NORTHWEST WISCONSIN COMMUNITY SERVICES AGENCY, INC.
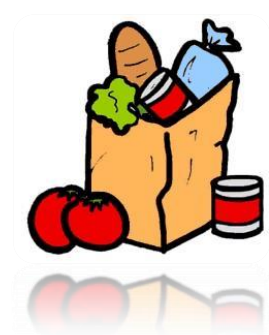
Community Needs Assessment 2019

Community assessment, implementing strategies to meet goals, and monitoring progress towards those goals furthers participation and buy-in from CAA staff, Boards of Directors, community leaders, customers, and low-income community members.

Northwest Wisconsin Community Services Agency, Inc.

COMMUNITY NEEDS ASSESSMENT 2019

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EXECUTIVE SUMMARY

Our guiding document is co-created by our community. It is a proud endeavor by Community Action Agencies since our inception nearly 60 years ago. Our predominate breadth of services in Northwest Wisconsin still lacks exposure, understanding and education. We are growing and determined to find our best path forward in dedicated, needed and compassionate service, with thanks to our Community Needs Assessment. We are reminded this assessment is required by the Community Services Block Grant (CSBG) Act for all agencies that receive CSBG funds:

Section 676(b)(11), of the CSBG act states "...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…"

Every CAA executes the process in its entirety every 3 years at minimum; we humbly submit this report in recognition CSBG applications are due October 2019. It is also noteworthy this report relies on census data collected and distributed a decade ago; while accurate, there are predictably gaps, and the next report will benefit significantly from the 2020 census completion.

Staff, Community Partners and Board Members

Internal surveys were distributed staff, community and board members to assess their grasp and perspective of community/regional needs. Thirty-five respondents assessed six available domains.

Housing
Employment
Transportation

registered as their top three choices. This cohort also identified "child care" as an overwhelming need not otherwise duplicated elsewhere in the data. This specific domain deserves special recognition and further exploration because of the 55+

demographic over-represented in the research therein, and the inherent difficulty of reaching work force parents.

A dimmer result in this research was elected official participation. For example, Douglas County alone has ten city council representatives, 20+ county representatives, two representatives that serve this area's interests in Madison, and seven school board members; this survey elicited exactly 5 responses in total via email.

In addition to the survey's direct distribution to current, sworn electeds, the survey distribution was extended to senior level administrative staff to encourage participation.

This agency recognizes limitations and will re-strategize our approach in the future to meet elected members in their best space to participate.

Elected Officials Named Top Needs

|				
Health care	living income	affordable *housing*		
Higher paying jobs	affordable and safe *housing*	dependable childcare		
Housing	mental health	transportation		
Food shelf	*rental assistance and utilities help*			
Emergency assistance	helping to becoming self-sufficient	affordable *housing*	drug rehab	and income management

It is possible to calculate that 5/5 elected officials named housing in their responses, which would, in part, accurately reflect a second tier critical need named by the community at large.

Relatively speaking, elected officials are somewhat in sync, but in a policy question soliciting *what do they suggest to help the need to be addressed*, the answers varied largely and did not necessarily connect to their own stated ideas of direct community needs:

"Legislate to support in tough times."
"Raise the minimum wage, low APR loans for home improvement, arts and entertainment district."
"Education for elected representatives who control the budgets. If the states think the

> feds cover things, they're wrong. If the feds think the states should be provide everything, they're fools."
> "Have a food shelf and provide other two services."
> "Funding, volunteers, staff, awareness to those in need."

Community Engagement
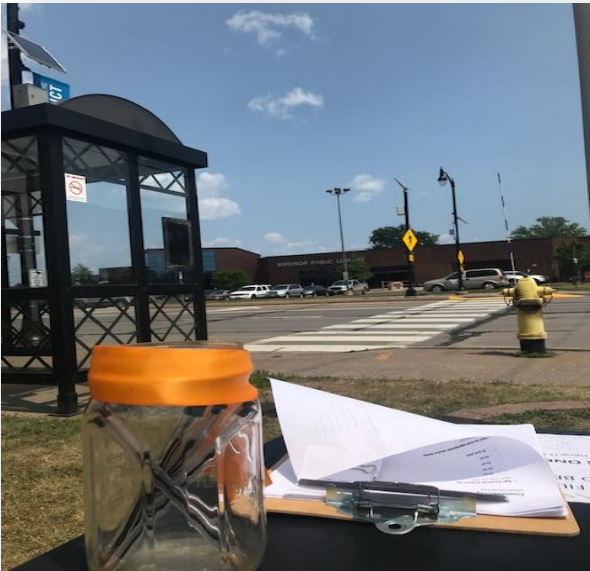
Overwhelmingly, "health" was identified as the most important issue identified in a list of six available domains by community members at-large.

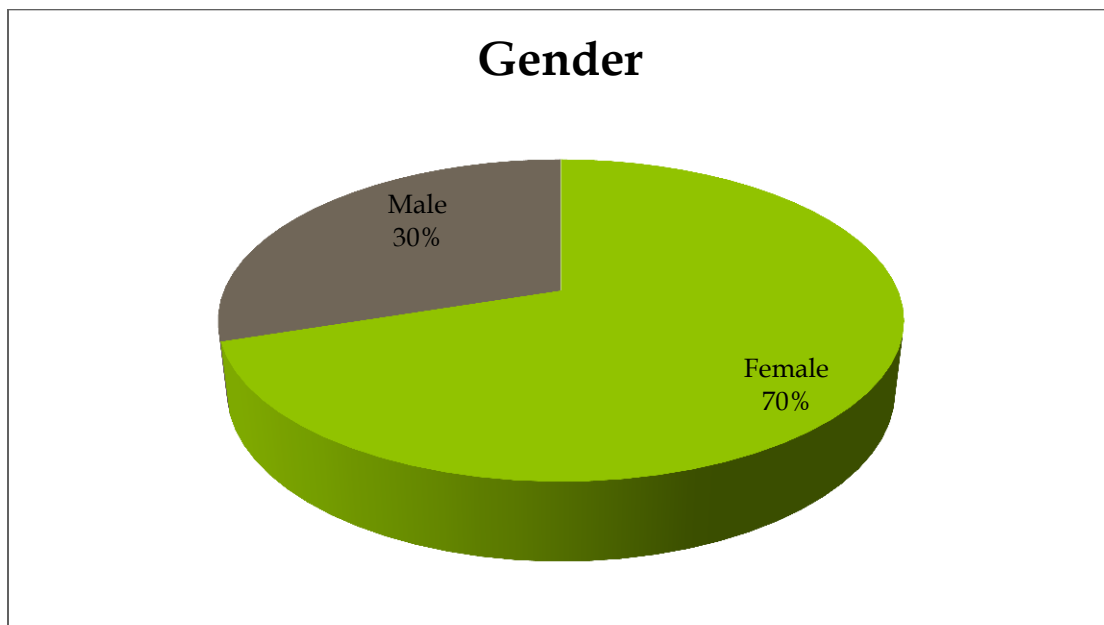|	
Transportation	*Food*
Housing	*Child Care*
Health	*Employment*

Out of 231 community members surveyed, respondents were predominately white female, some college or trade school, over 55 and earning less than $19, 000 annually, living in Douglas County.

What we have learned is our region is primarily managing the most basic of human needs: health, shelter and food. While broad ambition matters, we have to make room

for micro level policy to address citizen's direct needs. Employment, "business" barely registers as the largest gap, although higher wage jobs are notable in public comment.

Education and awareness are paramount for the agency's strategic work plan to collaborate in better, more comprehensive partnership with regional public officials.

Age (must be 18)

5%
12%
13%
11%
59%

- 18-24
- 25-34
- 35-44
- 45-54
- 55+

Gender

Male
30%

Female
70%

Annual Income

Less than 10,000 — 28%
10,000-19,000 — 27%
60,000 + — 16%
20,000-29,000 — 8%
30,000-39,000 — 8%
40,000-49,000 — 8%
50,000-59,000 — 5%
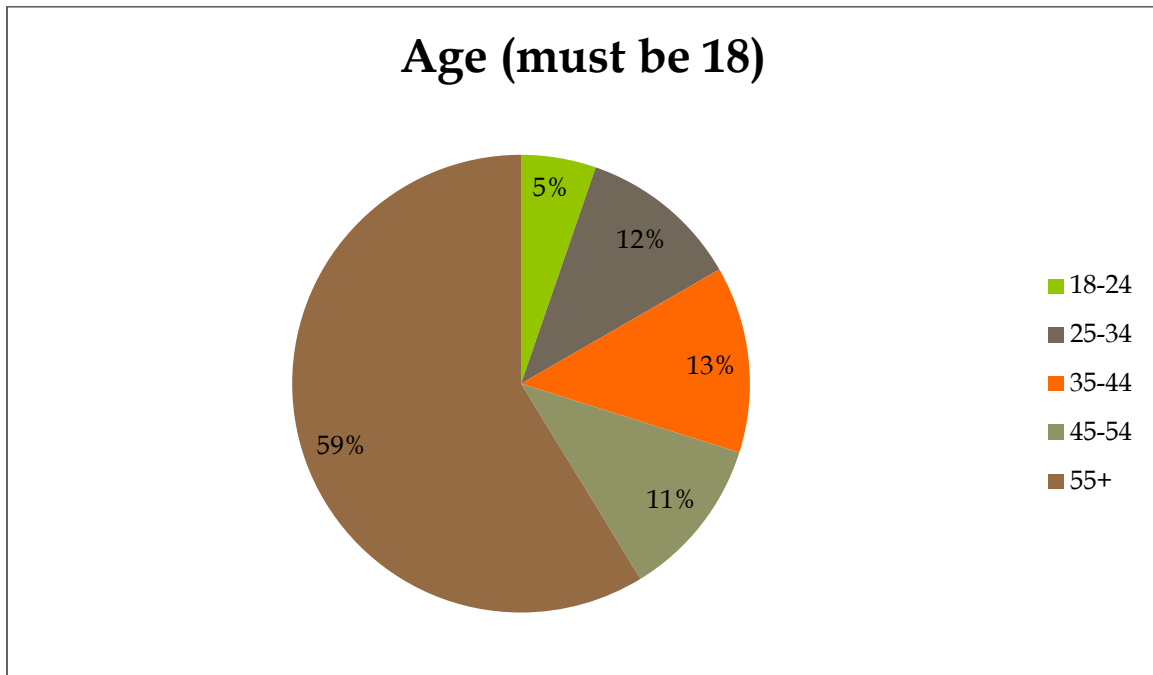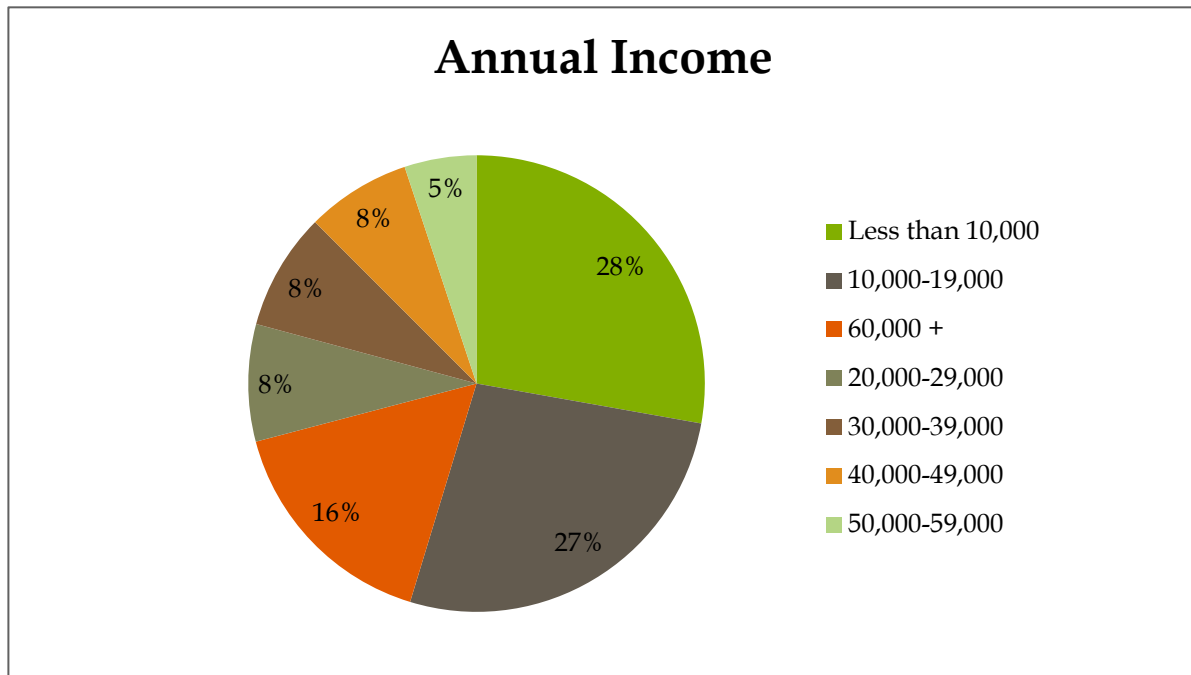
Respondents were approached at transit service intersections, grocery stores, public education opportunities, digital interface and event tabling to survey a representative cross-section of our community.

Staff members across 5 counties were charged with distribution to their participants and community members at large.

Renters and homeowners were balanced in their representation, respectively.

Consistently, as the two primary problems in the last 12 months were identified as:

1) the inability to address "structural problems" (plumbing, heating, electric) due to inability to pay, *and*
2) "missed heat, electricity or other utility payment."

The concerns were affirmed in a follow-up question that asked they rank their top housing concerns. Top concerns were:

1) Paying for home repairs was consistently marked as an **"extreme"** concern along with
2) the ability to pay for utilities, and
3) the ability to find safe and affordable housing.

Similarly, transportation found the ability to pay for personal car repair and maintenance was the highest ranked concern, along with transit facilities' inability to safely meet their travel needs by walking, bussing and biking.

Ninety-two percent of respondents declared they had health insurance or Medicare. The standout reasons for not seeking health care were

Health care
Lack of transportation
Fear or lack of trust
No health insurance
Cost of dental care

Mental Health
Lack of transportation
Cost of mental health care
Lack of family support
Lack of doctors, counselors and/or therapists
No child care

QUESTION:
I FEEL CONFIDENT I HAVE ACCESS TO TREATMENT FACILITIES AND PROFESSIONAL FOR SUBSTANCE ABUSE/ADDICTION ISSUES

Access to Treatment Facilties and Professional for Substance Abuse/Addiction

■ Yes ■ No

38%

62%
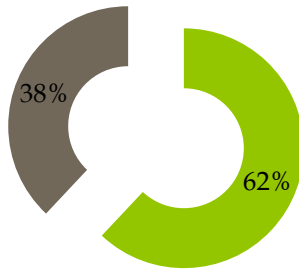
Additionally, we broadly recognize that "access" to mental health care services, and otherwise is not to be confused with ability to pay for said services, even when provided.

OF THE SIX AREAS DISCUSSED, PLEASE IDENTIFY THE TOP THREE THAT MOST IMPACT YOUR HOUSEHOLD.

SIX DOMAINS: RANKED
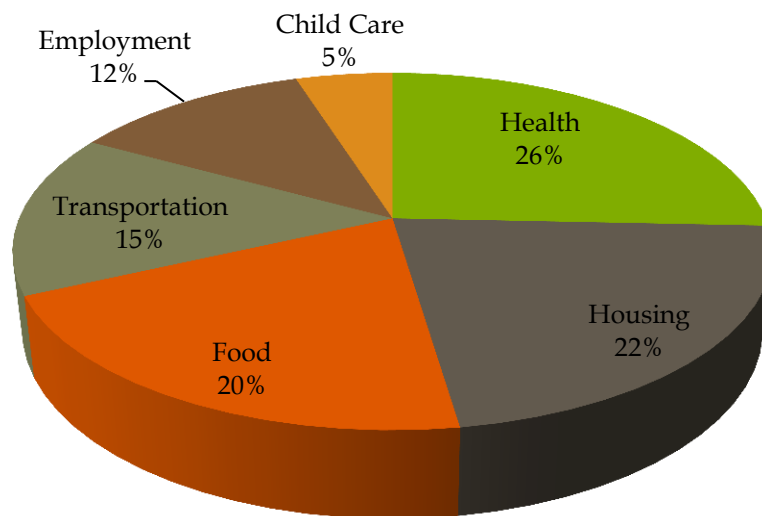
Employment
12%

Child Care
5%

Health
26%

Transportation
15%

Housing
22%

Food
20%

BOARD AUTHORIZATION

SEPTEMBER 20, 2019

Millie Rounsville
Northwest Wisconsin Community Service Agency, Inc.
1118 Tower Avenue
Superior, WI 54880

ADDRESSED/SUBMITTED TO

Greetings

It's with deep pride we submit our Community Needs Assessment.

Approved on this 20th day of September in 2019.

Respectfully,

Millie Rounsville, CCAP
Chief Executive Officer
Northwest Wisconsin Community Services Agency Inc.
1118 Tower Avenue
Superior, WI 54880
715-392-5127 Phone
715-392-5511 Fax
MRounsville@northwest-csa.org

AGENCY DESCRIPTION

Northwest Wisconsin Community Services Agency, Inc. (NWCSA) is a private non-profit entity incorporated under Wisconsin statues on the 16th day of May, 1967 in accordance with the economic opportunity act of 1964.

NWCSA, as a community-based organization, is dedicated to powerful partnerships in order to create meaningful change the lives of low-income residents. Our talented employees facilitate diverse programming that includes energy assistance, emergency shelter, employment services, VITA tax assistance, The Emergency Food Assistance Program (TEFAP), Women, Infant & Children (WIC), Judicare, a free store, emergency relief, and rental rehabilitation. Additionally, we are expanding our services to incorporate coordinated re-entry case management.

NWCSA provides programming and services in Ashland, Bayfield, Douglas, Iron and Price counties. Our service delivery area (SDA) comprises primarily rural populations which accounts for approximately 96,548 individuals (Census.gov). Geographically, our SDA is 5800 square miles.

Our board members and staff have the explicit privilege and duty of identifying, supporting, and strengthening the quality of life for individuals and their families who are earning low incomes while enriching the communities in which they live. We empower citizens to recognize their skills, knowledge and potential to help facilitate their vision of self-sufficiency.

Like every CAA, we proudly boast a diverse board comprised of community members, public officials, and residents earning a low income which is critical to this agency's guidance and operations. As a community action our governing board is a critical

difference that sets us apart—a core value structure, since our inception, that demonstrates our ability to lead from behind and determines how best to serve based on the ways our community expresses its needs.

From WIC to the senior center, our community can count on us being there.

MISSION STATEMENT

"To improve the quality of life by providing resources and services within our communities"

ACKNOWLEDGEMENTS

An agency and project of this magnitude demands a lot of helping hands, brilliant minds and a fierce desire to serve. This assessment is a robust, comprehensive, and objective analysis of community needs and assets, conducted collaboratively with key stakeholders and the community-at-large. This assessment will allow ACAP and its partners, as well as the full breadth of other public and private stakeholders, including the community at-large to explore ways to more effectively leverage its activities and resources, and is a process that promotes community partnerships and collaboration, fosters broad community engagement, and encourages the development of a targeted, integrated, and effective strategic plan.

As an agency we recognize the utility of the tools provided by CAA partnership; the course work, examples, webinars and external resources were invaluable tools in the course of our assessment.

COMMUNITY PROFILE

Ashland County

Race

- White alone
- American Indian/Alaska Native
- Two or more races
- Hispanic/Latino
- African American/Black

3.2 2.6 0.4
10.6
82.7
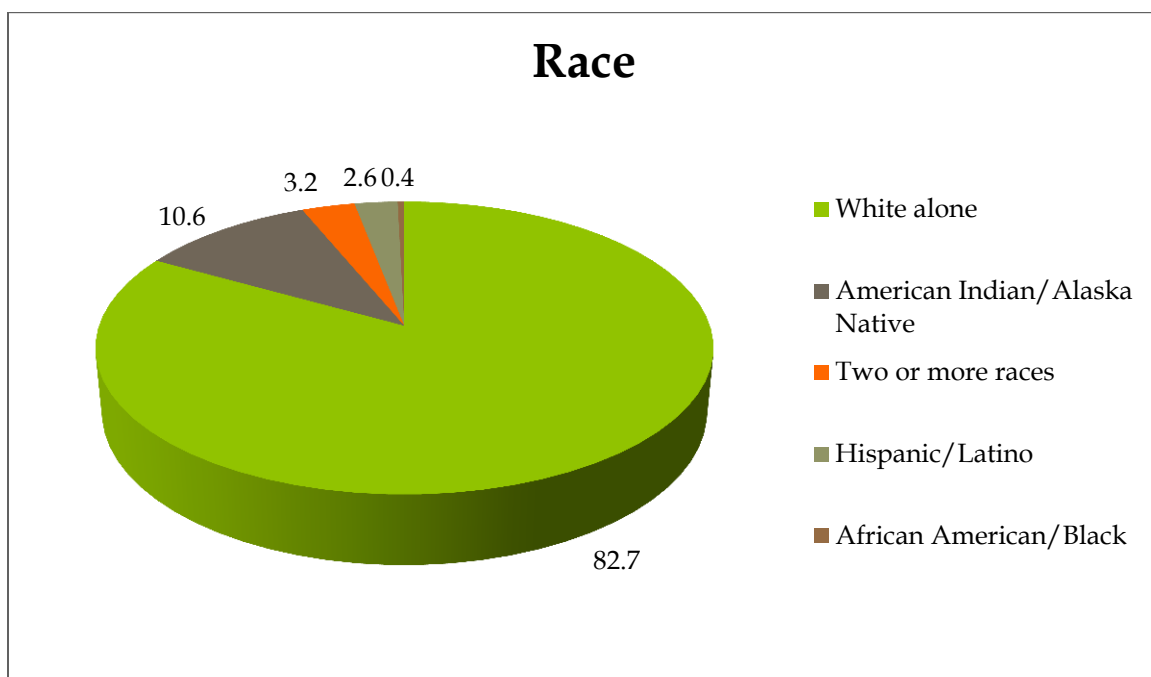
82.70% White alone (not Hispanic or Latino)

10.60% American Indian and Alaska Native alone (not Hispanic or Latino)

3.20% Two or more races (not Hispanic or Latino)

2.60% Hispanic or Latino (of any race)

.40% Black or African American alone (not Hispanic or Latino)

0% Native Hawaiian and Other Pacific Islander alone (not Hispanic or Latino)

0% Some other race alone (not Hispanic or Latino

Population by Race and Ethnicity; https://getfacts.wisc.edu 2013-2017 American Community Survey 5-Year Estimates - DP05

Total population	16,157	100.0
Median age (years)	40.3	(%)

MALE		
16 years and over	6,360	39.4
18 years and over	6,115	37.8
21 years and over	5,732	35.5
62 years and over	1,429	8.8
65 years and over	1,155	7.1
FEMALE		
Median age (years)	41.6	(%)
16 years and over	6,485	40.1
18 years and over	6,298	39.0
21 years and over	5,935	36.7
62 years and over	1,682	10.4
65 years and over	1,412	8.7

Bayfield County

85% White alone (not Hispanic or Latino)

0.6% Black or African American alone (not Hispanic or Latino)

10% American Indian and Alaska Native alone (not Hispanic or Latino)

0.5% Asian alone (not Hispanic or Latino)

2.1% Two or more races (not Hispanic or Latino)

0.1% Some other race alone (not Hispanic or Latino)

1.7% Hispanic or Latino (of any race)

0% Native Hawaiian and Other Pacific Islander alone (not Hispanic or Latino

Population by Race and Ethnicity; https://getfacts.wisc.edu 2013-2017 American Community Survey 5-Year Estimates - DP05

Total population	**16,157**	**100.0**
Median age (years)	40.3	(%)
MALE		
16 years and over	6,360	39.4
18 years and over	6,115	37.8
21 years and over	5,732	35.5
62 years and over	1,429	8.8
65 years and over	1,155	7.1
FEMALE		
Median age (years)	41.6	(%)
16 years and over	6,485	40.1
18 years and over	6,298	39.0
21 years and over	5,935	36.7
62 years and over	1,682	10.4
65 years and over	1,412	8.7

Douglas County

91.9% White alone (not Hispanic or Latino)

2.5% Two or more races (not Hispanic or Latino)

1.7% American Indian and Alaska Native alone (not Hispanic or Latino)

1.5% Hispanic or Latino (of any race)

1.2% Black or African American alone (not Hispanic or Latino)

1% Asian alone (not Hispanic or Latino)

0% Native Hawaiian and Other Pacific Islander alone (not Hispanic or Latino)

0% Some other race alone (not Hispanic or Latino)

Total population	**44,159**	**100.0**
Median age (years)	39.2	(%)
MALE		
16 years and over	17,813	40.3
18 years and over	17,243	39.0
21 years and over	16,265	36.8
62 years and over	3,685	8.3
65 years and over	2,867	6.5
FEMALE		
Median age (years)	40.6	(%)
16 years and over	17,980	40.7
18 years and over	17,451	39.5
21 years and over	16,382	37.1
62 years and over	4,197	9.5
65 years and over	3,494	7.9

Iron County

95.9% White alone (not Hispanic or Latino)

1.3% Two or more races (not Hispanic or Latino)

1.2% Hispanic or Latino (of any race)

0.8% American Indian and Alaska Native alone (not Hispanic or Latino)

0.6% Black or African American alone (not Hispanic or Latino)

0.2% Asian alone (not Hispanic or Latino)

0% Native Hawaiian and Other Pacific Islander alone (not Hispanic or Latino)

0% Some other race alone (not Hispanic or Latino)

Total population	**5,916**	**100.0**
Median age (years)	50.6	(%)
MALE		

16 years and over	2,528	42.7
18 years and over	2,451	41.4
21 years and over	2,378	40.2
62 years and over	868	14.7
65 years and over	695	11.7
Median age (years)	51.5	(%)
FEMALE		
16 years and over	2,556	43.2
18 years and over	2,484	42.0
21 years and over	2,419	40.9
62 years and over	962	16.3
65 years and over	807	13.6

https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=CF/Iron

Price County

94.6% White alone (not Hispanic or Latino)

1.6% Hispanic or Latino (of any race)

0.8% American Indian and Alaska Native alone (not Hispanic or Latino)

0.8% Native Hawaiian and Other Pacific Islander alone (not Hispanic or Latino)

0.8% Two or more races (not Hispanic or Latino)

0.7% Black or African American alone (not Hispanic or Latino)

0.6% Asian alone (not Hispanic or Latino)

0% Some other race alone (not Hispanic or Latino

Population by Race and Ethnicity; https://getfacts.wisc.edu 2013-2017 American Community Survey 5-Year Estimates - DP05

Total population	**14,159**	**100.0**
Median age (years)	47.8	(%)
MALE		
16 years and over	5,986	42.3
18 years and over	5,811	41.0
21 years and over	5,611	39.6
62 years and over	1,710	12.1
65 years and over	1,372	9.7
FEMALE		
Median age (years)	48.9	(%)
16 years and over	5,826	41.1
18 years and over	5,649	39.9
21 years and over	5,469	38.6
62 years and over	1,871	13.2
65 years and over	1,596	11.3

https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=CF/Price

KEY FINDINGS

An explanation of how customer satisfaction data and customer input was collected and utilized. (Organizational Standard 6.4)

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 3.3

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

I.   INTERNAL ASSESSMENT

Summarize your findings on the agency's needs and strengths.

Improvement areas: Staff have expressed a potential need around annual staff evaluations, cross-training, and improving digital infrastructure with social media/digital interface presence—best practice gaps can be explored via internship opportunities and pursuing diversified staff training opportunities. Increase staff's utilization of already-available programming though Community Partnership Tools, Resources and Academy coursework.

Strengths: visibility in the community. We have a clear and strong presence through an annual demonstration of a Night Without a Home and we are a frequent sponsor of events and speakers hosted.
 Our Executive Director is actively engaged in various statewide boards and commissions. We are also improving our volunteer efforts, traditional media relationships, building partnerships, and expanding programming, which are also strengths.
We are also proud to announce and have executed partnerships with Scouts of America, Challenge Center, Wisconsin Indianhead Technical College & University of Wisconsin- Superior (Academic Learning Service program), and the American Red Cross.

Areas of opportunity are addressing the considerable distance and anonymity between staff and board members through meeting attendance, presentations, coffee and customers arrangements, site visits and better website identification. Another area for improvement is staff name tags and business cards to improve role ownership and site visibility.

I.   COMMUNITY ASSESSMENT

Summarize your findings on the existing and emerging causes and conditions of poverty as well as the needs and strengths of the communities assessed. (Organizational Standard 3.4

Household Income

Median annual household incomes in the assessment area for 2017 are shown in the table below.

Report Area	Estimated Population	Median Household Income
Ashland County, WI	14,821	$43,784.00
Bayfield County, WI	14,846	$51,120.00
Douglas County, WI	41,888	$53,091.00
Iron County, WI	5,570	$41,251.00
Price County, WI	13,212	$47,302.00
Wisconsin	5,665,257	$59,300.00
United States	317,788,440	$60,336.00

Income Levels

Data Source: US Census Bureau, American Community Survey. 2013-17.

Report Area	Median Household Income	Per Capita Income
Report Location	No data	$26,923.24
Ashland County, WI	$41,505.00	$22,983.00
Bayfield County, WI	$50,110.00	$28,272.00
Douglas County, WI	$50,730.00	$27,844.00
Iron County, WI	$39,855.00	$26,689.00
Price County, WI	$45,680.00	$27,161.00
Wisconsin	$56,759.00	$30,557.00
United States	$57,652.00	$31,177.00

Two common measures of income are Median Household Income and Per Capita Income based on U.S. Census Bureau estimates. Both measures are shown for the report area below.

METHODOLOGY

Provide a narrative overview of the methodologies (e.g. – surveys, interviews, focus groups, secondary data, etc.) your agency used to conduct the assessments and determine key findings. Also include the following information in your explanation.

A description the community sectors from which information was gathered including, at minimum, community and faith-based organizations, the private and public sector, and educational institutions. (Organizational Standard 2.2)

An explanation of how board members and agency staff were involved in the process.

An explanation of how low-income individuals were engaged in the process. (Organizational Standard 1.2)

<div align="right">

Standard 3.1
The organization conducted a community needs assessment and issued a report within the last 3 years.

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Careful consideration was a clear priority at every step of the assessment process. In the initial stages of planning, we began by designating a single point of contact to streamline communication. Anonymity was determined to be a reliable method of collecting honest and uninhibited information from participants, staff, and community partners, respectively.

Consistency in our areas of concentration, transportation, housing, food, health, etc., are seamless in drawing from our assessment in 2016. Repeating domains allows for a comprehensive monitoring process and cross-checks theories of trajectory in trends, service, and outcomes.

To encourage completion, surveys were decisively brief at just 32 questions. To complement length, survey design was an important factor in its efficacy. Because of the brevity, the modeling of questions had to solicit an impressive breadth of qualitative data for our analytic purposes. Answering options included multiple choice, check all, and a long and short open-ended framework.

Our agency is cognizant it is attempting to capture sensitive information from vulnerable populations. Historically marginalized groups and individuals can experience fatigue and re-experience traumatizing events ("Have you ever been homeless?" Page 4 Q 12). We acknowledge our practices exist to do no harm and fully understand these conversations can have unintended consequences. Ethics, empathy,

and patience are every bit as important during the execution of our needs assessment in order to demonstrate respect and care in our community.

Distribution & Collection

Engagement was central around an incentive of offering the opportunity to be entered into a drawing to win a $30 gift card to a local grocery store upon survey completion. This same incentive was not offered with client satisfaction; the result is a dramatic difference in collected material.

Surveys were distributed both by hard copy and digital formats. Online platforms such as Facebook via community pages and groups were important points of distribution. Additionally, a link to the Google Forms survey was provided and widely distributed to staff, board members, and community partners to encourage participation from groups not otherwise accessible. A majority of the surveys were completed in person, 1:1, on paper.

Staff members also conducted bus stops interviews/distribution and tabled at community expos to reach critical representative demographics.

Similarly, staff, board members, and community partners received and completed their own separate survey—as well as elected officials.

A broad, well-designed collection can assert some inferences and final analysis determining if board members and elected officials came to the same conclusions of need as low income residents express.

AREAS OF STUDY

I.   TRANSPORATION

Understanding how people move around our region is important. Northwest WI is largely rural, and experiences both spectrums in weather differential. A significant policy ask for Wisconsin coalitions on transportation would be to fund the anemic transit capital dollars that sparingly trickle into municipalities to improve infrastructure both in quality and quantity.

Active transportation grants that reduce carbon and increase exercise are worth exploration to meet the needs "health" of Northwest Wisconsin residents in place of traditional modes of travel; single car ownership is cited by respondents as an "extreme" concern due to cost of maintenance/repair, state mandated insurance, and gasoline.

On just one front, states like California, New Jersey and Hawaii have passed critical legislation to address insurance requirements that are proportionate and non-predatory in contrast to marketplace insurance companies that often utilize irrelevant structural methods (credit score, etc., to dictate rates with no consideration of cost of living, income stagnation, or antiquated measures which results in our lowest income residents subsidizing wealthy policy holders who bundle their assets. (https://consumerfed.org/issues/insurance).

Walking and biking feel safe and accessible for my travel needs

Yes
45%

No
55%
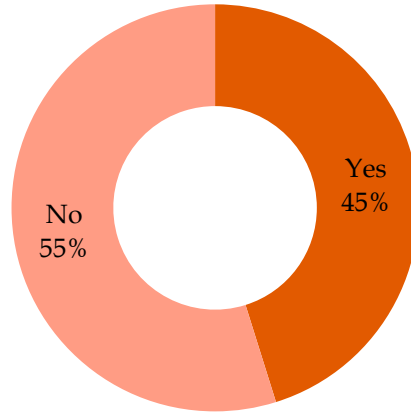
I want to be able to reach my destination by walking and biking
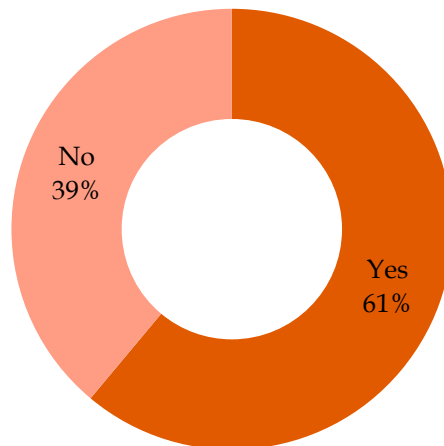
No
39%

Yes
61%

Bus shelters feel safe and comfortable

Yes
36%

No
64%

There are enough bus shelters

Yes
35%

No
65%
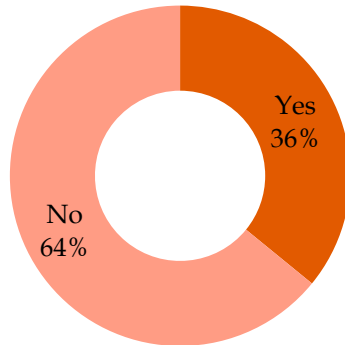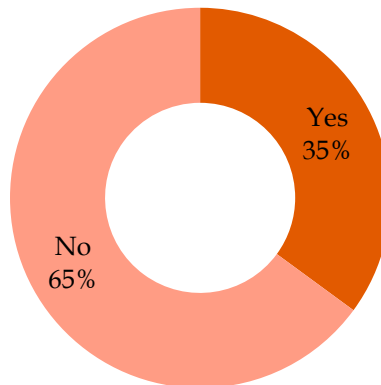
Community Comments

"I depend on the bus, and I'm wheelchair bound. It's 90 degrees out today--on both extremes without a car it's hard. No money, no car. It's not just winter. I'm a new grandpa. It's been a long time since I've thought about child care, but now here I am over 60 years old worried about where my grandson will go, will he find good workers to take care of him?"

"I don't own a car, so I put "not a concern" on some things; that doesn't mean it isn't an issue, it just isn't for ME."

"Public buildings and services need to be prioritized for people — you can't even get to the DMV [in Superior] on a bus — why is there no stop there?"

Commuter Travel Patterns

This table shows the method of transportation workers used to travel to work for the report area. Of the 44,271 workers in the report area, 77.8% drove to work alone while 10.2% carpooled. 1.3% of all workers reported that they used some form of public transportation, while others used some optional means including 5% walking or riding bicycles, and 1% used taxicabs to travel to work.

Report Area	Workers 16 and Up	Percent Drive Alone	Percent Carpool	Percent Public Transportation	Percent Bicycle or Walk	Percent Taxi or Other	Percent Work at Home
Report Location	44,271	**77.8%**	10.2%	1.3%	5%	1%	4.7%
Ashland County, WI	7,219	74.2%	10.5%	1.2%	9%	0.8%	4.4%
Bayfield County, WI	6,818	75.8%	10.3%	2.2%	4.4%	0.7%	6.5%
Douglas County, WI	21,301	79.6%	9.8%	1.6%	3.9%	1.2%	3.9%
Iron County, WI	2,497	75.7%	13.7%	0.3%	2.5%	1.2%	6.7%
Price County, WI	6,436	78.7%	10%	0.1%	5.4%	0.8%	5%
Wisconsin	2,893,314	80.9%	8.1%	1.9%	3.9%	0.9%	4.4%
United States	148,432,042	76.4%	9.2%	5.1%	3.3%	1.2%	4.7%

This indicator is compared to the state average. Data Source: US Census Bureau, American Community Survey. 2013-17. Source geography

Travel Time to Work

Travel times for workers who travel (do not work at home) to work is shown for the report area.

The median commute time, according to the American Community Survey (ACS), for the report area is 18.7 minutes shorter than the national median commute time of 25.13 minutes.

Report Area	Workers 16 and Up	Travel Time in Minutes (Percent of Workers) Less than 10	Travel Time in Minutes (Percent of Workers) 10 to 30	Travel Time in Minutes (Percent of Workers) 30 to 60	Travel Time in Minutes (Percent of Workers) More than 60	Average Commute Time (mins)
Report Location	44,271	24.49	46.46	19.39	4.95	**18.7**

Ashland County, WI	7,219	35.91	48.75	11.67	3.66	15.75
Bayfield County, WI	6,818	24.42	43.33	24.34	7.91	22.21
Douglas County, WI	21,301	19.92	51.47	23.94	4.67	21.38
Iron County, WI	2,497	32.3	41.36	20.81	5.53	-4
Price County, WI	6,436	32.36	48.13	13.77	5.74	18.23
Wisconsin	2,893,314	18.16	54.69	22.41	4.73	21.04
United States	148,432,042	12.67	49.83	28.6	8.9	25.13

II.   HEALTH

Community Comments:

"We were unable to garden this year because of the Husky Refinery."

"I've been fortunate; however, we're always one health disaster from bankruptcy."

Key Findings
Conditions
Federally Qualified Health Centers

Federally Qualified Health Centers in this selected area.

County	Provider Number	FQHC Name	Address	City	Phone
Ashland County	PN: 521813	BAD RIVER HEALTH CLINIC	P O BOX 39	ODANAH	(715) 682-7133
Bayfield County	PN: 521834	BAYFIELD COUNTY COMMUNITY HEALTH CENTER	7665 US HIGHWAY 2	IRON RIVER	(715) 372-5001
Douglas County	PN: 521862	LAKE SUPERIOR COMMUNITY HEALTH CENTER	1500 N 34TH STREET, SUITE 200	SUPERIOR	(715) 395-5380
Douglas County	PN: 521820	LAKE SUPERIOR COMMUNITY HEALTH CENTER	TWO EAST FIFTH ST SUITE B	SUPERIOR	(715) 392-1955

Data Source: US Department of Health & Human Services, Center for Medicare & Medicaid Services, Provider of Services File. December 2018. Source geography: County

Federally Qualified Health Centers, POS December 2018

Report Location
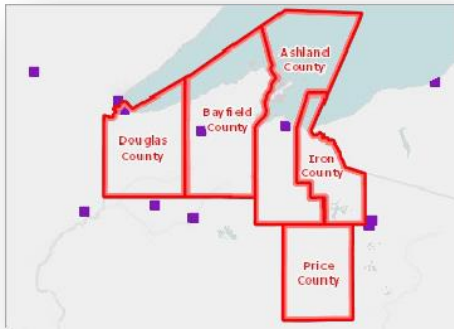
Medicare and Medicaid Providers

Total institutional Medicare and Medicaid providers, including hospitals, nursing facilities, federally qualified health centers, rural health clinics and community mental health centers for the report area are shown. According to the U.S. Department of Health and Human Services, there were 32 active Medicare and Medicaid institutional service providers in the report area in the fourth quarter of 2018.

Report Area	Total Institutional Providers	Hospitals	Nursing Facilities	Federally Qualified Health Centers	Rural Health Clinics	Community Mental Health Centers
Report Location	32	3	12	4	3	0
Ashland County, WI	8	1	3	1	0	0
Bayfield County, WI	3	0	1	1	0	0
Douglas County, WI	10	1	4	2	0	0
Iron County, WI	3	0	2	0	1	0
Price County, WI	8	1	2	0	2	0
Wisconsin	1,133	151	374	57	93	0
United States	74,192	7,120	15,581	8,789	4,386	144

Data Source: US Department of Health & Human Services, Center for Medicare & Medicaid Services, Provider of Services File. December 2018. Source geography: County

All Providers of Service, POS December 2018 ■
Report Location □
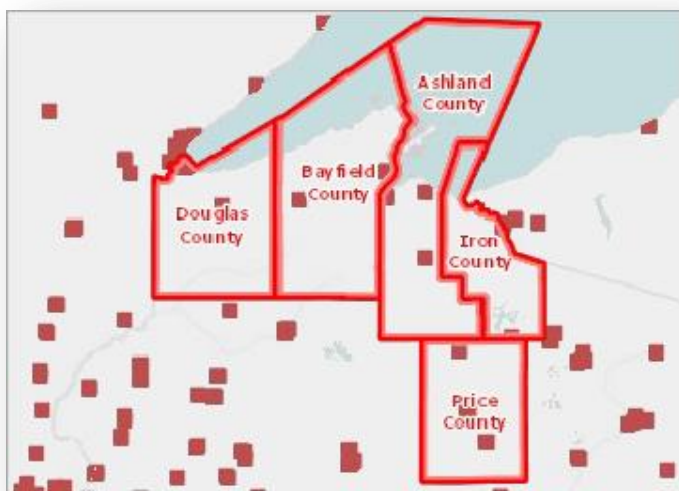
Persons Receiving Medicare

The total number of persons receiving Medicare is shown, broken down by number over 65 and number of disabled persons receiving Medicare for the report area. The U.S. Department of Health and Human Services reported that a total of 24,705 persons were receiving Medicare benefits in the report area in 2018. A large number of individuals in our society are aware that persons over 65 years of age receive Medicare; however, many of them are unaware that disabled persons also receive Medicare benefits. A total of 3,451 disabled persons in the report area received Medicare benefits in 2018.

Report Area	Persons Over 65 Receiving Medicare	Disabled Persons Receiving Medicare	Total Persons Receiving Medicare
Report Location	21,254	3,451	24,705
Ashland County, WI	3,298	620	3,918
Bayfield County, WI	4,237	479	4,716
Douglas County, WI	8,269	1,571	9,840
Iron County, WI	1,766	240	2,006
Price County, WI	3,684	541	4,225
Wisconsin	1,965,126	318,372	2,283,495

Data Source: Centers for Medicare and Medicaid Services. 2013-17. Source geography: County

Insured, Medicare, Percent by County, ACS 2013-17

- ■ Over 25.0%
- ■ 20.1 - 25.0%
- ■ 15.1 - 20.0%
- ■ Under 15.1%
- □ No Data or Data Suppressed Report Location
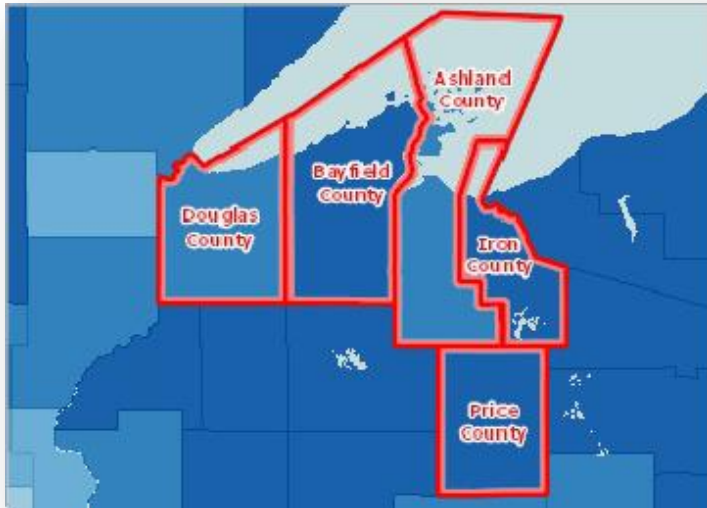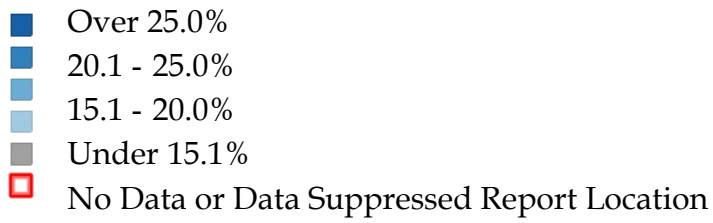
Uninsured Population

The uninsured population is calculated by estimating the number of persons
eligible for insurance (generally those under 65) minus the estimated number
of insured persons.

Report Area	Insurance Population (2017 Estimate)	Number Insured	Number Uninsured	Percent Uninsured
Report Location	93,600	65,788	5,160	5.51%
Ashland County, WI	15,779	11,030	949	6.01%
Bayfield County, WI	15,004	9,849	992	6.61%
Douglas County, WI	43,503	32,002	2,259	5.19%
Iron County, WI	5,748	3,635	288	5.01%
Price County, WI	13,566	9,272	672	4.95%
Wisconsin	5,763,217	4,421,498	303,172	5.26%

United States	317,787,650	238,424,195	**27,237,587**	8.57%

Considerations

We briefly surveyed three areas of this domain: traditional perspectives of health, plus dental and mental health.

What is clear is that the cost of medical care, lack of transportation, fear/lack of trust, and no health insurance are key findings in addressing pathways to residents being able to *receive*, rather than solely *access* care.

Where in your area are clinics + hospitals located? Are they on a bus route?

How is mental health incorporated into emergency responders training?

Persons in close, everyday proximity were asked how concerned they were about their mental health.

Over 45% responded they were at least slightly concerned about their mental health. Given the disproportionate age demographics, mental health care in 55+ is paramount. Although women dominate the field here in this study, research insists this is also a critical age group to find priority in the social determinates of health (socialization vs isolation) as determined by the World Health Organization in programming.

How concerned are you about your mental health?

- 9.8 — Extreme concern
- 14.9 — Moderate concern
- 20.5 — Slight concern
- Not a concern
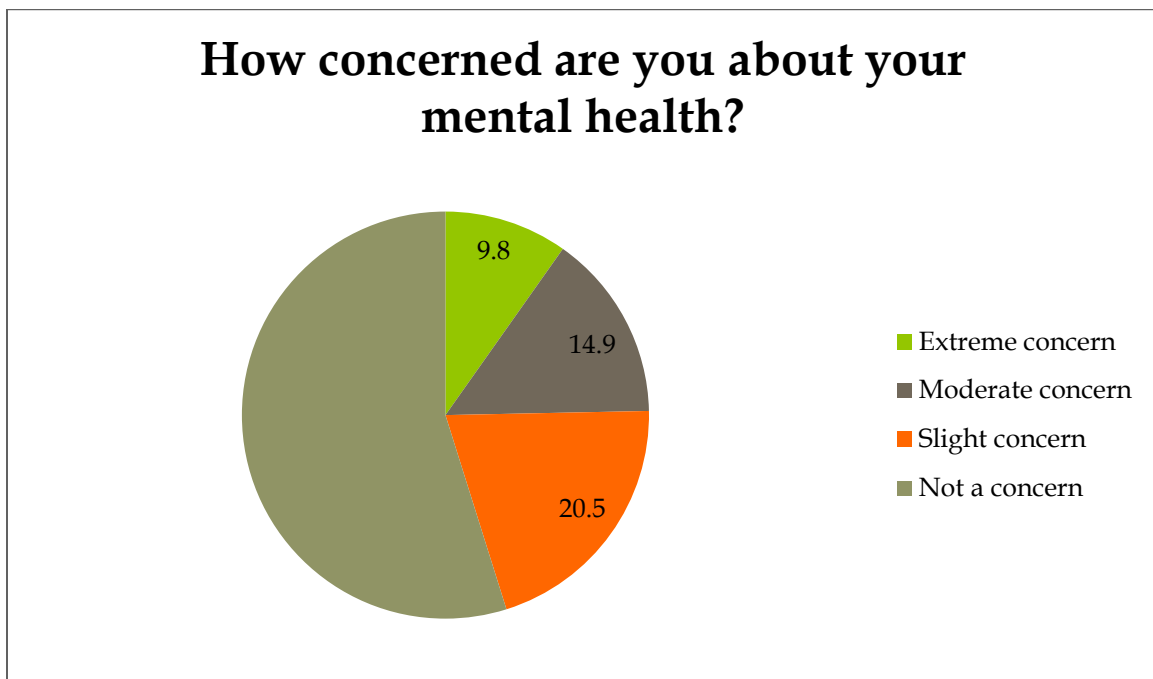
Inversely, when asked how concerned they were about their friends and family's mental health 56% correctly had concerns about their peers' mental health.

"Although the elderly (age 65 and older) comprise about 13% of the U.S. population, they account for over 18% of all suicides.
The most common cause for elderly suicide, as for all suicides, is untreated depression. Thus, elderly depression needs to be recognized and treated. And about one third of the seniors who are 65 or older experience depression."(http://www.suicide.org.2019).

How concerned are you about your friend's and family's mental health?

12.6

17.8

25.2

- Extreme Concern
- Moderate Concern
- Slight concern
- Not a concern
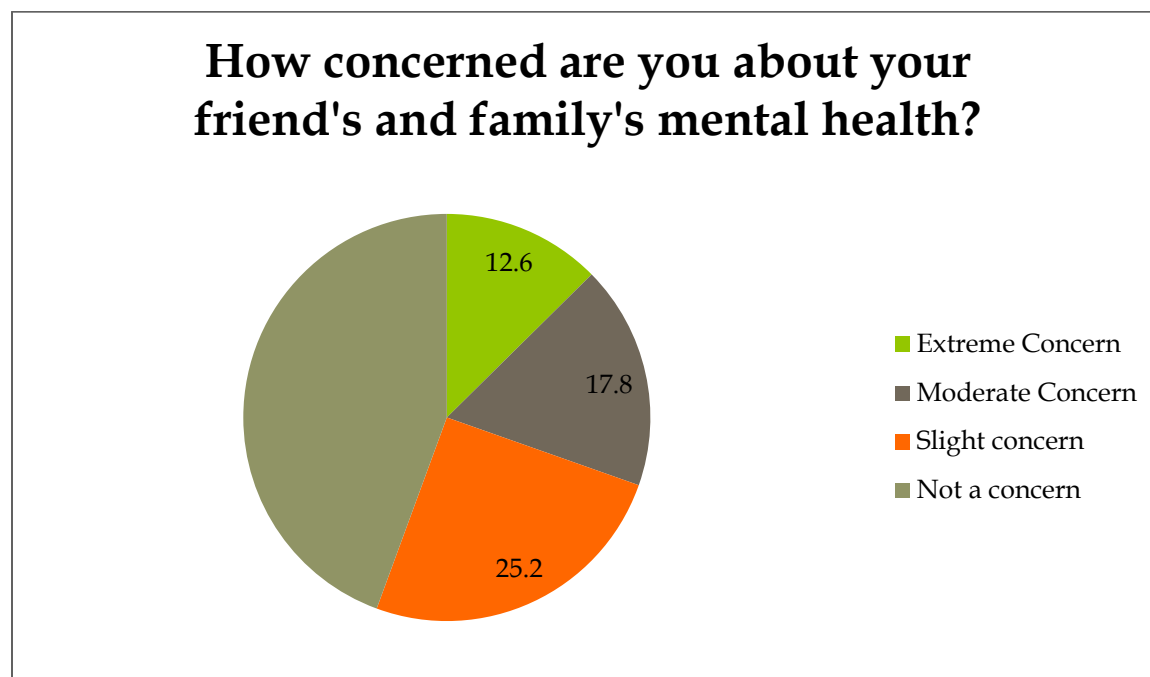
Funding, training and initiative are critical in the pursuit of equity and compassion in practice.

III.   CHILD CARE

"I'm retired and nicely set for living--not like the young families in Price County who are facing all these issues."

Key Findings
Child Poverty Rate (ACS) Ages 0-17

Population and poverty estimates for children age 0-17 are shown for the report area. According to the American Community Survey 5-year data, an average of 17.5% percent of children lived in a state of poverty during the survey calendar year. The poverty rate for children living in the report area is less than the national average of 20.3%.

Conditions

Population Below the Poverty Level, Children (Age 0-17), Percent by County, ACS 2013-17

Over 30.0%

22.6 - 30.0%

15.1 - 22.5%

Under 15.1%
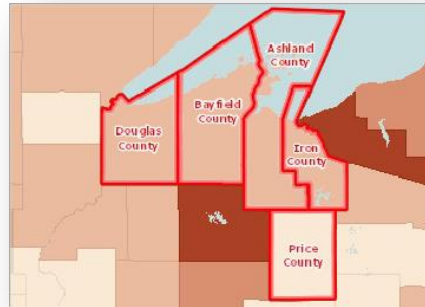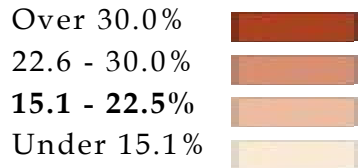
Assessment Location

Report Area	Ages 0-17 Total Population	Ages 0-17 In Poverty	Ages 0-17 Poverty Rate
Report Location	17,943	3,134	**17.5%**
Ashland County, WI	3,519	719	20.4%
Bayfield County, WI	2,620	483	18.4%
Douglas County, WI	8,733	1,482	17%
Iron County, WI	787	161	20.5%
Price County, WI	2,284	289	12.7%
Wisconsin	1,270,239	211,958	16.7%
United States	72,430,017	14,710,485	20.3%

This indicator is compared to the state average.
Data Source: US Census Bureau, American Community Survey. 2013-17.

Children in Poverty by Ethnicity Alone: Age 0 - 17

Report Area	Total Hispanic / Latino	Total Not Hispanic / Latino	Percent Hispanic / Latino	Percent Not Hispanic or Latino
Report Location	176	2,958	28.39%	17.08%
Ashland County, WI	70	649	33.82%	19.6%
Bayfield County, WI	8	475	7.69%	18.88%
Douglas County, WI	98	1,384	40.16%	16.3%
Iron County, WI	0	161	0%	20.67%

Price County, WI	0	289	0%	12.98%
Wisconsin	45,683	166,275	31.3%	14.79%
United States	5,322,391	9,388,094	29.74%	17.21%

Children in Poverty by Race Alone, Percent: Age 0 - 1

Considerations

Over-representation of 55+ has significantly influenced the outcome of this domain. We were surprised to learn most grandparent respondents were not caretaking grandchildren in this research. A broader solicitation of the community is warranted. A failed connection with Head Start and families in general is needed and is well documented though the presented data herein. Children living in poverty and who also benefit from free and reduced lunch programs are prominent particularly in Douglas County, which prompts federal representation and understanding, that sees the vital role of funding and policy advocacy.

FOOD

"Seniors need more help than ever."
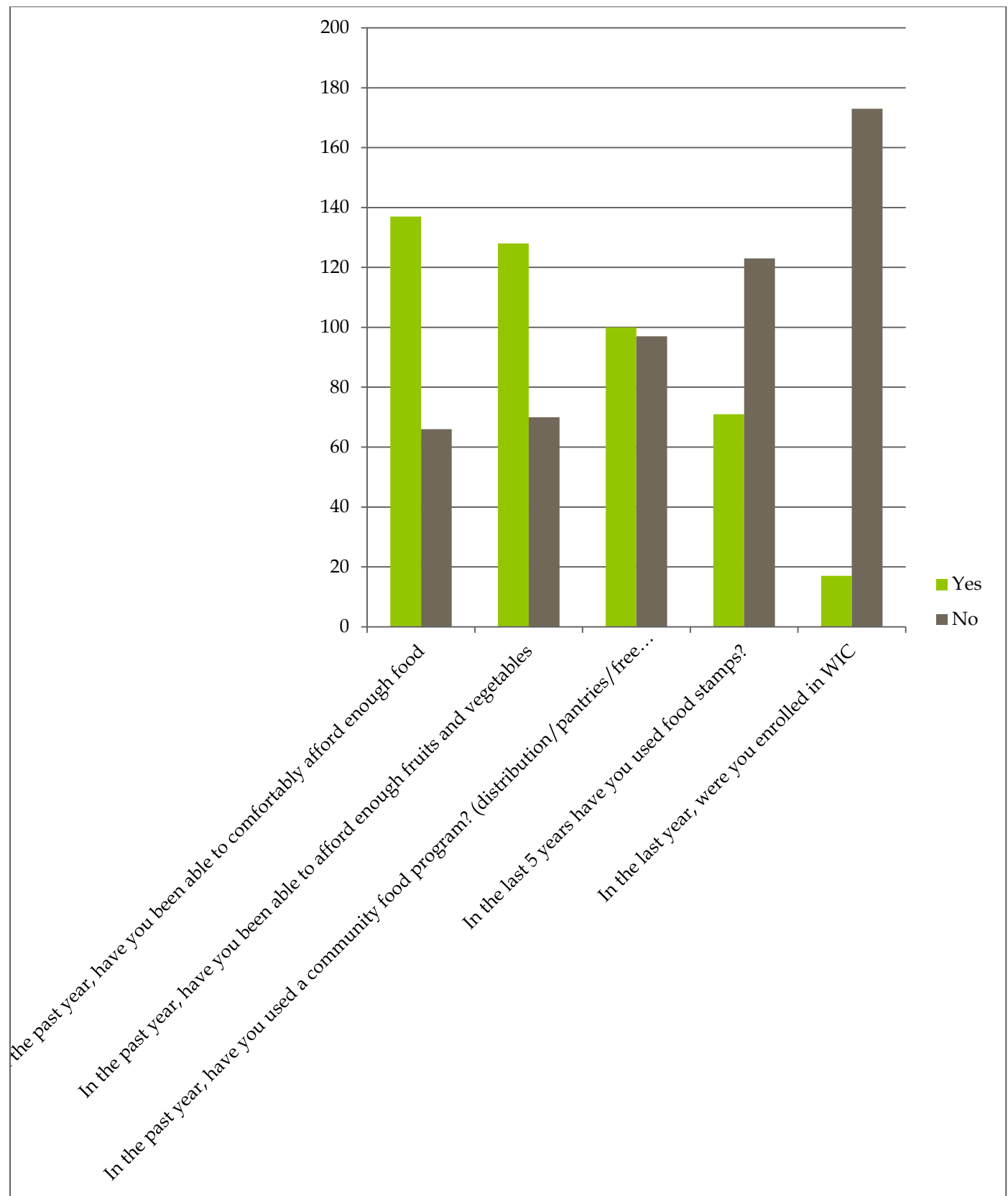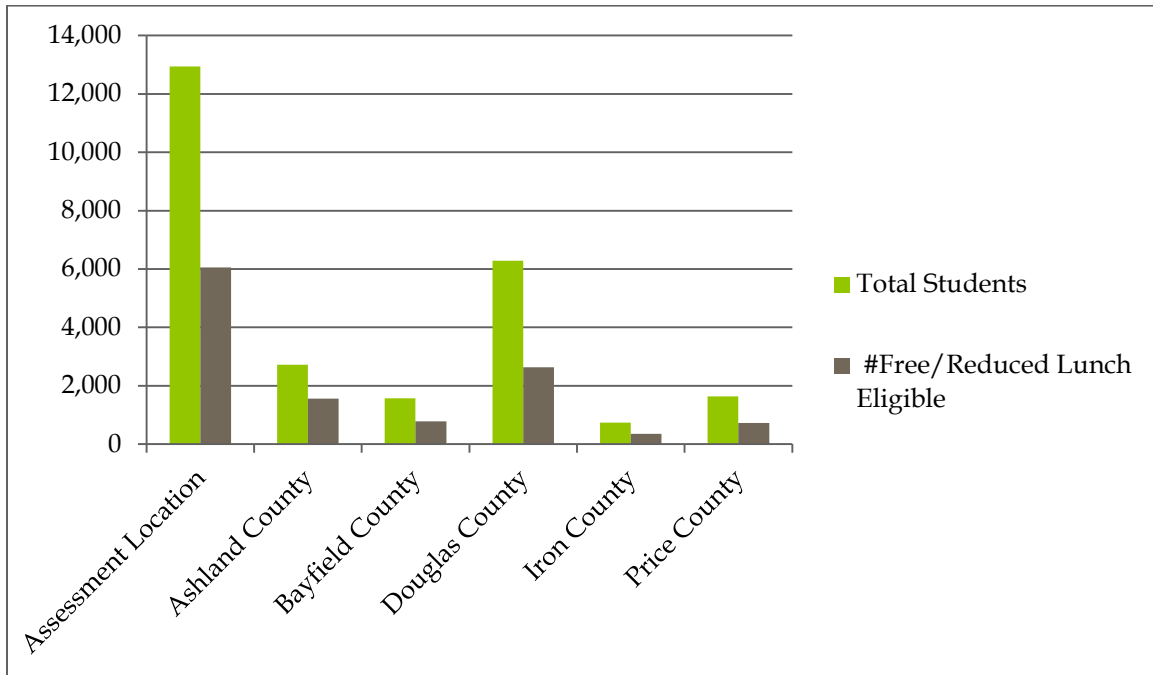
	200				
	180				
	160				
	140				
	120				
	100				
	80				
	60				
	40				
	20				
	0				

Yes
No

, the past year, have you been able to comfortably afford enough food

In the past year, have you been able to afford enough fruits and vegetables

In the past year, have you used a community food program? (distribution/ pantries/ free…

In the last 5 years have you used food stamps?

In the last year, were you enrolled in WIC

Conditions

Percent Free/Reduced Price Lunch Eligible	Report Area
46.82%	**Report Location**
57.24%	Ashland County, WI
49.74%	Bayfield County, WI
42%	Douglas County, WI
48.43%	Iron County, WI
44.48%	Price County, WI
37.42%	Wisconsin
49.21%	United States

Households Receiving SNAP by Poverty Status (ACS)

The below table shows that according to the American Community Survey

(ACS), 6,331 households (or 15.2%) received SNAP payments during 2017. During this same period there were 2,901 households with income levels below the poverty level that were not receiving SNAP payments.

Report Area	Households Receiving SNAP Total	Households Receiving SNAP Percent	Households Receiving SNAP Income Below Poverty	Households Receiving SNAP Income Above Poverty	Households Not Receiving SNAP Total	Households Not Receiving SNAP Percent	Households Not Receiving SNAP Income Below Poverty	Households Not Receiving SNAP Income Above Poverty
Report Location	6,331	15.2%	2,956	3,375	35,264	84.8%	2,901	32,363
Ashland County, WI	1,382	21.25%	621	761	5,122	78.75%	370	4,752
Bayfield County, WI	793	11.56%	318	475	6,066	88.44%	425	5,641
Douglas County, WI	2,728	14.57%	1,439	1,289	15,989	85.43%	1,328	14,661
Iron County, WI	465	15.77%	198	267	2,483	84.23%	251	2,232
Price County, WI	963	14.66%	380	583	5,604	85.34%	527	5,077
Wisconsin	282,597	12.14%	129,996	152,601	2,046,157	87.86%	144,857	1,901,300
United States	15,029,498	12.65%	7,420,946	7,608,552	103,796,423	87.35%	8,969,163	94,827,260

Data Source: US Census Bureau, American Community Survey. 2013-17. Source geography: County

IV.   EMPLOYMENT

Community Comments

"I love Superior, but living here for the younger people, can be very hard. Our daughter works 2 jobs to make it. And we usual need to help her. Both jobs are part time so no health insurance. Also the drug problem is great here. Our son is a recovering addict, it's been a long hard few years. I wish that people knew more about Nar-anon, it saved my life and with my getting stronger my son got healthier. I also wish there was more inexpensive help for us that are retired, like house painting and lawn mowing and etc. But all in all this is a beautiful place to live."

Key Findings

2017 poverty estimates show a total of 11,257 persons living below the poverty level in the report area. Poverty information is at 100% of the federal poverty income guidelines.

Conditions

Legend:
- Under 10%
- **10.01% - 12.0%**
- **12.01% - 14.0%**
- 14.01% - 17.0%
- Over 17% Report Location
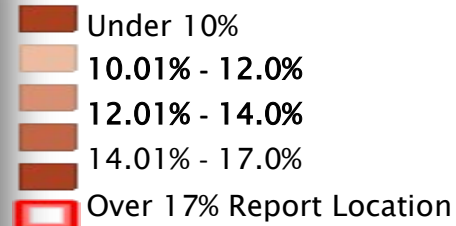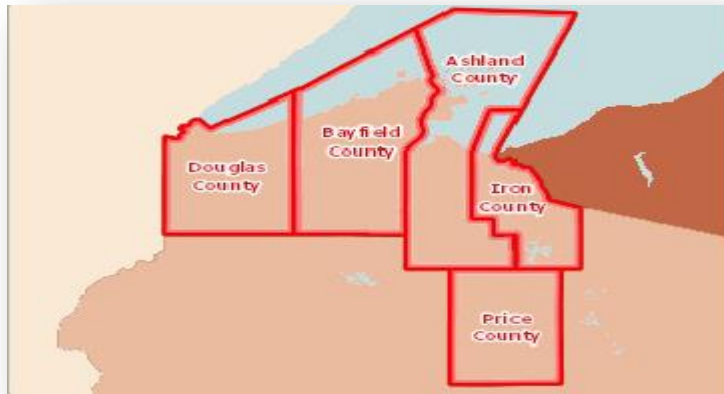
Population Below the Poverty Level, Percent by State, SAIPE 2017

Report Area	All Ages No of Persons	All Ages Poverty Rate	Age 0-17 No of Persons	Age 0-17 Poverty Rate	Age 5-17 No of Persons	Age 5-17 Poverty Rate
Report Location	11,257	**12.46%**	3,170	18.09%	2,161	16.42%
Ashland County, WI	2,238	15.1%	746	22.6%	507	21%
Bayfield County, WI	1,826	12.3%	543	21.5%	379	19.9%
Douglas County, WI	4,859	11.6%	1,278	15.1%	854	13.4%
Iron County, WI	841	15.1%	192	22.9%	135	20.5%
Price County, WI	1,493	11.3%	411	17.2%	286	15.8%
Wisconsin	640,174	11.3%	183,445	14.6%	124,586	13.5%
United States	42,583,651	13.40%	13,353,202	18.4%	9,120,503	17.30%

Report Area	Non-Hispanic White	Black or African American	Native American / Alaska Native	Asian	Native Hawaiian / Pacific Islander	Some Other Race	Multiple Race
Report Location	8.1%	**58.33%**	22.54%	0%	0%	0%	20.33%
Ashland County, WI	8.11%	No data	31.67%	0%	No data	No data	19.05%
Bayfield County, WI	6.68%	0%	11.76%	0%	No data	No data	0%
Douglas County, WI	9.19%	100%	30.16%	0%	0%	0%	32.04%
Iron County, WI	7.14%	0%	0%	0%	No data		0%	0%
Price County, WI	7.81%	No data	0%	0%	No data	No data	0%
Wisconsin	7.2%	17%	15.53%	12.43%	25.14%	21.52%	12.04%
United States	7.21%	17.1%	17.89%	12.9%	12.77%	21.37%	13.72%

Poverty by Race Alone, Percent: Age 65 and Up
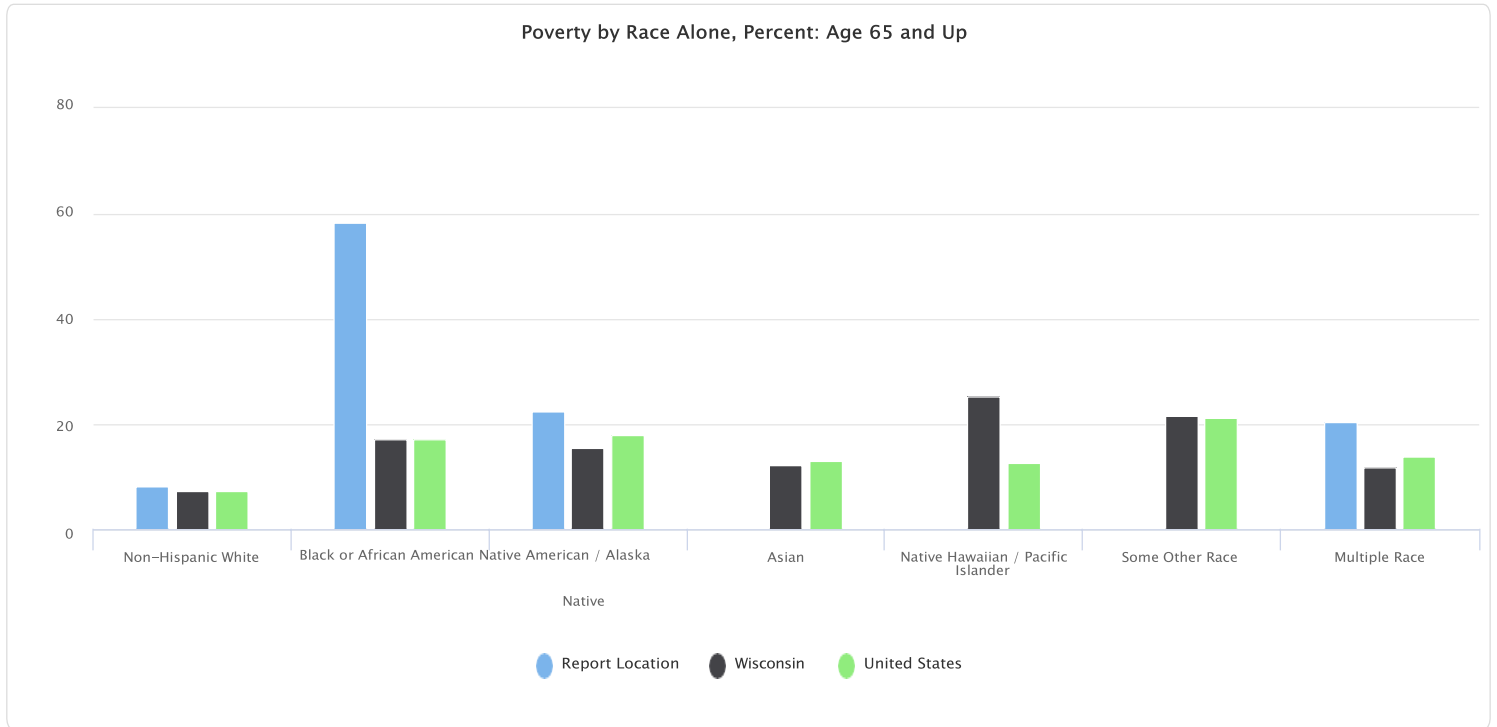
Current Unemployment

Labor force, employment, and unemployment data for each county in the report area is provided in the table below. Overall, the report area experienced an average 3.4% unemployment rate in May 2019.

Report Area	Labor Force	Number Employed	Number Unemployed	Unemployment Rate
Report Location	46,842	45,235	1,607	**3.4%**
Ashland County, WI	7,811	7,533	278	3.6%
Bayfield County, WI	7,468	7,170	298	4%
Douglas County, WI	22,810	22,079	731	3.2%
Iron County, WI	2,378	2,278	100	4.2%
Price County, WI	6,375	6,175	200	3.1%
Wisconsin	3,086,614	3,002,659	83,955	2.7%
United States	163,739,476	158,152,988	5,586,488	3.4%
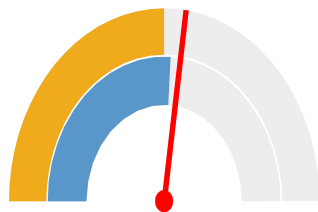
Assessment Location (3.4%)
Wisconsin (2.7%)
United States (3.4%)

Report Location (0.45%)
Wisconsin (0%)
United States (0.18%)
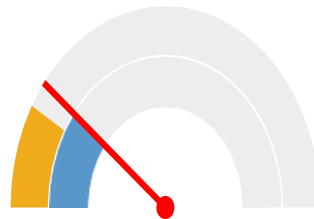
Five Year Unemployment Rate

Unemployment change within the report area from May 2015 to May 2019 is shown in the chart below. According to the U.S. Department of Labor, unemployment for this five-year period fell from 7.9% to 3.96%.

Report Area	May 2015	May 2016	May 2017	May 2018	May 2019
Report Location	7.9%	6.8%	5.59%	4.94%	**3.96**
Ashland County, WI	9.15%	7.65%	6.05%	4.96%	3.95
Bayfield County, WI	10.48%	9.4%	7.64%	5.81%	4.17
Douglas County, WI	6.55%	5.63%	4.83%	4.77%	3.93
Iron County, WI	10.69%	10.02%	8.59%	6.79%	5.58
Price County, WI	7.11%	5.72%	4.24%	3.8%	3.18
Wisconsin	6.5%	5.34%	4.51%	3.71%	**2.97**
United States	7.3%	6.11%	5.36%	4.59%	4.15

Note: This indicator is compared to the state average.
Data Source: US Department of Labor, Bureau of Labor Statistics. 2019 - May. Source geography: County

Considerations

Respondents gave yes answers to the following categories, ranging from **slight concern-extreme concern**, or not a concern.

It is possible demographics surveys have overwhelmed the results, as finding a job was not the concern for so many retired seniors. It is important to use a critical eye towards wage stagnation and cost of living.

Chart showing Yes/No responses for: Finding a job, Fingding a full time job, Finding a job higher wages, Getting training for a better job, Getting a job with health benefits, Securing child care, Transporation
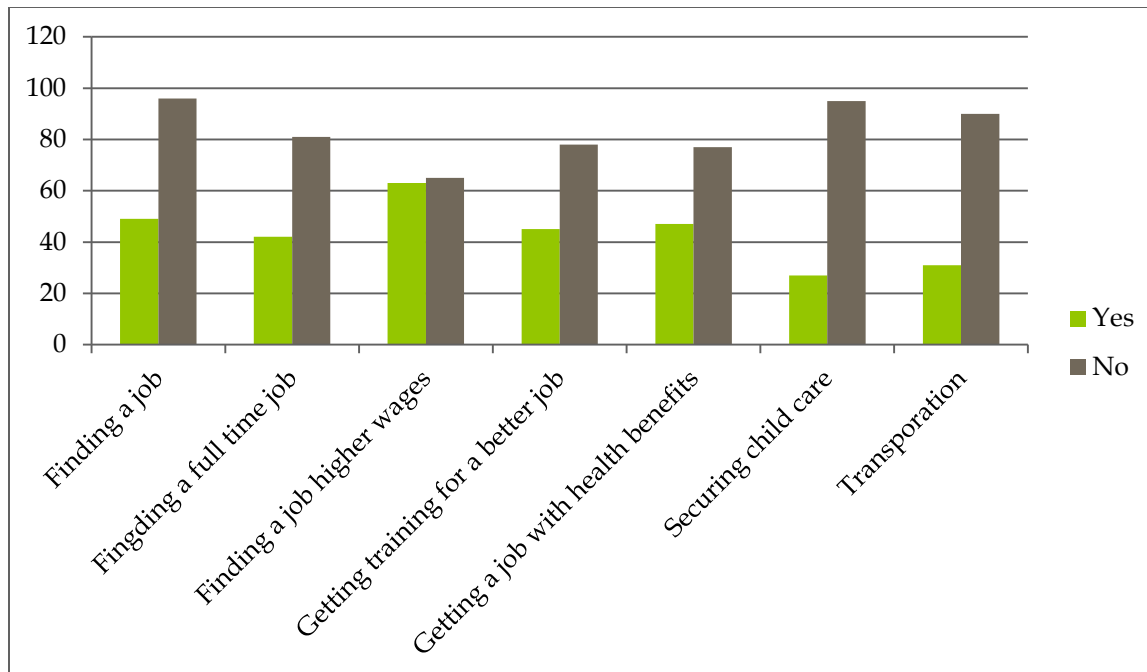
V. HOUSING

Community Comments

"I just need a place to live."

"The rents here are outrageous. My mom kicked me out about a year ago. There's not enough notice of where people can go. I was afraid of CHUM. Superior is more affordable, but it's still hard for 1 person to afford the basics."

"We need better, lighted, bus shelters with seats in them. Too many are barren of lighting or have no seats, and I have trouble seeing where to get off the bus, and don't feel safe waiting for a bus in the dark, on a cold winter morning, nor the walk to a bus shelter through snow and ice. The closest to me is 4 blocks away. I wish there was a way to get more food share, but as it is they are trying to end that program little by little. I can't afford fresh fruit and vegetables. I need to buy processed food that lasts longer to make it through the month, and I am always lacking in food before i get them the next month so i need to supplement with food programs that don't always have fresh fruit and vegetables. A Lot of the food in programs is loaded with salt and sugar, and I have to watch those ingredients. But I am also grateful for them. I feel lucky that I am in public housing, but there are so many people who need affordable, good housing, with respectful landlords. I had a landlord at one time that came in whenever he wanted without notice. I lived on Hughitt Ave. Sometimes, I was sleeping and was woken up by his presence in my apartment with his friend. Talk about not having privacy

Conditions

Have you ever experienced homelessness

In the last 5 years
10%

In the last year
8%

Never
82%
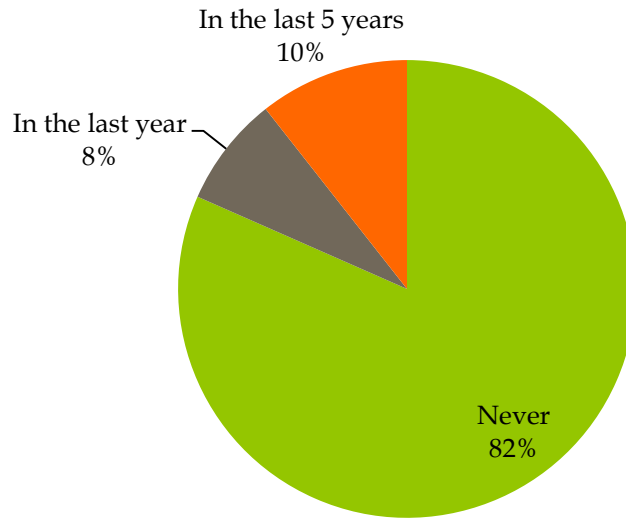
18% were affirmative in their inability to secure housing and experienced, or were still, homeless.

Housing Age

Total housing units, median year built and median age in 2017 for the report area are shown below. Housing units used in housing age include only those where the year built is known.

Report Area	Total Housing Units	Median Year Built	Median Age (from 2017)
Report Location	62,927	No data	No data
Ashland County, WI	9,651	1964	53
Bayfield County, WI	13,230	1980	37
Douglas County, WI	23,086	1968	49
Iron County, WI	6,008	1972	45
Price County, WI	10,952	1973	44
Wisconsin	2,668,692	1973	44
United States	135,393,564	1977	40

Homeowners

The U.S. Census Bureau estimated there were 30,371 homeowners in the report area in 2000, and 75.21% owner occupied homes in the report area for the estimated 5-year period from 2013 - 2017.

Report Area	Owner Occupied Homes 2000	Owner Occupied Homes 2000	Owner Occupied Homes 2017	Owner Occupied Homes 2017
Report Location	30,371	75.21%	30,144	**47.9%**
Ashland County, WI	4,751	70.72%	4,455	46.16%
Bayfield County, WI	5,127	82.6%	5,726	43.28%
Douglas County, WI	12,704	71.34%	12,579	54.49%
Iron County, WI	2,489	80.73%	2,246	37.38%
Price County, WI	5,300	80.74%	5,138	46.91%
Wisconsin	1,426,361	68.43%	1,559,308	58.43%
United States	69,815,753	66.19%	75,833,135	56.01%

This indicator is compared to the state average.
Data Source: US Census Bureau, American Community Survey. 2013-17.

Vacancy Rates

The U.S. Postal Service provided information quarterly to the U.S. Department of Housing and Urban Development on addresses identified as vacant in the previous quarter. Residential and business vacancy rates for the report area in the third quarter of 2018 are reported.

For this reporting period, a total of 1,905 residential addresses were identified as vacant in the report area, a vacancy rate of 7.5%, and 98 business addresses were also reported as vacant, a rate of 8.9.

Report Area	Residential Addresses	Vacant Residential Addresses	Residential Vacancy Rate	Business Addresses	Vacant Business Addresses	Business Vacancy Rate
Report Location	25,500	1,905	**7.5%**	1,102	98	**8.9**
Ashland County, WI	932	80	8.6%	31	2	6.5

Bayfield County, WI	5,553	903	16.3%	154	24	15.6
Douglas County, WI	10,296	839	8.1%	490	54	11
Iron County, WI	4,005	0	0%	185	0	0
Price County, WI	4,714	83	1.8%	242	18	7.4
Wisconsin	1,358,063	38,332	2.8%	104,573	9,975	9.5
United States	72,838,881	1,859,314	2.6%	6,777,910	614,541	9.1

Data Source: US Department of Housing and Urban Development. 2016-Q4.

Number of Unsafe, Unsanitary Homes

The number and percentage of occupied housing units without plumbing are shown for the report area. U.S. Census data shows 514 housing units in the report area were without plumbing in 2000 and ACS five-year estimates show 343 housing units in the report area were without plumbing in 2017.

Report Area	Occupied Housing Units 2000	Housing Units without Plumbing 2000	Percent without Plumbing 2000	Occupied Housing Units 2017	Housing Units without Plumbing 2017	Percent without Plumbing 2017
Report Location	40,380	514	1.27%	41,595	343	**0.82%**
Ashland County, WI	6,718	107	1.2%	6,504	67	1.03%
Bayfield County, WI	6,207	146	1.25%	6,859	120	1.75%
Douglas County, WI	17,808	143	0.7%	18,717	68	0.36%
Iron County, WI	3,083	19	0.33%	2,948	35	1.19%
Price County, WI	6,564	99	1.03%	6,567	53	0.81%
Wisconsin	2,084,544	10,648	0.46%	2,328,754	10,743	0.46%
United States	106,741,426	736,626	0.69%	118,815,922	460,775	0.39%

Data Source: US Census Bureau, American Community Survey. US Census Bureau, Decennial Census

Evictions

The number evictions and eviction filings within the report area is shown below. For the year 2016, the Eviction Lab reports that 195 of the 271 eviction filings ended in an eviction, for an eviction rate of 1.67%

| Report Area	Renter Occupied Households	Eviction Filings	Evictions	Eviction Filing Rate	Eviction Rate
Report Location	11,650	271	195	2.33%	**1.67%**
Ashland County, WI	2,161	49	32	2.27%	1.48%
Bayfield County, WI	1,341	10	9	0.75%	0.67%
Douglas County, WI	6,225	184	139	2.96%	2.23%
Iron County, WI	591	4	3	0.68%	0.51%
Price County, WI	1,332	24	12	1.8%	0.9%
Wisconsin	787,739	26,508	14,871	3.37%	1.89%
United States	38,372,860	2,350,042	898,479	6.12%	2.34%

Data Source: Eviction Lab.

SPECIFIC GOALS & STRATEGIC PLAN

Standard 4.2

The organization's community action plan is outcome-based; anti-poverty focused, and ties directly to the community assessment.
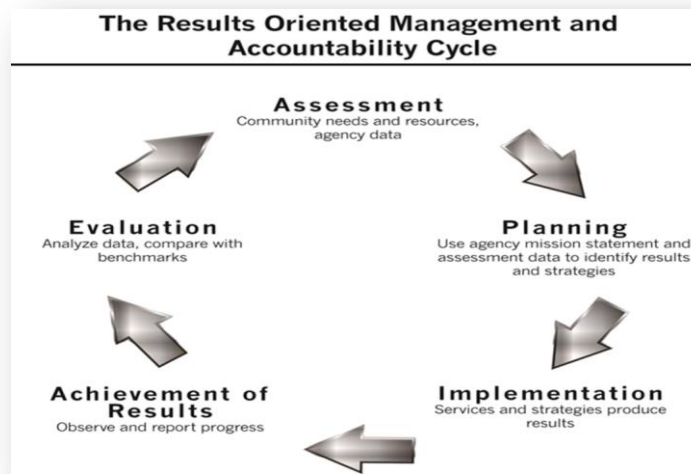
ROMA
Results Oriented Management and Accountability
The ROMA cycle graphic was developed by
The national peer to peer (NPTP) ROMA training project,
Based on guidance regarding core activities for states and
CSBG eligible entities provided by OCS.

Community Comments

"We need help to find low cost lawn mowing and snow shoveling-could college students do this as a community service? Keep transportation costs like Senior Connections down, or perhaps a sliding scale. In general more services/costs sliding scale."

STRATEGIC PLAN

Overview and Preparation

Micro

May 2020, 6 months post report, we will prepare a readiness assessment by assembling an Action Committee, where we will consult the strategic planning guide, and review past assessments and plans that consider both the unique requirements of CAA's and the dynamic compositions of our board and staff.

The primary goal of the action team is to create a plan that captures both long range and short term plans, as directed by Community Needs Assessment that directly addresses the core needs of the CSBG area.

As a part of the effort to reinvigorate the internal processes we will support the completion of a SWOT analysis to bring forward ideas and concerns while identifying capacity building and leadership opportunities.

Mezzo

From front line staff to managers and board positions, we will consider an agency wide organizational chart and structure that is clear and ensures coordination of activities with cross-training opportunities and internal collaborations to cross-promote programming.

The second stage of agency competencies and standards will reflect universal technological compliance, which includes utilization of CAA Partnership course work. Examine current agency wide strategy plan from the last five years; ensure its reactionary language to relevant community needs assessment.
Strategic plan will directly address the elimination of regional poverty.

Our strategic plan will explore options regarding the health of our funding mechanisms and processes, IT systems and safeguards, staff training, and overall building facilities state of well-being and priorities.
A critical component of our strategic plan will be "staff engaged," will identify key stakeholders and representatives to elevate internal integration plus promote innovation.

Second tier guidance from the National Community Action Network Theory of Change will assist us in tailoring a local theory of change to create best practices for participants living in poverty.

Internal action team will establish a plan to mirror ROMA cycle and practices; if necessary or desired, appoint internal ROMA coordinator to oversee implementation, logistics, and confirm explicit deliverables.

Finally, customer service feedback must be amplified and stated goals must be identified and implemented.

The National Community Action Network Theory of Change

Community Action Goals

Goal 1: Individuals and families with low incomes are stable and achieve economic security.

Goal 2: Communities where people with low incomes live are healthy and offer economic opportunity.

Goal 3: People with low incomes are engaged and active in building opportunities in communities.

Services and Strategies

Employment

Education & Cognitive Development

Income, Infrastructure & Asset Building

Housing

Health/Social Behavioral Development

Civic Engagement & Community Involvement

Core Principles

- Recognize the complexity of the issues of poverty
- Build local solutions specific to local needs
- Support family stability as a foundation for economic security
- Advocate for systemic change
- Pursue positive individual, family, and community level change
- Maximize involvement of people with low incomes
- Engage local community partners and citizens in solutions
- Leverage state, federal, and community resources

Performance Management

How well does the network operate?

What difference does the network make?

- Local Organizational Standards
- State and Federal Accountability Measures
- Results Oriented Management and Accountability System

- Individual and Family National Performance Indicators
- Community National Performance Indicators

A national network of over 1,000 high performing Community Action Agencies, State Associations, State offices, and Federal partners supported by the Community Services Block Grant (CSBG) to mobilize communities to fight poverty.

This publication was created by NASCSP in the performance of the U.S. Department of Health and Human Services, Administration for Children and Families, Office of Community Services, Grant Number 90ET0451.

National Theory of Change

   "The Theory of Change is intended to provide a graphic overview of the core principles, performance management framework, and services and strategies implemented and led by the network to achieve the goals of Community Action across the nation."

Macro

Incorporating the familial eco systems of participants is an important mechanism of securing qualitative and quantitative data to develop the most valuable direction for our agency.

Broader systems of service via partnership collaboration are also critical in moving forward high-impact regional policies and programming. How are we moving together?

Through broader discussion with elected officials and health and wellness sectors, both public and private, are the keys to understanding a deeper analysis of causes and conditions of poverty; the result is a comprehensive, unified program delivery, as well as an opportunity to reevaluate/generate community resources.

REFERENCES

1. Population by Race and Ethnicity; https://getfacts.wisc.edu2013-2017 American Community Survey 5-Year Estimates - DP05

2. https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=CF

3. www.suicide.org (2019).

4. www.worldhealthorganization.org (2019).

APPENDIX A: COMMUNITY ASSESSMENT SURVEY

Community Needs Assessment

Community at-large

Age (must be at least 18)
18-24
25-34
35-44
45-54
55 and older

Select the most appropriate choice below
Male
Female
Other:

Which of the following best describes you
White
African American/Black
American Indian/Alaska Native
Asian/Pacific Islander
Multi-racial
Other:

What is the highest level of education you have completed?
Some high school
High school diploma/GED
Some college or Trade/Vocation
Associates Degree
Bachelors Degree
Graduate degree

Do you speak a language other than English, as home as your primary language at home? If yes, which language?

Which county do you live in?
Ashland
Bayfield
Douglas
Iron
Price

Which of the following best describes you
Full-time employee
Part-time employee
Self-employed
Stay at home caretaker
Student
Retired
Unemployed
Unable to work/disabled
Other:

Total annual income of adults living in your household

Less than 10,000
10,000-19,999
20,000-29,999
30,000-39,999
40,000-49,999
50,000-59,999
60,000 and above

What are your sources of income

Earned wages
Veteran's benefits
Self-employment
Unemployment benefit
W2/TANF
Child support
Social security
Disability (SSI or SSDI)
Worker's Compensation
Pension/Retirement
Which best describes your household
Single parent, one or more children at home

Single
Two parent household, one or more children
Married, no children
Live with partner
Multi-generational family
Married, children not at home
Other:

Housing
Which of the following best describes your housing situation?
Own a house
Rent
Staying with friends/family
Mobile home (paying space/lot rent)
Homeless
Other:

Have you experienced homelessness?

Never
In the last year
In the last 5 years

Do you or your family receive housing assistance (Section 8 or subsidized housing)
Yes
No
Don't know

Please mark all of the housing issues you have experienced the last 12 months
Missed rent or mortgage payment
Evicted
Structural/Plumbing/Electrical/Heating problems
Lost home due to foreclosure or forced sale
Missed heat, electricity or other utility bill(s)
Unable to make repairs due to cost
Other:

Please rate the following housing concerns as they pertain to your household

Extreme concern
Moderate concern
Slight concern
Not a concern

Paying for rent/security deposit
Dealing with landlord issues
Paying the mortgage
Paying for home repairs
Paying for utilities
Finding safe and affordable housing
Buying a house
Finding emergency shelter

Paying for rent/security deposit
Dealing with landlord issues
Paying the mortgage
Paying for home repairs
Paying for utilities
Finding safe and affordable housing
Buying a house
Finding emergency shelter

Transportation
Please check the yes or no as it applies to your household

Yes
No
I carpool to work or other travel needs
I get rides from family/friends
I have a valid driver's license
I have a vehicle
I have car insurance
My vehicle is reliable
I have bus service available
I understand the bus system
The bus service meets my needs
There are enough bus shelters
Bus shelters feel safe and comfortable
I want to be able to reach my destinations by walking & biking
Walking and biking feel safe and accessible for my travel needs

Please rate the following transportation needs

Extreme concern
Moderate concern
Slight concern
Not a concern
Obtaining a driver's license

Paying for insurance
Paying for fines/fees
Paying for car maintenance & repairs
Paying for gasoline
Paying for bus fare
Using public transportation
Purchasing a reliable bicycle
Paying for bike repairs and service
Obtaining a driver's license
Paying for insurance
Paying for fines/fees
Paying for car maintenance & repairs
Paying for gasoline

Paying for bus fare
Using public transportation
Purchasing a reliable bicycle
Paying for bike repairs and service

Health
Physical, dental and mental health

Do you currently have health insurance?
Yes
No

Please check all of the insurance coverage in your household
No health insurance
Health insurance through an employer
Health insurance purchased directly by yourself or family (not employer)
Indian or Tribal Health
Medicare
Medicaid/Medical Assistance (MA)
Veterans benefits (ex. CHAMPUS/Tricare)
BadgerCare
Other:

Have you ever not seen a doctor because

Lack of transportation
Cost of medical care
Language barrier
Fear or lack of trust
No health insurance
No child care
Other:

Have you ever not seen a dentist because

Lack of transportation
Cost of dental care

Language barrier
Fear or lack of trust
No dental insurance
No child care
Other:

How concerned are you about your mental health?
Extreme concern
Moderate concern
Slight concern
Not a concern

How concerned are you about your family/friends' mental health?
Extreme concern
Moderate concern
Slight concern
Not a concern

Have you ever not seen a mental health professional because
Lack of transportation
Cost of mental health care
Lack of family support
Language barrier
Fear or lack of trust
Lack of doctors, therapists or counselors
No mental health coverage
No child care

I feel confident that I can afford my prescription medication(s)
Yes
No

I feel confident I have access to treatment facilities & professionals for substance abuse/ addiction issues
Yes
No

Child Care
Please rate the following issues regarding child care

Extreme concern
Moderate concern
Slight concern
Not a concern
Finding safe, affordable child care
Finding a child care facility
Keeping multi-age children together (1 location)
Transportation

Cost of child care
Available hours don't match work schedule
Finding safe, affordable child care
Finding a child care facility
Keeping multi-age children together (1 location)
Transportation
Cost of child care
Available hours don't match work schedule

I am a grandparent responsible for child care
Yes
No

Food
Please answer the following about food security

Yes
No
In the past year, have you been able to comfortably afford enough food
In the past year, have you been able to afford enough fruits and vegetables
In the past year, have you used a community food program?
(distribution/pantries/free meals, etc.)
In the last 5 years have you used food stamps?
In the last 5 years were you enrolled in WIC?

Employment
Please rate the following employment issues as they pertain to your household

Extreme concern
Moderate concern
Slight concern
Not a concern

Finding a job
Finding a full time job

Finding a job with higher wages
Getting training for a better job
Getting a job with health benefits
Securing childcare
Transportation to interview/work site

Rate the SIX areas

Of the 6 areas discussed, please identify the TOP 3 that have the largest impact on your household

Extreme concern (1)
Moderate concern (2)
Slight concern (3)
Least concern (4)
Least concern (5)
Least concern (6)

Food
Health
Employment
Transportation
Housing
Child care

Please include any final thoughts--Thank you!

APPENDIX B: STAFF, BOARD & COMMUNITY PARTNER SURVEY

Demographics

Tell us how you're involved!

Community partner
Staff member
Board member

Which selection best describes you

Male
Female
Other:

Age
18-24

25-34
35-44
45-54
55 and older

Service Area/County

Ashland
Bayfield
Douglas
Iron
Price

Food

Please answer the following about food security
Yes   No
People are able to comfortably provide food for their household
People are able to buy enough fruits & vegetables for their household
Food distribution/pantries and free meals are well-utilized programs
A good portion low income citizens are utilizing food stamps
WIC is well-utilized program for low income residents
People are able to comfortably provide food for their household
People are able to buy enough fruits & vegetables for their household
Food distribution/pantries and free meals are well-utilized programs
A good portion low income citizens are utilizing food stamps
WIC is well-utilized program for low income residents

Employment

Please rate these employment-related issues

Extreme concern   Moderate concern   Slight concern   No concern

Finding a job
Finding a full-time job
Finding a job with higher wages
Getting training for a better job
Getting a job with health benefits
Securing child care
Transportation to interview/work site
Finding a job
Finding a full-time job
Finding a job with higher wages
Getting training for a better job

Getting a job with health benefits
Securing child care
Transportation to interview/work site

Housing

Help us understand the housing-related challenges for low income community members

Please rate these housing issues in your service area

Extreme Concern   Moderate concern   Slight concern   No concern

Missing rent payments
Eviction
Structural/Plumbing/Electrical/Heating problems
Lost home due to foreclosure/forced sale
Missed heat, electrical or other utility bills
Unable to make home repairs due to cost
Missing rent payments
Eviction
Structural/Plumbing/Electrical/Heating problems
Lost home due to foreclosure/forced sale
Missed heat, electrical or other utility bills
Unable to make home repairs due to cost

Please rate the following concerns as they pertain to your community

Extreme concern   Moderate concern   Slight concern   No concern

Paying for rent/security deposit
Dealing with landlord issues
Paying the mortgage
Paying home repairs
Paying for utilities
Finding safe, affordable housing
Purchasing a home
Finding emergency shelter
Paying for rent/security deposit
Dealing with landlord issues
Paying the mortgage
Paying home repairs
Paying for utilities
Finding safe, affordable housing

Purchasing a home
Finding emergency shelter

Transportation

Please mark the issues that impact your service area

Yes   No

Lack of car pool options
Access to obtain driver's license
Access to a vehicle
Ability to pay car insurance
Access to a reliable vehicle
Access to bus service
Ability to navigate bus service
Bus service meeting needs
Lack of bus shelters
Bus shelters feel safe and comfortable
Ability to reach destinations by walking/biking
Walking/biking that feels safe and accessible

Please rate the following transportation issues

Extreme concern   Moderate concern   Slight concern   No concern

Obtaining a driver's license
Paying for insurance
Paying for fines/fees (registration, tickets)
Paying for car maintenance & repairs
Paying for gasoline
Paying for bus fare
Using public transportation
Purchasing a reliable bicycle
Paying for bike repairs and service
Paying for bike repairs and service

Health

Physical, Dental & Mental Health

Identify the barriers to seeing a doctor in your service area
Lack of transportation
Cost of medical care
Language barrier

Fear or lack of trust
No health insurance
No child care
Identify the barriers to seeing a dentist in your service area
Lack of transportation
Cost of dental care
Language barrier
Fear or lack of trust
No dental insurance
No child care

How concerned are you about access to mental health services and professionals
Extreme concern
Moderate concern
Slight concern
No concern
Identify the barriers to mental health care
Lack of transportation
Cost of mental health care
Lack of family support
Language barrier
Fear or lack of trust
Lack of doctors, therapists, or counselors
No mental health coverage
No child care

Low income residents are confident in their ability to afford prescription medication(s)
Yes
No
Low income residents are confident in their ability to access treatment facilities and
professionals for substance abuse/addiction issues
Yes
No

<div align="center">Child Care</div>

Please rate the following child care issues

Extreme concern   Moderate concern   Slight concern   No concern

Finding safe, affordable child care
Finding a child care facility
Keeping multi-age children together (1 location)
Transportation

Cost of child care
Available hours don't match work schedule
Finding safe, affordable child care
Finding a child care facility
Keeping multi-age children together (1 location)
Transportation
Cost of child care
Available hours don't match work schedule
<div align="center">Overall Ranking</div>

Of the 6 areas discussed, please choose the TOP 3 that have the largest impact on your service area
Extreme concern (1) Moderate concern (2)   Slight concern (3)   Least concern (4)
        Least concern (5)   Least concern (6)
Transportation
Housing
Child Care
Food
Health
Employment

APPENDIX C: CLIENT SATISFACTION SURVEY

Evaluate Services

Client Satisfaction

Area of Service
County

What service(s) do you receive from us
Food
Other:

Please circle the option that best describes how satisfied you are
No opinion
Poor
Fair
Good
Excellent

Do you have any recommendations to improve how we serve you?

APPENDIX D: ELECTED OFFICIAL SURVEY

Elected Officials

Northwest WI Community Services Agency, Inc. (City, County & State)

What do you know about our Community Action Agency & the services we provide for persons who are low-income?

What do you think are the TOP THREE needs of low income residents in your community?

What suggestions can you provide on how the needs can be addressed

What are some key community revitalization needs?

What suggestions can you provide on how the needs could be addressed?

Do you have any other feedback?