# 2025 Social Barriers Survey

**Prepared for**:

Stark County Health Department

"Striving Toward a Healthier Community."

***Prepared by:***

CMOR

Center for Marketing & Opinion Research, LLC

www.cmoresearch.com

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## Survey Methodology

The 2024 Social Barriers Survey was conducted with 137 residents of Stark County, OH. Respondents were at least 18 years of age and were currently receiving services from one or more of the organizations that administered the survey. These organizations include Access Health Stark County, CommQuest, Aultman Generations, Stark County Health Department, Massillon City Health Department, and Alliance Family Health Center. The final sample consisted of a total of 137 respondents. Surveys were administered by paper and data entered.

# Executive Summary

## Overall Family Needs

- When asked what were the most important issues facing their family or household, the most common issues mentioned included financial issues such as lack of money or bills in general (44.9%), food insecurity (44.1%), housing (40.9%), transportation (29.9%), and health care (27.6%).
- Next, respondents were given a list of five different issue areas and asked if any had ever prevented them or anyone in their household from being able to go to the doctors or other health-related appointments. Nearly half, 46.0%, reported past transportation issues such as not having a way to get to the things they need. Nearly a third, 29.9%, reported experiencing housing issues such as having trouble finding a place to live or paying for house or rent while 29.2% had utility costs issues such as not having enough money or support for electric, gas, water, or other services. Nearly a quarter, 22.6%, had food insecurity issues such as not having enough food for them or their family and 17.5% indicated having health literacy issues such as not understanding their health issues or what they're supposed to do.

**Summary Table: Overall Family Needs**

| | | % | N |
|---|---|---|---|
| **Most Important Issue Facing Family** *(combined mentions: open end – top 3)* | Finances, money, bills in general | 44.9% | 127 |
| | Food insecurity | 44.1% | |
| | Housing | 40.9% | |
| **Issue ever kept them/household from doctor or health related appointment** *(% had issue)* | Transportation | 46.0% | 137 |
| | Housing | 29.9% | |
| | Utility costs | 29.2% | |
| | Food insecurity | 22.6% | |
| | Health Literacy | 17.5% | |
| | None | 32.8% | |

## Transportation Needs

- Less than half of respondents, 40.9%, reported rarely or never unable to get where they needed to go because they did not have a way to get there while 15.7% reported they have this issue several times a year. Over a third, 34.6%, reported they were unable to get where they needed to go because of transportation more than once a month or more often.
- Next, respondents were given a list of fifteen transportation related issues and asked if they or anyone in their household has experienced each issue in the past year. A majority, 76.9%, reported experiencing at least one of the issues in the past year. The transportation issues most prevalent were unable to afford Uber, Lyft, or cab services (35.0%), difficulty maintaining or repairing a vehicle (34.3%), difficulty buying a vehicle because of credit (29.2%), do not have others to rely on for a ride (29.2%), unable to afford a car payment (27.0%), a ride from friends or family fell through (27.0%), and not having a valid driver's license (26.3%).
- Respondents were also given a list of twelve different activities and asked how often transportation prevented them from getting to the activity in the past year. Nearly a sixth or more of respondents were always or often not able to get to the following due to transportation issues: personal care such as hair, shopping, or errands (20.5%), social or recreational issues (20.4%), food or grocery store (18.2%), religious or spiritual activities (16.6%), and behavioral/mental health services (15.6%).
- A car or vehicle and gas money or gas card were mentioned most often when asked what they need to make sure that they and their families can get to the places they need to be at like a job or doctor's appointment.

| Summary Table: Transportation Needs | | % | N |
|---|---|---|---|
| **How often unable to get where need to go because of no transportation** | Rarely or never | 40.9% | 127 |
| | Several times a year | 15.7% | |
| | About once a month | 8.7% | |
| | More than once a month | 17.3% | |
| | Once a week or more often | 17.3% | |
| **Experienced in past year** | Unable to afford Uber, Lyft, or cab services | 35.0% | 137 |
| | Difficulty maintaining or repairing a vehicle | 34.3% | |
| | Difficulty buying a vehicle because of credit | 29.2% | |
| | Do not have others to rely on for a ride | 29.2% | |
| | Unable to afford car payment | 27.0% | |
| | Ride from friends or family fell through | 27.0% | |
| | No valid driver's license | 26.3% | |
| | Difficulty keeping vehicle insurance coverage | 24.8% | |
| | Unable to get gas because of cost of gas | 24.1% | |
| | No access to a household vehicle | 22.6% | |
| | Closest bus stop was too far away, unable to use | 13.1% | |
| | Unable to use bus service because cost | 13.1% | |
| | Unable to pay fines or tickets | 12.4% | |
| | Work schedule changed and affected trans options | 11.7% | |
| | Unable to drive/use bus because of a disability | 9.5% | |
| | ***Had none of the issues*** | ***24.1%*** | |
| **How often transportation prevented them from getting to. . .** *(% often or always)* | Personal care (hair, shopping, errands, etc.) | 20.5% | 107 |
| | Social/recreational activities | 20.4% | 113 |
| | Food/grocery stores | 18.2% | 115 |
| | Religious/spiritual activities | 16.6% | 114 |
| | Behavioral/mental health services | 15.6% | 115 |
| | A Job | 14.4% | 111 |
| | Somewhere in the community to pay a bill | 13.8% | 109 |
| | Medical care | 13.0% | 115 |
| | A job interview | 11.6% | 112 |
| | Legal appointment | 8.2% | 110 |
| | Education (school or training program) | 7.5% | 108 |
| | Daycare | 4.7% | 107 |
| **What need regarding transportation** *(open-end – top 4)* | Car/vehicle | 32.0% | 75 |
| | Gas money/gas card | 20.0% | |
| | Bus pass | 12.0% | |
| | Access to dependable drivers/reliable transport | 12.0% | |

## FOOD INSECURITY

→ Respondents were given a list of ten food insecurity related issues and asked if they or anyone in their household has experienced each issue in the past year. More than two-thirds, 70.1%, reported experiencing at least one of the issues in the past year. The food insecurity related issues most prevalent included running out of food before their next paycheck (45.3%), having trouble getting enough food (39.4%), couldn't afford to eat healthy meals (33.6%), too hard to get to the grocery store (29.9%), and they ate less or skipped meals because there wasn't enough money for food (22.6%).

- Around half of respondents reported that they received food stamps/EBT/SNAP (56.2%) or got help with food from food pantries (46.7%) while a quarter or more received help with food from friends or relatives (27.7%) or WIC (24.8%).
- Respondents were also given a list of nine items and asked if they or anyone in their household did any to make sure they had enough money for food. Things respondents were most likely to do included borrowing from a friend or family (37.2%), not paying utilities on time (27.0%), not paying rent or mortgage on time (23.4%), and neglecting their healthcare needs (16.1%).
- When given a list, the three most common items that would help respondents to get enough food for them and their family were affordable housing (39.4%), affordable utilities (35.0%), and being able to get around easier or having better transportation (32.8%).
- Finally, respondents were asked what they felt was needed in the community to help them get enough food and fresh fruit and vegetables for them and their family. The most common responses were affordable groceries, a closer grocery store, and closer or more food pantries.

**Summary Table: Food Insecurity**

| | | % | N |
|---|---|---|---|
| **Experienced in past year** | Running out of food before next paycheck | 45.3% | 137 |
| | Have trouble getting enough food | 39.4% | |
| | Couldn't afford to eat healthy meals | 33.6% | |
| | Too hard to get to the grocery store | 29.9% | |
| | Ate less/skipped meals because there wasn't enough money for food | 22.6% | |
| | Not enough time for shopping or cooking | 11.7% | |
| | Lost weight or had a health problem because there wasn't enough money for food | 8.0% | |
| | No working refrigerator available | 6.6% | |
| | No working stove or cooktop available | 5.8% | |
| | Didn't know how to prepare food | 3.6% | |
| | ***None of the above*** | ***29.9%*** | |
| **Help received in past year for food** | Food stamps/EBT/SNAP | 56.2% | 137 |
| | Food pantries | 46.7% | |
| | Friends/relatives | 27.7% | |
| | WIC | 24.8% | |
| | Special food assistance during holidays | 17.5% | |
| | Free or reduced school breakfast or lunch | 16.1% | |
| | Community meal sites | 13.1% | |
| | Shelters | 10.2% | |
| | Home delivered meals | 5.8% | |
| | Summer breakfast programs | 5.1% | |
| | Voucher or coupon program | 4.4% | |
| | ***None of the above*** | ***16.8%*** | |
| **Things done in past year to make sure had** | Borrowed from a friend or family | 37.2% | 137 |
| | Not paid utilities on time *(water, electric, phone, etc.)* | 27.0% | |
| | Not paid rent or mortgage on time | 23.4% | |

| Summary Table: Food Insecurity | | | |
|---|---|---|---|
| | | % | N |
| **enough money for food** | Neglected healthcare needs | 16.1% | |
| | Moved in with family or friends | 13.9% | |
| | Didn't take medicine or renew prescription | 11.7% | |
| | Got an additional job | 10.9% | |
| | Used payday loan services | 8.8% | |
| | Moved into a shelter | 7.3% | |
| | Other | 3.6% | |
| | ***None of the above*** | ***32.8%*** | |
| **What would help get enough food** | Affordable housing | 39.4% | 137 |
| | Affordable utilities (water, electric, phone) | 35.0% | |
| | Being able to get around easier | 32.8% | |
| | Have a grocery store nearby | 19.0% | |
| | Help in applying for food programs | 17.5% | |
| | Affordable childcare | 13.1% | |
| | Have fresh fruits and vegetables in a store nearby | 13.1% | |
| | Learning how to plan money for food | 12.4% | |
| | Having a place to grow your own food | 8.0% | |
| | Learning how to grow your own food | 7.3% | |
| | Learning how to cook | 3.6% | |
| | Other | 2.9% | |
| | ***None of the above*** | ***23.4%*** | |
| **What need regarding food** *(open-end – top 3)* | Affordable groceries | 21.7% | 60 |
| | Closer grocery store | 20.0% | |
| | Closer/more food pantries | 18.3% | |

## Health Information

- Respondents were given a list of twelve health literacy related issues and asked if they or anyone in their household has experienced each issue in the past year. More than half, 55.5%, reported experiencing at least one of the issues in the past year. The health literacy related issues most prevalent included finding a doctor or mental health provider (19.7%), completing health questionnaires at the doctor or provider office (19.7%), calling a doctor or provider for appointments or follow-ups (16.1%), using a computer (15.3%), and understanding words used by providers (14.6%).
- A third of respondents, 33.3%, reported that it was very or somewhat hard for them to understand what their doctor or provider tells them during visits or when they got back home.
- Significantly fewer, 18.5%, reported that it was somewhat or very hard for them to understand what their pills or medicines are for and how they take them. A notable portion, 14.5%, reported that they do not take medications.
- Less than three-quarters, 70.9%, of residents reported having access to the internet at home while slightly fewer, 67.0%, had access to the internet someplace else. Less than half of residents reported having a computer at home while slightly more, 50.0% reported having access to a computer someplace else when they need it.
- When asked what doctors or nurses could do to help them understand their health information better, the two most common responses were to provide a simpler/easier explanation and to provide a translator. Using videos, pictures, or examples was the top recommendation for other things that would help them understand their health information better.

| Summary Table: Health Information | | | |
|---|---|---|---|
| | | % | N |
| **Had trouble in past year** | Finding a doctor or mental health provider | 19.7% | 137 |
| | Completing health questionnaires at the doctor's | 19.7% | |
| | Calling doctor for appointments or follow-ups | 16.1% | |
| | Using a computer | 15.3% | |
| | Understanding words used by the providers | 14.6% | |
| | Reading English | 13.1% | |
| | Writing English | 11.7% | |
| | Reading | 10.9% | |
| | Math | 10.9% | |
| | Speaking English | 10.2% | |
| | Following written directions from your doctor | 9.5% | |
| | Understanding how risky behaviors impact health | 8.8% | |
| | ***None of the above*** | ***44.5%*** | |
| **How hard to understand what doctor says** | Very hard | 8.9% | 123 |
| | Somewhat hard | 24.4% | |
| | Not hard at all | 66.7% | |
| **How hard to understand what medicines are for** | Very hard | 0.8% | 124 |
| | Somewhat hard | 17.7% | |
| | Not hard at all | 66.9% | |
| | *Do not take medications* | *14.5%* | |
| **Has access to** | A computer at home | 42.0% | 119 |
| | A computer somewhere else | 50.0% | 102 |
| | Internet at home | 70.9% | 110 |
| | Internet someplace else | 67.0% | 100 |
| **What drs could do to help understand info** *(open-end – top 3)* | Easier/Simple explanation/Speak slowly | 30.8% | 52 |
| | Translator | 19.2% | |
| | Send home info/Send email | 15.4% | |
| **Other things help better understand info** *(open-end – top 3)* | Videos, pictures, use examples | 22.9% | 35 |
| | Use layman/non-medical terms | 14.3% | |
| | Give written info/print outs | 11.4% | |

## UTILITY ASSISTANCE

→ More than half of respondents, 55.1%, reported a disconnection notice for electricity, gas or water service while nearly a third, 31.3%, indicated their electricity was turned off due to non-payment in the past year. One fifth, 20.2%, reported their water was turned off for nonpayment in the past year while slightly fewer, 18.1%, reported their gas had been turned off.

→ Next, respondents were given a list of problems and asked if they or anyone in their home experienced any because of their utility bills. More than two-thirds of respondents, 67.8%, reported at least one of the problems in the past year. The problems respondents were most likely to experience included: skipped paying a bill or paid less than the whole bill (41.6%), used kitchen stove or oven to provide heat (20.4%), and went without medical or dental care (20.4%).

- Finally, respondents were asked what they felt would help them make it easier to pay their electric bills. The most common responses included being on HEAP or another utility assistance program, for the utilities to be more affordable, and cash assistance.

| Summary Table: Food Insecurity | | % | N |
|---|---|---|---|
| **Have. . .** | Ever gotten a disconnection notice for electricity, gas or water service | 55.1% | 118 |
| | In the last year, electricity ever get turned off because couldn't pay the bill | 31.3% | 115 |
| | In the last year, gas ever get turned off because couldn't pay the bill | 18.1% | 116 |
| | In the last year, did water ever get turned off because couldn't pay the bill | 20.2% | 114 |
| **Problems had in past year because of utility bills** | Skipped paying a bill or pay less than whole bill | 41.6% | 137 |
| | Used kitchen stove or oven to provide heat | 20.4% | |
| | Went without medical or dental care | 20.4% | |
| | Went without food for at least one day | 15.3% | |
| | Moved in with friends or family | 14.6% | |
| | Moved into a shelter or been homeless | 13.1% | |
| | Kept home at a temperature that felt unsafe | 10.2% | |
| | Closed off part of home | 9.5% | |
| | Got a payday loan to cover expenses | 8.0% | |
| | Heating system broke and were unable to pay | 8.0% | |
| | Didn't fill a prescription/took less than prescribed | 7.3% | |
| | Air conditioner was broken and were unable to pay | 6.6% | |
| | Had a foreclosure on mortgage | 2.2% | |
| | ***None of the above*** | ***32.1%*** | |
| **What need regarding utilities** *(open-end – top 3)* | Being on HEAP/Other program | 25.9% | 54 |
| | Affordable costs | 22.2% | |
| | Cash assistance | 16.7% | |

## Housing Assistance

- More than a third of respondents, 36.0%, reported that more than half of their monthly income goes to their rent or mortgage while 32.4% reported that between a third and a half of their monthly income goes towards housing.
- Nearly two-thirds, 62.4%, currently rent while 14.4% live with family or friends. About one in ten, 10.4%, stay in a shelter or are homeless while slightly fewer, 8.0%, own their home.
- Respondents were given a list of seventeen housing related issues and asked if they or anyone in their household experienced each issue in the past year. Two-thirds, 66.4%, reported experiencing at least one of the issues in the past year. Housing related issues most reported included paying rent on time (32.1%), lack of credit history or poor credit (17.5%), taking care of things around the house (15.3%), bug infestation (15.3%), and being wait listed for public housing (15.3%).
- The two housing documents that respondents indicated most likely to need help obtaining were birth certificate or proof of citizenship (13.9%) and social security card (10.2%).
- Finally, respondents were asked what they felt would help them make it easier for them to meet their housing needs. The most common responses included more affordable rent or housing, employment, and assistance with bills.

| Summary Table: Housing Assistance | | | |
|---|---|---|---|
| | | % | N |
| **Amount of income that goes to rent/mortgage** | Less than a third | 31.5% | 111 |
| | Between a third and half | 32.4% | |
| | More than half | 36.0% | |
| **Housing description** | Rent home | 62.4% | 125 |
| | Live with family or friends | 14.4% | |
| | Staying in shelter or homeless | 10.4% | |
| | Own home | 8.0% | |
| | Other | 4.8% | |
| **Issues had in past year that made housing difficult** | Paying rent on time | 32.1% | 137 |
| | Lack of credit history or poor credit | 17.5% | |
| | Taking care of things around the house | 15.3% | |
| | Bug infestation | 15.3% | |
| | Wait list for public housing | 15.3% | |
| | Rodents such as mice or rats | 14.6% | |
| | Poor relationship with landlord or neighbors | 13.9% | |
| | Lack of rental history or previous eviction | 10.2% | |
| | One or more misdemeanor or felony convictions | 9.5% | |
| | Being evicted | 7.3% | |
| | Mold | 7.3% | |
| | Heat or oven/stove not working | 7.3% | |
| | Lead paint or lead pipes | 6.6% | |
| | Water leaks | 6.6% | |
| | No or not working smoke detectors | 5.1% | |
| | Owe a previous landlord money | 4.4% | |
| | Unsafe Water Supply or no running water | 2.2% | |
| | ***None of the above*** | ***33.6%*** | |
| **Need help obtaining housing documents** | Birth certificate or proof of citizenship | 13.9% | 137 |
| | Social security card | 10.2% | |
| | Government issued photo ID | 8.8% | |
| | Other income or asset documentation | 4.4% | |
| | Proof of income letter from Social Security | 1.5% | |
| | Current bank statement(s) | 1.5% | |
| | *None of the above* | *60.6%* | |
| **What need regarding housing** *(open-end – top 3)* | More affordable rent/housing | 30.2% | 43 |
| | Employment | 14.0% | |
| | Assistance with bills | 11.6% | |

# Survey Results

## Overall Family Needs

First, respondents were asked what were the most important issues facing their family or household today. This was an open ended question in which the respondent could give up to three responses. The most common issues mentioned included financial issues such as lack of money or bills in general (44.9%), food insecurity (44.1%), housing (40.9%), transportation (29.9%), and health care (27.6%). Other responses are outlined in the table below.

| Top 3 Issues Facing Household | # First Mention | % First Mention | # Total Mentions | % of respondents |
|---|---|---|---|---|
| Finances, money, bills in general | 30 | 23.6% | 57 | 44.9% |
| Food insecurity | 22 | 17.3% | 56 | 44.1% |
| Housing | 29 | 22.8% | 52 | 40.9% |
| Transportation | 10 | 7.9% | 38 | 29.9% |
| Health care | 11 | 8.7% | 35 | 27.6% |
| Utilities | 4 | 3.1% | 18 | 14.2% |
| Employment issues | 3 | 2.4% | 12 | 9.4% |
| Childcare, care for young children (diapers, clothing) | 4 | 3.1% | 11 | 8.7% |
| Mental health, stress | 4 | 3.1% | 8 | 6.3% |
| Basic needs | 2 | 1.6% | 8 | 6.3% |
| Household items | 0 | 0.0% | 8 | 6.3% |
| Social isolation, lack of support | 2 | 1.6% | 7 | 5.5% |
| Violence, abuse, safety | 0 | 0.0% | 6 | 4.7% |
| Language barrier, immigration issues | 1 | 0.8% | 4 | 3.1% |
| Dental | 1 | 0.8% | 2 | 1.6% |
| Criminal charges | 1 | 0.8% | 1 | 0.8% |
| Education issues | 0 | 0.0% | 1 | 0.8% |
| ***Miscellaneous*** | ***3*** | ***2.4%*** | ***9*** | ***7.1%*** |
| **Total** | **127** | **(n=127)** | **333** | **(n=127)** |

*What would you say are the 3 MOST important ISSUES facing your household or family today?*

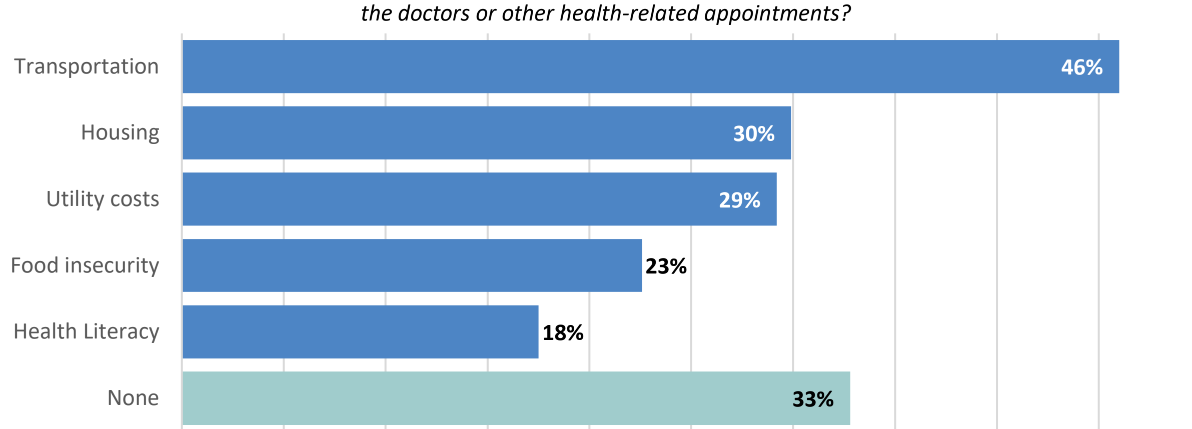
Next, respondents were given a list of five different issue areas and asked if any of them had ever prevented them or anyone in their household from being able to go to the doctors or other health-related appointments. Each is discussed in more detail below.

- Nearly half, 46.0%, reported experiencing ***transportation*** issues in the past such as not having a way to get to the things they need. Non-white respondents and those with an annual income under $25,000 were more likely to experience transportation issues.
- Nearly a third, 29.9%, reported experiencing ***housing*** issues such as having trouble finding a place to live or paying for house or rent. Groups of respondents more likely to experience housing issues included unemployed respondents, those with children in the household, non-white respondents, households composed of one adult and at least one child, those diagnosed with mental health or substance use disorder, and respondents staying in a shelter or are homeless.

- Slightly fewer respondents, 29.2%, experienced ***utility cost*** issues such as not having enough money or support for electric, gas, water, or other services. Hispanic or Latino respondents and those with children in the home were more likely to have this issue.
- Nearly a quarter, 22.6%, of respondents experienced ***food insecurity*** issues such as not having enough food for them or their family. Respondents renting their current residence were more likely to have this issue.
- More than a sixth, 17.5%, of respondents indicated experiencing ***health literacy*** issues such as not understanding their health issues or what they're supposed to do. Hispanic or Latino respondents and those with an annual income under $25,000 were more likely to have this issue.
- Less than a third, 32.8%, of respondents reported NOT experiencing any of the issues previous mentioned. Respondents more likely to NOT have experienced any of the five issues include respondents ages 65 and over, those with an annual income over $50,000, retirees, respondents with some college or more education, white and non-Hispanic or Latinos respondents, and homeowners.

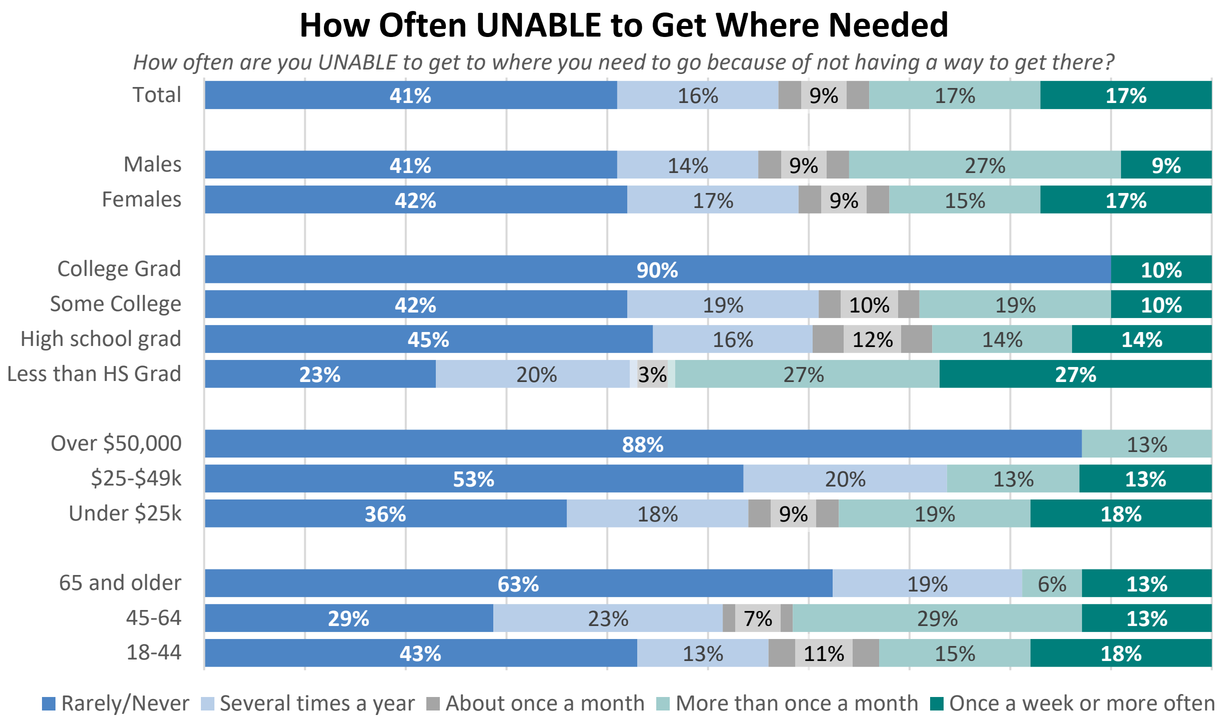
**Issues that Prevented Doctor/Health Related Appointment**

*Have any of the following EVER prevented you or anyone in your household from being able to go to the doctors or other health-related appointments?*



## TRANSPORTATION NEEDS

Less than half of respondents, 40.9%, reported rarely or never unable to get where they needed to go because they did not have a way to get there while 15.7% reported they have this issue several times a year. Over a third, 34.6%, reported they were unable to get where they needed to go because of transportation more than once a month or more than once a week.



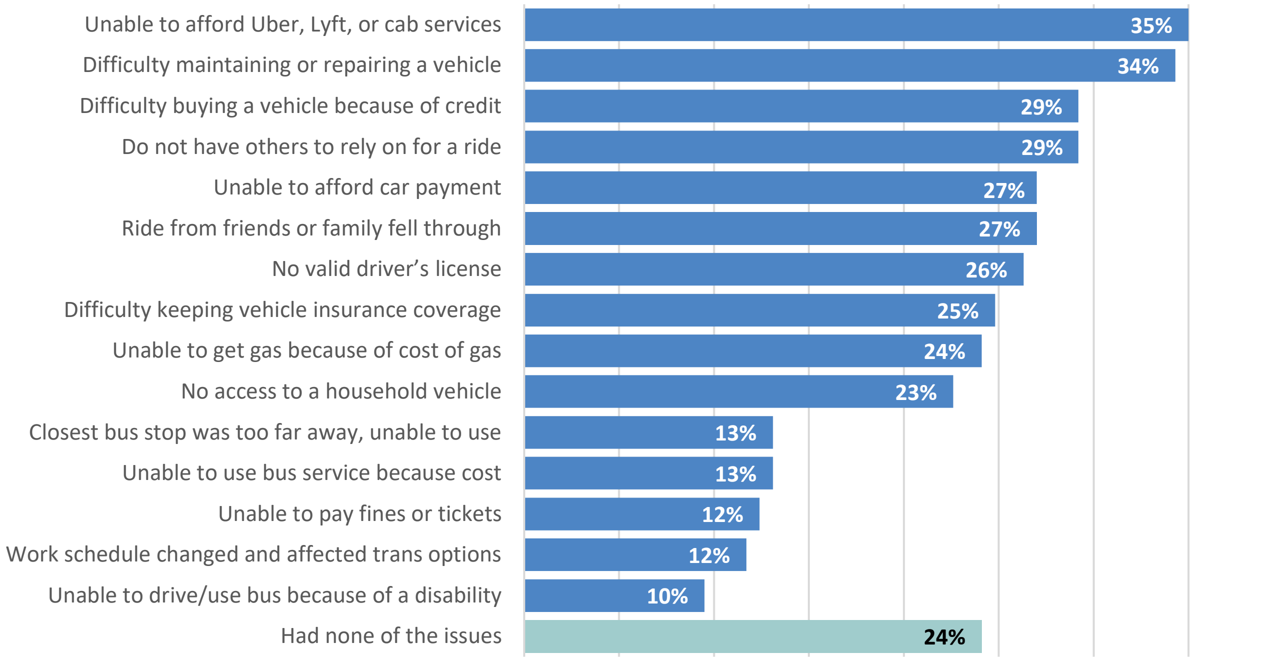

Next, respondents were given a list of fifteen transportation related issues and asked if they or anyone in their household experienced each issue in the past year. A majority, 76.9%, reported experiencing at least one of the issues in the past year. Each is discussed in more detail below.

- The most prevalent transportation issue was being ***unable to afford Uber, Lyft, or cab services*** with more than a third, 35.0%, of respondents experiencing this issue in the past year. Groups of respondents more likely to have this experience include respondents ages 55-64, those with an annual income under $25,000, respondents who are employed part-time, those with no high school diploma, respondents who have been diagnosed with and treated for a mental health or substance use disorder, and those currently living in a shelter or are homeless.
- Slightly fewer respondents, 34.3%, reported having ***difficulty maintaining or repairing a vehicle*** in the past year. Groups of respondents more likely to have this experience include females, non-Hispanic or Latino respondents, those who have been treated for a mental health or substance use disorder, and respondents currently living in a shelter or are homeless.
- More than a quarter of respondents, 29.2%, reported having ***difficulty buying a vehicle because of credit*** in the past year. Groups of respondents more likely to have this experience include respondents ages 25 to 34, those with a high school diploma or less education, and respondents currently living in a shelter or are homeless.
- The same percentage of respondents, 29.2%, reported ***not having others to rely on for a ride*** in the past year. Groups of respondents more likely to have this experience include respondents ages 55-64, those with an annual income under $25,000, respondents without a high school diploma, those who have been treated for a mental health or substance use disorder, and respondents currently living in a shelter or are homeless.

- Slightly fewer, 27.0%, of respondents reported being ***unable to afford a car payment***. Groups of respondents more likely to have this experience include households composed of one adult and at least one child, and respondents currently living in a shelter or are homeless.
- The same percentage of respondents, 27.0%, reported ***having a ride from friends or family that fell through***. Groups of respondents more likely to have this experience include respondents who are unemployed, those with no high school diploma, respondents diagnosed with and treated for a mental health or substance use disorder, and those currently living in a shelter or are homeless.
- Slightly fewer, 26.3%, of respondents reported ***not having a valid driver's license***. Groups of respondents more likely to have this experience include respondents ages 25-34, those with an annual income under $25,000, respondents who are employed part-time, those with children that don't live with them, respondents without a high school diploma, non-white or Hispanic/Latino respondents, respondents diagnosed with a mental health or substance use disorder, and those currently living in a shelter or are homeless.
- Less than a quarter, 24.8%, reported having ***difficulty keeping vehicle insurance coverage***. Groups of respondents more likely to have this experience include employed respondents, non-Hispanic or Latino respondents, those diagnosed with a mental health or substance use disorder, and respondents currently living in a shelter or are homeless.
- Slightly fewer, 24.1%, of respondents reported being ***unable to get gas because of cost of gas***. Groups of respondents more likely to have this experience include employed respondents, households composed of one adult and at least one child, those who have been treated for a mental health or substance use disorder, and respondents currently living in a shelter or are homeless.
- More than a fifth of respondents, 22.6%, reported having ***no access to a household vehicle***. Groups of respondents more likely to have this experience include respondents ages 55 to 64, those with an annual income under $25,000, unemployed respondents, those with no high school diploma, non-white respondents, those diagnosed with a mental health or substance use disorder, and respondents currently living in a shelter or are homeless.
- Significantly fewer, 13.1%, reported being ***unable to use bus service because the closest bus stop was too far away***. There were no statistically significant differences in this area.
- The same percentage of respondents, 13.1%, reported being ***unable to use bus service because of cost***. Groups of respondents more likely to have this experience include respondents with an annual income under $25,000, those without children in the home, and respondents diagnosed with and treated for a mental health or substance use disorder.
- Slightly fewer, 12.4%, of respondents reported being ***unable to pay fines or tickets***. Groups of respondents more likely to have this experience include respondents with children that don't live with them, those who have been diagnosed with and treated for a mental health or substance use disorder, and respondents currently living in a shelter or are homeless.
- Even fewer, 11.7%, of respondents reported ***having a work schedule that changed and affected transportation options***. Groups of respondents more likely to have this experience include respondents with children in the home and households composed of two or more adults and children.
- Less than a tenth of respondents, 9.5%, reported being ***unable to drive or use bus service easily because of a disability***. Groups of respondents more likely to have this experience include females, respondents without children in the home, and respondents who have been treated for a mental health or substance use disorder.

## Transportation Related Issues Experienced in Past Year

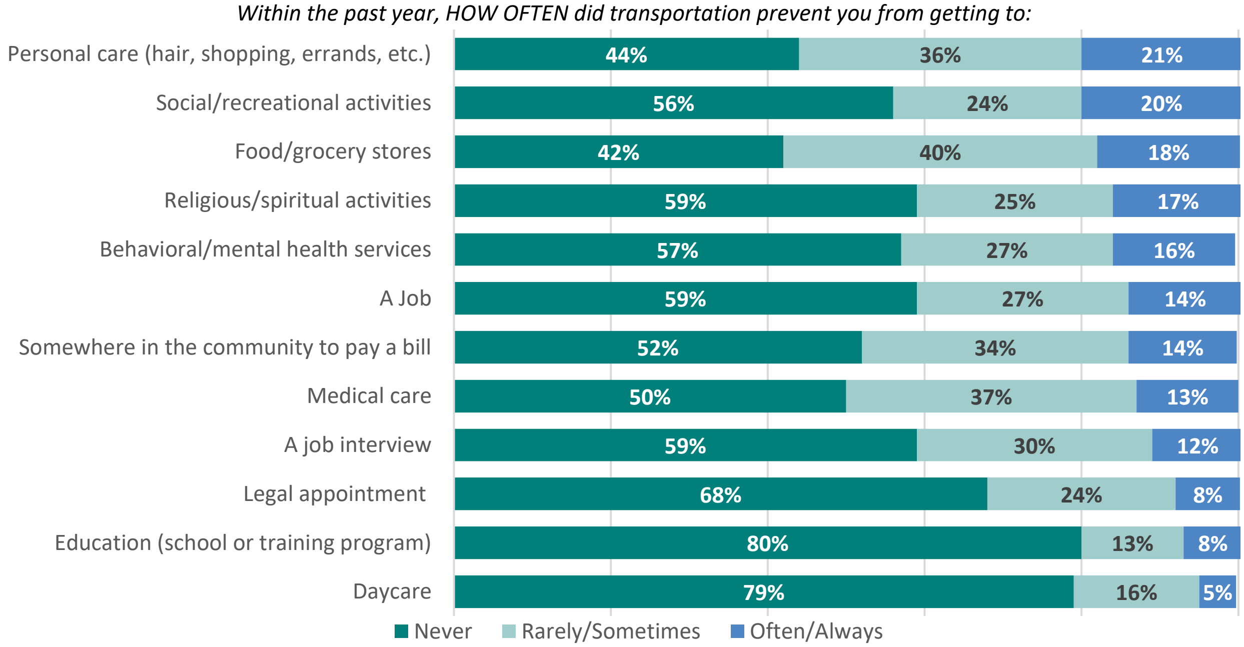
*In the past year, did-you or anyone in your household experience any of the following?*




Respondents were also given a list of twelve different activities and asked how often transportation prevented them from getting to the activity in the past year. Nearly a sixth or more of respondents were always or often not able to go to the following due to transportation issues: personal care such as hair, shopping, or errands (20.5%), social or recreational issues (20.4%), food or grocery store (18.2%), religious or spiritual activities (16.6%), and behavioral/mental health services (15.6%). Respondents were least likely to be prevented from getting to daycare or education such as school or training program.

## How Often Transportation Prevented From Getting to. . in Past Year

*Within the past year, HOW OFTEN did transportation prevent you from getting to:*



Finally, respondents were asked what they need (regarding transportation) to make sure that they and their families can get to the places they need to be at like a job or doctor's appointment. The most common responses were a car or vehicle (32.0%), gas money or a gas card (20.0%), a bus pass (12.0%), access to a dependable driver or reliable transportation (12.0%), and financial assistance. Other responses are listed on the table below.

| Transportation Help Needed | | |
|---|---|---|
| | N | % |
| Car/vehicle | 24 | 32.0% |
| Gas money/gas card | 15 | 20.0% |
| Bus pass | 9 | 12.0% |
| Access to dependable drivers/reliable transport | 9 | 12.0% |
| Financial assistance | 7 | 9.3% |
| Driver's license | 5 | 6.7% |
| Employment | 5 | 6.7% |
| Car repairs | 4 | 5.3% |
| Lyft card | 4 | 5.3% |
| Car insurance | 1 | 1.3% |
| Driving privileges | 1 | 1.3% |
| Better credit/credit forgiveness | 1 | 1.3% |
| Rides for disabled | 1 | 1.3% |
| Miscellaneous | 2 | 2.7% |
| **Total** | | **(n=75)** |

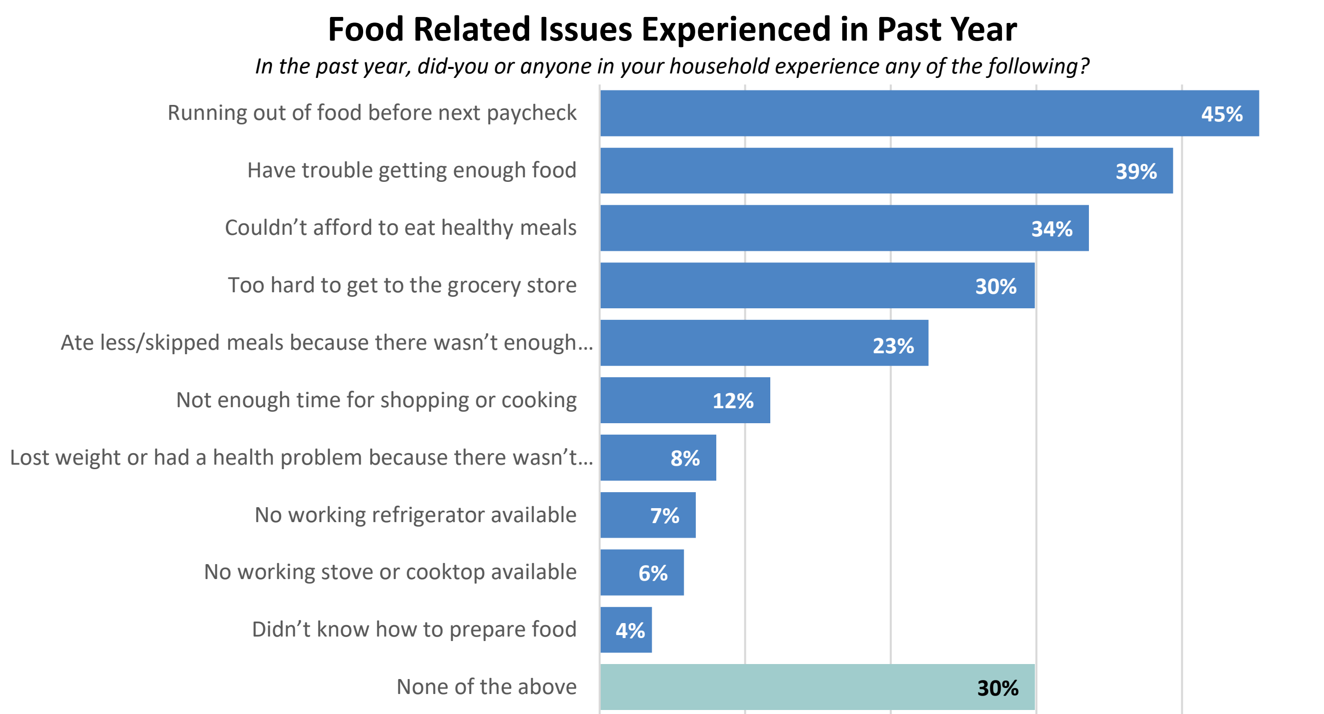
*What do you need (regarding transportation) to make sure you and your family can get to the places you need to be like a job or doctor's appointment? (Please be specific.)*

## Food Insecurity

Respondents were given a list of ten food insecurity related issues and asked if they or anyone in their household experienced each issue in the past year. More than two-thirds, 70.1%, reported experiencing at least one of the issues in the past year. Each is discussed in more detail below.

- The most prevalent food insecurity related issue was ***running out of food before their next paycheck*** with nearly half, 45.3%, of respondents experiencing this issue in the past year. Groups of respondents more likely to have had this experience in the past year include respondents ages 45-64, those who are employed, non-white respondents, renters or those currently living in a shelter or are homeless.
- More than a third of respondents, 39.4%, reported ***having trouble getting enough food***. Groups of respondents more likely to have had this experience in the past year include respondents ages 45-64, those with an annual income under $50,000, employed respondents, those with a high school diploma or less education, respondents diagnosed with a mental health or substance use disorder, and those currently living in a shelter or are homeless.
- A third, 33.6%, of respondents reported that they ***couldn't afford to eat healthy meals***. Groups of respondents more likely to have had this experience in the past year include respondents ages 45-64, non-white respondents, and those currently living in a shelter or are homeless.
- Less than a third, 29.9%, reported that it was ***too hard to get to the grocery store***. Groups of respondents more likely to have had this experience in the past year include respondents with no high school diploma, those who are Hispanic or Latino, and respondents currently living in a shelter or are homeless.

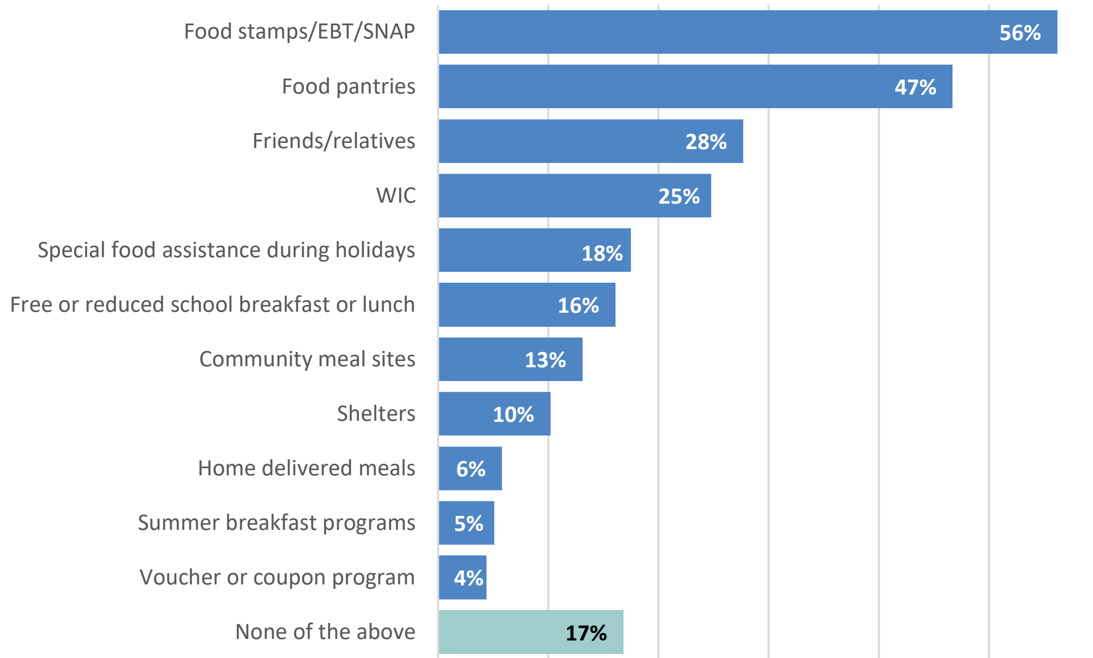
- Less than a quarter, 22.6%, of respondents reported that they ***ate less or skipped meals because there wasn't enough money for food***. Employed respondents and those ages 45-64 were more likely to have had this experience in the last year.
- More than a tenth, 11.7%, of respondents reported that they ***did not enough time for shopping or cooking***. Groups of respondents more likely to have had this experience in the past year include females, respondents who are employed part-time, non-white white respondents, and those who have been treated for a mental health or substance use disorder.
- Food insecurity related problems that less than a tenth of respondents experienced in the past year included the following: lost weight or had a health problem because there wasn't enough money for food (8.0%), no working refrigerator available (6.6%), no working stove or cooktop available (5.8%), and they didn't know how to prepare the food given to their household (3.6%).




Next, respondents were given a list of eleven food related supports and asked if they or anyone from their household has received help from any of the sources. Around half of respondents reported that they received food stamps/EBT/SNAP (56.2%) or got help with food from food pantries (46.7%) while a quarter or more received help with food from friends or relatives (27.7%) or WIC (24.8%). Other sources of help received by more than a tenth of respondents included the following: special food assistance during holidays such as baskets or meals (17.5%), free or reduced school breakfast or lunch (16.1%), community meal sites (13.1%), and shelters (10.2%).

## Food Related Help Received in Past Year

*In the past year, did you or anyone in your household get help with food from any of the following?*



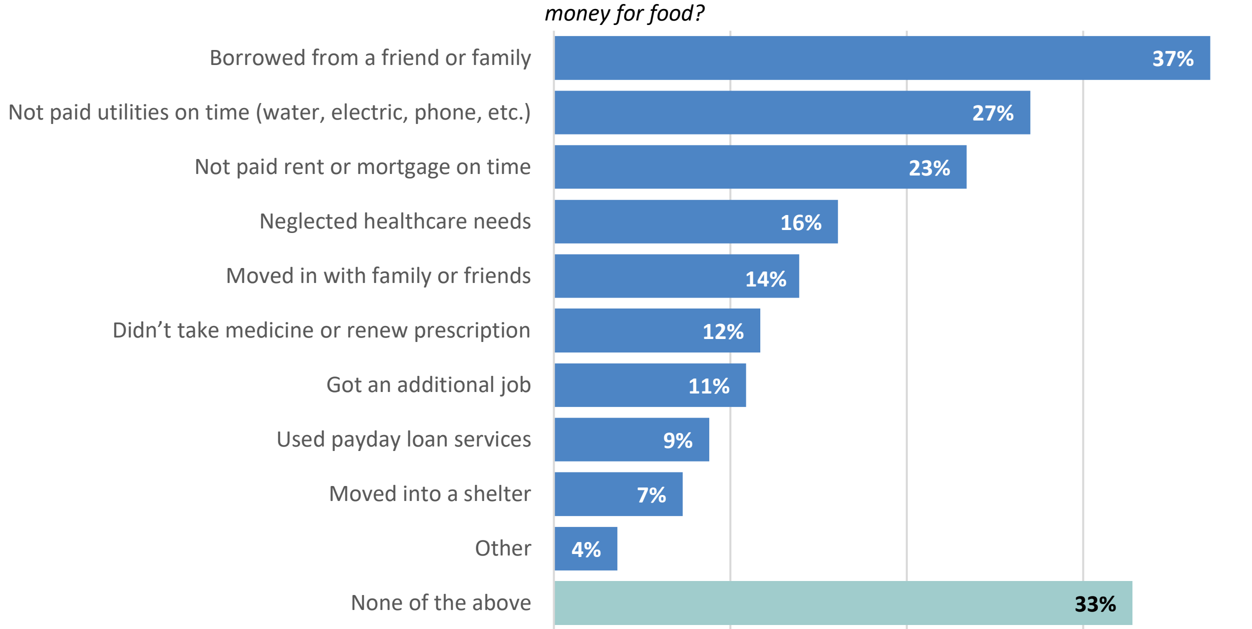

Respondents were also given a list of nine items and asked if they or anyone in their household did any of the things to make sure they had enough money for food. Two-thirds, 67.2%, of respondents reported doing at least one of these things to make sure they had enough money for food. Each is discussed in more detail below.

- Respondents were most likely to ***borrow from a friend or family***. More than a third, 37.2%, of respondents reported doing this to make sure they had enough money for food. Groups of respondents more likely to do this include respondents ages 18 to 64, those with an annual income under $25,000, respondents with children in the home, non-white respondents, households composed of one adult and at least one child, those diagnosed with a mental health or substance use disorder, and respondents currently living in a shelter or are homeless.
- More than a quarter, 27.0%, of respondents indicated that they had ***not paid utilities on time such as water, electric, phone, etc.*** to make sure that they had enough money for food in the past year. Groups of respondents more likely to do this include respondents ages 45-64, those with an annual income under $50,000, and respondents diagnosed with a mental health or substance use disorder.
- Less than a quarter, 23.4%, of respondents indicated that they had ***not paid rent or mortgage on time*** to make sure that they had enough money for food in the past year. Groups of respondents more likely to do this include respondents with an annual income under $25,000, those who are employed, respondents with children in the home, those without a high school diploma, non-white respondents, households composed of one adult and at least one child, and those diagnosed with a mental health or substance use disorder.
- A sixth, 16.1%, reported that they had ***neglected their healthcare needs*** to make sure that they had enough money for food in the past year. Groups of respondents more likely to do this include respondents with no high school diploma, Hispanic or Latino respondents, and those diagnosed with a mental health or substance use disorder.
- Slightly fewer, 13.9%, ***moved in with family or friends*** in order to make sure that they had enough money for food in the past year. Groups of respondents more likely to do this include non-white respondents and those currently living with family or friends.

- More than a tenth, 11.7%, ***didn't take medicine or renew a prescription*** in order to make sure that they had enough money for food in the past year. Respondents ages 45 to 64 were more likely to do this.
- Slightly fewer, 10.9%, ***got an additional job*** in order to make sure that they had enough money for food in the past year. Groups of respondents more likely to do this include respondents ages 18 to 44, those who are employed, respondents with children in the home, those with no high school diploma, and non-white residents.
- Less than a tenth of respondents reported ***using payday loan services*** (8.8%) or ***moving into a shelter*** (7.3%) in order to make sure that they had enough money for food in the past year.

**Things Done to Make Sure Had Enough Money for Food in Past Year**

*In the past year, did you or anyone in your household do any of these things to make sure you had enough money for food?*

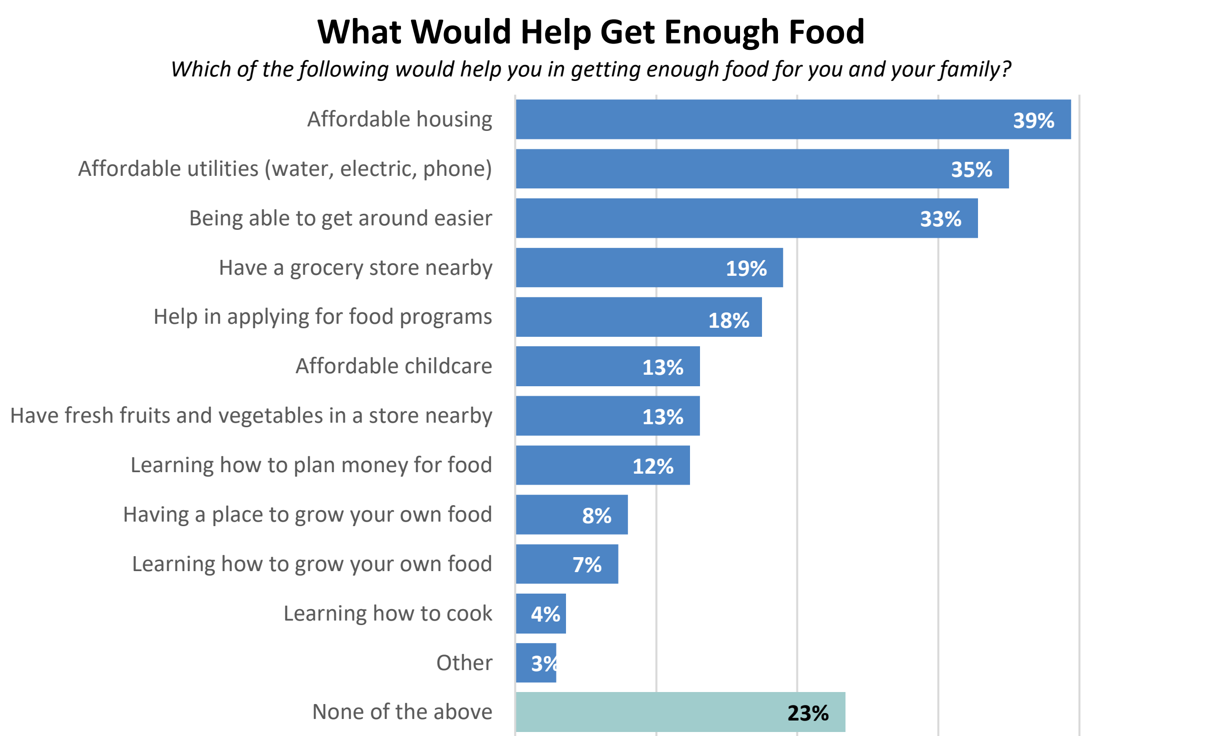



Next, respondents were given a list of eleven items and asked which ones, if any, would help them get enough food for them and their family. More than three-quarters, 76.6%, responded that at least one of these items would help them and their family. Each one is discussed in more detail below.

- More than a third, 39.4%, said that ***affordable housing*** would help them get enough food for them and their family. Groups of respondents more likely to report that this would help include respondents with an annual income under $25,000, those with children that don't live with them, respondents with no high school diploma, non-white respondents, and those currently living in a shelter, are homeless, or are currently renting.
- Slightly fewer, 35.0%, reported that ***affordable utilities (water, electric, phone)*** would help them get enough food for them and their family. Groups of respondents more likely to report that this would help include those with an annual income under $50,000, respondents with children that don't live with them, and respondents who have been treated for a mental health or substance use disorder.
- A third, 32.8%, reported that ***being able to get around easier*** would help them get enough food for them and their family. Groups of respondents more likely to report that this would help include respondents with an annual income under $25,000, those with no high school diploma, non-white respondents, households composed of one adult and at least one child, those who have been diagnosed with and treated for a mental health or substance use disorder, and respondents currently living in a shelter or are homeless.
- Nearly a fifth, 19.0%, reported that ***having a grocery store nearby*** would help them get enough food for them and their family. Groups of respondents more likely to report that this would help include respondents with no

high school diploma, non-white respondents, and those who have been diagnosed with a mental health or substance use disorder.

- Slightly fewer, 17.5%, reported that ***help in applying for food stamps, WIC, and other food programs*** would help them get enough food for them and their family. Groups of respondents more likely to report that this would help include respondents ages 18-44, those who are employed, respondents with no high school diploma, Hispanic or Latino respondents, and those living with family/friends.
- More than a tenth, 13.1%, said that ***affordable childcare*** would help them get enough food for them and their family. Groups of respondents more likely to report that this would help include ages respondents ages 18-44, those who are employed, respondents with children in the home, and those with children that don't live with them, Hispanic or Latino residents, households composed of two or more adults with children, and those diagnosed with a mental health or substance use disorder.
- The same percentage, 13.1%, said that ***having fresh fruits and vegetables in a store nearby*** would help them get enough food for them and their family. Groups of respondents more likely to report that this would help include respondents ages 55-64, those who are employed full-time, and respondents who have been diagnosed with and treated for a mental health or substance use disorder.
- Slightly fewer, 12.4%, reported that ***learning hour to plan money for food*** would help them get enough food for them and their family. Groups of respondents more likely to report that this would help include non-white respondents and those with children in the home.
- Less than a tenth of respondents indicated that each of the following would help them and their family get enough food: ***having a place to grow their own food*** (8.0%), ***learning how to grow their own food*** (7.3%), and ***learning how to cook*** (3.6%).



Finally, respondents were asked what they felt was needed in the community to help them get enough food and fresh fruit and vegetables for them and their family. The most common responses were affordable groceries (21.7%), a closer grocery store 20.0%, closer or more food pantries (18.3%), free food drives or more food stamps or vouchers (13.3%), and transportation (11.7%). Other responses are listed in the table below.

| Food Assistance Needed | | |
|---|---|---|
| | N | % |
| Affordable groceries | 13 | 21.7% |
| Closer grocery store | 12 | 20.0% |
| Closer/more food pantries | 11 | 18.3% |
| Free food drives, more food stamps/vouchers | 8 | 13.3% |
| Transportation | 7 | 11.7% |
| Community garden/farmer's market | 5 | 8.3% |
| Employment | 4 | 6.7% |
| Affordable housing | 3 | 5.0% |
| More assistance in general | 3 | 5.0% |
| More food options | 2 | 3.3% |
| Grocery delivery | 1 | 1.7% |
| Info on how to cook | 1 | 1.7% |
| Help applying for assistance | 1 | 1.7% |
| Knowing what is available | 1 | 1.7% |
| **Total** | **72** | **(n=60)** |

*What do you think is needed in this community to help you get enough food and fresh fruits and vegetables for you and your family? (Please be specific.)*

## Health Information

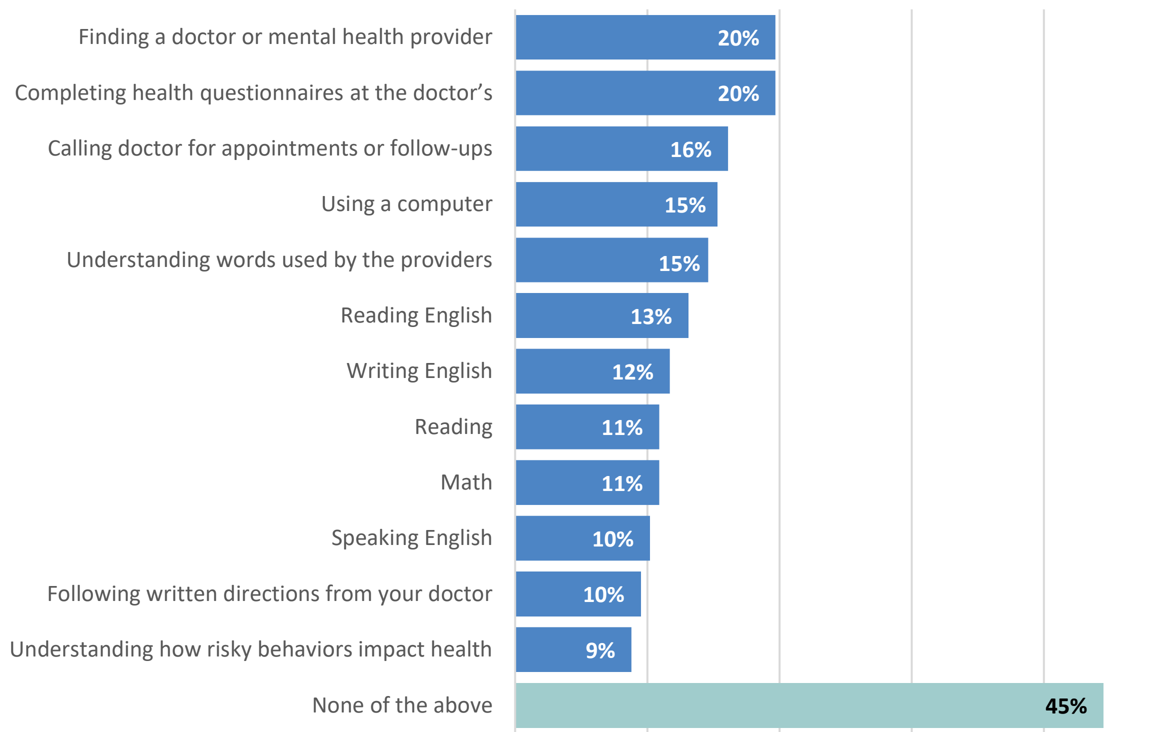
Respondents were given a list of twelve health literacy related issues and asked if they or anyone in their household has experienced each issue in the past year. More than half, 55.5%, reported experiencing at least one of the issues in the past year. Each is discussed in more detail below.

- The health literacy related issue that was most prevalent was ***finding a doctor or mental health provider***. This issue was reported by 19.7% of respondents. Groups more likely to have trouble doing this include respondents with annual income under $25,000 and those who have been diagnosed with and treated for a mental health or substance use disorder.
- The same percentage, 19.7%, had trouble ***completing health questionnaires at the doctor's or providers***. Groups more likely to have trouble doing this include Hispanic or Latino respondents and those without a high school diploma.
- A sixth, 16.1%, reported having trouble ***calling doctor or provider for appointments or follow-ups***. Groups more likely to have trouble doing this include respondents employed full-time, those with children in the home, respondents without a high school diploma, and Hispanic or Latino respondents.
- Less than a sixth, 15.3%, reported having trouble ***using a computer***. Groups more likely to have trouble doing this include respondents employed full-time, those with no high school diploma, and Hispanic or Latino respondents.
- Slightly fewer, 14.6%, reported having trouble ***understanding words used by providers***. Groups more likely to have trouble doing this include retired respondents, those with no high school diploma, and Hispanic or Latino respondents.

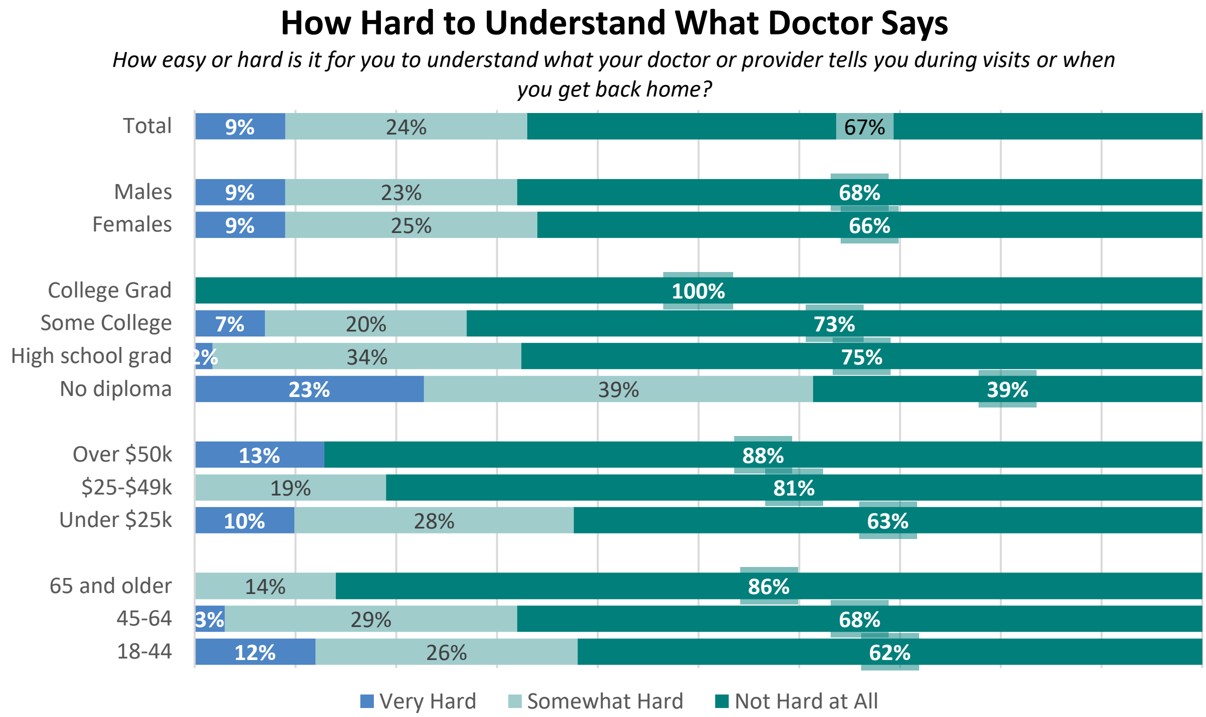
- More than a tenth, 13.1%, reported having trouble ***reading English***. Groups more likely to have trouble doing this include respondents employed full-time, those with children in the home, those with no high school diploma, and Hispanic or Latino respondents.
- Slightly fewer, 11.7%, reported having trouble ***writing English***. Groups more likely to have trouble doing this include respondents employed full-time, those with children in the home, those with no high school diploma, and Hispanic or Latino respondents.
- More than a tenth, 10.9%, reported having trouble ***reading***. Groups more likely to have trouble doing this include respondents ages 25-34, those with no high school diploma, and Hispanic or Latino respondents.
- The same percentage, 10.9%, had trouble with ***math***. Groups more likely to have trouble doing this include respondents ages 25-34 and those who are homeless or are living in a shelter.
- Slightly fewer, 10.2%, reported having trouble ***speaking English***. Groups more likely to have trouble doing this include respondents who are employed full-time, those with children in the home or who have children that do not live with them, respondents without a high school diploma, and Hispanic or Latino respondents.
- Less than a tenth of respondents reported having issues ***following written directions from their doctor*** (9.5%) or ***understanding how risky behaviors can impact their health*** (8.8%).

**Troubles Experienced in Past Year**

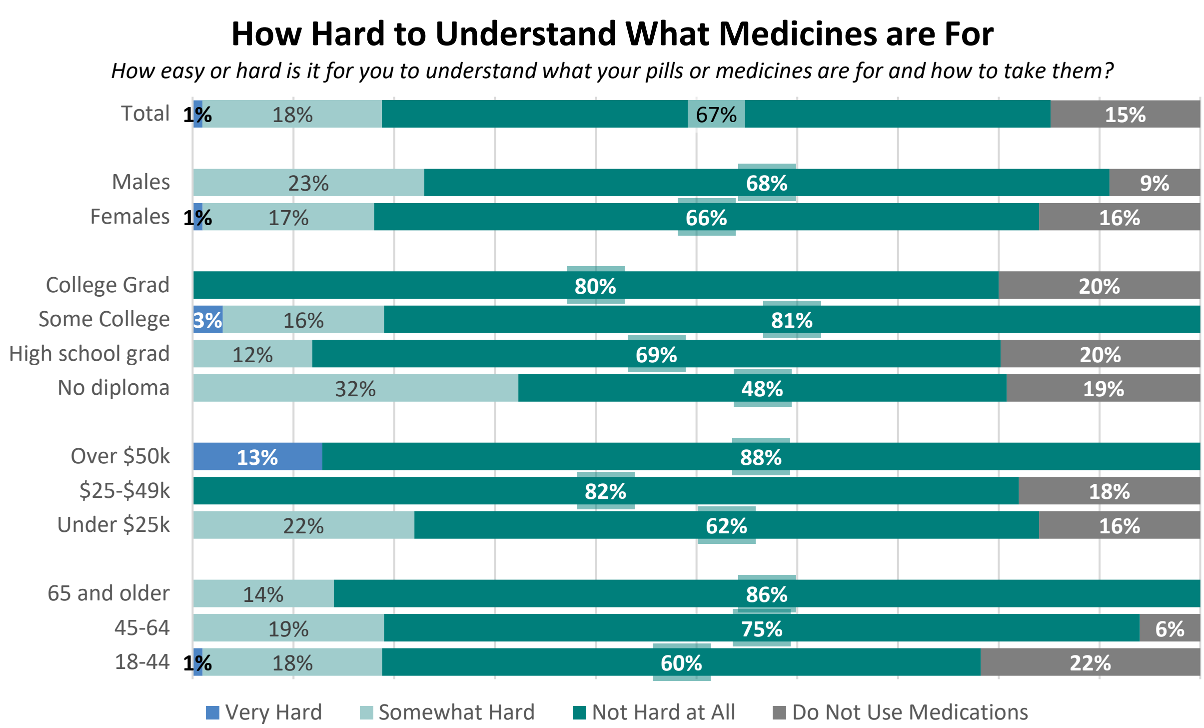
*In the past year, did-you or anyone in your household experience any of the following?*



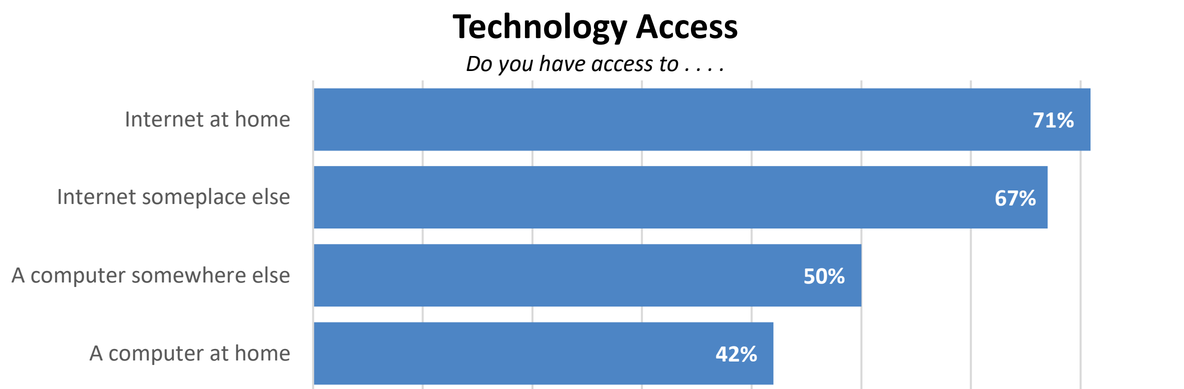

A third of respondents, 33.3%, said that it was very or somewhat hard for them to understand what their doctor or provider tells them during visits or when they got back home, with 8.9% saying it was very hard. Two thirds, 66.7%, of respondents reported that it was not at all hard for them to understand what their doctor tells them. Groups of respondents more likely to have a hard time understanding what their doctors tell them include respondents without a high school diploma and Hispanic or Latino respondents.




Significantly fewer, 18.5%, reported that it was somewhat (17.7%) or very (0.8%) hard for them to understand what their pills or medicines are for and how they take them. A notable portion, 14.5%, reported that they do not take medications. Groups of respondents more likely to have a hard time understanding their medication include respondents with an annual income under $25,000, those without a high school diploma, and Hispanic or Latino respondents.



The next question focused on access to technology. Less than three-quarters, 70.9%, of residents reported having ***internet at home***. Groups of respondents more likely to NOT have internet at home include respondents ages 45-64, those with an annual income under $25,000, respondents without a high school diploma, those diagnosed with a mental health or substance use disorder, and respondents who are currently living in a shelter or are homeless. Slightly fewer, 67.0%, reported not having ***internet someplace else***. Respondents who are homeless or living in a shelter were more likely to NOT have access to internet someplace else. Less than half of residents, 42.0%, reported having a ***computer at home***. Groups of respondents more likely to NOT have a computer at home include respondents with an annual income under $25,000, those without a high school diploma, non-white respondents, Hispanic or Latino respondents, and those currently living in a shelter or are homeless. Half, 50.0% reported having access to a ***computer someplace else when they need it***. Groups of respondents more likely to NOT have access to a computer someplace else include respondents with an annual income under $50,000, those without a high school diploma, non-white respondents, Hispanic or Latino respondents, and those currently living in a shelter, are homeless, or renting.




When asked what doctors or nurses could do to help them understand their health information better, the two most common responses were to talk in easier to understand or simpler terms (30.8%) and to provide a translator (19.2%). Sending home information or sending an email (15.4%) and listening and asking questions (9.6%) were also commonly mentioned. Other responses are listed on the table below.

| What doctors can do to help understand info better | | |
|---|---|---|
| | N | % |
| Easier/Simple explanation/Speak slowly *(in terms they can understand)* | 16 | 30.8% |
| Translator | 10 | 19.2% |
| Send home info/Send email | 8 | 15.4% |
| Listen, ask questions | 5 | 9.6% |
| Longer appointments, more time for questions | 3 | 5.8% |
| Make sure patient understands before leaving | 3 | 5.8% |
| Ability to talk to doctor/nurse | 2 | 3.8% |
| Understand their culture | 1 | 1.9% |
| Answer questions | 1 | 1.9% |
| Be nicer | 1 | 1.9% |
| Help paying bills | 1 | 1.9% |
| Better access to medical info | 1 | 1.9% |
| Make telehealth more user friendly | 1 | 1.9% |
| Don't stigmatize patient | 1 | 1.9% |
| **Total** | **54** | **(n=52)** |

*What could doctors or nurses do to help you understand your health information better?*

Respondents were also asked what other things would help them better understand their health information. Using videos, pictures, or examples was the top recommendation for other things that would help them understand their health insurance better. Other responses are listed on the table below.

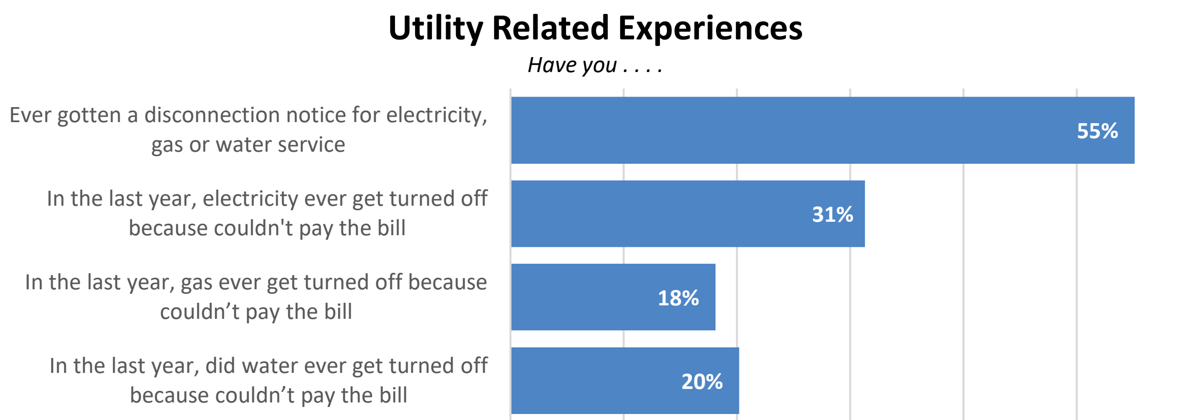
| What else could help understand info better | | |
|---|---|---|
| | N | % |
| Videos, pictures, use examples | 8 | 22.9% |
| Use layman/non-medical terms (with patients, on website) | 5 | 14.3% |
| Give written info/print outs | 4 | 11.4% |
| Better explanation from doctors | 3 | 8.6% |
| Offer a class/more education | 3 | 8.6% |
| Have info in preferred language | 3 | 8.6% |
| More accessible healthcare | 3 | 8.6% |
| Make follow-up calls | 2 | 5.7% |
| Someone to go with them to appointment | 2 | 5.7% |
| Return phone calls quicker | 1 | 2.9% |
| Have a case manager | 1 | 2.9% |
| Doctor asks more questions | 1 | 2.9% |
| Miscellaneous | 1 | 2.9% |
| **Total** | **37** | **(n=35)** |

*What other things would help you understand your health information better? (Please be specific.)*

## Utility Assistance

The first question in this series asked respondents about four different utility related experiences. Each is discussed in more detail below.

- More than half of respondents, 55.1%, have received a disconnection notice for electricity, gas or water service. Groups of respondents more likely to have had this experience include respondents ages 25-64, those who are employed, non-white respondents, those who are not Hispanic or Latino, those diagnosed with a mental health or substance use disorder, and respondents currently living in a shelter or are homeless.
- Nearly a third, 31.3%, indicated they have had their electricity turned off due to non-payment in the past year. Groups of respondents more likely to have had this experience include respondents ages 45-54, those who are unemployed, respondents with children that don't live with them, those with no high school diploma, non-white respondents, those diagnosed with a mental health or substance use disorder, and respondents currently living in a shelter or are homeless.
- One fifth, 20.2%, reported that their water was turned off for nonpayment in the past year. Groups of respondents more likely to have had this experience include respondents ages 18-44, those who have children that don't live with them, those without a high school diploma, and respondents currently living in a shelter or are homeless.
- Slightly fewer, 18.1%, reported that their gas had been turned off. Groups of respondents more likely to have had this experience include respondents who have children that don't live with them, those with a high school diploma or less education, and respondents currently living in a shelter or are homeless.

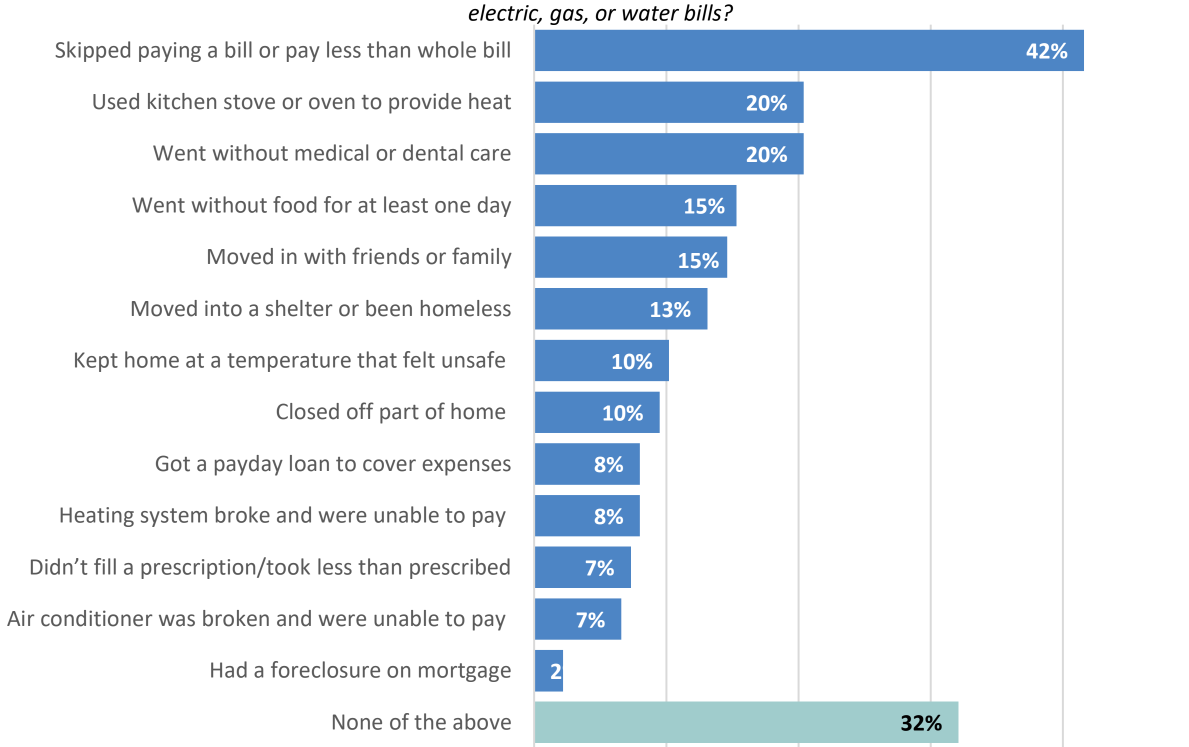



Next, respondents were given a list of problems and asked if they or anyone in their home had any of these problems because of their utility bills. More than two-thirds of respondents, 67.8%, had at least one of the problems in the past year. Each is discussed in more detail below.

- Less than half, 41.6%, reported ***skipping paying a bill or pay less than whole bill*** because of their utility bill. Groups of respondents more likely to have this problem include respondents ages 18-64, non-white respondents, those diagnosed with or treated for a mental health or substance use disorder, and respondents currently living in a shelter, are homeless, or are currently renting.
- A fifth, 20.4%, ***used kitchen stove or oven to provide heat*** because of their utility bill. Groups of respondents more likely to have this problem include respondents ages 45-64, those with an annual income under $25,000, respondents who have children that don't live with them, non-white respondents, those diagnosed with a mental health or substance use disorder, and respondents currently living in a shelter or are homeless.
- The same percentage, 20.4%, ***went without medical or dental care*** because of their utility bill. Groups of respondents more likely to have this problem include Hispanic or Latino respondents, those without a high school diploma, and respondents diagnosed with a mental health or substance use disorder.
- Nearly a sixth, 15.3%, ***went without food for at least one day*** because of their utility bill. Groups of respondents more likely to have this problem include employed respondents and those who have been treated for a mental health or substance use disorder.
- Slightly fewer, 14.6%, ***moved in with friends or family*** because of their utility bill. Groups of respondents more likely to have this problem include respondents without a high school diploma and those who are homeless or live in a shelter or live with family/friends.
- More than a tenth, 13.1%, ***moved into a shelter or have been homeless*** because of their utility bill. Groups of respondents more likely to have this problem include respondents who have children that don't live with them, those with a high school diploma or less education, those who have been treated for a mental health or substance use disorder, and respondents currently living in a shelter or are homeless.
- Slightly fewer, 10.2%, ***kept their home at a temperature that they felt was unsafe*** because of their utility bill. Groups of respondents more likely to have this problem include respondents ages 55-64 and those currently homeless or are living in a shelter.
- Less than a tenth of respondents reported having the following problems as a result of their utility bills: ***closed off part of home because couldn't afford to heat or cool it*** (9.5%), ***got a payday loan to cover expenses*** (8.0%), ***heating system broke and were unable to pay for its repair or replacement*** (8.0%), ***didn't fill a prescription or took less than what was prescribed*** (7.3%), ***air conditioner was broken and were unable to pay for its repair or replacement*** (6.6%), and ***had a foreclosure on mortgage*** (2.2%).

## Utility Bill Related Issues Experienced in Past Year

*In the past year, did anyone in your home have any of the following problems because of your electric, gas, or water bills?*




Finally, respondents were asked what kind of help would make it easier for them to pay their utility bills. The most common responses included being on HEAP or another utility assistance program (25.9%), more affordable utilities (22.2%) and cash assistance (16.7%). Other responses are listed on the table below.

| Utility Assistance Needed | | |
|---|---|---|
| | N | % |
| Being on HEAP/Other program | 14 | 25.9% |
| Affordable costs | 12 | 22.2% |
| Cash assistance | 9 | 16.7% |
| Employment | 6 | 11.1% |
| Reminders, someone to help them | 4 | 7.4% |
| Easier ways to pay/various options/payment plans | 3 | 5.6% |
| being able to budget | 2 | 3.7% |
| Assistance for those who are working | 2 | 3.7% |
| Stable housing | 2 | 3.7% |
| Incentives | 1 | 1.9% |
| After hours help | 1 | 1.9% |
| Landlords fix issues faster | 1 | 1.9% |
| Miscellaneous | 1 | 1.9% |
| **Total** | **58** | **(n=54)** |

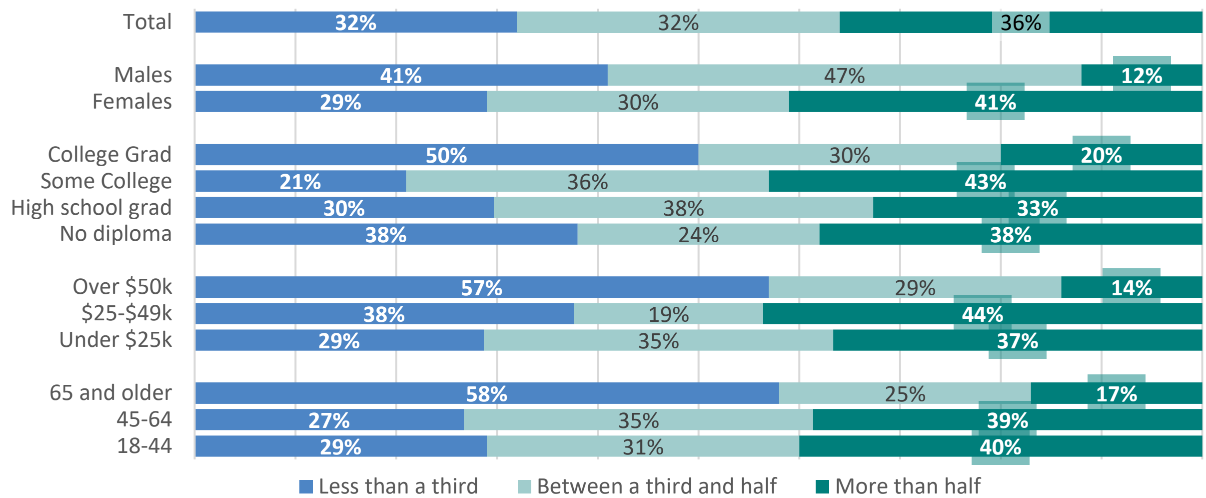
*What kind of help would make it easier for you to pay your gas, electric, or water bills? (Please be specific.)*

## Housing Assistance

More than a third of respondents, 36.0%, reported that more than half of their monthly income goes to their rent or mortgage while 32.4% reported that between a third and a half of their monthly income goes towards housing. Groups more likely to spend more than half of their monthly income on rent or mortgage include females, respondents with children in the home, non-white respondents, and renters.

### Amount of Income Goes to Rent/Housing

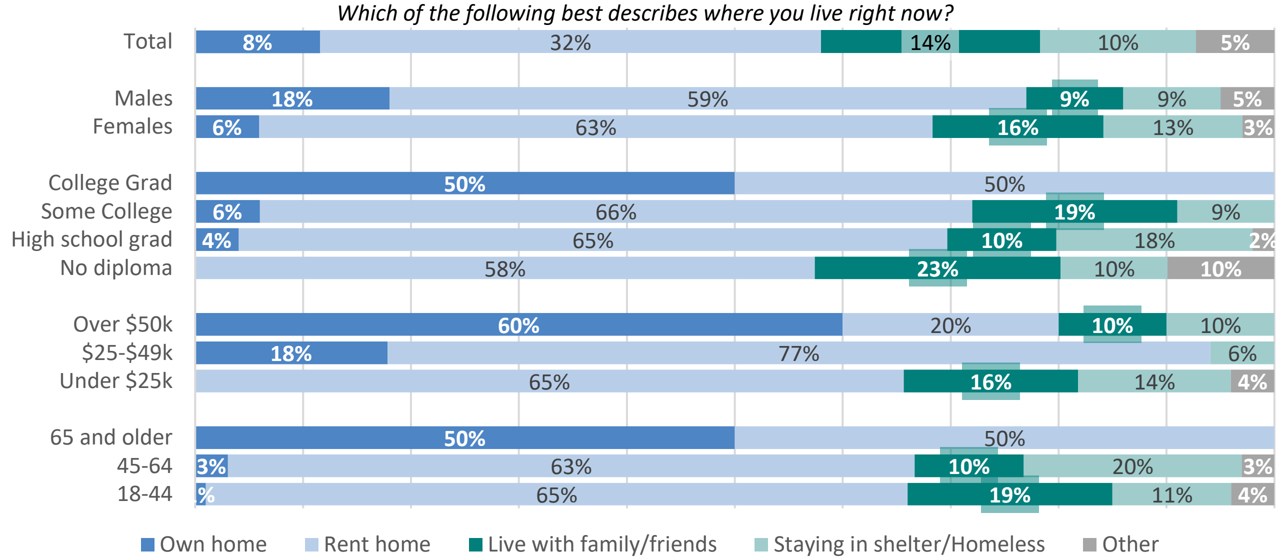
*What amount of your monthly income goes to your rent or mortgage?*




Nearly two-thirds, 62.5%, currently rent while 14.4% live with family or friends. About one in ten, 10.4%, stay in a shelter or are homeless while slightly fewer, 8.0%, own their home. Groups of respondents more likely to rent their current home include respondents ages 25 to 44, those with an annual income of $25,000 to $50,000, respondents who are employed full-time, those with children in the home, high school graduates or those with some college education, and non-white respondents. Groups of respondents more likely to be living with family or friends, in a shelter, or are currently homeless include females, respondents ages 45 to 54, those with an annual income under $25,000, respondents who are employed part time or unemployed, those without a high school diploma, and non-white respondents.

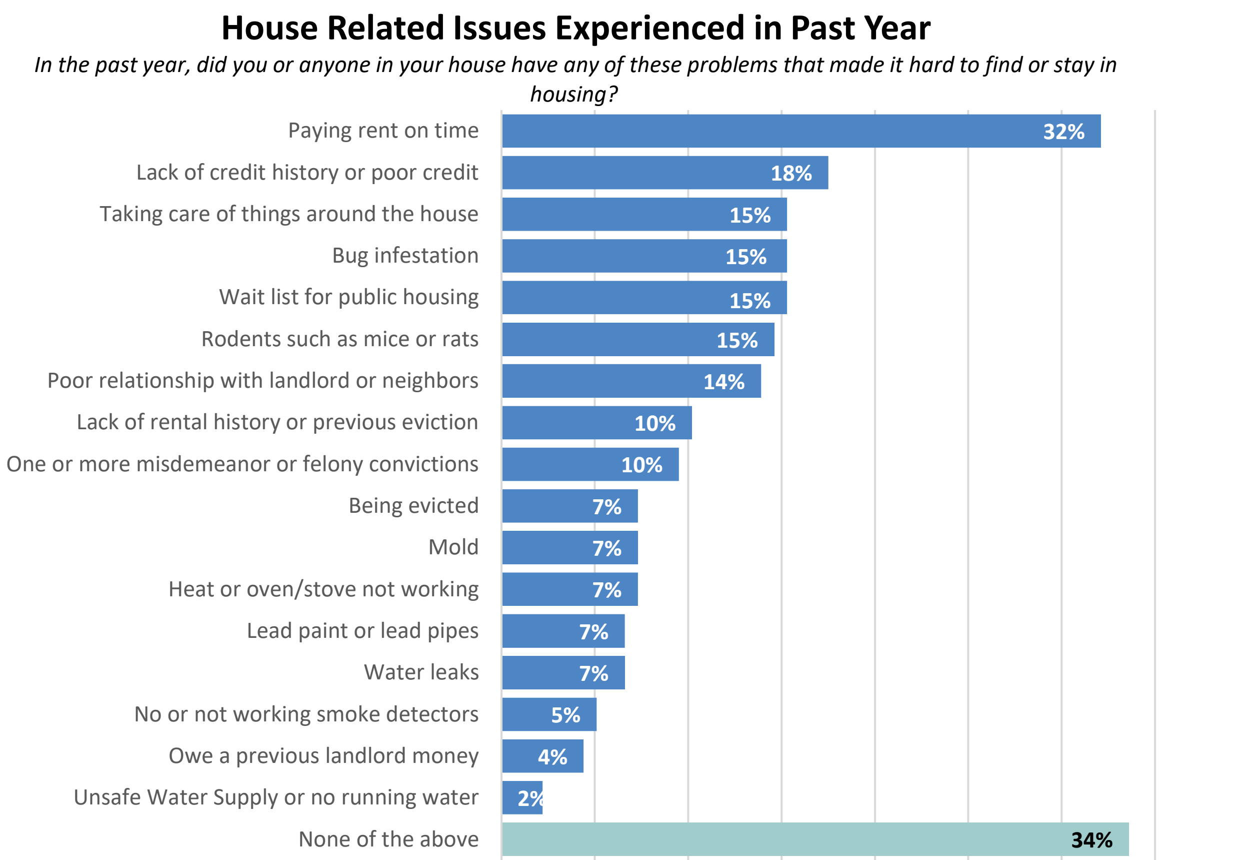
### Housing Description

*Which of the following best describes where you live right now?*

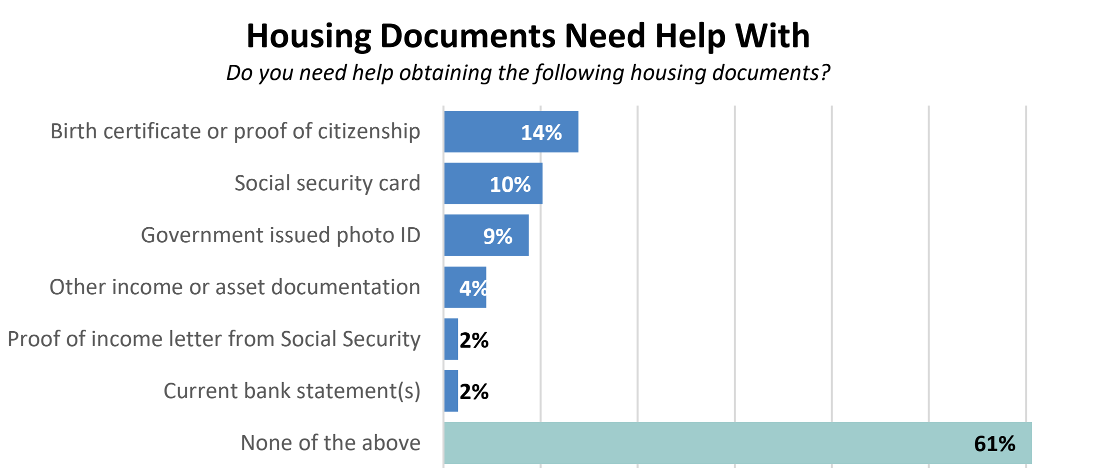


Respondents were given a list of seventeen housing related issues and asked if they or anyone in their household has experienced each issue in the past year that made it difficult for them to find or stay in housing. Two-thirds, 66.4%, reported experiencing at least one of the issues in the past year. Each is discussed in more detail below.

- Nearly a third, 32.1%, of respondents had a problem ***paying rent on time***. Groups of respondents more likely to have had this problem in the past year include females, respondents ages 25-34, those with an annual income under $25,000, respondents with children in the home, those without a high school diploma, non-white respondents, and renters.
- More than a sixth, 17.5%, of respondents had a problem with ***lack of credit history or poor credit***. Respondents with children in the home were more likely to have had this problem in the past year.
- Less than a sixth, 15.3%, of respondents had a problem ***taking care of things around the house***. Groups of respondents more likely to have had this problem in the past year include respondents ages 45-54, those who are employed, respondents with children that don't live with them, high school graduates, those who have been treated for a mental health or substance use disorder, and renters.
- The same percentage, 15.3%, had a problem with ***bug infestation*** such as insects, cockroaches, bedbugs, mosquitos, ticks. Groups of respondents more likely to have had this problem in the past year include those who are employed and non-white respondents.
- The same percentage, 15.3%, had a problem ***being on the wait list for public housing***. Groups of respondents more likely to have had this problem in the past year include respondents with an annual income under $25,000, non-white respondents, those diagnosed with or treated for a mental health or substance use disorder, and respondents currently living in a shelter or are homeless.
- Slightly fewer, 14.6%, respondents had a problem with ***rodents such as mice or rats***. Groups of respondents more likely to have had this problem in the past year include respondents ages 25-34, those without a high school diploma, non-white respondents, and those diagnosed with a mental health or substance use disorder.
- Even fewer, 13.9%, of respondents had a ***poor relationship with landlord or neighbors***. Groups of respondents more likely to have had this problem in the past year include those diagnosed with or treated for a mental health or substance use disorder, and respondents currently living in a shelter or are homeless.
- One tenth, 10.2%, of respondents had a problem with ***a lack of rental history or previous eviction***. Respondents who are homeless or living in a shelter were more likely to have had this problem in the past year.
- Housing related problems experienced by less than a tenth of respondents include One or more misdemeanor or felony convictions (9.5%), being evicted (7.3%), mold (7.3%), heat or oven/stove not working (7.3%), lead paint or lead pipes (6.6%), water leaks (6.6%), no or not working smoke detectors (5.1%), owe a previous landlord money (e.g., for unpaid rent, fees or damages) (4.4%), and unsafe water supply or no running water (2.2%).




The two housing documents that respondents were most likely to need help obtaining included birth certificate or proof of citizenship (13.9%) and a social security card (10.2%). Other housing-related documents respondents needed assistance with are listed below.

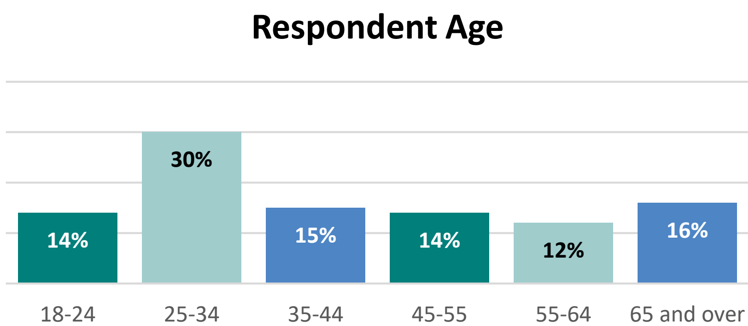


Finally, respondents were asked what kind of help would make it easier for them to meet their housing needs. The most common responses were more affordable rent or housing (30.2%), employment (14.0%), assistance with bills (11.6%), and transportation or driver's licenses or ID (9.3%). Other housing-related assistance needed is included in the table below.

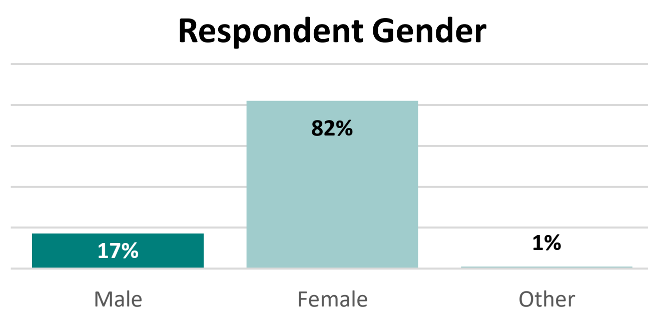
| Housing Assistance Needed | | |
|---|---|---|
| | N | % |
| More affordable rent/housing | 13 | 30.2% |
| Employment | 6 | 14.0% |
| Assistance with bills | 5 | 11.6% |
| Transportation/Driver's License/ID | 4 | 9.3% |
| Understanding/helpful landlords | 3 | 7.0% |
| More money | 3 | 7.0% |
| Assistance with furniture | 2 | 4.7% |
| Assistance with utilities | 2 | 4.7% |
| Help in getting signed up for assistance programs | 2 | 4.7% |
| Assistance for DV victims | 1 | 2.3% |
| Budgeting assistance | 1 | 2.3% |
| Help getting caught up on rent/mortgage | 1 | 2.3% |
| Help cleaning | 1 | 2.3% |
| Home health aide | 1 | 2.3% |
| **Total** | **45** | **(n=43)** |

*What kind of help would make it easier for you in meeting your housing needs (Please be specific.)*

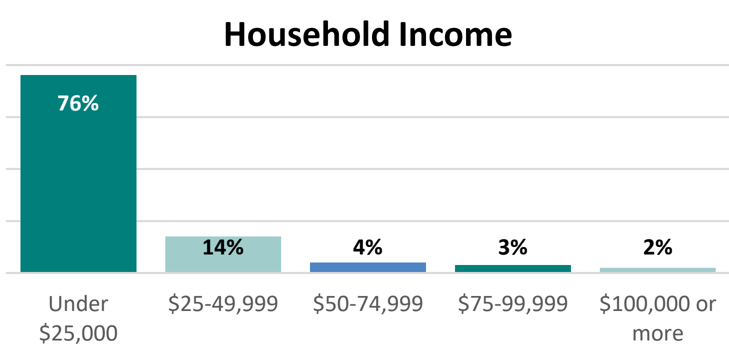
# Respondent Demographics



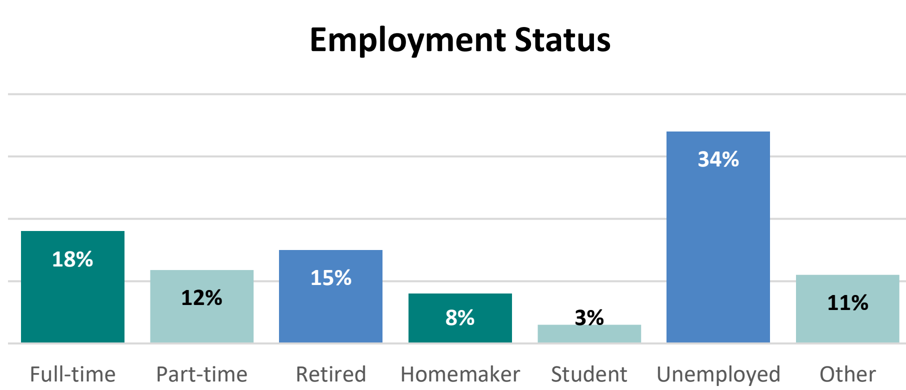

| Age | N | % |
|---|---|---|
| 18-24 | 18 | 14.1% |
| 25-34 | 38 | 29.7% |
| 35-44 | 19 | 14.8% |
| 45-55 | 18 | 14.1% |
| 55-64 | 15 | 11.7% |
| 65 and over | 20 | 15.6% |
| **Total** | **129** | **(n=129)** |




| Gender | N | % |
|---|---|---|
| Male | 23 | 17.4% |
| Female | 108 | 81.8% |
| Other | 1 | 0.8% |
| **Total** | **132** | **(n=132)** |

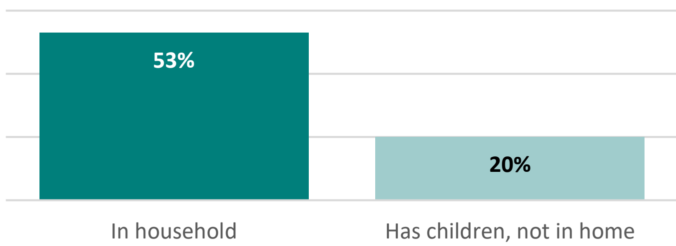



| Income | N | % |
|---|---|---|
| Under $25,000 | 95 | 76.0% |
| $25-49,999 | 18 | 14.4% |
| $50-74,999 | 5 | 4.0% |
| $75-99,999 | 4 | 3.2% |
| $100,000 or more | 3 | 2.4% |
| **Total** | **125** | **(n=125)** |




| Employment | N | % |
|---|---|---|
| Full-time | 24 | 18.3% |
| Part-time | 16 | 12.2% |
| Retired | 19 | 14.5% |
| Homemaker | 10 | 7.6% |
| Student | 4 | 3.1% |
| Unemployed | 44 | 33.6% |
| Other | 14 | 10.7% |
| **Total** | **131** | **(n=131)** |

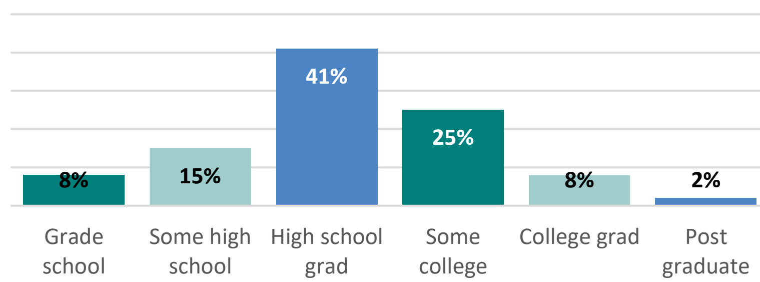
## Children in Household



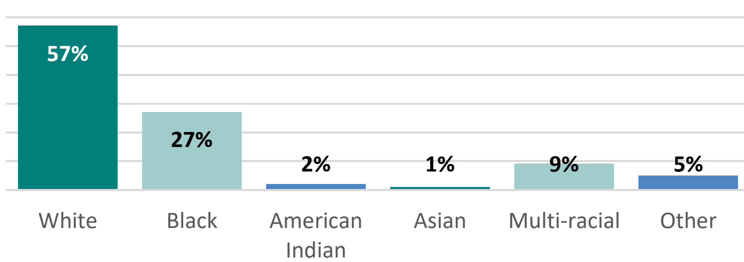

| Children under 18 | N | % |
|---|---|---|
| In household | 69 | 53.1% |
| Has them, not in home | 26 | 20.0% |
| **Total** | | **N=130** |

| Education | N | % |
|---|---|---|
| Grade school | 11 | 8.4% |
| Some high school | 20 | 15.3% |
| High school grad | 54 | 41.2% |
| Some college | 33 | 25.2% |
| College grad | 10 | 7.6% |
| Post graduate | 3 | 2.3% |
| **Total** | **131** | **100%** |

## Education Attainment



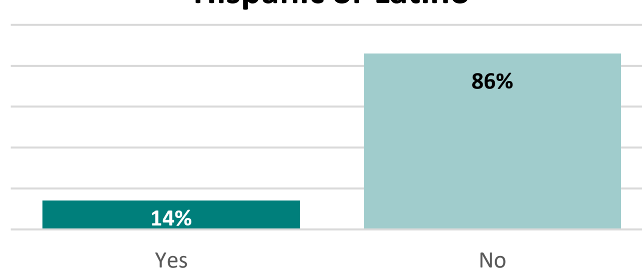

## Race




| Race | N | % |
|---|---|---|
| White | 74 | 57.4% |
| Black | 35 | 27.1% |
| American Indian | 2 | 1.6% |
| Asian | 1 | 0.8% |
| Multi-racial | 11 | 8.5% |
| Other | 6 | 4.7% |
| **Total** | **129** | **(n=129)** |

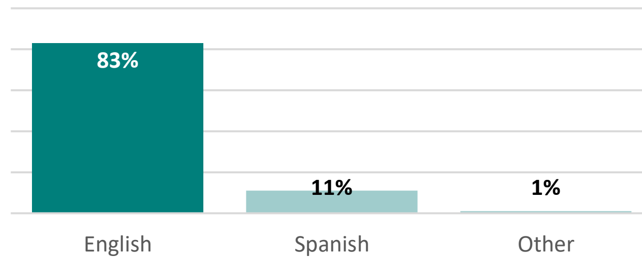
| Hispanic | N | % |
|---|---|---|
| Yes | 19 | 14.4% |
| No | 113 | 85.6% |
| **Total** | **132** | **(n=132)** |

## Hispanic or Latino

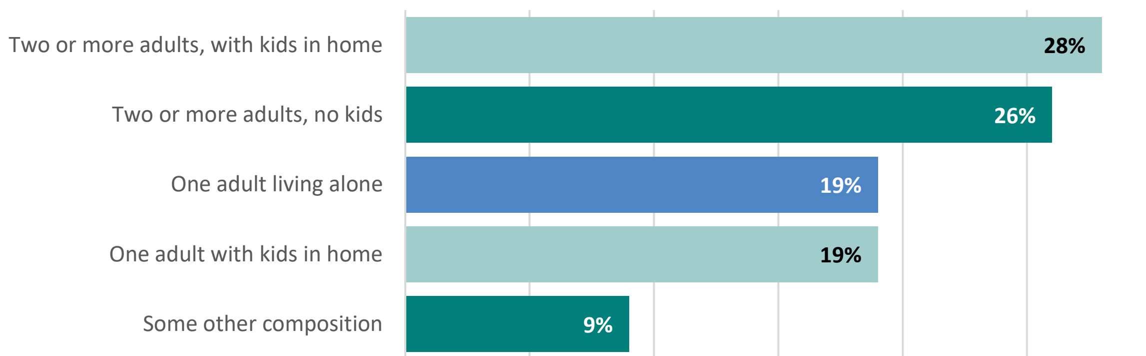


| Gender | N | % |
|---|---|---|
| English | 113 | 82.5% |
| Spanish | 15 | 10.9% |
| Other | 1 | 0.8% |
| **Total** | **137** | **(n=137)** |

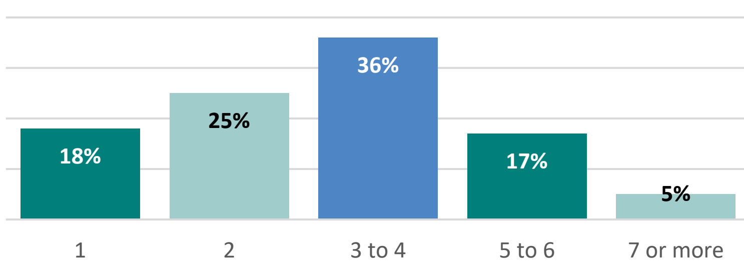
## Languages Spoken at Home




## Household Composition

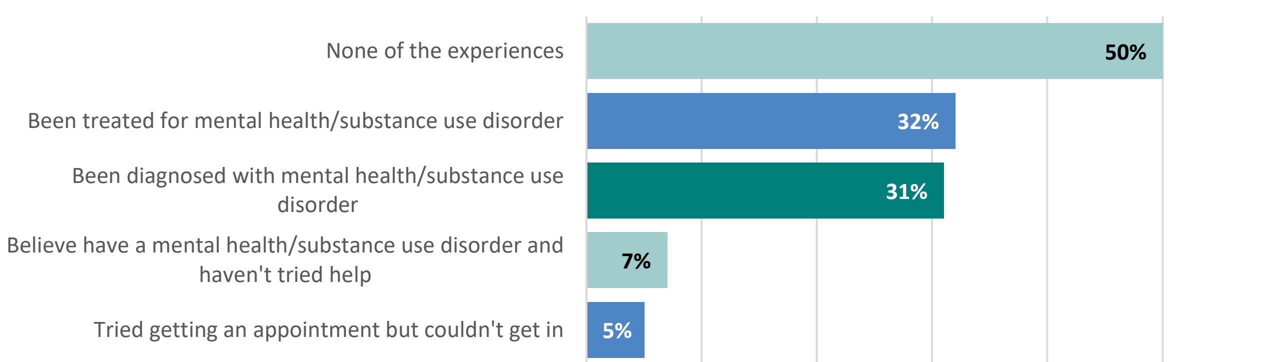


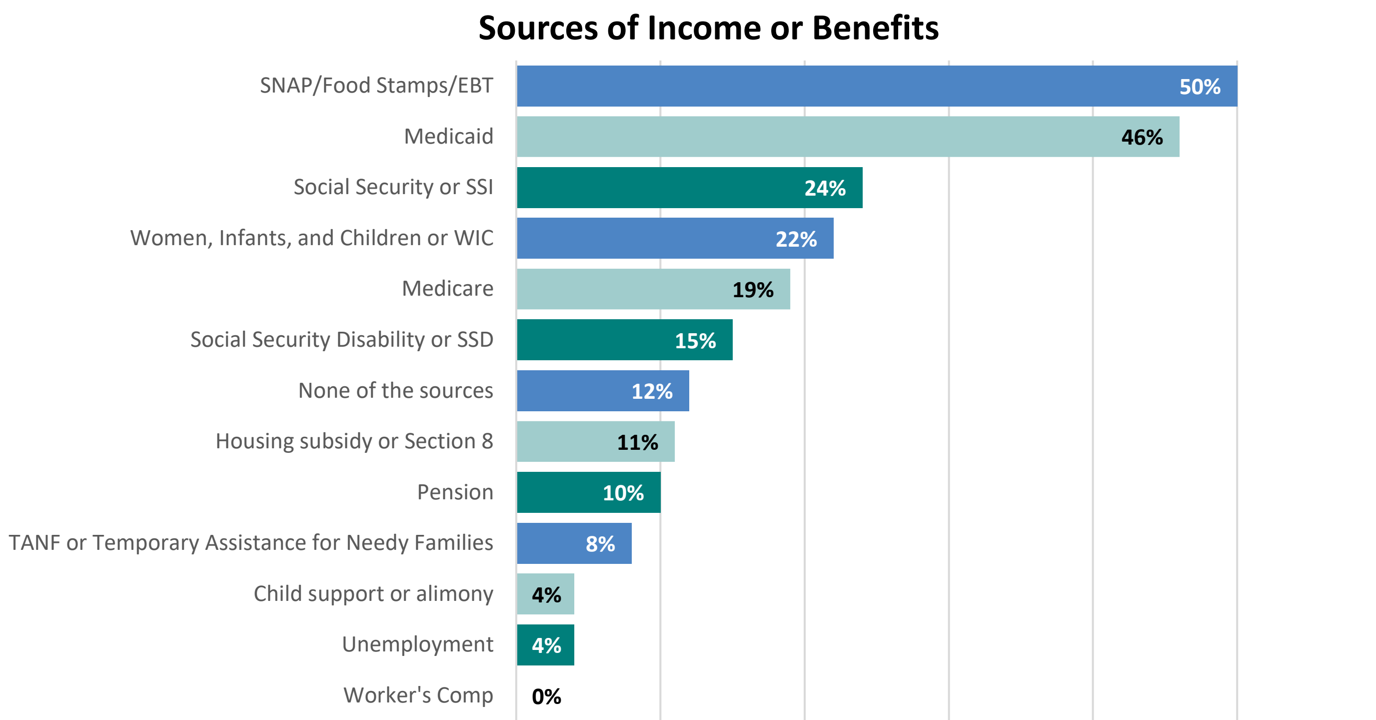

## Number of People in Home




| Number | N | % |
|---|---|---|
| 1 | 20 | 18.3% |
| 2 | 27 | 24.8% |
| 3-4 | 39 | 35.8% |
| 5-6 | 18 | 16.5% |
| 7 or more | 5 | 4.6% |
| **Total** | **109** | **(n=109)** |

## Respondent or Someone in Home. . . . .






| Area/Zip Code | N | % |
|---|---|---|
| 44646 | 20 | 16.1% |
| 44703 | 13 | 10.5% |
| 44707 | 13 | 10.5% |
| 44705 | 11 | 8.9% |
| 44706 | 11 | 8.9% |
| 44708 | 9 | 7.3% |
| 44720 | 9 | 7.3% |
| 44714 | 7 | 5.6% |
| 44647 | 6 | 4.8% |
| 44601 | 4 | 3.2% |
| 44709 | 3 | 2.4% |
| 44710 | 3 | 2.4% |
| 44721 | 3 | 2.4% |
| 44702 | 2 | 1.6% |
| 44704 | 2 | 1.6% |
| 44718 | 2 | 1.6% |
| 44319 | 1 | 0.8% |
| 44614 | 1 | 0.8% |
| 44641 | 1 | 0.8% |
| 44644 | 1 | 0.8% |
| 44666 | 1 | 0.8% |
| 44730 | 1 | 0.8% |
| Total | 124 | 100% |

# Survey Instrument

## Barriers to Getting Services and Care Survey

Please take a moment to answer a few questions about the needs of you and your family.
Responses are confidential and will only be used for ongoing program improvement.

### OVERALL FAMILY NEEDS

1. **What would you say are the 3 MOST important ISSUES facing your household or family today?**
   1. ______________________________________________
   2. ______________________________________________
   3. ______________________________________________

2. **Have any of the following EVER prevented you or anyone in your household from being able to go to the doctors or other health-related appointments?** *(Select all that apply.)*
   - ☐ Transportation *(not having a way to get to things you need)*
   - ☐ Food Insecurity *(not having enough food for yourself and your family)*
   - ☐ Health Literacy *(not understanding your health issues or what you're supposed to do)*
   - ☐ Utility Costs *(not having enough money or support for electric, gas, water or other services)*
   - ☐ Housing *(having trouble finding a place to live or paying for my house or rent)*
   - ☐ None of the above

### TRANSPORTATION NEEDS

3. **How often are you UNABLE to get to where you need to go because of not having a way to get there?**
   - ○ Rarely or never
   - ○ Several times a year
   - ○ About once a month
   - ○ More than once a month
   - ○ Once a week or more often

4. **In the past year, did-you or anyone in your household experience any of the following?** *(Select all that apply.)*
   - ☐ Difficulty buying a vehicle because of credit
   - ☐ Difficulty maintaining or repairing a vehicle
   - ☐ Difficulty keeping vehicle insurance coverage
   - ☐ No access to a household vehicle
   - ☐ No valid driver's license
   - ☐ Unable to use bus service because the closest bus stop was too far away
   - ☐ Unable to use bus service because cost
   - ☐ Unable to afford Uber, Lyft, or cab services
   - ☐ Unable to get gas because of cost of gas
   - ☐ Unable to pay fines or tickets
   - ☐ Unable to afford car payment
   - ☐ Ride from friends or family fell through
   - ☐ Do not have others to rely on for a ride
   - ☐ Work schedule changed and affected transportation options
   - ☐ Unable to drive or use bus service easily because of a disability
   - ☐ None of the above

**5. Within the past year, HOW OFTEN did transportation prevent you from getting to:** *(Select one per row.)*

| | Never | Rarely | Sometimes | Often | Always |
|---|---|---|---|---|---|
| Behavioral/mental health services | ○ | ○ | ○ | ○ | ○ |
| Medical care | ○ | ○ | ○ | ○ | ○ |
| A job interview | ○ | ○ | ○ | ○ | ○ |
| A Job | ○ | ○ | ○ | ○ | ○ |
| Education (school or training program) | ○ | ○ | ○ | ○ | ○ |
| Daycare | ○ | ○ | ○ | ○ | ○ |
| Food/grocery stores | ○ | ○ | ○ | ○ | ○ |
| Social/recreational activities | ○ | ○ | ○ | ○ | ○ |
| Religious/spiritual activities | ○ | ○ | ○ | ○ | ○ |
| Personal care (hair, shopping, errands, etc.) | ○ | ○ | ○ | ○ | ○ |
| Legal appointment (for example- getting to court date, meeting with attorney, etc.) | ○ | ○ | ○ | ○ | ○ |
| Somewhere in the community to pay a bill | ○ | ○ | ○ | ○ | ○ |

**6. What do you need (regarding transportation) to make sure you and your family can get to the places you need to be like a job or doctor's appointment?** *(Please be specific.)*

## FOOD INSECURITY

**7. In the past year, did you or anyone in your household experience any of the following?**
*(Select all that apply.)*

Have trouble getting enough food
Running out of food before your next paycheck
Couldn't afford to eat healthy meals
Ate less or skipped meals because there wasn't enough money for food
Lost weight or had a health problem because there wasn't enough money for food
Not enough time for shopping or cooking
No working stove or cooktop available
No working refrigerator available
Didn't know how to prepare the food given to your household
Too hard to get to the grocery store
None of the above

**8. In the past year, did you or anyone in your household get help with food from any of the following?** *(Select all that apply.)*

WIC
Friends/relatives
Home delivered meals
Free or reduced school breakfast or lunch
Shelters
Summer breakfast programs
Community meal sites
Food pantries
Food stamps/EBT/SNAP
Special food assistance during holidays (baskets, meals, etc.)
Voucher or coupon program (such as produce perks or senior farmers market nutrition program)
None of the above

**9. In the past year, did you or anyone in your household do any of these things to make sure you had enough money for food?** *(Select all that apply.)*

Moved into a shelter
Not paid rent or mortgage on time
Moved in with family or friends
Got an additional job
Neglected healthcare needs
Didn't take medicine or renew prescription
Used payday loan services
Borrowed from a friend or family
Not paid utilities on time *(water, electric, phone, etc.)*
Other (please specify) _________________
None of the above

**10. Which of the following would help you in getting enough food for you and your family?** *(Select all that apply.)*

Being able to get around easier or having better transportation
Learning how to plan money for food
Learning how to cook
Learning how to grow your own food
Having a place to grow your own food
Affordable childcare
Affordable housing
Help in applying for food stamps, WIC or other food programs
Have a grocery store nearby
Have fresh fruits and vegetables in a store nearby
Affordable utilities (water, electric, phone)
Other (please specify) _____________
None of the above

**11. What do you think is needed in this community to help you get enough food and fresh fruits and vegetables for you and your family?** *(Please be specific.)*

## HEALTH INFORMATION

**12. In the past year, did you or anyone in your household have trouble with any of the following?** *(Select all that apply.)*

Reading
Math
Speaking English
Reading English
Writing English
Using a computer
Finding a doctor or mental health provider
Following written directions from your doctor or provider
Completing health questionnaires at the doctor's or provider
Understanding words used by the providers
Understanding how risky behaviors or choices you make impact health
Calling doctor or provider for appointments or follow-ups
None of the above

**13. How easy or hard is it for you to understand what your doctor or provider tells you during visits or when you get back home?**

- O Very hard
- O Somewhat hard
- O Not hard at all

**14. How easy or hard is it for you to understand what your pills or medicines are for and how to take them?**

- O Very hard
- O Somewhat hard
- O Not hard at all
- O *Do not take medications*

**15. Do you have access to . . . .** *(Select one per row.)*

| | Yes | No |
|---|---|---|
| A computer at home? | ○ | ○ |
| A computer someplace else when you need one? | ○ | ○ |
| Internet at home? | ○ | ○ |
| Internet someplace else when you need it? | ○ | ○ |

**16. What could doctors or nurses do to help you understand your health information better?** *(Please be specific.)*

**17. What other things would help you understand your health information better?** *(Please be specific.)*

## UTILITY ASSISTANCE

**18. Have you . . . .** *(Select one per row.)*

| | Yes | No |
|---|---|---|
| Ever gotten a disconnection notice for your electricity, gas or water service? | ○ | ○ |
| In the last year, did your electricity ever get turned off because you couldn't pay the bill? | ○ | ○ |
| In the last year, did your gas ever get turned off because you couldn't pay the bill? | ○ | ○ |
| In the last year, did your water ever get turned off because you couldn't pay the bill? | ○ | ○ |
| | | |

**19. In the past year, did anyone in your home have any of the following problems because of your electric, gas, or water bills?**
*(Select all that apply.)*

Skipped paying a bill or pay less than whole bill
Closed off part of home because couldn't afford to heat or cool it
Kept home at a temperature that felt unsafe or unhealthy at any time of the year
Used kitchen stove or oven to provide heat
Had a foreclosure on mortgage
Got a payday loan to cover expenses
Went without food for at least one day
Went without medical or dental care
Moved in with friends or family
Moved into a shelter or been homeless
Didn't fill a prescription or took less than what was prescribed
Heating system broke and were unable to pay for its repair or replacement
Air conditioner was broken and were unable to pay for its repair or replacement
None of the above

**20. What kind of help would make it easier for you to pay your gas, electric, or water bills?** *(Please be specific.)*

## HOUSING ASSISTANCE

**21. What amount of your monthly income goes to your rent or mortgage?**

- O Less than a third
- O Between a third and a half
- O More than half

**22. Which of the following best describes where you live right now?** *(Select one.)*

- O I own my home
- O I rent my home or apartment
- O I live with friends or family
- O I am staying in a shelter or am homeless
- O Other (please specify) ________________

**23. In the past year, did you or anyone in your house have any of these problems that made it hard to find or stay in housing?** *(Select all that apply.)*

Paying rent on time
Poor relationship with landlord or neighbors
Taking care of things around the house
Being evicted
Lack of rental history or previous eviction
Lack of credit history or poor credit
One or more misdemeanor or felony convictions
Owe a previous landlord money (e.g., for unpaid rent, fees or damages)
Rodents such as mice or rats
Bug infestation such as insects, cockroaches, bedbugs, mosquitos, ticks
Mold
Lead paint or lead pipes
No or not working smoke detectors
Heat or oven/stove not working
Water leaks
Unsafe Water Supply or no running water
Wait list for public housing
None of the above

**24. Do you need help obtaining the following housing documents?** *(Select all that apply.)*

Social security card
Government issued photo ID (e.g., passport, state issued ID, military ID)
Birth certificate or proof of citizenship/ permanent legal residency in the U.S.
Proof of income letter from Social Security
Current bank statement(s)
Other income or asset documentation (please specify) ___________
None of the above

**25. What kind of help would make it easier for you in meeting your housing needs** *(Please be specific.)*

## DEMOGRAPHICS

**26. Do any of the following apply to you or anyone in your household?** *(Select all that apply.)*

- ☐ Been diagnosed with a mental health or substance use disorder
- ☐ Been (or being treated) treated for a mental health or substance use disorder
- ☐ Believe you or household member have a mental health or substance use disorder and haven't tried getting help
- ☐ Tried to get help for a mental health or substance use disorder but couldn't get an appointment
- ☐ None of the above

**27. Are there any children under the age of 18 living in your household?**

- O Yes
- O No

**28. Do you have any children under the age of 18 that do not live with you?**

- O Yes
- O No

**29. What sources of income or benefits do you or anyone living in your household have?** *(Select all that apply.)*

- ☐ Unemployment
- ☐ Child support or alimony
- ☐ TANF or Temporary Assistance for Needy Families
- ☐ Social Security or SSI
- ☐ Social Security Disability/SSD
- ☐ Pension
- ☐ Housing subsidy or Section 8
- ☐ Medicaid
- ☐ Medicare
- ☐ SNAP/Food Stamps/EBT
- ☐ Women, Infants and Children or WIC
- ☐ Worker's compensation
- ☐ None of the above

**30. Which of the following best represents the total yearly income for your family, before taxes?**

- O Under $25,000
- O $25,000 - $49,999
- O $50,000 - $74,999
- O $75,000 - $99,999
- O $100,000 or more

**31. What is your age group?**

- O 18-24
- O 25-34
- O 35-44
- O 45-54
- O 55-64
- O 65 and over

**32. What is your current employment status?**

- O Employed full-time, 35 hours or more per week
- O Employed part-time, 34 or fewer hrs per week
- O Retired
- O Homemaker, not employed outside the home
- O Student not working
- O Unemployed
- O Other ____________________

**33. Which of the following statements BEST describes the household you are currently living in:**

- O There are two or more adults with no children that live in the household
- O There are two or more adults with at least one child age 17 or younger that live in the household
- O There is one adult with at least one child age 17 or younger that live in the household
- O There is one adult living alone in the household
- O Some other household composition

**34. How many people live in your current residence?** *(Enter number of people, including yourself.)* ______________

**35. What is the highest level of education you have completed?**

- O Grade school
- O Some high school
- O High school graduate
- O Some college, trade school, or 2-year degree
- O College graduate (Bachelor's)
- O Post-graduate degree

**36. What is your race? How would you classify yourself?**

- O White
- O Black/African-American
- O American Indian or Alaska Native
- O Asian
- O Native Hawaiian or other Pacific Islander
- O Multi-racial
- O Something else

**37. Are you Hispanic or Latino?**

**38. Which of the following languages are spoken in your home?**

- O English
- O Spanish
- O Other______________

**39. What is your zip code?** ___________________________

**40. Do you describe yourself as a man, a woman, or in some other way?**