

NORTH DAKOTA COMMUNITY ACTION ASSOCIATION
NEEDS ASSESSMENT RESULTS
STATEWIDE RESULTS

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September 2006

INTRODUCTION

This report represents part of a statewide needs assessment study of low-income individuals in North Dakota. The study was sponsored by the North Dakota Community Action Agency. The North Dakota Community Action Association represents all of the Community Action Agencies in the state. This report presents findings from all of the regions across the state of North Dakota. The data for this study were gathered through an eight page self-administered questionnaire. Individuals accessing services from Community Action and a variety of other partnering human service organizations completed the questionnaire during the Spring and Summer of 2006. In addition to this statewide report, individual data reports were developed for each of the eight Community Action service regions.

The survey instrument contained 32 questions although many questions had multiple response items. In total, there were 114 items that could generate separate responses from each participant in the study. Data from 1,670 clients are presented in this report. The number of respondents from each individual region is proportionate to the number of clients that they have when compared to the total state population of clients. In this report, Region I Williston contributed 75 respondents, Region II Minot had 320, Region III Devils Lake 171, Region IV Grand Forks 202, Region V Fargo 236, Region VI Jamestown 155, Region VII Bismarck 295, and Region VIII Dickinson 216.

FINDINGS

The first question on the survey stated, “The list below includes needs that are basic to everyone’s well being. Please circle a number for each *unmet* need for you or a member of your household. Circle 1 if the area is a need (IS), 2 if it is not (NOT), or 3 if the category does not apply to you (NA).” Seventeen needs were presented to the respondents. Table 1 presents the responses from this question in rank order by highest percentage.

**TABLE 1
RANKING OF NEEDS THAT ARE BASIC TO WELL-BEING**

| | <i>Is A Need</i> | <i>Not A Need</i> | <i>Does Not Apply</i> |
|---|------------------|-------------------|-----------------------|
| Food | 51.1% (851) | 41.6% (694) | 7.2% (119) |
| Utilities | 40.4% (672) | 49.1% (817) | 10.5% (175) |
| Dental Health Care | 40.0% (655) | 48.2% (800) | 11.8% (196) |
| Clothing | 35.2% (586) | 55.9% (931) | 8.8% (147) |
| Employment | 33.0% (547) | 51.9% (861) | 15.1% (251) |
| General Health Care | 32.6% (541) | 54.7% (908) | 12.7% (211) |
| Housing/Shelter | 31.9% (531) | 56.7% (943) | 11.4% (189) |
| Transportation | 31.3% (521) | 56.0% (931) | 12.7% (210) |
| Referrals/Info About Available Assistance | 27.1% (450) | 57.3% (952) | 15.6% (259) |
| Budgeting Skills Training | 25.6% (425) | 58.0% (964) | 16.4% (273) |
| Education | 25.3% (421) | 59.1% (981) | 15.6% (259) |
| Income Tax Preparation | 20.1% (333) | 60.7% (1008) | 19.2% (319) |
| Legal Services | 18.8% (313) | 61.1% (1016) | 20.1% (334) |
| Immediate/Crisis Assistance | 18.1% (300) | 61.4% (1019) | 20.5% (341) |
| Family Or Individual Counseling | 17.9% (298) | 62.9% (1046) | 19.1% (318) |
| Child Care Services | 17.9% (298) | 55.0% (914) | 27.1% (450) |
| Access To Alcohol Or Drug Counseling | 9.8% (162) | 60.7% (1009) | 29.5% (490) |

The most frequently mentioned needs include food (51.1%), utilities (40.4%), dental health care (40.0%), clothing (35.2%), employment (33.0%), general health care (32.6%), housing/shelter (31.9%), and transportation (31.3%). Other frequently mentioned needs include referrals/info about available assistance (27.1%), budgeting skills training (25.6%), education (25.3%), income tax preparation (20.1%), legal services (18.8%), immediate/crisis assistance (18.1%), family or individual counseling (17.9%), child care services (17.9%), and access to alcohol or drug counseling (9.8%).

The respondents were then presented with a matrix question that stated, “Please indicate which, if any, of the following sources you are currently using in order to meet each of the needs listed below. *Circle as many sources as you are using for each need (You can circle more than one response for a need). Circle a 1 for yourself, 2 for family/friends, 3 for Agency Assistance, 4 if you are receiving help from no source, and 5 if that area is not a need.*” Table 2 presents data from this question.

TABLE 2
SOURCES UTILIZED TO MEET NEEDS

| | <i>Yourself</i> | <i>Family/ Friends</i> | <i>Agency Assistance</i> | <i>No Source</i> | <i>Do Not Need</i> |
|-----------------------------|-----------------|----------------------------|------------------------------|----------------------|------------------------|
| Food | 54.9% (916) | 21.3% (355) | 35.1% (586) | 5.6% (94) | 16.8% (281) |
| Clothing | 49.5% (827) | 21.2% (354) | 7.7% (128) | 10.5% (175) | 30.4% (508) |
| Housing/Shelter | 44.0% (734) | 12.8% (214) | 21.4% (357) | 7.4% (123) | 30.7% (513) |
| Transportation | 46.1% (770) | 17.7% (295) | 6.0% (100) | 8.6% (144) | 32.5% (542) |
| Child Care Services | 15.9% (265) | 11.0% (183) | 10.4% (174) | 8.3% (138) | 63.7% (1063) |
| Immediate Crisis Assistance | 12.0% (200) | 7.6% (127) | 9.8% (163) | 11.6% (194) | 65.0% (1085) |

**Percentages total to more than 100% because respondents could make more than one response.*

Table 2 shows that clients were most likely to rely on themselves for food (54.9%), clothing (49.5%), housing/shelter (44.0%), transportation (46.1%), child care services (15.9%), and immediate crisis assistance (12.0%). They were most likely to utilize family and friends for food

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(21.3%), clothing (21.2%), and transportation (17.7%). Agency Assistance was most likely for food (35.1%), housing/shelter (21.4%) and child care services (10.4%). Clients were most likely to have no source for immediate crisis assistance (11.6%) and clothing (10.5%). The services most likely to be unneeded include child care services (63.7%) and immediate crisis assistance (65.0%).

The next question stated, “Which of the following activities have you participated in during the past two years?” Table 3 presents responses from this question in rank order by highest percentage of those indicating participation in the activity.

TABLE 3
ACTIVITIES YOU HAVE PARTICIPATED IN DURING THE PAST TWO YEARS

| | |
|--|-------------|
| Church Related Groups | 32.9% (547) |
| Head Start Or Early Head Start | 26.2% (436) |
| Community Groups | 21.7% (361) |
| Job Skills Training | 21.5% (357) |
| TANF/TEEM | 20.7% (344) |
| Adult Education | 19.3% (321) |
| Health/Nutrition Classes | 18.9% (315) |
| College Or Trade/Technical School | 16.2% (269) |
| Parenting Classes | 14.6% (242) |
| Legal Assistance Services | 13.7% (228) |
| Career Counseling | 10.6% (176) |
| Community Action Self-Reliance Program | 10.2% (169) |

The most frequently mentioned activities include church related groups (32.9%), Head Start or Early Head Start (26.2%), community groups (21.7%), job skills training (21.5%), and TANF/TEEM (20.7%). Other activities include adult education (19.3%), health/nutrition classes (18.9%), college or trade/technical school (16.2%), parenting classes (14.6%), legal assistance services (13.7%), career counseling (10.6%), and Community Action Self-Reliance Program (10.2%).

Table 4 presents data from the question, “Please tell us how much of a problem the following barriers are to you and your family in seeking or gaining assistance with your basic needs. Circle a 1 if it is not a problem at all (NP), 2 if it is somewhat of a problem (SP), or 3 if it is a big problem (BP).” Barrier categories are presented in rank order based on the highest percentage indicating that a category was a big problem.

TABLE 4
RANKING OF BARRIERS TO SEEKING OR GAINING ASSISTANCE
WITH YOUR BASIC NEEDS

| | <i>Not A Problem</i> | <i>Somewhat of A Problem</i> | <i>A Big Problem</i> |
|---|----------------------|------------------------------|----------------------|
| Can't Afford Fees Or Costs (Co-insurance, etc) | 52.8% (876) | 25.9% (430) | 21.3% (354) |
| Not Eligible/Don't Qualify For Assistance | 56.7% (939) | 27.2% (450) | 16.1% (267) |
| Inadequate Transportation/Distance | 61.9% (1029) | 24.6% (409) | 13.5% (224) |
| Pride (Don't Want To Ask For Help) | 64.5% (1071) | 25.0% (416) | 10.5% (174) |
| Programs Not Available In The Area | 72.0% (1195) | 18.8% (312) | 9.3% (152) |
| Don't Know Where To Go For Help | 65.1% (1081) | 25.7% (427) | 9.2% (152) |
| Too Much Trouble/Red Tape | 70.2% (1165) | 21.1% (351) | 8.7% (144) |
| Services Available During Limited Hours | 68.6% (1138) | 23.0% (382) | 8.4% (140) |
| Poor Health/Disabilities Make It Difficult To Get There | 74.5% (1237) | 17.2% (285) | 8.3% (138) |
| Had A Prior Bad Experience | 75.3% (1249) | 17.6% (291) | 7.1% (118) |
| Don't Know The Guidelines/Rules Of Eligibility | 68.6% (1139) | 24.4% (406) | 7.0% (116) |
| Lack Of Child Care | 81.9% (1358) | 11.3% (188) | 6.8% (113) |
| Drug Or Alcohol Usage | 86.9% (1444) | 7.6% (126) | 5.5% (91) |
| Concern About Confidentiality | 80.3% (1334) | 14.3% (238) | 5.4% (90) |
| Can't Read | 89.5% (1486) | 6.1% (101) | 4.4% (73) |

Difficulty affording fees or costs was the most frequently mentioned “big problem” (21.3%) followed by not eligible/don't qualify for assistance (16.1%), inadequate transportation/distance (13.5%), pride (10.5%), programs not available in the area (9.3%), don't know where to go for help (9.2%), too much trouble/red tape (8.7%), services available during limited hours (8.4%), *Needs Assessment Results For 2006*

and poor health/disabilities make it difficult to get there (8.3%). Results for other issues rated as “big problems” include had a prior bad experience (7.1%), don’t know the guidelines/rules of eligibility (7.0%), lack of childcare (6.8%), drug or alcohol use (5.5%), concern about confidentiality (5.4%), and can’t read (4.4%).

Table 5 presents data from the question, “Do you need child care services?”

TABLE 5
DO YOU NEED CHILD CARE SERVICES?

| | |
|-----|--------------|
| Yes | 15.5% (258) |
| No | 84.5% (1406) |

The results show that 15.5% of the respondents need child care services.

Those two-hundred and fifty eight whose who gave a response of “Yes” to the previous question answered the next question that stated, “Which of the following have you found to be barriers to obtaining child care services?” In Table 6 the data are again presented in rank order in terms of the barriers receiving the largest percentages.

TABLE 6
BARRIERS TO OBTAINING CHILD CARE SERVICES

| | |
|--|-------------|
| Cost | 81.0% (209) |
| Times Service Is Available | 54.3% (140) |
| Quality Of Providers | 49.6% (128) |
| Not Enough Providers | 49.2% (127) |
| Location | 42.6% (110) |
| Issues Regarding Reimbursement To Provider | 42.2% (109) |
| Special Needs Child | 17.1% (44) |

Table 6 indicates that cost (81.0%) is the barrier that received the highest percentage of responses followed by time service is available (54.3%), quality of providers (49.6%), not enough providers (49.2%), location (42.6%), issues regarding reimbursement to provider (42.2%), and special needs child (17.1%).

The respondents were then presented a series of questions about employment. The first of these questions stated, “Please indicate which of the following you feel are barriers to finding employment?” Table 7 presents data from this question in rank order based on highest

percentages.

TABLE 7
BARRIERS TO FINDING EMPLOYMENT

| | |
|---|-------------|
| Low Wages | 48.5% (803) |
| Jobs Not Available | 37.8% (626) |
| Lack Of Training Or Experience | 33.5% (554) |
| Work Hours | 32.3% (535) |
| Transportation | 27.8% (459) |
| Physical Disability/Chronic Health Problems | 23.0% (380) |
| Mental Health | 20.6% (340) |
| Child Care | 19.4% (320) |
| Family Conflicts | 19.2% (318) |
| Alcohol And/Or Drug Usage | 9.0% (149) |

Table 7 shows that the most frequently mentioned barrier to finding employment is low wages (48.5%) followed by jobs not available (37.8%), lack of training or experience (33.5%), work hours (32.3%), and transportation (27.8%). A total of 23.0% indicated that physical disability/chronic health problems was a barrier, 20.6% indicated that mental health was a barrier and 19.4% noted mental health. Other barriers include family conflicts (19.2%), and alcohol and/or drug usage (9.0%).

A follow-up question stated, “Please indicate which of the following you feel are barriers to maintaining employment?” Table 8 presents data from this question in rank order.

TABLE 8
BARRIERS TO MAINTAINING EMPLOYMENT

| | |
|---|-------------|
| Low Wages/Benefits | 46.3% (765) |
| Work Hours | 31.1% (514) |
| Transportation | 29.1% (481) |
| Stress Management/Balancing Family & Work | 27.0% (447) |
| Employment Income Would Impact Eligibility | 26.6% (433) |
| Lack Of Permanent Affordable Housing | 24.7% (409) |
| Physical Disability/Chronic Health Problems | 23.0% (380) |
| Lack Of Opportunity For Advancement | 21.7% (359) |
| Child Care | 19.5% (323) |
| Mental Health | 17.6% (291) |
| Family Conflicts | 17.1% (282) |
| Getting Along With Co-workers | 10.9% (180) |
| Getting Along With Supervisor | 10.6% (175) |
| Alcohol And/Or Drug Usage | 9.1% (150) |

The most frequently mentioned barriers to maintaining employment include low wages/benefits (46.3%), work hours (31.1%), transportation (29.1%), stress management/balancing family and work (27.0%), and employment would impact eligibility (26.6%). Other barriers include lack of permanent affordable housing (24.7%), physical disability/chronic health problems (23.0%), lack of opportunity for advancement (21.7%), child care (19.5%), mental health (17.6%), family conflicts (17.1%), getting along with co-workers (10.9%), getting along with supervisor (10.6%), and alcohol and/or drug usage (9.1%).

The respondents were then asked a series of demographic questions. The first demographic asked for their age. Table 9 presents data from this question.

**TABLE 9
AGE OF RESPONDENTS**

| | |
|-------------|-------------|
| Under 20 | 4.6% (66) |
| 20-29 | 33.5% (481) |
| 30-39 | 22.6% (324) |
| 40-49 | 18.7% (268) |
| 50-59 | 9.9% (141) |
| 60 And Over | 5.1% (154) |

Table 9 indicates that 4.6% of the clients are under 20 and 33.5% are 20-29. An additional 22.6% are 30-39, 18.7% are 40-49, 9.9% are 50-59, and 5.1% are 60 and over.

Table 10 presents data on gender of the respondents.

**TABLE 10
GENDER OF RESPONDENTS**

| | |
|--------|--------------|
| Male | 26.1% (428) |
| Female | 73.9% (1211) |

The results in Table 10 indicate that 26.1% of the respondents in the statewide needs assessment are male and 73.9% are female.

Table 11 presents data on marital status.

**TABLE 11
MARITAL STATUS OF RESPONDENTS**

| | |
|-----------|-------------|
| Single | 41.8% (687) |
| Married | 27.7% (455) |
| Divorced | 19.4% (319) |
| Widowed | 5.5% (91) |
| Separated | 5.4% (89) |

The largest percentage of respondents are in the single category (41.8%) followed by married (27.7%) and divorced (19.4%). A total of 5.5% are widowed and 5.4% are separated.

Next, the clients were asked, “Are you a single parent?” Table 12 presents data from this question.

TABLE 12
ARE YOU A SINGLE PARENT?

| | |
|-----|--------------|
| Yes | 37.3% (608) |
| No | 62.7% (1023) |

Table 12 shows that 37.3% of those in the statewide needs Assessment study are single parents.

Table 13 presents responses from the question, “Which of the following best describes the place where you live?”

TABLE 13
TYPE OF RESIDENCE?

| | |
|---|-------------|
| In A Rental Unit | 55.5% (908) |
| In A Home You Own (or make mortgage payments) | 27.7% (454) |
| With Family Or Friends | 10.5% (172) |
| Shelter | 2.6% (43) |
| Other | 2.4% (39) |
| Rescue Mission | 1.0% (16) |
| Treatment Center | 0.3% (5) |

The data in Table 13 show that 55.5% of the respondents live in rental units and 27.7% live in their own home. An additional 10.5% live with family or friends, 2.6% are in a shelter, 2.4% have various other arrangements, 1.0% are in a rescue mission, and 0.3% are in a treatment center.

A follow-up question asked, “How many people, including yourself, live in your residence?” Table 14 presents data from this question.

TABLE 14
NUMBER OF PEOPLE LIVING IN RESIDENCE?

| | |
|-------------|-------------|
| One | 26.3% (429) |
| Two | 21.4% (350) |
| Three | 16.3% (266) |
| Four | 15.4% (251) |
| Five | 10.5% (172) |
| Six Or More | 10.0% (164) |

A total of 26.3% have only one person in the residence and 21.4% have two. The results show that 16.3% had three people in their residence and 15.4% had four. Finally, 10.5% had five people and 10.0% had six or more people living in the residence.

The clients were then asked, “Which of the following best describes where you live?” Table 15 presents data from this question.

TABLE 15
LOCATION OF RESIDENCE?

| | |
|-----------------------------------|--------------|
| In A City Or Town | 89.0% (1458) |
| In The Country, But Not On A Farm | 7.1% (116) |
| On A Farm | 4.0% (65) |

The statewide sample has 89.0% of the respondents living in a city or town and 7.1% live in the country but not on a farm. Finally, 4.0% live on a farm.

Table 16 presents data on the educational level of the clients.

TABLE 16
LEVEL OF EDUCATION

| | |
|----------------------------|-------------|
| Some Grade School | 2.1% (35) |
| Completed Grade School | 3.0% (49) |
| Some High School | 15.8% (258) |
| Completed High School | 31.9% (522) |
| Some Technical School | 6.6% (108) |
| Completed Technical School | 5.3% (86) |
| Some College | 23.6% (386) |
| Completed College | 11.7% (191) |

Those with a college degree or higher comprise 11.7% of those in the study and 23.6% have some college. An additional 5.3% have completed technical school and 6.6% have some technical school training. A total of 31.9% are high school graduates and 15.8% have some high school. The results show that 3.0% have completed grade school and 2.1% have only some grade school education.

The clients were then asked, “Please indicate how many household members, 18 years of age and older, are in each of the following work categories.” Table 17 presents data from this question.

TABLE 17
NUMBER OF HOUSEHOLD MEMBERS 18 AND OVER
BY EMPLOYMENT STATUS

| | Steady full-time work | Steady part-time work | Seasonal work | Temporary or short-term work | Did not have work | Currently not working or unemployed |
|---------------|-----------------------|-----------------------|---------------|------------------------------|-------------------|-------------------------------------|
| One | 32.0% (535) | 19.3% (323) | 5.6% (94) | 6.3% (106) | 6.1% (102) | 28.4% (474) |
| Two | 8.8% (147) | 1.7% (28) | 0.1% (2) | 0.2% (4) | 0.9% (15) | 3.8% (64) |
| Three Or More | 0.9% (15) | 0.3% (5) | 0.0% (0) | 0.0% (0) | 0.3% (5) | 1.1% (18) |
| Column Total | 41.7% (697) | 21.3% (356) | 5.7% (96) | 6.6% (110) | 7.3% (122) | 33.3% (556) |

**Percentages total to more than 100% because respondents could make more than one response.*

A total of 1,670 respondents provided data on this question in the needs assessment survey. Assuming that each respondent represents one household, the number in each cell is divided by 1,670 to determine the percentage of household members in each work category for the sample. The results show that 32.0% of the households have one person with steady full-time work, 8.8% have two persons over 18 with steady full time work, and 0.9% have three or more persons in that category. In total, 41.7% of the households have one or more members with steady full-time work, 21.3% have one or more with steady part-time work, 5.7% have one or more with seasonal work, 6.6% have one or more with temporary or short-term work, 7.3% did not have work, and 33.3% currently are not working or are unemployed.

The clients were also asked, “Do you have to work more than one job to meet basic needs
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to support yourself and/or a family?” Table 18 presents data from this question.

TABLE 18

NEED MORE THAN ONE JOB TO MEET BASIC NEEDS?

| | |
|-----|--------------|
| Yes | 29.8% (478) |
| No | 69.9% (1123) |

A total of 29.8% of the respondents in the statewide study need more than one job to meet their basic needs.

Table 19 presents data from the question, “How many members of your household are NOT currently covered by some type of health insurance including Medicaid, Medicare, or other governmental programs?”

TABLE 19
NUMBER OF PEOPLE LIVING IN HOUSEHOLD NOT
COVERED BY SOME TYPE OF HEALTH INSURANCE?

| | |
|-------------|-------------|
| None | 58.4% (942) |
| One | 25.0% (404) |
| Two | 9.6% (155) |
| Three | 2.4% (39) |
| Four | 2.5% (41) |
| Five | 1.2% (19) |
| Six Or More | 0.9% (14) |

The results show that 58.4% of the households have all members covered by some type of health insurance. A total of 25.0% of the households had one person not covered, 9.6% had two not covered, 2.4% had three, 2.5% had four, 1.2% had five uncovered, and 0.9% had six or more uncovered.

A related question asked, “How many of those not currently covered by some type of
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health insurance are children under the age of 18?” Table 20 presents data from this question.

TABLE 20
NUMBER OF PEOPLE LIVING IN HOUSEHOLD NOT COVERED
BY SOME TYPE OF HEALTH INSURANCE UNDER THE AGE OF 18?

| | |
|-------------|--------------|
| None | 84.8% (1329) |
| One | 6.6% (104) |
| Two | 4.7% (73) |
| Three | 2.9% (45) |
| Four | 0.8% (12) |
| Five | 0.3% (4) |
| Six Or More | 0.1% (1) |

The data in Table 20 indicate that 84.8% of the households have all individuals under the age of 18 covered by health insurance. A total of 6.6% have one who is not covered, 4.7% have two not covered, 2.9% of the clients have three, 0.8% have four, 0.3% have five, and 0.1% have six or more.

The respondents were then asked, “How many times in the past year have you needed dental care but were unable to see a dentist?” Table 21 presents data from this question.
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TABLE 21
NUMBER OF TIMES UNABLE TO SEE DENTIST IN LAST YEAR?

| | |
|-------------|-------------|
| None | 52.6% (850) |
| One | 17.7% (287) |
| Two | 14.8% (239) |
| Three | 6.4% (104) |
| Four | 1.9% (31) |
| Five | 1.1% (18) |
| Six Or More | 5.4% (88) |

The results show that 52.6% did not have a problem in seeing a dentist in the last year but 17.7% were unable to see a dentist once, and 14.8% were unable to see one twice. An additional 6.4% have need for contact on three occasions, 1.9% for four, 1.1% for five and 5.4% for six or more.

Those seven hundred and sixty-seven respondents who were unable to see a dentist were

asked, “If you were not able to see a dentist, please tell us why.” Table 22 presents data from this question.

TABLE 22
WHY WERE YOU UNABLE TO SEE A DENTIST?*

| | |
|--|-------------|
| No Insurance | 78.1% (599) |
| Not Enough Money | 73.3% (562) |
| Dentist Would Not Accept Medical Assistance/Medicaid | 19.7% (151) |
| Transportation | 12.5% (96) |
| Fear Of Dental Procedures | 8.6% (66) |
| Other | 5.9% (45) |
| Child Care | 2.2% (17) |

**Percentages total to more than 100% because respondents could select more than one response.*

Table 22 shows that 78.1% did not have insurance and another 73.3% indicated that they did not have enough money. An additional 19.7% said that the dentist would not accept Medical Assistance/Medicaid, and 12.5% had transportation problems. An additional 5.9% indicated other issues and 2.2% noted fear of dental procedures.

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The next question asked, “Do you have enough money to meet you/your family’s basic needs (food, shelter, clothing, etc.)?” Table 23 presents data from this question.

TABLE 23
HAVE ENOUGH MONEY TO MEET BASIC NEEDS?

| | |
|-----|-------------|
| Yes | 47.1% (773) |
| No | 52.9% (868) |

The data in Table 23 show that 47.1% have enough money for basic needs and 52.9% do not.

Those eight hundred sixty-eight survey participants who gave a response of “no” to the previous question were asked, “If you responded NO to Question #23, what do you need to help you become more self-sufficient or independent?” Respondents could circle as many responses as apply. Table 24 presents data from this question.

TABLE 24*

WHAT DO YOU NEED TO BECOME MORE SELF-SUFFICIENT?

| | |
|--------------------------------------|--------------|
| Higher Income | 66.4% (576) |
| Employment | 41.1% (357) |
| Affordable Housing | 28.8% (250) |
| Education/Training | 28.7% (249) |
| Reliable Transportation | 28.3% (246) |
| Clothing For Work/Interviews | 23.7% (206) |
| Budgeting Skills | 22.7% (197) |
| Medical Care | 22.5% (195) |
| Personal Care Needs | 20.2% (175) |
| Self-Confidence | 17.2% (149) |
| Help With Setting And Reaching Goals | 16.2% (141) |
| Help With Writing A Resume | 15.7% (136) |
| Child Care | 15.3% (133) |
| Interviewing Skills | 11.6% (101) |
| Other | 3.2% (28) |

**Percentages total to more than 100% because respondents could select more than one response.*

The top three needs include higher income (66.4%), employment (41.1%), and affordable housing (28.8%) followed by education/training (28.7%), reliable transportation (28.3%), clothing for work/interviews (23.7%), and budgeting skills (22.7%). Additional needs include medical care (22.5%), personal care needs (20.2%), self-confidence (17.2%), help with setting

and reaching goals (16.2%), help with writing a resume (15.7%), and child care (15.3%). Lower rated needs include interviewing skills (11.6%) and other (3.2%).

Table 25 presents data from the question, “What is your total yearly household income, from all sources, before taxes?”

TABLE 25
TOTAL YEARLY HOUSEHOLD INCOME?

| | |
|----------------------|-------------|
| Less Than \$5,000 | 24.5% (385) |
| \$5,000 to \$9,999 | 24.3% (382) |
| \$10,000 to \$14,999 | 16.9% (266) |
| \$15,000 to \$19,999 | 12.5% (196) |
| \$20,000 to \$24,999 | 8.6% (135) |
| \$25,000 to \$34,999 | 7.1% (112) |
| \$35,000 to \$49,999 | 3.6% (57) |
| \$50,000 Or Above | 2.4% (37) |

Table 25 shows that 24.5% of the clients have incomes of less than \$5,000 and 24.3% have incomes between \$5,000 and \$9,999. A total of 16.9% have incomes of \$10,000 to \$14,999 and 12.5% have \$15,000 to \$19,999. The remaining categories show 8.6% with \$20,000 to \$24,999, 7.1% with \$25,000 to \$34,999, 3.6% with \$35,000 to \$49,999 and 2.4% with \$50,000 or more.

The respondents were then asked, “Do you own a car?” Table 26 presents data from this question.

TABLE 26
DO YOU OWN A CAR?

| | |
|-----|--------------|
| Yes | 70.2% (1148) |
| No | 29.8% (487) |

The data in Table 26 indicate that 70.2% of the respondents own a car and 29.8% do not.

Table 27 presents data from the question, “Do you have Internet access?”

TABLE 27
DO YOU HAVE INTERNET ACCESS?

| | |
|-----|-------------|
| Yes | 48.5% (793) |
| No | 51.5% (842) |

Slightly less than one-half of the respondents (48.5%) have Internet access.

Those seven hundred and ninety-three who have Internet access were asked where they had their connection. Table 28 presents data from that question. Respondents could select more than one response.

TABLE 28
WHERE DO YOU HAVE INTERNET ACCESS?*

| | |
|-------------------|-------------|
| Home | 61.7% (489) |
| Friend Or Family | 22.2% (176) |
| Library | 21.9% (174) |
| Work | 20.9% (166) |
| School Or College | 13.4% (106) |

**Percentages total to more than 100% because of multiple responses*

The largest percentage of respondents that have Internet access have it at home (61.7%) followed by friend or family (22.2%), library (21.9%), work (20.9%), and school or college (13.4%).

The respondents were then asked, “Do you have a phone?” Table 29 presents data from this question.

TABLE 29
DO YOU HAVE A PHONE?

| | |
|-----|--------------|
| Yes | 86.4% (1416) |
| No | 13.6% (223) |

The survey results in Table 29 indicate that 86.4% of the respondents have a phone.

Table 30 presents data from the question, “Do you have a computer?”

TABLE 30
DO YOU OWN A COMPUTER?

| | |
|-----|-------------|
| Yes | 44.2% (724) |
| No | 55.8% (915) |

Table 30 shows that less than one-half of the respondents (44.2%) own a computer.

Next, the respondents were asked, “Did you vote in the last presidential election?” Table 31 presents data from this question.

TABLE 31
DID YOU VOTE IN THE LAST PRESIDENTIAL ELECTION?

| | |
|-----|-------------|
| Yes | 48.2% (790) |
| No | 51.8% (849) |

The data in Table 31 show that less than one-half (48.2%) of those in the study voted in the last presidential election.

Those eight hundred and forty-nine respondents who indicated “no” to the previous question were asked, “If you responded NO to Question 31, please indicate why.” Respondents could circle as many responses as appropriate. Table 32 presents data from this question.

TABLE 32*
WHY DID YOU NOT VOTE?

| | |
|--|-------------|
| Don't Feel Like It Matters | 35.5% (301) |
| No Knowledge Of Issues/Candidates | 26.9% (228) |
| Lack of Voter Education/Don't Know How | 14.1% (120) |
| Time/Job Constraints | 11.9% (101) |
| Other | 11.5% (98) |
| Transportation | 8.4% (72) |
| Child Care | 3.1% (26) |

**Percentages total to more than 100% because respondents could select more than one response.*

The most frequently circled response was don't feel like it matters (35.5%), no knowledge of issues/candidates (26.9%), lack of voter education/don't know how (14.1%), time/job constraints (11.9%), other (11.5%), transportation (8.4%), and child care (3.1%). The category of other had the following write-in responses: Not old enough (27), felony (25), residency issue (9), chose not to vote (9), not a citizen (7), was not able to (6), did not feel any candidate deserved it (5), just never went to do it (5), very sick in bed (3), conscience (1), and can't read (1).

NOTES

Acknowledgments

The North Dakota Community Action Association extends a *sincere thank you* to the following individuals and entities for aiding with this research project:

Region I: Deeann Long, Community Action Partnership, Williston

Region II: Wanda Schestler, Community Action Opportunities, Inc., Minot

Region III: Janet Hannesson, Dakota Prairie Community Action Agency, Devils Lake

Region IV: Karen Schelinder, Red River Valley Community Action, Grand Forks

Region V: Gail Bollinger, Southeastern ND Community Action Agency, Fargo

Region VI: Darcy Herman, Community Action Program, Jamestown

Region VII: Brenda Christensen, Community Action Program, Bismarck

Region VIII: Karen Hilfer, Community Action Partnership, Dickinson

Carol Griffin-Eckart, North Dakota Department of Commerce, Division of Community Services

And also, thank you to the various social and human service organizations that aided with data collection

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