

# MATURA Action Corporation

## Iowa Client Needs Survey

### First Glance

#### DEMOGRAPHICS

Table 1: Q1 County of Residence

	US CENSUS*	SURVEYS	PERCENT
Adair	7421	37	8.75%
Adams	3901	33	7.80%
Madison	15347	40	9.46%
Ringgold	4960	22	5.20%
Taylor	6114	93	21.99%
Union	12253	66	15.60%
Clarke	9022	33	7.80%
Decatur	7569	44	10.40%
Page	14636	48	11.35%
Other	---	7	0.02%
TOTAL		423	100.00%

\*2009-2013 American Community Survey 5-Year Estimates

Table 2: Q3 Gender

	SURVEY	PERCENT
Male	42	9.95%
Female	380	90.05%
TOTAL	422	100.00%

Table 3: Q4 Seniors

	SURVEY	PERCENT
55 or older	62	14.66%
54 or less	361	85.34%
TOTAL	423	100.00%

Table 4: Q5 Married/Living with Partner

	SURVEY	PERCENT
YES	275	65.32%
NO	146	34.68%
TOTAL	421	100.00%

Table 5: Q11 Children Under 18 in the home

	SURVEY	PERCENT
YES	291	76.38%
NO	90	23.62%
TOTAL	381	100.00%

The demographics indicate that there is a slight variation in the proportionate number of surveys completed per county, but this sampling portrays an adequate representation from each of the counties. The state requested that MATURA have a minimum of 280 surveys completed, which the agency easily exceeded.

The data shows that the majority of the surveys were completed by females, which tracks well with information reported by outreach staff that most often women are completing the Basic Intake Form upon initial contact with the agency.

Seniors represent 13.79% (1424 of the 10329 individuals) of the individuals served in FY2015. The number of seniors completing the survey is representative to the clients served by the agency at 14.66%.

Families with Children in the home represented 52.83% (2037 of 3856 households) of the households served in FY2015, which indicated that families with children are represented more in the survey than single person households.

**Table 6: Q6- Q16 NEEDS**

**Top four needs in each category.**

<b>NEED</b>	<b>ANSWERED</b>	<b>SKIPPED</b>	<b>TOTAL</b>	<b>PERCENT</b>
<b>Q6 Employment</b>	<b>192</b>	<b>232</b>	<b>424</b>	<b>45.28%</b>
Training for job I want	46			23.96%
Getting education for job I want	66			34.38%
Finding perm. F/T job to support me and family	80			41.67%
Knowing what jobs are available	55			28.65%
<b>Q7 Education</b>	<b>212</b>	<b>212</b>	<b>424</b>	<b>50.00%</b>
Obtaining High School diploma or HSED/GED	57			26.89%
Obtaining two year degree	58			27.36%
Choosing a career	47			22.17%
Getting financial assistance to complete education	63			29.72%
<b>Q8 Financial and Legal</b>	<b>182</b>	<b>242</b>	<b>424</b>	<b>42.92%</b>
Budgeting & Managing Money	103			56.59%
Understanding Credit Scores	36			19.78%
Solving Child Support Problems/ Issues	33			18.13%
Filling out tax forms	26			14.29%
<b>Q9 Housing</b>	<b>233</b>	<b>191</b>	<b>424</b>	<b>54.95%</b>
Making my home more energy efficient	99			42.49%
Finding affordable housing that fits our needs	74			31.76%
Getting financial assistance with down payment/closing costs	66			28.33%
Qualifying for a loan to buy a home	67			28.76%
<b>Q10 Food &amp; Nutrition</b>	<b>210</b>	<b>214</b>	<b>424</b>	<b>49.53%</b>
Learning how to stretch my food dollar	89			42.38%
Having enough food at home	71			33.81%
Learning how to shop and cook for healthy eating	69			32.86%
Getting food from food pantries and food banks	69			32.86%
<b>Q12 Child Care and Child Development</b>	<b>148</b>	<b>276</b>	<b>424</b>	<b>34.91%</b>
Finding affordable child care	47			31.76%
Getting Financial Assistance with Child Care costs	42			28.38%
Getting Financial assistance with school supplies	34			22.97%
Getting Financial assistance with school fees	29			19.59%
<b>Q13 Parenting and Family Support</b>	<b>128</b>	<b>296</b>	<b>424</b>	<b>30.19%</b>
Learning how to discipline my children more effectively	64			50.00%
Learning how to set goals and plan for my family	47			36.72%
Learning how to help my children with stress/emotional issues	42			32.81%
Communicating better with children's teacher/care provider	19			14.84%
<b>Q14 Transportation</b>	<b>157</b>	<b>267</b>	<b>424</b>	<b>37.03%</b>
Getting financial assistance to make car repairs	64			40.76%
Getting financial assistance to buy a dependable car	53			33.76%
Having access to public transportation	34			21.66%
Having dependable transportation to and from work	32			20.38%
<b>Q15 Health</b>	<b>206</b>	<b>218</b>	<b>424</b>	<b>48.58%</b>
Having affordable Health Insurance	111			53.88%

Having affordable Dental Insurance	83			40.29%
Finding a dentist who accepts Medicaid	47			22.82%
Dealing with stress, depression, anxiety	49			23.79%
<b>Q16 Basic Needs</b>	<b>182</b>	<b>242</b>	<b>424</b>	<b>42.92%</b>
Getting financial help with utility bills (water,heat,electric)	82			45.05%
Getting personal care items (soap, diapers, toilet paper,etc)	50			27.47%
Getting basic furniture, appliances, and house wares	47			25.82%
Getting clothing and shoes	45			24.73%

Table 7: Q17 Unable to get help for problem or need in the last 12 months.

	SURVEY	PERCENT
YES	53	13.84%
NO	330	86.16%
	383	100.00%

## AGENCY SPECIFIC QUESTIONS

How did you learn about the agency?

Family or Friend	248	62.47%
Other	46	11.59%
Health Care Provider	40	10.08%
Current or Former agency client	39	9.82%
Household grew up in received agency services	17	4.28%
A State agency	17	4.28%
Other Social Services Agency	12	3.02%
Local Church	11	2.77%
Brochure or Flyer	11	2.77%

What are your Sources of Household Income?

Employment Income	263	63.99%
Social Security	52	12.65%
Child Support or Alimony	32	7.79%
Other	29	7.06%
SSI	24	5.84%
TANF/ FIP	15	3.65%
General Assistance	8	1.95%
Unemployment Income	11	2.68%
Self-employed	16	3.89%
Pension	12	2.92%

How has your household's income changed in the past 12 months?

Increased	64	16.24%
Decreased	122	30.96%
No Change	208	52.79%

What time of day would you prefer to come to one of our locations?

Weekday hours 8:00 am- 4:30 pm	268	71.47%
Weekday evening from 5:00 pm- 7:00 pm	59	15.73%
Saturday Hours 9:00 am – 12:00 pm	25	6.67%
I am not able to come to any of your locations	23	6.13%

What services has your household received from our agency in the past 12 months?

Energy Assistance (LIHEAP)	112	29.55%
Weatherization	21	5.54%
FaDSS	11	2.90%
Promise Jobs	17	4.49%
Head Start	19	5.01%
Workforce Program	12	3.17%
WIC	295	77.84%
Food Pantry	95	25.07%

Would your pre-school needs be met if your child was not enrolled in Head Start?

YES	94	24.23%
NO	56	14.43%
NOT APPLICABLE	238	61.34%

Is your household currently receiving any type of assistance with your rent?

YES	31	7.65%
NO	291	71.85%
NOT APPLICABLE	83	20.49%

Do you feel you have options in terms of the cost you pay to live within your community?

YES	178	48.11%
NO	192	51.89%

What are barriers that prevent families from receiving services in your community?

Agencies are too far away	28	9.43%
Hours agencies are open	27	9.09%
Work Schedules	81	27.27%
Bad experience in the past	8	2.69%
Not aware of services available	87	29.29%
Lack of Transportation	46	15.49%
Families don't like asking for help	115	38.72%
Information not in primary language	4	1.35%
Do not qualify	118	39.73%

If given the opportunity to serve on a local board or committee to help make decisions for low-income families?

YES	44	11.37%
NO	191	49.35%
UNSURE	152	39.28%

## CUSTOMER SERVICE SURVEY

	YES		NO		N/A
I was helped in a timely manner	386	97.97%	2	0.51%	6
I was treated with respect	388	98.23%	1	0.25%	6
The staff were friendly and helpful	387	98.22%	1	0.25%	6
I got the information and/or services needed	378	96.68%	2	0.51%	11
I was informed about other agency or community services	346	88.72%	17	4.36%	11
I would recommend your agency to family and friends	380	96.69%	0	0.00%	13

Clients were asked “What is one thing you would change about the services you received?” Although only 144 people responded to this question. The majority of the responses indicated nothing should be changed, but the few responses that indicated changes will be shared with the program directors.