



Community Needs Assessment



CONDUCTED OCTOBER 2007-AUGUST 2008

COMMUNITY NEEDS ASSESSMENT

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Client Survey



INTRODUCTION TO THE CLIENT SURVEY

Conducted September 2007-August 2008

The client survey was developed to gather information for a snapshot look at the needs of residents of the region from the perspective of people who are recipients of services. Data is presented here for the eleven core counties of NEMCSA's service area which are Alcona, Alpena, Arenac, Cheboygan, Crawford, Iosco, Montmorency, Ogemaw, Oscoda, Otsego and Presque Isle¹. The survey was designed as a mail survey to be sent to a cross-section of NEMCSA clients, filled out, and returned. Some surveys were administered directly at client gatherings or when services were provided. In all, 2,417 surveys were tabulated, reported and analyzed and the results are presented here.

In addition to a battery of demographic queries, the survey addresses two basic questions regarding concerns/needs and strengths:

1. What are the three most important concerns of individuals and families in your community?
2. What do you think are the three greatest strengths of your community?

The first question was asked not only of the client consumer of services but also of chief elected officials in the Local Elected Officials' Survey and of pastors of local area churches across the region. The *needs* question can be compared to the past data collection effort if desired and/or compared among the three groups (elected officials, clients and churches). The *strengths* question was new to the 2007-08 survey and, though asked of all three groups in some configuration, cannot be compared to any earlier assessment.

¹Note: Information from the Client Survey (only) was gathered for 22 counties in northeast and central Michigan. The other counties for which we have data are: Bay, Clare, Gladwin, Huron, Lapeer, Mecosta, Midland, Osceola, Roscommon, Sanilac and Tuscola.

Client Survey Methodology:

Distribution: Throughout the eleven county Northeast Michigan Community Service Agency (NEMCSA) service area, surveys were distributed to people who were connected with the agency in some fashion. In some cases the survey was given directly to current clients through the various program division staff. This could have been done in person after a service was rendered; some mass distribution took place at meetings such as at in-service or training days; and some surveys were mailed. Another major source of contact was through Senior Centers throughout the region, connected to NEMCSA through the Region IX Area Agency on Aging.

Bias Disclosure: Distribution methodology *does* affect respondent demographics as is most evident in age and income statistics. However, since the primary purpose of the NEMCSA needs assessment was to look at the current and emergent needs of those we serve, this is not an unintentional bias for this portion of the overall Needs Assessment effort. The other two “legs” of this three pronged data gathering effort (the Faith-Based/Churches Survey and the Local Elected Officials Survey) were designed to bring more population diversity into the mix in that they were not NEMCSA-client focused.

Collection: Client surveys were returned directly to the NEMCSA Central Administrative Office in Alpena through a Business Reply permit. This assured that there was no cost to survey participants and guaranteed anonymity.

Data Input: Data was entered into a central data base/collection methodology known as *SurveyGold*. This system is maintained by Head Start’s Program Operations Coordinator for the purposes of identifying the broader needs of children and families in that program. This information is incorporated into Head Start’s planning documents and is made available to other departments within the agency for program planning and development purposes. Data was collected in all 21 counties served by NEMCSA Head Start, although this analysis focuses on the eleven core counties served by NEMCSA in its capacity as the regional Community Action Agency.

Survey Instrument: The survey was a double-sided, single 8^{1/2} x 11” sheet divided into two sections. After a brief introduction and instruction paragraph, the front side, Section A, was devoted to participant demographics. It included: county of residence, town, age, household size, marital status, gender, housing type, ethnicity, race, household income, income source, single parent with minor children, children 0-4. Side B asked the two survey questions regarding needs and strengths. A copy of the survey is included in the Appendix.

Participant Demographics:



What County Do You Live In?										Figure 1.1
County	Survey Respondents by County			2007 Population Estimate			2000 Occupied Households			
	Number	Percent	Rank	Number	Percent	Rank	Number	Rank	Persons in Household	
Alcona	201	8.3	7	11,538	5.6	9	5,132	10	2.24	
Alpena	434	18.0	1	29,707	14.6	1	12,818	1	2.40	
Arenac	215	8.9	5	16,608	8.1	6	6,710	6	2.45	
Cheboygan	275	11.4	2	26,608	13.1	2	10,835	3	2.41	
Crawford	153	6.3	9	14,550	7.1	7	5,625	8	2.45	
Iosco	214	8.9	6	26,255	12.9	3	11,727	2	2.30	
Montmorency	245	10.1	3	10,327	5.1	10	4,455	9	3.29	
Ogemaw	238	9.8	4	21,338	10.4	5	8,842	5	2.41	
Oscoda	134	5.6	11	8,938	4.4	11	3,921	11	2.39	
Otsego	140	5.8	10	24,223	11.9	4	8,995	4	2.56	
Presque Isle	168	6.9	8	13,852	6.8	8	6,155	7	2.31	
TOTAL	2,417	100%	-	204,104	100%	-	85,215	-	2.43	

Legend: Representation in the survey as compared to the general population. Criteria: = +/- 2.5% . White indicates equally represented.

Response by County: Surveys were returned by 2,417 persons in the region, which is slightly above 1% of the total population. There were nearly 3% of all households represented (since the surveys record household data rather than that of individuals).

The table above is organized alphabetically for the eleven counties in the NEMCSA service area. It first presents the number of surveys returned for each county, shows what percent this was of total returns, and then ranks the counties from highest to lowest in number of returns. Alpena is the largest county – and had the most returns; and Oscoda is the smallest county – and had the fewest returns; but there is more that should be pointed out in this regard.

One aspect of statistical reliability is that of proportional representation. Is there a positive or close correlation between the number of surveys returned by county and the number of residents? This can best be explored by comparing the percentage of return by county with the county's share of the regional population. By way of example, the closest positive comparison is in Presque Isle County which has 6.9% of the survey respondents and 6.8% of the region's population. This is virtually a one-to-one comparison. The most overrepresented county was Montmorency with 10.1% of the returns and 5.1% of the population or double the returns needed for parity. The opposite extreme was Otsego, the most under-represented, with half of the returns needed for balance, 5.8% of returns and 11.9% of population.

Even though Alpena is the largest county, and expected to have the largest number of returned surveys, Alpena County is still somewhat over-represented when you compare the percentage of returns (18.0%) to the share of population (14.6%). This may be due, in part, to the Alpena location of NEMCSA's Central Offices. Other counties in the "over-represented category are: Alcona (8.3% surveys/5.6% population); Montmorency (10.1%/5.1%); and Oscoda (5.6%/4.4%). Four counties were fairly equal. These were led by Presque Isle, already cited (6.9%/6.8%); Arenac (8.8% surveys/8.1% population); Crawford (6.3%/7.1%); and Ogemaw (9.8%/10.4%). There were three counties that were under-represented led by Otsego County with 5.8% of returns and 11.9% of the population; followed by Iosco (8.9%/12.9%); and Cheboygan (11.4%/13.1%).

What Town Do You Live In or Near?

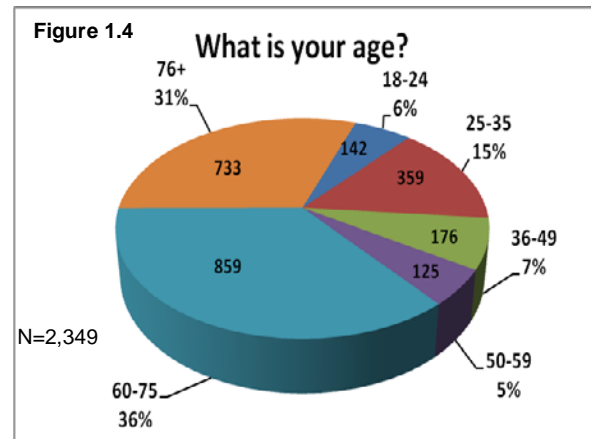
Town	#	Town	#	Town	#	Town	#	Town	#	Town	#
Afton	6	East Tawas	33	Hillman	101	Metz	3	Rogers City	69	Turner	9
Alger	9	Fairview	19	Hubbard Lake	14	Mikado	27	Rose City	37	Twining	14
Alpena	346	Fredric	13	Indian River	36	Millersburg	7	Skidway/ Skidway Lake	19	Vanderbilt	9
Atlanta	69	Gaylord	93	Johannesburg	22	Mio	81	Spruce	13	Vienna	2
Alverno	2	Glennie	14	Lachine	8	Omer	22	Standish	97	Waters	7
AuGres	31	Grayling	125	Lewiston	81	Onaway	50	Sterling	33	West Branch	113
Barton City	12	Greenbush	11	Lincoln	60	Oscoda	41	South Branch	10	Whittemore	22
Black River	2	Hale	97	Long Rapids	2	Ossineke	29	St. Helen	8	Wolverine	16
Cheboygan	182	Harrisville	43	Lupton	23	Posen	33	Tawas City	30		
Comins	9	Hawks	6	Luzerne	5	Prescott	16	Topinabee	2		
Curran	8	Herron	5	Mackinaw City	6	Presque Isle	6	Tower	1		

Figure 1.2



Response by Age Distribution: The response by age group was influenced by two major factors. First is that NEMCSA is a major vendor of services to the elderly (defined as 60 years of age and older) through the Region IX Area Agency on Aging; and at the other end of the age spectrum, to preschool aged children and younger through Head Start and Early Head Start. The other major contributor to the age anomalies is distribution methodology.

Age Distribution				
Response by Age Group		Population Over Age 18		
Age Group	Number	Percent	Number	Percent
18-24	142	5.9%	13,294	8.4%
25-35	359	15.0%	20,726	13.0%
36-49	176	7.4%	46,151	29.0%
50-59	125	5.2%	27,275	17.1%
60-75	859	35.9%	34,911	21.9%
76+	733	30.6%	16,817	10.6%
Total	2,394	100%	159,174	100%



It can readily be seen in Figure 1.2 above, that a disproportionate number of people over sixty years of age participated in the survey. Approximately 1/3 of the population over age 18 are age 60 or older; yet fully 2/3 of respondents (66.5%) were in this age group. On the other end of the age spectrum, clients in the 18-35 age group, representing primarily NEMCSA’s Head Start and Early Head Start families, is quite equally proportionate with 20.9% of respondents and 21.4% of the population. Severely under-represented are the middle years, 36-59, with about 13% of responses and 46% of the population over 18. It could, of course, be argued that this skew invalidates the data. However, since the survey design is meant to reflect the needs of the client base that NEMCSA serves, it is very representative.

Response by Household Size: Household size is shown in Census data as “One Person” and then “Two or More” so there is no direct correlation to be shown here. Because of the skew to elderly participants, many of whom are widowed (or divorced with grown children no longer living in the home), one might expect an over balance of one person households.

Across the region there are 85,215 households, of which 24,426 or 28.7% have only one person. Survey results of 37.5% are certainly higher than the general population norm, but not hugely disparate.

Household Size	Response by Household Size	
	Number	Percent
One	898	37.5%
Two	782	32.7%
Three	228	9.5%
Four	239	10.0%
Five	135	5.7%
Six	110	4.6%
Total	2,392	100%

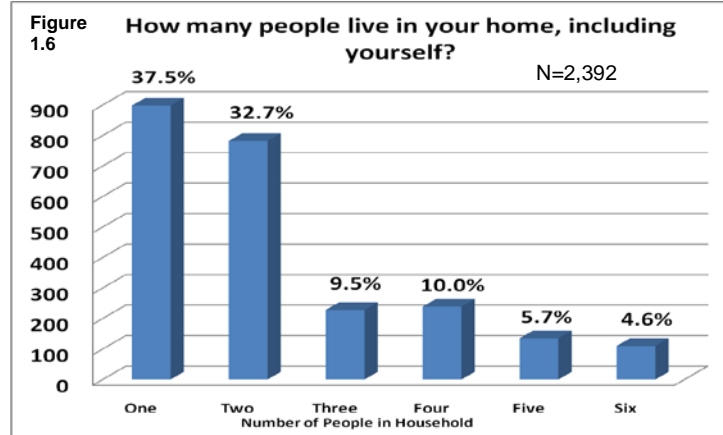


Figure 1.7 Gender NR=57		
Male:	641	27.2%
Female	1,719	72.8%
Total	2,360	100%

Response by Gender: The survey participation by gender is extremely disproportionate to the population, which is quite evenly divided between males (49.7%) and females (50.3%). This gender gap widens at age 65 + where males (with a shorter life expectancy) drop to 45.5% and females gain to reach 54.5%. The other factor that comes into play is that even in male/female households, the women are more likely to be the preparer of the survey paperwork, and gender is recorded for the respondent.

Response by Race: The overwhelming majority of survey participants were White, as is true for the general population. Rural northeast Michigan has very little racial diversity.

Figure 1.8 Race NR=10			
Race	Number	Percent	% in General Population
White	2,350	97.6	97.0%
American Indian/Native Alaskan	39	1.6	.8%
Multi-Racial/Bi-Racial	11	.5	1.4%
Black	4	.2	.5%
Asian	2	.1	.3%
Native Hawaiian/Pacific Islander	1	Less than .01%	Less than .01%
Total	2,407	100%	100%

This is also true for the ethnicity question that dealt only with Hispanic origin. The survey respondents mirrored the Hispanic proportion of the population. The question also had a higher than average rate of non-response.

Figure 1.9 Ethnicity NR=120			
Ethnicity	Number	Percent	General Population
Hispanic	24	1.0%	0.9%
Not Hispanic	2,273	99.0%	99.1%
Total	2,297	100%	100%

Response by Marital Status: There was an over-representation of those who are widowed by 18.3% and under-representation of those who are married by a similar percentage (19.5%). Other categories are more in line with the marital status of the general population. Again, the primary explanation is the number of

respondents who are in the 60+ age categories.

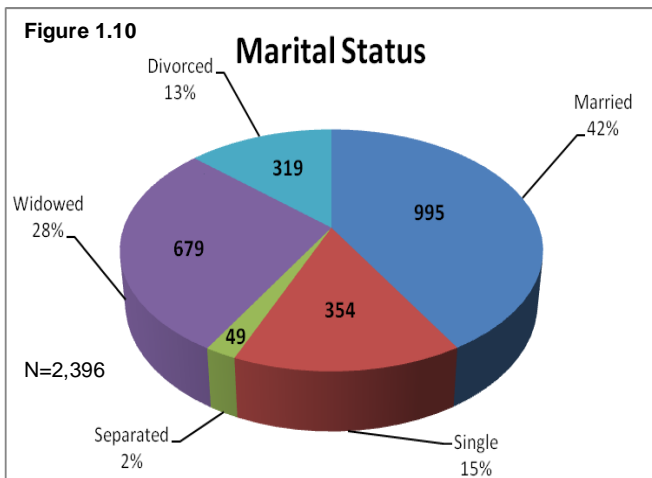
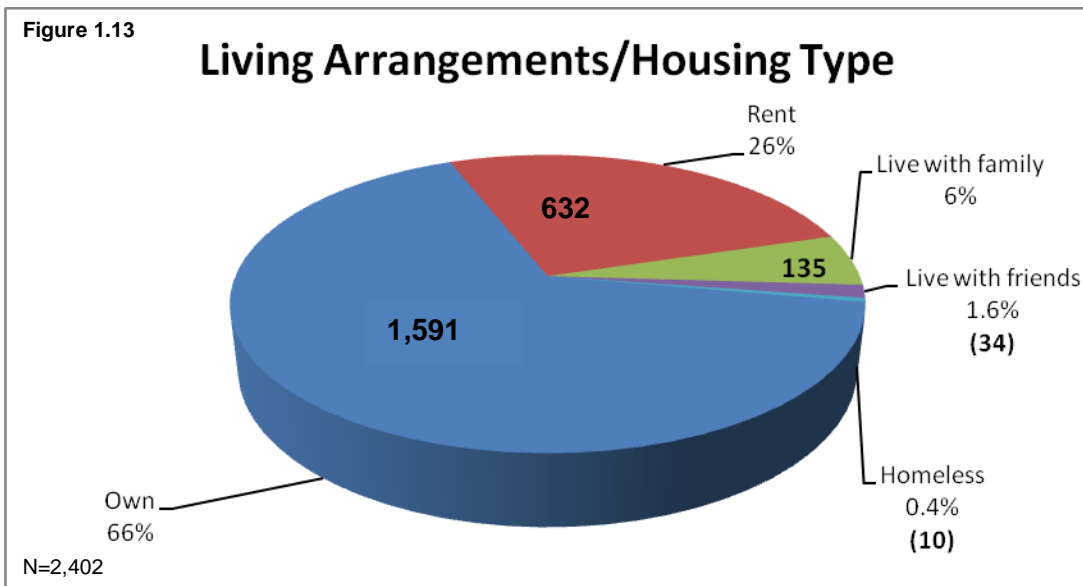


Figure 1.11 Marital Status NR= 21				
Marital Status	Number	Percent	General Population	
Single	354	14.8%	32,751	19.4%
Married	995	41.5%	102,974	61.0%
Separated	49	2.1%	1,985	1.2%
Divorced	319	13.3%	14,106	8.4%
Widowed	679	28.3%	16,903	10.0%
Total	2,396	100%	168,719	100%

Response by Housing Type: The only statistic available for comparison in housing type was rent/own. The homeownership rate was 17% higher in the general population than in the survey. Three factors are among the contributors. First, those in the older age categories have a higher homeownership rate than younger people; second, low income people have a higher than norm occupation of rental units; and third, 7% of respondents were in a category (live with family, friend, or homeless) that were in a category not compared to the general population.

Figure 1.12 Housing Type NR 15				Where those who are "Homeless" Live	
	Number	Percent	% in Population		Number
Own	1,591	66.3%	83.3%	Car	1
Rent	632	26.3%	16.7%	Hotel	1
Live with Family	135	5.6%		A Shelter	3
Live with Friend	34	1.4%		Wherever I Can	1
Homeless (see right)	10	0.4%		Family Owned House	3
Total	2,402	100%	100%	Nothing Indicated	1



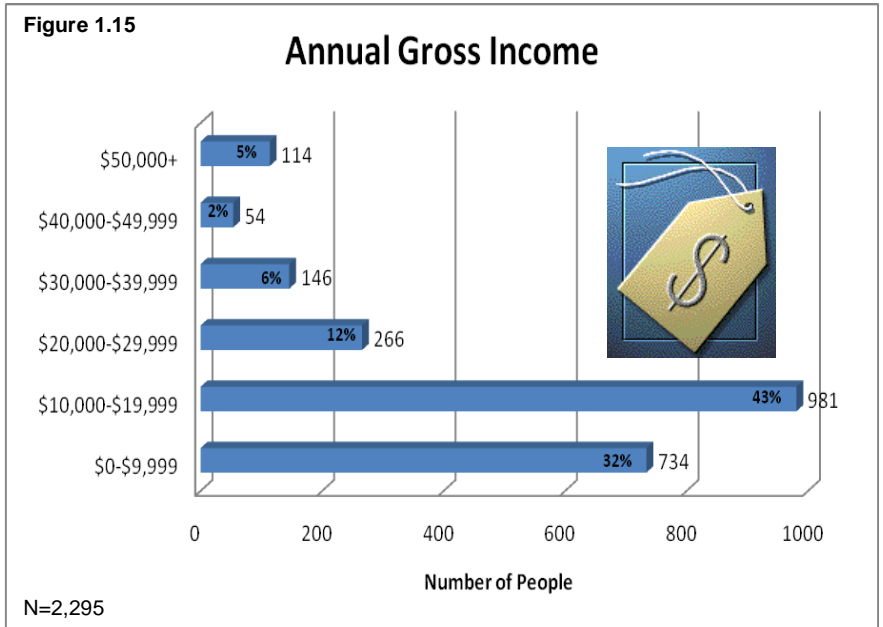
The number of homeless persons responding (10 or less than ½ of one percent), does not really give enough volume of data to draw a valid conclusion. However, the places where nine of the ten live are indicated, at right, on the chart. It is questionable whether “living in a family-owned home” could or should be counted as “homeless”.

Response by Household Income: The household income categories (some of which were collapsed or combined for reporting) were designed to mirror the poverty rate. A more in-depth analysis than is presented here would be required to match household size to income to determine how many respondent households were below the poverty level. For this report, it can be stated that all those recorded for a household of one, the \$0-10,210 income category, are below 100% of poverty. This identifies 734 households, nearly 1/3 of the respondents (32.0%). In addition, a large number of those in the \$10,211-20,690 category (which includes households of 2-4) would qualify; as would some of the larger households in the higher income categories.

Figure 1.14.		Household Income		NR 122	
	Number	Percent		Number	Percent
\$0 -10,210	734	32.0%	\$50,001-60,000	43	1.9%
\$10,211-20,690	981	42.7%	\$60,001-75,000	40	1.7%
\$20,691-30,000	266	11.6%	\$70,501-100,000	22	0.9%
\$30,001-\$40,000	146	6.4%	\$100,001+	9	0.4%
\$40,001-50,000	54	2.4%	Total	2,295	100%

Note: The first two income categories above correspond to the 2007 Federal Poverty Guidelines for households of one; and for two-four. This data was collected from the October 1, 2007 through August 31, 2008.

Because this survey was aimed at NEMCSA clients, this is an anticipated outcome. Several NEMCSA programs, including Head Start, use 100% of Federal Poverty Guidelines as the eligibility standard; many others use 125%. Although many of the programs for the elderly are not income based or “means tested”, others are needs based. Participants do tend to be in the lower income categories.



The household income question generated the highest rate of non-response. In all 122 households, or 5%, did not answer this question. This is typical of surveys of this type. Some people genuinely do not know their household income as readily as perhaps the answers to other questions. The more commonly expressed reason is that it is a highly personal question and “none of your business”.

Response by Household Income Source:

As can be seen in Income Sources, Social Security is received by 2/3 of survey participants and 20% have some other pension. There are three categories of wages: full-time, part-time and self-employment. Combined, this accounts for 31.5%, or a third of those who participated in the data gathering effort. Less than 10% receive public assistance (even though a minimum of 32% are below the poverty line).

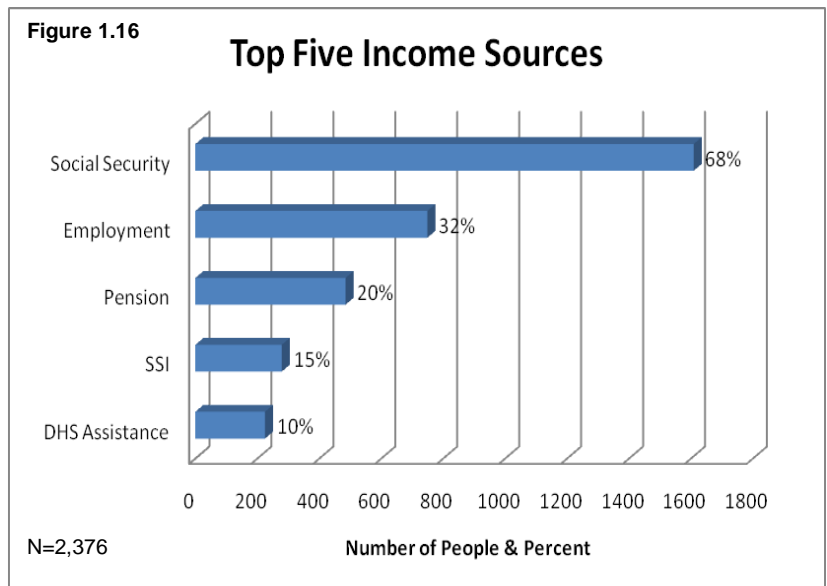


Figure 1.17 Income Sources					NR=41	
	#	%		#	%	
Social Security (SSA)	1,609	67.7%	Investments	151	6.4%	
Other Pensions	485	20.4%	Child Support	126	5.3%	
Wages Full Time	396	16.7%	Self Employment	112	4.7%	
Supplemental Social Security (SSI)	273	14.5%	Disability/Workers Compensation	74	3.1%	
Wages Part Time	241	10.1%	Stipends	72	3.0%	
Public Assistance	225	9.5%	Unemployment Compensation	54	2.3%	

Note: Since participants were asked to identify all sources of income, percentages are not equal to 100%. **N=2,376**

Single Parents: There were 252 single parent households with minor children responding to the survey. This is 12% of the replies to this yes/no query. The breakdown by county is:

Figure 1.18 Are you a single parent with children less than 18 years old at home?										NR=46	
County	Yes	No	Total	Percent	County	Yes	No	Total	Percent		
Alcona	14	182	196	7.1	Montmorency	26	214	240	10.8		
Alpena	58	372	430	13.5	Ogemaw	9	223	232	3.9		
Arenac	28	183	211	13.3	Oscoda	7	126	133	5.3		
Cheboygan	43	225	268	6.0	Otsego	11	129	140	7.9		
Crawford	19	134	153	12.4	Presque Isle	19	146	165	11.5		
Iosco	18	185	203	8.9	TOTAL	252	2,119	2,371	11.6		

Preschool Children: For the purposes of preschool planning, the Head Start and Early Head Start programs inserted a survey question about numbers of children, age zero to four. This information yields all of the demographic data for this population as well as needs and strengths. This data is combined with tallies from other secondary sources to help guide things like program expansion. In all, there were 576 children between zero and four years of age in participating households.

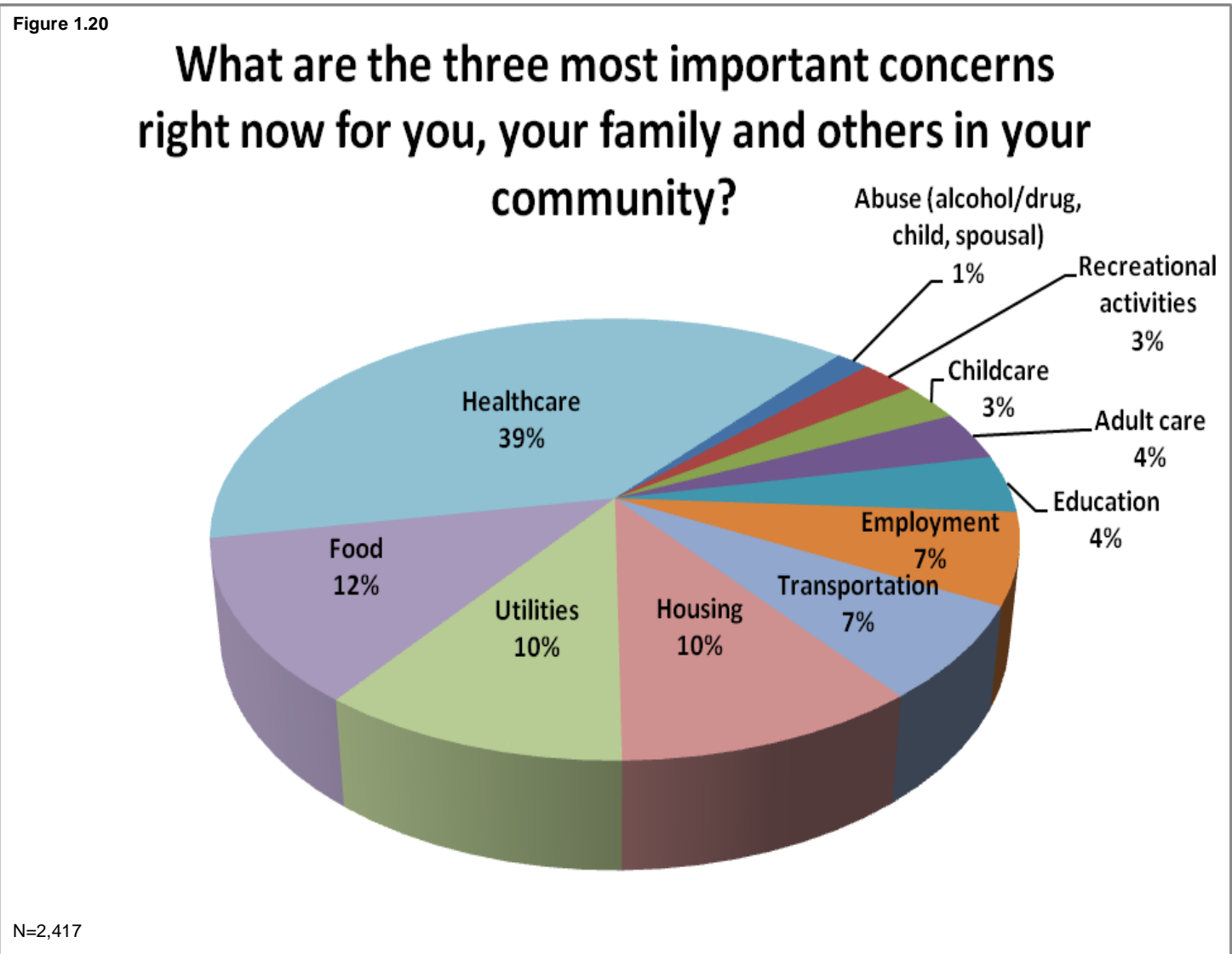
Figure 1.19 How many children do you have between the ages of zero and four?											NR=39	
County	One	Two	Three	Four	Zero	County	One	Two	Three	Four	Zero	
Alcona	33	19	2	0	197	Montmorency	32	14	0	0	242	
Alpena	73	40	6	2	425	Ogemaw	15	11	2	0	235	
Arenac	26	18	9	0	211	Oscoda	11	10	0	0	133	
Cheboygan	48	36	9	0	270	Otsego	25	17	5	1	139	
Crawford	25	12	2	1	151	Presque Isle	26	15	1	0	165	
Iosco	17	13	0	0	210	TOTAL	331	205	36	4	2,378	

The Data:

The needs assessment questionnaire included only two questions, seeking input on concerns and strengths. The 2007-2008 assessment was a follow-up to an in-depth survey effort conducted in 2001-2002 for the *community needs* question. The focus on strengths was new to 2008 and has no baseline data for comparison.

Needs: The question posed in both 2002 and 2008 was this: "What are the three most important concerns right now for you, your family and others in your community?" Although there was an attempt at comparability in format for comparisons sake, there were some variables added to accommodate emerging concerns and specific data collection needs.

A similar number of responses were received each period. In 2002 there were 2,721 surveys tabulated; in 2008 there were 2,417 (See Figure 1.21). The responses were recorded and the results were ranked according to the number received and the percentage of the total. Since each respondent was instructed to check three concerns, the totals do not equal 100% - but rather the percentage compares how many persons checked this response compared to the total number of participants. Using the top response for 2008 as an example, 900 of 2,417 persons or 37.2% checked the response box for "Food Assistance". For this written report, the focus will be on the four highest ranked needs or concerns. Figure 1.21 lists all responses, in rank order, for both time periods. This information for the top needs are graphed as Figure 1.20 below. County level tables are also presented for 2008 so that the variations and similarities between the eleven counties can be examined by individuals or groups who need this level of detail. This is depicted in Figure 1.22 on page 1-12.



Food Assistance emerged as the highest ranking concern of 2008 with 900 responses, 37.2% of the total. This was very consistent with results for 2002 when 958 responses, 35.2% of the total brought *food assistance* to the number two spot. A potential bias should be pointed out in that NEMCSA is a major provider of food assistance. This happens through food distributions of the Commodity Supplemental Food Program (CSFP) and The Emergency Food Assistance Program (TEFAP) as well as through the Region IX Area Agency on Aging food programs provided through Senior Centers in the form of Home Delivered and Congregate Meals.

Medical Services was the second ranked concern in 2008 with 865 responses, 35.8% of the total. This was only 35 total responses, or 1.4% behind the top ranked need. For 2002, Medical Services ranked first with 1,024 responses or 37.6%. Thus the top two needs were the same for both periods but flip-flopped between first and second place.

Help Paying Utility Bills ranked third on the survey for 2002 with 34.5% and was ranked fourth (only 7 questionnaires out of third place) for 2008 with 32.6%. Again, since NEMCSA has several programs that address emergency needs such as the Homeless Prevention Program and the Energy Assistance Program, this constitutes a potential bias that needs to be brought to the forefront. Clients may believe it is important to indicate a service that they value from NEMCSA as being an important need. The survey was done throughout the year, so there is no particular skew associated with conducting the research during the “heating season: or during the coldest winter months – which would also tend to influence this answer.

Prescription Drugs Assistance was the third ranked need identified in 2008. This was not listed as a check-box option in 2002. It was added because it ranked high among the write-in “other “category in 2002. Also, the cost of prescription drugs and the problems associated with the lack of health care insurance intensified during this time. There were 789 households (32.6%) who indicated prescription drug assistance as a need.

Dental Care ranked fourth in 2002 with 768 responses, 28.2%. In 2008, *dental care* came in fifth with 523 checks, 21.6%. A quick glance at county level totals show that the top four needs of the region as a whole are entirely contained within the top four needs of each of the counties. There is some shift in where the four were placed, county by county, but in no instance was there a need that fell out of the pattern.

The top four areas of need - food assistance, medical services, help with utility bills, and prescription drug assistance, were ranked 1-4 on the county level. This can be seen by examining Figure 1.22 which follows on page 1-12.




1. What are the three most important concerns right now for you, your family and others in your community?



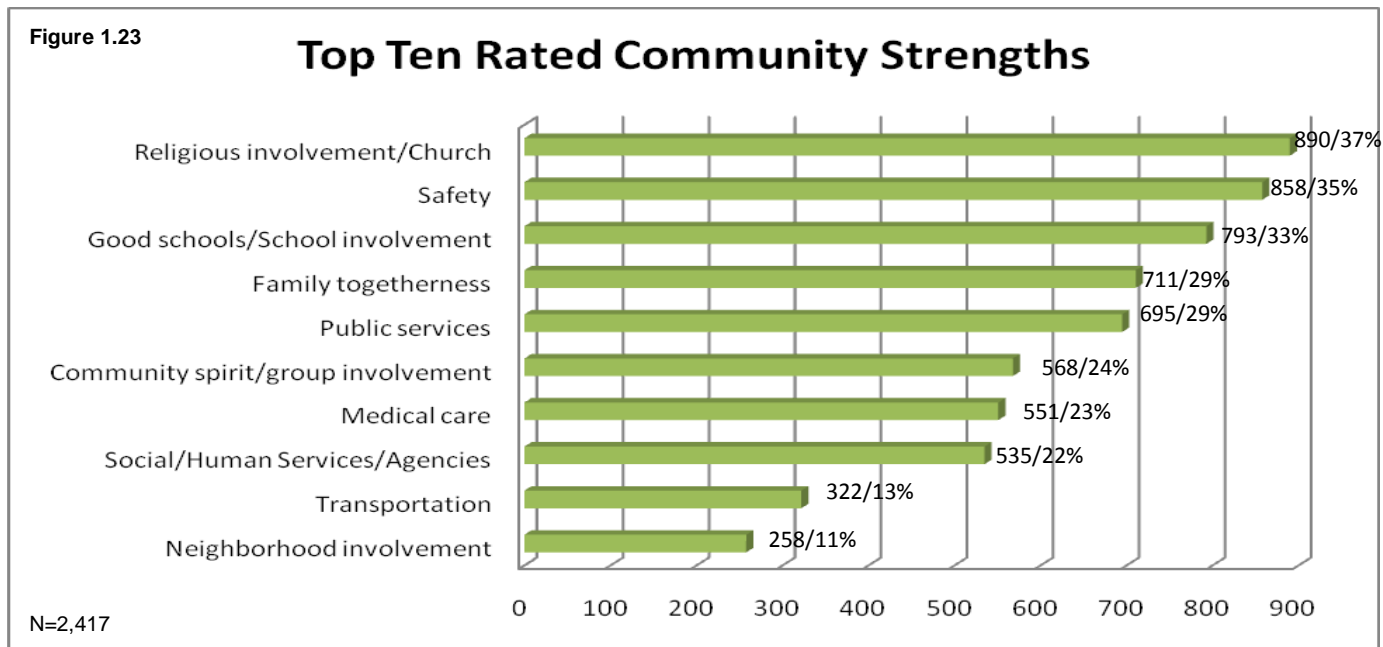
2002			Figure 1.21		2008		
Rank	Need	#	%	Rank	Need	#	%
1	Medical services	1,024	37.6%	1	Food assistance	900	37.2%
2	Food assistance	958	35.2%	2	Medical services	865	35.8%
3	Help paying utility bills	940	34.5%	3 ●	Prescription drug assistance	789	32.6%
4	Dental care	768	28.2%	4	Help paying utility bills	782	32.4%
5	Reliable transportation	482	17.7%	5	Dental care	523	21.6%
6	Hospital services	397	14.6%	6	Reliable transportation	516	21.3%
7	Affordable housing	386	14.2%	7	A job	501	20.7%
8	Home health care	376	13.8%	8 ●	Affordable rental housing	444	18.4%
9	A job	369	13.6%	9	Home health care	399	16.5%
10	A place to live	342	12.6%	10	Hospital services	360	14.9%
11●	Clean air and water	327	12.0%	11	A place to live	327	13.5%
12	Affordable child care	177	6.5%	12 ●	Affordable recreational activities	200	8.3%
13	Job training	167	6.1%	13	Affordable childcare	161	6.7%
14	Nursing home care	150	5.5%	14 ●	Adult foster care	151	6.3%
15	Help with alcohol/drug problems	117	4.3%	15	Job training	133	5.5%
16	GED/Adult Education	107	3.9%	16	Nursing home care	120	5.0%
	● Indicates category for which there was no corollary in the previous (or subsequent) survey.			17●	Mental health/Counseling	96	4.0%
				18	GED or Adult Education	90	3.7%
				19	Help with alcohol or drug problems	64	2.6%
				20●	Affordable pre-school	51	2.1%
				21●	Child abuse	37	1.5%
				22●	Spousal abuse	19	0.8%
TOTAL NUMBER RESPONSES		2,721		TOTAL NUMBER RESPONSES		2,417	

What are the three most important concerns right now for you, your family and others in your community?

Figure 1.22		Alcona	Alpena	Arenac	Cheboygan	Crawford	Iosco	Montmorency	Ogemaw	Oscoda	Otsego	Presque Isle	Total
Food assistance		52	154	91	87	52	108	92	101	45	52	55	889
Medical services		75	137	63	99	58	74	85	82	63	45	56	837
Help paying utility bills		46	132	67	94	45	84	88	69	45	43	55	768
Prescription drug assistance		56	141	67	72	55	81	73	89	51	39	42	766
Dental care		31	86	48	57	28	41	72	49	36	25	37	510
Reliable transportation		30	88	43	63	39	39	58	53	36	23	29	501
A job		30	78	37	80	40	37	47	46	18	36	41	490
Affordable rental housing		19	96	34	60	32	37	32	39	24	36	23	432
Home health care		29	95	29	33	25	27	37	42	22	20	24	383
Hospital services		29	53	24	34	28	28	36	34	25	15	38	344
A place to live		22	61	30	23	25	32	32	35	19	15	28	322
Affordable Recreation		25	36	21	24	5	11	12	17	14	13	15	193
Affordable childcare		20	24	16	27	13	7	16	11	8	9	8	159
Adult Foster Care		16	25	12	15	12	10	19	15	3	8	11	146
Job training		6	23	12	16	9	13	17	12	4	8	9	129
Nursing home care		11	18	14	12	5	6	11	11	8	8	9	113
Mental Health/Counseling		8	24	8	13	7	10	5	7	4	5	3	94
GED or Adult Education		6	15	14	15	6	8	9	6	3	3	4	89
Help with alcohol or drug problems		10	12	1	14	2	5	8	5	2	2	3	64
Affordable Pre-school		7	10	6	9	1	3	4	3	1	3	2	49
Child abuse		4	7	1	7	2	7	2	2	2	1	1	36
Spousal abuse		2	4	0	0	2	4	2	1	2	0	1	18
All Other Responses		14	49	19	37	14	19	20	29	10	17	17	245
Total # Responses		548	1,368	657	891	505	691	777	758	445	426	511	7,577



Strengths: In recent years asset examination has become an important part of needs assessment. It is sometimes referred to as a SWOT analysis which represents Strengths, Weaknesses, Opportunities and Threats. Another emerging tool to capture this data is called Asset Based Community Development or ABCD. This draws upon existing community strengths to build stronger, more sustainable communities for the future. Regardless of the model or methodology for assessment, the point is to balance community needs and community strengths or assets.

For the 2008 survey, there was a second question asked of all NEMCSA clients. There is no baseline for this data as the question was not asked in 2002. The question posed was this: **“What do you think are the three greatest strengths of your community?”** In all, 2,417 people reported on this question and only 32 responses separated the two top “vote getters”. The number one ranked community strength, with 36.8%, was Religious Involvement/Church. In all 890 persons checked this answer. This response was followed closely, with 858 responses or 35.4%, by Safety (related to safe streets, low crime rate).




Rounding out the top five were: Good Schools/School Involvement, 793 or 32.8%; Family Togetherness, 711/ 29.4%; and Public Services, 695/28.8%. See Figure 1.24 for a complete list. The top strengths are depicted in Figure 1.23.

Looking at county level data for strengths reveals a more dispersed pattern than it did for needs. As Figure 1.25 shows, Religious Involvement/Church was the #1 rated response in only five of the eleven counties. It rose to the top in the region because it ranked #1 in the two counties with the highest response rates in the survey. These were Alpena County, the highest response rate, where 160 of 434 or 36.9% of respondents checked Religious Involvement/Church as its number one strength; and Cheboygan County, with the second highest overall response rate, had 117 of 275 or 42.5% recording this answer. Good Schools/School Involvement ranked first among four other counties including Alcona, Crawford, Oscoda and Otsego. The other two counties, Alcona and Ogemaw, checked Safety as their top strength.

	<p>2. What do you think are the three greatest strengths of your community?</p>	
--	---	--

Rank	Figure 1.24	Strengths 2007 - 08	Number	Percent
1		Religious involvement/Church	890	36.8%
2		Safety	858	35.4%
3		Good schools/School involvement	793	32.8%
4		Family togetherness	711	29.4%
5		Public services	695	28.8%
6		Community spirit/group involvement	568	23.5%
7		Medical care	551	22.7%
8		Social/Human Services/Agencies	535	22.1%
9		Transportation	322	13.3%
10		Neighborhood involvement	258	10.6%
11		Recreational opportunities	251	10.4%
12		Social/Support network	237	9.8%
13		Affordable housing opportunities	211	8.7%
14		Dental care	180	7.4%
15		Employment opportunities	88	3.6%
16		Available, affordable child care	69	2.9%
		All Other Responses	102	4.3%
Total Number Responses: 2,417				

2. What do you think are the three greatest strengths of your community?

Figure 1.25 	Alcona	Alpena	Arenac	Cheboygan	Crawford	Iosco	Montmorency	Ogemaw	Oscoda	Otsego	Presque Isle	Total
	Religious involvement/Church	61	160	57	117	40	91	91	78	42	48	79
Safety	82	148	73	99	48	55	90	81	49	37	79	841
Good Schools/ School involvement	70	118	104	96	51	54	70	69	50	52	48	782
Family togetherness	66	144	57	79	43	50	68	60	35	40	59	701
Public services	42	135	57	78	44	56	66	70	47	37	39	671
Community spirit/ group involvement	66	70	26	53	27	57	75	52	40	51	34	551
Medical care	46	94	53	50	48	44	71	57	29	22	26	540
Social/Human Services/Agencies	40	96	43	63	26	49	47	57	31	37	31	520
Transportation	7	75	33	24	37	18	21	34	15	23	17	304
Neighborhood involvement	27	35	28	25	14	26	29	28	11	9	21	253
Recreational Opportunities	22	39	12	24	15	28	20	30	15	20	18	243
Social/ Support network	17	47	22	16	16	24	27	20	13	16	15	233
Affordable housing opportunities	13	47	17	23	14	28	18	29	9	5	7	210
Dental care	9	34	12	15	14	15	23	16	20	4	14	176
Employment opportunities	6	17	4	17	1	10	11	8	5	2	6	87
Available, affordable Childcare	4	13	9	15	5	3	3	5	5	4	3	69
All Other Responses	11	21	5	10	7	12	9	10	8	5	4	102
Total # Responses	589	1,293	612	804	450	620	739	704	424	412	500	7,147
Total # Participants	201	434	215	275	153	214	245	238	134	140	168	2,417

Local Elected Officials Survey



SUMMARY OF LOCAL ELECTED OFFICIALS SURVEY CONDUCTED Late Spring 2008

This survey garnered input from local elected officials throughout the eleven county study area. Specifically, a survey was sent to 118 Township Supervisors; 14 Mayors; 10 Village Presidents; all 64 County Commissioners; and 33 Judges, Clerks and Sheriffs (11 of each). The two basic questions asked in 2001, the base year, were repeated in 2008 providing the beginnings of a longitudinal effort approximately every five years. In addition these two questions were asked of not only the Local Elected Officials but the client consumer of services and the local area churches. This data can be compared to the past data collection effort if desired. There are also comparisons to be drawn between the three groups (elected officials, clients and churches) to see the perception of need by LEO's and Church pastors compared to what we being told in the survey data gathered from clients, the consumers of service.

SURVEY of LOCAL ELECTED OFFICIALS

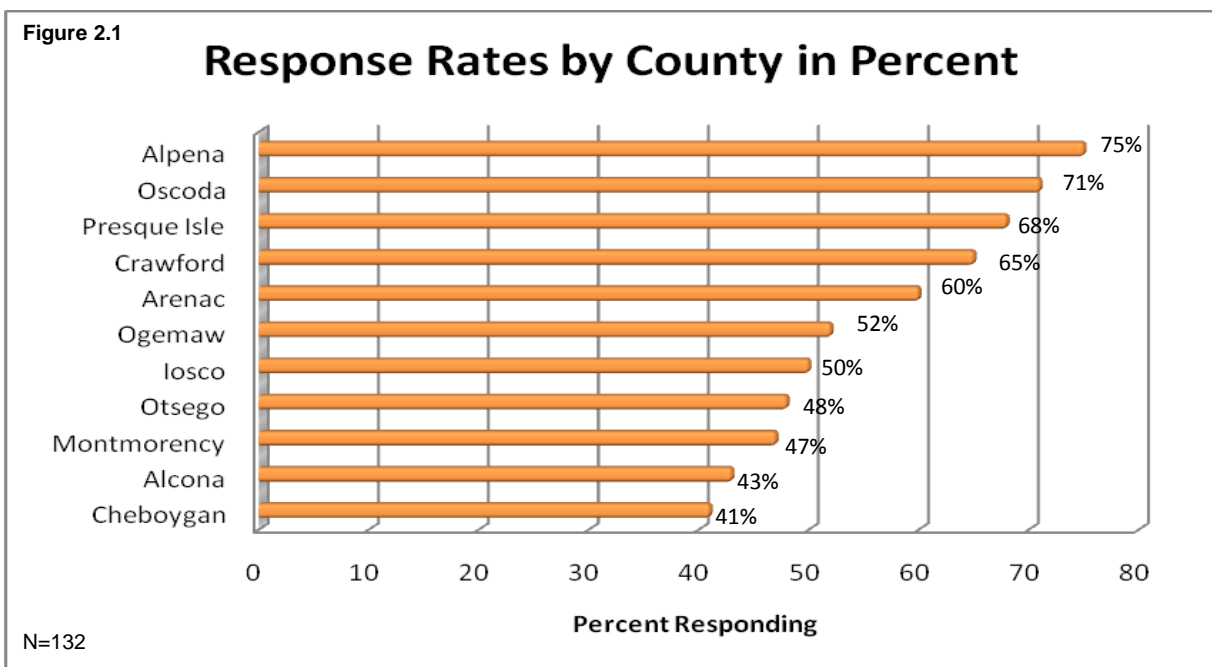
Distribution: Throughout the eleven county Northeast Michigan Community Service Agency (NEMCSA) service area, surveys were distributed to local elected officials through direct mail. A copy of the cover letter seeking survey participation is included in the Appendix.

Collection: Surveys were returned directly to the NEMCSA Central Administrative Office in Alpena through a Business Reply permit. This assured that there was no cost to survey participants.

Data Input: Data was entered into a central data base which was Microsoft Office Access 2007. The input screens were designed by NEMCSA's Data Base Administrator and the data was entered by Central Office staff.

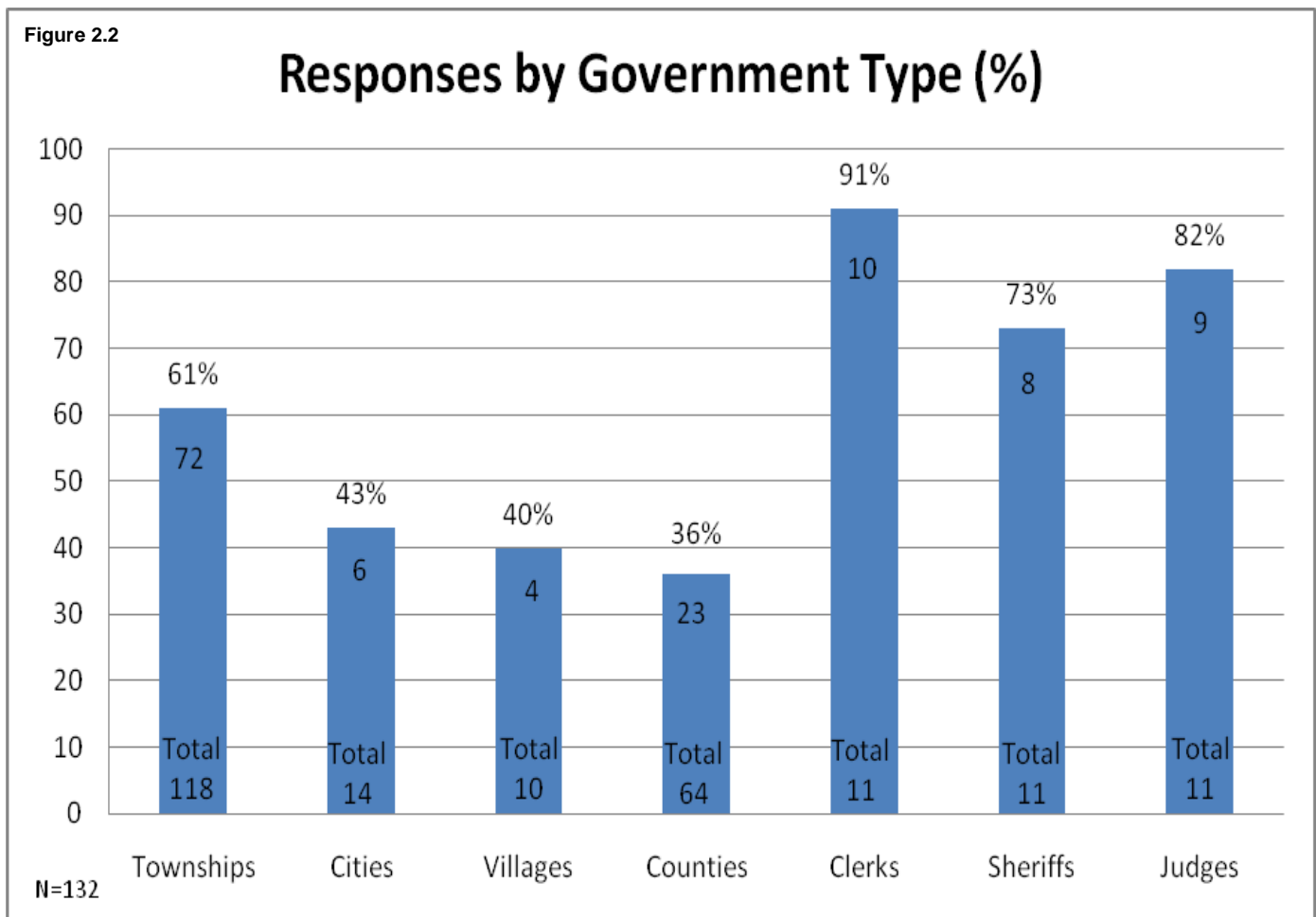
Survey Instrument: The survey was a double-sided, single 8^{1/2} x 11" sheet which went to each official with the cover letter of explanation and instruction. The only demographic collected was an optional indication of which community and/or county was represented. This query changed depending on the jurisdiction (city, township, etc.). A copy of the survey is in the Appendix.

Participant Demographics: Of 239 local elected officials contacted, 132 or 55.3% of the total provided responses to the survey. As noted in Figure 2.1, the response rate varied from a high of 75% in Alpena County (15 of 20 local elected officials) to a low of 41% in Cheboygan County (13 of 32). In 7 of the 11 counties, more than half of the local elected officials responded to the survey. Detail is shown in Figure 2.3.



Among the three jurisdictional types of government officials contacted (city/village, township, county) townships had the greatest percentage of returns with 72 of 118 responding, or 61%. This was followed by mayors/village presidents with 10 of 24 (6 mayors, 4 village presidents) completing the survey, 42%. County government had the lowest percentage of return with 36% - 23 of 64 county commissioners. Surveys were sent to each of the county commissioners, by name, but were returned anonymously. This meant that no follow-up was conducted to potentially increase participation rates. However, mayors, village presidents, and township supervisors indicated the name of their local unit of government, allowing for a postcard follow-up of missing data. This methodology difference most likely had some bearing on the participation rate.

New to the 2008 survey was the inclusion of county clerks, sheriffs and probate judges. This additional effort yielded the greatest return in the Local Elected Officials' survey. Since there are one of each of these officials per county, there were 33 surveys distributed. County clerks had the highest rate of return with 10 of 11 responding, 91%. This was followed by 9 judges, 82% and 8 sheriffs, 73%. Postcard follow-up reminders went to the officials who did not respond by the return deadline.



A complete list of response by county by type, by jurisdiction is included as Figure 2.3.

Local Elected Officials' Survey 2008
Total Number of Surveys
received
by Type, by Jurisdiction

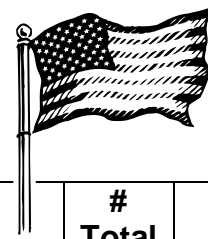


Figure 2.3

Area	# Total	# In	% In	Area	# Total	# In	% In
Alcona County	21	9	43%	Montmorency County	17	8	47%
County Commissioners	5	2	40%	County Commissioners	5	1	20%
Mayors	1	-	-	Mayors	-	-	-
Township Supervisors	11	6	55%	Township Supervisors	8	4	50%
Village Presidents	1	1	-	Village Presidents	1	-	-
Clerk/Sheriff/Judge	3	1	33%	<i>Clerk/Sheriff/Judge</i>	3	3	100%
Alpena County	20	15	75%	Ogemaw County	25	13	52%
County Commissioners	8	3	38%	County Commissioners	5	2	40%
Mayors	1	1	100%	Mayors	2	-	-
Township Supervisors	8	8	100%	Township Supervisors	14	9	64%
Village Presidents	0	-	-	Village Presidents	1	-	-
<i>Clerk/Sheriff/Judge</i>	3	3	100%	<i>Clerk/Sheriff/Judge</i>	3	2	67%
Arenac County	25	15	60%	Oscoda County	14	10	71%
County Commissioners	5	3	60%	County Commissioners	5	2	40%
Mayors	2	1	50%	Mayors	-	-	-
Township Supervisors	12	7	58%	Township Supervisors	6	4	67%
Village Presidents	3	1	33%	Village Presidents	-	1	-
<i>Clerk/Sheriff/Judge</i>	3	3	100%	<i>Clerk/Sheriff/Judge</i>	3	3	100%
Cheboygan County	32	13	41%	Otsego County	21	10	48%
County Commissioners	7	1	14%	County Commissioners	7	2	29%
Mayors	1	-	-	Mayors	1	1	100%
Township Supervisors	19	8	42%	Township Supervisors	9	5	56%
Village Presidents	2	1	50%	Village Presidents	1	-	-
<i>Clerk/Sheriff/Judge</i>	3	3	100%	<i>Clerk/Sheriff/Judge</i>	3	2	67%
Crawford County	17	11	65%	Presque Isle County	25	17	68%
County Commissioners	7	3	43%	County Commissioners	5	2	40%
Mayors	1	1	100%	Mayors	2	2	100%
Township Supervisors	6	5	83%	Township Supervisors	14	9	64%
Village Presidents	-	-	-	Village Presidents	1	1	100%
<i>Clerk/Sheriff/Judge</i>	3	2	67%	<i>Clerk/Sheriff/Judge</i>	3	3	100%
Iosco County	23	11	48%	Total	240	132	55.0%
County Commissioners	5	2	40%				
Mayors	3	-	-				
Township Supervisors	12	7	58%				
Village Presidents	-	-	-				
<i>Clerk/Sheriff/Judge</i>	3	2	67%				

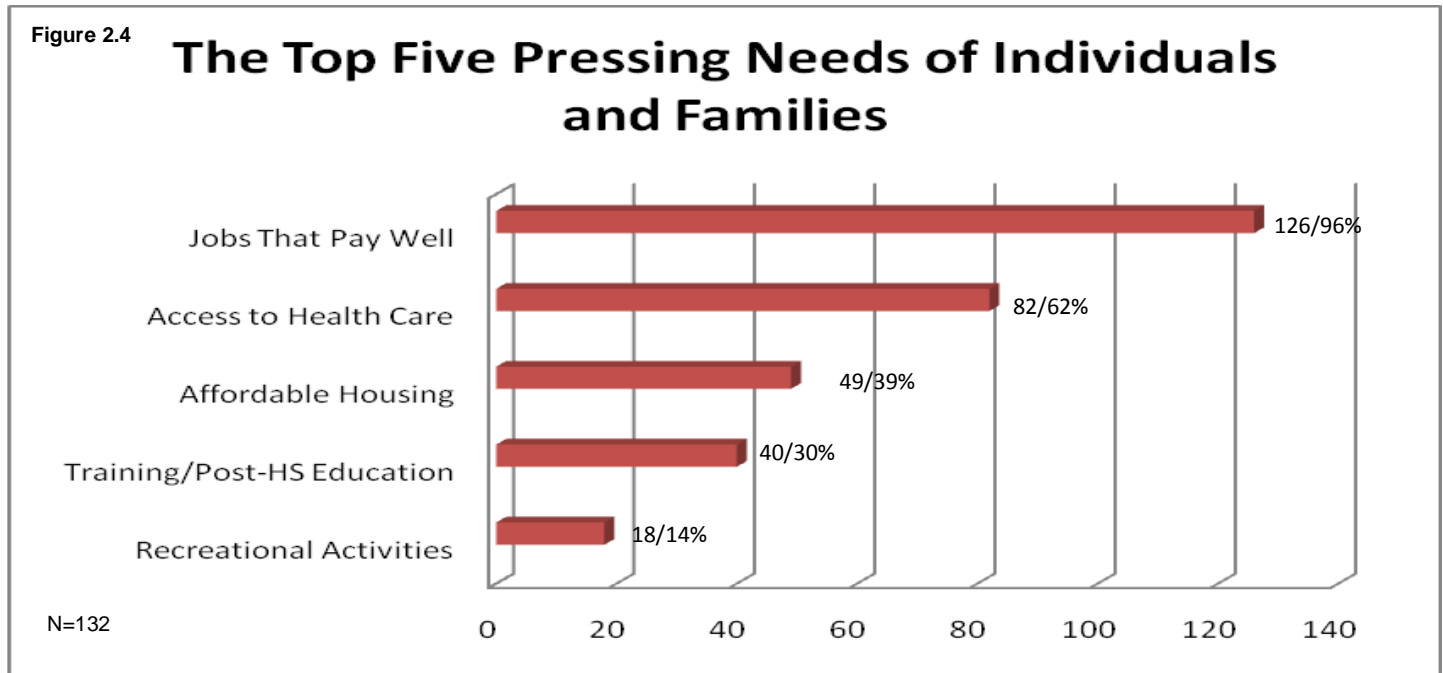
Note: The italics in the Clerk/Sheriff/Judge lines shows which of the three officials returned the completed survey. The # total column shows how many of each type there are, by county. The next column shows the number returned, followed by the percent for each. The Area line is a summary of all jurisdictional types.

Survey Findings

Each local elected official was asked to provide their responses regarding the following items:

1. The most pressing needs of individuals and families in the community;
2. The most pressing needs of the community at large;
3. What draws people to move to their respective communities; and
4. The features that are most characteristic of their respective communities.



1. Individual and Family Needs. What are the three (3) most pressing needs of individuals and families in your community? Respondents were requested to indicate the 1st, 2nd, and 3rd most important needs.



When the chief elected officials were surveyed concerning the three most pressing individual and family needs in their communities, officials in 126 of the 132 participating communities (95.5%) indicated that the most pressing need was for jobs that paid well. Interestingly, a *job* also ranked first among pastors (40 of 70 or 57.2%) yet it ranked 7th among clients responding – 490 of 2,418 or 20.7%. Although there is no empirical method to determine the reason, it is believed that elected officials and pastors deduced that if a person had a job, all the other services would follow or be paid for – medical services, prescription drugs, and dental care might be paid for by an employer health plan, the household would be able to buy their food, pay their utilities and have a reliable car... if only they had a job. Clients, on the other hand, seemed to respond to what they needed in the way of services and thus listed medical/hospital services; food assistance; help paying utility bills; prescription drugs or assistance paying for them; dental care; and reliable transportation ALL ahead of a job.

Access to affordable health care (ranked 2nd among elected officials in 82 of 132 participating communities - 62.1%) and affordable housing (mentioned by officials in 49 participating communities – 37.1%) followed. A job related need “Technical Training/Post-high School Education” came in 4th with 40 responses, 30.3%.

In making comparisons between the base year (2001) and the follow-up survey (2008) there was NO change in the top three needs – jobs, health care access and affordable housing. The fourth and fifth needs, Training/Post Secondary Education and Recreational activities were flip-flopped but still rounded out the top five needs in each survey period.

Figure 2.5	Need	2008			2001		
		#	%	Rank	#	%	Rank
	Jobs That Pay Well	126	95.5	1	67	88.2	1
	Access to Health Care	82	62.1	2	40	52.6	2
	Affordable Housing	49	37.1	3	39	51.3	3
	Training/Post Secondary Education	40	30.3	4	24	31.6	5
	Recreational Activities	18	13.6	5	18	23.7	4
	Assistance With Activities of Daily Living	17	12.9	6	9	11.8	6
	Public Transportation	14	10.6	7	5	6.6	8
	Substance Abuse Treatment	14	10.6	8	4	5.3	12
	Access to Dental Care	8	6.1	9	3	3.9	10
	Access to Mental Health Care/Counseling	8	6.1	10	3	3.9	11
	Child Day Care	6	4.5	11	2	2.6	7
	Home Weatherization	2	1.5	12	2	2.6	9
							
	OTHER 2008: (detailed below) 0.8% each	5	3.8	13			
	'08: Better roads	(1)	(0.8)	-			
	'08: Better school response to concerns	(1)	(0.8)	-			
	'08: Criminal justice reform	(1)	(0.8)	-			
	'08: GED program	(1)	(0.8)	-			
	'08: Phones, gas lines, cable, electric	(1)	(0.8)	-			
							
	OTHER 2001: (detailed below) 1.3% each				3	3.9	13
	'01: Stable job base				(1)	(1.3)	-
	'01: Simplify regulations/fewer permits				(1)	(1.3)	-
	'01: Highway access to downstate				(1)	(1.3)	-

Northeast Michigan Community Service Agency, Inc.
COMMUNITY NEEDS ASSESSMENT 2001 and 2008

LOCAL ELECTED OFFICIALS' SURVEY

Communities Responding: 76 in 2001 132 in 2008

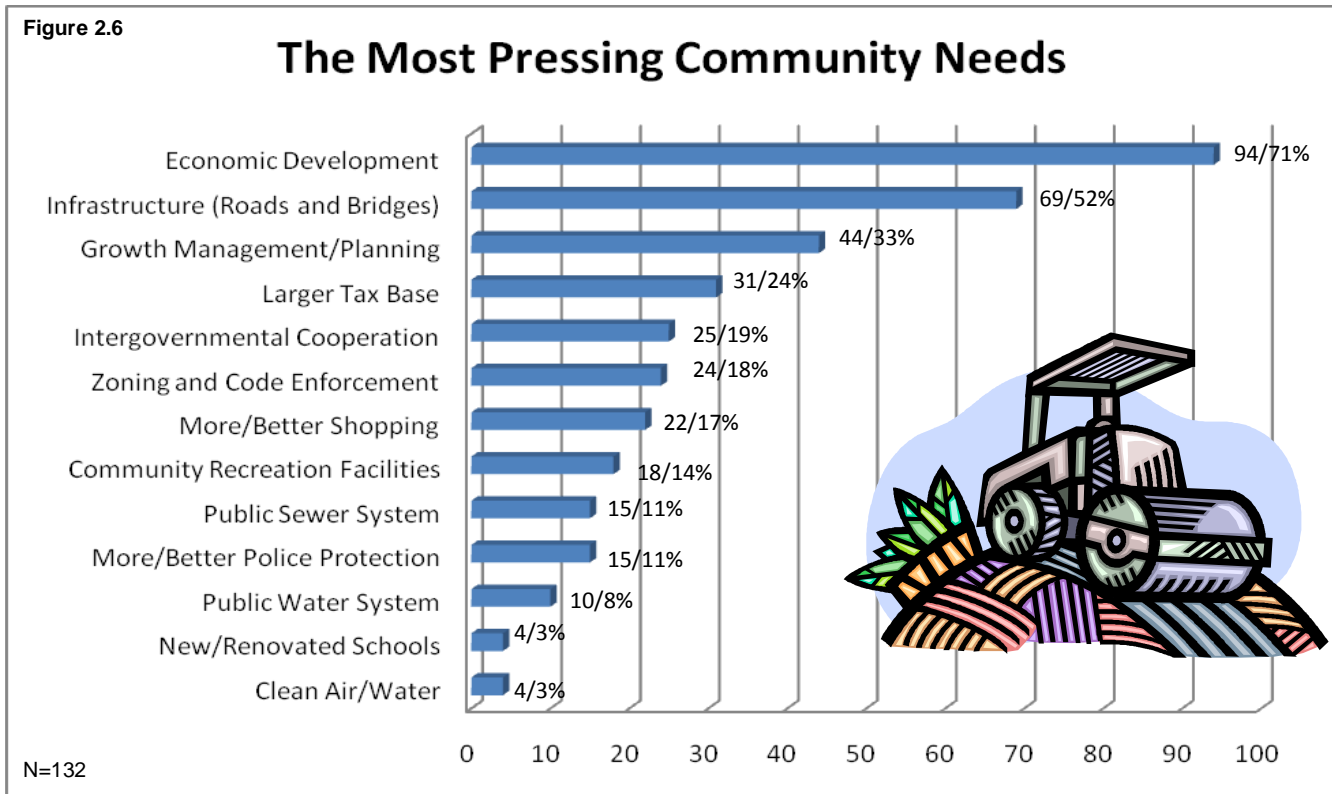


2. Community Needs. What are the three most pressing needs of the community at large?

Unlike the previous question, the responses among local government officials as to their perception of the most important needs of their communities at large were somewhat more diverse. As noted in Figure 2.6, the most pressing need reported was *Economic Development* (71%) which could be coupled with a related need, *Larger Tax Base* (24% of responses). Some might argue that even *More/Better Shopping* is an economic development issue.



Infrastructure (more and better roads, highway access, and bridges) with 52% of responses ranked second in the Community Needs hierarchy and both *Public Sewer System* (11%) and *Public Water System* (8%) are often considered as community infrastructure. Some communities have sewer and water systems, some neither, some one or the other.

The third highest response was given to *Growth Management and Planning* (33%), and again, there is a related response in the category *Zoning and Code Enforcement* at 18%. Community leaders recognize the significant value placed on “Small Town/Rural Atmosphere” as both a community characteristic and a draw to the region. To preserve this asset requires the planning tools of growth management, zoning and code enforcement.



Intergovernmental Cooperation ranked 5th in 2008 as it did in 2002. However, some progress seems to be indicated as 20% checked need for more cooperation in this survey compared to the earlier version. As funding becomes more scarce and costs continue to escalate, new and better ways to work together will be one of the keys to the region’s future.

Local Elected Officials' Survey
**What are the three most pressing needs of the
Community at large?**

Figure 2.7	Community Need	2008			2001		
		#	%	Rank	#	%	Rank
	Economic Development	94	71.2	1	32	42.1	1
	Infrastructure	69	52.3	2	32	42.1	2
	Growth Management and Planning	44	33.3	3	22	28.9	4
	Larger Tax Base	31	23.5	4	13	17.1	7
	Intergovernmental Cooperation	25	18.9	5	19	25.0	5
	Zoning and Code Enforcement	24	18.2	6	23	30.3	3
	Shopping	22	16.7	7	9	11.8	9
	Community Recreational Facilities	18	13.6	8	17	22.4	6
	More and/or Better Police Services	15	11.4	9	12	15.8	8
	Public Sewer System	15	11.4	10	9	11.8	10
	Public Water System	10	7.6	11	5	6.6	13
	New or Renovated School(s)	4	3.0	12	5	6.6	12
	Clean Air	4	3.0	13	4	5.3	14
	More and/or Better Rental Housing	Not asked in 2008			8	10.5	11
							
	OTHER 2008: (detailed below)	7	5.3	14			
	'08: Access to natural areas (Saginaw Bay)	(2)	(1.5)	-			
	'08: Streets, waterlines, wastewater treatment	(1)	(0.8)	-			
	'08: Affordable high speed internet	(1)	(0.8)	-			
	'08: Communication, broadband, cable, phones	(1)	(0.8)	-			
	'08: Funding	(1)	(0.8)	-			
	'08: Reduced taxes	(1)	(0.8)	-			
							
	OTHER 2001: (detailed below)				9	11.8	15
	'01: More and/or Better Ambulance Services				(4)	(5.3)	-
	'01: More and/or Better Fire Protection				(3)	(3.9)	-
	'01: Increased Property Values Through Economic Investment				(1)	(1.3)	-
	'01: Agricultural Land Preservation				(1)	(1.3)	-



Local Elected Officials Survey
 July, 2001 and April, 2008

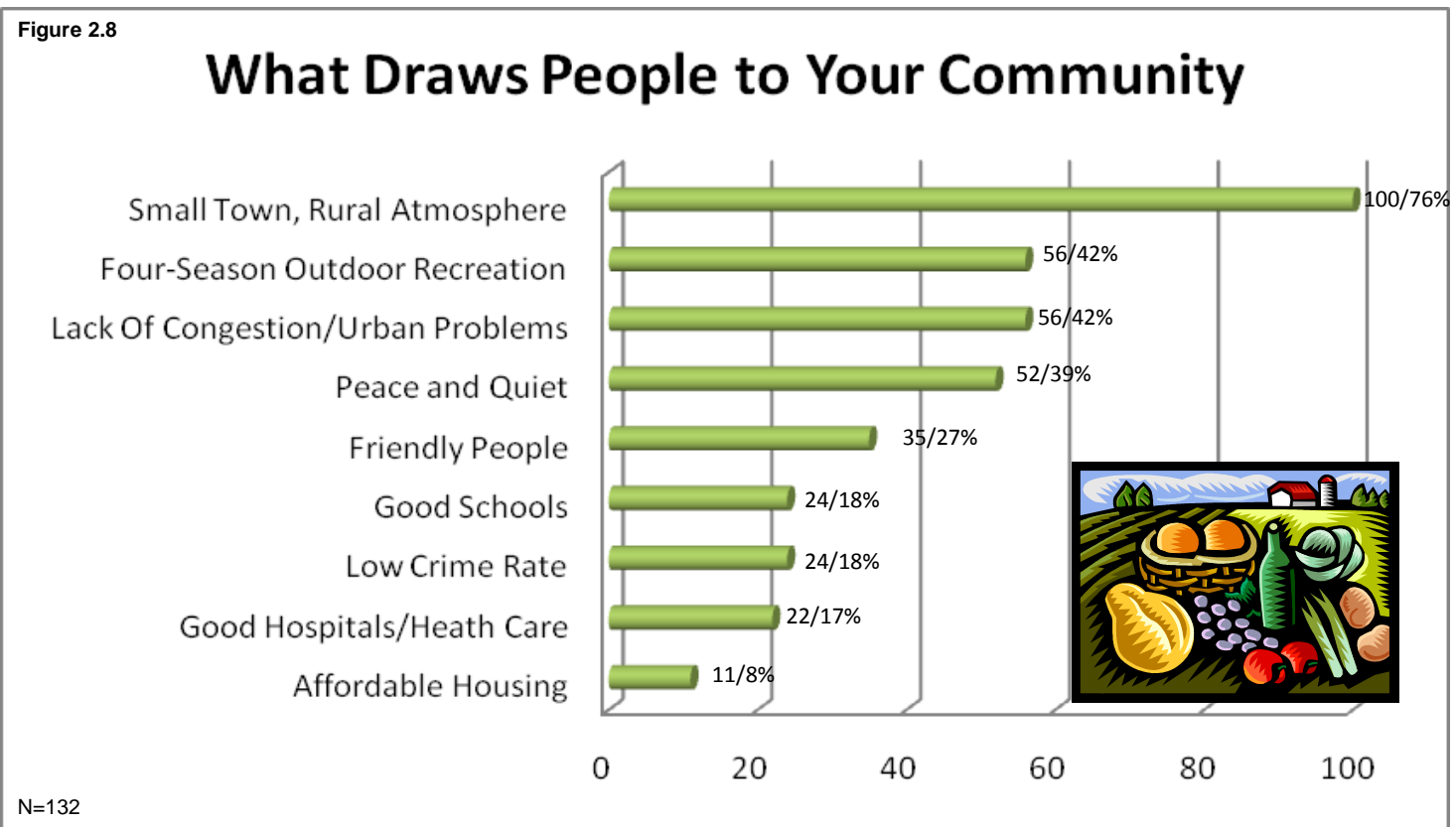
Number of Respondents

2001: 76

2008: 132

3. What Draws People to Your Community?

Local elected officials clearly viewed their respective communities' attractions in terms of the atmosphere and lifestyle that is typically associated with the "up north" setting. Top choices were the small town or rural atmosphere, outdoor recreational activities, a lack of congestion and urban problems, and peace and quiet. Some of the more tangible attributes of many communities, such as good schools, low crime rates and affordable housing followed behind in significance, but were nonetheless important enough to be mentioned. These responses are illustrated in Figure 2.8.



There are some consistencies in community attributes or features that play a large part in attracting new residents to the area. Three-quarters (75.8%) of local government officials identified the small town or rural atmosphere of the area as the prime attraction. This was nearly double the second ranked response of "Four Season Outdoor Recreation". Other aspects of small town life, *lack of congestion and urban problems* as well as *peace and quiet* ranked in the top five important community draws. There was very little change in perception from 2001 to 2008 as to what people who are seeking to relocate to the north are looking for. The top four responses are the same, and fifth and sixth place spots remained, only in reverse order. All responses for both periods are shown below in Figure 2.9.

WHEN PEOPLE MOVE TO YOUR COMMUNITY, WHAT DRAWS THEM TO CHOOSE YOUR COMMUNITY OVER OTHERS?

Figure 2.9	Community Characteristic	2008			2001		
		#	%	Rank	#	%	Rank
	Small Town/Rural Atmosphere	100	75.8	1	53	69.7	1
	Four-Season Outdoor Recreation	56	42.4	2	31	40.8	2
	Lack of Congestion/Urban Problems	56	42.4	3	29	38.2	3
	Peace and Quiet	52	39.4	4	26	34.2	4
	Friendly People	35	26.5	5	18	23.7	6
	Good Schools	24	18.2	6	20	26.3	5
	Low Crime Rate	24	18.2	7	18	23.7	7
	Good Hospitals/Health Care	22	16.7	8	10	13.2	9
	Affordable Housing	11	8.3	9	11	14.5	8
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	OTHER 2008: (detailed below) 0.8% each	8	6.1	10			
	'08: Clean air and water/natural beauty	(1)	(0.8)	-			
	'08: Return to roots/relatives	(1)	(0.8)	-			
	'08: Family	(1)	(0.8)	-			
	'08: Low taxes	(1)	(0.8)	-			
	'08: Lake Huron	(1)	(0.8)	-			
	'08: Lakes and streams	(1)	(0.8)	-			
	'08: Pristine forests and lakes	(1)	(0.8)	-			
	'08: Small boat harbor, marina	(1)	(0.8)	-			
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	OTHER 2001: (detailed below) 1.3% each				3	3.9	10
	'01: Inland lakes				(1)	(1.3)	-
	'01: Opportunity to grow				(1)	(1.3)	-
	'01: No zoning				(1)	(1.3)	-



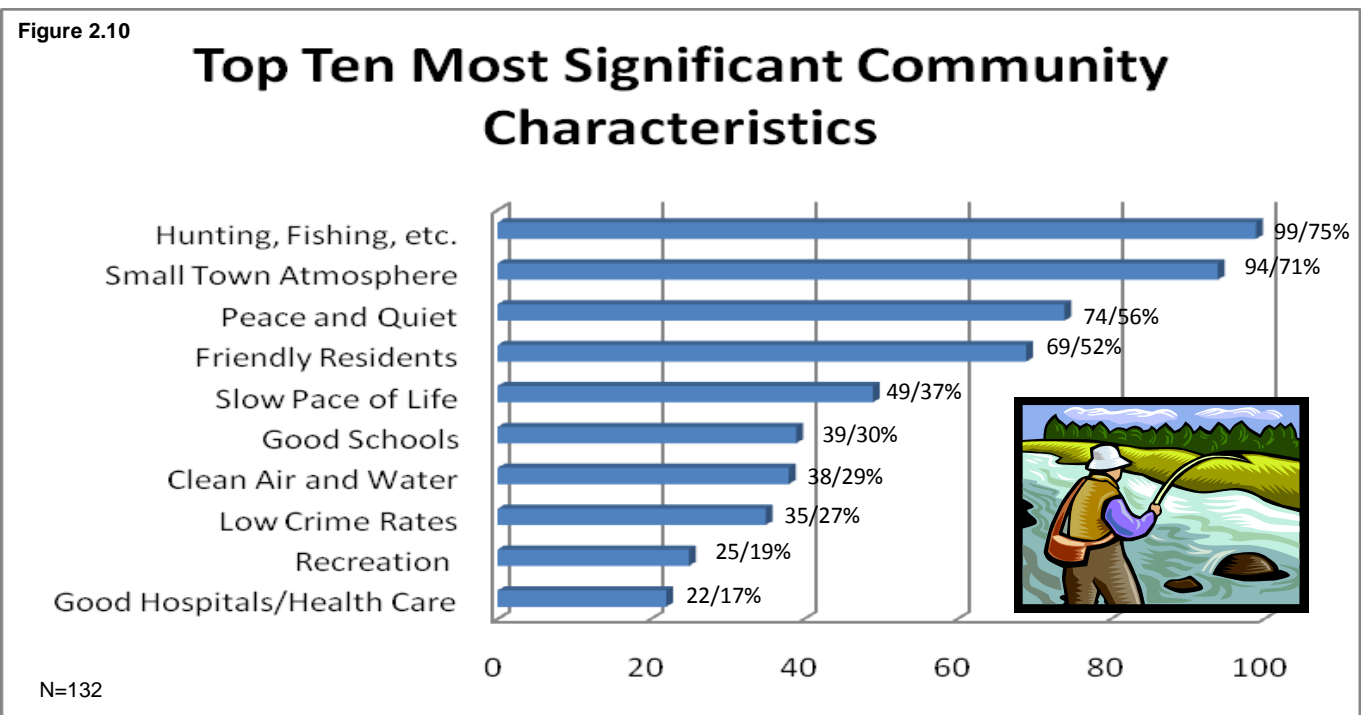
Local Elected Officials Survey July, 2001 and April, 2008

Number of Respondents	
2001: 76	2008: 132

4. Indicate the Five Items that are Most Characteristic of Your Community.

The last question posed to local elected officials asked them to identify the five features that were most characteristic of their individual communities. Again, they were presented with a list of 18 community features from which they were asked to pick five. They could also write in a characteristic not on the list. As noted in Figure 2.10 several of the features that may be characteristic of the community were also mentioned in Question 3 as an attraction that may draw people to the area.

The most frequently mentioned characteristic cited by local elected officials was *Hunting, Fishing, and Outdoor Activities* listed by 99 respondents (75%). This, coupled with recreational facilities and activities, presents an attractive place to relax and recreate. Ranking second was *Small Town Atmosphere* identified by 94 replies (71.2%). Other aspects of small town character also rated a significant response. Those were *Peace and Quiet* (ranking third with 56.8.2%); *Slow Pace of Life* (ranking fifth with 37.1%); and *Low Crime Rates* (26.5%). *Friendly Residents* ranked third among the characteristics identified most often by local elected officials.



It is also of some importance to mention the community characteristics that were presented in the Local Elected Officials Survey but did not garner much attention. The lack of responses to these items helps to reinforce responses by local officials concerning some of the area's greatest needs.

Among the least cited responses, (least characteristic of the communities), are:

- Education and training opportunities (4);
- Access to transportation (3); and
- Economic opportunities and jobs (1).

This is consistent with other findings in that these three (jobs, transportation, and training) have been cited elsewhere as among northeastern Michigan's greatest needs. A complete list follows.

What are the five most important characteristics of your community?

Figure 2.11	Community Characteristic	2008			2001		
		#	%	Rank	#	%	Rank
	Hunting, Fishing, and Other Outdoor Activities	99	75.0	1	50	65.8	1
	Small Town Atmosphere	94	71.2	2	48	63.2	2
	Peace and Quiet	75	56.8	3	34	44.7	4
	Friendly Residents	69	52.3	4	42	55.3	3
	Slow Pace of Life	49	37.1	5	23	30.3	8
	Good Schools	39	29.5	6	27	35.5	6
	Clean Air and Water	38	28.8	7	24	31.6	7
	Low Crime Rate	35	26.5	8	27	35.5	5
	Recreation Facilities and Activities	25	18.9	9	8	10.5	13
	Good Hospital/Health Care	22	16.7	10	13	17.1	10
	Affordable Housing	21	15.9	11	9	11.8	11
	Central Location	17	12.9	12	16	21.1	9
	Senior Center Services	17	12.9	13	8	10.5	14
	Few Social Problems	15	11.4	14	9	11.8	12
	Education/Training Opportunities	4	3.0	15	1	1.3	17
	Access to Transportation	3	2.3	16	2	2.6	16
	Economic Opportunities/Jobs	1	0.8	17	4	5.3	15
OTHER 2001: (detailed below) 1.3% each					2	2.6	18
	'01 Other: By the water				(1)	(1.3)	-
	'01 Other: Seasonal population				(1)	(1.3)	-
OTHER 2008: (detailed below) 0.8% each		3	2.4	18			
	'08 Other: Lake Huron	(1)	(.8)	-			
	'08 Other: Public parks, waterfront, trails	(1)	(.8)	-			
	'08 Other: Low property taxes	(1)	(.8)	-			



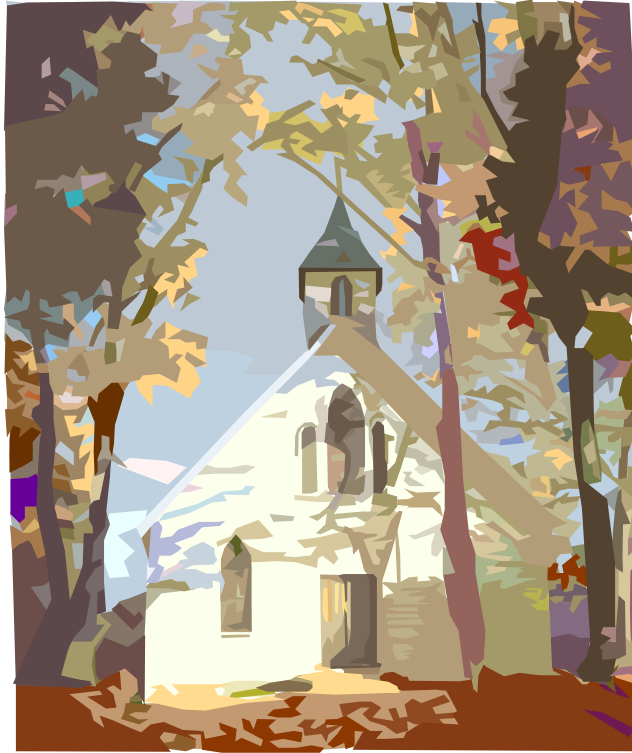
**Local Elected Officials'
Survey Results
2001 and 2008**

Number of Respondents

2001: 76 2008: 132

In all aspects of this Community Needs Assessment there is an outstanding paradox to be recognized. The greatest need of northeast Michigan communities, identified by community leaders, local elected officials and clients, is the need for jobs – good, steady family sustaining jobs with benefits. Inherent in that statement is economic development, growth and change. On the other hand, the most significant community characteristic, and the most important attraction of the region is its small town, rural atmosphere. To resolve this dichotomy, very careful planning will have to take place in the region to manage the growth, stabilize and create jobs, and maintain the small town community character that typifies northeast Michigan.

Survey of Churches



INTRODUCTION TO THE SURVEY OF CHURCHES Conducted 2008

This survey garnered input from pastors or other church officials throughout the eleven county study area of northeast Michigan. This was the first time that NEMCSA had included faith-based operations in its Needs Assessment process. There has been a growing awareness locally as well as nationally of the vital role that faith-based operations play in the social service delivery system. The questions in this survey were aimed at gathering data to support that contention and to compare and contrast the perceptions of pastors to that of clients and local elected officials to see the similarities and differences. All three surveys asked the basic needs question. For churches it was phrased as “What are the three most important concerns right now for members of your congregation and/or others in your community? In addition, the same question regarding community strengths that was asked of NEMCSA clients was included in the Churches survey. This question was “What do you think are the three greatest strengths of your community?”

Client Survey Methodology:

Distribution: Throughout the eleven county Northeast Michigan Community Service Agency (NEMCSA) coverage area, surveys were mailed to each church listed in the telephone books for the various communities in the region. This list was amassed in the spring of 2008. Since that time, the popularity of cell phones and abandonment of land lines may preclude this methodology in the future. One unanticipated flaw in this distribution methodology was that the telephone book lists physical addresses and many churches had only post office boxes. These surveys were returned with the notation “no mail receptacle”, the most prevalent cause of returned mail. There were some returned with the note that the organization had moved and the forwarding time had expired or that there was an incorrect street address. Some independent congregations may have merged or “gone out of business”. Deadlines and timing made it impractical to do further follow-up since the undeliverable mail made up a small percentage of the overall total (less than 15%). The non-deliverable mail is shown, by county, in Figure 3.2. It was most significant in Ogemaw (41%) and Otsego (42%) counties. Two counties had none returned as undeliverable.

Collection: Client surveys were returned directly to the NEMCSA Central Administrative Office in Alpena through a Business Reply permit. This assured that there was no cost to survey participants and guaranteed anonymity.

Data Input: Data was entered into a central data base which was Microsoft Office Access 2007. The input screens were designed by NEMCSA’s Data Base Administrator and the data was entered by Central Office staff. Data is aggregated as a whole rather than by county or denomination. Because there are few returns in some areas, this further protects confidentiality of individual replies.

Survey Instrument: The survey was a double-sided, single 8^{1/2} x 11” sheet divided into two sections. After a brief introduction and instruction paragraph, the front side, Section A, was devoted to participant demographics. It included: county where the church is located, and which town it is in or near. Next were questions regarding church affiliation, attendance and membership. The section concluded with queries regarding whether the church provides social services, of what type, to whom and referral mechanisms. Side B asked the two survey questions regarding needs and strengths. A cover letter was included in the mailing which gave basic information about NEMCSA and the Community Needs Assessment effort. The letter recognized the vital role that the faith community plays in the social service delivery system and asked pastors to provide feedback on their congregations and communities through the survey format. A copy of the cover letter as well as the survey is included in the Appendix.

Survey of Churches 2008					
Figure 3.1	Ranked Response by Percentage of Returns			Total Distributed	
County	Number Delivered	Number Responses	Percent	Number Mailed	Number Undeliverable
Ogemaw	17	5	29.4%	29	12
Alpena	48	14	29.2%	53	5
Alcona	30	8	26.7%	33	3
Crawford	15	4	26.7%	16	1
Oscoda	15	4	26.7%	15	0
Iosco	34	9	26.5%	41	7
Cheboygan	36	9	25.0%	38	2
Arenac	21	5	23.8%	25	4
Montmorency	17	4	23.5%	19	2
Presque Isle	36	7	19.4%	36	0
Otsego	18	1	5.6%	31	13
TOTAL	287	70	20.8%	336	49

Participant Demographics

In all, 287 surveys were delivered to area churches with 70 returns, an overall rate of 20.8% with the range being from a high of 29.4% in Ogemaw County to a low of 5.6% in Otsego County. While it would have been preferable to have a higher response, this was an acceptable number, particularly for a baseline or first-time effort. Since a question often arises regarding data reliability as a function of response rate the following information may be of interest.

For many years, a survey's response rate was viewed as an important indicator of survey quality. Many observers presumed that higher response rates assure more accurate survey results. But because measuring the relation between non-response and the accuracy of a survey statistic is complex and expensive, few rigorously designed studies provided empirical evidence to document the consequences of lower response rates, until recently. In 2006 Keeter et al compared results of a 5-day survey employing the Pew Research Center's usual methodology (with a 25% response rate) with results from a more rigorous survey conducted over a much longer field period and achieving a higher response rate of 50%. In 77 out of 84 comparisons, the two surveys yielded results that were statistically indistinguishable. Among the items that manifested significant differences across the two surveys, the differences in proportions of people giving a particular answer ranged from 4 percentage points to 8 percentage points. Holbrook et al (2005) assessed whether lower response rates are associated with less unweighted demographic representativeness of a sample. By examining the results of 81 national surveys with response rates varying from 5 percent to 54 percent, they found that surveys with much lower response rates were only minimally less accurate. Consumers of survey results are therefore cautioned to view response rates as informative but to recognize that these rates "do not necessarily differentiate reliability between accurate and inaccurate data." Response Rates – An Overview." American Association for Public Opinion Research (AAPOR). 29 Sept 2008

Figure 3.2	Ranked Response by Number of Returns	
	County	Number
Alpena	14	20.0
Iosco	9	12.9
Cheboygan	9	12.9
Alcona	8	11.4
Presque Isle	7	10.9
Arenac	5	7.1
Ogemaw	5	7.1
Crawford	4	5.7
Montmorency	4	5.7
Oscoda	4	5.7
Otsego	1	1.4
TOTAL	70	100%

Response by County: Surveys were returned by 70 pastors or church representatives in the region. Table 3.1 above is organized in rank order from highest to lowest percentage of returns for the eleven counties in the NEMCSA service area. It first presents the number of surveys returned for each county, then shows the percent this is of total returns. The highest percentage of returns is attributable to Ogemaw County (29.4%) with Alpena following only .2 percent behind with 29.2%. Alpena is the most populous county – and had the most actual number of returns – (Figure 3.2 at left);

and although Oscoda is the smallest county it did not rank lowest. This distinction was attributed to Otsego County with one return from the 18 delivered. Otsego has the 3rd highest population count of the 11 counties so there was not a direct correlation between population and responses. Otsego did have the highest number of undeliverable surveys, but the response rate was calculated on the number of delivered pieces of mail compared to the rate of return so that factor was mitigated. Figure 3.2 above left, re-ranks the counties by number of returns for each and shows the percentage of the total attributable to each county.

Figure 3.3	Your church is located in or near which town?							
	Town	#	Town	#	Town	#	Town	#
Alpena	9	Hillman	2	Mikado	2	Spruce	1	
Atlanta	1	Hubbard Lake	1	Mio	4	Tawas City	1	
AuGres	2	Indian River	1	Onaway	3	Twining	1	
Cheboygan	6	Johannesburg	1	Oscoda	5	West Branch	2	
East Tawas	2	Lewiston	1	Ossineke	2	Whittemore	1	
Grayling	4	Lincoln	2	Prescott	1	Blank	1	
Harrisville	3	Long Rapids	1	Rogers City	3			
Hawks	1	Lupton	1	Rose City	1			
Herron	1	Mackinaw City	2	Skidway	1			
							Total: 70	

Church Statistics

The next series of questions gives some background data on the churches that participated in the study and a bit about their congregations.

Is your church affiliated with a denomination?
 Yes: 60 (85.7%) No 9 (12.9%) Blank 1 (1.4%)

If yes, which one?

Figure 3.4	Respondents by Denomination		
Denomination/Affiliation	#	%	
Lutheran (ELCA 9, MS 5, L 1)	15	25.4	
United Methodist	10	16.9	
Episcopal	6	10.2	
Catholic	5	8.5	
Assembly of God	3	5.1	
Presbyterian	2	3.4	
Church of the Nazarene	2	3.4	
Free Methodist	2	3.4	
Baptist	2	3.4	
All others (1 each, see below)	12	20.3	
Total	59	100%	
Church of God, Full Gospel, Church of God, Pentecostal, Evangelical Friends, United Church of Christ, International Pentecostal Holiness, Salvation Army, Pentecostal, Secular Third Order of Franciscans, Wesleyan, Protestant, Anglican.			

Of the 60 churches who checked yes to the affiliation question, only one did not specify which one. When the separate branches of Lutheranism were grouped together, it became the denomination with the largest response – 15 replies or 25% of the total. There were only two other denominations in double digits. This included 10 replies from United Methodist churches, 17% (Free Methodist is an entirely separate church with a separate and distinct history and therefore not combined). The third greatest number of replies, 6, came from Episcopal churches at 10%.

Membership and Attendance:

Church representatives were asked to specify how many people attend their church regularly and how many people are official members of the congregation. As was expected, many more people are on membership roles than are in attendance regularly. There is no direct correlation between membership and attendance since non-members can attend – and memberships can be dormant for many years if rolls are not purged. However, this can be useful information and therefore was gathered and reported.

Figure 3.5		How many people attend your church regularly?					
Attendance Range	Number Churches	Total # People	Average Attendance	Attendance Range	Number Churches	Total # People	Average Attendance
1-25	4	77	19	151-200	11	2,040	185
26-50	14	552	39	201-300	5	1,320	264
51-75	13	809	62	301-400	3	978	326
76-100	8	709	87	401-799	1	430	430
101-150	6	795	133	800+	1	800	800

For the 70 churches participating, 66 completed this question (94%) and reported that 8,510 people attend services regularly. There is no value in computing an average for all churches since the attendance varied from a low of 12 to a high of 800. Instead, a range or grouping may be useful. The most frequent response was an attendance of between 26 and 50 people (14 of 66 or 21%). Although these small congregations were the most predominantly represented in the survey, they only made up 5% of church attendance. This was a total of 552 persons, an average of 39 people attending the 14 churches. By contrast, there were only 5 churches in the 201-300 attendance group, but yet they represented 1,320 regular churchgoers (16%; and the two largest churches recorded 15% between them. See figure 3.5 for the numbers of persons and average attendance in each church range.

Only 59 churches (84%) completed the official membership question. It was interesting to note that membership was considerably higher than attendance figures, even with fewer churches reporting. In all, there were 10,024 members reported. Membership ranged from a low of 14 to a high of 1,000 with the most frequent response between 200 and 300 (10 of 59 or 17%). In all there were 2,595 people in the church membership size of 200-300. There were three very large churches reporting with memberships of 780, 897 and 1,000. This is shown in Figure 3.6.

Figure 3.6		How many people are official members of your congregation?	
Range	Number	Range	Number
1-25	7	151-200	7
26-50	8	201-300	10
51-75	7	301-400	3
76-100	7	401-799	2
101-150	6	800+	1
59 churches responded to this query, 84%			
Total Membership: 10,024			

Social Services:

Does your church provide emergency aid and/or social services to the community?

Yes: 56 (80%) No 14 (20%)

Do you refer people to other agencies for assistance?

Yes 70 No 0

If yes, what services do you provide directly or assist with (through financial support, in-kind goods or services, or providing volunteers?)

Figure 3.7	Type of service	Our church provides directly		Our church assists with	
		#	%	#	%
	Food (boxes, bags, vouchers)	32	57%	35	63%
	Emergency shelter	9	16%	19	34%
	Rent assistance	10	18%	21	38%
	Voucher or direct payments for home heating fuel	14	25%	20	36%
	Emergency home repairs (such as furnace repair, for example)	7	13%	16	29%
	Soup kitchen	3	5%	9	16%
	Homeless services: Housing the homeless	3	5%	8	14%
	Providing other homeless services	4	7%	9	16%
	Toiletries	17	30%	15	27%
	Clothing	13	23%	20	36%
	Other: (Fill in)	22	39%		

Gas cards, Alpena Baby Pantry, Huron Humane Society, MOPS, Community Free Health Clinic, Christmas gifts for children overseas, transportation, emergency medical, free school supplies, medical, dental, vehicle repair, mortgage foreclosure relief, service projects, gas money, vouchers for doctor appointments, provide offices for counseling agencies, gas vouchers, FISH, furniture/appliances as available, homeless care management and follow-up, children's needs, gas, Lewiston Community Sharing, Thanksgiving dinner to shut-ins, special offerings for emergencies such as home burned, meals at a local restaurant, baby needs such as toys, lotion, diapers, many needs are met by one another within the church.

Of the 56 churches who provide emergency aid or social services, the majority participate in a food program of some type (boxes, bags, voucher). In all, 57% of reporting churches provided this as a direct service and 63% assisted with food in some manner. The second most prevalent direct service was toiletries while the second highest service assisted with was rental assistance. It is clear from both the intensity of participation and the wide variety of social services rendered that the faith-based community plays a vital role in the service delivery network of northeast Michigan.

Approximately how many people/families have you served in the past 12 months?

22,967 persons 6,344 families

The sheer volume of persons served indicates repeated services to at least some people. With 80% of the churches surveyed participating in some type of either emergency or ongoing social services, it is clear that charity work is an important part of the mission of area churches.

In general, are your services limited to persons or families in your congregation?

Yes: 22 No: 55 No Response: 4

(Note: More people responded to the limitation of services question than said they provide service.)

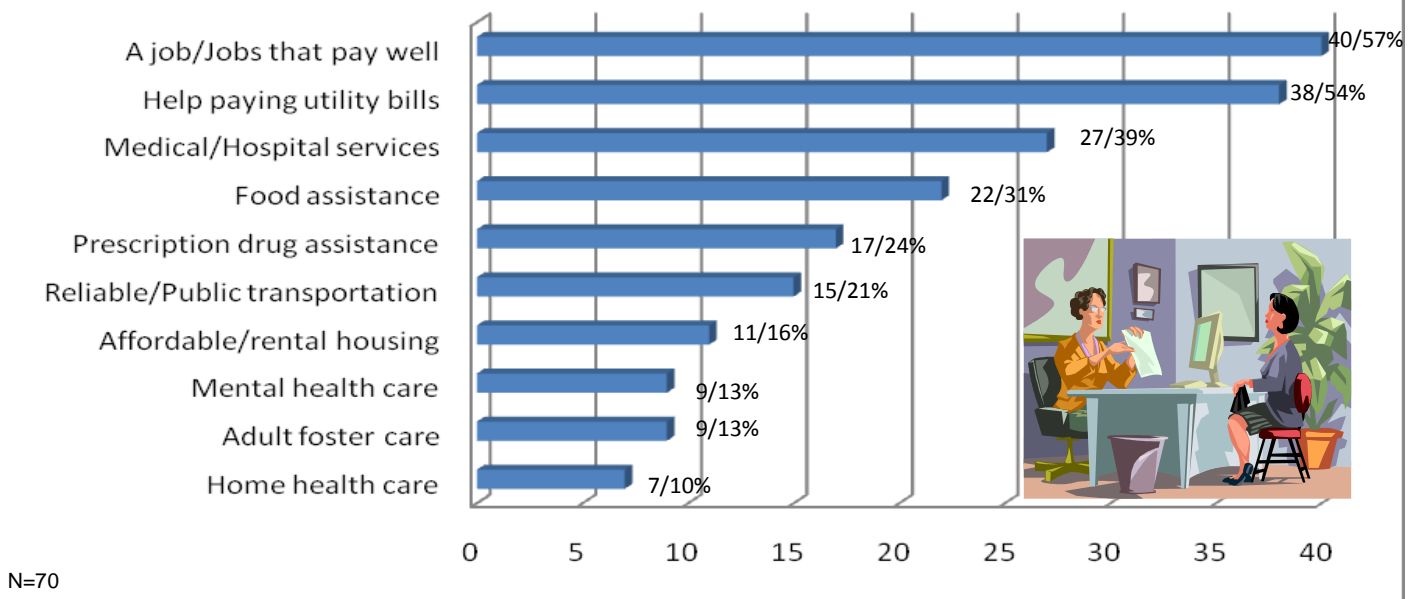
There were 56 churches who stated that they provide social services. There are 55 who said that these services are not limited to persons or families from their own congregation. Although there is no way of knowing that these are the same churches, that is inferred in the data. If that holds true, virtually all of the churches who provide service do not limit it to members of their congregation.

Needs:

As with each of the other two surveys in the overall Needs Assessment process, the major question asked was in regard to the pastor or respondent's perception or observation of the three most important needs of their congregation and their community. This is shown in Figures 3.8 and 3.9 which follow.

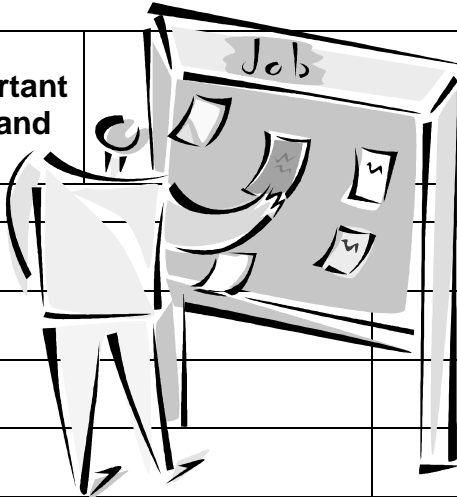
Figure 3.8

What are the three most important needs of your congregation and your community?



Survey of Area Churches 2008

Figure 3.9	What are the three most important needs of your congregation and your community?		Number Responding: 70	
Rank	Needs	Number	Percent	
1	A job/Jobs that pay well	40	57.2	
2	Help paying utility bills	38	54.3	
3	Medical/Hospital services	27	38.5	
4	Food assistance	22	31.4	
5	Prescription drug assistance	17	24.3	
6	Reliable and/or Public transportation	15	21.4	
7	Affordable housing/rental housing	11	15.7	
8	Mental health care/counseling	9	12.9	
	Adult foster care/Assisted living	9	12.9	
9	Home health care/Assistance with ADLs	7	10.0	
10	Nursing home care	6	8.6	
	Gasoline prices (written in as Other)	6	8.6	
11	Recreational opportunities/Activities	4	5.7	
	Help with alcohol or drug problems	4	5.7	
12	A place to live	3	4.3	
	Dental care/Assess to dental care	3	4.3	
13	Affordable child care/preschool/daycare	2	2.9	
	Job training/Training/Post-secondary education	2	2.9	
	Child abuse	2	2.9	
	Spousal abuse	2	2.9	
14	Community spirit	1	1.4	
	Diligence	1	1.4	
	Heating costs	1	1.4	
	Hope	1	1.4	
	Weatherization of senior homes	1	1.4	
	Affordable health insurance	1	1.4	
	How to encourage concise decisions	1	1.4	
Other: 1 each	Community or church involvement	1	1.4	
	Health of families	1	1.4	
	Year Round Employment	1	1.4	

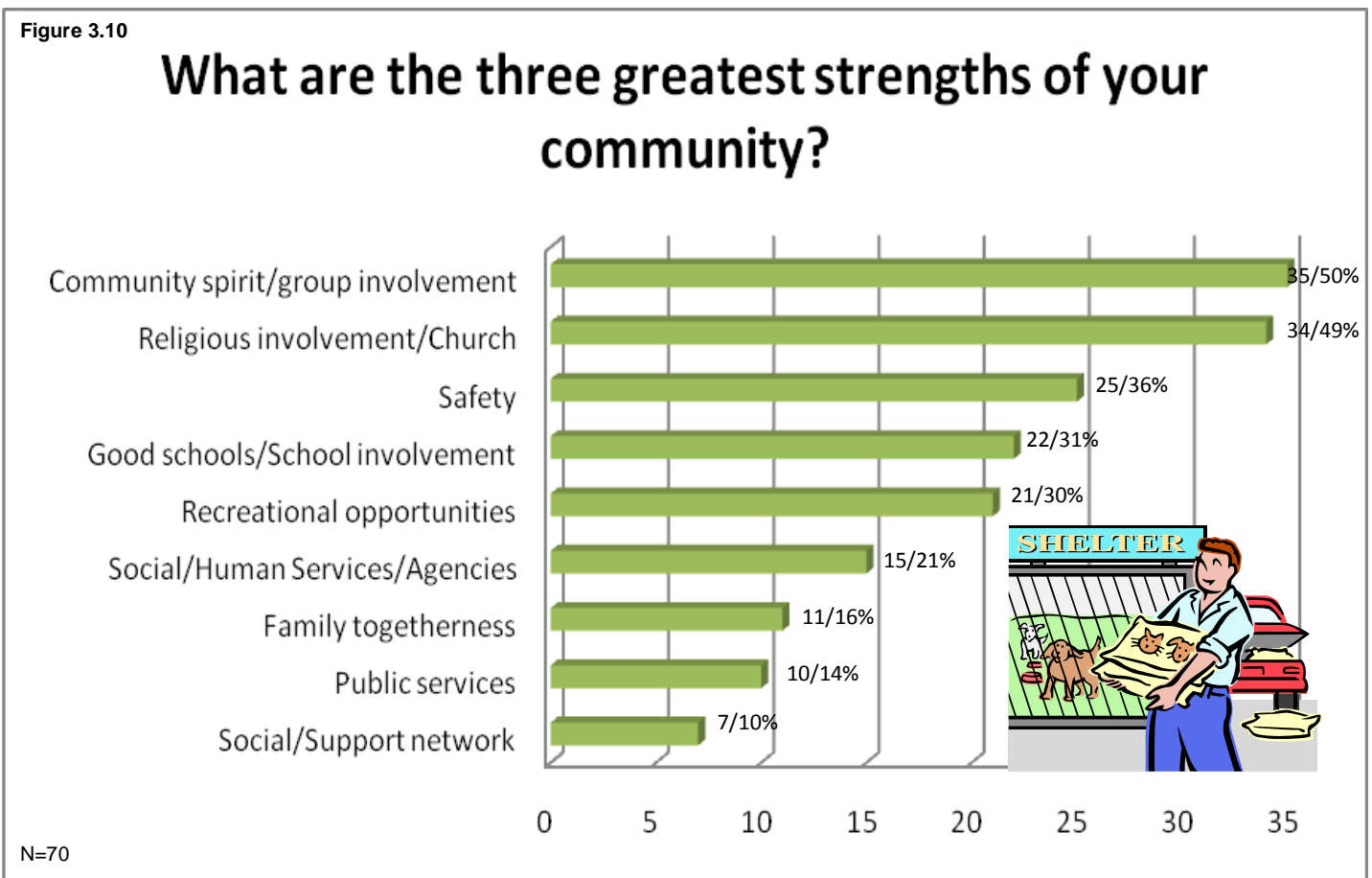


The number one need, expressed by more than half of those surveyed from the faith-based community was *A Job/Jobs That Pay Well* which was indicated by 57.2% or 40 participants. This was also the number one need expressed by Local Elected Officials (95.5%).

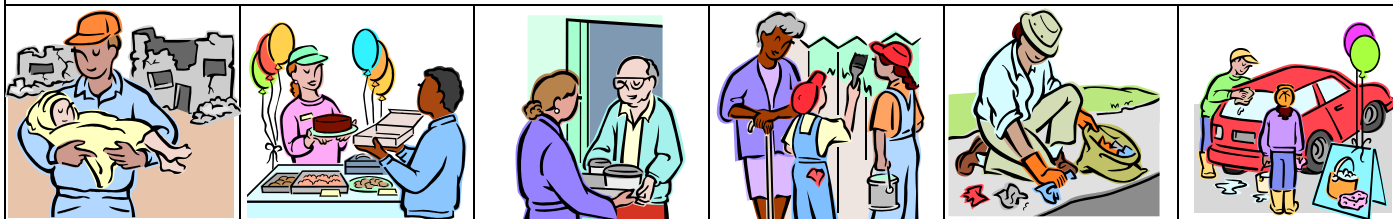
Help Paying Utility Bills was the second most prevalent need as observed by pastors, perhaps because churches are often approached for that need after other traditional social service providers have exhausted either their funding or that client's eligibility. In all, 38 pastors, 54.3% gave that response. Local Elected Officials also listed *Help paying utility bills* as the 2nd most important need in communities across the region, while NEMCSA clients ranked it third.

Rounding out the top three needs of congregations and communities as observed by pastors and other church officials was *Medical and Hospital Services* mentioned by 27 of the church participants (38.5%). This ranked number one with clients and number two with Local Elected Officials. Fourth and fifth places in the needs ranking were taken by *Food assistance*, with 22 responses, 31.4% and *Prescription Drug Assistance* checked by 17 church surveys, 24.3%.

Strengths:



What do you think are the three greatest strengths of your community?



Rank	Strength	Number	Percent
1	Community spirit/group involvement	35	50.5
2	Religious involvement/Church	34	48.6
3	Safety (low crime rates, good protections, etc.)	25	35.7
4	Good schools/School involvement	22	31.4
5	Recreational opportunities	21	30.0
6	Social/Human Services/Agencies	15	21.4
7	Family togetherness	11	15.7
8	Public services (police, fire, sewer/water, etc.)	10	14.3
9	Social/Support network	7	10.0
10	Medical care	6	8.6
11	Transportation	4	5.7
	Neighborhood involvement	4	5.7
	Affordable housing opportunities	4	5.7
Figure 3.11	Other: (one response each)		
	Hunting, fishing, etc. if you re into that	1	1.4
	Location	1	1.4
	Wise leaders	1	1.4
	Good-hearted people	1	1.4
	Size of town – small enough to be well connected	1	1.4
Survey of Churches 2008		Total Responses: 70	

The highest ranking community strength recorded by area pastors was *Community Spirit and Group Involvement*. This response was nearly tied, with only one response separating first and second places, by *Religious Involvement/Church*. These two strengths garnered 50.5% and 48.6% of responses respectively. This observation is certainly influenced by the observer, however the number one strength mentioned by people in the NEMCSA Client Survey was also *Religious Involvement/Church* expressed by 36.8% of respondents (830 people).

Safety ranked third as a community strength with over 1/3 of participants (25 pastors/35.7%) checking that response and was also 2nd among those responding to the Client Survey checked by 858 people. *Safety (Low Crime Rate)* was also prominently mentioned by Local Elected Officials as an important community characteristic.

Good Schools and *Recreational Opportunities* rounded out the top five community strengths as viewed through the eyes of area pastors and church officials, each garnering 30% or more responses.

Summary

of the
2002 and 2008
Community Needs Assessment
for
Northeast Michigan Community Service Agency



Summary

In 2001, Northeast Michigan Community Service Agency began the process of planning its first agency-wide Comprehensive Needs Assessment using primary sources – direct, on-the-ground, primary research. Past direct efforts were limited to a particular client group for a particular program area; or utilized secondary source data such as the US Census Bureau. The study began, in part, as a compliance issue – funding sources ask for periodic needs assessment data. But a more simple, less detailed approach and methodology, with far fewer participants, would have met this funding source requirement. The Planning and Evaluation Committee of NEMCSA’s Board of Directors adopted this effort as one of their primary missions and set the tone and direction. If NEMCSA was to do a needs assessment which can be both time intensive and costly, it needed to be meaningful and useful.

Two important concepts led to the format used in this study. First, there needed to be a process in place for follow-up in future years. A “point-in-time” survey has its usefulness, but we wanted to produce a replicable, repeatable survey format with brief but yet meaningful questions. The value of longitudinal studies – or repeat/follow-up assessment – is to see if things change over time. Are the needs and concerns expressed by NEMCSA clients in 2002 the same or similar to current needs? Are there unmet needs that may alter NEMCSA programming or approach to service delivery? Are the needs so basic and so critical that we might anticipate that they will be the same five years into the future? Perhaps, if an identifiable pattern emerges, and if there are no major changes in the economic climate or other factors.

Second, there needed to be a decision about whose input would be sought as to the needs of the residents of the region. A readily assessable and reliable source was the people already receiving at least one service from NEMCSA’s various programs - our client base. Local elected officials were the second choice for a participant group. This was done, in part, because 1/3 of NEMCSA’s 33 member Board of Directors is made up of a County Commissioner from each of the eleven counties in the primary service area and therefore they were stakeholders in the results. Elected officials are also readily identifiable and reliably easy to reach by mail. In the 2002 County Commissioners were interviewed for the study while other elected officials completed a survey. For the follow-up assessment in 2008, only a survey format was used to gather data. This led to significantly more responses in 2008 than 2002 – because of the inclusion of County Commissioners, as mentioned, while the other difference is attributable to the expansion of the survey participants to include county sheriffs, probate judges and county clerks. A growing recognition of the important role that faith-based operations lend to the social service delivery system led to a decision to add a third group and survey church leaders in 2008. This was done over the 11 counties and established a baseline to build upon. Because this data proved valuable, they will be included in efforts in the future.

Perhaps the most important thing about gathering data is its use – data for data’s’ sake is quite meaningless. So the goals of the needs assessment were to drive programming, substantiate grant results, and share with other agencies and groups who might benefit from NEMCSA’s needs assessment process. To this end, data was shared with elected officials at all levels, with other social service agencies, and with the general public through press releases, newspaper articles, posting to NEMCSA’s website, presentations to service groups and the like.

This summary section looks at comparisons in the needs and strengths data for all three participant groups – comparing and contrasting between their divergent perspectives; and also looks at the various questions over the two time periods.

WHAT ARE THE THREE MOST IMPORTANT CONCERNS RIGHT NOW:

CLIENTS: FOR YOU, YOUR FAMILY, AND OTHERS IN YOUR COMMUNITY?

PASTORS: FOR MEMBERS OF YOUR CONGREGATION and/or OTHERS IN YOUR COMMUNITY?

ELECTED OFFICIALS: FOR INDIVIDUALS AND FAMILIES IN YOUR COMMUNITY?

Need Figure 4.1	Ranked #1		NEMCSA Client Survey		Churches/ Pastors Survey		Local Elected Officials Survey	
	Ranked #2		#	%	#	%	#	%
	Ranked #3							
Food assistance			900	37.2	22	31.4	☀	☀
Medical/Hospital services			865	35.8	27	38.5	82	62.1
Prescription drugs/Assistance with same			789	32.6	17	24.3	☀	☀
Help paying utility bills			782	32.4	38	54.3	☀	☀
Dental care/Assess to dental care			523	21.6	3	4.3	8	6.1
Reliable and/or Public transportation			516	21.4	15	21.4	14	10.6
A job/Jobs that pay well			501	20.7	40	57.2	126	95.5
Affordable housing/rental housing			444	18.4	11	15.7	49	37.1
Hospital Services			399	16.5	Included with Medical/Hospital Services			
Home health care/Assistance with ADLs			360	14.9	7	10.0	17	12.9
A place to live			327	13.5	3	4.3	☀	☀
Other			267	11.1	16	22.9	5	3.8
Recreational opportunities/Activities			200	8.3	4	5.7	6	4.5
Affordable child care/preschool/daycare			161	6.7	2	2.9	18	13.6
Adult foster care/Assisted living			151	6.3	9	12.9	☀	☀
Job training/Training/Post-secondary ed			133	5.5	2	2.9	40	30.3
Nursing home care			120	5.0	6	8.6	☀	☀
Mental health care/counseling			96	4.0	9	12.9	8	6.1
GED or adult education			90	3.7	0	0	☀	☀
Help with alcohol or drug problems			64	2.7	4	5.7	14	10.6
Affordable pre-school			51	2.1				
Child abuse			37	1.5	2	2.9	☀	☀
Spousal abuse			19	0.8	2	2.9	☀	☀
Home weatherization			☀	☀	☀	☀	2	1.5
Number of Responses			2,417			70		132

Each of the three surveys for 2008 asked the same question regarding the most important needs of people in the region which allowed comparison between the responses of the three distinctly different groups. The need garnering the most responses from pastors and local elected officials was *A Job* – a family sustaining job. An overwhelming 96% of elected officials and 57% of pastors indicated this answer. Clients, however, chose tangible needs rather than a job which might have purchased these needed items – a different mindset perhaps. Clients chose *Food assistance* first which ranked fourth with pastors and was not an option with elected officials. Clients followed this very closely with *Medical/Hospital services* which was the only need to in the top three for all three groups of survey participants. *Prescription drug assistance* was the third most prevalent need response by clients and ranked fifth with pastors. *Help with utility bills* made the top three with pastors, indicative of the type of assistance often requested of them. The top three for elected officials was rounded out by *Affordable housing*. Considering the very different perspectives of the three groups, there was general agreement as to the most pressing needs and concerns, of residents of northeast Michigan.

What do you think are the three greatest strengths of your community?
(Clients and Pastors)



What do you think are the five most important characteristics of your community?
(Local Elected Officials)

Strengths Figure 4.2	Ranked #1		NEMCSA Client Survey		Churches/Pastors Survey		Local Elected Officials Survey	
	Ranked #2		#	%	#	%	#	%
	Ranked #3							
Religious involvement/Church			890	36.8%	34	48.6%	No direct correlation	
Safety			858	35.4%	25	35.7%	35	26.5
Good schools/School involvement			793	32.8%	22	31.4%	39	29.5
Family togetherness			711	29.4%	11	15.7%	No direct correlation	
Public services			695	28.8%	10	14.3%		
Community spirit/Group involvement			568	23.5%	35	50.5%		
Medical care			551	22.7%	6	8.6%	22	16.7
Social/Human Services/Agencies			535	22.1%	15	21.4%	No direct correlation	
Transportation			322	13.3%	4	5.7%		
Neighborhood involvement			258	10.6%	4	5.7%		
Recreational opportunities			251	10.4%	21	30.0%	25	18.9
Social/Support network			237	9.8%	7	10.0%	No direct correlation	
Affordable housing opportunities			211	8.7%	4	5.7%	21	15.9%
Dental care			180	7.4%	Not indicated		No direct correlation	
Employment opportunities			88	3.6%				
Available, affordable child care			69	2.9%				
All Other Responses			102	4.3%	5	.0%	See Figure 2.11 Page 2.-11	

The question regarding community strengths was not asked either in prior survey years or of elected officials in 2008 but both clients and pastors answered this query. There was some crossover with the Community Characteristics question asked of local elected officials and the replies are noted when appropriate.

Religious involvement/Church registered 1st among clients (37%) and 2nd with pastors (49%). Clearly faith based activities are an important part of the culture of northeast Michigan. A somewhat related category was *Community spirit/Group involvement* which encompasses volunteerism as well as participation in community events. This was ranked by pastors as their first choice (51%) by only one response.

Safety ranked second among clients (35%), third among pastors (36%), and was mentioned as an important community characteristic by elected officials (27%) Safety was defined as a feeling of being secure at home, able to walk around the community without fear, services provided by police and fire units, relative freedom from “big city” crime, a place where kids could be sent safely off to school on city sidewalks. Regardless of definition, safety was ranked high as a community asset.

The strength ranked 3rd by clients (33%) was *Good schools/School involvement* which also got the nod from 31% of pastors and 30% of elected officials.



What are the three most important concerns right now for you, your family and others in your community?



2002			Figure 4.3		2008		
Rank	Need	#	%	Rank	Need	#	%
1	Medical services	1,024	37.6%	1	Food assistance	900	37.2%
2	Food assistance	958	35.2%	2	Medical services	865	35.8%
3	Help paying utility bills	940	34.5%	3	Prescription drug assistance	789	32.6%
4	Dental care	768	28.2%	4	Help paying utility bills	782	32.4%
5	Reliable transportation	482	17.7%	5	Dental care	523	21.6%
6	Hospital services	397	14.6%	6	Reliable transportation	516	21.3%
7	Affordable housing	386	14.2%	7	A job	501	20.7%
8	Home health care	376	13.8%	8	Affordable rental housing	444	18.4%
9	A job	369	13.6%	9	Home health care	399	16.5%
10	A place to live	342	12.6%	10	Hospital services	360	14.9%
11	Clean air and water	327	12.0%	11	A place to live	327	13.5%
12	Affordable child care	177	6.5%	12	Affordable recreational activities	200	8.3%
13	Job training	167	6.1%	13	Affordable childcare	161	6.7%
14	Nursing home care	150	5.5%	14	Adult foster care	151	6.3%
15	Help with alcohol/drug problems	117	4.3%	15	Job training	133	5.5%
16	GED/Adult Education	107	3.9%	16	Nursing home care	120	5.0%
TOTAL NUMBER RESPONSES		2,721		TOTAL NUMBER RESPONSES		2,417	

To determine if needs changed over the years between the assessment periods, a comparison was drawn for the top five needs as identified by NEMCSA clients. Although about 300 more replies were registered in the initial study, the number is similar and the percentages retain validity regardless of number. *Medical services* ranked number one in 2002 with 38% of responses and was second in 2008 with 36%. (*Hospital services* also garnered nearly 400 check marks both periods). Clearly healthcare is a major issue among recipients of service.

Food assistance was flip-flopped with *Medical services* for first and second places in the two studies. In 2002 *Food assistance* was 2nd (with 35% of replies) while in 2008 it was 1st (37%) in the ranking of most important needs. Looking at both periods, these two needs were virtually unchanged. *Help with paying utility bills* was number three in 2002 (35%) and ranked fourth in 2008 (32%). This need made the top five both years, and had a similar percentage of replies. Some caution should be used in interpreting these results since NEMCSA provides both food assistance and emergency assistance such as paying utility bills to prevent shut-off or provision of a deliverable fuel such as home heating oil. This could lead to an association drawn between a NEMCSA survey and a NEMCSA service. It also could be that clients, purposefully or not, indicated a need that NEMCSA was filling to assure continuance of service.

Dental care was also in the top five identified needs in both time periods ranking 4th in 2002 (with 28%) and 5th in 2008 (with 22%). Rounding out the top five for 2002 was *Reliable transportation* (18%) which ranked 6th in 2008 with 21% of clients indicating that need. *Prescription drugs* ranked 3rd in 2008 but was not even among the choices offered in 2002. Interestingly, *Jobs* which rated as the highest need as perceived by local elected officials and pastors in the other two aspects of this needs assessment study, came in 9th in 2002 and 7th in 2008 with 20% or fewer participants checking that as a dominant need. Perhaps these people had “A” job and weren’t looking at it as needing a “BETTER” job.

MOST PRESSING NEEDS OF INDIVIDUALS AND FAMILIES IN THE COMMUNITY

Northeast Michigan
Community Service
Agency, Inc.

COMMUNITY NEEDS
ASSESSMENT

2001-02 and 2007-08



LOCAL ELECTED
OFFICIALS SURVEY

Communities Responding:

76 in 2002 132 in 2008


Figure 4.4	Need	2007-2008			2001-2002		
		#	%	Rank	#	%	Rank
	Jobs That Pay Well	126	95.5	1	67	88.2	1
	Access to Health Care	82	62.1	2	40	52.6	2
	Affordable Housing	49	37.1	3	39	51.3	3
	Training/Post Secondary Education	40	30.3	4	24	31.6	5
	Recreational Activities	18	13.6	5	18	23.7	4
	Assistance With Activities of Daily Living	17	12.9	6	9	11.8	6
	Public Transportation	14	10.6	7	5	6.6	8
	Substance Abuse Treatment	14	10.6	8	4	5.3	12
	Access to Dental Care	8	6.1	9	3	3.9	10
	Access to Mental Health Care/Counseling	8	6.1	10	3	3.9	11
	Child Day Care	6	4.5	11	2	2.6	7
	Home Weatherization	2	1.5	12	2	2.6	9
OTHER 2008: (detailed below) 1 or 0.8% each							
	Better roads; Better school response to concerns; Criminal justice reform; GED program; Phones, gas lines, cable, electric	5	3.8	13			
	(1)	(0.8)	-				
OTHER 2002: (detailed below) 1 or 1.3% each							
	Stable job base; Simplify regulations/fewer permits; Highway access to downstate				3	3.9	13

Among local elected officials, *Jobs That Pay Well* ranked 1st in both 2002 (88%) and 2008 with 96% - virtually first with everyone who participated in the assessment (126 of 132 replies). One way to explain this may be that the Local Elected Officials' Survey specified a job THAT PAID WELL whereas the client survey only stated "A job", period.

The 2nd and 3rd highest ranking responses were also the same for both time periods – *Access to Health Care* and *Affordable Housing* respectively.

While both remained in the top five, *Training/Post Secondary Education* and *Recreational Activities* flipped positions between 4th and 5th for the two time periods.

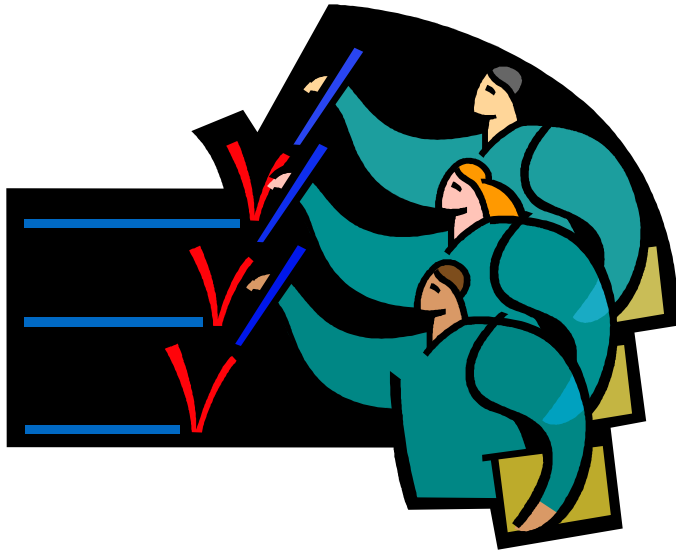
Local Elected Officials Survey
What are the three most pressing needs of the Community at large?

Figure 4.5	Community Need	2007-2008			2001-2002		
		#	%	Rank	#	%	Rank
	Economic Development	94	71.2	1	32	42.1	1
	Infrastructure	69	52.3	2	32	42.1	2
	Growth Management and Planning	44	33.3	3	22	28.9	4
	Larger Tax Base	31	23.5	4	13	17.1	7
	Intergovernmental Cooperation	25	18.9	5	19	25.0	5
	Zoning and Code Enforcement	24	18.2	6	23	30.3	3
	Shopping	22	16.7	7	9	11.8	9
	Community Recreational Facilities	18	13.6	8	17	22.4	6
	More and/or Better Police Services	15	11.4	9	12	15.8	8
	Public Sewer System	15	11.4	10	9	11.8	10
	Public Water System	10	7.6	11	5	6.6	13
	New or Renovated School(s)	4	3.0	12	5	6.6	12
	Clean Air	4	3.0	13	4	5.3	14
	More and/or Better Rental Housing Stock	Not asked in 2008			8	10.5	11
							
OTHER 2008: (detailed below)		7	5.3	14	<div style="border: 1px solid blue; padding: 5px; text-align: center;"> <p>Local Elected Officials' Survey</p> <p>July, 2001 and April, 2008</p> </div>		
Access to natural areas (Saginaw Bay); Streets, waterlines, wastewater treatment; Affordable high speed internet; Funding; Communication, broadband, cable, phones; Reduced taxes							
OTHER 2002: (detailed below)		9	11.8	15	<div style="border: 1px solid blue; padding: 5px; text-align: center;"> <p>Number of Respondents</p> <p>2002: 76 2008: 132</p> </div>		
More and/or Better Ambulance Services; More and/or Better Fire Protection; Agricultural Land Preservation; Increased Property Values Through Economic Investment							

Going beyond the needs of individuals, the survey of elected officials included a question, both in 2002 and 2008, on the needs of the community at large. These are the needs of the city, the village, the township, the county as a unit of government operating on behalf of the community as a whole.

Economic development ranked number one in both time frames but was significantly higher in 2008 – 71% compared to 42% earlier. Perhaps the failing economy raised awareness to a greater degree than before as one explanation.

Infrastructure – roads, bridges, streets, sidewalks – ranked 2nd both periods with over half of officials choosing this response in 2008. *Growth Management* – how to grow while retaining community character and identity – ranked third in 2008 and 4th in 2002. Rounding out the top five for 2008 were a *Larger Tax Base* (going hand and glove with economic development) and *Intergovernmental Cooperation*.

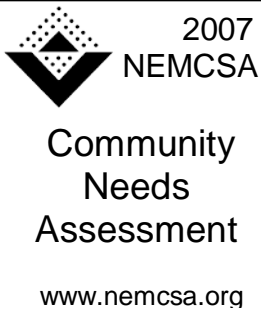


Appendix

1. Survey of NEMCSA Clients
 - a. Instrument

2. Survey of Local Elected Officials
 - a. Cover Letter Sample
 - b. Instrument

3. Survey of Churches
 - a. Cover Letter
 - b. Instrument



Every five years NEMCSA seeks input from people in the communities we serve regarding their needs and the needs of others in their area. In order to continue to provide services to you and others we need to hear from you. This information is used to continue programming now in place; to develop new programming as needs indicate; to coordinate services with other human service agencies; and to advocate for funding and legislation for the future.

Please fill out this double sided questionnaire, fold and tape or staple so the address and business permit show and mail it in. No postage is necessary. Thank you for helping us to continue to bring quality programming and services to northeast Michigan.

A. Please tell us about you

1. What county do you live in? _____ In or near what town? _____

2. What is your age? () 18-24 () 25-35 () 36-49 () 50-59 () 60-75 () 76+

3. Number of people in your home/household (including yourself):

() One () Two () Three () Four () Five () Six or more

4. Are you a single parent with children less than 18 years old at home? () Yes () No

5. How many children do you have between the ages of zero and four? (_____)

6. What is your marital status: () Single () Married () Separated () Divorced () Widowed

7. What is your gender: () Female () Male

8. Housing: () I own my own home () I rent my home () I live with my children, parent(s) or other family
() I live with my friend (s) () I am homeless → If homeless, where do you sleep at night? _____

9. Ethnicity: () Hispanic or Latino () Not Hispanic or Latino

10. Race: () White () Black or African American () American Indian or Alaskan Native
() Asian () Native Hawaiian or other Pacific Islander () Biracial/Multi-racial

11. Household Income: ◀

What is the approximate **combined** yearly income before taxes for all of the people who live in your home (including children, parents, spouse, others)? Please check one category only.

- () \$ 0 - 10,210 () \$17,171 – 20,690 () \$30,001 - 40,000 () \$60,001 - 75,000
- () \$10,211 - 13,690 () \$20,691 – 24,130 () \$40,001 - 50,000 () \$75,001 - 100,000
- () \$13,691 - 17,170 () \$24,131 - 30,000 () \$50,001 - 60,000 () \$100,001 or more

12. Check all sources of Income:

- () Wages (Full time) () Social Security () Supplemental Security Income (SSI) () Stipends
- () Wages (Part time) () Other Pensions () Disability Pension/ Workers Comp () Child Support
- () Self-Employment () Investments () Public Assistance (DHS) () Unemployment Benefits

Please complete both sides

B. Please tell us about your needs and the needs of your community

**Who is NEMCSA?
We bring you**



Please check off **THREE BOXES** in both sections below:

13. WHAT ARE THE 3 MOST IMPORTANT CONCERNS RIGHT NOW FOR YOU, YOUR FAMILY AND OTHERS IN YOUR COMMUNITY?

- | | |
|---|---|
| <input type="checkbox"/> A Place to Live | <input type="checkbox"/> Food Assistance |
| <input type="checkbox"/> Affordable Rental Housing | <input type="checkbox"/> Medical Services |
| <input type="checkbox"/> Reliable Transportation | <input type="checkbox"/> Hospital Services |
| <input type="checkbox"/> Help Paying Utility Bills | <input type="checkbox"/> A Job |
| <input type="checkbox"/> Prescription Drug Assistance | <input type="checkbox"/> Job Training |
| <input type="checkbox"/> Affordable Child Care | <input type="checkbox"/> Dental Care |
| <input type="checkbox"/> GED or other adult education | <input type="checkbox"/> Spousal Abuse |
| <input type="checkbox"/> Affordable Pre-Schools | <input type="checkbox"/> Child Abuse |
| <input type="checkbox"/> Home Health Care | <input type="checkbox"/> Nursing Home Care |
| <input type="checkbox"/> Help with Drug or Alcohol Problems | <input type="checkbox"/> Adult Foster Care or Assisted Living |
| <input type="checkbox"/> Mental Health/Counseling Services | <input type="checkbox"/> Affordable Recreation |
| <input type="checkbox"/> Other: _____ | <input type="checkbox"/> Other: _____ |

Head Start, Early Head Start, Michigan Works!, Commodity Food, Weatherization, Emergency Services, School Success, Care Management, Tax Preparation Help, In-Home Services, Meals on Wheels, Congregate Meals, Foster Grandparents, Senior Companions, Long Term Care Ombudsman, Youth and Family Counseling, Housing programs, the Census & many more programs and services.

Fold

14. WHAT DO YOU THINK ARE THE 3 GREATEST STRENGTHS OF YOUR COMMUNITY?

- | | |
|--|---|
| <input type="checkbox"/> Community spirit/group involvement/service clubs | <input type="checkbox"/> Transportation |
| <input type="checkbox"/> Religious involvement/church | <input type="checkbox"/> Social/Human service agencies |
| <input type="checkbox"/> Neighborhood involvement | <input type="checkbox"/> Available, affordable child care |
| <input type="checkbox"/> Family togetherness | <input type="checkbox"/> Affordable housing opportunities |
| <input type="checkbox"/> Safety (low crime rates, good protection, etc.) | <input type="checkbox"/> Employment opportunities |
| <input type="checkbox"/> Good schools/School involvement | <input type="checkbox"/> Medical care |
| <input type="checkbox"/> Public Services (police, fire, sewer/water, etc.) | <input type="checkbox"/> Dental care |
| <input type="checkbox"/> Social support networks | <input type="checkbox"/> Recreational opportunities |
| <input type="checkbox"/> Other: _____ | <input type="checkbox"/> Other: _____ |

Fold ↓

Questions? Call Carol Shafto 1-866-484-7077
or email shaftoc@nemcsa.org

**Please complete both sides then
crease, fold, seal securely and mail.**

Thank you!!

Fold ↓

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FIRST CLASS PERMIT NO. 29 ALPENA, MI 49707

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NORTHEAST MICHIGAN COMMUNITY SERVICE AGENCY, INC. (NEMCSA)
2375 Gordon Road
Alpena MI, 49707-9961

Dear Mayor,

April 14, 2008

NEMCSA operates a gamut of services in your area including Head Start, Early Head Start, Services to the Aging, Foster Grandparent and Senior Companion Programs, Housing and Homeless Services, Home Weatherization and Commodity Food programs, Michigan Works! Employment and Training facilities, Counseling services for adolescents and many others.

In 2001-2002 Northeast Michigan Community Service Agency conducted a region-wide needs assessment study in the eleven core counties we serve in northeastern Michigan. The data that was collected provided baseline information for future comparison. A synopsis copy is included in this mailing. We are now doing a follow-up of that survey to determine if and how the situation has changed. The data that comes from this effort will be used to plan for quality programming and services for many years to come. It will also be widely shared with other human service agencies, health and mental health providers, and local units of government.

The 2008 Community Needs Assessment has three components:

- Approximately 20,000 surveys have been distributed to NEMCSA clients;
- A random selection of faith based organizations/churches is being included to determine perception of local needs as well as what level of social services is provided; and
- The local elected officials survey follow-up that is included with this mailing, directly mirroring the previous survey effort.

This last data gathering activity is to **gain your input** as a local elected official of the most pressing problems or concerns in your community; the most important changes or improvements that should be made in your community; and your assessment of the local aspects of your community that typically draw new people to your area. This survey is being sent to County Commissioners, Township Supervisors, Mayors and Village Presidents, Sheriffs, Probate Judges, and County Clerks across the region. Results will be tabulated by county and published in late 2008. Individual city, village and township tabulations will be available on request but not published. We will, however, show how many surveys were returned in each area.

As a local government official, you have a good perspective on the critical needs of your community and its residents. You are aware of resources, facilities, and activities that will make your community a better place to live. **Please complete the enclosed questionnaire no later than May 15, 2008. Postage is paid through Business Reply Permit.** When the assessment is completed we will provide participating units of government with a summary of the results. Thank you in advance for your support and cooperation in this very important region-wide Community Needs Assessment and planning activity.

John Swise, Executive Director

Carol Shafto, Planning and Evaluation Director



LOCAL ELECTED OFFICIALS SURVEY

1. Community Needs.

To get a clear idea of what you believe are the most important needs, please choose the three most important needs for each of the following questions and then rank them in order of importance: (1st) most important; (2nd) second most important; and (3rd) third most important.

a. What are the three (3) most pressing needs ***individuals and families*** in your community?

(Indicate 1st, 2nd, and 3rd most important.)

- Jobs that pay well and/or have benefits
- Affordable housing
- Reliable/affordable public transportation
- Access to affordable health care
- Access to affordable dental care
- Access to affordable mental health/
counseling services
- Treatment for alcohol and drug addiction
- Technical training/post-high school education
- Recreational activities for children and adults
- Home weatherization
- Assistance with daily living activities for
senior citizens and people with disabilities
- Day care for the children of working adults
- Other _____
- Other _____
- Other _____
- Other _____

b. What are the three (3) most pressing needs ***of the community at large***?

(Indicate 1st, 2nd, and 3rd most important.)

- Public sewer system
- Public water system
- Growth management and planning
- Zoning and code enforcement
- Infrastructure (roads and bridges)
- More or better police services
- More or better fire protection
- More and better ambulance services
- Improve and expand rental housing stock
- Intergovernmental cooperation
- Larger tax base
- Economic development
- Clean(er) air and/or water
- Shopping/Retail opportunities
- New or renovated schools
- Community recreation facilities
- Other _____

Please indicate your location.

I represent _____ City

(optional presented below if you would rather not disclose specific community)

The city I represent is located in _____ County.

Please complete both sides

2. When people move to your community, what draws them to choose your community over others?
Check the three most important and rank them as 1st, 2nd and 3rd most important.

- | | |
|--|--|
| <input type="checkbox"/> Small town/rural atmosphere | <input type="checkbox"/> Good schools |
| <input type="checkbox"/> Four-season outdoor recreation | <input type="checkbox"/> Good hospital/good healthcare |
| <input type="checkbox"/> Friendly people | <input type="checkbox"/> Low crime rate |
| <input type="checkbox"/> Lack of congestion and other urban problems | <input type="checkbox"/> Peace and quiet |
| <input type="checkbox"/> Affordable housing | <input type="checkbox"/> (Other) _____ |
| <input type="checkbox"/> Other) _____ | <input type="checkbox"/> (Other) _____ |

3. Indicate the five items below that are most characteristic of your community. Rank these in order from (1st) most characteristic, (2nd) second most, through (5th) most characteristic.

- | | |
|--|---|
| <input type="checkbox"/> Friendly residents | <input type="checkbox"/> Senior citizens services |
| <input type="checkbox"/> Hunting, fishing and other outdoor activities | <input type="checkbox"/> Economic opportunities/jobs |
| <input type="checkbox"/> Good schools | <input type="checkbox"/> Access to transportation |
| <input type="checkbox"/> Good hospital/health care | <input type="checkbox"/> Recreation facilities and activities |
| <input type="checkbox"/> Affordable housing | <input type="checkbox"/> Slow(er) pace of life |
| <input type="checkbox"/> Clean air and water | <input type="checkbox"/> Few(er) social problems |
| <input type="checkbox"/> Peace and quiet | <input type="checkbox"/> Education and training opportunities |
| <input type="checkbox"/> Small town atmosphere | <input type="checkbox"/> Central location |
| <input type="checkbox"/> Access to transportation | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Low crime rate | <input type="checkbox"/> Other _____ |

Questions? Call Carol Shafto 989-356-3474 ext 214
shaftoc@nemcsa.org or visit: www.nemcsa.org

***Please complete sides
then fold, seal and mail. THANK YOU!!***

Business Reply Permit #

NORTHEAST MICHIGAN COMMUNITY SERVICE AGENCY, INC. (NEMCSA)
2375 Gordon Road
Alpena, MI 49707

Dear Pastor,

July 1, 2008

NEMCSA operates a gamut of services in your area including Head Start, Early Head Start, Services to the Aging, Foster Grandparent and Senior Companion Programs, Housing and Homeless Services, Home Weatherization and Commodity Food programs, Michigan Works! Employment and Training facilities, Counseling services for adolescents and many others.

In 2001-2002 Northeast Michigan Community Service Agency conducted a region-wide needs assessment study in the eleven core counties we serve in northeastern Michigan. These counties are Alcona, Alpena, Arenac, Cheboygan, Crawford, Iosco, Montmorency, Ogemaw, Oscoda, Otsego and Presque Isle. The data that was collected provided baseline information for future comparison. We are now doing a follow-up of that survey to determine if and how the situation has changed. The data that comes from this effort will be used to plan for quality programming and services for many years to come. It will also be widely shared with other human service agencies, health and mental health providers, and local units of government.

The 2008 Community Needs Assessment has three components:

- Approximately 20,000 surveys have been distributed to NEMCSA clients;
- A survey of leaders of faith based organizations/churches to determine perception of local needs as well as what level of social services is provided; and
- A local elected official's survey follow-up survey was sent to mayors, village presidents, county commissioners, township supervisors, judges, sheriffs, and county clerks.

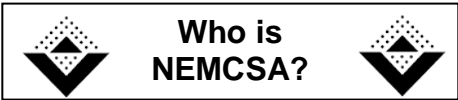
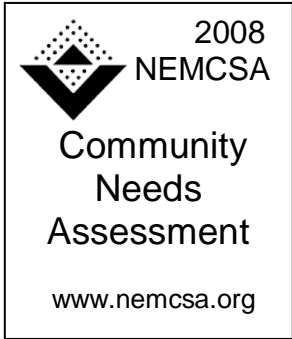
The inclusion of churches and faith-based organizations is new to the overall needs assessment process for NEMCSA. We recognize that the faith community plays a vital role in assisting the less fortunate members of our community and want your feedback on what you are observing in your area. Preliminary results from our client survey show that "religious involvement and the church" is listed by people responding as the number one strength of communities across our eleven county service area. This certainly affirms our decision to reach out to you for input.

As a pastor, you have a good perspective on the critical needs of your congregation, your community and its residents. You are aware of resources, facilities, and activities that will make your community a better place to live. **Please complete the enclosed questionnaire no later than July 21, 2008. Postage is paid through Business Reply Permit.** When the assessment is completed we will be publishing results and also posting them on our website (www.nemcsa.org). Thank you in advance for your support and cooperation in this very important region-wide Community Needs Assessment and planning activity.

John Swise, Executive Director

Carol Shafto, Planning and Evaluation Director

Note: Please accept our apologies if you receive this mailing at both your church and your residence or if your church name or affiliation is incorrect. We gathered the mailing list from many area phone books which may not be totally current or accurate.



You may not know our name – **Northeast Michigan Community Service Agency** but you are probably familiar with one our more of our services. **NEMCSA brings**

Head Start, Early Head Start, Michigan Works!, Commodity Food, Weatherization, Emergency Services, School Success, Care Management, Tax Preparation Help, In-Home Services, Meals on Wheels, Congregate Meals, Foster Grandparents, Senior Companions, Long Term Care Ombudsman, Youth and Family Counseling, Housing programs, the Census & many more programs and services.

Every five years NEMCSA seeks input from people in the communities we serve regarding their needs and the needs of others in their area. We recognize that churches play an important part in meeting human needs across our service area. In order to continue to provide quality, pertinent services to communities in northeast Michigan, we need to hear from you. This information is used to continue programming now in place; to develop new programming as needs indicate; to coordinate services with other human service agencies and faith-based operations; and to advocate for funding and legislation for the future.

Please fill out this double sided questionnaire, so the address and business permit show; fold and tape each end (no staples allowed); and mail it in. No postage is necessary. Thank you for helping us to continue to bring quality programming and services to northeast Michigan. If you receive duplicate mailings because you serve more than one congregation, please fill out a form for each church you serve. Thank you.

A. Please tell us about your church and congregation

1. What county is your church located in? _____ In or near what town? _____
2. How many people attend your church regularly? _____ persons; _____ families
3. How many people are official members of your congregation? _____ persons; _____ families
4. Does your church provide emergency aid and/or social services to the community? Yes ___ No ___
5. Is your church affiliated with a denomination? Yes ___ No ___ If yes, which one? _____
6. If yes, what services do you provide directly or assist with (through financial support, in-kind goods or services, or providing volunteers)? **Please check the appropriate column(s)**

Type of service	Our church provides directly	Our church assists with
Food (boxes, bags, vouchers)		
Emergency shelter		
Rent assistance		
Voucher or direct payments for home heating fuel		
Emergency home repairs (such as furnace repair, for example)		
Soup kitchen		
Homeless services: Housing the homeless		
Providing other homeless services		
Toiletries		
Clothing		
Other: (Fill in)		

7. *Approximately* how many people/families have you served in the past 12 months? ___ persons; ___ families
8. In general, are your services limited to persons or families in your congregation? Yes ___ No ___
9. Do you refer people to other agencies for assistance? Yes ___ No ___

Please complete both sides

B. Please tell us about the needs of your congregation and your community

Please check off THREE BOXES in both sections below:

10. WHAT ARE THE 3 MOST IMPORTANT CONCERNS RIGHT NOW FOR MEMBERS OF YOUR CONGREGATION and/or OTHERS IN YOUR COMMUNITY?

- | | |
|---|---|
| <input type="checkbox"/> A Place to Live | <input type="checkbox"/> Food Assistance |
| <input type="checkbox"/> Affordable Rental Housing | <input type="checkbox"/> Medical Services |
| <input type="checkbox"/> Reliable Transportation | <input type="checkbox"/> Hospital Services |
| <input type="checkbox"/> Help Paying Utility Bills | <input type="checkbox"/> A Job |
| <input type="checkbox"/> Prescription Drug Assistance | <input type="checkbox"/> Job Training |
| <input type="checkbox"/> Affordable Child Care | <input type="checkbox"/> Dental Care |
| <input type="checkbox"/> GED or other adult education | <input type="checkbox"/> Spousal Abuse |
| <input type="checkbox"/> Affordable Pre-Schools | <input type="checkbox"/> Child Abuse |
| <input type="checkbox"/> Home Health Care | <input type="checkbox"/> Nursing Home Care |
| <input type="checkbox"/> Help with Drug or Alcohol Problems | <input type="checkbox"/> Adult Foster Care or Assisted Living |
| <input type="checkbox"/> Mental Health/Counseling Services | <input type="checkbox"/> Affordable Recreation |
| <input type="checkbox"/> Other: _____ | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Other: _____ | <input type="checkbox"/> Other: _____ |

11. WHAT DO YOU THINK ARE THE 3 GREATEST STRENGTHS OF YOUR COMMUNITY?

- | | |
|--|---|
| <input type="checkbox"/> Community spirit/group involvement/service clubs | <input type="checkbox"/> Transportation |
| <input type="checkbox"/> Religious involvement/church | <input type="checkbox"/> Social/Human service agencies |
| <input type="checkbox"/> Neighborhood involvement | <input type="checkbox"/> Available, affordable child care |
| <input type="checkbox"/> Family togetherness | <input type="checkbox"/> Affordable housing opportunities |
| <input type="checkbox"/> Safety (low crime rates, good protection, etc.) | <input type="checkbox"/> Employment opportunities |
| <input type="checkbox"/> Good schools/School involvement | <input type="checkbox"/> Medical care |
| <input type="checkbox"/> Public Services (police, fire, sewer/water, etc.) | <input type="checkbox"/> Dental care |
| <input type="checkbox"/> Social support networks | <input type="checkbox"/> Recreational opportunities |
| <input type="checkbox"/> Other: _____ | <input type="checkbox"/> Other: _____ |

Questions? Call Carol Shafto 1-866-484-7077
or email shaftoc@nemcsa.org

**Please complete both sides then
seal both ends securely and mail.**

Thank you!!
