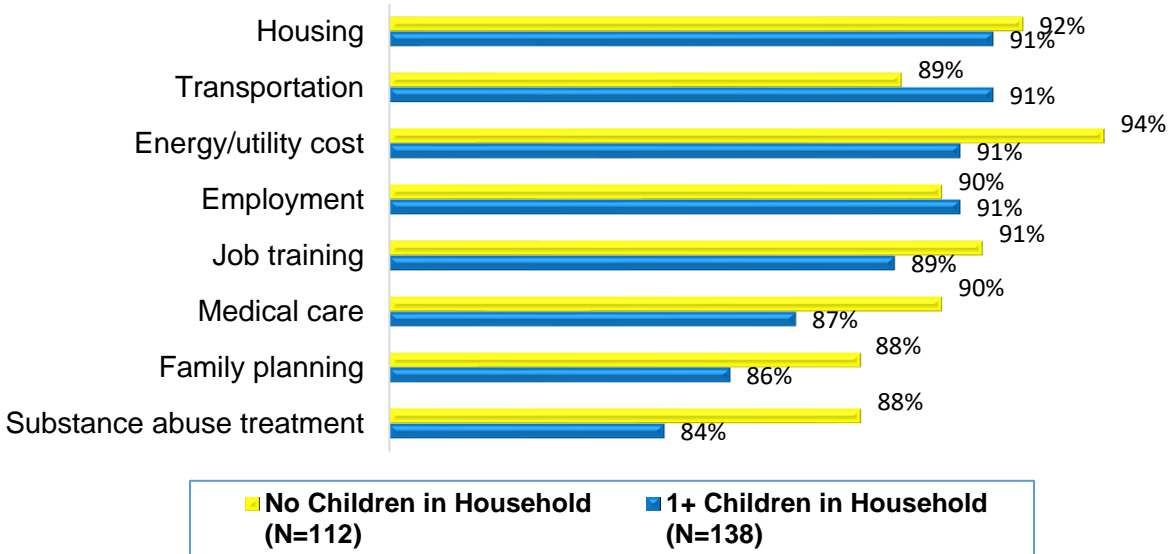
Q16 'How strongly you believe low-income families and individuals need assistance with in order to achieve or maintain self-sufficiency?'

ACHIEVING OR MAINTAINING SELF-SUFFICIENCY (CONTINUED)

The only key areas where the percentage of respondents with children living in the household are greater in terms of giving a 5 on a 5-point scale where *1=Not at all strongly*, and *5=Very strongly*, are as follows:

Child care	(97% vs. 83%, respectively)
Employment	(91% vs. 90%, respectively)
Transportation	(91% vs. 89%, respectively)
Mental health	(86% vs. 85%, respectively)
Financial literacy/planning	(86% vs. 82%, respectively)
Family/child abuse	(85% vs. 77%, respectively)
Literacy	(82% vs. 79%, respectively)
Language barriers	(67% vs. 59%, respectively)

***How strongly you believe low-income families and individuals need assistance with the following in order to achieve or maintain self-sufficiency:
(5 point rating – Very Strongly)
(By Number of Children in Household – part 1 of 2)***

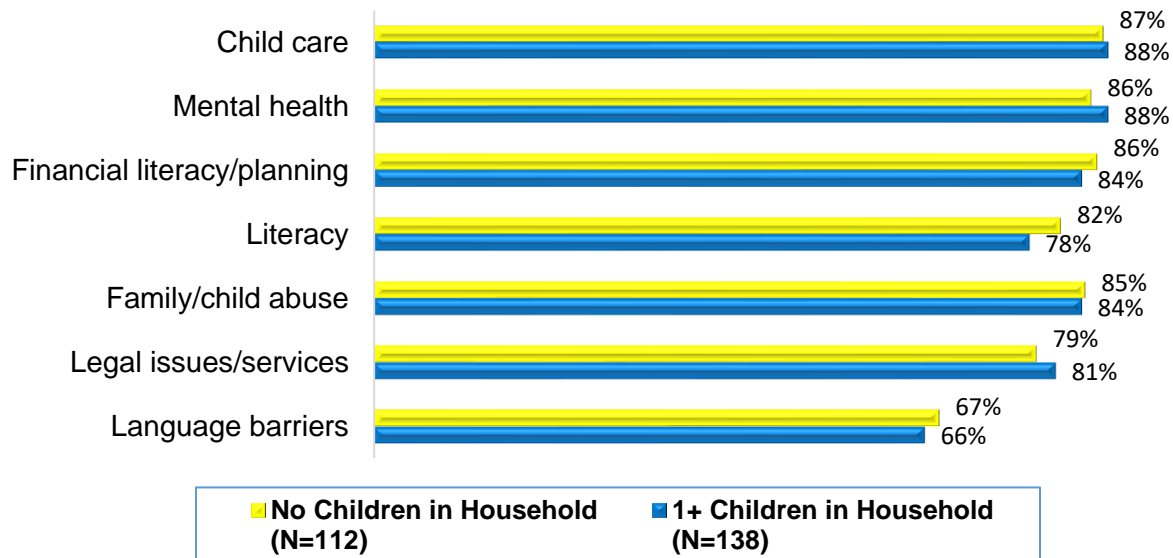


Q16 *‘How strongly you believe low-income families and individuals need assistance with in order to achieve or maintain self-sufficiency?’*

ACHIEVING OR MAINTAINING SELF-SUFFICIENCY (CONTINUED)

Note: Due to the number of categories ranked on a rating scale of 1 to 5 (1=Not at all strongly and 5=Very strongly) chart is continued from previous page.

**How strongly you believe low-income families and individuals need assistance with the following in order to achieve or maintain self-sufficiency:
(5 point rating – Very Strongly)
(By Number of Children in Household – part 2 of 2)**



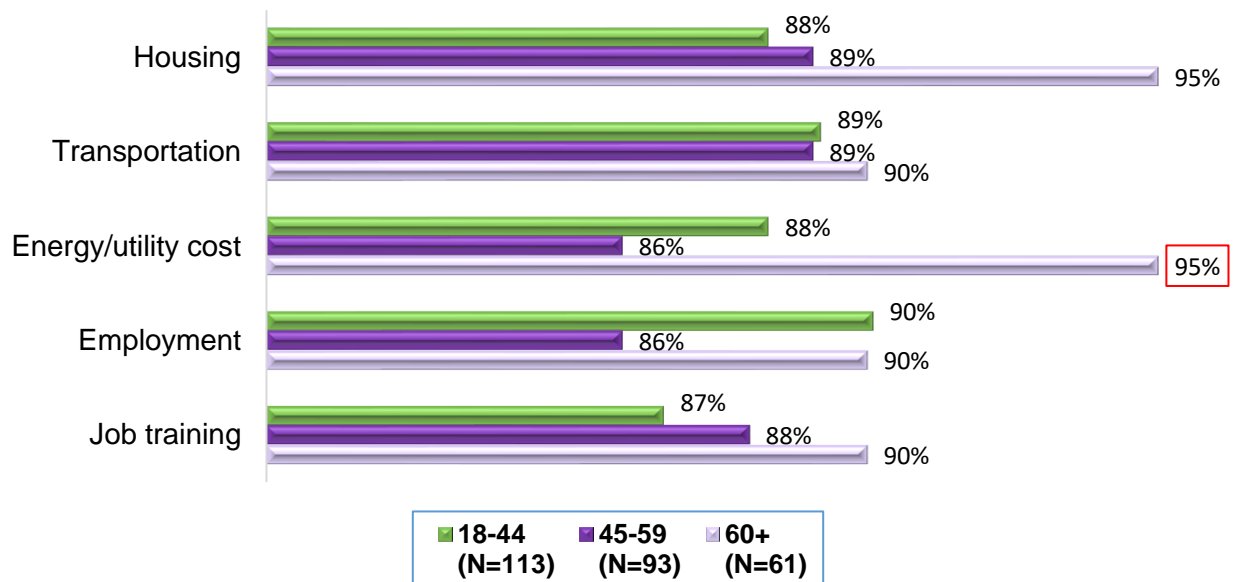
Q16 'How strongly you believe low-income families and individuals need assistance with in order to achieve or maintain self-sufficiency?'

ACHIEVING OR MAINTAINING SELF-SUFFICIENCY (CONTINUED)

Respondents aged 60 or older, compared to all other aged respondents, are more likely to state they 'very strongly' believe low-income families and individuals need assistance with the following categories in order to achieve or maintain self-sufficiency:

- Energy/utility costs
- Family planning
- Housing
- Job training
- Legal issues/services
- Literacy
- Medical care
- Mental health
- Substance abuse
- Transportation

How strongly you believe low-income families and individuals need assistance with the following in order to achieve or maintain self-sufficiency: (5 point rating – Very Strongly) (by Age – part 1 of 3)



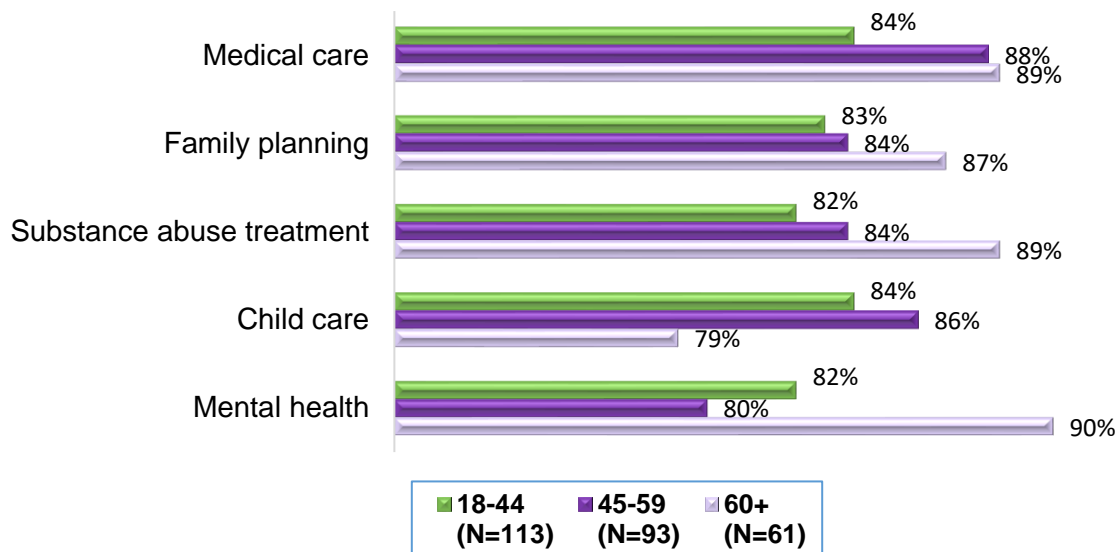
 = Significantly different at a 95% confidence level.

Q16 'How strongly you believe low-income families and individuals need assistance with in order to achieve or maintain self-sufficiency?'

ACHIEVING OR MAINTAINING SELF-SUFFICIENCY (CONTINUED)

Note: Due to the number of categories ranked on a rating scale of 1 to 5 (1=Not at all strongly and 5=Very strongly) chart is continued from previous page.

**How strongly you believe low-income families and individuals need assistance with the following in order to achieve or maintain self-sufficiency:
(5 point rating – Very Strongly)
(by Age – part 2 of 3)**

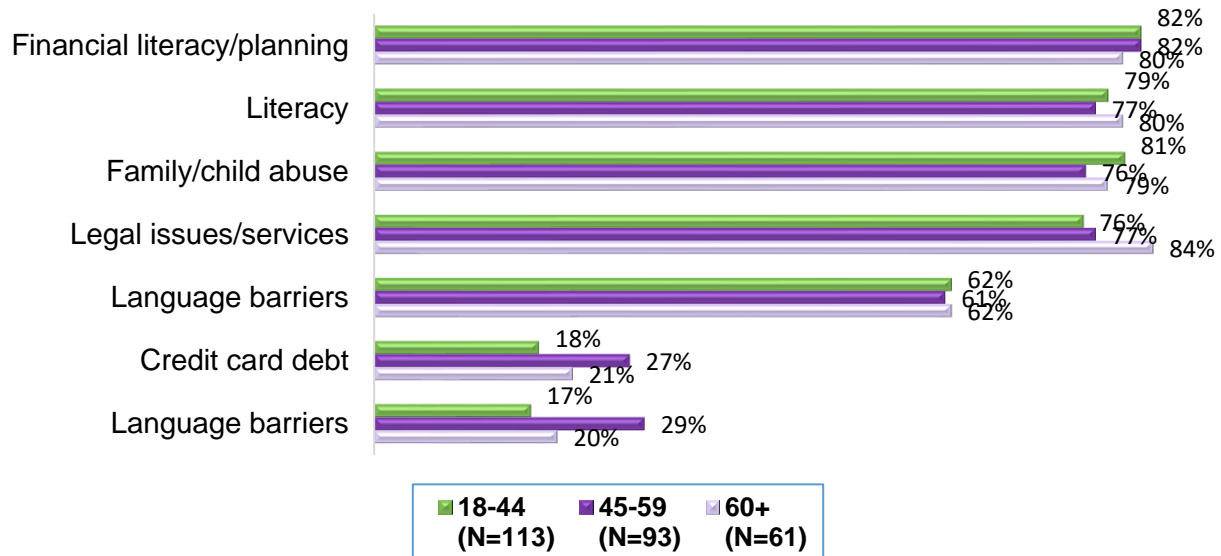


Q16 'How strongly you believe low-income families and individuals need assistance with in order to achieve or maintain self-sufficiency?'

ACHIEVING OR MAINTAINING SELF-SUFFICIENCY (CONTINUED)

Note: Due to the number of categories ranked on a rating scale of 1 to 5 (1=Not at all strongly and 5=Very strongly) chart is continued from previous page.

**How strongly you believe low-income families and individuals need assistance with the following in order to achieve or maintain self-sufficiency:
(5 point rating – Very Strongly)
(by Age – part 3 of 3)**



Q16 'How strongly you believe low-income families and individuals need assistance with in order to achieve or maintain self-sufficiency?'

ACHIEVING OR MAINTAINING SELF-SUFFICIENCY (CONTINUED)

Regardless of the number of children living in the household, respondents are in agreement that in order for low-income families and individuals to achieve or maintain self-sufficiency, they need the most amount of assistance in the area of ‘energy/utility costs’, and the least amount of assistance in the area of ‘language barriers’.

Mean Scores (1=Not at all strongly, 5=Very strongly)

Attribute	Total (N=269)	No Children in HH (N=112) (D)	1+ Children in HH (N=138) (E)
Energy/utility cost	4.83	4.88	4.86
Housing	4.82	4.83	4.84
Transportation	4.81	4.80	4.83
Employment	4.79	4.79	4.80
Medical care	4.78	4.84	4.78
Job training	4.78	4.82	4.78
Child care	4.73	4.69	4.80
Family planning	4.73	4.78	4.78
Substance abuse treatment	4.72	4.79	4.72
Mental health	4.70	4.73	4.71
Financial literacy/planning	4.67	4.69	4.77
Literacy	4.66	4.64	4.71
Legal issues/services	4.62	4.71	4.62
Family/child abuse	4.60	4.55	4.70
Language barriers	4.32	4.22	4.46

= denotes highest mean in subgroup.

Q16 ‘How strongly you believe low-income families and individuals need assistance with in order to achieve or maintain self-sufficiency?’

ACHIEVING OR MAINTAINING SELF-SUFFICIENCY (CONTINUED)

Interestingly, respondents have a difference of opinion as to areas they believe low-income families and individuals needing assistance with in order to achieve or maintain self-sufficiency based upon their age.

Respondents aged 18-44 most strongly believe 'energy/utility costs' are the most important (mean score of 4.82), while respondents aged 45-59 most strongly believe 'medical care' is the most important factor (mean score of 4.84), and respondents aged 60+ most strongly believe 'housing' (mean score of 4.92) is the most important area.

Mean Scores (1=Not at all strongly, 5=Very strongly)

Attribute	Age		
	18-44 (N=113) (L)	45-59 (N=93) (M)	60+ (N=61) (N)
Energy/utility cost	4.82	4.81	4.90
Housing	4.79	4.82	4.92
Transportation	4.78	4.83	4.87
Employment	4.78	4.78	4.82
Medical care	4.72	4.84	4.85
Job training	4.73	4.81	4.82
Child care	4.75	4.80	4.61
Family planning	4.71	4.75	4.77
Substance abuse treatment	4.67	4.74	4.82
Mental health	4.65	4.69	4.80
Financial literacy/planning	4.65	4.74	4.62
Literacy	4.68	4.62	4.66
Legal issues/services	4.58	4.63	4.74
Family/child abuse	4.62	4.56	4.62
Language barriers	4.35	4.33	4.31

= denotes highest mean in subgroup.

Q16 'How strongly you believe low-income families and individuals need assistance with in order to achieve or maintain self-sufficiency?'

ACHIEVING OR MAINTAINING SELF-SUFFICIENCY (CONTINUED)

When looking at the services respondents, overall, perceive are available with those services respondents believe are required in order for individuals to achieve or maintain self-sufficiency, the largest gap is found in the area of 'financial literacy/planning' (1.43 point difference between the mean scores).

The area showing the smallest gap are 'energy/utility costs' (.70 point difference between the mean scores).

Mean Scores Q15. 1=No assistance at all, 5=Lots of assistance Q16. 1=Not at all strongly, 5=Very strongly

Attribute	Available Assistance (N=269) Mean Score	Needed Assistance (N=269) Mean Score	Point Difference
Financial literacy/planning	3.23	4.67	-1.43
Housing Placement/Rental Assistance	3.65	4.82	-1.17
Legal issues/services	3.47	4.62	-1.15
Language barriers	3.24	4.32	-1.08
Child care	3.68	4.73	-1.05
Medical care access	3.73	4.78	-1.05
Job training	3.74	4.78	-1.04
Mental health services	3.68	4.70	-1.01
Family/child abuse	3.59	4.60	-1.01
Energy/utility costs	4.14	4.83	-0.70

Q15 *'How much assistance from Shelby County agencies is currently available to low-income families and individuals currently facing the following challenges....?'*

Q16 *'How strongly you believe low-income families and individuals need assistance with in order to achieve or maintain self-sufficiency?'*

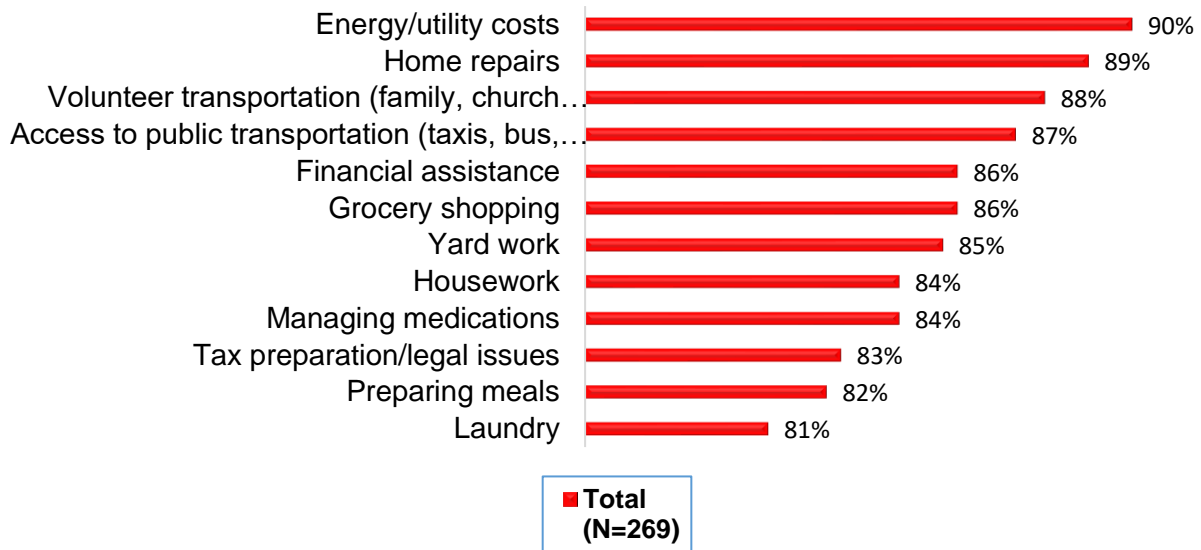
**Assistance For The Elderly
To Remain In Their Home**

ASSISTANCE FOR THE ELDERLY TO REMAIN IN THEIR HOME

Overall, respondents are most likely to feel very strongly (a rating of a 5 on a 5-point scale, where 1=*Not at all strongly* and 5=*Very strongly*), about assisting the elderly with 'energy/utility costs' (90%) in order for them to remain in their homes.

Assistance with 'laundry' (81%) received the lowest percentage for receiving a rating of 5, where 1=*Not at all strongly* and 5=*Very strongly*).

How strongly you believe the elderly (seniors) need assistance with the following in order to remain in their home: (5 point rating – Very Strongly) (Total)

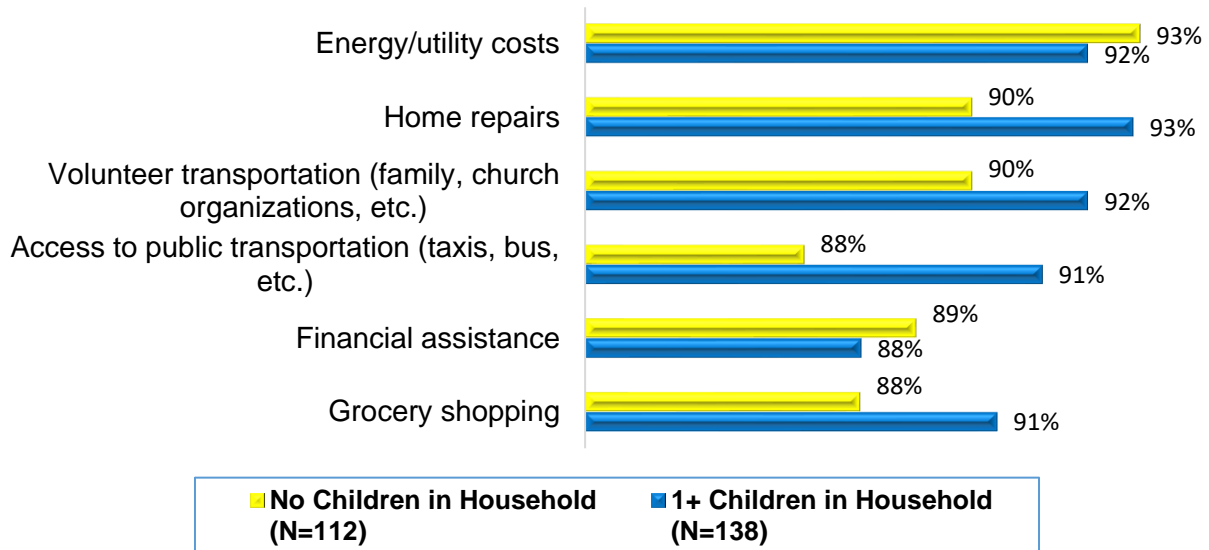


Q17 'Using a rating scale of 1 to 5 (1='Not at all strongly' and 5='Very strongly', how strongly do you believe the elderly (seniors) in your community need assistance with in order to remain in their homes?'

ASSISTANCE FOR THE ELDERLY TO REMAIN IN THEIR HOME (CONTINUED)

'Energy/utility costs, 'financial assistance' and 'laundry assistance' were the only three areas to receive a higher percentage of a 5 on a 5-point rating scale, by respondents with no children in the household, compared to respondents with children living at home, when asked what areas they believe the elderly (seniors) need assistance in to help them remain in their home.

***How strongly you believe the elderly (seniors)
need assistance with the following
in order to remain in their home:
(5 point rating – Very Strongly)
(By Number of Children in Household – part 1 of 2)***

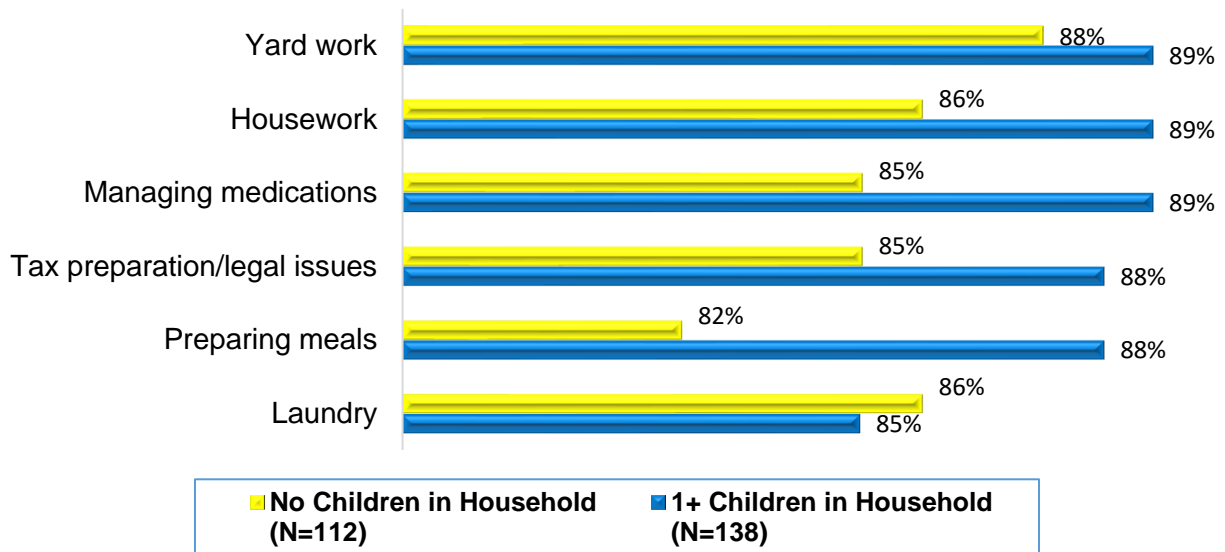


Q17 *'Using a rating scale of 1 to 5 (1= 'Not at all strongly' and 5= 'Very strongly', how strongly do you believe the elderly (seniors) in your community need assistance with in order to remain in their homes?'*

ASSISTANCE FOR THE ELDERLY TO REMAIN IN THEIR HOME (CONTINUED)

Note: Due to the number of categories ranked on a rating scale of 1 to 5 (1=Not at all strongly and 5=Very strongly) chart is continued from previous page.

**How strongly you believe the elderly (seniors)
need assistance with the following
in order to remain in their home:
(5 point rating – Very Strongly)
(By Number of Children in Household – part 2 of 2)**



Q17

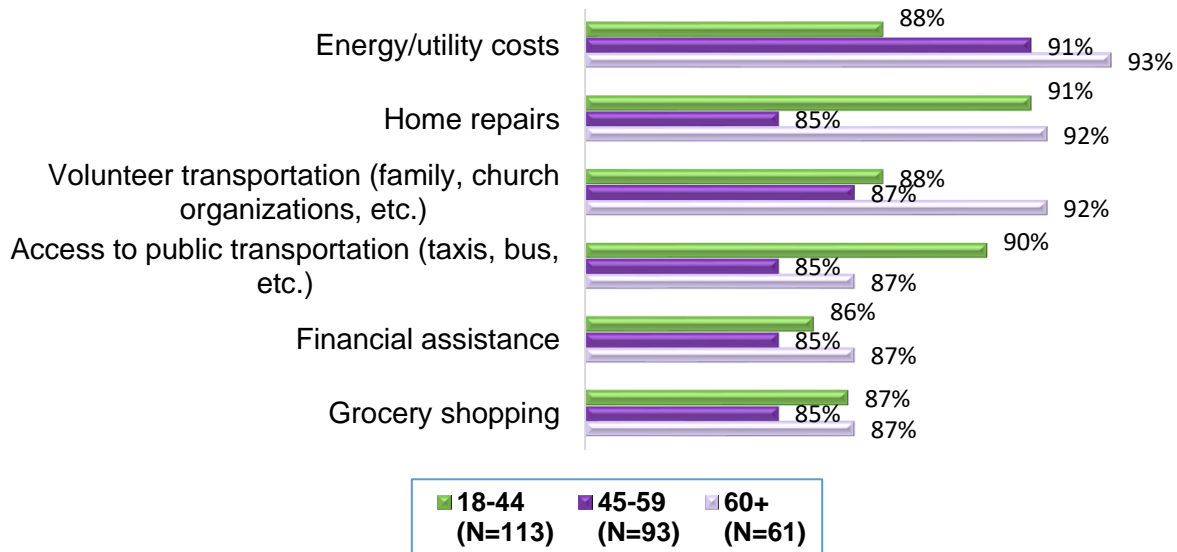
'Using a rating scale of 1 to 5 (1= 'Not at all strongly' and 5= 'Very strongly', how strongly do you believe the elderly (seniors) in your community need assistance with in order to remain in their homes?'

ASSISTANCE FOR THE ELDERLY TO REMAIN IN THEIR HOME (CONTINUED)

Respondents who are seniors (60+ years of age) are more likely than respondents under the age of 60, to **strongly agree** (a rating of 5, using a 5 point scale where 1=Not at all strongly and 5=Very strongly, that the elderly need assistance with (1) energy/utility costs, (2) home repairs, (3) volunteer transportation, (4) financial assistance, (5) yard work and (6) tax preparation/legal issues and (7) laundry.

Interestingly, respondents aged 60+ **most frequently** rated needing assistance with their yardwork (94%) with a rating of 5, using a 5 point scale where 1=Not at all strongly and 5=Very strongly, in order to remain in their home.

How strongly you believe the elderly (seniors) need assistance with the following in order to remain in their home: (5 point rating – Very Strongly) (by Age – part 1 of 2)

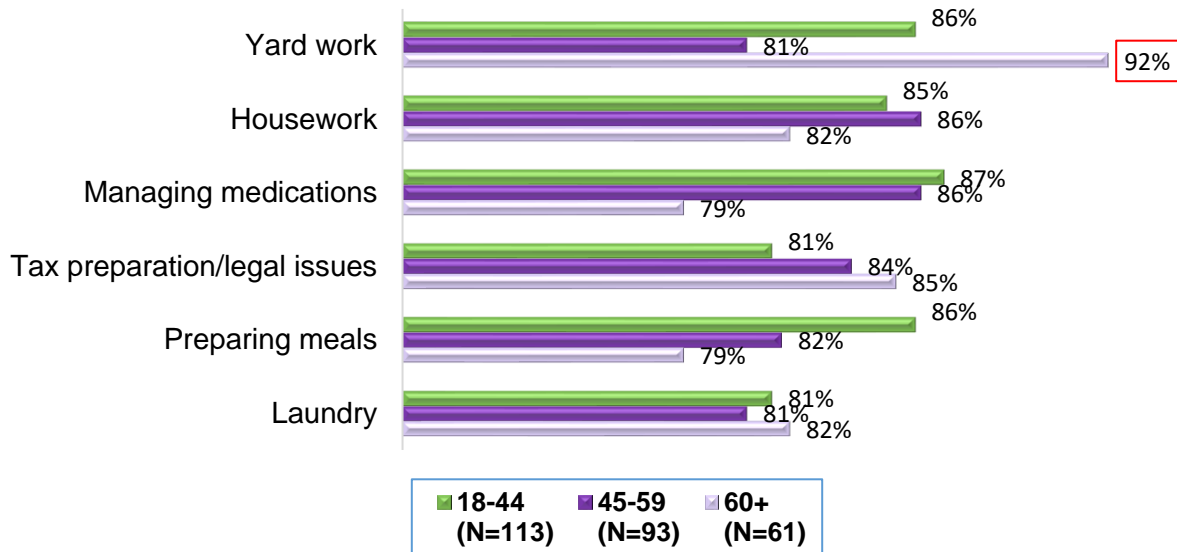


Q17 'Using a rating scale of 1 to 5 (1= 'Not at all strongly' and 5= 'Very strongly', how strongly do you believe the elderly (seniors) in your community need assistance with in order to remain in their homes?'

ASSISTANCE FOR THE ELDERLY TO REMAIN IN THEIR HOME (CONTINUED)

Note: Due to the number of categories ranked on a rating scale of 1 to 5 (1=Not at all strongly and 5=Very strongly) chart is continued from previous page.

**How strongly you believe the elderly (seniors)
need assistance with the following
in order to remain in their home:
(5 point rating – Very Strongly)
(by Age – part 2 of 2)**



Q17

'Using a rating scale of 1 to 5 (1= 'Not at all strongly' and 5= 'Very strongly', how strongly do you believe the elderly (seniors) in your community need assistance with in order to remain in their homes?'

ASSISTANCE FOR THE ELDERLY TO REMAIN IN THEIR HOME (CONTINUED)

Respondents overall, regardless of the number of children living in their household, rated 'energy/utility costs' as the primary area they believe the elderly (seniors) in their community need assistance with in order to remain in their home.

On the other hand, although still important, respondents, overall, are least likely to believe that the elderly (seniors) need assistance with their laundry in order to remain in their home.

Mean Scores (1=Not at all strongly, 5=Very strongly)

Attribute	Total (N=269)	No Children in HH (N=112) (D)	1+ Children in HH (N=138) (E)
Energy/utility costs	4.83	4.88	4.87
Access to public transportation (taxi, bus, etc.)	4.79	4.81	4.85
Home repairs	4.79	4.82	4.84
Volunteer transportation (family, church organizations, etc.)	4.78	4.82	4.86
Financial assistance	4.76	4.81	4.80
Housework	4.76	4.80	4.84
Managing medications	4.75	4.77	4.86
Grocery shopping	4.75	4.80	4.81
Yard work	4.74	4.79	4.81
Preparing meals	4.73	4.75	4.83
Tax preparation/legal issues	4.67	4.72	4.78
Laundry	4.66	4.75	4.75

= denotes highest mean in subgroup.

Q17 *'Using a rating scale of 1 to 5 (1= 'Not at all strongly' and 5='Very strongly', how strongly do you believe the elderly (seniors) in your community need assistance with in order to remain in their homes?'*

ASSISTANCE FOR THE ELDERLY TO REMAIN IN THEIR HOME (CONTINUED)

Respondents aged 18-44 are more likely to feel strongest towards the elderly needing assistance with 'access to public transportation', whereas respondents 45 years and older are most likely to believe the elderly (seniors) living in their community mostly need assistance with their 'energy/utility costs' in order to remain in their home.

On the other hand, respondents aged 18-44 feel 'grocery shopping' is the least important area (mean score of 4.76), while respondents aged 45-59 rated yard work the least important (mean score of 4.67). Respondents 60 years or older, rated 'managing their medications' (mean score of 4.66) as the least likely area the elderly (seniors) need assistance with in order to remain in their home.

Mean Scores
(1=Not at all strongly, 5=Very strongly)

Attribute	Age		
	18-44 (N=113) (L)	45-59 (N=93) (M)	60+ (N=61) (N)
Energy/utility costs	4.81	4.86	4.89
Access to public transportation (taxi, bus, etc.)	4.82	4.77	4.82
Home repairs	4.81	4.75	4.85
Volunteer transportation (family, church organizations, etc.)	4.80	4.75	4.87
Financial assistance	4.78	4.77	4.75
Housework	4.78	4.78	4.75
Managing medications	4.81	4.80	4.66
Grocery shopping	4.76	4.75	4.79
Yard work	4.77	4.67	4.85
Preparing meals	4.80	4.71	4.70
Tax preparation/legal issues	4.68	4.70	4.72
Laundry	4.68	4.67	4.69

= denotes highest mean in subgroup.

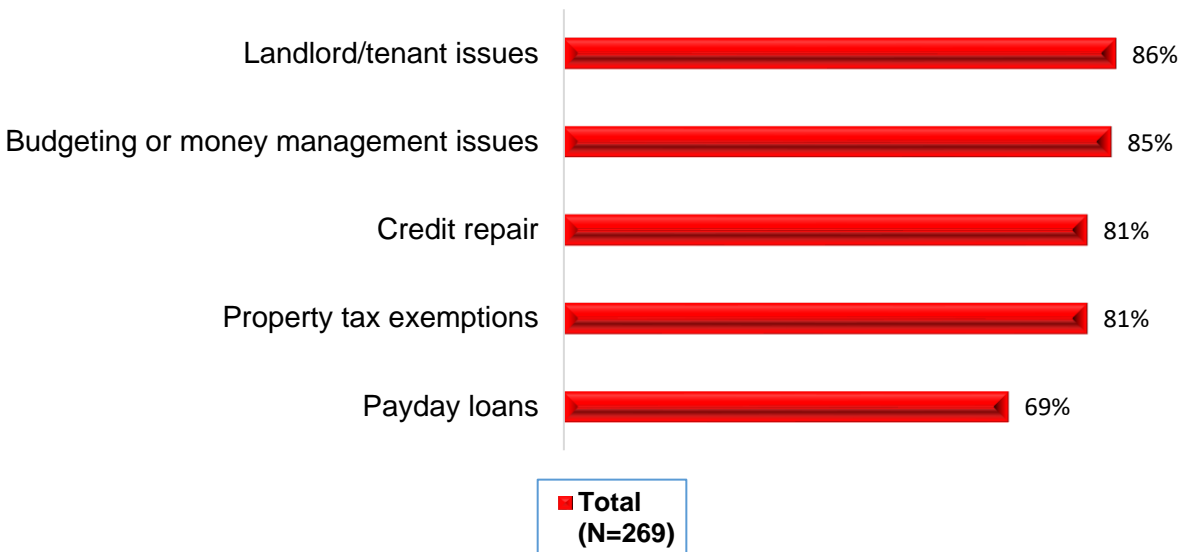
Q17 'Using a rating scale of 1 to 5 (1= 'Not at all strongly' and 5= 'Very strongly', how strongly do you believe the elderly (seniors) in your community need assistance with in order to remain in their homes?'

**Areas Needing Additional Information,
Education, Guidance, and/or Assistance**

AREAS NEEDING ASSISTANCE IN ADDITIONAL INFORMATION, EDUCATION, OR GUIDANCE

Overall, payday loans (69%) are the only area where 8 out of 10 respondents do not 'strongly believe' that low-income families and individuals need more information, education, guidance and/or assistance

***How strongly you believe low-income families and individuals need information, education, guidance, and/or assistance on the following:
(5 point rating – Very Strongly)
(Total)***



Q18

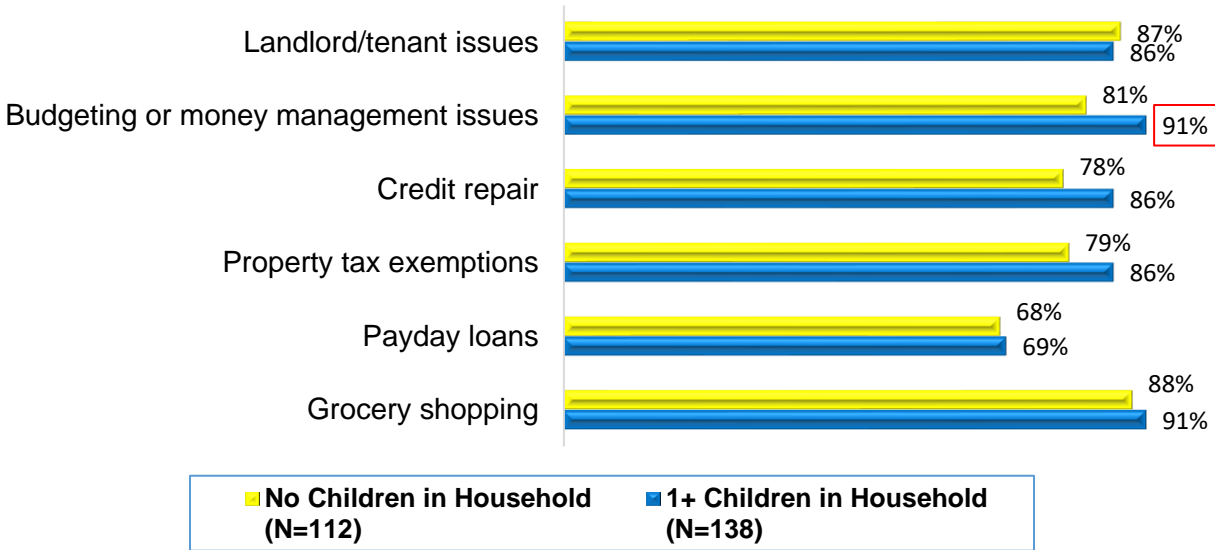
'Using a rating scale of 1 to 5 (1= 'Not at all strongly' and 5= 'Very strongly', please rate the following areas in terms of how strongly you believe low-income families and individuals need information, education, guidance, and/or assistance on'

AREAS NEEDING ASSISTANCE IN ADDITIONAL INFORMATION, EDUCATION, OR GUIDANCE (CONTINUED)

Respondents with at least one child living in the household are more likely than respondents without any children living in the household to feel 'very strongly' that low-income families and individuals need information, education, guidance, and/or assistance on all the areas illustrated below.

Respondents with children living in the household are significantly more likely to believe that low-income families and individuals need information, education, guidance, and/or assistance in 'budgeting or money management issues' (91% vs. 81%, respectively).

How strongly you believe low-income families and individuals need information, education, guidance, and/or assistance on the following: (5 point rating – Very Strongly) (By Number of Children in Household)



 = Significantly different at a 95% confidence level.

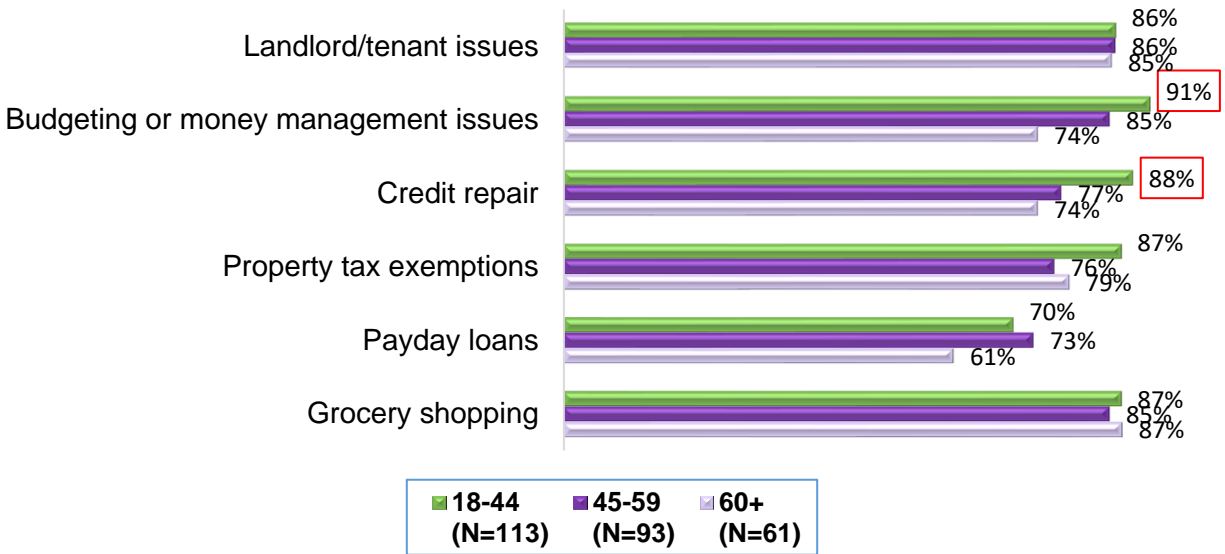
Q18 'Using a rating scale of 1 to 5 (1= 'Not at all strongly' and 5= 'Very strongly', please rate the following areas in terms of how strongly you believe low-income families and individuals need information, education, guidance, and/or assistance on

AREAS NEEDING ASSISTANCE IN ADDITIONAL INFORMATION, EDUCATION, OR GUIDANCE (CONTINUED)

Respondents aged 18-44 are significantly more likely to believe low-income families and individuals need information, education, guidance, and/or assistance with 'budgeting or money management issues' compared to respondents aged 60 years or older (91% vs. 74%, respectively).

Respondents aged 18-44 are also significantly more likely to believe low-income families and individuals need information, education, guidance, and/or assistance with 'credit repair' compared to all other age groups.

How strongly you believe low-income families and individuals need information, education, guidance, and/or assistance on the following: (5 point rating – Very Strongly) (by Age)



 = Significantly different at a 95% confidence level.

Q18 'Using a rating scale of 1 to 5 (1='Not at all strongly' and 5='Very strongly', please rate the following areas in terms of how strongly you believe low-income families and individuals need information, education, guidance, and/or assistance on'

AREAS NEEDING ASSISTANCE IN ADDITIONAL INFORMATION, EDUCATION, OR GUIDANCE (CONTINUED)

Respondents with children living in the household are significantly more likely than respondents without children living in the household to strongly believe low-income families and individuals need information, education, guidance, and/or assistance on 'budgeting or money management issues' (mean score of 4.86 vs mean score of 4.65).

Respondents, overall, regardless of the number of children living in the household, are least likely to believe low-income families and individuals need information, education, guidance, and/or assistance on 'payday loans'.

Mean Scores (1=Not at all strongly, 5=Very strongly)

Attribute	Total (N=269)	No Children in HH (N=112) (D)	1+ Children in HH (N=138) (E)
Budgeting or money management issues	4.74	4.65	4.86 ^D
Landlord/tenant issues	4.74	4.75	4.72
Credit repair	4.67	4.58	4.72
Property tax exemptions	4.65	4.58	4.73
Payday loans	4.24	4.15	4.25

= denotes highest mean in subgroup.

Superscript letters indicates a significant difference between ages at the 95% confidence level (D=No children in the household, E=Children living in household).

Q18 *'Using a rating scale of 1 to 5 (1= 'Not at all strongly' and 5= 'Very strongly', please rate the following areas in terms of how strongly you believe low-income families and individuals need information, education, guidance, and/or assistance on'*

**AREAS NEEDING ASSISTANCE IN ADDITIONAL INFORMATION,
EDUCATION, OR GUIDANCE**
(CONTINUED)

Respondents aged 18-44 were consistently more likely to believe low-income families and individuals need information, education, guidance and/or assistance in each area identified below, compared to all other respondent age groups.

**Mean Scores
(1=Poor/Poorly, 5=Excellent)**

	Age		
	18-44 (N=113) (L)	45-59 (N=93) (M)	60+ (N=61) (N)
<u>Attribute</u>			
Budgeting or money management issues	4.87 ^N	4.73	4.51
Landlord/tenant issues	4.77	4.72	4.70
Credit repair	4.81	4.57	4.54
Property tax exemptions	4.76	4.56	4.59
Payday loans	4.34	4.30	3.95

= denotes highest mean in subgroup.

Superscript letters indicates a significant difference between ages at the 95% confidence level (L=18-44, M=45-59, N=60+)

Q18 *'Using a rating scale of 1 to 5 (1= 'Not at all strongly' and 5= 'Very strongly', please rate the following areas in terms of how strongly you believe low-income families and individuals need information, education, guidance, and/or assistance on'*

Social Service Agencies

Social Service Agencies

Respondents without children in the household consider themselves to have a slightly better relationship with social service agencies available for low-income families and individuals needing assistance, than those respondents with at least one child in the household. (71% vs. 66%, giving a rating of 5 (excellent) on a 5-point scale, where 1=poor/poorly and 5=excellent)

Relationship with Shelby County Social Service Agencies Available for Low-Income Families and Individuals Needing Assistance

(5-point rating – Excellent)

<u>Attribute</u>	Total (N=269)	No Children in HH (N=112) (D)	1+ Children in HH (N=138) (E)
Relationship with family and friends needing assistance	65%	71%	66%

The overall mean score for this group was also slightly higher compared to respondents having one or more children living in the household.

Mean Scores (1=Poor/Poorly, 5=Excellent)

<u>Attribute</u>	Total (N=269)	No Children in HH (N=112) (D)	1+ Children in HH (N=138) (E)
Relationship with family and friends needing assistance	4.29	4.38	4.35

= denotes highest number in subgroup.

19a *'On a scale of 1 to 5 (1=poor/poorly and 5=excellent), how would you rate your relationship with Social Service Agencies available for low-income families and individuals needing assistance?'*

Social Service Agencies (CONTINUED)

Respondents aged 60+ are more likely to feel they have an ‘excellent’ relationship with Social Service Agencies available for low-income families, compared to younger respondents.

In fact, respondents aged 60+ were significantly more likely to rate their relationship as ‘excellent’ compared to respondents aged 18-44 years old (74% vs. 59%, respectively).

Relationship with Social Service Agencies Available for Low-Income Families and Individuals Needing Assistance

(5-point rating – Excellent)

Attribute	18-44 (N=113) (L)	45-59 (N=93) (M)	60+ (N=61) (N)
Relationship with family and friends needing assistance	59%	66%	74% ^L

Mean Scores (1=Poor/Poorly, 5=Excellent)

Attribute	18-44 (N=113) (L)	45-59 (N=93) (M)	60+ (N=61) (N)
Relationship with family and friends needing assistance	4.22	4.31	4.38

= denotes highest number in subgroup.

Superscript letters indicates a significant difference between ages at the 95% confidence level (L=18-44, M=45-59, N=60+)

^{19a} ‘On a scale of 1 to 5 (1=poor/poorly and 5=excellent), how would you rate your relationship with Social Service Agencies available for low-income families and individuals needing assistance?’

Social Service Agencies (CONTINUED)

Overall, slightly more than half of the respondents (55%) rate Social Service Agencies a '5' (Excellent), with respect to how well they are meeting the needs of low-income families and individuals.

Social Service Agencies meeting the needs of Low-Income Families and Individuals Needing Assistance

(5-point rating – Excellent)

Attribute	Total (N=269)	No Children in HH (N=112)	1+ Children in HH (N=138)
How well Social Service Agencies are meeting the needs of low-income families and individuals	55%	59%	59%

Mean Scores (1=Poor/Poorly, 5=Excellent)

Attribute	Total (N=269)	No Children in HH (N=112)	1+ Children in HH (N=138)
How well Social Service Agencies are meeting the needs of low-income families and individuals	4.14	4.28	4.26

= denotes highest number in subgroup.

19b *'On a scale of 1 to 5 (1=poor/poorly and 5=excellent), how well are Social Service Agencies meeting the needs of low-income families and individuals?'*

Social Service Agencies (CONTINUED)

Overall, slightly more than half of the respondents (55%) rate Social Service Agencies a '5' (Excellent), with respect to how well they are meeting the needs of low-income families and individuals.

Respondents aged 60 or older, are the most likely age group to rate Social Service Agencies as being 'excellent' with respect to meeting the needs of low-income families and individuals.

Social Service Agencies meeting the needs of Low-Income Families and Individuals Needing Assistance

(5-point rating – Excellent)

Attribute	18-44 (N=113)	45-59 (N=93)	60+ (N=61)
How well Social Service Agencies are meeting the needs of low-income families and individuals	50%	55%	64%

Mean Scores (1=Poor/Poorly, 5=Excellent)

Attribute	18-44 (N=113)	45-59 (N=93)	60+ (N=61)
How well Social Service Agencies are meeting the needs of low-income families and individuals	4.05	4.16	4.39

= denotes highest mean in subgroup.

19b *'On a scale of 1 to 5 (1=poor/poorly and 5=excellent), how well are Social Service Agencies meeting the needs of low-income families and individuals?'*

Demographics

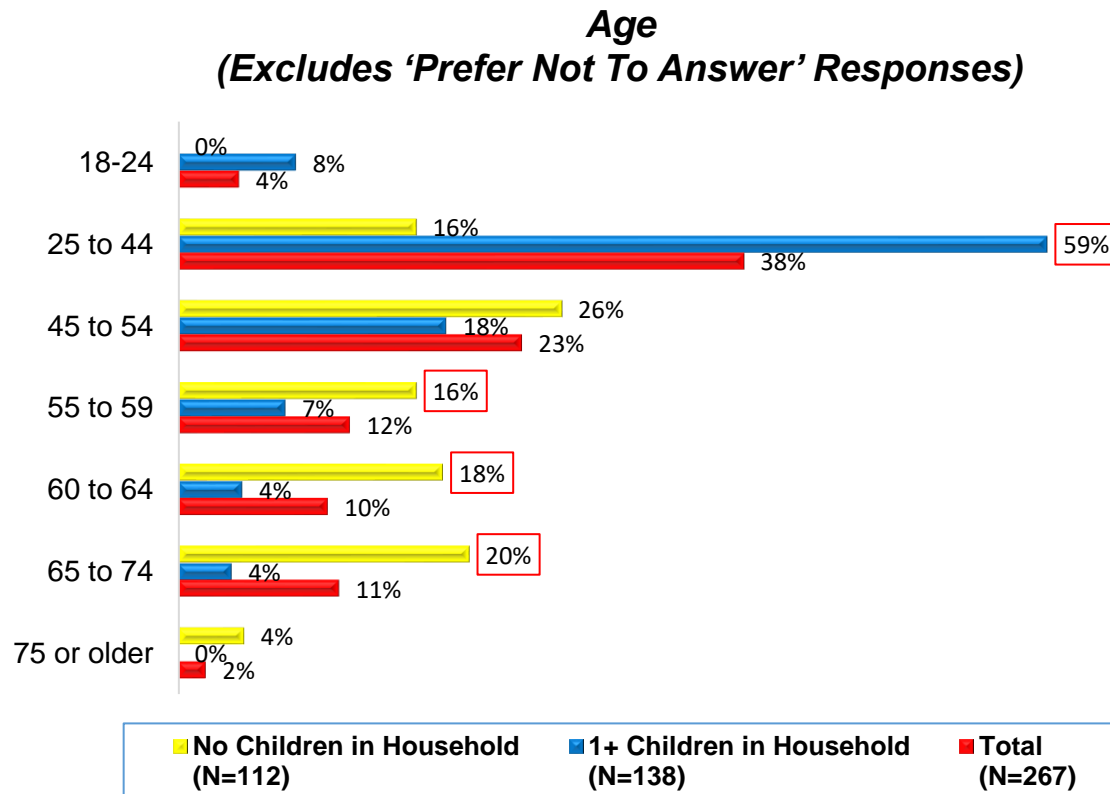
Demographics

Overall, respondents most frequently mention having at least one child live in their household (55%) rather than no children living in their household (47%).

On average, respondents reported there is 1 adult and 1 child living in their household.

Respondents aged 25 to 44 are significantly more likely to have at least one child living in their household than to have no children living at home with them (59% vs 16%, respectively).

Not surprisingly, respondents aged 55 years or older are significantly less likely to have a child living at home, compared to respondents the same age who reported no children currently living in their household.



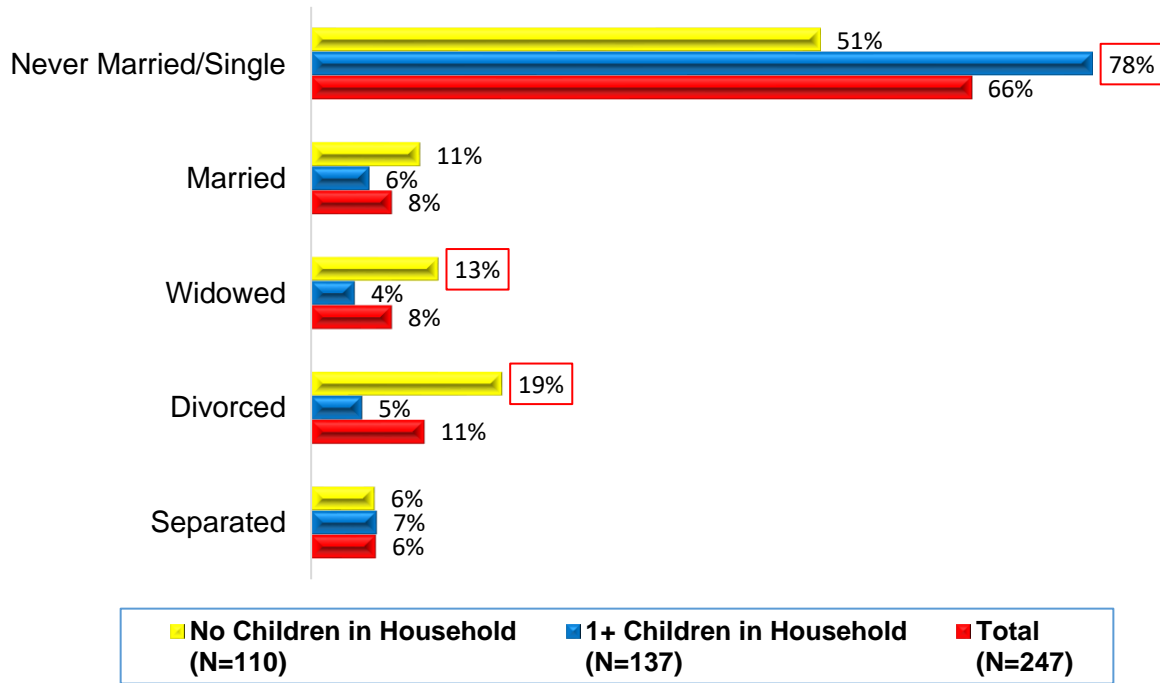
 = Significantly different at a 95% confidence level.

Demographics (CONTINUED)

Overall, the majority of respondents have never been married or are currently single (66%)

Respondents are significantly more likely to be 'never married/single' and with a child living at home (78%) rather than 'never married/single' with no children living in their household (51%).

Marital Status **(Excludes 'Prefer Not To Answer' Responses)**



 = Significantly different at a 95% confidence level.

Note: This question was not asked to Strategic Partners.

Demographics (CONTINUED)

Respondents with children living in the household are significantly more likely than respondents without a child living at home to have not attended any college or trade program and to have only received their high school diploma or GED (56% vs 35%, respectively).

Attribute	Total (N=269)	No Children in HH (N=112) (D)	1+ Children in HH (N=138) (E)
I didn't attend school	0%	0%	0%
8th grade or less	2%	4%	1%
Some High School	10%	15% ^E	7%
High School Diploma	38%	30%	49% ^D
GED	6%	5%	7%
Some college	25%	31%	20%
Associate Degree	6%	5%	7%
Trade School	2%	4%	1%
Bachelor's Degree	6%	3%	7%
Master's Degree	5%	2%	1%
Doctoral Degree	0%	0%	0%

= denotes highest mean in subgroup.

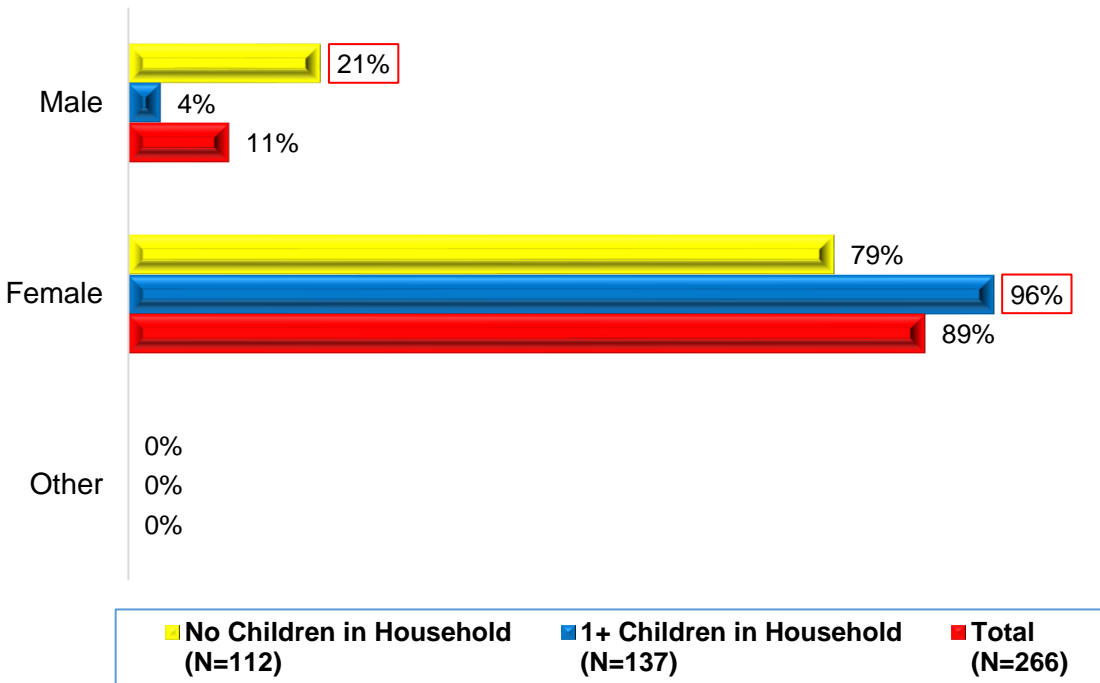
Superscript letters indicates a significant difference between ages at the 95% confidence level (D=No children in Household, E=At least one child living in household)

Demographics (CONTINUED)

Overall, almost 9 out of 10 respondents (89%) are female – with majority ranging in age between 18-44 (44%)

The majority of males surveyed, most predominately ranged between the ages of 45-59 (50%).

Gender (Excludes 'Prefer Not To Answer' Responses)

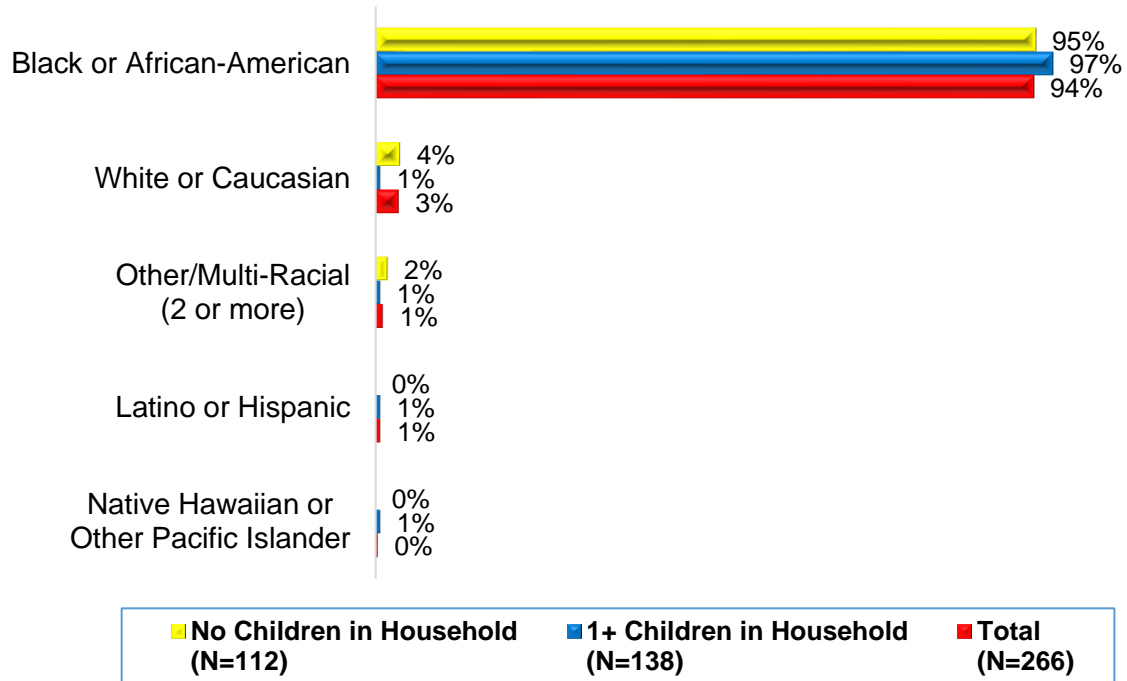


 = Significantly different at a 95% confidence level.

Demographics (CONTINUED)

Almost all of the respondents are Black or African-American – 94%.

Race **(Excludes 'Prefer Not To Answer' Responses)**



Note: Due to multiple responses, percentages will not add up to 100%.

Comments Received

Q13. Other Specify: Why do you say that? (Responded 'No' or 'Unsure' to Q13. Other than family members, are there adequate levels of transportation options (taxis, buses, Medicare-paid transportation, volunteers from churches or non-profit organizations, etc.) available in your community?)

1. Because I don't drive, I have a fear of driving, because I was in an accident.
2. Everyone cannot pay for uber. We need buses every 15 minutes.
3. I have my own vehicle and I don't know what other people use.
4. I don't use transportation.
5. I just moved in the community and I don't know much about it.
6. I just moved in the neighborhood and I don't know.
7. I see a lot of Ubers and lift drivers.
8. Many families have transportation.
9. I never use transportation.
10. No bus stop shelters. If it's raining or the weather is bad, there is no shelter. You are just standing out in the weather.
11. None.
12. Not enough transportation to carry overweight patients.
13. Not sure. I have my own car.
14. Perception of public transportation. It isn't unsafe, but people perceive it to be.
15. Safety first.

Q20. What one community improvement initiative would you like your community to address?

1. A fair living wage - above \$15.00 an hour.
2. A better neighborhood, Stop the shooting and gang violence,
3. Activities for children before and after school and when they are not in school. Sports basketball, football, cheerleading. Also, inside activities, tutoring and indoor games.
4. Adult education, especially for women that have not had a chance due to pregnancy to finish their education or go to school full time, teens, and unmarried women.
5. After care for children because we don't have that at all.
6. After school activities for children, tutoring programs, and extra-curricular activities. Centers for indoor activities and games.
7. After school programs for teens.
8. After school programs for school age children about credit, finances, say no to abuse programs and drugs, teenage pregnancy preventions, job ready training trade skills.
9. All races to get along to complete some missions, because we are torn by groups.
10. Another school – we have just one school in the neighborhood. That's crazy.
11. Apartment rates.
12. Availability for... *Housing *Credit Repair *Education (training for jobs)
13. Avoiding bankruptcy issues.
14. Awareness of services like all of the things spoken of. I didn't even know that they offered them.
15. Basically, they are doing a good job of in my community.
16. Being able to get through on the phone lines. Have assistants more than once a year, maybe, twice like June, because the children are out of school and the bills gets higher. In December they also need to make calls to the elderly for appointments to see if they need their house weatherized for the winter.
17. Better housing and more social services for the mentally ill, the handicap, and the elderly.
18. Better jobs.
19. Better jobs that pay more. More healthcare jobs. More education and schooling for jobs. Apprenticeship jobs where they train you on the job.
20. Better living with housing. Work on houses better by fixing them up better.
21. Better road pavement because they are bad over there.
22. Building more houses.
23. Buses need to run more often because if I miss one in the morning, I will be late for work. And not just for me because other people be on the bus line too. And I am sure they feel the same way.
24. Cameras put up for crime. More community centers for the children after school programs, training job centers and taught real life issues for functioning in society. Volunteers to take care and check on seniors.
25. Care for our elderly and set up more programs for our children. Education for parents to help their children so they know their rights.
26. Caregiver for the elderly. They need more care in all areas.
27. Child care and morning jobs.

Q20. What one community improvement initiative would you like your community to address?
28. Children needs after school programs so they can stay out of trouble.
29. Children are not getting adequate education due to home problems like drug abuse in parents. Household problems cause problems for children in the home.
30. Cleaning and better maintaining housing and roads. Activity programs for kids after school.
31. Cleanliness - the streets and yards are dirty. We need street repair also.
32. Crime and something positive for the youth. They need the CETA program (Summer jobs). They need some training for the parent also.
33. Crime, lack of violence. There is killing, robbery, and breaking into houses. Lots of gang activity in the area. The more they try to solve the problem, the worse it gets.
34. Crossing lights. They need the sound for low vision people. Help for the homeless. Stop charging for entry to the missions. They need guidance and a place to go.
35. Drugs and homeless. They need help with not sleeping on streets, self-esteem, and getting their lives back on track. They need service to get their life back on track.
36. Drugs and mental health. Not enough help for mental health and not enough medication to treat them adequately. The younger drug users steal and create havoc in order to sooth themselves.
37. Easy access to adequate food, especially for children, elderly, and homeless. People need transportation and information on how and where to receive help. Food should be available at locations frequented by seniors, children, and people experiencing homelessness. Lack of transportation is a major reason people have difficulties access the food they need. Knowledge of where to find food is another major issue in access to food.
38. Education of programs available. Get information out to people on the dental assistant program and nutritional programs. Need improvement on the bus system - everyone needs transportation and some people just don't or can't drive. People are not aware of how to do a resume, need help learning how to take care of their physical appearance, and ways to get jobs. The qualifications are too high to get your assistance.
39. Elderly need help. They need people to give them more assistants on a daily basis. They need more help with food assistants. They can't fight for assistance - they need our help.
40. Except walk-ins. Their phone system is useless. Rarely you ever make a connection, and if you ever get a connection, it says hold for 10 minutes, and then cuts you off.
41. Family and Individual Counseling or Life Coach from birth to seasoned individuals.
42. Find a way to contact senior citizens that might need help with services. Many have no awareness or ability to contact you.
43. Fix houses and make them affordable for the homeless.
44. Fix the streets - too many potholes.
45. Gang control.
46. Gang relation and gun violence are too much in my community.
47. Garbage needs to be picked up more often.
48. Garbage picked more often.
49. Getting assistance quicker – have a call center for CSA. Community service available for disable and senior citizens with income below \$10,000 a year. More parenting classes for single low-income parents, as well as help with skills and opportunities.
50. Gun violence and crime overall.
51. Having more activities for the kids My community is pretty much ok, but some need more things to do in other communities. Need more community centers.

Q20. What one community improvement initiative would you like your community to address?
52. Help and assistance for the elderly especially during winter and summer. I think that is it.
53. Help for elderly. Special programs and assistants. Maybe community centers.
54. Help the homeless, free shelters for at least 60 days, jobs, help in getting services for mental health problems and getting them stabilized and a roof over their head.
55. Helping elders, because senior citizens need to be the first to be taken care of - like this man is in a wheel chair and he needs to be waited on first.
56. Home repair for low-income families.
57. Home repairs.
58. Housing. We need more houses as well as repair the ones that are out there.
59. Housing repairs, because they don't believe in fixing up their houses, Maybe they need assistants
60. I would like to see the churches to be more involved in the community for spiritual guidance and to help make the neighborhood better to live in.
61. I would like every other week to see the lot next door to my house have its grass cut. Because the grass is so tall, it's blocking the view of traffic on the street. Some of the plants have grown into trees and are leaning onto my property.
62. I am on disability and it barely covers my housing. I'm stressed by utility bills and don't have enough left for food.
63. I don't have anything right now because I just moved over there so I don't know much about the community.
64. I don't have one. I'm very satisfied. I live in the county.
65. I don't know of anything right now because I just moved into this community, so I haven't seen anything yet.
66. I don't see crossing guards for the children. We need some outreach programs and roads repaired.
67. I feel like I'm being penalized for working. I broke my shoulder and they terminated me. My Dr. could not give them a return date, so they terminated me. I can't get help with my medical bills.
68. I just would like for them to just clean it up.
69. I think there should more community involvement for the kids More community centers available.
70. I think services for children, because I am in an apartment and the children don't have anywhere to go. Available low-income housing for single parent.
71. I want them to fix the roads - they are terrible. They cause wrecks.
72. I wish that Shelby would come through the 38128 and upgrade the elderly properties – like fences to make other houses look good in the neighborhood.
73. I wish we could have more buses in my area, because some people that don't have their own transportation have to pay someone to get to where they got to go. And, the buses don't run in all areas.
74. I would like a satellite office for housing, education, food service, employment and all social services related, because it will build the community and bring money back into the community.
75. I would like for there to be less crime in the community, because I feel the women need to feel safer when coming home from work - especially now that the days are getting shorter.
76. I would like for my community to address the roads (needing repair).
77. I would like for the rent to be lowered, just because we stay around the UM doesn't mean they have to sky rocket.

Q20. What one community improvement initiative would you like your community to address?
78. I would like for them to address more actives for the youth and family, because it will benefit a great environment and produce less violence.
79. I would like for them to give some assistance in home repair - like my air condition went out in August and they tell me that it cost \$3,000 dollars. I don't have that kind of money.
80. I would like for them to repair the streets and put up fresh market stands. The streets - they don't smooth them out. The fresh fruit stands would be cheaper than the grocery store.
81. I would like more mentoring, job training, and more activities for them after school, because we need to keep them out of trouble and keep them busy and out of trouble.
82. I would like to see a community center, so the children can have something constructive to do and stay out of trouble. More buses to run in our area because it only run 3 times a day.
83. I would like to address the crime in my area and, the lighting in the area of where the elderly are because of the crime in the area.
84. I would like to address the poverty and education about job skills because a lot of young people are at home because of lack of education.
85. I would like to have a better landlord and a cleaner community, because the landlords are all about the money and it will be cleaner and safer for them to play.
86. I would like to have better transportation in my community and better jobs so people can get back and forth to take care of their personal business and needs. If they have better jobs, it will be less crime.
87. I would like to have rental and utilities assistance in my community and city wide for seniors, because seniors get the least of everything.
88. I would like to provide medical and dental care for seniors, because they put in for it over the years, they have worked for it.
89. I would like to see them cut the fields across from my house, for fear of someone hiding in the bushes at night when I come home. And, improvement on our homes because we need it and we can't afford it as seniors.
90. I would like to see a safer environment, so they would put businesses back in. A place where the children can still be children, because at this point children don't have anything to do.
91. I would like to see all the people in my community to get more education, so they would know how to manage their money and be aware of gang activities.
92. I would like to see better housing and repairs that seniors can afford, because some of the houses are in bad shape and we can't afford to have them repaired on the inside and outside.
93. I would like to see better streets and street lights, because our streets stay flooded out and no street lights and no sidewalks.
94. I would like to see bigger playgrounds and somewhere safe for the children to go other than way out in Collierville, Germantown or Cordova, because everybody doesn't have transportation to get to these places.
95. I would like to see community awareness and a better relationship with your neighborhood. When you know the people, you they can watch out for each other.
96. I would like to see crime reduced in my community, because we need to be able to feel safe in our own homes.
97. I would like to see gang violence decreased, because most of the murder and robberies are from gangs.
98. I would like to see less violence. because it would be a safe neighborhood.
99. I would like to see more activities for the children in the summer time, and more jobs for the teens. because it is really necessary and needed for the community.

Q20. What one community improvement initiative would you like your community to address?	
100.	I would like to see more bus stops. We need a little slower on Shelby Drive. When people get ready to catch the bus you have a long way to go and nowhere to sit.
101.	I would like to see more buses and rate go down on the buses, because I think it would be better for the people to get around.
102.	I would like to see more improvement with insurance paying more for prescriptions, because some people don't have money to pay for meds. Some are low-income, some are on fixed income, some people don't have insurance.
103.	I would like to see more jobs in the different communities to help more families survive, which would also cut the unemployment rate as well as the help from Community services.
104.	I would like to see more of the grass cut, because we have empty lots that need cutting really badly and because the vacant houses have real bad rodent problems.
105.	I would like to see my community have a park - if nothing but a walking park, because the seniors need some where to walk for exercise.
106.	I would like to see people be educated on the pick-up and fines before living in the county, because it causes rodents and it runs people out of the county. Also see if there is something that can be done about foreigners in our neighborhood having to changing prices every day, because they don't have prices marked on the items.
107.	I would like to see some of the trees cut down on Neely Rd by the ballpark and sidewalks for the people to walk. People are getting hit and it is dangerous for the children riding their bikes and getting off the school bus.
108.	I would like to see some type of program for gang violence and crime, because we have a lot of crime in my neighborhood.
109.	I would like to see speed breakers put in my community, because they drive too fast and children are present.
110.	I would like to see the apt. across the street fixed up and stop throwing old furniture out in the yard, because it makes the whole neighborhood look bad and it causes rodent problems.
111.	I would like to see the children have more activities to do, like basketball and tutoring, so they will have something to do when they get out of school. It would be nice if there was a community center.
112.	I would like to see the children's playground upgraded. The washer and dryer room need to be repaired and we need security. The children don't have anything to play on and we don't have anything to wash and dry our clothes because they are broke down.
113.	I would like to see the elderly homes repaired. Some need wood work around the outside, some need roofs repaired and can't afford it.
114.	I would like to see the homes in my community repaired and better transportation for the elderly, because we need to be informed of some type of program of home improvement, so we can get our homes repaired for those that can't afford it.
115.	I would like to see the houses repaired more better, because the community is kind of run down and dangerous for the children to be around. They need to be in a safe environment.
116.	I would like to see the maintenance of the property bought up to par and the landlord communicate more with the tenants, because they have no communication skills with the tenants and the property needs work done on it - like new mail boxes and just a new upgrade on everything.
117.	I would like to see the people in my neighborhood be more aware of what going on, because when something happens, no one sees anything. We had a break-in, and didn't anybody see nothing.

Q20. What one community improvement initiative would you like your community to address?	
118.	I would like to see the prostitutes in my neighborhood taken off the streets. It brings down the neighborhood and invites crime in - like break-ins, car thief, shootings just about every other weekend, and drug houses, because they be on drugs.
119.	I would like to see the seniors get their homes repaired and trees cut down, because a lot of us can't afford to get the repairs done.
120.	I would like to see the streets redone because it is had on cars wear and tear. The streets are tore up from the big trucks.
121.	I would like to see the streets repaired. The streets are congested, and the blighted houses. If they don't fix them, they need to tear it down.
122.	I would like to see the trucks and cars slow-down in the residential neighborhood, because every time it rains, somebody runs into the fence and it has to be replaced and sometimes the person doesn't have insurance to replace it.
123.	I would like to see them clean up my neighborhood and for the people to do better, because most of the apartments are all boarded up, there is a lot of crime, and young people are just having babies and getting on welfare.
124.	I would like to see them do better with the seniors.
125.	I would like to see them keep the street lights on. The wires are hanging too low from the poles. It is not safe, and some can get hurt.
126.	I would like to see more improvement with job and pay. Better environment for kids and also better supervision.
127.	I would to see more law enforcement patrolling the neighborhood, because it's too much crime.
128.	I would like to see the streets fixed and the polices more visible.
129.	Improve appointment line on phone.
130.	Improvement - The streets need repairing - they have too many potholes.
131.	Informing the community at large on all that the Shelby County government provides. Their knowledge would create well informed constituents.
132.	Jobs. We need more jobs with higher pay so we can survive.
133.	Jobs. More school activities in the summer to keep them out of trouble. More help for single parents.
134.	Just to cut down on all the gang banging.
135.	Keeping the grass cut for abandoned properties and trim trees for electrical wiring - visual reasons. Some kind of way for people with neighbors that have huge trees and branches hanging in other people's yard that don't have trees, need to be made to have them cut.
136.	Keeping the vacant lots grass cut. I'm in-between two vacant lots and it takes forever for the City to cut them.
137.	Law enforcement, because there seems to be a lack of it in my neighborhood - especially in the evening.
138.	Letting people know what help is available. People don't know what is available. Education to lift them out of poverty.
139.	Littering, because I am a clean person. It bothers me to see it on the streets and in front of my house, because it causes rodents and racoons and I have to clean up behind them.
140.	Loitering. People hanging out in areas they don't belong. Panhandling, homeless.
141.	Major and minor home repair - replacement of roofs and window, repairing water leaks and plumbing issues and HVAC repair/replacement.

Q20. What one community improvement initiative would you like your community to address?	
142.	Make phone system Mon-Friday for everyone to call in on the same day. Answer the phone. It is very frustrating not to be able to reach someone.
143.	Make sure they keep up the property and tear down if they are not going to keep it up. Help the elderly that can't afford it to assist them in doing so and sky cops.
144.	Mental health and mentors for the youth.
145.	More activities for children before and after school at an affordable price - especially outdoors like sports. Reading programs and tutoring.
146.	More activities for kids during Fall and Spring break. They need programs also before and after school because kids don't have anything to do. Basketball for boys, indoor games. We have dealers hanging out. It's not safe. Gang members approach them and ask for money and physically search the kids.
147.	More activities for the children and a safe environment. More educational, financial, and career programs.
148.	More activities for the youth
149.	More affordable child care programs
150.	More after school activities to keep youth off the streets until their parents get home from work. Areas where they have basketball, skateboards, something involving music.
151.	More assistance for older people. They can't keep up their houses or yards due to poor health. They are vulnerable to gangs and crime. They need more community services, low cost transportation, and people checking on them frequently.
152.	More available resources to meet the needs of the Community. Not visible enough and not reaching the community.
153.	More community daycare centers and activities for kids.
154.	More community service for the youth.
155.	More cops in the area and sky cams.
156.	More counseling and educational activities for the youth children - like in our community, we only have Frayser Counseling and we need more in our neighborhood like Youth Villages.
157.	More good jobs paying \$15.00 or more an hour. Technical jobs, desk support.
158.	More help for families in need with childcare and assistance, and more assistance for the elderly. Transportation, help with meds. Transportation to grocery store, and going to the doctor.
159.	More job opportunities for the unemployed, customer service jobs.
160.	More jobs available.
161.	More jobs for young adults and the youths.
162.	More jobs in Whitehaven community definitely.
163.	More jobs.
164.	More neighborhood watch - not like we have a lot of crime, but people need to get more involved.
165.	More programs and activities to keep people off the street - like community centers with activities, sports, games, maybe lectures - things like that.

Q20. What one community improvement initiative would you like your community to address?	
166.	More programs for after school, and summer break with food for the children. The children need more attention and things for them to do with the parents working all the time. Being alone makes these children more vulnerable to gangs. Some parents don't have money to pay for these services - they need uniforms and other accessories. The parents don't have the money. Children are being ostracized because they can't afford what is needed. A program to teach second language would be valuable.
167.	More programs to engage youth during the week after school and during the weekend. Re-opening the pool for youth programming during the year. Investments in grocery stores with healthier options rather than local liquor stores.
168.	More publicized information to the masses so they are informed.
169.	More publicly provided QUALITY, AFFORDABLE, TIMELY and ACCESSIBLE services for low-income and working poor families and seniors.
170.	More security and safety in the inner city. I'm mainly concerned with crime - especially violent. The youth needs supervision and responsible parents.
171.	More tech education in the County for older people.
172.	More togetherness in my neighborhood, Everybody is distant and minds their own business.
173.	More working street lights and police presence.
174.	Mostly the houses need to be repaired - the roofs need fixing, and houses needs painting.
175.	N/A
176.	Need sky cams to cut down on crime.
177.	Need a Community Center for the children.
178.	Need a Community Center nearby because we have a lot of children in the neighborhood now.
179.	Need better lighting. I live in the County and street signs are hidden by the bushes and trees. You can't see the street signs.
180.	Need better streets. They have lots of pot holes and they need to be fixed because they mess up the cars.
181.	Need home repairs - like fixing the roof, painting and yard work.
182.	Need housing for senior citizens that have 2 bedrooms instead of 1.
183.	Need improvement on crime.
184.	Need more jobs. Higher pay, but not work so hard. Warehouse jobs or desk jobs. Transportation so you don't have to pay just to get to work. Evening assistance for older children. More after school programs. More assistance for single moms.
185.	Need pot holes need fixing.
186.	Need sidewalks to be fixed and speed bumps in the street because they come through my street flying.
187.	Need some cameras on the street poles for crimes.
188.	Need some sky caps and more speed bumps that will help.
189.	Need speed bumps and some cameras to the stop the shooting.
190.	Need the run-down houses fixed up.
191.	Need to clean-up the community. Do something with all the vacant houses and apartments.
192.	Need to help people more – jobs, homes, food and transportation.

Q20. What one community improvement initiative would you like your community to address?	
193.	Need to repair streets in a timely manner.
194.	Need to tear down all abandoned buildings.
195.	Network with companies to help with job placement - not just warehouses and fast food companies.
196.	Not sure
197.	Not sure
198.	Nothing
199.	Nothing
200.	Nothing
201.	Nothing
202.	Nothing
203.	Nothing, because I live Cordova and we don't have any of those problems out there.
204.	Offer more programs and assistance for the poor who lose their jobs.
205.	People come together as one to unite.
206.	Places for people with mental issues to go. Places where they could eat and sleep safely. Any kind of psychological health that is offered and not forced. New job opportunities for them. No cost programs and more job opportunities in my area.
207.	Pot holes fixed, the violence stopped, and sky cops in the neighborhood.
208.	Pot holes in the neighbor need to be repaired, because I am sick of running over them and tearing up my car.
209.	Problems of the elderly need more help - yard work, transportation, etc. Younger people need more jobs - \$15.00 wage paying jobs, not just warehouses but offices and restaurant. More skillful checking of child care places.
210.	Programs for our youth. All they want to do is hang out and get into anything negative, because I see them on the corners sagging, smoking and doing nothing.
211.	Put more police officers in the neighborhood to keep us safe.
212.	Quality, affordable rental options, and increasing home ownership.
213.	Quality, public transportation. Seems like a key lever for so many other issues.
214.	Raleigh-Millington has no services at all. We need food, transportation, and after school programs.
215.	Repairs streets and houses. Pot holes are the main thing.
216.	Safe biking lanes to Greenline.
217.	Safety, because we have younger children and elderly in the community and they need to feel safe, because there is a lot of crime in the community.
218.	So many youths in the parks hanging out.
219.	Something extra for the kids to do after school.
220.	Something for the children to do to keep them out of trouble.
221.	Speed bumps and 'Children in Play' signs.
222.	Stealing - people stealing from other people.
223.	Stop the shooting and gang violence in my neighborhood, because my dad is one and I don't like it or what it stands for.

Q20. What one community improvement initiative would you like your community to address?	
224.	Street repair - the street repair. If you don't have a computer, you need access to be able to do applications on the phone. Many people are unable for physical or financial reasons to use computers.
225.	Street repairs, gun violence, gang related issues. Education in the community concerning gang problems and violence.
226.	Stuff to make things get better - just more help to make it better in every way.
227.	Teen pregnancy. Educating them in academics and better themselves instead of about boys. Training them to learn to respect themselves and to be respected. Better jobs that pay living wages. Better parenting and guidance.
228.	The elderly need help with house repairs. Their homes are going down because they either don't have the money or the ability to do repairs. The phone system needs to be addressed - people cannot get through. I made over 200 calls.
229.	The grass needs cutting in the vacant lots. It's too high and it can cause crime and accidents.
230.	The homeless - make more jobs available and open more shelters.
231.	The lack of people using these agencies, lack of knowledge, need to get the word out. Get on social media outlet, because everybody has their heads in their phones.
232.	The madness and hatred. If we could have more love for each other we can improve and have more things for our self and a much better life. Being selfish and having hatred for no reason.
233.	The phone system for CSMA is bad. You have to call on only one day. When your utilities are getting ready to be cut off and you can't reach anyone it is a very scary feeling. They need to fix their system.
234.	The potholes and keeping the community safe.
235.	The streets and parks need to be fixed up really good - especially where I live.
236.	The streets need to be fixed up and need speed bumps for safety reasons.
237.	The Streets need speed bumps because they come through like 40 going north.
238.	Thief - stealing cars. Crime - you hear gun shoots all the time. Many houses need to be torn down and the lots kept up. Lots of homelessness. These people need help.
239.	They need FREE TRASH PICK UP like the City. The trash laying around on the streets and in the neighborhoods are a big problem. Someone needs to address - it is unsightly.
240.	They need to address crime, robbery and violence. Have more security officers on the streets then sitting in their cars and coffee shops. They need to be more alert.
241.	They need to address Fair Rental Practices
242.	They need to do something about abandoned houses, police patrol, street repairs, and better transportation.
243.	They need to improve their automated system - you call all day and can't reach anyone, and when you do all the appointments are filled. I need emergency help to pay my rent, so I need to talk to someone as soon as possible.
244.	They need to keep gangs and groups off the streets. It's very scary, especially for the elderly and younger children. It's like an implied threat all the time. Maybe more police presence would help.
245.	They need to make wages higher or the cost of living lower, because \$15.00 an hour is not enough after they take out everything.

Q20. What one community improvement initiative would you like your community to address?	
246.	To be able to get through to CSA on the phone. Line is always busy. You get an automated recording and calls are dropped.
247.	To fix up houses and make the neighborhood look better.
248.	Transportation - if I want to ride the city bus, I will have to walk all the way up to Elvis Presley, and then it takes so long to get a bus.
249.	Transportation - about a 15-minute walk to catch the bus.
250.	Trash and vacant houses are problems. The area is very run down.
251.	Unity - the community needs to come together as one.
252.	Unsure - lower the city and county taxes, so I will be able to afford the things I need for my family - like more money for food, medical care, rent, etc.
253.	Vacant housing and lots. They are dangerous and used for drugs. There are lots of people in the vacant houses who are derelicts. Lots of guns and illegal activity.
254.	Vacant lots need to be cut. There is one right across from me and when you walk to the store, there are others that need to be cleaned up.
255.	Violence.
256.	Violence, killing, guns. Too many people dying due to unnecessary reasons. We need more gun laws. They should be tested for mental stability before being issuing a gun. Need to cut out the violence that is seen on TV and in the movies.
257.	Violence - that's one of the most serious crimes in my community, because I lost a sister and brother due to violence in my neighborhood.
258.	Violence. Stop the killing, gangs.
259.	Volunteers to help with kids after school because they believe strangers before they believe their parents.
260.	We need a Community Center for the children and youth adults, because it will keep down the violence and drug abuse.
261.	We need better leadership for the children and more activities.
262.	When the garage man comes, they need to clean up behind themselves. They leave trash everywhere.
263.	We need help in our community with the young men - the way they wear their pants hanging down off their butts, because these are the things I see in my neighborhood, and now if you say something to them, they will go off. So, the law needs to do something about it, because I feel its disrespectful.
264.	We need more programs before and after school for children – indoor and outside activities, sports, games, education classes, maybe special lectures about unusual things.
265.	We need speed bumps, because people speed down the street and I am afraid someone will get hit. More crossing guards because we don't have enough for this area - too many cars traveling down my street.
266.	When the garage man comes, they need to clean up behind themselves. They leave trash everywhere.
267.	You need a separate phone line for disability and elderly. Lack of help makes getting help impossible for some people. When a person calls, you need more people answering the phones. The phone line is a disaster! I called 200 times on Monday only. They need more locations, closer to your home, according to your zip code.

Zip Codes Respondents Live In

Zip Codes Respondents Live In

Below is the list of zip codes where respondents currently live:

38016	38106	38115	38126
38017	38107	38116	38127
38018	38108	38117	38128
38053	38109	38118	38134
38103	38111	38119	38135
38104	38112	38122	38141
38105	38114	38125	38671

¹ *'What zip code do you live in?'*

QUESTIONNAIRE

2019 Shelby County Needs Assessment Study

Interviewing Location [Do not read]. Interviewer to select location before beginning survey. This question hidden from Strategic Partner Survey.

**Hickory Hill
Union Avenue Ext.**

Script for Internal Client:

Hello, my name is _____with Superior DataWorks, a national marketing research company. We are conducting a Needs Assessment Survey to better understand community needs, the resources available and the services that are still needed for Shelby County residents. You will be asked to answer survey questions that include education, employment/economic development, housing, transportation, healthcare, food, nutrition and other basic needs.

The survey will take approximately 15 - 20 minutes of your time. Please be candid in your responses. We are an independent research company. We will only report results for all participants combined as a group. No responses from any individual will be reported.

Script for Strategic Partner:

On behalf of Shelby County Community Services (CSA), thank you in advance for your time in completing this Needs Assessment Survey for how well Shelby County Social Service Agencies are meeting the needs of **low-income families and individuals living in Shelby County.**

1. What zip code do you live in? _____
2. Are there full-time living wage employment (\$15 per hour or higher) opportunities available in your community?
 - There are an insufficient number of opportunities
 - There are a sufficient number of opportunities
 - There are an excessive number of opportunities
 - There are not any opportunities
 - Unsure
3. Why do you believe people have problems getting or keeping a full-time living wage job? [Please mark all that apply]
 - Jobs are not available
 - Physical or mental disabilities
 - Lack of customer service skills
 - Language barriers
 - Need better technical job skills
 - Health issues
 - Need child care
 - Lack of education
 - Transportation
 - Substance abuse issues
 - Other

4. Which of the following best describes child care programs with traditional hours (during the day, Monday through Friday) for low-income families available in your community?

- There are an insufficient number available
- There are a sufficient number available
- There are an excessive number available
- There are not any available
- Unsure

5. Which of the following best describes child care programs with non-traditional hours (evenings, nights, and weekends) for low-income families available in your community?

- There are an insufficient number available
- There are a sufficient number available
- There are an excessive number available
- There are not any available
- Unsure

6. Which of the following best describes affordable daycare services for low-income families in your community?

- There are an insufficient number available
- There are a sufficient number available
- There are an excessive number available
- There are not any available
- Unsure

7. Which of the following best describes affordable child and youth (ages 5 to 17) activities or after school programs available in your community?

- There are an insufficient number available
- There are a sufficient number available
- There are an excessive number available
- There are not any available
- Unsure

8. Using a rating scale on a scale of 1 to 5 (1=Don't believe at all, 3=Neutral/No Opinion, and 5=Strongly believes), how would you rate your belief that the youth (ages 12 to 17) in your community need information, education, guidance, and/or assistance in the area of: **[READ AND ROTATE]**

- After school supervision
- Behavior disorders
- Dental issues
- Finding employment
- Gang participation
- Learning disabilities
- Mental health
- Mentoring/leadership/volunteering
- School attendance
- Sexually transmitted diseases
- Substance abuse/tobacco
- Teen parenting
- Tutoring
- None apply

9. Which of the following best describes access to dental services available for low-income people in your community?

- There are an insufficient number available
- There are a sufficient number available
- There are an excessive number available
- There are not any available
- Unsure

10. Which of the following best describes wellness programs (nutrition, exercise, etc.) available for low-income people in your community?

- There are an insufficient number available
- There are a sufficient number available
- There are an excessive number available
- There are not any available
- Unsure

11. Which of the following best describes adequate levels of emergency food or food assistance available for low-income people in the community?

- There are an insufficient number available
- There are a sufficient number available
- There are an excessive number available
- There are not any available
- Unsure

12. Other than family members, are there adequate levels of transportation options (taxis, buses, Medicaid-paid transportation, volunteers from churches or non-profit organizations, etc.) available in your community?

- Yes [SKIP TO Q15]
- No
- Unsure

13. Why do you say that? **[INTERVIEWER READ] [ROTATE] [MARK ALL THAT APPLY]**

- Cost to ride public transportation/cannot afford
- Inability for individuals to walk to the closest bus stop
- It is not safe to ride on public or in volunteer transportation
- Lack of available information on times, routes, etc. to use public/volunteer transportation
- Lack of wheelchair accessibility
- Public/volunteer transportation takes too long to get to destinations
- Service is not available at the times needed
- Service not offered to/from locations needed
- Service is not reliable
- Other [Please Specify]: _____
- None of the above

15. Using a rating scale on a scale of 1 to 5 (1=No assistance at all, 3=Neutral/No Opinion, and 5=Lots of assistance), how much assistance from Shelby County agencies is currently available to low-income families and individuals currently facing the following challenges? **[READ AND ROTATE]**

- Applying for Social Security, SSDI, WIC, TANF, etc.
- Child care
- Credit card debt
- Education
- Emergency Housing Services
- Energy/utility costs
- Eye/Vision care
- Family/child abuse
- Family violence
- Financial literacy/planning
- Health care costs
- Health food selection (Nutrition Education/Healthy Eating)
- Housing Placement/Rental Assistance
- Job training
- Lack of Food
- Language barriers
- Legal issues/services
- Living wage employment
- Medical care access
- Medical Prescription Services
- Mental health services
- Money management/Budgeting

16. Using a rating scale on a scale of 1 to 5 (1=Not at all Strongly, 3=Neutral/No Opinion, and 5=Very Strongly), please rate the following areas in terms of how strongly you believe low-income families and individuals need assistance with, in order to achieve or maintain self-sufficiency? **[READ AND ROTATE]**

- Child care
- Energy/utility cost
- Employment
- Family/child abuse
- Family planning
- Financial literacy/planning
- Housing
- Job training
- Language barriers
- Legal issues/services
- Literacy
- Medical care
- Mental health
- Substance abuse treatment
- Transportation

17. Using a rating scale on a scale of 1 to 5 (1=Not at all Strongly, 3=Neutral/No Opinion, and 5=Very Strongly), please rate the following areas in terms of how strongly you believe the elderly (seniors) in your community need assistance with in order to remain in their home? **[READ AND ROTATE]**

- Access to public transportation (taxis, bus, etc.)
- Energy/utility costs
- Financial assistance
- Grocery shopping
- Home repairs
- Housework
- Laundry
- Managing medications
- Preparing meals
- Tax preparation/legal issues
- Volunteer transportation (family, church organizations, etc.)
- Yard work

18. Using a rating scale on a scale of 1 to 5 (1=Not at all Strongly, 3=Neutral/No Opinion, and 5=Very Strongly), please rate the following areas in terms of how strongly you believe low-income families and individuals need information, education, guidance, and/or assistance on: **[READ AND ROTATE]**

- Budgeting or money management issues
- Credit repair
- Landlord/tenant issues
- Payday loans
- Property tax exemptions

19. On a scale of 1 to 5 (1=poor/poorly, 3=fine/adequate, and 5=excellent), please rate the following:

A. How would you rate your relationship with the Social Service Agencies available for low-income families and individuals needing assistance?

1 2 3 4 5

B. How well are Social Service Agencies meeting the needs of low-income families and individuals?

1 2 3 4 5 6-Unsure

20. What one community improvement initiative would you like your community to address? **[Please be as specific as possible] [Open-end. Probe]**

Now, just a few final questions for classification purposes only.

D1. Which category includes your age?

- a. 18-24
- b. 25 to 44
- c. 45 to 54
- d. 55 to 59
- e. 60 to 64
- f. 65 to 74
- g. 75 or older
- h. Prefer Not to Answer

D2. What is your marital status? [Not asked to Strategic Partners]

- a. Never Married/Single
- b. Married
- c. Widowed
- d. Divorced
- e. Separated
- f. Prefer Not to Answer

D3. What is your highest level of education?

- a. I didn't attend school
- b. 8th grade or less
- c. Some High School
- d. High School Diploma
- e. GED
- f. Some college
- g. Associate Degree
- h. Trade School
- i. Bachelor's Degree
- j. Master's Degree
- k. Doctoral Degree

D4. What is your gender?

- a. Male
- b. Female
- c. Other
- d. Prefer Not to Answer

D5. Number of Adults in Household? (18+)? [Not asked to Strategic Partners]

(Insert actual number)

D6. Number of Children in Household? (under the age of 18)? [Not asked to Strategic Partners]

(Insert actual number)

D7. What is your race? [Please mark all that apply]

- a. Asian or Asian-American
- b. American Indian or Alaska Native
- c. Black or African-American
- d. Latino or Hispanic
- e. Native Hawaiian or Other Pacific Islander
- f. White or Caucasian
- g. Another race
- h. Other/Multi-Racial (2 or more)
- i. Prefer Not to Answer

That completes our survey. Thank you for your time.

Please hit the NEXT button to submit your answers.