



BI-CAP NEEDS ASSESSMENT EXECUTIVE SUMMARY

March 2020

COVID PANDEMIC ADDENDUM
November 2020

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BI-CAP Needs Assessment Executive Summary April 2020

This summary is intended to summarize the full Community Needs Assessment Report and highlight needs commonly identified within surveys and secondary data, as well as summarize how BI-CAP has the tools in place to continually assess evolving needs, especially in light of the current pandemic. The full report is a compilation of several large documents available on file.

Impact of Pandemic on Data Collection

Typically, a full report would provide in-depth analysis that is useful at both the agency and department levels of planning. Client surveys were collected before the pandemic began and were completed by 212 clients for a 12% response rate, with 56% from Beltrami County and 44% from Cass County. The coronavirus ramped up shortly after the request was made for staff, board and partners to complete surveys.

Thirty-nine (39) staff participated in the survey for a 33% return rate, with thirty-two (32) or 82% from Beltrami County and seven (7) or 18% from Cass County. Four (4) board members completed the survey at the beginning of the pandemic, with one being from Beltrami County and three being from Cass County.

Six Agency partner responses was also an understandably lower return rate than anticipated. Once the pandemic reached the level of self-quarantine for two weeks and schools closed, it was determined there was no point in pushing for more survey responses. The community landscape changed, making much of this report quickly outdated.

Why This Report Is Relevant

BI-CAP intends for this needs assessment process to be a framework that can easily be repeated in anticipation of evolving to a nimble strategic planning process that encourages continuous awareness of community needs and opportunities. The focus of this report shifted from detailing needs before the pandemic, to highlighting the type of information gathered that will be useful as the agency moves forward after the pandemic as well as highlighting the needs assessment framework that will help BI-CAP be as nimble and responsive as possible.

Primary Research via Surveys

Primary research through survey tools asked similar questions from clients, staff, board and community partners so that BI-CAP could compare and contrast multiple perspectives. Client surveys were completed in the best manner for each client. Staff, board and partners could complete the survey online with software that generates a report from the results of each survey. The client survey also drilled down in all areas of potential need and demographics.

Clients, staff, board, and community partners were asked many of the same questions about greatest needs as well as in-depth questions within each potential area of need. Next, BI-CAP asked what BI-CAP could do that would be most helpful. (The surveys explored customer and community partners opinions on BI-CAP's quality of service and how they get information.) The budget included potential focus groups; however BI-CAP opted to survey clients, staff and partners at the outbreak of COVID in the spring and again in the fall to better assess evolving needs.

Top Six Needs Remain Constant

Although the order of the top six needs changed a bit during COVID, the top six needs remained constant according to client survey results: Finances, food, health/wellness, housing (including pay/keep/find), employment/living wage and transportation. BI-CAP staff and agency partners shared similar perceptions for prioritized client needs of housing, employment/living wage, transportation, mental health services, addiction/recovery, and parenting skills/Head Start/childcare.

Key Demographics At A Glance

Data and source	Beltrami County	Cass County	Minnesota (If provided)
Population			
Population Projection 2030 (MNDeed demographer)	49,526	27,740	
Population (2019 estimate from US Census)	47,188	29,779	5,639,632
Population change from 2010 (US Census)	6.2%	4.2%	6.3%
Percent of persons under 5 years (US Census)	7.1%	5.5%	6.3%
Percent of persons 65 or older (US Census)	16.1%	25.9%	15.9%
Number and percent of people with disabilities (census 2013-2017 CARES)	5,797, 12.79%	4524, 15.84%	584,974, 10.77%
Language other than English spoken at home, % of persons age 5 years+, 2014-2018 (US Census)	4.1%	3%	11.7%
Housing from US Census			
Median gross rent 2014-2018	\$737	\$713	\$944
Living in same house 1 year ago, percent of persons age 1 year+ 2014-2018	83.2%	89.2%	85.7%
Percentage of households with a mortgage spending 30% or more of their income on housing costs, 2018(MN/GOV/DEED/Assets)	25.2%	32.3%	
Percent of households spending more than 30% or more of their income on rent 2018 (MN/GOV/DEED/Assets)	51.9%	43.5%	
Percentage of households with at least 1 of 4 housing problems: overcrowding, high housing costs, lack of kitchen facilities, or lack of plumbing facilities. 2012-2016 (Robert Woods Johnson County Health Rankings & Roadmaps)	15%	14%	13%
Income from US Census and Unemployment			
Median household income in 2018 dollars (2014-18)	\$47,410	\$50,173	\$68,411
2019 Unemployment Rate (MNDeed Demographer)	4.3%	5.6%	3.2%
Poverty Level Breakdown MNCompass.org 2014-2018			
Total percentage of population in poverty	18.5%	14.6%	9.6%
100-149% poverty level, number and percentage of total population in poverty	5394, 12.4%	3,057, 10.7%	
150-199% poverty level, number and percentage of total population in poverty	4,104, 9.4%	2,590, 9.8%	
200% of poverty or higher (percentage of total population in poverty)	26,090, 59.8%	18,542, 65%	
Quality of Life Indicators (Robert Woods Johnson Foundation County Health Rankings and Roadmap)			
Premature Deaths 2017 (yrs of potential life lost before age 75 per 100,000 pop.-age adjusted)	8,700	10,400	5,300
Ratio of population to physicians 2017	1,260:1	2,450:1	1,120:1
Ration of population to dentists 2017	1,380:1	1,480:1	1,390:1
Ratio of population to mental health providers 2017	280:1	1,180:1	400:1
Alcohol-impaired driving deaths 2014-2018	38%	53%	30%
Food insecurity 2017	13%	11%	9%
Children eligible for free or reduced price lunch (2017-18)	57%	59%	37%

COVID 19 County Vulnerability Data (CARES, University of Missouri)

Indicator & source	Beltrami	Cass	Minnesota
Population (US Census Community Survey)	46,847	29,519	56,111,179
Median Age	33.7	48.9	37.9
Disabled Population	13.5%	15.5%	10.8%
Population in Poverty	18.4%	14.6%	10.1%
Uninsured	8.9%	7.3%	4.7%
Unemployed	5.1%	7.7%	5%
Hospital beds (Definitive Healthcare 2020)			
Licensed beds	134	5	18,457
Staffed beds	105	5	11,861
ICU Beds/Per 100,000	10/21.4	1/3.4	1538/28.2
Typical Bed Utilization Rate	70.4%	.1%	37.9%
Internet Access (Microsoft 2018)			
Internet usage at broadband speed	29.4%	13.3%	13.6%
Household – no internet	17.7%	19.3%	13.1%
Health Indicators (Smoking: University of Wisconsin Population Health Institute County Health Rankings 2019. Rest of indicators from Centers for Medicare and Medicaid Services 2017)			
Adults who smoke	19.8%	17.8%	16.3%
High blood pressure	47.1%	43%	44%
Diabetes	27.2%	21.9%	21.3%
High cholesterol	24.9%	24.6%	26.5%
Asthma	5.2%	3.8%	5.2%
Cardiovascular disease	26.3%	23.4%	20.4%

Key Survey Results

Top Perceived Needs of Clients, Winter 2018-2019 Before COVID

The following table indicates the top six areas of client needs as perceived by staff, board and agency partners. This section of the survey tool will continue to be relevant. **NOTE:** Clients were asked for the top two or three things that would most help them meet their needs. Their answers compared with other perspectives are in a different table in this report. The client survey questions were in-depth on demographics, income, housing, supports and barriers.

Ranking of Needs by Staff (39 responses)	Ranking of Needs by Board (4 responses)	Ranking of Needs by Partners (6 responses)
Housing (32)	Employment/Living Wage (4)	Housing (5)
Mental Health Services (32)	Education (3)	Employment/Living Wage (5)
Transportation (29)	Housing (3)	Mental Health Services (4)
Employment/living wage (25)	Parenting Skills/Head Start/Child Care (3)	Addiction/Recovery Services (4)
Addiction/Recovery Services (23)	Transportation (3)	Transportation (3)
Parenting Skills/Head Start/Childcare (21)	Mental Health Services (2)	Parenting Skills/Head Start/Childcare (3)
Finances (10)	Finances (2)	Finances (1)
Education (9)	Education (2)	Education (1)
Health/Wellness (7)	Addiction/Recovery Services (2)	Health/Wellness (0)
Food (5)	Food (0)	Food (0)
Legal (3)	Legal (0)	Legal (0)
Other (2)		

What BI-CAP Can Do To Help

The two tables on the following page compare and contrast perspectives of clients with BI-CAP staff and board. This comparison is useful for identifying further exploration of the inter-relationship between underlying issues, barriers and immediate needs. For instance, finances rated as a higher need for clients and board. Staff identified potential underlying issues or barriers to finances. Staff and board identified addiction and recovery services as a higher need than clients. Drilling down on needs will be useful during strategic planning. For instance, transportation needs most identified by clients were paying for gas, insurance, and tabs.

NOTE: Partners were not asked these questions. However, partners were asked their opinions of community supports within each area of need. See the partner survey report for answers.

What are the top two or three things that would most help meet needs of BI-CAP ADULT Clients (2019)?

Client responses (out of 212 responders)	Staff responses (out of 39 responders)	Board responses (out of 4 responders)
Finances (94)	Housing (32)	Employment/Living Wage (4)
Food (70)	Mental Health (32)	Finances (3)
Health and Wellness (70)	Transportation (29)	Legal (3)
Transportation (55)	Employment/Living Wage (25)	Mental Health Services (3)
Employment/Living Wage (55)	Addiction/Recovery Serv. (23)	Addiction/Recovery Serv. (3)
Housing (49)	Parenting Skills/Head Start/Childcare (21)	Education (2)
Education (32)	Finances (10)	Housing (2)
Legal (13)	Education (9)	Parenting Skills/Head Start/Childcare (2)
Parenting Skills/Head Start/Childcare (12)	Health/Wellness (7)	Transportation (2)
Mental Health Services (0)	Food (5)	Employment/Living Wage (1)
Addiction/Recovery Serv. (0)	Legal (3)	
	Other (2)	

What are the top two or three things that would most help meet the needs of BI-CAP CHILDREN clients?

Note: There are a few additional choices on staff and board lists.

Client responses (212 responders)	Staff responses (39 responders)	Board responses (4 responders)
Education (30)	Transportation (28)	Parenting Skills/Head Start/Childcare (4)
Food (24)	Parenting Skills/Head Start/Childcare (26)	Help People Become Self-Sufficient (3)
Health and Wellness (18)	Housing (26)	Education (3)
Housing (15)	Education (23)	Community Revitalization (3)
Finances (14)	Health and Wellness (20)	Employment (2)
Transportation (10)	Employment (18)	Transportation (2)
Parenting Skills/Head Start/Child Care (8)	Food (16)	Food (2)
Employment (7)	Helping People Become Self-Sufficient (14)	Health and Wellness (2)
Legal (2)	Finances (8)	Housing (2)
	Coordination of Services (5)	Coordination of Services (2)
	Legal (2)	Legal (1)
		Finances (1)
		Mental Health and Addiction Recovery (1)

Drilling Down on Highest Needs

Clients were asked if they need help or support with these financial needs	Receiving Help	Might Need Help	Do Not Need This - Okay	Total
Getting enough money to meet basic needs	8.99% (16)	35.39% (63)	55.62% (99)	178
Help with finding ways to raise my income	7.83% (13)	30.12% (50)	62.05% 103	166
Help saving money for the future	8.38% (14)	29.34% (49)	62.28% (104)	167
Help to fill out tax forms	3.55% (6)	20.71% (35)	75.74% (128)	169
Help getting financial assistance (benefits/cash)	11.90% (20)	19.64% (33)	68.45% (115)	168
Help to solve problems with credit cards and other debt	4.17% (7)	19.05% (32)	76.79% (129)	168
Dealing with criminal record that limits opportunities for work or other needs	5.42% (9)	9.04% (15)	85.54% (142)	166
Legal help with divorce or custody issues	5.45% (9)	7.88% (13)	86.67% (143)	165
Legal help with domestic abuse or restraining orders	4.24% (7)	2.42% (4)	93.33% (154)	165

Agency Partner Opinions on Referrals

Partners were asked if they made referrals to a list of 38 services either provided by BI-CAP or other community agencies. If they made a referral, they were asked if the referred client was helped or if they didn't know whether the client was helped.

Findings: Referrals were made to 29 of the services. Of those partners, 26 said that 100% of those referred were helped and three (3) did not know if some of their referred clients were helped.

Where People Get Information About Help or Services

BI-CAP's reputation for sharing information was explored through the following survey question. Note that a high percentage of clients and partners who answered the survey question indicated that they get information from BI-CAP. The question states:

Where do you get information about help or services that people need? Please check all that apply.

Responses from Clients (188 answered this.)	Responses from Partners (Six answered this.)
BI-CAP (152)	Other community service organizations (6)
Friends and family (120)	BI-CAP (5)
Internet (67)	Local Churches (4)
Other community service organizations (68)	Social worker (3)
Social worker (41)	Telephone help lines (2)
Local churches (37)	Internet (2)
Telephone help lines (14)	Friends and family (1)

Secondary Data

Secondary data was primarily gathered from local reports and a national platform that provides information by county or city with information on more than 80 health related indicators and census data. Reliable information previously found at Community Commons is now found at Sparkmap.org, a national platform where you can find public and custom tools produced by the Center for Applied Research and Engagement Systems (CARES) at the University of Missouri. The Engagement Network hosts a national Map Room with 15,000+ data layers, the premier Community Health Needs Assessment reporting tool and a hub network with 30+ partner organizations using CARES technology with 80+ health-related indicators and census data.

Other reports collected may shed additional light on needs and opportunities for BI-CAP, such as US Census Quick Facts for Cass and Beltrami Counties, and more detailed data also required of Head Start.

[Additional Needs Assessment Documents On File](#)

More detailed information is available on file. Contact BI-CAP's Executive Director if you are interested. The survey tools may be of particular interest to show the type of information being collected.

- Survey Reports for each constituency: Clients, Staff, Board, Community Partners
- Sparkmap.org (secondary data for each county using multiple data sources, formerly known as Community Commons)
- Local Housing Study
- Student Risk Assessments (MN Department of Education)
- County Demographics and projections from DEED

Addendum Regarding Impact of COVID Pandemic – October, 2020

BI-CAP understands that needs and opportunities continue to evolve, especially during unusual times like the COVID 19 pandemic. BI-CAP wants to stay attentive to the landscape of the agency and communities as they continue to adapt their work at meeting local needs.

This addendum summarizes the findings of three surveys that were distributed and collected in late May, 2020 and again in September, 2020. Online surveys were sent to three audiences. Forty-five (45) agency partners completed the May survey, as compared to six (6) responses to the initial survey that was distributed just as the pandemic ramped up and stay at home mandates were starting. Fall 2020 follow up survey response rate of agencies was considerably lower (14). Fifty (50) staff responded to this survey in May, as compared to thirty-nine (39) responses to the initial survey done at the beginning of the COVID pandemic. About two-thirds of the staff responses identified that they work in Head Start and Early Head Start. In the fall, fifty-one (51) staff replied to the survey. One hundred seventy-four (174) clients completed the May survey and 154 clients completed the September survey, as compared to two hundred twelve (212) clients that initially completed the survey in 2019. NOTE: The May and September surveys were sent to the same lists; however, that doesn't mean that the same people completed both surveys.

NOTE: In May, agency partners and staff were asked about needs in the next six to twelve months. In May, clients were asked about current needs, and were asked again in September. For instance, a low percentage of clients needed help paying for rent when they completed this survey in May; however agency partners and staff anticipated this becoming a bigger need when landlords can evict tenants or when people run out of money. Several clients commented that they anticipate higher expenses for heating in the winter but are doing ok now.

Full transcription of comments and answers to open-ended questions from all surveys are available in a separate 57 page document.

Client Perspective of Current Needs

The client survey was modeled after the survey distributed during the winter, prioritizing key questions from that survey that seem most relevant during the COVID pandemic. BI-CAP repeated this survey in the fall 2020 to monitor changing needs. Many questions focused on current status and how it may have changed since January, 2020.

Has the number of people in your household changed since January 2020?

ANSWER CHOICES	MAY RESPONSES	SEPTEMBER RESPONSES
More people live here now	6.98% (12)	6.45% (10)
Less people here now	2.33% (4)	3.23% (5)
The same number of people live here as in January	90.70% (156)	90.32% (140)

Has the employment status of people in your household changed since January 2020?

ANSWER CHOICES	MAY RESPONSES	SEPTEMBER RESPONSES
Working more	4.07% (7)	5.84% (9)
Working less	36.63% (63)	29.87% (46)
Stayed the same	59.30% (102)	64.29% (99)

How does your financial situation in May 2020 compare to your financial situation in January?

ANSWER CHOICES	MAY RESPONSES	SEPTEMBER RESPONSES
Better now than in January, 2020	8.82% (15)	7.1% (11)
Worse now than in January, 2020	44.71% (76)	30.97 (48)
Stayed the same	46.47% (79)	61.94% (96)

Do you need help paying your rent?

ANSWER CHOICES	MAY RESPONSES	SEPTEMBER RESPONSES
Yes	7.51% (13)	11.69% (18)
No	84.39% (146)	80.52 (124)
Other (Spring and fall: several have mortgages, a few identified other expenses like well or furnace.)	8.09% (14)	7.79% (12)

Do you need help paying for utilities?

ANSWER CHOICES	MAY RESPONSES	SEPTEMBER RESPONSES
Yes	40.12% (69)	54.55% (84)
No	51.74% (89)	33.12% (51)
Other (Available in full transcription document.)	8.14% (14)	12.34% (19)

What are the top two or three things that would most help meet the needs of adults in your household?

ANSWER CHOICES	MAY RESPONSES	SEPTEMBER RESPONSES
Education	5.33% (8)	7.20% (9)
Employment	18.67% (28)	12.80% (16)
Finances	60% (90)	53.60% (67)
Learning how to budget my finances	(not asked)	3.2% (4)
Food	43.33% (65)	44% (55)
Health and Wellness	40% (60)	39.20% (49)
Housing	8.67% (13)	See next line
Finding Housing	Not asked	5.6% (7)
Paying for/Keeping Housing	Not asked	19.2% (24)
Legal	6% (9)	9.6% (12)
Parenting Skills / Head Start / Childcare	5.33% (8)	4% (5)
Transportation	10% (15)	12.8% (16)
Mental Health Services	10% (15)	12% (15)
Addiction/Recovery Services	6.67% (10)	2.4% (3)

Below are some reasons people are having trouble getting a job. Are any of these a problem for you (clients)? Spring response are in black. *Fall response are in color and italics.*

	No Problem	Small Problem	Big Problem	TOTAL
I have a criminal history	89.47% (136) <i>91.37% (127)</i>	5.92% (9) <i>3.6% (5)</i>	4.61% (7) <i>5.04% (7)</i>	152 <i>139</i>
There are no jobs in my field	75% (111) <i>77.37% (106)</i>	16.89% (25) <i>16.79% (23)</i>	8.11% (12) <i>5.84% (8)</i>	148 <i>137</i>
I need more training	80.69% (117) <i>83.82% (114)</i>	16.55% (24) <i>11.76% (16)</i>	2.76% (4) <i>4.41% (6)</i>	145 <i>136</i>
I have a physical or mental disability	61.69% (95) <i>65.03% (93)</i>	12.34% (19) <i>13.29% (19)</i>	24.97% (40) <i>34.68% (31)</i>	154 <i>143</i>
I need transportation	85.91% (128) <i>86.33% (120)</i>	6.71% (10) <i>10.79% (15)</i>	7.38% (11) <i>2.88% (4)</i>	149 <i>139</i>
I need childcare	86.9% (126) <i>84.78% (117)</i>	8.97% (13) <i>7.25% (10)</i>	4.14% (6) <i>7.97% (11)</i>	145 <i>138</i>
The pay is too low for any job I can get	58.62% (85) <i>65.69% (90)</i>	22.76% (33) <i>18.98% (26)</i>	18.62% (27) <i>15.33% (21)</i>	145 <i>137</i>

FINANCIAL OR LEGAL SUPPORTS: Do you need help with the following?

Fall responses are in black. *Spring responses are in color and italics.*

	Currently Receiving Help	Might Need Help	Do Not Need Help	TOTAL
Legal help with divorce or custody issues	1.9% (3) <i>.68% (1)</i>	5.06% (8) <i>6.16% (9)</i>	93.04% (147) <i>93.15 (136)</i>	158 <i>146</i>
Legal help with domestic abuse or restraining orders	1.28% (2) <i>0</i>	0.64% (1) <i>2.05% (3)</i>	98.07% (153) <i>97.95% (143)</i>	156 <i>146</i>
Help to solve problems with credit cards and other debt	1.92 (3) <i>2.74% (4)</i>	24.36% (38) <i>22.60% (33)</i>	73.72% (115) <i>74.66% (109)</i>	156 <i>146</i>
Help getting financial assistance -- benefits/cash	4.46% (7) <i>6.25% (9)</i>	31.21% (49) <i>30.56% (44)</i>	64.33% (101) <i>63.19% (91)</i>	157 <i>144</i>
Help with finding ways to raise my income	1.09% (3) <i>3.47% (5)</i>	41.14% (65) <i>28.47% (41)</i>	56.96% (90) <i>68.06% (98)</i>	158 <i>144</i>
Help saving money for the future	1.25% (2) <i>2.08% (3)</i>	36.98% (59) <i>29.17% (42)</i>	61.89% (90) <i>68.75% (99)</i>	160 <i>144</i>
Help to fill out tax forms	1.89% (3) <i>3.47% (5)</i>	18.87% (30) <i>12.50% (18)</i>	79.25% (117) <i>84.03% (121)</i>	159 <i>144</i>
Getting enough money to meet your basic needs	2.47% (4) <i>4.2% (6)</i>	45.68% (74) <i>41.26% (59)</i>	51.85% (84) <i>42.55% (78)</i>	162 <i>143</i>
Dealing with criminal record that limits opportunities for work or other needs	0.00% (0) <i>.68% (1)</i>	8.23% (13) <i>6.8% (10)</i>	91.77% (145) <i>92.52% (136)</i>	158 <i>147</i>

HEALTHY LIVING - HEALTH SUPPORTS: Do you need help with the following?

	Receiving Help	Might Need Help	Do Not Need Help	TOTAL
Help applying for Medical Assistance or MN Care	13.66% (22) <i>16.44% (24)</i>	9.32% (15) <i>11.64% (17)</i>	77.02% (124) <i>71.92% (105)</i>	161 <i>146</i>
Help getting treatment for a drug or alcohol problem	0.63% (1) <i>.68% (1)</i>	0.00% (0) <i>4.08% (6)</i>	99.37% (158) <i>95.24% (140)</i>	159 <i>147</i>
Help applying for disability support benefits	3.8% (6) <i>3.42% (5)</i>	8.86% (14) <i>8.22% (12)</i>	87.34% (138) <i>88.36% (129)</i>	158 <i>146</i>
Finding good health insurance that is affordable	3.8% (6) <i>3.42% (5)</i>	12.03% (19) <i>19.86% (29)</i>	84.18% (133) <i>76.71% (112)</i>	158 <i>146</i>
Finding doctor, dentist, or counselor accepting Medicare, MA, or MN Care	5.0% (8) <i>5.37% (8)</i>	15.63% (25) <i>20.13% (30)</i>	79.38% (127) <i>74.50% (111)</i>	160 <i>149</i>
Finding ongoing or emergency mental health care	2.55% (4) <i>2.72% (4)</i>	5.73% (9) <i>9.52% (14)</i>	91.72% (144) <i>87.76% (129)</i>	157 <i>147</i>
Getting health care	8.75% (14) <i>11.11% (16)</i>	7.5% (12) <i>10.42% (15)</i>	83.75% (134) <i>78.47% (113)</i>	160 <i>144</i>
Getting dental care	6.79% (11) <i>8.05% (12)</i>	30.25% (49) <i>30.20% (45)</i>	62.96% (102) <i>61.74% (92)</i>	162 <i>149</i>
Coping with stress or depression	6.25% (10) <i>8.78% (13)</i>	20.63% (33) <i>25% (37)</i>	73.13% (117) <i>66.22% (98)</i>	160 <i>148</i>

HEALTHY LIVING - NUTRITION SUPPORTS: Do you need help with the following?

	Receiving Help	Might Need Help	Do Not Need Help	TOTAL
Applying for food support benefits - SNAP/EBT	13.58% (22) <i>13.89% (20)</i>	16.67% (27) <i>22.22% (32)</i>	69.75% (113) <i>63.89% (92)</i>	162 <i>144</i>
Applying for WIC (Women Infant and Children) program	4.4% (7) <i>3.45% (5)</i>	1.26% (2) <i>2.07% (3)</i>	94.34% (150) <i>94.48 (137)</i>	159 <i>145</i>
Applying for Nutrition Assistance Program for Seniors - NAPS	3.8% (6) <i>4.17% (6)</i>	10.76% (17) <i>13.19% (19)</i>	85.44% (135) <i>82.64% (119)</i>	158 <i>144</i>
Applying for Meals on Wheels	1.25% (2) <i>0</i>	8.75% (14) <i>7.39% (11)</i>	90% (144) <i>92.41% (134)</i>	160 <i>145</i>
Finding a Community Table / Soup Kitchen	2.52% (4) <i>0</i>	3.77% (6) <i>6.25% (9)</i>	93.71% (149) <i>93.75% (135)</i>	159 <i>144</i>
Finding a Food Shelf <i>Accessing a Food Shelf</i>	4.38% (7) <i>3.47% (5)</i>	6.88% (11) <i>10.42% (15)</i>	88.75% (142) <i>86.11% (124)</i>	160 <i>144</i>
Applying for Reduced or Free School Lunch	7.55% (12) <i>6.25% (9)</i>	1.89% (3) <i>3.47% (5)</i>	90.57% (144) <i>90.28% (130)</i>	159 <i>144</i>
Getting <u>healthy</u> food for the people in our household	3.75% (6) <i>2.78% (4)</i>	23.75% (38) <i>26.39% (38)</i>	72.50% (116) <i>70.83% (102)</i>	160 <i>144</i>
Getting <u>enough</u> food for the people in our household	4.38% (7) <i>2.78% (4)</i>	25% (40) <i>26.39% (38)</i>	70.63% (113) <i>70.83% (102)</i>	160 <i>144</i>
Learning how to stretch our food budget	0.64% (1) <i>.70% (1)</i>	17.83% (28) <i>18.88% (27)</i>	81.53% (128) <i>80.42% (115)</i>	157 <i>143</i>

CHILDCARE: Do you need any of the following?

ANSWER CHOICES	MAY RESPONSES	SEPTEMBER RESPONSES
Help paying for childcare	33.6% (6)	47.62% (10)
Finding affordable childcare	33.33% (6)	28.57% (6)
Finding childcare that is open when I need it	50% (9)	19.05% (4)
Finding before and after school programs	33.3% (6)	23.81% (5)
Finding summer programs for children	77.78% (14)	47.62% 10
Total Respondents: May: 18, September: 21		

What do you feel are the largest barriers to obtaining or maintaining stable housing? Please select up to 3

ANSWER CHOICES	MAY RESPONSES	SEPTEMBER RESPONSES
Employment/Living wage job	49.57% (57)	39.18% (38)
Access to unearned income (social security, unemployment insurance, veteran's benefits, child support)	12.17% (14)	9.28% (9)
Mental Health	7.83% (9)	11.34% (11)
Poor or limited rental history	12.17% (14)	10.31% (10)
Poor credit/no credit	36.52%(42)	34.02% (33)
Criminal History	9.57% (11)	9.28% (9)
Access to affordable housing	24.38% (25)	26.80% (26)
Chemical Health	0.87% (1)	3.09% (3)
Medical Health	11.3% (13)	14.43% (14)
Life skills/financial management	15.65% (18)	13.40% (13)
Access to affordable childcare	6.09% (7)	13.40% (13)
Transportation	8.7% (10)	13.40% (13)
Domestic Violence	4.35% (5)	3.09% (3)
Other (Available in full transcription document.)	20.87% (24)	25.77% (25)

Do you have other needs that are changing?

ANSWER CHOICES	MAY RESPONSES	SEPTEMBER RESPONSES
Yes	3.7% (6)	.7% (1)
No	7.37% (114)	74.83% (107)
Please explain: (Available in full transcription document.)	25.93% (42)	24.48% (35)
TOTAL RESPONSES	162	143

Anticipated Program Trends (6-12 Months)

Agency partners and staff were asked the same question.

What program trends do you anticipate for your agency in the next six to twelve months?

May responses are in black, *September responses are in italics and color.*

	Agency Partner Responses	Agency Staff Responses
Maintain services we have been providing – no change anticipated	6.82% (3) <i>7.14% (1)</i>	14% (7) <i>34.9% (17)</i>
Provide the same services but changing our model of delivery	54.55% (24) <i>57.14% (8)</i>	62% (31) <i>50% (25)</i>
Decrease in our services	6.82% (3) <i>0</i>	4% (2) <i>4% (2)</i>
Potentially expanding or increasing our services	31.82% (14) <i>35.71% (5)</i>	20% (10) <i>12% (6)</i>

*Most of the comments related to adapting to COVID trends, safety measures and concerns of staff. A complete transcription of comments is available.

Collaborative Opportunities

BI-CAP saw the surveys as a means to explore opportunities to collaborate with agency partners. Agency partners and staff were asked several of the same questions.

What data would be helpful to your agency that BI-CAP may be able to capture in a limited client survey? May answers are in black. *September answers are in italics and color.*

	Agency Partner Responses	Agency Staff Responses
Changes in household	0 <i>0</i>	0 <i>1.96% (1)</i>
Changes in employment	9.09% (4) <i>0</i>	14% <i>9.8% (5)</i>
Changes in perceived needs	34.9% (15) <i>35.7% (5)</i>	18% <i>11.76% (6)</i>
Prioritized needs for the adults in the household using the list from the previous survey: finances, transportation, health & wellness etc.	29.55% (13) <i>0</i>	22% <i>29.41% (15)</i>
Prioritized needs for the children in the household: education, food, housing, etc.	11.36% (5) <i>0</i>	37% <i>37.25% (19)</i>
Other (many said all of the above)	15.91% (7) <i>14.29% (2)</i>	8% <i>9.8% (5)</i>

What do you anticipate as the biggest one or two opportunities for collaborative efforts among agency partners in the next six to twelve months? (Complete transcription is available)

Agency Partners Summary

In the spring, agency partners focused on continuing to expand communication among partners, working together to catch those who fall through the cracks in other programs and avoid duplicating services. A few of the specific ideas offered include helping distribute information from other agencies, allow digital signatures on online application, understand each other's services to provide useful referrals, coordinate service delivery, share information among multiple providers using a ROI agreement, streamline services

to allow processes to move more quickly, and continue community forums and agency meetings to connect and identify collective resources and opportunities for cross-collaboration.

In the fall, a few additional ideas were added to the list including streamline heating assistance, virtual family events, collaboration among agencies providing housing stabilization services, collaboration with agencies on case management (with suggestions), COVID related funding, and several commented on greater/faster collaboration and communication.

BI-CAP Staff Summary

In the spring, BI-CAP staff focused on interagency communication to avoid duplication and to help clients connect with the right resources to get their basic needs met such as food, shelter and education. A few of the specific ideas offered include collaboration of services and funding with the school district, client access to technology, exchange ideas with other agencies and Head Starts of how they are serving their clients during the pandemic, offer a 'one stop shop' online, streamline application processes and braiding funding without duplicating services, and develop a housing locator program to help connect homeless to housing vacancies.

In the fall, staff identified several ways to use virtual meetings with partners to share information on client needs and resources, and collaborate on educating clients on topics (health, virtual learning...). One suggested working together to get a variety of vouchers that supports families. Many saw this as an opportunity and need to strengthen relationships with the district, county and others.

Anticipated Shifts in Client Needs

Agency partners and BI-CAP staff were asked the same questions about anticipated client needs in the next six to twelve months. (See complete transcription at the end of this addendum for these open-ended questions.)

What do you think will be the biggest shift in needs or impacts for families of low income in our communities?

Agency Partners Summary:

In the spring, basic needs of food, housing and living expense and income were frequently mentioned, often in detail. Access to the internet and online services was frequently mentioned for adults to access information, forms and services as well as for students who need internet access for schoolwork. Some of the other needs identified include helping provide personal protective equipment and sanitizer/cleaning supplies for workers who feel forced to go to work in dangerous situations, transportation options and preparing for when landlords can evict renters. There are also unmet needs when government offices are closed, such as the ability to obtain birth certificates or identification. Consider ways to support low income families; become childcare providers through home or fence modifications by YouthBuild or support licensing or classes needed for licensing.

In the fall, suicide prevention, mental health and stress related needs surfaced more, housing issues, telehealth, access to technology, and impacts of hybrid schooling were added to the above list.

BI-CAP Staff Summary:

In the spring, basic needs of food, shelter, transportation, income and paying their bills were common themes, and that the needs will be greater. Access to the internet was frequently mentioned, along with clients needing phones with enough data, storage capability and talking minutes. Food security and healthy food were frequently mentioned. Mental health issues such as depression, stress, drug/alcohol use and abuse.

Taking care of children as parents go to work will be stressful. Will childcare be available and safe? What will Head Start services look like? Will the hours align with work? Family support, especially with parents struggling to be at home with their children or helping with quality distance learning.

In the fall, all of the above as well as the multiple impacts of hybrid schooling on households were often mentioned. More households will fall into poverty or lower into poverty.

Biggest Challenges For Agency Partners and BI-CAP

Agency partners and BI-CAP staff were asked to identify the biggest one or two challenges they anticipate for the next six to twelve months within their own agency. BI-CAP staff were also asked to identify the biggest one or two challenges within their department as well. The full transcription of responses is available at the end of this addendum. Here are summaries of the responses.

Agency Partner Summary:

In the spring, providing services while keeping agency staff/volunteers and clients safe – especially around noncompliant people; re-establishing, building or maintaining rapport with clients; maintaining funding, fundraising/ memberships; obtaining wet signatures for client applications; transportation, housing, mental health needs of clients and financial needs of clients; clear guidelines on how to re-open safely; serving those without internet access.

In the fall, providers added to the list of concerns including medical assistance for clients, suicide prevention/mental health services, heating assistance, ensuring public engagement, mass vaccination clinics (flu and COVID) and staffing issues (shortage and burnout).

BI-CAP Staff Summary:

In the spring, staff identified providing services while keeping agency staff and clients safe; use of space so employees feel safe, working with families where they are at – including technology status; in person or zoom or distance learning; staff morale and productivity; funding to meet needs; communication; job security; and staff agreement on personal safety protocols. See full transcript for responses to biggest challenges within departments.

In the fall, staff added to the list to include staff burnout. Some services can shift to virtual easier than others. Some are concerned about disconnects when not able to meet with families or children in person, especially if families are in crisis. Working from home can be difficult for staff that have children in hybrid schooling. Concerns for staff safety remain high as well as concerns for client needs.

Agency Partners were asked: What data would be helpful to your agency that BI-CAP may be able to capture in a limited client survey?

	MAY RESPONSES	SEPTEMBER RESPONSES
Changes in household	0	0
Changes in employment	9.09% (4)	0
Changes in perceived needs	34.09% (15)	50% (7)
Prioritized needs for the adults in the household: finances, transportation, health & wellness, etc.	29.55% (13)	35.71% (5)
Prioritized needs for the children in the household: education, food, housing, etc.	11.36% (5)	0
Other: Available in full transcription document.	15.91% (7)	1

