



2023 Community Needs Assessment



South Central Community Action Program

SCCAP

Empowering people to reach their potential

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Introduction

Community Action Agencies throughout the country are required to conduct a community needs assessment every three years. This needs assessment relies on relevant and current research literature, data from a client survey, and data from the U.S. Census Bureau and Bureau of Labor Statistics. This community needs assessment is intended to guide South Central Community Action Program in developing its strategic plan to improve the economic security and well-being of low-income Hoosiers in its service area.

About South Central Community Action Program

South Central Community Action Program (SCCAP) is a not-for-profit organization that provides opportunities for low-income individuals and families to achieve personal and economic independence. We envision all individuals having the support and resources needed to attain a quality lifestyle and self-sufficiency.

Since 1965, the purpose of SCCAP has been to reduce the extent and impact of poverty in this service area. SCCAP carries out this purpose by completing the following:

- Provide support and opportunity for self-development efforts by the low-income community and its members.
- Engage in advocacy and representation of the interests of the low-income community, while facilitating self-representation.
- Network with public and private agencies concerned with improving the quality of human life.
- Demonstrate innovative and effective approaches for dealing with causes and effects of poverty.
- Operate state and federal programs designed to meet specific needs of low-income individuals and families.

Service Area & Services Provided

South Central Community Action Program serves Hoosiers in Monroe, Morgan, Owen, and Brown Counties.

Current program offerings include:

- Energy Assistance Program
- Weatherization Assistance Program
- Housing Choice Opportunities
- Head Start & Early Head Start
- Covering Kids & Families
- Thriving Connections
- Growing Opportunities

Overview of the Causes and Conditions of Poverty

We strive to make our communities places in which all Hoosiers can meet their basic needs and achieve financial well-being, enabling each person to reach their full potential and better contribute to their families and communities. Although poverty has existed in every society, scholars, government leaders, and social service providers offer a wide variety of thoughts about how best to tackle this multi-faceted epidemic. By better understanding poverty, how it is measured, and the causes and conditions of it, Community Action Agencies and their partners will be better equipped to develop interventions that are responsive to community conditions.

What is Poverty?

Globally and here in the United States, there have been longstanding efforts to end poverty. In 1964, President Lyndon Johnson declared war on poverty in his State of the Union address, proclaiming, "Our aim is not only to relieve the symptom of poverty, but to cure it and, above all, to prevent it." He launched an effort that resulted in the development of Community Action Agencies, which still carry forward the mission of ending poverty and promoting community development today. Sargent Shriver, who led the development of solutions, described the War on Poverty as "a means of making life available for any and all pursuers. The War on Poverty tries only to create the conditions by which the good life can be lived."

"Poverty is hunger. Poverty is lack of shelter. Poverty is being sick and not being able to see a doctor. Poverty is not having access to school and not knowing how to read. Poverty is not having a job, is fear for the future, living one day at a time. Poverty has many faces, changing from place to place and across time, and has been described in many ways. Most often, poverty is a situation people want to escape."

-The World Bank

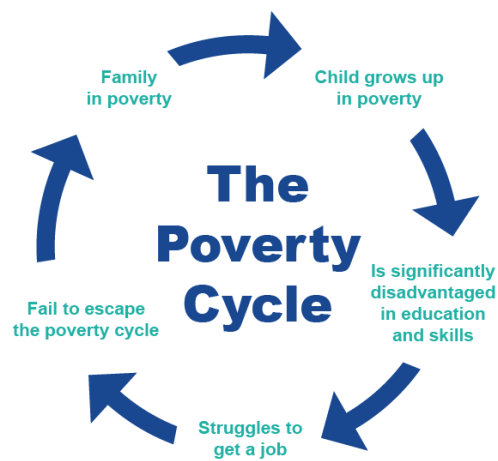
How is Poverty Measured?

In the United States, poverty is measured by comparing a person's or family's income to a poverty threshold. This threshold is set at three times the cost of a minimum food diet in 1963, adjusted for inflation, and is responsive to family size. The U.S. Census Bureau is the government agency in charge of measuring poverty. As *Overlooked and Undercounted: Struggling to Make Ends Meet in Indiana* shows, this method of measuring poverty fails to count many who struggle.¹ When a county- and family-specific basic needs budget is compared to family incomes in Indiana, the scope of income inadequacy in our state comes into sharper focus and includes many more individuals than are captured in traditional poverty measures.

Understanding the Causes and Conditions of Poverty

While poverty is, at its most simplistic level, a shortage of income, teasing apart the causes and associated conditions of these income shortfalls can be much more challenging and will vary based on local, state, and national policy choices as well as variations in communities, institutions, and individuals. Understanding the causes and conditions can assist in the development of effective solutions. Theories about the causes of poverty fall into three broad categories: political, structural, and behavioral.ⁱⁱ These focus attention on different sets of actors and interventions to address poverty. Community Action Agencies tend to work across all categories. Whether explicit or implicit, an individual's or organization's theories about the causes of poverty can shape decision-making about approaches.

Because employment is so central to a household's ability to make ends meet in the United States, job loss, a decline in earnings, a lack of education, a disability, and the presence of children and/or caregiving responsibilities can cause poverty.ⁱⁱⁱ Lack of access to foundational resources such as transportation, child care, health care, and decent, affordable housing, as well as in interaction with the justice system, can also cause poverty.^{iv} This can trap children and families in a cycle that is difficult to escape.^v



There are disparities in the prevalence of poverty by race, gender, ability, age, and other identities. Historic and ongoing discrimination at all levels of society - from policies that prevented Black families from accruing wealth through homeownership to discrimination in employment^{vi} to differing expectations about who should provide care to young children^{vii} - contribute to these disparities. In turn, poverty can lead to low education levels, lack of or under-employment, poor housing conditions, food insecurity, mental and physical health challenges, and an inability to access additional resources to live a happy and healthy life that show up disproportionately for certain groups.

Adding to this, the COVID-19 pandemic has had dramatic effects on our economy, public health, and perhaps most importantly our most precious asset, our children. It increased housing and food insecurity, reduced familial income, impacted children's school performance and mental health, and increased abuse and child maltreatment. School closures contributed to many of these factors as students were unable to access meals provided at school, social support systems, and a safe environment away from abusers. Brown University projected, based on learning patterns of five million students, that school-aged children in the United States learned less than 50% of math skills and less than 70% of language art skills than they would have acquired with in-person learning the previous spring.^{viii} The Organization for Economic Cooperation and Development has estimated that school closures will result in approximately a 3% lower income for children affected by the closures over their entire lifetime, but it will be even more deeply felt by vulnerable children who will have larger learning losses, and therefore deeper losses in lifetime earnings.^{ix} Remaining mindful of the new landscape and challenges COVID-19 created will be necessary in efforts to address poverty.

Finally, poverty leads to associated conditions that can compound the challenges of providing support to help individuals reach and maintain self-sufficiency. These include hunger, limited access to education and other services, discrimination, exclusion, and lack of opportunities for civic participation.^x Physiological effects such as toxic stress and poor physical health can create additional barriers. Evidence suggests that these can be particularly damaging for young children, as they impact brain development and cognitive function.^{xi} Addressing these conditions – as well as the root causes of poverty – are critical to achieving widespread well-being.

Community Action Agencies can:

- Engage staff and community members in reflection on assumptions about the causes and conditions of poverty
- Ensure that all individuals receive fair and equitable treatment through ongoing internal and external evaluation
- Be responsive to disparities in poverty through programming development and collaboration with community partners
- Collect data on the causes and conditions of poverty in their service area and use that data to inform new program selection

Methodology

Client Survey

Between January and May 2023, The Indiana Community Action Poverty Institute created and conducted a client survey for SCCAP using SurveyMonkey. The client survey consisted of 51 questions that were reviewed by SCCAP staff and revised according to their needs. The survey was sent to clients of SCCAP by email in April of 2023. The survey consisted of multiple choice and open-ended questions. Three hundred forty-eight clients completed the survey over this time.

During the data analysis process incomplete surveys were filtered out and not included in the findings. The completeness of the survey was determined by participants finishing the entire survey, not answering every question. Due to respondents not having to answer all the questions, some tables will not include all participants. The survey team utilized SurveyMonkey analysis software to analyze multiple choice survey questions. Open ended survey questions where numbers were exported to Excel for further analysis, and some responses that allowed participants to write in written responses were analyzed using NVIVO software.

Secondary Data

While a primary focus of the community needs assessment is elevating the voices and expressed needs of low-income Hoosiers, secondary data drawn from the U.S. Census Bureau's American Community Survey and other national surveys provide valuable supplemental information about the service area throughout the report. The American Community Survey is conducted yearly and sent to a sample of approximately 3.5 million addresses in the 50 states, District of Columbia, and Puerto Rico. It asks about a range of topics, including education, employment, internet access, and transportation and typically achieves a high response rate (85.3% in 2021). Local, state, and national leaders depend on the American Community Survey to understand local issues, develop programs, and distribute funding. These secondary data are intended to help speak to the scope of needs facing local communities and thereby assist in strategic planning.

Service Area Demographics & Poverty Statistics

Demographic data offer a snapshot of who lives in particular communities at a given time and can provide a basis for understanding the needs of a community. For example, communities with a large proportion of older Hoosiers may require more services related to aging while those whose communities vary greatly on ethnicity and primary language data may require more translation and interpretation services.

Population

	Service Area	Brown	Monroe	Morgan	Owen
Total Population	230,603	15,220	124,391	70,156	20,836
Under 5 years	11,078	598	5,719	3,764	997
5 to 17 years	32,984	1,972	15,678	12,085	3,249
18 to 34 years	61,733	2,393	42,182	13,407	3,751
35 to 64 years	87,713	6,569	42,975	29,408	8,761
65 years and over	37,095	3,688	17,837	11,492	4,078
Male	115,342	7,577	62,136	34,983	10,646
Female	115,261	7,643	62,255	35,173	10,190
White alone	208,349	14,621	106,384	67,298	20,046
Black or African American alone	4,571	91	4,327	153	0
American Indian and Alaska Native alone	249	0	206	4	39
Asian alone	7,866	94	7,194	491	87
Native Hawaiian and Other Pacific Islander alone	13	0	13	0	0
Some other race alone	1,054	63	576	396	19
Two or more races	8,501	351	5,691	1,814	645
Hispanic or Latino origin (of any race)	6,067	293	4,276	1,241	257

Source: U.S. Census Bureau, 2017-2021 American Community Survey 5-Year Estimates

Poverty

Across the counties SCCAP serves, approximately 37,649 Hoosiers experience poverty (16.3%), a higher percentage than in the state of Indiana (12.5%). These Hoosiers were most often female, age 35-64, and White.^{xii} At the same time, a higher proportion of children under 5 (16.7%), people age 18 to 34 (30.9%), Black (34.9%), American Indian / Alaska Native (25.3%), Asian (36.4%), Other Race (27.5%), Two or More Races (28.7%), and Hispanic/Latino (23.2%) Hoosiers in the service area experienced poverty.

	Number in poverty	% in poverty	State % in poverty
Total Population	37,649	16.3%	12.5%
Male	17,992	15.6%	11.2%
Female	19,657	17.1%	13.7%
Under 5	11,078	16.7%	19.2%
5 to 17	32,984	15.2%	16.0%
18 to 34	61,733	30.9%	16.1%
35 to 64	87,713	11.0%	9.8%
65+	37,095	5.6%	7.7%
White	30,383	14.6%	10.3%
Black	1,596	34.9%	25.8%
American Indian / Alaska Native	63	25.3%	20.2%
Asian	2,860	36.4%	14.7%
Native Hawaiian / Pacific Islander	--	--	14.7%
Other	290	27.5%	21.2%
Two or More Races	2,444	28.7%	18.1%
Hispanic / Latino ^{xiii}	1,408	23.2%	19.4%

Source: U.S. Census Bureau, 2017-2021 American Community Survey 5-Year Estimates

Community Needs

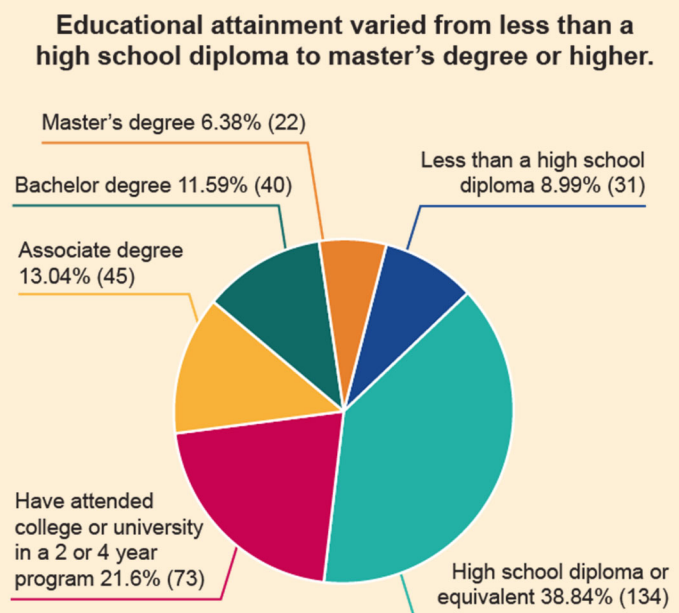
Local governments, community programs, and advocates are constantly working to understand the needs of their residents. This is particularly important in light of the disruptions caused by the COVID-19 pandemic. Knowing what needs are most important to residents can ensure that community members are able to live happy, healthy, and productive lives. Our primary method of establishing needs was through direct consultation with low-income Hoosiers in the service area. We used a client survey to ask respondents to identify three services that would improve their lives (blank entry) and to rank their top five unmet needs from a pre-established list of 20 common needs. The blank entry allowed us to capture needs not represented in the list and to represent Hoosiers' needs in their own words. For each identified need, a selection of the respondents' own words are used to explain the perceived need, while research studies and secondary data provide additional perspective on the need's relationship to poverty.

Client Survey Participants

Survey participants were from Brown (5.2%), Monroe (53.2%), Morgan (29.9%), and Owen (11.8%) Counties.

Among survey respondents:

- The majority were age 35-49 (31.7%) or 50-64 (34.9%), while 13.3% were below age 35 and 20.2% were age 65 or older.
- 83.1% identified as female, 16.1% as male, and .6% as non-binary.
- 90.2% of survey participants identified as White, 5.2% as Black, 0.9% as American Indian or Alaskan Native, 1.4% as Asian American or Pacific Islander.
- 2.6% identified as Hispanic or Latinx.
- 44.5% of survey participants stated that there are children who live in their household at least part-time, and of those, 18.5% stated that the children in their household are either their grandchildren or the children of a family member.
- 26.4% of survey participants reported that someone in their household went hungry at least one day each week.
- 61.1% of survey participants reported that a member of their family had a disability.



Top Community Needs

The following top five needs as identified by clients, as well as the top five from SCCAP's 2020 community assessments, are ranked from greatest to least. The clients' top five identified needs are discussed in depth below.

Comparison of the Top 5 Needs Identified on Current and Previous Surveys		
	2023 Clients	2020 CNA
1	Quality and affordable housing	Good jobs with adequate wages, benefits and opportunities
2	Assistance with legal services	Programs and activities for youth
3	Good jobs with adequate wages, benefits and opportunities	Addiction treatment services
4	Counseling services	Quality and affordable housing
5	Budgeting classes and/or credit counseling/repair	Second chance hiring programs for those with criminal records

Quality and Affordable Housing

In clients' own words:



“Maintenance on home.”

“Lower rent.”

“Being able to buy a house because rent is so much higher than a mortgage.”

“I definitely wish there was help or some kind of program for helping family with replacing roofs/gutters/driveways/windows or anything like that for low-income families or the elderly that can't afford the upkeep of their home! Unfortunately I see way too many families struggling while living in homes that just keep getting worse year by year and they can't do anything about it because they simply can't afford to.”

“More affordable rent. Even with Section 8, it is a lot.”

“More apartments accepting Section 8.”

“Help with paying my rent (over 50% of my income: \$1,175).”

“Reliable – affordable – safe – quality housing!”

Poor housing quality and lack of stable housing can be both a cause and condition of poverty. Researchers find that low-cost, decent quality housing in areas with job opportunities can make a significant difference in addressing poverty.^{xiv} Conversely, poor-quality housing can lead to poor health outcomes, causing poverty.^{xv} Weatherization is a strategy for addressing housing quality that also contributes to reduced utility costs, improving a household's financial position.^{xvi}

The U.S. Census Bureau asks Hoosiers about housing quality and affordability as part of the American Community Survey. Table 1 shows the estimated number of housing units in the service area and the percent that have one or more of following conditions: 1) lacking complete plumbing facilities, 2) lacking complete kitchen facilities, 3) with 1.01 or more occupants per room, 4) selected monthly owners costs as a percentage of household income greater than 30%, and 5) gross rent as a percentage of household income greater than 30%.

Table 1. Percent of Units with Poor Housing Affordability/Quality Conditions in SCCAP’s Service Area

Owner-Occupied Units:	65,388
% Owner-Occupied Units with One or More Condition:	16%
Renter-Occupied Units:	33,446
% Renter-Occupied Units with One or More Condition:	52%

Source: U.S. Census Bureau, 2017-2021 American Community Survey 5-Year Estimates

Fair Market Rents are estimates of the 40th percentile gross rents for standard quality units within an area.^{xvii} Spending more than 30% of income on rent is considered being ‘cost-burdened.’ In Table 2 below, the 2023 FMRs for the service area and minimum household income required to avoid being cost burdened are provided.

Table 2. Fair Market Rents and Required Income to Avoid Cost Burden

	One Bedroom	Income Required	Two Bedroom	Income Required
Brown	\$897	\$2,990	\$1065	\$3,550
Monroe	\$957	\$3,190	\$1124	\$3,747
Morgan	\$897	\$2,990	\$1065	\$3,550
Owen	\$671	\$2,237	\$876	\$2,920

Source: U.S. Department of Housing and Urban Development 2023 FMRs

Community Action Agencies can:

- Provide weatherization and other housing quality improvement services
- Invest in or collaborate to create affordable housing options
- Connect Hoosiers in need with Housing Choice Vouchers and other housing stabilization or homeownership programs

Assistance with Legal Services

In clients' own words:



The federal government recognized the importance of legal services to poverty reduction and began to fund civil legal aid as part of the War on Poverty in the 1960's. This support has yielded many benefits as cases brought by civil legal aid programs have increased rights for tenants, welfare recipients, consumers, and other low-income Americans. However, current funding for legal services in Indiana is insufficient to serve low-income Hoosiers seeking such aid. In a typical year, four out of five low-income families experience at least one civil legal problem. An estimated 30 percent of the cases for which households sought assistance - and an even greater proportion of the civil legal problems low-income households faced - were not served at all by Indiana's legal aid system.^{xviii}

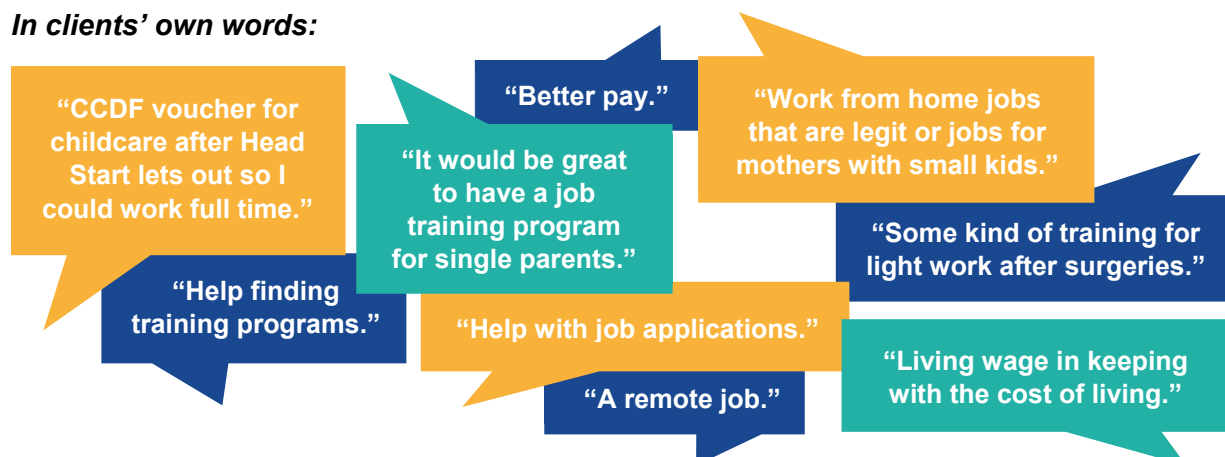
The top three legal areas in which unrepresented parties often appear are family issues (73.9%), consumer and finance issues (64.4%) and rental housing (52.0%). Given the complexity of civil matters, unrepresented parties receive worse outcomes than people who receive counsel; unrepresented parties were never or rarely successful in legal issues and are estimated to have a fail rate of 65.9% in disability cases, 57.6% in employment cases, 57.6% in veterans' affairs cases, and 49.4% in medical services cases.^{xix} Representation matters.

Community Action Agencies can:

- Screen for legal needs and refer to appropriate resources
- Offer “Know Your Rights” sessions or materials
- Establish CAA-legal partnerships modeled after medical-legal partnerships that embed legal professionals in their organization

Good Jobs with Adequate Wages, Benefits, and Opportunities

In clients' own words:



Addressing unemployment, underemployment, and low-wage work through pathways to high-wage jobs is a key mechanism to address poverty. Paid employment is the primary mechanism through which individuals in the U.S. receive income. Unfortunately, pre-Covid, 44% of the workforce worked in low-wage jobs, earning at or below 200% of the federal poverty threshold.^{xx} While some workers in low-wage or unstable jobs adopt a second job or “side hustle” to help make ends meet,^{xxi} these added hours can be unsustainable, especially for families with caregiving responsibilities. Table 3 shows the most common occupations for the Southern Indiana Non-Metropolitan Area and Table 4 shows the most common occupations for Bloomington.

Table 3. Most Common Occupations in Southern Indiana Nonmetropolitan Area

Occupation	Estimated Number Employed	Median Hourly Wage
Misc. Assemblers and Fabricators	11,590	\$19.53
Heavy and Tractor-Trailer Truck Drivers	5,110	\$23.52
Fast Food and Counter Workers	4,750	\$10.91
Laborers and Freight, Stock, and Material Movers	4,660	\$16.83
Cashiers	4,630	\$11.25

Source: U.S. Bureau of Labor Statistics Occupational Employment and Wage Statistics May 2022

Table 4. Most Common Occupations in Bloomington

Occupation	Estimated Number Employed	Median Hourly Wage
Fast Food and Counter Workers	2,440	\$12.18
Retail Salespersons	2,000	\$13.45
Waiters and Waitresses	1,550	\$10.93
Office Clerks, General	1,480	\$18.52
Cashiers	1,330	\$12.09

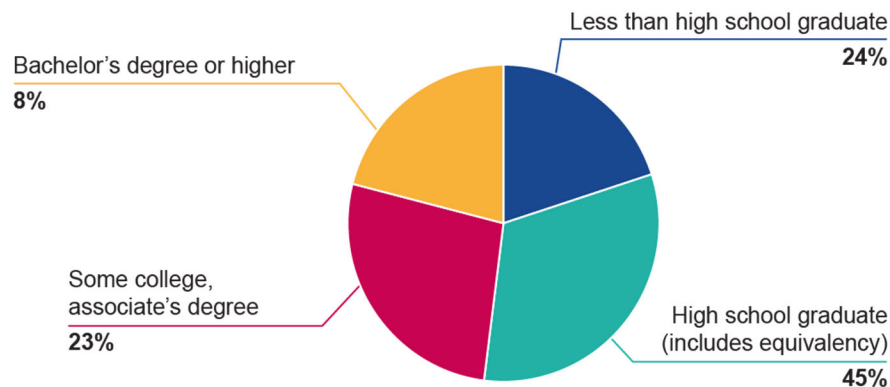
Source: U.S. Bureau of Labor Statistics Occupational Employment and Wage Statistics May 2022

Job search supports and other supportive services such as stabilizing housing and providing childcare and transportation are essential to creating pathways to good jobs. Preserving attachment to the workforce also requires addressing mental and physical health, as concentration and productivity can be affected by health concerns, and the social stigma of mental illness may further worsen employment prospects or outcomes.^{xxii} Survey respondents listed childcare issues, inability to find jobs with adequate wages, flexibility needed to attend appointments, and criminal history as among the reasons they were not working or were only working part time.

Helping workers think beyond wages to the benefits they will need to maintain employment and financial stability may also prove productive. For example, new parents can experience large income gaps around the birth of a child^{xxiii} while lack of health insurance coverage or underinsurance can lead to medical debt.^{xxiv} Attending to benefits like health insurance, paid leave, and savings options can insulate families from falling back into poverty in the future.

Lacking the skills necessary for certain types of employment may also be a barrier, as 83% of businesses in Indiana report that they are struggling to fill open positions, with 48% reporting that applicants lack the skills and qualifications they need.^{xxv} Among individuals in poverty in SCCAP’s service area, the U.S. Census Bureau estimates that more than two-thirds have a high school degree or less. Figure 1 represents the estimated breakdown of educational attainment among individuals in poverty in the service area.

Figure 1. Educational Attainment of Individuals in Poverty in SCCAP’s Service Area



Source: U.S. Census Bureau, 2017-2021 American Community Survey 5-Year Estimates

Community Action Agencies can:

- Connect individuals with job search and application services
- Use the self-sufficiency standard calculator or other tools to help individuals understand what wage will be needed to meet self-sufficiency
- Help individuals plan for benefit cliffs as they move into higher-wage jobs or receive promotions
- Connect individuals to education and training programs that will support their entry into higher wage jobs
- Serve as a model employer in their community
- Offer services that support the employment of working-age adults, such as child care and access to transportation

Counseling Services

In clients' own words:

"Better quality/more accessible mental health care."

"Family counseling with open availability."

"Mental health services for children."

Mental and physical health conditions are both a cause and condition of poverty. There are vicious cycles at work that allow people to continually stay in poverty and ultimately produce intergenerational effects related to a person's mental and physical health. Those experiencing low income or poverty are one and a half to three times more likely to experience depression or anxiety. A loss in income can produce stress and anxiety for a person and their household, while mental illness can also worsen economic outcomes. The effects of depression and anxiety such as loss of attention span and a distorted memory are likely to influence a person's economic decisions regarding their work and consumption habits.^{xxvi}

Interventions to address mental and physical health and poverty must be complementary in order to make progress. In order to be economically stable, mental equilibrium is essential. On a positive note, interventions such as cash transfers and broader antipoverty programs have been shown to reduce depression and anxiety.^{xxvii}

Community Action Agencies can:

- Connect with, co-locate, or offer health services to ensure that clients can receive treatment for physical and mental health
- Embed screening and referral systems for physical and mental health in other client services
- Equip frontline staff to be responsive to physical or mental health needs

Budgeting Classes and/or Credit Counseling/Repair

In clients' own words:

“Help clearing credit.”

“Financial assistance.”

Credit reporting agencies (CRAs) or “credit bureaus” collect and use data to rate consumers’ “creditworthiness.” These reports and scores have far-reaching implications for Hoosiers’ lives; they not only factor into who can get a loan and on what terms, but they can also affect insurance coverage and costs, job opportunities, housing, and other basic services. Accordingly, there has been significant interest in how scores are developed, how to improve their accuracy, and how to help individuals with impaired or non-existent scores.^{xxvii}

Community Action Agencies can:

- Provide budgeting and credit counseling programs, such as Your Money Your Goals
- Partner with financial institutions to offer credit building products or services
- Provide debt relief to assist in removing collections from individuals’ credit reports

Additional Community Needs

In response to the open-ended question, participants also expressed a variety of other needs, including:

Transportation
<i>“Newer auto.” “Cheaper car insurance.” “Gas cards.” “Help with bus passes for families that don’t have a car.” “Car repair.” “Help to catch up on a missed car payment.” “Quality trustworthy auto repair.”</i>
Food Insecurity
<i>“Food at reasonable cost.” “Food asst. for those just above SNAP guidelines. It’s like walking off a cliff for those that had it and try to improve income but get just outside qualifications. Grocery costs are very high.” “Cooking classes.” “Food bank.”</i>
Childcare
<i>“After school child care.” “Overnight sitter who is affordable and can provide transportation.” “If there was child care for ALL ages for kids/teens with special needs.”</i>
Debt Relief
<i>“Student loan forgiveness.” “Due to me having three surgeries within the last 3 to 4 months, if there was some type of emergency help for bills.”</i>
Connectivity
<i>“Free internet would also be very helpful.” “INCLUDE internet as an essential utility.”</i>
Hygiene Products
<i>“Cost of hygiene.” “Help with household items shampoos conditioners toilet paper and cleaning supplies.”</i>
Services for Seniors
<i>“At-home services to assist with shower, pills for the week, meals, etc.” “Help with lawn maintenance.” “Senior discount memberships (e.g. YMCA)”</i>
Health Insurance/Health Care Costs
<i>“Health insurance at a reasonable price.” “Medical supplies.” “Help when medication cost is higher during the year.” “Medical travel expenses.”</i>
Pet Support
<i>“Assistance for an essential pet.”</i>

Final Thoughts

The top identified needs will require resources and interventions at the family, agency, and community levels.

Family

- Support to meet basic needs, such as housing, food, and child care.
- Education related to legal rights and budgeting/credit counseling.
- Connection to resources to meet needs for counseling, legal assistance, and basic needs.

Agency

- Funding to support and expand existing programming.
- Staff professional development to build capacity.
- Partnerships with local providers of legal, counseling, and financial services.

Community

- Increase supply of affordable housing, legal services, mental health counselors, and resources to meet basic needs.
- Higher-wage jobs or improved job quality standards.

Community Action Agencies are leaders in the complex and ever-changing work of addressing the causes and conditions of poverty in Indiana. Through deep understanding of the contexts in which Hoosiers are born, grow up, work, and raise families, they innovate, adapt, and serve. When Hoosiers are financially stable, they can reach their full potential and better serve their families and communities. All Hoosiers owe a debt to these agencies as they continue to fight on the front lines of the War on Poverty.

Appendix 1: Client Survey Questions

Question 1:

What county do you live in?

Zip Code

What is your age group?

[18-24] [25-34] [35-49] [50-64] [65-69] [70+]

What is your gender?

[Male] [Female] [Non-Binary] [Prefer not to say]

What is your race/ethnicity? Check all that apply.

[White]

[Black]

[American Indian or Alaskan Native]

[Asian American or Pacific Islander]

[Hispanic or Latinx]

[Prefer not to say]

[Other (please specify)]

What languages are spoken in your home: Check all that apply.

[English] [Spanish] [French] [Portuguese] [American Sign Language] [Haitian Creole] [Arabic]

[Burmese] [Chinese] [Farsi] [Korean] [Kurdish] [Somali] [Tagalog] [Vietnamese]

[Other (please specify)]

What is your household status?

[Single] [Married] [Partner] [Living with roommate/s]

How many adults – including yourself – are in your household?

Are there children who live in your household at least part of the time?

[Yes] [No]

How many children, by age, are in your household?

Are any of the children in your household your grandchildren or the children of another family member?

[Yes] [No]

Are you eligible to receive child support for the children in your household?

[Yes] [No]

Choose the statement that BEST describes your child support situation:

[We receive it regularly for all eligible children]

[We receive it regularly for some but not all the children]

[We receive it sometimes but not regularly]

[We do not receive it but have attempted to receive it]

[We do not receive it and do not want to pursue it]

[Other (please specify)]

Which of the following best describes your access to childcare?

[Childcare is provided by a family member or friend]

[Children not enrolled in childcare]

[Children on a waitlist for enrollment in childcare]

[Child enrolled in childcare voucher program for care at a home-based, center or ministry]

[Child enrolled in childcare that we pay for completely]

[Children are old enough/capable to care for themselves]

[Other (Please specify)]

Which of the following BEST describes the reason that your children are not enrolled in childcare (a licensed home, a center, or a ministry)?

- [We prefer for our children to be cared for by family or friends]
- [We can't afford childcare]
- [We can't find childcare near our home or work]
- [We can't find childcare for the hours we need it]
- [We can't find childcare to support our child's/children's special needs]
- [Other (please specify)]

What is the MONTHLY income of all household members combined? (Please use whole numbers only.)

What is your employment status?

- [Unemployed, looking for work]
- [Unemployed, not looking for work]
- [Employed, work part-time]
- [Work full time at one job]
- [Work more than one job]
- [Retired]
- [Stay-at-home caregiver]

Which of the following statements best describes why you are struggling to find employment?

- [Can't find the hours/schedule I'm looking for]
- [Do not have the skills I need to get the job I want]
- [Can't find the wage I need to get by]
- [Can't find a job because of prior criminal history]
- [Other (please specify)]

Which of the following statements best describes why you are working part-time?

- [Can't get enough hours]
- [Want to work part time]
- [Other (please specify)]

Why do you prefer to work part time?

What is your highest level of education:

- [Less than a high school diploma]
- [High school diploma or equivalent]
- [Have attended college or university in a 2 or 4 year program but didn't finish it]
- [Associate's Degree]
- [Bachelor's Degree]
- [Master's degree or higher]

What is your experience with training certificates or licensing programs?

- [Have never done a training program]
- [Have attended a training program but did not finish it]
- [Participated in an on-the-job training program at my work, but it did not include a certificate]
- [Have a certificate or license from a specific job training program]

Which public and/or charitable programs do you and your families receive support from? (Check all that apply)

- [Temporary Assistance for Needy Families (TANF)]
- [SNAP (formerly Food Stamps)]
- [Women, Infants, and Children Nutrition Program (WIC)]
- [Free or Reduced School Lunch]
- [Housing Choice Voucher (Section 8)]
- [Emergency Rental Assistance]
- [Medicaid]
- [Children's Health Insurance Program]
- [Affordable Care Act Subsidies]
- [Child Tax Credit]
- [Earned Income Tax Credits]
- [Child Care Vouchers/ CCDF/ On-My-Way-PreK]
- [Food Banks]
- [Free Health Clinics]
- [Other (please specify)]

Which of the following services have you received from SCCAP?

- [Multiple Choice Program Specific Services]
- [None of the above]
- [Other (please specify)]

How many days a week are you or someone in your household experiencing hunger?

Please rank the following bills from MOST LIKELY to delay paying if you are struggling to make ends meet to least likely to delay paying?

- [Rent/Mortgage]
- [Car Insurance]
- [Utility bill (gas, electric, propane)]
- [Child Care]
- [Health Insurance]
- [Groceries]
- [Gas for Car]
- [Child support payments]
- [Medical expenses]

What THREE services would make your life better?

What are your TOP 5 unmet needs? (Choose only 5)

- [A place to go to get help with applying for Social Security, SSDI, WIC, TANF, etc.]
- [Assistance with legal services (e.g. family law, evictions, expungement, debt collection)]
- [Counselors who work with families toward self sufficiency]
- [Neighborhood clean-up projects]
- [Crime awareness / crime reduction]
- [Assistance with fines & fees]
- [Good job with higher wages & benefits and/or opportunities to advance]
- [GED classes]
- [English as a second language classes]
- [Computer skills training / job skills training]
- [Help with job search & applications]
- [Budgeting classes and/or credit counseling/repair]
- [Parenting classes and/or classes on healthy relationships]
- [Nutrition education / healthy eating workshops]
- [Counseling services]
- [Programs and activities for youth]
- [Programs and activities for seniors]
- [Help with home health problems, like mold or lead]
- [Help to make homes more energy efficient (weatherization)]
- [Addiction treatment services]
- [Second-chance hiring programs for those with criminal records]
- [Help to make housing more affordable (e.g. rental assistance, housing voucher)]
- Do you have health insurance?
- [Insurance through my employer]
- [Insurance through a marketplace plan / plan I purchased for myself]
- [Medicare]
- [Hoosier Healthwise /HIP /Medicaid]
- [TRICARE or Health Care Provided by Dept. Of Veterans Affairs]
- [No insurance]
- [Other]

Have any of the following made it difficult to obtain insurance? (Check all that apply.)

- [Cost]
- [Lack of knowledge of available options]
- [Not offered by my employer]
- [None of the above]
- [Other (please specify)]

Are any of these true for you or a member of your family?

- [Deaf or have serious hearing difficulty]
- [Blind or having serious difficulty seeing even when wearing glasses]
- [A physical condition or disability that impedes daily activities]
- [A developmental/mental/emotional condition that impedes daily activities]
- [None of the above]

Question 9:

Which family members in your household are deaf or have serious hearing difficulty? (Check all that apply)

- [You]
- [Spouse]
- [Child under 12]
- [Child 12-17]
- [Child over 18]
- [Other family member who lives in the home]

Question 10:

Which family members in your household are blind or having serious difficulty seeing even when wearing glasses? (Check all that apply)

- [You]
- [Spouse]
- [Child under 12]
- [Child 12-17]
- [Child over 18]
- [Other family member who lives in the home]

Question 11:

Which family members in your household has a physical condition or disability that impedes daily activities? (Check all that apply)

- [You]
- [Spouse]
- [Child under 12]
- [Child 12-17]
- [Child over 18]
- [Other family member who lives in the home]

Question 12:

Which family members in your household has a physical condition or disability that impedes daily activities? (Check all that apply)

- [You]
- [Spouse]
- [Child under 12]
- [Child 12-17]
- [Child over 18]
- [Other family member who lives in the home]

Question 13:

Does anyone in your household have a drug/alcohol problem?

- [Yes, someone in my household misuses drugs/alcohol and is not receiving treatment]
- [Yes, someone in my household misuses or has a dependence on drugs/alcohol but is receiving treatment]
- [Someone in my household has misused or had a dependence to drugs/alcohol, received treatment, and is currently not using]
- [No, no one in my household has an addiction to drugs/alcohol]

Which of the following best describes your access to transportation?

- [No access to transportation]
- [Use public transportation]
- [Have a car, but can't afford to maintain it]
- [Have a car that I can afford and it is dependable]

Do you (and your spouse/partner, if applicable) have.... (Check all that apply)

- [a checking account?]
- [a savings account?]
- [a credit card?]
- [an account designated for retirement savings (like a 401k or IRA)?]

In the past 12 months, did you and/or your partner:

- [Purchase a money order from a place other than a bank]
- [Cash a check at a place other than a bank]
- [Take out a payday loan or payday advance at a payday lending store]
- [Take out a payday or personal installment loan online]
- [Used a rent-to-own center to get furniture, electronics, etc...]

Are you behind on payments or in collections on any of your debts?

[Yes] [No]

Do you or anyone in your household have medical debt greater than \$500?

[Yes] [No] [Other (please specify)]

Please describe the housing arrangement where you currently live.

[I am currently without housing]

[I rent my home]

[I own my home]

[Other (please specify)]

Question 14:

You responded that you are currently without housing. Which of these best describes your sheltering circumstances?

[I am currently in temporary housing (shelter, etc.)]

[Live with family or friends (not an owner or listed on the rental contract)]

[Living in a car]

[Living outside (unsheltered)]

Question 15:

You responded that you rent your home. Which of these best describes your renting arrangement?

[Rent a subsidized home, apartment or other housing unit]

[Rent an unsubsidized home, apartment or other housing unit]

[Other (please specify)]

Question 16:

How much is your rent per month? (Please use whole numbers only)

Are you currently behind on rent?

[Yes]

[No]

Question 17:

You responded that you own your home. Which of these best describes your home ownership status?

[Own a home with a mortgage or loan]

[Own a home free and clear (without a mortgage or loan)]

[Own a home on land contract or with a rent to own/lease to own agreement]

[Own a mobile home with or without a mortgage, and pay lot rent]

[Own a mobile home with or without a mortgage on land that I own]

Question 18:

How much is your mortgage payment? (Please use whole numbers only.)

Are you currently behind on mortgage payments?

[Yes] [No]

Question 19:

How much are the payments on your rent/lease to own agreement? (Please use whole numbers only)

Are you currently behind on these payments?

[Yes] [No]

Appendix 2: References

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