

2020



COMMUNITY ACTION COALITION
FOR SOUTH CENTRAL WISCONSIN, INC.

Community Needs Assessment



Acknowledgements

The Community Action Coalition for South Central Wisconsin Community Needs Assessment is a report which aims to better understand the gaps and assets of our communities. Many people assisted with the collection and compilation of data within this report. We are thankful for the CAC Board of Directors; Plans, Program and Development Committee; and local community partner agencies for their active involvement and continued support and guidance.

Above all we are deeply grateful to the people who participated in our community need's assessment process and Wisconsin Department of Children and Families Community Services Block Grant for financial support.

We especially want to thank the individuals who took time to complete the 2020 Community Needs Assessment household survey, as well as the individuals who completed the community partners/key sectors survey.



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About Community Action Coalition for South Central Wisconsin

Opportunity starts here.

Mission

To transform our communities by fostering conditions where everyone can achieve social and economic security.

Vision

Just and equitable social and economic conditions across our communities.



**COMMUNITY ACTION COALITION
FOR SOUTH CENTRAL WISCONSIN, INC.**

Our Values

We believe in Equity, Respect, Dignity, and Transformation.

Community Action Coalition

For South Central Wisconsin, Inc

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Locations

Dane County- Administration
1717 N. Stoughton Road
Madison, WI 53704

Dane County- Food Services
1902 Wright Street
Madison, WI 53704

Jefferson County
114 E. Main Street
Watertown, WI 53094

Waukesha County
2312 N. Grandview Boulevard, Suite 102
Waukesha, WI 53188

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Executive Summary

Community Action Coalition has a proud history of serving our communities. To better respond to the needs of residents in Dane, Jefferson, and Waukesha Counties we complete a Community Needs Assessment every three years. The Community Needs Assessment becomes the basis for our action plans, grant applications, and strategic planning efforts. The 2020 Community Needs Assessment includes data gathered from low income individuals, community partners and, national databases. This information is woven together to paint a picture of the gaps and assets across South Central Wisconsin.

This report offers the following findings and recommendations to guide CAC program and service array for the next few years.

Findings

1. Residents continue to face social and economic disadvantage.
2. Access to quality affordable housing is problematic.
3. Residents face many barriers to finding and maintaining living wage jobs.
4. Residents of color experience significant barriers to food and housing security.

Recommendations

1. Develop strategies to address long-term systemic inequities impacting a person's ability to achieve economic security.
2. Leverage a Trauma-Informed approach to better understand and respond to toxic stress and trauma experiences of staff and participants.
3. Support training and skill development to help residents obtain living wage jobs.
4. Support families to become economically secure using a no-closed door approach to wraparound services.

Background

Every three years Community Action Coalition for South Central Wisconsin (CAC) conducts a Community Needs Assessment (CNA) within three counties- Dane, Jefferson, and Waukesha- that comprise the organizations geographic jurisdiction. Prior needs assessments focused on documenting the urgent human needs arising from poverty which CAC continues to address with dedication and care. The 2020 Community Needs Assessment aims to advance the understanding of the wicked social problem contributing to systemic poverty in our community.

Community Needs Assessment Overarching Goals:

The goals of the Community Action Coalition Needs assessment are as follows:

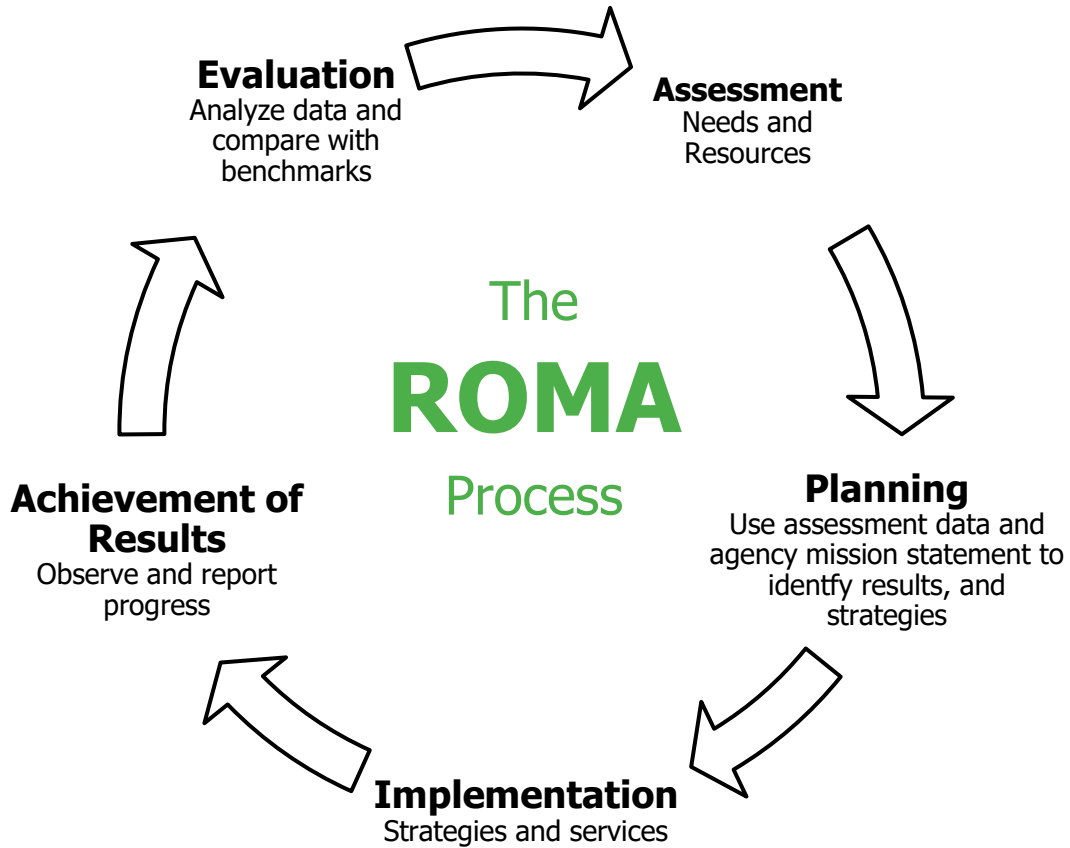
- ❖ Understand the scope of wicked social problems impacting residents experiencing significant challenges to achieving social and economic security.
- ❖ Engage residents, community partners, and other community agencies to identify, prioritize, and communicate local gaps to assure limited CAC resources are responsive to the real needs of the community.
- ❖ Use the Community Needs Assessment to collaboratively cultivate policy, system and environmental strategies via a strategic planning process to drive local community transformation.

CSBG Goals

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

Process

The Community Action Coalition (CAC) uses a process called Results Oriented Management and Accountability (ROMA) to structure our needs assessment and planning processes. This cycle is repeated every three years and is cyclical in nature.



Key Findings and Recommendations

Key Findings

1. Residents continue to face social and economic disadvantage.

Economic Stability of a community includes access to a quality education and employment opportunities which pay a living wage. (Healthy People, 2020) These conditions often have little to do with an individual's risk factors or behaviors, and more to do with a variety of economic, social, and political policies and forces.

2. Access to quality affordable housing is problematic.

Many people across our communities' struggle to find safe, quality and affordable housing. Nationally, households with incomes under \$15,000 continue to have the highest burden with 83 percent paying more than 30 percent of income for housing, including 72 percent paying more than 50 percent. In our region more than one out of three residents pay over 35 percent of their income on rent.

3. Residents face many barriers to finding and maintaining living wage jobs

Access to living wage jobs and transportation to get to those jobs continues to be an uphill battle for many residents. In many areas of the CAC Community Needs Assessment survey, residents clearly wanted more educational and skill development resources. Ideas include apprenticeship programs, professional skill development programs, and providing transportation support to make living wage jobs more accessible for those seeking employment.

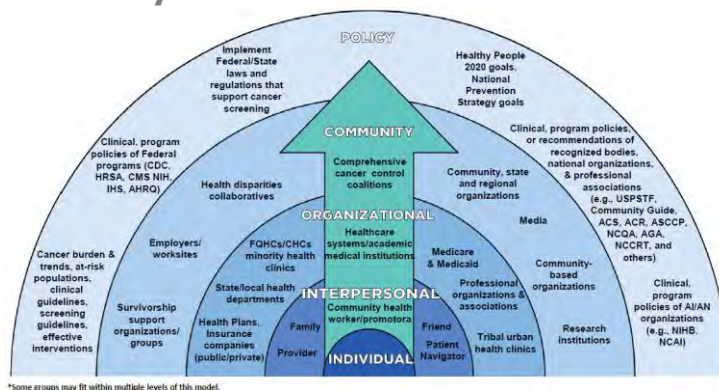
4. Residents of color experience significant barriers to food and housing security.

Families who have greater access to safe and stable housing, have easy access to affordable fruits and vegetables, and can easily access safe open spaces where they can be physically active have better outcomes. In Wisconsin African Americans and Hispanic residents are almost twice as likely to experience food insecurity, compared to their white counterparts.

Recommendations

1. **Develop strategies to address long-term systemic inequities impacting a person’s ability to achieve economic security.**

For Community Action Coalition, to achieve our mission, we must consider approaches that address root causes of larger systemic problems. This means designing strategies that go beyond individual behavior and target change efforts across multiple community ecological layers: interpersonal, organizational, community, and policy.



2. **Leverage a Trauma-Informed approach to better understand and respond to toxic stress and trauma experiences of staff and participants.**

A Trauma-Informed approach is an empathetic way of serving people who live with, or are affected by, the consequences of toxic stress or trauma. This approach includes assessing and making improvement to interpersonal interactions (among staff and clients), developing a holistic approach to caring for someone who is struggling, and reducing the chance someone is retraumatized by an environment, process, or procedure.

3. **Support training and skill development to help resident obtain living wage jobs.**

Economic Stability of a community includes access to a quality education and employment opportunities which pay a living wage. (Healthy People, 2020) These conditions often have little to do with an individual’s risk factors or behaviors, and more to do with a variety of economic, social, and political policies and forces.

4. **Support families to become economically secure using a no-closed door approach to wraparound services.**

According to the Annie E. Casey foundation’s Center for working family’s framework, a job-in and of itself- is not enough to move families out of poverty. Their recommendation is to focus on three things:

1. *Helping with accessing public benefits*
2. *Financial literacy education*
3. *Workforce development and employment services*

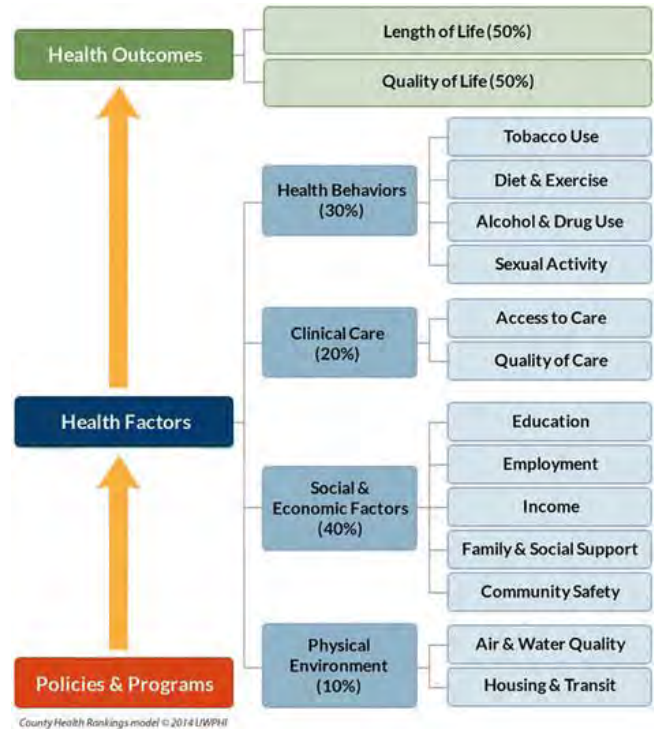
Community Needs and Data

Health starts where we live, learn, work, and play (RWJF, 2010).

How does poverty impact health?

The mission of Community Action Coalition is to transform our communities by fostering conditions where everyone can achieve social and economic security. Transforming communities means addressing inequities inherently woven into the policy's, systems and environments where people live, work and play. When we look to understand poverty, we find there are similar factors which contribute to shorter lifespans and an overall lower quality of life (County Health Rankings, 2014). For Community Action Coalition, to achieve our mission, we must consider approaches that address root causes that drive both poverty and poor health.

By definition, Social Determinants of Health refer to the conditions of the places where people live, learn, work and play (Centers for Disease Control and Prevention, 2018). Across our community, we see stark differences in health for people exposed to unstable housing, low income, unsafe neighborhoods, or substandard education.



The chart to the right was developed by the University of Wisconsin as part of the County Health Rankings project. What the chart shows is an inherent connection between poverty and poor health. For instance, Social and Economic Factors, or things such as Education, Employment, Income, Family and Social Support, and Community Safety, account for 40% of a person's health outcomes. This means that people who experience better health, often have greater access to quality education, higher incomes, and better employment opportunities, and vice versa.

How should CAC take action?

To impact poverty, we should work to address community conditions that also negatively impact a person's health (Prevention Institute, 2015). This means developing new approaches to serve populations at greatest need based on their socioeconomic status, race/ethnicity, sexual orientation, gender, disability status, geographic location, or a combination of these characteristics (Haas Institute, 2020). In working to dismantle the policy, system and environmental obstacles for people at greatest need we can begin to rebuild more equitable communities for all.

Stakeholder Satisfaction

CAC surveyed staff and stakeholder on what services are needed in the community. Here are their responses. The following are direct quotes from the Community Needs Assessment Stakeholder survey.



Staff, Board, and Stakeholder Voice

What do you consider CAC's strengths?

Mission & Passion	Food Access	Housing Service
<ul style="list-style-type: none"> ❖ Stakeholders (employees, board members, community partners etc.) with a sincere goal of helping people improve their lives/situations. ❖ The dedication and heart of its employees. Always striving to do better on behalf of our participants and the community at large. Participants feel welcome and well cared for here in general. ❖ Caring, knowledgeable staff. ❖ Teamwork and willingness to find the solution to any problem. ❖ It's mission and committed staff ❖ Lots of good hearted people who care about what they do and want to create change. 	<ul style="list-style-type: none"> ❖ TEFAP- food is vital, helpful. The drivers and coordinator are great to work with ❖ Provides great services to our pantry- foods, information ❖ They are very efficient at delivering TEFAP foods; they have a good system. Communication with the agency partners is great ❖ Food System work 	<ul style="list-style-type: none"> ❖ It's history in the community. Its experience with case management, etc. ❖ The ability to provide housing resources and case management services for those struggling with housing concerns. ❖ Coverage of three counties; provide critical need to partner food pantries; expansion into housing services
<h3>Connections and Chances</h3>		
<ul style="list-style-type: none"> ❖ Reaching out to the community with a great variety of services and if not provide them the ability to refer to other agencies. ❖ Resources, referrals, communication w/ participants education. ❖ Give opportunities based on experience (degree not required). ❖ Support people in crisis and work to stabilize them. ❖ The volume of people served ❖ CAC provides an array of services and the staff is helpful. ❖ The volume of people served Provide necessary services 		

Economic Stability

Where we work influences our health, not only by exposing us to physical conditions that have health effects, but also by providing a setting where healthy activities and behaviors can be promoted. (RWJF, 2008)

Economic Stability of a community includes access to a quality education and employment opportunities which pay a living wage. (Healthy People, 2020) These conditions often have little to do with an individual's risk factors or behaviors, and more to do with a variety of economic, social, and political policies and forces.

What is social and economic disadvantage?

Social and economic factors are things that support or constrain healthful behaviors. This could include families who live in neighborhoods with food deserts, not being able to afford healthy food, health insurance or quality health care. Social and economic disadvantage is problematic because it results in toxic stress. While everyone can be stressed, *"those with higher education, income and social status have more resources to mitigate their stress. Toxic stress can be compounded by the experience of discrimination on the basis of race, gender, social class or other characteristics (Swain, 2016)."* Toxic stress increases the risk for many chronic health conditions like heart disease and diabetes, preterm labor for pregnant women, low birth weight and cancer. The experiences of chronic stress can even be passed from parent to child, even when the conditions causing the parents stress are in the past." (Swain, 2016)

How should CAC take action?

According to the Annie E. Casey foundation's Center for Working Family's framework, a job-in and of itself- is not enough to move families out of poverty. Their recommendation is to focus on three things:

- 4. Helping with accessing public benefits**
- 5. Financial literacy education**
- 6. Workforce development and employment services**

Supporting families to become economically stable means using a no-closed door approach to wraparound services.



What do we know about Economic Stability?

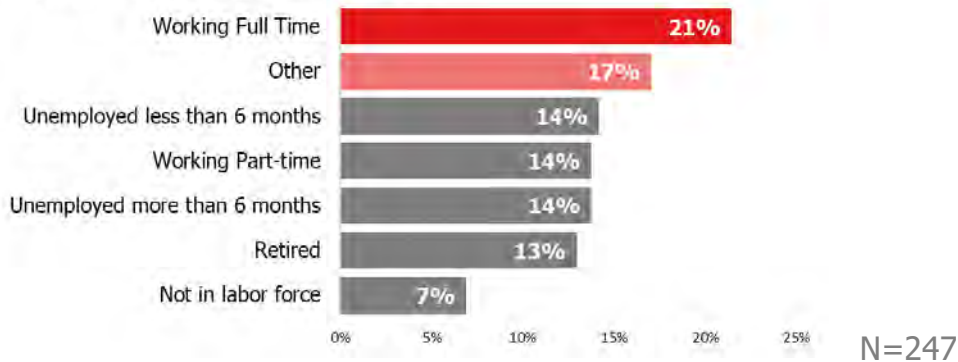
- A. Employment
- B. Poverty
- C. Living Expenses

Employment

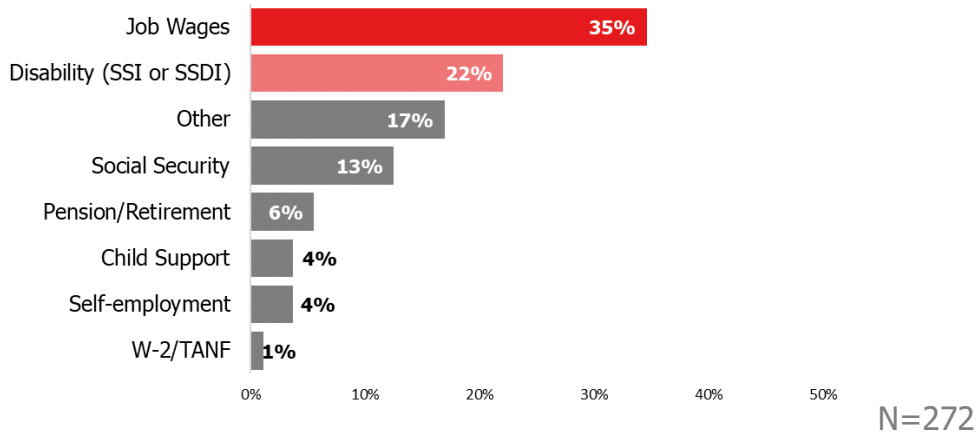
A living-wage job or better makes it easier to buy healthier food, get better education (for themselves and their children), live in better neighborhoods, and afford healthcare services – which all directly affect health and poverty.

In 2020, CAC surveyed community members to better understand their employment status and sources of income. Of the responses, twenty-one percent reported working full time. Nearly, two thirds of respondents reported their source of income was something other than a job wage, with most reporting disability income (SSI or SSDI).

Respondent Employment Status

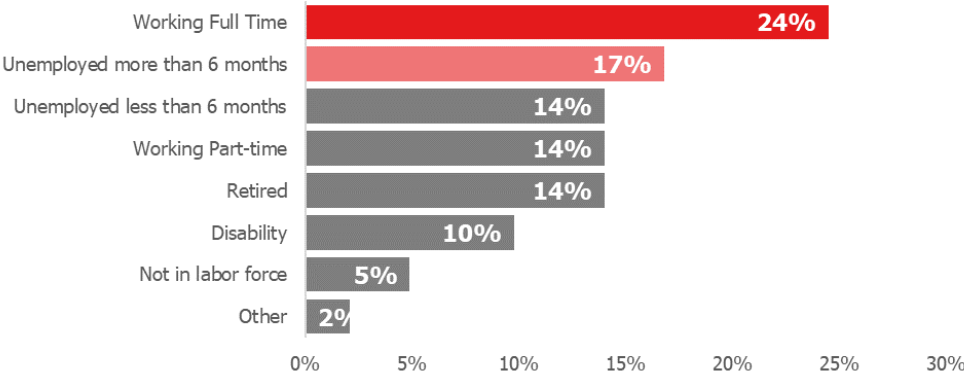


Respondent Sources of Income

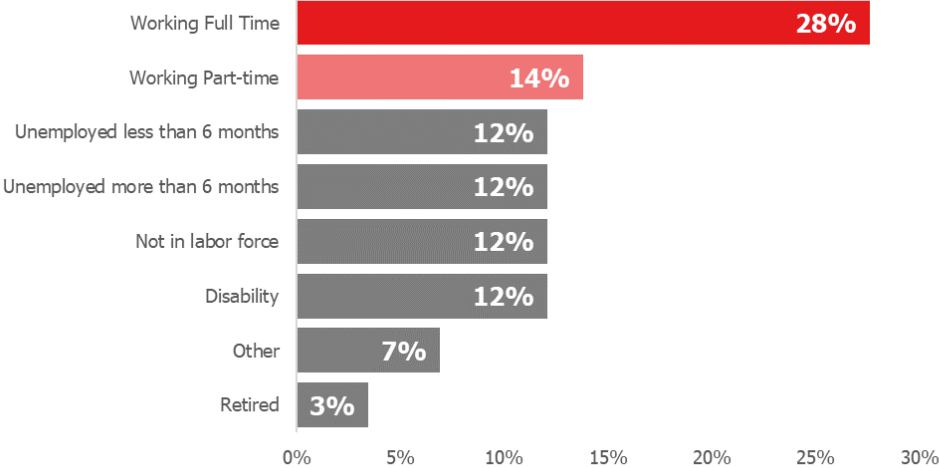


Breaking down employment status by white/non-Hispanic (N=143) and people of color (N=58) shows similar outcomes for all populations, with slightly more people of color (12 %) reporting not being in the labor force than their white counterparts (5%). This difference may be caused by systemic-racism and not individual behavioral factors. (Targeted Universalism, 2020) Our sample size is not large enough to calculate significant differences between racial-ethnic groups.

Respondent Employment Status, White/non-hispanic



Respondent Employment Status, People of Color



CAC surveyed residents on what services are needed in the community. Here are their responses. The following are direct quotes from the Community Needs Assessment survey.



Resident Voice

*What suggestions do you have for improving **EMPLOYMENT & FINANCIAL SERVICES** ?*

Training and Professional Skills

- ❖ Have a "job club" to teach job searching skills and how to handle interview.
- ❖ Assistance with current employer requirements, video interviews, phone interviews.
- ❖ Maybe an affordable or free apprentice training for better paying employment. the job center has not really helped me.
- ❖ Professional training courses.
- ❖ Employment training.

Finding Employment

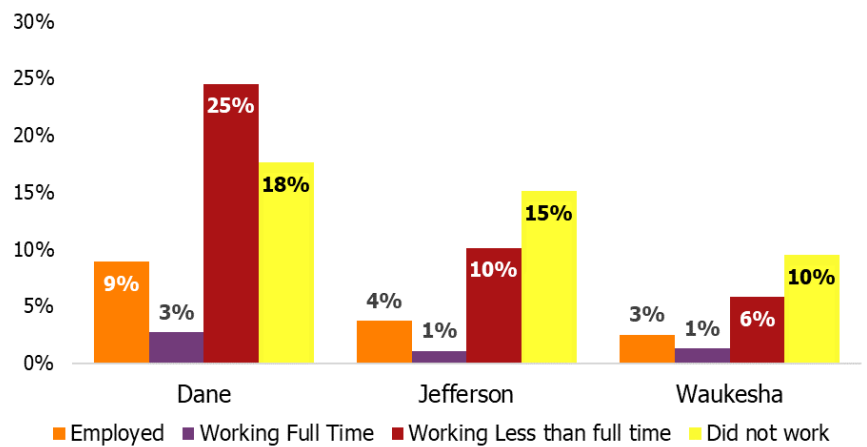
- ❖ Placement in jobs with physical limitations would be helpful.
- ❖ Stay at home jobs.
- ❖ Part-time jobs for older people.
- ❖ More programs where you find a job, a good job.
- ❖ Help getting employment.
- ❖ DVR having jobs for people on probation parole.

CAC Program Access

- ❖ Every time I need help I'm turned away because funds are already gone or because I'm white.
- ❖ More for regular, single people. I have never been able to get \$ help from CAC – ever.

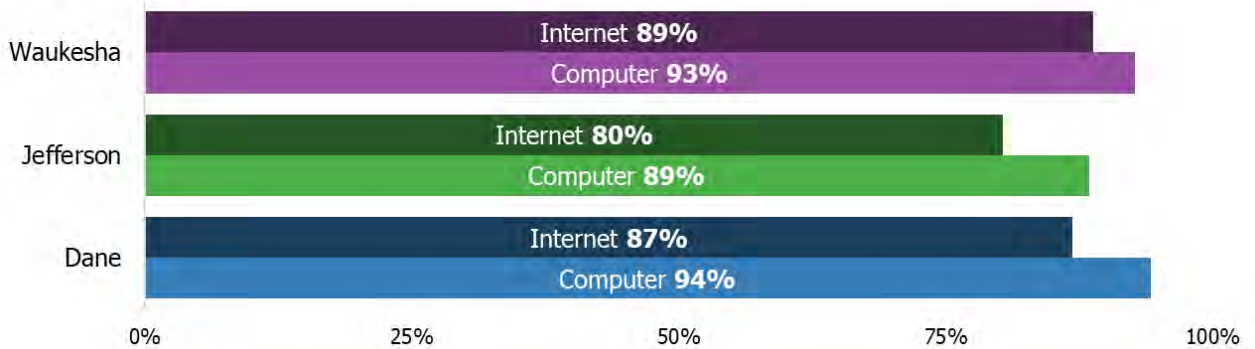
To supplement our data, the American Community Survey reports work status for individuals living in poverty by county. This data shows in Dane County most people living in poverty are working less than full time (25%) or not working (18%), and in both Jefferson (15%) and Waukesha (10%) many people living in poverty report not working.

Percent of the population in **poverty by work status, 2018**



The American Community Survey further looked at resident access to computers and broadband internet across all three counties. Jefferson (80%) has the lowest access to broadband internet, while both Dane (87%) and Waukesha (89%) report over 8 in 10 residents having internet access. Computer access across all three counties remains high, with 9 in 10 people having access to a computer.

Percent of population with **access to computer/broadband internet, 2010-2018**



Poverty

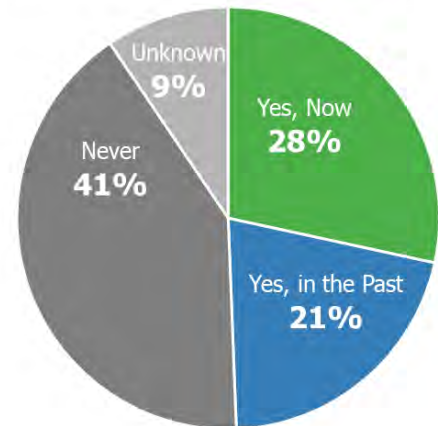
Poverty is defined as a state of being extremely poor. The governing body sets the income level for who is considered impoverished. Being in poverty usually means poorer housing conditions, eating habits, healthcare, social needs, education, etc.

According to the CAC survey, about half of respondents report ever using CAC services in 2020. A total of 243 people responded to this question. Nearly a third of respondents were currently receiving CAC services, and a fifth accessed service in the past.

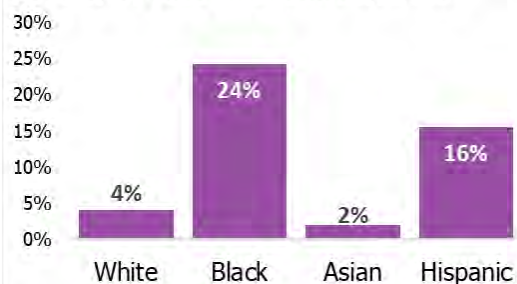
In 2014, the Wisconsin Council on Children and Families released a report called Race for Results which looked at measures of childhood wellbeing by race. Race for Results found that “Wisconsin’s African-American children not only fare worse than African-American kids elsewhere, but they also suffer extreme inequities when compared to white kids in Wisconsin.” Little progress has been made to dismantle these racial inequities since the publication of the Race for Results report.

According to the American Communities Survey, African American/Black and Hispanic populations across our communities are still experiencing significant barriers to financial security. In 2018, a quarter of Black residents in Waukesha are living in poverty. The graphs below depict poverty rates by race and ethnicity for Dane and Waukesha County, Jefferson County did not have a large enough sample size for 2018. The graphs on the next page depict poverty across all populations and child poverty for each county (Small Area Income and Poverty Estimates, 2018).

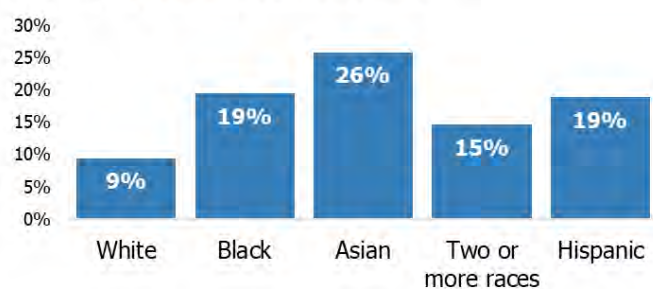
Respondents who report using CAC services



Percent of **Waukesha County** residents living in poverty by race and ethnicity, 2018



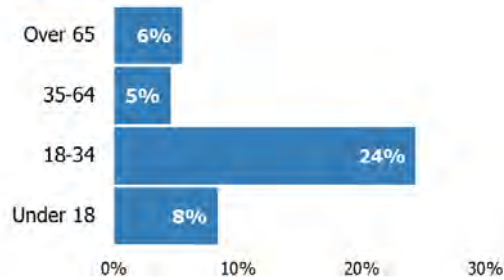
Percent of **Dane County** residents living in poverty by race and ethnicity, 2018



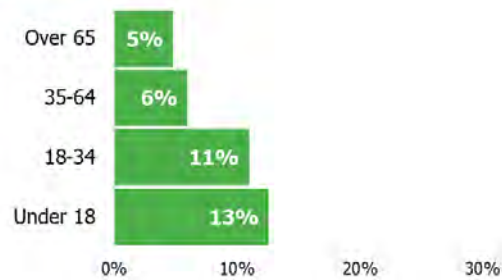
Jefferson County NA due to small number of respondents to the American Community Survey.

Percent of the **population living in poverty, 2018**

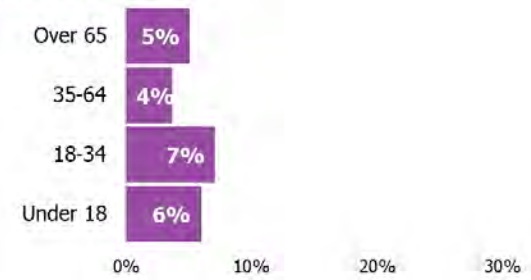
Dane County



Jefferson County

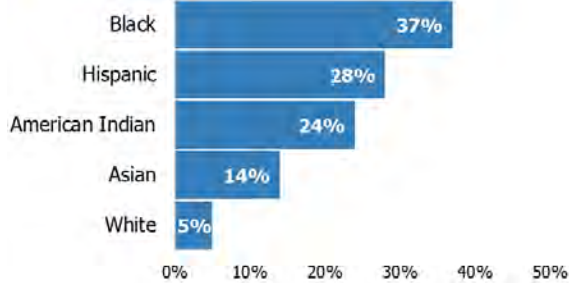


Waukesha County

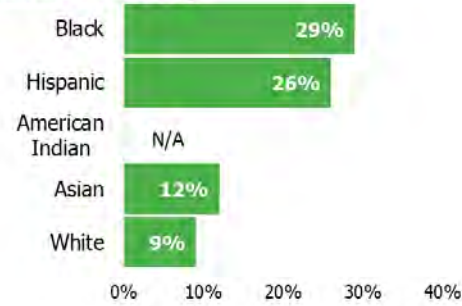


Percent of **children living in poverty by race and ethnicity, 2018**

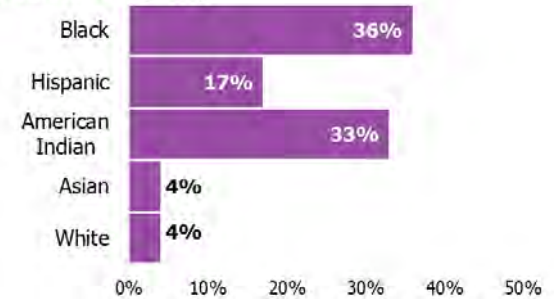
Dane County



Jefferson County



Waukesha County



CAC surveyed residents on what services are needed in the community. Here are their responses. The following are direct quotes from the Community Needs Assessment survey.



Resident Voice

*What suggestions do you have for other **services that are needed** in your community?*

Transportation	Housing	Poverty Prevention
<ul style="list-style-type: none"> ❖ Taxi vouchers or gas vouchers are needed often. More access to these would help (others that I know). ❖ Transportation/rides. ❖ Taxi cards. ❖ Help with ride to jobs. ❖ Car repair assistance. ❖ Transportation. ❖ Transportation to medical appointments. ❖ Without a driver's license my nephew has to rely on friends to drive him to work in order to keep a job. Temp job locations vary making bus travel difficult to rely on. ❖ Transportation to assist with finding employment or Sundays getting to and from work. ❖ Bus passes free. ❖ gas vouchers. 	<ul style="list-style-type: none"> ❖ Housing assistance for people on probation/parole. ❖ When unemployed need rental assistance. ❖ More Housing. ❖ More low income housing! ❖ Rent assistance. ❖ Monitoring of property management company. ❖ Emergency housing resources ❖ Home maintenance assistance. ❖ Help finding housing for people with criminal backgrounds and bad credit or just help finding housing in the local areas. ❖ Affordable housing. ❖ Housing that I can afford to live alone. Without having to share kitchen or bathroom or an apartment. ❖ Need someone to help fix homes. ❖ more help for single women who need housing. ❖ Handy man services for simple repairs. ❖ Help with rent, housing etc. 	<ul style="list-style-type: none"> ❖ Not enough services & help for single people and for those without substance issues or mental health "normal" people get NO assistance! ❖ Assistance for people who just can't afford everything. ❖ I fall in the group of people who cannot afford housing. i am not disabled or a vet or homeless. my kid is 22 and not working. Hasan and housing help with rent will not apply to me because right now I am nearly a month behind. and there is limited funding. everything else helps. because i rarely get over 30 hours a week right now it is hard to pay more than 550 a month for rent currently. there are no resources for someone in my situation. ❖ Jobs for people on probation/parole. ❖ Employment.
Senior Services	Community Support	Special Services
<ul style="list-style-type: none"> ❖ Make sure seniors (60+) are aware of these services & how involved they are ❖ Making seniors more aware of all the sites where they can have daily meals ❖ Like the big brother & big sister program, what about for older people that may need companionship or their dog walked. Helping them to the store. ❖ Senior center so seniors can stay active & meet people. Transportation affordable to doc appts. & groceries. ❖ Sources for elderly seniors & people who might need some form of mental health issues. 	<ul style="list-style-type: none"> ❖ Free programs that people can learn from and have something to do besides work, school and hanging out. ❖ Passes or (discounted) to the museum and other learning places. More free early childhood programs. 	<ul style="list-style-type: none"> ❖ Domestic abuse alternatives would help. ❖ Not sure if you can help with this but I thought that childcare is a need within the community. ❖ Re-entry programs for convicted felons or people with criminal history .

CAC surveyed staff and stakeholder on what services are needed in the community. Here are their responses. The following are direct quotes from the Community Needs Assessment Stakeholder survey.



Staff, Board, and Stakeholder Voice

What project or initiatives would you like to see CAC tackle in the next 2-5 years?

Housing	Holistic Services
<ul style="list-style-type: none"> ❖ Community organizing, more housing programs for homeless, affordable housing ❖ Rapid re-housing programs. Financial assistance for rent, security deposit and phone assistance. Return to housing navigation programs. ❖ Moving affordable housing forward in our communities. ❖ Continue work with affordable housing and low income housing needs ❖ Obtain additional funding to provide rental assistance for more individuals. ❖ Develop education outreach for local communities- seminars on how to be a good tenant, prevent eviction and also programs for landlords about their responsibilities and resources. for tenants. ❖ A better system to link individuals to housing. The current assessment is very long and then only places someone on a waiting list. How about a day program that would assist people in finding immediate housing resources and transportation to shelters. ❖ Emergency Overflow shelter for MEN especially in the winter months ❖ A better system to link individuals to housing. The current assessment is very long and then only places someone on a waiting list. How about a day program that would assist people in finding immediate housing resources and transportation to shelters. ❖ More rental assistance. Better services to help find housing options. Wait lists are too long. An intake is done with a family and it appears that they meet the criteria for services but then are told that there is a 2 year wait. The staff member had less information than I, a person not in the housing field, More realistic services. Staff did a budget with the individual stating that he could afford over \$1200.00 in rent; which was totally outside their budget. ❖ Increasing affordable housing through collaboration with other stakeholders in the community. Obtaining more unrestricted funds to meet or exceed our current program needs. Employment and training program would be good to help participants rise to self sufficiency ❖ collaboration with other stakeholders in the community. Obtaining more unrestricted funds to meet or exceed our current program needs. 	<ul style="list-style-type: none"> ❖ I would like to see programs that include a more holistic view of support and an extended view of basic needs. I would like to see programs that include counseling/mental health assistance/self-improvement/behavioral change, programs that support job training, and in general programs that have a higher level of accountability and do not encourage enabling. ❖ Increasing affordable housing through Employment and training program would be good to help participants rise to self sufficiency ❖ Assistance with vehicle purchase/repair; Assistance with obtaining internet to low income rural consumers; Assistance with Emergency Lodging for those that are not yet homeless or on the verge of homelessness; Assisting community partners with homeless challenges and barriers; Assisting individuals developing a money management plan and maintaining be developing a payee program (which will also assist with securing long term housing options) ❖ Rather than new initiatives, I would suggest strengthening the existing programs and services and developing the agency infrastructure needed to be a quality organization. ❖ Working more in conjunction with other programs like W2, WI Job Service and FSET to establish long term plans for housing and employment. ❖ Training for convicted felons and more relationships with employers to help fill employment gaps. ❖ Ensuring that we are able to hold steady in these challenging times, ensure that we can continue to serve as many people as possible-- holding steady would be amazing for the next 3 years. ❖ Become more visible as an advocate and voice on anti-poverty efforts. ❖ Expanding the clothing center and more programs to help clients become self-sufficient.

Food Access

- ❖ Increase focus on childhood hunger and please keep the senior boxes coming!
- ❖ Having some sort of location to teach folks to preserve (can, freeze, etc.) foods to be able to use year round. Clean kitchen to do own repackaging to cut down on food waste.
- ❖ Gleaning projects in each county.
- ❖ Providing more fresh fruits and vegetables
- ❖ Expanded food access
- ❖ Expanded capacity for nutrition incentive and food security programming.
- ❖ Becoming more sustainable and bringing more local food especially environmentally friendly.
- ❖ An expansion of food services, including but not limited to: adding additional staff, purchasing warehouse space, etc.

Employment

- ❖ Training assistance programs. Not to provide training, but help with supports (case management & help to pay for education).
- ❖ Funding to increase green energy & transportation via homeowner & driver subsidies, i.e. - loans for solar in rural areas. Work Training - apprenticeships. Transportation/DL. Affordable housing options, path to home ownership. Small business loans. Realistic money management. More holistic services. Services that tickle more specific econ development - job training, or create more jobs to give to people.
- ❖ Help w/ entrepreneur training / schooling. Provide space for people to gather together.

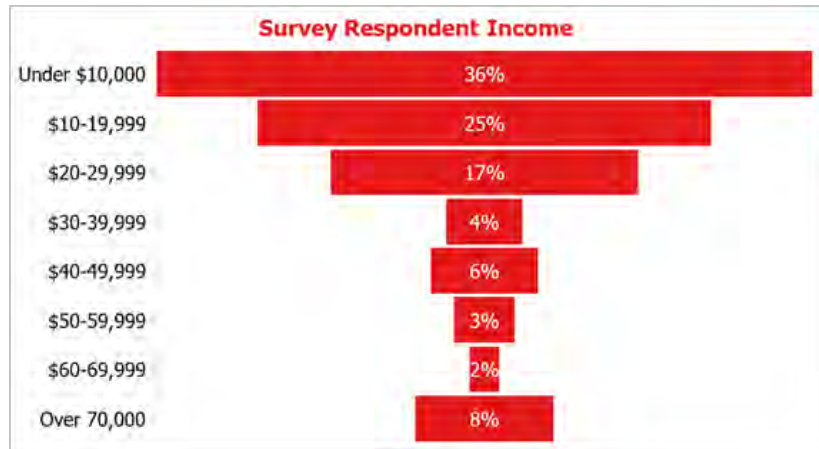
Many Stakeholder's suggested CAC increase organizational capacity

- ❖ CAC may want to consider using the self-assessment tools that are part of the Malcolm Baldrige National Quality Award as a means to that end. Information may be found at: <https://www.nist.gov/baldrige/baldrige-award> . I would hope that you are also obtaining input from your clientele.
- ❖ I would like to see us develop our board members and process for standard board operations - CSBG audit and preparation, Executive Committee Election, Board member training. I would also like to see more interaction between the board, employees, volunteers and program participants.
- ❖ Improve efficiency and become more accessible to various ethnic groups.

Living Expenses

Living expenses is the amount of money needed to sustain a basic level of living, usually including housing, transportation, utilities, health care, food, and taxes.

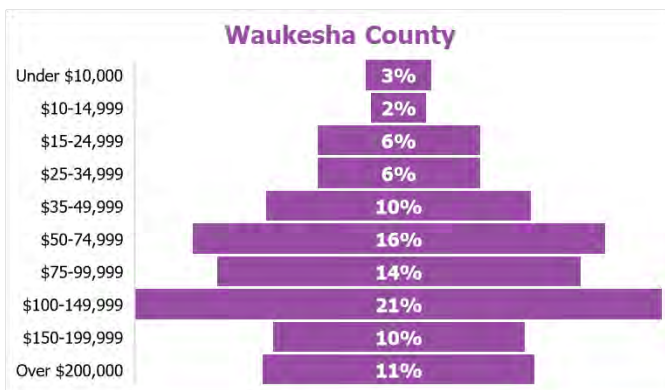
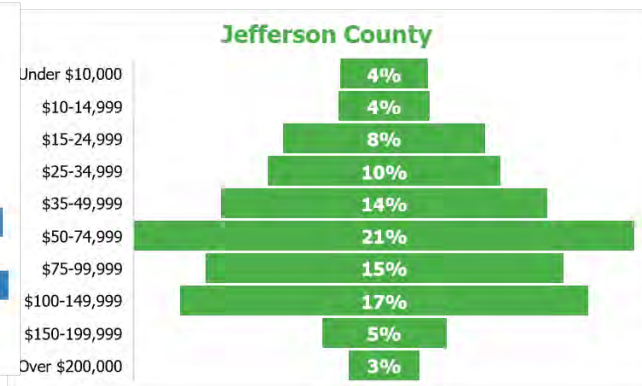
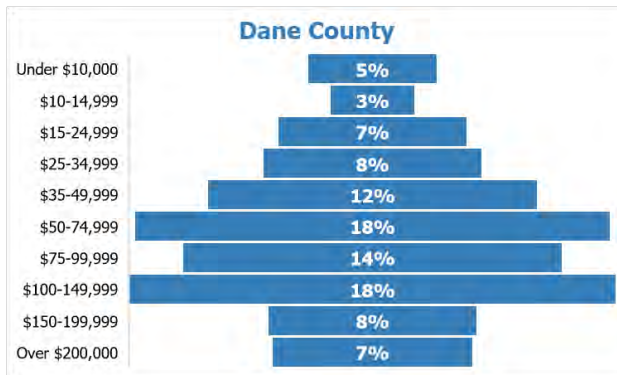
CAC survey respondents reported lower incomes compared to the county population with 78% of respondents making under \$15.00/hr. or \$30,000.



The graphs below depict total population by income for each county.

The next page shows the Massachusetts Institute for Technology living wage by number of people in the household for each county.

Population by Income, 2010-2018.



Dane County

	1 Adult				2 Adults (1 working)				2 Adults (both working)			
	Children				Children				Children			
	0	1	2	3	0	1	2	3	0	1	2	3
Living Wage	\$12.64	\$26.86	\$31.87	\$39.88	\$20.27	\$24.32	\$26.87	\$31.18	\$10.14	\$14.77	\$17.27	\$20.65
Poverty Wage	\$6.00	\$8.13	\$10.25	\$12.38	\$8.13	\$10.25	\$12.38	\$14.50	\$4.06	\$5.13	\$6.19	\$7.25
Minimum Wage	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25

Jefferson County

	1 Adult				2 Adults (1 working)				2 Adults (both working)			
	Children				Children				Children			
	0	1	2	3	0	1	2	3	0	1	2	3
Living Wage	\$11.27	\$25.25	\$30.25	\$37.67	\$18.36	\$22.70	\$25.25	\$28.96	\$9.18	\$13.96	\$16.46	\$19.54
Poverty Wage	\$6.00	\$8.13	\$10.25	\$12.38	\$8.13	\$10.25	\$12.38	\$14.50	\$4.06	\$5.13	\$6.19	\$7.25
Minimum Wage	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25

Waukesha County

	1 Adult				2 Adults (1 working)				2 Adults (both working)			
	Children				Children				Children			
	0	1	2	3	0	1	2	3	0	1	2	3
Living Wage	\$11.62	\$25.71	\$30.72	\$37.57	\$19.10	\$23.17	\$25.72	\$28.86	\$9.55	\$14.19	\$16.69	\$19.49
Poverty Wage	\$6.00	\$8.13	\$10.25	\$12.38	\$8.13	\$10.25	\$12.38	\$14.50	\$4.06	\$5.13	\$6.19	\$7.25
Minimum Wage	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25

Citation: Living Wage Calculator MIT, Wisconsin <https://livingwage.mit.edu/states/55>

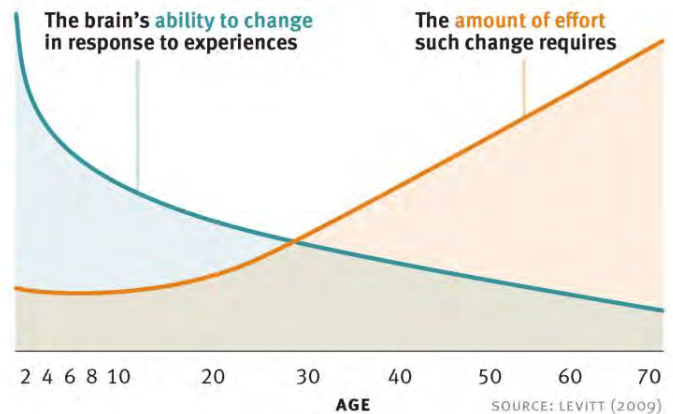
Education

Early experiences affect the development of the brain architecture, which provides the foundation for all future learning, behavior and health.

Access to quality educational opportunities promote health of children, youth and adults by increasing healthy behaviors, employment opportunities, and social/psychological benefits. According to the Harvard Center for the Developing Child, early investments in infant and child education help build the basic architecture of the brain. This means it is easier and less costly to form strong brain circuits during the early years that it is to intervene or “fix” them later.

When does educational disadvantage begin?

From the parental period through the first years of life the brain undergoes its most rapid development. In the early years, healthy emotional and cognitive development is shaped by responsive, dependable interaction with adults, while chronic or extreme adversity can interrupt normal brain development. When a young child is protected by supportive relationships with adults, they learn to cope with everyday challenges and can regulate their bodies stress responses. Toxic stress experiences and adversity such as poverty, abuse and neglect, parental substance abuse or mental illness, and exposure to violence can have a cumulative toll on an individual’s physical and mental health. Beyond the physiological effects of stress, poor physical and mental health make it difficult to learn. (Harvard, 2007)



Center on the Developing Child HARVARD UNIVERSITY

www.developingchild.harvard.edu

How should CAC take action?

Understanding and assessing the impact of toxic stress on program participants may help caseworkers identify resource needs and gaps, preventing economic stability. Reimagining our programs and services using a trauma-informed approach can increase participant satisfaction, support engagement with caseworkers, and allow CAC to support staff who may experience secondary-trauma. Additionally, taking a holistic approach to reducing household toxic stress, can reduce the next generations risk for adversity, poverty and economic instability.



What do we know about Education?

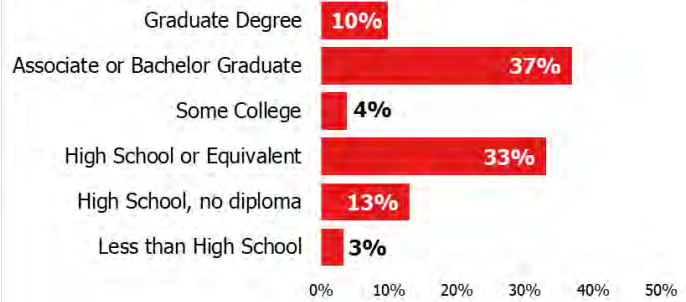
A. Educational Attainment

Educational Attainment

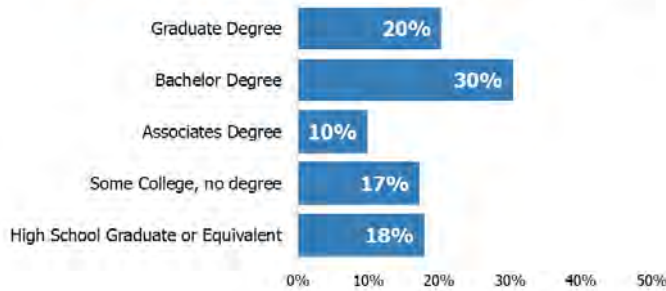
Access to quality education opportunities can promote the health of children, youth, and adults by increasing healthy behaviors, employment opportunities, and social/psychological benefits.

In 2020, 49% of CAC survey respondents reported having higher than a high school diploma or equivalent.

Survey Respondents Educational Attainment

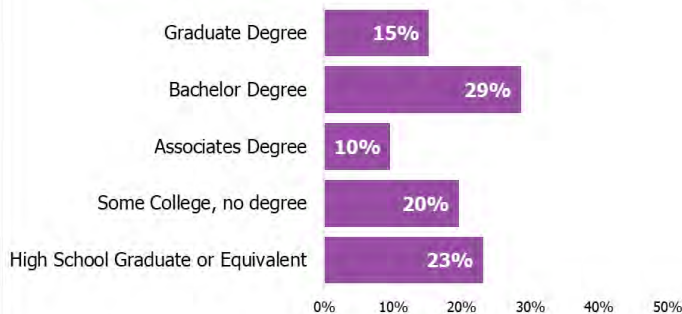


Dane County Educational Attainment, 2010-2018



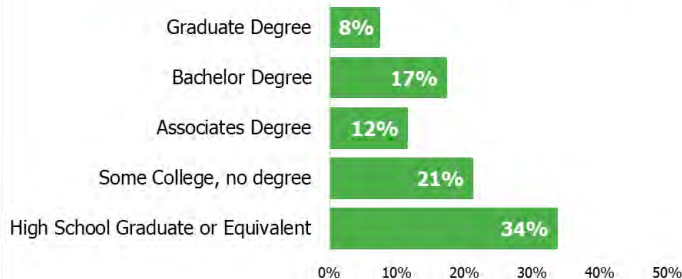
In Dane County 77% of the population has received some college level education, with over 50% obtaining a bachelor's degree or higher.

Waukesha County Educational Attainment, 2010-2018



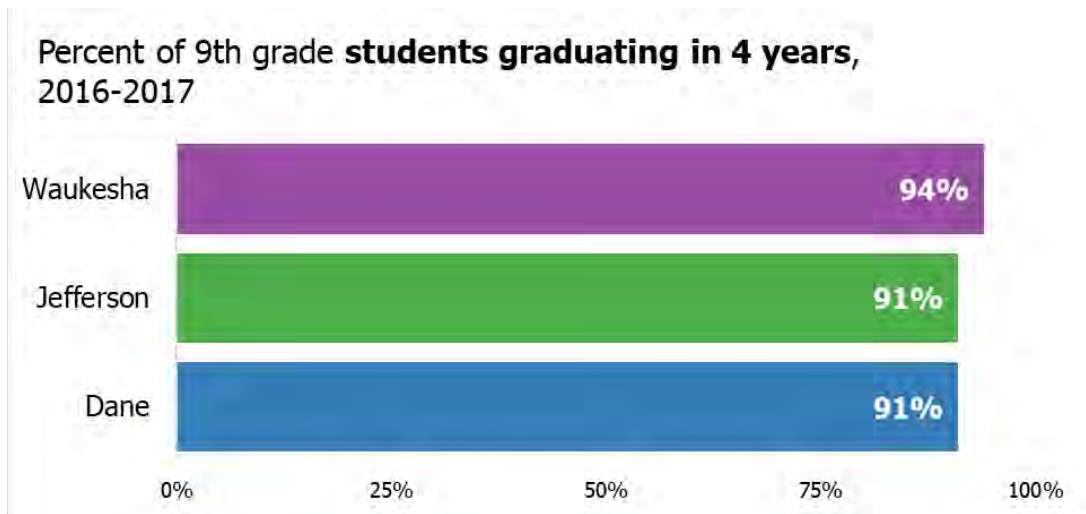
In Waukesha County 74% of the population has received some college level education, with over 44% obtaining a bachelor's degree or higher.

Jefferson County Educational Attainment, 2010-2018



In Jefferson County 58% of the population has received some college level education, with over 25% obtaining a bachelor's degree or higher.

On predictor of early access to a quality education, is the percent of 9th grade students who graduate within 4 years. According to the Wisconsin Department of Public Instruction, more than ninety percent of students are able to graduate from High School within 4 years. While everyone's journey is unique, understanding how most youth are doing in each community can be helpful. Waukesha County has the highest rate of 9th grade students graduating in four years with 94% of students achieving this goal, Jefferson and Dane County's rates are a bit lower with 91%.



Health and Health Care

Widespread disparities exist in health outcomes and care in Wisconsin.

Our ability to have good physical, social, and mental health is easier when the health care services are close to where we live, affordable, and of high quality. People who have both health insurance and easy access to care are more likely to receive preventative services like flu shots, screenings, and vaccines. Preventative services reduce health care spending through early identification of diseases and risk factors. (Health People, 2020 and County Health Rankings, Access to Care)

Everyone can take a role in managing their health and the health of those in their care. However, with the increasing complexity of health information and health care settings, most people need additional information, skills, and supportive relationships to meet their health needs. Health literacy includes relevant information, skills, and relationships needed to promote health (MICHIR).

What health and health care disparities persist?

While the Affordable Care Act has increased access to health care, many prolonged disparities persist across our community. Nationally, disparities in health outcomes, preventive services and health care exist for people of color, even when controlling for insurance status and income. (WCHQ, 2019) According to the Wisconsin Family Health survey residents living in poor or near-poor households were less likely to have had health insurance for the past year (89 and 86% vs. 96% respectively). Adults ages 18-44 were the least likely to have health insurance, with an estimated 7% being uninsured. Hispanics were less likely than whites to have had health insurance for the past year (82% vs. 94%).

How should CAC take action?

CSBG funds can be used for a wide variety of activities designated to assist low-income families and individuals, including homeless households, refugees, migrant or seasonal farmworkers, and elderly low-income individuals and families. One of the allowable activities included making more effective use of other programs that help people meet basic needs to achieve greater self-sufficiency. Additionally, CAC's primary funding source supports developing coordination and linkage between government and other social service program to eliminate duplication of services and ensure effective delivery of service to low income people. This means CAC staff and caseworkers can prioritize support for participant enrollment in other programs, such as Medicaid to reduce disparities for groups without access to health insurance.



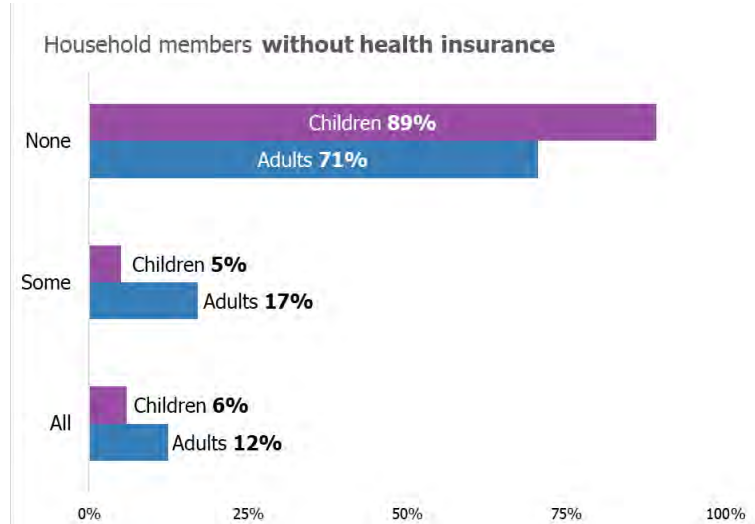
What do we know about **Health and Healthcare?**

A. Healthcare and Insurance

Healthcare and Insurance

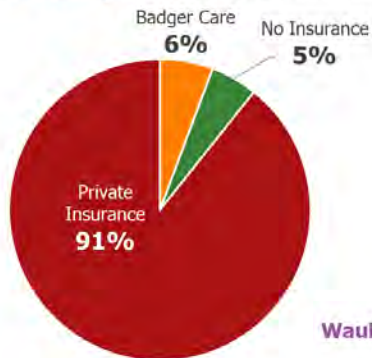
Our ability to have good physical, social, and mental health is easier when the health care services are close to where we live, affordable, and of high quality. People who have both health insurance and easy access to care are more likely to receive preventative services like flu shots, screenings, and vaccines.

A total of 243 people responded to the CAC survey item about Health Insurance. Nearly a third of all households reported having some or all adults without health insurance.

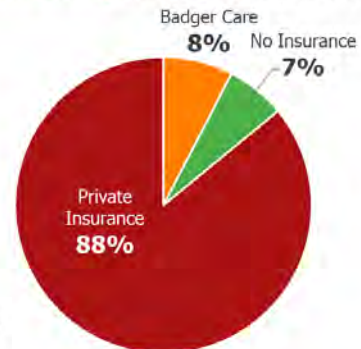


To compare our respondents to the total population, below are the percent of people by private, public and no health insurance for each county.

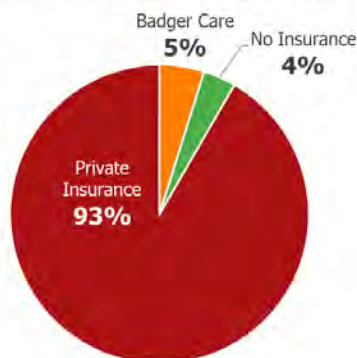
Dane County Health Insurance, 2010-2018



Jefferson County Health Insurance, 2010-2018



Waukesha County Health Insurance, 2010-2018



Neighborhood and Build Environment

How our communities are planned, designed and built can have a major influence on our health. (RWJF, 2020)

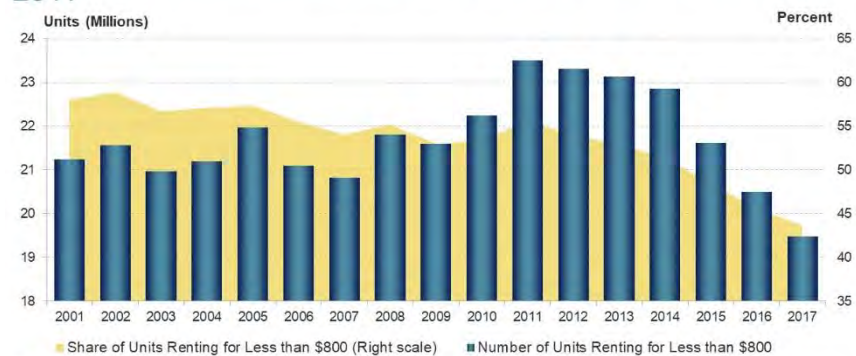
Many people are surprised to learn that your neighborhood and built environment are more likely to impact your health than health behaviors. Families who have greater access to safe and stable housing, have easy access to affordable fruits and vegetables, and can easily access safe open spaces where they can be physically active have better outcomes.

What are the major trends in neighborhood and build environment disparities?

Nationally, public concern about a rental affordability crisis has increased in many areas of the country as cost burdens have moved up the income scale. Households with incomes under \$15,000 continue to have the highest burden rates, with 83 percent paying more than 30 percent of income for housing, including 72

percent paying more than 50 percent. These shares were largely unchanged between 2011 and 2017. The number of units renting for under \$800 fell by 1.0 million in 2017 alone, bringing the total drop in 2011–2017 to 4.0 million.

The Low-Rent Stock Has Shrunk by Four Million Units Since 2011



Note: Contract rents are inflated using CPI-U for All Items Less Shelter.
Source: JCHS tabulations of US Census Bureau, American Community Survey 1-Year Estimates.

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Joint Center for Housing Studies of Harvard University JCHS

How should CAC take action?

Quality affordable housing is a major problem across our community. CAC could follow the example of other regional efforts to assess housing quality, target neighborhoods for infrastructure development, and develop new and broad partnerships to improve both the quality and quantity of affordable housing. (Buffalo Housing Opportunity Strategy, 2017)



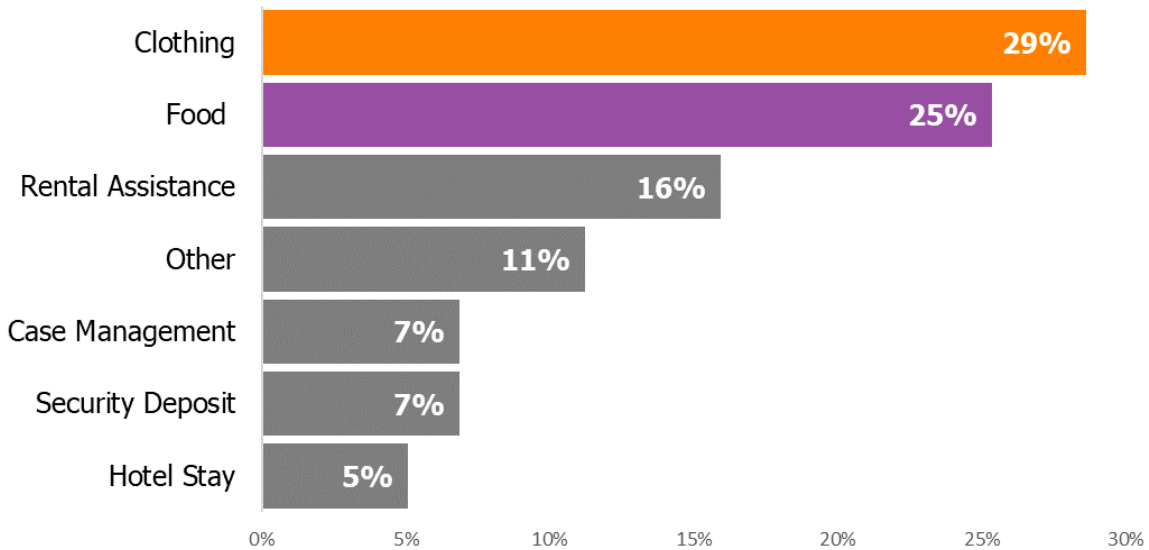
What do we know about **Neighborhood and Build Environments?**

- A. Access to Healthy Food Options
- B. Availability and Quality of Housing
- C. Transportation

Access to Healthy Food Options

Making affordable, healthier foods more available to underserved residents is one of several strategies to help individuals make healthier choices about what to eat and may be associated with better health outcomes. (Centers for Disease Control and Prevention, 2008).

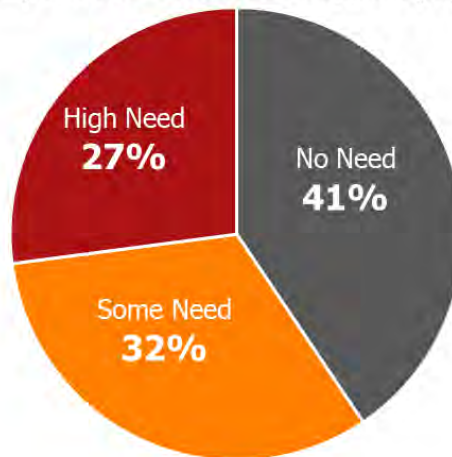
Percent of residents surveyed who used CAC services by type, 2018



One in four survey respondents reported using CAC’s food service programs in 2020. Just under a third who reported using the Dane County clothing center. A total of 276 people responded to this question.

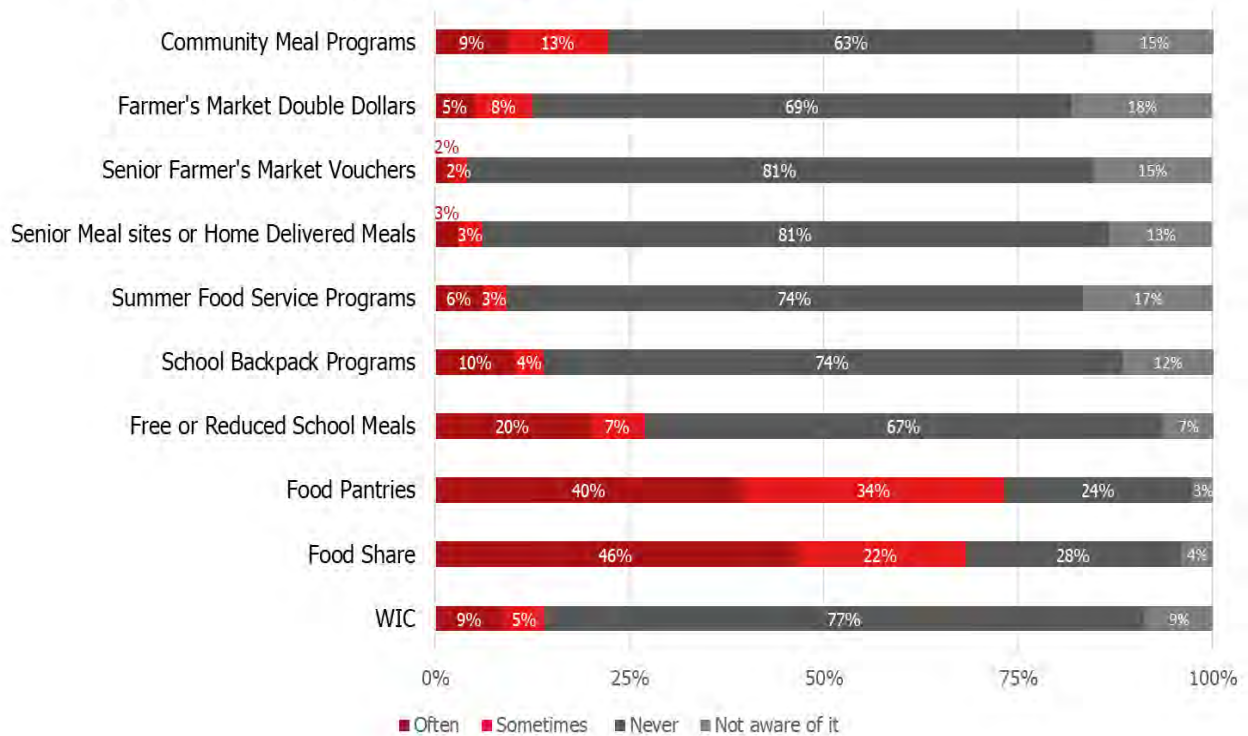
More than 50% of CAC survey respondents report at either some or high need in paying for food.

Percent of respondents who need support paying for food



When respondents described the food security programs they have used in the past, many individuals mentioned accessing food pantries (74%) or Food Share (68%). The graph below shows which food security programs are most used by respondents.

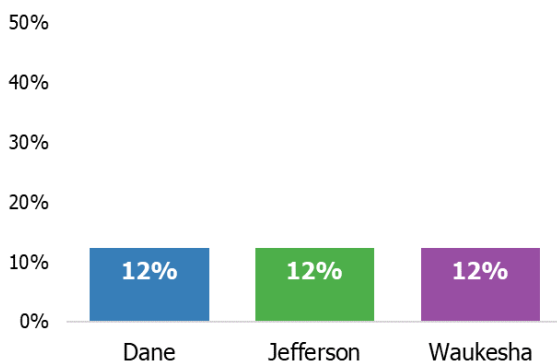
Respondents self-reported service use



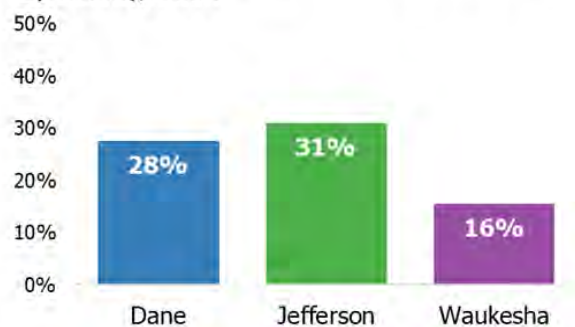
The USDA reports a higher percentage of students are eligible for free lunch in Dane (28%) and Jefferson (31%) Counties than Waukesha (16%), however all counties report a similar rate in overall SNAP utilization (12%).

SNAP benefits and free lunch eligibility by county, USDA

Percent of residents utilizing **SNAP benefits**, 2016

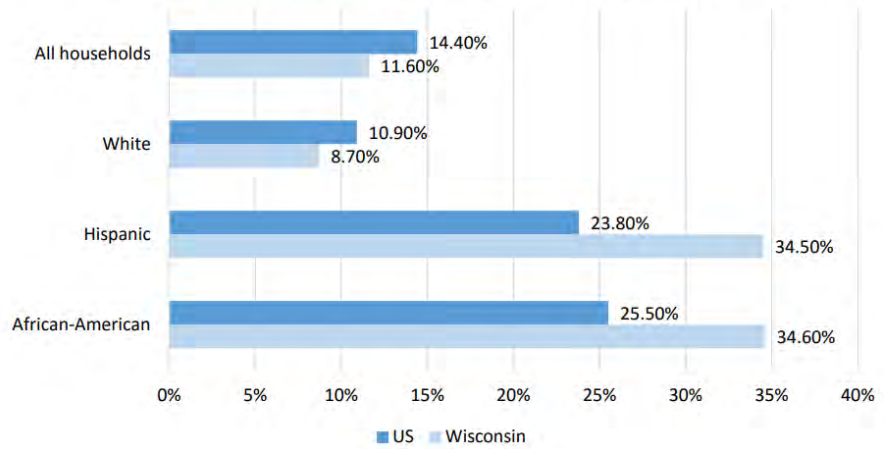


Percent of **students eligible for free lunch** by county, 2014



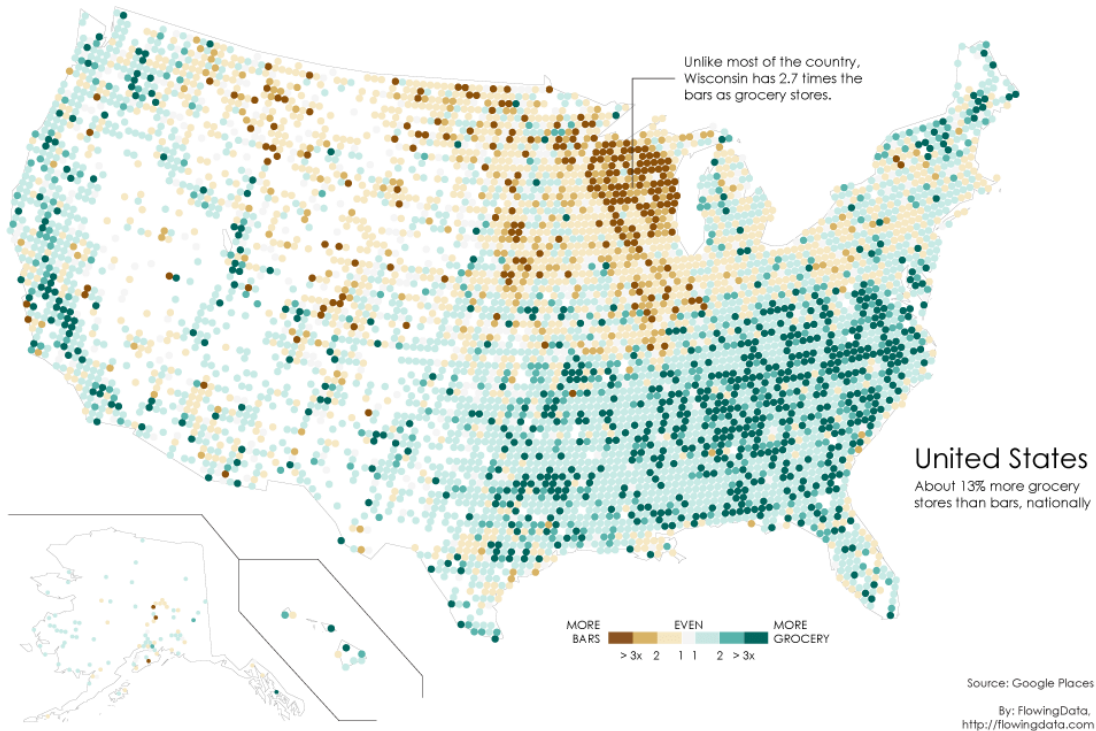
Dane County released a 2016 white paper called Hunger and Food Security in Wisconsin and Dane County, which makes the case for viewing food insecurity as a critical equity issues. The chart below shows how Wisconsin's overall food insecurity rate masks deep racial and ethnic inequalities.

Food Insecurity in the US and Wisconsin by Race and Ethnicity



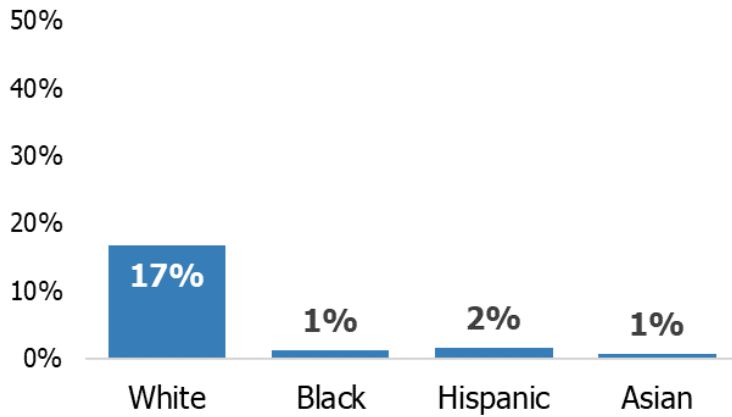
Number of Bars vs. Grocery Stores, Floatingsheep, 2008

A group called Floatingsheep led by Nathan Yau, collected data about the number of bars across the United States, and they compared those counts against the number of grocery stores. The map they created found **Wisconsin had 2.7 times as many bars as grocery stores**, standing in stark contrast to much of the United States. (Yau, 2008)

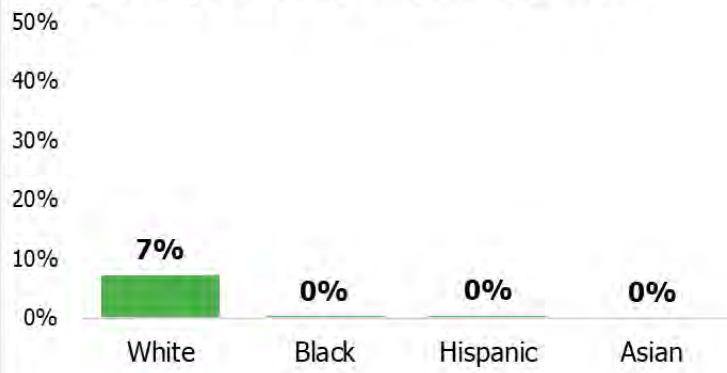


The USDA offers data on the percent of residents with **low access to grocery stores** by race/ethnicity. This county level data is from 2015.

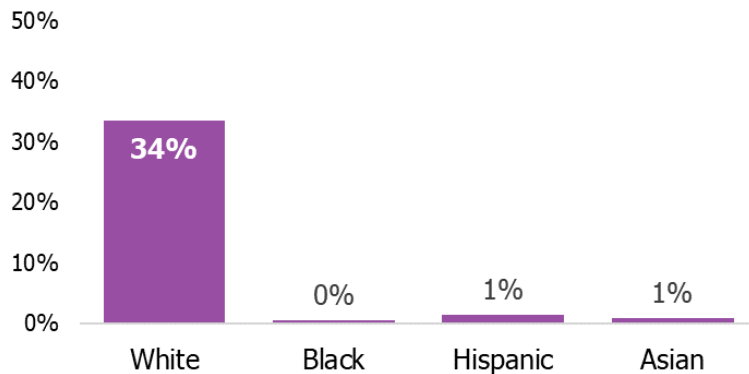
Dane County residents with **low access to grocery stores** by race/ethnicity, 2015



Jefferson County residents with **low access to grocery stores** by race/ethnicity, 2015



Waukesha County residents with **low access to grocery stores** by race/ethnicity, 2015

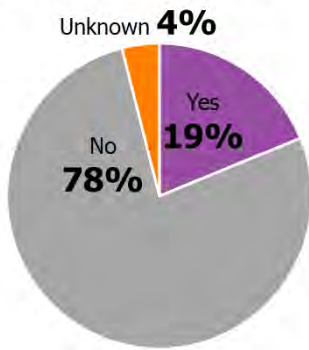


Availability and Quality of Housing

Aspects of housing quality include air quality, home safety, space per individual, and the presence of mold, asbestos, or lead (Centers for Disease Control and Prevention).

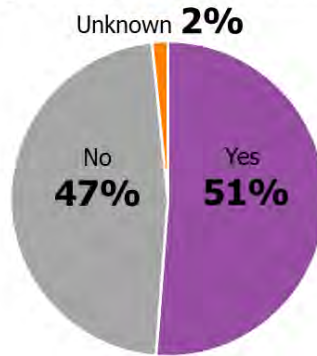
In the CAC Community Needs Assessment, respondents were asked to report if they or a member of the household had ever received housing assistance, experienced homelessness, or applied for energy assistance. Half of all respondents reported having an experience with homelessness and applying for energy assistance, yet only nineteen percent had received housing assistance.

Respondents whose family receives housing assistance



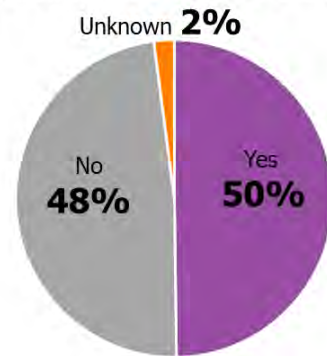
N=248

Respondents who have ever experienced homelessness



N=246

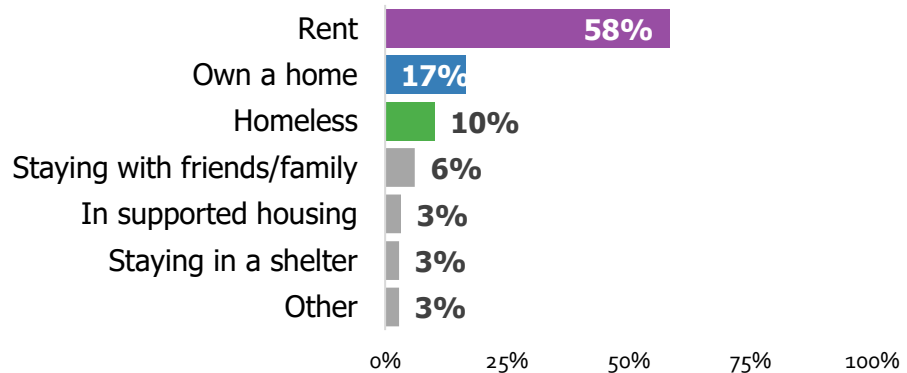
Respondents who have ever applied for energy assistance



N=241

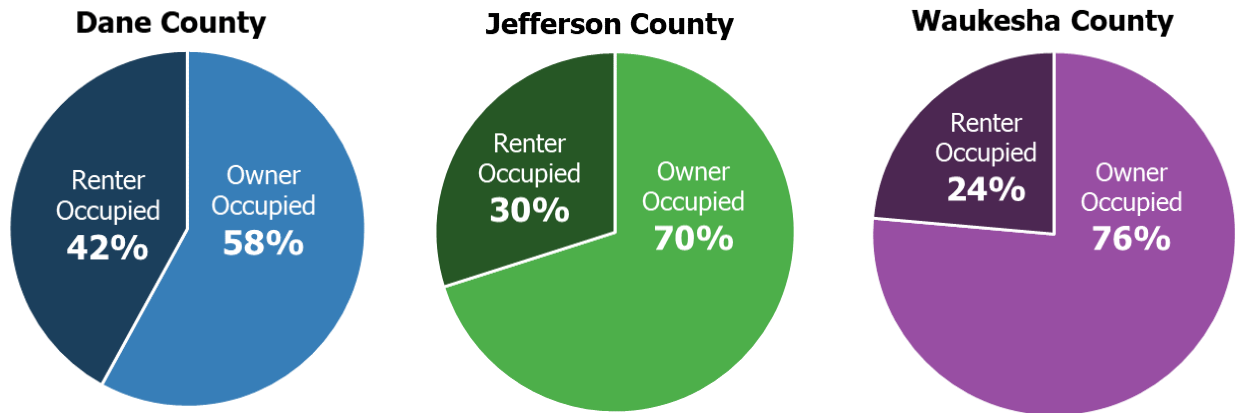
Current Housing Situation of respondents

At the time of the survey, 10% of respondents were experiencing homelessness, 17% owned a home, and 58% were renting.



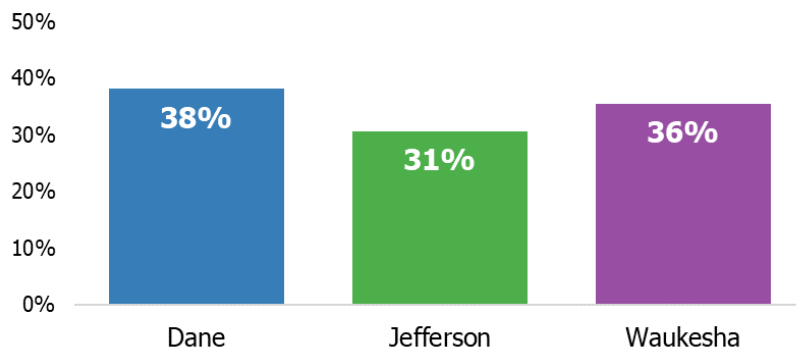
Comparing our survey to each county population, the American Community Survey offers data on renter versus owner occupied homes. This data show that Waukesha County (76%) has the greatest percentage of owner-occupied housing followed by Jefferson (70%) and Dane (58%).

Percent of **residents who rents vs. owns** their home by county, American Community Survey, 2010-2018



One measure of housing affordability includes looking at the percent of the population who pays more than 35% of their income on rent. This data is collected for each county in the American Community Survey. The graphs below show the percent of people in each county who pay more than 35% of their income on rent and the median rent for each county.

Residents who **pay more than 35% of their income on rent**, 2010-2018



Median rent by county, according to the American Community Survey, 2010-2018

Dane	Jefferson	Waukesha
\$ 1,031.00	\$ 854.00	\$ 1,014.00

One measure to assess the quality of the housing stock in each county is to look at the number of homes who lack essential components such as plumbing, a complete kitchen, or telephone service. The American Community Survey provides data on the number of housing units in each county that lack one of the essential components for healthy living.

Number of **substandard homes** in each county according to the American Community Survey, 2010-2018

	Dane	Jefferson	Waukesha
Homes lacking a complete plumbing	451	39	495
Homes lacking a complete kitchen	1668	261	790
Homes with no telephone service	3724	547	2398

CAC surveyed residents on what services are needed in the community. Here are their responses. The following are direct quotes from the Community Needs Assessment survey.



Resident Voice

*What suggestions do you have for improving **HOUSING SERVICES** ?*

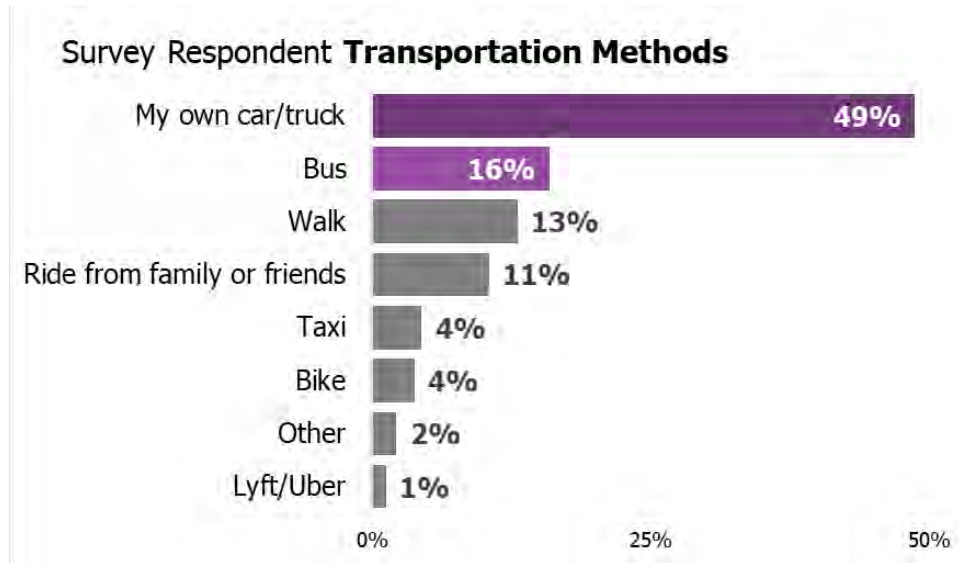
Housing Access	Emergency Shelter
<ul style="list-style-type: none"> ❖ Cheaper Sr Living housing. ❖ More housing available for Watertown. ❖ No housing for sex offenders. ❖ More affordable housing that accepts barriers (bad credit). ❖ More safe AFFORDABLE housing ❖ More tiny houses and carefully run long-term hotel-like options. ❖ Help finding affordable housing that works with people with criminal backgrounds and bad credit. ❖ There are no apartments for rent in Watertown 53094 Section 8. ❖ More affordable housing for people who don't have a section 8 or low-income housing. ❖ Need more affordable senior housing. ❖ Need affordable housing. 	<ul style="list-style-type: none"> ❖ My needs are currently met, but I do peer support with other low-income individuals who are in desperate need. 1-3-year waitlists while people fight over shoes at shelters. ❖ To open up an actual shelter. ❖ Services need to offer some kind of help before 2 days before you need to leave. Could not any help on this issue while being in hospital & long recovery.
Education	
<ul style="list-style-type: none"> ❖ Better help understanding and applying for any housing programs available. ❖ Right now I can't even think about owning a house and neither can anyone I know. We don't have the money. 	

Transportation

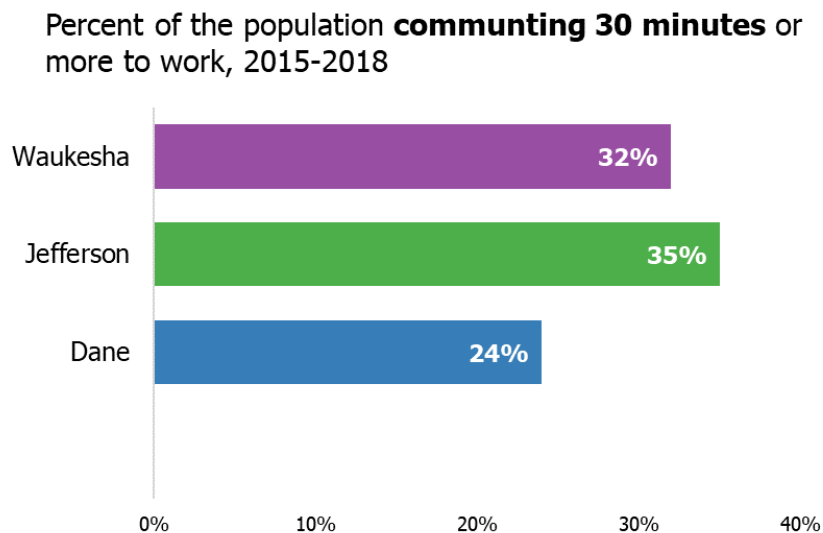
Having access to high quality transportation options is important for promoting community health. Transportation can affect a person’s access to health care services, employment opportunities, healthier grocery stores, and other needed services and supports. Improved public transit also has the benefit of lower rates of traffic injuries, less air pollution, and improved mobility for pedestrians ([Massachusetts Public Health Association, 2016](#)).

Half of survey respondents reported their primary transportation method was something other than their own vehicle.

314 people responded to this question.



Long commutes can be challenging for residents. The American Community Survey offers a snapshot of the percent of residents in each county who commute 30 minutes or longer.



CAC surveyed residents on what services are needed in the community. Here are their responses. The following are direct quotes from the Community Needs Assessment survey.



Resident Voice

*What suggestions do you have for improving **TRANSPORTATION SERVICES?***

Employment and Medical Access	Maintenance Costs
<ul style="list-style-type: none"> ❖ Getting to work. ❖ Bus routes (even limited) work vouchers for cabs or uber to get to work until paychecks start. Sometimes with new job it takes a few weeks to get paid. ❖ Transportation services to find employment or simply be. ❖ Affording a bus pass each month is a hurdle to keeping a job, as is moving around to different parts of the county to find short-term housing (friends to crash with). ❖ Having resources to get jobs. ❖ Medical Transportation. ❖ Medical Appointments. 	<ul style="list-style-type: none"> ❖ Gas, tires, oil changes, insurance, plate renewal ❖ I have a 20-year-old car that needs repair. ❖ Easier to obtain bus passes would help. Also, My nephew is trying to live in a car now, but the car he can afford requires a lot of maintenance, licenses and payment of past fines to be able to get a driver's license to move the car or use it to travel legally to work. ❖ Auto repairs. ❖ The fees are ridiculous. I can't afford to register my car next month because it's so high. ❖ I would like to resources & help repair my car & to get full time work. I have reliable transportation w/ a car.
Transportation Costs	Public Safety and Reliability
<ul style="list-style-type: none"> ❖ Gas vouchers. ❖ help paying citations - reinstatement of driver's license. ❖ Cheaper taxi's. Maybe people to help others obtain a vehicle to take road tests. ❖ Taxi cards. ❖ The process thru Dane co center is difficult to obtain resources to help buy a car. No one wants to send copy of title.... ❖ EBT for gas. 	<ul style="list-style-type: none"> ❖ Worries free cab at night. ❖ Easier access to low income transportation... lower cost for paratransit. ❖ I wish there were available rides to nearby cities ❖ My daughter who attends high school needs bussing after school. ❖ For Metro Transit to ride closer together during the evening and the weekend. ❖ Having problems with taxi service. ❖ Busses running more often not on schedules every 15 minutes.

Appendixes

Appendix A: Organizational Standards Checklist

Community Assessment – Organizational Standards Checklist

Standard 1.2

The organization analyzes information collected directly from low-income individuals as part of the community assessment.

Standard 2.2

The organization utilizes information gathered from key sectors of the community in assessing needs and resources. This would include *at minimum*: community-based organizations, faith-based organizations, private sector, public sector, and educational institutions.

Standard 3.1

The organization conducted a community needs assessment and issued a report within the last 3 years.

Standard 3.2

As part of the community assessment, the organization collects and includes current data specific to poverty and its prevalence related to gender, age, and race/ethnicity for their service areas(s).

Standard 3.3

The organization collects and analyzes both qualitative and quantitative data on its geographic service area(s) in the community assessment.

Standard 3.4

The community assessment includes key findings on the causes and conditions of poverty and the needs of the communities assessed.

Standard 3.5

The governing board formally accepts the completed community assessment.

Standard 4.2

The organization's Community Action plan is outcome-based, anti-poverty focused, and ties directly to the community assessment.

Standard 6.4

Customer satisfaction data and customer input, collected as part of the community assessment, is included in the strategic planning process.

Other Organizational Standards to consider:

- Standard 1.1**
The organization demonstrates low-income individuals' participation in its activities.
- Standard 1.3**
The organization has a systematic approach for collecting, analyzing, and reporting customer satisfaction data to the governing board.
- Standard 2.3**
The organization communicates its activities and its results to the community.
- Standard 2.4**
The organization documents the number of volunteers and hours mobilized in support of its activities.
- Standard 5.2**
The organization's governing board has written procedures that document a democratic selection process for low-income board members adequate to assure that they are representative of the low-income community.
- Standard 9.1**
The organization has a system or systems in place to track and report client demographics and services customers receive.

Appendix B: Statutes and Legal Requirements

Section 676(b)(1) of the CSBG Act, Wis. Stat. s. 49.265(3)(b), and the Wisconsin State CSBG Plan for Federal Fiscal Years 2014 and 2015.

CSBG funds can be used for a wide variety of activities designated to assist low-income families and individuals, including homeless households, refugees, migrant or seasonal farmworkers, and elderly low-income individuals and families, with the following: 1. To secure and retain meaningful employment; 2. To attain an adequate education; 3. To make better use of available income; 4. To secure needed transportation; 5. To obtain and maintain adequate housing and a suitable living environment; 6. To obtain emergency assistance through loans, grants, or other means to meet immediate and urgent family and individual needs; 7. To remove obstacles and solve problems that block self-sufficiency; 8. To achieve greater participation in the affairs of the community, including the development of public and private grassroots partnerships with local law enforcement agencies, local housing authorities, private foundations, and other public and private partners; and 9. To make more effective use of other programs that can help them meet basic needs and achieve greater self-sufficiency. Agencies may also use CSBG funds to: 1. Address the needs of youth in low-income communities through youth development programs and after-school child care programs; 2. Research the causes of and problems created by poverty in the community; 3. Determine if programs to reduce poverty are working effectively; 4. Coordinate and establish linkages between governmental and other social services programs to eliminate duplication of services and ensure the effective delivery of services to low-income individuals; 5. Create methods by which persons experiencing poverty can work with private groups to solve common problems; 6. Apply for funds from various sources to support a community action program; and 7. Encourage the use of private sector resources in efforts to alleviate poverty in the community. Agencies will determine the specific assistance and programs they will provide, based on needs identified in local communities.

From the CSBG Act – Section 676(b)(11):

“an assurance that the State will secure from each eligible entity in the State... a community action plan ... that includes a community-needs assessment for the community served, which may be coordinated with community-needs assessments conducted for other programs...”

Office of Economic Opportunity Instruction (1970):

“CAA(s) must develop both a long-range strategy and specific, short-range plans for using potential resources...In developing its strategy and plans, the CAA shall take into account the areas of greatest community need, the availability of resources, and its own strengths and limitations.”



Appendix C: References

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Appendix D: Surveys and Forms

Community Investment Survey- Residents

2019-2020 Community Investment Survey - Resident

Resident Survey The Community Action Coalition for South Central Wisconsin (CAC) serves more than 10,000 people per year. CAC is serving the residents of Dane, Jefferson and Waukesha Counties. We want to learn about how to open more opportunities for economic advancement and security for everyone that lives here. Your answers to the questions on this anonymous survey are important to us. Whether or not you or someone close to you has experienced the needs listed, we would appreciate your opinions on how to develop better resources and improve the entire community. Your participation is voluntary and should take no more than 5-10 minutes. We anticipate the findings from this research will be published on our website <https://www.cacscw.org> by December 2020

1. In what range is your age?

- 18-24
- 25-44
- 45-54
- 55-59
- 60-64
- 65-74
- 75+

2. What is your gender?

- Female
- Male
- Prefer not to say

3. Which county do you live in?

- Dane
- Jefferson
- Waukesha

4. What is your zip code?

5.How would you describe where you live?

- Rural countryside
- Small town
- Suburban
- Medium-sized city/village
- City/urban area

6.What is your military status?

- Veteran
- Active Military
- No military status
- Don't know

7.How many people live in your household?

	1	2-4	5 or more
Adults (18 or over)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Children (under 18)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8.Which of the following describes your race?

- White
- Black or African American
- Hispanic or Latino
- Asian
- American Indian or Alaskan Native
- Native Hawaiian or other island Pacific Islander
- Multi-race (two or more of the above)
- Prefer not to answer

9.What is your ethnicity?

- Hispanic, Latino or Spanish Origins
- Not Hispanic, Latino or Spanish Origins
- Prefer not to answer

10. What language do you most often speak at home?

- English
- Spanish

11. How would you describe your household? Check all that apply

- Single parent with child/children
- Married with child/children
- Widow/widower
- Single, live alone
- Married, no children at home
- Single, living w/ significant other

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

- Grades 0-8
- Grades 9-12/Non-Graduate
- High school graduate/GED
- 12 grade + Some post-secondary
- 2- or 4-years college graduate
- Graduate of other post-secondary school

13. What is your employment status?

- Working full-time (30 or more hours per week)
- Working part-time (29 or less hours per week)
- Unemployed for 6 months or less
- Unemployed for more than 6 months
- Unemployed but not in labor force
- Retired
- Migrant seasonal farm worker

14. Do you or does anyone in your family receive housing assistance (Section 8 or subsidized housing)?

- Yes
- No
- Don't Know

15. Which of the following best describes your housing situation?

- Own a home
- Rent
- Staying with friends/family
- Homeless
- Staying in shelter
- In supported housing

16. Have you or anyone in your household ever been homeless?

- Yes
- No
- Don't Know

17. Have you ever applied for Energy Assistance to help pay for heat and/or electricity?

- Yes
- No
- Don't Know

18. What are your sources of income?

- Wages from a job
- Self-employment
- Child Support
- Social Security (retirement 62+)
- Disability (SSI or SSDI)
- Pension/Retirement
- W-2/TANF

19. Please tell us about the Health Insurance for members of your household:

	All	Some	None
How many adults (18 years or older) in your household DO NOT have health insurance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How many children (under 18 years) in your household DO NOT have health insurance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. What is your primary method of transportation? Check all that apply.

- My own car/truck
- Ride from family or friends
- Taxi
- Walk
- Bike
- Lyft/Uber
- Bus

21. What is the total yearly income for all members of your household combined?

- Less than \$10,000
- \$10,000 to \$19,000
- \$20,000 to \$29,000
- \$30,000 to \$39,000
- \$40,000 to \$49,000
- \$50,000 to \$59,000
- \$60,000 to \$69,000
- \$70,000 or more

22. Are you receiving OR have you ever received services from the Community Action Coalition for South Central, Wisconsin, Inc. (CAC)?

- Yes, Now
- Yes, in the past
- Never
- Don't know

23. If you are receiving or have received assistance from CAC, what services or assistance do you or have you received? Select all that apply.

- Rental Assistance
- Security Deposit
- Hotel Stay
- Clothing
- Food
- Case Management

24. Do you use any of these services?

	Often	Sometimes	Never	Not aware of it
Women, Infants and Children (WIC)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FoodShare/Quest Card (food stamps)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food pantries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Free or Reduced School Meals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School backpack program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Summer Food Service Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Senior meal site or home delivered meals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Senior Farmers Market Voucher's	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Farmer's Market Double Dollars	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community meal programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Free Clothing banks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. Do existing resources meet your needs?

- Yes
- No
- Don't know

26. What suggestions do you have for other services that are needed in your community?

27. Please rate the following statements about EMPLOYMENT & FINANCIAL SERVICES based on your current needs: I need help with:

	Not a Need	Some Need	High Need
Getting a better paying job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting a job with more hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding a job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting a GED	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Completing tax forms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training or education for better job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance paying for school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help keeping job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help learning to speak English	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

28. Do you feel existing resources meet your EMPLOYMENT & FINANCIAL SERVICES needs?

- Yes
- No
- Don't Know

29. What suggestions do you have for improving EMPLOYMENT & FINANCIAL SERVICES in your community?

30. Please rate the following statements about HOUSING SERVICES based on your current needs: I need help with:

	Not A Need	Some Need	High Need
Paying for rent/security deposit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Making house payments (mortgage)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying for home repairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying for utility bills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding safe, affordable housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying property taxes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buying a house	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding emergency shelter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

31. Please describe your other housing needs if not listed above.

32. Do you feel existing resources meet your HOUSING SERVICES needs?

- Yes
- No
- Don't Know

33. What suggestions do you have for improving HOUSING SERVICES in your community?

34. Please rate the following statements about TRANSPORTATION SERVICES based on your current needs: I need help with:

	Not a Need	Some Need	High Need
Buying a reliable car	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Obtaining/reinstating a driver's license	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying for traffic fines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying for car service/repairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying for car insurance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying for gasoline	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having a ride to school or work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

35. Please describe your TRANSPORTATION needs if not listed above.

36. Do you feel existing resources meet your TRANSPORTATION SERVICES needs?

- Yes
- No
- Don't Know

37. What suggestions do you have for improving TRANSPORTATION SERVICES in your community?

38. Please rate the following statements about HEALTH & NUTRITION SERVICES based on your current needs: I need help with:

	Not a Need	Some Need	High Need
Paying for prescription costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying for dental treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treatment for mental illness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treatment for addiction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying for food	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

39. Please describe your HEALTH & NUTRITION SERVICES needs if not listed above.

40. Do you feel existing resources meet your HEALTH & NUTRITION SERVICES needs?

- Yes
- No
- Don't Know

41. What suggestions do you have for improving HEALTH & NUTRITION SERVICES in your community?

42. Please rate the following statements about LEGAL & FAMILY SUPPORT SERVICES based on your current needs: I need help with:

	Not a Need	Some Need	High Need
Preventing eviction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child support court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Debt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Violence at home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My government benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coping with behaviors of my children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding available childcare assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

43. Please describe your LEGAL & FAMILY SUPPORT SERVICES needs if not listed above.

44. Do you feel existing LEGAL & FAMILY SUPPORT SERVICES meet your needs?

- Yes
- No
- Don't Know

45. What suggestions do you have for improving LEGAL & FAMILY SUPPORT SERVICES in your community?

46.How satisfied are you with the following aspects of your community?

	Dissatisfied	Neutral	Satisfied
Access to local officials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of schools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trust in neighbors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of community services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of law enforcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

47.Do you feel like you have a voice in the decisions in your community that affect your life?

- Yes
- No
- Don't know

48.Additional Comments: Is there anything else you would like us to know?

2019-2020 Community Investment Survey - Stakeholder

Stakeholder Survey: The Community Action Coalition for South Central Wisconsin (CAC) serves more than 10,000 people per year. CAC is serving the stakeholders of Dane, Jefferson and Waukesha Counties. We want to learn about how to open more opportunities for economic advancement and security for everyone that lives here. Your answers to the questions on this anonymous survey are important to us. Please base your responses on your knowledge of the needs of people with low income. Your participation is voluntary and should take no more than 5-10 minutes. We anticipate the findings from this research will be published on our website <https://www.cacscw.org> by December 2020

1. I'm a

- Community Agency that provides services directly
- CAC Board Member
- Community Agency that funds services through other Agencies
- CAC Staff Member

2. In what range is your age?

- 18-24
- 25-44
- 45-54
- 55-59
- 60-64
- 65-74
- 75+

3. What is your gender?

- Female
- Male
- Prefer not to answer

4. Which of the following best describes your race?

- White
- Black or African American
- Hispanic or Latino
- Asian
- American Indian or Alaskan Native
- Native Hawaiian or Other Pacific Islander
- Multi Race (two or more from above)
- Prefer not to answer

5. What county do you work in?

- Dane
- Jefferson
- Waukesha

6. What do you consider the strengths of CAC?

7. What Projects or initiatives would you like to see CAC tackle in the next 2-5 years?

8. Please rate the following statements about EMPLOYMENT & FINANCIAL SERVICES based on your understanding of the needs of people with low income: People with low incomes need help with:

	Not a Need	Some Need	High Need
Getting a better paying job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting a job with more hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting full-time year-round job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting a job with health insurance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding a job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting a GED	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Completing tax forms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training or education to get better/higher paying job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Not a Need	Some Need	High Need
Paying for rent/security deposit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Making house payments (mortgage)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying for home repairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying for utility bills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding safe, affordable housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying property taxes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buying a house	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding emergency shelter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (select a need here and describe below in section 13)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Not a Need	Some Need	High Need
Finding child care during work hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying for school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skills to keep a job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Learning to speak English	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation to/from work or school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Do you feel existing resources adequately address the needs?

- Yes
- No
- Don't Know

10. What suggestions do you have for improving EMPLOYMENT & FINANCIAL SERVICES in your community?

11. Please rate the following statements about HOUSING SERVICES based on your understanding of the needs of people with low incomes: People with low incomes need help with:

12. Other HOUSING needs if selected from previous question, please describe:

13. Do you feel existing resources adequately address the needs?

- Yes
- No
- Don't Know

14. What suggestions do you have for improving HOUSING SERVICES in your community?

15. Please rate the following statements about TRANSPORTATION SERVICES based on your understanding of the needs of people with low incomes: People with low incomes need help with:

	Not a Need	Some Need	High Need
Buying a reliable car	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Obtaining/reinstating a drivers license	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying for traffic fines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying for car service/repairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying for car insurance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying for gasoline	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having a ride to school or work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (select a need here and describe below in section 17)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. Other TRANSPORTATION needs if selected from previous question, please describe:

17. Do you feel existing resources adequately address the needs?

- Yes
- No
- Don't know

18.What suggestions do you have for improving TRANSPORTATION SERVICES in your community?

19.Please rate the following statements about HEALTH & NUTRITION SERVICES based on your understanding of the needs of people with low incomes: People with low incomes need help with:

	Not a Need	Some Need	High Need
Paying for prescription costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying for dental treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treatment/counseling for Mental illness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treatment/counseling for Drug/Alcohol use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying for food	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (select a need here and describe below in section 20)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20.Other HEALTH & NUTRITION SERVICES needs if selected from previous question, please describe:

21.Do you feel existing resources adequately address the needs?

- Yes
- No
- Don't know

22.What suggestions do you have for improving HEALTH & NUTRITION SERVICES in your community?

23.Please rate the following statements about LEGAL & FAMILY SUPPORT SERVICES based on your understanding of the needs of people with low incomes: People with low incomes need help with:

	Not a Need	Some Need	High Need
Eviction prevention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child support court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bank foreclosure on home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bankruptcy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Violence at home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creditors/debt collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting government benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coping with behaviors of children at home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding Available child care assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (select a need here and describe below in section 24)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

24. Other LEGAL & FAMILY SUPPORT SERVICES needed if selected from previous question, please describe:

25. Do you feel existing resources adequately address the needs?

- Yes
- No
- Don't know

26. What suggestions do you have for improving LEGAL & FAMILY SUPPORT SERVICES in your community?

27.How satisfied are YOU with the following aspects of your community?

	Dissatisfied	Neutral	Satisfied
Access to local officials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of schools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trust in neighbors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of community services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of law enforcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to health care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to dental care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to advocacy and legal support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Partnerships among-st social and human services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to alcohol and drug treatment services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall character of the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

28.Additional Comments: Is there anything else you would like us to know?